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

Town House,
ABERDEEN 10 January 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, 17 JANUARY 2023 at 10.00 am. This is a hybrid meeting and Members may also attend remotely.**

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

JENNI LAWSON
INTERIM CHIEF OFFICER - GOVERNANCE

B U S I N E S S

DETERMINATION OF URGENT BUSINESS

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

DETERMINATION OF EXEMPT BUSINESS

2. Determination of Urgent Business

DECLARATIONS OF INTEREST

3. Members are requested to intimate any declarations of interest

REQUESTS FOR DEPUTATION

4. There are no requests for deputation at this time

MINUTE OF PREVIOUS MEETING

5. Minute of the Previous Meeting of 1 November 2022 (Pages 5 - 10)

COMMITTEE PLANNER

6. Committee Business Planner (Pages 11 - 14)

NOTICES OF MOTION

7. Notice of Motion from Councillor Bonsell (Pages 15 - 16)

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

8. There are no reports under this heading

PUBLIC PROTECTION

9.1. Verbal Operational Update - Police Scotland - Chief Superintendent Graeme Mackie

9.2. Police Scotland Thematic Report - Update on Cyber Crime - POL/23/026 (Pages 17 - 22)

9.3. Scottish Fire and Rescue Service Thematic Report Monitoring and Tracking of Initiatives - SFR/23/029 (Pages 23 - 32)

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

10.1. Performance Report - CUS/23/006 (Pages 33 - 66)

GENERAL BUSINESS

COMMUNITIES AND HOUSING

11.1. Community Empowerment Strategy - CUS/23/014 (Pages 67 - 94)

11.2. Building Standards Activity Report - COM/23/025 (Pages 95 - 100)

11.3. Resilience Annual Report - COM/23/013 (Pages 101 - 130)

11.4. Preventing Homelessness - Memorandum of Understanding between Aberdeen City Council and the Department of Work and Pensions - CUS/23/027 (Pages 131 - 148)

11.5. Operation and Enforcement of Licensing and Registration Schemes within the Private Rented Housing Sector of Aberdeen - CUS/23/018 (Pages 149 - 158)

EHRIAs related to reports on this agenda can be viewed here

To access the Service Updates for this Committee please click here

Website Address: aberdeencity.gov.uk

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

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Communities, Housing and Public Protection Committee

ABERDEEN, 1 November 2022. Minute of Meeting of the COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE. Present:- Councillor Radley, Convener; Councillor McRae, Vice-Convener; Councillor Delaney, the Depute Provost and Councillors Bonsell, Copland, Graham, Greig, Kusznir (as substitute for Councillor Brooks), MacKenzie, McLellan, Nicoll, Stewart and Thomson.

The agenda and reports associated with this minute can be found here.

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

COMMITTEE BUSINESS PLANNER

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

The Committee resolved:-
to note the planner.

VERBAL PRESENTATION FROM SCOTTISH FIRE AND RESCUE

2. The Committee heard from Chay Ewing, Scottish Fire and Rescue who provided a verbal update to members in relation to the burning of alternative fuels.

Mr Ewing explained that it had been a mild autumn temperature wise but with the winter months approaching and the cost of living crisis, that people may be looking to find alternative ways to keep warm and cut down on electricity bills. He advised that as a service they would be looking to target vulnerable people and to offer advice to them. He noted that various communications had been issued in order to keep people safe and provided details on various hazards that people may utilise in order to cut down on electricity/heating costs, such as the use of disposable barbeques indoors.

Mr Ewing concluded that there was no concern for the service at present but this would be monitored.

The Committee resolved:-
to request that officers cascade a message through social media, regarding fire safety and ways to keep safe this winter, with a link on how citizens can make contact with the fire service.

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE
1 November 2022

PRESENTATION TO MEMBERS FROM THE EXECUTIVE LEADS

3. The Committee received a presentation from Chief Officers who provided information on their roles within the Council as well as information relating to the remit of the Committee.

The Committee resolved:-
to note the information provided from the Chief Officers.

NOTICE OF MOTION FROM COUNCILLOR HOUGHTON – REFERRED FROM COUNCIL ON 13 OCTOBER 2022

4. The Committee had before it a notice of motion from Councillor Houghton in the following terms, which had been referred from Council on 13 October 2022.

That the Council:-
1. notes the decision of the Urgent Business Committee of 13th September 2022 that the Council:
(i) expresses great sadness at the death of Queen Elizabeth II;
(ii) acknowledges the close bond that existed between Queen Elizabeth II and the North East;
(iii) notes the many tributes that have been paid to Queen Elizabeth II by citizens of Aberdeen, which have included recognition of her faithful commitment to duty and devotion to the country and its people;
(iv) extends its condolences to His Majesty King Charles III, and to the entire Royal Family;
(v) instructs officers to make arrangements for people to be able to complete a physical Book of Remembrance at either Marischal College or the Central Library;
2. agrees that to remember and commemorate the relationship of our late Queen with Aberdeen that 'Union Terrace Gardens' be renamed 'The Queen Elizabeth II Gardens' at its formal opening as a tribute to 70 years of unblemished service to our nation, and that any cost be met from the existing Union Terrace Gardens redevelopment budget and available existing project contingencies; and
3. agrees that the Lord Provost should extend an invitation to the Palace with a view to a Royal Opening of the gardens to occur in 2023.

Councillor Houghton spoke in furtherance of his notice of motion.

Councillor Houghton moved, seconded by Councillor Kusznir:-
that the Committee approve the notice of motion.

The Convener moved as an amendment, seconded by the Vice Convener:-
that the Committee:-

1. notes the decision of the Urgent Business Committee of 13th September 2022 that the Council:
(i) expresses great sadness at the death of Queen Elizabeth II;
(ii) acknowledges the close bond that existed between Queen Elizabeth II and the North East;
(iii) notes the many tributes that have been paid to Queen Elizabeth II by citizens of Aberdeen, which have included recognition of her faithful commitment to duty and devotion to the country and its people;
(iv) extends its condolences to His Majesty King Charles III, and to the entire Royal Family;
(v) instructs officers to make arrangements for people to be able to complete a physical Book of Remembrance at either Marischal College or the Central Library; and
2. Instructs the Chief Officer – Corporate Landlord to bring back a report to the relevant committee on the ongoing and future planned Council Capital projects which could be named in tribute to Queen Elizabeth II.

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

The Committee resolved:-
to adopt the amendment.

NOTICE OF MOTION FROM COUNCILLOR KUSZNIR - REFERRED FROM COUNCIL ON 13 OCTOBER 2022

5. The Committee had before it a notice of motion from Councillor Kusznir in the following terms, which had been referred from Council on 13 October 2022.

That the Council:-
(a) commends the work of Bon Accord Heritage SCIO (Charity No.: SC046052);
(b) welcomes that politicians from all political parties in Aberdeen have expressed their support for the restoration and reopening of Bon Accord Baths;
(c) understands that Bon Accord Heritage SCIO is working to bring Bon Accord Baths back into public use through a purchase or lease agreement with Aberdeen City Council and the financial support of other partners;
(d) understands from Bon Accord Heritage SCIO that the in-principle official support by Aberdeen City Council to the restoration of Bon Accord Baths is a requirement for Bon Accord Heritage SCIO to access other sources of funding, including but limited to grant funding, which is essential to the ultimate restoration of the building; and

(e) instructs the Chief Executive, or other appropriate nominated officer, to formally confirm that Aberdeen City Council supports in principle the restoration of Bon Accord Baths; and agrees to assist Bon Accord Heritage SCIO in accessing available external funding opportunities.

Councillor Kusznir spoke in furtherance of his notice of motion.

The Committee resolved:-

(i) to commend the work of Bon Accord Heritage SCIO (Charity No.: SC046052);
(ii) to welcome that politicians from all political parties in Aberdeen have expressed their support for the restoration and reopening of Bon Accord Baths;
(iii) to understand that Bon Accord Heritage SCIO is working to bring Bon Accord Baths back into public use through a purchase or lease agreement with Aberdeen City Council and the financial support of other partners;
(iv) to understand from Bon Accord Heritage SCIO that the in-principle official support by Aberdeen City Council to the restoration of Bon Accord Baths is a requirement for Bon Accord Heritage SCIO to access other sources of funding, including but not limited to grant funding, which is essential to the ultimate restoration of the building;
(v) to instruct the Chief Executive, or other appropriate nominated officer, to formally confirm that Aberdeen City Council supports in principle the restoration of Bon Accord Baths;
(vi) to agree to assist Bon Accord Heritage SCIO in accessing available external funding opportunities, and
(vii) to instruct the Chief Officer – Corporate Landlord to bring back a report to the budget process on the business case and the commercial viability of the project.

PERFORMANCE REPORT - CUS/22/227

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

Members discussed the performance report and offered various observations.

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

The Committee resolved:-
to note the report.

ADULT PROTECTION COMMITTEE BIENNIAL REPORT 2020-22 - ACHSCP/22/237

7. The Committee had before it a report by the Chief Officer – Health and Social Care Partnership, which shared the Aberdeen Adult Protection Committee (APC) Convener's Biennial Report for 2020-22.

The report recommended:-
that the Committee note the Aberdeen Adult Protection Committee's Biennial Report for 2020-22 which had been prepared as required by the Adult Support and Protection (Scotland) Act 2007, and which provided assurance about progress made over the period.

The Committee resolved:-
to approve the recommendation.

TENANT AND RESIDENT ENGAGEMENT - CUS/22/248

8. The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which advised the Committee of progress on tenant and resident engagement in the city.

The report advised that tenant and resident engagement remained an intrinsic aspect of being a responsible landlord and explained that Housing, Planning and Transport legislation all required a high level of engagement and consultation with local communities.

The report recommended:-
that the Committee note the developing approach to tenant and resident engagement outlined in the report.

The Committee resolved:-
to note the report.

WARM SPACE - CUS/22/239

9. The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which shared the progress made on the Warm Spaces initiative by the Library and Community Learning service.

The report recommended:-
that the Committee note the support being offered to communities through the Council's Warm Spaces initiative.

The Committee resolved:-

(i) to request that the Chief Officer – People and Organisational Development circulate information to staff members on ways to help conserve energy by means such as switching off lights in buildings when not in use;
(ii) to note the support being offered to communities through the Council's Warm Spaces initiative; and
(iii) to request that a Service Update be circulated to members as soon as possible to highlight conversations with external providers on options for seven day access to warm spaces for citizens.

- **Councillor Miranda Radley, Convener**

	A	B	C	D	E	F	G	H	I
1	**COMMUNITIES HOUSING AND PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER** The Business Planner details the reports which have been instructed as well as reports which the Functions expect to be submitting for the calendar year.								
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**	**Report Author**	**Chief Officer**	**Director**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
3	**17th January 2023**								
4	Notice of Motion by Councillor Hutchison	At the Council meeting on 13 July 2022, the following Notice of Motion was referred to Operational Delivery Committee and the NOM was agreed on 31 August 2022 (a) notes the role of the council in protecting tenants in the private rented housing sector through licensing, registration and enforcement;(b) agrees that everyone living in the rented sector should be able to have an expectation of safe, secure and good-quality housing, and that this is undermined where landlords fail to meet their legal obligations; (c)instructs the Chief Officer - Early Intervention and Community Empowerment to report to a future committee on the operation of the private landlord registration and HMO licensing schemes, and short term lets legislation preparedness in Aberdeen. This should include the action taken when complaints are received about unlicensed landlords, and options to ensure that the public are aware of how to raise complaints. Report may require to be considered by Licensing Committee thereafter.		Derek McGowan	Early Intervention and Community Empowerment	Customer	GD 8.7		Transferred from ODC planner.
5	Preventing Homelessness - Memorandum of Understanding between Aberdeen City Council and the Department of Work and Pensions	At the Council meeting on 13 July 2022, it was agreed that update reports on the Momorandum of Understanding between Aberdeen City Council and the Department of Work and Pensions be submitted to the relevant committee on a six monthly basis.		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.3		Transferred from Operational Delivery Committee business planner.
6	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		
7	Emerency Resilience Annual Report	To provide the annual assurance report on the Council's resilience arrangements in fulfilment of its duties as a Category 1 responder under the Civil Contingencies Act 2004		Fiona Mann/Vikki Cuthbert	Governance	Commissioning	2.12		Transferred from Public Protection Committee business planner.
8	Community Empowerment Strategy	To provide information on the community empowerment strategy		Michelle Crombie	Early Intervention and Community Empowerment	Customer	1.1.5		
9	Building Standards Activity Report	At its meeting on 10 October 2019, the Committee agreed to six monthly assurance reporting. Last considered at PPC on 28 June 2022.		Gordon Spence	Place	Governance	2.7		Transferred from Public Protection Committee business planner.

	A	B	C	D	E	F	G	H	I
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**
10	SFRS - Thematic Report: Tracking and Monitoring Initiatives	To report on the tracking and monitoring initatives		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	2.20		Transferred from Public Protection Committee business planner.
11	Police Scotland - Thematic Reports	Topics to be agreed with PS and Convener at meeting which is to be arranged following approval of new committee structure.		Kate Stephen	Police Scotland	Police Scotland	2.20		
12	**14th March 2023**								
13	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		
14	Protests and Processions	To agree the Council's position on the public protection aspects of protests and processions where there are traffic management implications arising from applications		Vikki Cuthbert	Governance	Commissioning	2.12		
15	Cluster Risk Registers and Assurance Map Reporting for Customer Experience / D&I / D&T / EI&CE and Building Services	To report on the cluster risk registers		Jacqui MacKenzie, Steve Roud, Derek McGowan, Mark Reilly, Graeme Simpson	Various	Various	1.1.4		Transferred from ODC planner.
16	SFRS - Thematic Report:	Theme to be agreed.		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	2.20		
17	Police Scotland 6 monthly Performance Report	To present Police Scotlands 6 monthly Performance Report		Kate Stephen	Police Scotland	Police Scotland	2.20		
18	**16th May 2023**								
19	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Data and Insight	Customer	1.1.3		

	A	B	C	D	E	F	G	H	I
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**
20	Participatory Budgeting in Aberdeen	At the budget meeting on 7 March 2022, it was agreed to note the Council's approach towards meeting the target of 1% of revenue funding being available for Participatory Budgeting, paragraph 3.83 of the report, and instruct the Chief Officer - Early Intervention and Community Empowerment to report to a future meeting of the Operational Delivery Committee on the impact of Participatory Budgeting in Aberdeen;		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.2		Transferred from Operational Delivery Committee business planner.
21	Piper Alpha Memorial Report	ODC 31/08/22 - to instruct the Chief Officer Operations and Protective Services to liaise with interested parties as to their preferred options for the future of the Piper Alpha Memorial and to include in those options presented to those parties, the option of the replanting of roses including any cost implications; and to instruct the Chief Officer Operations and Protective Services to report the outcome of the meeting(s) with interested parties to the next appropriate Committee meeting and seek a decision; and to instruct the Chief Officer Operations and Protective Services to provide an update to a Council meeting when appropriate.		Mark Reilly	Operations and Protective Services	Operations	1.1.1		
22	SFRS: Thematic Report	Theme to be agreed.		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	2.20		
23	**6th July 2023**								
24	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Data and Insight	Customer	1.1.3		
25	SFRS - 2022/23 Annual Scrutiny Report	To provide details on the Scottish Fire and Rescue Scrutiny Report for 2022/23		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	2.20		
26	**5th September 2023**								
27	Empty Home Policy	At the Operational Delivery Committee on 16 September 2021, it was agreed that an annual report be brought back in relation to Empty Homes.		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.1		Transferred from Operational Delivery Committee business planner.
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	Annual Committee Effectiveness Report	To report on the annual effectiveness of the committee		Lynsey McBain	Governance	Commissioning	TBC		

	A	B	C	D	E	F	G	H	I
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**	**Report Author**	**Chief Officer**	**Director**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
30	Police Scotland - Performance Report	To present Police Scotland Performance Report		Kate Stephen	Police Scotland	Police Scotland	2.20		
31	Annual Assurance Statement	Annual submission required to the Scottish Government. October/November 2023		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.1		
32	SFRS: Thematic Report	Theme to be agreed.		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	2.20		
33	**14th November 2023**								
34	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		
35	Aberdeen City's Affordable Housing Delivery Programme	To provide an update on the Aberdeen City affordable housing delivery programme.		Mel Booth	Early Intervention and Community Empowerment	Customer	1.1.1		
36	Aberdeen City's Strategic Housing Investment Plan 2023/24 – 2027/2028	To seek approval of the Strategic Housing Investment Plan (SHIP)		Mel Booth	Early Intervention and Community Empowerment	Customer	1.1.1		
37	SFRS - 6 month Performance Report	To provide details on the 6 month performance report from Scottish Fire and Rescue.		Chay Ewing	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	2.20		
38	**Beyond 2023 or no date confirmed.**								

Communities, Housing & Public Protection Committee on 17 January 2023

Notice of Motion – Final Wording

That this Committee:

1. Notes that fuel poverty is a serious problem for people in their homes across Aberdeen, particularly during this winter but forecast to continue in future years.

2. Notes that the effects of climate change are increasingly being felt in all communities in the city, but especially in the most vulnerable.

3. Agrees that the most effective route out of fuel poverty is reducing the need for energy consumption, which is also part of the transition to a low carbon economy, the fundamental means of addressing climate change.

4. Notes that the widespread installation of good quality insulation in homes, to the current best standards, will reduce energy consumption and offer the prospect of decent living-wage jobs, open to local people within Aberdeen's communities.

5. Notes that granite-built houses with solid walls and no cavities are a characteristic of Aberdeen.

6. Recalls the long history of Aberdeen City Council in tackling fuel poverty, for example, through partnering with SCARF, Aberdeen Heat & Power, and the new Energy from Waste project.

7. Agrees that we should look to maximise the benefits of public spending by integrating the work on fuel poverty, climate change and employability where possible.

8. Instructs the Chief Officer – Corporate Landlord to engage with appropriate social enterprises to explore the setting up, and also examine options for the in-house delivery, of a scheme to fit external wall insulation to homes with solid walls under the Home Energy Efficiency Programmes for Scotland: Area Based Schemes (HEEPS:ABS) and to report back to the appropriate committee.

9. Instructs the Chief Officer – Commercial and Procurement to report back to the appropriate committee, not later than July 2023, on options that the Council may have under its trading powers for the production, distribution and installation of insulation in Council and non-Council properties, the benefits to employment and the local circular economy, the potential for reduction in fuel poverty for occupiers of Council houses and other properties, and the level of capital and revenue investment required for different options.

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing & Public Protection
DATE	17 January 2023
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Update on Cyber Enabled Fraud
REPORT NUMBER	POL/23/026
DIRECTOR	
CHIEF OFFICER	
REPORT AUTHOR	Detective Chief Inspector Karen Main, North East Division, Police Scotland
TERMS OF REFERENCE	2.20

1. PURPOSE OF REPORT

1.1 To update members regarding the progress made by the North East Division Cyber Enabled Crime Team (DCECT), previously referenced in Thematic Report POL/21/143, submitted in May 2021.

2. RECOMMENDATION(S)

That the Committee:-

2.1 Discuss, comment on, and endorse the report.

3. CURRENT SITUATION

3.1 Technology has changed the nature of offending and the nature of the investigations we carry out. The use of the internet to commit crime, particularly to target vulnerable individuals, as well as responding to local/ regional crime, sophisticated international offending perpetrated by organised crime groups is also evident, which presents challenges to law enforcement across the world.

3.2 It remains unclear to what extent the pandemic has influenced the drive towards more online reliance, however, INTERPOL have recently reported a significant increase in cyber-enabled crime as organisations and businesses rapidly deployed remote systems and networks to support staff working from home.

3.3 As referenced in the previous Report, North East Division implemented a Divisional Cyber Enabled Crime Team (DCECT) in June 2021. This team was the first of its kind in Scotland and was instigated to combat cyber-enabled crime and non-contact Fraud across the North East of Scotland.

3.4 Given its unique nature, DCECT was implemented with a 'Build, Test, Learn and Develop' strategy loop in mind, and an initial review period set for 12 months from inception. This was with a view to critically analysing and assessing function, performance, resource, structure and governance.

3.5 The review examined data from 2016/17 to May 2022/23 and noted exponential growth (approx. 800%) in cyber-enabled crime over the last six years. It is assessed the growth rate of this crime type is likely to continue in the short to medium term.

Resource

3.6 The DCECT resource consists of a Detective Sergeant along with 6 permanent officers and 2 seconded officers from frontline policing teams. The seconded officers are deployed on a rolling 6 month basis.

3.7 The team is managed by an experienced Detective Inspector as part of their portfolio of responsibilities.

4P Strategy

3.8 The strategy introduced to support the introduction of DCECT is based on the '4P Principles' of Prevent, Prepare, Protect and Pursue. The adoption of these principles has galvanised activity across the North East and evidence has been provided of progress against each strand. This includes:

Prevent

3.9 DCECT have developed strong relationships with internal and external partners, with frequent engagement ensuring a cohesive approach in the delivery of the 'Prevent' agenda to date. Successes resulting from this collaboration include the introduction of 'Crime Trend Updates' - targeted messaging highlighting the emergence of non-contact crime trends amongst specified victim demographics. To coincide with Cyber Scotland Week 2022, DCECT collaborated with partners from national Cybercrime, private industry and academia engaged with local and small and medium sized businesses with a view to raising prevention awareness.

3.10 During March 2022, DCECT collaborated with local media outlets to deliver a series of informative articles focussed on preventing cyber-enabled crime across a range of formats. Analytical information revealed approximately 11,000 individuals accessed the online series, which is substantially above average levels of engagement. Local media have approached DCECT to run a similar series at a later date based on its success.

3.11 In conjunction with Trading Standards Scotland, DCECT supported the delivery of a 'Fraud Roadshow' with a number of engagements to proactively deliver fraud prevention advice in our communities.

Prepare

3.12 The DCECT delivered awareness sessions to inform and upskill frontline Police staff. These inputs concerned the function and role of the DCECT and available support, along with cybercrime investigative methodology and Q&A's.

Protect

3.13 The DCECT participated in the revised Grampian Adult Protection Adults at Risk of Financial Harm Sub-Group, alongside statutory and third-sector partners. While the remit of the group continues to evolve, achievements to date include the delivery of a Social Media based question and answer session focussing on Fraud and an agreement between the DCECT and Trading Standards to work in collaboration and deliver Scottish Government funded call screening technology to vulnerable victims of crime.

Pursue

3.14 DCECT have adapted existing processes and adopted new investigative practices to enhance a comprehensive range of conventional and specialist techniques, legal frameworks and partner relationships to achieve positive outcomes.

3.15 During October 2022, DCECT were involved in extensive enquiries, including being the UK's first law enforcement agency to execute a Banking Warrant at 'Binance', to evidence movement of Cryptocurrency.

Review

3.16 The review found clear evidence that the DCECT have been considerably more effective in supporting, progressing and positively concluding enquiries than previous arrangements.

Conclusion

3.17 Cybercrime poses a real and substantial threat to the communities and businesses of Scotland, therefore it is critical that we adapt our policing to better respond. There is a need for policing to look beyond conventional approaches to tackle cyber-enabled crime given the assessment that cyber-enabled crime will become increasingly prominent and complex. The DCECT is an early example of providing an enhanced functionality in this specialised area of policing.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

8. OUTCOMES

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

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

9. IMPACT ASSESSMENTS

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

10. BACKGROUND PAPERS

10.1 Not applicable

11. APPENDICES

11.1 Not applicable

12. REPORT AUTHOR CONTACT DETAILS

Name	Karen Main
Title	Detective Chief Inspector, North East Division, Police Scotland
Email Address	
Tel	

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	17 January 2023
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Scottish Fire and Rescue Service Thematic Report Monitoring and Tracking of Initiatives
REPORT NUMBER	SFR/23/029
DIRECTOR	Chay Ewing, Local Senior Officer, SFRS
CHIEF OFFICER	Andy Buchan, Group Commander, SFRS
REPORT AUTHOR	Craig Wallace, Group Commander, SFRS
TERMS OF REFERENCE	2.20

1. PURPOSE OF REPORT

1.1 To present the Scottish Fire and Rescue Service Thematic Report Monitoring and Tracking of Initiatives, for 2022-23 year to date.

2. RECOMMENDATION(S)

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

3. BACKGROUND

3.1 This report invites you to review the Scottish Fire and Rescue Service Aberdeen City Inspections for 2022-23 year to date.

3.2 This update shows the progress being made by the SFRS locally against the priorities and objectives for Aberdeen City as Covid-19 restrictions ease.

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	The proposals within this report support the delivery of the following LOIP Stretch Outcomes 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. The paper seeks contribution to the Strategic Plan to reduce instances of deliberate fire setting and improve fire safety and prevention.
Place	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.

Design Principles of Target Operating Model

	Impact of Report
Customer Service Design	
Organisational Design	
Governance	
Workforce	
Process Design	
Technology	
Partnerships and Alliances	

8. IMPACT ASSESSMENTS

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

9. BACKGROUND PAPERS

None

10. APPENDICES (if applicable)

Appendix A – Scottish Fire and Rescue Service Thematic Report Monitoring and Tracking of Initiatives

11. REPORT AUTHOR CONTACT DETAILS

Craig Wallace
Group Commander
Scottish Fire and Rescue Service
Craig.wallace@firescotland.gov.uk

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SCOTTISH FIRE AND RESCUE SERVICE THEMATIC REPORT

Monitoring and Tracking of Initiatives

Report Ref SFR/23/029

1 RECOMMENDATION

The Aberdeen Communities, Housing and Public Protection Committee is recommended to:

1.1 Consider and note the information provided in this report in relation to prevention and protection.

2 INTRODUCTION

2.1 The Scottish Fire and Rescue Service (SFRS) is committed to Working together for a Safer Scotland. This is the core of everything we do. Incorporating our values of safety, teamwork, respect and innovation, we work alongside communities and in partnership with others in the public, private and third sectors to keep Scotland safe.

3 ENGAGEMENT

3.1 Home Fire Safety Visits (HFSV's) and the supply and fitting of appropriate detection to high risk households is the most effective tool available for SFRS to decrease the risk of harm from fire.

3.2 From 01 April 2022 to 30 November, SFRS personnel have delivered 1256 HFSV's in Aberdeen City and work hard to ensure pending lists are managed and controlled appropriately. A COVID recovery plan supported and prioritised the workload following the lifting of restrictions.

April – Nov 2022	April – Nov 2021	April – Nov 2020	April – Nov 2019
1256	1046	379	1866

3.3 Community Action Teams and Operational personnel complete a home safety pre-visit questionnaire for all contacts and schedule a physical visit for any members of the public identified as at risk. All properties without detection are classed as high risk and visited as a priority.

3.4 Partnership referrals continue to be received when an SFRS intervention would be beneficial to the safety and wellbeing of an individual. This includes the issuing of fire-

retardant bedding/textiles or letterbox guards, when the occupier may be at risk of fire-related crime.

3.5 Community Action Teams continue to work closely with key-partners through the Community Safety Partnership Hub and facilitate or support case conferences and professional discussions.

3.6 The SFRS continues to support and contribute towards Community Planning Aberdeen to achieve successful outcomes towards Improvement Projects. In addition to this, we support the Community Safety Partnership, Corporate Parenting, Community Justice, Adult Protection and the North East Road Safety Forum along with legislative and community fire safety forums.

3.7 Engagement opportunities within schools across Aberdeen is actively supported at both primary and secondary levels. Most recently through the Autumn Thematic Action Plan prior to Bonfire night (see 4.2).

3.9 Fire Safety Support and Education (FSSE) is a service for Children and Young people under the age of 18 who have demonstrated an interest in fire, involved in fire-related anti-social behaviour or deliberately set fires. FSSE interventions are undertaken by specially trained advisors within the SFRS.

FSSE Interventions by SFRS Advisors;

2022	2021	2020	2019
4	5	1	0

4 THEMATIC ACTION PLANS (TAP)

4.1 Spring/Summer TAP Initiative: Gramps Walks and Talks

Gramps Walks and Talks is a fire safety initiative that has been running annually since 2004, focusing on the dangers, effects and consequences of deliberately setting wildfires. The initiative involves interaction with Primary 6 and 7 pupils at schools within targeted areas.

The initiative involves a two-stage approach. The first part is a joint visit to schools by partner agencies to deliver a fire safety presentation to the pupils. This is followed by a walk in the Gramps or Howes Road areas, led by the Countryside Rangers, to help the pupils appreciate the local areas of nature and natural beauty and how they can be affected and destroyed by fire.

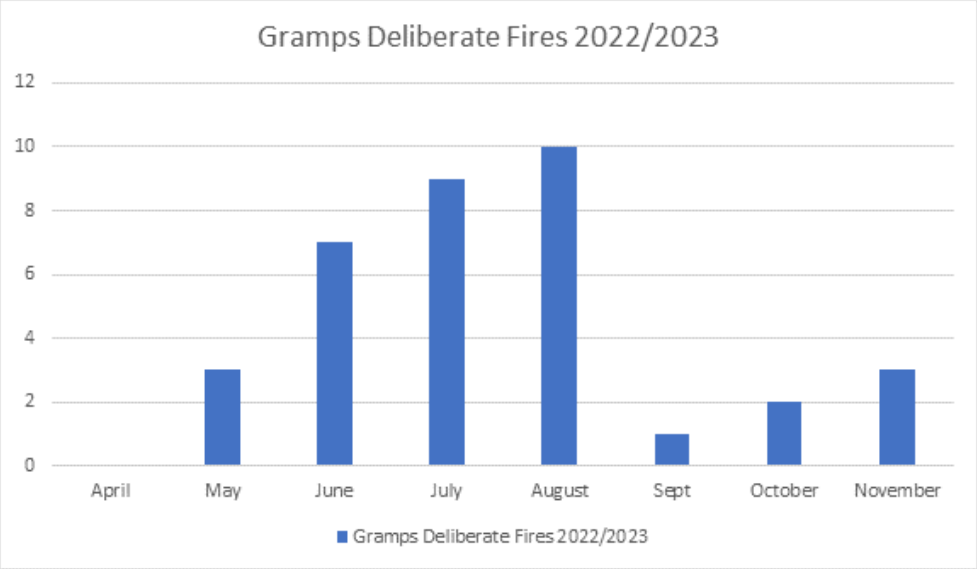
This is a partnership approach involving SFRS, Police Scotland, Countryside Rangers, Scottish Ambulance Service and Station House Media Unit. The partnership produced an updated Gramps Walks and Talks presentation including partners video links with interactive footage for 2022.

In 2022, the partnership engaged with 14 Primary Schools within Aberdeen City, totalling approximately 962 P6 and P7 pupils.

In 2021, the presentation was sent to schools directly (due to COVID19) and was shown to approximately 480 pupils. In 2020, the talks were cancelled due to COVID19 lockdown.

Areas are selected based on the largest numbers of deliberate wildfires within the city. Since inception, the initiative has shown a large and sustained reduction in deliberate

fires in these areas, albeit the COVID19 period has impacted stats from the last few years. Before the initiative (pre-2006), there were regularly 70 to 90 deliberate fires annually within the Gramps area of Aberdeen.



Gramps only stats show: 2019-2020 (17), 2020-2021 (1), 2021-2022 (15) and 2022-2023* (35).

Howes Road stats show 2019-2020 (5), 2020-2021 (5), 2021-2022 (3) and 2022-2023* (1)

*2022-2023 stats show 1st April to 11th November 2022 only

NB. stats above cover deliberate fires involving grassland, woodland and crops, refuse and other outdoor only.

4.2 Autumn TAP Initiative: Bonfire and Firework Safety

Bonfire and fireworks safety partnership work led by SFRS produced;

- An operational plan (Ops Fawkes) for the City of Aberdeen
- Social media safety posts
- Partnership presentations for schools
- Media campaign and press release
- All SFRS bonfire/firework safety literature, presentations, YouTube videos shared with schools
- Evening meetings via Microsoft Teams with Ops Fawkes partners and subsequent evening meetings via Microsoft Teams with on- duty watches, CSE staff and partners from across Aberdeen City including City Wardens, Police, Compliance Officers and Environmental Waste Teams.

On the lead up to Bonfire night, 31 schools were contacted and information shared to highlight the dangers associated with deliberate fire-setting and setting off fireworks.

Incident Activity for the October and November period for deliberate secondary fires;

2022	2021	2020	2019
27	34	36	48

On analysis of the incidents for 2022, 5 of these incidents were Bonfires under the supervision of a competent person or the remains of smouldering Bonfires. 3 were classed as small fires in the open or refuse bins lit by persons unknown, with 1 Bonfire having to be extinguished due to being unattended.

Incident locations were predominately in the Northfield & Mastrick North and Tillydrone & Seaton areas. No reports of violence toward fire crews across Aberdeen.

4.3 Winter TAP Initiative: Warm Spaces & Electrical Safety

Central and North Anderson Drive Community Fire Stations opened up as 'Warm Spaces', working with the Finance Inclusion Team from Aberdeen City Council, Community Groups and Charities to help those in need of support.

There are a number of benefits to this initiative, which includes an opportunity for the community to meet their local crews, receive some safety advice and to provide them with a warm space, even for a short period, that will offer a friendly welcome and comfortable environment to socialise with a hot refreshment.

SFRS received a £1500 grant from Electrical Safety First to support electrical safety in the home initiatives. This will include an exchange program for out of date / faulty electric blankets, exchanging chip pans / deep fat fryers for air fryers and replacing old style 'block adaptors' for strip adaptors.

The tracking and evaluation of the Winter TAP initiatives will be available early 2023.

5 FUTURE INITIATIVES

5.1 Work is underway in Aberdeen City to set up a 'Safer Aberdeen' Initiative, targeting secondary school pupils. SFRS will facilitate sessions on CPR and Fire Safety, while Charity Groups, Police Scotland and NHS will run workshops on Drug, Vaping and Anti-Social behaviour. This is being trialled at Northfield Academy in December 2022, with the intention of bringing onboard further partners and developing a 'road show' which will be available to every secondary school across Aberdeen City.

5.2 Refugee settlement group engagements are now being set up across the hotels and accommodations in Aberdeen City between SFRS and Police Scotland. SFRS are also setting up referral pathways for those moving out of temporary and into more permanent accommodation. Continual work progresses between Community Action Teams and Legislative Fire Safety Officers with those hotels identified having small fires or ongoing Anti-Social / Hazardous behaviours.

SFRS are also currently developing a partner approach with Police Scotland to engage with the Ukraine and Afghan refugees who are currently residing within the multiple hotels across Aberdeen City to combat Anti-Social Behaviour and some hazardous behaviours involving electrics and cooking.

5.3 SFRS successfully delivered its first FireSkills course in Aberdeen City for St Machar Academy in October 2022. The course saw 7 students aged 12-13 attend North Anderson Drive Community Fire Station. The course received great feedback from carers, guardians and school staff. Work is underway to conduct further FireSkills

courses at Northfield Academy and Lochside, and we are working towards a SVQ level 4 employability award in the new school term.

5.4 A Road Safety initiative is being developed in partnership with NESCOL and Secondary Schools, as well as with the Driving Instructors Institution for Aberdeen City. New Virtual Reality headsets are being used along with a new young driver's initiative video, utilising Go Pro camera footage from a real RTC Scenario. This is being carried out in partnership with Police Scotland.

RTCs In Aberdeen City requiring SFRS Response.

2022	2021	2020	2019
45	34	38	40

Stats show 1st April to 30th November only

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COMMITTEE	Communities, Housing and Public Protection Committee
DATE	17 January 2023
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Communities, Housing and Public Protection Performance Report
REPORT NUMBER	CUS/23/006
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1.1.3

1. PURPOSE OF REPORT

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

2. RECOMMENDATION(S)

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

3. CURRENT SITUATION

Report Purpose

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

Report Structure and Content

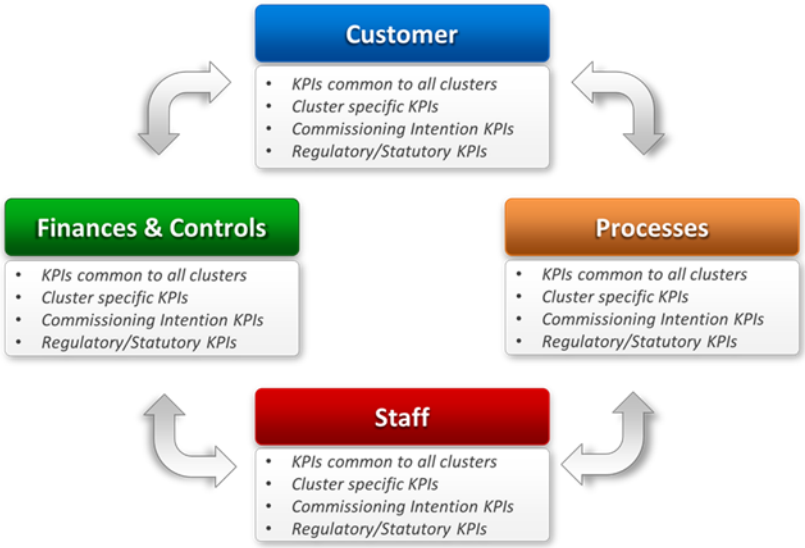
3.2 Performance Management Framework Reporting against in-house delivery directly contributing to, or enabling delivery against, the city's Local Outcome Improvement Plan, (LOIP) has informed development of successive Council Delivery Plans, including the 2022/23 Council Delivery Plan that was agreed by Council on the 7th March 2022.

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

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

3.5 Where appropriate, data capture against these standards is now directly incorporated within the suite of metrics contained within Appendix A and will be reported against on either a monthly, quarterly or annual basis. These will be updated for future cycles to include any new or amended standards for 2022/23.

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



3.7 This report, as far as possible, details performance up to the end of October 2022 or Quarter 2 2022/23, as appropriate.

3.8 Appendix A provides an overview of performance across certain Operations and Customer services, with reference to recent trends and performance against target. It also includes, at appropriate points in the Appendix, further analysis of several performance measures which have been identified as of potential interest in terms of either performance implications, data trends or changes in these metrics. These are listed below:

- Sickness Absence – Average number of days lost per FTE – Facilities
- Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)
- YTD % of Unintentional homeless decisions reached within 21 Days (RRTP)
- The year to date average number of days taken to re-let all properties
- Rent loss due to voids - Citywide - YTD average

3.9 Within the summary dashboard the following symbols are also used:

Performance Measures

Traffic Light Icon

On target or within 5% of target

Within 5% and 20% of target and being monitored

Below 20% of target and being actively pursued

Data only – target not appropriate

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

RAG Status

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

Children's Rights

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

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

There are no direct environmental implications arising out of this report

7. RISK

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

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

8. OUTCOMES

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

9. IMPACT ASSESSMENTS

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

10. BACKGROUND PAPERS

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

11. APPENDICES

Appendix A – Performance Summary Dashboard

12. REPORT AUTHOR CONTACT DETAILS

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

Communities, Housing and Public Protection Committee Performance Report Appendix A

Operations and Protective Services

Building Services

1. Customer – Building Services

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
The year to date percentage of repairs appointments kept	99.06%		99.11%		99.2%		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).	83.33%		79.63%		79.66%		80%

Performance Indicator	Q4 2020/21		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	124		110		64		
% of complaints resolved within timescale stage 1 and 2) - Building Services	58.1%		40.9%		50%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	37.1%		40%		37.5%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	2		0		0		

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

2. Processes – Building Services

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	3.39	✓	3.47	✓	3.58	✓	4.1
The year to date average length of time taken to complete non-emergency repairs (days)	8.84	▲	8.03	▲	8.17	▲	8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	92.36%	✓	91.98%	✓	91.82%	✓	90%
The percentage of Repairs Inspections completed within 20 working day target (year to date)	97.5%	✓	97.6%	✓	97.6%	✓	100%

3. Staff – Building Services

Performance Indicator	Q4 2020/21		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Building Services)	1		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	4		2		2		

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Building Services	3.2	✓	3.3	✓	3.5	✓	10
Establishment actual FTE	414.37		401.52		408.14		

4. Finance & Controls – Building Services

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	40.4%	✓	49.4%	✓	56.5%	✓	100%

Facilities Management

1. Customer – Facilities Management

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Facilities	1		1		2		
% 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	0%		100%		100%		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		0		0		

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		Q2 2022/23 Target
	Value	Status	Value	Status	Value	Status	
*Number of school lunches served in the year - Primary (YTD)	1,003,545	✓	384,245	✓	635,403	✓	514,800

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

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

2. Processes – Facilities Management

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours	90.2%	✓	100%	✓	86.1%	✓	80%
% Response cleaning alerts responded to within priority timescales	100%	✓	100%	✓	100%	✓	80%
% Void cleaning alerts responded to within priority timescales	100%	✓	100%	✓	94.4%	✓	80%

Performance Indicator	Current Status	2022/23 Target
We will deliver 39 weeks contracted school cleaning	✓	95%
Cleaning service is delivered by the in-house team at all non-3Rs schools in the city, for the 38 weeks of school term plus the five annual in-service days. We will use this measure to highlight any instances where a school has been unable to open due to our inability to provide a satisfactory cleaning service. No issues identified.		

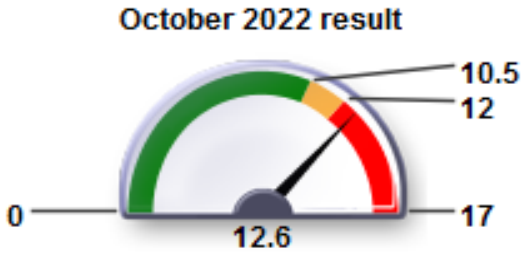
3. Staff – Facilities Management

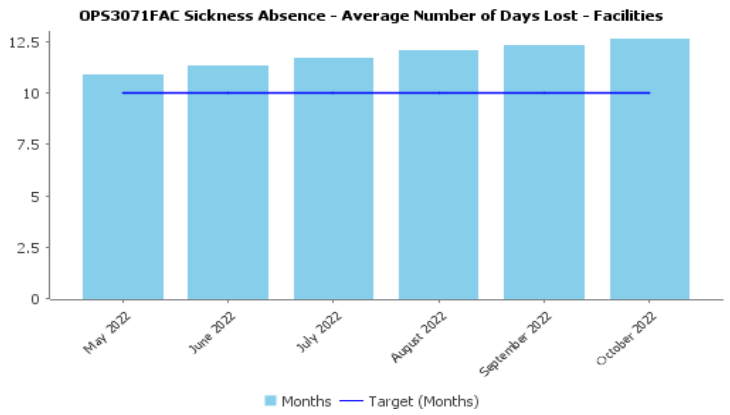
Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter)	1		1		0		
Accidents - Non-Reportable - Employees (No Quarter)	6		3		2		

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence - Average Number of Days Lost - Facilities	12		12.3		12.6		10
Establishment actual FTE	505.46		508.6		504.16		
Establishment actual FTE (Catering)	161.67		165.41		159.03		
Establishment actual FTE (Cleaning)	227.04		227.34		226.49		
Establishment actual FTE (Janitorial)	63.44		63.68		64.34		
Establishment actual FTE (Office & Building Management)	16.89		16.89		16.89		
Establishment actual FTE (Passenger Transport Unit)	33.05		31.91		34.04		

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

Sickness Absence - Average Number of Days Lost - Facilities





Why is this important?

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

Benchmark Information:

Comparison with the other services which sit within the Operations & Protective Services portfolio, show that the average number of days lost by employees in Facilities Management & Transportation services is higher than others.

Target:

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

This is what the data is saying:

The data tells us that the rolling twelve-month average days lost per employee in Facilities Management & Transportation services is currently 12.6 days.

This is the trend:

The trend has steadily risen from an average of 10.9 days lost in May 2022 to its current level of 12.6 days in October 2022

This is the impact:

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

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

These are the next steps we are taking for improvement:

There are currently high numbers of long-term absences within the service. Officers are working, with People & Organisational Development colleague support, to ensure that the right interventions are being put in place at the right times, to either assist employees to return to work as soon as they are fit and able to, or to conclude absences when employees have no reasonable prospect of returning to work in the immediate future.

Responsible officer:	**Last Updated:**
Andy Campbell	October 2022

4. Finance & Controls - Facilities Management

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Inspection - Number of overdue corrective actions requests as at month end	0	✓	0	✓	0	✓	0
Staff Costs - % Spend to Date (FYB)	43.3%	✓	50.6%	✓	59.1%	✓	100%

Protective Services

1. Customer – Protective Services

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Protective Services	0		5		3		
% of complaints resolved within timescale - Protective Services	No complaints Q4		100%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services			40%		0%		
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services			0		0		

2. Processes - Protective Services

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	91.7%		90.2%		97.3%		100%
High Priority Pest Control % responded to within 2 days	100%		98.7%		98.2%		100%
High Priority Public Health % responded to within 2 days	95.6%		95.8%		100%		100%
Dog Fouling - % responded to within 2 days	78.8%		100%		100%		100%

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	85.8%		72.9%		74.5%		80%
*% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	2.2%		5.1%		13.5%		
*% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	No activity Q4/Q1				2.5%		

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
*% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	6.3%		19.6%		35.3%		
*% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	No activity Q4/Q1				17.6%		

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

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

3. Staff - Protective Services

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No. In Quarter - Protective Services)	0		0		0		
Accidents - Non-Reportable - Employees (No. In Quarter - Protective Services)	0		0		0		

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Protective Services	1.1		1		1		10
Establishment actual FTE	61.66		62.66		61.66		

4.Finance & Controls - Protective Services

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	93.3%		95.9%		95.9%		95%

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	41.9%		50.2%		58.4%		100%

Customer

Customer Experience

1. Customer – Customer Experience

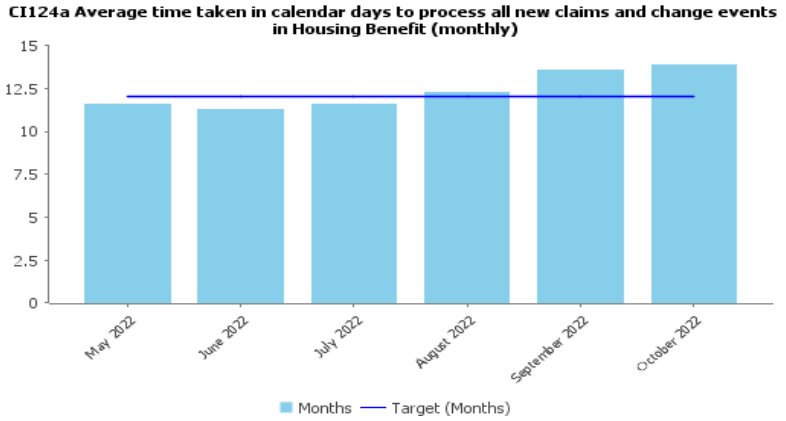
Performance Indicator – Service	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Customer Experience	48		48		82		
% of complaints resolved within timescale – Customer Experience	87.5%		89.6%		92.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Customer Experience	37.5%		39.6%		29.3%		
Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience	2		4		6		

2. Processes – Customer Experience

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	12.23	▲	13.57	●	13.89	●	12
Correct amount of Housing Benefit paid to customer (monthly)	100%	✓	97.05%	✓	96.91%	✓	95%
% Customer Contact Centre calls answered within 60 seconds	76.87%	✓	78.69%	✓	78.32%	✓	70%
Percentage of invoices sampled and paid within 30 days	85.33%	▲	91.68%	✓	91.01%	✓	90%

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
*% Crisis Grant applications processed within 2 working days	69.45%	●	53.83%	●	89.6%	✓	90%
*% Community Care Grant applications processed within 15 working days	54.52%	✓	42.68%	▲	50.1%	✓	50%

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



Why is this important?

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

Benchmark Information:

Benchmarking data for this indicator is not available. However, this indicator is a combination of New Claims and Change of Circumstances. Benchmarking intelligence is available individually for New Claims and Change of Circumstances via Department for Works and Pensions. For Quarter 1 2022/23, the Scottish average for New Claims is 19 days, Aberdeen City Council achieved 38 days. The Scottish average for Change of Circumstances is 6 days, Aberdeen City Council achieved 10 days. There is a trend across Scotland where the days to process is increasing. Other local authorities are experiencing the same challenges as ACC.

Target:

Target for 2022/23 is 12 days.

This is what the data is saying:

The average number of days to process new claims and change events in Housing Benefit has increased from 11.53 days in July to 13.89 days in October. This means that on average it is taking and additional 2.36 days to process Housing Benefit claims and changes.

This is the trend:

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

This is the impact:

The impact on the customer is that their claim for Housing Benefit and changes are taking longer to action. The amount of benefit paid to customers is not impacted. However, there may be issues for customers paying their rent to a private landlord on time.

These are the next steps we are taking for improvement:

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

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

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

It is anticipated that performance will start to plateau during early 2023 and improvements will be achieved thereafter to meet our Service Standards.

Responsible officer:	**Last Updated:**
Wayne Connell	October 2022

4. Staff – Customer Experience

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Customer Experience)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Customer Experience)	0		0		0		

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Customer Experience	4		4.3		4.5		5
Establishment actual FTE	334.34		332.44		335.42		

5. Finance & Controls – Customer Experience

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£64.9m		£78.1m		£90.7m		£89.3m
Staff Costs - % Spend to Date (FYB)	42.7%		51.3%		59.9%		100%

Data and Insights

1. Customer – Data and Insights

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Data and Insights	0		0		0		
% of complaints resolved within timescale – Data and Insights	No complaints Q4/Q1/Q2						75%
% of complaints with at least one point upheld (stage 1 and 2) – Data and Insights							
Total No. of lessons learnt identified (stage 1 and 2) – Data and Insights							

2. Processes – Data and Insights

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
% Reported Data Protection incidents receiving an initial response within 24 business hours	100%		100%		100%		95%

3. Staff – Data and Insights

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Month Quarter – Data and Insights)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Data and Insights)	0		0		0		

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Data and Insights	0.2		0.3		0.2		5
Establishment actual FTE	32.29		32.29		29.89		

4. Finance & Controls – Data and Insights

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	41.5%		49.8%		60.1%		100%

Digital and Technology

1. Customer – Digital and Technology

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Digital and Technology	0		3		1		
% of complaints resolved within timescale – Digital and Technology	No complaints Q4		100%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology			100%		100%		
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology			0		1		

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Average Call Wait Time (IT Helpdesk)	165 sec.		122 sec.		113 sec.		150 sec.
Abandonment Rate % (IT Helpdesk)	26.36%		13.33%		11.77%		30%

2. Processes – Digital and Technology

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Percentage of Critical system availability - average (monthly)	99.5%		99.5%		99.5%		99.5%
% Incidents logged by IT Helpdesk (including Self-Serve) resolved right first time	84.9%		84.5%		87%		65%
% Priority 1 and 2 incidents closed in timescale	25%		71.4%		66.7%		99.5%
% Priority 3 – 5 incidents closed in timescale	82.3%		83.5%		81.4%		95%

3. Staff – Digital and Technology

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0		

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Digital and Technology	0.4		0.4		0.4		5
Establishment actual FTE	91.12		85.01		91.36		

4. Finance & Controls – Digital and Technology

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	42.7%		50.7%		59.4%		100%

Early Intervention and Community Empowerment

1. Customer – Early Intervention and Community Empowerment

Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Early Intervention and Community Empowerment	47		67		75		
% of complaints resolved within timescale - Early Intervention and Community Empowerment	68.1%		82.1%		73.3%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment	36.2%		43.3%		41.3%		
Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment	3		4		7		

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Percentage of tenants satisfied with the standard of their home when moving in YTD	63.3%		68.4%		68%		75%
Satisfaction of new tenants with the overall service received (Year To Date)	73.3%		78.9%		74%		85%
Financial Inclusion - No of open cases per month	200		193		189		
Financial Inclusion - No of enquiries per month	239		226		197		
Number of visits to libraries - person	35,544		35,954		37,370		
Number of visits to libraries - virtual	122,804		125,722		87,196		
% Libraries open during agreed opening hours	100%		100%		100%		98%

2. Processes – Early Intervention and Community Empowerment

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed. (Data Provided by Scottish Government on a Quarterly Basis)	3.9%		3.9%		3.9%		4.0%
YTD % of Unintentional homeless decisions reached within 21 Days	65%		61%		58%		100%
YTD Average length of journey in days for applicants assessed as unintentionally homeless	107.3		104.7		108.5		100
YTD Percentage of anti-social behaviour cases reported which were resolved	87.7%		88.8%		89.8%		100%
YTD % of calls attended to by the ASBIT Team within 1 hour	100%		95.2%		94.8%		100%
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	278		288		296		
The YTD number of Legal repossessions following decree (Arrears) - Citywide	8		8		8		
Applications processed 28 days YTD %	99.69%		99.72%		99.75%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	90.7%		91.5%		91.5%		100%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	82.1%		79%		87.4%		93.5%
The YTD Average time taken to re-let all properties (Citywide - days)	167.9		167.5		167.4		98.8
Voids Available for Offer Month Number - Citywide	1,126		1,117		1,178		
Welfare Rights - % of Successful Appeals	88.89%		84.62%		87.5%		
HMO License Applications Pending	184		171		169		
HMO Licenses in force	986		995		1,000		
% Library item requests satisfied within 21 days	80.8%		77.7%		78%		85%

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

Why is this important?

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

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

This indicator, along with others, monitors whether we are achieving our desired outcomes and are committed to 'Sustain/improve performance in respect of the SSHC outcomes' and that people at risk of losing their homes get advice on preventing homelessness.

Benchmark Information:

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

Target:

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

This is what the data is saying:

Year to date there have been 646 homeless households assessed as unintentionally homeless. Of these 58% (404) were assessed within the 21 days local target. The average days to reach decision remains under target at 19.4 days.

To date 87% of applications have been assessed within the SG statutory recommended timescale of 28 days.
During the first 7 months of this year there has been a 24% (197) increase in homeless applications compared with the same period last year.

This is the trend:

Homeless applications are at a 5 year high, with levels recorded (999) not seen since the same period in 2017/18.
The increase in applications has been driven by a 37% increase in applicants becoming homeless from secure accommodation with the largest rise from private rented tenancies, where there has been a 59% increase.
The number of decisions made within 21 days has reduced from 94% achieved during the same period the previous year. Last financial year the average time taken to reach a decision was 10 days.
The increase in decision times is now beginning to impact upon the average rapid rehousing homeless journey time which has risen from 105 days in 2021 to 109 days currently. Of the cases closed to date, the average time from application to decision is 16 days, 6 more than the same period the previous year which appears to have driven the incline this year. Case closures for this group have fallen by 16% this year and as more outcomes are secured there is a risk that the homeless journey will be impacted further by the performance over time.
During this financial year 135 more decisions have been made than the last financial year.

This is the impact:

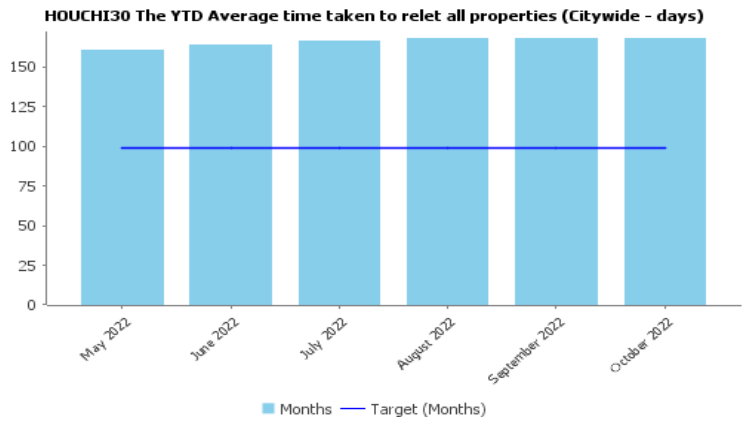
- Risk of failing to deliver on the key strategic outcomes set within the Local Outcome Improvement Plan and Rapid Rehousing Transition Plan.
- People experiencing homelessness spend longer periods in transition which prolongs the homeless journey
- People experiencing homelessness spend longer periods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

These are the next steps we are taking for improvement:

The Housing Options Team are now almost at full capacity although with a number of new staff members still completing their induction and training. We anticipate that as officers complete their training and begin to take on caseloads, we will see a return to previous levels.
Initially they will take on Housing advice cases, which will allow other team members to focus on homeless cases and reduce the backlog.
Recruitment in other key service areas to prevent homelessness, and homeless re-presentations is also under way and it is anticipated that this will also assist in speeding up the application process.

Responsible officer:	**Last Updated:**
Graeme Gardner	October 2022

The year to date average number of days taken to re-let all properties



Why is this important?

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

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

Charter Outcome **10** – Access to Housing – stipulates that Social Landlords ensure that:
People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

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

Benchmark Information:

2021-22
Average relet times was **113.9** days. The Scottish Average was **51.57** days

Target:

2022/23

- Average number of days to relet all properties is set at **98.75** days

This is what the data is saying:

For the reporting year 2022/23 the average relet time YTD is **167.4** days, an increase on the **163.4** days last reported to Committee.

This is the trend:

Average relet times for the last 3 years show **69.55** days in 2019-20, **113.9** days in 2020-21 and **106.7** days in 2021/22.

The number of properties relet as of 31st October 2022 is **1,089** a decrease when compared to the same period last year where **1,155** properties had been relet with an average of **102.1** days.

The relet times show that of the **1,089** properties let **394** (**36.2%**) had been void for over **200** days with the longest being void for **792** days. **225 (20.7%)** properties were relet within the Scottish Local Authority average for 2021/22 of **55.3** days.

This is the impact:

Some of the consequences of this performance are:

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

These are the next steps we are taking for improvement:

Addressing voids performance continues to be a priority for services. In response to this we have developed a new corporate improvement project led at Chief Officer level with oversight being provided through a Housing Improvement Group which is chaired by the Director of Customer.

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

- 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're procuring additional contractors to focus on clearing the backlog of work in progress properties and to focus on the properties identified for the Ukrainian project.
- A concentration on letting the new build developments at Auchmill and Summerhill which will positively impact on average relet times.
- Use of Test of Change methodology aimed at maximising the 28 day termination notice to inspect, schedule and complete works before the actual tenancy ends.
- Increasing allocations resource to improve offers and letting stages.
- Use of digital technologies to support more efficient processes.
- Increasing inspection regimes. Additional and more robust inspections of properties to minimise properties returned in poor condition at termination. This will also include an end of tenancy inspection at the time of termination.
- Continuing our approach with the new Housing and Support service, creating and delivering an enhanced approach to tenancy sustainment and letting processes.

Responsible officer:	Last Updated:
Martin Smith/Graham Williamson	October 2022

3. Staff – Early Intervention and Community Empowerment

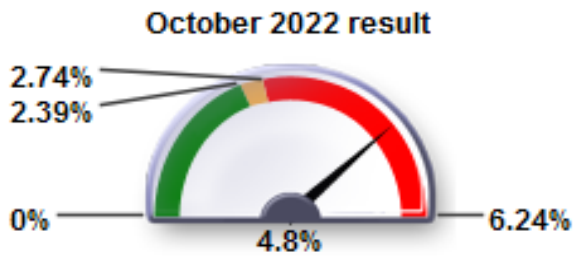
Performance Indicator	Q4 2021/22		Q1 2022/23		Q2 2022/23		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - EICE)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – EICE)	1		2		0		

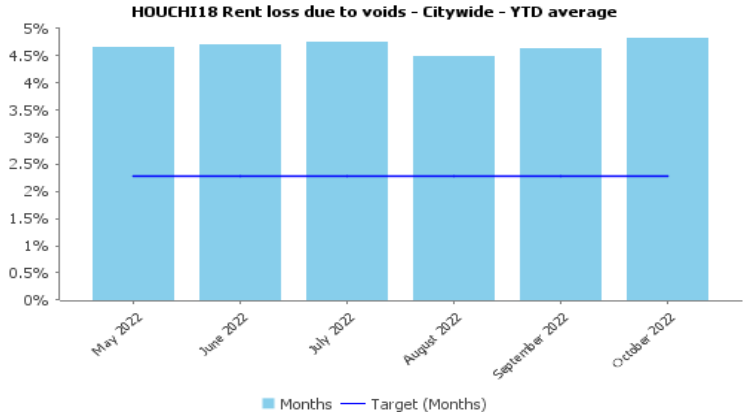
Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - EICE	6.8		6.9		6.8		8
Establishment actual FTE	388.02		413.89		391.17		

4. Finance & Controls – Early Intervention and Community Empowerment

Performance Indicator	Aug 2022		Sep 2022		Oct 2022		2022/23 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	37.3%		43.8%		59.1%		100%
Financial Inclusion - Total Financial Gains Achieved per month	£558,863		£571,057		£478,815		
Gross rent Arrears as a percentage of Rent due	16.08%		16.06%		16.36%		19.2%
Rent loss due to voids - Citywide - YTD average	4.46%		4.61%		4.8%		2.28%

Rent loss due to voids - Citywide - YTD average





Why is this important?

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

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

Charter Outcome **10** – Access to Housing – stipulates that Social Landlords ensure that:
People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

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

Benchmark Information:

2021/22

- Void Rent Loss was **3.66%**. The Scottish Average was **1.43%**

Target:

Targets **2022/23**

- Rent Loss due to Voids was set at **2.28% (£2,090,216)**

This is what the data is saying:

The YTD Void Rent Loss figure for 2022/23 is **£2,666,020** this equates to **4.80%** of the gross debit (rent due) significantly higher than the set year-end target of **2.08%** (**£2,090,216**). As at the 31*st* of October the number of void properties available to re-let was **1,178.**

This is the trend:

Void Rent Loss has steadily increased year on year from **1.86%** (**£1,623,519**) in 2019-20, **2.53%** (**£2,306,569**) in 2020-21 and **3.66%** (**£3,355,121**) in 2021/22. If the current trend continues, we could see a year-end figure of **4.8% (£4,570,320**)
The high number of void properties and the lengthy relet times, currently sitting at **167.4** days, has a direct impact on the substantial increase in the void rent loss.
Termination of tenancies has a direct impact on void rent loss and over the last 3 years far exceeded the number of relets, and although for the first few months of the financial year our relets were slightly higher than our terminations, YTD April – October 22 shows the average weekly relets is lower (**34.9**) when compared with the termination figure (**38.8**).

This is the impact:

Some of the consequences of this performance are:

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

These are the next steps we are taking for improvement:

Addressing voids performance continues to be a priority for services. In response to this we have developed a new corporate improvement project led at Chief Officer level with oversight being provided through a Housing Improvement Group which is chaired by the Director of Customer.

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

- 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're procuring additional contractors to focus on clearing the backlog of work in progress properties and to focus on the properties identified for the Ukrainian project.
- A concentration on letting the new build developments at Auchmill and Summerhill which will positively impact on average relet times.
- Use of Test of Change methodology aimed at maximising the 28 day termination notice to inspect, schedule and complete works before the actual tenancy ends.
- Increasing allocations resource to improve offers and letting stages.
- Use of digital technologies to support more efficient processes.
- Increasing inspection regimes. Additional and more robust inspections of properties to minimise properties returned in poor condition at termination. This will also include an end of tenancy inspection at the time of termination.

- Continuing our approach with the new Housing and Support service, creating and delivering an enhanced approach to tenancy sus tainment and letting processes.

Responsible officer:	**Last Updated:**
Martin Smith/Graham Williamson	October 2022

Corporate

1. Customer – Corporate

Performance Indicator – Corporate	**Q4 2021/22**		**Q1 2022/23**		**Q2 2022/23**		**2022/23 Target**
	Value	**Status**	**Value**	**Status**	**Value**	**Status**	
No. of Non-complex Subject Access Requests received	57		79		55		
% Non-complex Subject Access Requests responded to within 1 month	80.7%		72.2%		80%		80%
No. of Complex Subject Access Requests received	1		2		13		
% Complex Subject Access Requests responded to within 3 months	100%		0%		46.2%		70%
No. of Environmental Information Regulation requests received	71		47		61		
% of Environmental Info Requests replied to within 20 working days - Corporate	87.3%		85.1%		82%		85%
No. of Freedom of Information requests received	221		342		307		
% of Freedom of Information requests replied to within 20 working days - Corporate	87.8%		86.3%		83.7%		85%
No. of Access to School Records requests received	1		2		3		
% Access to School Records requests responded to within 15 school days	100%		100%		100%		100%
No. of Data Protection Right requests received	2		9		8		
% Data Protection Right requests responded to within 1 month	100%		88.9%		100%		100%

Traffic Light Icons Used

	On target or within 5% of target
	Within 5% and 20% of target and being monitored
	Below 20% of target and being actively pursued
	Data only – target not appropriate

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	17 January 2023
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Community Empowerment Strategy 2023-2026
REPORT NUMBER	CUS/23/014
DIRECTOR	Andy Macdonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Michelle Crombie
TERMS OF REFERENCE	1.1.5

1. PURPOSE OF REPORT

1.1 This report presents the Community Empowerment Strategy 2023-26 which complements and sits alongside the Aberdeen City Local Outcome Improvement Plan (LOIP), refreshed in 2021.

2. RECOMMENDATION(S)

That the Committee endorse the Community Empowerment Strategy presented at Appendix 1.

3. CURRENT SITUATION

3.1 The Community Empowerment (Scotland) Act 2015 was introduced with the aim of further empowering communities in Scotland. It sets out the responsibilities of Community Planning Partnerships in supporting communities to be involved and meaningfully participate in community planning. It also gives new rights to community bodies to do more for themselves and have more say in decisions that affect them through participation requests and asset transfer. In 2016 Community Planning Aberdeen (CPA) published an Engagement, Participation and Empowerment Strategy which used the metaphor of a ladder to represent the interactions between public organisations and people. The strategy set out an ambition for CPA to go beyond informing, consulting and involving people - towards community empowerment.

3.2 The Community Empowerment Group was established to maintain an overview of the Engagement, Participation and Empowerment Strategy and to advise and support CPA on effective approaches to engaging and involving communities. Since 2017 there have been advances in how we do this as a Community Planning Partnership and recent developments include the establishment of Locality Empowerment Groups, which provide a forum for all communities across the City to connect and collaborate on shared priorities. The role of community connector on LOIP improvement project teams was

introduced to link community ideas for change to existing projects and strengthen collaboration between staff and communities. The Community Empowerment Network was established to provide a space for community groups and organisations to connect with each other, stay informed and develop relationships. Finally, online tools such as the Citizens Points Simulator and social media platforms now complement other, longer serving mechanisms like City Voice, Priority Neighbourhood Partnerships and participatory budgeting.

3.3 In light of these developments and recognising that more work is required to genuinely empower communities, Community Planning Aberdeen's Community Empowerment Group undertook to revise the existing Engagement, Participation and Empowerment Strategy and define what improvement would look like by 2026.

Development Process and Stakeholder Engagement

3.4 In September 2021, a sub group of the Community Empowerment Group was formed to lead on the development of the newly named Community Empowerment Strategy. Other titles have been explored but not agreed. The group began by reviewing and appraising the existing strategy and answering important questions about who the new strategy was for and what it aimed to achieve.

3.5 **Who is the strategy aimed at?**

- Community Planning Aberdeen partners and governance groups. It should set out principles and standards to govern CPA's work and influence individual partners' practice.
- It will also have a public audience and will provide clarity for staff, community groups and the general public about the opportunities for people to get involved in their communities and in the work of Community Planning Aberdeen.

3.6 **How do we anticipate the strategy may be used?**

- It will be used by Community Planning Aberdeen and partner organisations to drive improvement in community engagement and empowerment and set a baseline against which we can evaluate the success of our approach.
- It will provide partner organisations and community groups, who wish to better engage with each other, a framework that promotes good practice.

3.7 How will it result in improvement for communities?

- The strategy will set out, in plain English, how communities can get involved and have influence and be launched with a clear communications plan.
- The strategy highlights the limits of the current approach and openness to explore new and innovative models of community engagement and empowerment that will benefit people and communities.

3.8 Over the last twelve months sessions have been held with members of the Community Empowerment Group to draft and develop the new strategy. A public engagement exercise was carried out in June and July 2022 using Padlet, an online whiteboard. It was promoted via social media and with community groups & networks and people were invited to tell us what success in Community Empowerment looked like for them. The Padlet Findings were explored through workshops at the Community Empowerment Network meeting held on 28 July 2022 which was open to all and promoted by CEG members. The feedback from the engagement has helped define the overall aim of the strategy and the themes for improvement. The specific ideas captured as part of the Padlet exercise will be further explored and tested through the improvement projects to be taken forward as part of the strategy.

Community Empowerment Strategy 2023-26

3.9 The Community Empowerment Strategy presented in Appendix 1 to this report is the product of work which has taken place since September 2021. It complements and supports the Aberdeen City Local Outcome Improvement Plan refreshed in July 2021. See summary below of key sections.

Purpose of the Strategy

3.10 To achieve the vision set out in the Local Outcome Improvement Plan for Aberdeen to be 'a place where all people can prosper', we need an active and inclusive citizenship where all people have a voice and ability to influence what happens to them and their community. The ambition of the Community Empowerment Strategy is for all communities across Aberdeen to be equal community planning partners in realising this vision. It acknowledges the power inequalities that exist across the City and makes a commitment to understand and address these in taking forward this strategy.

New Guiding Principles & Standards

3.11 The guiding principles are based on the Community Empowerment (Scotland) Act 2015 guidance and regulations for Community Planning Partnerships which requires all CPPs and community planning partners to ensure that all bodies which can and want to contribute to community planning are able to do so. Adoption of the Grampian Engagement Standards provides guideline behaviours and practical measures that underpin effective engagement to support CPA and partners to put these principles into practice. Finally, the Ladder of Empowerment illustrates the different levels of engagement and our collective desire to aim for community empowerment and self-determination.

New Stretch Outcome 16

3.12 The strategy defines what improvement in community empowerment will look like by 2026 by introducing a new 16th Stretch Outcome. The approach follows the same quality improvement discipline adopted for the other 15 stretch outcomes within the Local Outcome Improvement Plan, setting out what we will improve, by how much and by when. The Community Empowerment Group will be responsible for leading the achievement of the stretch outcome through the delivery of the improvement project aims set out within the strategy.

100% increase in the proportion of citizens who feel able to participate in decisions that help change things for the better by 2026 (*Baseline 2021: 24% Source: Aberdeen City Voice, Place Standard question. Percentage of respondents scoring 5 and above out of a possible 1-7.*)

New Online Tools & Resources

3.13 A new and 'live' part of the strategy which will continue to evolve with support from all partners is the new Community Tools and Resources webpage. This front facing component of the strategy aims to be guiding, supporting and empowering for all: professionals, community groups/associations, and community members keen to get involved.

3.14 See Appendix 2 for Strategy Communication Plan.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

5.1 The recommendation support compliance with the Community Empowerment (Scotland) Act 2015.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	No significant risks identified	N/A	N/A	**N/A**
Compliance	Must comply with the Community Empowerment (Scotland) Act 2015	The Strategy supports compliance	L	**Yes**
Operational	There is a risk that teams are not aware of the Strategy	Communication plan ensures that staff are aware of the Strategy and when to use it.		**Yes**

	and do not use the tools when engaging with the public which may have a negative impact on the public's perception of the Council and Partnership working.			
Financial	No significant risks identified	N/A	N/A	**N/A**
Reputational	There is a risk that teams do not use the Strategy when engaging with the public which may have a negative impact on the public's perception of the Council and Partnership working.	Communication plan ensures that staff are aware of the Strategy and when to use it.		**Yes**
Environment / Climate	No significant risks identified	N/A	N/A	**N/A**

8. OUTCOMES

COUNCIL DELIVERY PLAN 2022-2023	
	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:-* • Empowering Aberdeen's Communities • Recognise that citizens and communities – rather than the City Council - are best placed to say what services they require and how these are provided and seek to give greater control over appropriate services and facilities to local communities.

	• Ensure the use of Plain English by the Council. • Consult citizens, community councils and other partners on the work of the City Council, including carrying out a public engagement and consultation as part of the annual budget setting process. • Explore options to establish local Citizens' Assemblies – with the first remit of a Citizens' Assembly being to advise the council on what's needed to tackle gender inequality in Aberdeen • Seek to make Aberdeen a UNICEF Child Friendly City.
Aberdeen City Local Outcome Improvement Plan 2016-26	
Prosperous Economy Stretch Outcomes	The Community Empowerment Strategy complements and supports the Aberdeen City Local Outcome Improvement Plan refreshed in July 2021. To achieve the vision set out in the Local Outcome Improvement Plan for Aberdeen to be 'a place where all people can prosper', we need an active and inclusive citizenship where all people have a voice and ability to influence what happens to them and their community. The ambition of the Community Empowerment Strategy is for all communities across Aberdeen to be equal community planning partners in realising this vision. It acknowledges the power inequalities that exist across the City and makes a commitment to understand and address these in taking forward this strategy.
Prosperous People Stretch Outcomes	
Prosperous Place Stretch Outcomes	
Regional and City Strategies	N/A

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Full impact assessment not required
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

10.1 Draft Community Empowerment Strategy 2023-2026 – Community Planning Aberdeen Board, 30 November 2022 (Item 2.1 Pages 43 - 68)

11. APPENDICES

11.1 Community Empowerment Strategy 2023-2026
11.2 Communication Plan

12. REPORT AUTHOR CONTACT DETAILS

Michelle Crombie
Community Planning Manager
Aberdeen City Council
mcrombie@aberdeencity.gov.uk

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COMMUNITY EMPOWERMENT STRATEGY

2023-2026

30 November 22

Community Planning Aberdeen

Engagement Approved Grampian Engagement Network

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1. Introduction

This Community Empowerment Strategy presents an exciting opportunity for Community Planning Aberdeen (CPA), it's partners and all people in Aberdeen. It provides a framework to guide how we work together in innovative ways for the benefits of our communities through engagement, participation and empowerment.

We recognise the crucial role that a focused and effective approach to community engagement and empowerment has on tackling inequalities and improving outcomes for everyone in our city. We know that until communities are at the heart of decision-making, we will not be getting it right for everyone.

The Aberdeen City Local Outcome Improvement Plan (LOIP) sets out our vision for Aberdeen City as 'a place where all people can prosper', regardless of their background or circumstances. This means all people being able to access the opportunities available in our city to do well, succeed and flourish.

To achieve this vision and be a successful, thriving City, we need an active and inclusive citizenship in Aberdeen, where people have a voice and ability to influence what happens to them and their community.

> ***'Our ambition is for all communities across Aberdeen to be equal community planning partners'***
>
> Community Empowerment Group

We must consider the barriers that prevent people getting involved and having influence and ensure that they are addressed, particularly for those less likely to get involved because of them.

Our ambition extends to being a democratic City, with Aberdeen leading the way to actively empower its citizens to have influence over their lives and outcomes. This document sets out how Community Planning Aberdeen will improve how it works together with all people and communities to achieve this.

How this document is set out and who it is for

This document introduces some guiding principles for how Community Planning Aberdeen, its individual partners and communities can work together utilising both organisational and community expertise to identify and achieve shared goals and priorities. It sets out where we are now in terms of how we currently seek to engage and empower communities through the forums and arrangements we have put in place. Finally, we set out aims for improvement to be achieved by the end of this four year plan.

Section 8 of this document introduces a new Community Tools and Resources section of our website. We want these tools and resources to remain a “live” aspect of our strategy and delivery. This document should therefore be read in conjunction with the webpage. We aim for the tools and resources page to offer guidance, support and empower all professionals, community groups and community members keen to be involved.

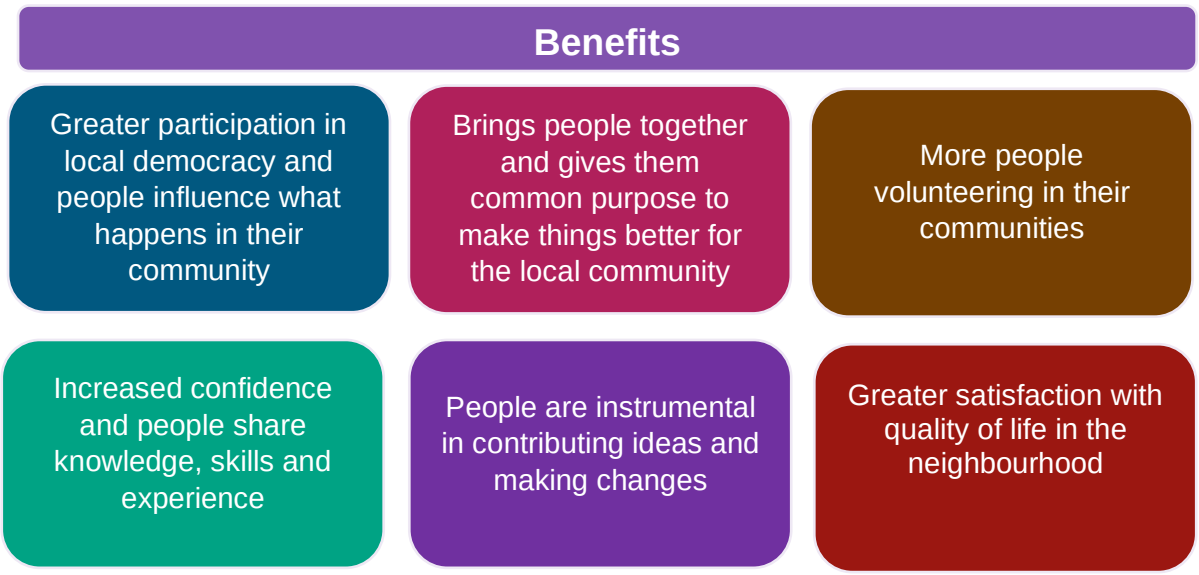
2. What is Community Empowerment?

There is no one standard definition of community empowerment. The World Health Organisation describes it as the process of enabling communities to increase control over their lives. The Scottish Government states it is a process where people work together to make change happen in their communities by having more power and influence over what matters to them. Communities may be geographically located, or they may share common interests concerns or identities.

Regardless of how community empowerment is defined, there is a common belief that the current way of planning and delivering public services is too top down, with not enough control and power sitting with communities. Increasing community empowerment is a national priority for Scottish Government and for Community Planning Aberdeen.

Why is it important?

Community empowerment places a focus on enabling and building strong personal and community resilience, where people have as much control over their lives as possible. It creates the conditions for individuals to come together and work together as a local community to influence and action improvements to their local environment. This benefits the individual and the community because it creates strong social relationships and builds collective power.



Power and Inequalities

The COVID-19 pandemic, and recent social movements such as Me Too and Black Lives Matter, have shone a light on the power inequalities that influence how society works. Historically, some groups have faced discrimination and disadvantage, and this continues to have an impact today. Groups who have faced discrimination and disadvantage, historically and/or on an on-going basis, are less likely to benefit from a "level-playing field" approach (where all individuals, groups and communities are treated equally). This could be because certain groups are:

- more likely to have less time to take up engagement opportunities (e.g. due to having to work longer hours or shift work and being more likely to have caring responsibilities.
- more likely to face practical barriers around awareness and understanding of Community Planning and partner processes (e.g. relating to language barriers, inter-cultural communication issues, or accessibility).
- part of groups that have historically faced prejudice and discrimination, and are therefore groups with "protected characteristics", as defined by the Equality Act 2010.
- more likely to be living in inadequate quality housing conditions, struggling to pay for food, heating and fuel and therefore have things they must prioritise over and above community engagement and empowerment activity.

A genuine attempt at community empowerment must then consider and address these inequalities in its strategy and approach. We therefore must understand the inequalities experienced by our communities and shape our engagement and empowerment approach in a way that actively involves communities to address them.

We want to encourage all individuals who have available time, resources and capacity to be active in their community, but if we want a truly democratic and fair society, investment of resources and energies will be required to help address the barriers.

Considering inequality and power, we also need to be aware of the risks of taking a coercive approach to community engagement. Approaches where communities feel forced to comply can only be justified in the most extreme circumstances, e.g. a recent example being restrictions relating to the COVID-19 pandemic. Beyond these extreme circumstances, we must ensure that the conditions created for engagement/empowerment offers the freedom for communities to choose to engage, and ideally create the culture, environment and power and resource distribution that allow communities to thrive and determine what they want for themselves.

3. Guiding Principles and Standards

Guiding Principles

Community Planning Aberdeen (CPA) follows the Community Empowerment (Scotland) Act 2015 guidance and regulations for Community Planning Partnerships. These include:

1. CPA and community planning partners work with community bodies to ensure that all bodies which can contribute to community planning are able to do so in an effective way and to the extent that they wish to do so.
2. CPA and community planning partners have a clear understanding of distinctive needs and aspirations of communities of place and interest within its area, as a result of effective participation with community bodies.
3. Effective community participation informs decisions about CPA's priorities, how partner services are shaped and resources deployed; this includes working with community bodies on co-production where these bodies wish to do so.
4. Effective community participation informs how CPA manages and scrutinises performance and progress, and how it revises its actions to meet its ambitions as a result of its performance management.
5. CPA embraces the principles of effective co-production which is aimed at combining the mutual strengths and capacities of all partners (including community bodies) to achieve positive change.

Grampian Engagement Standards

The Grampian Engagement Network has identified 10 standards for good quality engagement through their Charter for Community Engagement which supports organisations to put the Community Empowerment (Scotland) Act into practice. They are based on best practice guidance from the National Standards of Community Engagement, Scottish Approach to Service Design, Quality Improvement and Planning with People.

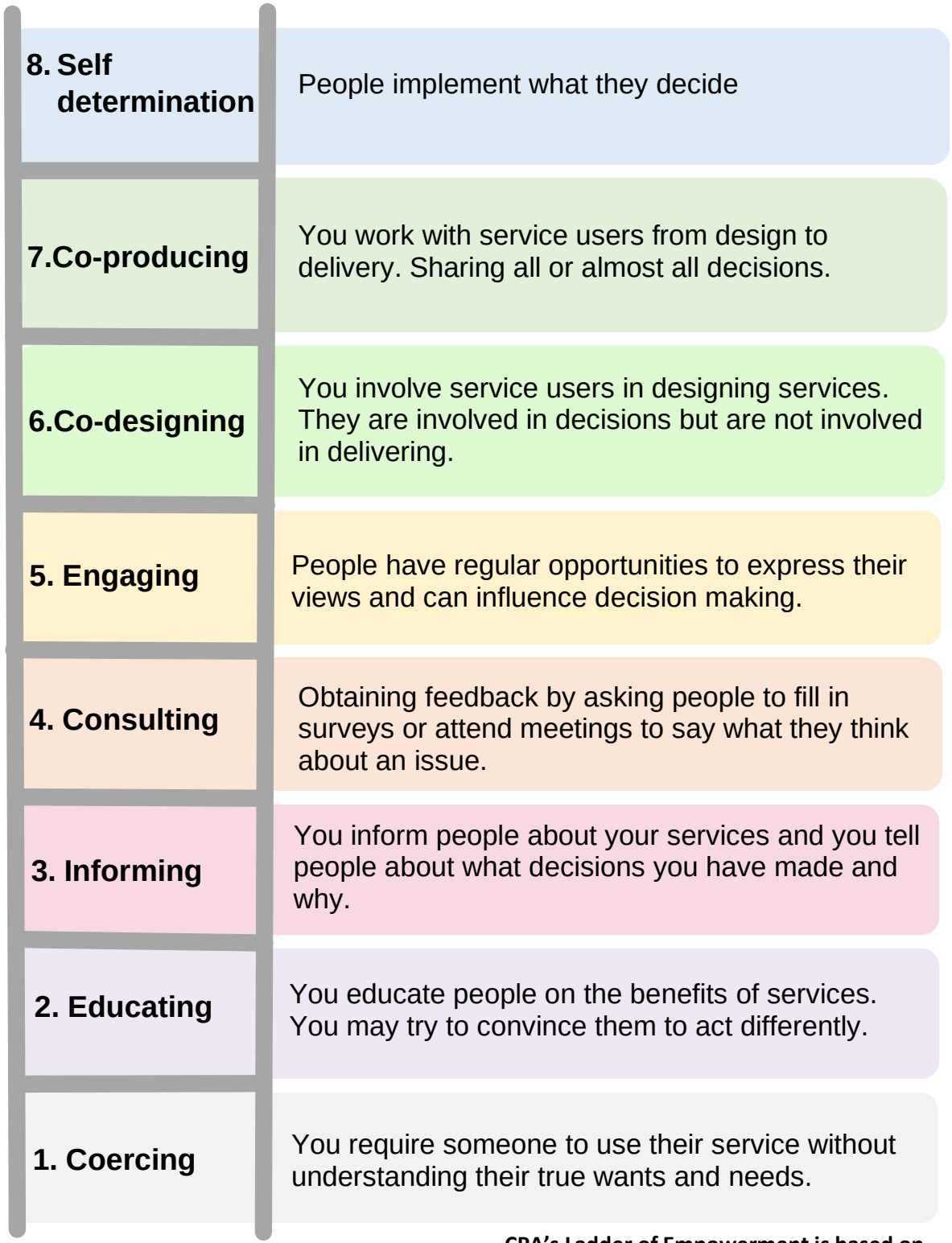
- Planning
- Identifying and appreciating resources
- Being inclusive
- Fostering ownership
- Building on previous engagements
- Being aspirational
- Working and learning together
- Building trust and relationships
- Making engagement a worthwhile experience for participants
- Closing the loop

Find out more by clicking here.

The Ladder of Empowerment

The metaphor of a ladder is used to represent the interactions between Community Planning partners and all people. The top rung of the ladder represents self-determination, where activities and decisions are made independently by people in their communities. The further down the ladder, the less influence the community has over decisions.

Whilst the aim of this strategy is to climb the ladder, it is important to recognise that **all rungs can be appropriate** depending on the context. The ladder rungs represent levels of engagement, not steps.



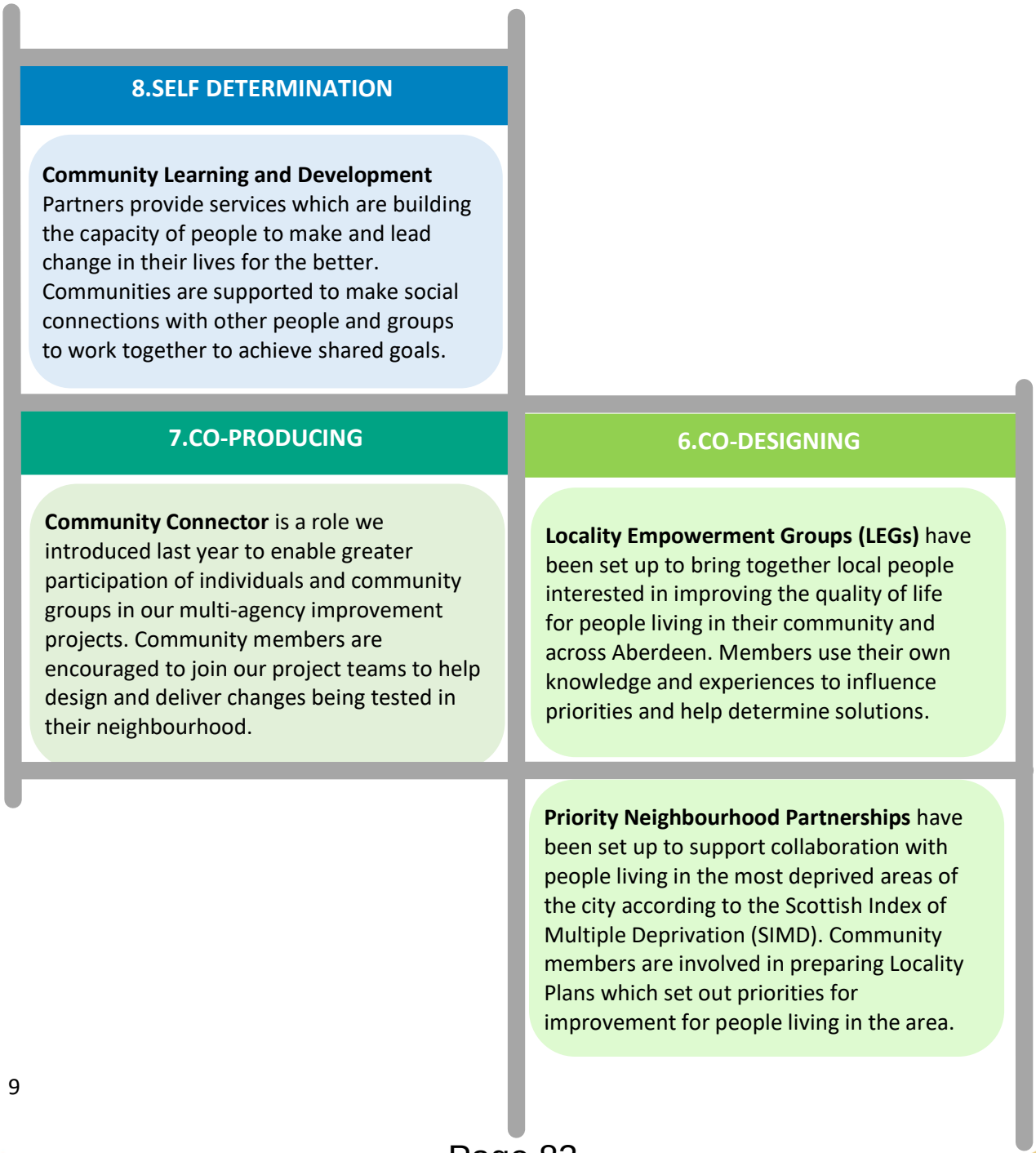
CPA's Ladder of Empowerment is based on Arnstein's ladder of participation.

4. Where We Are Now

Community Planning Aberdeen values community involvement and is committed to increasing levels of community involvement in community planning. We have mechanisms for communities to participate in the work of the Community Planning Partnership in a range of ways and to differing levels of influence.

Whilst individual partners determine the level and style of engagement required to achieve their own engagement goals, some shared arrangements are in place for working together with communities for mutual benefit.

These are set out below and aim to provide meaningful opportunities for all people to share their thoughts and ideas, influence decisions and get involved in taking forward activities which lead to improvements.



5.ENGAGING

Participatory Budgeting is a process which enables people to have a direct say in how a public budget can be used to address community priorities. Participatory Budgeting is used for the Fairer Aberdeen Fund and has also been used for other pots of funding by Community Planning Aberdeen.

Fairer Aberdeen Board oversees allocation of the Fairer Aberdeen Fund. It includes partner organisations and 7 community representatives from priority neighbourhoods contributing their knowledge and lived experience. They ensure that the community voice is heard in decisions and are involved in monitoring and evaluating the programme.

Community Empowerment Network is a forum for community groups and organisations working across the city to connect with each other and with members of Community Planning Aberdeen to stay informed and identify further opportunities for public services, third sector and community groups to work together.

Aberdeen Youth Network provides an opportunity for people who work with children and young people across the city to come together and connect. It helps improve communication between services, supports a more co-ordinated and joined-up approach to planning services, and promotes sharing good practice and what funding and training opportunities are available. This ensures there is an effective youth governance structure in place for the city.

4.CONSULTING

City Voice is a panel of Aberdeen residents who have agreed to give their views on a range of issues. Panellists complete at least two questionnaire surveys per year. The results of the surveys help us understand whether we are improving outcomes for people across the city.

Simulator is an online tool used to gauge the attitude, priorities and values of citizens and communities across Aberdeen. It was used to engage communities in the refresh of the Local Outcome Improvement Plan by allowing participants to rank projects relation to importance to them.

3.INFORMING

Communityplanningaberdeen.org.uk is where members of the public can find information about the work of Community Planning Aberdeen. This includes details of partners, improvement projects, data and how to get involved.

Community Updates such as bulletins. newsletters and email distribution to keep community members up to date with latest news.

Social Media Platforms including Twitter, Facebook, LinkedIn, and YouTube allow us to communicate with many people. Through social media we can share blogs, photos, videos, and web content. We can also have conversations with our users.

Our collective understanding and appreciation for the role that communities must play in improving outcomes for Aberdeen has come a long way in the past few years. Our increased efforts to engage all people and community groups have led to productive relationships. We can demonstrate practice up and down the ladder of empowerment, both as individual partners and as a Community Planning Partnership.

Groups such as the Community Empowerment Network and Locality Empowerment Groups have sought to bring disparate community groups and networks together to galvanise efforts on shared priorities. Community Learning and Development partners continue to build the capacity of the community to take charge of their outcomes and make a positive impact. Social media and tools such as the simulator are helping us reach out wider into the community.

Our ambition is for all communities to become equal community planning partners.

An ongoing review of the internal and external factors that can impact community empowerment will be essential to the delivery of this strategy as we adapt our approach accordingly.

STRENGTHS

- Active citizens and community groups
- Commitment of partners to empower communities
- Strong leadership and willingness to change
- Ambition of the LOIP to be a child friendly city by 2026

WEAKNESSES

- Lack of data and measurement of community empowerment
- Representativeness of those engaged
- Low engagement with LOIP and Locality Planning opportunities for community involvement
- Lack of specific training for staff and communities on making a shift in relation to community empowerment
- Challenges to communicate involvement opportunities with all communities

OPPORTUNITIES

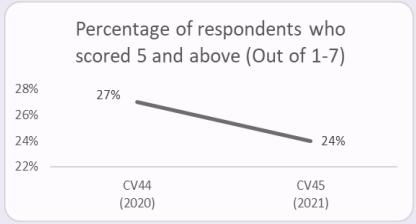
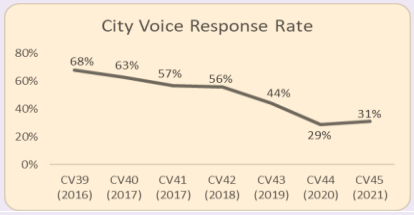
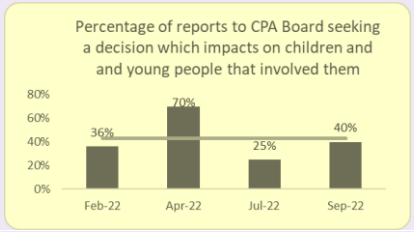
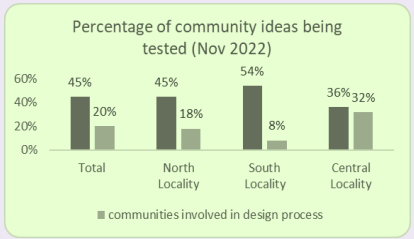
- Digital technology
- Social renewal post pandemic and more people volunteering
- Local community leadership
- Activist culture and social capital
- Positive experiences of participation
- Focus on the benefits and what can be achieved by working together
- Increased confidence and skills among local people
- The motivating factor of potential greater satisfaction with quality of life in the neighbourhood

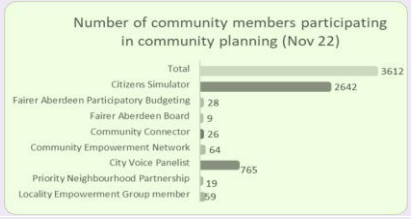
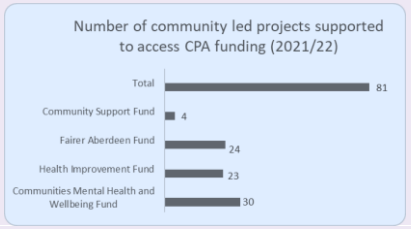
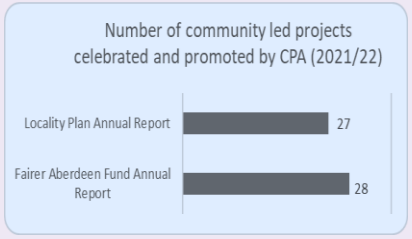
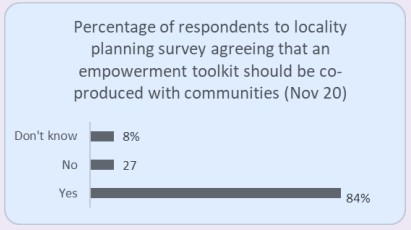
THREATS

- Loss of momentum due to the pandemic
- Overuse of digital engagement
- Over-engagement with the same communities
- Limited resources and capacity
- Negative perceptions and lack of trust in working with public services
- Lack of confidence and perceived lack of skills
- Previous experiences of poorly executed participation approaches

5. Where We Want to Be

The Local Outcome Improvement Plan 2016-2026 sets out 15 Stretch Outcomes which break down Community Planning Aberdeen's 2026 vision for the City as 'a place where all people can prosper' into high level, priority improvement aims. This Community Empowerment Strategy identifies a 16th stretch outcome which defines what improvement in community empowerment would look like by 2026 to contribute to the overall vision. Our improvement projects will test change ideas gathered from stakeholders and communities to achieve this.

Stretch Outcome 16	***Primary Driver***	***Improvement Project Aim***	***Baseline***	***Rung on Ladder of Empowerment***	***Lead Partner***
100% increase in the proportion of citizens who feel able to participate in decisions that help change things for the better by 2026  ***(Baseline 2021: 24% Source: Aberdeen City Voice Place standard question)***	16.1 Conditions for collaboration enable delivery of shared objectives and a focus on action rather than hierarchy	Increase the rate and representativeness of the response to Aberdeen City Voice to 63% by 2024.	 	**4. CONSULTING**	Aberdeen City Council/ Grampian Regional Equality Council
		100% of decisions which impact on children and young people are informed by them by 2026 (LOIP Stretch Outcome 8).	 	**5. ENGAGING**	Aberdeen City Council/ Police Scotland/ NHS Grampian
		Increase no. of community ideas identified within locality plans being tested by CPA and partners where communities are involved in the design process to at least 50% by 2024.	 	**6. CO-DESIGNING**	Aberdeen City Council

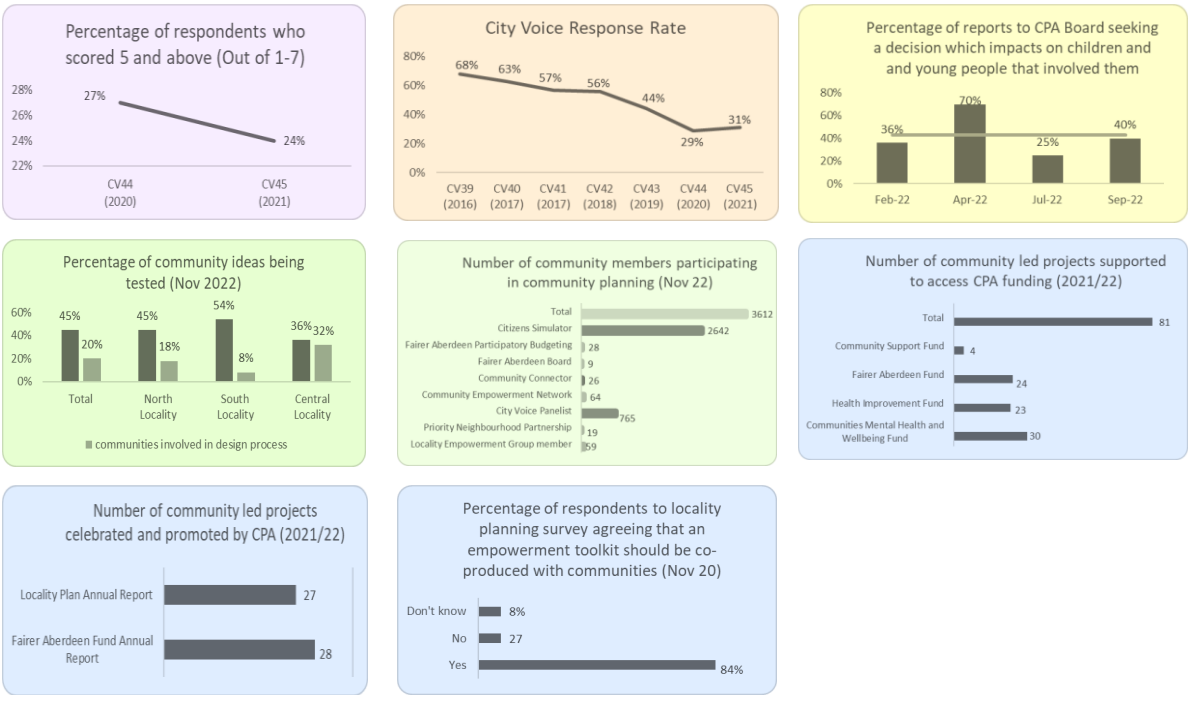
Stretch Outcome 16	Primary Driver	Improvement Project Aim	Baseline	Rung on Ladder of Empowerment	Lead Partner
		Increase no. and diversity of community members participating in community planning at a meaningful level (Rung 5 and above) by 100% by 2024.		**7. CO-PRODUCING**	Aberdeen City Council / Aberdeen City Health and Social Care Partnership
	16.2 Social connections and networks working together is supported and encouraged.	70% of community led organisations feeling supported by partners to access funding for community led initiatives by 2025.		**8. SELF-DETERMINATION**	Aberdeen Council of Voluntary Organisations (ACVO)
		Increase awareness of community led projects across the City and help celebrate and promote at least 70% of known community led projects by 2024.		**8.SELF-DETERMINATION**	Station House Media Unit (SHMU)
	16.3 Capacity building to support people and communities to work together.	Increase the no. of people (staff and communities) who state that they have the skills, tools and support they need to work together to make improvements in the community to 50% by 2025.		**8.SELF-DETERMINATION**	NHS Grampian/ Grampian Engagement Network

6. Knowing We Are Getting There

We will take a programme management approach to the delivery of new Stretch Outcome 16 and underpinning improvement project aims. Using Quality Improvement (QI) methodology and tools, project teams will explore the effectiveness of current systems in empowering communities. Each project team will develop a project charter which sets out the aims of the project and the changes the team will test to achieve improvement. The project team will be responsible for gathering data to evidence whether their changes have resulted in improvement and reporting this monthly. This is line with the arrangements for the projects within the Local Outcome Improvement Plan.

This information will also be used to update the online CPA Improvement Project Dashboard. A new section of the dashboard has been created for Stretch Outcome 16 and from here partners, staff and members of the public all have access to the latest update on progress and improvement data.

Stretch Outcome 16 - *100% increase in the proportion of citizens who feel able to participate in decisions that help change things for the better by 2026*



Outcomes Framework

As well as monitoring our improvement project data we will also monitor a set of key indicators to take a broader view of community empowerment across the city. These indicators will be included in a new section of the Aberdeen Outcomes Framework which is accessible through the Community Planning Aberdeen website. It is a tool that enables the Partnership to evaluate how well we are improving outcomes and identify any emerging issues we need to respond to which are not addressed by the Local Outcome Improvement Plan and Community Empowerment Strategy.

Key Indicators to be included in the Outcomes Framework:

- Participants by method of engagement
- Percentage of known community groups we are engaging
- Representativeness/ diversity of communities involved in community planning improvement projects
- Number of people aware of Community Planning Aberdeen and how they can get involved in improvement projects
- Number of adults and young people taking part in influence and engagement activity through CLD
- Number of community groups receiving capacity building support through CLD activity
- Number/ capacity of physical spaces to support effective collaboration
- City voice response rate
- Number of participation requests
- Number of asset transfer requests
- Visits to CPA community resources website
- Social media likes and follows
- Community stories featured in local media

Annual Outcome Improvement Report

Community Planning Aberdeen produces an Annual Outcome Improvement Report which provides an overview of progress against the Local Outcome Improvement Plan and Community Empowerment Strategy.

7. Community Empowerment Group and Network

The Community Empowerment Group is responsible for leading the achievement of Stretch Outcome 16 on behalf of Community Planning Aberdeen through the improvement projects set out in section 5 of this strategy.

The group will work closely with the wider Community Empowerment Network to play a lead role in supporting the delivery of this strategy by promoting the use of the guiding principles and community tools and resources amongst partners and communities. It will also take responsibility for monitoring and evaluating progress (see Section 6), highlighting risks and issues to the CPA Management Group and CPA Board where the need for collective action beyond the Community Empowerment Group and Network is identified.

The Community Empowerment Group will work closely with the new Aberdeen Health Determinants Research Collaborative to ensure the Community Planning Partnership takes a research led approach to improvement, working with and involving communities in our research and improvement activity to delivery this strategy and the Local Outcome Improvement Plan.

8. Tools and Resources

This section of the strategy is a portal to our new tools and resources web page. From here people, communities and engagement practitioners will be able to access information about opportunities to work with Community Planning Aberdeen, other community groups operating in the area and a wide range of tools, resources and help guides on how to engage with the community. Whether you are an active citizen wishing to gain support for an idea, a community group seeking to make an improvement, or an organisation wishing to engage with the local community; this is a one stop shop for practical tips and advice.

1. Collaborate with Community Planning Aberdeen	2. Connect with other Community Groups	3. How to engage with communities and each other
Share your views	Aberdeen Community Councils and Area Based Groups	What are tests of change and how to get started
Request to be involved	Equality Related Groups and Organisations	Engagement Tools
Share your knowledge and expertise to improve outcomes	Community Planning Aberdeen Community Groups	Grampian Engagement Charter – 10 considerations
Find out about community empowerment, locally and nationally	Community Case Studies	Young Place Changers Toolkit
Make better use of space through asset transfer	Community Information Handbook	

The tools and resources pages will be constantly evolving, updated with the latest tools, tips, and practical advice as well as improvements made in response to user feedback.

9. Endorsements

This document is endorsed by the following partners.

10. Further information

If you have any questions about this strategy or would like to get involved in helping us take it forward then please contact us by emailing **communityplanning@aberdeencity.gov.uk**.

To find out more about Community Planning Aberdeen and the work of the Community Empowerment Group please visit **www.communityplanningaberdeen.org.uk/ceg/**

APPENDIX 2 Community Empowerment Strategy Communications Plan

Purpose of the communications plan: Launch of Community Planning Aberdeen's Community Empowerment Strategy with Staff and Communities

What is happening and when:

Month	What we want to communicate	How	When
December 22			
Publication of Community Empowerment Strategy on Community Planning Aberdeen and partner websites.	Our renewed commitment to community empowerment and ambition for all communities to be equal community planning partners.	Social media, email cascade, promotion amongst community networks.	1 December 22, following approval by the CPA Board.
Press pack/ information pack including summarised information to support community cascade.	Community Planning Aberdeen exists to improve outcomes for people across the city and the opportunity for all communities to get involved.	Share with local media contacts and community networks.	December 22.
Recruitment to the Community Empowerment Network and Improvement Project Teams.	All community groups and active citizens welcome to work with us to take the strategy forward and test change ideas.	Recruitment Campaign on social media, local media, email cascade.	Ongoing - Already started as part of the consultation on the strategy.
January 23			
CPA Simulator to promote widespread understanding of the purpose of the strategy and opportunity to get involved.	Promote benefits of communities coming together to influence and action improvements in their local area and encourage people across the city to get involved.	Social media, email cascade, promotion amongst community networks.	January to February 23
Community Empowerment Network Road Show.	Dynamic approach to engaging with existing community groups to support social connections and networks.	Reaching out to community groups to arrange visits/ host a network event in person or online.	Ongoing during January to March 23.
Community Empowerment Edition of City Voice	Importance of finding out more about how empowered citizens currently feel to help understand whether the changes we are making are resulting in improvement.	City Voice Panellists Children & Young People Focus Groups	January 23.

Month	What we want to communicate	How	When
Development of Tools and Resources Webpage including collaboration area.	Communities should feel empowered to lead improvement projects in their communities. These are some tools to help them get started and know where to go for help.	CPA Website, social media. Other community platforms will be explored.	End of January 23 for prototype. CPA website moving over from word press to Council website.
February 23			
Community Empowerment Improvement Programme	Project managers for each of the key improvement projects and timescales for production of improvement project charters.	CPA Website/ Links on partner websites	CPA Management Group January 2023/ CPA Board February 2023.
Multi-agency and community project teams identified to develop improvement project charters.	Community members invited to join multi-agency improvement teams to test a new way of working together to achieve improvements.	Targeted at community groups and community members responding to recruitment campaign.	February 2023.
Improvement training for staff and communities.	Plan, Do, Study, Act (PDSA) provides an easy-to-use framework for testing changes in the community. The training aims to increase the confidence of community members and staff new to improvement methodology to participate in community improvement projects.	Targeted at community groups and community members responding to recruitment campaign.	February 2023.
March 23			
Aberdeen Communities Conference open to all community groups and citizens of Aberdeen.	All communities are welcome to CPA's first community conference. The event will provide an update on progress made so far, enable sharing of ideas for improvement, showcase community projects and feature keynote speakers from across the city and nation.	Social media, email cascade, promotion amongst community networks.	March 2023.

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing & Public Protection Committee
DATE	17th January 2023
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Building Standards Activity Report
REPORT NUMBER	COM/23/025
DIRECTOR	Gale Beattie
CHIEF OFFICER	David Dunne
REPORT AUTHOR	Grant Tierney
TERMS OF REFERENCE	2.7

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 24th November 2023

3. Current Situation

3.1 Aberdeen City Council act as 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 Public Protection Committee on 28th June 2022 which covered the reporting period of Oct 2021 to Apr 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 Standardsfor example, evacuation of a tenement building or fatal accident inquiry. Only 2 notices were served during the period, the first to assist with a road closure where movement was present on the elevation of a granite building, the second was for the removal of an unsecured satellite dish in the city centre.

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.

4.2 Details of the Covid impact on the service are outlined in Appendix 1. No additional costs are being incurred from resuming inspections.

5. LEGAL IMPLICATIONS

5.1 Occasional legal input required to determine ownership / responsibility especially in relation to buildings with common ownership prior to serving enforcement action in accordance with the Building (Scotland) Act 2003.

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	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match 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 Seven 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	The report provides evidence which fulfils the requirements placed upon the Council by the Building (Scotland) Act 2003, Section 27 – Building Warrant Enforcement Notices, Section 29 – Dangerous Buildings.

9. IMPACT ASSESSMENTS

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

10. BACKGROUND PAPERS

None

11. APPENDICES

11.1 Appendix 1 – Building Standards Activity

12. REPORT AUTHOR CONTACT DETAILS

Name	Grant Tierney
Title	Building Standards Team Leader
Email Address	gtierney@aberdeencity.gov.uk
Tel	07971 706897

Appendix 1 – Building Standards Activity

Period 01/05/22 – 31/10/22	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	2	2	10
Unauthorised Building Work	3	0	0	3
Unauthorised Occupation of Buildings	0	0	0	0

Number of visits resulting in formal or informal action	20 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.

Whilst lockdown restrictions did not impact on the reporting period, the availability for owners to access contractors remains challenging and therefore delayed the successful closure of some notices. 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 Committee
DATE	17th January 2023
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Resilience Annual Report
REPORT NUMBER	COM/23/013
CHIEF OFFICER	Jenni Lawson, Interim Chief Officer – Governance
REPORT AUTHOR	Fiona Mann
TERMS OF REFERENCE	2.12

1. PURPOSE OF REPORT

To provide the annual assurance report on the Council's resilience arrangements in fulfilment of its duties as a Category 1 responder under the Civil Contingencies Act 2004.

2. RECOMMENDATION(S)

That the Committee -

2.1 notes the progress made in further embedding the Council's resilience arrangements during another challenging year for emergency response; and

2.2 notes the updated Generic Emergency Plan which has received minor alterations under the relevant delegated powers.

3. BACKGROUND

3.1 The Council has emergency planning responsibilities to fulfil as a Category 1 responder, as defined by the Civil Contingencies Act 2004. The Committee has oversight of the following areas, carried over from the previous Public Protection Committee:

- Our compliance with the Council's duties relating to resilience and local emergencies, including staffing arrangements and systems for incident management;
- Recommendations in response to local, regional and national lessons learnt reports in respect of emergency planning matters and monitoring their implementation; and
- Our response to the National CONTEST strategy and associated plans relating to Counter Terrorism.

3.2 Officers last reported to the Public Protection Committee on 7th December 2021, summarising all resilience activity in the 12 months' prior. The period since then has focused largely on our response to and recovery from the Storms of late 2021 and early 2022 - Arwen, Corrie and Malik - whilst continuing to navigate the ongoing recovery from the pandemic and preparing for new, emerging and concurrent risks. This report provides the annual position statement on the Council's response activity and preparedness, including details of further planned improvements to ensure that the Council is in as strong a position as possible to respond to emergencies and incidents affecting the public.

3.3 Minor alterations have been made to the Council's Generic Emergency Plan, the plan which is activated upon an emergency as defined by the Act. A copy is appended for reference purposes.

CATEGORY 1 RESPONSIBILITIES

3.4 Local authorities have a number of specific duties under the 2004 Act, including supporting the emergency services during a response, and these are listed in full in our General Emergency Plan. Our responsibilities are as follows:

- To **assess the risk of emergencies occurring** and use this to inform contingency planning;
- To maintain **emergency plans** and **business continuity plans**;
- To **inform the public** about civil protection matters and to maintain arrangements to warn, inform and advise the public in the event of an emergency;
- To share information with other **local responders** to enhance coordination, and to co-operate with other local responders to enhance co-ordination and efficiency; and
- To promote business continuity by providing advice and assistance to **businesses and voluntary organisations**

<u>Assessment of Risks</u>

3.5 The Risk Board retained oversight of our preparedness and response to incidents and emergencies, including assessment of risk and management of mitigations. This provides an escalation route to the Corporate Management Team (CMT). The City Resilience Group (CRG) has a role to identify a) risks which could cause an emergency in the city which threatens the safety of our residents and b) risks which could hamper an emergency response in the city. Collectively, these risks form a Place Risk Register, which allows the CRG to

assess, monitor and manage the risk of emergencies occurring which would impact upon the place of Aberdeen.

3.6 The Council continues to monitor and manage concurrent risks around COVID-19 and EU Exit. These risks are now embedded in the Corporate, Cluster and Operational risk registers as "business as usual" risk management activity. Corporate risks are monitored by the Risk Board and the Audit, Risk and Scrutiny Committee, whilst Chief Officers monitor Cluster and Operational risks regularly, including horizon scanning for new or escalated risks.

3.7 Resilience structures were activated to assess and manage the risk associated with the resettlement of asylum families and those displaced by conflict and war. This involved place based risks being assessed and mitigated in collaboration with public sector partners, and Scottish and UK Governments. An incident management approach was followed in initially responding and planning to these developments to ensure a partnership response was in place. This response is now managed through the Refuge and Asylum Working Group

3.8 Similarly, resilience structures were activated to plan and prepare for the impacts of industrial action in the waste sector and in schools. The use of our Incident Management Team processes, set out in the Generic Emergency Plan, helped to ensure that multi agency partners were working alongside officers and that everyone was fully sighted on the planning arrangement and mitigations of the Council and providing support around the potential consequences.

3.9 Key members of the CRG have met regularly during numerous debriefs, both internal and multi-agency. The following priority actions have been identified by the CRG based on an assessment of risk to the city. These have been progressed throughout the year and further detail is included later in this report:

- Creation of a City Persons at Risk Database (PARD)
- Volunteers, Community, Business and Individual Resilience
- Power Resilience

3.10 All emergencies and incidents that required oversight from CRG this year have held the same themes by way of actions/ learnings and priorities, there are clear actions that have been tasked and are on track. It should be noted that the need

to increase the volunteer pool of council staff to support emergency response IMTs is set to continue as a priority as this is con

3.11 The Council's corporate risk register, monitored by the Risk Board, ensures that the risk of compliance with our civil contingencies responsibilities is effectively managed. This was reported to the Audit, Risk and Scrutiny Committee in February 2022 along with the relevant assurance map. This provided assurance that the required controls are in place and will complement the scrutiny of risks at the Grampian Local Resilience Partnership (GLRP) Working Group. The next report is due in March 2023.

3.12 The Emergency Response Team structure is now very well embedded and the three-tier approach of Strategic (Duty Emergency Response Coordinator – DERC)), Tactical (Tactical Lead) and Operational has continued to prove effective throughout the year in enabling us to discharge our role as a Category 1 responder, in tandem with utilising the Generic Emergency Plan.

3.13 In 2022 we have seen a number of existing officers take up roles in the emergency response wider team. A new DERC and two interim DERCs have received training and added to the DERC rota. An Emergency Planning Resilience and Civic Officer started with the Council in August, adding much needed resilience. There has been some movement of staff in the Tactical Lead role with two new officers being trained currently. Other than the one new post we continue to utilise existing resource and expertise thus spreading our resilience and capability across a wide group of officers. All of the above builds on our capacity and makes us more resilient as an organisation however due to the increase in incidents, climate-related and otherwise, we do need to be mindful of the resource required to maintain business as usual balanced against the number of unpredictable emergencies / responses.

3.14 The Council has responded to a number of concurrent incidents / events and effectively managed these through the Council's emergency response structures, including subsequent de-briefs. Improvement actions are identified and overseen by the CRG.

Incident / Event	**Activity**
Storms Malik and Corrie	Incident Management Team (IMT) Debriefs Grampian Local Resilience Partnership (GLRP)
Operation Unicorn – September	Activated the Unicorn DERCs and IMT GLRP Debriefs
Climate Camp – July	Reviewed risks – unauthorised encampment on city council land and protest at council premises or on road network IMT Police Scotland Silver meetings Protest management plan activated Debrief

Waste Strike	IMT Debriefs GLRP
Weather event – flooding (Nov)	IMT Debriefs GLRP

A summary of the <u>incidents that have resulted in improvements</u> being identified is below:

Incident	Improvements identified	Status
Climate Camp July	Protest Management Plan for Council owned and managed venues	Completed and issued
Storms	NHSG Mutual Aid Request – template and procedure required	Completed. Created by ACC EPR&C and adopted by GLRP in early 2022
Weather event November	Rota creation to manage rest centre managers in tandem with reward scheme to encourage membership. Increase ACC staff volunteers pool to support emergency response incidents. Harness the volunteer pool from operation Unicorn.	**Priority actions for 2023 Q1**

3.15 Exercising and training continues to be a priority for the organisation, with full support from ECMT which is critical in ensuring engagement from all relevant teams. The following have been completed this year:

- DERC "Page One" training – December 2022
- Unannounced activation of GLRP – November 2022 (multi agency)
- DERC induction training – February and November 2022
- Elected Member training on Category one responsibilities and Civil Contingencies duties – Summer 2022
- Exercise Duthie – June 2022 (multi agency)
- Emergency Planning wrote, presented and facilitated the winter preparedness / training and presentation across GLRP partners – November 2022
- DERC and SMOC refresher presentation – December 2022
- Power Resilience x 2 sessions – scenario planning for planned power cuts (Rota Load Disconnections and Demand Control - OC6) November & December 2022

- ACC Emergency Response Teams and ALEOs, Winter preparedness exercise December 2022

3.16 Training and development will continue throughout 2023 to ensure that the Council's emergency response teams, ALEOs and community groups are clear on their roles and how to execute these in the event of risks manifesting, individually or concurrently. This is done through a combination of

1. **Page turn** exercises on emergency plans and business continuity plans;
2. **Presentations**/discussions to check assumptions and shared understanding e.g. winter preparedness;
3. **Table top** exercises which facilitate role play including concurrency of factors as part of a single emergency as well as concurrent incidents e.g. mass evacuation;
4. **Live play** exercises which are as close as safely possible to an actual incident e.g. power resilience failure; and
5. **Drills** which are coordinated and supervised closely and test existing protocols and plans.

3.17 The continued use of the internal Resilience Hub, a SharePoint site which provides a toolkit for the Council's emergency response teams, has continued with a strong focus over the year and its content is steadily growing. This assists with situational awareness, sharing of historical data and lessons learned, partnership contacts, relevant legislation and regulation reference documents. The Resilience Hub is also a central place to share information and updates on incidents and acts as the single point of contact for current information e.g. emergency plans and activation packs.

- Monthly updates posted UK PROTECT Bulletin
- Links to reports such as Coronavirus lessons learned to date UK Parliament
- Sharing of partner rotas
- Weather updates, official warnings as well operational updates
- DERC and SMOC channel to allow immediate information flow between our NHS colleagues senior manager on call and our DERC
- Templates for managing incidents and debriefs from incidents
- Media reports of interest
- Changes in legislation or guidance
- Outcome report such as Manchester Arena incident
- Training opportunities from other partners

3.18 Risks are also assessed and monitored regularly through the GLRP which manages a risk register and resulting workplan. The Emergency Planning, Resilience and Civic (EPRC team) represents the Council on the GLRP Working Group which meets every six weeks. The EPRC works closely with Chief Officers to help manage their contribution to emergency response.

3.19 The community safety partnership undertakes the multi-agency Operation Fawkes each year in the lead up to and including Bonfire Night. This involves key local partners such as SFRS, Police Scotland and Aberdeen City Council. The Operation aims to tackle unauthorised bonfires, fireworks, fire

hazards and the accumulation of waste or hazardous materials that represent potential fire risks.

3.20 **Arm's Length External Organisations** (ALEOs) support the Council to carry out our Category 1 responder duties in a number of ways, for example use of premises, staff and equipment as a rest centre in an emergency. ALEOs emergency powers, public liability insurance and business continuity plans are reviewed annually by the ALEO Assurance Hub. These relationships allow additional resilience for the emergency response plans. Workshops have taken place with each of the five ALEOs in 2022, and this will build upon their understanding of the Council's civil contingencies responsibilities and how they can support us in meeting these, as well as their role in supporting the Prevent and Protect strand of the CONTEST strategy (managing the risk of radicalisation in Aberdeen).

Emergency and Business Continuity Plans

3.21 The **Generic Emergency Plan** (GEP), has had its annual review and been updated with minimal amendments and signed off by the Interim Chief Officer of Governance under delegated powers.

3.22 Integrated Joint Boards (IJB) became Category 1 responders under the Civil Contingencies Act in April 2021. The Council and the ACHSCP had been working very closely on civil contingency matters, and the Chief Officer of the ACHSCP (and staff) had been involved in meetings of the GLRP and had also participated in the response to a number of incidents in the past year. The role of the IJB as a category one responder is still evolving and work will continue in the coming year to develop and train their key response teams via the ACC EPRC team and review the activation process and overall understanding of their role within the GLRP. The **Care for People Plan** was reviewed and updated then approved by the Care for People Group in October 2022. In terms of governance, representatives from the Partnership are members of various Council groups and boards which helps to further enhance the working arrangements.

3.23 Preparation continues for the Council's **Power Resilience Plan** for a National Electricity Transmission System (NETS) failure (previously known as 'Blackstart) is an *unplanned* prolonged power outage affecting the whole of the UK, or the whole of Scotland. This is a significant piece of work being progressed through a GLRP Task and Finish Group, a separate Resilient Telecommunications Group, and internally at the Council, through the further development of a draft of the of the Power Resilience Plan referred to above which will be circulated for consultation within the organisation early in 2023.

3.24 In tandem with planning for NETS Failure, a separate workstream and scenario planning exercise has taken place for *planned* power outages which have emerged as a low likelihood risk for winter 2022/2023. Known as Rota Load Disconnections (RLD) and Demand Control-OC6, these planned power outages may have short term 3-hour impacts in predefined small geographic areas aligned with postcodes (i.e., AB11) again spread across all of the UK at the same time. The scenario planning has allowed Business

Continuity Plans to be reviewed and adapted, risks identified and mitigated for and for some risks to be tolerated.

3.25 A UK government led, and Scottish Government supported, national power resilience exercise involving all local authorities and other partners, is scheduled to take place in Spring 2023 which is anticipated will significantly inform the planning for both NETS Failure and RLD and Demand Control-OC6.

3.26 The Council's **Regional Communications Centre** (RCC) is critical to the smooth working of the DERCs and wider emergency response team. A number of actions have been taken to ensure that this resource is fully aligned to emergency response teams, including:

- Creation of generic numbers for all emergency teams thus reducing risk of wrong person being called or time delay in response. Facilities, Resettlement, Housing, Communications, DERC, Tactical lead and Flooding all have 24 hour emergency on-call rotas in place.
- Business Continuity Plan exercise with RCC to ensure clarity on disaster recovery arrangements is on-going into 2023 already taking account of RLD & OC6 power resilience issues and strike action impact.
- Regular catch ups with EPRCL and RCC managers / supervisors RCC and invitation to incident debriefs where the RCC has taken the call and passed to DERC or if the RCC has been the team in an incident.

3.27 The Council has in place a schedule of other emergency plans which are developed and reviewed in conjunction with partners on the GLRP and with peer review from colleagues in other local authorities. These include:

Plan	Status	Notes
Fuel Plan (GLRP Plan)	Due for review by Police Scotland as plan owner	Expected Q1 of 2023
Care for People Plan	Reviewed, substantially amended with learnings from winter storms 2021/22 incorporated and reissued October 2022	Next review due October 2023
Cyber	On-going for 2023 Q3	Robust BCPs are in place
Plans covering other events and ceremonial occasions	Awaiting Earl Marshal and UK Government guidance.	
City Centre Lock Down plan (CONTEST)	Intention had been to complete Q3 2022 due to resource and workload in 2022.	Scheduled Q3 of 2023
Move to Critical Plan (to be activated when UK moves to highest level of terror threat)	Currently in draft.	Scheduled Q3 of 2023

Plan	Status	Notes
Coastal Pollution Plan (Oil)	By way of assurance there is an LRP plan 2019 Jan – 2024 that would be activated.	Other mitigation in place Briggs marine retainer through Operations and Protective Services
Pipeline Activation Pack	This is not a priority plan as there is an overarching Forties pipeline GLRP plan. Sections of AWPR and Dyce roads have small section of pipeline running beneath – arrangements to be reviewed.	Scheduled Q3 of 2023
Scientific and Technical Advice Cell (STAC) activation and management plan	There is a GLRP plan and activation process, has been well exercised successfully during Covid – 19	It has been reviewed in 2022 and agreed that the City does not require a standalone STAC plan – this would be part of the GLRP response to an emergency.
National Electricity transmission system (NETS)	Currently in draft.	Draft plan is due out for consultation in January 2023. RLD and OC6 planning November 2022 this is assisting the thinking for NETS.
RLD and OC6 Planned power outages	Activation pack in draft.	Presentation sessions / scenario planning exercises and documentation shared with ACC emergency response teams and ALEOs
Managing Recovery phase of incident plan	Reviewed and complete December 2022	Added to DERC activation pack and shared with SMOCs

Warning and Informing the Public

3.28 The Council's External Communications team operates a 24/7/365 on-call rota as part of which they will inform the public and media of an emergency situation. There is an agreed Emergency Incident Response Protocol which sets out a clear pathway for how the public are informed.

Our External Communications team are members of the GLRP Public Communications Group – this group plays a crucial role in coordinating of public communications.

3.29 2022 has seen the continued and successful use of easy-to-understand infographics and accompanying social media posts for on-going resilience incidents such as winter weather and flooding.

These include warnings to the public before such an event happens, what the Council is doing during these incidents including working with internal and external partners, and the recovery stages of an incident or an emergency.

3.30 A Winter Resilience 2022/23 campaign was launched in December, including pdf flyers, printed leaflets and social media campaign as well as a web presence on ACC site.

Working with Local Responders

3.31 The Council has continued to work closely with all local responders during the year, particularly to manage the response to Storms Arwen, Malik and Corrie, and in order to support our resettled communities. ACC set up a working group to manage the pressures, risks and mitigations in attendance where Police Scotland, SFRS and British Red Cross as well as a number of other third sector partners as and when required.

3.32 Key learnings from storm debriefs included:

- Building and promotion of Community Resilience for all
- All responders to consider their own Business Continuity Plans
- Ongoing discussions with power companies to map out the LA areas to improve situational awareness in future incidents
- SSEN to share learning from England and Wales with the group on data sharing/mapping

3.33 A number of multi-agency resilience workshops have taken place, with attendance by our key emergency planning and response staff. Aberdeen Health and Social Care Partnership participate in these sessions also. There is great value in this partnership particularly with Public Health being under ongoing and considerable pressure. 2023 will see a significant review of AHSCP emergency response plans and their resource to ensure the effectiveness of their emergency response while their new category one responder continues to mature. The effectiveness and suitability of the Senior Manager on call resource, is being reviewed to ensure alignment with the councils procedures and the DERCs role. This provides real assurance that in the North East we have strong communication links with our partners and common language and understanding in the response to an emergency.

Supporting Business and Voluntary Organisations

3.34 The Council's Event Guidance platform includes guidance for business and voluntary event organisers around event planning, risk assessments, adverse weather, budgeting and contingency planning – www.aberdeencity.gov.uk/eventguide

3.35 A **Community Resilience Working Group** has been established since 2021 and led by EPR&CL to help discharge our duty to provide advice and assistance to the public in connection with the making of arrangements and integrating arrangements into the LA emergency planning process for the City.

Promoting and supporting community, business and individual resilience has been a priority activity for Aberdeen City Council through 2022 and will continue to be. The Community Resilience project is raising awareness, identifying and developing community champions and supporting the development of resilience plans across Aberdeen.

3.36 **Key activities of the project:**

1. **Emergency grab boxes** Free (funding secured) delivered to over 50 locations across the City in December.
   - Community centre
   - Learning Centre
   - AHSCP venues
   - Community Resilience Volunteer Groups

2. **New Community Resilience Volunteer Group** established and launched Bridge of Don and Danestone December 2022.

3. **Media campaign** launched December 2022 – Press releases, social media and printed material as well as web presence on ACC site.

4. **Potential to secure £125k grant from SSEN** for use in the City during 2023.

5. **Presentations** given to many outside organisations on the benefits of Community Resilience Volunteer Groups throughout 2022 and explaining what ACC can do to support the initiative.

   - Sustainable Cities working Group
   - Community Councils
   - Community Empowerment Network

3.37 **Business Resilience** promotion, advice and guidance is part of the council's duties under the Civil Contingencies Act.

ADDITIONAL PRIORITIES

Persons at Risk Database (PARD)

3.38 Considerable efforts continue to be directed at the development of our **Persons at Risk Database (PARD).** This will allow responders to easily and accurately access and assess the vulnerability of persons affected by an emergency. Officers are working on an Aberdeen City PARD and as part of the GLRP working group activities in 2022. PARD has been discussed for many years but post learnings from the Storms of late 2021 / early 2022 it has been

identified as a priority by all three local authorities. An interim PARD is now in place, with a view to a more complete PARD by winter 2023.

CONTEST

3.39 The UK national strategy which aims to reduce the risk of terrorism through "the four Ps" –

- **Prevent**: stop people from becoming terrorists or supporting terrorism
- **Protect**: improve our protective security to stop a terrorist attack.
- **Prepare**: work to minimise the impact of an attack and to recover as quickly as possible
- **Pursue:** investigate and disrupt terrorist attacks.

3.40 As a Category 1 responder, the Council has a role to play in delivering on each strands and this is shared across multiple services and led by the Chief Officer – Governance as lead point of contact. Council officers participate in monthly "Bridge" calls which are chaired by Police Scotland Counter Terrorism Unit and have added some of our ALEOs and owned and managed venues to this meeting. This provides an overview of the current threat level and also any intelligence locally. It allows shared situational awareness across the North East of Scotland.

3.41 **Prevent –** during 2023 there is due to be an audit of this area of CONTEST.

3.42 **Protect -** In recent years there has been an increase in the number of terrorist attacks that have taken place in crowded public spaces. Many attacks are now targeting unprotected public spaces to avoid security measures, whilst inflicting as much damage as possible. As the threat is constantly evolving and adapting to current security measures, the Protect duty legislation is being introduced to help improve security measures against these sorts of attacks. This impacts on the council as venue owners, operators, and event organisers. A duty is proposed to be placed on local authorities (estimated in 2024) to manage this risk including implementation of physical mitigations, additional training and security such as wider CCTV and more security personnel.

Awards and Achievements

3.43 **Star Awards – in 2022** the Emergency Response team for Storm Arwen won the collaboration award at the Council's Star Awards. This was a fantastic team effort and shows the commitment and loyalty that the officers have in ensuring the city responds in the most effective and efficient way to emergencies. It also proved that the structures, preparation and planning we have in place works and can be scaled up and down accordingly.

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. The establishment of response structures in accordance with the Generic Emergency Plan has helped to ensure compliance with legislation and guidance.

5.2 As the UK Government and Scottish Government COVID Inquiries progress over the course of the coming year, officers will engage fully with the process and update the committee as and when required.

6. ENVIRONMENTAL IMPLICATIONS

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

7. MANAGEMENT OF RISK

7.1 The Council's resilience arrangements rely on a constant cycle of risk management, and this is reflected in the Generic Emergency Plan and its supplementary procedures.

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	None		L	**Yes**
Compliance	Compliance with statutory guidance and legislation is necessary to ensure the Council is not exposed to legal challenge.	Corporate level risk register in place with control actions to ensure compliance with our legal responsibilities. The continued use of the Generic Emergency Plan and strategic tactical and operational structure supports the Council to meet its civil contingencies duties and to identify and	L	**Yes**

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?
		respond to concurrent risks.		
Operational	Operational services are not adequately resourced to respond to emergencies.	Tactical Lead and DERC rotas in place. Incident Management Team supporting operational teams.	L	**Yes**
Financial	None		L	**Yes**
Reputational	Risk of negative publicity in media/social media around the Council's response to emergencies.	Legal duty to warn and inform the public and businesses. Comms plan in place during incidents to ensure appropriate sharing of information.	L	**Yes**
Environment / Climate	Risk to the city's external spaces.	Managed through the Place Risk Register overseen by the City Resilience Group. Reviewed by the working groups (IMT) from each incident via the debrief process.	L	**Yes**

8. OUTCOMES

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

9. IMPACT ASSESSMENTS

Assessment	Outcome

Equality & Human Rights Impact Assessment	Full EHRIA not required
Data Protection Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not applicable

9. BACKGROUND PAPERS

None.

10. APPENDICES

Appendix A - Generic Emergency Plan

11. REPORT AUTHOR CONTACT DETAILS

Name: Fiona Mann
Title: Emergency Planning, Resilience and Civic Lead
Email Address : fiomann@aberdeencity.gov.uk

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Generic Emergency Plan

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Document Control

Approval Date	4th December 2019
Implementation Date	31st January 2020
Author(s) and Owner	~~Fraser Bell~~, Chief Officer ~~–~~ Governance
Approval Authority	Public Protection Committee
Scheduled Review	~~January 2021~~Annually in December
Amendments	Public Protection Committee 2nd December 2020
	Public Protection Committee 7th December 2021
	Delegated Powers December 2022

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1. Introduction

1.1 Purpose of Plan

This Generic Emergency Plan ("the Plan") has been created to document the Aberdeen City Council ("the Council") emergency response structure~~..~~. The Plan also outlines the roles and responsibilities of the Council as required as a Category 1 Responder as defined under the Civil Contingencies Act 2004 and accompanying amended Regulations for Scotland (2005 and 2013) and other compliance legislation. The Plan facilitates an appropriate, integrated and proportionate response by the Council to meet the needs of any incident or emergency, contributes to the prevention of escalation and disruption caused by such incidents, and enables the Council to maintain delivery of normal services as far as is reasonably practicable as well as ~~-~~compliance with statutory requirements.

1.2 Objectives of Plan

- Define the Council's responsibilities in an emergency, in accordance with the Civil Contingencies Act 2004 and other relevant legislation and guidance;
- Outline the Council's emergency response capabilities;
- Define the roles and responsibilities of the Council in incident response;
- Describe how and when the Plan will be activated;
- Detail the roles and responsibilities of Incident Management Teams and process for activating and deploying services;
- Outline the Command and Control structure for the Grampian Local Resilience Partnership (GLRP) and;
- Provide a generic plan linking emergency and business continuity plans and frameworks within the Council and the GLRP.

2. Scope

2.1 This Plan applies to all emergencies which could occur, and which may affect or threaten the Council's ability to deliver critical functions. The Plan also acts as a guide for managing incidents which are not serious enough to require a strategic response. This Plan can be scaled up or down in relation to any incident which the Council could face. The Plan is not intended to operate as a procedural guide and is supported by ~~a number of~~several supplementary procedures and plans, as set out in section 4.

3. Legislation and Guidance

3.1 Civil Contingencies Act 2004

The Civil Contingencies Act 2004 ("the Act") and its accompanying amended Regulations for Scotland (2005 and 2013) ("the Regulations") place statutory obligations on Category 1 Responders to prepare for emergencies.

An emergency is defined under the Civil Contingencies Act 2004, Part 1, Section 1 as:

An event or situation which threatens serious damage to human welfare or the environment in a place in the United Kingdom, or war, or terrorism, which threatens serious damage to the security of the United Kingdom and which requires special arrangements to be implemented by one or more Category 1 Responder.

The Act delivers a single framework for civil protection in the United Kingdom by setting out:

Part 1 - Local arrangements for civil protection

Part 2 - Emergency Powers for UK Government and devolved administrations

Under the terms of the Act, seven duties are placed on Category 1 Responders:

- Duty to assess the risk of emergencies occurring and use this to inform contingency planning;
- Duty to maintain Emergency Plans;
- Duty to maintain Business Continuity Plans;
- Duty to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency;
- Duty to share information with other local responders to enhance coordination;
- Duty to cooperate with other local responders to enhance co-ordination and efficiency; and
- Duty to promote Business Continuity by providing advice and assistance to businesses and voluntary organisations on Business Continuity Management.

The full Civil Contingencies Act 2004 can be viewed ~~at:~~ here. ~~https://www.legislation.gov.uk/ukpga/2004/36/contents~~

The Regulations and Guidance can be viewed ~~at:~~ here. ~~https://www.gov.uk/government/publications/emergency-preparedness~~

3.2 Preparing Scotland

Following the introduction of the Civil Contingencies Act 2004 and its amended Regulations for Scotland, the Scottish Government launched 'Preparing Scotland'.

Preparing Scotland is not intended to be an operation manual, but is instead guidance to responders assisting them assess, plan, respond and recover. It establishes good practice based on professional expertise, legislation and lessons learned from planning for and dealing with major emergencies at all levels.

It reflects a process which prepares for emergencies from the identification of a risk to the completion of the recovery process. It is intended to be a flexible and responsive document, able to respond to new hazards and threats. The guidance is designed to be able to integrate new practices established through innovative thinking or the incorporation of lessons ~~learned~~ identified. It encourages training and development of those involved and lays out structures to assist in this. Whilst some development is in response to legislative duties, other ~~programmes~~programs are continuously launched in response to stakeholder requirements.

The full Preparing Scotland Guidance can be viewed ~~at:~~ here. ~~https://www.readyscotland.org/media/1166/preparing-scotland-philosophy-principles-structures-and-regulatory-duties-20-july-2016.pdf~~

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4. Supporting Procedures and Documentation

4.1 This Plan is designed to ~~act as~~function as a foundation to the Council's response to an emergency and will ensure that it interlinks with ~~a number of~~several supporting procedures and documents, including:

- Supporting procedures and documents for the Duty Emergency Response Co-ordinator;
- Supporting procedures and documents for the Aberdeen City Health and Social Care Partnership Senior Manager On-Call;
- Operational procedures which support delivery of the Council's statutory obligations as a Local Authority;
- Grampian Local Resilience Partnership Generic Response Arrangements;
- Grampian Local Resilience Partnership Generic Recovery Arrangements;
- Relevant Grampian Local Resilience Partnership Site and Hazard Specific Plans;
- Relevant Aberdeen City Council Hazard Specific plans; and
- National and Regional plans.

5. Partnership Structure

5.1 Resilience Partnership Structure

In the North of Scotland (Tayside, Grampian, Highland and Islands) the North of Scotland Resilience Partnership provides a strategic forum for the co-ordination of emergency planning and response. Within Grampian the local level of planning and response is coordinated by the Grampian Local Resilience Partnership (GLRP). There are two tiers of the GLRP:

- Strategic;
- Tactical.

The Strategic tier is made up of the Strategic Leads of each Category 1 Responder agencies who ensure that Regional requests are implemented, and to agree local resilience priorities. The Strategic Local Resilience Partnership meets twice a year.

The Tactical tier is made up of the Tactical Leads from each of the Category 1 Responder agencies who implement the requests of the Strategic tier and work collaboratively on multi-agency plans. The Tactical Leads make up the GLRP Working Group that meets every 6 weeks. Category 2 Responders are also routinely invited to participate in the GLRP meetings.

The main purpose of the GLRP and Working Group at local level is to ensure that all Category 1 Responders ~~are able to~~can effectively and efficiently discharge their duties as defined under the Civil Contingencies Act 2004. The GLRP routinely activates at the Tactical tier as the primary forum for multi-agency emergency response, with Tactical Leads providing regular updates to Strategic Leads. The GLRP would activate at Strategic tier in the event of a Regional or National wide emergency which was out with the capability of the Tactical tier response.

5.2 Category 1 and 2 Responders

The Category 1 Responders as defined under the Civil Contingencies Act 2004 are:

- Local Authorities;
- Integrated Joint Boards;
- Police Scotland;
- Scottish Fire and Rescue Service;
- Scottish Ambulance Service;
- National Health Service Grampian;
- Maritime Coastguard Agency (MCA); and

- Scottish Environmental Protection Agency.

The Category 2 Responders as defined under the Civil Contingencies Act 2004 are:

- Utilities Companies;
- Transport Authorities; and
- The Health and Safety Executive.

There are several organisations who may have a role in responding to an emergency that do not have specific duties as defined under the Civil Contingencies Act 2004. These organisations may be represented at any or all the Strategic, Tactical or Operational levels of an emergency response. These organisations may be involved in relevant sub-groups established during an emergency response, such as Scientific and Technical Advice Cell, Care for People or Committees established to provide specific capabilities or co-ordinate specific elements of an emergency response. The following list acknowledges some of the common response organisations not defined under the Civil Contingencies Act 2004:

- Her Majesty's Armed Forces;
- Voluntary Organisations;
- Animal Health Agency;
- Food Standards Scotland;
- Faith Organisations;
- Scottish Natural Heritage;
- Crown Office and Procurator Fiscal Service; and
- Commercial Organisations.

The Scottish Government is not classified as a Category 1 or 2 Responder under the Civil Contingencies Act 2004. This is to ensure that in the event of an emergency occurring which should impact Scotland nationally, there remains one neutral overall coordinator. Any emergency deemed as requiring the Scottish Government to take primary lead will be coordinated via the Scottish Government Resilience Room with instruction being provided to Local Resilience Partnerships regionally via the North of Scotland Regional Resilience Co-Ordinator.

5.3 Roles and Responsibilities of Category 1 Responders

Police Scotland

- Co-ordinate the activities of local responders and others acting in support at the scene of an incident except when MCA co-ordinate search and rescue in a maritime incident;
- Treat the affected area as a crime scene, the requirements for which must be considered in parallel to the general response, unless it is obvious that the emergency is caused by a natural event;
- Act under the direction of the Procurator Fiscal and, where appropriate;

- Facilitate the inquiries ~~carried out~~conducted by bodies such as the Health and Safety Executive, Rail, Air or Marine Accident Investigation Branches of the Department for Transport;
- Process casualty information including the identification of deceased; and
- Removal of the dead on behalf of the Procurator Fiscal who has the legal responsibility for investigating the cause and circumstances of deaths in Scotland; and
- As host force, co-ordinates the response to, and investigation of major accidents on the rail network in Scotland.

Scottish Fire and Rescue Service

- The saving of life through search and rescue;
- Firefighting and prevention of fire spread;
- Rendering humanitarian assistance;
- Protection of property and the environment;
- Management within the inner cordon;
- Managing incidents involving hazardous materials; and
- Qualified scientific advice in relation to HAZMAT (hazardous materials) incidents and damage control; and mass decontamination of casualties following a Chemical, Biological, Radioactive, Nuclear incident.

Scottish Ambulance Service (SAS)

- Save life and provide immediate care for patients at the scene of the incident and in transit to hospital;
- Alert hospital services and other relevant NHS agencies;
- Manage decontamination of people affected by hazardous substances prior to evacuation from the scene;
- Evacuate the injured from the scene in order of medical priority;
- Arrange and ensure the most appropriate transport for the injured to the receiving hospital;
- Supply patient care equipment to the scene of an emergency;
- Transport vital medical staff and their equipment to the scene of an emergency;
- Alert the Red Cross and St Andrew's Ambulance Association and coordinate their work in support of SAS; and
- Provide and maintain communications equipment for medical staff and voluntary organisations at the scene of an emergency; and restore normality.

National Health Service Grampian

- The National Health Service may provide a role at the scene of an incident in addition to its role of receiving sick and injured persons at its hospitals.

Maritime Coastguard Agency (MCA)

- Directorate of Operations includes HM Coastguard (responsible for civil maritime search and rescue) and Counter Pollution and Response Branch;

- Initiates and co-ordinate civil maritime search and rescue by mobilising, organising and dispatching resources to assist people in distress at sea, in danger on cliffs or shoreline and in certain inland areas;
- National coordinator of all civil maritime Search and Rescue activities by utilising its own facilities and those made available by others (e.g. military helicopters and Royal National Lifeboat Institute lifeboats) but will also seek assistance from any source likely to make an effective contribution;
- MCA may, if specifically requested, assist emergency services and local authorities during emergencies, such as flooding;
- The Counter Pollution and Response Branch deals with pollution at sea and assists local authorities with shoreline clean-up and; and
- The Secretary of State for Transport's Representative (SOSREP) is collocated with the MCA. The SOSREP is empowered to intervene on behalf of the Secretary of State for purposes relating to the safety of ships or pollution from ships, offshore oil or gas installations. SOSREP has the power to give directions.

Scottish Environment Protection Agency

- Responsible for environmental protection in Scotland;
- Powers to prevent, minimise and reduce pollution and enforce environmental legislation;
- Advise the emergency services on the protection of water, land and air environment; and
- Responsible for regulating and monitoring discharges to water, the storage of waste and emissions to air.

Aberdeen City Council's Roles and Responsibilities as a Category 1 Responder:

- Support the emergency services and those assisting them;
- Provide a variety of support services for the local and wider community;
- Maintain normal services at an appropriate level;
- Provide a wide range of social care and welfare services, working alone or with public, private and voluntary organisations. Services include care for people, rest centres, temporary accommodation, re-housing and practical support for victims;
- Access a wide variety of specialist, scientific, environmental and communications expertise;
- Represent the diverse interests of local people and, in so doing, maintain close links with communities through elected members, Community Councils, Community Planning and other formal partnerships;
- Have powers to take action to preserve community wellbeing; and
- Lead the longer-term recovery and regeneration of affected communities.
- Communicate with arms-length external organisations (ALEOs) to ensure an understanding of the need to support the Council in delivery of its Category 1 obligations.

Aberdeen City Health and Social Care Partnership Roles and Responsibility as Category 1 Responder:

· Support the emergency services and those assisting them;

· Provide a variety of support services for the local and wider community, specifically in relation to community health and social care matters;

· Maintain normal services at an appropriate level;

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· Provide a wide range of health and social care services, working alone or with public, private, and voluntary organisations, including taking a lead with Aberdeen City Council on care for people matters; and

· Lead the longer-term recovery and regeneration of affected communities.

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6. Aberdeen City Council Emergency Response Structure

6.1 Emergency Response Structure

A Duty Emergency Response Co-Ordinator (DERC) will co-ordinate the response to an emergency on behalf of the Council. Directors and Chief Officers of the Council operate as DERCs on a Rota basis. In this capacity, they act on behalf of the Chief Executive in accordance with the Council's Scheme of Governance.

The Council operates a three-tier emergency response structure: Strategic, Tactical and Operational:

- **Strategic**: The Strategic level applies to all emergencies that could affect or threaten the Council's ability to deliver critical functions.

- **Tactical**: The Tactical level is activated where Operational resources need co-ordination ~~in order to~~to achieve maximum effectiveness and efficiency. At this level, the Incident Management Team will support the DERC and the Tactical Lead in the response.

- **Operational**: The Operational level manages the immediate 'hands-on' work that is undertaken at the scene of the incident. At this level the response is ~~service led~~service led.

The response to any emergency that could affect or threaten the Council's ability to deliver critical functions will be coordinated by the DERC in the first instance. In such circumstances, the DERC will lead the response and chair the Incident Management Team. If the DERC deems that the incident is not an emergency that could affect or threaten the Council's ability to deliver critical functions, and does not require Strategic co-ordination, ~~the response will be coordinated by the Tactical Lead~~the Tactical Lead will coordinate the response.

Aberdeen City Council has a number of Tactical Leads which are made up of managers from the relevant services across the organisation who may be involved in an emergency response. Individuals are trained and exercised regularly by the Emergency Planning and Resilience Lead.

6.2 Aberdeen City Council Emergency Response Roles and Responsibilities

The DERC will provide **Strategic** response to an emergency by:

- Activating the Council's emergency response, determining whether to activate this Plan, another Council emergency plan or to recommend the activation of a GLRP plan;
- Considering the emergency in its wider context;
- Deciding whether to activate an Incident Management Team and chair IMT;
- Determining whether to request activation of the Local Resilience Partnership should the response to an emergency be out with the capability of the Council;
- Determine long term and wider impacts and risk with strategic implications;
- The DERC should consider whether to set strategic objectives at the start of an emergency or major incident, and subsequently communicate the overarching strategy and objectives for the emergency response;
- Establish the parameters for Tactical Leads to operate in the management of an emergency; liaise closely with Tactical Lead
- Monitor risks, impacts and progress towards defined objectives;
- Determine whether it is necessary to put in place a dual DERC rota, for instance if the incident is likely to be protracted and have a significant impact on the delivery of critical services.
- Prioritise the requirements of the Tactical tier and allocate personnel and resources to manage the incident accordingly;
- Formulate and implement media handling and public communication plans, potentially delegating this to Corporate Comms or to another Category 1 responder agency if appropriate The DERC should consider development of a Communications Plan to co-ordinate internal and external communication during the management of a situation or incident is likely to last more than a few days;
- Assess the need to adjust normal business priorities in the light of competing resource demand created by the incident;
- In liaison with the relevant services and partners, coordination of the Rescue Stage and facilitation of the move through the Transition Stage to the Recovery Stage.
- Ensure the Chief Executive and elected members of Aberdeen City Council are informed, and regularly updated as appropriate. The role of elected members should be considered and determined in the context of the incident or emergency; and
- Operate with the powers of the Chief Executive under the Powers Delegated to Officers, including the authorising of spend.

The Tactical Lead supported by IMT will ~~respond~~ provide the **Tactical** level of response to an emergency by:

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- Determining the extent of the emergency;
- Deem if there is an existing emergency response plan appropriate for the handling of the incident and advice implementing;
- Ensure a continuous flow of information between the DERC, Tactical, Operational teams and multi-agency partners;
- Ensure actions taken at the operational level are coordinated, coherent and integrated ~~in order to~~to maximise effectiveness and efficiency;
- Plan and co-ordinate how and when tasks will be undertaken in partnership with the DERC and Local Resilience Partnership partners;

- Determine priorities for allocating available resources in partnership with the DERC and Local Resilience Partnership partners;
- Obtain additional resources if required with approval from the DERC and in partnership with relevant Local Resilience Partnership partners, community groups and suppliers. This may also include the use of arms-length external orgainsations and any resources they have available which can support the response;
- Assess significant risks and use this to inform tasking of operational responders;
- Mitigate risks to the Health and Safety of the public and personnel;
- Activate incident specific plan, scaling up or down to fit with the scale of the incident;
- Advise on DERC strategy and implement;
- Initiate response, agreeing local actions and monitor response in partnership with the EP&RL;
- Prepare to take over the emergency response co-ordination role after the on-scene responders have concluded their part in the incident response;
- Provide regular briefings to DERC, requesting authorisation to spend;
- Maintain log of events of the incident response (specific to Loggist); and
- Record all costs associated to the incident response.

The Incident Management Team in conjunction with Team Lead will co-ordinate the **Operational** response to an emergency by directing on the ground Aberdeen City Council responders to:

- Take immediate steps to assess the nature and extent of the problem as identified by Tactical Lead;
- Tactical Lead to cooperate and share information with LRP partner agencies;
- Concentrate efforts and resources on specific tasks within areas of responsibility;
- Tactical Lead to ensure an integrated effort by allowing temporary transfer of one LRP organisation's personnel or assets to the control of another ~~in order to~~to mitigate the effects of the incident;
- Implement the Tactical response requests; and
- Co-ordinate health and safety requirements on-scene.
- Liaison to Tactical Lead.

The Council's Emergency Planning and Resilience Lead will provide Civil Contingencies advice to all three tiers of the response structure during an emergency where available.

6.3 Recovery

Recovery is a complex and long running process that will involve many more agencies and participants than the response phase. (Phases noted below)

1. Initial Response
2. Consolidation
3. Recovery
4. Restoration of normality

Recovery is defined as the process of rebuilding, restoring, and rehabilitating the community following an emergency, but it is more than simply the replacement of what has been destroyed and the rehabilitation of those affected.

Local communities may also look upon an emergency as an opportunity to regenerate an area. Regeneration is about transformation and revitalisation.

In developing and instigating the recovery phase from an emergency the Council will put communities at the heart of the process and will engage and involve all aspects of those communities – residents, businesses, industries, ~~partners~~partners, and stakeholders that live and work in our area.

The **recovery phase should begin at the earliest opportunity** following the onset of an emergency, **running in tandem with the response to the emergency**. It continues until the disruption has been rectified, demands on services have returned to normal levels, and the needs of those affected (directly and indirectly) have been met. While the response phase to an emergency can be ~~relatively short~~short, the recovery phase may endure for months, years or even decades.

We must act flexibly and adaptively to the phasing of an emergency whilst also being mindful of the human, financial and reputational impact across our City.

As we navigate through an emergency from Response to Recovery the organisation will adhere to the principles of Integrated Emergency Management:
Focus on consequences, not cause

- Adaptability
- Direction
- Subsidiarity
- Continuity
- Responsibility
- Integration
- Communication

Reference ACC Document: Managing the Recovery and Restoration of Normality Phase of an Emergency to be read in conjunction with Grampian LRP Response and Recovery -Arrangements V6.

6.4 De-briefing Process

~~In order for~~For emergency planning and response to evolve within the Council, the organisation conducts internal de-briefing and produces incident reports following every emergency. The purpose of debriefing is to assess which elements of the emergency response worked well, and to identify lessons from elements of the emergency response which could have been improved.

De-briefs and incident reports are conducted by the Emergency Planning and Resilience team. Incident reports and recommendations are reported to the Organisational Resilience Group who oversee the implementation of any agreed actions within the organisation. Any identified gaps which

required additional mitigation or pose risk to Aberdeen City Council are escalated to the Corporate Management Team~~.~~.

It is important to note that this process should not be confused with psychological de-briefing, and that all Council staff involved in an emergency response will be offered access to support services~~.~~.

7. Generic Emergency Plan Performance

7.1 The effectiveness of the Plan and supporting procedures will be determined by the reduction or elimination of the negative impacts of unplanned incidents which could damage citizens, staff, assets, finances, ~~reputation~~reputation, or service delivery. Data will be collected from the debriefing process.

8. Housekeeping and Maintenance

8.1 The Plan and supporting procedures and documentation specified within this plan will be reviewed and updated after any emergency~~.~~.

8.2 Unless otherwise required, the Plan will be subject to a planned annual review.

8.3 This Plan and its supporting documentation replace the Council's existing Guidance for Emergency and Incident Planning and Response document.

9. Communication and Distribution

9.1 This Plan and supporting documentation will be shared directly with the Chief Executive, Extended Corporate Management Team, Incident Management Teams, and relevant external agencies.

9.2 The Plan will be available for review on the Council's shared areas on the network.

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	17th January 2023
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Six monthly update on the Memorandum of Understanding with the Department of Work and Pensions
REPORT NUMBER	CUS/23/027
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Derek McGowan
TERMS OF REFERENCE	1.1.3

1. PURPOSE OF REPORT

1.1 To provide the Committee with an update on work agreed through the Memorandum of Understanding signed with the Department of Work and Pensions.

2. RECOMMENDATIONS

2.1 That the Committee note the report.

3. BACKGROUND

3.1 On the 13th July 2022 Council agreed to approve the Memorandum of Understanding with the Department of Work and Pensions, and that it be signed by the co-leaders Councillors Nicoll and Yuill.

3.2 On the same date Council agreed that update reports for the Memorandum of Understanding be submitted on a six-monthly basis to the relevant committee.

3.3 At the adjourned Council meeting on the 25th August 2022, the Terms of reference were approved for the Anti-Poverty and Inequality Committee. These Terms of reference establish that Committee as the appropriate Committee for the submission of the six monthly updates on the Memorandum of

Understanding. This report is the first six monthly update, and is provided to this Committee for information.

3.4 The table at Appendix 1 sets out progress against each aspect of the Memorandum of Understanding.

FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

Environment / Climate		No significant risk identified		Yes

8. OUTCOMES

COUNCIL DELIVERY PLAN	
Aberdeen City Council Policy Statement	**Impact of Report**
HOMES FOR THE FUTURE Work with partners to produce a ten-year plan to increase the stock and variety of Council and social housing to meet the needs of Aberdeen's citizens and continue to deliver Council and social housing projects, including at Greenferns and Granitehill, to tackle the Council house waiting lists and do everything in our power to end homelessness. A PROSPEROUS CITY Develop our economy in a genuine partnership with the private sector, third sector and residents. A CARING CITY	The Memorandum of Understanding will help ensure the Council delivers on its stated vision.

Work with partners to identify and agree specific integrated solutions for tackling the health and social problems caused by misuse of alcohol and drugs.	
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The proposal to provide additional monies to help with energy costs supports the delivery of LOIP Stretch Outcomes: 1 - No one will suffer due to poverty by 2026 2 - 400 unemployed Aberdeen City residents supported into Fair Work by 2026 3 - 500 Aberdeen City residents upskilled/ reskilled to enable them to move into, within and between economic opportunities as they arise by 2026 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

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Stage 1 IIA not required as there is no proposal for Committee to consider.
Data Protection Impact Assessment	Not required

10. BACKGROUND PAPERS

None.

11. APPENDICES

Appendix 1 – Progress report on the Memorandum of Understanding.

12. REPORT AUTHOR CONTACT DETAILS

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

MoU action tracker

	Action	Update 1/12/22
1	Aberdeen City Council and Department of Work and Pensions will work together to support homeless citizens by: a - Working towards a data sharing agreement to allow the sharing and analysis of customer data so changes in benefit status for homeless households can be identified b - Share information within data protocols on new tenancies created through the homeless process to ensure support is provided when starting a new home	Work has been ongoing to ensure financial assessments are available for all housing presentations. Project charters demonstrate excellent progress in achieving increased income, with average monthly totals of around £50,000 since the summer.

	c - Co-locate where appropriate to enhance the support available to those experiencing homelessness	Discussions have been held on Department Of Work And Pensions, along with the Alcohol and Drug Partnership, having a presence at our West North Street facility.
	d - Replicate the Homelessness Reduction Act 2017 "Duty to Refer" arrangement, ensuring that where work coaches are aware of a homeless person, they refer to ACC	This will be replicated by the Housing bill currently being considered in the Scottish Parliament which will introduce the 'Prevention duty'. Aberdeen City Council and Department Of Work And Pensions, along with other partners, are already meeting most of the requirements that this legislation will introduce.
	e - Create a Single Point of Contact Model (SPOC) for homelessness and work together to support homeless applicants with no income, reducing the timescale for support where possible	These have been identified.
	f - Collaborate where possible to determine status of No Recourse to Public	

	Funds groups as quickly as possible.	This is in place.
2	Aberdeen City Council and Department Of Work And Pensions will continue to work collaboratively, sharing intelligence as per current protocols and seek to further develop these, including supporting Universal Credit 'mass migration' when this is planned.	Department Of Work And Pensions and Aberdeen City Council currently work closely in a number of service areas, including revenues and Benefits, Housing and Support, and Homelessness. A date has not yet been confirmed for mass migration.
3	Department Of Work And Pensions will continue to be an active partner in Community Planning Aberdeen, continuing our work through the Aberdeen Prospers Group, and actively participating in the Anti-Poverty Group and Alcohol and Drugs Partnership. This will include:	

	a) Department Of Work And Pensions advisors co-locating with Alcohol and Drugs Partnership services to support stabilisation and recovery b) Alcohol and Drugs Partnership support to Department Of Work And Pensions to identify alcohol/drug risks and pathways	There is an agreement to work together at the Timmermarket and West North Street to support those most vulnerable.
4	Department Of Work And Pensions will continue be an active partner in the Criminal Justice system, building on work already being provided at HMP Grampian through: a. Collaborating with ACC's Prison Liaison Officer to ensure planned support is in place prior to liberation	A number of national organisations are interviewing in HMP Grampian and are keen to take ex-offenders, with some requiring CSCS cards for employment hence the push to find an acceptable avenue for this to happen. We are working with the Construction Industry Training Board to arrange for Construction Skills Certification Scheme testing to be available. The plan is to produce a coherent strategy between the five principal employability services to ensure efficient and effective partnering.

	b. Department Of Work And Pensions joining the Multi-Agency Public Protection Arrangements (MAPPA) Strategic Oversight Group as required.	A large national brewery chain are moving towards having the training kitchen up and running and we are looking into the local processing employers to firm up a suitable training programme. There has not yet been a requirement for this.
5	Aberdeen City Council and Department Of Work And Pensions will continue work together to support families in the current Home Office Afghan Resettlement Scheme, with Department Of Work And Pensions a. Actively engaging in Afghan Resettlement Scheme Tactical meetings	Department Of Work And Pensions continue to provide active support to refugee work across the city.

	b - Assigning a work coach to all families or individuals where eligible c - Participating in quarterly reviews of the resettlement scheme, identifying lessons learned and ensuring these are translated into practice d - Participating in any future resettlement schemes.	
6	Aberdeen City Council and Department Of Work And Pensions will work together and in collaboration with other National and Local partners to support employability across Aberdeen. This will include – a. supporting young people to overcome multiple barriers to employment, including: i. The establishment of a Youth Hub, as well as introducing Youth Employability Coaches,	Local Employability Partnership is in place.

	specifically to work with 18 to 24-year-old unemployed people, in order to increase both skills attainment and employment outcomes ii. Continuing to develop the established Local Employability Partnership iii. Sharing relevant and appropriate information, to enhance young people's employability and ensure a positive destination is reached. b - Supporting adults to overcome barriers to employment, including: iv. Aberdeen City Council and Department Of Work And Pensions will collaborate to link local employment opportunities with Community Benefit	

	clauses included in procurement contracts v. Aberdeen City Council and Department Of Work And Pensions will work with key stakeholders to co-ordinate an effective offer for individuals and employers at risk of redundancy vi. Aberdeen City Council and Department Of Work And Pensions will collaborate to maximise the employability of people with long term health conditions vii. Reviewing these arrangements on an ongoing basis.	
7	Aberdeen City Council and Department Of Work And Pensions will work together to strengthen the support available to lone parent families. This will include: a. An agreed contact point for escalation between	This is in place.

	both organisations where a lone parent family requires additional support b. Joint access to relevant systems and common data platforms allowing quantitative analysis and prediction. This will include Aberdeen City Council Housing and Council systems, and Stat Xplore. c. Agreement of referral pathways where there are mental health issues being experienced by the lone parent d. Exploring the creation of a Parent Hub to provide wraparound support e. Department Of Work And Pensions as a stakeholder in the development of the Family Support Model in Aberdeen.	These are in place. This is in place.
8	Aberdeen City Council and Department Of Work And Pensions will collaborate to ensure the new Housing and	

	Support delivery model provides support to tenants: a. At risk of becoming homeless to resolve any housing element issues timeously b. An agreed contact for escalation between both organisations c. Commitment to sharing feedback on the development of the landlord portal, influencing where possible.	 This is in place. This is in place.
9	Aberdeen City Council and Department Of Work And Pensions will work together to tackle safeguarding, suicide and drugs deaths. This will include: a - Enhancing and define existing escalation and referral routes where safeguarding concerns are identified, including through the Risk and Concern Hub b - Department Of Work And Pensions becoming an active	 This is in place. This is in place.

	partner in the City's Alcohol and Drugs Partnership in its attempts to reduce drugs deaths in the City task force c - Sharing of information regarding financial harm	
10	Department Of Work And Pensions will support Aberdeen City Council wherever possible in its vision to eradicate poverty in all its forms. This will be based on whole and targeted population data, including at locality level, and include the sharing of data through a data sharing agreement on: a. Child poverty b. Fuel poverty c. Food poverty d. In work poverty e. Poverty and employment issues affecting minority ethnic communities f. Care experienced young people	Department Of Work And Pensions are an active partner in this work, with a key role in the development of responses to poverty, high profile work recently includes benefit checkers and income maximisation outreach work.

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	17 January 2023
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Operation and Enforcement of Licensing and Registration Schemes within the Private Rented Housing Sector of Aberdeen
REPORT NUMBER	CUS/23/018
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Jocelyn Janssen
TERMS OF REFERENCE	General Delegation 8.7

1. PURPOSE OF REPORT

1.1 To provide assurance of the role of the Council in protecting tenants in the private rented housing sector through licensing, registration, and enforcement. This is demonstrated through the operation and enforcement of private Landlord Registration, Houses of Multiple Occupation (HMO) and Short Term Let licensing schemes within Aberdeen, to ensure that everyone living in the rented sector should have an expectation of safe, secure and good-quality housing. This report is brought to Committee following a Notice of Motion by Councillor Hutchison.

2. RECOMMENDATIONS

That Committee: -

2.1 Note the operation of Landlord Registration, and enforcement of unregistered landlords within Aberdeen City;

2.2 Note the operation of the licensing scheme for Houses of Multiple Occupation (HMO) and enforcement of unlicensed landlords within Aberdeen City; and

2.3 Note the operation of the licensing scheme for Short Term Lets and enforcement of unlicensed hosts and operators within Aberdeen City.

3. CURRENT SITUATION

3.1 Landlord Registration

Private landlord registration was implemented in April 2006 where private landlords are required to apply for registration with their local authority under Part 8 of the Antisocial Behaviour etc. (Scotland) Act 2004 through a national

portal. A landlord is an owner that rents out property to an unconnected person (tenant) that uses the house as their only or main residence.

The Scottish Government's Strategy for the Private Rented Sector in Scotland, published in May 2013, set out the purpose of landlord registration as:

- To provide a register of all private landlords for public inspection, with the added assurance that the local authority has conducted a fit and proper person test
- Providing a regularly updated register that can be used to assist dialogue between local authorities and landlords, to disseminate best practice information
- Ensuring that enforcement action is targeted at the worst landlords in the sector

3.1.1 The Scottish Government's 'Prescribed Information' legislation (The Private Landlord Registration (Information) (Scotland) Regulations 2019) came into force on 16 September 2019. Any landlord who applies to register or renew are required to declare they meet specific obligations such as Gas Safety certification is current and valid. This requires applicants to be more explicit about their compliance with existing legal responsibilities in relation to property management and condition. The objective of the additional declaration is to make better use of the landlord registration process to contribute towards raising housing standards in the Private Rented Sector (PRS) to provide good quality housing for all tenants.

3.1.2 Once an application is submitted through the national portal the relevant local authority can start processing the application. If an applicant does not declare within the Prescribed Information section that they hold the relevant certification, the application is placed on hold and the landlord is contacted. Since the implementation date of 16 September 2019, 6,226 landlords have been contacted regarding answers to the obligation section before the application is progressed.

3.1.3 Below is a table of registered landlords and properties within Aberdeen City. These figures indicate the volume of landlords who have legally complied with their obligation to register as a landlord. It's also an indication of the volume of applications that are processed within the landlord registration team.

Date	Number of Landlords Registered	Number of Rental Properties
01/01/2020	16,215	21,202
01/01/2021	17,217	22,679
01/01/2022	18,620	23,998

3.1.4 A public search register is available for tenants to find out if a landlord is registered: https://www.landlordregistrationscotland.gov.uk/search

Registered landlords receive a Newsletter on average quarterly to advise of their responsibilities as a landlord. Newsletters include information on changes to legislation and landlord training opportunities through webinars provided by Landlord Accreditation Scotland. The Scottish Government also issue correspondence to registered landlords regarding key legislative changes.

Fit & Proper Person Check

3.1.5 Within Aberdeen City, as part of the Landlord Registration, HMO and Short Term Let licensing application process, a 'Fit & Proper' person check is conducted on every owner that applies for the first time or renewing their registration or licence. This process involves submitting details of every applicant and agent to Police Scotland for comments. If no objection is received, the application process continues. If Police Scotland submit an objection, the application is determined at the Council's Licensing Committee in confidence.

The Council's Licensing Committee has refused Landlord Registration applications due to objections received from Police Scotland. The HMO Licence application in 2019 was refused due to an HMO applicant not completing property work & certification requirements. The HMO case in 2022 was refused due to a public objection and the Committee determining the property not suitable for an HMO Licence.

Refused Applications	2019	2020	2021	2022
Landlord Registration	0	2	0	2
HMO Licensing	1	0	0	1
Short Term Let Licensing	N/A	N/A	N/A	0

3.1.6 Enforcement of Landlord Registration

Enforcement of landlord registration is split into two separate categories, expired landlords and unregistered landlords:

Expired Landlords

This is where a landlord was previously registered, however have not renewed their registration in advance of the expiry date. In advance of a landlord's registration expiring, they receive a minimum of two written reminders to renew. Landlords can renew anytime in the 3 months before the registration expires. It is important to note that where more than one person is the legal owner of a rental property and listed as the landlord, for example a partnership or a married couple, each person listed must re-register. If a landlord fails to renew their registration before the expiry date a Late Application Fee is applied to the landlord's account. The current Late Application Fee for financial year 22/23 is £137. All application fees including the Late Application Fee, are set nationally by the Scottish Government. All fees must be paid before any application is accepted.

Rent Penalty Notice

3.1.7 The Landlord Registration team carries out enforcement activities on landlords that have failed to renew their registration. This involves checking the ownership of the rental property and checking to see if the property is tenanted. If the property is still tenanted and the landlord fails to renew their registration a Rent

Penalty Notice is issued. This is where the tenant suspends paying rent from a specific date until the landlord registers/renews. Tenants not paying rent will impact landlords fee income and this should encourage landlord compliance with their legal obligation to renew. Along with withholding rent from a landlord, landlords are required to pay the Late Application Fee when renewing an expired registration.

Unregistered Landlords

3.1.8 Unregistered landlords are identified through various sources such as enforcement activities through the Landlord Registration Team, complaints from tenants, or members of the public. Complaints regarding unregistered landlords are submitted to the Landlord Registration Team by email: Landlordregistration@aberdeencity.gov.uk

Once an unregistered landlord is identified they receive 3 written notifications informing them of their responsibility to register as a landlord. If after the 3rd written letter the landlord has not registered, a Rent Penalty Notice is served on the landlord.

3.1.9 Tenant complaints are received via the Tenant Advice and Support page through Aberdeen City Council's website. Tenants report issues regarding property repairs and/or property management that cannot be resolved with their landlord or Letting Agent. Complaints are investigated by the Private Sector Housing Team. This may result in an inspection of a property and/or requesting copies of safety certificates from the landlord or Letting Agent.

	Financial Year 2021/2022
Unregistered Landlords Contacted	**147**
Rent Penalty Notices Issued (Unregistered Landlords)	**35**
Rent Penalty Notices Issued (Expired Landlords)	**201**
Late Fees Paid	**370**
Tenant Complaint Form Submissions	**31**

3.2 Houses of Multiple Occupation

The licensing of Houses in Multiple Occupation (HMO) was introduced in Scotland from October 2000, helping to improve both physical accommodation standards and the management of tenancy issues. Licensing helps ensure that accommodation is safe, well managed and of good quality. An HMO licence is required when 3 or more unrelated persons reside in a rental property. It must be the main or only residence of the occupants. HMO licensing is undertaken following Part 5 of the Housing (Scotland) Act 2006. As this is a licensing activity every property is inspected by an Officer. Specific physical standards are required to be met within every HMO property before licensing, these standards are detailed within the statutory guidance for local authorities. HMO applications must be determined within 1 year and can be licensed for up to 3 years. All HMO landlords must submit an application for Landlord Registration.

Below is a list of all HMO applications that were licensed within a particular year:

HMO Applications Granted (Per Year)	2019	2020	2021	2022
	440	232	369	324

A public register of HMO licensed properties is available online at: https://online.aberdeencity.gov.uk/Services/HMOOnlineRegister/HMOOnlineRegister.aspx

3.2.1 Enforcement of HMO Properties

Unlicensed HMO property reports are received via email to HMOUnit@aberdeencity.gov.uk. Reports are identified through various sources such as complaints from tenants, or information received confidentially from other sources. Owners are contacted in writing and requested to contact the HMO Team to schedule a visit to the property. An HMO Inspecting Officer will meet the owner at the property to determine and provide advice regarding HMO requirements. In financial year 21/22 8 owners were contacted regarding operating a potentially unlicensed HMO property within Aberdeen City.

3.2.2 Under Part 5 of the Housing (Scotland) Act 2006, an owner of a licensable HMO without a licence is committing an offence. The owner must reduce the occupancy within the property to a maximum of 2 tenants or a family until an HMO Licence is granted.

3.3 Short Term Lets

A short-term let is the use of residential accommodation provided by a host in the course of business to a guest, where the guest does not use the accommodation as their only or principal home.

On 1 March 2022, the 'Civic Government (Scotland) Act 1982 (Licensing of Short Term Lets) Order 2022' (the 2022 Order) was enacted to introduce new powers for Licensing Authorities to regulate short term lets through the introduction of a licensing scheme by 1 October 2022. The aim of the 2022 Order is to regulate the standards within the short term let market, mirroring those required in the private rental market through an inspection and self-assessment regime. As this is a new operation, a Short Term Let policy was approved by the Licensing Committee on 6 September 2022.

3.3.1 As this is a licensing activity every property is inspected by an Officer. Similar to HMO's, specific standards are required within every Short Term Let property before licensing. Short Term Lets guidance notes detailing standards are available on Aberdeen City Council's Short Term Let webpage. Landlord Registration is not a legal requirement for Short Term Lets.

3.3.2 Aberdeen City Council has been accepting applications since 1 October 2022. Up until 30th November 2022, Aberdeen City Council have received 9 Short

Term Let applications that are in progress, however, yet to be determined since this is a new licensing scheme. Local Authorities have 9 months to determine applications for new Short Term Let operators and 12 months to determine applications for existing operators (refuse or grant the application). Licenses can be Granted for up to 3 years. A public register of Short Term Let licensed properties is available online and will be updated when applications are granted at:
https://integration.aberdeencity.gov.uk/en/service/Short_term_lets_licence___holders

3.3.3 Enforcement of Short Term Let Properties

After 1 October 2022, new hosts and operators cannot operate until they have obtained a licence. Existing hosts and operators may continue to operate without a licence, however the deadline for existing hosts and operators to apply for a licence is 1 April 2023. All hosts and operators will need to be licensed by 1 July 2024.

3.3.4 Complaints regarding unlicensed Short Term Lets can be reported to ShortTermLets@aberdeencity.gov.uk Complaints will be investigated, and advice provided to unlicensed hosts and operators on how to apply. Police Scotland are the enforcement body for unlicensed Short Term Lets, however Aberdeen City Council as the licensing authority will attempt to resolve matters directly with the host/operator in the first instance. Aberdeen City Council will be reporting unlicensed hosts and operators to Police Scotland after attempts to encourage hosts and operators to submit an application for a short term let for consideration.

3.3.5 Licensed Short Term Let properties must adhere to mandatory licence conditions. In addition to the mandatory licence conditions contained within the 2022 Order, Licensing Authorities have the discretion to introduce Additional Conditions (also known as Discretionary Licence Conditions). Additional Conditions can assist Licensing Authorities to respond to local issues and specific concerns. On 6th September 2022 the Licensing Committee approved two Additional Conditions that must be adhered to within Aberdeen City. The Additional Conditions were around Anti-Social Behaviour and Waste Disposal. The full set of Short Term Let licence conditions within Aberdeen City are available online: https://www.aberdeencity.gov.uk/short-term-lets

3.3.6 The Council can step in with regards to licensed properties by serving enforcement notices, varying, suspending, or revoking a licence. These activities would be investigated and then the route of enforcement action determined by Council's Licensing Committee. Given the Short Term Let regime only came into effect on 1 October 2022, Aberdeen City Council has not yet granted any licence nor required to take any enforcement action to date.

4. FINANCIAL IMPLICATIONS

4.1 Aberdeen City Council can recover the costs of running the Landlord Registration function and establishing costs for HMO and Short Term Let

licensing. Fee income should cover the associated costs of running the scheme by the Licensing Authority. HMO and Short Term Let fees are set and reviewed each financial year by Aberdeen City Council. The fees are subject to annual review based on the cost of delivering the service and any changes will be decided at full Council.

4.2 Landlord Registration fees are set nationally by the Scottish Government.

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications as a result of this report.

Aberdeen City Council will continue to uphold its statutory duty to implement and perform the requirements of:

- Landlord Registration under Part 8 of the Antisocial Behaviour etc. (Scotland) Act 2004
- HMO Licensing under Part 5 of the Housing (Scotland) Act 2006
- Short Term Lets under Civic Government (Scotland) Act 1982 (Licensing of Short Term Lets) Order 2022

6. ENVIRONMENTAL IMPLICATIONS

6.1 No environmental implications.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Legislative changes within the private rented sector.	Keep up to date with changes through Scottish Government updates.	L	**No**
Compliance	Data Protection	Privacy Notices for all areas.	L	**No**
Operational	There is a risk if the Council does not have resources in place to support the delivery of statutory duties	Staff training on new Short Term Let legislation and processes.	L	**No**

	e.g staff shortage.	Recruitment ongoing to fill posts for Short Term Let activities.		
Financial	There is a financial risk if the Council does not fully recover the costs associated with these activities.	The HMO and Short Term Let fees will be reviewed annually at budget each year.	L	**Yes**
Reputational	Failure to enforce the provisions of policies and legislation may lead to reputational damage regarding the safety of properties in the rental market across Aberdeen.	Appropriate governance and staffing will mitigate this risk.	L	**Yes**
Environment / Climate	No significant risks identified			

8. OUTCOMES

COUNCIL DELIVERY PLAN 2022-2023	
	Impact of Report
Aberdeen City Council Policy Statement **Working in Partnership for Aberdeen**	This report supports the delivery of the Council Delivery plan under Economy: Enhance the city centre and increase city centre footfall by commissioning in 2022/23: vi. Establish a licensing regime for short term lets
Aberdeen City Local Outcome Improvement Plan 2016-26	
Prosperous Economy Stretch Outcomes	No impact on the Aberdeen City Local Outcome Improvement Plan.
Prosperous People Stretch Outcomes	All people in Aberdeen are entitled to live within our community in a manner which they feel safe. As part of the HMO & Short Term Lets application process, properties will be inspected by a Private

	Sector Housing Officer. Additionally, copies of safety certificates will be required from the owner before any Licence is issued, ensuring safety of the property.
Prosperous Place Stretch Outcomes	No impact on the Aberdeen City Local Outcome Improvement Plan.
Regional and City Strategies	Supports the delivery of the Local Housing Strategy (2018 to 2023) of which key actions related to private sector housing are: • Work with private landlords and letting agents to improve management standards in the private rented sector • Work with private landlords and tenants to improve property condition in the private rented sector

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Full impact assessment not required
Data Protection Impact Assessment	Not required.
Other	

10. BACKGROUND PAPERS

10.1 Short Term Lets – New Licensing Powers, report heard at Licensing Committee 06 September 2022

11. REPORT AUTHOR CONTACT DETAILS

Name	Jocelyn Janssen
Title	Private Sector Housing Manager
Email Address	JJanssen@aberdeencity.gov.uk
Tel	01224 523138