Public Document Pack

To: Councillor Radley, Convener; Councillor McRae, Vice-Convener; Councillor Delaney, the Depute Provost; and Councillors Bonsell, Brooks, Copland, Cross, Graham, Greig, McLellan, Nicoll, Mrs Stewart and Thomson.

Town House,
ABERDEEN 08 March 2023

# COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

The Members of the **COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE** are requested to meet in **Council Chamber - Town House on TUESDAY, 14 MARCH 2023 at 10.00 am. This is a hybrid meeting and Members may also attend remotely.**

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

JENNI LAWSON
INTERIM CHIEF OFFICER - GOVERNANCE

## B U S I N E S S

### DETERMINATION OF URGENT BUSINESS

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

### DETERMINATION OF EXEMPT BUSINESS

2. Determination of Urgent 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 17 January 2023 (Pages 5 - 12)

## COMMITTEE PLANNER

6. Committee Business Planner (Pages 13 - 18)

## 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

## PUBLIC PROTECTION

9.1. Scottish Fire and Rescue - verbal operational update

9.2. Police Scotland 6 monthly Performance Report - POL/23/106 (Pages 19 - 44)

9.3. Police Scotland - Local Police Plan 2023-36 (Pages 45 - 78)

## FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

10.1. Performance Report - CUS/23/060 (Pages 79 - 108)

10.2. Cluster Risk Registers - CUS/23/066 (Pages 109 - 140)

## COMMUNITIES AND HOUSING

11.1. Choice Based Lettings - Amendment to the Housing Allocations Policy CUS/23/065 (Pages 141 - 194)

EHRIAs related to reports on this agenda can be viewed here

To access the Service Updates for this Committee please click here

Website Address: aberdeencity.gov.uk

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

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# COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

ABERDEEN, 17 January 2023. Minute of Meeting of the COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE. Present:- Councillor Radley, Convener; Councillor McRae, Vice-Convener; Councillor Steve Delaney, the Depute Provost; and Councillors Bonsell, Bouse (as substitute for Councillor Greig), Brooks, Clark (as substitute for Councillor Nicoll), Copland, Graham, McLellan, McLeod, Councillor Mrs Stewart and Thomson.

**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 1 NOVEMBER 2022

**1.** The Committee had before it the minute of the previous meeting of 1 November 2022, 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 Interim Chief Officer – Governance.

**The Committee resolved:-**
to note the committee business planner.

## NOTICE OF MOTION FROM COUNCILLOR BONSELL

**3.** The Committee had before it a notice of motion from Councillor Bonsell in the following terms:-

that the Committee –

1. notes that fuel poverty is a serious problem for people in their homes across Aberdeen, particularly during this winter but forecast to continue in future years;
2. notes that the effects of climate change are increasingly being felt in all communities in the city, but especially in the most vulnerable;
3. agrees that the most effective route out of fuel poverty is reducing the need for energy consumption, which is also part of the transition to a low carbon economy, the fundamental means of addressing climate change;

4. notes that the widespread installation of good quality insulation in homes, to the current best standards, will reduce energy consumption and offer the prospect of decent living-wage jobs, open to local people within Aberdeen's communities;
5. notes that granite-built houses with solid walls and no cavities are a characteristic of Aberdeen;
6. recalls the long history of Aberdeen City Council in tackling fuel poverty, for example, through partnering with SCARF, Aberdeen Heat & Power, and the new Energy from Waste project;
7. agrees that we should look to maximise the benefits of public spending by integrating the work on fuel poverty, climate change and employability where possible;
8. instructs the Chief Officer – Corporate Landlord to engage with appropriate social enterprises to explore the setting up, and also examine options for the in-house delivery, of a scheme to fit external wall insulation to homes with solid walls under the Home Energy Efficiency Programmes for Scotland: Area Based Schemes (HEEPS:ABS) and to report back to the appropriate committee; and
9. instructs the Chief Officer – Commercial and Procurement to report back to the appropriate committee, not later than July 2023, on options that the Council may have under its trading powers for the production, distribution and installation of insulation in Council and non-Council properties, the benefits to employment and the local circular economy, the potential for reduction in fuel poverty for occupiers of Council houses and other properties, and the level of capital and revenue investment required for different options.

**The Committee resolved:-**

(i) to note that fuel poverty is a serious problem for people in their homes across Aberdeen, particularly during this winter but forecast to continue in future years;
(ii) to note that the effects of climate change are increasingly being felt in all communities in the city, but especially in the most vulnerable;
(iii) to agree that the most effective route out of fuel poverty is reducing the need for energy consumption, which is also part of the transition to a low carbon economy, the fundamental means of addressing climate change;
(iv) to note that the widespread installation of good quality insulation in homes, to the current best standards, will reduce energy consumption and offer the prospect of decent living-wage jobs, open to local people within Aberdeen's communities;
(v) to note that granite-built houses with solid walls and no cavities are a characteristic of Aberdeen;
(vi) to recall the long history of Aberdeen City Council in tackling fuel poverty, for example, through partnering with SCARF, Aberdeen Heat & Power, and the new Energy from Waste project;
(vii) to agree that Aberdeen City Council should look to maximise the benefits of public spending by integrating the work on fuel poverty, climate change and employability where possible;
(viii) to note that the Council currently have a number of ongoing cavity and external wall insulation schemes to address the energy needs of Council tenants; and
(ix) to agree that the Council continue to work with the Scottish Government to deliver Home Energy Efficiency Programme for Scotland: Area Based Scheme, working

with private owners to progress external wall insulation and other home efficiency measures.

## VERBAL OPERATIONAL UPDATE - POLICE SCOTLAND - CHIEF SUPERINTENDENT GRAEME MACKIE

**4.** The Committee heard from Chief Superintendent Graeme Mackie, Police Scotland who provided a verbal operational update to Members.

Members asked a number of questions of Chief Superintendent Mackie.

**The Committee resolved:-**

(i) to request that the contact details of the relevant Police Scotland officers be shared with Elected Members via the clerk, in order for the Members to forward any communications with constituents that required Police Scotland attention;
(ii) to request that a 6 monthly report be submitted to the Committee, from the City Centre Policing Team and to include information on partnership working; and
(iii) to otherwise thank Chief Superintendent Mackie for his verbal update.

## POLICE SCOTLAND THEMATIC REPORT - UPDATE ON CYBER CRIME - POL/23/026

**5.** The Committee had before it a report by Police Scotland, which provided an update regarding the progress made by the North East Division Cyber Enabled Crime Team (DCECT).

**The report recommended:-**
that the Committee discuss, comment on and endorse the report.

The Committee heard from Detective Chief Inspector Karen Main, who spoke in furtherance of the report and answered questions from members.

**The Committee resolved:-**
to note the update provided by Police Scotland in regards to cyber crime.

## SCOTTISH FIRE AND RESCUE SERVICE THEMATIC REPORT MONITORING AND TRACKING OF INITIATIVES - SFR/23/029

**6.** The Committee had before it a report by Scottish Fire and Rescue which presented the Scottish Fire and Rescue Service Thematic Report Monitoring and Tracking of Initiatives, for the 2022-23 year to date.

**The report recommended:-**

that the Committee consider and note the information provided in the report in relation to prevention and protection (Appendix A: Thematic Report – Monitoring and Tracking of Initiatives).

The Committee heard from Chay Ewing, Area Commander, Scottish Fire and Rescue Service, who spoke in furtherance of the report and answered questions from Members.

**The Committee resolved:-**
to note the information contained in the report.

## PERFORMANCE REPORT - CUS/23/006

**7.** The Committee had before it a report by the Chief Officer - Data and Insights, which presented the status of appropriate key performance measures relating to certain Operations and Customer services.

**The report recommended:-**
that the Committee note the report and provide comments and observations on the performance information contained in the report Appendix.

**The Committee resolved:-**
to note the report.

## COMMUNITY EMPOWERMENT STRATEGY - CUS/23/014

**8.** The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which presented the Community Empowerment Strategy 2023-26 which complemented and sat alongside the Aberdeen City Local Outcome Improvement Plan (LOIP), refreshed in 2021.

**The report recommended:-**
that the Committee endorse the Community Empowerment Strategy presented at Appendix 1.

**The Committee resolved:-**
to approve the recommendation.

## BUILDING STANDARDS ACTIVITY REPORT - COM/23/025

**9.** The Committee had before it a report by the Chief Officer – Strategic Place Planning, which provided assurance and an overview of Council responsibilities in relation to securing dangerous buildings and protecting public safety, as well as activity on unauthorised building work and unauthorised occupation of buildings.

**The report recommended:-**
that the Committee –
(a) notes the contents of the report and appendix; and
(b) agrees to receive a further Building Standards Activity Report at the meeting of this Committee on 24 November 2023.

**The Committee resolved:-**
(i) to request that officers review the situation in regards to the vacant shop units at Logie Place and to send the information by way of email to members, as well as the local members for Northfield/Mastrick; and
(ii) to approve the recommendations.

## RESILIENCE ANNUAL REPORT - COM/23/013

**10.** The Committee had before it a report by the Interim Chief Officer – Governance, which provided the annual assurance report on the Council's resilience arrangements in fulfilment of its duties as a Category 1 responder under the Civil Contingencies Act 2004.

**The report recommended:-**
that the Committee -
(a) note the progress made in further embedding the Council's resilience arrangements during another challenging year for emergency response; and
(b) note the updated Generic Emergency Plan which has received minor alterations under the relevant delegated powers.

**The Committee resolved:-**
to approve the recommendations.

## PREVENTING HOMELESSNESS - MEMORANDUM OF UNDERSTANDING BETWEEN ABERDEEN CITY COUNCIL AND THE DEPARTMENT OF WORK AND PENSIONS - CUS/23/027

**11.** The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which provided Members with an update on work agreed through the Memorandum of Understanding signed with the Department of Work and Pensions.

**The report recommended:-**
that the Committee note the content of the report.

**The Committee resolved:-**
to approve the recommendation.

**COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE**
17 January 2023

**OPERATION AND ENFORCEMENT OF LICENSING AND REGISTRATION SCHEMES WITHIN THE PRIVATE RENTED HOUSING SECTOR OF ABERDEEN - CUS/23/018**

**12.** The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which provided assurance of the role of the Council in protecting tenants in the private rented housing sector through licensing, registration, and enforcement. It was noted that the report was brought to Committee following a Notice of Motion by Councillor Hutchison.

**The report recommended:-**
that the Committee –
(a) note the operation of Landlord Registration, and enforcement of unregistered landlords within Aberdeen City;
(b) note the operation of the licensing scheme for Houses of Multiple Occupation (HMO) and enforcement of unlicensed landlords within Aberdeen City; and
(c) note the operation of the licensing scheme for Short Term Lets and enforcement of unlicensed hosts and operators within Aberdeen City.

**The Committee resolved:-**
to approve the recommendations.

**HOUSING IMPROVEMENT GROUP - UPDATE REPORT JANUARY 2023 - RES/23/045**

**13.** The Committee had before it a report by the Chief Officer – Corporate Landlord, which provided members with an update on the work of the Housing Improvement Group and sought instructions to bring reports on a variety of issues.

**The report recommended:-**
that the Committee –
(a) note the work of the Housing Improvement Group in identifying improvements and efficiencies around the management and maintenance of the housing stock and instruct the Chief Officer – Corporate Landlord to bring forward regular reports (bi-annual) on the work of the Group to this Committee, the first such report to go to the Committee meeting in July 2023;
(b) note that, as part of the transformation programme, there is an ongoing review of the structure of the organisation around housing repairs and maintenance and instruct the Chief Officer – Corporate Landlord to report any changes to this Committee on 6 July 2023;
(c) instruct the Chief Officer – Corporate Landlord to review, as part of the transformation programme, key planned maintenance activities required across the Housing Revenue Account (HRA) portfolio and report back to this committee in July 2023 on a programme approach to delivering these works;

(d) instruct the Chief Officer – Corporate Landlord, as part of the 2023/24 budget setting process, to consider the balance between pro-active preventative maintenance and replacement works with a view to reporting a more robust planned maintenance programme as part of the HRA Capital and Revenue budgets, reflecting all other budget pressures;

(e) instruct the Chief Officer – Corporate Landlord to report to the next meeting of this Committee on the capital programme of works to properties, following consideration of the current approach to tenants refusing improvement works, with options to change this approach and the case for changing to an approach which ensures all tenanted properties are upgraded and maintained to the same standard;

(f) instruct the Chief Officer – Corporate Landlord to ensure that a robust approach is taken in relation to common repairs within shared ownership properties and report to the next committee on the legal and logistical implications of this, with a recommendation of a course of action to ensure all tenanted properties are maintained to similar standard;

(g) instruct the Chief Officer – Corporate Landlord to review the HRA's non-traditional housing stock to identify properties that will be unable to meet future environmental or other standards, identify a budget to undertake these inspections within the 2023/24 budget and report back to this Committee on progress in November 2023; and

(h) instruct the Chief Officer – Corporate Landlord to consolidate and refresh all asset management strategies for the HRA estate and report back to this Committee on this matter by late 2024.

**The Committee resolved:-**
to approve the recommendations.

- **Councillor Miranda Radley, Convener**

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| | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|
| 1 | **COMMUNITIES HOUSING AND PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER**<br>The Business Planner details the reports which have been instructed as well as reports which the Functions expect to be submitting for the calendar year. | | | | | | | | |
| 2 | **Report Title** | **Minute Reference/Committee Decision or Purpose of Report** | **Update** | **Report Author** | **Chief Officer** | **Director** | **Terms of Reference** | **Delayed or Recommended for removal or transfer, enter either D, R, or T** | **Explanation if delayed, removed or transferred** |
| 3 | **14th March 2023** | | | | | | | | |
| 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 | Data and Insight | Customer | 1.1.3 | | |
| 5 | Housing Allocation Policy | To provide committee with an update on the allocations policy. | On agenda | Graeme Gardener | Early Intervention and Community Empowerment | Customer | 1.1.5 | | |
| 6 | Protests and Processions | To agree the Council's position on the public protection aspects of protests and processions where there are traffic management implications arising from applications | | Vikki Cuthbert | Governance | Commissioning | 2.12 | D | Discussions still ongoing with COSLA and Police Scotland. |
| 7 | Cluster Risk Registers and Assurance Map Reporting for Customer Experience / D&I / D&T / EI&CE and Building Services | To report on the cluster risk registers | On agenda | Jacqui MacKenzie, Steve Roud, Derek McGowan | Various | Various | 1.1.4 | | |
| 8 | Police Scotland 6 monthly Performance Report | To present Police Scotlands 6 monthly Performance Report | On agenda | Graeme Mackie | Police Scotland | Police Scotland | 2.20 | | |
| 9 | Capital Programme of Works to Properties | At the meeting on 17 January 2023, it was agreed to instruct the Chief Officer – Corporate Landlord to report to the next meeting of this Committee on the capital programme of works to properties, following consideration of the current approach to tenants refusing improvement works, with options to change this approach and the case for changing to an approach which ensures all tenanted properties are upgraded and maintained to the same standard. | | Stephen Booth | Corporate Landlord | Resources | 1.1.1 | D | Officers are working on exploring the issues raised within the instruction and require additional time to consider all the implications of any changes to the current practise and to undertake wider consultation on any recommendations. |
| 10 | Local Police Plan 2023-26 | To provide members with the Local Police Plan for 2023-26 | On agenda | Graeme Mackie | Police Scotland | Police Scotland | 2.19 | | |

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| 2 | **Report Title** | **Minute Reference/Committee Decision or Purpose of Report** | **Update** | **Report Author** | **Chief Officer** | **Director** | **Terms of Reference** | **Delayed or Recommended for removal or transfer, enter either D, R, or T** | **Explanation if delayed, removed or transferred** |
| 11 | **16th May 2023** | | | | | | | | |
| 12 | 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 | Data and Insight | Customer | 1.1.3 | | |
| 13 | SFRS - Thematic Report: SFRS Rescue and Specialist Support | To provide a thematic report on the SFRS Rescue and Specialist Support | | Chay Ewing | Scottish Fire and Rescue Service | Scottish Fire and Rescue Service | 2.20 | | |
| 14 | Aberdeen Water Safety | To inform committee on Aberdeen City Council's involvement in the Aberdeen Water Safety Group and provide and update on this group's and Environmental Services' current initiatives. | | Steven Shaw | Operations and Protective Services | Resources | 1.1.1 | | |
| 15 | Trusted Trader Scheme in Aberdeen City | To seek elected member approval for the proposed Trusted Trader Scheme | | Graeme Paton | Operations and Protective Services | Resources | 1.1.2 and 1.1.5 | | |
| 16 | Participatory Budgeting in Aberdeen | At the budget meeting on 7 March 2022, it was agreed to note the Council's approach towards meeting the target of 1% of revenue funding being available for Participatory Budgeting, paragraph 3.83 of the report, and instruct the Chief Officer - Early Intervention and Community Empowerment to report to a future meeting of the Operational Delivery Committee on the impact of Participatory Budgeting in Aberdeen. | | Derek McGowan | Early Intervention and Community Empowerment | Customer | 1.2 | | Transferred from Operational Delivery Committee business planner. |
| 17 | Piper Alpha Memorial Report | ODC 31/08/22 - to instruct the Chief Officer Operations and Protective Services to liaise with interested parties as to their preferred options for the future of the Piper Alpha Memorial and to include in those options presented to those parties, the option of the replanting of roses including any cost implications; and to instruct the Chief Officer Operations and Protective Services to report the outcome of the meeting(s) with interested parties to the next appropriate Committee meeting and seek a decision; and to instruct the Chief Officer Operations and Protective Services to provide an update to a Council meeting when appropriate. | | Mark Reilly | Operations and Protective Services | Operations | 1.1.1 | | |
| 18 | Housing Strategy Update | To provide committee with an update on Housing Strategy | | Mel Booth | Strategic Place Planning | Commissioning | 1.1.1 | | |
| 19 | SFRS: Thematic Report | Theme to be agreed. | | Chay Ewing | Scottish Fire and Rescue Service | Scottish Fire and Rescue Service | 2.20 | | |
| 20 | Police Scotland | To provide a verbal operational update to committee. | | Graeme Mackie | Police Scotland | Police Scotland | | | |

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| 2 | **Report Title** | **Minute Reference/Committee Decision or Purpose of Report** | **Update** | **Report Author** | **Chief Officer** | **Director** | **Terms of Reference** | **Delayed or Recommended for removal or transfer, enter either D, R, or T** | **Explanation if delayed, removed or transferred** |
| 21 | **6th July 2023** | | | | | | | | |
| 22 | 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 | Data and Insight | Customer | 1.1.3 | | |
| 23 | Housing Improvement Group | At the meeting on 17 January 2023, it was agreed that (i) to note the work of the Housing Improvement Group in identifying improvements and efficiencies around the management and maintenance of the housing stock and instruct the Chief Officer – Corporate Landlord to bring forward regular reports (bi-annual) on the work of the Group to this Committee, the first such report to go to the Committee meeting in July 2023; and (ii) to note that, as part of the transformation programme, there is an ongoing review of the structure of the organisation around housing repairs and maintenance and instruct the Chief Officer – Corporate Landlord to report any changes to this Committee on 6 July 2023; | | Stephen Booth | Corporate Landlord | Resources | 1.1.1 | | |
| 24 | Housing Revenue Account Portfolio | At the meeting on 17 January 2023, it was agreed to instruct the Chief Officer – Corporate Landlord to review, as part of the transformation programme, key planned maintenance activities required across the Housing Revenue Account (HRA) portfolio and report back to this committee in July 2023) on a programme approach to delivering these works. | | Stephen Booth | Corporate Landlord | Resources | 1.1.1 | | |
| 25 | Library Provision | At the budget meeting on 1 March 2023, it was agreed to instruct the Chief Officer - Early Intervention and Community Empowerment to bring a report to the Communities, Housing and Public Protection Committee, during financial year 2023/24, outlining options for, the design of a 21st library provision that can then be shared for consultation. | | Margaret Stewart | Early Intervention and Community Empowerment | Customer | 1.1.1 | | |
| 26 | SFRS - 2022/23 Annual Scrutiny Report | To provide details on the Scottish Fire and Rescue Scrutiny Report for 2022/23 | | Chay Ewing | Scottish Fire and Rescue Service | Scottish Fire and Rescue Service | 2.20 | | |
| 27 | **5th September 2023** | | | | | | | | |
| 28 | Empty Home Policy | At the Operational Delivery Committee on 16 September 2021, it was agreed that an annual report be brought back in relation to Empty Homes. | | Derek McGowan | Early Intervention and Community Empowerment | Customer | 1.1.1 | | Transferred from Operational Delivery Committee business planner. |
| 29 | City Centre Policing | At the meeting on 17 January 2023, it was agreed that a report be brought in 6 months on City Centre Policing and to include information on partnership working | | Graeme Mackie/ Andy McDonald | Customer Services | Customer | 1.1.1 | | |

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| 2 | **Report Title** | **Minute Reference/Committee Decision or Purpose of Report** | **Update** | **Report Author** | **Chief Officer** | **Director** | **Terms of Reference** | **Delayed or Recommended for removal or transfer, enter either D, R, or T** | **Explanation if delayed, removed or transferred** |
| 30 | 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 | Data and Insight | Customer | 1.1.3 | | |
| 31 | Annual Committee Effectiveness Report | To report on the annual effectiveness of the committee | | Lynsey McBain | Governance | Commissioning | TBC | | |
| 32 | Police Scotland - Performance Report | To present Police Scotland Performance Report | | Graeme Mackie | Police Scotland | Police Scotland | 2.20 | | |
| 33 | Annual Assurance Statement | Annual submission required to the Scottish Government. October/November 2023 | | Derek McGowan | Early Intervention and Community Empowerment | Customer | 1.1.1 | | |
| 34 | SFRS: Thematic Report | Theme to be agreed. | | Chay Ewing | Scottish Fire and Rescue Service | Scottish Fire and Rescue Service | 2.20 | | |
| 35 | **14th November 2023** | | | | | | | | |
| 36 | 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 | Data and Insight | Customer | 1.1.3 | | |
| 37 | Review of the Non Traditional Housing Stock | At the meeting on 17 January 2023, it was agreed to instruct the Chief Officer – Corporate Landlord to review the HRA's non traditional housing stock to identify properties that will be unable to meet future environmental or other standards, identify a budget to undertake these inspections within the 2023/24 budget and report back to this Committee on progress in November 2023. | | Stephen Booth | Corporate Landlord | Resources | | | |
| 38 | Aberdeen City's Affordable Housing Delivery Programme | To provide an update on the Aberdeen City affordable housing delivery programme. | | Mel Booth | Early Intervention and Community Empowerment | Customer | 1.1.1 | | |
| 39 | Aberdeen City's Strategic Housing Investment Plan 2023/24 – 2027/2028 | To seek approval of the Strategic Housing Investment Plan (SHIP) | | Mel Booth | Early Intervention and Community Empowerment | Customer | 1.1.1 | | |
| 40 | Building Standards Activity Report | At the meeting on 17 January 2023, it was agreed that a further report be brought on Building Standards Activity Report | | Grant Tierney | David Dunne | Commissioning | 2.7 | | |

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| 2 | **Report Title** | **Minute Reference/Committee Decision or Purpose of Report** | **Update** | **Report Author** | **Chief Officer** | **Director** | **Terms of Reference** | **Delayed or Recommended for removal or transfer, enter either D, R, or T** | **Explanation if delayed, removed or transferred** |
| 41 | SFRS - 6 month Performance Report | To provide details on the 6 month performance report from Scottish Fire and Rescue. | | Chay Ewing | Scottish Fire and Rescue Service | Scottish Fire and Rescue Service | 2.20 | | |
| 42 | **Beyond 2023 or no date confirmed.** | | | | | | | | |
| 43 | Asset Management Strategies for the HRA Estate | At the meeting on 17 January 2023, it was agreed to instruct the Chief Officer – Corporate Landlord to consolidate and refresh all asset management strategies for the HRA estate and report back to this Committee on this matter by late 2024. | | Stephen Booth | Corporate Landlord | Resources | | | |
| 44 | Housing | At the budget meeting on 1 March 2023, it was agreed instruct the Chief Officer - Strategic Place Planning to include a tiered analysis of resource requirements in the refreshed Local Housing Strategy to be presented for approval to the Communities, Housing and Public Protection Committee noting the significance of housing as one of the key determinants of population health. | | David Dunne | Strategic Place Planning | Commissioning | | | |
| 45 | Public Engagement | At the budget meeting on 1 March 2023, it was agreed to instruct the Communications Manager to bring back a report to the Communities, Housing and Public Protection Committee outlining a scheme of public engagement, ahead of the 2024/25 budget setting process. | | David Ewen | Customer Experience | Customer | 1.1.1 | | |

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**ABERDEEN CITY COUNCIL**

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|---|---|
| **COMMITTEE** | Communities, Housing & Public Protection |
| **DATE** | 14 March 2023 |
| **EXEMPT** | No |
| **CONFIDENTIAL** | No |
| **REPORT TITLE** | Police Scotland Performance Report April - Sept 2022 (Appendix A) |
| **REPORT NUMBER** | POL/23/106 |
| **DIRECTOR** | |
| **CHIEF OFFICER** | |
| **REPORT AUTHOR** | Chief Superintendent Graeme Mackie, North East Division, Police Scotland |
| **TERMS OF REFERENCE** | 2.17 |

## 1. PURPOSE OF REPORT

1.1 To present the Police Scotland Performance Report covering April to September 2022 for Committee scrutiny.

## 2. RECOMMENDATION(S)

That the Committee:-

2.1 Discuss, comment on, and endorse the report.

## 3. CURRENT SITUATION

3.1 The report, attached as **Appendix A** provides a detailed account of Police Performance in Aberdeen City in support of agreed priorities, both local and national for April - September 2022.

3.2 Much of the content of the report reflects on the collaborative methods in which Police Scotland operate across the City. The report demonstrates how communities can benefit when Community Planning Partners work within both the Local Outcome Improvement Plan and Locality Plans.

3.3 The report covers a wide range of police activity including corporate governance; recorded crime; detection rates; and operations. The report provides both 5 year and year on year comparisons to allow the Committee to evaluate trends in performance.

## 4. FINANCIAL IMPLICATIONS

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

## 5. LEGAL IMPLICATIONS

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

## 6. ENVIRONMENTAL IMPLICATIONS

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

## 7. RISK

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

## 8. OUTCOMES

| Aberdeen City Local Outcome Improvement Plan | |
|---|---|
| Prosperous People Stretch Outcomes | Police Scotland are key partners within Community Planning Aberdeen and help contribute to the shared vision for 2026 that '*Aberdeen is a place where all people can prosper*' and towards the achievement of the LOIP theme which aims to make people more resilient and protect them from harm; where every child, irrespective of their circumstances, is supported to grow, develop and reach their full potential; and where all people in Aberdeen are entitled to live within our community in a manner in which they feel safe and protected from harm, supported when necessary and fully included in the life of the city. |
| Prosperous Place Stretch Outcomes | Police Scotland are key partners within Community Planning Aberdeen and help contribute to the shared vision for 2026 that '*Aberdeen is a place where all people can prosper*' and towards the achievement of the LOIP theme which aims to support individuals and communities to live in healthy, sustainable ways. |

## 9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|---|---|
| **Integrated Impact Assessment** | Not required |
| **Data Protection Impact Assessment** | Not required |
| **Other** | None |

## 10. BACKGROUND PAPERS

10.1 Not applicable

## 11. APPENDICES

11.1 A - Police Scotland Performance Report April - Sept 2022

## 12. REPORT AUTHOR CONTACT DETAILS

| | |
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POLICE SCOTLAND
Keeping people safe

# Communities, Housing and Public Protection Committee

## North East Division
## Aberdeen City

## April - September 2022

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## Introduction

I am pleased to present the latest Communities, Housing and Public Protection Committee report on behalf of Police Scotland, North East Division.

This report, my first as Divisional Commander, details performance in Aberdeen City aligned to the agreed priorities at local and national level for the period of 1 April to 30 September 2022.

In line with previous reports submitted, comparisons are provided against 5 Year Averages to ensure an accurate picture can be drawn, distinct from periods during which the impact of pandemic lockdown measures obscured clear comparison. The report also contains additional information and context to provide a more informed perspective of matters across Aberdeen City.

Since our last performance report it has been a busy period and the demands on policing in Aberdeen continue to be relentless, with the socio-economic landscape bringing inevitable challenges. Not only have we continued to provide high levels of performance in line with our policing priorities, we have also had other significant events and demands to manage, some of which I will provide brief detail on.

This reporting period has seen the delivery of a new national crime recording system to North East Division. 'COS UNIFI' replaced the 'CrimeFile' application which had been in use locally for approximately 25 years. This was a significant piece of organisational change and North East Division is one of the first in Scotland to make operational use of this application. The magnitude of this change has understandably presented challenges but I am pleased to report the implementation has been successful and we are already recognising efficiencies of the system.

Furthermore, during September 2022, specialist and local Officers from Aberdeen formed part of the wider deployment to local and national events connected with the death of Her Majesty The Queen, delivering these with dignity. This was the largest 'no-notice' mass mobilisation of Officers and Staff since the creation of Police Scotland and significant local preparatory work ensured no loss of service provision to our communities in Aberdeen.

The impacts of COVID recovery means a significant backlog of cases are working through the criminal justice process. The impact on our people is notable, with huge increases in court citations and resultant short-notice variations in shifts, which affects our staffing profile on a daily basis. The impact is unprecedented and far reaching and will continue to be a challenge for us in the months ahead.

Aligned with the evolving impact of the cost of living crisis, Officers in Aberdeen are increasingly called upon by partners or are first in response to incidents associated with some of the most vulnerable within our society at a point of personal crisis. These incidents often require immediate intervention for mental health issues and subsequent signposting to appropriate support services and agencies.

Focusing upon matters within the report, staffing levels have remained consistent during the six months to which this report pertains, but like other public sector partners, there are significant budgetary challenges ahead. The impact of a change in pension regulations mean that many more experienced colleagues are choosing to retire earlier than previously anticipated. This has

had an unprecedented impact across Police Scotland in both local policing divisions and national teams. Recruitment was initially boosted to replace retiring Officers but shortfalls are still evident across the country. Whilst recruitment continues, our budget allocation for 2023-2024 does not match current double-digit inflation and hard choices lie ahead. The Chief Constable will consider the full implications of the budget allocation in the coming weeks and thereafter, I will take the action needed to make best use of the funding available for North East Division.

From a performance perspective, the picture is broadly positive across the city, with violence in particular showing a decrease in volume coupled with improving detection rates. Other notable returns feature under acquisitive crime, with housebreaking and vehicle crime both significantly reduced over the reporting period.

Other areas continue to be a challenge including an increase in recorded sexually motivated crimes and the well-publicised issues around youth anti-social behaviour in the city centre. The report elaborates upon the multi-agency partnerships efforts to remedy the impact of such quality of life issues.

Our Officers and Staff have worked tirelessly throughout this period and despite the relentless volume of incidents, emotionally and physically demanding calls, we continue to deliver an excellent service. I would like to take this opportunity to record my thanks to the Officers, Staff and Special Constables who have worked tirelessly during a period of continued exceptional demand to improve the safety and wellbeing of people, places and communities across Aberdeen City.

Regards

Graeme Mackie
Chief Superintendent

## Staffing

| | Authorised Establishment | September 2022 | Difference |
|---|---|---|---|
| **Police Officers**[1] | **1092 FTE** | **1057.47 FTE** | **-34.53 FTE** |
| | **September 2021** | **September 2022** | **Difference** |
| **Police Staff**[1] | **119.57 FTE** | **115.59 FTE** | **-3.98 FTE** |

[1] North East Division (Aberdeenshire, Moray and Aberdeen City) Full Time Equivalent (FTE)

Staffing levels have remained relatively consistent during the six months to which this report pertains, but the impact of the change in pension regulations mean that many more experienced colleagues across Police Scotland are choosing to retire earlier than previously anticipated.

This has had a significant impact across Police Scotland in both national teams and local policing divisions, including North East Division. Recruitment was initially boosted to replace retiring Officers but shortfalls are still evident across the country.

In Aberdeen we have **75** Probationary Officers based at various operational stations throughout the City.

A further intake of Probationary Officers is planned before the end of the current financial year but the impacts of the staffing challenges across Scotland will continue to affect North East Division in the months ahead. All such new recruits are subject to strengthened vetting measures, with an additional check for new recruits just before they are sworn into office

We also have **22** Special Constables working alongside full time colleagues in the City. As ever, these Officers continue to demonstrate outstanding commitment to their role and the value of their service to communities cannot be overstated.

## Complaints About the Police

| Indicator | 5 Year Average | Apr 2022 - Sept 2022 | Apr 2021 - Sept 2021 | Difference | %Change 2022 v 2021 |
|---|---|---|---|---|---|
| Overall Satisfaction of How Police Dealt With Your incident [2] | N/A | 67.0% | 68.0% | | -1.0% |
| Complaints Received About The Police | N/A | 135 | 155 | -20 | -12.9% |
| Number of Complaints Per 10,000 Police Incidents | N/A | 40.0 | 45.4 | -5.4 | -11.9% |
| On Duty Allegations Raised | N/A | 174 | 240 | -66 | -27.5% |
| Off Duty Allegations Raised | N/A | 2 | 1 | +1 | x |
| Quality of Service Allegations | N/A | 74 | 52 | +22 | +42.3% |
| Total Allegations | N/A | 250 | 293 | -43 | -14.7% |

[2] North East Division (Aberdeen City, Aberdeenshire and Moray)

Respecting we do not always get everything right, the level of satisfaction and complaints about our policing service, particularly when considering heightened and complex demands, remains positive and relatively consistent with last year.

Levels of overall satisfaction remain **consistent at 67.0%,** which is above the national average.

It is encouraging to note a **12.9% decrease** in Complaints About the Police with the overall number of allegations also significantly decreasing with a **reduction of 14.7%.**

Quality of Service allegations, which focus on Police powers and procedure, have **increased by 42.3%** equating to **22 additional** allegations on the previous reporting period, primarily in respect of the 'type of Police response'.

Difficult decisions in respect of call attendance and 'face to face' contact remains a challenge with the initial call handling assessment incorporating a number of factors based on levels of threat, vulnerability and the risk of immediate harm. It is this assessment that ultimately dictates our level of response and can lead to frustration in terms of response time(s) and level of interaction between Officers and the public.

While any increase in allegations is disappointing, closer local scrutiny via our Insight and Engagement Team highlighted a positive position in respect of initial contact and attitude of attending Officers with members of the public feeling reassured that their needs were understood.

Our Front Line Resolution process, which affords the complainer the opportunity to ask questions and receive an explanation regarding actions taken by the Police, remains the primary means by which complaints are resolved. Where complaints are not resolved in this manner, they are

subject of a robust investigation by the Professional Standards Department. On occasions where allegations are upheld, any learning points received at the conclusion of a Complaint About the Police are appropriately shared and briefed to Officers and staff to prevent recurrence.

Recent developments have improved the manner in which User Experience Data is shared and scrutinised within the division. This format allows for monthly overview of public feedback at the appropriate level with the associated sharing of learning amongst staff and positive action, where required, to proactively reduce Complaints About the Police.

## Anti-Social Behaviour, Violence and Disorder

| Indicator | 5 Year Average | Apr 2022 - Sept 2022 | Apr 2021 - Sept 2021 | Difference | % Change 2022 v 5 Year Av |
|---|---|---|---|---|---|
| Common Assault - Recorded | 1,439.2 | 1,501 | 1,569 | +61.8 | +4.3% |
| Common Assault - Detection Rate | 69.9% | 72.0% | 67.6% | | +2.1% |
| Robbery - Recorded | 56.2 | 43 | 65 | -13.2 | -23.5% |
| Robbery - Detection Rate | 88.3% | 100.0% | 90.8% | | +11.7% |
| Vandalism - Recorded | 925.8 | 902 | 1,055 | -23.8 | -2.6% |
| Vandalism - Detection Rate | 25.9% | 29.9% | 24.5% | | +4.0% |
| Fire Raising - Recorded | 61.6 | 73 | 69 | +11.4 | +18.5% |
| Reports of Street Drinking | 51.6 | 78 | 20 | +26.4 | +51.2% |
| Drunkenness and Disorderly Conduct | 84.8 | 107 | 40 | +22.2 | +26.2% |
| Racially Aggravated Harassment / Conduct | 47.6 | 48 | 55 | +0.4 | +0.8% |
| Racially Aggravated Harassment / Conduct - Detection Rate | 89.1% | 89.6% | 85.5% | | +0.5% |
| Serious Assault - Recorded | 84.0 | 99 | 88 | +15.0 | +17.9% |
| Serious Assault - Detection Rate | 93.3% | 93.9% | 89.8% | | +0.6% |
| Indicator | 5 Year Average | Apr 2022 - Sept 2022 | Apr 2021 - Sept 2021 | Difference | % Change 2022 v 2021 |
| Group 1 Crimes - Recorded [3] | N/A | 282 | 321 | -39 | -12.1% |
| Group 1 Crimes - Detection Rate [4] | N/A | 73.4% | 71.3% | | +2.1% |
| Hate Crime - Recorded | N/A | 163 | 180 | -17 | -9.4% |
| Hate Crime - Detection Rate | N/A | 63.2% | 61.1% | | +2.1% |

[3] Group 1 Crimes of Violence include Murder, Attempted Murder, Culpable Homicide, Cruelty, Neglect and Un-natural Treatment of Children and Adults, Abduction, Robbery, Assault with intent to Rob, Serious Assault, Threats and Extortion and Coercive or Controlling Behaviour.

[4] Coercive or Controlling Behaviour was added to Group 1 Crime in April 2019 and as such a 5 Year comparison is not possible.

Group 1 Crime encapsulates all forms of serious non-sexual Violent Crime and includes a range of diverse offences. It is encouraging that during the reporting period there has been a **decrease of 12.1%** in Group 1 crimes compared to last year, accompanied by an **increase in the overall detection rate by 2.1%**.

Breaking down the categories into more detail, recorded Common Assault (no serious injury), has **increased by 61.8** compared to the five year average but has **dropped by 68** when compared to last year. Our detection rate of **72%, has risen** against last year's figure and remains **2.1% above** the 5 Year Average.

Robbery has **decreased significantly by 23.5%** against the 5 Year Average with an impressive **100% detection rate.**

Serious Assaults **have increased by 15** against the 5 Year Average, however detection rates have also increased to **93.9%,** which is above both last year's figure and the 5 Year Average. This demonstrates our dedication to a robust and professional standard of investigation, and the focused efforts of our teams. The context with serious assaults, reveals a number of crimes recorded by virtue of definition, as opposed to severity of an attack. Any injury requiring a gluing or stitching technique is recorded as 'serious' and these account for a significant majority of crimes in this category.

Under Operation PINE, preventative and proactive measures continue to be implemented across our communities, developed and delivered through the Divisional Violence Prevention Board to effectively understand, manage and direct our resources to where there is an identified need. The detection rate success can be attributed to many factors but includes targeted intervention and preventative work to disrupt or deter repeat violent offenders. The detection rates are bolstered through well-established internal partnerships between local policing, CID and Partnerships colleagues, linked to a robust investigative process.

At the start of the reporting period, the Weekend Policing Plan, which focusses on the night-time economy, was reviewed and refined to reflect demand and changing dynamics in the hospitality trade post pandemic. This saw an emphasis on an earlier phase of patrols primarily focussing on licensed premises but also visibility to address the period where youths muster in the centre and night-time venues are operating.

We have a well-embedded approach to policing the night time economy, ensuring visibility and proactive deployment at recognised 'hot spots'. Patrols are regularly supported by members of the Divisional Licensing Team to ensure relevant license conditions and legislation are being adhered to and to this end we have also been supported on the ground by local authority Licensing Standards and Trading Standards Officers.

Incidents of Vandalism have **decreased** both against last year's figure and the 5 Year Average with a stable detection rate.

Antisocial Behaviour incidents relating to street drinking and drunk and disorderly Conduct have seen an **increase of 26.4 incidents** and **22.2 incidents** respectively**,** over the six month period to which this report refers, which equates to roughly **one additional** incident per week across the entire city for each category of incident.

We continue to adopt a robust enforcement approach to street drinking and depending on the type of incident, we may issue fixed penalty tickets or alternatively consider charging and arresting offenders where it is proportionate to do so. Thereafter, we will consider whether an Anti-Social

Behaviour Order (ASBO) may be required for repeat offenders, while also referring individuals to partners and support agencies to assist them with any alcohol or drug issues.

Post pandemic issues relating to youth anti-social behaviour has been a challenge in Aberdeen city centre. Reported incidents range from low level annoyance to acts of violence and disorder. These issues have been replicated to varying extents in the major cities across Scotland. Thankfully the majority of youths cause no issues and are attracted to the city centre due to the retail, hospitality and leisure facilities on offer but unfortunately a minority of youths, some of whom are travelling from across the City, Aberdeenshire, Moray and even Angus, appear intent on causing disorder.

Under the banner of 'Operation Galaxite', we have increased police visibility to deter and detect any offending behaviour, while we simultaneously work with partners through existing Community Safety partnership structures and the Business Improvement District (BID) groups, to identify diversionary activity and provide lasting solutions.

We will continue to update the Committee on how we, in conjunction with our partners, are progressing in our attempts to tackle this issue.

## Acquisitive Crime

| Indicator | 5 Year Average | Apr 2022 - Sept 2022 | Apr 2021 - Sept 2021 | Difference | % Change 2022 v 5 Year Av |
|---|---|---|---|---|---|
| Crimes of Dishonesty - Recorded | 2,713.6 | 2,850 | 2,626 | +136.4 | +5.0% |
| Crimes of Dishonesty - Detection Rate | 42.3% | 40.0% | 34.9% | | -2.3% |
| Housebreakings - Recorded | 244.0 | 191 | 195 | -53.0 | -21.7% |
| Motor Vehicle Crime - Recorded [5] | 292.4 | 242 | 265 | -50.4 | -17.2% |
| Motor Vehicle Crime - Detection Rate | 27.2% | 47.9% | 29.8% | | +20.7% |
| Theft of Motor Vehicle - Recorded | 108.2 | 114 | 109 | +5.8 | +5.4% |
| Common Theft - Recorded | 630.8 | 752 | 562 | +121.2 | +19.2% |
| Common Theft - Detection Rate | 28.9% | 24.9% | 25.8% | | -4.0% |
| Theft by Shoplifting - Recorded | 925.2 | 915 | 773 | -10.2 | -1.1% |
| Theft by Shoplifting - Detection Rate | 67.4% | 59.0% | 58.6% | | -8.4% |

[5] Theft from secure motor vehicle; Theft from insecure motor vehicle; Theft of a motor vehicle; Attempted Theft of a Motor Vehicle.

| Theft by housebreaking (including attempts) - Detection Rates | 5 Year Average | Apr 2022 - Sept 2022 | Apr 2021- Sept 2021 | % Change 2022 v 5 Year Av. |
|---|---|---|---|---|
| Overall | 31.6% | 51.8% | 37.4% | +20.2% |
| Dwelling House | 39.5% | 53.7% | 32.8% | +14.2% |
| Non-Dwelling (e.g. Sheds) | 23.4% | 47.1% | 37.3% | +23.7% |
| Other Premises (e.g. Commercial) | 33.5% | 53.4% | 44.4% | +19.9% |

There is a continued positive reduction in Housebreaking to commercial and private properties in Aberdeen City with **53 less victims** compared to the 5 Year Average. Detection rates have **increased significantly to 51.8%** which is an extremely high detection rate for what can be a notoriously difficult crime to detect. Close monitoring of the intelligence picture ensures we target the right people and patrol the right places to minimise the traumatic effect this most invasive of crimes has on victims.

This reporting period has also seen a notable reduction in motor vehicle crime, **down 17.2%** against the 5 Year Average. Detection rates are strong at **47.9%, which is 20.7% above** the 5 Year Average. Similar to housebreaking, this is a notably high detection rate.

Theft of motor vehicles across the City have remained relatively steady with a **5.4**% **increase** compared to the 5 Year Average, although this equates to **only 6 additional crimes**.

While these crime types show a positive trajectory, there has been a marked increase in Common Theft. Detailed analysis will be required to identify the reasons for such an increase, but it is likely that the cost of living crisis has had some impact.

It is worth noting that crimes of shoplifting, although up from last year, are still **1.1% lower** than the 5 Year Average. This crime type is being closely monitored and we focus crime reduction efforts on premises which are repeat victims in an effort to 'target-harden'.

To coincide with the seasonal spike in thefts of pedal cycles, Operation Armour was re-launched in April 2022 and ran successfully over a six month period. The operational strategy was multi-faceted with a balance of crime prevention, education, enforcement, intelligence gathering which targeted those involved in the reset of stolen push bikes. As a result, a total of **78 pedal cycles and 22 motorbikes** were recovered, 178 crime reports were dealt with, of which **83%** were detected.

As anticipated, increased use of technology has resulted in rises in reported 'Non-Contact' Frauds and in particular, Cyber Enabled Frauds. A separate updated report was presented to the committee in January 2023, regarding the work of the Divisional Cyber-Enabled Crime Team (DCECT), so details in relation to this crime type will not be repeated in this report.

## Road Safety and Road Crime

| Indicator | 5 Year Average | Apr 2022 - Sept 2022 | Apr 2021 - Sept 2021 | Difference | % Change 2022 v 2021 |
|---|---|---|---|---|---|
| **People Seriously Injured** | N/A | **13** | **13** | **0** | **x** |
| **Children Seriously Injured** [6] | N/A | **2** | **0** | **+2** | **x** |
| **People Killed** | N/A | **0** | **1** | **-1** | **x** |
| **Children Killed** [6] | N/A | **0** | **0** | **0** | **x** |
| **Advice/Education Given to Motorists** [7] | N/A | **6,012** | **8,335** | **-2,323** | **-27.8%** |
| Indicator | **5 Year Average** | **Apr 2022 - Sept 2022** | **Apr 2021 - Sept 2021** | **Difference** | **% Change 2022 v 5 Year Av** |
| **Mobile Phone Offences** | **91.0** | **55** | **39** | **-36.0** | **-39.6%** |
| **Speeding Offences** | **822.6** | **204** | **646** | **-618.6** | **-75.2%** |
| **Drink/ Drug Driving Offences** | **163.8** | **170** | **245** | **+6.2** | **+3.8%** |
| **Dangerous Driving** | **53.8** | **43** | **75** | **-10.8** | **-20.1%** |
| **Disqualified Driving** | **42.6** | **26** | **36** | **-16.6** | **-39.0%** |
| **Detected Offences Relating to Motor Vehicles** | **3,169.2** | **1,880** | **2,731** | **-1,289.2** | **-40.7%** |

[6] Child is under 16 years of age.
[7] North East Division (Aberdeen City, Aberdeenshire and Moray) figures by Road Policing Officers.

There have been no fatalities on Aberdeen roads over the reporting period, a **reduction of 1** compared to the previous year while the level of significant injury as a result of Road Traffic Collisions **remains consistent at 13.** The loss of any life or serious injury on our roads is tragic and that is why we remain committed to influencing driver behaviours to improve Road Safety as a policing priority.

Operation CEDaR (Challenge, Educate, Detect and Reduce), the North East's overarching Policing strategy to increase Road Safety and reduce Road Crime, has remained a key area of proactive work across the Aberdeen City road networks.

Using an intelligence led approach in conjunction with community concerns, local Officers have responded to Road Safety issues with targeted activity, positively influencing driver behaviour through education and enforcement working collaboratively with specialist colleagues from the North East Road Policing Unit (NERPU) aligned to national Road Safety campaigns.

While the number of motorists given advice/education has reduced, the indicators showing the offences reported and detected has also reduced which is largely correlated to the re-introduction of proactive partnership working, post-pandemic.

We remain committed to the North East Road Safety Strategy Partnership, continuing to identify and target routes with significant collision histories, appropriately balancing high visibility and unmarked patrols, utilising enforcement and education in order to improve Road Safety and driver behaviour.

Excess speed remains a factor attributed to collisions where death or serious injury occurs. We have deployed Officers and the North East Camera Safety Unit to priority routes to carry out 'speed checks' and have seen a positive impact with a significant reduction in detected speeding offences compared to last year. In addition, Drug driving legislation implemented under section 5A of the Road Traffic Act 1988, continues to prove an excellent road safety tool, with an **increase of 3.8%** in detected offences.

Motorcyclists continue to feature disproportionately in relation to road death collisions. Recognising the need to engage directly with motorcyclists, this year saw the return of the 'Rider Refinement North' training scheme to encourage and enhance responsible motorcycling on our roads.

With an ageing population, people are remaining mobile for longer and continue to drive and we are seeing an increase in older casualties. Driver Engagement North aims to reduce casualties and collisions in the north of Scotland by engaging older drivers and their friends / families in an interactive workshop. This is a pilot project supported by funding from Transport Scotland's Road Safety Framework Fund. The project makes use of interactive driving simulators to assess and highlight a participant's reactions, hazard awareness and any potential vulnerabilities.

Our activity has been aligned to the Priority Focus Areas contained in the Scottish Government's Road Safety Framework which sets out a vision for Scotland to have the best road safety performance in the world by 2030.

## Protecting People at Risk of Harm

| Indicator | 5 Year Average | Apr 2022 - Sept 2022 | Apr 2021 - Sept 2021 | Difference | % Change 2022 v 5 Year Av |
|---|---|---|---|---|---|
| **Group 2 Crimes – Recorded[8]** | **338.6** | **381** | **369** | **+42.4** | **+12.5%** |
| **Group 2 Crimes - Detection Rate** | **54.6%** | **55.6%** | **45.8%** | | **+1.0%** |
| **Rape - Recorded** | **47.0** | **51** | **36** | **+4.0** | **+8.5%** |
| **Rape - Detection Rate** | **57.0%** | **54.9%** | **55.6%** | | **-2.1%** |
| Indicator | **5 Year Average** | **Apr 2022 - Sept 2022** | **Apr 2021 - Sept 2021** | **Difference** | **% Change 2022 v 2021** |
| **Domestic Abuse Incidents Reported** | **N/A** | **1,239** | **1,228** | **+11** | **+0.9%** |
| **Domestic Abuse related Crime Detection Rate** | **N/A** | **64.5%** | **69.1%** | | **-4.6%** |

[8] Group 2 Crimes of Indecency include Rape, Assault with intent to Rape, Indecent Assault, Sexual Assault, Prostitution related crime and others with an indecent element.

During this reporting period, North East Division has seen an increase in reported Group 2 crimes. In Aberdeen City, the year-on year rises in this crime type now equates to **12.5% more** crimes than the 5 Year Average. In relation to recorded Rapes, the year-on-year rises are also evident resulting in the number being **8.5% higher** than the 5 Year Average.

Despite the rise, the Division has seen another increase in detections, again reflecting positively on the dedication and expertise of our Senior Investigation Officers and their teams.

Similar to previous years, we continue to see an increase in reported non-recent crimes which are often more complex and difficult to detect due to the timescales involved and lack of potential for forensic evidence, which would otherwise support such enquiries. Due to the protracted nature of these type of offences, there is often a 'lag' in the true performance picture being realised.

Communications related offences and use of social media to commit offences have also increased. By their very nature, such investigations can be protracted to ensure all available evidence is obtained and progressed.

An increase in reporting such 'cyber-related' crimes indicates the level of public confidence in the policing response. It should also be highlighted that the Division has been heavily involved in working with partners to highlight offences and harmful sexual behaviours involving children and young people through schools and also directly with practitioners. Additionally, child protection processes such as the Inter-Agency Referral Discussion (IRD) and the interviewing of children has robust quality assurance processes in place, the former having recently be strengthened as a result of work being led by the Division, with partners, regarding the implementation of the Scottish Child Interview Model (SCIM) for children who have been victims of significant harm and abuse.

In respect of Domestic Abuse incidents reported to the Police, this year has seen a slight increase in reported incidents **(0.9%)** compared to last year, with the detection rate below that of last year **(-4.6%).**

A new toolkit has been developed for supervisors, to assist them and ensure enquiries are progressed fully and timeously and all available evidence gathered. With the support of the Division's Partnership Co-ordination Unit and Public Protection Unit, a divisional oversight process continues to ensure those most at risk are supported and action is taken against those posing the most risk.

With the majority of Domestic and Group 2 offences being recorded with female victims, the Division has continued to lead and work with partners under the Aberdeen Violence Against Women Partnership. One aspect being led by Police with partners includes the development a multi-agency dataset and quality assurance framework to allow further scrutiny of local trends in all areas of violence against women. This ensures our Officers and partners' practitioners are supported to provide effective interventions and support.

The Division continues to be fully represented at other local, multi-agency and national Police Scotland forums focussing on this priority area. This includes other areas of Public Protection such as the Adult and Child Protection Committees and their various work streams and sub-committees.

The Division's lead in the Multi-Agency Risk Assessment Conference (MARAC) and Disclosure Scheme for Domestic Abuse Scotland (DSDAS) processes in particular highlights this. Both forums have seen a continued increase in referrals and partnership support being sought and managed for those most vulnerable and at risk from violence and abuse. We also continue to utilise the Multi-Agency Tasking and Co-ordinating (MATAC) to focus on high risk perpetrators with partners.

The national 16 Days of Activism campaign was also fully supported and specifically, enforcement days were carried out by divisional Officers, from local policing and specialist units. Media messaging also continued to be driven forward in support of local and national campaigns, most notably the award winning '*That*Guy' campaign.

## Serious Organised Crime

| | 5 Year Average | Apr 2022 - Sept 2022 | Apr 2021 - Sept 2021 | Difference | % Change 2022 v 5 Year Av |
|---|---|---|---|---|---|
| **Proceeds of Crime Act Seizures** [9] | **£131,251.72** | **£36,633.57** | **£43,707.00** | **-£94,618.15** | **-72.1%** |
| **Drug Possession Offences** | **816.2** | **761** | **755** | **-55.2** | **-6.8%** |
| **Drug Supply Offences** | **125.2** | **124** | **140** | **-1.2** | **-1.0%** |
| Indicator | **5 Year Average** | **Apr 2022 - Sept 2022** | **Apr 2021 - Sept 2021** | **Difference** | **% Change 2022 v 2021** |
| **Drug Deaths** | N/A | **21** | **27** | **-6** | **-22.2%** |

[9] A Division (Aberdeenshire, Moray & City) reported seizures (reported figures only, this may mean that the money might finally be returned to the defender, forfeit at court or seized and remitted to Crown office Procurator Fiscal Service).

Although the monetary value of assets seized during the quarter has reduced compared to this period last year, it is noticeable that in excess of **£36,600** has been removed from criminals. With live cases continuing, this figure is likely to increase significantly and will be reported upon in the next reporting period.

The number of Drug Supply offences have remained consistent with the 5 Year Average. The number of Drug Possession Offences have increased slightly in comparison with last year but are down on the 5 Year Average.

A number of Organised Crime Groups (OCG's) originating from England operate in Aberdeen. By using the 4D (Detect- Disrupt-Deter-Divert) methodology, we have experienced reasonable success in terms of disruption and enforcement with a number of OCG nominals reported to Crown Office for being concerned in the supply of controlled drugs and other associated crimes.

Police Scotland are leading a multi-agency sub-group of the Public Protection Chief Officers Group in developing a multi-agency protocol to assist agencies responding to, caring for and repatriating Children and Young People Under 18 years old who are at risk of 'County Lines' Exploitation by OCG's. These victims may be from the same Local Authority as located, neighbouring Local Authorities or UK wide.

The delivery of 'Operation Protector' targeting the sale and supply of controlled drugs and engaging with those vulnerable to exploitation by OCG's was hailed a success in the City. Working alongside a range of partners, outreach work comprised of 136 visits to persons identified as being substances users and/or at risk of exploitation by those involved in Serious Organised Crime. As a result, a number of persons were brought into service and provided with immediate support, including the provision of same day prescribing into medically assisted treatment.

Additionally, as part of wider community outreach, over 100 interactions with members of the public/service users took place at dedicated support hubs in the City Centre and Tillydrone where Operation Protector specific support materials and Naloxone was distributed. Community Safety

Officers also carried out leaflet drops to over 2000 addresses, highlighting anti-social behaviour, drug harm, cuckooing and how to report same

During the reporting period drug related deaths **decreased by 6** compared to the previous year. We continue to work closely with partners and support services to better understand the causes of drug deaths and to signpost vulnerable individuals to referral pathways to support them through addiction and dependency at the earliest possible point of intervention.

The reduction in drugs deaths is welcome but there is still progress to be made. A new development in our fight to assist with the reduction is such deaths has resulted in delivery of 120 Naloxone kits to the North East and a number of Officers are now carrying them on a daily basis. The initial roll-out has taken place in Aberdeen City with training and a distribution programme to continue throughout 2023.

We recognise the need to educate our young people regarding the dangers of drug use. Police Scotland and representatives from all three Local Authorities within the North east are working with the Daniel Spargo-Mabbs Foundation (London based) to improve the way that drugs education is delivered in schools across the North East.

Lochside Academy recently hosted a 'showcase' event run by Police Scotland and the Foundation, highlighting the educational materials and delivery methods available through the foundation with a proposed 12 month pilot being conducted in the school. The results will be reviewed to determine its success and whether or not the programme can be rolled out across every secondary school in the North East.

The pilot will include professional and personal development for professionals including teachers, nurses, Police and for parents and young people.

**Counter Terrorism and Domestic Extremism**

The North East CONTEST Multi-Agency Board and associated sub-groups continue to deliver the UK National CONTEST strategy across the North East of Scotland.

The **Prevent, Pursue, Protect** and **Prepare** (4Ps) principles of CONTEST are the continued focus of the strategy which aims to reduce the risks from terrorism.

Within Aberdeen City a cadre of Local CONTEST Liaison Officers, drawn from Community Policing Teams, receive enhanced training and are tasked with forging and maintaining strong links with relevant sites and venues.

Within Police Scotland a 'Prevent' referral process is in place and allows Police and partners to assess and respond to information and intelligence which may require early intervention and collectively manage people vulnerable to radicalisation. Specific sensitive work is ongoing with a small number of individuals in the City but there have been no significant deviations or trends in this area since the previous reporting period.

Police Scotland's Counter Terrorism Security Advisors, (CTSAs) recently presented enhanced security courses to Offshore Installation Managers working within the Oil and Gas Sector based within Aberdeen City. This training programme is an example of self-initiated work between Police Scotland and Oil and Gas representatives through joint working. This was aimed at improving knowledge levels within the industry and their Emergency response processes and was of particular importance due to the prolonged period of reduced training as a result of the COVID 19 Pandemic.

In addition, Police Scotland's CTSAs are engaged with Aberdeen City Council and the Aberdeen City Centre Regeneration Project with a view to engaging new architectural work at early stages by providing detailed guidance to architects. This is allowing project managers to make informed assessments while taking into account CTSA recommendations.

Throughout this period Police Scotland's Counter Terrorism Planning Unit have been integral to the delivery of North East Divisions Counter Terrorism Table Top Exercise which was held in Aberdeen. A number of representatives from Aberdeen City Council, Robert Gordons, Aberdeen University, NHS Grampian, Emergency Services, Transport Links and Retail sector attended with others. The aim of the exercise was to heighten awareness and increase the preparedness of all participating before, during and after a terrorist attack within North East Division. This was widely received as a hugely informative event and seen as good practice for other areas of Scotland to consider replicating.

Initial communication has been provided to CONTEST Multi Agency Boards across Scotland by the UK and Scottish Governments reporting on the findings from the recent 'Protect Duty Consultation'. This contains details of policy elements and definition of 'Publicly Accessible Locations' (PALs) which will form the basis of the upcoming 'Protect Duty Bill' known as 'Martyn's Law'. This will place a legislative requirement upon organisations in respect of security considerations at any venue 'to which the public has access on payment or otherwise'. This arose as part of the wider response and review following the Manchester Arena attack in 2017. It is

anticipated implementation of 'Martyn's Law' will have significant implications for organisations with responsibility for PALs.

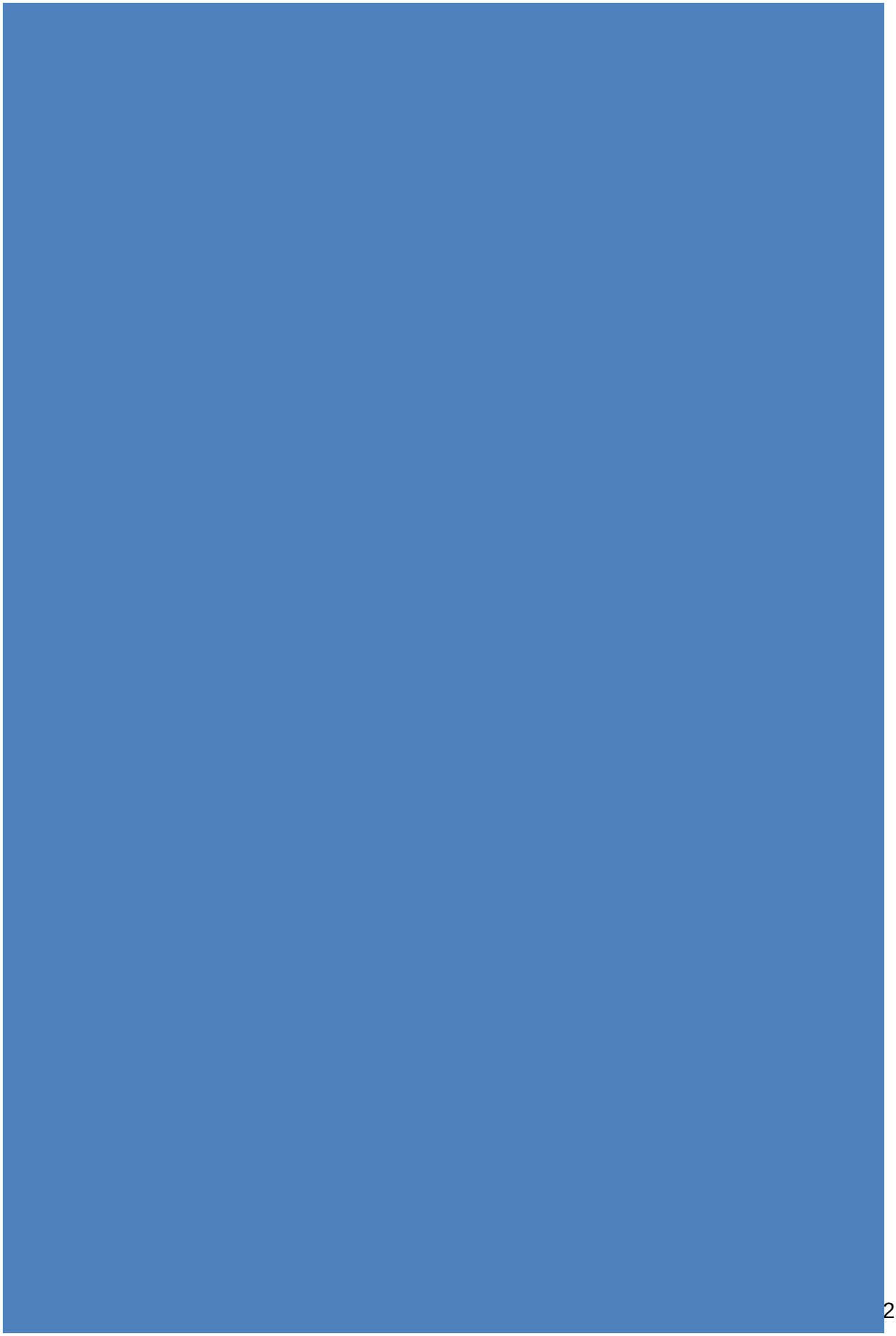
## Miscellaneous

### Stop and Search

| Indicator | Apr 2022 - Sept 2022 | Apr 2022 - Sept 2022 (positive) |
|---|---|---|
| **Number conducted** | **616** | **187** |

**Further Stop and Search data can be accessed at the following location:* Data Publication - Police Scotland

21.



22.

**ABERDEEN CITY COUNCIL**

| | |
|---|---|
| **COMMITTEE** | Communities, Housing & Public Protection |
| **DATE** | 14 March 2023 |
| **EXEMPT** | No |
| **CONFIDENTIAL** | No |
| **REPORT TITLE** | Police Scotland - North East Division Local Police Plan 2023-26 for Aberdeen City (Appendix A) |
| **REPORT NUMBER** | POL/23/107 |
| **DIRECTOR** | |
| **CHIEF OFFICER** | |
| **REPORT AUTHOR** | Chief Superintendent Graeme Mackie, North East Division, Police Scotland |
| **TERMS OF REFERENCE** | 2.19 |

## 1. PURPOSE OF REPORT

1.1 To present the Aberdeen City Local Police Plan for 2023-26.

## 2. RECOMMENDATION(S)

That the Committee:-

2.1 Approve the attached Aberdeen City Local Police Plan 2023-26.

## 3. CURRENT SITUATION

3.1 The Local Police Plan **(Appendix A)** and performance monitoring provides an opportunity for elected members to maintain scrutiny of significant police activities, in order to achieve good outcomes for the residents of Aberdeen.

3.2 The Local Police Plan 2023-26 was submitted to this Committee for consultation in November 2022. The consultation ended in early February 2023.

## 4. FINANCIAL IMPLICATIONS

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

## 5. LEGAL IMPLICATIONS

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

## 6. ENVIRONMENTAL IMPLICATIONS

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

## 7. RISK

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

## 8. OUTCOMES

| Aberdeen City Local Outcome Improvement Plan | |
|---|---|
| Prosperous People Stretch Outcomes | Police Scotland are key partners within Community Planning Aberdeen and help contribute to the shared vision for 2026 that '*Aberdeen is a place where all people can prosper*' and towards the achievement of the LOIP theme which aims to make people more resilient and protect them from harm; where every child, irrespective of their circumstances, is |

| | |
|---|---|
| | supported to grow, develop and reach their full potential; and where all people in Aberdeen are entitled to live within our community in a manner in which they feel safe and protected from harm, supported when necessary and fully included in the life of the city. |
| Prosperous Place Stretch Outcomes | Police Scotland are key partners within Community Planning Aberdeen and help contribute to the shared vision for 2026 that '*Aberdeen is a place where all people can prosper*' and towards the achievement of the LOIP theme which aims to support individuals and communities to live in healthy, sustainable ways. |

## 9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|---|---|
| **Integrated Impact Assessment** | Not required |
| **Data Protection Impact Assessment** | Not required |
| **Other** | None |

## 10. BACKGROUND PAPERS

10.1 Not applicable

## 11. APPENDICES

11.1 A - Police Scotland - North East Division Local Police Plan 2023-26 for Aberdeen City

## 12. REPORT AUTHOR CONTACT DETAILS

| | |
|---|---|
| **Name** | Graeme Mackie |
| **Title** | Chief Superintendent, North East Division, Police Scotland |
| **Email Address** | |
| **Tel** | |

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# Aberdeen City Local Policing Plan

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## Foreword

As Divisional Commander for North East Division, on behalf of the Chief Constable, it gives me great pleasure to present the Aberdeen City Local Policing Plan for 2023 – 2026. This plan aligns to Police Scotland's priorities for policing and our Joint Strategy for Policing.

Local Policing plays a key role in delivering our strategic outcomes but they cannot be delivered in isolation, hence the continued importance of the Aberdeen City partnership arrangements, such as the Community Planning Partnership, Child and Adult Protection Committees, the Violence Against Women Partnership and the Alcohol & Drug Partnership, to ensure continued delivery of the preventative agenda.

Much has happened during the 3 years covered by the previous iteration of our Local Policing Plan. Some crime trends have changed with an increasing number of offences being either cyber-related or cyber-dependent, requiring us to respond to this growing threat. Brexit, the COVID-19 pandemic and the current cost of living crisis have, among other events, provided significant challenges to our communities and partners. Policing has had to adapt in these often testing circumstances, and while we have evolved, we remain committed to supporting the most vulnerable in the community. As such we are aligned to national strategies relating to violence against women and girls, mental health and reducing the impact of addiction, all as part of the broader public health agenda.

Aberdeen City remains a safe place to live and local Officers continue to provide initial responses to incidents and lead prevention work, whilst specialist divisions provide support in more acute or complex scenarios. The safety and wellbeing of these Officers, and indeed all our personnel, is something I am passionate about and I will continue to take action to reduce the impact of violence perpetrated against them.

North East Division is committed to improving the lives of all our communities whilst taking account of the views of those we serve and it is clear our continued strong bond with the City's public is key to our legitimacy. Despite the challenges that undoubtedly lie ahead, it is a privilege to be involved with the diverse communities of Aberdeen.

Chief Superintendent Graeme Mackie, Local Police Commander, North East Division

## Introduction

'A place where all people can prosper', remains the collective vision for Aberdeen, which is Scotland's third largest city covering 186km$^2$, with over 225,000 residents, making it the 8$^{th}$ largest local authority population in Scotland.

Aberdeen is a diverse city with an estimated 24% being born outside of the UK (compared to 9.8% for Scotland) and children representing over 15% of the total population.

Aberdeen faces the same challenges of an ageing population as other areas with estimated life expectancy at birth in Aberdeen being 81.4 years for females and 77.1 years for males, which is broadly in line with Scottish averages. In 2017-19, female Healthy Life Expectancy (HLE) was 62.5 years and male HLE, 60.6 years.

Aberdeen remains a competitive and productive city with GVA (Gross Value Added) per head being among the highest in Scotland. 41.4% of employees in Aberdeen City are in positions that can be done from home, which is a high proportion and the 7$^{th}$ highest in Scotland.

In the year from July 2019 to June 2020, 81.1% of Aberdeen's working age population (16-64 years) was classified as economically active compared to 77.1% in Scotland. A higher proportion of males (84.7%) than females (77.7%) were economically active, 78.7% were in employment in Aberdeen City compared to 74.6% in Scotland.

In 2020, 89.9% of 16-19 year olds in the City were in Education, Employment or Training with 93.2% of school leavers in 2018/19 having a positive destination.

Of the City's 37 neighbourhoods, 13 are recognised as deprived based on the Scottish Index of Deprivation (SIMD 2020) and fuel poverty affects 23% of the City's households, 2% lower than the national average. Median gross weekly pay in the City is slightly less than the national average.

In terms of infrastructure the airport at Dyce offers easy access for City residents and businesses. The airport neighbours the P&J Live, the region's state-of-the-art events venue boasting world-class conference and exhibition facilities with a 15,000 capacity arena. Furthermore the City Centre and Beach Masterplan (CCMBP), a regeneration blueprint for

transformation of the city centre, includes a new city market, the revitalisation of the beach area, plans for a pier, new green hub and sports area which could include a new stadium for Aberdeen FC. The CCMBP is extremely important to the City in terms of encouraging economic growth.

Like all areas of Scotland, public services in Aberdeen are facing increasing demand with reducing resources. The Community Planning Partnership's response to these challenges is set out in the Local Outcome Improvement Plan 2016-26, which details 15 Stretch Outcomes under the priorities of, *'Prosperous Economy'*, *'Prosperous People'* and *'Prosperous Place'* and Police Scotland, North East Division remains a key partner.

## National strategic alignment

Our strategic outcomes provide a clear route from the Scottish Government's outcomes and priorities, including the Justice Strategy, through Police Scotland's strategies, plans and performance reporting, enabling us to demonstrate alignment and clearly articulate our ambitions and progress as demonstrated below. In addition to the Annual Police Plan, Police Scotland's thirteen local policing divisions produce Local Police Plans which reference distinct priorities, objectives, outcomes and performance measures. They link to wider community planning arrangements, with Local Outcome Improvement Plans taken into account in their development.

- Scottish Government National Outcomes/Strategic Priorities/Justice Vision
- SPA/Police Scotland Strategic Outcomes
- Long Term Policing Strategy
- Enabler strategies including People, Fleet, Estates, Public Contact and Engagement, Enabling Policing for the Future, Digital Data and ICT, Cyber, Environmental, Procurement, Violence against Women and Girls, Equality Diversity and Inclusion

These are underpinned by plans including the Strategic Workforce Plan, Annual Police Plan, Local Police Plans, Local Outcome Improvement Plans, and Financial Plans.

# Police Scotland's strategic objectives

POLICE SCOTLAND
Keeping people safe
POILEAS ALBA

**Our Vision** | Policing for a safe, protected and resilient Scotland
**Our Purpose** | The purpose of policing is to improve the safety and wellbeing of people, places and communities in Scotland
**Our Values** | Fairness I Integrity I Respect I Human Rights

## Strategic Police Priorities

Crime and Security | Confidence | Sustainability | Partnerships | People | Evidence

## Priorities for Policing

Protecting Vulnerable People | Tackling Crime in the Digital Age | Working with Communities | Support for Operational policing

| Outcomes | Objectives |
|---|---|
| **Threats to public safety and wellbeing are resolved by a proactive and responsive police service** | • Keep people safe in the physical and digital world<br>• Design services jointly to tackle complex public safety and wellbeing challenges<br>• Support policing through proactive prevention |
| **The needs of local communities are addressed through effective service delivery** | • Understand our communities and deliver the right mix of services to meet their needs<br>• Support our communities through a blend of local and national expertise<br>• Support the changing nature of communities |
| **The public, communities and partners are engaged, involved and have confidence in policing** | • Embed the ethical and privacy considerations that are integral to policing and protection into every aspect of the service<br>• Protect the public and promote wellbeing across Scotland by providing services that are relevant, accessible and effective<br>• Work with local groups and public, third and private sector organisations to support our communities |
| **Our people are supported through a positive working environment, enabling them to serve the public** | • Prioritise wellbeing and keep our people safe, well equipped and protected<br>• Support our people to be confident leaders, innovative, active contributors and influencers<br>• Support our people to identify with and demonstrate Police Scotland values and have a strong sense of belonging |
| **Police Scotland is sustainable, adaptable and prepared for future challenges** | • Use innovative approaches to accelerate our capacity and capability for effective service delivery<br>• Commit to making a positive impact through outstanding environmental sustainability<br>• Support operational policing through the appropriate digital tools and delivery of best value |

## Performance and Implementation

Evidence based policing

## Local policing delivery context

The Local Policing structure is comprised of the Divisional Commander supported by three Superintendents who have ownership of Operational, Partnerships and Support functions. Aberdeen City has two dedicated Local Area Commanders, Chief Inspectors, covering the North and South respectively, who are responsible for day to day Policing in the city. The local Criminal Investigation Department deal with the most serious and complex crime and are led locally by a Detective Superintendent aligned to the Specialist Crime Division. Local Policing is further supported by the following national Specialist Units, among others, many of which are based locally:

- Specialist Crime Division
- Criminal Justice Division
- Operational Support Division - Supports Local Policing with Armed Policing, Specialist Operations, Roads Policing
- Licensing and Violence Reduction Unit
- Emergency, Event and Resilience Planning
- Border Policing
- Contact, Command and Control Division
- Corporate Communications

In addition, the Special Constabulary play a vital part in the Policing of Aberdeen City. Our aim is to deliver Policing that is visible, accessible and responsive to the needs of the people across the City. Listening and responding to the changing needs of our communities is key, and our local Community Policing Teams are empowered and encouraged to work with elected officials and community members to resolve local challenges.

## Local priorities

# Local Priorities and activity

## Protecting Vulnerable People

**Activity: Work with statutory and third sector partners to reduce violence against women and girls**

Key milestones:

- Increased confidence in reporting to police by criminally exploited women and girls, through work with partners involved in the Violence Against Women Partnership
- Enhancement of our victim-centred response to Domestic Abuse and improved opportunities for reducing domestic abuse by multi-agency delivery of approaches such as Multi-Agency Risk Assessment Conferencing (MARAC), Multi-Agency Tasking and Co-ordinating (MATAC), and Disclosure Scheme for Domestic Abuse Scotland (DSDAS)

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- How has our work with the Violence Against Women Partnership increased confidence in reporting to police by criminally exploited women and girls
- Evidence how we have improved our victim-centred response to Domestic Abuse
- How have we enhanced opportunities for reducing domestic abuse by increasing the number of people referred into multi-agency approaches such as Multi-Agency Risk Assessment Conferencing (MARAC), Multi-Agency Tasking and Co-ordinating (MATAC), and Disclosure Scheme for Domestic Abuse Scotland (DSDAS)

**Activity: Drive the development of multi-agency agendas to minimise harm and support/signpost those we identify as vulnerable towards partners**

Key milestones:

- Enhanced collaboration with partners, particularly those involved in the Alcohol and Drug Partnership (ADP), across harm reduction related themes, including alcohol and drugs addiction and drugs death reduction
- Improved outcomes and quality of care for people experiencing mental health distress or suicidal ideation, thereby reducing the risk of criminalising mental

health matters, by enhancing Officer awareness and increasing referrals and meaningful interactions with services

- Strengthened opportunities for collaboration with partners, including those in the Grampian Regional Equality Council, to protect people who may be vulnerable by reason of protected characteristic

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- How have we collaborated with partners across harm reduction related themes and improved the quality and quantity of referrals into multi-agency preventative/intervention mechanisms
- Evidence our support to partners to improve outcomes and quality of care for people experiencing mental health distress or suicidal ideation
- Evidence how we are working with partners to reduce the risk of criminalising mental health matters, by enhancing Officer awareness, and increasing referrals and meaningful interactions with services.
- How have we strengthened opportunities for collaboration and protected people who may be vulnerable by reason of protected characteristic

**Activity: Raise awareness of, and prevent abuse of, children and other vulnerable persons, ensuring a victim-centred approach**

Key milestones:

- Successful delivery of a collaborative communications plan (involving internal and external partners) which highlights and mitigates risk to children and other vulnerable groups
- Improved service delivery, public confidence and effectiveness in relation to our trauma informed response to victims of crime and vulnerable people by effective training of our staff.

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- Evidence our delivery of a collaborative communications plan and how it has highlighted and mitigated know risks to children and other vulnerable groups
- How have we improved trauma informed training for our staff
- Improved public confidence reporting from traumatised victims of crime and vulnerable people

## Serious Organised Crime

**Activity: DIVERT - Build an effective pan-Grampian partnership, with a view to diverting people away from involvement in Serious Organised Crime, making Aberdeen City a hostile environment for those who seek to exploit our communities**

Key milestones:

- As part of the Alcohol and Drug Partnership, a reduction in the impact, risk and harm caused by drugs, addiction and associated criminality
- In partnership with statutory and third sector partners, adoption of an early intervention approach to educate and divert young people from engaging in, or being drawn into, Serious Organised Crime
- Delivery of work with partners, to identify and support individuals and families who are involved in, or impacted by, Serious Organised Crime, including those who are vulnerable to Cuckooing
- Enhancement of our work with statutory partners to support and strengthen communities at risk of Serious Organised Crime

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- How has the partnership reduced the impact caused by drugs, addiction and associated criminality, risk and harm
- Evidence how the partnership has diverted young people from engaging or being drawn into Serious Organised Crime
- Highlight police and partners work to identify, work with and support individuals and families who are involved in or impacted by Serious Organised Crime, including those who are vulnerable to Cuckooing
- Evidence how the partnership has supported and strengthened communities at risk of Serious Organised Crime

**Activity: DETER - Support private, public and third sector organisations to protect themselves and each other. Understand the drivers and emerging risks in respect of Serious Organised Crime and encourage a multi-agency approach to protect those vulnerable in our communities**

Key milestones:

- Expanded partnership intelligence sharing, awareness and improved training in relation to Serious Organised Crime

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- How have we developed intelligence sharing, awareness raising and training with partners in relation to Serious Organised Crime

**Activity: DETECT - Work collaboratively with others to provide a coordinated response to identify, detect and prosecute those involved in serious organised crime**

Key milestones:

- In conjunction with national partners, delivery of the North East Division County Lines strategy
- Development of a multi-agency media strategy raising awareness of Serious Organised Crime and how citizens can assist in safeguarding communities

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- Evidence how delivery of the North East County Lines strategy has led to detections and prosecutions for those involved in Serious Organised Crime
- How is the multi-agency media strategy raising public awareness and safeguarding communities from Serious Organised Crime

**Activity: DISRUPT - Deliver a collaborative multi-agency response to disrupt Organised Crime Groups by sharing intelligence, ideas and resources**

Key milestones:

- Maximised enforcement tactics, including the use of the Proceeds of Crime Act, alongside partnership opportunities to disrupt Organised Crime Groups operating in Aberdeen City

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- Evidence how enforcement tactics, including the use of the Proceeds of Crime Act, and partnerships opportunities have disrupted Organised Crime Groups

## Antisocial Behaviour, Violence and Disorder

**Activity: Reduce antisocial behaviour, violence and disorder by working with partners to facilitate early interventions for those involved in, or those vulnerable to becoming involved in, such behaviours**

Key milestones:

- Refreshed collaborative arrangements and approaches with partners such as the Community Safety Partnership, Criminal Justice Partners, Local Authorities, Health, Third Sector and Voluntary Sector
- Implementation of multi-agency information and data sharing protocols and refreshed analytical products, allowing identification of high profile offenders and vulnerable victims
- Delivery of Multi-Agency Public Protection Arrangements (MAPPA) to effectively manage the risks associated with categorised violent offenders

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- Improve public confidence by reducing antisocial behaviour, violence and disorder
- How have police and partners developed collaborative arrangements and delivered analytical products that have contributed to reducing antisocial behaviour, violence and disorder
- Evidence delivery of the MAPPA process and how the partnership has reduced violence among categorised violent offenders

**Activity: With partners, identify locations where antisocial behaviour and violence is most likely to occur and work with communities and other agencies to find lasting solutions and enhance community safety**

Key milestones:

- Expansion of licensed trade initiatives to promote good management and reduce instances of antisocial behaviour, violence and disorder

- Implementation of enhanced community projects and initiatives, including the Local Outcome Improvement Plan (LOIP) Locality Partnerships, to deliver positive outcomes for local communities susceptible to antisocial behaviour, violence and disorder
- Delivery of multi-agency analytical products identifying hot spots for violence and antisocial behaviour

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- Evidence how licensed trade initiatives have reduced antisocial behaviour, violence and disorder at or near licensed premises
- Provision of outcomes from community initiatives and Locality Partnership and how they have assisted in reducing incidents of antisocial behaviour, violence and disorder in relevant communities
- How have multi-agency analytical products assisted in identifying hot spots for violence and antisocial behaviour

**Activity: Working with partners, we will enhance our understanding of the underlying causes of antisocial behaviour and violence and develop public health approaches to prevent these harms**

Key milestones:

- Delivery of work to educate young citizens regarding the effects of violence and antisocial behaviour and to adopt an early intervention approach
- Improved and simplified data collection and sharing to understand the underlying causes of violence and antisocial behaviour
- Implementation of partnership alcohol intervention methodology to address the negative effects of alcohol, including violence, on service users

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- How has our work with young citizens assisted in preventing them from becoming involved in antisocial behaviour and violence
- Outline the progress made in collecting and sharing relevant data between partners to understand the underlying causes of violence and antisocial behaviour
- Evidence our work in developing partnership alcohol intervention methodologies to address the effects of alcohol on violent behaviour

## Road Safety and Road Crime

**Activity: With partners in the North East Road Safety Strategy Partnership (NERSSP) increase safety and reduce casualties on our roads**

Key milestones:

- Development and delivery of a North East Road Safety Strategy with key partners in the NERSSP
- Successful promotion of the principles of Operation CEDaR (Challenge, Educate, Detect and Reduce) to increase overall road safety
- Delivery of our collaborative work to increase the safety of vulnerable road users, such as young drivers, older drivers, bicycle users, motorcycle users and pedestrians

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- How has the NERSSP reduced the number of casualties on our roads
- Evidence how we have implemented Operation CEDaR and increased road safety
- How have we worked with partners to increase the safety of vulnerable road users

**Activity: Prevent instances of crime occurring on our road network**

Key milestones:

- Improved targeting and disruption of criminal use of the roads network through intelligence led activity and proactive policing

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- Evidence how we have successfully detected criminality on our roads

**Activity: Improve road safety by proactively targeting drink and drug drivers**

Key milestones:

- Enhancement of our intelligence gathering to identify individuals engaged in drink and drug driving on our roads

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- Evidence how we have proactively targeted drink and drug drivers in our communities

## Acquisitive Crime

**Activity: Reduce acquisitive crime, by working with partners to facilitate interventions for those involved in, or those vulnerable to becoming involved in, acquisitive crime**

Key milestones:

- Enhancement of our single-agency and multi-agency intelligence led approaches to identify offenders and provide preventative interventions
- Delivery of our collaborative work as a Corporate Parent which aims to reduce the number of juveniles identified as an accused and furthermore reduce reoffending through the use of multi-agency diversionary measures

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- Improve public confidence by reducing the volume of acquisitive crime
- How have we identified those involved in, or vulnerable to involvement in, acquisitive crime and used appropriate disposals to prevent further crimes
- Evidence use of multi-agency diversionary measures and the resultant improvement, in reducing offending and reoffending rates

**Activity: Reduce acquisitive crime, by identifying locations where acquisitive crime is most likely to occur and work with communities and partners to find lasting preventative solutions**

Key milestones:

- Enhancement of our single-agency and multi-agency intelligence gathering, data sharing and analysis, to identify locations where acquisitive crime is likely to occur and provide preventative interventions
- Delivery of a multi-agency communication plan which raises awareness of current and emerging threats
- Empowered communities providing effective solutions to reduce acquisitive crime issues in their areas

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- Improve public confidence by reducing the volume of acquisitive crime
- How have we identified locations as vulnerable to increased levels of acquisitive crime and provided interventions to prevent crime
- How is the multi-agency communication plan raising public awareness and reducing levels of acquisitive crime
- Evidence how police are working with empowered communities to reduce acquisitive crime

**Activity: Raise public awareness, and prevent instances, of cyber enabled and cyber dependent acquisitive crime**

Key milestones:

- Delivery of collaborative work with statutory and third sector partners, businesses, young people and vulnerable adults to prevent them becoming victims of acquisitive cybercrime
- Implementation of relevant and effective training to prepare our staff to meet increased cybercrime demand
- Development of our work with the Adult Protection and Child Protection Committee to protect groups vulnerable to acquisitive cybercrime, particularly children and vulnerable adults

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- Evidence how we have raised public awareness and prevented instances of cyber enabled and cyber dependent crime
- How have we improved service delivery and effectiveness of cybercrime investigations by effective training of our staff
- Improve public confidence by increasing the number of detected cybercrimes year-on-year

## Counter Terrorism & Domestic Extremism

Several Critical National Infrastructure sites are located across the North East Division area and given the significance of these locations, local delivery of the national CONTEST Strategy to reduce the risk of terrorism so people can go about their lives freely and with confidence is a local priority.

**Activity: PREVENT - With partners safeguard vulnerable persons from being drawn into terrorism**

Key milestones:

- With statutory Prevent partners, we will promote a community led approach to building stronger communities and responses to the issues that affect them
- Enhanced engagement with a wide range of sectors and institutions to ensure people who may be drawn into terrorism are safeguarded and offered appropriate advice and support

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- Evidence how our multi-agency Prevent structures and processes have safeguarded vulnerable persons from being drawn into terrorism

**Activity: PURSUE – With partners encourage and share information to identify and tackle suspicious activity**

Key milestones:

- Improved collection, analysis and use of information and intelligence, to develop and improve understanding amongst partners, the private sector and the public on mechanisms available to promptly share information regarding concerning or suspicious activity that may be linked to Counter Terrorism and/or Domestic Extremism

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- How have we improved our information sharing processes to identify and tackle suspicious activity

**Activity: PROTECT – With partners we will share knowledge so that our communities and businesses can strengthen protection against terrorist attacks**

Key milestones:

- To enhance physical protective security at critical infrastructure, publicly accessible location (PALs) and Hazardous Sites we will, with local CONTEST partners, review and refresh all plans and protocols in relation to building security and support messaging and provide advice to those responsible for PALs
- To enhance HR vetting arrangements to counter Insider Threat we will, with local CONTEST partners, review and refresh all recruitment policies
- To enhance cyber security and resilience to counter cyber threat, with local CONTEST partners we will, encourage sign up to the Scottish Business Resilience Centre (SBRC) for updates and inputs
- With local CONTEST partners we will prepare and participate in the Protect Consultation to ensure understanding of responsibilities should a Protect duty be implemented

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- Evidence how our Protect structures and processes have strengthened local protection against terrorist attacks

**Activity: PREPARE – With partners we will mitigate against the impact of terrorist attacks**

Key milestones:

- With local CONTEST partners we will understand the threats to the North East
- With local CONTEST partners we will agree the vision for the capabilities and capacity required to mitigate the threat to the North East
- With local CONTEST partners we will test and maintain the improved capability and capacity to ensure it remains current, futureproof and effective through training, testing and exercising

Update expected: Y1-3 Q2 & Q4

Performance measures and insights:

- How has the partnership mitigated against the impact of terrorist attacks

## Our people are supported through a positive working environment, enabling them to serve the public

The safety and wellbeing of our officers and staff are at the heart of Police Scotland's commitments. The challenges for policing are significant and the part policing plays in daily life will become ever more important as society faces huge challenges. Policing is also coming under increasing scrutiny and pressure in relation to our actions.

We will create the environment for our staff to be able to work effectively and equip them to make decisions, ensuring they are trusted and empowered to do so.

## Police Scotland is sustainable, adaptable and prepared for future challenges

Ongoing political, technological, economic and societal changes as well as unforeseeable emergencies on a local and global scale require the police service to adapt and respond to future challenges in order to maximise the benefits of future opportunities. This includes working to reduce the impact of our activity, estates and fleet on the environment. Police Scotland aims to make a significant contribution to the Scottish Government's 2040 carbon neutral target and 2045 zero greenhouse gas emissions target.

Everyone has a role to play in improving financial sustainability, making efficient use of resources and eliminating waste to deliver best value. Procurement of and demand for goods and services will remain under scrutiny, ensuring resources are used in the most efficient way possible to meet the greatest need.

## Governance and performance

In addition to internal governance processes which effectively record crime and direct the deployment of resources, we will continue to provide relevant performance information to the Aberdeen City Communities, Housing and Public Protection Committee, which is accessible to the public.

The Divisional Commander, or their deputy, will attend and provide an update on progress against this Plan, overall performance, and any other matters deemed relevant to the delivery of Policing in Aberdeen City.

Through appropriate forums, the Local Area Commanders and the Local Area Inspectors, or their deputies, will engage with elected members, communities and other key stakeholders.

## Equality, diversity and inclusion

The work of Police Scotland is underpinned by our commitment to equality, diversity and inclusion in our interactions with the communities we serve as well as our own staff.

We are committed to developing and promoting best practice in the refresh of our Equality outcomes for 2022. These can be found along with our commitment and duties to equality, diversity & inclusion at: https://www.scotland.police.uk/about-us/equality-and-diversity/.

This plan was subject to an Equalities and Human Rights Impact Assessment (EqHRIA) in compliance with the Scottish Public Sector Equality Duty. This document can be found at: North East - Police Scotland

Separate EqHRIAs were undertaken for the activities described in this plan as required.

## Engaging with us

Police Scotland
North East Division
230 Abbotswell Crescent
ABERDEEN
AB12 3JD

If you have information about crime in your area and wish to provide it anonymously, call CRIMESTOPPERS on 0800 555 111. Service users who are deaf or have a hearing impairment can contact Police Scotland via TextRelay on 18001 101 for nonemergency, or 18000 in an emergency.

More detailed information on how to contact your Local Policing Team North East - Police Scotland is available on our website.

Meaningful and effective engagement involves genuine dialogue, respect, integrity, transparency and accountability. It provides an opportunity for people to shape our services and influence decisions made. Insight from effective engagement helps identify practical solutions and determine changes required to meet the needs of the communities we serve.

Police Scotland is committed to continuous improvement in all that we do. If you have something to tell us about our service, please contact us at: https://www.scotland.police.uk/contact-us/

Further information about our wider engagement can be found in our consultation and engagement hub at: https://consult.scotland.police.uk/

Police Scotland has a number of active social media channels that provide a range of information and insight into policing, both nationally and in your local area. A full list of our social media accounts can be found on our website. Our local channels can be found at:

Facebook: @NorthEastPoliceDivision
Twitter: AberdeenCPolice, NorthEPolice

Please note that our social media channels are not monitored 24/7 and should not be used for reporting crime. Please dial 999 in an emergency, and 101 in a non-emergency situation.

**Inclusive and accessible engagement**

We aim to embed accessibility and inclusivity into our services to make them work for everyone.

This Local Police Plan was subject to an Equality and Human Rights Impact Assessment (EqHRIA). A summary of the EqHRIA has been published alongside this document at North East - Police Scotland

This Local Police Plan can be made available in various alternative formats. For more information, please contact us via our online form: https://www.scotland.police.uk/contact-us/.

Deaf, deafened, hard of hearing or speech-impaired callers can contact us via Text Relay on 18001101.

**ABERDEEN CITY COUNCIL**

| | |
|---|---|
| **COMMITTEE** | Communities, Housing and Public Protection Committee |
| **DATE** | 14 March 2023 |
| **EXEMPT** | No |
| **CONFIDENTIAL** | No |
| **REPORT TITLE** | Communities, Housing and Public Protection Performance Report |
| **REPORT NUMBER** | CUS/23/060 |
| **DIRECTOR** | Andy MacDonald |
| **CHIEF OFFICER** | Martin Murchie |
| **REPORT AUTHOR** | Louise Fox |
| **TERMS OF REFERENCE** | 1.1.3 |

## 1. PURPOSE OF REPORT

1.1 To present Committee with the status of appropriate key performance measures relating to certain Operations and Customer services.

## 2. RECOMMENDATION(S)

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

## 3. CURRENT SITUATION

**Report Purpose**

3.1 This report is to provide members with appropriate key performance measures in relation to certain Operations and Customer services as expressed within the 2022/23 Council Delivery Plan.

**Report Structure and Content**

3.2 Performance Management Framework Reporting against in-house delivery directly contributing to, or enabling delivery against, the city's Local Outcome Improvement Plan, (LOIP) has informed development of successive Council Delivery Plans, including the 2022/23 Council Delivery Plan that was agreed by

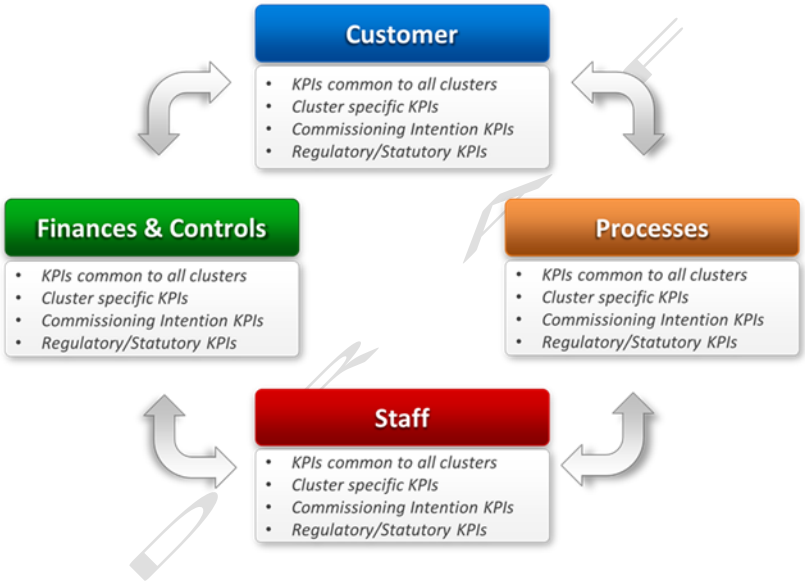
Council on the 7th March 2022 and also the 2023/24 Council Delivery Plan agreed on 1st March 2023.

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

3.4 Service standards against each function/cluster, associated with Council delivery planning, offer continuous insight into the effectiveness, and accessibility of core service provision to the Council's stakeholders and city communities.

3.5 Where appropriate, data capture against these standards is now directly incorporated within the suite of metrics contained within Appendix A and will be reported against on either a monthly, quarterly or annual basis. These will be updated for future cycles to include any new or amended standards for 2023/24.

3.6 The Performance Management Framework provides for a consistent approach within which performance will be reported to Committees. This presents performance data and analysis within four core perspectives, as shown below, which provides for uniformity of performance reporting across Committees.




3.7 This report, as far as possible, details performance up to the end of December 2022 or Quarter 3 2022/23, as appropriate.

3.8 Appendix A provides an overview of performance across certain Operations and Customer services, 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 of potential interest in terms of either performance implications, data trends or changes in these metrics. These are listed below:

- Sickness Absence - Average Number of Days Lost – Facilities Management
- Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)
- YTD % of Unintentional homeless decisions reached within 21 Days

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

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

**RAG Status**

- **GREEN** – Actions are on track with no delays/issues emerging
- **AMBER** – Actions are experiencing minor delays/issues emerging and are being closely monitored
- **RED** - Actions are experiencing significant delays/issues with improvement measures being put in place

**Children's Rights**

3.10 This report contains no recommendations or content that require for the direct accounting of impact on children's rights.

## 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. ENVIRONMENTAL IMPLICATIONS

There are no direct environmental implications arising out of this report

## 7. RISK

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

| Category | Risks | Primary Controls/Control Actions to achieve Target Risk Level | *Target Risk Level (L, M or H) *taking into account controls/control actions | *Does Target Risk Level Match Appetite Set? |
|---|---|---|---|---|
| **Strategic** | None | NA | NA | NA |
| **Compliance** | No significant legal risks. | Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting. | L | Yes |
| **Operational** | No significant operational risks. | Oversight by Elected Members of core employee health and safety/attendance data supports the Council's obligations as an employer | L | Yes |
| **Financial** | No significant financial risks. | Overview data on specific limited aspects of the cluster's financial performance is provided within this report | L | Yes |
| **Reputational** | No significant reputational risks. | Reporting of service performance to Members and in the public domain serves to enhance the Council's reputation for transparency and accountability. | L | Yes |
| **Environment / Climate** | None | NA | NA | NA |

## 8. OUTCOMES

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

## 9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|---|---|
| **Impact Assessment** | The recommendations arising from this report do not require that a full Impact Assessment is completed |
| **Data Protection Impact Assessment** | Not required |

## 10. BACKGROUND PAPERS

Council Delivery Plan 21/22 – COM/21/054
Council Delivery Plan 2022/23 – CUS/22/059
Local Outcome Improvement Plan 2016-2026 (July 2021 Refresh)

## 11. APPENDICES

Appendix A – Performance Summary Dashboard

## 12. REPORT AUTHOR CONTACT DETAILS

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

# Communities, Housing and Public Protection Committee Performance Report Appendix A

## Operations and Protective Services

Building Services

### 1. Customer – Building Services

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| The year to date percentage of repairs appointments kept | 99.2% | | 99.11% | | 99.11% | | 90% |
| Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (year to date). | 79.66% | | 79.66% | | 81.54% | | 80% |

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Total No. complaints received (stage 1 and 2) - Building Services | 110 | | 64 | | 117 | | |
| % of complaints resolved within timescale stage 1 and 2) - Building Services | 40.9% | | 50% | | 70.1% | | 75% |
| % of complaints with at least one point upheld (stage 1 and 2) - Building Services | 40% | | 37.5% | | 35% | | |
| *Total No. of lessons learnt identified (stage 1 and 2) - Building Services | 0 | | 0 | | 0 | | |

***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 | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| The year to date average length of time taken to complete emergency repairs (hrs) | 3.58 | ✓ | 3.55 | ✓ | 3.55 | ✓ | 4.1 |
| The year to date average length of time taken to complete non-emergency repairs (days) | 8.17 | ✓ | 7.91 | ✓ | 7.65 | ✓ | 8.3 |
| The year to date percentage of reactive repairs carried out in the last year completed right first time | 91.82% | ✓ | 91.57% | ✓ | 91.74% | ✓ | 90% |
| The percentage of Repairs Inspections completed within 20 working day target (year to date) | 97.6% | ✓ | 97.5% | ✓ | 97.4% | ✓ | 100% |

## 3. Staff – Building Services

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Accidents - Reportable - Employees (No in Quarter - Building Services) | 0 | | 0 | | 3 | | |
| Accidents - Non-Reportable - Employees (No in Quarter - Building Services) | 2 | | 2 | | 3 | | |

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Sickness Absence - Average Number of Days Lost - Building Services | 3.5 | ✓ | 3.7 | ✓ | 3.8 | ✓ | 10 |
| Establishment actual FTE | 408.14 | | 405.72 | | 405.36 | | |

## 4. Finance & Controls – Building Services

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Staff Costs - % Spend to Date (FYB) | 56.5% | | 56.7% | | 64.3% | | 100% |

Facilities Management

## 1. Customer – Facilities Management

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Total No. complaints received (stage 1 and 2) - Facilities | 1 | | 2 | | 5 | | |
| % of complaints resolved within timescale (stage 1 and 2) - Facilities | 100% | | 100% | | 80% | | 75% |
| % of complaints with at least one point upheld (stage 1 and 2) - Facilities | 100% | | 100% | | 60% | | |
| Total No. of lessons learnt identified (stage 1 and 2) - Facilities | 0 | | 0 | | 1 | | |

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | Q3 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| *Number of school lunches served in the year - Primary (YTD) | 384,245 | | 635,403 | | 1,045,191 | | 828,000 |

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

| Performance Indicator | Current Status | 2022/23 Target |
|---|---|---|
| **All meals served to children and young people in our schools will meet the Nutritional requirements for Food and Drink in Schools (Scotland) Regulations** | ✓ | 100% |
| The Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020 came into effect from April 2021. Our School Catering service aims for 100% compliance with the regulations to ensure that whilst in school, our children and young people are receiving the nutrition they require to be effective learners. We have set this as a service standard particular to Aberdeen City Council's school catering service and there is no comparative benchmarking information which we can use to comp are performance with other local authorities. Performance is not reported as a metric, but the intention of the measure is to highlight to Committee any reports received on nutritional n on-compliance from Education Scotland's school inspection visits. | | |

## 2. Processes – Facilities Management

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| % Fly tipping alerts at housing multi-storey blocks responded to within 48 hours | 86.1% | ✓ | 95% | ✓ | 94.1% | ✓ | 80% |
| % Response cleaning alerts responded to within priority timescales | 100% | ✓ | 100% | ✓ | 91.7% | ✓ | 80% |
| % Void cleaning alerts responded to within priority timescales | 94.4% | ✓ | 97.1% | ✓ | 87.5% | ✓ | 80% |

| Performance Indicator | Current Status | 2022/23 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. | | |

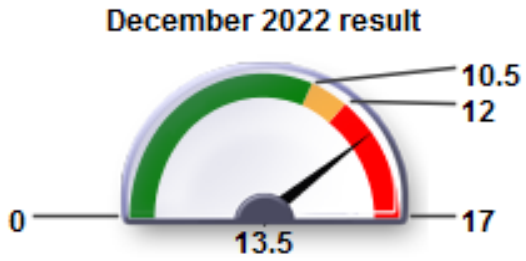
## 3. Staff – Facilities Management

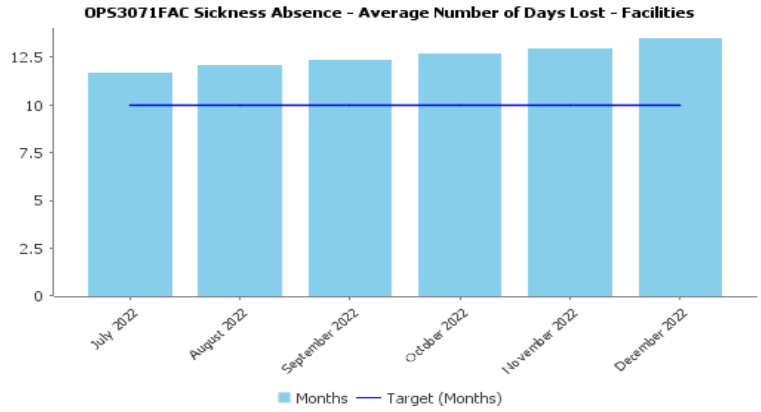
| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Accidents - Reportable - Employees (No in Quarter) | 1 | | 0 | | 2 | | |
| Accidents - Non-Reportable - Employees (No Quarter) | 3 | | 2 | | 6 | | |

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| *Sickness Absence - Average Number of Days Lost - Facilities | 12.6 | | 12.9 | | 13.5 | | 10 |
| Establishment actual FTE | 504.16 | | 517.28 | | 517.65 | | |
| Establishment actual FTE (Catering) | 159.03 | | 166.28 | | 165.19 | | |
| Establishment actual FTE (Cleaning) | 226.49 | | 233.04 | | 233.91 | | |
| Establishment actual FTE (Janitorial) | 64.34 | | 64.4 | | 64.45 | | |
| Establishment actual FTE (Office & Building Management) | 16.89 | | 15.89 | | 15.89 | | |
| Establishment actual FTE (Passenger Transport Unit) | 34.04 | | 33.02 | | 33.64 | | |

*** We are aware that the above reported performance of the 12-month rolling average for working days lost due to sickness absence per FTE, is not fully accurate due to current system constraints relating to the calculation of FTE and variable working patterns for some staff. In some cases the actual absence rate is lower than the reported figure. This does not impact on attendance management for staff and their respective managers. Officers are working with the vendor to resolve this anomaly.**

**Sickness Absence - Average Number of Days Lost – Facilities Management**




**Why is this important?**

With employee resources being at the levels they are, it is important that as many frontline operational employees as possible are at work, as there is no slack within services to cover absence. To ensure that our buildings are safe and clean for customers and to ensure that meal provision is continual, any absence must be covered either by relief employees or employees who are at work working additional hours, both having a financial impact on the Council.

**Benchmark Information:**

Comparison with the other services which sit within the Operations & Protective Services portfolio, show that the average number of days lost by employees in Facilities Management is higher than others. Other services in Operations & Protective Services have seen similar increases in average number of days lost in the same period, albeit from a lower starting point.

**Target:**

The target for the average number of days lost for sickness absence per FTE has been set at 10 days for front line staff.

**This is what the data is saying:**

The data tells us that the rolling twelve-month average days lost per employee in Facilities Management & Transportation services is currently 13.5 days (as at end December 2022).

**This is the trend:**

The trend has steadily risen from an average of 11.7 days lost in July 2022 to its current level of 13.5 days in December 2022.

**This is the impact:**

Implementation of the stages of the Supporting Attendance & Wellbeing policy is very time consuming for line managers. The greater number of employees off work on long-term absence, the greater the workload will be for line managers. This will also impact on the level of support the service requires from the Employee Relations team within our People & Organisational Development service. The demographic of employees and the nature of the work in the service mean that the likelihood of long-term absence is higher than it would be for most other Council services.

There is also a financial impact as indicated above, in that the service can't just not clean a property or choose not to feed school pupils, so absences must be covered either by relief employees or employees who are at work working additional hours, both having a financial impact on the Council.

**These are the next steps we are taking for improvement:**

There are relatively high numbers of long-term absences within the service, some of which will, or will already, have concluded in December 2022 and January 2023. It is hoped that this will have a positive impact on the average days lost reported in future cycles. Officers will continue to work, with People & Organisational Development colleague support, to ensure that the right interventions are being put in place at the right times, to either assist employees to return to work as soon as they are fit and able to, or to conclude absences when employees have no reasonable prospect of returning to work in the immediate future.

| **Responsible officer:** | **Last Updated:** |
|---|---|
| Andy Campbell | December 2022 |



## 4. Finance & Controls - Facilities Management

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Inspection - Number of overdue corrective actions requests as at month end | 0 | ✓ | 0 | ✓ | 0 | ✓ | 0 |
| Staff Costs - % Spend to Date (FYB) | 59.1% | ✓ | 67.6% | ✓ | 76.3% | ✓ | 100% |

Protective Services

## 1. Customer – Protective Services

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Total No. complaints received - Protective Services | 5 | | 3 | | 2 | | |
| % of complaints resolved within timescale - Protective Services | 100% | | 100% | | 100% | | 75% |
| % of complaints with at least one point upheld (stage 1 and 2) - Protective Services | 40% | | 0% | | 0% | | |
| Total No. of lessons learnt identified (stage 1 and 2) - Protective Services | 0 | | 0 | | 0 | | |

## 2. Processes - Protective Services

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Non-Domestic Noise % responded to within 2 days | 97.3% | | 100% | | 88.2% | | 100% |
| High Priority Pest Control % responded to within 2 days | 98.2% | | 98.6% | | 93% | | 100% |
| High Priority Public Health % responded to within 2 days | 100% | | 95.8% | | 97.9% | | 100% |
| *Dog Fouling - % responded to within 2 days | 100% | | 91.2% | | 77.4% | | 100% |

***The apparent drop in performance in response to the high priority dog fouling indicator is attributable to the inability of the recording system to take account of the Christmas period when there is no dog warden service. This means that the 6 of the 31 service requests received between 23-29 December were recorded as failing to meet the 2 day response period. Excluding these requests, only 1 other request took longer than 2 days for a response which is in compliance with the 90% performance indicator specification, a result of 96.77% on time.**

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| % of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory) | 72.9% | | 74.5% | | Data unavailable | | 80% |

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| *% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date | 5.1% | | 13.5% | | 18.6% | | |
| *% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date | No activity Q1 | | 2.5% | | 11% | | |
| *% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date | 19.6% | | 35.3% | | 44.4% | | |
| *% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date | No activity Q1 | | 17.6% | | 29.4% | | |

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

**Since the beginning of April 2020, an exemption from the Food Law Code of Practice (Scotland) has been granted in relation to routine food inspections . Work is ongoing in relation to the restart process and how this will be achieved. As part of this work, Protective Services will aim to identify the most appropriate PIs to capture food hygiene data based on the new risk rating system which came into force on 01/07/2019. This system now rates premises across 3 types of business based on the type of operations undertaken and 5 compliance categories, giving 15 separate ratings.**

## 3. Staff - Protective Services

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 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 | | 1 | | |

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Sickness Absence - Average Number of Days Lost - Protective Services | 1 | | 0.9 | | 0.7 | | 10 |
| Establishment actual FTE | 61.66 | | 62.85 | | 61.85 | | |

## 4.Finance & Controls - Protective Services

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| % of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory) | 95.9% | | 95.9% | | 96% | | 95% |

| Performance Indicator | Oct 22 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Staff Costs - % Spend to Date (FYB) | 58.4% | | 66.3% | | 74.4% | | 100% |

## Customer

Customer Experience

### 1. Customer – Customer Experience

| Performance Indicator – Service | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Total No. complaints received – Customer Experience | 48 | | 82 | | 70 | | |
| % of complaints resolved within timescale – Customer Experience | 89.6% | | 92.7% | | 85.7% | | 75% |
| % of complaints with at least one point upheld (stage 1 and 2) – Customer Experience | 39.6% | | 29.3% | | 31.4% | | |
| Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience | 4 | | 6 | | 4 | | |

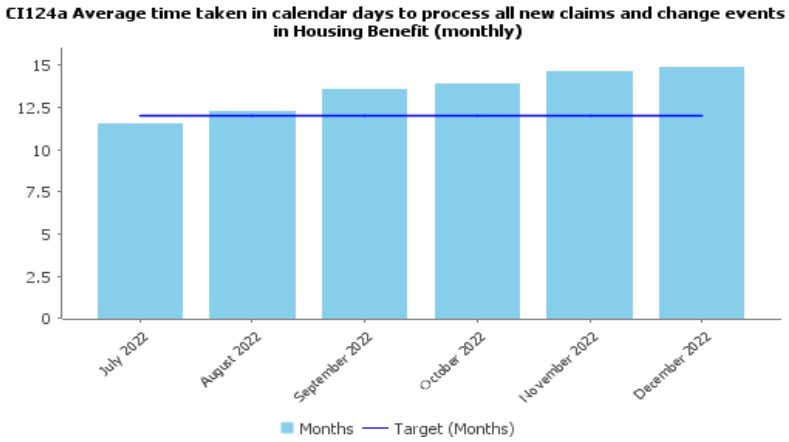
### 2. Processes – Customer Experience

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 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) | 13.89 | | 14.63 | | 14.89 | | 12 |
| Correct amount of Housing Benefit paid to customer (monthly) | 96.91% | | Data unavailable | | | | 95% |
| % Customer Contact Centre calls answered within 60 seconds | 78.32% | | 71.36% | | 70.26% | | 70% |
| Percentage of invoices sampled and paid within 30 days | 91.01% | | 91.84% | | 91.1% | | 90% |

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| *% Crisis Grant applications processed within 2 working days | 53.83% | | 89.6% | | Data unavailable | | 90% |

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| *% Community Care Grant applications processed within 15 working days | 42.68% | | 50.1% | | Data unavailable | | 50% |

**Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)**




**Why is this important?**

When customers claim benefit, it is a time of financial uncertainty for them and, as such, it is essential that the service has sufficient fully trained and effective benefit processors in place that can make informed decisions on complex benefit claims and pay benefit promptly. Measuring the time taken to process all new claims and change events in Housing Benefit demonstrates how speedily the benefit service pays Housing Benefit to its customers.

**Benchmark Information:**

Benchmarking data for this indicator is not available. However, this indicator is a combination of New Claims and Change of Circumstances. Benchmarking intelligence is available individually for New Claims and Change of Circumstances via Department for Works and Pensions. For Quarter 2 2022/23, the Scottish average for New Claims is 22 days, Aberdeen City Council achieved 44 days. The Scottish average for Change of Circumstances is 7 days, Aberdeen City Council achieved 13 days. There is a trend across Scotland of the days to process increasing with other local authorities experiencing the same challenges as ACC.

**Target:**

Target for 2022/23 is 12 days.

**This is what the data is saying:**

The average number of days to process new claims and change events in Housing Benefit has increased from 11.53 days in July to 14.89 days in December. This means that on average it is taking and additional 3.36 days to process Housing Benefit claims and changes.

**This is the trend:**

The performance has steadily decreased during 2022. This is due to a high turnover in staffing within the Housing Benefit Team. During 2022, the vacancies rose to 42% of the FTE available for dealing with Housing Benefit. It is anticipated that the performance will start to plateau during early 2023 and improvements will be achieved thereafter to meet our Service Standards.

**This is the impact:**

The impact on the customer is that their claim for Housing Benefit and changes are taking longer to action. The amount of benefit paid to customers is not impacted.

**These are the next steps we are taking for improvement:**

A programme of recruitment is ongoing. Most vacancies have now been filled and more new starts will commence in post at the end of February 2023. All our training packages have been reviewed in order that areas of greatest priority are targeted first.

As the processing of these claims are complex the training programme duration will take 6 to 9 months. This training will allow new staff to be trained and accurate in the areas that have been prioritised, e.g., new claims. However, to be fully trained in all aspects of Benefits will take longer. Audit Scotland have stated that *"18 months is the amount of time that a new member of staff would take to be competent enough to carry out most claims processing activities unsupervised"*.

Processes have been reviewed and automated where possible and resource has been redistributed within the team to help deal with the workload.

It is anticipated that performance will start to plateau during the coming months and improvements will be achieved thereafter to meet our Service Standards. The volume of claims in progress is now starting to reduce.

| **Responsible officer:** | **Last Updated:** |
|---|---|
| Wayne Connell | December 2022 |

## 3. Staff – Customer Experience

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 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) | 0 | | 0 | | 0 | | |

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Sickness Absence – Average Number of Days Lost – Customer Experience | 4.5 | | 4.9 | | 5.2 | | 5 |
| Establishment actual FTE | 335.42 | | 344.4 | | 345.63 | | |

## 4. Finance & Controls – Customer Experience

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Council Tax Cash Collected (In Year) - monthly | £90.7m | | £100.9m | | £113.4m | | £112.6m |
| Staff Costs - % Spend to Date (FYB) | 59.9% | | 66.3% | | 74.4% | | 100% |

Data and Insights

## 1. Customer – Data and Insights

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Total No. complaints received – Data and Insights | 0 | | 0 | | 0 | | |
| % of complaints resolved within timescale – Data and Insights | No complaints Q1/Q2/Q3 | | | | | | 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 | Q1 2021/22 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| % Reported Data Protection incidents receiving an initial response within 24 business hours | 100% | | 100% | | 100% | | 95% |

## 3. Staff – Data and Insights

| Performance Indicator | Q1 2021/22 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 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 | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Sickness Absence – Average Number of Days Lost – Data and Insights | 0.2 | | 0.3 | | 0.4 | | 5 |
| Establishment actual FTE | 29.89 | | 33.29 | | 33.29 | | |

## 4. Finance & Controls – Data and Insights

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Staff Costs - % Spend to Date (FYB) | 60.1% | | 66.7% | | 73.2% | | 100% |

Digital and Technology

## 1. Customer – Digital and Technology

| Performance Indicator | Q1 2021/22 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Total No. complaints received – Digital and Technology | 3 | | 1 | | 0 | | |
| % of complaints resolved within timescale – Digital and Technology | 100% | | 100% | | No complaints Q3 | | 75% |
| % of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology | 100% | | 100% | | | | |
| Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology | 0 | | 1 | | | | |

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Average Call Wait Time (IT Helpdesk) | 113 sec. | | 120 sec. | | 119 sec. | | 150 sec. |
| Abandonment Rate % (IT Helpdesk) | 11.77% | | 12.15% | | 7.56% | | 30% |

## 2. Processes – Digital and Technology

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Percentage of Critical system availability - average (monthly) | 99.5% | | 99.5% | | 99.5% | | 99.5% |
| % Incidents logged by IT Helpdesk (including Self-Serve) resolved right first time | 87% | | 83.7% | | 85.8% | | 65% |
| % Priority 1 and 2 incidents closed in timescale | 66.7% | | 30.8% | | 60% | | 99.5% |
| % Priority 3 – 5 incidents closed in timescale | 81.4% | | 82.3% | | 80% | | 95% |

## 3. Staff – Digital and Technology

| Performance Indicator | Q1 2021/22 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 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 | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Sickness Absence – Average Number of Days Lost – Digital and Technology | 0.4 | | 0.5 | | 0.5 | | 5 |
| Establishment actual FTE | 91.36 | | 92.69 | | 93.02 | | |

## 4. Finance & Controls – Digital and Technology

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Staff Costs - % Spend to Date (FYB) | 59.4% | | 66.9% | | 74.8% | | 100% |

Early Intervention and Community Empowerment

## 1. Customer – Early Intervention and Community Empowerment

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Total No. complaints received – Early Intervention and Community Empowerment | 67 | | 75 | | 59 | | |
| % of complaints resolved within timescale - Early Intervention and Community Empowerment | 82.1% | | 73.3% | | 61% | | 75% |
| % of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment | 43.3% | | 41.3% | | 16.9% | | |
| Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment | 4 | | 7 | | 5 | | |

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Percentage of tenants satisfied with the standard of their home when moving in YTD | 71.4% | | 72.1% | | 72.1% | | 75% |
| Satisfaction of new tenants with the overall service received (Year To Date) | 74% | | 79.4% | | 79.4% | | 85% |
| Financial Inclusion - No of open cases per month | 189 | | 182 | | 124 | | |
| Financial Inclusion - No of enquiries per month | 197 | | 187 | | 118 | | |
| Number of visits to libraries - person | 37,370 | | 37,801 | | 28,523 | | |
| Number of visits to libraries - virtual | 87,196 | | 98,009 | | 83,145 | | |
| % Libraries open during agreed opening hours | 100% | | 99.7% | | 98.9% | | 98% |

## 2. Processes – Early Intervention and Community Empowerment

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 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) | 3.9% | | 3.9% | | 3.9% | | 4.0% |
| YTD % of Unintentional homeless decisions reached within 21 Days | 58% | | 55% | | 53.9% | | 100% |
| YTD Average length of journey in days for applicants assessed as unintentionally homeless | 108.5 | | 110.1 | | 111.9 | | 100 |
| YTD Percentage of anti-social behaviour cases reported which were resolved | 89.8% | | 90.1% | | 90.6% | | 100% |
| YTD % of calls attended to by the ASBIT Team within 1 hour | 94.8% | | 95.6% | | 96.2% | | 100% |
| Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End | 296 | | 325 | | 345 | | |
| The YTD number of Legal repossessions following decree (Arrears) - Citywide | 8 | | 8 | | 8 | | |
| Applications processed 28 days YTD % | 99.75% | | 99.77% | | 99.78% | | 100% |
| Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale | 91.5% | | 92.4% | | 91.1% | | 100% |
| New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide) | 87.4% | | 78.03% | | 72.73% | | 93.5% |
| *The YTD Average time taken to re-let all properties (Citywide - days) | 167.4 | | 169.4 | | 167.9 | | 125 |
| Voids Available for Offer Month Number - Citywide | 1,178 | | 1,310 | | 1,425 | | |
| Welfare Rights - % of Successful Appeals | 87.5% | | 88.9% | | 100% | | |
| HMO License Applications Pending | 169 | | 177 | | 177 | | |
| HMO Licenses in force | 1,000 | | 984 | | 978 | | |
| % Library item requests satisfied within 21 days | 78% | | 77.3% | | 74.9% | | 85% |

| YTD % of Unintentional homeless decisions reached within 21 Days (RRTP) | |
|---|---|
| | |

**Why is this important?**

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

Charter outcome **12** – Homeless People - stipulates that Local councils perform their duties to homelessness people so that;
*Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.*

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' and that people at risk of losing their homes get advice on preventing homelessness.

**Benchmark Information:**

**2021-22**
The YTD **%** of Unintentional homeless decisions reached within 21 Days **94%**. This is a local measure and no national benchmarking is available.

**Target:**

**2022-23**
The YTD % of Unintentional homeless decisions reached within 21 Days is set at **100%**

**This is what the data is saying:**

Year to date there have been **909** homeless households assessed as unintentionally homeless. Of these **54%** (**489**) were assessed within the 21 days local target. The average days to reach decision remains under target at **19.8** days.

To date **73%** of applications have been assessed within the SG statutory recommended timescale of 28 days.

During the first 9 months of this year there has been a **22%** (**223**) increase in homeless applications compared with the same period last year.

**This is the trend:**

Homeless applications are at a 5 year high, with levels recorded (**1,239**) not seen since the same period in 2017/18. The increase in applications has been driven by a **33%** increase in applicants becoming homeless from secure accommodation with the largest rise from private rented tenancies, where there has been a **49%** increase.

The number of decisions made within 21 days has reduced from **94%** achieved during the same period the previous year. Last financial year the average time taken to reach a decision was **10** days.

The increase in decision times is now beginning to impact upon the average rapid rehousing homeless journey time which has risen from **105** days in 2021 to **112** days currently. Of the cases closed to date, the average time from application to decision is **18** days, **7** more than the same period the previous year which appears to have driven the incline this year. Case closures for this group have fallen by **13%** this year and as more outcomes are secured there is a risk that the homeless journey will be impacted further by the performance over time.

During this financial year **187** more decisions have been made than the last financial year.

**This is the impact:**

- Risk of failing to deliver on the key strategic outcomes set within the Local Outcome Improvement Plan and Rapid Rehousing Transition Plan.
- People experiencing homelessness spend longer periods in transition which prolongs the homeless journey.
- People experiencing homelessness spend longer periods of time in temporary accommodation which can exacerbate existing demands and associated costs.
- The Council are now breaching our duties in accordance with the Unsuitable Accommodation Order, by having households in unsuitable accommodation for longer than 7 days.
- Increase costs to the Council in providing temporary accommodation for more households and for longer periods of time.

**These are the next steps we are taking for improvement:**

The Housing Options Team are now almost at full capacity although with a number of new staff members still completing their induction and training. We anticipate that as officers complete their training and begin to take on case loads we will see a return to previous levels.
Those housing options officers will now be assessing people experiencing homelessness and therefore case loads amongst other team members will start to reduce.
One officer has been recruited to support 16-17 year olds, unfortunately the other person withdrew from the process and therefore we will need to recruit again. We have recruited another 5 Allocation and Placement Officers to work over 12 months to increase the offers made to households, this will depend on void properties being ready to let. The aim of these is to increase the number of outcomes being achieved which will reduce the demand on temporary accommodation.

| **Responsible officer:** | **Last Updated:** |
|---|---|
| Graeme Gardner | December 2022 |

## 3. Staff – Early Intervention and Community Empowerment

| Performance Indicator | Q1 2022/23 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Accidents - Reportable - Employees (No in Quarter - EICE) | 0 | | 0 | | 1 | | |
| Accidents - Non-Reportable - Employees (No in Quarter – EICE) | 2 | | 0 | | 2 | | |

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Sickness Absence – Average Number of Days Lost - EICE | 6.8 | | 6.7 | | 6.7 | | 8 |
| Establishment actual FTE | 391.17 | | 389.38 | | 388.6 | | |

## 4. Finance & Controls – Early Intervention and Community Empowerment

| Performance Indicator | Oct 2022 | | Nov 2022 | | Dec 2022 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| Staff Costs - % Spend to Date (FYB) | 59.1% | | 67.8% | | 66.8% | | 100% |
| Financial Inclusion - Total Financial Gains Achieved per month | £518,127 | | £424,316 | | £383,433 | | |
| Gross rent Arrears as a percentage of Rent due | 16.36% | | 16.8% | | 17.23% | | 19.2% |
| *Rent loss due to voids - Citywide - YTD average | 4.8% | | 5% | | 5.12% | | 4.62% |

***Please refer to Voids Service Update for further information.**

## Corporate

### 1. Customer – Corporate

| Performance Indicator – Corporate | Q1 2021/22 | | Q2 2022/23 | | Q3 2022/23 | | 2022/23 Target |
|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | |
| No. of Non-complex Subject Access Requests received | 79 | | 55 | | 79 | | |
| % Non-complex Subject Access Requests responded to within 1 month | 72.2% | | 80% | | 72.2% | | 80% |
| No. of Complex Subject Access Requests received | 2 | | 13 | | 9 | | |
| % Complex Subject Access Requests responded to within 3 months | 0% | | 46.2% | | 44.4% | | 70% |
| No. of Environmental Information Regulation requests received | 47 | | 61 | | 61 | | |
| % of Environmental Info Requests replied to within 20 working days - Corporate | 85.1% | | 82% | | 77% | | 85% |
| No. of Freedom of Information requests received | 342 | | 307 | | 329 | | |
| % of Freedom of Information requests replied to within 20 working days - Corporate | 86.3% | | 83.7% | | 80.5% | | 85% |
| No. of Access to School Records requests received | 2 | | 3 | | 4 | | |
| % Access to School Records requests responded to within 15 school days | 100% | | 100% | | 100% | | 100% |
| No. of Data Protection Right requests received | 9 | | 8 | | 4 | | |
| % Data Protection Right requests responded to within 1 month | 88.9% | | 100% | | 100% | | 100% |

**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 |

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**ABERDEEN CITY COUNCIL**

| | |
|---|---|
| **COMMITTEE** | Communities, Housing and Public Protection Committee |
| **DATE** | 14 March 2023 |
| **EXEMPT** | No |
| **CONFIDENTIAL** | No |
| **REPORT TITLE** | Cluster Risk Registers and Assurance Maps |
| **REPORT NUMBER** | CUS/23/066 |
| **DIRECTOR** | Andy McDonald |
| **CHIEF OFFICER** | Derek McGowan, Jacqui McKenzie, Martin Murchie, Steve Roud |
| **REPORT AUTHOR** | Chief Officers |
| **TERMS OF REFERENCE** | Remit 1.1.4 |

## 1. PURPOSE OF REPORT

1.1 To present the Cluster Risk Registers and Assurance Maps in accordance with Communities, Housing and Public Protection Committee Terms of Reference to provide assurance that risks are being managed effectively within each Cluster.

## 2. RECOMMENDATION(S)

That the Committee:-

2.1 Note the Cluster Risk Registers and Assurance Maps set out in Appendices A and B.

## 3. CURRENT SITUATION

3.1 The Audit, Risk and Scrutiny Committee is responsible for overseeing the system of risk management and for receiving assurance that the Extended Corporate Management Team (ECMT) are effectively identifying and managing risks. Reviewing the strength and effectiveness of the Council's system of risk management as a whole is a key role for the Committee.

3.2 The Risk Management Policy 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
- Data and Insights
- Digital and Technology

- Early Intervention and Community Empowerment

Risk Registers

3.3 The Council's Risks Registers are tools used by Functions and Clusters to capture and manage the risks which could prevent achievement of organisational outcomes and service delivery.

3.4 The Council's Corporate Risk Register (CRR) 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. The CRR scrutinised annually by the Audit, Risk and Scrutiny Committee.

3.5 The Cluster Risk Registers are set out in appendix A and reflect the risks which may prevent each Cluster area from delivering on organisational outcomes and services, these risks may be escalated to the CRR where deemed necessary.

3.6 The risks contained within the Risk Register for each Cluster are grouped by risk category in appendix C and show the Council's corresponding risk appetite for each category as set within the Council's Risk Appetite Statement (RAS) which was approved by the Audit, Risk and Scrutiny Committee in February 2022.

The Clusters are working towards a target risk score which aligns with the risk appetite.

3.7 The Cluster Risk Register provides 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. This is aligned with the risk appetite for this particular category of risk.
- **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.

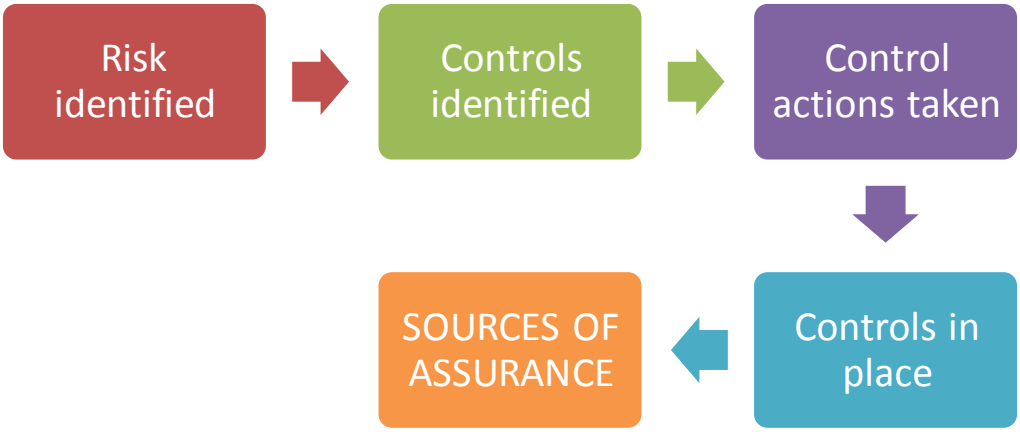
| Impact | Score | | | | | | |
|---|---|---|---|---|---|---|---|
| **Very Serious** | **4** | **4** | **8** | **12** | **16** | **20** | **24** |
| **Serious** | **3** | **3** | **6** | **9** | **12** | **15** | **18** |
| **Material** | **2** | **2** | **4** | **6** | **8** | **10** | **12** |
| **Negligible**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

3.8 Development and improvement of the Cluster Risk Register and associated risk management processes has continued since the Cluster Risk Registers were last reported to the Committee:

- The Council's Risk Appetite Statement (RAS) was reviewed and updated.
- "Managing Risk" pages were published on the Council's intranet pages which contains information and links for officers and elected members on the Council's RAS, Risk Management Policy, Guidance and Training.
- Training was provided to officers on the updated Committee Report Template risk sections that were reviewed and updated to reflect RAS.
- The Corporate Risk Lead has continued to provide support to Risk Owners and Managers to review and update Risk Registers to improve monitoring and reporting across the organisation.

Assurance Maps

3.9 The Risk Registers that are reviewed by the Council's Committees list the risks identified within each of the relevant Functions and Clusters and provides detail of the risk, the potential impact and consequence of the risk materialising and the control actions and activities required to manage and mitigate the risk. Assurance Maps provide a visual representation of the sources of assurance associated with each Cluster so that Committee can consider where these are effective, following the completion of control actions. Presentation of each Cluster's Assurance Map provides full sight of the defences that the organisation has in place to manage the risks facing local government.




3.10 The Assurance Maps provide 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. |

Risk Overview

3.11 Chief Officer narrative/commentary:

Customer Experience

Customer experience monitor and manage risks related to the local administration of systems which support key front-line services. During the last year the Cluster has continued to review and respond to risks arising from changes in customer need and service demand. This includes, amongst other things, the impact of the rise in cost of living and the settlement of refugees in the City. Amongst key mitigations and controls are the resilience of services

through the recruitment and training of staff and the strength of business continuity arrangements.

Early Intervention and Community Empowerment

Early Intervention and Community Empowerment monitor risks related to housing, refugee and asylum support and safeguarding, and cost of living. Housing risks relate to void property management with a range of control actions in place including weekly monitoring, the void property member / officer working group, and working with contractors to ensure workforce supply. Control actions in place to mitigate the risks to arising from refugee and asylum support include working with the Scottish Government national delivery Board, partnership collaboration through the Inward Migration Programme Board, detailed partnership risk and scenario planning, and working with the Home Office over the new UK wide asylum dispersal scheme. Cost of living control actions include the provision of warm spaces.

Digital and Technology

Digital and Technology continue to monitor the ongoing risks to service delivery. The supply position has stabilised since its emergence which was caused by the war in Ukraine, global semiconductor shortages and supply constraints as the pandemic ended. The expectation is that the supply risk will be closed at the end of March. The environmental risk is being actively managed and the move to cloud services will reduce the risk alongside the current focus on capabilities for more a distributed workforce where this still supports service delivery. Updates to assurance map reflect greater alignment to external standards and certification as well as improved threat hunting processes. The findings of the 2022 audit report on IT Infrastructure identified governance arrangements, performance reporting and incident management processes as generally fit for purpose.

Data & Insights

The Data and Insights cluster has a lead role in controlling risks relating to information governance. These risks, controls and mitigations are reported throughout the year to the Information Governance Group (chaired by the Senior Information Risk Officer). During 2022 the Risk Board agreed to de-escalate information governance from corporate to cluster level, taking assurance from the controls in place. These controls include continuous awareness raising, process improvements and learning to reduce the frequency and impact of information security incidents.

## 4. FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications arising from the recommendations of this report. This report deals with risk management at Cluster level 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. ENVIRONMENTAL IMPLICATIONS

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

## 7. RISK

7.1 There are no risks arising from the recommendations in this report. The Committee is provided with assurance that the risks presented within the Cluster Risk Register are those that may affect achievement of organisational outcomes and delivery of services for each Cluster are identified, appropriately managed and that the Council's activities are compliant with its statutory duties.

| Category | Risks | Primary Controls/Control Actions to achieve Target Risk Level | *Target Risk Level (L, M or H) *taking into account controls/control actions | *Does Target Risk Level Match Appetite Set? |
|---|---|---|---|---|
| **Strategic Risk** | The council is required to have a management system in place to identify and mitigate its risks. | The council's risk management system requires that risks are identified, listed and managed via Risk Registers. | L | Yes |
| **Compliance** | As above. | As above. | L | Yes |
| **Operational** | As above. | As above. | L | Yes |
| **Financial** | As above. | As above. | L | Yes |
| **Reputational** | As above. | As above. | L | Yes |
| **Environment / Climate** | As above. | As above. | L | Yes |

## 8. OUTCOMES

8.1 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 outcomes.

## 9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|---|---|
| **Integrated Impact Assessment** | Not required |
| **Data Protection Impact Assessment** | Not required |
| **Other** | Not applicable |

## 10. BACKGROUND PAPERS

10.1 None

## 11. APPENDICES

11.1 Appendix A – Cluster Risk Registers for Customer Experience, Data and Insights, Digital and Technology and Early Intervention and Community Empowerment

11.2 Appendix B – Cluster Assurance Maps

11.3 Appendix C – Cluster Risks Grouped by Category

## 12. REPORT AUTHOR CONTACT DETAILS


| | |
|---|---|
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| **Title** | Chief Officer, Data & Insights |
| **Email Address** | mmurchie@aberdeencity.gov.uk |
| **Tel** | 07305526915 |

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| Assurance Map<br><br>Cluster – Customer Experience | | |
|---|---|---|
| **Cluster Risk Register Risk:** | | |
| 1. **Customer Experience Service Delivery** - Risk to delivery of key front-line services in the event of failures of systems, processes, significant increase in demand (e.g., pandemic; rise in cost of living), or in the event of an incident, e.g., climate event. | | |
| **First Line of Defence<br>(Do-ers)** | **Second Line of Defence<br>(Helpers)** | **Third Line of Defence<br>(Checkers)** |
| • Trained and qualified staff with knowledge captured and shared to ensure business continuity<br>• Operational Procedures, Guidance Documents and videos captured for future training requirements and business continuity<br>• Use of technology (e.g., Robotic Process engineering) to provide enhanced resource and resilience to processes<br>• Staff training and development<br>• Operational Risk Assessments<br>• Operational procedures and guidance including those set out in the Business Continuity Plans in the event of a system or process failure.<br>• Operational Test Schedules for Business Continuity Plans<br>• Disaster Recovery plan for Regional Contact Centre<br>• Analysis following activation of business continuity arrangements / tests and improvement plans identified. | • CMT Boards<br>• Council Committees<br>• Customer Function Senior Management Team (undertakes review of Cluster Operational Risk Register)<br>• Customer Experience Cluster Senior Management Team (undertakes review of Cluster Operational Risk Register)<br>• Policy Documentation<br>• Assurance Team<br>• Business Continuity Sub-Group | • Internal Audit – Payroll and HR System Amendments – August 2022<br>• Internal Audit – Debt Recovery – August 2022<br>• Annual External Audit<br>• HMRC Audit on PAYE<br>• DWP Subsidy Audit<br>• DWP Housing Benefit Review<br>• Non-Domestic Rates NDRI – External Audit |

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| Assurance Map<br><br>Data & Insights | | |
|---|---|---|
| **Cluster Risk Register Risk:** | | |
| 1. **Information Governance** - Risk that the Council's Information Governance Framework (people and behaviour, process and system, adapting and learning) is not sufficiently robust to ensure that council information and data is processed in a way which: i. mitigates potential harm to the rights and freedoms of data subjects arising from data processing ii. meets the Council's operational, strategic and accountability requirements (business and statutory); iii. demonstrates proper stewardship to deliver outcomes for our people, place and economy. | | |
| **First Line of Defence (Do-ers)** | **Second Line of Defence (Helpers)** | **Third Line of Defence (Checkers)** |
| • Trained and qualified staff<br>• Operational procedures and guidance notes, including consistent corporate processes for:<br>- Data Protection Impact Assessment<br>- Privacy notices<br>- Data Protection Rights Requests<br>- Incident reporting and handling<br>- Information Sharing Agreement and contractual arrangements<br>- Maintaining the Council's records of processing activities (Information Asset Register)<br>• Records Retention and Disposal Schedule<br>• Mandatory Information Governance Staff Training<br>• Clear and consistent roles and responsibilities in relation to data and information in Corporate Policy and supporting Handbooks of procedures | • CMT Boards<br>• Council Committees<br>• Effective Information Governance / DPO advice and support<br>• Information Governance Group led by Senior Information Risk Owner (SIRO) reviews Quarterly Information Governance Assurance reports<br>• Corporate Information Policy<br>• Data Forums<br>• Governance including annual Information Governance Assurance Statement<br>• Internal Information Assets Assurance Cycle<br>• CCTV Assurance Framework | • External scrutiny of Council's arrangements in relation to DP and PRSA in the form of Reports, inspections, and audits from the Information Commissioners Office and the Keeper of the National Records of Scotland<br>• Internal Audit – Commissioning – November 2022 |

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**Assurance Map**

**Digital & Technology**

**Corporate Risk Register Risk:**

1. **Cyber Security** - Risk that Cyber security threats are not sufficiently mitigated against to protect the Council, its essential functions and customer data

**Cluster Risk Register Risks:**

1. **Climate Change - Digital Infrastructure** - Digital infrastructure will be impacted by adverse incidents caused by climate change (flooding, extreme weather) resulting in disruption to the delivery of council services.
2. **Sustainability of support services** - On premise infrastructure and networks are not supportable due to the availability of replacement components.

| First Line of Defence (Do-ers) | Second Line of Defence (Helpers) | Third Line of Defence (Checkers) |
|---|---|---|
| • Trained and qualified staff<br>• IT Security Technologies – devices to filter traffic and protect network, virus control software and domain access rules e.g. Conditional Access and Encryption<br>• Proactive Monitoring & Alerting<br>• Operational procedures and guidance notes<br>• Mandatory Information Governance Staff Training and IT Security Staff Training<br>• Investigation into incidents and breaches<br>• Patch Management<br>• System Change Management process via Change Advisory Board<br>• Threat Hunting | • CMT Boards<br>• Council Committees<br>• D&T Senior Management Team (SMT) undertakes review of Cluster Operational Risk Register<br>• Information Governance Group<br>• ICT System Risk Assessments<br>• Data Privacy Impact Assessments<br>• Vendor Management<br>• Policy documentation including, Information and Communication Technology (ICT) Acceptable Use Policy and ICT Access Control Policy, Protective Monitoring Policy<br>• Annual review against Public Sector Cyber Security Framework | • External IT Health Checks for PSN Accreditation by Surecloud. Surecloud are National Cyber Security Centre and Check approved.<br>• External Penetration testing on internet facing services by Surecloud. Surecloud are National Cyber Security Centre and Check approved.<br>• Public Services Network (PSN) assurance review annually<br>• Cyber Essentials Plus assurance<br>• Internal Audit – IT Infrastructure Resilience – September 2022 |

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**Assurance Map**

**Cluster – Early Intervention and Community Empowerment**

**Corporate Risk Register Risk:**

1. **Excessive resettlement and asylum demand and risk of harm** - There is a risk that Aberdeen City Council and partners are unable to provide appropriate levels of support to people arriving in the city as refugees or asylum seekers and there is a risk to business continuity and service delivery in core services due to this increased demand.

**Cluster Risk Register Risks:**

1. **Inability to meet the Unsuitable Accommodation Order** - There is a risk to the Council of not being compliant with the Homeless Persons (Unsuitable Accommodation) (Scotland) Order
2. **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 as we transition to new welfare support mechanisms.
3. **Risk to the welfare of children, young people and families due to the increase in the cost of living, and the long-term impact of Covid-19**
4. **Safeguarding amongst refugee communities** - There is a risk that safeguarding issues for children and adults become prevalent and cannot be assessed as refugee communities move from hotel accommodation to settled accommodation.
5. **Void Property Management -** 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.

| First Line of Defence (Do-ers) | Second Line of Defence (Helpers) | Third Line of Defence (Checkers) |
|---|---|---|
| • Trained and qualified staff<br>• Operational procedures and guidance documentation | • CMT Boards<br>• Council Committees<br>• Policy Documentation<br>• Senior Management Team (SMT) undertakes review of Cluster Operational Risk Register<br>• Full Council<br>• Organisational Resilience Group | • Internal Audit - Housing Waiting List and Allocations<br>• Annual External Audit and report<br>• Community Planning Aberdeen<br>• Education Scotland - CLD Strategy and performance (HGIOCLD)<br>• Scottish Housing Regulator - Annual return on housing performance; annual risk assessment |

| | | |
|---|---|---|
| | | • Scottish Social Services Council - Registered Housing Support Services<br>• Care Inspectorate for Registered Housing Support Services<br>• Scotland and Scottish Library & Information Council - Ambition & Opportunity: National Strategy for Public Library Services, and performance framework (HGIOPLS)<br>• Scotland and Scottish Library & Information Council and Education Scotland -Vibrant Libraries thriving schools : Strategy for School Libraries -and performance HGIOSL<br>• Financial Inclusion Team - Scottish National Standards for Advice and Information Providers Scottish Legal Aid Board<br>• Scottish Government - Child Poverty Action Plan<br>• Scottish Government Homelessness reporting and Rapid rehousing Transition Plan scrutiny |

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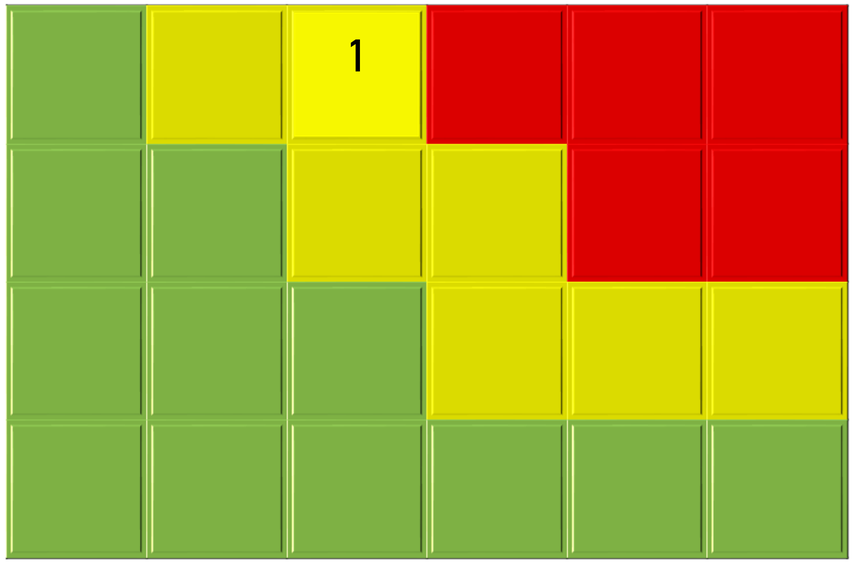
# Customer Experience Services Risk Register

| CURRENT CLUSTER RISKS | CURRENT RISK SCORE |
|---|---|
| Customer Experience Service Delivery | 12 |

## Number of Cluster Risks

1

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



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

| RISK TITLE | RISK DESCRIPTION | CONTROL ACTIONS | 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, processes, significant increase in demand (e.g., pandemic; rise in cost of living), or in the event of an incident, e.g., climate event. | 1) Implement effective local administration of systems 'owned' by the Customer Experience cluster, specifically:<br>- CoreHR (for all aspects of Payroll and HR Service Centre administration)<br>- Zipporah (for all aspects of corporate bookings and lettings administration)<br>- Customer Service Operational Systems (for many aspect of the management of customer contact)<br><br>2) Build in mitigation and resilience around 'single points of failure' and staff turnover (especially experienced staff) across the Cluster via a comprehensive training programme and establishment re-design.<br><br>3) As part of the Business Continuity Group, develop, monitor and test Business Continuity Plans for each service area. | 8 | 12 | 3 | 4 | 31 March 2024 |

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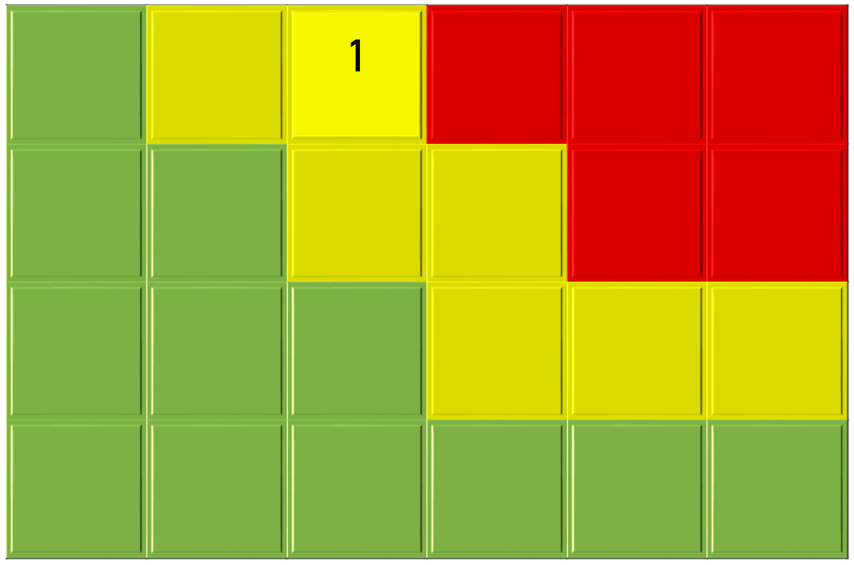
# Data & Insights Services Risk Register

| CURRENT CLUSTER RISKS | CURRENT RISK SCORE |
|---|---|
| Information Governance | 12 |

## Number of Cluster Risks

1

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



| FUNCTION | CLUSTER | RISK OWNER | RISK LEAD |
|---|---|---|---|
| Customer | Data & Insights | Martin Murchie | Caroline Anderson |

| RISK TITLE | RISK DESCRIPTION | CONTROL ACTIONS | % COMPLETE | TARGET RISK SCORE | CURRENT RISK SCORE | CURRENT LIKELIHOOD | CURRENT IMPACT | TARGET COMPLETION DATE |
|---|---|---|---|---|---|---|---|---|
| Information Governance | Risk that the Council's Information Governance Framework (people and behaviour, process and system, adapting and learning) is not sufficiently robust to ensure that council information and data is processed in a way which: i. mitigates potential harm to the rights and freedoms of data subjects arising from data processing ii. meets the Council's operational, strategic and accountability requirements (business and statutory); iii. demonstrates proper stewardship to deliver outcomes for our people, place and economy. | Compliance with Privacy and Electronic Communications Regulations in respect of cookies and other tracking technology in Council and affiliated websites<br>Assessment completed for Council website.<br>Requirements for corporate oversight on compliance for affiliated websites being progressed via Transformation Board -75%<br><br>Retention of data in Outlook and Onedrive<br>Revised proposals report to IGG when capacity allows (Oct-Dec 2022) - 25% complete | 50 | 4 | 12 | 3 | 4 | 31 March 2024 |

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# Digital & Technology Services Risk Register

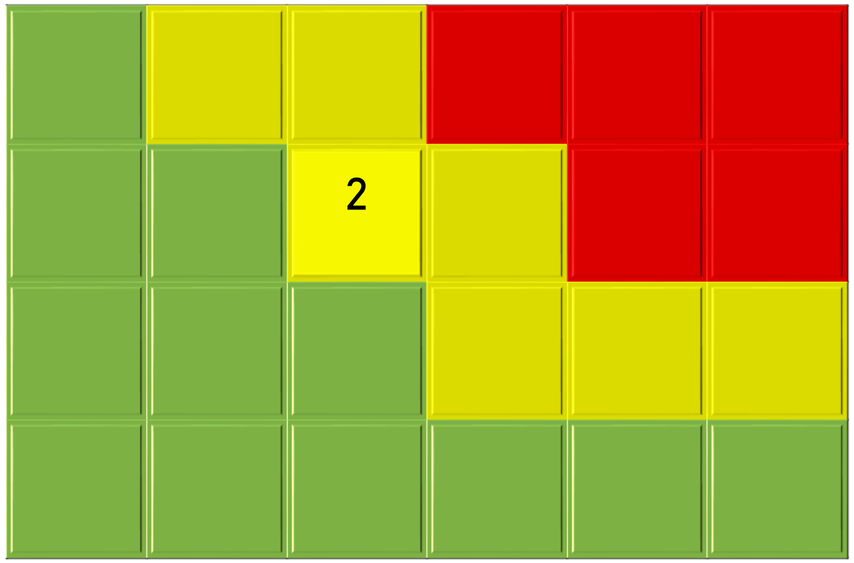
| CURRENT CLUSTER RISKS | CURRENT RISK SCORE |
|---|---|
| Climate Change - Digital Infrastructure | 9 |
| Sustainability of support services | 9 |



## Number of Cluster Risks

2

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



| FUNCTION | CLUSTER | RISK OWNER | RISK LEAD |
|---|---|---|---|
| Customer | Digital & Technology | Steve Roud | Steven Robertson |

| RISK TITLE | RISK DESCRIPTION | CONTROL ACTIONS | TARGET RISK SCORE | CURRENT RISK SCORE | CURRENT LIKELIHOOD | CURRENT IMPACT | TARGET COMPLETION DATE |
|---|---|---|---|---|---|---|---|
| Climate Change - Digital Infrastructure | Digital infrastructure will be impacted by adverse incidents caused by climate change (flooding, extreme weather) resulting in disruption to the delivery of council services. | 1) Environmental impact considered for all business cases via DMCB<br><br>2) Monitoring of energy consumption via Azure toolset - move to on demand infrastructure.<br><br>3) Provision of enhanced power resilience via UPS and generators<br><br>4) Include climate risks in future planning for digital delivery<br><br>5) Redesign of services to remove funnelling through single sites | 6 | 9 | 3 | 3 | 31 March 2024 |

| FUNCTION | CLUSTER | RISK OWNER | RISK LEAD |
|---|---|---|---|
| Customer | Digital & Technology | Steve Roud | Steve Roud |

| RISK TITLE | RISK DESCRIPTION | CONTROL ACTIONS | TARGET RISK SCORE | CURRENT RISK SCORE | CURRENT LIKELIHOOD | CURRENT IMPACT | TARGET COMPLETION DATE |
|---|---|---|---|---|---|---|---|
| Sustainability of support services | On premise infrastructure and networks are not supportable due to the availability of replacement components. | 1. Increase stock replacement held by ACC - Links to lead times risk<br>2. Prioritise sites and move equipment to maintain priority services.<br>3. Optimise infrastructure to support hybrid working - links to lead time risks | 8 | 9 | 3 | 3 | 30 March 2023 |

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# Early Intervention & Community Empowerment Services Risk Register

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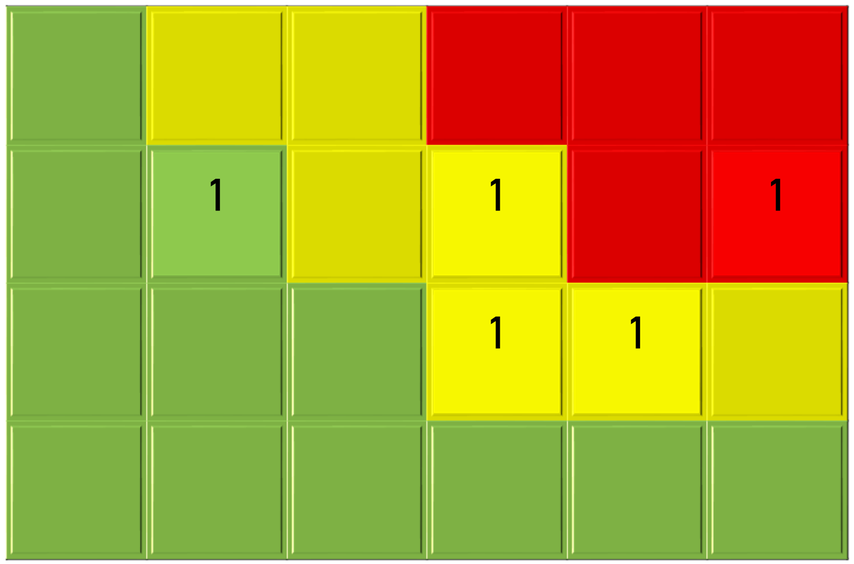
| CURRENT CLUSTER RISKS | CURRENT RISK SCORE |
|---|---|
| Inability to meet the Unsuitable Accommodation Order | 10 |
| Rental income from Council Housing | 8 |
| Risk to the welfare of children, young people and families due to the increase in the cost of living, and the long term impact of Covid-19. | 18 |
| Safeguarding amongst refugee communities | 6 |
| Void Property Management | 12 |

## Number of Cluster Risks

5

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



| FUNCTION | CLUSTER | RISK OWNER | RISK LEAD |
|---|---|---|---|
| Customer | Early Int. & Community Emp. | Derek McGowan | Graeme Gardner |

| RISK TITLE | RISK DESCRIPTION | CONTROL ACTIONS | TARGET RISK SCORE | CURRENT RISK SCORE | CURRENT LIKELIHOOD | CURRENT IMPACT | TARGET COMPLETION DATE |
|---|---|---|---|---|---|---|---|
| Inability to meet the Unsuitable Accommodation Order | There is a risk to the Council of not being compliant with the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 due to being unable to provide suitable accommodation within 7 days / 6 nights to households who present as homeless and require temporary accommodation.<br><br>This risk has been escalated due to potential failures of individual Homes for Ukraine's placements. If those households then presented as homeless the Council would struggle to provide suitable accommodation as the homeless system is currently set up for single households (72% of last year's applications were for single people) and due to the increase of homeless presentations.<br>In February 2022 we breached the Unsuitable Accommodation Order twice as we were unable to provide temporary accommodation to two families requiring 3 bed accommodation. They were placed into a hotel until suitable accommodation became available.<br><br>In addition, the Court of Session ruled on 27 April 2022 that the duty on the Council to provide suitable accommodation was absolute: https://www.scotcourts.gov.uk/search-judgments/judgment?id=93d9b492-f92e-445e-a817-940009eb5e3a<br><br>Depending on the number of refugees that comes to Aberdeen and the breakdown of placements, there is the potential for this be very serious risk for the Council, due to the cost of hotel accommodation and reputational risks. It has currently been rated as Material due to the low impact of breaches to date. | The Rapid Rehousing Transition Plan seeks to reduce the amount of time that a households experiences homelessness, and through this the Council have changes the profile of its' temporary accommodation. All Council accommodation is deemed suitable if it meets the individual needs of the household.<br><br>Where there is no accommodation available the immediate need is met through hotel usage. The Council can use mainstream stock and turn this into temporary accommodation; however, this takes longer than 6 days to do so.<br><br>working with building services to ensure an adequate supply of temp accommodation.<br><br>prevention work - ending homelessness in Aberdeen group.<br><br>reducing youth homelessness group. | 6 | 10 | 5 | 2 | 29 June 2023 |

| FUNCTION | CLUSTER | RISK OWNER | RISK LEAD |
|---|---|---|---|
| Customer | Early Int. & Community Emp. | Derek McGowan | Derek McGowan/Graeme Gardner |

| RISK TITLE | RISK DESCRIPTION | CONTROL ACTIONS | 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 as we transition to new welfare support mechanisms. | 1) Complete review and re-design of Housing Officer role profile to maximise and prioritise tenant income collection.<br><br>2) Creation of Corporate Debt Team to manage arrears.<br><br>3) Weekly performance management meeting chaired by Communities and Housing Area Manager, with appropriate actions identified to manage.<br><br>5) Legislation and Council Policy allow escalation to court once all relevant steps have been taken. | 3 | 8 | 4 | 2 | 31 March 2024 |

| FUNCTION | CLUSTER | RISK OWNER | RISK LEAD |
|---|---|---|---|
| Customer | Early Int. & Community Emp. | Derek McGowan | Derek McGowan, Shona Milne, Graeme Simpson |

| RISK TITLE | RISK DESCRIPTION | CONTROL ACTIONS | TARGET RISK SCORE | CURRENT RISK SCORE | CURRENT LIKELIHOOD | CURRENT IMPACT | TARGET COMPLETION DATE |
|---|---|---|---|---|---|---|---|
| Risk to the welfare of children, young people and families due to the increase in the cost of living, and the long term impact of Covid-19. | Risk of changing and increased demand on services through volume of referrals including social work intervention, driven by increased levels of families pushed into poverty requiring access to food and fuel support.<br><br>Risk that consistent relationships with families and targeted interventions are affected by staff self-isolation.<br><br>Risk of increased homelessness resulting from financial pressures/rent arrears.<br><br>Risk of increased service delivery costs including residential care placements and community support funding affecting the ability to maintain normal services e.g. community groups affected by lack of volunteers<br><br>Risk that attendance rates drop affecting attainments rates and long-terms prospects for employability and education and risk that children cannot be placed in schools due to influx of families in the city partly related to the pandemic.<br><br>Risk of disruption to children's education though lack of affordability to access online learning, costs of data/energy and children being unprepared and unrested for school due to lack of food and effects of cold homes. | Rent arrears are being monitored through established improvement plans, reported to the Performance Board monthly. The Corporate Debt is being established and will soon begin approaching tenants in a tiered manner based on arrears levels. The Housing and Support model has been implemented and will provide a greater level of support to those requiring it, this will mean not only arrears but wider family support, with key aims of preventing homelessness and increasing tenancy sustainment. These have timelines for monitoring to the 31/3/23<br><br>Community Planning Aberdeen's anti-poverty group is looking at poverty as a whole, with six project charters now agreed in tackling important areas including income maximisation, food pantries and home insulation. These will report through CPA structures.<br><br>Our rapid rehousing transition plan has identified aims through to 2024, with the main outcome being to reduce the homelessness journey time down to 50 days. We are working with the Centre for Homelessness Impact to help achieve this and have agreed a MoU with them. We have also agreed a MoU with the DWP over working together to prevent homelessness. This is for the next 5 years with quarterly reviews of progress built in.<br><br>The development of a Family Support Model at partnership level, with the aim of implementing a new model by 31/3/23 will provide a fundamentally different approach to supporting families in need and managing demand.<br><br>The development of the Intervention Model, specifically the Priority People service to complement the Priority Families Service, will help manage households requiring additional support. This is ongoing work and complementary to both the Housing and Support Service and the developing Family Support Model.<br><br>Monday Advisors available through all schools<br><br>Mental health supports are being promoted COMPLETE<br><br>Financial Inclusion support is available through community settings such as schools and community centres, as well as core provision at Marischal College. Anti-Poverty charters on financial assessment and income maximisation on liberation from prison will support this agenda at a partnership level. | 3 | 18 | 6 | 3 | 31 March 2024 |

| FUNCTION | CLUSTER | RISK OWNER | RISK LEAD |
|---|---|---|---|
| Customer | Early Int. & Community Emp. | Derek McGowan / Mark Reilly | Graeme Gardner |

| RISK TITLE | RISK DESCRIPTION | CONTROL ACTIONS | TARGET RISK SCORE | CURRENT RISK SCORE | CURRENT LIKELIHOOD | CURRENT IMPACT | TARGET COMPLETION DATE |
|---|---|---|---|---|---|---|---|
| Void Property Management | 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. | 1) Improvement Plan identified and fortnightly meetings held to track progress and performance.<br><br>2) Development and agreement on new letting standard.<br><br>3) Development of new allocation policy including Choice Based Letting process.<br><br>4) Process mapping of relevant services to ensure efficient delivery.<br><br>5) External contracting of services to support Building Services.<br><br>6) Weekly meetings with Operational delivery Committee Convener and Housing spokesperson on void performance.<br><br>7) Housing Improvement Board established by Director of Customer Services to oversee all work. | 4 | 12 | 4 | 3 | 31 March 2024 |

| FUNCTION | CLUSTER | RISK OWNER | RISK LEAD |
|---|---|---|---|
| Customer | Early Int. & Community Emp. | Derek McGowan | Gill Strachan |

| RISK TITLE | RISK DESCRIPTION | CONTROL ACTIONS | TARGET RISK SCORE | CURRENT RISK SCORE | CURRENT LIKELIHOOD | CURRENT IMPACT | TARGET COMPLETION DATE |
|---|---|---|---|---|---|---|---|
| Safeguarding amongst refugee communities | There is a risk that safeguarding issues for children and adults become prevalent and cannot be assessed as refugee communities move from hotel accommodation to settled accommodation. This risk is partly due to a lack of central policy and messagin on rights and responsibilities in Scotland. | 31/1/23 - safeguarding risks have been raised through internal strategic management groups with partners, and with Scottish Government. Scottish Government have appointed a safeguarding lead for Ukrainian refugees, and we are working with them. Other councils are experiencing the same issues.<br><br>These issues have been raised with the Scottish Government's Warm Scottish Welcome delivery Board as part of risk planning.<br><br>Local liaision with HaSCP and Police, and PEEP education classes are ongoing for identified individuals; and information classes for all hotel guests. | 3 | 6 | 2 | 3 | 29 June 2023 |

**Customer Experience**

| Risk Title | Risk Category | Target Risk Appetite | Aligned with RAS? |
|---|---|---|---|
| • Customer Experience Service Delivery | Operational | Cautious | Yes |

**Data and Insights**

| Risk Title | Risk Category | Target Risk Appetite | Aligned with RAS? |
|---|---|---|---|
| • Information Governance | Compliance | Averse | Yes |

**Digital and Technology**

| Risk Title | Risk Category | Target Risk Appetite | Aligned with RAS? |
|---|---|---|---|
| • Climate Change - Digital Infrastructure | Climate/Environmental | Averse | Yes |
| • Sustainability of support services | Operational | Cautious | Yes |

**Early Intervention and Community Empowerment**

| Risk Title | Risk Category | Target Risk Appetite | Aligned with RAS? |
|---|---|---|---|
| • Inability to meet the Unsuitable Accommodation Order | Compliance | Averse | Yes |
| • Rental income from Council Housing | Financial | Averse | Yes |
| • Risk to the welfare of children, young people, and families due to the increase in the cost of living, and the long-term impact of Covid-19 | Strategic | Averse | Yes |
| • Safeguarding amongst refugee communities | Operational | Averse | Yes |
| • Void Property Management | Operational | Averse | Yes |

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**ABERDEEN CITY COUNCIL**

| | |
|---|---|
| **COMMITTEE** | Communities, Housing and Public Protection Committee |
| **DATE** | 14 March 2023 |
| **EXEMPT** | No |
| **CONFIDENTIAL** | No |
| **REPORT TITLE** | Choice Based Lettings – Amendment to the Housing Allocations Policy |
| **REPORT NUMBER** | CUS/23/065 |
| **DIRECTOR** | Andy MacDonald |
| **CHIEF OFFICER** | Derek McGowan |
| **REPORT AUTHOR** | Athelstan Croft |
| **TERMS OF REFERENCE** | 1.1.5 |

## 1. PURPOSE OF REPORT

1.1 This report seeks approval of the proposed revisal to the Housing Allocations Policy. The revised policy rewords the existing policy and takes account of the adoption of a Choice Based Lettings (CBL) approach to the letting of our council housing, which will replace the current system.

## 2. RECOMMENDATION(S)

That the Committee :-

2.1 approves the revised Housing Allocations Policy as detailed in Appendix 1; and

2.2 Instructs the Chief Officer – Early Intervention and Community Empowerment to implement the revised Housing Allocations Policy.

## 3. BACKGROUND

**Current Situation**

3.1 The current Housing Allocation Policy is dated 2019. In January 2022 Committee approval was granted to introduce a Choice Based Letting system. The revised Housing Allocation Policy is required to align the policy with the technical requirements of the Choice Based Letting system and to align the Housing Allocation Policy with the council's Rapid Rehousing Transition Plan.

3.2 Aberdeen City Council currently operates a traditional allocations policy where housing applications are graded based on need, using either points or priority awards, then placed on waiting lists where they are further prioritised by date of assessment. When applying, applicants choose from 64 designated areas across the city and specify what type of property they wish to be considered for in each. Available properties are matched to applicant's choices as

selected on their application and allocated to the household assessed as having the greatest need at that time. Applicants are contacted and offered to view the property before being asked to accept or reject the offer.

3.3 Annually the council receives around 4,000 applications for housing and around 7,000 approaches for advice and assistance relating to applying for housing. A large amount of this advice and assistance relates to queries involving applicant's potential waiting times for an offer and the availability of council properties that people wish to be considered for. Under the current scheme of allocation, applicants are blind to the properties available for re-let through the council's lists and therefore unable to assess their options for rehousing or make an accurate prediction about the time they may have to wait for any offer to be made. The process similarly generates a high volume of MP/MSP and Elected Members enquiries about housing applications, housing stock availability, priority levels and list processes.

3.4 Due to the numerous variables in demand on the lists and the availability of properties, applicants can wait a considerable period of time to receive an offer and are currently only obliged to update their details annually. Consequently, the information held on the housing register can easily become out of date if applicant's circumstances or choices have changed and they do not update their details. Furthermore, the categories applicants are asked to select on their application do not take into account the diverse range of streets, developments and properties available in each area meaning their choices can generate a range of offers they do not necessarily wish to be considered for when they make their selection.

3.5 The reliance on applicants to maintain their details and the imprecise options available to select properties, results in the current system generating a large number of refused offers of housing. Table 1 shows the number of offers generated and percentage of refusals over the past 4 years alongside the estimate time taken by officers to select suitable applicants from the waiting lists.

Table 1

| **Year** | **2018 /2019** | **2019 /2020** | **2020 /2021** | **2021 /2022** | **YTD 2022 /2023** |
|---|---|---|---|---|---|
| Offers Made | 4,103 | 4,132 | 4,129 | 5,359 | 3,024 |
| Offers Refused | 48.70% | 51.60% | 58.50% | 65.11% | 61.30% |
| Average Time spent generating offers | 1025hrs | 1033hrs | 1032hrs | 1340hrs | 756hrs |

3.6 Table 2 shows the four main reasons for applicants refusing offers demonstrating the main issues with the current process:

Table 2

| **Year** | **2018 /2019** | **2019 /2020** | **2020 /2021** | **2021 /2022** | **YTD 2022 /2023** |
|---|---|---|---|---|---|
| Property | 266 | 309 | 372 | 453 | 237 |

| | | | | | |
|---|---|---|---|---|---|
| Area/Street | 265 | 340 | 432 | 569 | 268 |
| No Contact /Wants Application Cancelled | 409 | 474 | 528 | 1,185 | 426 |
| Personal | 343 | 453 | 466 | 602 | 371 |
| **Total** | **1,283** | **1,576** | **1,798** | **2,809** | **1,302** |

Personal circumstances, individual aspects of the selected property, not wishing to be considered for the particular street or development within the area, and details on the application being out of date meaning the household cannot be contacted or no longer wish to apply, are all symptomatic of the imprecise criteria offered for matching applicants to properties in the current system and the reliance on customers to maintain their application details.

3.7 The cost of refused offers is believed to exceed £60,000 per year in staff time once the allocation, contact, administration, property viewing arrangements and discussion around refusal reason are factored, although there is huge variance across offers depending on individual circumstances.

3.8 Void rental loss is also affected by the refusal rate of offers. In the period 1st April 2021 to 31st March 2022, it took an average of 106.7 days to re-let a property. Average void rental loss as a percentage of rent due for all Scottish local authorities in Scotland was 1.43% and Aberdeen was 3.66%. Although only one of a number of contributing factors, the high refusal rate of council properties increases both re-let times and void rental loss.

3.9 The high refusal rates generated by the current process frustrate both customers and officers. The lack of transparency in the process generates a lack of trust from customers who often believe that they are being offered the less appealing properties from those available. The refusal of offers places officers in a difficult situation as they must then determine the reasonableness of each individuals refusal and whether to carry through with the council's policy of deferring applicants for 12 months if they refuse an offer.

**Choice Based Lettings**

3.10 Choice Based Lettings represents an alternative allocation process for social housing and has already been adopted by many social landlords in Scotland, including City of Edinburgh, Aberdeenshire, and Angus Councils. Using this approach, landlords advertise their available properties and applicants registered on their housing list can bid to be considered for each individual property within a particular timescale. The prioritisation of applications and selection process remains as it is, but rather than the council considering all applicants indicating an interest on its lists for each property based on the broader choices within the application, only those who have registered an interest will be selected from. It is anticipated that through the Choice Based Letting system, refusal rates will decrease to around 30% once fully operational.

3.11 Advertisements for properties will include photos of the specific property along with a large amount of information including its location in the city, council tax

banding, heating type, parking access, allowance of pets, access steps, and bathroom facilities.

3.12 Choice Based Lettings empowers the customer to make a positive choice about their housing situation and engages them in the process. It allows customers to see all the properties available for offer across the city, eliminating the mistrust that better properties are available or restricted to particular groups. It also allows them to consider the individual aspects of properties and area that currently cause them to refuse offers. Furthermore, as they are obliged to actively select what they wish to be considered for they have a vested interest in maintaining their details and will not be considered for an offer if they are no longer looking for housing.

3.13 Following the advertisement of each property, applicants will be able to see their queue position in relation to other bidders to determine the likelihood of an offer. They will also be able to view their bidding history to see how their position has changed over time.

3.14 It is envisaged that this transparency in the process will eliminate the need for a large percentage of the requests for information currently received from customers through the Housing Options Team and Member's Enquiries regarding the availability of properties and their likelihood of receiving an offer of housing.

3.15 For households determined as being in the highest need of housing on our lists, the Council will operate an Autobid Function whereby applicants considered a priority will automatically be considered for properties that are deemed to meet the criteria of their needs after 21 days of receiving the priority award. This will ensure that the legal duties of the Council to prioritise groups within the Reasonable Preference groups are met as they will be considered for anything suitable that will resolve their housing issue. It will also ensure that those deemed to be in high priority do not prolong their stay in unsuitable living situations when housing is available that could resolve their situation.

3.16 It is envisaged that a Choice Based Lettings approach will encourage a broader range of people to access social housing and give people more choice over their housing outcomes. By providing applicants with full transparency of available housing and empowering them to choose what they are considered for, it is envisaged that Choice Based Lettings will improve customer satisfaction in the process and reduce rates of refused offers. It is also anticipated that this will lead to more sustainable and balanced communities where tenants in turn are more committed to their community, with less abandonment, crime and anti-social behaviour.

3.17 If approval for the amendment to the policy is given, the policy will be implemented and appropriate communication undertaken to ensure that tenants, other service users, employees, third sector organisations and managers are aware of its content. A set of procedures, processes and guidance notes will accompany the policy giving fuller details on its application.

3.18 Appropriate staff including Housing & Support Officer and Housing Options staff will be provided with comprehensive and targeted training.

3.19 Customer testing of the choice based letting platform commenced in February 2023 with a selected group of existing Housing Online users, under existing delegated powers for hard to let properties. Learning from this process will be applied prior to contacting all current housing applicants to advise of the choice based letting implementation. Implementation will also be impacted by Digital & Technological resources required to update the system so that it remains 'in support' with the vendor and the work required as part of the annual rent setting and implementation.

## 4. FINANCIAL IMPLICATIONS

4.1 As demonstrated in section 3.6 and 3.7, we believe the implementation of this policy will reduce the cost of refused offers and void rental loss.

## 5. LEGAL IMPLICATIONS

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

## 6. ENVIRONMENTAL IMPLICATIONS

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

## 7. RISK

7.1 This policy aims to ensure an improved customer experience by letting council homes efficiently. Providing detailed information and images of vacant homes will provide the customer with choice over the homes they wish to live in. However, there could be a potential risk that some customers may be less able to engage with the new process than others due to lack of digital access, however these will be mitigated by automated bidding options, this ensures that when a property is advertised which suits an applicant identified as a priority for housing the system automatically bids for them.

7.2 There are no direct risks that the introduction of this policy will prevent delivery of the Council's strategic objectives and outcomes. The policy should help to mitigate the organisational risks described and align with local and national housing strategy.

7.3 Without this amendment to the policy, the positive benefits such as helping to reduce refusal rates and assisting to reduce void rent loss may not be realised. It should be noted that there are numerous factors which impact the void period including repair timescales, workforce availability and that Choice based Letting will only be one element in producing better performance. The benefits to the applicant in terms of empowering them to make choices will also not be realised. It is important to let our houses as effectively and quickly as possible, as every day a property is empty is one that a family does not have settled

accommodation. Empty properties may attract anti-social behaviour and/or criminal activity and have a detrimental impact on the surrounding community and impact the Council's reputation. This amendment seeks to reduce risks presented by the current inefficiency and enhance the Council's reputation as a landlord by working more effectively with applicants.

7.4 The implementation of this amendment will ensure that these risks are monitored and mitigated through the consistent implementation of this amendment. Implementation of this amendment will be monitored by the Performance Management and Quality Assurance Team with any emerging risks escalated to the Chief Officer Early Intervention & Community Empowerment for action.

7.5 There are no foreseen unintended effects, consequences or risks envisaged from the implementation of this policy.

| Category | Risks | Primary Controls/Control Actions to achieve Target Risk Level | *Target Risk Level (L, M or H) *taking into account controls/control actions | *Does Target Risk Level Match Appetite Set? |
|---|---|---|---|---|
| **Strategic Risk** | This policy will ensure the continuation of statutory services as they currently operate. | Software processes will prevent officers from allocating properties outwith the policy. Procedures and staff training will provide consistency in policy delivery. | L | **Yes** |
| **Compliance** | The policy clearly outlines the agreed principles through which all properties will be allocated to comply with government legislation and guidance. | Software processes will prevent officers from allocating properties outwith the policy. Drafted procedures and staff training will provide consistency in policy delivery. | L | **Yes** |
| **Operational** | This policy will ensure our staff provide a | Communication to customers and staff will be sent to ensure all are aware of the new letting | L | **Yes** |

| | | | | |
|---|---|---|---|---|
| | consistent and robust approach in allocating our council houses. It also provides those applying for housing with greater transparency of the process so they can make a better informed choice about whether they wish to seek council housing. | process and are supported to participate. | | |
| **Financial** | Void rent loss due to unoccupied properties | As demonstrated above CBL should reduce the number of refused offers and therefore reduce the void rental period. | L | **Yes** |
| **Reputational** | If launch of the CBL platform is not successful | Extensive internal testing of the system has been carried out and a soft launch of the public online portal has been tested for issues. | L | **Yes** |
| **Environment / Climate** | No significant risks identified | | | |

## 8. OUTCOMES

| COUNCIL DELIVERY PLAN 2022-2023 | |
|---|---|
| Aberdeen City Local Outcome Improvement Plan 2016-26 | |
| Prosperous Economy Stretch Outcomes | The proposals in this report have no impact on the LOIP Prosperous Economy Stretch Outcome. |
| Prosperous People Stretch Outcomes | It is anticipated that the proposals in this report will have a positive impact on the number of successful |

| | |
|---|---|
| | offers of housing made across the city and empower customers to make positive choices about their housing situation increasing customer satisfaction and tenancy sustainment. |
| Prosperous Place Stretch Outcomes | The proposals in this report have no impact on the LOIP Prosperous Place Stretch Outcome. |
| | |
| **Regional and City Strategies** | The proposals in this report have no impact on the Regional and City Strategies. |

## 9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|---|---|
| **Integrated Impact Assessment** | Full IIA not required. No adverse equality or human rights issues were identified from the assessment. |
| **Data Protection Impact Assessment** | No full DPIA required. Screening document completed. |

## 10. BACKGROUND PAPERS

10.1 Social Housing Allocations in Scotland: Practice Guide

10.2 Social housing allocations legal framework: statutory guidance for social landlords

10.3 Homelessness: code of guidance

## 11. APPENDICES

11.1 Appendix 1 – Revised Allocation Policy 2023

## 12. REPORT AUTHOR CONTACT DETAILS


| | |
|---|---|
| **Name** | Athelstan Croft |
| **Title** | Housing Options & Allocations Team Leader |
| **Email Address** | acroft@aberdeencity.gov.uk |
| **Tel** | +44 1224 045036 |

# Housing Allocation Policy

**Approved by Committee on**
**XXXX with an implementation date of XXXX**

ABERDEEN
CITY COUNCIL

## Document Control

| | |
|---|---|
| **Approval Date** | XXXXX |
| **Implementation Date** | XXXXXX |
| **Policy Number** | POL-C-0008 |
| **Policy Author(s) and Owner** | Derek McGowan |
| **Approval Authority** | Operational Delivery Committee |
| **Scheduled Review** | 12 Months after Implementation |
| **Date and Changes:**<br><br>01/01/22 - January version updated to include Equalities considerations.<br>01/08/22 - Policy updated and reformatted for use August 2022.<br>08/02/23 - Policy updated and reformatted following system testing and organisational developments. | |

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## 1. Why does the Council need this policy?

1.1 The Council has a duty to make and publish rules covering priority of allocation of houses, transfers, and exchanges, setting out clearly how it will determine priority for housing.[1] (section 21 of the 1987 Act, as amended by section 155 of the Leasehold Reform, Housing and Urban Development Act 1993 and the 2001 Act).

1.2 The policy will comply with the following legislative and regulatory framework for the allocation of social rented sector homes:

- The Housing (Scotland) Act 1987 ("the 1987 Act")
- The Housing (Scotland) Act 2001 ("the 2001 Act")
- The Housing (Scotland) Act 2014 ("the 2014 Act")
- The Social Housing Allocations Practice Guide (2019)
- Legal Framework for Social Housing Allocations
- Statutory Guidance for Social Landlords
- Scottish Social Housing Charter

1.3 The policy will also comply with the homelessness rules set out in Part II of the 1987 Act (as amended by the 2001 Act, the Homelessness etc. (Scotland) Act 2003 ("the 2003 Act")) and the Code of Guidance on Homelessness (2019) to demonstrate how the Council will meet its statutory obligation to provide housing for homeless households.

1.4 In order to comply with its statutory duties, the Housing Allocation Policy refers to and considers the Equality Act 2010; Human Rights 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; and the Data Protection Act 2018 and UK General Data Protection Regulations. In the development of this policy, the following guidance was also incorporated:

- Social Housing Allocations Practice Guide (2019)
- Legal Framework for Social Housing Allocations – Statutory Guidance for Social Landlords
- Statutory Guidance on Suspensions
- Rapid Rehousing Transition Plans
- Scottish Social Housing Charter
- Local Housing Strategy

1.5 Equal opportunities Access to housing is available to everyone aged 16 or more. This

[1] Section 21 of the 1987 Act, as amended by section 155 of the Leasehold Reform, Housing and Urban Development Act 1993 and the 2001 Act

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.

1.6 The policy will provide clarity to applicants and staff on how decisions relating to allocating our housing stock are made and will ensure that all allocations are administered fairly and consistently within the required legal framework. In order mitigate any risks as far as possible the policy aims to ensure that we let our council houses in line with current legislation and guidance from the Scottish Government.

## 2. Application and Scope Statement

2.1 The policy affects all applicants for social housing regardless of their current tenure.

2.2 Fundamentally the priority, points award, and property size assessed by the Allocation Policy remain the same as its current iteration. The introduction of a Choice Based Lettings approach is designed to provide applicants to the scheme a greater degree of choice and control in their housing selection, increase transparency in the housing selection process, and increase customer satisfaction with their housing outcome.

## 3. Responsibilities

3.1 The Chief Officer Early Intervention and Community Empowerment is responsible for managing the policy.

3.2 The policy has been developed to ensure it meets the standards and outcomes set out by the Scottish Social Housing Charter.[2]

3.3 Any instances of non-compliance with the policy should be reported to the Chief Officer - Early Intervention and Community Empowerment.

3.4 Feedback on the policy should be communicated to the Housing Options and Allocations Team Leader. Housing Options and allocation advice can be accessed here housingaccess@aberdeencity.gov.uk.

3.5 Misuse or breach of this policy may result in disciplinary action against Aberdeen City Council staff for misconduct. Applicants found to have provided fraudulent or misleading information may be suspended from bidding for properties or have their applications cancelled.

[2] As required by section 31 of the Housing (Scotland) Act 2010, the Scottish Ministers, in this Scottish Social Housing Charter, set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities

## 4. Supporting Procedures & Documentation

4.1 The Council has a housing options advice module which helps applicants to consider other housing options in the city. Click here to access the guidance on how to use this self-assessment tool https://www.aberdeencity.gov.uk/services/ housing/find-home/apply-council-house/self-assessment-guidance

4.2 Details of how the Council allocates property can be found here.

## 5. About this Policy

5.1 The aim of the Allocation Policy is to meet housing need fairly and help secure accommodation for households in the greatest housing need in line with the Council's legal duties. We aim to do this by working to the following service objectives:

- Respond quickly to people in acute and urgent housing need
- Give the right priority to the people who are in most need of housing; including specific groups identified in legislation to whom we must give 'reasonable preference', namely
  - People who are homeless or threatened with homelessness (including those at risk of harassment and abuse).
  - People who are living in unsatisfactory housing conditions with unmet housing needs.
  - Social housing tenants who are under-occupying their home; (Persons have unmet housing needs where the social landlord considers the persons have housing needs which are not capable of being met by housing options available).
- Prevent and respond to homelessness by being proactive in the provision of appropriate advice and assistance or suitable housing within a reasonable timescale.
- Take a housing options approach to meet the needs of our applicants, which involves taking early action if their home is at risk, encouraging them to make informed and realistic decisions on their options and assessing and meeting any support needs they may have, in partnership with other agencies.
- Provide support to those who need help to find and keep a home by helping them access help and support to find a property and to live in their new home independently and successfully in partnership with agencies such as NHS, Social Work Services, and other support providers.
- Make best use of housing that becomes available for rent.
- Work to create communities where people want to live.

5.2 The Allocation Policy sets out the rules we will apply to every housing application made to the Council with a view to providing council officers and the general public clarity about the allocation process.

## 6. Risk

6.1 This policy is designed to mitigate the Councils risks in letting its housing stock.

- **Strategic** - Having a clearly defined policy together with detailed and robust procedures and processes will help staff to clearly understand their role and provide appropriate help and advice to applicants.
- **Compliance** – The policy clearly outlines the agreed principles through which all Aberdeen City Council houses will be allocated in order to comply with government legislation and guidance.
- **Operational** - This policy will ensure our staff provide a consistent and robust approach in allocating our council houses. It also provides those applying for housing with greater transparency of the process so they can make a better informed choice about whether they wish to seek council housing.
- **Financial** – The intention of this policy is to reduce the number of refused or withdrawn offers made to applicants on the council housing lists. Reduction of the number of refusals and withdrawals will result in savings against staff time used to generate and enact these unsuccessful offers. In addition, making less unsuccessful offers should reduce the amount of time properties are vacant for, reducing the repair and rental loss associated with vacant properties. Data gathered through the Choice Based Letting process should also assist the council to better manage its stock profile as applicants will be able to clearly register their specific preferences for particular house types, developments, streets and areas, in a level of detail that cannot currently be gathered from the process better informing analysis of demand.
- **Reputational** - Clearly setting out the policy principles, procedures, and actions on how we allocate our council houses will help to eradicate the risk of reputational damage caused by high levels of refusals. This policy will help to mitigate this risk by providing staff and applicants with details on how the process works and affects their priority, together with a robust appeals process.

6.2 Risks will be monitored through a comprehensive quality assurance and performance management framework.

- Statutory recording of the HL1 – case level homelessness data, HL3 – case level temporary accommodation data, and Prevent1 – case level housing advice data, will monitor the performance of services in the processing of applications to prevent and alleviate homelessness.
- Scottish Housing Regulator monitoring will report on the general performance of the allocation policy against national standards and benchmarking.
- The council's Rapid Rehousing Transition Plan will monitor the overall

performance of the council homeless process in relation to our service objectives.

- Frontline staff engaging with the public will receive mandatory training on the PREVENT Strategy, Child and Adult Protection, and Data Protection to mitigate risks in relation to this policy.

## 7. Environmental Considerations

7.1 It is anticipated that this policy will reduce the time that council properties are vacant between tenancies thus reducing the environmental impact of vacant properties in the city generally. The policy should also encourage better use of council accommodation, leading to less instances of under occupancy in the city and therefore greater energy efficiency.

## 8. Policy Performance

8.1 There are numerous reports which focus on the performance of the various aspects of the allocation process.

8.2 The reports are produced by the Quality Assurance and Performance Management team and are distributed to appropriate officers either daily, weekly, or monthly. These detail current performance and year-to-date information so that officers can monitor and scrutinise performance and trends against targets to inform operational directives.

8.3 We will monitor performance against the following indicators which assess admission to our housing lists:

- Number of new applications received.
- Number of new applications registered.
- Time taken to register an application.
- Number of new applications by ethnicity, gender, disability, age, religion/belief, sexual orientation.

8.4 We will monitor performance against the following indicators which evaluate our assessment of applications:

- Time taken to process an application.
- Number of applicants reviewed and removed from the list.
- Number of applicants suspended including group and grounds for suspension.
- Number of applicants who have chosen to defer their application.
- Number of appeals made, including outcomes.
- Number of complaints received, including outcomes.

8.5 We will monitor performance against the following indicators which assess the

outcomes achieved by housing applicants:

- Number of applications in each group.
- Number of lets to applicants by group against proportion.
- Time taken to offer housing to Homelessness Households.
- Number of offers accepted and refused, by group and reason for refusal.
- Number of applicants re-housed through a mutual exchange.
- Number of applicants under-occupying by one or two bedrooms who are re-housed.
- Number and reason for bypassing an applicant for an offer of housing.

8.6 In addition to performance monitoring information we will obtain feedback from using a variety of methods to assess our service and working practices to review our policy. A policy review will be carried out on a 5 year cycle with more regular reviews in light of any changes in legislation or good practice guidance.

8.7 Reports will provide data on the properties advertised including the address, area, type, and size, the number of bids and from which list they come. Also, the number of offers generated and to which list they pertain and, number of refusals and acceptances will also be monitored to assess the performance of the policy in achieving its objectives.

8.8 It is anticipated that the introduction of a Choice Based Letting system will reduce refusals and help to reduce void rent loss, it is also anticipated that customer satisfaction levels relating to quality of the property will increase given the increased choice for the applicant. Applicants and members of the public can find information regarding this policy on our website, when reporting to council committees, the Scottish Government, or the Scottish Housing Regulator.

## 9. Design and Delivery

9.1 This Policy will have a positive impact on homelessness. For those who cannot make bids for properties under a choice based letting system, we will use auto-bidding. Auto bidding is a feature of the system which make bids automatically where applicants are unable to bid on-line e.g., those who have no access to computers. This will ensure that people move quickly through the homeless journey. It may also contribute to improved mental health and wellbeing by enabling people to have an improved choice of property and location to meet their needs and improving customer service.

9.2 The policy will address the Local Outcome Improvement Plan stretch outcome 11- Healthy life expectancy (time lived in good health) is five years longer by 2026 by the provision of settled accommodation which is fit for the household needs.

9.3 The Councils statutory obligations will be met through the policy implementing requirements from the legislation detailed in section 1.

## 10. Housekeeping and Maintenance

10.1 This policy will be monitored regularly with changes made where either there are changes in legislation or there are changes to the supply and demand for our homes. This policy and supporting documentation will be reviewed and updated annually or sooner if there is new legislation or guidance issued.

## 11. Communication and Distribution

11.1 This policy will be available on the Aberdeen City Council website to be accessed by householders/service users and shared with relevant staff. If applicants have no digital access, information can be obtained through the Council's Contact Centre phone on 03000 200 292. If applicants request it, the policy can be provided in other formats such as different languages or fonts.

## 12. Information Management

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

# 13. Appendix 1 - Allocations Policy Provisions

## 1. Our Housing Stock

Aberdeen City Council holds around 23,000 properties across the city. Broken down by property size approximately 38% is bedsit or one bedroom properties, 45% is two bedroom properties, 17% is three bedroom and 1% is four bedrooms or larger.
In the financial year 2021 around 2,000 properties were let of which approximately 80% were general needs accommodation and 20% were amenity or sheltered accommodation.

We classify our housing by five different groupings:

- General Needs – accommodation available to all applicants.
- Amenity Housing – adapted properties for ambulant disabled households generally over the age of 55.
- Sheltered Housing – properties with additional services for people of pensionable age.
- Very Sheltered Housing – properties with additional support for people of pensionable age with severe health issues.
- High Support Housing – properties 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.

You can view our housing stock in each area of the city using our interactive map which shows the breakdown of our properties by size and type.

## 2. Who can apply?

Anyone over 16 years and over can apply for housing unless they are "subject to immigration control"[3].

For these purposes a person is 'subject to immigration control' if s/he 'is a person who under the Immigration Act . From 1 January 2021, every person requires leave to enter or remain in the UK unless s/he is:

- a British citizen
- an Irish citizen (with certain exceptions) or
- a Commonwealth citizen with the right of abode

EU (European Union), EEA (European Economic Area) and Swiss citizens, resident in the UK prior to 31st December 2020, must be able to provide evidence of Settled or Pre-Settled Status before their application for housing can be processed.

[3] A person is 'subject to immigration control' if s/he 'is a person who under the Immigration Act 1971 requires leave to enter or remain in the UK ('whether or not such leave has been given' (Immigration and Asylum Act 1999, s118(6)).

Everyone applying for housing will be placed on our Common Housing Register, however, applications can only be made live, meaning they will not be considered for an offer of accommodation, once all the required information is provided such as proof of identification, birth certificates, proof of settled status or a visa confirming eligibility for public funds.

Prior to any offer of accommodation being made, applicants may have to provide further evidence of their eligibility if their rights are not indefinite.

The detail of housing rights for migrants is very complex, and greatly depends on individual situations. More detailed information on the subject can be found on the Chartered Institute for Housing's Housing Rights Information website.

## 3. How to Apply for Housing with Aberdeen City Council

To apply for housing, applicants have to register through our Housing Online portal via the Aberdeen City Council website. To do so you must have a functioning email address that they can access (details on how to set up an email address are available here). You will be asked to provide your email address, which will be your Username for your account, and create a password for your account. Once complete an email will then be sent to this address asking you to respond and set up your account.

Existing applicants and Aberdeen City Council tenants can complete a shortened registration process by selecting the "Existing Applicants and Tenants – Register" button but they will be required to provide their Application, Payment, Tenancy or Person reference number (if you do not know this you can contact our services and request this information).

Once registered, applicants must select "My Housing Options" and complete a short form describing their current living arrangements, their basic financial circumstances, whether or not they wish to discuss their situation with one of our advisors and agree to our data sharing agreement.

On the basis of the information provided applicants are given a list of Housing Options to pursue, one of which will be to apply for social housing with a suggested priority of low, medium, or high.

Once an application has been submitted, we aim to process it within 28 days and provide written confirmation that the process is complete. At times due to service demand or difficulty gathering information it may take longer than 28 days to process an application.

For customers who require assistance, our Housing Options Team can be contacted on 03000 200 292 for assistance to complete an application and provide Housing Options advice.

## 4. Checks carried out on an application

All applicants are required to provide proof of identification for themselves and any household members. Households including children must provide evidence to demonstrate the primary residence of the children in their household.

Where applicable, applicants must demonstrate their eligibility for public funds by

providing their visa details or evidence of Settled Status.

In some circumstances applicants may be required to provide proof of their address and status there such as a leasing agreement or proof of ownership.

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 with landlords to determine whether they were conducted in a satisfactory manner and that there are no outstanding debts related to the tenancy.

Aberdeen City Council can decide to defer or suspend an application if an applicant, or any member of their household: -

- Has engaged in anti-social behaviour in the locality of their current or former tenancy.
- Has a conviction for using their home for immoral or illegal activity or any other offence punishable by imprisonment.
- Has previously abandoned or neglected a property resulting in a repossession order.
- Has had a court order for recovery of possession granted against them.
- Has outstanding rent arrears and/or other tenancy-related debt.
- Has refused an offer of housing from Aberdeen City Council previously.

In the event that we are unable to assess your application from the information provided we may arrange to carry out a home visit to clarify your living situation. Checks will be completed at the time of application and prior to any offer of housing being made.
All deferments and suspensions will be considered in relation to the circumstances of the application and subject to appeal. Further information on our Suspension Policy can be found in section 11.

## 5. Making a False Statement in an Application for Housing

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.

## 6. Who can be included on an application?

Reflecting the Housing (Scotland) Acts 1987 and 2001, the following can be considered members of your household if you wish to include them on your application:

- Your spouse, civil partner, or live-in partner

- Your parent, grandparent, child, stepchild, grandchild, brother, sister, uncle, aunt, nephew, or niece
- A child for whom you are the legal guardian.

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

- Live-in carers (formal confirmation of this arrangement will be required)
- Children placed under foster care (formal confirmation of this arrangement will be required)
- Couples who are in a relationship but do not live together
- Cousins
- Friends (but only flatted accommodation will be offered)

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. Special consideration can be given for students and persons in the armed forces.

## 7. Determining the number of bedrooms required by a household

We will register your application on the housing list according to the type and size of property you require. This helps us to make best use of the stock that becomes available. We will work out the number of bedrooms that you require using the following criteria:

- 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 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 determine they require 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.

## Children with an existing principal home

To make best use of our housing stock, applications including children who hold a principal home elsewhere will be subject to the following considerations. Principal home is defined as the child's main residence where their parent may claim child benefit and they are registered with their school/nursery or GP practice.

- A child or children from a former relationship who have an existing principal residence outside of the applicant's household will only be eligible for one additional bedroom, irrespective of the number of such children.
- Where the household comprises of a mixture of children whose primary residence is with the applicant and others who have a primary residence elsewhere, only one additional bedroom will be allocated for the children who will not occupy the property as their primary residence, irrespective of the number of these children.

## 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:

- 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.
- 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.

## 8. Assessing Your Housing Need

Aberdeen City Council operate four housing lists. Once an application has been processed and all relevant information received, applications will be placed on the appropriate list based on their circumstances and assessed housing need. The four lists are:

### Urgent Housing Need

Applicants will be placed on the Urgent Housing List if they are assessed as being in the following groups:

- Statutory homeless
- Community Safety – Multi Agency Public Protection Arrangements & Multi-Agency Risk Assessment Conference cases.
- Next Stage Housing Applicants
- Care Experienced Young People
- Committee and Discretionary Cases
- Extreme Medical Need
- Statutory Notice Applicants
- Armed Forces Personnel leaving full time regular service.
- Aberdeen City Council tenants eligible under the Downsizing Scheme.

Applications are placed on the Urgent Housing Need list by way of assessment with either a Medium or High priority awarded dependent on their reason for placement on the list. Applicants are ordered on the list by their priority with applications of same level of priority further prioritized by date of assessment for the list. Further details of the categories of assessment and awards can be found in Appendix 2.

Applicants on the Urgent Housing List are eligible for one reasonable offer of suitable accommodation. Following acceptance on the Urgent Housing List applicants are granted a 21 day period to bid for properties of their choice through the Housing Online Portal from their date of decision.

After 21 days Urgent Housing List applicants will have their applications set to "autobid" for all properties deemed suitable to meet their needs. Areas and house types for this process will be set by the assessing officer following discussion with the applicant and will balance their requirements against our housing stock to determine what can reasonably be offered. This is to ensure that applicants do not unduly prolong their stay in an unsuitable or temporary housing situation when accommodation that will resolve their issues is available.

Applicants who refuse an offer on the Urgent Housing List will have their application removed from the list and the application will default to the

appropriate Waiting, Transfer, or Housing with Support list.

Anyone who believes they are at risk of losing their home or believe they require to be assessed for the Urgent Housing List can request to speak with an advisor in our services by completing the My Housing Options checked on Housing Online or by calling our general line on 03000 200 292.

## Waiting List

Applicants will be placed on the Waiting List if they are:

- Tenants of other local authorities or Registered Social Landlords outside the Aberdeen City Council area.
- Joint tenants of Aberdeen City Council applying to leave their tenancy.
- Private sector tenants
- Sub tenants or lodgers
- Households living care of relatives or friends
- Owner occupiers
- Households living in houses in multiple occupation (for example, student accommodation).
- Members of H.M. Forces
- Tied tenants who are not employed by Aberdeen City Council or a Registered Social Landlord
- Individuals who occupy a property through Shared Ownership.

Applicants placed on the Waiting List are prioritised by awarding points based on their current housing circumstances. See Appendix 3 for an explanation of the points categories. Applicants who have the same number of points will be further prioritised by the date of registration on the list. Waiting List applicants who refuse an offer of accommodation will have their application deferred for a period of 12 months.

## Transfer List

Applicants will be placed on the Transfer List if they are.

- A tenant of Aberdeen City Council.
- A tenant of a Registered Social Landlord with a tenancy in Aberdeen.
- Employees of Aberdeen City Council or a Registered Social Landlord in the city occupying tied accommodation.

Applicants placed on the Transfer List are prioritised by awarding points based on their current housing circumstances. See Appendix 4 for an explanation of the points categories. Applicants who have the same number of points will be further prioritised by the date of registration on the list. Transfer List applicants who refuse an offer of accommodation will have their application deferred for a period of 12 months.

## Housing with Support (Amenity/Sheltered/Very Sheltered/High

## Support)

Applicants are placed on this list following assessment by the Housing Needs Assessment Team who will determine what category of housing they are eligible for (Amenity/Sheltered/Very Sheltered/High Support) and which of the three priority categories (High/Medium/Low) best describes their housing situation. Definitions for the High, Medium, and Low assessment categories for Housing With Support can be found in Appendix 5.

Applicants are listed against each property category based on their priority award. Applications with equal priority are further prioritized by date of their priority award. 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.

Housing With Support List applicants who refuse an offer of accommodation will have their application deferred for a period of 12 months.

## Housing with Support Property Types

- 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 housing 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.

- 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.

## 9. How We Allocate Housing

Aberdeen City Council operates a Choice Based Lettings system to allocate properties. Properties available to let are advertised through the Council's website and applicants can register an interest in the properties they wish to be considered for by bidding through our Housing Online portal.

Properties are advertised on a 7 day cycle with a closing date for bids marked against each property. During the cycle applicants can register their interest in up to ten separate properties with the option to withdraw or change their bids at any point up until the closing date.

Following the closure of the advert a shortlist for each property will be drawn listing all applicants who registered an interest. The applications will be ordered based on their assessed priority on our housing lists. The applicant with the highest priority on the shortlist will be considered for the property.

If for any reason the highest priority applicant is not suitable or does not wish to proceed with the offer of the property, the second highest priority bidder will be considered and so on until the property is let.

Applicants can only bid for properties once registered on our housing list and all checks on their application have been completed. Properties are clearly advertised showing their grouping (General/Amenity/Sheltered/Very Sheltered/High Support) and only applicants eligible for the advertised property type will be considered.

To meet our legal responsibilities and policy objective "to respond quickly to people in acute and urgent housing need", all available properties are considered for applications on the Urgent Housing List in the first instance. In the event that no Urgent Housing List applications register an interest in the accommodation, general needs properties are considered for Waiting and Transfer List applicants.

Housing with Support properties (Amenity/Sheltered/Very Sheltered/High Support) will similarly be considered against any suitable applications on the Urgent Housing List. Where no suitable applicants on the Urgent Housing List exist, these properties will be made available to applicants in each category of the Housing with Support List based on their assessed need and medical recommendations.

Please note that applicants can only be considered for one property at a time.

**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 such as 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 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.

- Applicants whose applications are deferred or suspended will not be considered for an offer of accommodation until the deferment has expired.

## 10. Offering A Property

At the close of the bidding cycle a shortlist of all applicants who have registered an interest in each property will be prepared. Applicants will be ordered by priority and the household top of the shortlist will be considered for an offer.

If appropriate, checks will be carried out at this stage to determine that the application should not be deferred or suspended due to outstanding debts or other issues highlighted when applying. Transfer List Applicants may also be subject to a Standards Check to determine their current tenancy not in poor condition. (See Section 15)

If we decide to offer you a property, we will make you a formal offer of housing. This offer will be confirmed in writing either by letter or email. We may also make additional contact by phone to make arrangements. The written confirmation will confirm:

- The address of the property.
- The number of bedrooms.
- What type of property it is (such as a flat or house).
- How much rent and service charge you will pay if you accept the offer.
- What you will be required to provide before you can sign your lease.
- The timescale required for you to respond to your offer.
- The consequences of refusing your offer and your right of appeal.

Applicants who do not respond to contact within a reasonable period will have their offer refused and application deferred in line with our deferment policy.

Applicants will be asked to make a decision on their offer of accommodation within a set time period and will be required to formally accept or refuse their offer on this date. Applicants choosing to refuse will be offered a right of appeal.

Applicants who accept their offer will be invited to sign a tenancy agreement. We will provide advice, information and support throughout the offer process and clearly explain your rights and responsibilities as a tenant before signing any tenancy agreement.

**Types of Tenancy**

Generally, we will offer applicants a Scottish Secure Tenancy (SST) in line with our legal responsibilities. A SST means the tenant can keep their tenancy for as long as they want as long as they do not break the terms of the tenancy agreement.

In a limited number of situations, we may offer a Short Scottish Secure Tenancy. A Short Scottish Secure tenant has many of the same rights as a Scottish Secure Tenant however, their rights are more limited on eviction, sub-letting, and succession. The majority of Short Scottish Secure Tenancy agreements will state that the tenancy is for a fixed period of time (at least six months). If by the end of that time, neither the tenant nor landlord has requested that the lease ends, it will renew itself for the same amount of time again (for example, for another six months).

We can only give Short Scottish Secure Tenancies in very specific circumstances. This is defined by law in Section 37, Schedule 6 of the Housing (Scotland) Act 2001 and associated amendments in the Housing (Scotland) Act 2014. These circumstances will apply if:

- You have previously been evicted for anti-social behaviour in the last three years.
- You or someone you live with has an anti-social behaviour order.
- You, a member of your household or a visitor has been involved in anti-social behaviour in or near their home within the last three years.
- Where you're living is scheduled for development and we need you to move to allow us to get the work done.
- Where the tenancy is provided on the basis of allowing you to commence or seek employment in the area.
- You are homeless and the property is let to you on a temporary basis for more than six months.
- You need housing support to help you maintain your tenancy.
- The tenancy provided is in a property not owned by the council.
- You own a property.

In all cases prospective tenants will be served with a notice informing them we are offering a Short Scottish Secure Tenancy, stating why it is being offered and the period for which the tenancy is being created.

If a Short Scottish Secure Tenancy has been granted because of a previous eviction for anti-social behaviour or because someone you live has an anti-social behaviour order (ASBO) served against them, the Short Scottish Secure Tenancy will be converted to a Scottish Secure Tenancy at the end of 12 or 18 months, provided the landlord hasn't served a notice to quit.

## 11. Reviewing, Removal, Deferral, Suspension and Merging of Applications/Households

Applicants are required to advise the Housing Access and Support Service of any change in their circumstances as soon as possible so that their application can be reviewed and kept up to date. A change of address will require a new application form to be completed. In all cases applicants should contact the Housing Advice

Team for housing options advice.

Applicants who have not been in contact regarding their housing application will be contacted at least once a year and asked to confirm their application details and whether they still wish to remain on the housing list.

Applicants will be asked to respond within 28 days with a further reminder sent 7 days prior to the expiration date. 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.

Applicants on the Urgent Housing List will be reviewed more regularly depending on their circumstances to determine they are still in acute housing need and consider available housing options to resolve their situation.

**Deferred Applications**

Waiting, Transfer, and Housing With Support applicants can choose to defer their application if they do not wish to be considered for housing for some reason. This means they can remain on our housing list but will not receive any offers. It is the responsibility of the applicant to inform the council when they wish to have their application "made live" again. Whilst deferred applicants must still respond to requests to confirm application details to remain on our list.

Applicants on the Urgent Housing List will not normally be allowed to defer their application. Any request will be considered on an individual basis.

**Suspending Applications**

In certain circumstances applications can be suspended from our housing lists. If an application is suspended it cannot be considered for an offer of accommodation.

- Applicants with housing related debts

  At the time of applying for an Aberdeen City Council home all applicants will be advised 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.

  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 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 | If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement | If the debt is greater than 1 month's rent, then an arrangement needs to be in place to clear the debt. The arrangement | If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement | If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement | 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. | must be continuous and have been in place for at least 3 consecutive months. | must be continuous and have been in place for at least 3 consecutive months | must be continuous and have been in place for at least 3 consecutive months. | must be continuous and have been in place for at least 3 consecutive months. | must be continuous and have been in place for at least 3 consecutive months. |

- **Applicants who have refused a reasonable offer of accommodation**

  Waiting, Transfer and Housing With Support applicants who refuse an offer of accommodation from our housing list will have their application suspended for a period of 12 months. Should applicants disagree that their offer of accommodation was reasonable their case can be considered through appeals process within 21 days of refusing their offer.

  Urgent Housing List applicants who refuse an offer of accommodation will lose their place on the list and default to the Waiting, Transfer, or Housing With Support list.

- **Applicants with an existing Scottish Secure Tenancy or Short Scottish 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.

- **Existing Tenants Who Have Failed A Standards Check**

  Aberdeen City Council tenants on the Transfer List will be subject to a Standards Check of their property prior to any offer of housing being made. Where problems or damage exist, their application may be delayed or deferred to allow them to rectify these issues before an offer is made**.** Discretion will be applied in such circumstances to allow reasonable timescales for work to be completed and offers made.

- **Merging Applications/Households**

  In the event that two households with existing applications wish to be considered for housing together we will merge the applications using the date of the earliest application.

  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.

## 12. Appeals & Complaints 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 lists should be addressed to the Housing Access and Support Service. The Housing Access and Support Service will aim to respond within

21 days of receipt.

Applicants unhappy about any decision we have made on their application can appeal:

- The group or points we award your application.
- A decision to suspend you after receiving an offer.
- Decision to cancel your application.
- The level of medical priority awarded.
- An offer of housing if you think it was not a reasonable offer.
- Any decision we make which you believe has not been dealt with in accordance with the Allocations Policy.

Appeals can be lodged by email to housingaccess@aberdeencity.gov.uk or by mail addressed to the Housing Options & Allocations Team Leader, Housing Access & Support Service, Business Hub 1, Marischal College, Broad Street, Aberdeen, AB10 1AB.

**Complaints**

Should anyone be dissatisfied following the appeals process they can make a complaint. Complaints regarding the Allocations Policy are dealt with in line with our Corporate Complaints procedures. Complaints can be registered online here.

Complaints can also be made in person at any council office or by contacting our Customer Feedback Team by telephone 01224 523058 or in writing to: Customer Feedback Team, Business Hub, First Floor South, Marischal College, Broad Street, Aberdeen, AB10 1AB

# 13. 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.

This applies to applicants who have a live housing application and have indicated their interest in considering a mutual exchange. Applicants can 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.

A Mutual Exchange requires approval from the Council and Registered Social Landlord or Housing Cooperative. All parties involved must have secure tenancies. A Mutual exchange will not be approved if one or more parties is an owner occupier or a tenant of a private sector landlord.

Applicants 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 7. However, applicants looking to exchange from a three- bedroom property to another three-bedroom property would be allowed even if they require a four-bedroom property.
- In some circumstances applicants may be allowed to exchange to accommodation larger than they require subject to Council approval: The Council will allow any tenant to exchange to one bedroom more than they require regardless of the type of accommodation.

## When an applicant finds someone to exchange with, they should

- Contact them and make arrangements to visit each other's home.
- Inspect 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:

- Ensure properties are inspected to see that they are in good condition. The Council may refuse an exchange if, for example, unauthorised alterations have been made to the property.
- Verify the size of the houses to make sure that there will be no overcrowding issues or excessive under occupation. The Council will ensure the property is suitable for the whole household.
- Ensure that all applicants have a clear rent account and have no outstanding debt in relation to overpayments of Housing Benefit, Rechargeable Repairs or for a former tenancy.

- 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.
- Provide applicants with a decision within twenty-eight days of receiving the applications from all parties. The Council will not refuse consent to exchange without reasonable grounds.
- Consider any appeal submitted by households who have had their request to exchange refused. Appeals must be submitted in writing within 21 days of a refusal decision being issued.
- Respond to any request for appeal within 21 days of receipt either rejecting or upholding the original decision.
- If the exchange is approved, arrange for new tenancy agreements to be signed by all parties. Applicants must not move until they have signed their new tenancy agreement.

## 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 the Social Care and Wellbeing Team 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 the Social Care and Wellbeing Team 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 Housing Options & 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.

## Downsizing Incentive Scheme

### General Needs 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 suitable for families 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 an incentive grant of £1,000 for tenants to move to smaller accommodation within Aberdeen City Council Housing Stock.

The general qualifying criteria are: -

- The applicant must be an Aberdeen City Council tenant living in a property larger than their needs, designated as high-demand and who wishes to move to a smaller council property.
- Applicants with rent arrears or other housing related debt will generally not qualify for downsizing unless the debt is cleared in full or the applicant enters into a suitable repayment arrangement (See section 11 of this policy).Where suitable, the downsizing payment may be used to offset arrears if this facilitates a move.
- The house they are living in must be left in good condition.
- The applicant must not have previously been awarded a downsizing grant.
- There must be a **sufficiently high demand** for the qualifying applicant'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 & Support Officer who will help you complete the Downsizing application form and answer any questions you may have. Downsizing applicants are awarded one offer of accommodation.

## Armed forces personnel

We will ensure up to 1% of our 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 personnel who are planning to leave the armed forces and

who wish to be housed in one of the Council's 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 out with the new build properties, their housing application can also be placed on the waiting list and they will be awarded points in accordance with their housing needs as per the criteria in this policy.

## 14. Temporary Accommodation

**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 being statutory homeless, they will receive Urgent Priority 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.

### Housing Renewal Areas

- **Applicants applying for temporary accommodation from a designated housing renewal area**

Aberdeen 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 Council may assist landlords, owner occupiers and Aberdeen City Council tenants as detailed below.

- **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.

- **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.

- **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.

**Work Notices**

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.

**Decant Tenancies**

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. 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 will be offered.

## 15. Other Allocation Issues and Information

**Using Our Discretion**

It is recognized that the Allocations Policy cannot cover all of the circumstances that may lead to someone needing to move home. In situations where it is felt that a housing need is not adequately covered by the Allocations Policy or accompanying legislation, the Chief Officer of Early Intervention and Community Empowerment has delegated powers to enhance the priority of particular applications. Discretion will only be used in cases where housing is needed urgently and there are "good reasons" or "special circumstances" that are not necessarily covered by the Allocation Policy.

Applicants granted increased priority through discretionary powers will be awarded a medium or high priority on the Urgent Housing List for one offer of reasonable offer of suitable accommodation. Should this offer be refused, the applicant will lose their priority status.

**Local Lettings Initiatives**

Although designed to be comprehensive the Allocations Policy does not always address specific local issues. In certain circumstances it is necessary for the Council to initiate a Local Lettings Initiative to take additional factors into account when allocating properties. Local Letting Initiatives must:

- Comply with all relevant legislation.
- Operate alongside the main policy, and act as an additional set of circumstances which will be considered or rules which will be applied.
- Apply to a specific geographical area and be supported by evidence on why it is required.
- Have clear outcomes and be time limited.

- Be published.

Circumstances where a Local Letting Initiative may be used are:

- To stimulate demand for low demand housing.
- Reverse a trend of increasing incidence of antisocial behaviour in a particular development or area.
- Achieve a balanced community in new build developments.

Any decision to introduce a Local Lettings Initiative will be evidence based and made in consideration of the local community and partners to ensure that the overall aims and objectives of the Allocations Policy are not negatively affected.

**Nomination Agreements**

Aberdeen City Council has agreements with some housing associations operating in the city to allocate their vacant properties to applicants from the Council's housing lists. These allocations are known as 'nominations' and are made using the same criteria as council properties. Applicants not wishing to be considered for nomination to these housing associations must indicate on their application that they do not wish to be considered for these properties.

**Applications from Staff or Council Elected Members**

Members of Aberdeen City Council staff or Elected Members, including people who live with them and close relatives, must declare their interest on their application for housing. No offer of housing will be made to someone with a declared interest unless it has been authorized by the Chief Officer of Early Intervention and Community Empowerment.

## Appendix 2

## Urgent Housing Needs List Categories

Applicants on this list are awarded either Top, High, or Medium priority depending on their category of award as detailed below.

Applicants will be allowed to bid for properties through the Housing Online Portal for an initial period of 21 days from their date of decision to add them to the Urgent List. Following this period their application will be set to autobid based on area and house type criteria agreed with their housing advisor.

After 21 days Urgent Housing List applicants will have their applications set to "autobid" for all properties deemed suitable to meet their needs. Areas and house types for this process will be set by the assessing officer following discussion with the applicant and will balance their requirements against our housing stock to determine what can reasonably be offered. This is to ensure that applicants do not unduly prolong their stay in an unsuitable or temporary housing situation when accommodation that will resolve their issues is available.

Applicants who refuse an offer on the Urgent Housing List will have their application removed from the list and the application will default to the appropriate Waiting, Transfer, or Housing with Support list.

Applicants dissatisfied with an offer of accommodation from the Urgent Housing List have a right of appeal to request a review of the suitability of any offer made. Within the initial 5 days of refusing an offer the property will remain available to the applicant so that, should their appeal be refused, they have the option of accepting the offer. The right of appeal remains for a total of 21 days from the offer being made but out with the initial 5 day period applicants will not have the option to reconsider the property offered if their appeal is rejected.

| Category | Description |
|---|---|
| **Statutory homeless** | Applicants determined by a Homeless Assessment carried out in accordance with the terms of Part II of the Housing (Scotland) Act 1987 as amended to be eligible for housing under the council's duty to homeless applicants. Such applicants will be awarded a Medium priority on this list. |
| **Community Safety** | Applicants assessed as requiring to move as a result of Multi Agency Public Protection Arrangements & Multi-Agency Risk Assessment Conference cases. Such applicants will be awarded a Medium priority on this list. Where applicants already requiring housing under statutory homeless duties are assessed as requiring moved for reasons of community safety a High priority will be awarded. |

| | |
|---|---|
| **Care Experienced Young People** | Young people over the age of 16 but under the age of 26, who have been looked after by Aberdeen City Council and require permanent accommodation will have their accommodation needs jointly assessed by housing and social work services. Those defined as Care Leavers will also be considered as part of this grouping. Such applicants will be awarded a High priority on this list. |
| **Next Stage Housing Applicants** | Applications accepted through the Next Stage Housing Group who require rehousing from Care Agencies to return to the community as part of a planned programme for independence will be awarded a High priority on this list. |
| **Extreme Medical Need** | Determined after an assessment has been carried out by the Housing Needs Assessment Team. Examples of when this priority may be awarded are given below: -<br>• 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<br>• To allow discharge from Hospital/Care Settings 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<br>• Where the current accommodation coupled with the applicant's extreme health issues make a move imperative to significantly reduce the risk of injury to the applicant, or.<br>• 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.<br>Application will normally be placed on the list according to the date their priority was awarded but may be backdated |

| | |
|---|---|
| | using the discretion of the assessing officer. 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 served on the owners of properties by the City Council. Affected tenants/owners will be interviewed by a member of staff from the Housing and Community Safety to confirm requirements for rehousing. Such applicants will be awarded a Medium priority on this list. |
| **Downsizing Scheme** | 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: -<br>• 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.<br>• 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.<br>• Applicants who are accepted for the Downsizing Scheme, who are not subject to the welfare reform, will be awarded a Medium priority. |
| **Delegated Powers** | 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 (See Appendix 6 for definitions). |

# Appendix 3

## Waiting List Point Categories

Waiting List points are allocated for the following categories:

- Overcrowding
- Accommodation Below the Tolerable Standard
- Insecure Accommodation

Applicants can receive points in every category that applies to your circumstances. Applicants on this list may be considered for all types of accommodation except for Amenity, Sheltered and Very Sheltered housing.

Waiting List applicants 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.

Households registering from No Fixed Abode will not be awarded room deficiency points and will be referred to our Housing Options Team for assistance.
Any household intimating a threat of homelessness will be referred to our Housing Options Team for assistance.

| Category | Points |
|---|---|
| **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. | |
| For every room by which the applicant's accommodation falls short of the required number of bedrooms. | 10 points |
| 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. | 5 points |
| 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. | 0 points |
| **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). | 4 points |
| Size of Family<br>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 | 0 points |
| Where the second bedroom would be occupied by two people. | 4 points |
| 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: | 0 points |
| Where the final two bedrooms would be occupied by three people: | 4 points |
| Where the final two bedrooms would be occupied by four people | 6 points |
| **Lack of Facilities** | |
| There is no piped hot water supply within the house | 1 point |
| There is no fixed bath/shower within the house | 1 point |
| There is a toilet outside the dwelling but within the building | 2 points |
| The water supply is outside the dwelling but within the building | 2 points |
| The toilet is outside the building | 5 points |
| The water supply is outside the building | 4 points |
| **Non-Security of Tenure** | |
| Single persons, couples or families living care of, in the parental home or of no fixed abode | 10 points |

| | |
|---|---|
| Applicants in privately rented accommodation whose lease has expired or have been served with a valid notice to quit or notice to leave by their landlord through no fault of your own | 10 points |
| Applicants who live in a static caravan where living condition not below tolerable standards | 10 points |
| Applicants in tied accommodation whose employer has told you that you will have to leave their accommodation within the next 6 months (for example, as a result of retirement or redundancy) | 10 points |

## Appendix 4

## Transfer List Point Categories

Transfer List points are allocated for the following categories:

- Under Occupancy
- Overcrowding

Applicants on this 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.

Applications where joint tenants wish to be rehoused separately are assessed on the basis that the people requesting to be rehoused are occupying half the number of rooms in the property.

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.

Any household intimating a threat of homelessness will be referred to our Housing Options Team or relevant Housing & Support Team for assistance.

| Category | Points |
|---|---|
| **Under Occupation** | |
| For 1 Bedroom surrendered | 4 points |
| For 2 Bedrooms surrendered | 7 points |
| For 3 Bedrooms surrendered | 10 points |
| **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. | |
| For every room by which the applicant's accommodation falls short of the required number of bedrooms. | 10 points |
| 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. | 5 points |
| 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. | 0 points |
| **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). | 4 points |
| **Size of Family**<br>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 | 0 points |
| Where the second bedroom would be occupied by two people. | 4 points |
| 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: | 0 points |
| Where the final two bedrooms would be occupied by three people: | 4 points |
| Where the final two bedrooms would be occupied by four people | 5 points |

## Appendix 5

## Housing With Support Categories

Applicants will be awarded a High, Medium or Low Support categorisation following assessment by our Housing Needs Assessment Team and matched to the appropriate housing category for their needs (Amenity/Sheltered/Very Sheltered/High Support). Where applicant's housing needs exceed the below categories, they may be considered for our Urgent Housing List under the Emergency Medical Need category.

| Category | Definition |
|---|---|
| **High** | Produce an extreme improvement in the individual's quality of life.<br>Substantially reduce the risk of physical injury.<br>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.<br>Reduce the risk of physical injury.<br>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.<br>Reduce the risk of physical injury.<br>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. |

**Important Information for Sheltered, Very Sheltered and High Support Applicants**

The housing support service provided in Sheltered, Very Sheltered and High Support Housing is a chargeable service. An individual household's contribution towards this service is calculated using a financial assessment, which considers the individuals income, including capital. The calculation of will consider an individual's allowable expenditure (contribution towards housing costs) and a personal allowance based on their circumstances.

The financial assessment form and further information about Housing With Support can be found on our website here.

## Appendix 6

## Delegated powers

Aberdeen City Council recognises that very occasionally an applicant may have exceptional housing circumstances which fall out with the circumstances described in this Policy. In these situations, applicants may be considered under delegated powers given to Chief Officer of Early Intervention and Community Empowerment.

Where required, applicants accepted under discretionary powers for rehousing will be offered accommodation under the terms of the Urgent Housing List.

Applicants who choose to refuse an offer on the Urgent Housing List will lose the urgent priority granted under discretionary powers.

### The following discretionary powers have been sub-delegated to Locality Inclusion Managers for decisions relating to council tenants:

1. **Matrimonial home**

   The provision of temporary accommodation during the settlement of a matrimonial home. To provide temporary accommodation on a non-secure basis to a person who is pursuing a court action to transfer the tenancy of the matrimonial home to a single party.

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 Senior Housing Officer.

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 suitable alternative accommodation.

4. **Better use of ground floor accommodation**

   Where a transfer request is received from an applicant occupying a ground floor accommodation which is found to be suitable for an applicant on the Urgent Housing List, to offer the ground floor tenant a transfer to suitable alternative accommodation.

5. **Transfer within the same sheltered/amenity housing development**

   To transfer sheltered housing tenants within the same sheltered housing

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

### 6. 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 one reasonable offer of suitably sized accommodation 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.

### 7. 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 accommodation.

### 8. 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.

### 9. 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.

### 10. Essential repairs - temporary housing

To transfer tenants on a temporary basis to suitable accommodation where transfer is considered to be necessary to enable essential repairs or improvements to be carried out.

### 11. Essential repairs - permanent housing

To transfer tenants on a permanent basis to enable essential repairs or improvements to be carried out.

### 12. Fear of victimisation or other harassment

To re-house a tenant to suitable accommodation in cases of violence, intimidation, fear of victimisation or other harassment by neighbours or any party where no other suitable remedy exists.

### 13. Death in Tenancy

To re-house a tenant on compassionate grounds following a death within their property.

### 14. Repeated break-ins

To re-house a tenant to suitable accommodation in cases where there have been repeated break-in incidents directed at the tenant, subject to corroboration by the Police.

## 15. Unsatisfactory tenancy

To re-house a tenant to suitable accommodation in cases where a tenancy is proving unsatisfactory and the tenant concerned is prepared to move.

## 16. Dispute between two neighbours

Where there has been an irreconcilable dispute between two non-compatible neighbours to offer suitable accommodation to either or both parties.

## 17. Conversion to SSST to resolve an Unsatisfactory tenancy

To permit a tenant of Aberdeen City Council to be re-housed to suitable accommodation where a Scottish Secure Tenancy proves to be unsatisfactory, and the tenant is prepared to be re-housed to a Short Scottish Secure Tenancy, together with appropriate housing support.

## 18. Adopted or foster children

To re-house a tenant to suitable accommodation in cases where the natural parent(s) of adopted or foster children move into accommodation situated in close proximity to the tenant.

## 19. Current tenants 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 point's priority.

## 20. 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.

## 21. Domestic Abuse

To offer alternative accommodation to perpetrators of Domestic Abuse providing they are engaging with housing staff and are willing to move on a voluntary basis.

## 22. Downsizing Scheme

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

**The following discretionary powers have been sub-delegated to the Serious Offender Liaison Officer for decisions relating to council tenants:**

### 23. 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 impact on their ability to sustain their tenancy, to accept the voluntary termination of the tenancy on the understanding that one reasonable offer of suitable accommodation will be made on release.

**The following delegated powers cover requests for succession to a tenancy. The Locality Inclusion Manager is responsible for determining the outcome of discretionary requests.**

Discretions can be considered for non-qualified persons (defined in Schedule 3 to the Housing (Scotland) Act 2001) in appropriate circumstances. Factors which should be taken into account include length of residency, demand for the accommodation, the interests of the Council and any other exceptional circumstances.
Applicants can either be granted a tenancy of the accommodation, offered suitable alternative accommodation, or required to vacate the accommodation.

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

In circumstances where an occupant does not have a legal right to succeed a tenancy, but officers believe there to be circumstances that justify allocating a new tenancy, Senior Housing Officers have the ability to award an Urgent priority for one reasonable offer of suitable accommodation.

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

In circumstances where an occupant does not have a legal right to succeed a tenancy, but officers believe there to be circumstances that justify allocating a new tenancy, Senior Housing Officers have the ability to allocate a new tenancy at the address on the basis of “exceptional circumstances”. In these cases, a new tenancy will be granted, and it will not be a succession.

**The following discretionary powers have been sub-delegated to The Housing Options & Allocations Team Leader for decisions relating to non-council tenants.**

### 26. Repairs notice

To arrange for the provision of suitable temporary accommodation for 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.

### 27. Witness Protection Programme

In the case of an applicant included by Police Scotland in the witness protection programme, to grant that applicant priority for rehousing to suitable accommodation deemed to be appropriate (as advised by Police Scotland).

### 28. Kinship Carer

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.

### 29. Alternative Family Care

To assess individual applications involving Alternative Family Care on a case by case basis and grant increased priority where the need for alternative accommodation is of an urgent nature.

### 30. Applicants with former rent arrears or outstanding debt due to the Council

To make live applications which would normally be deferred for former tenancy arrears or other outstanding debt due to the council, on the basis of urgent priority for rehousing.

## Delegated powers exercised by the Chief Officer of Early Intervention and Community Empowerment

### 31. UK Resettlement Programs

To grant increased priority to applications from households moving to the city under government resettlement programs.

### 32. Hard to Let Houses

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

### 33. Removal of Properties from Letting Stock

To facilitate provision of properties in accordance with meeting the Strategic Priorities of Scottish Government and/or Community Planning Partners, removal of properties from letting stock to allow for resolution of complex cases.

# Appendix 7

# Additional Information

**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 https://www.aberdeencity.gov.uk/services/housing/information-council-tenants/exchanging-your-council-home

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

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

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Ma tha thu ag iarraidh eadar-theangachadh den sgrìobhainn seo ann an cànan neo cruth eile (clò mòr neo clàr claistinneach) 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:**


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