

Public Document Pack



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

Town House,
ABERDEEN 07 November 2023

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

The Members of the **COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE** are requested to meet in **Council Chamber - Town House** on **TUESDAY, 14 NOVEMBER 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)

BUSINESS

DETERMINATION OF URGENT BUSINESS

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

DETERMINATION OF EXEMPT BUSINESS

2. Determination of Exempt Business

DECLARATIONS OF INTEREST

3. Members are requested to intimate any declarations of interest or transparency statements

REQUESTS FOR DEPUTATION

4. There are no requests for deputation at this time

MINUTE OF PREVIOUS MEETING

5. Minute of the Previous Meeting of 5 September 2023 (Pages 5 - 14)

COMMITTEE PLANNER

6. Committee Business Planner (Pages 15 - 20)

NOTICES OF MOTION

7. Busking - Notice of Motion from Councillor Macdonald

That the Committee -

1. Notes that busking and other street performers can bring vibrancy, help create a good atmosphere and bring pleasure to people, both local and visitors;
 2. Notes that for those working or living in the city centre, busking can sometimes become intrusive or a nuisance;
 3. Notes the guidance on Dundee, Glasgow and Edinburgh councils websites regarding busking;
 4. Acknowledges that the Community Safety Partnership (CSP) are working on a code of practice for Aberdeen City centre;
 5. Instructs the Chief Officer – Early Intervention and Community Empowerment to ensure that city centre buskers, businesses, Police Scotland, elected members, community councils, residents and other city centre partner organisations are consulted in developing a Busking Code of Practice for Aberdeen City centre and report back to the January 2024 Communities, Housing and Public Protection Committee with an update on the progress of the proposed Busking Code of Practice for Aberdeen City.
- Councillor Sandra Macdonald

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

8. There are no reports under this heading

GENERAL BUSINESS

PUBLIC PROTECTION

- 8.1. Police Scotland Thematic Report - Cyber crime - POL/23/274 (Pages 21 - 24)
- 8.2. Police Scotland - verbal update on Disclosure Scheme for Domestic Abuse Scotland
- 8.3. Scottish Fire and Rescue Performance Report - SFR/23/359 (Pages 25 - 50)
- 8.4. Martyn's Law - COM/23/245 (Pages 51 - 60)
- 8.5. Protective Services Occupational Health and Safety Service Plan 2023/24 - RES/23/297 (Pages 61 - 76)

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

- 9.1. Performance Report - COM/23/336 (Pages 77 - 100)
- 9.2. Committee Effectiveness Report - COM/23/334 (Pages 101 - 118)

COMMUNITIES AND HOUSING

- 10.1. Aberdeen City's Affordable Housing Delivery Programme - COM/23/322 (Pages 119 - 124)
- 10.2. Building Standards Activity Report - COM/23/339 (Pages 125 - 130)
- 10.3. Aberdeen City's Strategic Housing Investment Plan 2024/25 - 2028/29 - COM/23/323 (Pages 131 - 154)

Integrated Impact Assessments related to reports on this agenda can be viewed [here](#)

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

Website Address: aberdeencity.gov.uk

Should you require any further information about this agenda, please contact Lynsey McBain, lymcbain@aberdeencity.gov.uk or 01224 067344

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COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

ABERDEEN, 5 September 2023. Minute of Meeting of the COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE. Present:- Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; and Councillors Bouse (as substitute for Councillor Delaney, the Depute Provost), Brooks, Copland, Cross, Davidson, Graham, Greig, Lawrence, Macdonald (as substitute for Councillor Tissera), McLellan and Mrs Stewart.

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

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

MINUTE OF THE PREVIOUS MEETING OF 6 JULY 2023

1. The Committee had before it the minute of the previous meeting of 6 July 2023, for approval.

The Committee resolved:-

to approve the minute as a correct record.

COMMITTEE BUSINESS PLANNER

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

The Committee resolved:-

- (i) to agree to remove item 37 (Park and Open Spaces Management Rules) following the Service Update that had been published; and
- (ii) to otherwise note the committee business planner.

POLICE SCOTLAND - PERFORMANCE REPORT - POL/23/298

3. The Committee had before it a report by Police Scotland, which presented the Police Scotland Performance Report which covered April 2022 to March 2023, for Committee scrutiny.

The Committee heard from Chief Superintendent Graeme Mackie, who spoke in furtherance of the report and answered various questions from Members. Chief Superintendent Mackie also provided details on a new 12 week pilot scheme that was currently underway in regards to crime reporting. The information on the pilot had been forwarded to all Councillors via email.

The report recommended:-

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that the Committee discuss, comment on and endorse the report.

The Committee resolved:-

- (i) to request that Police Scotland share the contact details with the clerk for forwarding onto Members, for passing on any feedback in relation to the pilot 12 week scheme that was underway regarding crime reporting;
- (ii) to encourage Members to pass any comments or feedback to Police Scotland, once the contact details were shared;
- (iii) to request that Police Scotland liaise with local Community Councils in regards to the new pilot scheme;
- (iv) to request that Police Scotland bring a report back to this Committee in January 2024, outlining the benefits and restraints of the pilot scheme; and
- (v) to otherwise note the performance report.

POLICE SCOTLAND - MENTAL HEALTH THEMATIC REPORT - POL/23/299

4. The Committee had before it a report by Police Scotland, which updated Members in regards to the nature and extent of mental health challenges in the community and their impact on policing.

The report recommended:-

that the Committee note the contents of the report.

The Committee resolved:-

to note the report.

POLICE SCOTLAND - ANTISOCIAL BEHAVIOUR - ABERDEEN CITY CENTRE - POL/23/280

5. The Committee had before it a joint report by Police Scotland and Aberdeen City Council, which updated Members regarding the nature and extent of Antisocial Behaviour within Aberdeen City Centre and the measures being taken to address the issues.

The report recommended:-

that the Committee discuss, comment on, and endorse the report.

The Committee resolved:-

- (i) to request that Police Scotland provide a breakdown to Members, via the clerk, in regards to the current outcomes following action being taken in order to address anti-social behaviour at the east of Union Street/ St Nicholas Square; and
- (ii) to otherwise note the information contained in the report.

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PERFORMANCE REPORT - COM/23/246

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

The report recommended:-

that the Committee note the information contained in the performance report.

The Committee resolved:-

to note the report.

ABERDEEN CITY EMPTY HOMES UPDATE REPORT - COM/23/256

7. The Committee had before it a report by the Chief Officer – Strategic Place Planning, which provided an update on progress in relation to the service the Council provided in relation to empty homes.

The report recommended:-

that the Committee note the progress made in relation to the service the Council provides in relation to empty homes, including how they are brought back into use.

The Committee resolved:-

to approve the recommendation.

FOOD STANDARDS SCOTLAND AUDIT OF LOCAL AUTHORITY IMPLEMENTATION OF INTERVENTIONS FOOD LAW CODE OF PRACTICE (SCOTLAND) ACTION PLAN UPDATE - RES/23/248

8. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which presented an update on the Action Plan that resulted from findings of the 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 undertaken on 6th and 7th December 2022.

The outcome of the Audit was initially presented to this Committee on 16th May 2023 and this report provided a further update on progress.

The report recommended:-

that the Committee note the update on current progress with the Audit Action Plan contained in appendix B.

The Committee resolved:-

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to note the report.

PROTECTIVE SERVICES FOOD REGULATORY SERVICE PLAN 2023/2024 - RES/23/225

9. The Committee had before it a report by the Chief Officer – Strategic Place Planning, which advised that the Food Law Code of Practice (Scotland) 2019 required Local Authorities to prepare an annual Service Plan which detailed the intended activity of the Service based on the resources allocated, and noted that this plan must be approved by Committee.

The report recommended:-

that the Committee

- (a) approve the Protective Services Food Regulatory Service Plan 2023/2024 as detailed in Appendix A; and
- (b) note the review of performance against the Protective Services Food Regulatory Service Plan 2022/2023 contained within Appendix 2 of the Service Plan 2023/2024.

The Committee resolved:-

to approve the recommendations.

INSTALLATION OF PHYSICAL EXERCISE BARS (CALLISTHENIC STATION) IN PARKS - RES/23/264

10. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which provided background to a petition presented to the Finance and Resources Committee on 5 July 2023 and the information asked for by the Committee, which included the estimated cost of the installation of callisthenic stations in four Aberdeen parks.

The report recommended:-

that the Committee –

- (a) note the full estimated, capital and revenue costs for the Installation of callisthenic stations in four Aberdeen parks; and
- (b) instruct the Chief Officer – Finance to refer this report to the Council's budget setting process for 2024/25.

The Committee resolved:-

- (i) to request that the Chief Officer – Operations and Protective Service liaise with Councillor Mrs Stewart outwith the meeting in relation to any insurance claims that had been made in relation to parks in Aberdeen; and
- (ii) to approve the recommendations.

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ESTABLISHING A TRUSTED TRADER SCHEME IN ABERDEEN CITY - RES/23/272

11. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which sought approval for the creation and operation of an Aberdeen City Council Trusted Trader Scheme (ACCTTS) overseen and controlled by Aberdeen City Council Trading Standards Service (TS), with back-office and administrative functions provided by Trader Directory Services (TDS).

The report recommended:-

that the Committee -

- (a) approve the creation and the operation of Aberdeen City Council Trusted Trader Scheme (ACCTTS);
- (b) approve that the scheme is funded by members' annual subscription fees of £200, which would be split between Aberdeen City Council Trading Standards Service and Trader Directory Services to cover their respective costs, as set out in paragraph 3.10 below;
- (c) approve the creation of an incentive scheme to encourage membership whereby the first 10 businesses to apply and be granted membership will be offered a discounted rate of £130+VAT for the first year by Aberdeen City Council waiving our £70 portion of the full membership fee; and
- (d) instruct the Chief Officer – Operations and Protective Services to report back to the Committee in 12 months on the effectiveness of the ACCTTS against the aims of the scheme.

The Committee resolved:-

to approve the recommendations.

THE ABERDEEN CITY RETAILERS' CHARTER FOR THE RESPONSIBLE SALE OF TOBACCO AND VAPING PRODUCTS - RES/23/258

12. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which explained that intelligence and complaints received by Aberdeen City Council Trading Standards Service (TS) led officers to believe that there was a growing issue in the city, particularly on Union Street, of “proxy purchasing” of tobacco and Nicotine Vaping Products (NVP), particularly Single-Use NVP (“vapes”).

It was noted that Proxy Purchasing was a criminal offence enforced by Trading Standards, but it was very difficult to detect and prove. This Retailers' Charter was an attempt to work with retailers to solve this problem using the Five Principles set out in Appendix 1 of the report whilst maintaining focus on existing legal responsibilities in respect of age restricted products.

The report recommended:-

that the Committee –

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- (a) note the contents of the report and the Five Principles set out in the Retailers' Charter detailed in Appendix 1;
- (b) approve the adoption of the Retailers' Charter and instruct the Chief Officer – Operations and Protective Services to implement the Charter in Aberdeen City, with initial focus on Union Steet retailers; and
- (c) instruct the Chief Officer Operations and Protective Services to report back to the Committee in 12 months on the effectiveness of the Charter.

The Committee resolved:-

- (i) to request that the use of acronyms be restricted in committee reports in order for reports to be easier to read and understand; and
- (ii) to otherwise approve the recommendations.

REMEMBERING TOGETHER PUBLIC ART WORK - RES/23/265

13. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which provided a background to the national Remembering Together initiative being managed by Station House Media Unit on behalf of Culture Aberdeen and Aberdeen City Council. The report also provided details on the proposed new public artwork and recommended a preferred location to site this artwork.

The report recommended:-

that the Committee –

- (a) approve the preferred location for the Remembering Together Public Artwork as Bon Accord Gardens; and
- (b) note that the full costs of designing, fabricating, and installing the statue will be met by the Remembering Together project being managed by Greenspace Scotland on behalf of the Scottish Government, and at no cost to the Council.

The Committee resolved:-

to approve the recommendations.

ANNUAL ASSURANCE STATEMENT - CUS/23/262

14. The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which sought approval for the Council's Annual Assurance Statement for the year 2023/24, which must be submitted to the Scottish Housing Regulator by 31 October 2023.

The report also highlighted the improvement areas identified from this assurance review were services for people experiencing homelessness, void property management, rent management and customer satisfaction.

The report recommended:-

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that the Committee approve the Annual Assurance Statement appended to the report for submission to the Scottish Housing Regulator by 31 October 2023.

The Committee resolved:-

to approve the recommendation.

ARMED FORCES COVENANT DUTY - CUS/23/247

15. The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which explained that the Armed Forces Act 2021 amended the Armed Forces Act 2006 to create legal obligations on specified bodies in all four home nations of the UK.

These legal obligations were referred to as The Armed Forces Covenant Duty and came into force on 22 November 2022, and the report outlined how the Council's Housing service intended to discharge their duties under the Covenant.

The report recommended:-

that the Committee –

- (a) note the statutory guidance available in Appendix A; and
- (b) instruct the Chief Officer - Early Intervention and Community Empowerment to monitor implementation of the proposed actions for housing and incorporate them into the next Local Housing Strategy; and update progress on actions through the Local Housing Strategy.

The Committee resolved:-

to approve the recommendations.

COMMUNITY RESILIENCE - COM/23/291

16. The Committee had before it a report by the Chief Officer – Interim Chief Officer - Governance (Assurance), which provided an update on arrangements which had been put in place with communities across the city to support them in local emergency responses during disruptive weather events and power outages.

The report recommended:-

that the Committee -

- (a) note the interest from community groups in developing their own resilience arrangements;
- (b) note the measures taken by the Council to support communities in supporting themselves during disruptive weather events, including power outages; and
- (c) agree to support the establishment of further community resilience groups and that members have a role to play to facilitate their development.

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The Committee resolved:-

to approve the recommendations.

NEW HOUSING CLOVERHILL GOLD STANDARD - RES/23/286

17. The Committee had before it a report by the Chief Officer – Capital, which highlighted the delivery of the first phase of Council Led Gold Standard new housing at Cloverhill and the expected benefits which were anticipated to be provided.

The report recommended:-

that the Committee –

- (a) note that a report was due to go before the Finance and Resources Committee on 13 September 2023: Capital Programme Delivery: Projects Update Report no RES/23/284, which outlined the delivery of the first phase of 36 Units built to the Gold Standard at Cloverhill;
- (b) note further phases would continue to be delivered between now and 2026 when it was expected the full complement of 536 Units would be complete;
- (c) note the expected benefits to be derived for the new Council tenants who would occupy this development,
- (d) note that the delivery of new technology would bring about the need to train staff to enable them to be able to maintain and service the new equipment as noted in paragraph 3.9; and
- (e) instruct the Chief Officer – Capital to report to this committee when other phases of all new housing developments were delivered charting any issues.

The Committee resolved:-

to approve the recommendations.

PLANNED MAINTENANCE PILOT PROJECT 2023 - RES/23/294

18. The Committee had before it a report by the Chief Officer – Corporate Landlord, which considered the proposals for the re-introduction of a planned preventative maintenance programme for the Council's housing stock and to propose a pilot scheme for such a programme in the Lang Stracht area of the city.

The report recommended:-

that the Committee -

- (a) instruct the Chief Officer Corporate Landlord to adopt the methodology (option 1) for planned maintenance as set out in appendix 1;
- (b) note the area identified in the pilot scheme as noted in the report and instruct the Chief Officer Corporate Landlord to report back on the scheme in Q1 2024/25; and

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- (c) instruct the Chief Officer Corporate Landlord to introduce the use of low maintenance, or maintenance free, materials to replace items such as gutters, downpipes, window frames etc when these items next require replacement.

The Committee resolved:-

to approve the recommendations.

- **Councillor Miranda Radley, Convener**

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|---|--|--|---------------|----------------------|------------------------------------|-----------------|---------------------------|--|---|
| 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 | 14th November 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 | Protective Services Occupational Health and Safety Intervention Plan 2023/24 | To outline the Protective Services' proposals for delivering the occupational safety and health regulatory service for 2023/2024 | On agenda | Andrew Gilchrist | Operations and Protective Services | Resources | 2.3 | | |
| 6 | Martyn's Law (CONTEST) | To update the Committee on preparations for the introduction of "Martyn's Law" as part of the Council's counter-terrorism duties | On agenda | Vikki Cuthbert | Governance | Commissioning | 2.14 | | |
| 7 | Annual Committee Effectiveness Report | To report on the annual effectiveness of the committee | On agenda | Lynsey McBain | Governance | Commissioning | GD 8.5 | | |
| 8 | Police Scotland - cyber crime report and verbal update on Disclosure Scheme for Domestic Abuse Scotland | To provide information to Members on cyber crime and Disclosure Scheme for Domestic Abuse Scotland | On agenda | Graeme Mackie | Police Scotland | Police Scotland | 2.20 | | |

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| 2 | | | | | | | | | |
| 9 | 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 | D | Planning for the works is still ongoing and will be delayed until January 2024. |
| 10 | Review of the Non Traditional Housing Stock | At the meeting on 17 January 2023, it was agreed to instruct the Chief Officer – Corporate Landlord to review the HRA’s non traditional housing stock to identify properties that will be unable to meet future environmental or other standards, identify a budget to undertake these inspections within the 2023/24 budget and report back to this Committee on progress in November 2023. | | Stephen Booth | Corporate Landlord | Resources | 1.1.1 | D | The works to review the non traditional housing stock has been delayed for a variety of reason including works within this element of the stock including extensive consultation work on multi storey buildings and the city centre and other stock issues. A progress report will be brought to the next committee in January 2024. |
| 11 | Aberdeen City's Affordable Housing Delivery Programme | To provide an update on the Aberdeen City affordable housing delivery programme. | On agenda | Mel Booth | Early Intervention and Community Empowerment | Customer | 1.1.1 | | |
| 12 | Aberdeen City's Strategic Housing Investment Plan 2023/24 – 2027/2028 | To seek approval of the Strategic Housing Investment Plan (SHIP) | On agenda | Mel Booth | Early Intervention and Community Empowerment | Customer | 1.1.1 | | |
| 13 | 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 | On agenda | Grant Tierney | David Dunne | Commissioning | 2.7 | | |
| 14 | SFRS - 6 month Performance Report | To provide details on the 6 month performance report from Scottish Fire and Rescue. | On agenda | Andrew Wright | Scottish Fire and Rescue Service | Scottish Fire and Rescue Service | 2.20 | | |
| 15 | 23 January 2024 | | | | | | | | |
| 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 | | |

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| 2 | | | | | | | | | |
| 17 | Police Scotland - 12 week pilot scheme | At the meeting on 5 September 2023, it was agreed to request that Police Scotland bring a report back to this Committee in January 2024, outlining the benefits and restraints of the pilot scheme; | | Graeme Mackie | Police Scotland | Police Scotland | | | |
| 18 | Library Provision | At the meeting on 6 July 2023, The Committee resolved- (i)to instruct 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; (ii)to instruct 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; (iii)to approve 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, extending the consultation period until October 2023; (iv)to instruct 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; and (v)to request that officers look at areas with low feedback received during the consultation and to target these areas in order to aim for better response rates in these areas. | | Margaret Stewart | Jacqui McKenzie | Customer Services | 1.1.1 | | |
| 19 | 28 March 2024 | | | | | | | | |
| 20 | 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 | | |
| 21 | 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 | 1.1.1 | | |
| 22 | 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". | Reports in line 21 and 22 will be combined and reported to March 2024 meeting. | Mel Booth | Strategic Place Planning | Commissioning | 1.1.1 | | |

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| 23 | 30 May 2024 | | | | | | | | |
| 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 | | |
| 25 | 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 | | |
| 26 | Modern Slavery | (i)to 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; (ii)instructs the Chief Executive to develop an Anti Modern Slavery statement that would be included as part of the normal policy review cycle, in areas such as: a. Human Resources including: i. Recruitment ii. Use of temporary / casual / fixed-term staff b. Partner organisations c. Supply chain / Procurement, including: i. IT procurement ii. Use of consultants, contractors, suppliers, vendors d. Capital Projects i. Use of consultants, contractors, suppliers, vendors ii. Materials e. Whistleblowing f. Training and development g. Monitoring & enforcement; and (iii) to report the statement back to this committee at the next appropriate time. | | Andy MacDonald/ Lindsay MacInnes | | Customer Services | 2 | | |
| 27 | 05 September 2024 | | | | | | | | |
| 28 | 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 | | |
| 29 | 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 | | |

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| 30 | Establishing a Trusted Trader Scheme in Aberdeen City | At the meeting on 5 September 2023, it was agreed to instruct the Chief Officer – Operations and Protective Services to report back to the Committee in 12 months on the effectiveness of the scheme against the aims of the scheme. | | Graeme Paton | Operations and Protective Services | Operations | 1.1.2 and 1.1.5 | | |
| 31 | The Aberdeen City Retailers' Charter for the Responsible Sale of Tobacco and Vaping Products | At the meeting on 5 September 2023, it was agreed to instruct the Chief Officer Operations and Protective Services to report back to the Committee in 12 months on the effectiveness of the Charter. | | Graeme Paton | Operations and Protective Services | Operations | 2.5 | | |
| 32 | Annual Assurance Report | Annual submission required to the Scottish Government. October/November 2024 | | Jacqui McKenzie | Early Intervention and Community Empowerment | Customer | 1.1.1 | | |
| 33 | Cost Neutral Environmental Enforcement | At the meeting on 6 July 2023, the Committee resolved:(i) to agree the implementation of a 12-month pilot programme with the selected supplier for the enforcement of Littering, Dog Fouling and Fly Tipping legislation; and (ii) to instruct the Chief Officer - Early Intervention and Community Empowerment to monitor and evaluate the pilot and prepare a report for Communities Housing and Public Protection Committee on conclusion of the pilot in 2024. | | Mark Wilson | Early Intervention and Community Empowerment | Customer | 1.1.1 and 1.1.2 | | |
| 34 | Resilience Report | Annual report - to provide an update on arrangements which have been put in place with communities across the city to support them in local emergency response during disruptive weather events and power outages. | | Vikki Cuthbert | Governance | Commissioning | 2.12 | | |
| 35 | 21 November 2024 | | | | | | | | |

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| | 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 | | | | | | | | | |
| 36 | Performance Report | The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education). | | Louise Fox | Data and Insight | Customer | 1.1.3 | | |
| 37 | APC Biennial Report | To provide the Adult Protection Committee Biennial report | | Val Vertigans | AHSCP | AHSPC | 2.1 | | |
| 38 | 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 | 1.1.1 | | |
| 39 | Date TBC | | | | | | | | |
| 40 | 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; | 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 chance on delivery of repairs and maintenance will be reported to this committee thereafter. | Stephen Booth | Corporate Landlord | Resources | 1.1.1 | | |

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ABERDEEN CITY COUNCIL

| | |
|---------------------------|--|
| COMMITTEE | Communities, Housing & Public Protection |
| DATE | 14 November 2023 |
| EXEMPT | No |
| CONFIDENTIAL | No |
| REPORT TITLE | Cybercrime |
| REPORT NUMBER | POL/23/274 |
| DIRECTOR | |
| CHIEF OFFICER | |
| REPORT AUTHOR | Detective Inspector Norman Stevenson, Specialist Crime Division, Police Scotland |
| TERMS OF REFERENCE | 2.20 |

1. PURPOSE OF REPORT

- 1.1 To update members regarding the impact of Cybercrime and the Police response to it.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Discuss, comment on, and endorse the report.

3. CURRENT SITUATION

Background

- 3.1 Cybercrime continues to rise in scale and complexity in Scotland and globally. Internationally and domestically, criminals can attack business, public services and individuals across borders and jurisdictions.
- 3.2 The threat of large scale economic Cybercrime, Fraud, online child sexual offences and indecent images, cyberstalking, trading of weapons and trafficking of people on the dark web, and numerous other examples show how digitally enabled criminality inflicts disruption, financial harm and human suffering. We also know that Cybercrime is vastly underreported to Police.

Response

- 3.3 Police Scotland as part of our response has developed a Cyber Strategy, 'Keeping People Safe in a Digital World', with two keys strands:

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- Cyber Resilient – to capture digital opportunities for keeping people safe and enable Police Scotland, the public and organisations to recognise, resist and respond to cyber incidents effectively
- Cyber Investigation - to effectively pursue those responsible for Cybercrime while protecting and safeguarding victims.

Cyber investigations and digital forensics

- 3.4 The Cyber Investigation Team specializes in investigating and responding to Cybercrime incidents within Scotland, collaborating with domestic and international partners, including government agencies, private sector organizations and academia for information sharing, joint operations, and capacity building.
- 3.5 Digital Forensic Analysts across Scotland conduct in-depth examinations of digital devices, network traffic logs, and other electronic evidence to identify perpetrators and establish a strong evidential case as expediently as possible.

Policing in a digital world programme

- 3.6 The Policing in a Digital World Programme supports our mission to develop a range of capabilities and partnerships to successfully deliver the Cyber Strategy. This means we ensure that all Officers and Staff on the frontline and in specialist roles have the appropriate skills, equipment, technology and support to prevent, respond to and investigate Cybercrime.

Preventions, partnerships and community wellbeing

- 3.7 The Cybercrime Harm Protection, Incident Support and Training Officers role is an integral part of the national Protect Network and they are focus driven by means of the Strategic Framework for a Cyber Resilient Scotland. At the individual level, the Protect Officers raise awareness and provide support to parents and carers of children and young people and other vulnerable people, sharing the resources available from trusted partners such as Cyber Aware, CEOP and Think You Know.

4. CONCLUSION

- 4.1 Police Scotland's Cyber Strategy and our dedicated Officers and Staff play a crucial role in safeguarding individuals, businesses, and critical infrastructure from the adverse impacts of Cybercrime. By focusing on prevention, investigation, prosecution, and collaboration, Police Scotland aims to keep pace with emerging cyber threats and ensure the safety and security of the Scottish public in the digital age.

5. FINANCIAL IMPLICATIONS

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

6. LEGAL IMPLICATIONS

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

7. ENVIRONMENTAL IMPLICATIONS

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

8. RISK

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

9. OUTCOMES

| <u>Aberdeen City Local Outcome Improvement Plan</u> | |
|---|--|
| Prosperous People Stretch Outcomes | Police Scotland are key partners within Community Planning Aberdeen and help contribute to the shared vision for 2026 that <i>'Aberdeen is a place where all</i> |

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

10. IMPACT ASSESSMENTS

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

11. BACKGROUND PAPERS

11.1 Not applicable

12. APPENDICES

12.1 Not applicable

13. REPORT AUTHOR CONTACT DETAILS

| | |
|----------------------|---|
| Name | Norman Stevenson |
| Title | Detective Inspector, Specialist Crime Division, Police Scotland |
| Email Address | |
| Tel | |

ABERDEEN CITY COUNCIL

| | |
|---------------------------|--|
| COMMITTEE | Communities, Housing and Public Protection Committee |
| DATE | 14 November 2023 |
| EXEMPT | No |
| CONFIDENTIAL | No |
| REPORT TITLE | Scottish Fire and Rescue Service YTD April 23 – Sept 23 Performance Report |
| REPORT NUMBER | SFR/23/359 |
| DIRECTOR | Andrew Wright, Local Senior Officer, SFRS |
| CHIEF OFFICER | Andrew Wright, Local Senior Officer, SFRS |
| REPORT AUTHOR | Andy Buchan, Group Commander, SFRS |
| TERMS OF REFERENCE | 2.20 |

1. PURPOSE OF REPORT

To present the performance of Scottish Fire and Rescue Service (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 2023/24 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 23 - Sept 23
- 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. |

8. IMPACT ASSESSMENTS

| Assessment | Outcome |
|-----------------------------------|---------|
| Integrated Impact Assessment | N/A |
| Data Protection Impact Assessment | N/A |

9. BACKGROUND PAPERS

None

10. APPENDICES (if applicable)

Appendix A – SFRS Aberdeen City Six Month Performance April - Sept 23

11. REPORT AUTHOR CONTACT DETAILS

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

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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 2023 to SEPTEMBER 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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| KPI 1- Number of Accidental Dwelling Fires (ADF) | |
| KPI 2- Number of ADF Fatal Casualties | |
| KPI 3- Number of ADF Non-Fatal Casualties | |
| KPI 4- Number of Home safety visit referrals received from partners | |
| Priority 2- Reducing deliberate fires | 13-15 |
| KPI 5- All deliberate secondary fires (and their locations) | |
| KPI 6- All deliberate primary fires (and their locations) | |
| Priority 3 - Improving fire safety in the business community | 16-17 |
| KPI 7- All fires in relevant premises as defined under Part 3 of the Fire (Scotland) Act 2005. | |
| KPI 8- Number of framework fire safety audits completed. | |
| KPI 9- Number of non-framework, thematic audits completed | |
| Priority 4 – Reducing unwanted fire alarm signals | 18-19 |
| KPI 10- Number of UFAS incidents | |
| Priority 5 – Effective risk management and operational preparedness | 20-22 |
| KPI 11- Number of OI visits undertaken | |
| KPI 12- Number of Multi-Storey Operational Assurance Visits undertaken | |
| KPI 13- Staff Competence | |
| KPI 14- Availability of appliances and specialist resources. | |
| Appendix I: 4-year Cycle – KPIs 1, 2, 3, 5, 7 & 10 | 23-26 |

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INTRODUCTION

Welcome to the Scottish Fire and Rescue Service (SFRS) Aberdeen City performance report for the reporting period 1st April 2023 to the 30th September 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 3 years rolling average. The provision of a 3 years performance indicators has been submitted within this report as on request of committee members.

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 - September 2023 | | | | RAG STATUS |
|--|------------------------|---------|---------|------------|---|
| | 2020/21 | 2021/22 | 2022/23 | 2023/24 | |
| Accidental Dwelling Fires  | 118 | 99 | 103 | 100 |  |
| Accidental Dwelling Fire Casualties  | 26 | 13 | 13 | 14 |  |
| Deliberate Secondary Fires  | 160 | 190 | 182 | 144 |  |
| Deliberate Primary Fires  | 50 | 57 | 68 | 48 |  |

| | | | | | |
|--|------|-----|------|------------|---|
| <p>Fires in Non-Domestic Premises</p>  | 48 | 37 | 49 | 47 |  |
| <p>Unwanted Fire Alarm Signals</p>  | 630 | 642 | 660 | 446 |  |
| <p>Legislative Fire Safety Audits</p>  | 439 | 184 | 320 | 387 | Annual Target 485 |
| <p>Home Fire Safety Visits</p>  | 2826 | 567 | 1559 | 879 | Annual Target 2500 |
| <p>Operational Intelligence</p>  | 19 | 59 | 211 | 246 | Annual Target 420 |
| <p>Multi-Storey Operational Assurance Visits</p>  | 127 | 98 | 215 | 140 | Annual Target 280 |
| <p>Staff Competence</p>  | | | | | On Target 175 Staff (107 Comp, 61 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 three-year rolling average for Accidental Dwelling Fires for the first six months of the reporting year.

Accidental Dwelling Fire Casualties & Fatalities

Accidental Dwelling Fire Casualties are showing to below the three-year average. There were no fatalities during this reporting period.

Deliberate Primary and Secondary Fires

Deliberate Primary fire has seen a decrease over the three-year average.

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

Non-Domestic Fires

Non-Domestic Fires are shown as being static compared to the three-year average with 47 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 seen a decrease compared to the three-year average with Hospitals / medical facilities contributing to the bulk of the calls. It should be noted that the introduction of SFRS Reducing unwanted fire alarm signals (UFAS) strategy on the 1st July 2023, has contributed to this decline.

Home Fire Safety Visits (HFSV)

We have seen a steady increase of HFSVs with the easing of COVID restrictions but are reporting below numbers required to achieve our target of 2500 within the first six-month reporting period. 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)

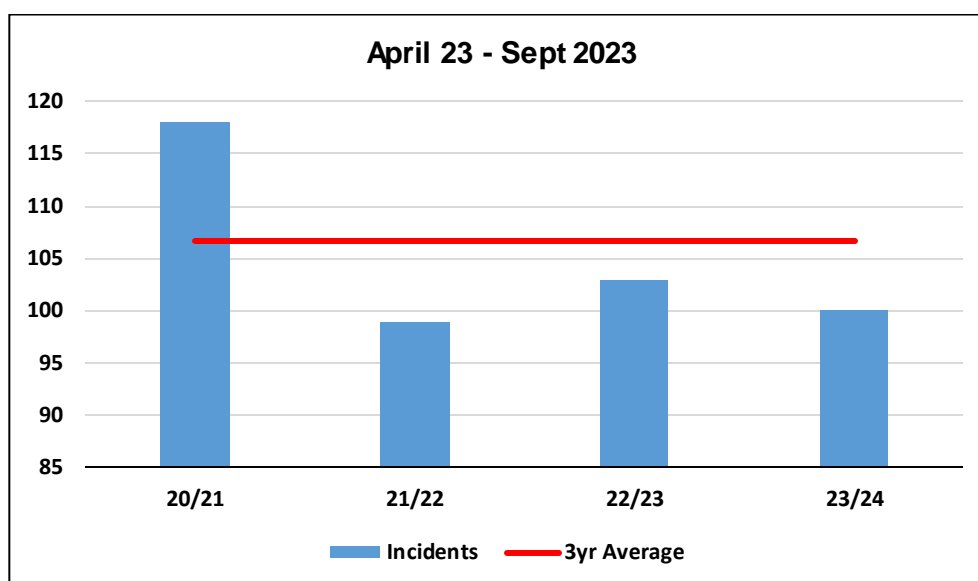


Table 1: Year to Date (April 22 – March 23) Performance

| ADF's | 20/21 | 21/22 | 22/23 | 23/24 | RAG |
|-------|-------|-------|-------|------------|--------------|
| | 118 | 99 | 103 | 100 | Green |

Breakdown of Locations

| Area | 20/21 | 21/22 | 22/23 | 23/24 |
|---|-------|-------|-------|-----------|
| Airyhall, Broomhill & Garthdee | 5 | 3 | 6 | 10 |
| Bridge of Don | 3 | 6 | 3 | 0 |
| Dyce, Bucksburn & Danestone | 5 | 3 | 3 | 6 |
| George Street & Harbour | 15 | 13 | 16 | 16 |
| Hazelhead, Queens Cross & Countesswells | 9 | 7 | 7 | 5 |
| Hilton, Woodside & Stockethill | 13 | 9 | 17 | 14 |
| Kincorth, Nigg & Cove | 3 | 4 | 6 | 3 |
| Kingswells, Shedocksley & Summerhill | 6 | 7 | 3 | 7 |
| Lower Deeside | 4 | 2 | 1 | 2 |
| Midsocket & Rosemount | 10 | 11 | 4 | 5 |
| Northfield & Mastrick North | 7 | 5 | 10 | 4 |
| Tillydrone, Seaton & Old Aberdeen | 25 | 18 | 16 | 11 |
| Torry & Ferryhill | 13 | 11 | 11 | 17 |

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

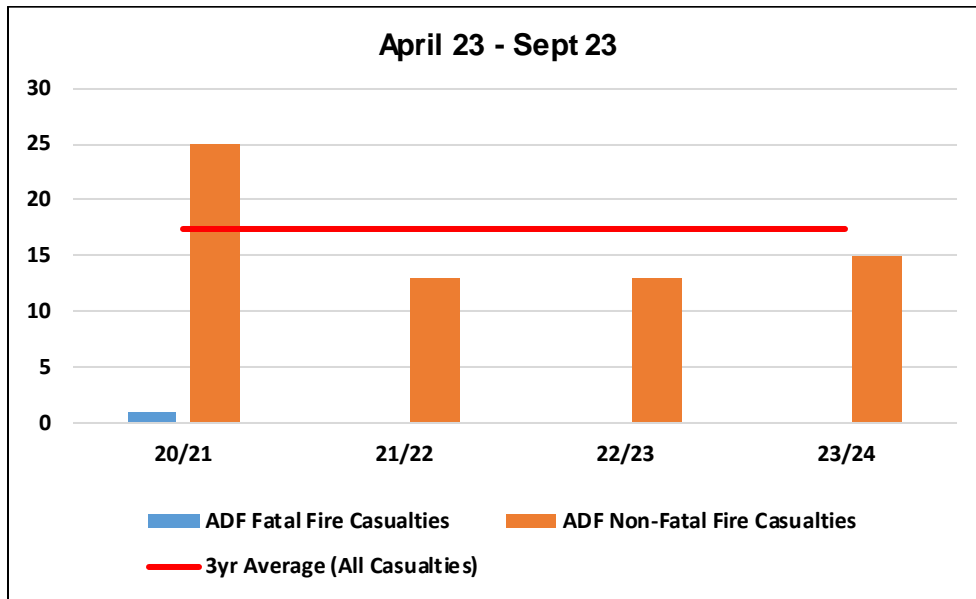
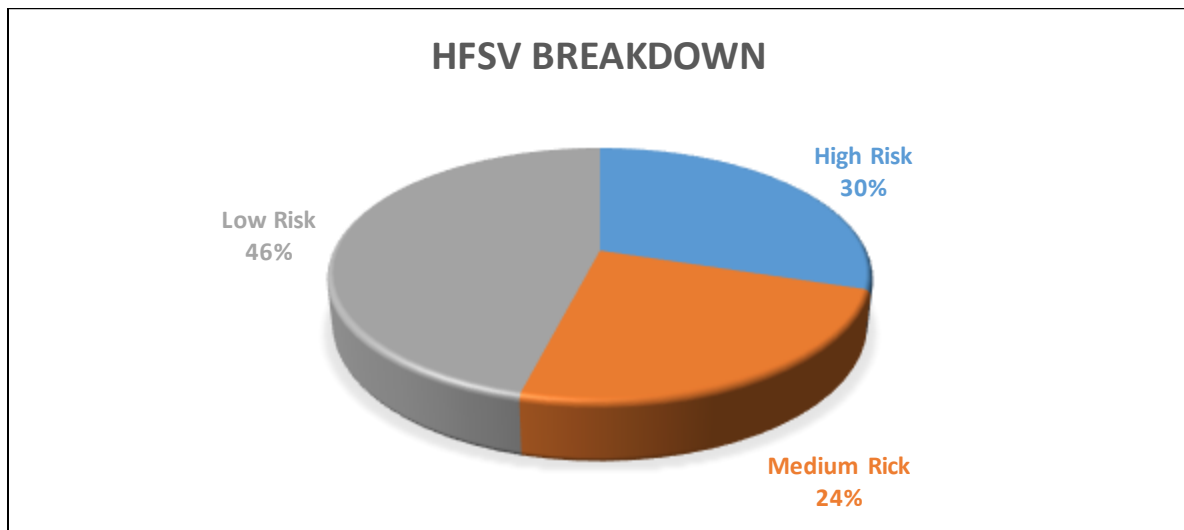


Table 2: Year to Date (April 22 – March 23) Performance

| | 20/21 | 21/22 | 22/23 | 23/24 | RAG |
|---------------------------------|-------|-------|-------|-------|--------------|
| ADF Fatal Casualties | 1 | 0 | 0 | 0 | Green |
| ADF Non-Fatal Casualties | 25 | 13 | 13 | 15 | Green |

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 |
|-------------------------|-----------|-------------|----------|-----------|------------|
| | 345 | 278 | 256 | 879 | 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 100 ADF's during the first six month period of 2023-24, 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 this reporting period. We are therefore showing Green for achieving the annual target.

There have been 15 ADF Non-Fatal Casualties reported, which is a decrease of 2 below the three-year average in the first 6 months reporting period. 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

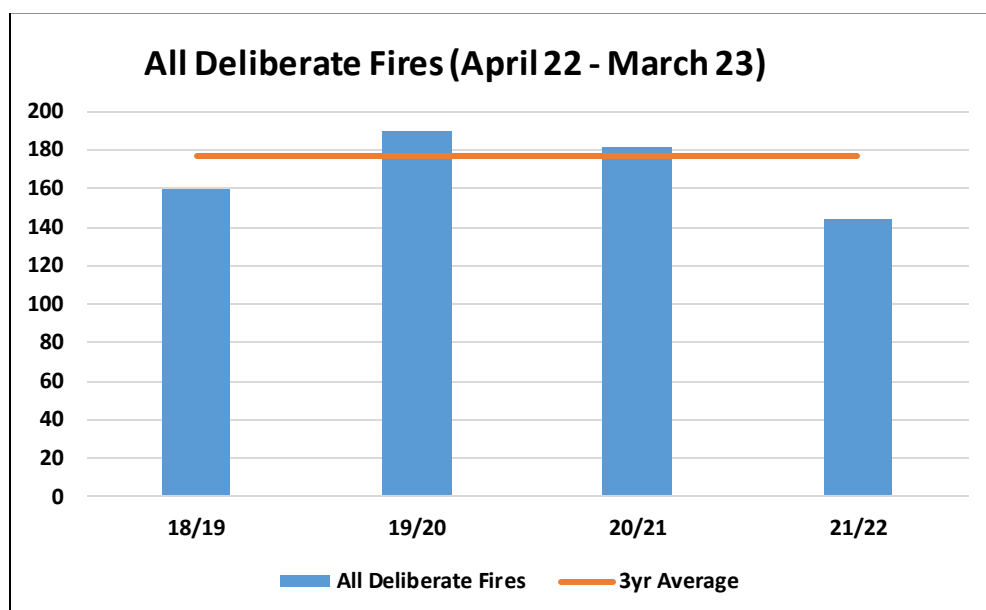


Table 3: Year to Date (April 23 to Sept 23) Performance

| All Deliberate Secondary Fires | 20/21 | 21/22 | 22/23 | 23/24 | YTD |
|--------------------------------|-------|-------|-------|-------|-------|
| | 160 | 190 | 182 | 144 | Green |

| Area | 20/21 | 21/22 | 22/23 | 23/24 |
|---|-------|-------|-------|-------|
| Airyhall, Broomhill & Garthdee | 3 | 16 | 8 | 5 |
| Bridge of Don | 3 | 6 | 11 | 4 |
| Dyce, Bucksburn & Danestone | 28 | 29 | 10 | 21 |
| George St & Harbour | 7 | 11 | 9 | 11 |
| Hazlehead, Queens Cross & Countesswells | 7 | 4 | 5 | 11 |
| Hilton, Woodside & Stockethill | 9 | 7 | 12 | 6 |
| Kincorth, Nigg & Cove | 6 | 46 | 45 | 31 |
| Kingswells, Shedocksley & Summerhill | 17 | 7 | 17 | 10 |
| Lower Deeside | 5 | 7 | 8 | 5 |
| Midsocket & Rosemount | 4 | 12 | 9 | 12 |
| Northfield & Mastrick North | 11 | 13 | 15 | 6 |
| Tillydrone, Seaton & Old Aberdeen | 10 | 14 | 18 | 11 |
| Torry & Ferryhill | 50 | 18 | 15 | 11 |

KPI 6 – All Deliberate Primary Fires / Location

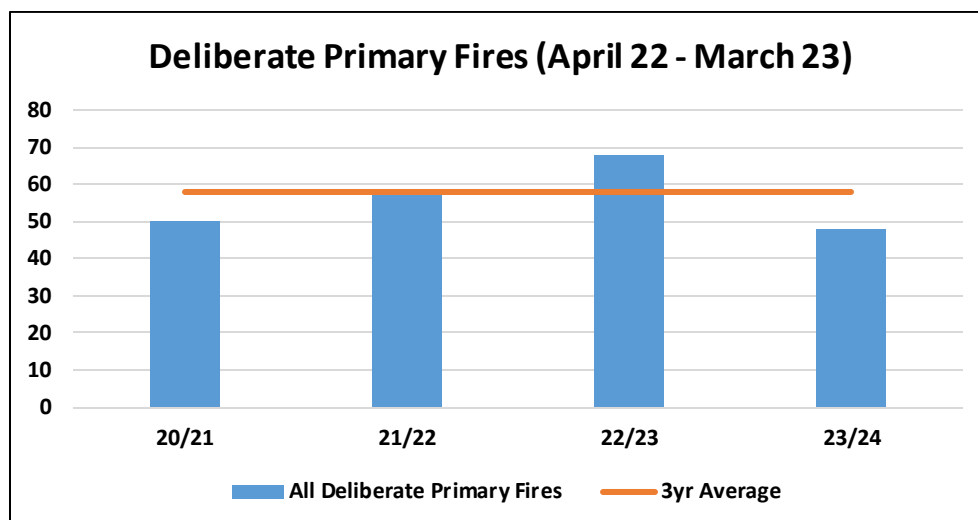


Table 4: Year to Date (April 22 to March 23) Performance

| All Deliberate Primary Fires | 20/21 | 21/22 | 22/23 | 23/24 | RAG |
|------------------------------|-------|-------|-------|-------|-------|
| | 50 | 57 | 68 | 48 | Green |

| Area | 20/21 | 21/22 | 22/23 | 23/24 |
|---|-------|-------|-------|-------|
| Airyhall, Broomhill & Garthdee | 0 | 0 | 3 | 0 |
| Bridge of Don | 1 | 3 | 4 | 4 |
| Dyce, Bucksburn & Danestone | 10 | 13 | 5 | 7 |
| George St & Harbour | 4 | 5 | 6 | 5 |
| Hazlehead, Queens Cross & Countesswells | 9 | 5 | 3 | 1 |
| Hilton, Woodside & Stockethill | 2 | 4 | 6 | 0 |
| Kincorth, Nigg & Cove | 3 | 7 | 13 | 7 |
| Kingswells, Sheddocksley & Summerhill | 4 | 3 | 5 | 3 |
| Lower Deeside | 1 | 0 | 1 | 0 |
| Midsocket & Rosemount | 3 | 1 | 6 | 7 |
| Northfield & Mastrick North | 6 | 6 | 3 | 5 |
| Tillydrone, Seaton & Old Aberdeen | 5 | 5 | 7 | 3 |
| Torry & Ferryhill | 2 | 5 | 6 | 6 |

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
- Protect Aberdeen's natural and built environment.

Performance Management

Deliberate secondary fire is showing a decrease compared to the three-year average and are below our area target of **266**. SFRS and partners are committed to striving in the further reduction of deliberate secondary fires within 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 decrease compared to the three-year average and is showing 20 fewer incidents compared to our performance during the first six-months of 2022/23. 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

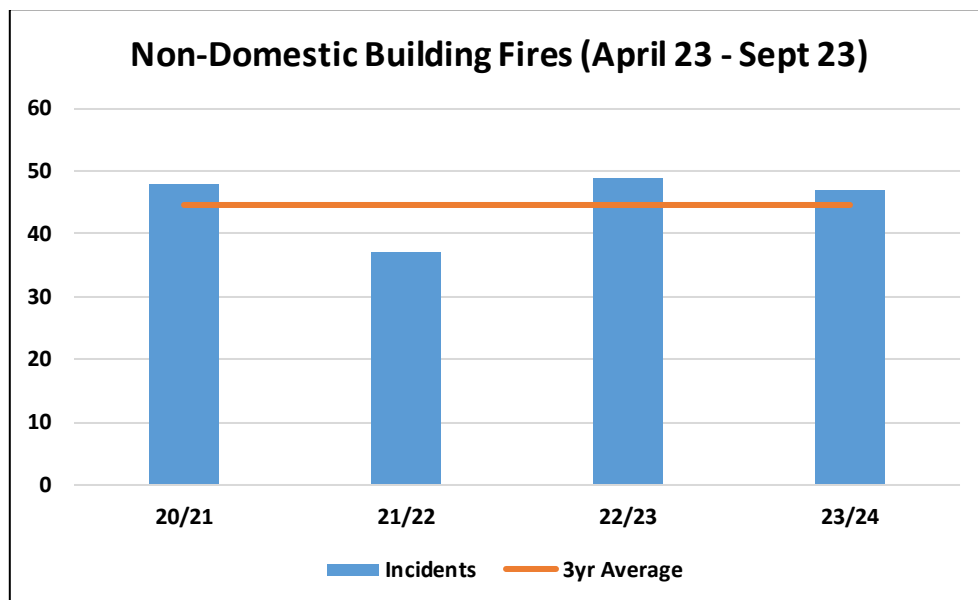


Table 4: Year to Date (April 22 to Sept 22) Performance

| Non-Domestic Building Fires | 20/21 | 21/22 | 22/23 | 23/24 | RAG |
|-----------------------------|-------|-------|-------|-------|--------------|
| | 48 | 37 | 49 | 47 | Amber |

| Area | 20/21 | 21/22 | 22/23 | 23/24 |
|---|-------|-------|-------|-----------|
| Airyhall, Broomhill & Garthdee | 0 | 1 | 0 | 2 |
| Bridge of Don | 4 | 1 | 2 | 3 |
| Dyce, Bucksburn & Danestone | 4 | 5 | 3 | 5 |
| George St & Harbour | 9 | 5 | 8 | 8 |
| Hazelhead, Queens Cross & Countesswells | 1 | 2 | 4 | 2 |
| Hilton, Woodside & Stockethill | 0 | 0 | 6 | 0 |
| Kincorth, Nigg & Cove | 3 | 3 | 9 | 5 |
| Kingswells, Shedocksley & Summerhill | 6 | 2 | 1 | 1 |
| Lower Deeside | 3 | 1 | 1 | 1 |
| Midsocket & Rosemount | 4 | 8 | 14 | 10 |
| Northfield & Mastrick North | 4 | 1 | 0 | 0 |
| Tillydrone, Seaton & Old Aberdeen | 6 | 4 | 0 | 3 |
| Torry & Ferryhill | 4 | 4 | 1 | 7 |

KPI 8 - Legislative Fire Safety Audits

Table 5: Completed Audits

| Premises Category | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|-------------------------------|----------------|----------------|----------------|----------------|
| Care / Children's Homes | 68 | 71 | 54 | 66 |
| Houses in Multiple Occupation | 215 | 68 | 38 | 31 |
| Hotel | 43 | 1 | 42 | 67 |
| Hospital | 15 | 16 | 14 | 14 |
| Post Fire | 55 | 13 | 19 | 37 |
| Other, workplace | 43 | 15 | 153 | 172 |
| TOTAL | 439 | 184 | 320 | 387 |

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~~

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 undertake physical visits and allowed us the flexibility to work towards our annual target once again. During the reporting period we seen several personnel leave the department through retirement, transfer request and promotion opportunities. Our team are now at the desired establishment level, with 1 team members working towards their fire safety enforcement accreditation.

To address the increase in incidents, allocated Risk Reduction Holders are undertaking direct engagement with premises to provided staff with general safety advise.

PRIORITY 4 – Reducing Unwanted Fire Alarm Signals

KPI 10 – Number of UFAS Incidents

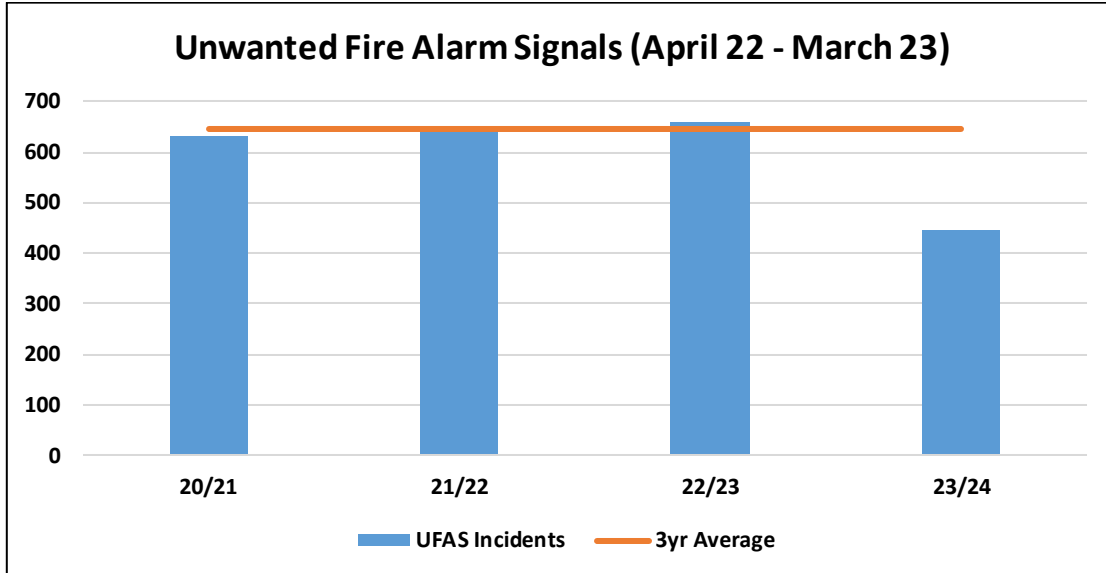


Table 6: Year to Date (April 22 – Sept 22) Performance

| Unwanted Fire alarm signals | 20/21 | 21/22 | 22/23 | 23/24 | RAG |
|-----------------------------|-------|-------|-------|-------|-------|
| | 630 | 642 | 660 | 446 | Green |

| Area | 20/21 | 21/22 | 22/23 | 23/24 |
|---|-------|-------|-------|-------|
| Airyhall, Broomhill & Garthdee | 40 | 28 | 37 | 19 |
| Bridge of Don | 36 | 36 | 38 | 19 |
| Dyce, Bucksburn & Danestone | 73 | 72 | 100 | 41 |
| George St & Harbour | 73 | 87 | 99 | 55 |
| Hazlehead, Queens Cross & Countesswells | 21 | 24 | 38 | 28 |
| Hilton, Woodside & Stockethill | 4 | 8 | 1 | 6 |
| Kincorth, Nigg & Cove | 57 | 75 | 58 | 26 |
| Kingswells, Sheddocksley & Summerhill | 41 | 40 | 32 | 17 |
| Lower Deeside | 23 | 23 | 17 | 17 |
| Midsocket & Rosemount | 159 | 165 | 158 | 138 |
| Northfield & Mastrick North | 15 | 4 | 10 | 7 |
| Tillydrone, Seaton & Old Aberdeen | 25 | 29 | 25 | 17 |
| Torry & Ferryhill | 63 | 51 | 47 | 56 |

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 23 – Sept 24

| Property Types | No. of UFAS |
|----------------------------|--------------------|
| Hospitals | 115 |
| Purpose Built Office | 42 |
| Sheltered Housing | 31 |
| Student Halls of Residence | 25 |
| Motel/Hotel | 22 |

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 a decrease compared to the three-year average and this is reflected by the Green RAG status. A significant factor in the reduction of UFAS calls, is the implementation of the new SFRS UFAS response model, which came into effect on the 1st July 2023.

A further 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 organisations, which has led to a common aim of reducing the impact on both NHS services and SFRS resources through UFAS calls.

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 | 107 | 66 | 41 | 15 | 11 | 15 |
| Crew Commander | 38 | 23 | 15 | | | |
| Watch Commander | 16 | 12 | 4 | | | |
| 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 | 97.83% | 97.40% | | | 97.36% | 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 continue to work closely with premises to increase the completion rate of OI inspections. We are working towards increasing our completion rate through additional time and capacity made available from the introduction of the SFRS UFAS response model.

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. We have further enhanced our competency based training by undertaken a lead role in organising quarterly Inter-agency exercises. To date, we have conducted joint training simulating in rail, marine, high rise incidents and water rescue. Our activie approach to recruiting On-call fireifghter has seen an increase in staffing levels at our Dyce Fire station and inturn, a welcome increase in appliance availability.

ABERDEEN CITY COUNCIL

| | |
|---------------------------|--|
| COMMITTEE | Communities, Housing and Public Protection |
| DATE | 14 November 2023 |
| EXEMPT | No |
| CONFIDENTIAL | No |
| REPORT TITLE | Martyn's Law (Protect Duty) |
| REPORT NUMBER | COM/23/245 |
| DIRECTOR | Gale Beattie |
| CHIEF OFFICER | Vikki Cuthbert |
| REPORT AUTHOR | Fiona Mann |
| TERMS OF REFERENCE | 2.14 |

1. PURPOSE OF REPORT

- 1.1 To provide an update on preparatory work being undertaken in relation to the incoming Martyn's Law legislation (also known as the Protect Duty) which will place new duties on local authorities with regard to addressing the threat of terrorism.

2. RECOMMENDATION(S)

That the Committee -

- 2.1 note the proposed incoming legislation (including proposed statutory duties) and its potential impact on the Council and other organisations; and
- 2.2 note the measures being taken by the Council to support our staff, our Arms' Length External Organisations (ALEOs) and local businesses, to understand and comply with these new statutory duties.

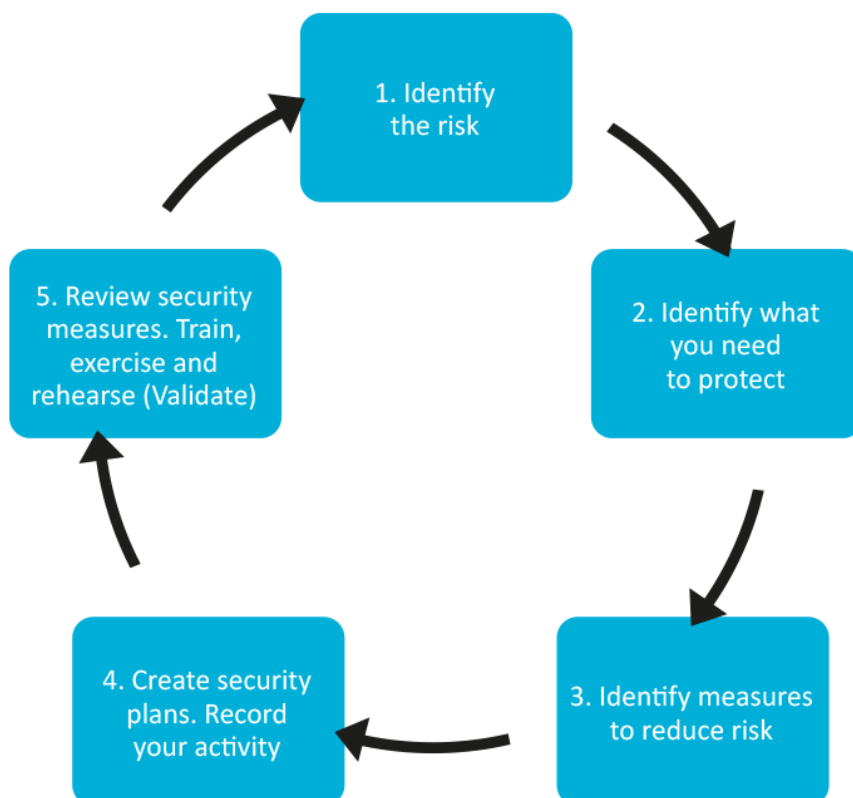
3. CURRENT SITUATION

- 3.1 "Martyn's Law" aims to ensure stronger protections against terrorism in public places.
- 3.2 The Manchester Arena Attack on 22nd May 2017, in which 22 people were killed and hundreds injured was caused by the actions of an Islamist extremist suicide bomber.
- 3.3 The incident resulted in an independent public inquiry, the Manchester Arena Inquiry, (MAI) established in 2019 by the Home Secretary. The inquiry reviewed across three areas:
 Vol 1 Security for the Arena
 Vol 2 Emergency Response
 Vol 3 Radicalisation and Preventability

- 3.4 The consequences of the attack have given impetus to the idea of introducing primary legislation putting in place a Protect Duty. It is an ambitious project and testament to the efforts of Figen Murray whose son Martyn Hett died in the attack.
- 3.5 On 19th December 2022 the UK Government announced details of the proposed Protect Duty, now known as Martyn's Law in tribute to Martyn Hett. Since 2017 there have been 14 terror attacks in the UK, providing a clear justification for the legislation. The terrorist threat we face is multifaceted, diverse, and continually evolving and as such, it remains difficult to predict where it could be targeted. There is a need to improve security and ensure robust, proportionate, and consistent measures in public places, to make sure we can better prepare and improve public security in light of possible future attacks.
- 3.6 Engagement without legal compulsion means that counter terrorism security efforts often fall behind and are inconsistent. Martyn's Law is intended to keep people safe, enhance national security and reduce risk to the public from terrorism by the protection of public venues. It will place a requirement on those responsible for certain locations to consider threat from terrorism and implement appropriate proportionate mitigations.
- 3.7 The proposed legislation, as currently set out in the Terrorism (Protection of Premises) Draft Bill, will impose duties on owners and operators of certain locations to take proportionate measures in order to increase their preparedness for and protection from terrorist attack. There is a two tier model being used 1) a standard tier and 2) an enhanced tier.
- 3.8 It is expected that the new legislation will apply to anyone responsible for publicly accessible locations used for purposes such as entertainment and leisure, retail, food and drink, museums and galleries, sports grounds, visitor attractions, temporary events, places of worship, health, and education also public areas of local and central government buildings (e.g. Town halls)
- 3.9 Persons responsible for qualifying public premises will also be responsible for ensuring that the premises are registered with the regulator. Persons responsible for qualifying public events will be required to give notice of the event to the regulator.
- The standard tier will require to produce a preparedness plan specific to the terrorist threat this could be added to or supplement current Business Continuity Plans and or Emergency Plans. i.e., Education (under 18s)
 - The enhanced tier will be subject to a higher level of requirements and held to a standard of reasonably practicable. The currently proposed legislative requirements for those that are responsible under the enhanced tier are: -
1. A Risk Assessment specific to potential terrorism threat based on UK threat level (can be part of an overall risk assessment or a standalone document as part of a suite of security health and safety documents). They would start by understanding and identifying the threats, vulnerabilities and resulting business impact.

This will help assess 1) what protective security and resilience improvements need to be made and 2) what type of security and contingency plans need developing. For some publicly accessible locations, simple good practice, coupled with staff vigilance and well exercised contingency arrangements may be all that is needed. If, however, an assessment discloses the presence of an attack vulnerability, appropriate protective security measures should be applied to reduce the risk to as low as reasonably practicable.

The following diagram illustrates a typical risk management cycle:



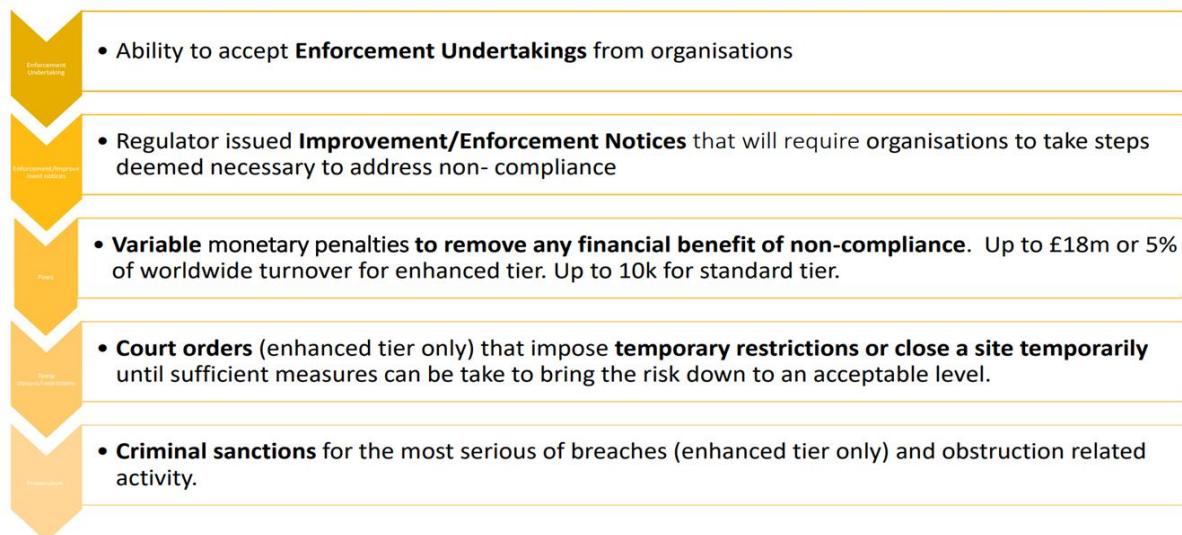
2. To implement and regularly review a Security Plan (which is recorded and auditable). Measures that the organisation can take forward (and implement interchangeably) as part of a security plan include: -
 - Physical measures e.g., Hostile Vehicle Mitigation, CCTV, exterior lighting, access control measures, search and screening
 - People e.g., developing vigilance and a security culture, hostile reconnaissance, training)
 - Systems and processes e.g., encouraging business leaders, managers and practitioners to consider security across their organisations, the assets they own and the services they deliver, as well as in their projects and programme

3.10 There will be premises within scope that are located within another premises within scope. They will be legally required to cooperate with each other to reach mutual objectives. For example - the responsible person for a shopping centre

may stipulate relevant and proportionate arrangements relating to Martyn's Law to premises within that centre (e.g., training, exercises).

- 3.11 For enhanced tier premises only, the owner of that premises will be legally required to coordinate with those in control (the responsible person) to ensure that requirements highlighted within the security plan are met. Example – P&J Live at TECA. TECA is a council owned asset and P&J Live has a separate operator, as do the hotels and Energy Centre therefore this site at TECA requires cooperation and coordination in planning regarding possible terrorist activity – to ensure that coordination and cooperation is in place, Aberdeen City Council chair the Grampian Local Resilience Partnership (GLRP) TECA Liaison Group.
- 3.12 Currently outdoor events and non-defined event spaces are not in scope but during the Home Affairs Select Committees scrutiny of the draft Bill in May 2023 there was further consideration given to including these. All publicly accessible outdoor events are a potential target for terrorists, whether or not express permission is needed to enter. The UK Government may consider expanding the scope of the Draft Bill to include those outdoor events with a capacity of over 800 and where express permission and payment is not required to enter.
- 3.13 Implementation of Martyn's Law will place responsibilities on a number of Council services:
- **Corporate Landlord:** To identify ACC buildings affected by either tier
 - **Education:** Schools and early learning childcare will be standard tier
 - **Facilities:** To review access control systems, CCTV and building infrastructure security
 - **City Growth:** To adapt planning for City Events, owned and managed ACC venues i.e., Beach Ballroom and Art Gallery
 - **Capital:** To adapt planning for new build projects such as new schools, public venues or spaces, which will require to be designed taking account of counter terror measures such as hostile vehicle mitigation, enhanced CCTV, access control, landscaping that allows for people and vehicle segregation etc.
 - **Governance:** To ensure support from Licencing and Legal, Emergency Planning and Resilience
- 3.14 The risks to the Council are primarily around non-compliance and workforce preparation.
- a. Failure to deliver on the obligations of the legislation
 - b. Failure to create appropriate governance (Protect Duty working group)
 - c. Failure to appoint appropriate management level reps from all relevant services to working group and failure to adequately resource the group.
 - d. Failure to accurately complete Protect Duty Burdens Assessment across all relevant Services in line with Protect Duty.
 - e. Failure to raise security awareness to ALL staff
 - f. Failure to identify all standard and enhanced tier locations considered against the qualifying premises and activity descriptors
- 3.15 Sanctions

The proposed regulator approach will be proportionate and risk based with support and guidance supplied to secure compliance with remedial action being requested in most cases. There are more formal sanctions – likely to only be used where non-compliance persists is particularly serious / required to change behaviour / manage immediate public safety risks (a minority of cases)



3.16 Key priorities for officers are to continue with the internal working group for CONTEST and subgroup for PROTECT to regularly meet and progress actions. Part of the action plan will be to identify all ACC buildings, locations and other publicly accessible locations that will require to be assessed under the legislation – New Burdens Assessment. Services will require to carry out initial assessments of their areas of responsibility to allow completion of said burdens assessment.

3.17 Officers from the working group will ensure attendance at all relevant GLRP meetings as well as hold a seat on the North of Scotland CONTEST working group. Wherever the opportunity arises officers will attend any consultation processes by Home Office, Scottish Government etc.

3.18 In regards to training and immediate actions, officers will ensure the Protect UK app is available to all staff to download onto Council devices and will make Action Counters Terrorism (ACT) awareness eLearning mandatory for all council employees current and future.

3.19 Keeping our ALEOs and business community updated is also a top priority for officers and engagement across those sectors has begun already.

3.20 Council outcomes and benefits from the aforementioned work on Martyn’s Law will be to; meet legislative requirements; mitigate the threat and effect of a terrorist attack within public locations within Aberdeen City Council’s portfolio and within our communities. To ensure that we are delivering proportionate and appropriate actions to counter the threat from terrorism in Aberdeen to protect the public and our communities. Comply with good practice; increasing awareness that an attack can happen (Anyone, Any Time, Any Place). As well

as keeping our communities safe and providing a safe environment for our communities, businesses and public to thrive.

- 3.21 Timings for the full bill to be progressed and royal assent given is estimated for late 2024. The Inspector / regulatory body has not yet agreed so it is likely the full bill potentially won't come into force until late 2026 early 2027 once a regulator has been identified, staffed and fully trained. It is expected that there will be limited elements of the legislation that will come into force when the legislation receives royal assent, mainly those that will support the establishment of a regulatory body. ACC will keep on top of the information as it becomes public and ensure that our staff, our ALEOs and our local businesses are given updates as and when appropriate. We can continue with preparatory work in identification of premises that fall into the two tiers and start to progress the likely requirements i.e., risk assessments etc. There is a new burdens assessment to be completed by all local authorities and this will continue to be progressed.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from the recommendations in this report. There will potentially be a resource implication for the Council in the future as the impact of the legislation is understood better and once we are informed on who the regulatory agency will be. There will be financial implications once the law is enforceable if the Council does not meet the duties see sanctions above.

Home Office and Scottish Government representatives recently advised there was no new ring-fenced funding to support organisations with delivery of the new duties.

Insurance is an area we are keen to receive updates on as clearly it could have a financial impact on the council, our ALEOs and local businesses. The Home Office held a workshop with key insurance stakeholders in August 2023 with a view to preventing any adverse consequences regarding sectors insurance premiums as a result of the legislation.

It is not expected that local authorities will become the enforcement body therefore resource implications of this nature are not anticipated. If this position changes, the relevant Committee will be advised.

5. LEGAL IMPLICATIONS

- 5.1 As outlined above, once in force, the legislation will impose new statutory duties upon the Council.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

| Category | Risks | Primary Controls/Control Actions to achieve Target Risk Level | *Target Risk Level (L, M or H) *taking into account controls/control actions | *Does Target Risk Level Match Appetite Set? |
|-----------------------|--|---|---|---|
| Strategic Risk | No significant risks identified. | N/A | N/A | N/A |
| Compliance | Non-compliance with legislative requirements | Project Implementation Plan will include all legislative requirements / activities and monitor to completion | L | Yes |
| Operational | <p>Inadequate workforce preparation and awareness training.</p> <p>Failure to identify and assess Council locations and assets affected by the legislation.</p> <p>Failure to implement changes required to operational systems, controls and procedures</p> | <p>Develop and implement workforce training plans as required</p> <p>Working group representatives from each service area will review the asset register / report provided by corporate landlord</p> <p>Working group representatives from each service area will review the controls and procedures implemented for each location – these will then be annually reviewed</p> | L | Yes |
| Financial | No significant risks identified at this stage | N/A | N/A | N/A |

| 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? |
|-----------------------|---|--|---|---|
| Reputational | Unintended consequences resulting from ineffective implementation Council provides ineffective support to Local businesses and partner organisations | Working group representatives from each service area will review the controls and procedures implemented for each location – these will then be annually reviewed Project implementation plan will include engagement and communication activities required to support ALEOs and local businesses | L | Yes |
| Environment / Climate | No significant risks identified. | N/A | N/A | N/A |

8. OUTCOMES

| <u>COUNCIL DELIVERY PLAN 2023-2024</u> | |
|--|---|
| | Impact of Report |
| Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u> | <u>Example:</u> The proposals within this report support the delivery of the following aspects of the policy statement: <ul style="list-style-type: none"> Helping Aberdeen to be a welcoming, peaceful and safe place to live, work and visit, protecting individuals and communities from crime and anti-social behaviour. |
| <u>Aberdeen City Local Outcome Improvement Plan 2016-26</u> | |
| Prosperous People Stretch Outcomes | Martyn's Law will enhance existing arrangements to keep all our citizens safe and protected from harm when using public venues or public accessible places. |

| | |
|--|--|
| | |
|--|--|

9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|--|---|
| Integrated Impact Assessment | A stage 1 integrated impact assessment has been completed. This will be updated further as the legislation comes into force and the implications are fully known. |
| Data Protection Impact Assessment | Not required |
| Other | None required. |

10. BACKGROUND PAPERS

<https://www.protectuk.police.uk/>

<https://www.gov.uk/government/news/martyns-law-to-ensure-stronger-protections-against-terrorism-in-public-places>

11. APPENDICES

None

12. REPORT AUTHOR CONTACT DETAILS

| | |
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ABERDEEN CITY COUNCIL

| | |
|---------------------------|---|
| COMMITTEE | Communities, Housing and Public Protection |
| DATE | 14 November 2023 |
| EXEMPT | No |
| CONFIDENTIAL | No |
| REPORT TITLE | Protective Services Occupational Health and Safety Service Plan 2023/24 |
| REPORT NUMBER | RES/23/297 |
| DIRECTOR | Steven Whyte |
| CHIEF OFFICER | Mark Reilly |
| REPORT AUTHOR | Andrew Gilchrist |
| TERMS OF REFERENCE | 2.3 |

1. PURPOSE OF REPORT

- 1.1 To outline the Protective Services' proposals for delivering the occupational safety and health regulatory service for year 2023/2024. This Service Plan has been produced at this time to allow a full year to expire after implementation of the Plan for 2022/23. This was itself delayed due to assessment of the impact from the pandemic on the Service.

2. RECOMMENDATION(S)

- 2.1 That the Committee approves the Occupational Health and Safety Service Plan for 2023/24 (Appendix 1)

3. CURRENT SITUATION

- 3.1 As an Enforcing Authority, the Council has responsibility for the provision of health and safety enforcement services covering a range of businesses, mainly within the service sector, covering approximately 4,000 establishments.
- 3.2 The principal activities regarding these establishments are:
- a) Investigating complaints relating to safety, occupational health and welfare at these workplaces;
 - b) Investigating reported accidents arising in the course of work activities;
 - c) Investigating reports of statutory examination of certain types of work equipment, where the examination has revealed defects;
 - d) Receiving notifications of work involving asbestos that may require to be followed up to ensure adequate controls are in place; and
 - e) Engaging in focussed intervention programmes.
- 3.3 The Health and Safety Executive (HSE) identifies its national priorities for local authority action in their Local Authority Circular Interventions. However, the

priority areas for 2023/ 24 essentially replicate those for the previous year and which are being/have been addressed in this current year by this Service.

- 3.4 It is a statutory requirement that the Council 'make adequate arrangements for enforcement' of the requirements of the Health and Safety at Work etc. Act 1974 and the production of a Service Plan and the ability to meet its targets in practice is considered to fulfil this stipulation.

There is presently a national shortage of qualified officers who can be authorised to carry out health and safety enforcement. There are currently 7.6 FTE qualified field officers who spend approximately 15% of time involved in health and safety enforcement activities. The full establishment number of field officer (FTE) posts for the service is 14.5.

The 2023-24 service plan sets out prioritising statutory duties related to investigation and enforcement of activities detailed in 3.2.

Officers carry out a range of activities including food safety, licensing, animal health, port health and welfare inspections. Focused interventions referred to in 3.4 will be restricted to being undertaken at premises being visited for other purposes, such as food law inspections, to minimise the impact on service demand.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

- 5.1 Local authorities have a duty to 'make adequate arrangements for enforcement' under Section 18 of the Health and Safety at Work etc. Act 1974.. The Occupational Health and Safety Service Plan 2023/24 assists the Council to perform their enforcement functions and to comply with this duty.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

| Management Of 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 | Unable to deliver service due to acute disruptive events. | Business continuity plans in place to continue key service provision. | L | Yes |
| Compliance | Failure to meet statutory duty to provide an adequate health and safety enforcement service could lead to intervention by HSE and the transfer of some enforcement functions from the Council to HSE | Provision of – <ul style="list-style-type: none"> • adequate staff resources to meet demand, • appropriate training needs identified through CR+D, 1-2-1 discussions • effective management of staff workloads, • achievable targets within the Service Plan. | L | Yes |
| Operational | Inability to meet targets in Service Plan through other work being given priority. Insufficient number of appropriately trained staff. | Provision of – <ul style="list-style-type: none"> • adequate staff resources to meet demand, • appropriate training needs identified through CR+D ,121 discussions, • effective management of staff workloads, • achievable targets within | L | Yes |

| Management Of 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? |
|------------------------------------|--|--|---|--|
| | | the Service Plan | | |
| Financial | No significant risks identified. | n/a | | |
| Reputational | Local and National press coverage of any failure to effectively perform the statutory duties can present reputational damage to the organisation | Provision of: <ul style="list-style-type: none"> adequate staff resources to meet demand, effective management of staff workloads, achievable targets within the Service Plan Effective communication with media on work activities that may be of Local /National significance. | L | Yes |
| Environment / Climate | No significant risks identified. | n/a | | |

8. OUTCOMES

| COUNCIL DELIVERY PLAN 2022-2023 | |
|--|--|
| | Impact of Report |
| Aberdeen City Council Policy Statement | The proposals in this report have no impact on the Council Delivery Plan.' |
| Working in Partnership for Aberdeen | A Prosperous City, delivering an interventions programme that assists stimulate sustainable economic development in workplaces |
| <u>Aberdeen City Local Outcome Improvement Plan</u> | |
| Prosperous Economy Stretch Outcomes | N/A |
| Prosperous People Stretch Outcomes | The proposals in this report support the delivery of LOIP Stretch Outcome 11 "Healthy life expectancy (time lived in good health) is five years longer by 2026" Ensuring that acceptable standards of health, safety and welfare are being met in Aberdeen will contribute towards this outcome. |
| Prosperous Place Stretch Outcomes | N/A |
| Regional and City Strategies | |
| | The proposals within this report support the Regional Economic Strategy by assisting local businesses to thrive and prosper by providing advice to ensure compliance with relevant legislation |

9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|--|---|
| Integrated Impact Assessment | It is confirmed by Chief Officer, Mark Reilly, that no Integrated Impact Assessment is required |
| Data Protection Impact Assessment | Not required |
| Other | Not required. |

10. BACKGROUND PAPERS

- 10.1 [HELA LAC 67/2\(rev. 12\) Advice/Guidance to Local Authorities on Targeting Interventions](#)
- 10.2 [National Local Authority Enforcement Code- Health and Safety at Work](#)

11. APPENDICES

- 11.1 Appendix 1 –Protective Services Occupational Health and Safety Service Plan 2023/24.

12. REPORT AUTHOR CONTACT DETAILS

| | |
|----------------------|--|
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Appendix 1

ABERDEEN CITY COUNCIL

Protective Services

OCCUPATIONAL HEALTH AND SAFETY

Service Plan

2023-24

Introduction

Protective Service's Occupational Health & Safety Service Plan will reflect the HSE's national priorities but will also address local matters of concern as appropriate.

The Plan will be reviewed on an annual basis by the Principal Environmental Health Officer (PEHO) specialising in Occupational Health and Safety in conjunction with the Environmental Health Manager and Protective Services Manager.

The Service Plan details the intended activity of the Service based on service resources available.

Occupational Health and Safety Service Plan

1. Service Aims and Objectives

- 1.1 The overall aim of the Occupational Health and Safety Regulatory Service is to work with others to protect people's health and safety by ensuring physical risks in the workplace are managed properly
- 1.2 The Service seeks to ensure that the health and safety of members of the public is not compromised by ensuring businesses comply with their obligation to provide safe systems of work.
- 1.3 These aims are addressed primarily through the enforcement of relevant legislation by a variety of means, but also through advice given during visits to businesses. Opportunities are also taken to provide advice and promotion of relevant issues to employers, employees and, where appropriate, to the wider public.

2. Scope of and Demands on the Health and Safety Regulatory Service

- 2.1 As an Enforcing Authority, the Council has responsibility for the provision of health and safety enforcement services covering a range of businesses, mainly within the service sector, covering approximately 4,000 establishments.
The principal activities in regard to these premises include: -
 - a) Investigating complaints relating to health, safety and welfare at these workplaces,
 - b) Investigating reported accidents arising in the course of work activities,
 - c) Investigating reports of statutory examination of certain types of work equipment, where the examination has revealed defects,
 - d) Receiving notifications of work involving asbestos that may require to be followed up to ensure adequate controls are in place; and
 - e) Engaging in focussed intervention programmes when appropriate.

- 2.2 The term ‘enforcement’ is not restricted to the use of legal sanctions to achieve the aims of the legislation. ‘Enforcement’ is also taken to include: -
- a) Encouragement of businesses to achieve compliance and adopt good practice through awareness raising promotion, education, and provision of feedback,
 - b) Raising the awareness of employers, self-employed and employees about health and safety issues and the measures necessary or available to control them,
 - c) Partnership management with the business and voluntary sectors and other agencies,
 - d) The provision of advice about best practice,
 - e) The provision of advice about the application and interpretation of legislation.
- 2.3 Formal enforcement options include:
- a) The use of enforcement notice procedures to require improvements to health and safety controls or prohibit dangerous work activities,
 - b) The power to seize or render safe dangerous equipment, substances or articles,
 - c) Reporting matters to the Procurator Fiscal with a view to instigating prosecution.
- 2.4 The officers conducting health and safety inspections also have responsibilities for inspecting establishments under food safety legislation as detailed in Section 3.
- 2.5 The business profile for which the service is responsible for health and safety enforcement is detailed in Table 1 below (latest available data 2023)

Table 1: Business Profile for Health and Safety Enforcement in Aberdeen

| Type of Establishments | No. in category (05/09/2023) |
|-------------------------------|---|
| Retail | 943 |
| Wholesale | 134 |
| Office | 1125 |
| Catering | 976 |
| Hotels | 79 |
| Residential Care | 83 |
| Leisure | 165 |
| Consumer Services | 465 |
| Other | 166 |
| Total | 4136 |

3. Organisational Structure

3.1 The Occupational Health and Safety Regulatory Service

The Service is a city-wide service provided from the Commercial Team of Protective Services by a mix of Environmental Health Officers, Authorised Officers and Licensing Standards Officers. The Service also carries out a range of additional activities including food safety, licensing, animal health and welfare inspections which gives the opportunity to deal with any health and safety concerns identified at the time of the visit.

3.2 Staffing Allocation (as of 5/10/23)

| | Full Time Equivalent Staff involved in health & safety enforcement |
|-----------------------------|--|
| Section Management | |
| Protective Services Manager | 0.1 |
| Principal EHO | 0.6 |
| Field Staff | |
| EHO | 0.8 |
| Total | 1.5 |

3.3 The Service will only deploy officers to carry out enforcement tasks for which they possess the appropriate qualifications and experience. Officers who are not accredited operate under the close supervision of the Principal EHO. Formal enforcement action [service of notices or preparation of reports to the Procurator Fiscal] is subject to the scrutiny of the Principal EHO or Protective Services Manager.

4. Service Delivery

4.1 Local authorities have a duty to 'make adequate arrangements for enforcement' under Section 18 of the Health and Safety etc. at Health and Safety at Work etc. Act 1974. "The National Local Authority Enforcement Code – Health and Safety at Work" sets out what is meant by "adequate arrangements for enforcement" and concentrates on the following four objectives:

- a) Clarifying the **roles and responsibilities** of business, regulators and professional bodies to ensure a shared understanding of management of risk,
- b) Outlining the **risk-based regulatory approach** that Local Authorities should adopt with reference to the Regulator's Compliance Code, Health and Safety Executive's (HSE') Enforcement Policy Statement and the need to

target relevant and effective interventions that focus on influencing behaviours and improving the management of risk,

- c) Setting out the need for the **training and competence** of LA H&S regulators linked to the authorisation and use of HSWA powers; and,
- d) Explaining the arrangements for collection and publication of LA data and peer review to give an **assurance on meeting the requirements of this Code**.

4.2 “The National Local Authority Enforcement Code – Health and Safety at Work” sets out what is meant by “adequate arrangements for enforcement.”

Practically, this Service is guided to achieve this by:

- a) having a risk-based Service Plan focussed on tackling specific risks,
- b) evaluate the risks that they need to address and use the whole range of interventions to target these specific risks,
- c) reserving unannounced proactive inspection only for the activities and sectors published by HSE or where intelligence suggests risks are not being effectively managed. A programme of inspections out with this scope is not considered to be acceptable practice in terms of the above Code,
- d) using national and local intelligence to inform priorities,
- e) ensuring that officers authorised to enforce the requirements are trained and competent,
- f) setting clear expectations for delivery,
- g) having a clear and easily accessible enforcement policy,
- h) providing easily accessible information on services and advice available to businesses,
- i) publishing data on our health and safety inspection records,
- j) having an easily accessible complaints procedure.

4.3 Arising from the Enforcement Code is a list, produced by the HSE, of high-risk activities/sectors that may be subject to proactive inspections, and which guides the Service's direction in enforcement activity.

4.4 In summary, this means local authorities ensure their planned regulatory activity is focussed on outcomes-primarily working to deliver those national priorities set by HSE, taking account of local issues prioritised by risk, and be accompanied by a programme meeting the requirements of the Code. These national priorities are defined in HSE’s “HELA LAC 67/2 Advice/Guidance to Local Authorities on Targeting Interventions” which is updated annually. The latest version mirrors the priorities from the previous year, and which have been/are being addressed in year 2022/23- see Table 2.

- 4.5 There is currently a national shortage of qualified officers resulting in a significant reduction in service FTE available. The need to implement the Food Law inspection programme is the principal priority for the team and this significantly constrains the potential scope of any Plan. Reactive work will largely be confined to responding to accident investigations, investigating complaints on a prioritised basis) providing advice informally and following up on significant issues that maybe discovered during other visits.
- 4.6 Proactive work will be restricted to visits being made to relevant establishments for other purposes, such as food law interventions, to minimise the impact on service demand.

Table 2

| Activity | Why | How | Resource Demand |
|--|--|---|--|
| Raising awareness of the work-related stress and mental health campaign 'Working Minds' with businesses. | National Priority. | Provide support pack if complaints /concerns are received. Follow up investigation if necessary. | Unknown. No issues have arisen in 2022/23. |
| Electrical safety in hospitality settings. | National priority. Focus on provision of electrical supply to outdoor structures that have been installed during the pandemic | Checks carried out during programmed food law inspections and/licensing standard inspections or as a result of complaint. | As linked to programmed inspection activities, additional resource demand likely to be insignificant. No issues have arisen in 2022/23. Continue in 2023/24. |
| Construction. | National priority. | Action taken when standards of health and safety of construction work in LA enforced premises is a matter of concern. | During visits to commercial premises for other purposes or following complaint. No issues requiring action have arisen in 2022/23. |
| Prevent or control ill health arising from animal contact at visitor attractions. | National Priority. | There is one establishment in the authority area. A combined health and safety and animal health visit has been undertaken. | Visit undertaken in 2022/23, no further action required in 2023/24. |
| Trampoline parks. | National priority arising from the number of injuries. | Either visit to only park in area or contact by email. | Low. Visit undertaken in 2022/23, no need for further action in 2023/24. |

| Activity | Why | How | Resource Demand |
|--|--|--|---|
| Gas safety in commercial catering premises. | National priority arising from intelligence that duty holders are not fully aware of their responsibilities. | Duty holders were written to at beginning of 2021 on this concern. Officers raise matters during other visits to premises. | Low. Not considered to be a critical safety issue based on local intelligence. Continue in 2023/24. |
| Spa pools and hot tubs on display. | National priority arising from intelligence of legionella transmission from filled spa pools /hot tubs on display. | Contact by telephone/ email to confirm that this practice is not happening. | Low. Businesses emailed in 2022/23, no further action required in 2023/24. |
| Raising awareness of the need to prevent injury to members of the public from accessing large commercial waste and recycling bins. | National priority arising from intelligence of deaths/injuries to those sheltering in large waste bins. | Discuss with duty holder when visiting premises for other reasons. | Low. No issues have arisen in 2022/23. Continue in 2023/24. |
| Welfare provision for delivery drivers. | National priority arising from intelligence that drivers are being denied use of toilet and rest facilities at delivery sites. | Respond to complaints. | Low. No issues have arisen in 2022/23. Continue in 2023/24. |
| Promoting worker involvement in safety management systems. | National priority arising from perception that workers' representatives are not being engaged during visits. | Contact workers representatives during visits to ensure the reason for the visit is fully known to them. | Low. No issues have arisen in 2022/23. Continue in 2023/24. |

5. Quality Monitoring and Assessment

- 5.1 Documented procedures for quality monitoring and quality assessment of the Service have been established where competency is assessed, with consistency checks being conducted throughout the year. These should ensure adherence to the Service's Health and Safety Enforcement Policy, HSE guidance and the Enforcement Management Model.

6. Performance Review 2022/23

Year 2022/23 is reviewed below.

| Intervention type | | Number of Inspection / intervention visits | | Notes |
|--|--------------------------------------|--|-----------------------------------|-------|
| Proactive Inspections | Proactive inspection | Targeted using National Intelligence | Targeted using Local Intelligence | |
| | | 2 | 0 | |
| Non- inspection interventions | Other visits/face to face contacts | 0 | 0 | |
| | Other contact /interventions | 0 | 0 | |
| Reactive visits | Visit to investigate incidents | 13 | | |
| | Visit to investigate complaints | 23 | | |
| | Visits following requests for advice | 1 | | |
| Revisits following earlier interventions | | 2 | | |
| Improvement Notices | | 3 | | |
| Immediate Prohibition Notices | | 1 | | |
| Deferred Prohibition Notices | | 0 | | |

7.Areas for Continuous Improvement

- a) Ensure that the profile of occupational health and safety is maintained and enhanced primarily by the activities detailed in this Plan,
- b) Undertake promotional and educational initiatives whenever possible,
- c) All field officers to be assessed as to their competency. Development needs to be addressed therefrom,
- d) Ensure the publication of appropriate data of the Service's Occupational Health and Safety activities.

| | |
|---------------------------|---|
| COMMITTEE | Communities, Housing and Public Protection Committee |
| DATE | 14 November 2023 |
| EXEMPT | No |
| CONFIDENTIAL | No |
| REPORT TITLE | Communities, Housing and Public Protection Performance Report |
| REPORT NUMBER | COM/23/336 |
| 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 and Customer services.

2. RECOMMENDATION(S)

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

3. CURRENT SITUATION

Report Purpose

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

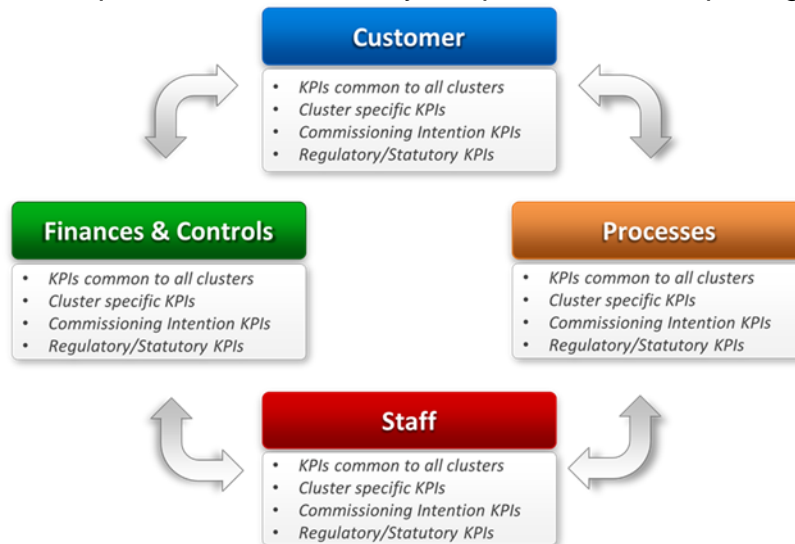
Report Structure and Content

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 14 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 September 2023 or Quarter 2 2023/24, as appropriate.
- 3.9 Appendix A provides an overview of performance across certain Operations and Customer services, with reference to recent trends and performance against target. It also includes, at appropriate points in the Appendix, further analysis of several performance measures which have been identified as of potential interest in terms of either performance implications, data trends or changes in these metrics. These are listed below:
- YTD Average length of journey in days for applicants assessed as unintentionally homeless
- 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

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

| Category | Risks | Primary Controls/Control Actions to achieve Target Risk Level | *Target Risk Level (L, M or H) *taking into account controls/control actions | *Does Target Risk Level Match Appetite Set? |
|-------------------|-----------------------------|---|---|---|
| Strategic | None | NA | NA | NA |
| Compliance | No significant legal risks. | Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting. | L | Yes |

| | | | | |
|------------------------------|------------------------------------|--|----|-----|
| Operational | No significant operational risks. | Oversight by Elected Members of core employee health and safety/attendance data supports the Council's obligations as an employer | L | Yes |
| Financial | No significant financial risks. | Overview data on specific limited aspects of the cluster's financial performance is provided within this report | L | Yes |
| Reputational | No significant reputational risks. | Reporting of service performance to Members and in the public domain serves to enhance the Council's reputation for transparency and accountability. | L | Yes |
| Environment / Climate | None | NA | NA | NA |

8. OUTCOMES

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

| | |
|-------------------------------------|---|
| | to environmental issues allowing the Committee to measure the impact of any current action. |
| | |
| Regional and City Strategies | None |

9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|--|--|
| Integrated Impact Assessment | It is confirmed by Chief Officer Martin Murchie that no Integrated Impact Assessment is required |
| Data Protection Impact Assessment | Not required |
| Other | None |

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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Strategic Performance and Improvement Officer

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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 | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|--|------------------|---|----------|---|----------|---|----------------|
| | Value | Status | Value | Status | Value | Status | |
| The year to date percentage of repairs appointments kept | Data unavailable | | | | | | 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). | 74.14% |  | 80% |  | 84.87% |  | 80% |

| Performance Indicator | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 Target |
|--|------------|---|------------|---|------------|---|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Total No. complaints received (stage 1 and 2) - Building Services | 67 |  | 75 |  | 64 |  | |
| % of complaints resolved within timescale stage 1 and 2) - Building Services | 74.6% |  | 85.3% |  | 76.6% |  | 75% |
| % of complaints with at least one point upheld (stage 1 and 2) - Building Services | 25.4% |  | 38.7% |  | 32.8% |  | |
| *Total No. of lessons learnt identified (stage 1 and 2) - Building Services | 0 |  | 1 |  | 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 | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|---|------------------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| The year to date average length of time taken to complete emergency repairs (hrs) | Data unavailable | | | | | | 4.1 |
| The year to date average length of time taken to complete non-emergency repairs (days) | Data unavailable | | | | | | 8.3 |
| The year to date percentage of reactive repairs carried out in the last year completed right first time | Data unavailable | | | | | | 90% |
| The percentage of Repairs Inspections completed within 20 working day target (year to date) | Data unavailable | | | | | | 100% |

3. Staff – Building Services

| Performance Indicator | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 Target |
|--|------------|--------|------------|--------|------------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Accidents - Reportable - Employees (No in Quarter - Building Services) | 1 | | 0 | | 1 | | |
| Accidents - Non-Reportable - Employees (No in Quarter - Building Services) | 4 | | 7 | | 5 | | |













| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Sickness Absence – Average Number of Days Lost - Building Services | 4.7 | | 4.8 | | 5.2 | | 10 |
| Establishment actual FTE | 401.36 | | 408.13 | | 403.43 | | |




4. Finance & Controls – Building Services

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|-------------------------------------|----------|---|----------|---|----------|---|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Staff Costs - % Spend to Date (FYB) | 33.6% |  | 41.9% |  | 48.2% |  | 100% |

Facilities Management

1. Customer – Facilities Management

| Performance Indicator | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 Target |
|---|------------|---|------------|---|------------|---|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Total No. complaints received (stage 1 and 2) - Facilities | 2 |  | 3 |  | 3 |  | |
| % of complaints resolved within timescale (stage 1 and 2) - Facilities | 100% |  | 100% |  | 100% |  | 75% |
| % of complaints with at least one point upheld (stage 1 and 2) - Facilities | 50% |  | 33.3% |  | 33.3% |  | |
| Total No. of lessons learnt identified (stage 1 and 2) - Facilities | 0 |  | 0 |  | 0 |  | |

| Performance Indicator | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 Q2 Target |
|--|------------|---|------------|---|------------|---|-------------------|
| | Value | Status | Value | Status | Value | Status | |
| *Number of school lunches served in the year - Primary (YTD) | 1,526,088 |  | 531,031 |  | 819,059 |  | 799,200 |

*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.

It has also come to light that the ELC afternoon figures need to be added to that shown and as a result the figure reported will be slightly higher. We are currently working on the reporting mechanism for recording ELC afternoon numbers, however, we rely on the school Admin / ELC staff to carry out this function.

Appendix A

| Performance Indicator | Current Status | 2023/24 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 | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| % Fly tipping alerts at housing multi-storey blocks responded to within 48 hours | 100% | | 93.3% | | 75% | | 80% |
| % Response cleaning alerts responded to within priority timescales | 90% | | 92.9% | | 91.7% | | 80% |
| % Void cleaning alerts responded to within priority timescales | 90% | | 100% | | 100% | | 80% |

| Performance Indicator | Current Status | 2023/24 Target |
|---|----------------|----------------|
| We will deliver 39 weeks contracted school cleaning to the standards set in our generic specification and within the budget allocated. | | 95% |
| <p>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.</p> | | |

Appendix A

| Performance Indicator | Current Status | 2023/24 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 | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 Target |
|---|------------|--------|------------|--------|------------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Accidents - Reportable - Employees (No in Quarter) | 0 | | 0 | | 0 | | |
| Accidents - Non-Reportable - Employees (No Quarter) | 4 | | 12 | | 9 | | |

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| *Sickness Absence – Average Number of Days Lost - Facilities | 17.9 | | 19 | | 19.9 | | 10 |
| Establishment actual FTE | 525.03 | | 523.34 | | 521.83 | | |
| Establishment actual FTE (Catering) | 172.07 | | 170.54 | | 172.58 | | |
| Establishment actual FTE (Cleaning) | 234.39 | | 234.14 | | 234.04 | | |
| Establishment actual FTE (Janitorial) | 64.16 | | 64.16 | | 64.63 | | |
| Establishment actual FTE (Office & Building Management) | 16.89 | | 16.37 | | 15.89 | | |
| Establishment actual FTE (Passenger Transport Unit) | 34.19 | | 34.19 | | 32.19 | | |

Appendix A













* 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 currently working internally on data quality issues and with the vendor to resolve this anomaly.

4. Finance & Controls - Facilities Management




| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 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) | 36.4% |  | 45.4% |  | 54.1% |  | 100% |

Protective Services

1. Customer – Protective Services

| Performance Indicator | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 Target |
|--|------------|---|------------|---|------------|---|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Total No. complaints received - Protective Services | 9 |  | 4 |  | 7 |  | |
| % of complaints resolved within timescale - Protective Services | 66.7% |  | 75% |  | 71.4% |  | 75% |
| % of complaints with at least one point upheld (stage 1 and 2) - Protective Services | 11.1% |  | 0% |  | 14.3% |  | |
| Total No. of lessons learnt identified (stage 1 and 2) - Protective Services | 2 |  | 0 |  | 0 |  | |

2. Processes - Protective Services

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|---|----------|---|----------|---|----------|---|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Non-Domestic Noise % responded to within 2 days | 98.1% |  | 98% |  | 100% |  | 100% |

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| High Priority Pest Control % responded to within 2 days | 100% | | 80.5% | | 94% | | 100% |
| High Priority Public Health % responded to within 2 days | 95.8% | | 93.6% | | 90.8% | | 100% |
| Dog Fouling - % responded to within 2 days | 97.3% | | 100% | | 100% | | 100% |

| Performance Indicator | Q4 2022/23 | | Q1 2023/4 | | Q2 2023/24 | | 2023/24 Target |
|---|------------|--------|-----------|--------|------------------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| **% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory) | 67.7% | | 55.6% | | Data unavailable | | 80% |
| *% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date | 22.8% | | 18.2% | | 39.9% | | |
| *% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date | 11% | | 10.1% | | 12.8% | | |
| *% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date | 53.6% | | 19.8% | | 40.7% | | |
| *% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date | 28.1% | | 9.9% | | 23.5% | | |

*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.

**The below target performance for sample turnaround within specified target times for Q1 was due to a combination of staff absence due to illness and the breakdown of two pieces of crucial equipment. While performance for Q2 is not yet fully complete due to the turnaround periods required, initial reviews confirm that levels have recovered to 2022/23 levels.

3. Staff - Protective Services

| Performance Indicator | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 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) | 1 | | 0 | | 0 | | |

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Sickness Absence – Average Number of Days Lost - Protective Services | 2.3 | | 2.6 | | 3.4 | | 10 |
| Establishment actual FTE | 62.92 | | 63.11 | | 62.65 | | |

4. Finance & Controls - Protective Services

| Performance Indicator | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 Target |
|---|------------|--------|------------|--------|------------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| % of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory) | 83.1% | | 83.7% | | 94.6% | | 95% |

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|-------------------------------------|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Staff Costs - % Spend to Date (FYB) | 36.4% | | 45.3% | | 63.1% | | 100% |

Customer

Customer Experience

1. Customer – Customer Experience

| Performance Indicator – Service | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 Target |
|--|------------|--------|------------|--------|------------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Total No. complaints received – Customer Experience | 66 | | 65 | | 88 | | |
| % of complaints resolved within timescale – Customer Experience | 92.4% | | 93.8% | | 93.2% | | 75% |
| % of complaints with at least one point upheld (stage 1 and 2) – Customer Experience | 45.5% | | 38.5% | | 39.8% | | |
| Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience | 5 | | 1 | | 3 | | |

2. Processes – Customer Experience

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 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) | 12.32 | | 12.48 | | 12.46 | | 12 |
| Correct amount of Housing Benefit paid to customer (monthly) | 96.33% | | 95.9% | | 95.95% | | 95% |
| % Customer Contact Centre calls answered within 60 seconds | 74.44% | | 72.16% | | 70.75% | | 70% |

| Performance Indicator | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 Target |
|---|------------|--------|------------|--------|------------------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| *% Crisis Grant applications processed within 2 working days | 86.9% | | 97.65% | | Data unavailable | | 90% |
| *% Community Care Grant applications processed within 15 working days | 70% | | 89.75% | | Data unavailable | | 50% |

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

3. Staff – Customer Experience

| Performance Indicator | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 Target |
|--|------------|--------|------------|--------|------------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Accidents - Reportable - Employees (No in Quarter – Customer Experience) | 0 | | 0 | | 0 | | |
| Accidents - Non-Reportable - Employees (No in Quarter – Customer Experience) | 1 | | 0 | | 0 | | |

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Sickness Absence – Average Number of Days Lost – Customer Experience | 6.8 | | 7 | | 7.1 | | 5 |
| Establishment actual FTE | 337.35 | | 334.92 | | 334.06 | | |



4. Finance & Controls – Customer Experience







| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Council Tax Cash Collected (In Year) - monthly | £53.8m | | £66.4m | | £78.9m | | £80m |
| Staff Costs - % Spend to Date (FYB) | 33.4% | | 41.5% | | 49% | | 100% |

Digital and Technology













1. Customer – Digital and Technology

| Performance Indicator | Q4 2022/23 | | Q1 2022/23 | | Q2 2023/24 | | 2023/24 Target |
|---|------------|--------|------------------|--------|------------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Total No. complaints received – Digital and Technology | 4 | | 0 | | 1 | | |
| % of complaints resolved within timescale – Digital and Technology | 50% | | No complaints Q1 | | 0% | | 75% |
| % of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology | 75% | | | | 0 | | |

| Performance Indicator | Q4 2022/23 | | Q1 2022/23 | | Q2 2023/24 | | 2023/24 Target |
|---|------------|---|------------|--------|------------|---|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology | 1 |  | | | 0 |  | |







| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|---------------------------------------|----------|---|----------|---|----------|---|----------------|
| | Value | Status | Value | Status | Value | Status | |
| *Average Call Wait Time (IT Helpdesk) | 103 secs |  | 162 secs |  | 220 secs |  | 150 sec. |
| Abandonment Rate % (IT Helpdesk) | 7.49% |  | 11.26% |  | 14.73% |  | 30% |

2. Processes – Digital and Technology

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 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 | 78.6% |  | 79.4% |  | 77.2% |  | 65% |
| *% Priority 1 and 2 incidents closed in timescale | 77.8% |  | 100% |  | 66.7% |  | 99.5% |
| *% Priority 3 – 5 incidents closed in timescale | 78.2% |  | 70.7% |  | 74% |  | 95% |

*There has been an expected rise in average call wait times during September due to the schools' return after the summer holidays. This year it has also been affected by the Device Refresh - due to staff being allocated to support the roll-out of new laptops, and to helping the 4,250 users of these new devices with any subsequent problems. There has ultimately also been a roll on impact on the percentage of incidents closed in timescale due to this temporary pressure on resources.

3. Staff – Digital and Technology

| Performance Indicator | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 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) | 2 |  | 0 |  | 0 |  | |

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|---|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Sickness Absence – Average Number of Days Lost – Digital and Technology | 0.8 | | 0.9 | | 1.2 | | 5 |
| Establishment actual FTE | 93.92 | | 93.92 | | 91.69 | | |

4. Finance & Controls – Digital and Technology

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|-------------------------------------|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Staff Costs - % Spend to Date (FYB) | 33.2% | | 41.5% | | 51% | | 100% |

Early Intervention and Community Empowerment

1. Customer – Early Intervention and Community Empowerment

| Performance Indicator | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 Target |
|---|------------|--------|------------|--------|------------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Total No. complaints received – Early Intervention and Community Empowerment | 76 | | 60 | | 85 | | |
| % of complaints resolved within timescale - Early Intervention and Community Empowerment | 72.4% | | 76.7% | | 76.5% | | 75% |
| % of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment | 25% | | 13.3% | | 35.3% | | |
| Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment | 5 | | 2 | | 6 | | |

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Percentage of tenants satisfied with the standard of their home when moving in YTD | 72.5% | | 76.1% | | 74.4% | | 75% |
| Satisfaction of new tenants with the overall service received (Year To Date) | 82.5% | | 86.6% | | 82.9% | | 85% |

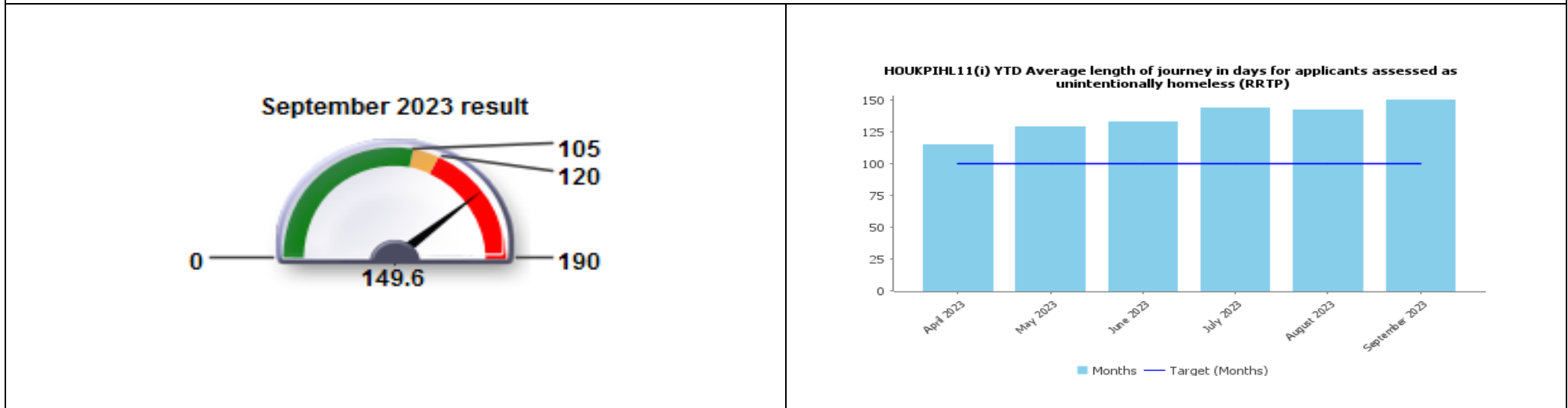
| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Financial Inclusion - No of open cases per month | 161 | | 153 | | 167 | | |
| Financial Inclusion - No of enquiries per month | 177 | | 151 | | 168 | | |
| Number of visits to libraries - person | 39,135 | | 44,327 | | 42,373 | | |
| Number of visits to libraries - virtual | 79,498 | | 107,096 | | 104,415 | | |
| % Libraries open during agreed opening hours | 99.6% | | 98.8% | | 100% | | 95% |

2. Processes – Early Intervention and Community Empowerment

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 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 | 30.9% | | 30.4% | | 30.8% | | 100% |
| YTD Average length of journey in days for applicants assessed as unintentionally homeless | 143.4 | | 142.1 | | 149.6 | | 100 |
| YTD Percentage of anti-social behaviour cases reported which were resolved | 93.9% | | 94.5% | | 94.8% | | 100% |
| YTD % of calls attended to by the ASBIT Team within 1 hour | 94.5% | | 95.6% | | 95.6% | | 95% |
| Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End | 417 | | 461 | | 486 | | |
| The YTD number of Legal repossessions following decree (Arrears) - Citywide | 0 | | 0 | | 0 | | |
| Housing Applications processed 28 days YTD % | 100% | | 100% | | 99.27% | | 100% |
| Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale | 88.1% | | 91.3% | | 92.3% | | 100% |
| The YTD Average time taken to re-let all properties (Citywide - days) | 249.2 | | 248.4 | | 244.9 | | 125 |
| Voids Available for Offer Month Number - Citywide | 1,690 | | 1,639 | | 1,756 | | |

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Welfare Rights - % of Successful Appeals | 100% | | 75% | | 100% | | |
| HMO License Applications Pending | 94 | | 94 | | 93 | | |
| HMO Licenses in force | 1,040 | | 1,033 | | 1,027 | | |
| % Library item requests satisfied within 21 days | 78.5% | | 74.2% | | 71.7% | | 85% |

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 **114 days**. Aberdeen City recorded the 3rd best journey time across Scotland in 2022/23 where the national average was **287 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 **149.6 days**.
- Year to date there has been **447** cases closed where the applicant had a permanent rehouse duty. Of these **165 (37%)** 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 for closed cases is **26.6 days** and is higher than the **21-day** average target timescale for this stage.
 - The average time taken from decision to outcome for closed cases is **123 days**.
- Current case closure rates are **24%** lower than levels of new homeless demand, where **556** applicants have been assessed with a rehouse duty this year.
- This has led to an increase in open homeless cases where there are currently **446** 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 **104.2 days** in 2021/22. However, in 2022/23 the journey time increased by **10.3 days** to an average of **114.5 days**, whereupon this trend has continued into 2023/24 where the average time to date has increased by **35.1 days** to **149.6**.
- Since 2020/21 the number of cases closed within 100 days has been in decline. To date only **37%** of cases closed in 2023/24 have recorded a homeless journey of less than 100 days. This is down **28%** on levels achieved in 2022/23 (**65%**) and **32%** on 2021/22 (**69%**).
- The increase in homeless journey time has led to a slowdown in throughput during the 1st half of the year. When compared with the same period the previous year records reveal a **21%** decline in rehousing outcomes among households assessed with a rehouse duty this year.

- 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 **24%**.
- 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. During the 1st half of this year Aberdeen City Council let **289** general need properties to homeless households, **68** fewer than the same period the previous year, an even greater downturn of **19%**. Homeless general need allocation rates are currently operating at **35.3%**, down **10.5%** on the same period the previous year.
- Due to the slowdown in throughput this year a **28%** fall in temp flat turn-over, and a **15%** fall in hostel turnover was recorded during the first half of the year. This has placed even greater pressures on supply, with further increases in use of hotel rooms being commissioned to meet demands. A **56%** increase in placements for this type of accommodation was recorded during the first half of the year. The average length of time a household is placed in hotel accommodation has risen significantly, from **9** days in 2022/23 to **36** days this year. On average **76%** of all households placed in hotels this year have resided for longer than 7 days and breached the Unsuuitable Accommodation Order.

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 Unsuuitable 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 fleeing Domestic Abuse stay at home, a Private Landlord Support Officer and our Housing & Support model to help tenants sustain their tenancy.

Responsible officer:

Rachel Harrison

Last Updated:

September 2023

3. Staff – Early Intervention and Community Empowerment

| Performance Indicator | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 Target |
|---|------------|--------|------------|--------|------------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Accidents - Reportable - Employees (No in Quarter - EICE) | 0 | | 0 | | 0 | | |
| Accidents - Non-Reportable - Employees (No in Quarter – EICE) | 3 | | 1 | | 1 | | |

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|---|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Sickness Absence – Average Number of Days Lost - EICE | 8.3 | | 8.9 | | 9.4 | | 8 |
| Establishment actual FTE | 413.54 | | 398.94 | | 405.13 | | |

4. Finance & Controls – Early Intervention and Community Empowerment

| Performance Indicator | Jul 2023 | | Aug 2023 | | Sep 2023 | | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| Staff Costs - % Spend to Date (FYB) | 35.1% | | 43.6% | | 36.13% | | 100% |
| Financial Inclusion - Total Financial Gains Achieved per month | £427,401 | | £352,097 | | £222,273 | | |
| Gross rent Arrears as a percentage of Rent due | 15.9% | | 17.39% | | 17.18% | | 18.2% |
| Rent loss due to voids - Citywide - YTD average | 7.6% | | 7.56% | | 7.56% | | 4.62% |

Corporate

1. Customer – Corporate

| Performance Indicator – Corporate | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | 2023/24 Target |
|--|----------------|--------|------------|--------|------------|--------|----------------|
| | Value | Status | Value | Status | Value | Status | |
| No. of Non-complex Subject Access Requests received | 50 | | 76 | | 36 | | |
| % Non-complex Subject Access Requests responded to within 1 month | 76% | | 71.1% | | 74.6% | | 80% |
| No. of Complex Subject Access Requests received | 9 | | 7 | | 9 | | |
| % Complex Subject Access Requests responded to within 3 months | 0% | | 28.6% | | 55.6% | | 70% |
| No. of Environmental Information Regulation requests received | 82 | | 75 | | 103 | | |
| % of Environmental Info Requests replied to within 20 working days - Corporate | 90.2% | | 85.3% | | 89.32% | | 85% |
| No. of Freedom of Information requests received | 412 | | 324 | | 325 | | |
| % of Freedom of Information requests replied to within 20 working days - Corporate | 85.7% | | 89.5% | | 83.38% | | 85% |
| No. of Access to School Records requests received | 0 | | 5 | | 3 | | |
| % Access to School Records requests responded to within 15 school days | No requests Q4 | | 100% | | 100% | | 100% |
| No. of Data Protection Right requests received | 2 | | 17 | | 3 | | |
| % Data Protection Right requests responded to within 1 month | 100% | | 88.2% | | 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 Committee |
| DATE | 14 November 2023 |
| EXEMPT | No |
| CONFIDENTIAL | No |
| REPORT TITLE | Committee Annual Effectiveness Report |
| REPORT NUMBER | COM/23/334 |
| DIRECTOR | Gale Beattie |
| CHIEF OFFICER | Vikki Cuthbert |
| REPORT AUTHOR | Lynsey McBain |
| TERMS OF REFERENCE | GD 8.5 |

1. PURPOSE OF REPORT

- 1.1 To present the annual report of the Communities, Housing and Public Protection Committee to enable Members to provide comment on the data contained within.

2. RECOMMENDATIONS

That Committee:-

- 2.1 note the annual report of the Communities, Housing and Public Protection Committee and provide comments and observations on the data contained therein.

3. CURRENT SITUATION

Annual Reports on Committee Terms of Reference

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

correctly aligned, and identifying any areas of the Terms of Reference which had not been used throughout the year in order that they can be reviewed and revised if necessary. The information from the effectiveness reports has also been used in the past to feed into the Annual Governance Statement.

- 3.4 The reports provide a mechanism for each committee to annually review its effectiveness, including data on attendance, any late reports, referrals to Council and the number of times officer recommendations were amended, and to ensure that it is following its Terms of Reference.
- 3.5 Similarly, recording the sections or stretch outcomes of the Local Outcome Improvement Plan (LOIP) which apply to each report allows Members to be aware of the direct impact of any proposals before them on the LOIP, and gives a general overview at the end of each year of the number of reports which have had an impact on the LOIP stretch outcomes.
- 3.6 This is the first annual effectiveness report for the Communities, Housing and Public Protection Committee which had its first meeting on 1 November 2022.
- 3.7 Any comments from Members on types of data that should be considered in future effectiveness reports would be welcomed to ensure that Members are presented with meaningful data.
- 3.8 The annual report for 2022/2023 is therefore appended for the Committee's consideration. Following consideration by the Committee, the annual report will be submitted to Full Council in December for noting.

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 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.

| Category | Risk | Low (L) Medium (M) High (H) | Mitigation | *Does Target Risk Level Match |
|----------|------|-----------------------------------|------------|-------------------------------|
| | | | | |

| | | | | Appetite Set? |
|------------------------------|---|---|--|----------------------|
| Strategic Risk | N/A | | | Yes |
| Compliance | Failure to submit this report would mean that the Council would not be complying with its instruction that all committees and Full Council receive such a report each year. | L | The bringing of this report addresses this risk. | Yes |
| Operational | N/A | | | Yes |
| Financial | N/A | | | Yes |
| Reputational | N/A | | | Yes |
| Environment / Climate | N/A | | | Yes |

8. OUTCOMES

The proposals in this report have no impact on the Council Delivery Plan. However the committee effectiveness annual reports link to the Scheme of Governance by ensuring that each committee is fulfilling its Terms of Reference.

9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|--|--|
| Integrated Impact Assessment | It is confirmed by Interim Chief Officer – Governance (Assurance), Vikki Cuthbert, that no Integrated Impact Assessment is required. |
| Data Protection Impact Assessment | Not required |

10. BACKGROUND PAPERS

None.

11. APPENDICES

11.1 Communities, Housing and Public Protection Committee Annual Effectiveness Report 14 October 2022 to 14 October 2023.

12. REPORT AUTHOR CONTACT DETAILS

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Communities, Housing and Public Protection Committee Annual Effectiveness Report 2022/2023



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1. Introduction from Convener

- 1.1 I am pleased to present the first annual effectiveness report for the Communities, Housing and Public Protection Committee (CHPPC). The annual effectiveness reports have been in place since 2017, following a recommendation made by CIPFA in their review of the Council's governance arrangements, namely that Committees review the extent to which they had operated within their Terms of Reference, through an annual report. The annual effectiveness report represents good practice in governance and also informs the annual review of the Council's Scheme of Governance, enabling officers to identify if any changes are required, for example, to the Committee Terms of Reference. The presentation of the annual reports was temporarily paused due to the disruption to committee meetings as a result of the pandemic, and then to allow time for the new committee structure to bed in following the local government elections in May 2022.
- 1.2 Aberdeen's diverse communities have made the city what it is today and the views of our communities should be at the heart of all we do as a Council. The Council is committed to listening to, and engaging with, communities throughout Aberdeen to ensure that we deliver the best possible outcomes for our citizens. High quality, affordable social housing for all who require it, is also key to ensuring we have a city which thrives and we are committed to providing housing which will meet the needs of citizens for years to come. The safety of the citizens of Aberdeen is a priority for the Council and the Committee allows a public forum for scrutiny, engagement and oversight of both Police Scotland and the Scottish Fire and Rescue Service.
- 1.3 As a new Committee, there were no changes made to the CHPPC Terms of Reference as part of the 2023 Scheme of Governance Review, however we will continue to monitor them over the next year to ensure they remain fit for purpose.
- 1.4 I would like to thank Members and officers for their contributions during the first year of the Committee. I would also like to thank my Vice Convener, Dell Henrickson, for his help and support and representatives of Police Scotland and the Scottish Fire and Rescue Service for their valuable input this year and we look forward to working with them next year.



Councillor Miranda Radley
Convener – Communities, Housing and Public Protection Committee

2. The Role of the Committee

PURPOSE OF COMMITTEE:

To monitor and oversee the delivery of:

- services provided by the Customer Function;
- services provided by the Operations Function (excluding services within the remit of the Net Zero, Environment and Transport Committee and the Education and Children's Services Committee); and
- all other Council housing functions (with the exception of capital building programmes).

To promote the health and wellbeing of the residents of Aberdeen and inclusive, equal communities.

To receive assurance on the statutory and regulatory duties placed on the Council for public protection in relation to:

- Adult Support and Protection;
- Protective Services;
- Civil Contingency responsibilities for local resilience and prevention; and
- Building Control.

To undertake the Council's duties in relation to the Police and Fire and Rescue Services under the Police and Fire Reform (Scotland) Act 2012.

REMIT OF COMMITTEE

1. Service Delivery and Performance

1.1. The Committee will, for the Customer Function, the Operations Function (subject to the exclusions noted above) and the Council housing functions described above:

1.1.1 oversee, and make decisions relating to, service delivery;

1.1.2 approve options to improve/transform service delivery;

1.1.3 scrutinise operational performance and service standards in line with the Performance Management Framework and consider recommendations for improvements where required (including in relation to the Housing Revenue Account);

1.1.4 receive risk registers relative to its remit and scrutinise to ensure assurance of the controls in place;

1.1.5 approve all policies and strategies relative to its remit; and

- 1.1.6 receive reports on inspections and peer reviews in order to ensure best practice and note any actions arising from those inspections and reviews.
- 1.2 In undertaking the aspects at 1.1, the Committee will ensure that it is acting within the budget set by Council and is supporting the delivery of the Council's agreed outcomes, commissioning intentions and service standards.
- 1.3 The Committee may make recommendations to the appropriate Committee(s) or Sub Committee(s) on matters affecting its remit where the authority to approve sits within the remit of another Committee or Sub Committee.
- 1.4 In particular, the Committee will:
 - 1.4.1 consider and determine Asset Transfer Requests made under the Community Empowerment (Scotland) Act 2015;
 - 1.4.2 review and oversee the management of council-managed open spaces, and oversee the development and operation of a Community Environmental Improvement Fund;
 - 1.4.3 monitor the work of leased community centres and work with the management committees of these community centres to enhance the important services and activities they provide with their allocated budget; and
 - 1.4.4 monitor the establishment and operation of Citizens' Assemblies, receiving a report on each Assembly meeting (noting that any such Assembly related to Poverty or Inequality comes under the responsibility of the Anti-Poverty and Inequality Committee); and

PUBLIC PROTECTION

- 2. The Committee will receive, amongst other reports relating to the Council's statutory and regulatory duties for public protection, reports:
 - 2.1 providing assurance on the Council's duty to deliver an effective adult justice service as determined by statutory inspections;
 - 2.2 summarising findings from statutory sampling and analysis work carried out by or on behalf of the Environmental Health and Trading Standards services to ensure compliance with required standards;
 - 2.3 providing assurance in respect of the Council's performance in relation to Trading Standards, Environmental Health (including the Public Mortuary) and Scientific Services, including external inspection and audit reports relating to these services;

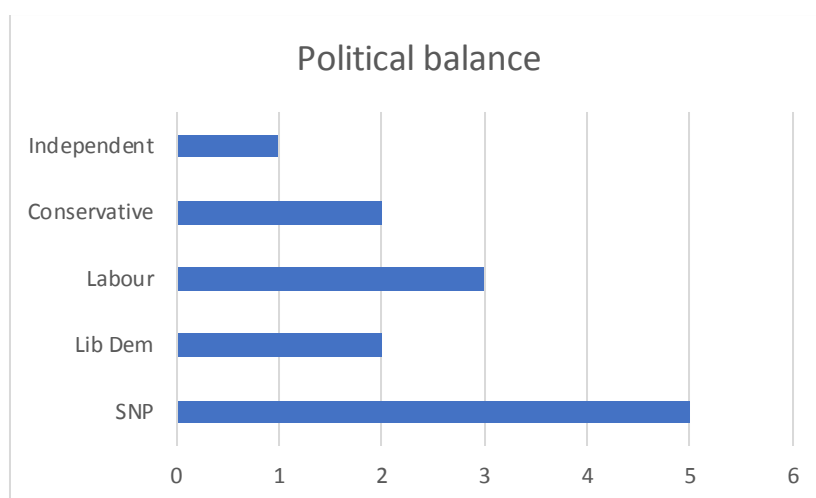
- 2.4 to monitor compliance with the Council's duties relating to the provision of mortuary facilities and their adequacy for responding to mass fatalities;
- 2.5 on any work taken to tackle underage sales in the city;
- 2.6 on major incidents and fatal accident inquiries and any resulting impact and responsibilities placed on the Council;
- 2.7 outlining activity by Building Standards in relation to public safety and dangerous buildings;
- 2.8 outlining activity by Building Standards in relation to public safety and unauthorised building work and the unauthorised occupation of buildings;
- 2.9 providing assurance from the Adult Protection Committee on the impact and effectiveness of adult support and protection improvement initiatives, including: delivery of national initiatives and local implications;
- learning from learning reviews;
 - quality assurance;
 - training and development;
 - local evidence-based initiatives;
 - effective working on adult protection; and
 - statistics relating to the Adult Protection Register (whilst noting that it has no remit to challenge entries);
- 2.10 relating to the Chief Social Work Officer's Annual Report insofar as it relates to adult services, for assurance purposes;
- 2.11 on the nature of institutional and systemic discrimination in the City of Aberdeen, and the steps required to eradicate such discrimination;
- 2.12 to monitor compliance with the Council's duties relating to resilience and local emergencies;
- 2.13 concerning relevant local, regional and national 'lessons learnt' reports and recommendations in respect of civil contingency matters and monitor their implementation;
- 2.14 to monitor the Council's preparedness in relation to the National CONTEST strategy and associated plans relating to Counter Terrorism;
- 2.15 to contribute to and comment on the Strategic Police Plan and the Scottish Fire and Rescue Service Strategic Plan when consulted by the relevant national authority, in terms of the Police and Fire Reform (Scotland) Act 2012 and the Fire (Scotland) Act 2005 respectively;

- 2.16 to respond to consultations by the Chief Constable on the designation of local commanders and by the Scottish Fire and Rescue Service on the designation of local senior officers;
- 2.17 to be involved in the setting of priorities and objectives, both for the policing of Aberdeen and for the Scottish Fire and Rescue Service in the undertaking of its functions in Aberdeen;
- 2.18 to specify policing measures the Council wishes the local commander to include in a Local Police Plan;
- 2.19 to approve a Local Police Plan submitted by the local commander and approve a Local Fire and Rescue Plan (including a revised plan) submitted by the Scottish Fire and Rescue Service;
- 2.20 on police and fire and rescue service provision and delivery in Aberdeen and provide feedback to the local commander and the local senior officer;
- 2.21 to consider reports, statistical information and other information about the policing of Aberdeen and the undertaking of the Fire and Rescue function in Aberdeen provided in response to the Council's reasonable requests;
- 2.22 to agree, with the local commander, modifications to an approved Local Police Plan at any time;
- 2.23 to liaise with the local commander and local senior officer with regard to the undertaking by them of the community planning duties of the Chief Constable and the Scottish Fire and Rescue Service; and
- 2.24 on the establishment and operation of a Road Safety Fund, in order to agree and monitor the implementation of measures funded (note: decisions on transport are reserved to the Net Zero, Environment and Transport Committee).

3. Membership of the Committee during 2022/2023

3.1 The Communities, Housing and Public Protection Committee has 13 members.

3.2 The Committee composition is presented below:-



4. Membership Changes

- Councillor Henrickson replaced Councillor McRae as the Vice Convener in June 2023;
- Councillor Lawrence replaced Councillor Thomson in August 2023;
- Councillor Davidson replaced Councillor Nicoll in June 2023;
- Councillor Cross became a member following the death of Councillor MacKenzie.
- Councillor Tissera became a member in September 2023.

5. Member Attendance

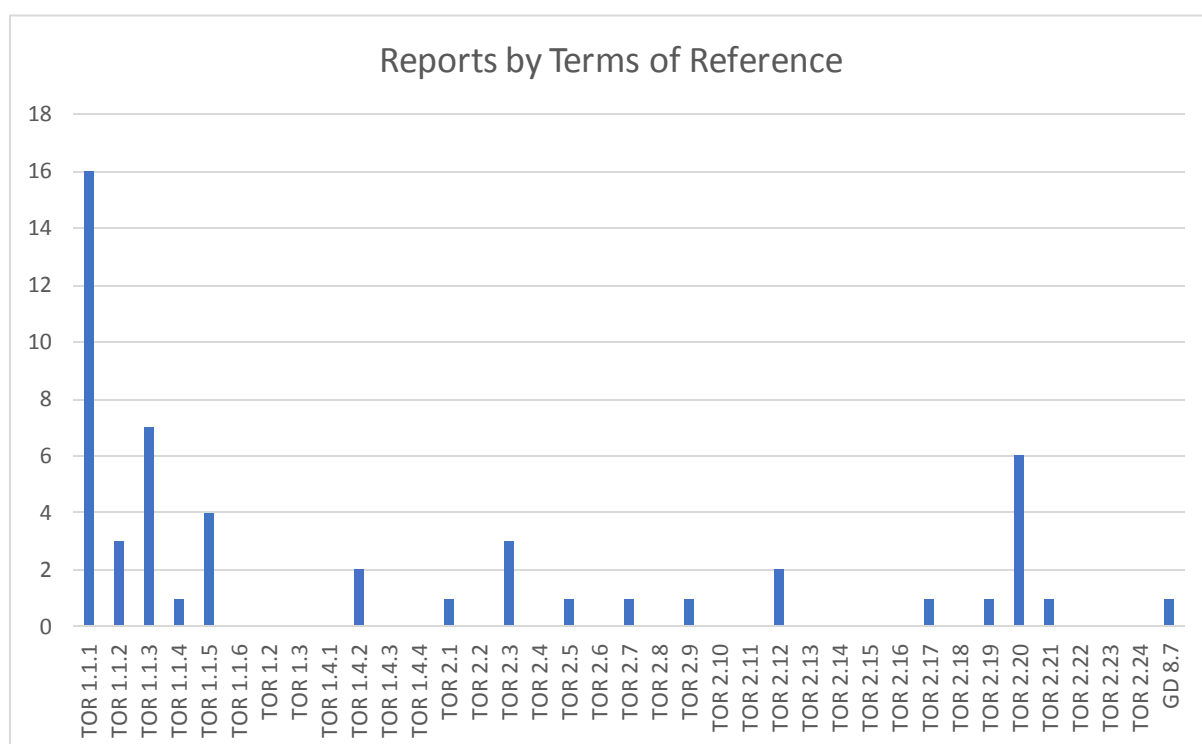
| Member | Total Anticipated Attendances | Total Attendances | Substitutions |
|------------------------|-------------------------------|-------------------|-------------------------------|
| Councillor Radley | 6 | 6 | |
| Councillor Henrickson | 2 | 2 | |
| Councillor Brooks | 6 | 5 | CLlr Kusznr |
| Councillor Copland | 6 | 6 | |
| Councillor Cross | 4 | 2 | CLlrs Houghton and Farquhar |
| Councillor Davidson | 2 | 2 | |
| Councillor Delaney | 6 | 4 | CLlr Bouse for both meetings. |
| Councillor Graham | 6 | 6 | |
| Councillor Greig | 6 | 5 | CLlr Bouse |
| Councillor Lawrence | 1 | 1 | |
| Councillor McLellan | 6 | 6 | |
| Councillor Mrs Stewart | 6 | 5 | No substitute. |
| Councillor Tissera | 1 | 0 | Councillor Macdonald |

6. Meeting Content

6.1 During the 2022/2023 reporting period (14 October 2022 to 14 October 2023), the Committee had six meetings and considered a total of 49 reports.

6.2 Terms of Reference

6.2.1 The following chart details how reports aligned to the Terms of Reference (set out at section 2 above) for the Committee.



6.2.2 During the course of 2022/2023 the Committee received reports under most of the main Terms of Reference which indicates that the Committee has discharged its role effectively throughout the course of the reporting period. As is visible from the table, 16 reports fell under TOR 1.1.1, which is to oversee, and make decisions relating to, service delivery. There were also 6 reports which fell under TOR 2.20, which were reports from Scottish Fire and Rescue Service and Police Scotland in relation to service provision and delivery in Aberdeen.

6.2.3 As the committee structure was reviewed in late 2022, very few changes to the Terms of Reference were made following the June 2023 Scheme of Governance review. Any changes made were generally to provide clarity where required and ensure consistency between committees. The new Terms of Reference will continue to be monitored throughout the year, in preparation for the 2024 Scheme of Governance review.

7. Reports and Decisions

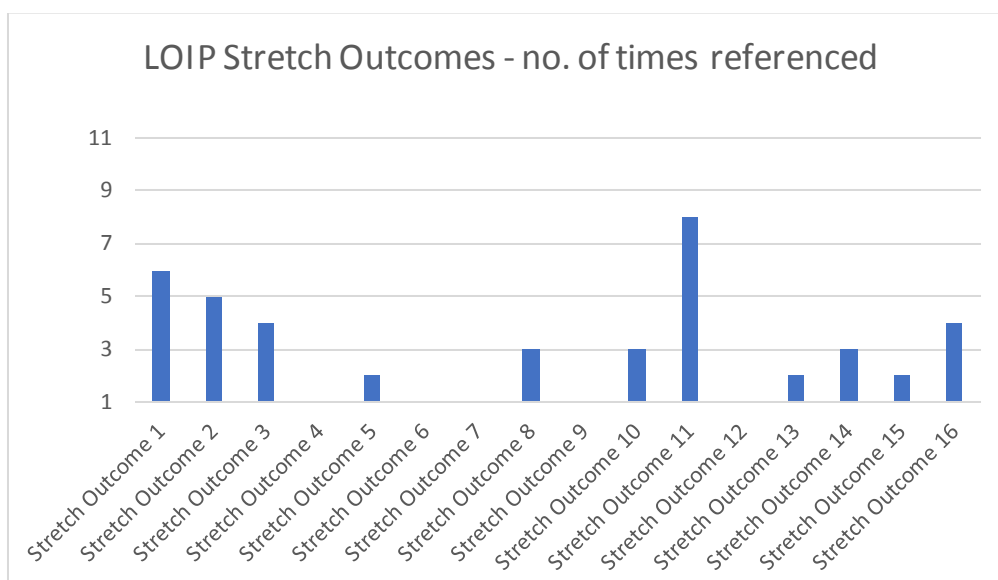
7.1 The following information relates to the committee reports and Notices of Motion presented to Committee throughout the reporting period, as well as the use of Standing Orders and engagement with members of the public.

| | Total | Total Percentage of Reports |
|---|--|------------------------------------|
| Confidential Reports | 1 | 2% |
| Exempt Reports | 1 | 2% |
| Number of reports where the Committee amended officer recommendations | 2 | 4% |
| Number of reports approved unanimously | 47 | 95% |
| Number of reports or service updates requested during the consideration of another report to provide additional assurance and not in business planner | 3 Service Updates 1 report requested from Police Scotland | N/A |
| Number of reports delayed for further information | 0 | 0 |
| Number of times the Convener has had to remind Members about acceptable behaviour in terms of the Code of Conduct | 0 | 0 |
| Late reports received (i.e. reports not available for inspection at least 3 clear days before the meeting) | 0 | 0 |
| Number of referrals to Council under SO 34.1 | 1 | 2% |

| Notices of Motion, Suspension of Standing Orders, Interface with the Public | |
|--|-----|
| Number of Notices of Motion to Committee | 4 |
| Number of times Standing Orders suspended | 0 |
| Specific Standing Orders suspended | N/A |
| Number of deputations requested | 2 |
| Number of deputations heard | 2 |
| Number of petitions considered | 0 |

8. Reports with links to the Local Outcome Improvement Plan

8.1 The following table details, of the 49 reports, how each report linked to the Local Outcome Improvement Plan (LOIP Stretch Outcomes are appended to this report for reference at Appendix 1). As can be seen from the chart below, stretch outcome 11 was referenced in 8 reports, with the aim that healthy life expectancy be five years longer by 2026.



9. Training and Development

9.1 Development opportunities for Members will be considered for next year based on Committee business throughout the year, Executive Lead proposals and Member feedback on what may be required to assist them in performing their roles.

9.2 Service updates were also provided to Members throughout the year to provide additional information on topics which were not reported to Committee or were requested at Committee from Members. These included:-

- Building Standards Service Update
- Void Housing Update
- Protests and Processions
- Water Safety
- Police Scotland – Professional Standards
- Park and Management Rules
- Choice Based Letting.

10. Code of Conduct Declarations and Transparency Statements

- 10.1 No declarations of interest were intimated and one transparency statement was made by a Member during the reporting period. Information in respect of declarations of interest and transparency statements is measured to evidence awareness of the requirements to adhere to the Councillors' Code of Conduct and the responsibility to ensure fair decision-making.

11. Civic Engagement

- 11.1 During the course of the year there has been ongoing consultation with the public in respect of future library provision, as well as rent levels. Consultation is also to be undertaken in regards to city centre multi storey blocks.
- 11.2 Civic engagement is at the forefront of much of the business of the committee, particularly in respect of reports from Police Scotland and the Scottish Fire and Rescue Service and the Council working in partnership with them. Members have engaged with both Police Scotland and Scottish Fire and Rescue Service at meetings, requesting further information or reports to be brought back as necessary.

12. Executive Lead to the Committee – Commentary

- 12.1 Given the nature of the Committee business will often be of interest to the public, it is vital that reports are open and transparent and I am pleased to note that only one report was exempt and one report was confidential, which highlights that the vast majority of business was considered in the public domain.
- 12.2 The Committee will continue to work closely with Police Scotland and Scottish Fire and Rescue Service in order to undertake the Council's role in relation to the Police and Fire Reform (Scotland) Act 2012.
- 12.3 The Committee will also continue to receive assurance on the statutory and regulatory duties placed on the Council for public protection for areas such as Adult Support and Protection, Protective Services, Civil Contingency responsibilities for local resilience and prevention and also Building Control.

13. The Year Ahead

- 13.1 As mentioned above, the 2024 Scheme of Governance review will look at the operation of this Committee over the last 12 months and consider any amendments to Terms of Reference which may be needed.
- 13.2 The business planner sets out a range of pieces of work which are due to come back before Committee in 2024/25 for consideration, namely:-

- Library Provision
- Police Scotland – 12 week pilot review
- City Centre Multi Storey Blocks
- Review of Establishing a Trusted Trader Scheme
- Review of the Aberdeen City Retailers Charter for the Responsible Sale of Tobacco and Vaping Products
- Annual Assurance Report
- Cost Neutral Environmental Enforcement Review
- Resilience Report
- Housing Strategy Report
- Housing Improvement Group
- Modern Slavery

Appendix 1 – Local Outcome Improvement Plan Stretch Outcomes

| Economy | |
|---|--|
| 1. | No one will suffer due to poverty by 2026 |
| 2. | 400 unemployed people supported into fair work by 2026 |
| 3. | 500 people skilled/ reskilled to enable them to move into, within and between economic opportunities as they arise by 2026 |
| People (Children & Young People) | |
| 4. | 95% of children will reach their expected developmental milestones by their 27-30 month review by 2026 |
| 5. | 90% of children and young people report they feel listened to all of the time by 2026 |
| 6. | By meeting the health and emotional wellbeing needs of our care experienced children and young people they will have the same levels of attainment in education and positive destinations as their peers by 2026 |
| 7. | 95% of children living in our priority neighbourhoods (Quintiles 1 & 2) will sustain a positive destination upon leaving school by 2026 |
| 8. | 83.5% fewer young people (under 18) charged with an offence by 2026 |
| 9. | 100% of our children with Additional Support Needs/disabilities will experience a positive destination |
| People (Adults) | |
| 10. | 25% fewer people receiving a first ever Court conviction and 2% fewer people reconvicted within one year by 2026 |
| 11. | Healthy life expectancy (time lived in good health) is five years longer by 2026 |
| 12. | Rate of harmful levels of alcohol consumption reduced by 4% and drug related deaths lower than Scotland by 2026 |
| Place | |
| 13. | Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate |

| | |
|------------------------------|--|
| 14. | Increase sustainable travel: 38% of people walking and 5% of people cycling as main mode of travel by 2026 |
| 15. | Addressing the nature crisis by protecting/ managing 26% of Aberdeen's area for nature by 2026 |
| Community Empowerment | |
| 16. | 100% increase in the proportion of citizens who feel able to participate in decisions that help change things for the better by 2026 |

ABERDEEN CITY COUNCIL

| | |
|---------------------------|---|
| COMMITTEE | Communities, Housing and Public Protection |
| DATE | 14 November 2023 |
| EXEMPT | No |
| CONFIDENTIAL | No |
| REPORT TITLE | Aberdeen City's Affordable Housing Delivery Programme |
| REPORT NUMBER | COM/23/322 |
| DIRECTOR | Gale Beattie |
| CHIEF OFFICER | David Dunne |
| REPORT AUTHOR | Mel Booth |
| TERMS OF REFERENCE | 1.1.1 |

1. PURPOSE OF REPORT

- 1.1 To provide an update on Aberdeen City's Affordable Housing Delivery Programme.

2. RECOMMENDATION(S)

That the Committee:

- 2.1 Note the progress on delivery of Aberdeen City's Affordable Housing Delivery Programme.

3. CURRENT SITUATION

3.1 Affordable Housing Supply Programme

- 3.1.1 £16.026m was allocated to Aberdeen City Council in 2022/23 through the Scottish Government's affordable housing supply programme. Additional funding of £19.645m was made available throughout the course of the year bringing the total allocation to £35.671m. The additional funding was made available through the close working relationships the Housing Strategy Team has developed over many years with the Scottish Government and Registered Social Landlords. This has allowed Aberdeen City Council to draw down funds which had not been utilised in other council areas and allowed the pace of affordable housing delivery in the city to increase, which in turn has released funds for future projects.

- 3.1.2 In 2022/23 there were 481 affordable housing completions. As of October 2023, 325 affordable housing completions have taken place across the city, with 655 homes being projected for completion in 2023/24.

- 3.1.3 The table below shows the location, housing provider, and type of affordable homes completed in 2022/23.

| Location | Housing Provider | Type | No. of units |
|----------------------|-------------------|-------------------------|--------------|
| Council Buy Backs | ACC | Social Rent | 101 |
| Auchmill Road | ACC | Social Rent | 92 |
| Summerhill | ACC | Social Rent | 186 |
| Countesswells | Hillcrest | Social Rent | 59 |
| Falkland Avenue | Hillcrest | Social Rent | 28 |
| May Baird Avenue | Places for People | Mid-Market Rent | 8 |
| Charleston, Cove | Grampian Housing | Mid-Market Rent | 1 |
| Dubford Mews | Grampian Housing | Mid-Market Rent | 5 |
| Newton of Charleston | Muir Homes | Low-Cost Home Ownership | 1 |
| Total | | | 481 |

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 All new affordable homes must meet the Energy Efficiency Standard for Social Housing (EESH) which was introduced in 2014. As a result, homes in the social rented sector are now some of the most energy efficient in Scotland which has a positive impact on the environment; the provision of affordable housing contributes to this positive impact.

7. RISK

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

| Category | Risk | Low (L) Medium (M) High (H) | Mitigation |
|-----------------------|--|-----------------------------------|---|
| Strategic Risk | Failure to deliver affordable housing. | L | The Council and RSL partners have ambitious new build programmes to deliver affordable housing across the city. |
| Compliance | Provision of affordable housing ensures compliance with the council's duty to house households. Failure to | M | Ongoing delivery of affordable housing would help to prevent this from occurring. |

| | | | |
|------------------------------|--|---|---|
| | deliver may result in there being insufficient housing to meet the demand. | | |
| Operational | Provision of affordable housing is a priority for residents of Aberdeen City Council. Failure to deliver may result in housing need and demand levels not being met. | M | Ongoing delivery of affordable housing would help to prevent this from occurring. |
| Financial | Failure to consider appropriate funding may result in need not being met. | L | Ensure discussions on funding are held at the appropriate times. |
| Reputational | Failure to fully utilise funds may harm the council's reputation when affordable housing is much needed across the city. | L | Ongoing delivery of affordable housing would help to prevent this from occurring. |
| Environment / Climate | Failure to provide affordable housing which is built to current building regulations and has a reduced carbon footprint may result in increased carbon emissions from housing. | L | Ongoing delivery of affordable housing would help to prevent this from occurring. |

8. OUTCOMES

| <u>COUNCIL DELIVERY PLAN</u> | |
|---|--|
| Impact of Report | |
| Aberdeen City Council Policy Statement Working in Partnership for Aberdeen | The proposals within this report support the delivery of the following aspects of the policy statement: We will work with partners to improve the stock and variety of Council and social housing across the city, ensuring it meets the varying needs of our citizens and provides more choice for our older citizens. |
| Aberdeen City Local Outcome Improvement Plan | |
| Prosperous Economy Stretch Outcomes | The proposal within this report supports the delivery of LOIP Stretch Outcome 1 – 10% increase in employment across priority and volume growth sectors by 2026. The affordable housing programme |

| | |
|--|--|
| | represents significant investment in the city which contributes to a prosperous economy and relates to 1.1 of the LOIP. |
| Prosperous People Stretch Outcomes | The proposal within this report supports the delivery Stretch Outcomes 11 - Healthy life expectancy (time lived in good health) is five years longer by 2026. |
| Prosperous Place Stretch Outcomes | The proposals within this report support the delivery of LOIP Stretch Outcome 14 – Addressing climate change by reducing Aberdeen's carbon emissions by 42.5% by 2026 and adapting to the impacts of our changing climate. |
| Regional and City Strategies | The proposals within this report support the City Region Deal, Aberdeen City Local Housing Strategy, and the Local Development Plan through the delivery of affordable housing. |
| UK and Scottish Legislative and Policy Programmes | The report sets detail in relation to affordable housing which fulfils the requirements placed upon the Council by the Housing (Scotland) Act 1987. |

9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|--|---|
| Integrated Impact Assessment | It is confirmed by Chief Officer – Strategic Place Planning that no Integrated Impact Assessment is required. |
| Data Protection Impact Assessment | Not required. |
| Other | |

10. BACKGROUND PAPERS

10.1 Previous committee reports in relation to this are detailed below:

CGR [PLA/18/061](#) 18 September 2018

CGR [PLA/19/318](#) 26 September 2019

CGR [COM 20/181](#) 28 October 2020

CGR [COM 21/169](#) 25 August 2021

CGR [COM 22/197](#) 21 September 2022

11. REPORT AUTHOR CONTACT DETAILS

| | |
|----------------------|---------------------------------|
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| Tel | 01224 067466 |

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ABERDEEN CITY COUNCIL

| | |
|---------------------------|--|
| COMMITTEE | Communities, Housing & Public Protection Committee |
| DATE | 14 th November 2023 |
| EXEMPT | No |
| CONFIDENTIAL | No |
| REPORT TITLE | Building Standards Activity Report |
| REPORT NUMBER | COM/23/339 |
| DIRECTOR | Gale Beattie |
| CHIEF OFFICER | David Dunne |
| REPORT AUTHOR | Grant Tierney |
| TERMS OF REFERENCE | 2.7 and 2.8 |

1. PURPOSE OF REPORT

- 1.1 To provide assurance and an overview of Council responsibilities in relation to securing dangerous buildings and protecting public safety, as well as activity on unauthorised building work and unauthorised occupation of buildings.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Notes the contents of the report and appendix and
- 2.2 agrees to receive a further Building Standards Activity Report at the meeting of the Communities, Housing and Public Protection Committee on 30th May 2024.

3. Current Situation

- 3.1 Aberdeen City Council act as the verifier to administer the Building (Scotland) Act 2003 which is intended to secure the health, safety, welfare and convenience of persons in or about buildings and of others who may be affected by buildings or matters connected with buildings. In addition, the Building Standards team complete enforcement duties under the above Act with the objective of protecting the public from harm caused by buildings. This report

provides an update to the committee following a report to the Communities, Housing and Public Protection Committee on 17th January 2023 which covered the reporting period of May 2022 to Oct 2022.

3.2 Details of formal and non-formal enforcement activity can be found in Appendix 1 relating to:

- Public safety and dangerous buildings
- Unauthorised building work; and
- Unauthorised occupation of buildings without a completion certificate

Where informal discussions with an owner do not result in a speedy resolution to remove a danger to the public, a Notice will be served to set a deadline for resolution for completion of any necessary work. Where the deadline is exceeded, the Local Authority can complete the necessary work and seek expenses from the owner.

During the last reporting period, there have been no major incidents requiring significant intervention by Building Standards for example, evacuation of a tenement building or fatal accident inquiry. Thirteen notices were served during the period covering fire damaged properties, a vehicle collision, securing void properties and work not being in accordance with the approved warrant.

3.3 It should be noted that these activities do not have targets or performance measures as each case is dealt with in accordance with the Regulators Code of Conduct supported by the Building Standards Enforcement Charter.

4. FINANCIAL IMPLICATIONS

4.1 The costs of verification and enforcement activities undertaken are included in the Building Standards revenue budget. There are no increased financial implications in relation to on-going activities.

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

| Category | Risks | Primary Controls/Control Actions to achieve | *Target Risk Level (L, M or H) | *Does Target Risk Level Match |
|-----------------|--------------|--|---------------------------------------|--------------------------------------|
| | | | | |

| | | Target Risk Level | *taking into account controls/control actions | Appetite Set? |
|------------------------------|--|---|--|----------------------|
| Strategic Risk | None | | | |
| Compliance | Failing to meet statutory obligations in terms of public safety. | Dangerous building processes and procedures established. 24 hour on call service established. Regular staff training and lessons learned sessions. | M | Yes |
| Operational | Sufficient qualified staff to provide the service | Competency assessment for all staff. Regular staff training and lessons learned sessions. Eight members of staff operate the dangerous building call out. | L | Yes |
| Financial | Potential increase in work completed by Building Standards. | Legislation permits monies to be retrieved from owners of buildings. | L | Yes |
| Reputational | Delay in processing building warrant applications. | Management of resources system in place. | M | Yes |
| Environment / Climate | None | | | |

8. OUTCOMES

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

| | |
|---|--|
| UK and Scottish Legislative and Policy Programmes | <p>The report provides evidence which fulfils the requirements placed upon the Council by the Building (Scotland) Act 2003;</p> <p>Section 27 – Building Warrant Enforcement Notice Section 28 - Defective Building Notice Section 29 and 30 – Dangerous Buildings Notices</p> |
|---|--|

9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|-----------------------------------|---------------------------------------|
| Integrated Impact Assessment | Stage 1 Assessment has been completed |
| Data Protection Impact Assessment | Not required |

10. BACKGROUND PAPERS

None

11. APPENDICES

11.1 Appendix 1 – Building Standards Activity

12. REPORT AUTHOR CONTACT DETAILS

| | |
|----------------------|------------------------------|
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| Title | Building Standards Manager |
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| Tel | +44 1224 053353 |

Appendix 1 – Building Standards Activity

| Period 01/11/22 – 30/09/23 | Live Notices at start of period | Notices Served during period | Notices Closed during period | Live Notices at end of period |
|--|--|---------------------------------------|---------------------------------------|--|
| Public Safety and Dangerous Buildings | 10 | 11 | 3 | 18 |
| Unauthorised Building Work | 3 | 2 | 0 | 5 |
| Unauthorised Occupation of Buildings | 0 | 0 | 0 | 0 |

| | |
|---|-----------|
| Number of visits resulting in formal or informal action | 31 visits |
|---|-----------|

For information – a Notice is principally served in 2 instances:

1. When negotiations seeking a speedy resolution to removing a danger have failed e.g. informal action
2. When a building has suffered a substantial incident and requires a higher degree of control to maintain public safety e.g. fire damaged.

Once a Notice is served, there is a statutory period of 21 days to allow an owner to appeal the notice. Thereafter, there is an expiry date by which the terms of the Notice must be met.

Building Standards site inspections have been maintained during the trial of hybrid working patterns, the provision of 24-hour emergency dangerous building call out which is deemed a critical service remains unaffected. Call outs are generated through the Regional Call Centre reacting to reports from members of the public or the emergency services of a potentially dangerous building. A suitably qualified officer responds by making a site visit and assessing any necessary action to secure public safety.

Building Standards staff continue to liaise with owners of buildings which are subject of a live notice, continuing to monitor the live notices and maintain public safety.

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ABERDEEN CITY COUNCIL

| | |
|---------------------------|---|
| COMMITTEE | Communities, Housing and Public Protection |
| DATE | 14 November 2023 |
| EXEMPT | No |
| CONFIDENTIAL | No |
| REPORT TITLE | Aberdeen City's Strategic Housing Investment Plan 2024/25 – 2028/29 |
| REPORT NUMBER | COM/23/323 |
| DIRECTOR | Gale Beattie |
| CHIEF OFFICER | David Dunne |
| REPORT AUTHOR | Mel Booth |
| TERMS OF REFERENCE | 1.1.1 |

1. PURPOSE OF REPORT

- 1.1 To seek approval of the Strategic Housing Investment Plan (SHIP) for the period 2024/25 – 2028/29, which was conditionally submitted to the Scottish Government on 27 October 2023.

2. RECOMMENDATION(S)

That the Committee:

- 2.1 Approve the Strategic Housing Investment Plan for 2024/25 – 2028/29 as contained in Appendices 1 and 2; and
- 2.2 Instruct Chief Officer Strategic Place Planning to confirm to the Scottish Government that the Strategic Housing Investment Plan has been approved.

3. CURRENT SITUATION

- 3.1 The core purpose of the SHIP is to set out strategic investment priorities for affordable housing over a 5-year period to achieve the outcomes set out in the Local Housing Strategy (LHS). The SHIP reinforces the local authority as the strategic housing authority and details how investment priorities will be delivered. The SHIP should:

- Set out the investment priorities for affordable housing
- Demonstrate how these will be delivered
- Identify the resources required to deliver these priorities
- Enable the involvement of key partners.

- 3.2 The SHIP is a realistic and practical plan that rolls forward projects identified in previous SHIPs and introduces new projects. It demonstrates how, when and where Aberdeen City Council and its partners intend to deliver new affordable

homes across the city. It also illustrates how a variety of funding mechanisms are maximised to ensure the delivery of the projects.

- 3.3 All local authorities are required to submit their SHIP to the Scottish Government on an annual basis. The SHIP can be updated as and when required, and Committee has previously received reports seeking agreement to add sites into the SHIP, reflecting continuous discussions with Registered Social Landlords (RSLs) and developers to identify opportunities for the delivery of affordable housing. After submission of the SHIP, new opportunities will be reported to Committee as and when they arise to ensure the maximisation of the delivery of affordable housing from all available resources.
- 3.4 Aberdeen City Council, with the involvement of its key partners via the SHIP Working Group, has prepared this SHIP submission. The SHIP illustrates how the Council and its RSL partners will seek to deliver the city's affordable housing investment needs and priorities identified in the Aberdeen City Local Housing Strategy 2018-2023 over a rolling 5-year planning programme, which is now being reviewed. The SHIP Working Group is the Council's key working group that is responsible for development of the SHIP and the ongoing review of new and current projects through collaboration with Scottish Government via quarterly meetings.
- 3.5 The SHIP has been drafted in accordance with the Resource Planning Assumptions as provided by the Scottish Government. Overall, the SHIP shows the potential to deliver 2,814 homes over the next 5 years by the Council and its RSL partners.
- 3.6 There is more certainty about projects and delivery numbers for the initial three years, with the final two years showing lower numbers. This will change as new projects are developed and 'windfall' opportunities arise.
- 3.7 There are projects within the current SHIP with the potential to spend £161,525,000 Scottish Government grant over the lifetime of the SHIP. The Scottish Government grant expenditure is limited to the allocated grant, but guidance suggests that a minimum slippage factor of 25% be applied on an annual basis. Affordable Housing Supply Programme resource planning assumptions have been issued up to 2025/26 and are detailed at paragraph 4.2. The resource planning assumptions are significantly lower than the potential spend.

4. FINANCIAL IMPLICATIONS

- 4.1 The Scottish Government has published Fair Work First Guidance which applies to all organisations applying for and being awarded grants, contracts, and other funding. This guidance applies to all funding applications from 01 July 2023, and is being written into the terms of all future offers of grant funding from the Scottish Government. These new terms and conditions are also being reflected in offers of grant from agencies who rely on Scottish Government. In order to be eligible for future grants, contracts and other funding, organisations must be compliant with the Fair Work First Guidance. The Bute House

Agreement sets out the default position that all grant recipients awarded a public sector grant on or after 01 July 2023 will be required to pay at least the real Living Wage and provide appropriate channels for effective workers' voice as a minimum standard which also applies to apprentices. Currently apprentices are not being paid the real living wage in Aberdeen. Cosla is engaging with Scottish Government on this, and Scottish Government has agreed to develop a single 'exception' template for use by all grant recipients. Councils will only have to complete this once each financial year and if an exception is granted, this will be held centrally in Scottish Government and be valid for all grants in the financial year. Confirmation is being sought that this will be valid across all public bodies but unless this is resolved, there is a risk to the council house new build programme as part of this SHIP.

- 4.2 As can be seen from the table below, through the Affordable Housing Supply Programme, the Scottish Government has confirmed the Resource Planning Assumptions up to 2025/26. However, for planning purposes, the 2025/26 RPA has been used as the basis of funding for the final three years of this SHIP period.

| Year | 2024/25 | 2025/26 | 2026/27 | 2027/28 | 2028/29 | Total |
|-----------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Allocation (m) | £16.037 | £16.302 | £16.302 | £16.302 | £16.302 | £81.245 |

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 All new affordable homes must meet the Energy Efficiency Standard for Social Housing (ESSH) which was introduced in 2014. As a result, homes in the social rented sector are now some of the most energy efficient in Scotland which has a positive impact on the environment; the delivery of new affordable housing contributes to this positive impact.
- 6.2 Bringing empty homes back into use has a positive impact on carbon reduction. Creating homes from empty properties saves substantial amounts of material compared to building new homes. It also minimises the amount of land used for development and avoids wasting embedded carbon. Where the home is retrofitted to improve energy performance, it can also help to drive down the cost of heating and reduce the operational carbon emitted. The SHIP provides an overview of the work undertaken in relation to empty homes.

7. RISK

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

| Category | Risk | Low (L) Medium (M) High (H) | Mitigation |
|-----------------------|--|-----------------------------------|---|
| Strategic Risk | Failure to deliver affordable housing. | L | The Council has an ambitious new build programme and RSL partners work with us to deliver affordable housing across the city through the SHIP. |
| Compliance | Provision of affordable housing ensures compliance with the council's duty to house households. Failure to deliver may result in there being insufficient housing to meet the demand. | M | Approval of the recommendations would prevent this from occurring |
| Operational | Provision of affordable housing is a priority for residents of Aberdeen City Council. Failure to deliver may result in housing need and demand levels not being met. The delivery of affordable housing identified in the SHIP will significantly increase the supply of affordable housing in the city. In addition to providing new homes, it will provide significant employment opportunities during the construction of the houses. | M | Ensure the provision of affordable housing continues across the city via the Council and RSL partners through the SHIP. |
| Financial | Failure to allocate fund through developer obligations may result in funds being paid back. | L | Ensure robust procedures are in place to monitor developer obligations. |
| Reputational | The SHIP identifies significant opportunities for the delivery of affordable housing. The delivery of these sites require partnership working across the public and private | L | The relationships are already well developed to deliver the positive outcomes. There is a low risk that some projects may not progress as quickly as envisaged. That said there |

| | | | |
|------------------------------|--|---|--|
| | sector. Failure to fully utilise funds may harm the council's reputation when affordable housing is much needed across the city. | | are other opportunities which will ensure all grant is spent and the affordable housing delivered. |
| Environment / Climate | Provision of new build affordable housing is built to current building regulations which has a reduced carbon footprint. | L | Ensure the provision of affordable housing continues across the city through the SHIP to deliver energy efficient homes. |

8. OUTCOMES

| <u>COUNCIL DELIVERY PLAN</u> | |
|---|--|
| | Impact of Report |
| Aberdeen City Council Policy Statement Working in Partnership for Aberdeen | <p>The proposals within this report support the delivery of the following aspects of the policy statement: We will work with partners to improve the stock and variety of Council and social housing across the city, ensuring it meets the varying needs of our citizens and provides more choice for our older citizens.</p> |
| Aberdeen City Local Outcome Improvement Plan | |
| Prosperous Economy Stretch Outcomes | <p>The proposal within this report supports the delivery of LOIP Stretch Outcome 1 – 10% increase in employment across priority and volume growth sectors by 2026. The paper seeks approval for the allocation of funds which will help to deliver the LOIP Improvement Project Aim ‘to increase the number of people employed in growth sectors by 5% by 2021. The affordable housing programme represents significant investment in the city which contributes to a prosperous economy and relates to 1.1 of the LOIP.</p> |
| Prosperous People Stretch Outcomes | <p>The proposal within this report supports the delivery of Stretch Outcomes 11 - Healthy life expectancy (time lived in good health) is five years longer by 2026.</p> <p>The paper seeks approval for the allocation of funds which will help achieve the LOIP Improvement Project Aim “Supporting vulnerable and disadvantaged people, families, and groups.”</p> |
| Prosperous Place Stretch Outcomes | <p>The proposal within this report supports the delivery of LOIP Stretch Outcome 14 – Addressing climate change by reducing Aberdeen's carbon emissions by 42.5% by 2026 and adapting to the impacts of our changing climate. The paper seeks approval for</p> |

| | |
|--|---|
| | the allocation of funds which will help to contribute to the delivery of new build housing which is energy efficient. |
| Regional and City Strategies | The proposals within this report support the City Region Deal, Aberdeen City Local Housing Strategy, and the Strategic Development Plan through the delivery of affordable housing. |
| UK and Scottish Legislative and Policy Programmes | The report sets detail in relation to affordable housing which fulfils the requirements placed upon the Council by the Housing (Scotland) Act 1987. |

9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|-----------------------------------|--|
| Impact Assessment | Stage 1 Assessment has been completed. |
| Data Protection Impact Assessment | Not required. |

10. BACKGROUND PAPERS

10.1 Previous committee reports in relation to this are detailed below:

- CGR [PLA/18/060](#) 18 September 2018
- CGR [PLA/19/317](#) 26 September 2019
- CGR [COM 20/182](#) 28 October 2020
- CGR [COM 21/245](#) 03 November 2021
- CGR [COM 22/198](#) 21 September 2022

11. APPENDICES

Appendix 1 – Strategic Housing Investment Plan 2024/25– 2028/29

Appendix 2 – Strategic Housing Investment Plan 2024/25– 2028/29 Tables

12. REPORT AUTHOR CONTACT DETAILS

| | |
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**Strategic Housing
Investment Plan
2024/25 – 2028/29**

Contents

1. Introduction
2. Strategic Context
3. Aberdeen City SHIP 2024-2029
4. Prioritisation
5. Consultation
6. Resources
7. Wheelchair Accessible Housing
8. SHIP Summary
9. Council Approval of SHIP

1. Introduction

1.1 The core purpose of the Strategic Housing Investment Plan (SHIP) is to set out strategic investment priorities for affordable housing over a 5-year period to achieve the outcomes set out in the Local Housing Strategy (LHS). The SHIP reinforces the local authority as the strategic housing authority and details how investment priorities will be delivered. The SHIP should:

- Set out the investment priorities for affordable housing
- Demonstrate how these will be delivered
- Identify the resources required to deliver these priorities
- Enable the involvement of key partners.

1.2 The SHIP is a realistic and practical operational plan that rolls forward projects identified in previous SHIPs and introduces new projects. It demonstrates how, when and where the Council and its partners intend to deliver new affordable homes across the city. It also illustrates how a variety of funding mechanisms are maximised to ensure the delivery of the projects.

1.3 In 2022/23 there were 481 affordable housing completions delivered in Aberdeen through the Affordable Housing Supply Programme. As of October 2023, 325 affordable housing completions have taken place across the city, with 655 units being projected for completion in 2023/24. The table below shows the location, developer and type of affordable homes completed in 2022/23.

| Location | Housing Provider | Type | No. of units |
|----------------------|-------------------|-------------------------|--------------|
| Council Buy Backs | ACC | Social Rent | 101 |
| Auchmill Road | ACC | Social Rent | 92 |
| Summerhill | ACC | Social Rent | 186 |
| Countesswells | Hillcrest | Social Rent | 59 |
| Falkland Avenue | Hillcrest | Social Rent | 28 |
| May Baird Avenue | Places for People | Mid-Market Rent | 8 |
| Charleston, Cove | Grampian Housing | Mid-Market Rent | 1 |
| Dubford Mews | Grampian Housing | Mid-Market Rent | 5 |
| Newton of Charleston | Muir Homes | Low-Cost Home Ownership | 1 |
| Total | | | 481 |

2. Strategic Context

2.1.1 Local Housing Strategy

2.1.2 The Aberdeen City Local Housing Strategy (LHS) 2018-2023 provides the strategic direction to respond to housing need and demand and informs the future investment in housing and housing related services across the city. The LHS identifies an affordable housing target of 342 homes per year in 2018/19

and 2019/20 and 385 per year in 2020/21, 2021/22 and 2022/23. Work has started on the new updated LHS which will be completed in 2024.

2.1.3 In developing the LHS, the Council will work in collaboration with a wide range of partners and stakeholders with an interest in housing to develop a shared vision for housing across the city. Housing plays a vital role in meeting the needs of local people and contributes to a prosperous economy.

2.1.4 The LHS sets out a framework of actions and investment with partnership working to deliver the strategic outcomes and is underpinned by the Housing Need and Demand Assessment 2017 and reflects the Aberdeen Local Development Plan. The HNDA 3 has been submitted to Centre for Housing Market Analysis for approval and will underpin the revised LHS.

2.1.5 The housing priorities identified in the LHS 2018 - 2023:

- There is an adequate supply of housing across all tenures and homes are the right size, type, and location that people want to live in with access to suitable services and facilities.
- Homelessness is prevented and alleviated.
- People are supported to live, as far as is reasonably practicable, independently at home or in a homely setting in their community.
- Consumer knowledge, management standards and property condition are improved in the private rented sector.
- Fuel poverty is reduced which contributes to meeting climate change targets.
- The quality of housing of all tenures is improved across the city.

2.1.6 The SHIP is aligned with the priorities in the LHS, and the investment priorities are consistent with the strategic priorities. The delivery of affordable housing through the SHIP contributes to all but the one of the strategic priorities identified in the LHS; consumer knowledge, management standards and property condition are improved in the private rented sector.

2.2 Empty Homes

2.2.1 A full-time Empty Homes Officer has been in post since November 2018 to reflect the changing requirements of empty homes across the city and to ensure empty homes are brought back into use. A second full-time Empty Homes Officer was recruited in February 2023.

2.2.2 The Empty Homes Officers work with owners to bring empty properties back into use. Since the post was created, 683 empty properties have been brought back into use. Work is ongoing with landlords and letting agents across the city to “match” people from housing waiting lists with owners/letting agents of empty

Private Rented Sector properties through the council's Matchmake to Rent Scheme.

2.2.3 The table below details the number of long-term empty homes brought back into use over the last three years by the length of time empty.

| | <6-12months | 1-2 years | 2-5 years | 5-10 years | 10 years+ | Total |
|---------|-------------|-----------|-----------|------------|-----------|-------|
| 2022/23 | 8 | 32 | 156 | 25 | 4 | 225 |
| 2021/22 | 6 | 12 | 234 | 3 | 7 | 262 |
| 2020/21 | 10 | 29 | 21 | 70 | 9 | 139 |

2.2.4 The Council utilises the Council Tax (Variation for Unoccupied Dwellings) (Scotland) Amendments Regulations 2016 which allow local authorities to charge increased Council Tax on certain homes that have been empty for one year or more. The power contained in the Regulations is intended as an additional tool to help local authorities encourage owners to bring empty properties back into use, both to increase the supply of housing for those who need homes and to reduce the blight on communities caused by houses being left empty and allowed to fall into disrepair. To date, £26.660m has been generated which is allocated on an annual basis, subject to committee approval, to the council house new build programme which is to provide 2,000 new council homes. This funding is also used for the Empty Homes Officer posts. See 6.4 below for more detail.

2.3 Gypsy/Travellers

2.3.1 The lack of suitable secure accommodation underpins many of the inequalities that may be experienced by Gypsy/Travellers. It often leads to these groups using public and private land to set up unauthorised encampments which sometimes creates tensions between Gypsy/Travellers and the settled community. Establishing new permanent and transit sites can help alleviate some of the problems that Gypsy/Travellers face.

2.3.2 In order to address this, the Local Development Plan 2017 has identified sites as part of the 25% affordable housing contribution offering opportunities to the north, west and south of the city. Grandhome, Newhills, and Loirston are considered most appropriate for on-site provision of smaller transit sites with a net area of approximately 0.5 hectares providing six pitches on each site. Provision at the remaining locations will take the form of a commuted sum (equivalent to 15 affordable units) as set out in the Aberdeen Planning Guidance for the Local Development Plan.

2.3.3 The Council has one permanent Gypsy/Traveller site at Clinterty. £3,234,630 has been identified through council funds and £3,244,691 has been provided through the Scottish Government's Gypsy/Traveller Accommodation Fund to carry out capital works to this site. The site has been demolished and rebuilt to ensure it meets current and future needs of Gypsy/Travellers and is due to be completed in late November 2023.

2.4 Rapid Rehousing Transition Plan (RRTP)

2.4.1 The strategic housing priorities in this SHIP are aligned and consistent with the priorities detailed in the LHS and the Council's RRTP.

2.4.2 The RRTP is also embedded in the Aberdeen City Health and Social Care Partnership's Strategic Plan.

2.5 Child Poverty Action Plan

2.5.1 The Local Outcome Improvement Plan 2016-26 has been adopted as the local Child Poverty Action Plan. The SHIP links with the Child Poverty Action Plan and recognises that investment in the provision of affordable housing can reduce the costs of living which can directly impact on child poverty.

2.6 Buy-Back Policy

2.6.1 Aberdeen City Council will, under certain circumstances, purchase ex-council properties sold under the Right to Buy legislation, subject to certain criteria. Each application is judged on an individual case by case basis. All types, sizes and location of property are considered including multi storey, adapted and sheltered properties.

2.6.2 There are several reasons why the council might buy back a property, these are:

- An identified strategic need for this type and size of property; and
- Purchasing the property would demonstrate good asset management and represent value for money for the council.
- Properties are in areas designated for regeneration or demolition.
- The owner meets the criteria within the Scottish Government's Home Support Fund (Mortgage to Rent Scheme).
- Ownership consolidation where re-acquisition returns the block to full or majority Council ownership.
- Specialist accommodation such as fully wheelchair adapted properties or designated as amenity housing.

2.6.3 333 properties have been purchased through the buy-back scheme up to 31st March 2023.

2.7 City Centre Masterplan

- 2.7.1 The long-term ambition is to make the city centre in Aberdeen a more attractive place to live in; a healthy place where people want to live, work, and socialise. The aim is to create a city centre that takes advantage of under-utilised space and brings vitality by creating the conditions for a change in, or new uses for buildings.
- 2.7.2 Significant investment is taking place in the city centre as part of the City Centre Masterplan. Encouraging city centre living is a key part of this and actions have been taken to stimulate development. Since the interventions have taken place, 835 units have been approved with a further 218 applications pending a decision. Prior to the interventions, 37 units (1 application) was submitted between January - September 2018, 18 units (2 applications) during 2017, and 42 units (1 application) was submitted during 2016. The data therefore suggests that there has been a direct increase in the number of units submitted and consented within the city centre since the introduction of the interventions which has resulted in existing buildings being converted into residential use in the city centre.

2.8 Housing Need and Demand Assessment

- 2.8.1 The update of the Housing Need and Demand Assessment (HNDA) is underway and a final draft has been submitted to Centre for Housing Market Analysis for approval. HNDA 3 will identify any additional requirements for larger family homes. Any identified requirements for larger family homes will be incorporated into the affordable housing developments as part of the SHIP process.

3. Aberdeen City SHIP 2024 – 2029

- 3.1 The Aberdeen City Affordable Housing Programme details a range of affordable housing projects including RSL and Council Social Rent. It also includes RSL mid-market rent, as well as Low-Cost Home Ownership (LCHO) which are properties that housing developers will deliver directly.
- 3.2 In order to monitor the deliverability of projects, the council meets on a regular basis with the Scottish Government and RSLs to ensure projects are progressing and to try to resolve any development constraints that arise which are slowing down or preventing delivery.
- 3.3 Officers of the council are also consulted on planning applications which presents opportunities to inform developers to contact RSLs at an early stage to discuss the affordable housing requirements. This is helpful because some of the projects coming forward in the SHIP are reliant on Section 75 Agreements being completed. Many of the RSLs in Aberdeen do not have the financial

capacity to compete with developers to acquire sites for their own use, therefore the SHIP is reliant on Section 75 Agreements to deliver affordable housing.

3.4 Projects have been placed in the actual year they could start if resources were available.

3.5 Constraints

3.5.1 A combination of factors including ongoing market impacts from Covid & Brexit, current inflation rates and the invasion of Ukraine affecting access to supply markets in Russia, Ukraine, and surrounding area, have led to a cycle of market and price volatility and shortages across many commodities which is having a negative impact on the delivery of capital projects and budgets.

3.5.2 This market and price volatility has led to the decision by Council to pause two of the six council new build housing sites at Craighill and Kincorth. The projects have been through a value engineering process to reduce costs and have been redesigned and will be resubmitted for planning permission.

3.6 Construction

3.6.1 There is currently no provision for offsite construction methods to be utilised within the Aberdeen City Council housing programme. Lessons learnt from a recent small scale modular build development (amenity units for 21 plots at Clinterty Park) within Aberdeen has identified constraints within the supply chain and meeting the standard of build for this form of construction within the north east setting.

3.6.2 We remain committed to the delivery of affordable housing and will consider different construction methods as market conditions permit. We will collaborate on design and procurement, where possible, to facilitate and support efficient delivery of projects.

3.7 Affordable Rural Homes for Key Workers Fund

3.7.1 There are no rural implications for Aberdeen City Council

4. **Prioritisation**

4.1 Projects submitted have been assessed using the following criteria:

- The extent the projects help to achieve the priorities in the LHS.
- The tenure of projects, with preference given for those with social rented housing.
- Preference given to those projects which reflect the housing need and demand for that area.

- Preference given to developments that provide specialist accommodation including wheelchair accessible and housing with supported accommodation.
- Planning consent is in place and the site is owned by the developer.
- The site is in the Local Development Plan to ensure there will be no delays due to departures from Planning.
- The project can be delivered immediately subject to availability of resources.

5. Consultation

5.1 Aberdeen City Council, with the involvement of its key partners via the SHIP Working Group has prepared this SHIP submission. The SHIP illustrates how the council and its RSL partners will seek to deliver the city's affordable housing investment needs and priorities identified in the Aberdeen City Local Housing Strategy 2018-2023 over a rolling 5-year programme. The SHIP Working Group is the Council's key working group that is responsible for development of the SHIP and the ongoing review of new and current projects through collaboration with Scottish Government via quarterly meetings.

5.2 The RSLs who form part of the SHIP Working Group are:

- Castlehill Housing Association
- Grampian Housing Association
- Hillcrest Housing Association
- Langstane Housing Association
- Osprey Housing
- Places for People
- Sanctuary Scotland

6. Resources

6.1 Through the Affordable Housing Supply Programme, the Scottish Government has confirmed the Resource Planning Assumptions up to 2025/26. However, for planning purposes, the 2025/26 RPA has been used as the basis of funding for the final three years of this SHIP period.

| Year | 2024/25 | 2025/26 | 2026/27 | 2027/28 | 2028/29 | Total |
|-----------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Allocation (m) | £16.037 | £16.302 | £16.302 | £16.302 | £16.302 | £80.165 |

6.2 The Affordable Housing Supply Programme will seek to maximise the delivery of affordable housing through all available housing streams. Partners will continue to investigate and implement new and innovative delivery mechanisms.

6.3 The delivery by the RSL sector is predicated on partnership working with house developers. The co-ordination of these developments with availability of grant funding will continue to be a significant challenge and will need to be carefully managed to ensure the deliverability of the programme.

6.4 Discretion to Reduce Council Tax Discount on Second Homes and Long-Term Empty Properties

6.4.1 Local authorities have the discretion to reduce or retain the Council Tax discount on second homes and long-term empty properties. Aberdeen City Council uses this power, and the additional income is retained locally and used as grant funding for Aberdeen City Council for the provision of new-build affordable social housing and to fund the Empty Homes Officer posts. The uncommitted balance is subject to a report to Committee to ensure the uncommitted available balance is used as part of the council new build.

6.4.2 Income received and paid up to 31 March 2023 is shown below.

| | |
|---|-------------------|
| Income received | £26,661,219 |
| Paid to ACC | £12,820,218 |
| Paid to RSLs | £2,947,784 |
| Committed to ACC | £8,991,639 |
| Empty Homes | £210,122 |
| Uncommitted Available Balance (at 31.3.23) | £1,691,456 |

6.4.3 The Council Tax on second homes and long-term empty properties provided an income of £1.751m in 2022/23. Based on current void rates in both the private and public sector, projected annual income is assumed to be around this figure, but shall be closely monitored every year and assumptions adjusted accordingly. These funds are disbursed by Communities, Housing and Public Protection Committee to support the delivery of affordable housing.

6.5 Section 75 Affordable Housing Contributions

6.5.1 Section 75 agreements are provided through Section 75 of the Town and Country Planning (Scotland) Act 1997 and are negotiated through the planning process. Housing developers may, on occasion, be required to make a financial contribution towards affordable housing rather than delivering affordable housing on the specific site to which the planning permission applies.

6.5.2 Such agreements to date have provided an income as detailed at 6.5.3. These payments are linked to completions on site therefore it is difficult to accurately predict the total to be collected during 2023/24.

6.5.3 The table below details the Section 75 Funding to 31st March 2023.

| | |
|---|-----------------|
| Total Received (as at 31.3.23) | £14,409,763 |
| Grants previously paid to RSLs | £3,613,801 |
| Grants paid to ACC new build | £9,524,428 |
| Committed to ACC new build | £1,027,335 |
| Uncommitted Available Balance (at 31.3.23) | £244,199 |

6.5.4 These funds are disbursed by the Communities, Housing and Public Protection Committee to support the delivery of affordable housing.

6.6 Local Authority Funding

6.6.1 The Council is significantly investing in the delivery of affordable housing using funding from a variety of sources including Council Tax from second homes and long-term empty properties detailed at 6.4 above, Developer Obligations detailed at paragraph 6.5 above, Council Housing Revenue Account – Capital from Current Revenue and Council Borrowing from Public Works Loan Board. These sources of funding alongside grants which may be available through the Affordable Housing Supply Programme will enable the council to deliver its ambitious new build programme.

7. **Wheelchair Accessible Housing**

7.1 Guidance issued by the Scottish Government states that local authorities must set a realistic target for the delivery of wheelchair accessible housing across all tenures. The first step of this process is to include a position statement in the SHIP that provides details of:

- What the current evidence base is regarding the requirement for wheelchair accessible housing, including any information gaps/further work required with plans to address identified need across all tenures.
- The intended approach to increase this provision and how it will be included within the LHS and Local Development Plan.
- The number of affordable wheelchair accessible homes the local authority plans to deliver over the next 5 years.

7.2 Evidence Base

7.2.1 The draft Housing Need and Demand Assessment 3 shows Aberdeen City Council has 223 wheelchair accessible properties in specialist accommodation (including sheltered and very sheltered) and 428 in 'mainstream' housing.

7.2.2 The Housing Needs Assessment Team (HNAT) assess and prioritise applicants with particular needs for Council housing. The table below shows the

number of applicants and their housing requirements, including those who need fully wheelchair accessible accommodation. It shows that 1,490 households require ground floor accommodation, 159 require level access and 57 require full wheelchair accessible design.

| Medical Recommendation | 1 | 2 | 3 | 4 | 5 | TOTAL |
|--------------------------------|--------------|------------|------------|------------|-----------|--------------|
| Ground floor recommendation | 1,174 | 194 | 98 | 19 | 5 | 1,490 |
| First floor recommendation | 69 | 62 | 98 | 21 | 6 | 256 |
| Level access required | 111 | 31 | 14 | 3 | 0 | 159 |
| Wheelchair accessible required | 23 | 18 | 13 | 3 | 0 | 57 |
| Able for stairlift | - | 5 | 2 | 1 | 0 | 8 |
| Community alarm recommended | 35 | + | 0 | 0 | 0 | 41 |
| Extra bedroom recommended | 0 | 49 | 55 | 31 | 5 | 140 |
| Any other recommendation | 1,176 | 228 | 143 | 32 | 11 | 1,590 |
| TOTAL | 2,588 | 593 | 423 | 110 | 27 | 3,741 |

7.2.3 In 2022/23 there has been a 14% increase in the overall number of applicants applying for accessible housing rising from 3,282 to 3,741. This includes a 9.7% increase in applications for those requiring ground floor accommodation, increasing from 1,358 to 1,490 and a 33.6% increase for those applying for level access, rising from 119 to 159, this compares to a 2.5% increase in the previous year. The number of people applying for fully wheelchair accessible housing has increased by 3.6% from 55 to 57 applicants. These figures demonstrate the ongoing requirement for accessible housing.

7.2.4 The Council is committed to reducing waiting lists for accessible housing by working with its internal design team and RSL partners to ensure that the needs of those who are currently on the housing waiting lists for wheelchair accessible housing are met through the Affordable Housing Supply Programme.

7.2.5 There is robust information on the supply and demand for the Council's wheelchair accessible housing. Work is ongoing to establish the supply and demand for other sectors. Aberdeen City Council are working with registered social landlords, developers, and Disabled Person's Housing Service (DPHS) to establish a baseline. This work is being overseen by the Independent Living & Specialist Provision Strategic Group that delivers and monitors the Aberdeen City Local Housing Strategy's Joint Delivery Action Plan in relation to specialist provision housing.

7.3 Approach to Increase Provision

7.3.1 It is widely recognised that whilst new build housing is designed to meet Housing for Varying Needs Standards this does not always translate to wheelchair accessible housing.

- 7.3.2 Aberdeen City's Health and Social Care Partnership's Strategic Plan identifies the challenges of an ageing population and the desire to support people in a community setting. To meet these challenges an adequate supply of good quality accessible housing needs to be in place. The Housing Contribution Statement is now embedded into the refreshed [2022 – 2025 Strategic Plan](#). Housing's contribution is also articulated in the [Market Position Statement 2021 – 2026](#). An Accommodation Market Position Statement covering all areas is due to be published Spring 2024.
- 7.3.3 The intended approach is to increase the overall provision of wheelchair accessible properties and is articulated in the Local Housing Strategy 2018 – 2023. This sets a 15% target for delivery of wheelchair accessible social rented housing.
- 7.3.4 The target for wheelchair accessible housing in affordable housing is in place and engagement with private developers will continue, to encourage an increased provision of wheelchair accessible housing across all tenures. Scotland's Fourth National Planning Framework Position Statement states our policies should reflect our diverse housing and accommodation needs, including the housing needs of older people and disabled people. We will work with developers to encourage more wheelchair accessible homes through National Planning Framework 4.
- 7.4 Number of Wheelchair Accessible Homes
- 7.4.1 The LHS identifies an affordable housing target with a minimum 15% being fully wheelchair accessible.
- 7.4.2 Aberdeen City Council has five developments ongoing at Cloverhill, Craighill, Kincorth, Kaimhill and Tillydrone which will have at least 15% of the homes as fully wheelchair accessible which will significantly increase the numbers of wheelchair accessible homes across the city.
- 7.4.3 RSL partners are also encouraged to deliver a minimum 15% as fully wheelchair accessible where this is possible.
- 7.4.4 Based on the 15% target, there is the potential to provide 493 specialist provision properties which includes a commitment for 317 wheelchair accessible properties and includes 59 specialist provision properties for people who require supported accommodation through the SHIP by the council and RSL partners by 2027/28.
- 7.4.5 The table below shows wheelchair accessible housing for the Aberdeen City Council developments which are to be delivered during the lifespan of this SHIP. 14 fully wheelchair accessible units at Kaimhill will have been delivered before this SHIP cycle begins.

| Site | Total Units | Flats | | Cottage Flats | | Houses | | W/C Accessible | |
|-------------------|-------------|-----------|-----------|---------------|-----------|-----------|-----------|----------------|-----------|
| | | 1 bed | 3 bed | 1 bed | 2 bed | 3 bed | 4 bed | Total | % |
| Cloverhill | 536 | 7 | | 10 | 38 | | 26 | 81 | 15 |
| Craighill | 99 | 18 | 18 | | | | | 36 | 36 |
| Kincorth | 212 | 49 | 12 | | | 17 | | 78 | 37 |
| Tillydrone | 70 | 18 | 2 | | | 2 | | 22 | 31 |
| Total | 917 | 92 | 32 | 10 | 38 | 19 | 26 | 217 | 24 |

7.4.6 In relation to the private sector, the Council will make the case for greater numbers of accessible homes to be delivered. Engagement with private developers will continue to encourage an increased provision of fully wheelchair accessible housing in the private sector, in line with the requirements of NPF4.

8. SHIP Summary

8.1 The SHIP 2024 – 2029 has the potential to provide up to 2,814 new affordable homes which will deliver significantly more units than are suggested in the affordable housing supply targets identified in the Local Housing Strategy. This will significantly help meet housing need and demand across the city.

8.2 Table 1 - Years 2024/25 – 2028/29

8.2.1 This table shows there is the potential to complete 2,814 affordable units during this period. If all the projects were to go ahead there would be a requirement for grant subsidy of £161,525,000. Through the Affordable Housing Supply Programme, the Scottish Government has confirmed the Resource Planning Assumptions up to 2025/26. However, for planning purposes, the 2025/26 RPA has been used as the basis of funding for the final three years of this SHIP period.

| Year | 2024/25 | 2025/26 | 2026/27 | 2027/28 | 2028/29 | Total |
|-----------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Allocation (m) | £16.037 | £16.302 | £16.302 | £16.302 | £16.302 | £81.245 |

8.2 Tables 2 & 3

8.2.1 These tables show potential projects which may be able to claim from the Housing Infrastructure Fund. One potential project at Greenferns has been identified for 350 homes.

8.3 Table 4 - Affordable Housing Projects Funded or Supported by Sources other than the RPA/TMDF Budget

8.3.1 This table shows there is are no affordable housing projects to be funded completely out with the RPA.

8.4 Table 5.1- Council Tax Raised on Empty and Second Homes

8.4.1 The council continues to raise considerable funding for affordable housing through reducing the Council Tax discounts on empty and second homes and by applying the premium levy on long-term empty homes. The Council Tax income on second homes and long-term empty properties provided an income of £1,750,970 in 2022/23. These funds have committee approval to be disbursed to the council house new build programme.

8.5 Table - 5.2 Affordable Housing Policies (AHPs) Contributions

8.5.1 As part of Section 75 Agreements, developers can make a commuted payment in lieu of the provision of affordable housing. This funding is used to provide grant for affordable housing to RSL and Council projects. In 2022/23 £244,199 was received. These funds have committee approval to be disbursed to the council house new build programme.

9. Council Approval of SHIP

9.1 The SHIP and the associated spreadsheets 2024/25 – 2028/29 are recommended for approval by the Communities, Housing and Public Protection Committee on 14 November 2023.

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STRATEGIC HOUSING INVESTMENT PLAN 2024/25 - 2028/29

Table 1 - AFFORDABLE HOUSING SUPPLY PROGRAMME - Years 1-5 2024/25-2028/29

LOCAL AUTHORITY: Aberdeen City Council

| PROJECT | PRIORITY Low / Medium / High | GEOGRAPHIC COORDINATES (X:EASTING Y:NORTHING) | GEOGRAPHIC CODE (Numeric Value - from Drop Down Table Below) | DEVELOPER | UNITS - TENURE | | | | | | | UNITS - BUILT FORM | | | | UNITS - TYPE | | | GREENER Enter Y or N | APPROVAL DATE Financial Year (Estimated or Actual) | UNITS SITE STARTS | | | | | TOTAL SITE STARTS OVER PERIOD OF SHIP | UNITS - COMPLETIONS | | | | | SG AHSP FUNDING REQUIREMENT (£0,000M) | | | | | TOTAL AHSP FUNDING REQUIRED OVER SHIP PERIOD | | |
|--|---------------------------------|---|--|--|----------------|-----------------|----------------------|-------------------------|-----------------------------|-----|-------------|--------------------|---------------|------|-------------|--------------|----------------------|---|-------------------------|---|---------------------|---------|---------|---------|---------|---------------------------------------|---------------------|---------|---------|---------|---------|---------------------------------------|---------------------------------------|---------|---------|---------|--|---------|---------|
| | | | | | Social Rent | Mid Market Rent | LCHO - Shared Equity | LCHO - Shared Ownership | LCHO - Improvement for Sale | PSR | Total Units | Rehab | Off the Shelf | NB | Total Units | GN | Specialist Provision | Type of Specialist Particular Need (if Known) | | | Total Units by Type | 2024/25 | 2025/26 | 2026/27 | 2027/28 | | 2028/29 | 2024/25 | 2025/26 | 2026/27 | 2027/28 | 2028/29 | TOTAL COMPLETIONS OVER PERIOD OF SHIP | 2024/25 | 2025/26 | 2026/27 | | 2027/28 | 2028/29 |
| Cloverhill | High | | | Aberdeen City Council | 471 | | | | | | 471 | | | 471 | 471 | 77 | Wheelchair Access | 548 | Y | 2020/21 | | | | | 0 | 94 | 171 | 183 | 23 | | 471 | 11.871 | 11.871 | 11.871 | | | 35.613 | | |
| Kincorth | High | | | Aberdeen City Council | 212 | | | | | | 212 | | | 212 | 134 | 78 | Wheelchair Access | 212 | Y | 2019/20 | | | | | 0 | | 212 | | | | 212 | 1.915 | 1.916 | | | | 3.831 | | |
| Craighill | High | | | Aberdeen City Council | 99 | | | | | | 99 | | | 99 | 81 | 18 | Wheelchair Access | 99 | Y | 2020/21E | | | | | 0 | | 99 | | | | 99 | 1.012 | 1.013 | | | | 2.025 | | |
| Harris Drive (Tillydrone) | High | | | Aberdeen City Council | 30 | | | | | | 30 | | | 30 | 22 | 8 | Wheelchair Access | 30 | Y | 2020/21E | | | | | 0 | | 30 | | | | 30 | | | | | | 0.000 | | |
| Conningham Terrace (Tillydrone) | High | | | Aberdeen City Council | 40 | | | | | | 40 | | | 40 | 26 | 14 | Wheelchair Access | 40 | N | 2022/23 | | | | | 0 | | 40 | | | | 40 | | | | | | 0.000 | | |
| City wide Council buy-back | High | | | Aberdeen City Council | 500 | | | | | | 500 | | 500 | 500 | | | | 500 | N | 2018/19 | | | | | 0 | 100 | 100 | 100 | 100 | 100 | 400 | 3.000 | 3.000 | 3.000 | 3.000 | 3.000 | 15.000 | | |
| Greenferns | High | | | Aberdeen City Council | 350 | | | | | | 350 | | | 350 | 298 | 52 | Wheelchair Access | 350 | N | 2020/21E | | | 350 | | 350 | | | | | 350 | 350 | 5.860 | 5.860 | 5.860 | 5.860 | 5.860 | 29.300 | | |
| Greenferns Landward | High | | | Aberdeen City Council | 350 | | | | | | 350 | | | 350 | 298 | 52 | Wheelchair Access | 350 | N | 2020/21 | | | 350 | | 350 | | | | 350 | 350 | 5.860 | 5.860 | 5.860 | 5.860 | 5.000 | 28.440 | | | |
| Former Cordyce School | Medium | | 6 | Grampian Housing | 22 | | | | | | 22 | | | 22 | 18 | 4 | | 22 | Y | 2022/23 | 22 | | | | 22 | 22 | | | | 22 | 2.006 | | | | | 2.006 | | | |
| Braeside | High | | 6 | Grampian Housing | 30 | | | | | | 30 | | | 30 | 30 | | | 30 | Y | 2022/23 | 30 | | | | 30 | 30 | | | | | | 2.735 | | | | 2.735 | | | |
| Former Victoria Road School | High | | 6 | Grampian Housing | 58 | | | | | | 58 | 58 | | 58 | 58 | | | 58 | Y | 2021/22 | | | | | 0 | 58 | | | | 58 | 2.539 | | | | | 2.539 | | | |
| 15 Maberly Street | High | | | Hillcrest Homes | 17 | | | | | | 17 | 17 | | 17 | 17 | | | 17 | Y | 2023/24 | | | | | 0 | 17 | | | | 17 | | | | | | 0.000 | | | |
| 181 Union Street | High | | | Hillcrest Homes | 15 | | | | | | 15 | 15 | | 15 | 15 | | | 15 | N | 2023/24 | | | | | 0 | 15 | | | | 15 | | | | | | 0.000 | | | |
| Stoneywood Gate, Aberdeen | Med | | 5 | Hillcrest Homes | 12 | | | | | | 12 | | | 12 | 12 | | | 12 | Y | 2023/24 | 12 | | | | 12 | 12 | | | | 12 | 1.100 | | | | | 1.100 | | | |
| Banks o' Dee Care Home, Abbottswell Road | High | | | Hillcrest Homes | 24 | | | | | | 24 | | | 24 | 24 | 24 | Wheelchair Access | 24 | N | 2023/24 | | 24 | | | 24 | | 24 | | | 24 | 2.200 | | | | | 2.200 | | | |
| Loirston House | High | | | Hillcrest Homes | 27 | | | | | | 27 | | | 27 | 27 | 27 | Specialist provision | 27 | | 2023/24 | | 27 | | | 27 | | | 27 | | 27 | 1.200 | 1.200 | | | | 2.400 | | | |
| Oscar Road | High | | | Hillcrest Homes | 21 | | | | | | 21 | | | 21 | 21 | 21 | | 21 | | 2023/24 | 21 | | | | 21 | | | 21 | | | 1.920 | | | | 1.920 | | | | |
| Maidencraig | HIGH | | | Places for People | 16 | 20 | | | | | 36 | 36 | | 36 | 36 | | | 36 | N | 2024/25 | | 36 | | | 36 | | | | | | | 3.000 | | | | 3.000 | | | |
| Don Street (alternative site) | HIGH | | | Places for People | 25 | | | | | | 25 | | | 25 | 25 | 25 | Specialist provision | 25 | Y | 2024/25 | 25 | | | | 25 | | 25 | | | 25 | 2.200 | | | | | 2.200 | | | |
| Milltimber | HIGH | | | Places for People | 12 | 8 | | | | | 20 | 20 | | 20 | 20 | | | 20 | N | 2024/25 | 20 | | | | 20 | | 20 | | | 20 | 0.700 | 1.900 | | | | 2.600 | | | |
| Lord Cullen House | LOW | | | Places for People | 19 | 15 | | | | | 34 | | | 34 | 34 | 28 | 6 | | 34 | Y | 2024/25 | 34 | | | | 34 | | 34 | | | 34 | 0.500 | 2.300 | | | | 2.800 | | |
| Craibstone Phase 4 | LOW | | | Places for People | 68 | 67 | | | | | 135 | | | 135 | 135 | 120 | 15 | | 135 | Y | 2024/25 | 135 | | | | 135 | | 30 | 40 | 40 | 25 | 110 | 3.000 | 3.000 | 3.000 | 3.000 | | 12.000 | |
| Grandhome | HIGH | | | Places for People | 43 | 41 | | | | | 84 | | | 84 | 84 | 84 | | | 84 | Y | 2023/24 | 84 | | | | 84 | | 50 | 34 | | 84 | 3.400 | 3.000 | 1.000 | | | 7.400 | | |
| Riverside Quarter | High | | | Places for People | 16 | 14 | | | | | 30 | | | 30 | 30 | 30 | | | 30 | | 2022/23 | 16 | | | | 16 | 16 | | | | 16 | 1.628 | | | | | 1.628 | | |
| Persley Den | High | | 6 | Sanctuary Scotland Housing Association | 150 | | | | | | 150 | | | 150 | 150 | 150 | | | 150 | N | 2021/22 | | | | | 0 | 150 | | | | 150 | 0.000 | | | | | 0.000 | | |
| Ellon Road, Bridge of Don | High | | | Osprey | 10 | | | | | | 10 | 10 | | 10 | 10 | | | 10 | N | 2021/22 | | | | | 0 | 10 | | | | 10 | 0.000 | | | | | | 0.000 | | |
| Beech Court, Constitution Street | High | | | Osprey | 7 | | | | | | 7 | 7 | | 7 | 7 | | | 7 | N | 2023/24 | 7 | | | | 7 | | | | | 7 | 0.638 | | | | | 0.638 | | | |
| LCHO Buybacks | High | 394350 / 801616 | 8 | Unknown | 5 | | | | | | 5 | 5 | | 5 | 5 | | | 5 | N | 2020/21 | 1 | 1 | 1 | 1 | 1 | 5 | 1 | 1 | 1 | 1 | 4 | 0.030 | 0.030 | 0.030 | 0.030 | 0.030 | 0.150 | | |
| Total | | | | | 2644 | 170 | 0 | 0 | 0 | 0 | 2814 | 107 | 561 | 2146 | 2814 | 2491 | 400 | 0 | 2891 | | 2020/21 | 407 | 88 | 1 | 701 | 1 | 1198 | 532 | 836 | 406 | 164 | 826 | 1938 | 50.659 | 48.605 | 30.621 | 17.750 | 13.890 | 161.525 |

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