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To: Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; and Councillors Bonsell, Brooks, Copland, Cross, Davidson, Delaney, Graham, Greig, McLellan, Mrs Stewart and Thomson.

Town House,
ABERDEEN 29 June 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 THURSDAY, 6 JULY 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 (LEGAL)

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 16 May 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

GENERAL BUSINESS

PUBLIC PROTECTION

- 9.1. Scottish Fire and Rescue - Thematic Report: 2022/23 - Annual Scrutiny Report (Pages 19 - 44)
- 9.2. Police Scotland - verbal update
- 9.3. Police Scotland - Professional Standards Officer

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

- 10.1. Performance Report - COM/23/176 (Pages 45 - 74)

COMMUNITIES AND HOUSING

- 11.1. Modern Slavery - COM/23/211 (Pages 75 - 82)
- 11.2. Aberdeen's Future Library and Information Service - CUS/23/216 (Pages 83 - 92)

EXEMPT BUSINESS

12.1. Cost Neutral Environmental Enforcement - CUS/23/219 (Pages 93 - 100)

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

To access the Service Updates for this Committee please click [here](#)

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Communities, Housing and Public Protection Committee

ABERDEEN, 16 May 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, Brooks, Clark (as substitute for Councillor Nicoll), Copland, Cross, Graham, Greig, McLellan, Mrs Stewart and Thomson

Also present for item 5 – Councillor Tissera

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.

DETERMINATION OF EXEMPT BUSINESS

1. The Convener proposed that the Committee consider item 12.1 (Aberdeen Crematorium) and item 12.2 (City Centre Multi Storey Blocks - Progress on Full Options Appraisal – exempt appendices) with the press and public excluded from the meeting.

The Committee resolved:-

in terms of Section 50A(4) of the Local Government (Scotland) Act 1973, to exclude the press and public from the meeting during consideration of the above items so as to avoid disclosure of information of the classes described in the following paragraphs of Schedule 7(A) to the Act:- articles 16 (paragraphs 1 and 3) and 17 (paragraphs 1 and 8).

DECLARATIONS OF INTEREST

2. Members were requested to intimate any declarations of interest or transparency statements in respect of the items on today's agenda, thereafter the following was intimated:-

Councillor Brooks noted the following transparency statement:-

- In relation to item 11.1 on the agenda, Participatory Budgeting, that he was the Chairperson of TLC who had been supported by ACVO, who were referenced in the report. Councillor Brooks did not consider that this connection amounted to an interest which would prevent him from participating in the consideration of that item.

MINUTE OF THE PREVIOUS MEETING OF 14 MARCH 2023

3. The Committee had before it the minute of the previous meeting of 14 March, 2023 for approval.

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

16 May 2023

The Committee resolved:-

to approve the minute as a correct record.

COMMITTEE BUSINESS PLANNER

4. The Committee had before it the committee business planner, as prepared by the Interim Chief Officer – Governance (Legal).

The Committee resolved:-

- (i) to remove item 7 – Protests and Processions, as a Service Update had been issued in this regard;
- (ii) to request that officers ascertain when the Service Update would be issued to Members in relation to item 10 – Aberdeen Water Safety;
- (iii) to note that it was anticipated that item 11 – Trusted Trader Scheme would be reported to the next committee; and
- (iv) to otherwise note the planner.

NOTICE OF MOTION BY COUNCILLOR TISSERA - REFERRED FROM COUNCIL MEETING OF 26 APRIL 2023.

5. With reference to article 19 of the minute of the meeting of Council of 26 April 2023, the Committee had before it a Notice of Motion by Councillor Tissera in the following terms:-

That the Committee agrees to:-

- Note the decision taken by the Administration to deny the public a voice at the last Council meeting;
- Note the Administration have agreed to shut 6 well-loved libraries in our city, 2 of which are in the ward of Councillor Hazel Cameron;
- Note that libraries are community facilities with many uses, including helping teach children to read and note Aberdeen City Council's active support for libraries on their website specifically saying children are never too young to join the library;
- Note the words used by Councillor Hazel Cameron when defending library closures "that buildings will not teach your children to read" and strongly disagrees with this position; and
- Affirm the benefits of libraries in helping children learn to read.

Councillor Tissera moved her Notice of Motion and explained the rationale behind her request. Councillor Bonsell seconded the Notice of Motion.

The Convener, seconded by Councillor Greig, moved as an amendment:-
that the Committee take no action.

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

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On a division, there voted:- for the motion (6) – Councillors Bonsell, Brooks, Cross, Graham, Mrs Stewart and Thomson; for the amendment (7) – the Convener, the Vice Convener and Councillors Clark, Copland, Delaney, the Depute Provost, Greig and McLellan.

The Committee resolved:-

to adopt the amendment.

In terms of Standing Order 34.1, Councillor Graham intimated that he would like this matter to be referred to full Council in order for a final decision to be taken. Councillor Graham was supported by Councillors Bonsell, Brooks, Cross, Mrs Stewart and Thomson.

SCOTTISH FIRE AND RESCUE - THEMATIC REPORT: SFRS RESCUE AND SPECIALIST SUPPORT - SFR/23/152

6. The Committee had before it a report by Scottish Fire and Rescue, which presented the Scottish Fire and Rescue Service Thematic Report – Rescue and Specialist Support.

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

The report recommended:-

that the Committee –

- (a) consider and note the information provided in this report. Appendix A Thematic Report – Rescue and Specialist Support (Aberdeen City); and
- (b) note that the Local Senior Officer would make arrangements with the clerk to facilitate a visit(s) to SFRS facilities in Aberdeen.

The Committee resolved:-

to approve the recommendations.

POLICE SCOTLAND - VERBAL UPDATE

7. The Committee heard from Superintendent Neil McDonald, Police Scotland, who provided a verbal update to Members on various Police matters.

The Committee resolved:-

- (i) to note that Police Scotland would provide further written information to Members on the Disclosure Scheme for Domestic Abuse Scotland via the clerk; and
- (ii) to otherwise thank Police Scotland for their verbal update.

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

16 May 2023

PERFORMANCE REPORT - COM/23/114

8. The Committee had before it a report by the Chief Officer – Data and Insights, which presented Members with the status of appropriate key performance measures relating to certain Operations, Customer and Commissioning 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 information contained in the report.

PARTICIPATORY BUDGETING - CUS/23/134

9. The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which presented information on the impact of Participatory Budgeting in Aberdeen. The report explained Participatory Budgeting was an innovative process which enabled residents to have direct decision making powers over the allocation of resources in their communities.

The report recommended:-

that the Committee notes the progress on implementing Participatory Budgeting.

The Committee resolved:-

to approve the recommendation.

HOUSING STRATEGY REPORT - COM/23/127

10. The Committee had before it a report by the Chief Officer – Strategic Place Planning, which provided an update on the work being undertaken by the Housing Strategy Team and the next steps in relation to the review of the Local Housing Strategy.

The report recommended:-

that the Committee –

- (a) note the progress made in relation to the joint Aberdeen City and Aberdeenshire Housing Need and Demand Assessment (HNDA) 3;
- (b) instruct the Chief Officer - Strategic Place Planning to report back to this Committee with a timeline for the review of Aberdeen City's Local Housing Strategy within six months of receiving confirmation from the Centre for Housing Market Analysis (CHMA) that the HNDA is "robust and credible"; and
- (c) note the progress made in relation to accommodation for individuals with complex care needs.

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

16 May 2023

The Committee resolved:-

to approve the recommendations.

PIPER ALPHA MEMORIAL - RES/23/151

11. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which provided an update on the current situation regarding the Piper Alpha Memorial and the North Sea Memorial Rose Gardens at Hazlehead Park.

Members asked questions on the report and it was noted that when a report was ready it would be considered by Full Council.

The report recommended:-

that the Committee note the contents of the report.

The Committee resolved:-

to approve the recommendation.

PARKS & OPEN AREAS MANAGEMENT RULES 2024 - RES/23/143

12. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which sought approval to make new Management Rules for Parks and Outdoor Areas within the remit of Aberdeen City Council as the existing Management Rules were due to expire in March 2024.

The report recommended:-

that the Committee –

- (a) approves the draft Aberdeen City Council (Parks and Outdoor Areas) Management Rules 2024 as set out in Appendix 2 subject to the appropriate consultation being undertaken;
- (b) instructs the Chief Officer - Operations and Protective Services to conduct a public consultation on the proposed Management Rules;
- (c) instructs the Chief Officer - Operations and Protective Services to report back to committee if significant objections or comments, which have not been withdrawn, addressed or resolved, are received during the public consultation with: (a) the results of the public consultation; and (b) a recommendation as to the form the Management Rules should take following the public consultation; and
- (d) instructs the Interim Chief Officer - Governance to execute the Management Rules on behalf of Aberdeen City Council if no significant objections or comments are received during the public consultation or any such objections or comments as are received during the public consultation are withdrawn, addressed or resolved; and authorise that Chief Officer, before executing the Management Rules, to make any minor amendments to the Management Rules which they consider to be necessary.

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The Committee resolved:-

to approve the recommendations.

CITY CENTRE MULTI STOREY BLOCKS - PROGRESS ON FULL OPTIONS APPRAISAL - RES/23/149

13. The Committee had before it a report by the Chief Officer – Corporate Landlord, which updated the committee on progress towards the production of a full option appraisal of the city centre multi storey blocks as instructed by Council at its budget meeting on 10 March 2021.

The report recommended:-

that the Committee –

- (a) notes the contents of the exempt Appendices 11 A, B, C and D - Building Survey Reports; and Appendix 11 E - Life Cycle Options report;
- (b) instructs the Chief Officer - Corporate Landlord to undertake an extensive consultation exercise with tenants, owners and other stakeholders; and
- (c) instructs the Chief Officer - Corporate Landlord to report these findings to this Committee in the summer of 2024, with recommendations as to potential decisions that may then be made.

The Committee resolved:-

to approve the recommendations.

FOOD STANDARDS SCOTLAND AUDIT OF LOCAL AUTHORITY IMPLEMENTATION OF INTERVENTIONS FOOD LAW CODE OF PRACTICE (SCOTLAND) - RES/23/133

14. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which presented the findings of the recent Food Standards Scotland’s Audit, at Aberdeen City Council (ACC), of the Local Authority implementation of Interventions Food Law Code of Practice (Scotland) Food Law Enforcement Services and provided details on the actions for Protective Services to address through their audit recommendations.

The report recommended:-

that the Committee -

- (a) notes the Audit report findings and the associated Action Plan as set out in Appendix A;
- (b) notes the update on current progress following the Audit report findings detailed in Appendix B;

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

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- (c) instructs the Chief Officer – Operations and Protective Services to provide the Committee with a progress update of the audit “Action Plan” on 5 September 2023 detailed in Appendix B; and
- (d) instructs the Chief Officer – Operations and Protective Services to report back to the Committee with the “Annual Service Plan” report that details future service delivery, for Food law interventions, considering the Food Standards Scotland Audit findings.

The Committee resolved:-

to approve the recommendations.

HOUSING IMPROVEMENT GROUP - CAPITAL WORKS IMPROVEMENTS - RES/23/158

15. The Committee had before it a report by the Chief Officer – Corporate Landlord, which considered issues that arise from tenants refusing capital improvement works and options on how to better progress such works along with also considering the Council approach to communal repairs and replacement in properties in shared ownership.

The report recommended:-

that the Committee -

- (a) notes that officers within Corporate Landlord, Early Intervention and Community Empowerment and Capital were working on improvements around provision of information and support to tenants impacted by planned capital works;
- (b) instructs the Chief Officer - Corporate Landlord to report back to this Committee on progress towards introducing those outcomes referred to in (a) above; and
- (c) notes the options set out in the report with regard to enforcement of capital works and instructs the Chief Officer - Corporate Landlord to investigate further the legal impact of the options and report their findings back to this Committee in due course;

The Committee resolved:-

- (i) to note that the Chief Officer – Corporate Landlord intimated that the date for reporting back to this committee would be November 2023; and
- (j) to otherwise approve the recommendations.

In accordance with the decision taken at Article 1 of this minute, the following items were considered with the press and public excluded.

CREMATION ABERDEEN CREMATORIUM - RES/23/147

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

16 May 2023

16. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which provided information in relation to Aberdeen Crematorium.

The report recommended:-

that the Committee note the report.

The Committee resolved:-

to approve the recommendation.

CITY CENTRE MULTI STOREY BLOCKS - PROGRESS ON FULL OPTIONS APPRAISAL - RES/23/149

17. The Committee had before it exempt appendices relating to the City Centre Multi Storey Blocks – Progress on Full Option Appraisal. (Article 13 of this minute refers)

The Committee resolved:-

to note the information contained within the exempt appendices.

- **Councillor Miranda Radley, Convener**

	A	B	C	D	E	F	G	H	I
1	COMMUNITIES HOUSING AND PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER 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	6th July 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 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	D	The transformation workstream around housing repairs and maintenance is being progressed with a small team across the organisation considering processes, structure, assurance and data management across the housing and public buildings property portfolio's. The work undertaken to date has led to some extension to the project scope to consider interactions with all relevant clusters (operations, corporate landlord and capital and E1 nbd CE) around both repairs, maintenance and capital works to ensure a consistency of approach and common areas of improvement. The ongoing work around wider structure will now be captured in the December report to Council on the wider council structure. The implications of any change on delivery of repairs and maintenance will be reported to this committee thereafter.
6	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		
7	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 21 st library provision that can then be shared for consultation.	On agenda	Margaret Stewart	Early Intervention and Community Empowerment	Customer	1.1.1		

	A	B	C	D	E	F	G	H	I
	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
2									
8	Modern Slavery	At the Council meeting on 26 April 2023, a Notice of Motion from Cllr Ai was submitted and it was agreed to instruct the Chief Executive to report to the Communities, Housing and Public Protection Committee on the current status of the Modern Slavery Act including any proposed legislative changes and a review of what other local authorities, across the UK, and other major public institutions (e.g. universities, charities, devolved/national governments etc.) have in place and the impact thereof.	On agenda	Deirdre Nicolson	Governance	Commissioning	2		
9	Fly Tipping, Littering and Dog Fouling	Council Budget 07/03/22 - to instruct the Chief Officer - Early Intervention and Community Empowerment to explore cost neutral options to supplement the enforcement of fly tipping, littering and dog fouling and implement a 12 month test of change and report back to the Operational Delivery Committee with a full evaluation of the test of change	On agenda	Jacqui McKenzie	Early Intervention and Community Empowerment	Customer	1.1.1 and 1.1.2		
10	Police Scotland	Officer from Professional Standards to attend Committee following agreement at meeting on 14 March 2023	On agenda	Graeme Mackie	Police Scotland	Police Scotland			
11	SFRS - 2022/23 Annual Scrutiny Report	To provide details on the Scottish Fire and Rescue Scrutiny Report for 2022/23	On agenda	Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	2.20		
12	5th September 2023								
13	Empty Homes Update report	At the Operational Delivery Committee on 16 September 2021, it was agreed that an annual report be brought back in relation to Empty Homes.		Mel Booth	Strategic Place Planning	Commissioning	1.1.1		
14	Trusted Trader Scheme in Aberdeen City	To seek approval for the proposed Trusted Trader Scheme		Graeme Paton	Operations and Protective Services	Resources	1.1.2 and 1.1.5		
15	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		
16	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		

	A	B	C	D	E	F	G	H	I
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2									
17	Annual Committee Effectiveness Report	To report on the annual effectiveness of the committee		Lynsey McBain	Governance	Commissioning	GD 8.5	D	This is an annual report which is presented after a full year of committee - therefore request deferral to 14 November 2023 in order to report on data for the complete 12 months.
18	Police Scotland - Mental Health Thematic Report	To provide a thematic report on Mental Health.		Graeme Mackie	Police Scotland	Police Scotland	2.2		
19	Police Scotland - Performance Report	To provide Police Scotland Performance Report		Graeme Mackie	Police Scotland	Police Scotland	2.2		
20	Food Standards Scotland audit	At the meeting on 16 May 2023, it was agreed to instruct the Chief Officer – Operations and Protective Services to provide the Committee with a progress update of the audit "Action Plan" and also instructs the Chief Officer – Operations and Protective Services to report back with the "Annual Service Plan" report that details future service delivery, for Food law interventions, considering the Food Standards Scotland Audit findings		Hazel Stevenson	Operations and Protective Services	Resources	2.30		
21	Annual Assurance Statement	Annual submission required to the Scottish Government. October/November 2023		Jacqui McKenzie	Early Intervention and Community Empowerment	Customer	1.1.1		
22	SFRS: Thematic Report	Theme to be agreed.		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	2.20		
23	14th November 2023								
24	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		

	A	B	C	D	E	F	G	H	I
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2									
25	Police Scotland - verbal update on cyber crime and Disclosure Scheme for Domestic Abuse Scotland	To provide information to Members on cyber crime and Disclosure Scheme for Domestic Abuse Scotland		Graeme Mackie	Police Scotland	Police Scotland	2.20		
26	Housing Improvement Group - Capital Works	At the meeting on 16 May 2023, it was agreed to instruct the Chief Officer - Corporate Landlord to report back to this Committee on progress towards introducing those outcomes referred to in the report.		Stephen Booth	Corporate Landlord	Resources	1.1.1		
27	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		Stephen Booth	Corporate Landlord	Resources			
28	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		
29	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		
30	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		
31	Police Scotland - Disclosure Scheme for Domestic Abuse - verbal update	To provide members with information on the Disclosure Scheme for Domestic Abuse		Graeme Mackie	Police Scotland	Police Scotland			
32	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		
33	Beyond 2023 or no date confirmed.								

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2									
34	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			
35	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			
36	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		
37	Park and Open Spaces	At the meeting on 16 May 2023, it was agreed to instruct the Chief Officer - Operations and Protective Services to report back to committee if significant objections or comments, which have not been withdrawn, addressed or resolved, are received during the public consultation with: (a) the results of the public consultation; and (b) a recommendation as to the form the Management Rules should take following the public consultation. Report only if objections.		Steven Shaw	Operations and Protective Services	Resources			
38	City Centre Multi Storey Blocks	At the meeting on 16 May 2023, it was agreed to instruct the Chief Officer Corporate Landlord to report the findings of the extensive consultation exercise in the summer of 2024, with recommendations as to potential decisions that may then be made.		Stephen Booth	Corporate Landlord	Resources	1.1.1		

	A	B	C	D	E	F	G	H	I
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2									
39	Housing Strategy Report	At the meeting of 16 May 2023, it was agreed to instruct the Chief Officer - Strategic Place Planning to report back to this Committee with a timeline for the review of Aberdeen City's Local Housing Strategy within six months of receiving confirmation from the Centre for Housing Market Analysis (CHMA) that the HNDA is "robust and credible"; and		Mel Booth	Strategic Place Planning	Commissioning	1.1.1		

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	26th June 2023
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Scottish Fire and Rescue Service YTD April 2022 – March 2023 Performance Report
REPORT NUMBER	SFRS/23/220
DIRECTOR	Chay Ewing, Local Senior Officer, SFRS
CHIEF OFFICER	Group Commander Andy Buchan, SFRS
REPORT AUTHOR	Group Commander Andy Buchan, SFRS
TERMS OF REFERENCE	2.20

1. PURPOSE OF REPORT

- 1.1 To present the performance of SFRS against the objectives contained within the Aberdeen City Local Fire and Rescue Plan

2. RECOMMENDATION(S)

- 2.1 That the Committee consider and note the performance data provided in **Appendix A** in relation to the SFRS 2022/23 Performance Report

3. BACKGROUND

- 3.1 This report invites you to review the Scottish Fire and Rescue Service Aberdeen City Performance year to date, April 22 – March 2023
- 3.2 This update shows the progress being made by the SFRS locally against the priorities and objectives for Aberdeen City.
- 3.3 This report allows scrutiny from Local Authority Partners to ensure that the priorities of the SFRS Strategic Plan, and the Aberdeen City Local Outcome Improvement Plan are being delivered.

4. FINANCIAL IMPLICATIONS

4.1 There are no significant financial implications for the Council.

5. LEGAL IMPLICATIONS

5.1 There are no significant legal implications for the Council.

6. MANAGEMENT OF RISK

6.1 Not applicable

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Economy	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.
People	<p>The proposals within this report support the delivery of the following LOIP Stretch Outcomes</p> <p>10. 25% fewer people receiving a first ever Court conviction and 2% fewer people reconvicted within one year by 2026.</p> <p>11. Healthy life expectancy (time lived in good health) is five years longer by 2026.</p> <p>The paper seeks contribution to the Strategic Plan to reduce instances of deliberate fire setting and improve fire safety and prevention.</p>
Place	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	
Organisational Design	
Governance	
Workforce	
Process Design	
Technology	
Partnerships and Alliances	

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	N/A
Privacy Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	Not required.

9. BACKGROUND PAPERS

None

10. APPENDICES (if applicable)

Appendix A – SFRS Aberdeen City April – April 2022 – March 2023
Performance Report

11. REPORT AUTHOR CONTACT DETAILS

Group Commander Andy Buchan
Scottish Fire and Rescue Service
Andy.Buchan@firescotland.gov.uk

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2022 - 2023 MONITORING REPORT

Covering the performance in support of the Local Fire and Rescue Plan for Aberdeen City 2020-23



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

APRIL 2022 to March 2023

**Working together
for a safer Scotland**



ABOUT THE STATISTICS IN THIS REPORT

The activity totals and other statistics quoted in this report are provisional in nature and subject to change as a result of ongoing quality assurance and review.

Because all statistics quoted are provisional there may be differences in the period totals quoted in our reports after original publication which result from revisions or additions to the data on our systems.

From 2015-16 onwards responsibility for the publication of end-year statistical data transferred from the Scottish Government to the SFRS. This change of responsibility does not change the status of the figures quoted in this and other SFRS reports reported to the Committee.

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INTRODUCTION

Welcome to the Scottish Fire and Rescue Service (SFRS) Aberdeen City performance report for the reporting period 1st April 2022 to the 31st March 2023. The report is aligned to and reports on progress against the priorities set out in the Local Fire and Rescue Plan for Aberdeen City 2020 - 2023.

The information presented in this report provides a comparison against key performance indicators, the selected performance indicators are selected to best inform and support the priorities within the Local Fire and Rescue Plan for Aberdeen City 2020-23. Each indicator displays the activity reflecting performance for year to date vs a specific target or previous 4 years rolling average. The provision of a 4 years performance indicators has been submitted within this report as on request of committee members. The change from 3 years to 4 years to allow comparison between pre/post COVID 19, future reports will return to the standard format of 3 years rolling average.

The performance indicators within the report support the local priorities:

- Priority 1 – Improving Fire Safety in the Home
- Priority 2 – Reducing Deliberate Fires
- Priority 3 – Improving Fire Safety in the Business Community
- Priority 4 – Reducing Unwanted Fire Alarm Signals (UFAS)
- Priority 5 – Effective Risk Management and Operational Preparedness

As well as supporting the five priorities in the Local Fire and Rescue Plan for Aberdeen City, SFRS activities and performance contribute to the wider priorities of Community Planning Aberdeen (CPA) Local Outcomes Improvement Plan and its 15 stretch outcomes. The SFRS is a statutory and active member of CPA's Outcome Improvement Groups and is committed to CPA's vision; "Aberdeen, a place where all people can prosper".




The figures in this report are provisional, to provide the Committee with the SFRS's direction of travel in Aberdeen City, in terms of performance against headline indicators and targets. Most figures will not change; however, members should note that there may be some small variations for some indicators when the final confirmed figures are published by the SFRS.









PERFORMANCE SUMMARY









The table below provides a summary of our 2022-23 performance against headline indicators and annual targets. It aims to provide – at a glance – our direction of travel during the current reporting year.

Performance against Aberdeen City Local Fire and Rescue Plan 2020-23

Year-to-Date Legend

	Below 3 Year Average
	Less than 10% above 3 Year Average
	More than 10% above 3 Year Average

Key Performance Indicator	April 2022 - March 2023					RAG STATUS
	2018/19	2019/20	2020/21	2021/22	2022/23	
Accidental Dwelling Fires 	262	257	223	200	215	
Accidental Dwelling Fire Casualties 	40	42	63	29	39	
Deliberate Secondary Fires 	360	250	246	284	261	
Deliberate Primary Fires 	86	106	96	83	103	

<p>Fires in Non-Domestic Premises</p> 	118	105	89	70	92	↓
<p>Unwanted Fire Alarm Signals</p> 	1349	1428	1220	1345	1366	→
<p>Legislative Fire Safety Audits</p> 	353	439	184	320	363	Annual Target 485
<p>Home Fire Safety Visits</p> 	2926	2826	567	1559	1780	Annual Target 2500
<p>Operational Intelligence</p> 	122	19	59	211	650	Annual Target 420
<p>Multi-Storey Operational Assurance Visits</p> 	166	127	98	215	224	Annual Target 236
<p>Staff Competence</p> 						On Target 175 Staff (111 Comp, 64 Dev)
<p>Appliance/Resource Availability</p> 						Wholetime availability never below 96% On-Call availability 80%

PERFORMANCE HIGHLIGHTS

Of the 5 priority areas the following key performance indicators should be noted and are further explained in each indicator's performance management section from page 9 onwards.

Accidental Dwelling Fires

The statistics against the key performance indicators show that we have a decrease compared to the four-year rolling average for Accidental Dwelling Fires.

Accidental Dwelling Fire Casualties & Fatalities

Accidental Dwelling Fire Casualties have increased over the four-year average. There were no fatalities during this reporting period.

Deliberate Primary and Secondary Fires

Deliberate Primary fire has seen an increase over the four-year average with the highest attended incidents involving vehicles.

Deliberate secondary fires have decreased compared to the four-year average, with deliberate secondary fires involving outdoors structures such as wheelie bins, small refuse/recycle containers as the highest attended.

Non-Domestic Fires

Non-Domestic Fires have decreased compared to the four-year average with 92 incidents covering a variety of premise types across the Aberdeen City area.

We continue to work with owners and occupiers through our Fire Safety Enforcement Programme and Post Fire Audits to reduce the number of Non-Domestic Fires.

False Alarm – Unwanted Fire Alarm Signal

UFAS incidents have increased compared to the three-year average with Hospitals / medical facilities contributing to the bulk of the calls.

Home Fire Safety Visits (HFSV)

We have seen a steady increase of HFSVs with the easing of COVID restrictions, but are reporting below our target of 2500. We remain committed to providing those most at risk from fire within the home with support and education.

Appliance/Resource Availability

Appliance availability has remained strong throughout the reporting period. We continue to actively improve our appliance availability through positive recruitment and our staff training and competency programmes.

PRIORITY 1 – IMPROVING FIRE SAFETY IN THE HOME

KPI 1 - Accidental Dwelling Fires (ADF)

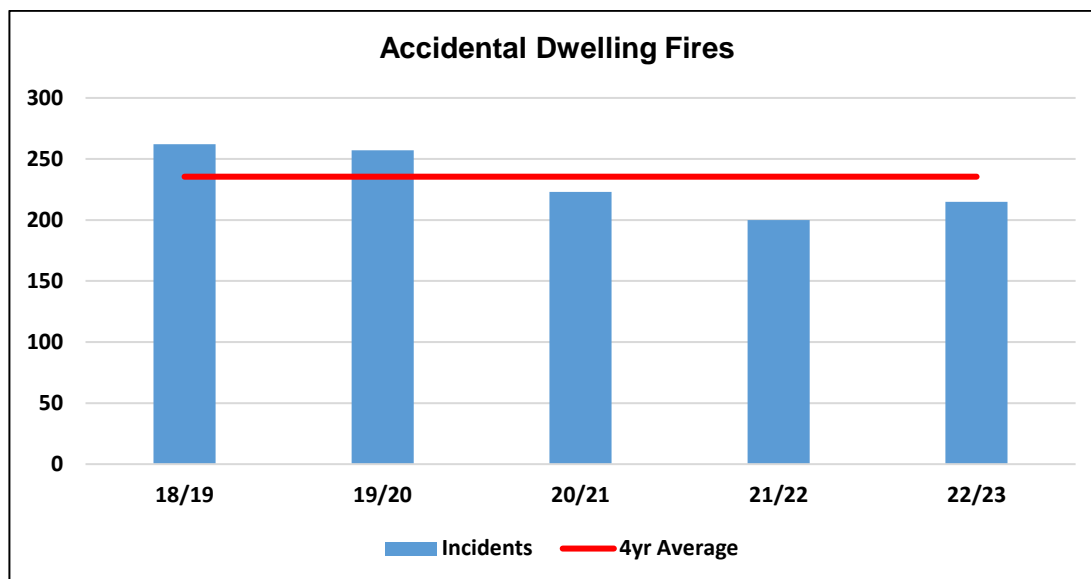


Table 1: Year to Date (April 22 – March 23) Performance

ADF's	18/19	19/20	20/21	21/22	22/23	RAG
	262	257	223	200	215	Green

Breakdown of Locations

Area	18/19	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	28	11	12	9	19
Bridge of Don	4	8	5	8	6
Dyce, Bucksburn & Danestone	5	11	15	5	9
George Street & Harbour	50	37	26	30	43
Hazelhead, Queens Cross & Countesswells	18	15	16	10	10
Hilton, Woodside & Stockethill	24	26	22	29	22
Kincorth, Nigg & Cove	14	12	9	8	11
Kingswells, Shedocksley & Summerhill	14	13	14	11	10
Lower Deeside	4	5	4	3	2
Midstocket & Rosemount	22	18	18	20	11
Northfield & Mastrick North	26	31	19	12	17
Tillydrone, Seaton & Old Aberdeen	27	35	39	32	32
Torry & Ferryhill	26	35	24	23	23

KPI 2 & 3 - ADF Fatal Casualties & - ADF Non-Fatal Casualties

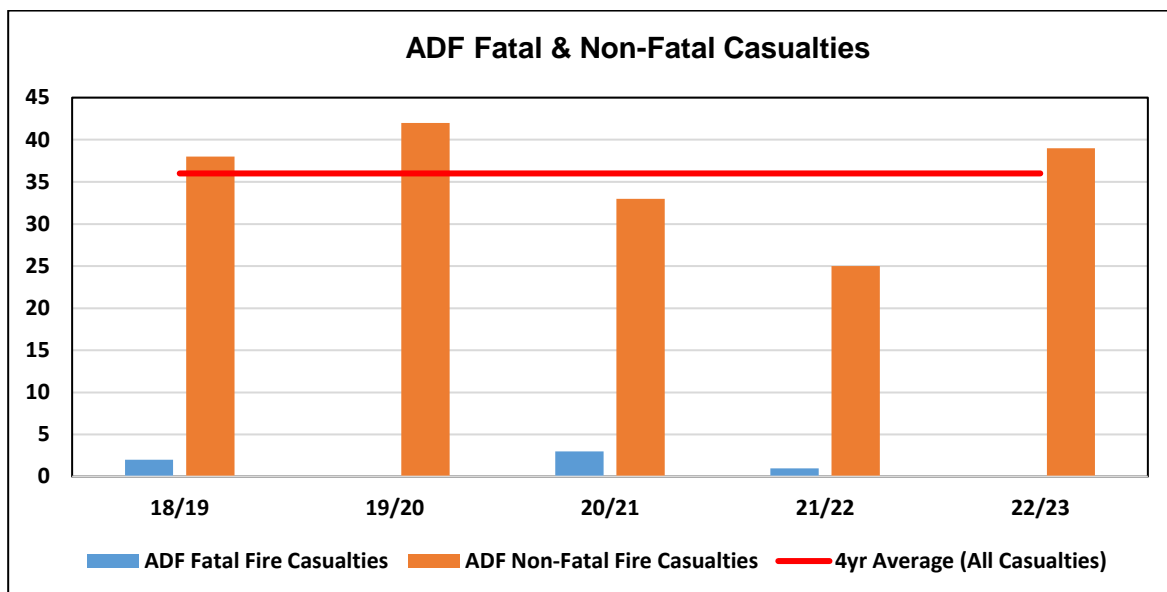
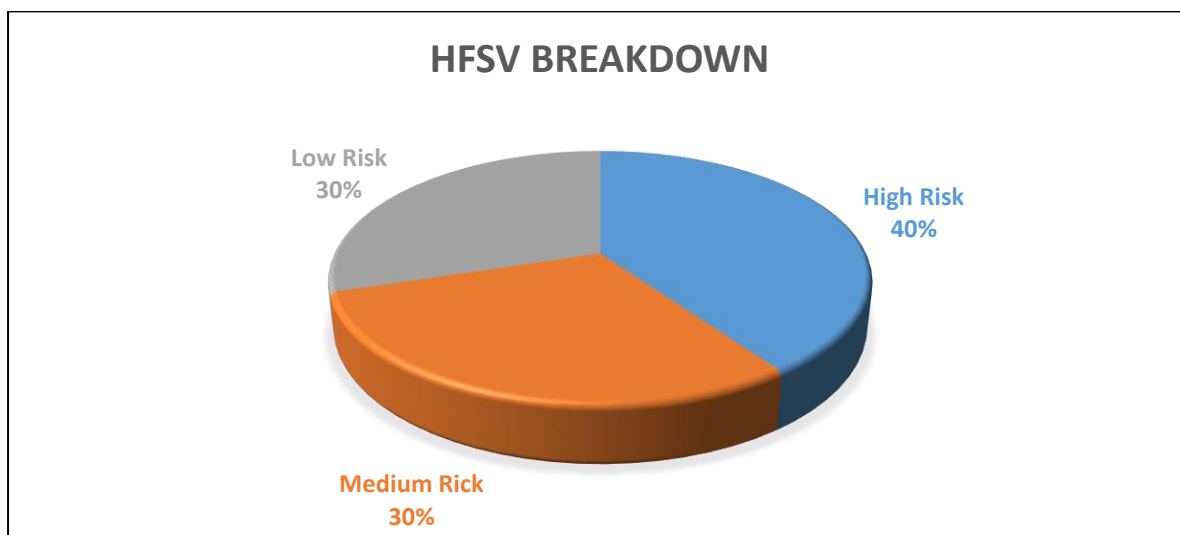


Table 2: Year to Date (April 22 – March 23) Performance

	18/19	19/20	20/21	21/22	22/23	RAG
ADF Fatal Casualties	2	0	3	1	0	Green
ADF Non-Fatal Casualties	38	42	33	25	39	Amber

KPI 4 – High Risk Home Fire Safety Visits YTD April 22 – March 23



Home Fire Safety Visits	High Risk	Medium Risk	Low Risk	YTD Total	RAG
	716	533	531	1780	Red
	40%	30%	30%	N/A	Red

Priority 1 Description – Improving Fire Safety in the home

KPI 1 - Accidental Dwelling Fires (ADF)

The largest single type of primary fire in Aberdeen City is accidental fires in the home, similarly accidental dwelling fires are also the primary cause of most fire casualties and fatalities. Their prevention, therefore, is a key focus of the Service's community safety activity.

The reduction of fire casualties is clearly linked to this priority. The reduction of fire fatalities and casualties is at the core of our preventative and early intervention activities carried out throughout the Aberdeen City area. Significant contributory factors associated with the number of fire casualties and fatalities include, lifestyle, independent living strategies, smoking, consumption of alcohol and prescribed and non-prescribed drugs, Individual capacity and vulnerability, and ageing demographics.

KPI 2 - ADF Fatal Casualties

This KPI counts those people for whom fire has been clearly identified as the cause of death, including those who succumb due to their injuries sometime later. Those who succumb at, or after, the fire but where fire is **not** identified as the cause of death are not included in these figures.

As a target, the aim is to have **Zero ADF Fatal Casualties** in Aberdeen each year.

KPI 3 - ADF Non-Fatal Casualties

This KPI counts all types of non-fatal fire injury in the home, including precautionary checks.

As a target, the aim is to reduce the risk of injury from fire in the home, in an increasing Aberdeen population, by keeping fire injuries **below 32** each year.

KPI 4 - High Risk Home Fire Safety Visits

This measure counts the percentage of all home fire safety visits that are delivered to addresses that are identified as high risk.

As a target, the aim is that **61%** of all completed home fire safety visits are categorised as high risk.

What we aim to Achieve

- Improved community safety and wellbeing
- Reduction in number of accidental dwelling fires
- Reduction in number of casualties and fatalities resulting from accidental dwelling fires

Performance Management

There have been 215 ADF's during the reporting period of 2022-23, which is below the three-year average. We are therefore showing green for achieving the annual target.

Accidental dwelling fires can have a significant negative impact upon both individuals, the wider community and are financially damaging to house holders and housing providers in terms of repair and the reinstatement of homes. Key contributory risk factors include, lifestyle, independent living strategies, smoking, consumption of alcohol and prescribed and non-prescribed drugs. Individual capability and vulnerability, and aging demographics.

There has been 0 ADF Fatal Casualties during the reporting period. We are therefore showing Green for achieving the annual target.

There have been 39 ADF Non-Fatal Casualties report, which is an increase of 4 above the four-year average. Analysis of our incident has shown that main causes of ADFs were through human error relating to cooking and careless handling due to sleep or unconsciousness.

Home Fire Safety Visits remain a key focus in our community safety activity to reduce accidental dwelling fires and casualties resulting from these. We continue to explore and develop partnerships throughout the area to identify those most vulnerable and/or at risk from fire and/or harm in the home. Through our contribution to Aberdeen City Community Safety Hub and the CPA collectively we have raised awareness of our referral process and promote a better understanding of fire risk in the home. The figures presented above show the number of HFSV's delivered during the reporting period. Actions are being taken to support how we target high/medium risk as our overall visits are below our aspirational target of 2500 visits.

The SFRS focus remains on delivery of high and very high risk HFSV's which are being carried out by both our Community Action Teams as well as operational front-line staff. To further improve engagement with our locally communities, specific Risk Reductions areas have allocated to front-line Watch Commanders. This approach will allow for a risk holder to build stronger relationships within their allocated areas and implement reduction strategies that are specific to the individual needs of each risk area.

PRIORITY 2 – REDUCING DELIBERATE FIRES

KPI 5 – All - Deliberate Secondary Fires / Location

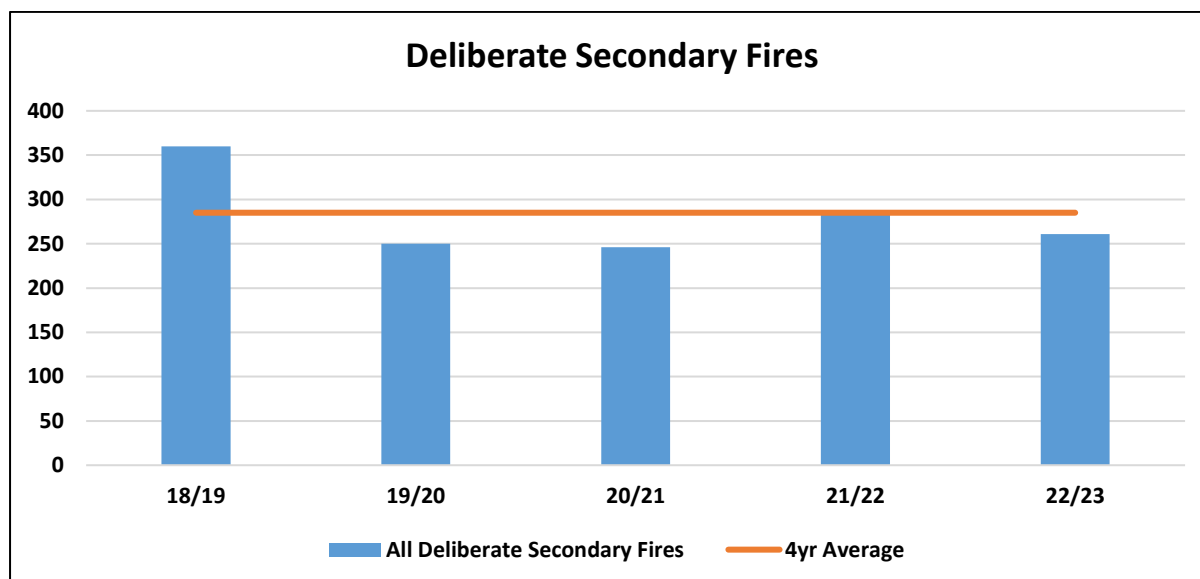


Table 3: Year to Date (April 22 to March 23) Performance

All Deliberate Secondary Fires	18/19	19/20	20/21	21/22	22/23	YTD
	3604	250	246	284	261	Green

Area	18/19	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	4	12	6	28	10
Bridge of Don	14	6	11	7	13
Dyce, Bucksburn & Danestone	42	19	39	36	20
George St & Harbour	12	16	11	17	27
Hazlehead, Queens Cross & Countesswells	21	4	15	10	8
Hilton, Woodside & Stockethill	20	20	15	15	19
Kincorth, Nigg & Cove	57	30	14	63	52
Kingswells, Shedocksley & Summerhill	21	27	23	14	22
Lower Deeside	9	11	7	9	9
Midsocket & Rosemount	14	21	10	13	10
Northfield & Mastrick North	37	26	19	27	19
Tillydrone, Seaton & Old Aberdeen	24	21	12	21	28
Torry & Ferryhill	85	37	64	24	24

KPI 6 – All Deliberate Primary Fires / Location

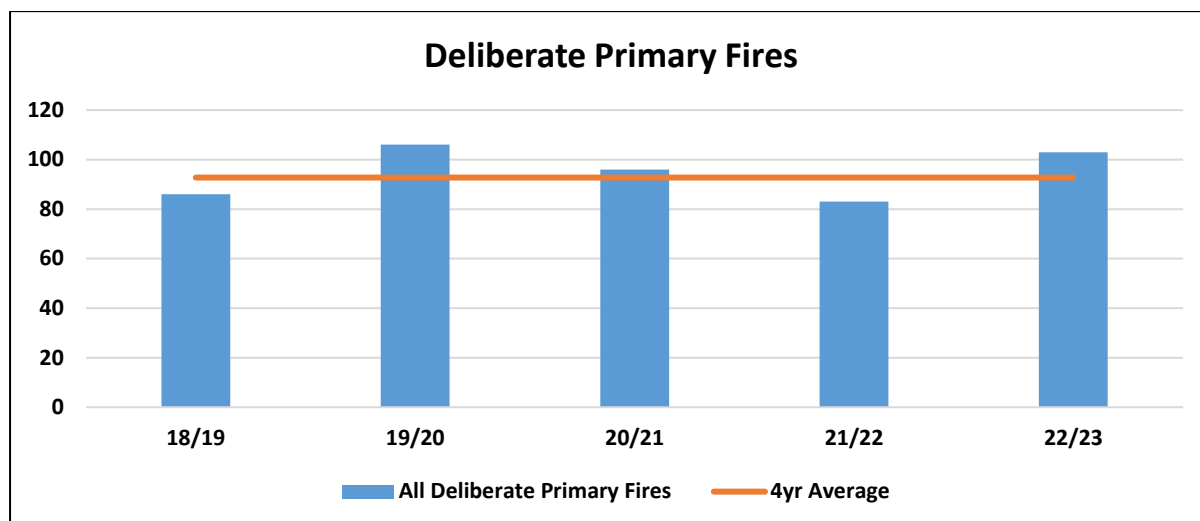


Table 4: Year to Date (April 22 to March 23) Performance

All Deliberate Primary Fires	18/19	19/20	20/21	21/22	22/23	RAG
	86	106	96	83	103	Red

Area	18/19	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	1	5	4	3	4
Bridge of Don	1	1	4	4	5
Dyce, Bucksburn & Danestone	6	10	14	14	9
George St & Harbour	13	10	10	9	10
Hazlehead, Queens Cross & Countesswells	2	0	12	7	3
Hilton, Woodside & Stockethill	7	12	5	11	9
Kincorth, Nigg & Cove	10	14	4	9	20
Kingswells, Sheddocksley & Summerhill	4	4	9	4	7
Lower Deeside	2	2	2	0	1
Midsocket & Rosemount	7	9	7	1	8
Northfield & Mastrick North	8	12	12	9	4
Tillydrone, Seaton & Old Aberdeen	8	14	8	6	12
Torry & Ferryhill	17	13	5	6	11

Priority 2 Description – Reducing Deliberate Fires

These KPI's and targets account for all types of fire that are believed to have been started intentionally and are categorised as deliberate primary fires and deliberate secondary fires.

KPI 5 – Deliberate Secondary Fires

Deliberate secondary fires cover the majority of outdoor fires including grassland and refuse fires along with fires in derelict property.

As a target the aim is to reduce the rate of deliberate secondary fires in Aberdeen by keeping these **below 266** for the reporting year.

KPI 6 – Deliberate Primary Fires

These deliberate fires cover the following property types;

- Fires in the home
- Fires in non-domestic premises
- Fires in motor vehicles

As a target we aim to reduce the rate of deliberate primary fires in Aberdeen by keeping these **below 102** for the reporting year.

What we aim to Achieve

- Reduce the number of deliberate fires by 10% (LOIP Key Driver 10.2)
- Improved community safety and wellbeing
- Improved data analysis to ensure resources are directed to maximise community outcomes

Performance Management

Deliberate secondary fire is showing a decrease compared to the four-year average and are below our area target of **266**. Joint working with partners towards the successful achievement of LOIP key driver 10.2 has seen a decrease in incident activity within the Ward of Kincorth, Nigg and Cove, involving grassland and wooded areas. SFRS and partners are committed to striving in the further reduction of deliberate secondary fires with this area. We will continue to work with our local schools and communities to educate our young people in the dangers associated with these types of incidents. Analysis of our incident data has indicated a notable shift from fire involving grasslands/wooded areas to outdoors structures (wheelie bins, small refuse/recycle containers). To address this trend, SFRS will work closely with our communities to provide advice and guidance to homeowners on the safe and responsible storage of refuse.

Deliberate Primary fires have seen an increase compared to the four-year average and is 1 incident above our area target of **102**. Analysis of our incident data has identified that highest activity type involved vehicle fire. We will actively work with our communities and Police Scotland in tackling anti-social behaviour associated with these types of incidents.

PRIORITY 3 – Improving Fire Safety in the Business Community

KPI 7 - Non-Domestic Building Fires

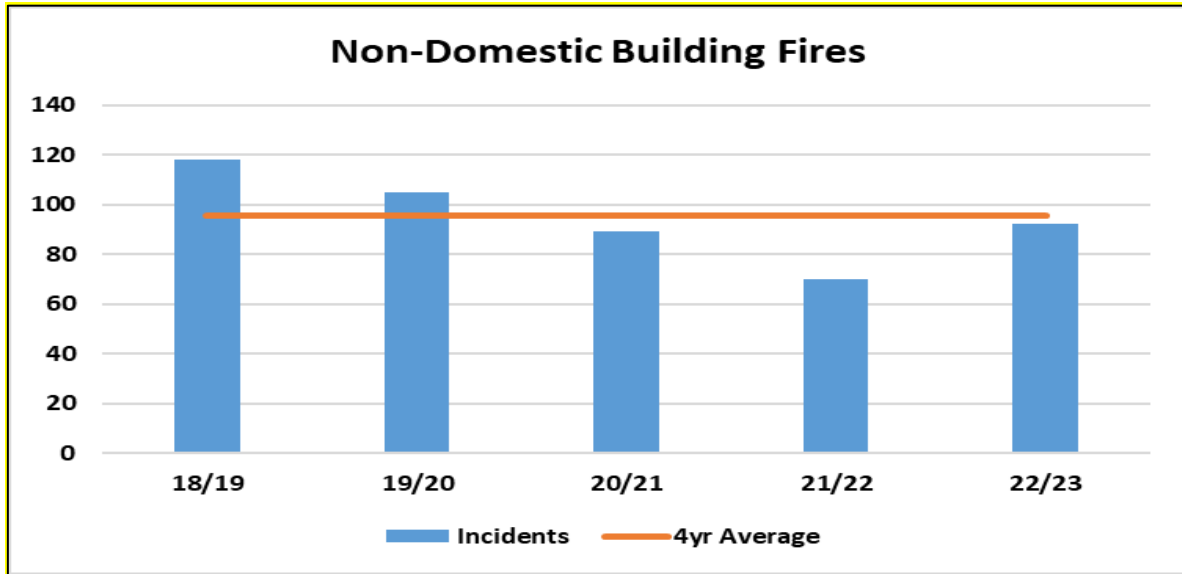


Table 4: Year to Date (April 22 to Sept 22) Performance

Non-Domestic Building Fires	18/19	19/20	20/21	21/22	22/23	RAG
	118	105	89	70	92	Green

Area	18/19	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	6	6	3	4	3
Bridge of Don	6	1	8	3	4
Dyce, Bucksburn & Danestone	15	14	12	8	8
George St & Harbour	21	18	13	14	15
Hazelhead, Queens Cross & Countesswells	5	8	2	3	5
Hilton, Woodside & Stockethill	2	1	0	0	6
Kincorth, Nigg & Cove	11	15	6	8	14
Kingswells, Shedocksley & Summerhill	6	2	7	2	1
Lower Deeside	3	2	3	2	1
Midsocket & Rosemount	18	15	13	14	20
Northfield & Mastrick North	3	2	6	2	3
Tillydrone, Seaton & Old Aberdeen	8	7	9	4	4
Torry & Ferryhill	14	14	7	6	6

KPI 8 - Legislative Fire Safety Audits

Table 5: Completed Audits

Premises Category	2018-19	2019-20	2020-21	2021-22	2022-23
Care / Children's Homes	107	68	71	54	100
Houses in Multiple Occupation	134	215	68	38	138
Hotel	29	43	1	42	40
Hospital	22	15	16	14	15
Post Fire	0	55	13	19	26
Other, workplace	61	43	15	153	44
TOTAL	353	439	184	320	363

Priority 3 Description – Improving Fire Safety in the Business Community

These performance measures and targets cover the type of non-domestic premises applicable to Part 3 of the Fire (Scotland) Act 2005 i.e. business premises, and is designed to reflect the effectiveness of fire safety management in respect of these types of buildings.

PM 7 – Non-Domestic Building Fires Applicable to the Act

As a performance measure we aim to reduce the rate of fires in non-domestic premises (where the Act applies) by keeping them **below 100** for the reporting year.

PM 8 & 9 – Legislative Fire Safety Audits

As a performance measure we aim to ensure all premises that meet the SFRS framework requirements are subject to an annual fire safety audit.

What we aim to achieve

- Through a risk-based audit programme, we will protect Aberdeen's built environment and heritage at the same time supporting economic growth.
- Enhanced understanding of fire safety legislation and responsibilities across the business sector.

Performance Management

A dedicated team of legislative fire safety enforcement and auditing officers work across Aberdeen City auditing relevant premises that are considered as presenting the highest risk to life in the event of a fire.

The easing of COVID restrictions during 2022-23 allowed for our team to once again undertake physical visits and allowed us the flexibility to work towards our annual target. During the reporting period we were not able to achieve this target due to challenges around staffing. During the reporting period we seen a number of personnel leave the department through retirement, transfer request and promotion opportunities. Our team are currently 1 below the desired establishment post recruitment, with 2 team members working towards their fire safety enforcement accreditation.

PRIORITY 4 – Reducing Unwanted Fire Alarm Signals

KPI 10 – Number of UFAS Incidents

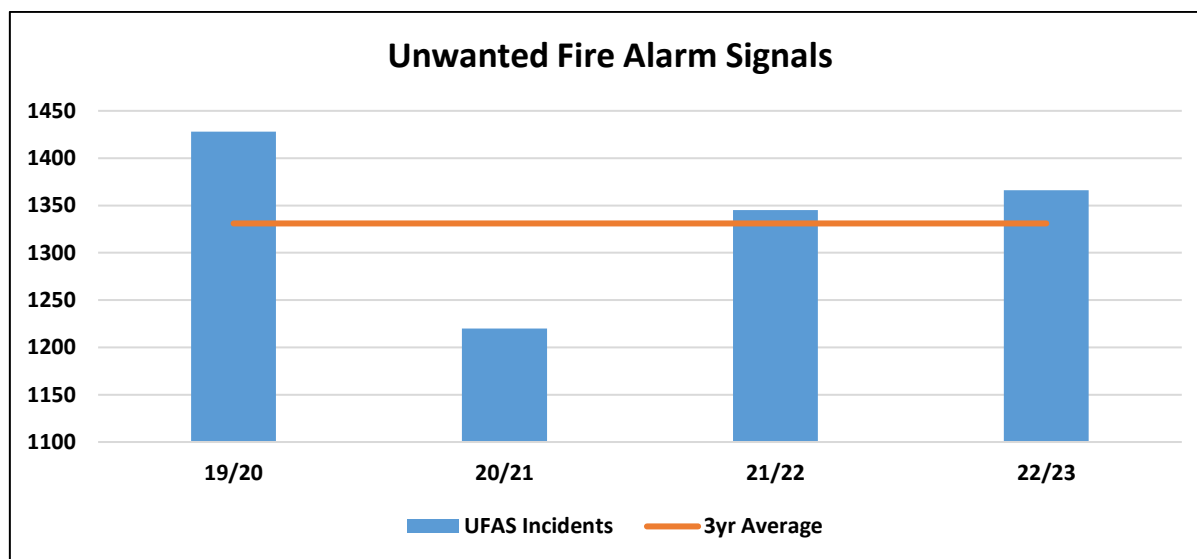


Table 6: Year to Date (April 22 – Sept 22) Performance

Unwanted Fire alarm signals	18/19	19/20	20/21	21/22	22/23	RAG
	1349	1428	1220	1345	1366	Amber

Area	18/19	19/20	20/21	21/22	22/23
Airyhall, Broomhill & Garthdee	44	85	67	72	76
Bridge of Don	75	82	74	64	78
Dyce, Bucksburn & Danestone	166	165	147	169	197
George St & Harbour	231	259	178	207	210
Hazlehead, Queens Cross & Countesswells	63	60	43	54	92
Hilton, Woodside & Stockethill	14	15	7	14	3
Kincorth, Nigg & Cove	109	136	123	148	117
Kingswells, Sheddocksley & Summerhill	62	80	78	66	71
Lower Deeside	52	42	38	61	60
Midsocket & Rosemount	345	310	275	305	304
Northfield & Mastrick North	18	20	22	13	15
Tillydrone, Seaton & Old Aberdeen	62	65	48	68	51
Torry & Ferryhill	108	109	120	104	92

Priority 4 Description – reducing unwanted Fire alarm signals

Automatic Fire alarms (AFA) are fundamental to providing early warning from fire, giving people the chance to evacuate safely. However, to be effective, they must be properly installed and maintained, and a good fire safety management regime must be in place by the duty holder, so they do not activate when there is no fire.

Every Unwanted Fire Alarm Signal (UFAS) from an AFA has an impact in terms of unnecessary blue light journeys, redirecting SFRS resources away from other activities such as community safety work and causing considerable disruption to businesses.

KPI 10 – Unwanted Fire Alarm Signals (UFAS)

As a headline target, the aim is to improve fire safety management and awareness, by reducing the number of attendances to unwanted fire alarm signals (UFAS) from automatic systems in non-domestic buildings to **less than 1375** each year.

What we aim to Achieve

- Reduced impact on businesses, communities and the SFRS, creating capacity to deliver against other local and national priorities.
- Reduce SFRS' carbon footprint through less vehicle movements.
- Reduction in unnecessary demand on retained firefighters and their primary employers.
- Reduced road risk for SFRS operational personnel and the general public.

Performance Management

The table below lists the 5 property types that had persistent call-outs due to UFAS April 22 – March 23

Property Types	No. of UFAS
Hospitals	233
Purpose Built Office	160
Industrial Manufacturing/Engineering	68
Student Halls of Residence	64
Sheltered Housing	59

SFRS personnel proactively engage with any premises that are identified as “repeat offenders” to assist them in developing strategies and procedures that will reduce false alarms of all types.

During this reporting period we have seen an increase compared to the four-year average and this is reflected by the Amber RAG status. We have however, achieved our area target of less than **1375** for the year, with **1366** UFAS incidents being recorded. A contributing factor for the reduction has been through the implementation of a joint working group between SFRS and NHS Grampian. The introduction of the group has evidenced stronger working relationships between both organisation, which has led to a common aim of reducing the impact on both NHS services and SFRS resources through UFAS calls.

To further reduce UFAS calls, SFRS will implement our new [UFAS response model](#) as of the 1st July 2023. We are continuing to work closely with business and premises owners in preparation of these changes.

PRIORITY 5 – Effective Risk Management and Operational Preparedness

PM 11 – Operational Intelligence

Table 7: Year to Date Performance

Operational Intelligence Visits	Q1	Q2	Q3	Q4	RAG	Annual Target
	27	42	95	108	RED	420

PM 12 – Multi-Storey Operational Assurance Visits

Table 8: Year to Date Performance

Multi-Storey Operational Assurance Visits	Q1	Q2	Q3	Q4	RAG	Annual Target
	54	57	54	59	AMBER	236

PM 13 – Staff Competence

Table 9

	Total	Competent	Development	Development Stage		
				Red	Amber	Green
Firefighter	115	76	39	21	17	1
Crew Commander	37	21	16			
Watch Commander	16	8	8			
Senior Manager	7	6	1			

PM 14 – Appliance/Resource Availability

Table 10: Year to Date Performance

	Q1	Q2	Q3	Q4	RAG	Annual Target
On-Call Duty System	97.04%	93.13%	91.67	97.36	94.24%	80%

Wholetime availability has remained strong throughout the year and in line with policy has never dropped below 95% of resource available on any given day.

Priority 4 Description – Effective Risk Management and Operational Preparedness

Risk Management and operational preparedness are key areas of work for the SFRS. For Aberdeen City this means;

- Knowing what the risks are and making appropriate plans to ensure we are resilient and informed to respond effectively to any event at that risk.
- Being prepared to respond to national threats or major emergencies.
- Firefighters being trained and equipped to deal with emergencies safely and effectively and our stations being ready to respond.

KPI 11 – Operational Intelligence

Each operational watch is tasked with undertaking 7 operational intelligence inspections each 7-week cycle. These will be a combination of new inspections and re-visits to validate the currency of the information held.

As a performance target we aim to complete 420 operational intelligence visits across Aberdeen during the reporting year.

KPI 12 – Multi-Storey Operational Assurance Visits

Each identified multi-storey premises in Aberdeen City should receive a quarterly inspection.

As a performance target we aim to inspect 59 residential multi-storey premises every quarter.

KPI 13 – Staff Competence

On initial appointment, and upon promotion, all personnel enter a period of development where it is expected that they follow an appropriate development plan that will see them achieve competency in role within a defined period.

For new appointments there is a development period of 36 months. For newly promoted personnel achieving competence is expected within 12-24 months.

As a performance target we aim to have all personnel competent in role within these defined timescales.

KPI 14 – Appliance/Resource Availability

Good application and efficient use of attendance management, crewing and resourcing policies assists us to keep, as far as reasonably possible, all appliances available at all times. It should be noted that whole-time availability in Aberdeen City has not dropped below 96% at any time during the pandemic and we expect this figure to improve as we move forward to more settled times.

As a performance target we aim to achieve 100% resource availability for the reporting year.

What we aim to Achieve

- Support the wellbeing and safety of the public, SFRS personnel and other emergency responders
- Improved community resilience.

A Fire and Rescue Service that can respond effectively and efficiently across Aberdeen, and beyond

Performance Management

Operational Intelligence (OI): With the continued easing of COVID 19 restrictions during late 2022, we have seen a welcome increase in the completion rate of OI inspections. These restrictions have allowed personnel to engage and entry a number of sites which were not previously accessible.

Multi-Storey Operational Assurance Visits are below our annual target. Management team are working to resolve this trend an establishing processes to ensure visitsare conducted at regular intervals throughout 2023-24.

Staff competence is on track with continued support from the local and national training teams. Once again, the easing of COVID 19 restriction has seen a welcome return to normalilty. This has giving us the abilty as an organisation to undertake face to face training events with increased attendee numbers. We have further enchanced our competenecy based training by undertaken a lead role in organising quarterly Inter-agency exercises. To date, we have conducted joint training simulating Rail, Marine and High rise incidents.

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	6 July 2023
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Communities, Housing and Public Protection Performance Report
REPORT NUMBER	COM/23/176
DIRECTOR	Gale Beattie
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, Customer and Commissioning 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

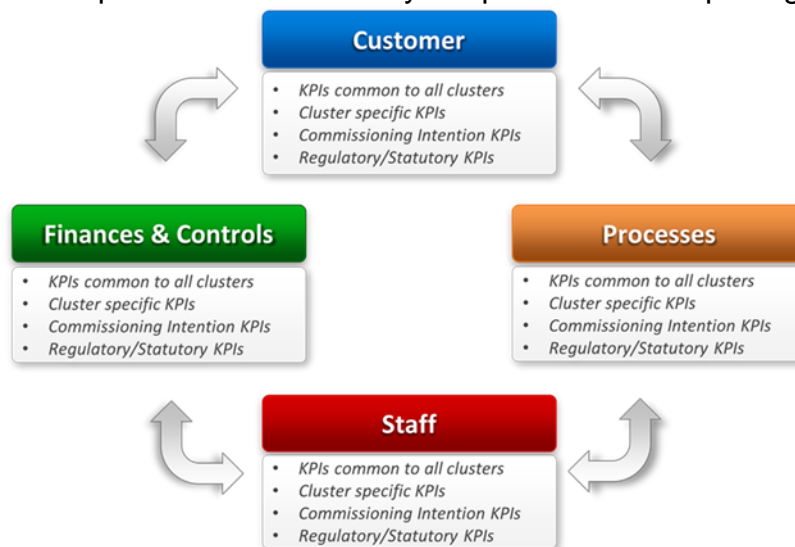
3.1 This report is to provide members with appropriate key performance measures in relation to certain Operations, Customer and Commissioning services as expressed within the 2023/24 Council Delivery Plan.

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 2023/24 Council Delivery Plan that was agreed by Council 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 The refreshed Performance Management Framework for 2023/24 was approved at the meeting of Council on the 14th of June 2023
- 3.5 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.
- 3.6 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.
- 3.7 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.



- 3.8 This report, as far as possible, details performance up to the end of May 2023 or Quarter 4 2022/23, as appropriate.
- 3.9 Appendix A provides an overview of performance across certain Operations, Customer and Commissioning 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:
- % Fly tipping alerts at housing multi-storey blocks responded to within 48 hours
 - YTD Average length of journey in days for applicants assessed as unintentionally homeless (RRTP)

- YTD Average time taken to re-let all properties (Citywide - days)

3.10 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

3.11 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) <i>*taking into account controls/control actions</i>	*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	
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 2023/24 – COM/23/074
[Local Outcome Improvement Plan 2016-2026](#) (July 2021 Refresh)
 Performance Management Framework – COM/23/168

11. APPENDICES

Appendix A – Performance Summary Dashboard

12. REPORT AUTHOR CONTACT DETAILS





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Communities, Housing and Public Protection Committee Performance Report Appendix A

Operations and Protective Services

Building Services













1. Customer – Building Services

Performance Indicator	Mar 2023		Apr 2023		May 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
The year to date percentage of repairs appointments kept	99.16%		99.54%		99%		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).	85.98%		Data unavailable				80%







Performance Indicator	Q2 2022/23		Q3 2022/23		Q4 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	64		117		67		
% of complaints resolved within timescale stage 1 and 2) - Building Services	50%		70.1%		74.6%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	37.5%		35%		25.4%		
*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	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	3.69		3.36		3.38		4.1
The year to date average length of time taken to complete non-emergency repairs (days)	7.71		5.91		6.06		8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	92.03%		92.79%		90.8%		90%
The percentage of Repairs Inspections completed within 20 working day target (year to date)	89.8%		87.4%		79.4%		100%

3. Staff – Building Services

Performance Indicator	Q2 2022/23		Q3 2022/23		Q4 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Building Services)	0		3		1		
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	2		3		4		













Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - Building Services	4.4		4.5		4.5		10
Establishment actual FTE	405.2		405.21		405.16		




4. Finance & Controls – Building Services

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	86.4%		8.2%		16.2%		100%

Facilities Management

1. Customer – Facilities Management

Performance Indicator	Q2 2022/23		Q3 2022/23		Q4 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Facilities	2		5		2		
% of complaints resolved within timescale (stage 1 and 2) - Facilities	100%		80%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	100%		60%		50%		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		1		0		

Performance Indicator	Q2 2022/23		Q3 2022/23		Q4 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
*Number of school lunches served in the year - Primary (YTD)	635,403		1,045,191		1,526,088		1,200,000

*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.

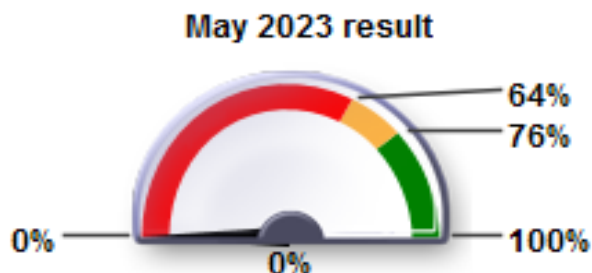
Appendix A

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%
<p>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 compare 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 non-compliance from Education Scotland's school inspection visits.</p>		

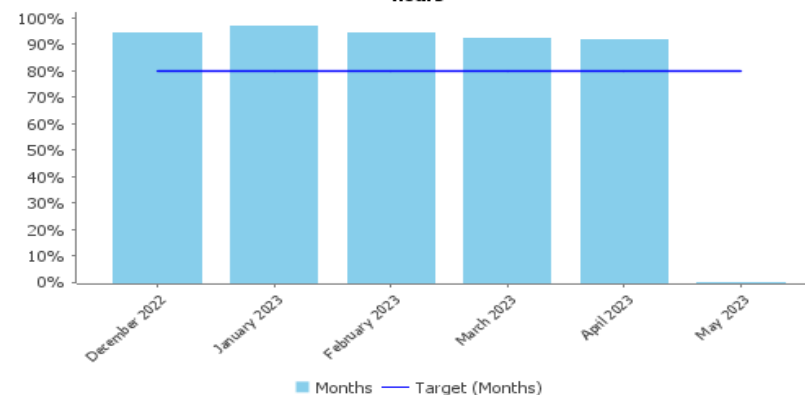
2. Processes – Facilities Management

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours	92.3%		91.7%		0%		80%
% Response cleaning alerts responded to within priority timescales	83.3%		100%		100%		80%
% Void cleaning alerts responded to within priority timescales	95.7%		94.4%		96.6%		80%

% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours



OPS002FAC % Fly tipping alerts at housing multi-storey blocks responded to within 48 hours



Why is this important?

The work being undertaken which informs this measure is generally within communal parts and bin areas of our multi-storey properties. The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010 and requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and citizens through their housing activities. Untimely response to any cleaning requests of this nature may negatively impact on the acceptable levels of clean lines and accessibility within these communal areas of buildings, whilst also presenting an increased fire risk.

Benchmark Information:

This is a local measure and is not benchmarked nationally.

Target:

The target for this measure was 80% during 2022/23 and has been retained at that level for 2023/24.

This is what the data is saying:

For the past 3-year period from June 2020, with only one exception, performance has been maintained at 85% or above. The extreme drop during May 2023 with none of the 16 fly-tipping alerts being dealt with within the 48-hour timescale set has been caused by factors out with the control of the Facilities Management Service. These include severe pressure on staffing resources caused by vacant posts, pre-approved holidays and sickness.

Appendix A

This is the trend:

As stated above, until May 2023, performance for this measure has been on target or above for an extended period of time. On average, for the 6 months preceding May, 94.5% of requests each month were dealt with in target.

This is the impact:

The impact on citizens residing in certain multi storey blocks during May caused by the delay in completing fly-tipping removals on time, may have been noticeable to those involved. However, as stated this is the first month during the past 3-year period when this has occurred and also the number of alerts was relatively low (16 in month) which will have minimised the impact felt by residents.

These are the next steps we are taking for improvement:

The service is actively recruiting for one vacant post which currently exists. Another employee, who is currently on leave of absence, retires from the Council's employment at the end of June 2023 and the service has sought authorisation to fill this post through corporate recruitment and establishment control board processes. Employee absences caused by sickness will be managed in line with our Supporting Attendance and Wellbeing policy and procedure. All of these measures will be undertaken with the intention of returning performance back to target as soon as practicably possible.

Responsible officer:

Andy Campbell

Last Updated:

May 2023

Performance Indicator	Current Status	2022/23 Target
We will deliver 39 weeks contracted school cleaning to the standards set in our generic specification and within the budget allocated.		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.		

Performance Indicator	Current Status	2022/23 Target
We will deliver cleaning services within all (non-school) operational properties to the standards set in our generic specification and within the budget allocated.		95%
Cleaning service is delivered by the in-house team throughout the year at all other operational properties across the city, on all weekdays minus public holidays (a limited number of properties also receive service over weekends). We will use this measure to highlight any instances where a property has been unable to open due to our inability to provide a satisfactory cleaning service.		







3. Staff – Facilities Management

Performance Indicator	Q2 2022/23		Q3 2022/23		Q4 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter)	0		2		0		
Accidents - Non-Reportable - Employees (No Quarter)	2		6		4		

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence – Average Number of Days Lost - Facilities	14.8		15.5		16.3		10
Establishment actual FTE	529.85		527.47		525.13		
Establishment actual FTE (Catering)	170.52		169.88		170.95		
Establishment actual FTE (Cleaning)	241.07		237.49		234.28		
Establishment actual FTE (Janitorial)	64.59		65.97		64.14		
Establishment actual FTE (Office & Building Management)	15.89		16.59		16.89		
Establishment actual FTE (Passenger Transport Unit)	34.18		34.18		34.18		













* 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.

4. Finance & Controls - Facilities Management













Performance Indicator	Mar 2023		Apr 2023		May 2023		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)	100.1%		9.4%		18.3%		100%

Protective Services
















1. Customer – Protective Services

Performance Indicator	Q2 2022/23		Q3 2022/23		Q4 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Protective Services	3		2		9		
% of complaints resolved within timescale - Protective Services	100%		100%		66.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	0%		0%		11.1%		
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0		0		2		

2. Processes - Protective Services

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	97.9%		98.2%		100%		100%
High Priority Pest Control % responded to within 2 days	98.8%		97%		100%		100%
High Priority Public Health % responded to within 2 days	98.6%		98%		98.4%		100%
Dog Fouling - % responded to within 2 days	98.2%		100%		96.9%		100%







Appendix A

Performance Indicator	Q2 2022/23		Q3 2022/23		Q4 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	74.5%		67.9%		67.7%		80%
*% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	13.5%		18.6%		22.8%		20%
*% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	2.5%		11%		11%		10%
*% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	35.3%		44.4%		53.6%		20%
*% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	17.6%		29.4%		28.1%		10%

*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. Recovery cycle is still on going and the highest risk inspections are being prioritised.

3. Staff - Protective Services

Performance Indicator	Q2 2022/23		Q3 2022/23		Q4 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		1		0		

Appendix A

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - Protective Services	0.9		1.1		1.4		10
Establishment actual FTE	63.87		62.86		63.93		

4. Finance & Controls - Protective Services

Performance Indicator	Q2 2022/23		Q3 2022/23		Q4 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	96.6%		100%		83.1%		95%

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	99.6%		6.8%		18.3%		100%




Commissioning

Data & Insights







1. Customer – Data and Insights







Performance Indicator	Q2 2022/23		Q3 2022/23		Q4 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 Q2/Q3/Q4						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	Q2 2021/22		Q3 2022/23		Q4 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	Q2 2021/22		Q3 2022/23		Q4 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	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost – Data and Insights	1		1.4		1.4		5
Establishment actual FTE	34.81		33.77		33		

4. Finance & Controls – Data and Insights

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	97.6%		8.4%		17.8%		100%

Customer

Customer Experience

1. Customer – Customer Experience

Performance Indicator – Service	Q2 2022/23		Q3 2022/23		Q4 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Customer Experience	82		70		66		
% of complaints resolved within timescale – Customer Experience	92.7%		85.7%		92.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Customer Experience	29.3%		31.4%		45.5%		
Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience	6		4		5		

2. Processes – Customer Experience

Performance Indicator	Mar 2023		Apr 2023		May 2023		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)	12.06		8.11		Data unavailable		12
Correct amount of Housing Benefit paid to customer (monthly)	96.82%		96.7%				95%
% Customer Contact Centre calls answered within 60 seconds	71.1%		72.82		73.91%		70%

Performance Indicator	Q2 2022/23		Q3 2022/23		Q4 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
*% Crisis Grant applications processed within 2 working days	89.6%		96.19%		86.9%		90%
*% Community Care Grant applications processed within 15 working days	50.1%		90.37%		70%		50%

*Data shown for Q4 represents annual performance for 2022/23

3. Staff – Customer Experience

Performance Indicator	Q2 2022/23		Q3 2022/23		Q4 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		1		

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Customer Experience	6		6.3		6.5		5
Establishment actual FTE	345.33		355		352.17		

4. Finance & Controls – Customer Experience

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£128.8m		£16.3m		£29m		£128.3m
Staff Costs - % Spend to Date (FYB)	99.62%		9%		16.9%		100%

1. Customer – Digital and Technology

Performance Indicator	Q2 2022/23		Q3 2022/23		Q3 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Digital and Technology	1		0		4		
% of complaints resolved within timescale – Digital and Technology	100%		No complaints Q3		50%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology	100%				75%		
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology	1				1		







Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
*Average Call Wait Time (IT Helpdesk)	112 secs		44 secs		122 secs		150 sec.
Abandonment Rate % (IT Helpdesk)	6.64%		3.06%		9.76%		30%







*An incident occurred on 9th May when a new digital security certificate was not recognised by all corporate devices, causing some users to experience difficulties when trying to log in remotely via the Citrix gateway. Although a number of steps were taken both to address the fault and mitigate its impact on users, the incident did generate a considerable increase in calls to the ICT Service Desk and remote support requests.

2. Processes – Digital and Technology




Performance Indicator	Mar 2023		Apr 2023		May 2023		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	83.1%		86%		80.4%		65%
% Priority 1 and 2 incidents closed in timescale	50%		85.7%		87.5%		99.5%
% Priority 3 – 5 incidents closed in timescale	82%		79.3%		81.5%		95%

3. Staff – Digital and Technology

Performance Indicator	Q2 2021/22		Q3 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		2		

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Digital and Technology	0.4		0.4		0.5		5
Establishment actual FTE	93.96		93.38		93.38		

4. Finance & Controls – Digital and Technology

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	99.4%		8%		16.3%		100%

Early Intervention and Community Empowerment

1. Customer – Early Intervention and Community Empowerment

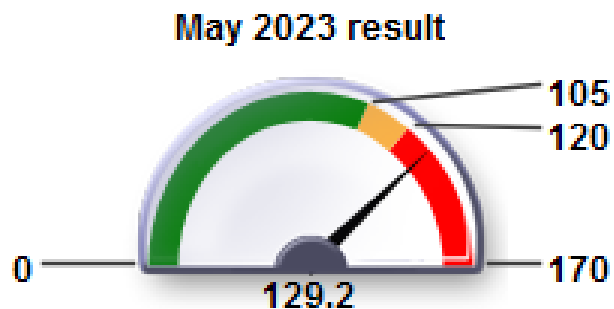
Performance Indicator	Q2 2022/23		Q3 2022/23		Q3 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Early Intervention and Community Empowerment	75		59		76		
% of complaints resolved within timescale - Early Intervention and Community Empowerment	73.3%		61%		72.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment	41.3%		16.9%		25%		
Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment	7		5		5		

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Percentage of tenants satisfied with the standard of their home when moving in YTD	75.2%		62.5%		71%		75%
Satisfaction of new tenants with the overall service received (Year To Date)	81.6%		83.3%		87.1%		85%
Financial Inclusion - No of open cases per month	196		175		211		
Financial Inclusion - No of enquiries per month	232		183		188		
Number of visits to libraries - person	47,097		40,757		38,736		
Number of visits to libraries - virtual	114,096		101,095		102,127		
% Libraries open during agreed opening hours	100%		100%		100%		95%

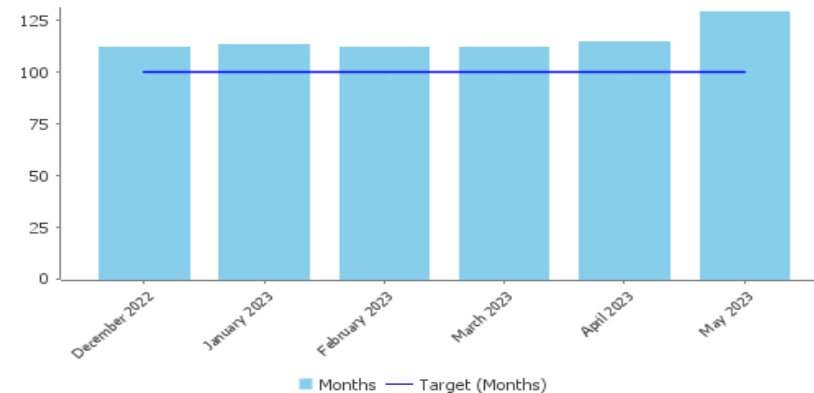
2. Processes – Early Intervention and Community Empowerment

Performance Indicator	Mar 2023		Apr 2023		May 2023		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	49.7%		28%		30%		100%
YTD Average length of journey in days for applicants assessed as unintentionally homeless	112.1		110.8		129.2		100
YTD Percentage of anti-social behaviour cases reported which were resolved	99.6%		88.2%		90.2%		100%
YTD % of calls attended to by the ASBIT Team within 1 hour	95.3%		97.7%		94.3%		100%
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	399		412		406		
The YTD number of Legal reposessions following decree (Arrears) - Citywide	6		0		0		
Applications processed 28 days YTD %	99.83%		100%		100%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	91.8%		91.2%		89%		100%
The YTD Average time taken to re-let all properties (Citywide - days)	178.7		226		243.8		125
Voids Available for Offer Month Number - Citywide	1,531		1,575		1,600		
Welfare Rights - % of Successful Appeals	71.4%		50%		100%		
HMO License Applications Pending	135		111		110		
HMO Licenses in force	1,006		1,027		1,030		
% Library item requests satisfied within 21 days	78.3%		82.1%		79%		85%

YTD Average length of journey in days for applicants assessed as unintentionally homeless (RRTP)



HOUKPIHL11(i) YTD Average length of journey in days for applicants assessed as unintentionally homeless (RRTP)



Why is this important?

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

Charter outcome **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.

National Policy – Transitioning towards a rapid rehousing approach is part of Scotland's strategy to end homelessness where one of the four key priorities is that 'homeless households are provided a settled, mainstream housing outcome as quickly as possible'.

This indicator, along with others, monitors whether we are achieving our desired outcomes and are committed to 'Sustain/improve performance in respect of the key priorities set out above.

Benchmark Information:

2022-23

The average homeless journey (from date of application – outcome) during the financial year 2022/23 was **112 days**. Benchmarking information for this period is not available yet however the national average recorded for the preceding year - 2021/22 was **275 days**.

Target:

2023-24

The average homeless journey target is **100 days** for this financial year.

This is what the data is saying:

- The average homeless journey is currently operating at **129 days**.
- Year to date there have been **138** cases closed where the applicant had a permanent rehouse duty. Of these **69 (50%)** met the 100 days target set.
- There has been an increase in both key stages of the homeless journey this year.
 - The average time taken from application to decision is **24 days** and is higher than the **21 days** average target timescale for this stage,
 - The average time taken from decision to outcome is **105 days**
- Current case closure rates are **27%** lower than levels of new homeless demand, where **188** applicants have been assessed with a rehouse duty this year.
- This has led to an increase in open homeless cases where there are currently **413** households waiting to be permanently rehoused.

This is the trend:

- Up until last year the homeless journey had been accelerating, falling from an average of **200 days** in 2015/16 to **104 days** in 2021/22. However, in 2022/23 the journey time increased by **8 days** to an average of **112 days**, whereupon this trend has continued into 2023/24 where the average time to date has increased by **17 days** to **129**.
- Since 2020/21 the number of cases closed within 100 days has been declining. To date only **50%** of cases closed in 2023/24 have recorded a homeless journey of less than 100 days. This is down **15%** on levels achieved in 2022/23 (**65%**) and **20%** on 2021/22 (**70%**).
- The increase in journey times has impacted case closure rates, whereby a **9%** decline was recorded among households assessed with a rehouse duty in 2022/23. Case closure rates this year have continued to decline, falling by **22%** when compared with the same period last year, causing the homelessness journey to increase further.
- A fundamental shift in the homeless landscape occurred in 2022/23 where a **26%** increase in homeless applications was recorded, leading to an 11% increase in statutory homelessness. Due to this upturn, levels of new rehousing demand outstripped case closure rates by 12% in 2022/23, the first-time this has happened since 2015/16. Again, this trend has continued into the current year where new levels of rehousing demand currently outstrip case closure rates by **36%**.
- Aberdeen City Council is the primary supplier of housing to homeless households in the city. Despite the increase in demand in 2022/23, **67 (-9%)** fewer homeless households were allocated a general need property than in 2021/22. To date Aberdeen City Council has let **95** general need properties to homeless households in 2023/24, 23 fewer than the same period the previous year, an even greater downturn of **19%**.
- A total of **278** new build properties were completed in 2022/23. To date **256** have been let with **142 (55%)** having been allocated to homeless households. Furthermore, **87** properties were bought back with only a handful of these let to date.

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 Unsuited 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:

- Assigning additional resources for voids repairs. Building Services continue to prioritise deployment of its workforce to void repair work which is also contributing to the anticipated performance transformation.
- We are procuring additional contractors to focus on clearing the backlog of work in progress properties and to focus on the properties identified for the Ukrainian project.
- Working with Registered Social Landlords (RSLs) to increase the number of properties let to households experiencing homelessness.
- Undertaking prevention activity to reduce homelessness, this includes a new post to support people experiencing Domestic Abuse stay at home, a Private Landlord Support Officer and our Housing & Support model to help tenants sustain their tenancy.

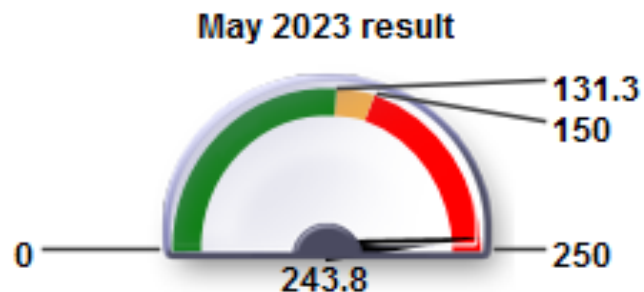
Responsible officer:

Last Updated:

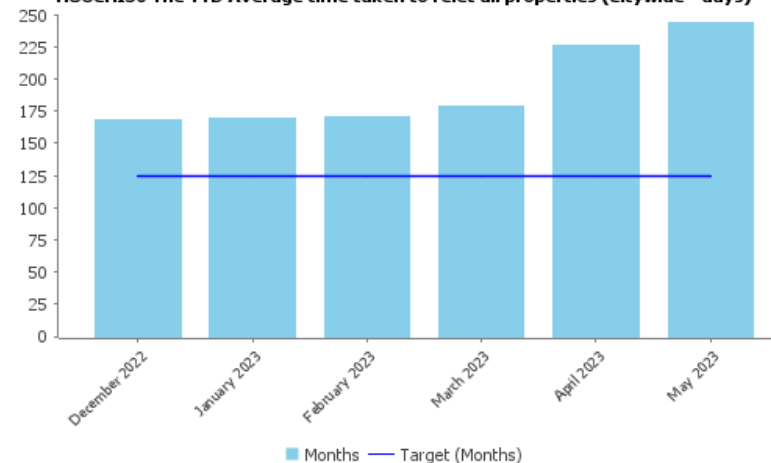
Graeme Gardner

May 2023

YTD Average time taken to relet all properties (Citywide - days)



HOUCHI30 The YTD Average time taken to relet all properties (Citywide - days)



Why is this important?

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

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

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

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

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

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

Benchmark Information:

2022-23

- Average relet times was **178.7** days. The Scottish Average is not currently available.

Target:

2023/24

- The target for the average number of days to relet all properties for 2022/23 was set at **125** days, the 2023/24 target is currently under review.

This is what the data is saying:

For the reporting year 2023/24 the average relet time YTD is **243.8** days, a significant increase on the **178.7** days last reported to Committee.

This is the trend:

Average relet times for the last 3 years show **113.9** days in 2020/21, **106.7** days in 2021/22 and **178.7** days in 2022/23.

The number of properties relet as of 31st May 2023 is **308** a decrease when compared to the same period last year where **373** properties had been relet with an average of **160.6** days.

The relet times show that of the **308** properties let **183 (59.4%)** had been void for over **200** days with the longest being void for **638** days. **24 (7.8%)** properties were relet within the Scottish Local Authority average for 2021/22 of **55.3** days

This is the impact:

Some of the consequences of this performance are:

- Loss of rental income to the Council.
- People experiencing homelessness are spending longer periods of time in temporary accommodation.

These are the next steps we are taking for improvement:

Addressing voids performance continues to be a priority for services. In response to this we have developed a new corporate improvement project led at Chief Officer level with oversight being provided through a Housing Improvement Group which is chaired by the Director of Customer. The Chair of the Performance Board has commissioned a strategic performance review of void property management. The aim of the project is to provide a holistic view of the Council's current voids management system and document the complexities, risks and issues.

Our Improvement Plan is now led at Chief Officer level and has an extensive range of actions intended to transform performance. Actions include;

- Commissioning of a Strategic Voids Review – 3-month short piece of work examining ways to drive up performance.
- Assigning additional resources for voids repairs. Building Services continue to prioritise deployment of its workforce to void repair work which is also contributing to the anticipated performance transformation.
- Procuring additional contractors to focus on clearing the backlog of work in progress properties and to focus on the properties identified for the Ukrainian project.
- A continued concentration on letting the new build development at Summerhill which will positively impact on average relet times.
- Increasing allocations resource to improve offers and letting stages.
- Use of digital technologies to support more efficient processes.
- Continuing our approach with the new Housing and Support service, creating and delivering an enhanced approach to tenancy sustainment and letting processes.
- Introduction of final day inspections from 26 June 2023. Additional and more robust inspection of properties to minimise properties returned in poor condition at termination. Earlier scheduling and programming of work, creating further efficiency within the overall process.
- Implementation of Choice Based Letting on 27 June 2023 which will enhance the customer experience with a further aim of reducing refusal rates.

Responsible officer:

Last Updated:

Martin Smith/Graham Williamson

May 2023

3. Staff – Early Intervention and Community Empowerment

Performance Indicator	Q2 2022/23		Q3 2022/23		Q4 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - EICE)	0		1		0		
Accidents - Non-Reportable - Employees (No in Quarter – EICE)	0		2		3		

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - EICE	6.7		7.1		7.4		8
Establishment actual FTE	400.63		432.68		430.31		

4. Finance & Controls – Early Intervention and Community Empowerment

Performance Indicator	Mar 2023		Apr 2023		May 2023		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	94.8%		8.3%		18.1%		100%
Financial Inclusion - Total Financial Gains Achieved per month	£472,380		£342,688		£659,509		
Gross rent Arrears as a percentage of Rent due	17.41%		17.05%		17.1%		18.2%
Rent loss due to voids - Citywide - YTD average	5.7%		7.56%		7.43%		4.62%

Corporate

1. Customer – Corporate

Performance Indicator – Corporate	Q2 2021/22		Q3 2022/23		Q4 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
No. of Non-complex Subject Access Requests received	55		79		50		
% Non-complex Subject Access Requests responded to within 1 month	80%		72.2%		76%		80%
No. of Complex Subject Access Requests received	13		9		9		
% Complex Subject Access Requests responded to within 3 months	46.2%		44.4%		0%		70%
No. of Environmental Information Regulation requests received	61		61		82		
% of Environmental Info Requests replied to within 20 working days - Corporate	82%		77%		90.2%		85%
No. of Freedom of Information requests received	307		329		412		
% of Freedom of Information requests replied to within 20 working days - Corporate	83.7%		80.5%		85.7%		85%
No. of Access to School Records requests received	3		4		0		
% Access to School Records requests responded to within 15 school days	100%		100%		No requests Q4		100%
No. of Data Protection Right requests received	8		4		2		
% Data Protection Right requests responded to within 1 month	100%		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

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	6 July 2023
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Modern Slavery
REPORT NUMBER	COM/23/211
DIRECTOR	Gale Beattie
CHIEF OFFICER	Jenni Lawson
REPORT AUTHOR	Deirdre Nicolson
TERMS OF REFERENCE	2

1. PURPOSE OF REPORT

- 1.1 To update the Committee on the current status of the Modern Slavery Act 2015 and related matters.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Note the current status of the Modern Slavery Act 2015, proposed legislative changes and the review of what other major public institutions have in place.

3. CURRENT SITUATION

- 3.1 Following a Notice of Motion submitted by Councillor Ali to the Council meeting of 26 April 2023, the Council noted that modern slavery affects millions of people globally. The Council also noted that only parts of the Modern Slavery Act 2015 apply to Scotland, but that, as a public body, it should uphold the highest possible ethical standards, and contribute to the elimination of this scourge on our society.
- 3.2 The Council instructed the Chief Executive to report to the Communities, Housing and Public Protection Committee on the current status of the Modern Slavery Act 2015 including any proposed legislative changes and a review of what other local authorities, across the UK, and other major public institutions (e.g. universities, charities, devolved/national governments etc.) have in place and the impact thereof.

What is Modern Slavery?

- 3.2 The Home Office has issued [Modern Slavery: Statutory Guidance for England and Wales \(under s49 of the Modern Slavery Act 2015\)](#) and [Non-Statutory Guidance for Scotland and Northern Ireland](#). The key points are that:
- Modern slavery encompasses human trafficking and slavery, servitude and forced or compulsory labour;
 - Human trafficking consists of three basic components: action, means and purpose of exploitation. All three components must be present in an adult trafficking case; for child trafficking the 'means' component is not required;
 - In human trafficking cases, exploitation can take many forms, including: sexual exploitation, forced labour, slavery, servitude, forced criminality and removal of organs;
 - Some people may not be victims of human trafficking but still victims of modern slavery if they have been subject to slavery, servitude and forced or compulsory labour;
 - Human trafficking is not the same as human smuggling; and
 - There are common myths about modern slavery, such as misconceptions that UK nationals cannot be victims and that a person cannot be a victim if they reject offers of help.
- 3.3 [Walk Free](#) has recently published the Global Slavery Index 2023 which shows which countries are most vulnerable to modern slavery, and government responses to modern slavery. It also includes data about imports and modern slavery statements.

Modern Slavery Legislation

- 3.4 The UK Parliament has enacted the Modern Slavery Act 2015. The majority of its provisions apply only to England and Wales. Some provisions in respect of maritime enforcement, the Independent Anti-Slavery Commissioner and transparency in supply chains (TISC) also extend to Northern Ireland and Scotland.
- 3.5 The UK Government issued a 29-page [Modern Slavery Statement](#) in March 2020. The statement sets out the government's efforts towards eradicating modern slavery from its supply chains, including direct engagement with around 400 suppliers and delivering training to over 250 government commercial staff. A [report](#) covering the progress ministerial government departments have made on implementing the 13 ambitious goals set out in the government modern slavery statement was issued in November 2021.
- 3.6 The obligation to publicise modern slavery statements applies to commercial organisations. As such, Scottish public bodies are not currently required to publicise such statements. In June 2022, the Scottish Government [sought views](#) on proposals to extend reporting requirements to Scottish public bodies for the publication of modern slavery statements as part of work to improve transparency in supply chains (TISC). The consultation also requested views on reporting mechanisms and enforcement. The [results](#) of the Consultation were published in December 2022. The time frame for any amendments to

current legislation is not yet known as further news on a proposed UK Modern Slavery Bill is awaited. The proposed UK Bill has not yet been introduced.

- 3.7 Under the devolution settlement for Scotland, responsibility for the policy and legislative response to modern slavery rests with the Scottish Government and Scottish Parliament.
- 3.8 The Scottish Parliament has enacted the Human Trafficking and Exploitation (Scotland) Act 2015 to consolidate and strengthen the existing criminal law against human trafficking and exploitation and enhance the status of and support for its victims. The Act also gives Ministers power, by regulations, to specify relevant public authorities who must notify the chief constable of the Police Service of Scotland about a person who is, or appears to be, a victim of an offence of human trafficking or slavery, servitude and forced or compulsory labour. This part of the Act is not yet in force. A consultation took place in 2019, the results of which are available [here](#).
- 3.9 The Scottish Government published its [Trafficking and Exploitation Strategy](#) for Scotland in May 2017. The strategy's main themes were to:
- identify victims and support them to safety and recovery;
 - identify perpetrators and disrupt their activity; and
 - address the conditions, both local and global, that foster trafficking and exploitation.
- 3.10 Since the introduction of the strategy, [three annual reports](#) have been issued.
- 3.11 In addition to the Modern Slavery Act 2015 and the Human Trafficking and Exploitation (Scotland) Act 2015, local authorities have broader powers and duties which can assist in tackling modern slavery and human trafficking. [Guidance](#) issued to local authorities by COSLA's [Migration Scotland](#) lists the following powers and duties:

Function and legislation	Overview
Procurement	Councils' procurement activities must be conducted in a fair and transparent manner with due respect for fair work policies, in an effort to avoid buying into supply chains that are susceptible to human trafficking or exploitation.
Licensing and regulatory powers	Councils' powers to license and regulate services include, but are not limited to, taxi operators and drivers, public entertainment, street traders, sex shops and sexual entertainment venues. Councils have the authority to deny a license where there is suspicion that the proprietor is complicit in criminal activity. Further

	provisions give local authority officers the right of entry and inspection; and license holders who are found to be conducting criminal activities are liable to conviction.
Planning	Councils can issue enforcement notices if it appears there has been a breach of planning control; and authorised persons can, at a reasonable hour, enter land for investigatory and enforcement purposes.
Housing	Councils have a duty to carry out inspections of properties they hold to identify overcrowding. Landlords and occupiers are guilty of an offence if they cause or permit overcrowding and local authorities have a duty to enforce provisions in legislation regarding overcrowding. Local authorities have a duty to carry out secure accommodation for individuals who present themselves as homeless and carry out assessments to prevent and alleviate homelessness in their areas, thereby seeking to mitigate the conditions that can lead to vulnerable people being exploited.
Adult and child protection	Local authorities have duties to support vulnerable groups, which can mitigate against conditions that make people vulnerable to exploitation.

3.12 Despite there being no requirement on local authorities to publish modern slavery commitments, some local authorities have voluntarily published information on their websites.

3.12.1 The City of Edinburgh Council has issued [Modern Slavery Commitments](#) which set out their commitments to combating and preventing human trafficking and slavery in their corporate activities.

3.12.2 Glasgow City Council directs [members of the public who have concerns](#) to the [Modern Slavery Helpline](#).

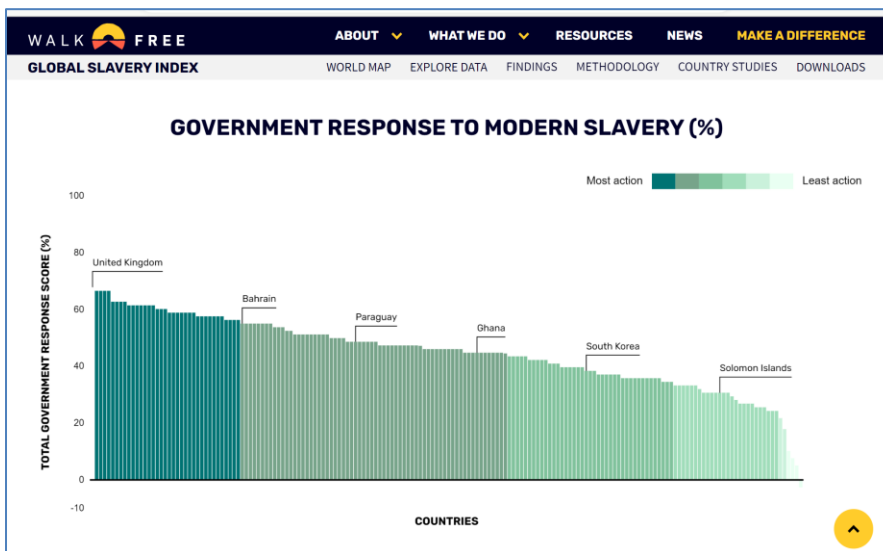
- 3.12.3 Angus Council has a [Missing, Trafficking and Exploitation Strategy 2018](#).
- 3.12.4 Dundee City Council signposts users to [Unseen](#) which is a UK charity with its head office in Bristol who provide safehouses and support in the community for survivors of trafficking and modern slavery. Unseen also run the UK Modern Slavery & Exploitation Helpline and work with individuals, communities, business, governments, other charities and statutory agencies.
- 3.12.5 South Lanarkshire Council has a [Modern Slavery Charter](#) which focusses on procurement.

Major Public Institutions

- 3.13 The University of Aberdeen has issued a [Modern Slavery & Human Trafficking Statement](#) which *“reflects our commitment to act ethically, transparently and with integrity in all our business dealings and relationships, to implement the UN Guiding Principles on Business and Human Rights, and to establish and maintain effective systems and controls which ensure the University is not contributing to modern slavery in any way.”* The statement focusses on the procurement activities of the University.
- 3.14 Robert Gordon University issues an annual [Modern Slavery Statement](#) as part of its commitment to establishing practices to combat slavery and human trafficking. The statement focusses on the procurement activities of the University.
- 3.15 Police Scotland have issued their commitment to [Human Trafficking and Modern Slavery](#).
- 3.16 Scottish Ambulance Service have issued a [Modern Slavery Statement](#) which focusses on recruitment and procurement activities.
- 3.17 NHS Education for Scotland have issued a [Modern Slavery Statement](#) which also focusses on recruitment and procurement activities.

Impact

- 3.18 [Aberdeen City Council Public Protection Committee](#) considered a thematic report from Police Scotland on Human Trafficking at its meeting on 9 May 2018 which included information on instances of human trafficking reported in the City.
- 3.19 Given the available data on the extent and range of Modern Slavery, the impact of the levers currently available to local authorities is difficult to assess. It is also worth noting that [WalkFree](#) have assessed the UK’s approach to be the most active:



However they have also noted that:

“Nearly every government in the world has committed to eradicating modern slavery through their national legislation and policies, yet progress has largely stagnated since 2018.

“While it is everyone’s responsibility to address modern slavery, governments have a central role to play by enacting legislation, providing safety nets for their population, and pursuing criminals who participate in these hideous crimes.”

4. FINANCIAL IMPLICATIONS

4.1 While supply chain management is a key element in reducing global instances of modern slavery, there are no direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

5.1 While the Council’s wider statutory powers and duties may contribute to reducing modern slavery, 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

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

Modern slavery is clearly a matter of the utmost gravity. However, because this report is simply recommending the noting of certain matters, no significant risks are identified in relation to that particular recommendation.

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 identified	N/A	N/A	Yes
Compliance	As above	N/A	N/A	Yes
Operational	As above	N/A	N/A	Yes
Financial	As above	N/A	N/A	Yes
Reputational	As above	N/A	N/A	Yes
Environment / Climate	As above	N/A	N/A	Yes

8. OUTCOMES

The proposals in this report have no impact on the Council Delivery Plan.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Not required
Data Protection Impact Assessment	Not required
Other	Not applicable

10. BACKGROUND PAPERS

- 10.1 [Public Protection Committee 9 May 2018: Thematic Report: Human Trafficking Thematic Report - Human Trafficking Aberdeen City 2.pdf](#)
- 10.2 [Modern slavery - GOV.UK \(www.gov.uk\)](#)
- 10.3 [Tackling Human Trafficking in Scotland | Migration Scotland](#)

11. APPENDICES

None

12. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	6 July 2023
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Aberdeen's Future Library and Information Service
REPORT NUMBER	CUS/23/216
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Jacqui McKenzie
REPORT AUTHOR	Margaret Stewart
TERMS OF REFERENCE	1.1.2

1. PURPOSE OF REPORT

1.1 On the 1st March 2023 the Chief Officer - Early Intervention and Community Empowerment was instructed to bring a report to this Committee, during financial year 2023/24, outlining options for, the design of a 21st Century library provision that can then be shared for consultation. This report seeks permission to consult with library stakeholders to ensure the design of future city library provision is sustainable and responsive to the evolving needs of our communities ahead of submitting a plan for Aberdeen's Future Library and Information Service later in 2023/24.

2 RECOMMENDATION(S)

That Committee:-

2.1 Instructs the Chief Officer - Early Intervention and Community Empowerment to carry out engagement and consultation with stakeholders to understand current and future demand and how available resources can be maximised to ensure continued access to library and information services that are sustainable and responsive to local need;

2.2 Instructs the Chief Officer - Early Intervention and Community Empowerment to work with stakeholders to co-design a strategic vision and plan for the Library and Information Service in the context of the Community Planning Aberdeen Partnership;

2.3 Approves the timeline for consultation, communication, analysis and design of Aberdeen's Future Libraries and Information Service vision and plan, as set out in 3.8 of the report;

2.4 Instructs the Chief Officer - Early Intervention and Community Empowerment to report back to the Communities, Housing and Public Protection Committee

on the Future Libraries and Information Service vision and plan at the first Committee meeting of 2024.

3. CURRENT SITUATION

- 3.1 Aberdeen City Council's Library and Information Service continues to be an essential service for citizens who live, work, study and play in Aberdeen. Customers can access; information, reading development for adults, children and young people, health and wellbeing, business and employability and local history support and resources. These are available; physically through 10 Community Libraries and the Central Library's 4 departments, digitally 24/7 through the Library catalogue, webpages and databases or at home through the Home Service. The majority of schools across our city also have an on-site school library.
- 3.2 The speed of change globally and locally over the last 5 years has been consequential in relation to society, the economy and technology. Within the Library and Information Service change has been felt through the reduction of the library estate. During the pandemic change enabled innovation in many aspects of delivery while other areas have remained the same. There is a need to evaluate; what works well, where changes can be made and where further efforts are required to ensure future provision reaches all communities in our city. This will happen through dynamic leadership and listening, collaboration, and innovation with library stakeholders to ensure our future Library and Information Service can support current and new customer's evolving needs and aspirations in a changing world and City.
- 3.3 Libraries are about people, the way the people in our city access the Library and Information service is changing with a reduction of physical visits and a considerable and steady increase in virtual visits. Increasing numbers of young people are also now seeking digital resources in our schools signifying a change in behaviours as young people and families became more reliant on digital resources during the COVID-19 pandemic. While both physical and digital access routes are valuable and essential and are not exclusive of each other, we need to ensure library resources are directed and invested in, based on how customers choose to access facilities locally, their current support and information needs, not solely traditional library services now and in the future. Any new model will require to be agile to changing community needs.

year	17/18	18/19	19/20	20/21	21/22	22/23
Physical library visits	901,526	871,893	865,163	54,101	117,137	403,398
Virtual library visits	560,097	558,089	872,252	1,062,520	1,164,747	1,248,491

There is also a need for all partners (internal and external) to think quite differently about how we use our estate, how our services are shaped (such as education,

children's social work, Community Learning, Employability services, Financial Inclusion Services and Library and Information Service) and how services should deliver services in partnership with others to help mitigate risks to children and families. There is clear evidence, from our work to develop our Fit Like Service and Edge of Care Pilots, that this focus on moving upstream and increasing emphasis on prevention and early intervention is welcomed by families and more effective in mitigating risks.

Working in a more collaborative way to support individuals, children, young people and families could help realise the full benefits of being a commissioning council and fully take advantage of our close links with partners. The pandemic taught us that taking a more coordinated and multi-disciplinary approach enables us to be more responsive to the bespoke needs in our communities. Seeing our library and information service as part of a bigger system of family support would enable the insight gleaned in one part of the organisation or partnership (for example low levels of literacy confidence identified by our Employability team) informing the work of others (for example the work of schools, Community Learning and Development and our Library and Information Service).

Library and Digital Strategy

3.4 Forward: Scotland's Public Library Strategy 2012-2025 sets strategic aims with a focus on People, Place and Partnership:

People: Libraries will support people and communities to reach their full potential and celebrate the unique skill set of staff.

Place: Libraries will be recognised as both valued places and place makers, with community led design at the heart.

Partnership: Libraries will deliver on local and national priorities through a strategic approach to collaboration and partnership.

These are underpinned by five foundations for success:

- Data driven service design
- Equality, Diversity & Inclusion
- Seamless Customer Journey
- Staff Culture
- Sustainability

While Forward focuses predominantly on a physical library context, how the library service advances with technology and enables customers to do the same is informed by Digital Scotland's – A Changing Nation: How Scotland will Thrive in a Digital World, Aberdeen's Future Library and Information Service consultation and subsequent plan will be informed by these and other strategies referenced on 8.0 of the report.

The Family Support Model

3.5 The Independent Care Review (ICR), The Promise, published in February 2020, made a series of recommendations in how to support our most vulnerable children and families following an in-depth review. There is broad consensus that applying these recommendations will help us secure more positive outcomes for children, young people and families.

The Promise identified 'Ten Principles of Intensive Family Support' which very much align with the workings of our library and information service.

Community based	Holistic and relational
Responsive and timely	Therapeutic
Work with family assets	Non stigmatising
Empowerment and agency	Patient and persistent
Flexible	Underpinned by children's rights

Consideration of these 10 principles, would allow us to consider how our Library and Information Service could impactfully contribute to a local Family Support Model. This in turn will enable consideration of how best we can use our library services to help mitigate risks which directly impact on longer term outcomes, such as poverty, and take a more preventative approach.

Also worthy of consideration, is the current programme of education reform. There are early indications that there will be an increased emphasis on looking more holistically at learning provision serving young people and adults to help maximise employment and training pathways. Taking this approach will help support skills development, increase opportunities into employment or study and ultimately our economy. The Council continues to consider the various reform agendas to ensure that we are well positioned to implement the required changes.

Approach to Engagement and Consultation

3.6 Library stakeholders are library customers, members of the public; people who live, work, study and/or play in Aberdeen, library staff and internal partners and external partners. How we engage and consult is important, there is a strong public support for libraries and we look forward to working with individuals, families and communities across a range of approaches that are responsive to age, stage and demographic. Engagement will be designed mindful of access barriers. There will be opportunities designed for children and young people, more anonymous consultation in libraries and online and invites to join themed focus groups as well as bringing in expertise from across our national library networks. It is important we capture the voice of library customers as well as capturing input from those who don't currently access the library service or have yet to access services.

3.7

What are we consulting on?	Methods of capture
What do the changes locally in society, the economy, technology, the environment and demographic over the last 5 years mean for the Library and Information Service and future provision? What adjustments still need to be made?	-research from national think tanks -consultation with library experts -sense making workshop with local stakeholders (public, partners and staff)

What considerations need to be made in relation to the change we may see in the next 5 years?	
What is the vision for our Library and Information Service?	<ul style="list-style-type: none"> - visioning workshops, with different stakeholder groups -prompts as part of online, in person and age and stage appropriate questionnaires
Reading, literacy and learning for all is at the heart of the Library and Information Service, how do we ensure this is obvious, accessible, sustainable, relevant, of quality and in line with local and national learning programmes?	<ul style="list-style-type: none"> - sense making workshops with local stakeholders (public, partners and staff) -as part of online, in person and age and stage appropriate questionnaires -as part of focus groups -specific consultation with learning partners
How customers currently use library and information services?	<ul style="list-style-type: none"> -as part of online, in person and age and stage appropriate questionnaires -as part of focus groups
How and when do customers need to access the library service now and in the future?	<ul style="list-style-type: none"> -as part of online, in person and age and stage appropriate questionnaires -as part of focus groups
What services are most important for customers to access?	<ul style="list-style-type: none"> -as part of online, in person and age and stage appropriate questionnaires -as part of focus groups
To what extent do customers and partners know about the range of, facilities, learning support, resources and services provided through the Library and Information Service?	<ul style="list-style-type: none"> -as part of online, in person and age and stage appropriate questionnaires -as part of focus groups
What other services from across our partnerships could be delivered through the Library and Information Service?	<ul style="list-style-type: none"> -as part of online, in person and age and stage appropriate questionnaires -as part of focus groups
What services could be delivered differently or are no longer required?	<ul style="list-style-type: none"> -as part of online, in person and age and stage appropriate questionnaires -as part of focus groups
What are the barriers to accessing physical, digital and home library services?	<ul style="list-style-type: none"> -as part of online, in person and age and stage appropriate questionnaires -as part of focus groups
What does the customer journey look like and feel like throughout the Library and Information Service?	<ul style="list-style-type: none"> -individual customer interviews -focus group activity -perspective capturing from staff and partners

What does innovation in the Library and Information Service currently look and feel like?	-consultation with library stakeholders -innovation review as part of library plan
How can we maximise the use of the use of the library estate?	-research into alternative practices -consultation with library stakeholders
How will Library Management rules be informed by library future provision?	-as part of online, in person and age and stage appropriate questionnaires
How can future library provision be enhanced by continued stakeholder dialogue?	-consultation with library stakeholders -as part of online, in person and age and stage appropriate questionnaires -as part of focus groups
What and where are the opportunities for community involvement and community empowerment within libraries?	-sense making workshop with local stakeholders (public, partners and staff) - consultation with library and community development professionals
What is the role of volunteers in future library provision?	-specific input from the voluntary and public sector -as part of online, in person and age and stage appropriate questionnaires -as part of themed focus groups
What skills to do Library and Information Services staff require to meet current and future need?	-informed by emerging priorities from this consultation -staff surveys and staff focus groups

3.8 Engagement and consultation will take place from July to September 2023 and will coincide with Aberdeen Reads, the library summer reading challenge, summer community galas and events and with the new term of school, Further and Higher Education and other community programmes starting back towards the end of August. There will be analysis and communication of findings in October with a draft Aberdeen's Future Library and information Service plan shared with focus groups, adjustments made and presented to the first Communities, Housing and Public Protection Committee of 2024.

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	Failure to consult and engage with all stakeholders	Promotion of stakeholder consultation exercises both online and in person	L	Yes
Operational	Failure to understand and address stakeholder input to Future Library service plans	Relevant processes in place.	L	Yes
Financial	Potential for stakeholders ideas and input and expectations to exceed available resource	Stakeholders expectations around resources managed	L	Yes
Reputational	Failure to address stakeholders concerns and issues, and to meaningfully engage and consult.	Communication plan around engagement and consultation opportunities and relevant processes in place for feedback.	L	Yes

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN 2023-2024</u>	
	Impact of Report
<p>Aberdeen City Council Policy Statement</p> <p>A city of opportunity</p> <p>A council that listen and Works</p>	<p><i>The proposals within this report support the delivery of the following aspects of the policy statement:-</i></p> <ul style="list-style-type: none"> • Ensure the Council follows best practice as a corporate parent to get the best outcomes for looked-after young people, those in kinship care and those with additional support needs such as autism, developmental disorders or mental health problems • Recognise that citizens and communities – rather than the City Council - are best placed to say what services they require and how these are provided and seek to give greater control over appropriate services and facilities to local communities.
<u>Aberdeen City Local Outcome Improvement Plan 2016-26</u>	
Prosperous Economy Stretch Outcomes	<p>The proposals within this report will support consultation and inform decisions on library output that directly relates to:</p> <ul style="list-style-type: none"> • <i>the delivery of LOIP Stretch Outcome 3. 500 Aberdeen City residents upskilled/ reskilled to enable them to move into, within and between economic opportunities as they arise by 2026</i>
Prosperous People Stretch Outcomes	<p>The proposals within this report will support consultation and inform decisions on library output that directly relates to:</p> <ul style="list-style-type: none"> • <i>Increase uptake of parenting and family support by 10% by 2022.</i> • <i>95% of all children will reach their expected developmental milestones by their 27-30 month review by 2026.</i> • <i>90% of children and young people report they feel listened to all of the time by 2026</i>
<p>Regional and City Strategies</p> <p>Children services plan</p>	<p><i>The proposals within this report support</i></p> <p>Listen to and learn from the feedback of care experienced children, young people and their</p>

<p>Customer Digital and Data Strategy</p> <p>Community Empowerment Strategy 2023-2026</p> <p>Culture Aberdeen - A cultural strategy for Aberdeen 2018 -2028</p>	<p>families to ensure the design and improvement of services takes account of their views.</p> <p>Identify and enable other group to be involved in the library engagement and consultation process.</p> <p>The Customer, Digital and Data Strategy aligns the delivery of library engagement and consultation with our 'We CARE' charter, under the 4 key responsibilities:</p> <ul style="list-style-type: none"> • Connected • Accessible • Responsive • Empowered • Both in approach to engagement and consultation activity and in the design of service delivery. <p>Stretch Outcome 16 - 100% increase in the proportion of citizens who feel able to participate in decisions that help change things for the better by 2026. More specifically 16.2 Childrens Rights, as we test approaches that will inform change ideas.</p> <p>Grampian Engagement Standards, approaches will be used to shape community engagement.</p> <p><i>Ambition 1 outcome 2: Improve accessibility and engagement with individuals from all protected characteristics and ensure that cultural activities reflect more clearly the increasingly cultural diversity of Aberdeen.</i></p>
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9. IMPACT ASSESSMENTS

Assessment	Outcome
<p>Integrated Impact Assessment</p>	<p>Work on the Integrated Impact Assessment for Aberdeen's Future Library Service vision and plan is underway. The Integrated Impact Assessment will be available (alongside the plan) when a report is presented to the Communities, Housing and Public Protection Committee in early 2024. The data collected as part of the consultation will help inform the Integrated Impact Assessment.</p>

Data Protection Impact Assessment	A DPIA will be completed as part of the consultation process
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10. BACKGROUND PAPERS

10.1 Budget Meeting, Council - Wednesday 1st March 2023, Decision Sheet, 3.1

10.2 Forward: Scotland's Public Library Strategy 2012-2025

10.3 Digital Scotland's – A Changing Nation: How Scotland will Thrive in a Digital World

10.4 CFS/23/207 Developing a Family Support Model and the Edge of Care Pilots

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Exempt information as described in paragraph(s) 6, 9 of Schedule 7A of the Local Government (Scotland) Act 1973.

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