

# Public Document Pack



To: Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; and Councillors Bouse, Cross, Davidson, Graham, McLellan, Mrs Stewart and Tissera.

Town House,  
ABERDEEN 21 March 2024

## **COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE**

The Members of the **COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE** are requested to meet in **Committee Room 2 - Town House on THURSDAY, 28 MARCH 2024 at 10.00 am.** This is a hybrid meeting and Members may also attend remotely.

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

JENNI LAWSON  
INTERIM CHIEF OFFICER – GOVERNANCE (LEGAL)

### **B U S I N E S S**

#### **DETERMINATION OF URGENT BUSINESS**

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

#### **DETERMINATION OF EXEMPT BUSINESS**

2. Determination of Exempt Business

#### **DECLARATIONS OF INTEREST**

3. Members are requested to intimate any declarations of interest

#### **REQUESTS FOR DEPUTATION**

4. There are no requests for deputation at this time

## **MINUTE OF PREVIOUS MEETING**

5. Minute of the Previous Meeting of 23 January 2024 (Pages 5 - 10)

## **COMMITTEE PLANNER**

6. Committee Business Planner (Pages 11 - 18)

## **NOTICES OF MOTION**

7. None at this time

## **REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES**

8. There are no reports under this heading

## **GENERAL BUSINESS**

### **PUBLIC PROTECTION**

- 9.1. Scottish Fire and Rescue Local Fire and Rescue Plan Review 2023 - SFR/24/106 (Pages 19 - 42)
- 9.2. Police Scotland Performance Report - POL/24/104 (Pages 43 - 52)
- 9.3. Police Scotland - Proportionate Response to Crime pilot - POL/24/105 (Pages 53 - 128)

### **FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES**

- 10.1. Performance Report - COM/24/076 (Pages 129 - 166)
- 10.2. Cluster Risk Registers and Assurance Maps - COM/24/087 (Pages 167 - 194)

### **COMMUNITIES AND HOUSING**

- 11.1. Resilience Annual Report 2023 - COM/24/063 (Pages 195 - 226)
- 11.2. New Housing Capital Programme Delivery Projects Update - RES/24/096 (Pages 227 - 254)

- 11.3. Rent Assistance Fund 2024-25 - RES/24/100 (Pages 255 - 266)
- 11.4. Reinforced Autoclaved Aerated Concrete (RAAC) Update - RES/24/103  
(Pages 267 - 276)

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

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

Website Address: [aberdeencity.gov.uk](http://aberdeencity.gov.uk)

Should you require any further information about this agenda, please contact Lynsey McBain, [lymcbain@aberdeencity.gov.uk](mailto:lymcbain@aberdeencity.gov.uk) or 01224 067344

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## Communities, Housing and Public Protection Committee

ABERDEEN, 23 January 2024. Minute of Meeting of the COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE. Present:- Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; Councillor Delaney, the Depute Provost and Councillors Brooks, Copland, Crockett ( as substitute for Councillor Malik for item 3), Cross, Davidson, Greig, Lawrence, Malik (as substitute for Councillor Graham for all items except item 3), McLellan, Mrs Stewart and Tissera.

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

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

### MINUTE OF THE PREVIOUS MEETING OF 14 NOVEMBER 2023

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

#### The Committee resolved:-

to approve the minute as a correct record.

### COMMITTEE BUSINESS PLANNER

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

#### The Committee resolved:-

- (i) to note the reasons for delay in regards to items 6 ( Housing Improvement Group – Capital Works), 7 (Review of the Non Traditional Housing Stock) and 8 (Police Scotland – 12 week pilot scheme); and
- (ii) to otherwise note the committee business planner.

### NOTICE OF MOTION - COUNCILLOR KUSZNIR - REFERRED FROM COUNCIL ON 13 DECEMBER 2023

3. The Committee had before it a notice of motion from Councillor Kuszniir in the following terms, which had been referred from Council on 13 December 2023.

That the Council:-

- 1. Instructs the Chief Officer - Corporate Landlord, following consultation with the Chief Officer - People and Organisational Development, to develop a separate or single-sex space policy for Aberdeen City Council that ensures the protection of separate or single sex spaces in Council owned and operated buildings;

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2. Further instructs the Chief Officer - Corporate Landlord to submit said policy to a 2024 Council meeting for consideration and approval; and
3. Believes that consideration should be given to applying the policy to the following:
  - 3.1 toilets;
  - 3.2 domestic violence refuges; and
  - 3.3 changing rooms.

Councillor Kuszniir spoke in furtherance of his notice of motion.

Councillor Kuszniir moved, seconded by Councillor Crockett:-  
that the Committee approve the notice of motion.

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

- (i) agree no action on the notice of motion; and
- (ii) request that a Service Update be issued which would incorporate information from partner agencies in relation to domestic abuse and women's refuges.

On a division, there voted – for the motion (6) – Councillors Brooks, Crockett, Cross, Lawrence, Mrs Stewart and Tissera – for the amendment (7) – the Convener, the Vice Convener, Councillor Delaney, the Depute Provost and Councillors Copland, Davidson, Greig and McLellan.

### **The Committee resolved:-**

to adopt the amendment.

**Councillor Mrs Stewart intimated her dissent against the foregoing decision in accordance with Standing Order 32.8.**

## **POLICE SCOTLAND PERFORMANCE REPORT POL/24/024**

4. The Committee had before it a report by Police Scotland, which presented the Police Scotland Performance Report covering April to September 2023 for Committee scrutiny.

### **The report recommended:-**

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

The Committee heard from Superintendent Davie Howieson, who provided a verbal update to Members on various aspects, including a consultation that was underway in relation to the future of police station provision in Aberdeen.

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

- (a) note the Performance Report from Police Scotland;

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- (b) note the update provided by Police Scotland regarding the ongoing consultation on the possible closures with impact on the buildings in communities, but that there would be no impact on officer numbers in our communities; and
- (c) request that Police Scotland provide an update to a future committee on how Police Scotland will provide the same level of service following the outcome of the consultation.

Councillor Malik, seconded by Councillor Tissera, moved as an amendment:-  
that the Committee

- (1) notes the report including the good work that is being done in Aberdeen by Police Scotland;
- (2) notes with disappointment the report in front of us does not mention anything about proposed police office closures in Mastrick, Rosemount, Seaton, Whinhill and Torry. Police office closures are a concern to our constituents, therefore agrees that the Chief Superintendent Graeme Mackie, North East Division, Police Scotland should be invited back to the next meeting of this committee to give a report on the impact of Police office closures within the City of Aberdeen; and
- (3) agrees all political groups should lobby the Scottish Government, their MPs and MSPs to ensure Aberdeen retains Police offices throughout the City.

On a division, there voted – for the motion (8) – the Convener, the Vice Convener, Councillor Delaney, the Depute Provost and Councillors Copland, Davidson, Greig, McLellan and Mrs Stewart – for the amendment (5) – Councillors Brooks, Cross, Lawrence, Malik and Tissera.

### **The Committee resolved:-**

- (i) to request that Police Scotland look at breaking down the figures in relation to crimes committed and victim numbers to highlight the percentage of men and women who carried out the crime/were victims of the crime rather than an inclusive figure; and
- (ii) to adopt the motion.

### **PERFORMANCE REPORT - COM/24/004**

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

### **The report recommended:-**

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

### **The Committee resolved:-**

to note the report.

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### UPDATE ON PROGRESS WITH BUSKING CODE OF PRACTICE - CUS/24/018

6. With reference to article 3 of the minute of the previous meeting of 14 November 2023, whereby a Notice of Motion from Councillor Macdonald was agreed, the Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which provided an update on the work being undertaken by the Community Safety Partnership to establish a Busking Code of Conduct for Aberdeen City Centre.

**The report recommended:-**

that the Committee –

- (a) note the Community Safety Partnership's update contained in the report on developing a Busking Code of Conduct for Aberdeen City Centre;
- (b) instruct the Chief Officer – Early Intervention and Community Empowerment to continue the development of a Busking Code of Conduct that promotes a harmonious and respectful busking environment considering those who live and work in the City Centre; and
- (c) instruct the Chief Officer – Early Intervention and Community Empowerment to report back to the Communities, Housing and Public Protection Committee on 30 May 2024 to seek approval of a Busking Code of Conduct.

**The Committee resolved:-**

to approve the recommendations.

### LIBRARY PROVISION - CUS/24/019

7. With reference to article 12 of the minute of the meeting of 6 July 2023, the Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which provided the results of the results of a public consultation on future library provision and outlined the next steps for advancing Aberdeen's Future Library Model. The report also sought permission to undertake a consultation on the proposed Library and Information Services Management Rules, which would then be reported back to a future meeting.

**The report recommended:-**

that the Committee -

- (a) thank all individuals and groups for their welcome participation and input to the online consultations and focus group sessions;
- (b) note the results of the Future Library and Information Service consultation and instruct the Chief Officer - Early Intervention and Community Empowerment to continue to collaborate with stakeholders in designing a strategic vision and model for the Library and Information Service, reporting back to the Communities,



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Housing and Public Protection Committee on the Future Libraries and Information Service vision and model at the meeting on 5 September 2024;

- (c) note the extension, as an interim measure, to library opening hours from 1 April 2024 as detailed in paragraph 3.6; and
- (d) instruct the Chief Officer - Early Intervention and Community Empowerment to undertake a consultation (including by means of newspaper advertisement) on the proposed Library and Information Services Management Rules at Appendix C and thereafter report back to a meeting of this Committee on the outcome of such consultation and to seek a decision on whether such Rules should be made, all in accordance with section 112 of the Civic Government (Scotland) Act 1982.

The Convener, seconded by the Vice Convener, moved:-  
that the recommendations contained in the report be approved.

Councillor Malik, seconded by Councillor Tissera, moved as an amendment:-  
that the Committee:-

- (1) thank all individuals and groups for their welcome participation and input to the online consultations and focus group sessions, noting that despite the valiant efforts from the Save Aberdeen Libraries group and the Community, the SNP administration voted to close libraries at Cornhill, Cults, Ferryhill, Kaimhill, Northfield and Woodside;
- (2) note the results of the Future Library and Information Service consultation which noted that opening hours and closures were the main barriers to accessing Library services and agreed that closing libraries especially in regeneration areas will only lead to less people accessing libraries;
- (3) instruct the Chief Officer - Early Intervention and Community Empowerment to continue to collaborate with stakeholders in designing a strategic vision and model for the Library and Information Service, to ensure that the redesign considers the impact of the closures of Cornhill, Cults, Ferryhill, Kaimhill, Northfield and Woodside Libraries, and ensures adequate provision is provided in these communities, reporting back to the Communities, Housing and Public Protection Committee on the Future Libraries and Information Service vision and model at the meeting on 5 September 2024;
- (4) note the Future Libraries Consultation Children and Young people states at 4.2 of the report identified the data clearly shows that the primary use of public libraries by children and young people is for borrowing books to take home and/or to sit and read in public libraries which goes directly against the SNP Myth that a building will not teach your child to read;
- (5) note the extension, as an interim measure, to library opening hours from 1<sup>st</sup> April 2024 as detailed in paragraph 3.6; and
- (6) instruct the Chief Officer - Early Intervention and Community Empowerment to undertake a consultation (including by means of newspaper advertisement) on the proposed Library and Information Services Management Rules at Appendix C and thereafter report back to a meeting of this Committee on the outcome of such consultation and to seek a decision on whether such Rules should be made, all in

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accordance with section 112 of the Civic Government (Scotland) Act 1982, reporting back to Committee on 5<sup>th</sup> September 2024.

On a division, there voted – for the motion (7) – the Convener, the Vice Convener, Councillor Delaney, the Depute Provost and Councillors Copland, Davidson, Greig and McLellan – for the amendment (6) – Councillors Brooks, Cross, Lawrence, Malik, Mrs Stewart and Tissera.

**The Committee resolved:-**

to adopt the motion and therefore approve the recommendations.

- **Councillor Miranda Radley, Convener**

|   | A  | B   | C             | D                    | E                    | F                  | G                         | H  | I   |
|---|--|---|---------------|----------------------|----------------------|--------------------|---------------------------|--|---|
| 1 | <b>COMMUNITIES HOUSING AND PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER</b><br>The Business Planner details the reports which have been instructed as well as reports which the Functions expect to be submitting for the calendar year. |   |               |                      |                      |                    |                           |  |   |
| 2 | <b>Report Title</b>  | <b>Minute Reference/Committee Decision or Purpose of Report</b>   | <b>Update</b> | <b>Report Author</b> | <b>Chief Officer</b> | <b>Director</b>    | <b>Terms of Reference</b> | <b>Delayed or Recommended for removal or transfer, enter either D, R, or T</b> | <b>Explanation if delayed, removed or transferred</b> |
| 3 | <b>28 March 2024</b>   |   |               |                      |                      |                    |                           |  |   |
| 4 | Scottish Fire and Rescue Local Plan  | To present the Scottish Fire and Rescues Local Fire Plan.   | On agenda     | Andy Wright          | Andy Wright          | SFRS               | 2.19                      |  |   |
| 5 | Police Scotland - 12 week pilot scheme -   | At the meeting on 5 September 2023, it was agreed to request that Police Scotland bring a report back to this Committee in January 2024, outlining the benefits and restraints of the pilot scheme regarding reporting crime. | On agenda     | Graeme Mackie        | Police Scotland      | Police Scotland    | 2.20                      |  |   |
| 6 | Police Scotland - Performance Report   | To provide committee with performance report from Police Scotland   | On agenda     | Graeme Mackie        | Police Scotland      |                    | 2.20                      |  |   |
| 7 | Performance Report   | The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).  | On agenda     | Louise Fox           | Data Insight         | Corporate Services | 1.1.3                     |  |   |
| 8 | Cluster Risk Register  | To present the Cluster Risk Register and Assurance Maps in accordance with the Terms of Reference   | On agenda     | Ronnie Mckean        | Governance           | Corporate Services | 1.1.4                     |  |   |

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| 2  |  |  |           |  |  |                                 |                    |   |  |
| 9  | Housing Strategy Report  | At the budget meeting on 1 March 2023, it was agreed instruct the Chief Officer - Strategic Place Planning to include a tiered analysis of resource requirements in the refreshed Local Housing Strategy to be presented for approval to the Communities, Housing and Public Protection Committee noting the significance of housing as one of the key determinants of population health. At the meeting of 16 May 2023, it was agreed to instruct the Chief Officer - Strategic Place Planning to report back to this Committee with a timeline for the review of Aberdeen City's Local Housing Strategy within six months of receiving confirmation from the Centre for Housing Market Analysis (CHMA) that the HNDA is "robust and credible". The two reports are to be combined. |           | Mel Booth  | Strategic Place Planning                                       | City Regeneration & Environment | 1.1.1              | D   | Delayed as HNDA was approved as robust and credible in January 2024 and the Strategy Board needs to approve timeline before its submitted to this committee. |
| 10 | Rent Assistance Fund 2024/25 - referred from Council on 14 December 2023 | At the Council meeting on 14 December 2023, it was agreed to instruct the Chief Officer - Early Intervention and Community Empowerment in consultation with the Chief Officer - Finance to define the proposed criteria and how such a fund would be managed to be reported to the Communities, Housing and Public Protection Committee on 28 March 2024.  | On agenda | Jacqui McKenzie  | Housing  | Families & Communities          | 1.1.1              |   |  |
| 11 | New Housing Capital Programme Delivery: Projects Update                  | To summarise the general progress of delivery of key capital expenditure projects identified within the approved Capital Programme from the Housing Revenue Accounts.  | On agenda | John Wilson  | Capital  | City Regeneration & Environment | 1.1.1              |   |  |
| 12 | Resilience Report  | Annual report - to provide an update on arrangements which have been put in place with communities across the city to support them in local emergency response during disruptive weather events and power outages.   | On agenda | Vikki Cuthbert   | Governance   | Corporate Services              | 2.12               |   |  |
| 13 | RAAC Interventions   | At Council meeting on 14 December 2023, it was agreed to delegate authority to the Chief Officer - Corporate Landlord in consultation with the Officer - Finance, Chief Officer - Capital and the Chief Officer - Early Intervention and Community Empowerment to vire monies from the Housing Capital Plan to support any works that may be required for RAAC interventions across the estate, retrospectively reporting any actions to the next available meeting of the Communities Housing and Public Protection Committee.  | On agenda | Stephen Booth / Jonathan Belford/ Jacqui McKenzie/ John Wilson | Stephen Booth / Jonathan Belford/ Jacqui McKenzie/ John Wilson |                                 | 1.1.1              |   |  |
| 14 | <b>30 May 2024</b>   |  |           |  |  |                                 |                    |   |  |
| 15 | 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 Insight   | Corporate Services              | 1.1.3              |   |  |

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| 16 | Busking Code of Practice                  | At the meeting on 23 January 2024, it was agreed to instruct the Chief Officer – Early Intervention and Community Empowerment to report back to this committee to seek approval of a Busking Code of Conduct.  |  | Mark Wilson                         | Governance                | Corporate Services     | 1.1.5              |   |  |
| 17 | Public Engagement                         | At the budget meeting on 1 March 2023, it was agreed to instruct the Communications Manager to bring back a report to the Communities, Housing and Public Protection Committee outlining a scheme of public engagement, ahead of the 2024/25 budget setting process.   |  | David Ewen                          | People & Citizen Services | Corporate Services     | 1.1.1              |   |  |
| 18 | Modern Slavery                            | At the meeting on 6 July 2023 it was agreed to The Committee resolved:-<br>(i) to note the current status of the Modern Slavery Act 2015, proposed legislative changes and the review of what other major public institutions have in place;<br>(ii) instructs the Chief Executive to develop an Anti Modern Slavery statement that would be included as part of the normal policy review cycle, in areas such as:<br>a. Human Resources including:<br>i. Recruitment<br>ii. Use of temporary / casual / fixed-term staff<br>b. Partner organisations<br>c. Supply chain / Procurement, including:<br>i. IT procurement<br>ii. Use of consultants, contractors, suppliers, vendors<br>d. Capital Projects<br>i. Use of consultants, contractors, suppliers, vendors<br>ii. Materials<br>e. Whistleblowing<br>f. Training and development<br>g. Monitoring & enforcement; and<br>(iii) to report the statement back to this committee at the next appropriate time. |  | Andy MacDonald/<br>Lindsay MacInnes | People & Citizen Services | Corporate Services     | 2                  |   |  |
| 19 | Housing Improvement Group - Capital Works | At the meeting on 16 May 2023, it was agreed to instruct the Chief Officer - Corporate Landlord to report back to this Committee on progress towards introducing those outcomes referred to in the report.   | Works are being done to the first 8 buildings in relation to common parts including floorcovering, LED lighting, and internal decoration works'. Further works have been delayed due to covid response. An update will be provided next cycle' | Stephen Booth                       | Corporate Landlord        | Families & Communities | 1.1.1              |   |  |

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| 20 | Housing Improvement Group                                  | At the meeting on 17 January 2023, it was agreed that (i) to note the work of the Housing Improvement Group in identifying improvements and efficiencies around the management and maintenance of the housing stock and instruct the Chief Officer – Corporate Landlord to bring forward regular reports (bi-annual) on the work of the Group to this Committee, the first such report to go to the Committee meeting in July 2023; and (ii) to note that, as part of the transformation programme, there is an ongoing review of the structure of the organisation around housing repairs and maintenance and instruct the Chief Officer – Corporate Landlord to report any changes to this Committee on 6 July 2023; | A new structure for the organisation was approved by Council in early 2024. This consolidates all housing activity within the same directorate and brings soft FM and Building Services with the Corporate Landlord structure whilst also creating a Chief officer – Housing, the implications of this and the mechanism around how Housing will be managed within this structure are being finalised and will be brought to this Committee after the Summer.' | Stephen Booth    | Corporate Landlord            | Families & Communities          | 1.1.1              |   |  |
| 21 | Building Standards Activity Report                         | At the meeting on 14 November 2023, it was agreed to receive a further Building Standards Activity Report at the meeting of the Communities, Housing and Public Protection Committee on 30 May 2024.   |  | Grant Tierney    | Strategic Place Planning      | City Regeneration & Environment | 2.7                |   |  |
| 22 | Occupational Health and Safety Service Plan 2024/25        | To outline the Protective Services' proposals for delivering the occupational safety and health regulatory service for year 2024/25  |  | Andrew Gilchrist | Governance                    | Corporate Services              | 2.3                |   |  |
| 23 | Protective Services Food Regulatory Service Plan 2024/2025 | To present the protective services food regulatory service plan 2024/25  |  | Andrea Carson    | Governance                    | Corporate Services              | 2.3                |   |  |
| 24 | <b>05 September 2024</b>                                   |  |  |                  |                               |                                 |                    |   |  |
| 25 | 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 Insight                  | Corporate Services              | 1.1.3              |   |  |
| 26 | Library Provision  | At the meeting on 23 January 2024, it was agreed to instruct the Chief Officer - Early Intervention and Community Empowerment to continue to collaborate with stakeholders in designing a strategic vision and model for the Library and Information Service, reporting back to this Committee on the Future Libraries and Information Service vision and model at the meeting on 5 September 2024   |  | Margaret Stewart | Education & Lifelong Learning | Families & Communities          | 1.1.1              |   |  |

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| 2  |  |  |        |                 |                    |                        |                    |   |  |
| 27 | City Centre Multi Storey Blocks  | At the meeting on 16 May 2023, it was agreed to instruct the Chief Officer Corporate Landlord to report the findings of the extensive consultation exercise in the summer of 2024, with recommendations as to potential decisions that may then be made.   |        | Stephen Booth   | Corporate Landlord | Families & Communities | 1.1.1              |   |  |
| 28 | Establishing a Trusted Trader Scheme in Aberdeen City  | At the meeting on 5 September 2023, it was agreed to instruct the Chief Officer – Operations and Protective Services to report back to the Committee in 12 months on the effectiveness of the scheme against the aims of the scheme.   |        | Graeme Paton    | Governance         | Corporate Services     | 1.1.2 and 1.1.5    |   |  |
| 29 | The Aberdeen City Retailers' Charter for the Responsible Sale of Tobacco and Vaping Products | At the meeting on 5 September 2023, it was agreed to instruct the Chief Officer Operations and Protective Services to report back to the Committee in 12 months on the effectiveness of the Charter.   |        | Graeme Paton    | Governance         | Corporate Services     | 2.5                |   |  |
| 30 | Annual Assurance Report  | Annual submission required to the Scottish Government. October/November 2024   |        | Jacqui McKenzie | Housing            | Families & Communities | 1.1.1              |   |  |
| 31 | Cost Neutral Environmental Enforcement   | At the meeting on 6 July 2023, the Committee resolved:(i) to agree the implementation of a 12-month pilot programme with the selected supplier for the enforcement of Littering, Dog Fouling and Fly Tipping legislation; and (ii) to instruct the Chief Officer - Early Intervention and Community Empowerment to monitor and evaluate the pilot and prepare a report for Communities Housing and Public Protection Committee on conclusion of the pilot in 2024. |        | Mark Wilson     | Governance         | Corporate Services     | 1.1.1 and 1.1.2    |   |  |
| 32 | <b>21 November 2024</b>  |  |        |                 |                    |                        |                    |   |  |
| 33 | 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 Insight       | Corporate Services     | 1.1.3              |   |  |

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| 34 | Adult Protection Committee Biennial Report     | To provide the Adult Protection Committee Biennial report   |                       | Val Vertigans                                     | AHSCP   | AHSCP                  | 2.1                |   |  |
| 35 | Annual Effectiveness Report                    | To report on the annual effectiveness of the committee.   |                       | Lynsey McBain                                     | Governance  | Corporate Services     | GD8.5              |   |  |
| 36 | Asset Management Strategies for the HRA Estate | At the meeting on 17 January 2023, it was agreed to instruct the Chief Officer – Corporate Landlord to consolidate and refresh all asset management strategies for the HRA estate and report back to this Committee on this matter by late 2024.  |                       | Stephen Booth                                     | Corporate Landlord                                | Families & Communities | 1.1.1              |   |  |
| 37 | Rental Differentiations                        | At the Council meeting on 14 December 2023 it was agreed to instruct the Chief Officer - Corporate Landlord, in consultation with the Chief Officer - Finance and the Chief Officer - Early intervention and Community Empowerment, to undertake a review of the rental differentiations per property type, including any premium that may be applied to properties with high energy efficiency levels reporting the outcome to a future meeting of the Communities Housing and Public Protection Committee and thereafter as part of the 2025/26 HRA budget process. |                       | Stephen Booth / Jonathan Belford/ Jacqui McKenzie | Stephen Booth / Jonathan Belford/ Jacqui McKenzie | Various                |                    |   |  |
| 38 |  |   | <b>Future reports</b> |   |   |                        |                    |   |  |
| 39 | Library Provision                              | At the meeting on 23 January 2024, it was agreed to instruct the Chief Officer - Early Intervention and Community Empowerment to undertake a consultation (including by means of newspaper advertisement) on the proposed Library and Information Services Management Rules at Appendix C and thereafter report back to a meeting of this Committee on the outcome of such consultation and to seek a decision on whether such Rules should be made, all in accordance with section 112 of the Civic Government (Scotland) Act 1982.                                  |                       | Margaret Stewart                                  | Education & Lifelong Learning                     | Families & Communities | 1.1.1              |   |  |



|    | A  | B  | C   | D              | E                  | F                      | G                  | H   | I  |
|----|--|--|---|----------------|--------------------|------------------------|--------------------|---|--|
|    | Report Title                                 | Minute Reference/Committee Decision or Purpose of Report   | Update  | Report Author  | Chief Officer      | Director               | Terms of Reference | Delayed or Recommended for removal or transfer, enter either D, R, or T | Explanation if delayed, removed or transferred |
| 2  |  |  |   |                |                    |                        |                    |   |  |
| 40 | Review of the Non Traditional Housing Stock  | At the meeting on 17 January 2023, it was agreed to instruct the Chief Officer – Corporate Landlord to review the HRA's non traditional housing stock to identify properties that will be unable to meet future environmental or other standards, identify a budget to undertake these inspections within the 2023/24 budget and report back to this Committee on progress in November 2023. | Consultation works on the future of the City centre multi's has been undertaken with excellent level of tenant and owners participation. Further works has not been progressed as staff time has been diverted to other RAAC related issue. | Stephen Booth  | Corporate Landlord | Families & Communities | 1.1.1              |   |  |
| 41 | <b>Service Updates</b>                       |  |   |                |                    |                        |                    |   |  |
| 42 | Partner support available for domestic abuse | At the meeting on 23 January 2024, it was agreed to request that a Service Update be issued which would incorporate information from partner agencies in relation to domestic abuse and women's refuges in regards to communal toilets   |   | Andy MacDonald |                    |                        |                    |   |  |

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## ABERDEEN CITY COUNCIL

|                           |  |
|---------------------------|--|
| <b>COMMITTEE</b>          | Communities, Housing and Public Protection   |
| <b>DATE</b>               | 28 March 2024  |
| <b>EXEMPT</b>             | No   |
| <b>CONFIDENTIAL</b>       | No   |
| <b>REPORT TITLE</b>       | Scottish Fire and Rescue Service – Aberdeen City Area Local Fire and Rescue Plan Review 2023 |
| <b>REPORT NUMBER</b>      | SFR/24/106   |
| <b>DIRECTOR</b>           | Andrew Wright, Local Senior Officer, SFRS  |
| <b>CHIEF OFFICER</b>      | Andy Buchan, Group Commander, SFRS   |
| <b>REPORT AUTHOR</b>      | Andy Buchan, Group Commander, SFRS   |
| <b>TERMS OF REFERENCE</b> | 2.19   |

### 1. PURPOSE OF REPORT

- 1.1 To present the outcomes of Scottish Fire and Rescue Service Aberdeen City Area Local Fire and Rescue Plan Review 2023

### 2. RECOMMENDATION(S)

- 2.1 That the Committee consider and note the information provided in this report. **Appendix A** – SFRS Local Fire and Rescue Plan Review.

### 3. BACKGROUND

- 3.1 The Scottish Fire and Rescue Service is required under the Fire (Scotland) Act 2005, as amended by the Police and Fire Reform (Scotland) Act 2012, to prepare Local Fire and Rescue Plans for each local authority in Scotland.

- 3.2 The publication of our new Strategic Plan 2022-25 in October 2022 instigated a requirement to carry out a mandatory review of all Local Fire and Rescue Plans. This review will provide us with information on how well we are performing against our existing priorities, as well as highlighting areas for continued improvement and opportunities for change against the growing needs of our communities.

### 4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct legal 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

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

## 7. OUTCOMES

| <u>COUNCIL DELIVERY PLAN</u>                        |   |
|---|---|
|   | Impact of Report  |
| <b>Aberdeen City Council Policy Statement</b>       | None  |
| <b>Aberdeen City Local Outcome Improvement Plan</b> |   |
| Prosperous Economy Stretch Outcomes                 | Whilst not specific to any Stretch Outcome, the paper seeks to provide members with knowledge of the SFRS staffing models utilised to maintain operational readiness  |
| Prosperous People Stretch Outcomes                  | This paper provides information on how the SFRS work to ensure that we keep the communities of Scotland safe through adequate resourcing.   |
| Prosperous Place Stretch Outcomes                   | Whilst not specific to any Stretch Outcome, this paper provides information of the SFRS resource management systems which ensure that adequate emergency response is available to protect premises and the local environment. |
| <b>Regional and City Strategies</b>                 | None  |

## 8. IMPACT ASSESSMENTS

| Assessment                               | Outcome      |
|--|--------------|
| <b>Integrated Impact Assessment</b>      | Not required |
| <b>Data Protection Impact Assessment</b> | Not required |
| <b>Other</b>                             | None         |

**9. BACKGROUND PAPERS**

[SFRS Local Fire and Rescue Plan 2020 – Aberdeen City](#)

**10. APPENDICES (if applicable)**

**Appendix A – SFRS Local Fire and Rescue Plan Review 2023**

**11. REPORT AUTHOR CONTACT DETAILS**

Andy Buchan  
Group Commander – Service Delivery  
Scottish Fire and Rescue Service  
[Andy.Buchan@firescotland.gov.uk](mailto:Andy.Buchan@firescotland.gov.uk)

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**Working together  
for a safer Scotland**



**SCOTTISH  
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## **ABERDEEN CITY AREA**

# **LOCAL FIRE AND RESCUE PLAN REVIEW 2023**

**Safety. Teamwork. Respect. Innovation.**

## Introduction

The Scottish Fire and Rescue Service is required under the Fire (Scotland) Act 2005, as amended by the Police and Fire Reform (Scotland) Act 2012, to prepare Local Fire and Rescue Plans for each local authority in Scotland.

Local Fire and Rescue Plans set out our national and local operating context and outline our specific priorities for that area. In their preparation, due regard is given to the Fire and Rescue Framework for Scotland and the SFRS Strategic Plan.

The publication of our new Strategic Plan 2022-25 in October 2022 instigated a requirement to carry out a mandatory review of all Local Fire and Rescue Plans. This review will provide us with information on how well we are performing against our existing priorities, as well as highlighting areas for continued improvement and opportunities for change against the growing needs of our communities.

In carrying out the review of the Local Fire and Rescue Plan for Aberdeen City we firstly looked at the priorities that we had agreed for the Local Plan for 2020-2023, these were:

- Improving Fire Safety in the Home
- Reducing Deliberate Fires
- Improving Fire Safety in the Business Community
- Reducing Unwanted Fire Alarm Signals
- Effective Risk Management and Operational Preparedness

Looking at each of priorities we can now provide both quantitative and qualitative information to demonstrate the progress that has been made.

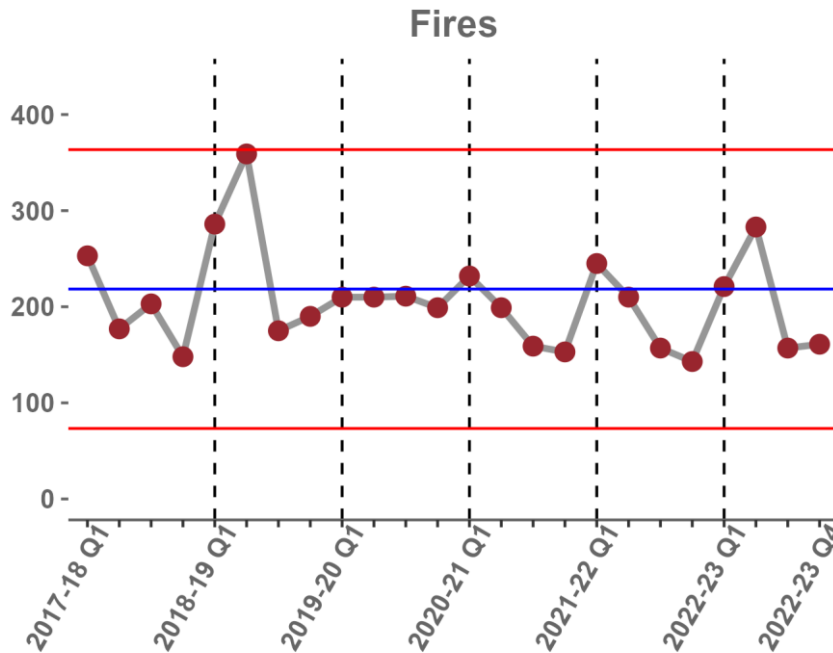
The information contained within this Review Report will contribute towards the development of a new Local Fire and Rescue Plan that is tailored to local need.



### Performance Data – what the figures told us.

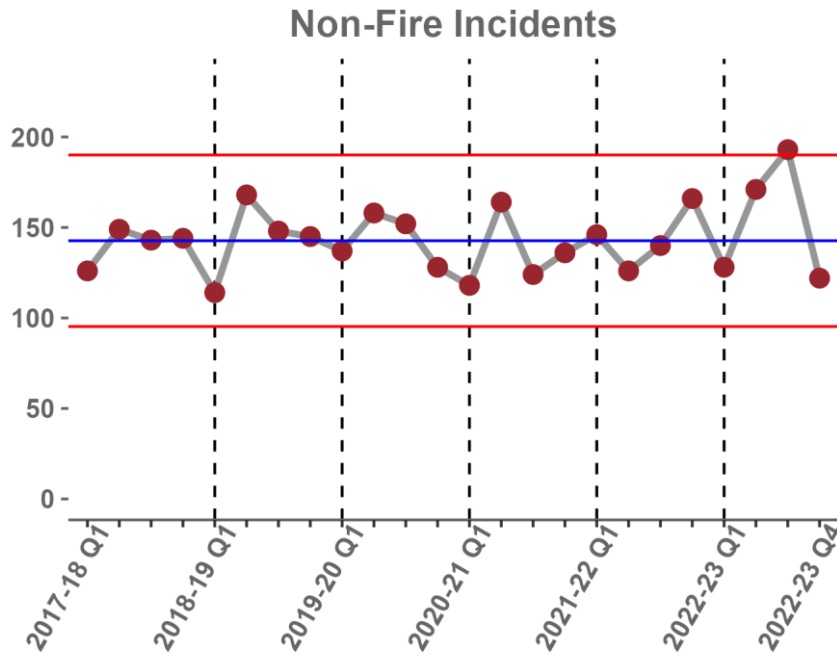
Throughout this report several charts refer to upper and lower control limits. The purpose of the limits is to define variability within the data. This means that we expect most points to fall within these limits. If a point falls outside these limits, then we can assume that something unusual has happened.

Over the past three years we have attended an average of 3868 incidents, which are broken down into Fires, Non-Fire Incidents and False Alarms below.

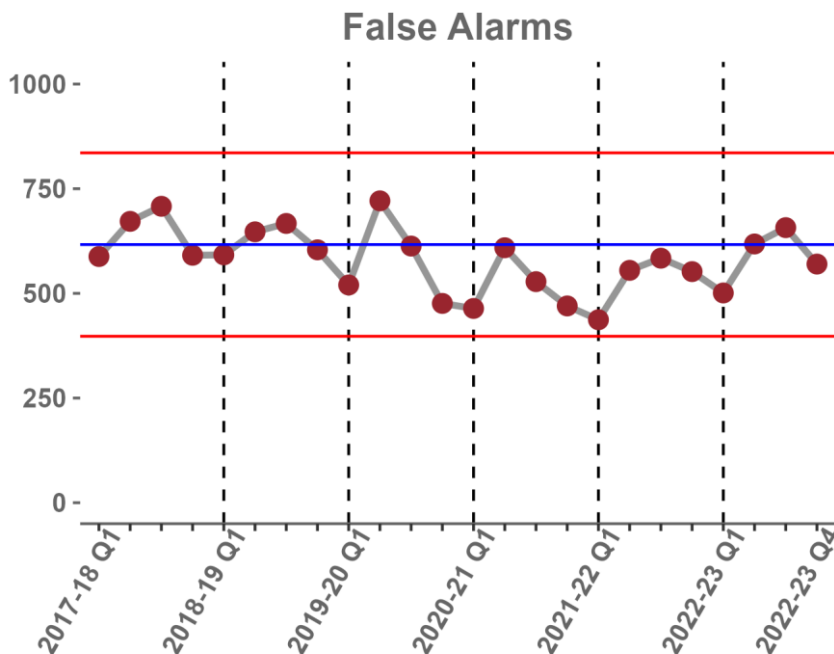


In this analysis, fire figures for Aberdeen City have been fluctuating within control limits with no overall trends since Q1 of 2017-18, that indicates a sustained increase or decrease in this incident type. Q2 of 2018-19 was near to the upper control limit. However, this returned to figures on or below average for the rest of 2018-19. Since 2018-19, figures have remained close to the average. Since 2017-18, Q4 has been consistently below average each year, indicating a possible seasonal effect on the figures. This pattern is consistent with national patterns in the data.

We attended an average of 827 fires in the past three years, of which 463 were accidental and 364 deliberate. A more detailed breakdown of incident categories can be found within the local priority sections below.



Non-fire incidents in Aberdeen City have been subject to random variation in recent years, increasing to the upper control limit in 2022-23 Q3. This returned to a figure below average in 2022-23 Q4, indicating no cause for concern. This is similar to patterns seen nationally, with there being an increase in non-fire incidents in 2022-23 Q3.



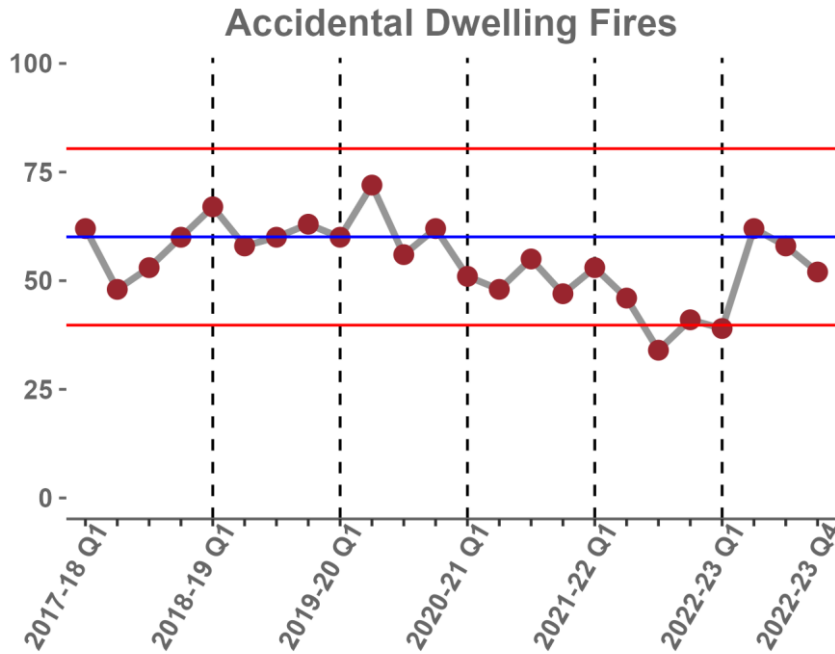
False alarm incidents in Aberdeen City have been fluctuating within control limits with no clear overall trends since 2017-18 Q1. During the Covid-19 pandemic, there was a decrease in false alarm incidents, shown by all data points for 2020-21 being below average. Figures remained low throughout 2021-22. In 2022-23, figures have gradually returned to a level similar to before the pandemic. This is consistent with national patterns in the data.

We attended an average of 2387 false alarms in the past three years, of which 742 were Unwanted Fire Alarm Signals from non-domestic buildings. A more detailed breakdown of incident categories can be found within the local priority sections below.

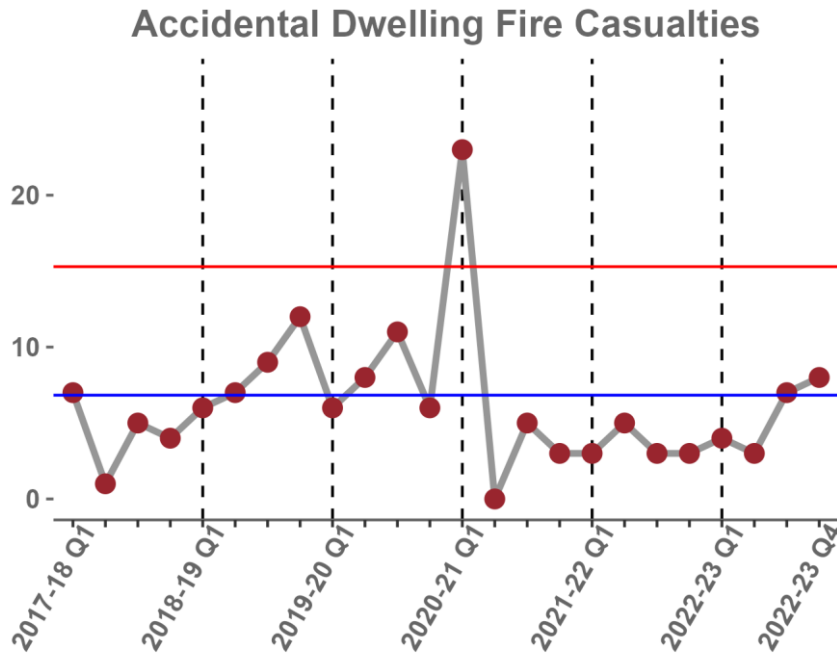
Performance Local Priorities

Local Priority 1: Improving Fire Safety in the Home

**Performance Data – What the figures told us**



Accidental dwelling fires in Aberdeen City have been decreasing overall since 2019-20 Q2. Figures have been below average since 2020-21 Q1, with data points from 2021-22 Q3 to 2022-23 Q1 being on or below the lower control limit. While ADFs rose above average in 2022-23 Q2, figures have since decreased. Nationally, ADFs have been consistently decreasing each year since 2017-18.



Fire Fatalities by Type

2020-21 - 2022-23

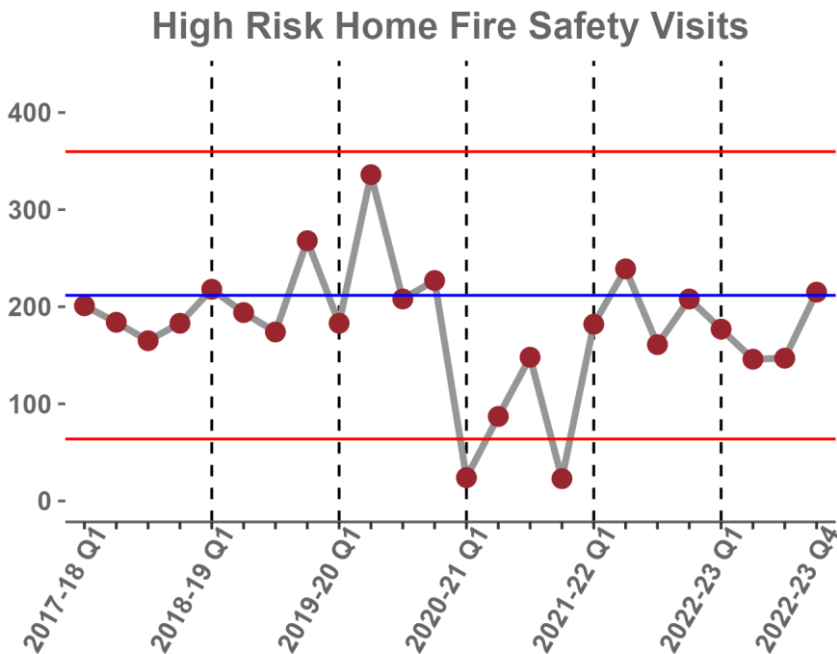
| Fiscal Year | Fire Category      | Total |
|-------------|--------------------|-------|
| 2020-21     | Dwelling Fire      | 3     |
| 2021-22     | Dwelling Fire      | 1     |
| 2022-23     | Other Primary Fire | 1     |

Accidental dwelling fire non-fatal casualties have been subject to random variation since 2017-18 Q1. In 2020-21 Q1 non-fatal casualties increased sharply exceeding the upper control limit before falling the following quarter to the other extreme close to the lower control limit. With the exception of the most recent two quarters, from 2020-21 Q2 onwards, figures have remained below average, suggesting a possible decreasing trend. However, from 2022-23 Q3, the figures were above average. More data would be needed to confirm an overall downward trend in the data. National figures have consistently decreased since 2017-18.

In 2020-21, there were a total of 3 fire fatalities, all 3 of which were in dwellings. In 2021-22, there was 1 fire fatality, again in a dwelling. In 2022-23, there was 1 fire fatality, occurring in an 'other' primary fire.



Home Fire Safety Visits in Aberdeen City increased overall from 2017-18 to 2019-20. There was a substantial decrease in Home Fire Safety Visits in 2020-21 Q1, shown by the data point being far below the lower control limit. Figures have slowly increased since then, but remain close to the lower control limit, showing that the number of visits carried out has not returned to levels seen before the pandemic. This is consistent with national patterns in the data.



Similar to overall Home Fire Safety Visit figures, visits that were considered high risk were affected by the Covid-19 pandemic, with a large reduction seen in 2020-21 Q1. From 2020-21 Q2 onwards, figures have mostly remained below average with 2020-21 Q4 being below

the lower control limit. Overall patterns in 2021-22 and 2022-23 are similar to what was seen before the pandemic in 2017-18 and 2018-19. Nationally, high risk Home Fire Safety Visits decreased substantially during the Covid-19 pandemic. Throughout 2021-22, figures gradually return to figures similar to what was seen pre-pandemic. 2022-23 has seen a reduction in high-risk Home Fire Safety Visits nationally.

### ***How we worked to improve our performance***

The most significant cause of accidental dwelling fires is cooking within the home. Cooking related dwelling fires account for 307 (66%) of the 461 that occurred over the last three years. Data analysis has demonstrated that these types of incidents commonly occur within purpose built flat/maisonettes.

Our focus on addressing this trend is through reenergising existing, and promoting new, early intervention referral pathways and the continual delivery of risk recognition training to a wide network of partners and service providers.

Our Home Fire Safety Visit Programme has been ongoing for many years and allows us to visit homes and provide home fire safety advice. Continuing to develop our referral process for HFSV's is fundamental in ensuring that those who are most vulnerable and at risk from fire are identified and appropriate interventions are undertaken. During the lifetime of this plan a key area of work has been developing our referral processes and increasing the number of referrals from partners.

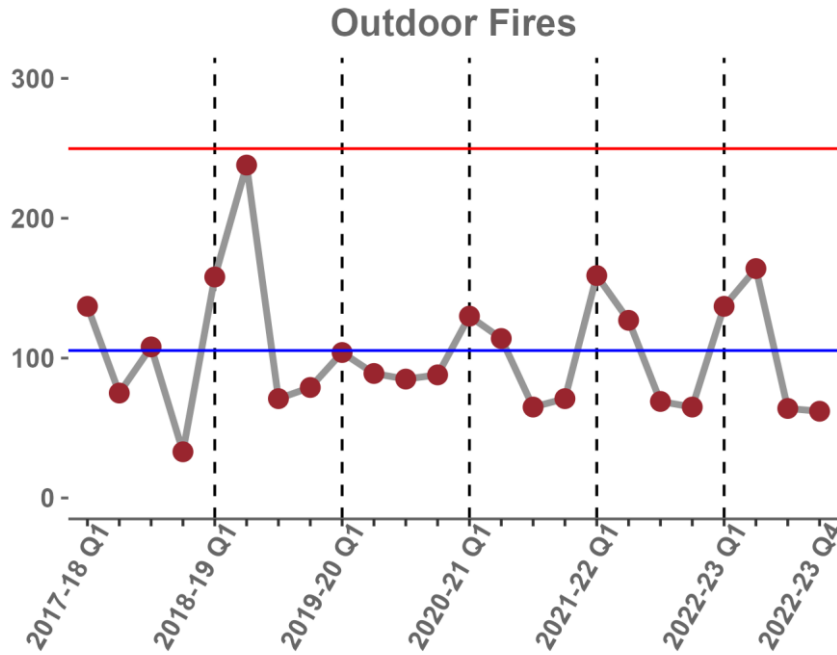
Our new Safe and Well Project looks to build on the current model to incorporate wider health and social care considerations, allowing us to do more for the people of Scotland. As well as providing fire safety advice, Safe and Well visits will allow us to refer high risk individuals to partner organisations for further support to reduce risks identified during our visit. Similarly, our partners will be able to refer individuals who meet the high-risk criteria to receive a home safety visit from us.

A six-month pilot of Safe and Well concluded in August 2022. Members of our Community Action Teams completed the training packages and conducted live Safe and Well Home Safety Visits to high-risk individuals within our communities. Our newly developed home fire safety management system was tested during these visits and, when fully implemented, will enable partnership referrals both to and from SFRS. An implementation plan for Safe and Well visits is currently under development, along with further engagement with relevant health and social care partners to test the secure referral processes.

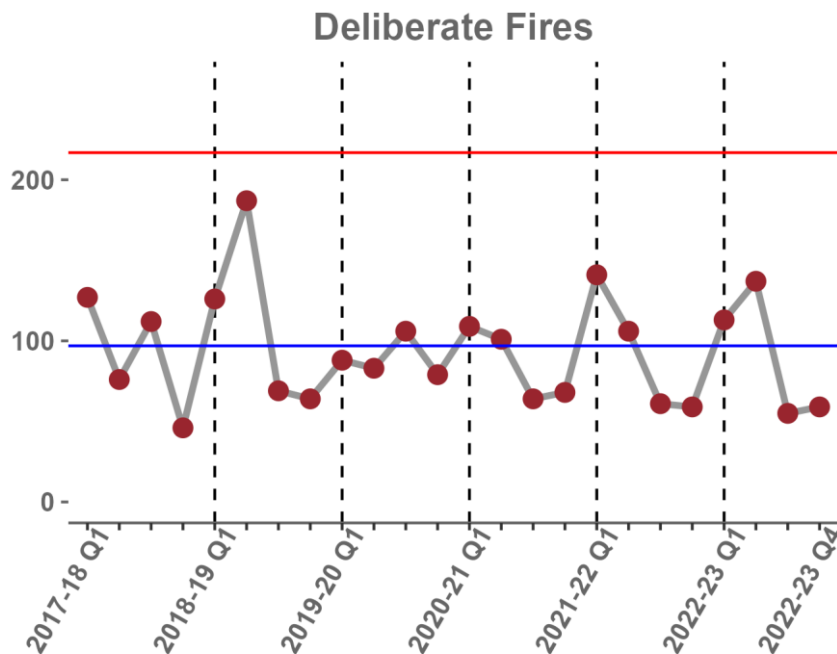
The SFRS also continues to support the introduction of the new fire and smoke detector standard and ensure, where appropriate, those most at risk from fire gain the best opportunity for early warning. This early warning will afford those involved in these types of incidents the best opportunity to evacuate in a timely fashion, notify SFRS and ensure that the physical effects of exposure are reduced.

Local Priority 2: Reducing Deliberate Fires

**Performance Data – What the figures told us.**

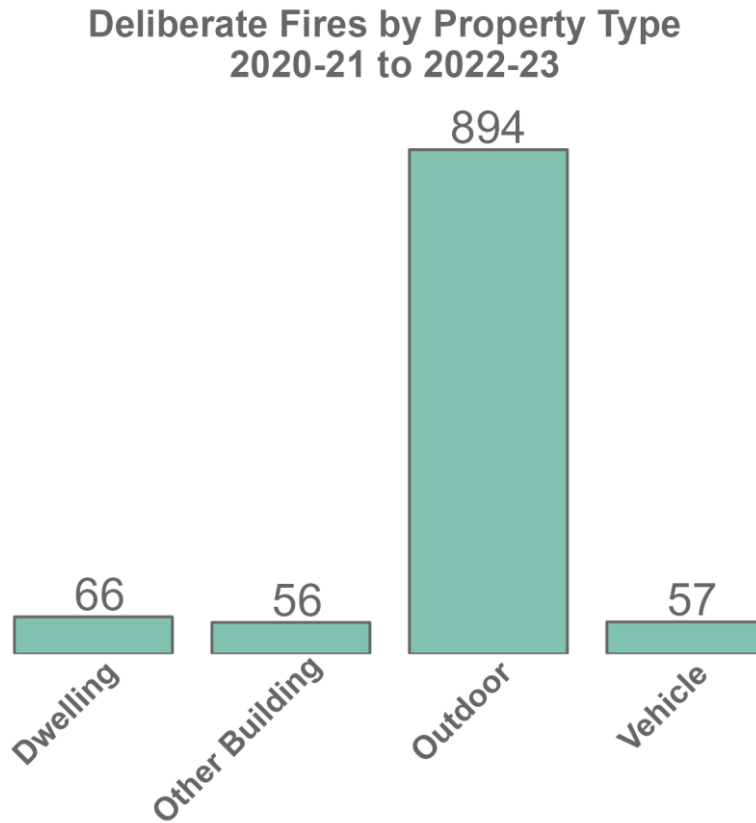


Outdoor fires have been fluctuating within control limits with no clear overall trend since 2017-18 Q1 with no overall trend being shown for the data. Figures appear to be consistently higher in Q1 and Q2 of each year when compared to other quarters, with all figures in Q1 being on or above average. Again, this indicates a possible seasonal effect with resources focused on developing thematic action plans to target this period. This is consistent with national patterns in the data.





Deliberate fires have been fluctuating within control limits with no clear overall trend since 2017-18 Q1. From 2018-19, figures in Q1 and Q2 of each year appear to be higher than other quarters and are consistently above average each year with the exception of 2019-20 Q1 and 2, where Q3 was above average. This indicates a possible seasonal effect with resources focused on developing thematic action plans to target this period. This is consistent with national patterns in the data.



Between 2020-21 and 2022-23, most deliberate fires have occurred in outdoor settings, with 894 fires in total occurring in this property type over this time. This is followed by dwelling fires (66 in total), vehicle fires (57 in total) and other building fires (56 in total).

### ***How we worked to improve our performance***

Deliberate Fire-Setting within Aberdeen arise predominately from Deliberate Secondary Fires; thus, accounting for 83% of all Deliberate Fires over the past three years. Longer spells of dry weather and increased temperatures can increase the number of deliberate secondary fires and we constantly monitor and review this type of incident so that we can deliver early interventions to reduce the number of fires.

Deliberate fires can be linked to wider anti-social behaviour and during the past three years we have worked with partners in both Community Planning and Community Safety to reduce anti-social behaviour and deliberate fires within the area.

Education is a key partner in reducing these types of incidents and we have worked closely with targeted schools in the area to deliver Hazards and Consequences of Deliberate Fires presentations to pupils.

During this plan we have invested in setting up a number of FireSkills courses, the aim of this is to engage with young people develop their life skills and increase their confidence and resilience while at the same time increasing their awareness around the dangers of setting deliberate fires. Fireskills courses were run in partnership with SFRS, Police Scotland, Scottish Ambulance Service and Aberdeen City Educational Departments.

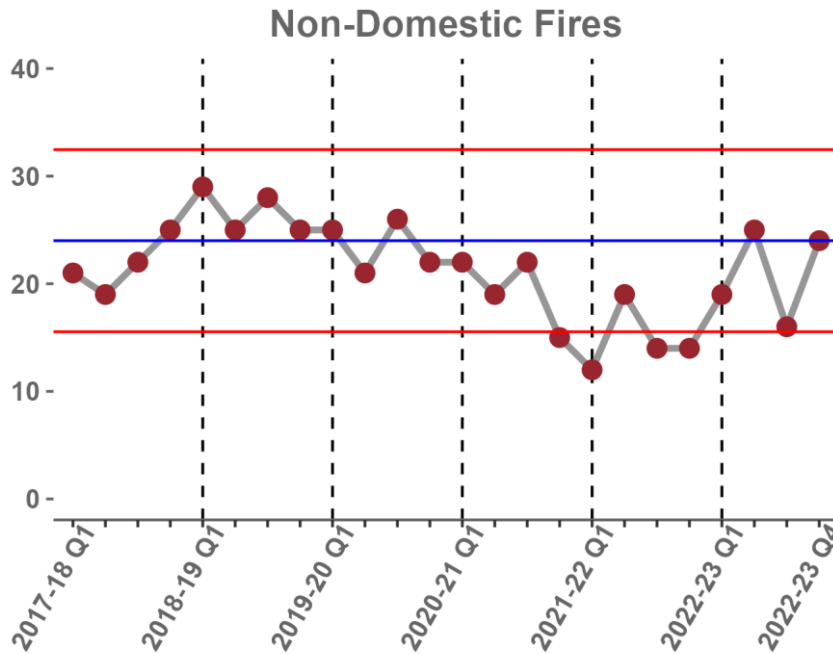
During the courses the students were taught first aid from the Scottish Ambulance Service; personal safety from Police Scotland; how to correctly use SFRS equipment; and how to successfully work as part of a close-knit team to complete a staged rescue exercise at the end of the course. A review of the course highlighted the positive impact and successes and recommended development of the programme to give students the opportunity to achieve a SCQF Level 4 Employability Award. Further courses are planned for 2023-24 within Aberdeen.

SFRS staff also continue to work closely with partners to tackle fire related anti-social behaviour. The SFRS Fire Safety Support and Education programme can be key to reducing these behaviours and repeat offending by our trained advisors engaging with the individuals responsible as we look to reduce repeat offending.

Deliberate Secondary Fire-Setting and Fire Related Anti-Social Behaviour in some ward areas continues to be a significant problem, impacting on both SFRS and partner resources, local community assets and Local Authority budgets. We continue to work closely with partners within the Kincorth, Nigg and Cove ward, to reduce these types of incidents within the Gramps area.

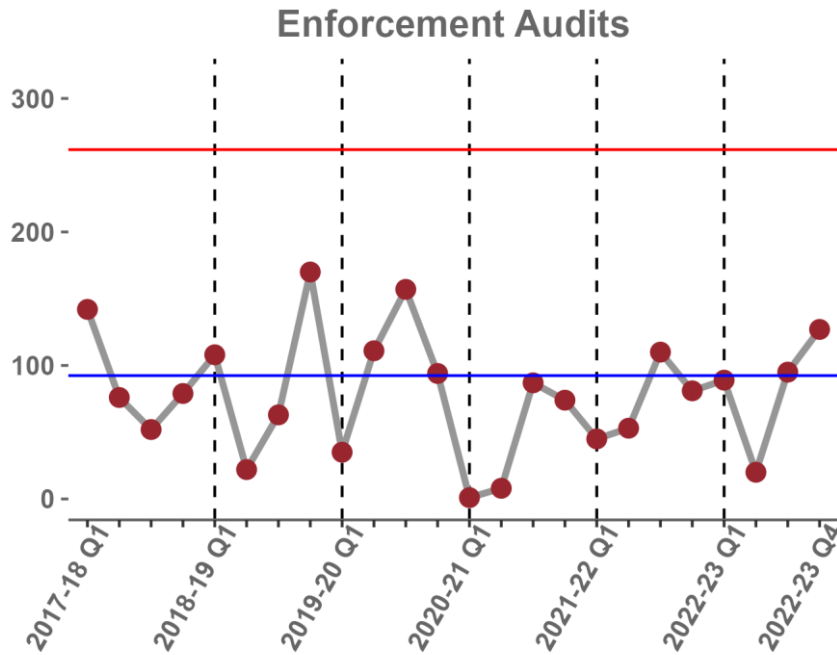
Local Priority 3: Improving Fire Safety in the Business Community

**Performance Data – What the figures told us**



Non-domestic fires have been fluctuating within control limits with no clear overall trend since 2018-19 and 2021-22. Figures decreased substantially between 2020-21 Q2 and 2021-22 Q1, with the figure for 2021-22 Q1 falling below the lower control limit. Figures have remained low since then, with all figures either being below average or falling below the lower control limit, with the exception of 2022-23 Q2 and Q4 suggesting that non-domestic fires may be on an overall downward trend. This downward trend is seen nationally across Scotland.

Non-domestic fires have been fluctuating within control limits with no clear overall trend since non-domestic fires have been fluctuating within control limits with no clear overall trend since



Audit figures were fluctuating within control limits with no clear overall trend between 2017-18 Q1 and 2019-20 Q4. During the Covid-19 pandemic, figures decreased, with all figures for 2020-21 being below average. Since then, figures have returned to pre-pandemic levels. Nationally, audit figures decreased substantially during the Covid-19 pandemic and have mostly remained below average since then.

***How we worked to improve our performance***

All Fire Safety Audit activity within Aberdeen is prioritised on a risk-based approach. We have a cadre of Fire Safety Enforcement Officers and Fire Safety Auditing Officers that are utilised peripatetically to ensure compliance with Policy and Frameworks set by the Service.

We continue to work with owners and occupiers of relevant premises to deliver our Local Enforcement Delivery Plan (LEDP) to support this risk-based approach and increase the safety of business premises within Aberdeen.

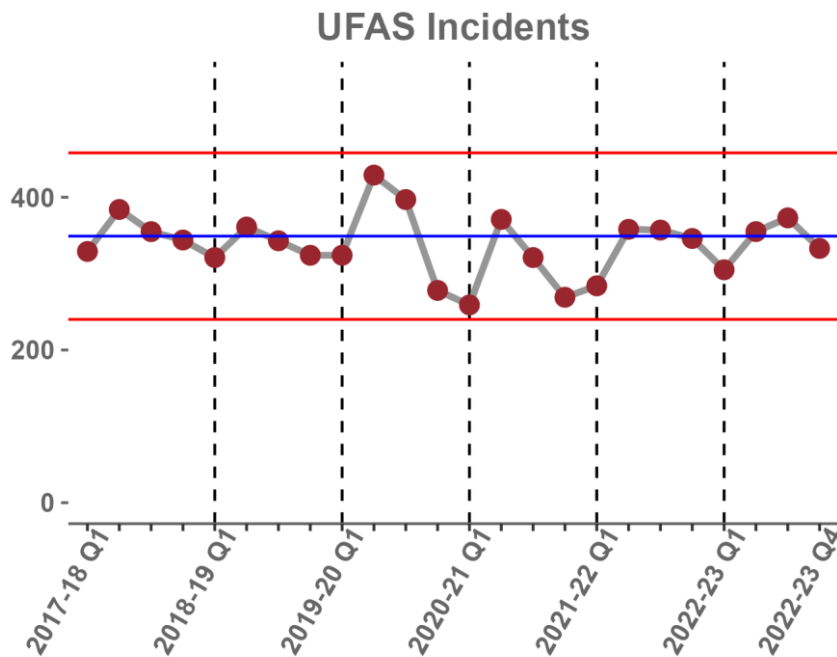
As part of our LEDP, following a fire at relevant premises we carry out Post Fire Audits to provide additional advice and guidance and to ensure that the building is still safe for use. This also gives an opportunity to investigate the cause of the fire and identify any emerging trends, which may support the requirement of a thematic audit programme to be undertaken.

Locally, we also work closely with Aberdeen City Council Licensing Department when licence applications are received, such as Houses of Multiple Occupation, Short Term Lets and larger Public Events, to provide support and guidance, in particular when a breach or deficiency is identified.

Occasionally, formal enforcement action is necessary e.g., an Enforcement Notice requiring works to be undertaken within a specified time-period or a Prohibition Notice prohibiting/restricting the use of the premises (or part of the premises) due to serious and imminent fire safety concerns which pose a risk to life.

Local Priority 4: Reducing Unwanted Fire Alarm Signals

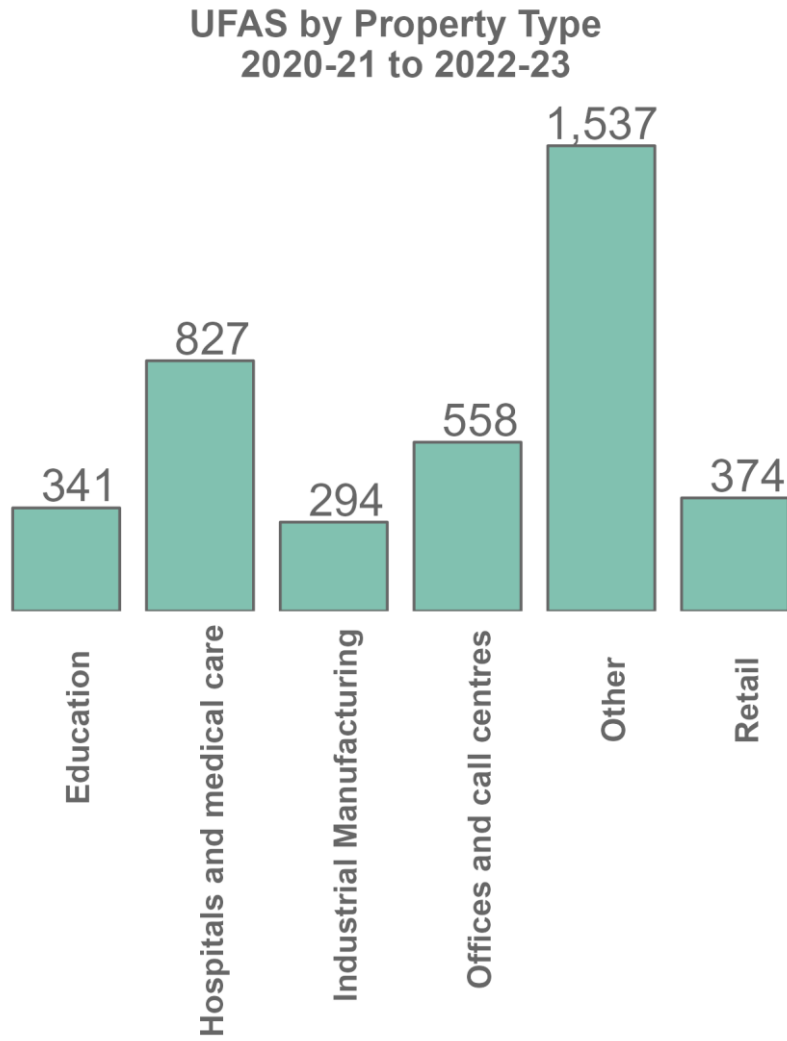
**Performance Data – What the figures told us**



Unwanted Fire Alarm Signals (UFAS) were fluctuating within control limits with no clear overall trend between 2017-18 Q1 and 2019-20 Q2.

Figures decreased during the Covid-19 pandemic, shown by the figure for 2020-21 Q1 being close to the lower control limit. This increased to a figure close to average in Q2 but returned to below average for Q3 and Q4 of 2020-21 and Q1 of 2021-22. During the Covid-19 pandemic, most offices were closed, and home working was encouraged. This meant that less people were in workplace buildings, and so there was less opportunity for an unwanted signal to occur.

From 2021-22 Q2 UFAS figures returned to pre-pandemic levels, mostly slightly above average. This is consistent with national patterns in the data.



Between 2020-21 and 2022-23, most UFAS occurred in property types that fall under the category 'Other', with 1,537 occurring here within this time. This was followed by hospitals and medical care properties (827), Offices and call centres (558) and Retail (374).

### ***How we worked to improve our performance***

Whilst a small number of fire alarm signals generated are due to confirmed fire conditions being present, there are an even greater number of signals generated which when investigated have occurred when no fire conditions have been present.

The impact of responding to Unwanted Fire Alarm Signals (UFAS) incidents causes disruption to the premises working environment and to the range of activities the SFRS undertake. Unnecessary blue light journeys also create additional risks and hazards to firefighters and to the public whilst responding to UFAS incidents and have a detrimental impact on the environment through additional carbon emissions.

Therefore, from 1 July 2023, the SFRS stopped attending automatic fire alarm call outs to commercial business and workplace premises, such as factories, offices, shops and leisure facilities – unless a fire has been confirmed. Duty holders with responsibility for workplace premises should now safely investigate a fire alarm before calling 999, as our control room operators require confirmation of an actual fire, or signs of fire, before sending the nearest resource. SFRS will treat any fire alarm as a sign of fire, other than from a single smoke detector.

This change does not apply to sleeping premises, such as hospitals, care homes, hotels or domestic dwellings who will continue to get an emergency response.

To address the consistent high call rate within hospitals and medical centres, we have introduced a single point of contact within our operational crews for NHS premises. This approach provides direct support and guidance to NHS Grampian in actively reducing UFAS calls. Thus, reducing the subsequent impact on hospital activity.

We also have UFAS Champions in place within the area and they are responsible for monitoring UFAS Incidents locally and making recommendations to the Local Senior Officer for appropriate interventions in line with the SFRS Reducing Unwanted Fire Alarms Policy.

All crews have been trained in the reduction of UFAS and provide advice to occupiers on every occasion that we attend a UFAS incident. Our Fire Safety Enforcement Staff also monitor UFAS calls and take appropriate action at the various stages as stipulated in SFRS Policy.

Local Priority 5: Effective Risk Management and Operational Preparedness

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

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

SFRS defines Operational Intelligence (OI) as operational risk information that is gathered pre-incident and made available at point of requirement. This information will assist the Incident Commander (IC) to formulate a tactical plan and develop a risk assessment when attending emergency incidents and assisting in the effective maintenance of crew, partner, and public safety. Within the Aberdeen City, we currently hold OI risk information for 1353 premises.

Staff Competence.

|                 | Total | Competent | Development | Development Stage |       |       |
|-----------------|-------|-----------|-------------|-------------------|-------|-------|
|                 |       |           |             | Red               | Amber | Green |
| Firefighter     | 111   | 69        | 42          | 15                | 12    | 15    |
| Crew Commander  | 38    | 23        | 15          |                   |       |       |
| Watch Commander | 16    | 10        | 6           |                   |       |       |
| Senior Manager  | 7     | 6         | 1           |                   |       |       |

***How we worked to improve our performance***

We have achieved the gathering of Operational Intelligence through a robust inspection process. This process tasks each operational watch with undertaking 7 operational intelligence inspections each 7-week cycle. These are a combination of new inspections and re-visits to validate the currency of the information held.

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

To ensure that we are prepared to respond to national threats or major emergencies. We undertake a minimum of one multi-agency exercise per quarter. This process ceased during the COVID 19 pandemic due to national restrictions. With easing of COVID 19 restrictions, we have undertaken multi-agency training in relation to High-rise fires, Chemical, Biological, Radiological and Nuclear (CBRN), transport incidents including Air, Rail and Sea. These types of exercises allowed for the testing of all partner agencies responses to such incident types and collective learning.

To ensure that our personnel are competently trained and equipped to deal with all emergencies safely, we have worked towards supporting new and existing employees to achieve operational competence. This has been achieved through our robust Training for Operational Competence program (TfOC), including our in-development firefighters



actively working towards their Scottish Vocational Qualification (SVQ) and Modern Apprenticeship (MA).

The last three years has also seen the introduction of our dedicated 'Rope Rescue' teams located at Altens Fire Station and Special Operations Response Unit (SORU) located at North Anderson Drive Fire Station. These significant investments ensure that our Incident Commander are adequately equipped to support and resolve complex emergencies.

## **Conclusion**

The current Local Fire and Rescue Plan has served us well and we are making progress against the priorities that were agreed.

Staff within the area are committed to making a full commitment to making our communities safer within Aberdeen.

We have made significant progress in relation to the delivery of Home Fire Safety Visits and Community Safety and Engagement activity within the area since the beginning of the Scottish Fire and Rescue Service, this has been achieved through strong visible leadership, staff engagement, commitment to partnership working and developing our partnerships, and a willingness from all staff to contribute to making Aberdeenshire a safer place to live, work and visit.

From an incident response perspective, we have responded along with partners to emergencies throughout Aberdeen and the wider Grampian area, through our dedicated specialist resources. We will continue to build on this by working with partners through civil contingencies and the Local Resilience Partnership to ensure that joint training and exercising is conducted for the risks within Aberdeen and that staff are confident and competent in the roles that they undertake.

Having considered our current priorities alongside the Service Strategic Plan and the local needs of Aberdeen, the high-level priorities are still relevant, with some minor amendments.

## **Recommendation**

It is recommended that the following priorities are taken forward in the new Local Fire and Rescue Plan for Aberdeen City area:

Priority 1: Domestic Fire Safety and Unintentional Harm in the Home

Priority 2: Non-Fire Emergencies and respond to the impact of Climate Change

Priority 3: Deliberate Fire Setting

Priority 4: Non-Domestic Fire Safety

Priority 5: Unwanted Fire Alarm Signals

Priority 6: Operational Preparedness and Community Resilience

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**OFFICIAL**

## ABERDEEN CITY COUNCIL

|                           |  |
|---------------------------|--|
| <b>COMMITTEE</b>          | Communities, Housing and Public Protection                               |
| <b>DATE</b>               | 28 March 2024  |
| <b>EXEMPT</b>             | No   |
| <b>CONFIDENTIAL</b>       | No   |
| <b>REPORT TITLE</b>       | Police Scotland interim performance report (Appendix A)                  |
| <b>REPORT NUMBER</b>      | POL/24/104   |
| <b>DIRECTOR</b>           |  |
| <b>CHIEF OFFICER</b>      |  |
| <b>REPORT AUTHOR</b>      | Chief Superintendent Graeme Mackie, North East Division, Police Scotland |
| <b>TERMS OF REFERENCE</b> | 2.20   |

### 1. PURPOSE OF REPORT

- 1.1 To present the Police Scotland Interim Performance Report for Committee scrutiny.

### 2. RECOMMENDATION(S)

That the Committee:-

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

### 3. CURRENT SITUATION

- 3.1 The report, attached as **Appendix A** provides an update on Police Performance in Aberdeen City in support of agreed priorities.
- 3.2 Much of the content of the report reflects on the collaborative methods in which Police Scotland operate across the City. The report demonstrates how communities can benefit when Community Planning Partners work within both the Local Outcome Improvement Plan and Locality Plans.
- 3.3 The report covers a wide range of police activity including corporate governance; recorded crime; detection rates; and operations.

### 4. FINANCIAL IMPLICATIONS

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

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**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)<br><br>*taking into account controls/control actions | *Does Target Risk Level Match Appetite Set? |
|------------------------------|----------------------|---|---|---|
| <b>Strategic Risk</b>        | No significant risks |   |   |   |
| <b>Compliance</b>            | No significant risks |   |   |   |
| <b>Operational</b>           | No significant risks |   |   |   |
| <b>Financial</b>             | No significant risks |   |   |   |
| <b>Reputational</b>          | No significant risks |   |   |   |
| <b>Environment / Climate</b> | No significant risks |   |   |   |

**8. OUTCOMES**

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

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

**9. IMPACT ASSESSMENTS**

| <b>Assessment</b>                        | <b>Outcome</b> |
|--|----------------|
| <b>Integrated Impact Assessment</b>      | Not required   |
| <b>Data Protection Impact Assessment</b> | Not required   |
| <b>Other</b>                             | None           |

**10. BACKGROUND PAPERS**

10.1 Not applicable

**11. APPENDICES**

11.1 Police Scotland interim performance report (Appendix A)

**12. REPORT AUTHOR CONTACT DETAILS**

|                      |  |
|----------------------|--|
| <b>Name</b>          | Graeme Mackie  |
| <b>Title</b>         | Chief Superintendent, North East Division, Police Scotland |
| <b>Email Address</b> |  |
| <b>Tel</b>           |  |

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# Performance against Local Policing Plan 2023-26



**POLICE  
SCOTLAND**  
Keeping people safe



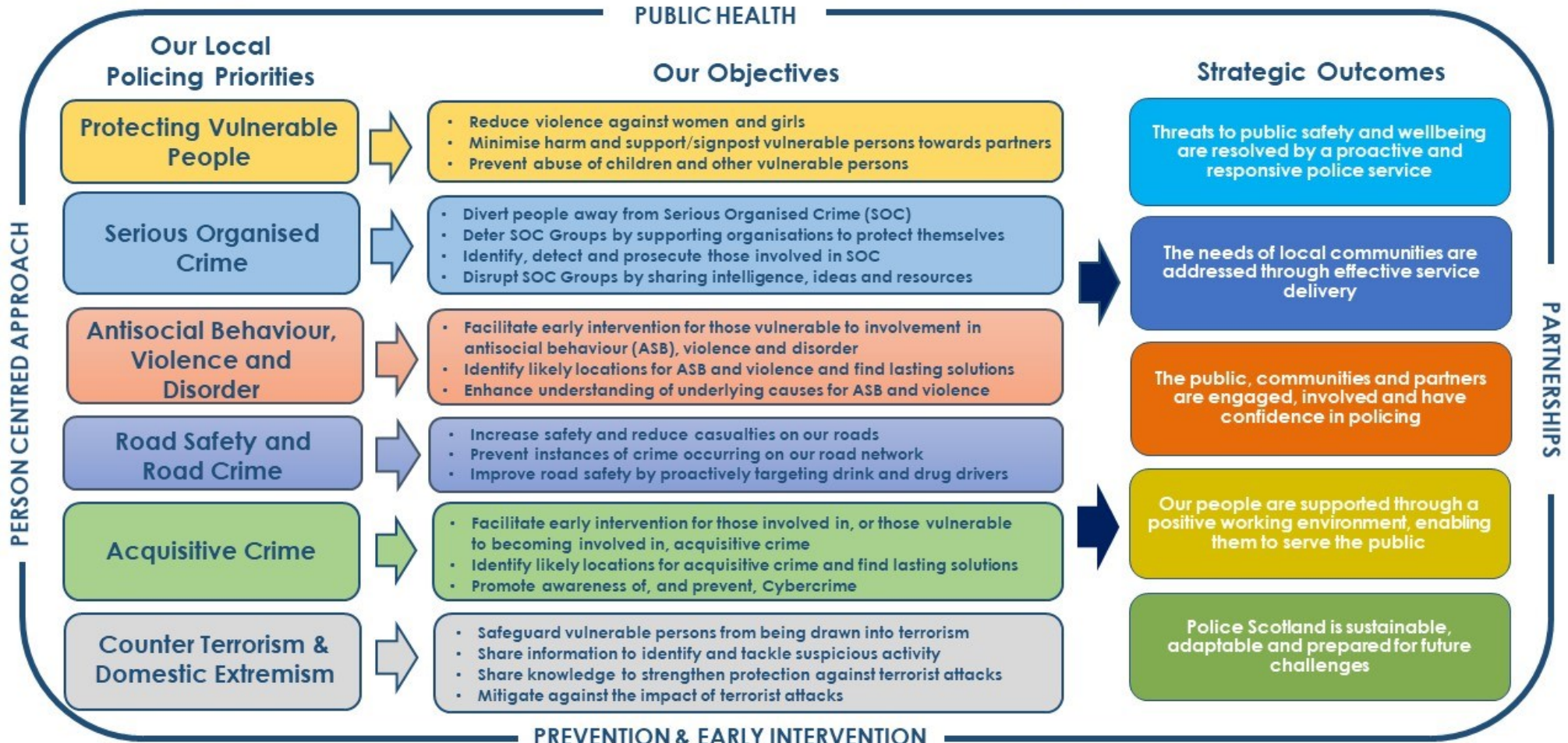
## North East Division Aberdeen City

### Interim report



**Plan on a Page  
Aberdeen City**

**Our vision** | Policing for a safe, protected and resilient Aberdeen  
**Our purpose** | Improve the safety and wellbeing of people, places and communities in Aberdeen  
**Our values** | Fairness, Integrity, Respect, Human Rights





# Executive Summary



## Protecting Vulnerable People

Specialist Officers continue to support the Aberdeen City VAWP with work currently ongoing to identify if this can be further enhanced through engagement with the National Team. We continue to chair the pan-Grampian data sub-group which has developed a richer data set, analysis of which will inform areas of focus for practice improvement.

We continue to perform strongly in terms of our detection of Domestic Abuse Crimes with detection rates higher than last year and notably higher than the national average. Significantly, because of the increased governance implemented through the PVP Governance Group, the number of undetected 'live' enquiries across the Division is now trending at its lowest levels since the start of 2023/2024. Similarly, detection rates for Rapes having increased in the division when compared to last year's figures, and against the national figures. Our commitment to the thorough investigation of sexual crimes is resolute.

Work continues to support delivery of the Bairns Hoose model in Aberdeen with two Detective Inspectors specifically aligned to ensure appropriate input and focus. Coordination on a national basis to support local delivery continues to develop.

The North East SCIM Team continues to perform strongly completing 93% of JIIs within the Division during Q3. In real terms, only 13 JIIs out of 188 required to be tasked out with the Team. The reporting period also saw the local implementation of SCIM recognised in the National Excellence Awards.

Supporting multi-agency practice improvement, PPU officers have variously delivered bespoke Child Protection training to Social Work Students, General Practitioners, and staff at Royal Aberdeen Children's Hospital.

## Serious Organised Crime

As part of our objective to divert people away from Serious Organised Crime and detecting those involved in Serious Organised Crime, 'Operation Protector' Days of Action were undertaken in Aberdeen City, in conjunction with British Transport Police and various partners. Assertive outreach work comprised of over one hundred visits to individuals identified as being at risk of drug related harm and/or violence. As a result, several individuals were brought into service and provided with immediate support. As part of wider community outreach, over 200 interactions with members of the public took place at a dedicated support hub set up in Aberdeen City Centre. Additionally high visibility patrols were undertaken in Aberdeen City Centre.

Interventions and the North-East Child Protection Partnership hosted multi-agency awareness training events relating specifically to County Lines based Child Criminal Exploitation (CCE). This training was facilitated by Future Voices, a CCE training company based in London. The training was delivered over 2 days to 210 multi-agency staff from a variety of roles, including Local Authority Housing, Child Social Work, Adult Social Work, NHS, Child Protection Leads, Barnardo's, Penumbra, commissioned drug services and Police. The training received excellent feedback with

97% of attendees agreeing that the training had increased their confidence in assessment and intervention with children and families affected by Exploitation.

Significant disruption tactics have been employed over the period involving the arrest of multiple individuals involved or facilitating the movement of controlled drugs in Aberdeen City. Several persons involved in County Lines with modern slavery offences have been identified, arrested, and reported. There continues to be significant engagement and information sharing with Police forces and agencies across the United Kingdom to target those seeking to travel and cause harm within Aberdeen City by their involvement in the supply of controlled drugs.

### **Antisocial Behaviour, Violence and Disorder**

Following significant prevention and enforcement activity across Aberdeen our efforts are realising a significant reduction in Serious Assaults against last year's performance. Additionally, our detection rate remains strong at over 90%. Planned activity in terms of Weekend Policing Plan Licensing Interventions have played a role.

Although Common Assaults have risen in number, our work in collaboration with partners aims protect those most vulnerable including those in a Domestic setting. Our detection rate remains strong.

The trend apparent at the end of the second Quarter of this year, that Knife related crime had risen, and in response to a number of School incidents, an action plan in collaboration with Education has been developed and will be implemented across the region. Day long engagement sessions are planned in schools by our Early Intervention Worker and Risk and Harm Reduction Officer. This will involve one to one sessions and group assemblies covering inputs on Knife Crime, Personal Safety, Anti-Social Behaviour and Drug misuse. Operation Protector Days of Action have also been held in line with the ongoing County Lines Intensification week to provide support to those at risk of drug related harm. The focus of Operation Protector is both enforcement and engagement with those identified as vulnerable to being drawn into organised crime.

In addition, throughout January and February, our focus on Knife Crime and Robbery continued throughout Aberdeen City using street-based engagement in areas of elevated crimes, targeting of those known to Police and using Stop Search activity. Stop Search as a key tool in the prevention of persons carrying weapons.

Our activity, with partners, through the Community Justice Group aims to deliver effective upstream interventions to those with multiple complex needs who as we know, can be vulnerable to being drawn into Antisocial Behaviour and Violence. Delivering interventions at an early stage is the most effective means reducing violence and as we know, remains a challenge for all partners during times of increasing demand across services.

The downward trend of ASB across the City continues. Robust enforcement continues to be taken against those causing the greatest harms in the City Centre. These efforts are enhanced by our relationship with Aberdeen City Council through our Community Safety Partnership. Our Weekend Policing Plan continues to safely facilitate thousands of visitors to our City Centre each weekend.

Our work within Aberdeen City Centre has seen issues reduce in locations of focus but reports of issues in new locations are now being seen. This demonstrates a displacement and the requirement for partner interventions to help tackle the multiple complex needs which we know are present for those we continually interact with regarding their behaviour.

## Road Safety and Road Crime

Considerable focus remains on reducing the number of fatal collisions involving older drivers under the Fitness to Drive programme as part of the Older Road User Group in line with the targets set out in Scotland's Road Safety Framework to 2030. This Group reviews trends, data, and anecdotal evidence to identify current and emerging opportunities to improve Road Safety for older road users.

A new and updated Automatic Number Plate Recognition (ANPR) system has been installed across the Road Policing fleet which has enhanced capability and has provided increased detection rates in respect of general road traffic offences. Officers are routinely deployed on an intelligence led basis across the road network to target wider criminal use of the roads such as the supply of controlled drugs and those involved in acquisitive crime.

The recent Festive Drink Drive Campaign was resourced with Officers from Road Policing, Community Policing Teams and other National resources to coordinate proactivity to tackle the issue of drink/drug driving offences on the City's roads. The number of offences detected has seen a slight increase on previous years which is linked to increased capacity and capability for roadside 'drug wipe' testing which identifies intoxication through controlled drugs.

## Acquisitive Crime

Preventative strategies, to reduce acquisitive crime by working with partners and identifying locations where acquisitive crime is most likely to occur, continues to be a focus. Officers from our Crime Reduction team have carried out several engagements and presentations to partners and groups providing advice and training across the City.

Further to this, assisted by the Divisional Cyber Enabled Crime team, 'Scams and Frauds' inputs have been provided to demographics targeted by fraudsters, along with banking premises. The aim being to identify trends and provide guidance and preventative measures for such offences.

Several operations have taken place within Aberdeen City involving Community Policing Teams, the Safer City Unit and Pro-Active Units to combat acquisitive crime. The correlation between drug misuse and acquisitive crime involves a multi faceted approach with support and diversionary options provided to those engaging in services, alongside robust enforcement for those found to be committing crime.

## Counter Terrorism & Domestic Extremism

The North East CONTEST Multi-Agency Board and associated sub-groups continue to deliver the UK National CONTEST strategy across the North East of Scotland. The **Prevent, Pursue, Protect** and **Prepare** (4P's) principles of CONTEST are the continued focus of the strategy which aims to reduce the risks from terrorism.

Our Local CONTEST Liaison Officers and Specialist officers maintain strong links with relevant sites and venues within Aberdeen City, delivering Counter Terrorism related training, testing site plans, and making improvements to emergency response procedures. We also continue to work closely with Border Policing colleagues in Human Trafficking and illegitimate passage of goods initiatives at Aberdeen International Airport and Aberdeen Harbour.

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## ABERDEEN CITY COUNCIL

|                           |  |
|---------------------------|--|
| <b>COMMITTEE</b>          | Communities, Housing and Public Protection                                     |
| <b>DATE</b>               | 28 March 2024  |
| <b>EXEMPT</b>             | No   |
| <b>CONFIDENTIAL</b>       | No   |
| <b>REPORT TITLE</b>       | Police Scotland Proportionate Response to Crime Evaluation report (Appendix A) |
| <b>REPORT NUMBER</b>      | POL/24/105   |
| <b>DIRECTOR</b>           |  |
| <b>CHIEF OFFICER</b>      |  |
| <b>REPORT AUTHOR</b>      | Chief Superintendent Graeme Mackie, North East Division, Police Scotland       |
| <b>TERMS OF REFERENCE</b> | 2.20   |

### 1. PURPOSE OF REPORT

- 1.1 To present the Police Scotland Proportionate Response to Crime Evaluation Report for Committee scrutiny.

### 2. RECOMMENDATION(S)

That the Committee:-

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

### 3. CURRENT SITUATION

- 3.1 The report, attached as **Appendix A**, is an evaluation of the Proportionate Response to Crime project which was piloted in North East Division and previously discussed at this Committee.
- 3.2 The evaluation report was presented at the Scottish Police Authority Police Performance Committee on 12 March and is also available here (at item 4): [Policing Performance Committee - 12 March 2024 | Scottish Police Authority \(spa.police.uk\)](https://spa.police.uk).

### 4. FINANCIAL IMPLICATIONS

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

### 5. LEGAL IMPLICATIONS

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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)<br><br>*taking into account controls/control actions | *Does Target Risk Level Match Appetite Set? |
|------------------------------|----------------------|---|---|---|
| <b>Strategic Risk</b>        | No significant risks |   |   |   |
| <b>Compliance</b>            | No significant risks |   |   |   |
| <b>Operational</b>           | No significant risks |   |   |   |
| <b>Financial</b>             | No significant risks |   |   |   |
| <b>Reputational</b>          | No significant risks |   |   |   |
| <b>Environment / Climate</b> | No significant risks |   |   |   |

**8. OUTCOMES**

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

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

**9. IMPACT ASSESSMENTS**

| <b>Assessment</b>                        | <b>Outcome</b> |
|--|----------------|
| <b>Integrated Impact Assessment</b>      | Not required   |
| <b>Data Protection Impact Assessment</b> | Not required   |
| <b>Other</b>                             | None           |

**10. BACKGROUND PAPERS**

10.1 Not applicable

**11. APPENDICES**

11.1 Police Scotland Proportionate Response to Crime Evaluation report (Appendix A)

**12. REPORT AUTHOR CONTACT DETAILS**

|                      |  |
|----------------------|--|
| <b>Name</b>          | Graeme Mackie  |
| <b>Title</b>         | Chief Superintendent, North East Division, Police Scotland |
| <b>Email Address</b> |  |
| <b>Tel</b>           |  |

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|                                  |  |
|----------------------------------|--|
| <b>Meeting</b>                   | <b>Policing Performance Committee</b>  |
| <b>Date</b>                      | <b>12 March 2024</b>   |
| <b>Location</b>                  | <b>Video Conference</b>  |
| <b>Title of Paper</b>            | <b>North East Proportionate Response to Crime Pilot Evaluation</b>   |
| <b>Presented By</b>              | <b>ACC Emma Bond</b>   |
| <b>Recommendation to Members</b> | <b>For Discussion</b>  |
| <b>Appendix Attached</b>         | <b>Appendix 1: Proportionate Response to Crime Pilot – Evaluation Report</b><br><b>Appendix 2: Process Map</b><br><b>Appendix 3: Case Studies</b><br><b>Appendix 4: Insight Pack</b> |

**PURPOSE**

The purpose of this paper is to invite Members of the Policing Performance Committee to discuss the evaluation report relating to the 12 week Proportionate Response to Crime pilot which took place within North East Division.

Members are invited to discuss the content of this report.

## 1. BACKGROUND

- 1.1 In August 2022, activity commenced within the Contact Engagement & Resolution Project to progress work to develop a national Proportionate Response to Crime process. The Contact Engagement & Resolution Project is focused on improving standards of service through Police Scotland's response to vulnerability, risk and public need at the earliest opportunity; maximising opportunities for remote engagement and resolution; reducing Local Policing demand and directing appropriate incidents to the right agency through pathway referrals and enhanced collaborative working.
- 1.2 In May 2023, the Modernised Contact & Engagement Programme Board approved the Contact Engagement & Resolution Project's recommendation that a Proportionate Response to Crime process should be piloted within North East Division over a 12-week period. The pilot was developed in collaboration with Contact, Command and Control Division, the Divisional Crime Management Unit in the North East and Local Policing colleagues.
- 1.3 Between 28 September and 19 November 2023, the newly developed Proportionate Response to Crime process was piloted within North East Division.
- 1.4 During the pilot, incidents with low associated threat, harm, risk or vulnerability were assessed for investigative opportunities whilst crime reports were obtained via telephone by C3 Division. Where no proportionate lines of enquiry were identified, crime reports were sent to North East Division with a recommendation that they were direct filed.
- 1.5 An evaluation of the North East Division pilot has been completed (see appendix 1). The evaluation recommends that Police Scotland roll out the Proportionate Response to Crime process across the rest of the Force. We intend to progress this on a phased basis with ongoing engagement and evaluation.

## 2. Proportionate Response to Crime

- 2.1 The concept of a Proportionate Response to Crime process is not new, indeed several legacy Forces, mainly in the east and north of Scotland operated a 'Proportionate Enquiry Policy' prior to the establishment of Police Scotland.

- 2.2 Prior to the roll out of the Contact Assessment Model (CAM), some local policing divisions allowed crime reports obtained over the phone by the Public Assistance Desks to be directly filed.

### **What is Proportionate Response to Crime?**

- 2.3 Firstly, Proportionate Response to Crime is not a policy of non-investigation. When an incident is reported to Police Scotland it is subjected to a THRIVE process, where an assessment of **T**hreat, **H**arm, **R**isk, **I**vestigative opportunity, **V**ulnerability and **E**ngagement is undertaken – where any vulnerability is identified the police will always attend. Crimes with low associated threat, harm, risk or vulnerability are recorded remotely via telephone following the THRIVE assessment. This is called Direct Crime Recording or DCR, and is one of the resolution options available to Contact, Command and Control Service Advisors as part of the Contact Assessment Model.
- 2.4 There are approximately 95,000 Direct Crime Rerecording reports taken annually across Police Scotland, with such reports recorded by members of police staff and police officers working within the Resolution Team within our Contact, Command & Control Division via an appointment system.
- 2.5 Proportionate Response to Crime is an additional process, over and above the THRIVE assessment, where we carry out a structured initial investigative assessment of a crime when it is reported to the police. This process allows a much earlier assessment around lines of enquiry, which could include availability of CCTV, or witnesses to a crime.
- 2.6 Assessing the existence, or otherwise, of proportionate investigative opportunities within reported crimes already takes place on a daily case-by-case basis across the country. The Proportionate Response to Crime process essentially moves that assessment to an earlier point within the crime investigation process.

### **Proportionate Response to Crime Process**

- 2.7 The process tested in North East Division was only applicable to certain crime reports recorded by the Resolution Team within our Contact, Command & Control Division as part of the Direct Crime Recording Process.

- 2.8 Every applicable crime report recorded by the Resolution Team was subject of an initial investigative assessment whilst the crime report was being recorded.
- 2.9 Where the Resolution Team assessed that there were no proportionate lines of enquiry, the reporter was advised that, although the crime report would be sent to their local policing division for review and assessment, it was unlikely the crime report would be allocated for enquiry and as such there was unlikely to be any further police contact. This process means callers are informed about the progress of their report more quickly, rather than waiting days for officers to contact them to provide the same outcome.
- 2.10 Crime reports assessed as having no proportionate lines of enquiry were fully updated with the circumstances of the crime, the review of investigative opportunities and were then sent to the North East Division Crime Management Unit with a recommendation that they were directly filed.
- 2.11 Police officers within the North East Division Crime Management Unit reviewed all crime reports recommended for direct filing and made their own divisional assessment as to whether or not the crime report should be allocated or filed.
- 2.12 Crime reports directly filed were fully visible to Local Area Command teams, affording them the opportunity to review the circumstances and allocate filed crime reports based on local knowledge.

### **Evaluation Results**

- 2.13 During the 12 week pilot, 472 crime report were directly filed. This equates to 4.6% of all crimes recorded within North East Division during the pilot period.
- 2.14 The direct filing of 472 crime reports freed up an estimated 2,657 police officer hours. In taking a proportionate response to crime reporting, we aim to give officers more time to focus on local policing priorities - keeping people safe from harm, protecting the vulnerable, bringing criminals to justice, solving problems, and reducing offending.
- 2.15 To support the evaluation of the pilot, the project team worked with Strategy, Insight & Engagement to obtain the views of the public, police officers and police staff.

- 2.16 Prior to commencing the pilot, 72% of North East Division Constables reported they would regularly be allocated crime reports where no proportionate lines of enquiry existed.
- 2.17 At the conclusion of the pilot, 68% of North East Division Constables noticed a positive difference to their workload and 56% of Constables felt they had more time to investigate crime reports which had proportionate lines of enquiry.
- 2.18 The Proportionate Response to Crime process has continued to be used within North East Division.
- 2.19 Since the introduction of the process, public satisfaction rates in the Division have remained at a similar level, with a 66% satisfaction rate prior to the introduction of PRTC and a 64% rate recorded after three months.
- 2.20 The Police Scotland User Experience Survey is conducted to help us understand the experiences of the people who have contacted Police Scotland. Each month we contact about 14,000 people at random who have either reported or witnessed a minor crime.
- 2.21 The most recent User Experience Survey results for North East Division are as follows:

|                                       | <b>Nov 23</b> | <b>Dec 23</b> | <b>Jan 24</b> | <b>Feb 24</b> |
|---------------------------------------|---------------|---------------|---------------|---------------|
| <b>Overall Satisfaction</b>           | 65%           | 69%           | 73%           | 70%           |
| <b>Receiving Appropriate Response</b> | 57%           | 65%           | 71%           | 71%           |

- 2.22 Contact, Command & Control Division Management are confident that following the Proportionate Response to Crime process is achievable within the existing process time available to process a Direct Crime Recording incident / appointment and record a crime report.
- 2.23 Any further roll out of the process should not therefore result in a reduction in the number of available Direct Crime Recording appointments, nor require an uplift in the number of police officers and staff working within the Resolution Team.

**3. FINANCIAL IMPLICATIONS**

- 3.1 The test of change within North East Division aims to ensure callers will be informed about the progress of their report more quickly, rather than waiting days for officers to contact them to inform them of the same outcome. In turn and by adopting this process, we aim

to provide front-line officers more time to focus on local policing priorities - keeping people safe from harm, protecting the vulnerable, bringing criminals to justice, solving problems, and reducing offending, making best use of the resources available to Police Scotland in line with our budget. There are no specific financial costs associated with the process tested.

#### **4. PERSONNEL IMPLICATIONS**

- 4.1 The test of change within North East Division was available only to colleagues within our Contact, Command & Control Division, and is aligned to the existing Direct Crime Recording option managed by the Resolution Team. Engagement has been ongoing with Contact, Command & Control Division before, during and since the pilot and as a key stakeholder in the evaluation group, to ensure the process has no unintended consequences for officers and staff within the division. There are no personnel implications associated with this report, with colleagues within our Resolution Team now being provided with a structured investigatory question set and associated training to support them in their role.

#### **5. LEGAL IMPLICATIONS**

- 5.1 There are no legal implications in this report.

#### **6. REPUTATIONAL IMPLICATIONS**

- 6.1 There is a reputational risk to Police Scotland in terms of how any proposed implementation of this process is managed. As outlined below at section 8, public trust and confidence in policing is of critical importance to our legitimacy. A detailed communications plan has been developed and engagement with a wide range of key stakeholders is ongoing to ensure the service is clear on the nature of the process, what it means to members of the public contacting Police Scotland, and to shape any implementation by listening to the views of the public and our people.

#### **7. SOCIAL IMPLICATIONS**

- 7.1 There are no social implications in this report.

#### **8. COMMUNITY IMPACT**

- 8.1 Police Scotland is acutely aware of the reporting on the pilot in North East Division, and the impact this has on both local communities and people right across the country. In order to ensure the thoughts and

views of those engaging in the pilot were captured, both internally and externally, the project team worked closely with our Strategy, Insights and Engagement Team to analyse data from the User Experience and Your Police surveys to provide further insight into the impact of the pilot.

There are only minor percentage differences in responses to relevant User Experience survey questions. These include responses before and during the pilot in North East Division and in comparison with national responses. Only a small number of qualitative responses referenced the pilot in the Your Police Survey.

In addition, Police Scotland commissioned a private company to undertake an additional qualitative strand of research into the Proportionate Response to Crime pilot through progressive focus groups, with the learning from such engagement supporting the engagement plan moving forward.

It would be our intention to continue to work closely with Strategy, Insights & Engagement to capture feedback from those engaged in the process and address any concerns at the earliest opportunity.

We want to remain open and transparent from the outset with people contacting the police. If there are no lines of enquiry to pursue, we do not want to set an expectation that there are things that the police can do when no lines of enquiry exist.

## **9. EQUALITIES IMPLICATIONS**

- 9.1 There are no equality implications in this report. Each incident being reported to Police Scotland will be subjected to a THRIVE assessment and where appropriate for Direct Crime Recording, will undergo a further bespoke investigatory assessment relevant to the crime being reported. This approach will allow Police Scotland to continue to focus on the individual caller's needs in deciding on the most appropriate and proportionate response.

## **10. ENVIRONMENT IMPLICATIONS**

- 10.1 There no environmental implications in this report.

### **RECOMMENDATIONS**

Members are invited to discuss the content of this report.

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**Contact Engagement & Resolution Project**



**POLICE  
SCOTLAND**  
Keeping people safe

**Proportionate Response to Crime  
North East Division Pilot  
Evaluation Report  
December 2023**

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- 8. Appendices..... **Error! Bookmark not defined.**

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|---------------------------------|--|
| <b>Version Control and Date</b> | V1.2<br>31 January 2024  |
| <b>Authors</b>                  | PI Andrew Johnson<br>PS Stacey McIntyre  |
| <b>Review</b>                   | T/Chief Superintendent Gregg Banks<br>Michael Notaro, Project Manager<br>Superintendent Brian Anderson |
| <b>Approved By</b>              | Superintendent Brian Anderson  |

## 1. Purpose

This report provides an evaluation of the 12-week, North East Division (A Division), Proportionate Response to Crime pilot and considers if the process used should be rolled out across Police Scotland.

## 2. Background

### 2.1 Proportionate Response to Crime Policy

The concept of having a Proportionate Response to Crime investigation policy is not new. Under the legacy force model a number of forces had proportionate enquiry policies or similar.

Following the establishment of Police Scotland and prior to the introduction of the Contact Assessment Model (CAM) in 2019, some divisions allowed crime reports obtained over the phone by the Public Assistance Desks to be directly filed. After the introduction of CAM some local policing divisions report that they do not currently allocate every crime report recorded through the C3 Division Direct Crime Recording (DCR) process to front line officers and that some are directly filed with no further enquiry.

The concept of proportionate response to crime investigation is not therefore new, but there is no Standard Operating Procedure or National Guidance covering the allocation and filing of crimes recorded by C3 Division. As such currently, the vast majority of local policing divisions reallocate all DCR recorded crimes to local officers to investigate - regardless of the level of investigation required or the proportionality of further investigation.

### 2.2 Contact Assessment Model

In November 2015, HM Inspectorate of Constabulary in Scotland (HMICS) made a recommendation that Police Scotland should adopt a more formalised risk and vulnerability assessment model based on the THRIVE model (Threat, Harm, Risk, Investigation, Vulnerability and Engagement) used extensively in England and Wales.

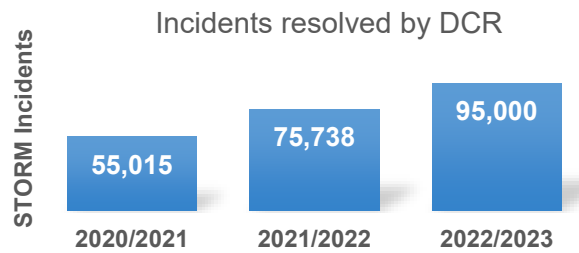
In June 2019, Police Scotland began to implement Phase 1 of CAM encompassing the THRIVE risk assessment model. Following the COVID-19 pandemic a full roll out was expedited and completed in April 2020. The original CAM Business Case outlined the strategic intention and purpose in establishing Resolution Teams was to remove 15% of incident demand from Local Policing.

The adoption of CAM changed the way Police Scotland responded to calls from the public; from one bound by policy driven police responses, to one based on the individual assessment of THRIVE for each caller, empowering staff to decide on the most appropriate response.

### 2.3 Direct Crime Recording

Direct Crime Recording is one of the CAM Resolution Options available to C3 Division officers and staff following a THRIVE assessment. DCR involves reports of crime without any immediate vulnerability or investigative imperative that would require local officers to attend the incident at the time. Such crimes can be recorded remotely by C3 Division and submitted onto crime systems to be allocated to local officers for investigation. DCR removes the immediacy of demand for Local Policing, providing an alternative option to sending local officers at the time.

When CAM was first rolled out, the scale of DCR was not fully recognised, but emerged during the pandemic due to a need to maximise remote engagement opportunities. Since the inception of CAM there has been a significant increase in the use of DCR which was unforeseen when CAM was first designed and initially rolled out.



## 2.4 HMICS Assurance Review of CAM

In August 2022, HMICS published their assurance review of the Police Scotland Contact Assessment Model. The review focussed on the operational impact of CAM and made a number of recommendations for improvement.

Recommendation 4 stated:

**“Police Scotland should review the working practices and training within the Resolution Teams, particularly in relation to direct crime recording, to provide a more victim-orientated approach and to reduce the number of crime reports being returned to Local Policing Divisions or to other areas for completion.”**

## 2.5 Contact Engagement Resolution Project

The Modernised Contact and Engagement (MCE) Programme is a collection of projects designed to deliver on the Contact and Engagement Strategy. MCE aims to create a seamless public experience, enabled by digital services. The Contact Engagement Resolution Project (CERP) is one of the projects within MCE.

CERP aims to maximise opportunities for remote engagement and resolution, reducing local policing demand and directing appropriate incidents to the right agency through pathway referrals and enhanced collaborative working.

The CERP Full Business Case (FBC) was approved by the Force Change Board in December 2021. The CERP project team have been in place since April 2022.

## 2.6 Proportionate Response to Crime Proposal / Drivers

One of the deliverables outlined within the CERP FBC is to:

**“Support the development of a Proportionate Response to Crime Policy for minor crime – informing decisions around minor crime based on THRIVE, to reduce duplication of effort and improve service for victims.”**

Within the summary findings of the FBC it was estimated that implementing a Proportionate Response to Crime policy could remove an estimated 10,500 minor crimes from being allocated to Local Policing for enquiry.

The FBC evidenced the requirement for a Proportionate Response to Crime policy and process based on the following user and officer insights around DCR:

- Lack of investigative considerations by the Resolution Team - requiring local officers to start enquiries from the beginning.
- Missed opportunities to ask complainers to secure evidence such as CCTV.
- Victims expressing frustration at having to repeat their reports on multiple occasions.
- Officers taking statements from every complainer, regardless of how minor the crime or the likelihood of detection.
- DCR crime reports being allocated for enquiry where there is no further enquiry required.

In March 2023, Police Scotland was made aware of their funding allocation for 2023-24 which represented a real terms reduction - meaning more than £50m of savings are required to ensure a balanced budget. This has resulted in a number of changes to service delivery, including a reduction of Police Scotland's budgeted officer establishment to 16,600.

Although the proposal to pilot a Proportionate Response to Crime process was not originally influenced by Police Scotland's 2023-24 budget allocation, Proportionate Response to Crime has subsequently become one of the measures under consideration to help maintain effective policing for our communities. Taking a proportionate approach to crime will reduce demand, increase capacity and will help in allowing Police Scotland to continue to deliver a high standard of service while responding to growing and increasingly complex individual and community needs, within a tightening financial environment.

## **2.7 Proportionate Response to Crime Pilot**

In October 2022, the MCE Programme Board approved a CERP request to commence engagement with local Policing Divisions on Proportionate Response to Crime Investigation.

In May 2023, the MCE Programme Board approved CERP's briefing paper recommending that their newly developed Proportionate Response to Crime process be piloted within North East Division.

## **3. Process**

A high-level summary of the Proportionate Response to Crime process followed during the pilot is as follows:

All STORM incidents were subject to a THRIVE assessment by a C3 Division Service Advisor. Through this existing process, incidents deemed suitable to be dealt with by DCR were assessed as having low Threat, Harm, Risk and Vulnerability.

When noting details for a crime report over the telephone, Resolution Team Assistants (RTA's) asked investigative questions of the complainer from which they made a recommendation around the crime reports suitability to be directly filed. RTA's also gave careful consideration to the THRIVE assessment during the DCR process to ensure that any specific needs or vulnerability for the complainer were considered.

Where it was assessed that there were no proportionate investigative opportunities, the reporter was advised that, although the crime report will be sent to their local policing division for review and assessment, it was unlikely the crime report would be allocated for enquiry and as such there was unlikely to be any further contact from police.

RTA's thereafter fully updated the crime report with the circumstances of the crime, their review of investigative opportunities and their recommendation around the crimes suitability for direct filing. Crime

reports deemed suitable for direct filing were marked accordingly and sent to an RTA supervisor for forwarding to the A Division Crime Management Unit.

A Division Crime Management reviewed all DCR crime reports recommended for direct filing and decided if they should be allocated or filed.

Crime reports directly filed were fully visible to Local Area Command teams affording them the opportunity to review the circumstances and allocate filed DCR crime reports for local policing officers to investigate based on local knowledge and/or emerging crime trends.

A process map detailing the Proportionate Response to Crime process used during the pilot can be viewed in Appendix A.

## **4. Findings**

### **4.1 Projected Impacts and Benefits**

The CERP FBC estimated that 15% of DCR crime reports could be directly filed, which equated to around 10,500 crime reports nationally. Further dip sampling of DCR crime reports by the current project team supported the original 15% estimate detailed within the FBC.

However, the dip sampling methodology initially used was assessed to be conservative and, where it was unclear within a crime report if a line of enquiry existed or not (due to lack of appropriate questioning of the complainer) those crime reports were recorded as being unsuitable for direct filing.

Further qualitative analysis for DCR crime reports by the project team estimated that 80% of all DCR crime reports recorded nationally would fall within the agreed crime type criteria and could be considered for direct filing.

In advance of the A Division pilot, the project team delivered basic crime refresher upskill inputs to all Resolution Team Assistants. The inputs reinforced the potential investigative considerations when recording a crime. It also provided a foundation for the development of Proportionate Response to Crime.

### **4.2 Communications Strategy**

The relationship between the police service and the people who live, work in and visit Scotland is vital to building trust and confidence that the service will keep people safe. Policing in Scotland is based on the fundamental principle of policing by consent. Throughout the initial consultation phase of the pilot, local policing divisions unanimously expressed a desire for a proactive Communication Strategy to be developed alongside the new process.

In the lead up to the pilot commencing, a comprehensive Communication Strategy was developed by Corporate Communications with messaging being released to the media at the start of the pilot, and much of the reporting focusing on a “non-investigation” process.



### 4.3 Case Studies

To aid understanding of the process and the types of scenarios where the Proportionate Response to Crime process has been applied, examples of crime reports recorded during the pilot have been provided within Appendix B.

### 4.4 Crime Statistics – Outcome

The headline crime figures from the 12 week A Division Pilot are as follows:

- A total of 10,121 crime reports were recorded within A Division
- 18% (1,773) of those crime reports were recorded by DCR
- 79% (1,400) of those DCR crime reports met the criteria for Proportionate Response to Crime
- 519 (37%) of the 1400 crime reports were recommended for direct filing
- 9% (47) of the crime reports recommended for direct filing were allocated for enquiry by A Division
- At the time of writing 3 of those 47 allocated crime reports have been solved
- A Div Sergeants chose to directly file 6 (0.7%) crime reports recommended for allocation
- **27% (472) of all A Division DCR crime reports were directly filed - this equates to 4.6% of all A Division crime reports**

It has not been possible to obtain accurate solvency figures to ascertain if the Proportionate Response to Crime pilot has impacted positively or negatively on the A Division solvency rate. This is because a significant number of crime reports allocated for enquiry are still live enquiries which have not yet been concluded.

## **4.5 Productivity Gains & Demand Reduction**

One of the potential benefits of a Proportionate Response to Crime policy is to reduce demand on front line officers, thus increasing their capacity to spend time investigating crimes with proportionate lines of enquiry which could subsequently result in the perpetrator being identified.

In order to evidence productivity gains and demand reduction, there is a requirement to estimate how many police officer hours could be freed up through a Proportionate Response to Crime policy.

There is no specific data available to show the average investigation time for DCR crime reports directly filed under Proportionate Response to Crime (i.e. crime reports that contain no proportionate investigative opportunities). Nevertheless, results from the Demand and Productivity Unit (DPU) 'Crime Survey' contain average investigation times for individual offence types. CERP have worked with the DPU and their 'Crime Survey' data in order to estimate how many police officer investigation hours have been freed up during the 12-week pilot.

The average investigation time for each crime is made up of the following elements:

- Police Database Searches
- Door to door enquiry (including travel time to and from)
- Time spent noting a statement from the witness / complainer (including travel time to and from)
- Time spent carrying out a CCTV trawl / enquiry (including travel time to and from)
- Time spent updating the complainer on the progress of the enquiry
- Time spent updating police systems

Based on the DPU Crime Survey data, the 472 crime reports directly filed during the 12-week pilot freed up 2,657 non-cashable Police Officer hours.

The non-cashable time savings allow the opportunity for front line officers to focus on other priorities in their local communities.

## **4.6 Strategy and Insight**

To support the evaluation of the A Division Proportionate Response to Crime pilot, CERP worked with Strategy, Insight & Engagement to obtain the views of the public and staff on the pilot.

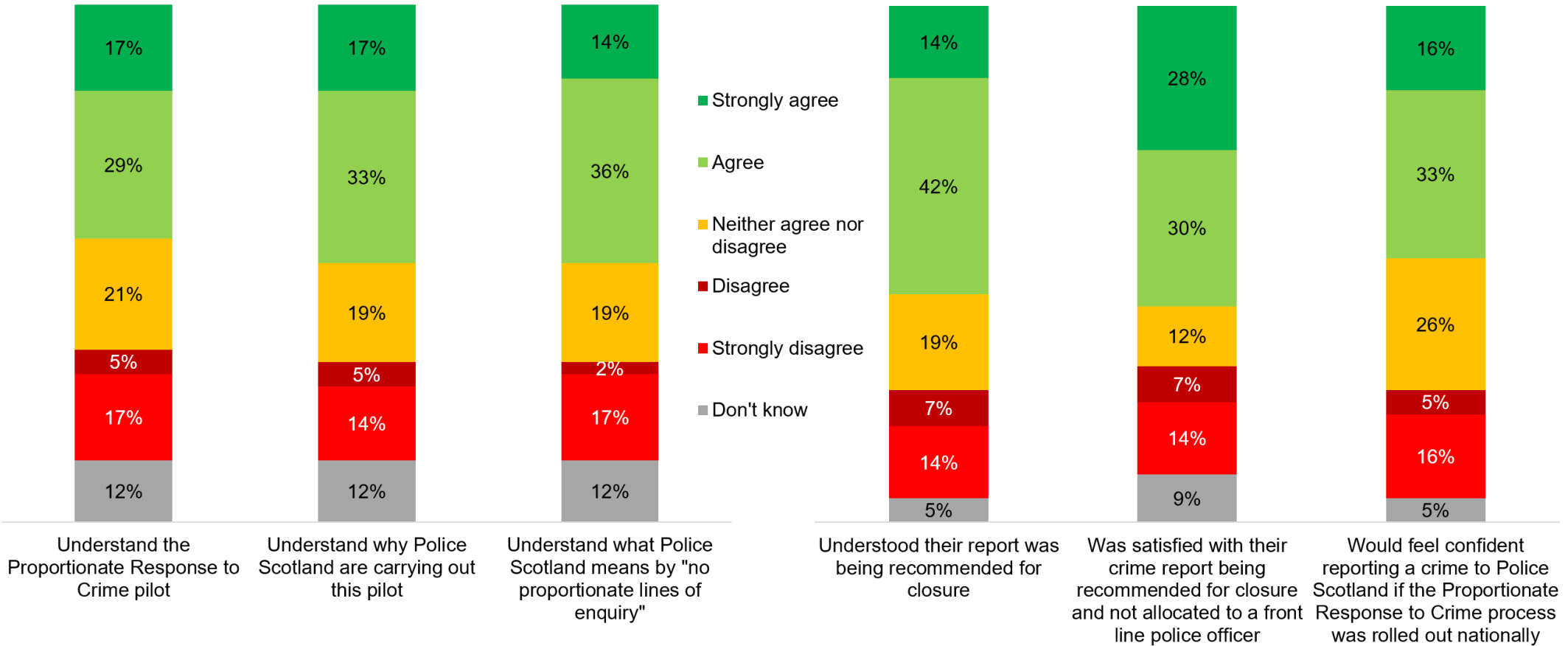
Below is a summary of the findings held within the Insight Pack which can be found within Appendix C.

**Public Survey**

Key insights from the public survey responses are captured in the following graphs:

**Public Understanding of the Pilot**

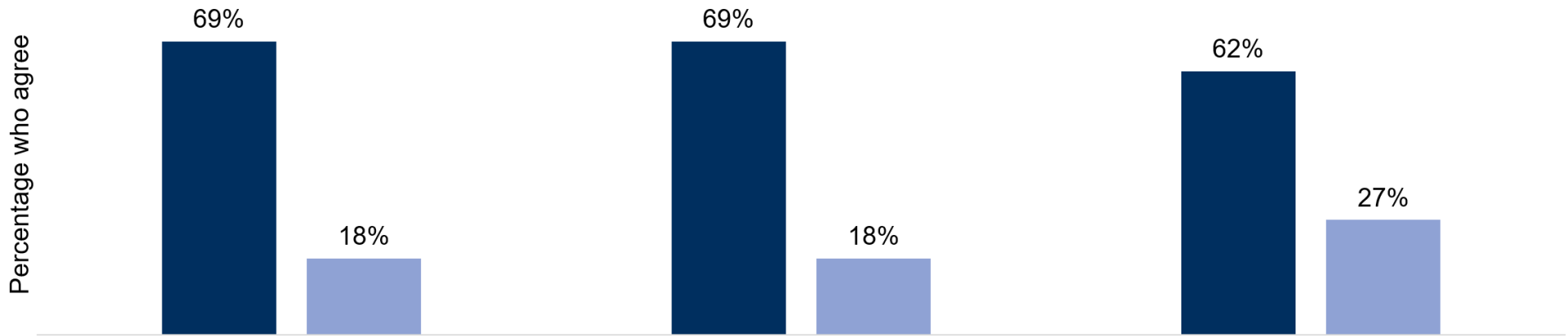
**Public Agreement of PRTC Processes**





### Expectations v Agreement with Process

■ Did not expect a police officer to attend and investigate    ■ Expected a police officer to attend and investigate



Understood their report was being recommended for closure.

Was satisfied with their crime report being recommended for closure and not allocated to a front line police officer.

Would feel confident reporting a crime to Police Scotland if the Proportionate Response to Crime process was rolled out nationally.

69% of those who did not expect to receive officer attendance agreed they understood their report was recommended for closure, 51% higher than those who were expecting officer response.

69% of those who did not expect to receive officer attendance agreed they were satisfied their report was recommended for closure, 51% higher than those who were expecting officer response.

62% of those who did not expect to receive officer attendance agreed they would feel confident reporting a crime if PRTC was rolled out nationally, 35% higher than those who were expecting officer response.

*"I think perhaps where residents are fearful, or this is an indication that they may be, a face to face visit from a Police Officer may offer some reassurance. Of course, this should be based on your risk assessment and the gravity of what has been reported. It is important to try to understand how the victim may be feeling and whilst it is accepted that you cannot always resolve all the crimes reported, a courtesy call/presence may help a person in distress."*

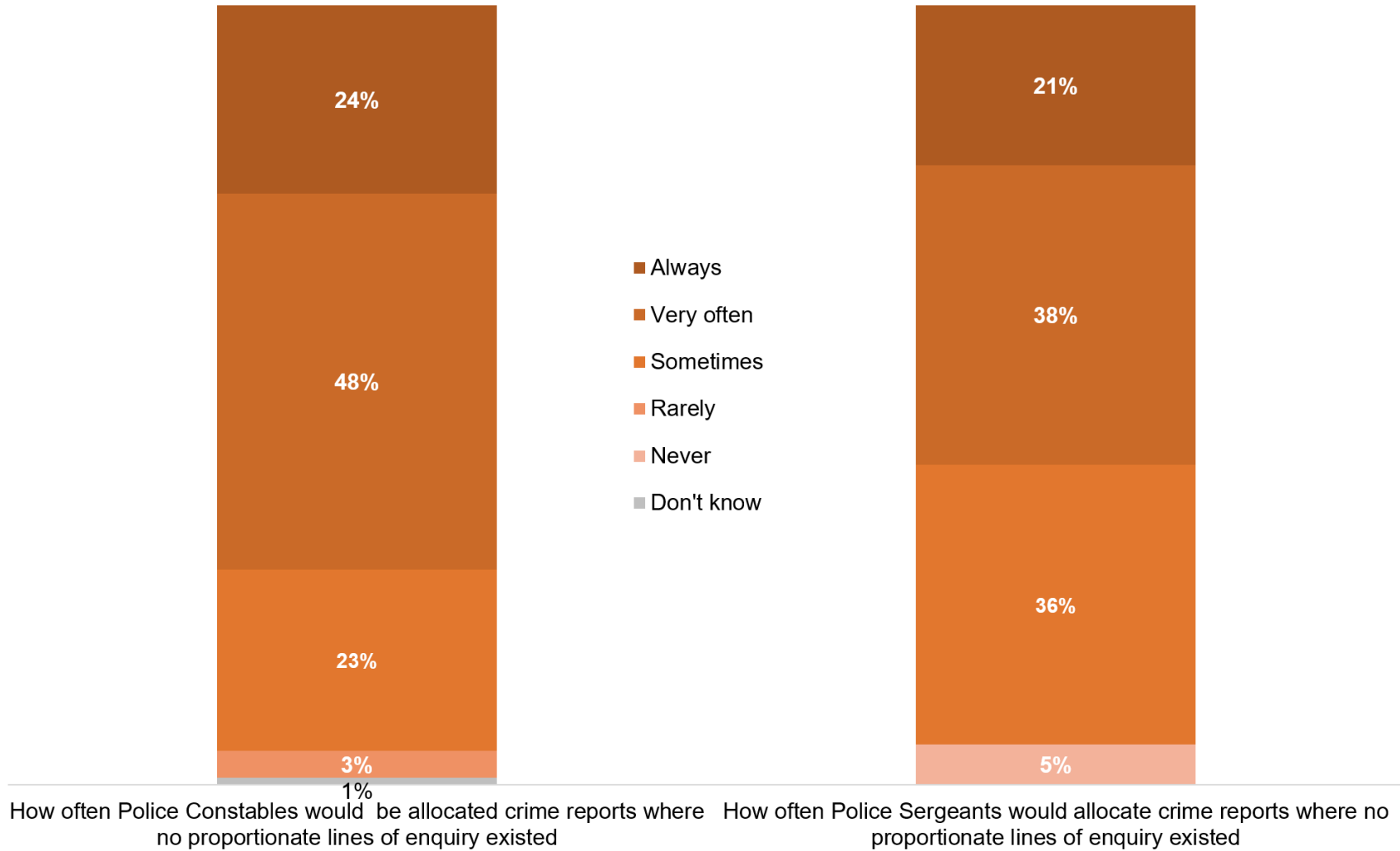
*"To be fair, first time I have contacted police in a long time. Reported incident more for information as knew details given were not enough to take forward. However totally happy with response and timeline. So no complaints. You guys have a hard enough job as it is. So well done 👍"*

*"The follow up call I received was handled very professionally and with an appropriate amount of understanding, for which I was grateful."*

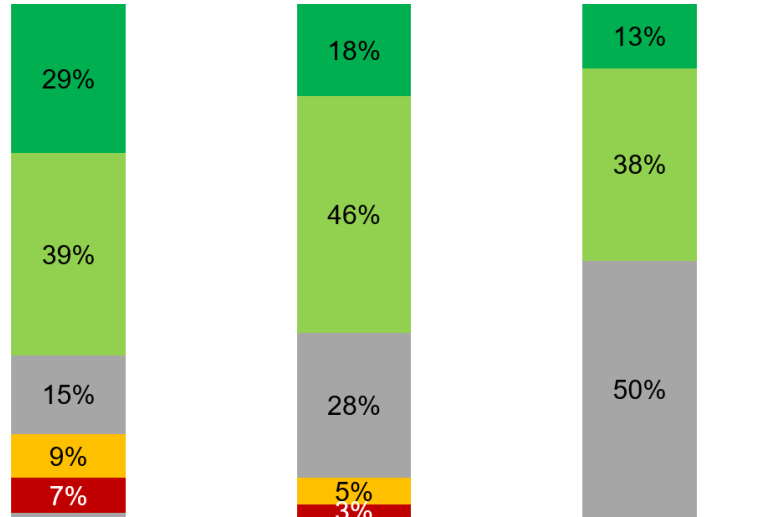
A Division Staff Survey

Key insights from the A Division staff survey responses are captured in the following graphs:

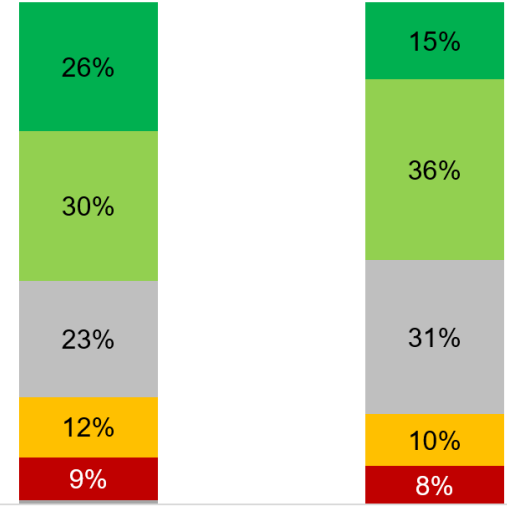
**Frequency of Allocation of Crime Reports with no Proportionate Line of Enquiry**



Q: Since the Proportionate Response to Crime pilot has started, I have noticed a difference in my/my team's crime report workload.



Q: Since the Proportionate Response to Crime pilot has started, I/my team have more time to investigate crime reports that have a proportionate line of enquiry.



Police Constable's workload

Police Sergeant's team's workload

Crime and Incident Management Unit's workload

Police Constable

Police Sergeant's team

*"There has been a significant reduction in Crime Reports requiring to be allocated daily which is an enormous relief to officers workload which at times can be unmanageable due to the volume. This has assisted officers greatly with them able to concentrate, prioritise their workload and have more time to progress enquiries. It has also boosted morale and has been well received."*

*"This has been a huge positive in lessening the burden on an already stretched CPT, allowing for proportionate lines of enquiry to be carried out in a more timely manner for relevant enquiries, as well as providing officers more time to submit reports/statements etc in a more timely manner and to a better standard."*

*"Frontline officers should be made explicitly aware of PRTC; I was not aware until I saw the email requesting me to complete this survey (that may have been a previous email oversight by me). I spoke with other members of my team who were also unaware. It would definitely be a morale booster for the frontline, so it should be highlighted more effectively to them! Great initiative, thanks."*

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*"Given the climate we are operating in now it allows frontline officers more time to deal with more serious matters."*

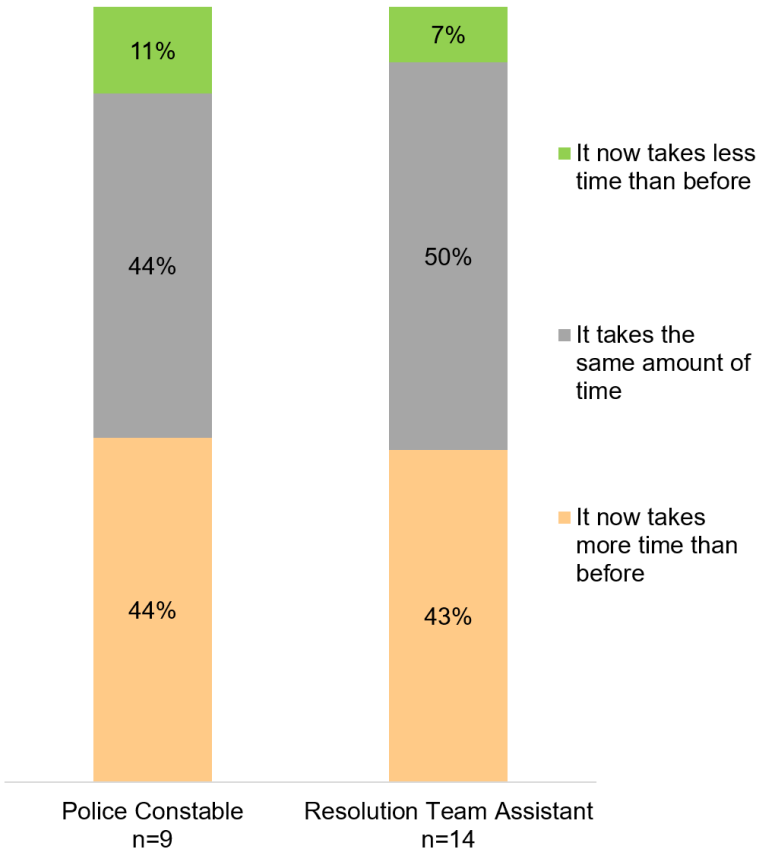
*"While I note that this initiative should be giving us more time to investigate crime and I am sure to some extent that it is, given that we are now running all the time with significantly less staff than ever, it doesn't feel like it."*

*"I would also say it is difficult to measure whether the team are being afforded more time to complete enquiries which have proportionate lines of enquiry, due to them dealing with various matters which are not even criminal - such as mental health etc. This of course is a different challenge and conversation."*

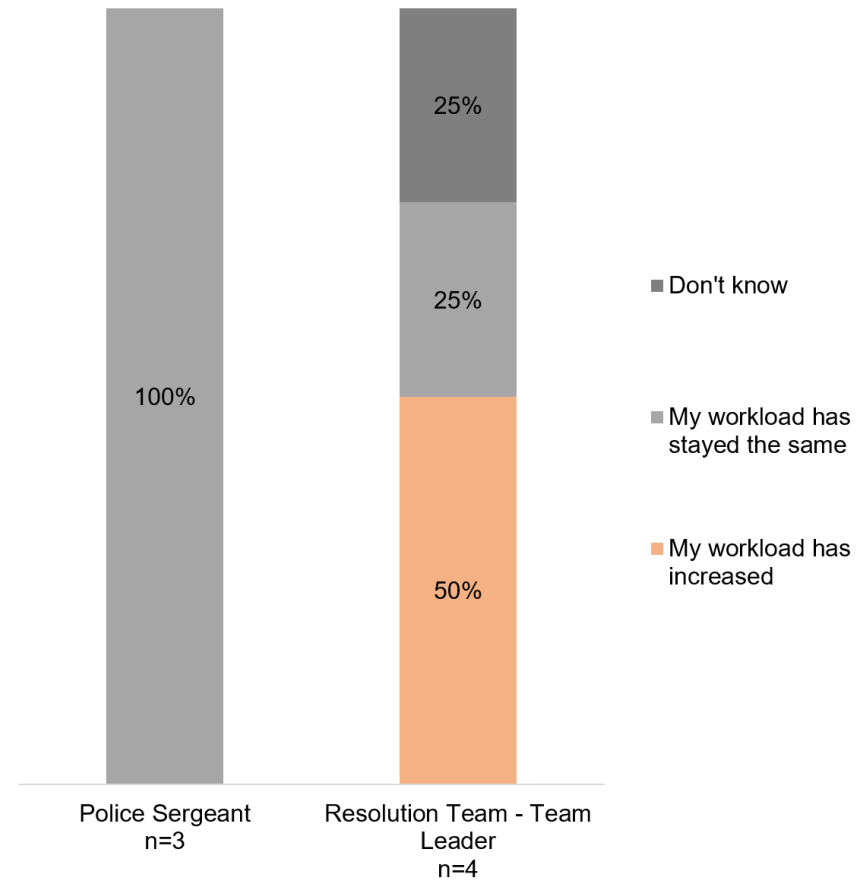
C3 Division Staff Survey

Key insights from the C3 Division staff survey responses are captured in the following graphs:

**Q: In comparison to before the Proportionate Response to Crime pilot, has the length of time taken to record a crime report changed?**

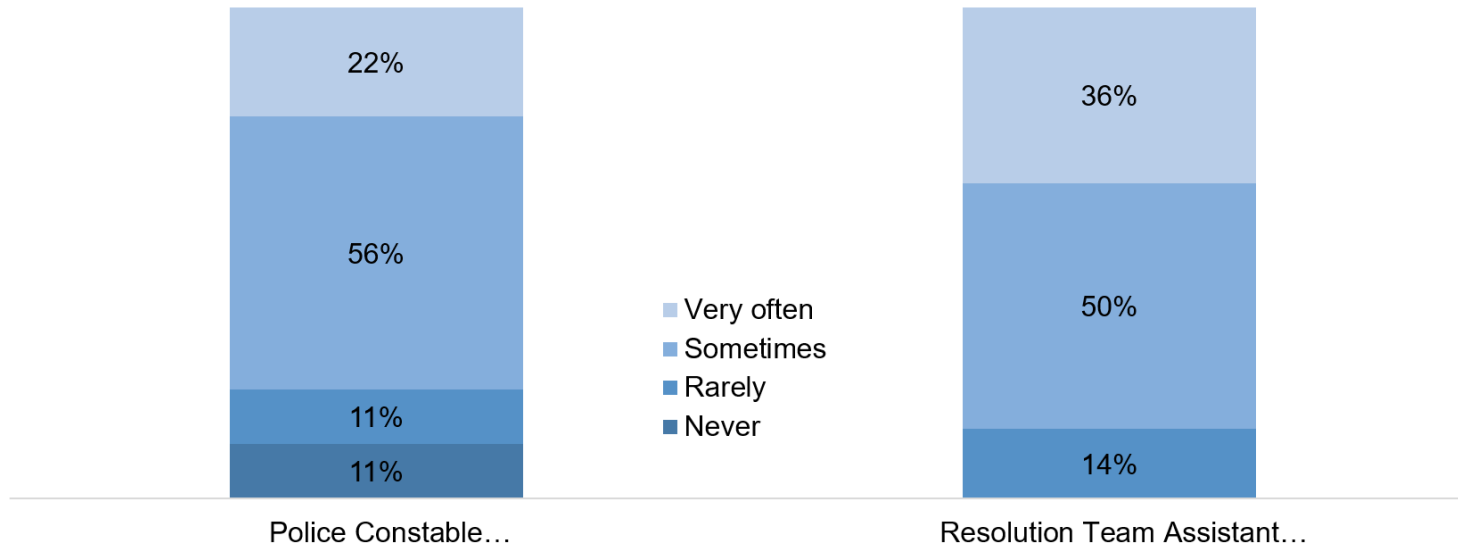


**Q: Since the Proportionate Response to Crime pilot has started, have you noticed a change in your workload?**



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Q: Prior to Proportionate Response to Crime, how often did a reporter advise you that they only wanted the crime reference number and did not expect an enquiry to be carried out?



*"I had no issue that caused me to seek support so cannot comment. Email updates on arising issues were useful although I did not have any problems with CR's submitted under scheme."*

*"CERP team have always been on hand to deal with any questions and it was a very open communication between RTA's and the CERP team. The Teams group chat that was set up has helped RTA'S learn form others asking questions also."*

*"I felt extremely supported after the briefing by the trainers. Andy and Stacey were very helpful and stayed with us for the first few days of the pilot as they knew there would be lots of initial questions in the beginning. After this, they created a group chat for any further questions that we needed answers to which was so helpful as most of the RTA's had the same questions and it was easy for us to refer back to. During the pilot, both Andy and Stacey have kept us updated with anything that had changed or any feedback they had received which was great to know."*

*"Perhaps having more examples on the Proportionate pages with examples as they developed would be useful with common scenarios and guidance but appreciate still early days and some decisions needed more time for consultation and agreement with stakeholders like crime management and crime registrars."*

*"Andy & Stacey were great! clear instruction and direction, and on hand/contactable when we had questions."*



## 4.7 User Experience and Your Police Surveys

Analysis of data from the User Experience and Your Police surveys was conducted to provide further insight into the impact of the pilot. There are only minor percentage differences in average responses to relevant User Experience survey questions. This includes before and during the pilot in A Division and in comparison with national responses. Only a small number of qualitative responses referenced the pilot in the Your Police Survey.

## 4.8 Progressive Focus Groups

To complement the staff and public surveys detailed above, Police Scotland commissioned a private company to undertake an additional qualitative strand of research into the Proportionate Response to Crime pilot.

These insights were obtained via a number of focus groups with Police Officers, Staff and members of the public in North East Division and are summarised below:

### Public

- The public broadly understand the pressures facing the police service (limited staff/budget) and that this might necessitate prioritisation of crime.
- The public worry that the police don't appreciate the many facets of an individual case that might impact how someone feels about their report being filed and that the police haven't explored all possible avenues before deciding to file a crime report.
- The public see Proportionate Response to Crime as part of an ongoing trend of the police retreating from public life and may lead to the police being less aware of what's happening in their local communities.
- The benefits of Proportionate Response to Crime must be clearly communicated to the public.

### Police

- The police have too much to do and not enough resource to meet demand for services.
- Police Officers and staff understood why Proportionate Response to Crime had been set up and will lead to improving morale, better managing public expectations and achieve a more efficient use of resources.
- Police staff felt empowered by the new process and now have greater autonomy in their role.
- There was a unanimous view that Proportionate Response to Crime should be rolled out across Scotland.
- The Proportionate Response to Crime process should be extended to other crimes such as fraud and cybercrime.
- Feedback from officers and staff suggests that the public have responded positively to the pilot.
- The benefits of Proportionate Response to Crime (increased morale, freeing up time for proactive and responsive policing, and enabling colleagues to focus on the most critical cases and vulnerable people etc.) should be clearly communicated to the public.

## 5. National Roll Out Projection

The following table projects the potential demand reduction and capacity release achievable by rolling the Proportionate Response to Crime process out across Police Scotland. The projection is made on the assumption that the A Division pilot results (27% of all DCR crime reports being directly filed) are replicated in each division.

| Division     | Projected DCR CR's recorded in 12 months | Demand Reduction        | Productivity Release                     |
|--------------|--|-------------------------|--|
|              |  | DCR CR's directly filed | Police Officer Investigation hours saved |
| N            | 2,742                                    | 823                     | 4,628                                    |
| A            | 7,483                                    | 2,245                   | 12,629                                   |
| D            | 8,175                                    | 2,453                   | 13,797                                   |
| E            | 10,686                                   | 3,206                   | 18,035                                   |
| J            | 5,858                                    | 1,757                   | 9,887                                    |
| C            | 4,642                                    | 1,393                   | 7,834                                    |
| P            | 6,212                                    | 1,864                   | 10,484                                   |
| G            | 14,170                                   | 4,251                   | 23,915                                   |
| Q            | 8,688                                    | 2,606                   | 14,663                                   |
| U            | 5,304                                    | 1,591                   | 8,952                                    |
| K            | 3,972                                    | 1,192                   | 6,704                                    |
| L            | 1,656                                    | 497                     | 2,795                                    |
| V            | 1,218                                    | 365                     | 2,056                                    |
| <b>TOTAL</b> | <b>80,806</b>                            | <b>24,242</b>           | <b>136,376</b>                           |

*The police officer investigation hours saved have been calculated using the DPU 'Crime Survey' results which contain the average investigation times for individual offence types.*

If achieved, the projected annual police officer investigation hours saved would result in a yearly capacity release of 21.5 hours for every response and community policing constable in each local policing division across Scotland.

C3 Division Resolution Team Management are confident that following the Proportionate Response to Crime process is achievable within the existing process time available for Resolution Team Assistants to process a DCR incident / appointment and record a crime report. Rolling out the Proportionate Response to Crime process should not therefore result in a reduction in the number of available DCR appointments nor require an uplift in RT staff.

## 6. Learning Point

### 6.1 Learning Points

The project team have recorded the following operational learning points which should be factored in to any further roll out plans:

1. Training for Crime Management and RT officers and staff should be delivered in person.
2. Post training Quality Assurance is imperative to the success of the process.
3. Crime Management Units have disparate working practices and staffing levels making it difficult to assess the impact a future roll out would have. This needs to be carefully worked through with each division.

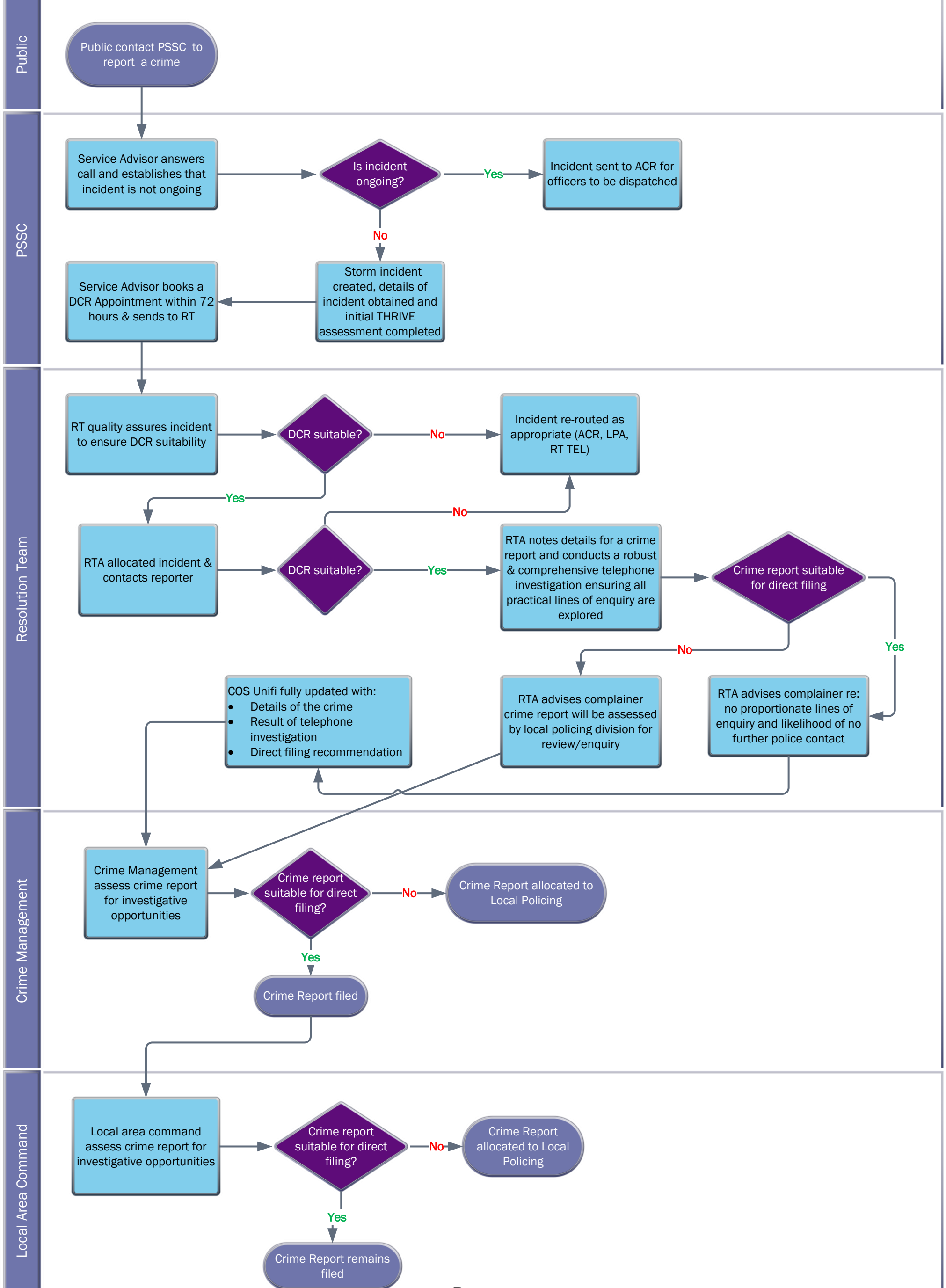
4. A number of minor amendments to COS UNIFI are considered desirable to make the process more efficient and effective.

## **7. Recommendations**

Based on the findings of this report, CERP make the following recommendations:

1. The Proportionate Response to Crime process for DCR crime reports should be rolled out across Police Scotland.
2. The project board supports the submission and prioritisation of a Potential Application & Functionality Assessment (PAFA) Form requesting efficiency amendments are made to COS UNIFI. This will require further assessment by COS.
3. Consideration should be given to extending Proportionate Response to Crime practices to local policing by empowering front line officers to directly file crime reports that they record where no proportionate lines of enquiry exist.
4. Police Scotland should update their Crime Investigation Standard Operating Procedure to make it clear that enquiry officers do not require to note a statement for every crime report allocated to them for enquiry.







# Contact Engagement Resolution Project

## Proportionate Response to Crime – Crime Case Studies

### 1. Purpose

This report provides a number of examples of crimes reported to Police during the A Division Proportionate Response to Crime pilot.

### 2. Crime Examples

#### Case Study 1

A retailer reported the theft of a packet of crisps, the suspect had left the store without paying. The incident was captured on CCTV and showed a child aged between 14 & 16 as having been responsible. This was allocated to a local officer for enquiry.

#### Case Study 2

The caller reported that they had parked their car in car park for 6 hours. On returning they noticed damage to their rear bumper which appeared to have been caused by another car. No note had been left on the callers car and no CCTV covering the car park. The caller was advised that the crime report would be recommended for direct filing.

#### Case Study 3

The caller reported on returning home from a walk they realised their mobile phone was no longer in their pocket. The caller re-traced their steps however couldn't find their phone. The caller was unable to trace or track their phone and it was turned off, leading the caller to believe someone had found their phone. There was no public CCTV covering the streets walked by the caller and the phone had not been handed in to the police. The caller was advised that the crime report would be recommended for direct filing.

#### Case Study 4

The caller reported that they parked their car in a public street near to their house, on returning to the car four days later they found damage to the car's paintwork. It appeared the damage had been caused deliberately. There was no note left on the car, their neighbours had not seen anything and there was no CCTV in the street. The caller was advised that the crime report would be recommended for direct filing.

#### Case Study 5

The caller reported that they had returned home to find their house window had been smashed. There had been nobody at home for eight hours and nobody had seen what had happened or when it happened. The caller and her neighbours did not have any CCTV or doorbell cameras. No forensic opportunities existed and the damage had already been repaired. Despite the lack of any proportionate lines of enquiry the crime report was allocated to a local officer as the reporter was assessed as being vulnerable.

#### Case Study 6

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The caller reported that their bag was left unattended for a period of time within a public park. On returning home they realised their mobile phone was no longer in their bag. The caller was unable to trace or track their phone and it was turned off, leading the caller to believe someone had taken their phone. There was no CCTV covering the area. The caller was advised that the crime report would be recommended for direct filing.

At a later date, the caller recontacted police to advise that their phone now appeared to be on and showing a live location. The crime report was re-opened and allocated to a local officer for enquiry. Following enquiries the callers phone was recovered and the person responsible was traced.

**Case Study 7**

The caller reported that a delivery driver had left a parcel outside their door which was within a common close. On the caller returning home the parcel was missing. The caller spoke with neighbours who confirmed they didn't have the parcel nor see anyone taking it. The caller advised that there was no internal or external CCTV. The caller was advised that the crime report would be recommended for direct filing.

On local officers assessing the crime report, using local knowledge they were aware of CCTV cameras covering the main door to the building. The crime report was allocated to a local officer for enquiry.

**Case Study 8**

The caller reported that they had not been at home for four weeks. On returning home she noticed two ornaments were missing from her front garden. The caller had spoken to her neighbours and nobody had seen anything. There was no CCTV covering her garden. The caller was advised that the crime report would be recommended for direct filing.

**Case Study 9**

A public body emailed the police reporting that an information sign within a car park had been deliberately damaged. The time of the damage was unknown and there was no CCTV coverage. The police made three unsuccessful attempts to speak with the reporter. The crime report would be recommended for direct filing.



**POLICE**  
**SCOTLAND**  

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**POILEAS ALBA**

# Proportionate Response to Crime Pilot: Public and Colleague Survey Insights

Research and Insight  
December 2023

**OFFICIAL**

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# Summary of Insights: Public Responses



The majority of public responses received to the Proportionate Response to Crime survey were from the Aberdeen City area (58%), followed by equal responses from Aberdeenshire and Moray (21%). 43 responses were received in total. Key insights from the public survey responses were:

- Almost half (49%) of respondents were expecting to receive a crime reference number (e.g., for insurance purposes) and 30% were not expecting a police officer to attend and investigate. 26% were expecting officer attendance.
- Most respondents (91%) were not aware that the pilot was running in their area.
- 45% of respondents agree or strongly agree that they understand the pilot, with a further 50% agreeing or strongly agreeing that they understand why the pilot is being carried out and what is meant by “no proportionate lines of enquiry”.
- 46% agree or strongly agree they understood that their report was being recommended for closure when their crime was being recorded. 58% were satisfied with their crime report being recommended for closure and not allocated to a front-line police officer.
- 49% would feel confident reporting a crime to Police Scotland if the Proportionate Response to Crime process was rolled out nationally.
- Public expectation of officer attendance is an important factor in relation to understanding, satisfaction and confidence in the context of Proportionate Response to Crime. 69% of those who did not expect to receive officer attendance agreed they were satisfied their report was recommended for closure, 51% higher than those who were expecting officer response.
- Across qualitative responses, respondents shared concerns around the risks of crime increasing if the approach was rolled out. Some understood the need and benefits of the approach, whilst others suggested this was an “excuse to do nothing”.

Analysis of data from the User Experience and Your Police surveys was conducted to provide further insight into the impact of the pilot. There are only minor percentage differences in average responses to relevant User Experience survey questions. This includes before and during the pilot in A Division and in comparisons with national responses. Only a small number of qualitative responses referenced the pilot in the Your Police Survey.

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# Summary of Insights: Colleague Responses



In total, there were 30 responses to the Proportionate Response to Crime survey from C3 Division and 163 from A Division. Key insights from the colleague survey responses have been outlined.

## C3 Division

- 97% of C3 colleagues stated they feel confident in applying the Proportionate Response to Crime process. 96% of Police Constables and Resolution Team Assistants feel confident in informing someone that their crime report is being recommended for filing.
- C3 colleagues provided positive responses about the support they received from CERP, stating this was helpful, supportive and proactive.
- Most colleagues (48% average between Police Constables and Resolution Team Assistants) reported that recording crime reports takes the same amount of time as it did before the pilot. On average, 43% of C3 colleagues reported that this takes more time in comparison to before the pilot. A small number of colleagues stated it takes less time than before, a higher proportion of these responses were from Police Constables.
- All Police Sergeants stated their workload has remained the same since the pilot started, half of the Team Leaders (n=2) stated their workload has increased. No Police Sergeants or Team Leader reported a reduction in their workload.
- Most colleagues stated reporters only required crime reference numbers 'sometimes' or 'very often'.
- Colleagues suggested the process could be improved by increasing knowledge of the process across departments, increase feedback when reports are returned, including more crime types and increasing public awareness of the pilot.

# Summary of Insights: Colleague Responses



## A Division

- The vast majority of A Division colleagues were aware of the pilot, understood it and how it would affect their role. Police Constables generally had less awareness of this than sergeants and CIMU colleagues.
- 72% of Police Constables report, prior to the Proportionate Response to Crime pilot, they would be allocated crime reports where no proportionate lines of enquiry existed “very often” or “always.” 59% of Police Sergeants report allocating crime reports where no proportionate lines of enquiry existed always or very often.
- 68% of Police Constables and 64% of Police Sergeants have noticed a difference in their own or their team’s workload since the pilot started. 51% of CIMU colleagues agree they have noticed the difference in their workload. 56% of Police Constables and 51% of Police Sergeants agree that they or their team had more time to investigate crime reports with proportionate lines of enquiry.
- Open ended comments reflected the positive difference relating to receiving a reduced number of crime reports for allocation. Colleagues shared how this can boost morale, particularly for frontline officers. Other colleagues shared that they have not experienced the benefits of reduced crime reports due to the wider demands they face, with particular reference to non-criminal calls and reduced staffing levels in the division. This was not directly related to the pilot, with many colleagues being aware of the benefits despite not experiencing this for themselves at this time.
- The majority of respondents have not had any interactions with the public regarding the pilot. Where these interactions have occurred, responses from the public have been mixed. Where negative interactions occurred, colleagues stated that explaining the process to members of the public helped to change their view.



# Areas for Consideration



- Multiple examples were provided relating to public misunderstanding of the Proportionate Response to Crime process. Accessible communication in terms of what the police service is doing locally to address concerns is key to improving indicators identified in the Your Police survey. How we tell the story about what we are doing every day to keep people and communities safe is key. This is a driver of public confidence, so any improvement in these areas will likely increase confidence, as well as trust, in Police Scotland.
- It is clear across our engagement activities that a key driver of positive user experience is police attendance. In cases where this is not deemed proportionate, the way we make people feel, particularly in our use of language, approach and compassion, is as important as the outcome of the report in ensuring that the individual feels safe, protected and likely to contact and cooperate with the police, and report crime, in the future.
- Public expectation of police attendance is an important factor in relation to understanding, satisfaction and confidence in the context of Proportionate Response to Crime. It is important to consider how greater awareness of the approach may benefit managing these expectations.

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## Suggestions for national roll out

All colleagues were asked for suggestions for rolling out the approach nationally. Most responses were positive, stating the approach was effective. Suggestions made related to:

- Increasing public communications to raise awareness and understanding. The need for this can be seen from both colleague and public responses.
- Inclusion of more crime types (e.g., low level fraud).
- Increase awareness for frontline officers about Proportionate Response to Crime.
- Further training about what constitutes a 'proportionate' line of enquiry, ensuring all divisions are aware and have received briefings.
- Improve consistency and quality assurance in crime report quality and increase feedback when reports are returned.

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# Public User Survey

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# Public Responses

## Demographics

| Council area  | Percent | Count |
|---------------|---------|-------|
| Aberdeen City | 58%     | 25    |
| Aberdeenshire | 21%     | 9     |
| Moray         | 21%     | 9     |

| Gender            | Percent | Count |
|-------------------|---------|-------|
| Woman             | 53%     | 23    |
| Man               | 42%     | 18    |
| Prefer not to say | 2%      | 1     |
| Not Answered      | 2%      | 1     |

| Sexuality              | Percent | Count |
|------------------------|---------|-------|
| Heterosexual           | 81%     | 35    |
| Bisexual               | 7%      | 3     |
| Prefer not to say      | 5%      | 2     |
| Other (please specify) | 2%      | 1     |
| Gay                    | 2%      | 1     |
| Not Answered           | 2%      | 1     |

| Ethnicity                                    | Percent | Count |
|--|---------|-------|
| White Scottish                               | 78%     | 32    |
| White other British                          | 7%      | 3     |
| Any other white ethnic group                 | 7%      | 3     |
| Any mixed or multiple ethnic group           | 2%      | 1     |
| African, African Scottish or African British | 2%      | 1     |
| Indian, Indian Scottish or Indian British    | 2%      | 1     |

| Physical or mental health conditions or illnesses | Percent | Count |
|---|---------|-------|
| No  | 74%     | 32    |
| Yes   | 21%     | 9     |
| Don't know  | 2%      | 1     |
| Not Answered                                      | 2%      | 1     |

| Age             | Percent | Count |
|-----------------|---------|-------|
| 19-24 years old | 2%      | 1     |
| 25-34 years old | 5%      | 2     |
| 35-44 years old | 12%     | 5     |
| 45-54 years old | 34%     | 14    |
| 55-64 years old | 29%     | 12    |
| 65-74 years old | 12%     | 5     |
| 75-84 years old | 5%      | 2     |

| Religion           | Percent | Count |
|--------------------|---------|-------|
| No religion        | 51%     | 21    |
| Church of Scotland | 24%     | 10    |
| Roman Catholic     | 10%     | 4     |
| Any other religion | 5%      | 2     |
| Other Christian    | 5%      | 2     |
| Prefer not to say  | 2%      | 1     |
| Hindu              | 2%      | 1     |

| Caring responsibilities              | Percent | Count |
|--------------------------------------|---------|-------|
| No                                   | 83%     | 33    |
| Yes - unpaid care provider full-time | 10%     | 4     |
| Yes - unpaid care provider part-time | 5%      | 2     |
| Prefer not to say                    | 3%      | 1     |

43 responses were received from members of the public from across A Division. The majority of these were from the Aberdeen City area (58%), followed by Aberdeenshire (21%) and Moray (21%).

We received the majority of responses from people who are White Scottish (78%), identify as women (53%) and do not have any physical or mental health conditions or illnesses (74%).

## Reporting Expectations

When reporting the crime to Police Scotland:

- 49% (n=21) were expecting to receive a crime reference number (e.g., for insurance purposes);
- 30% (n=13) were not expecting a police officer to attend and investigate; and
- 26% (n=11) were expecting officer attendance.

Those who responded “Other” (16%, n=7) stated:

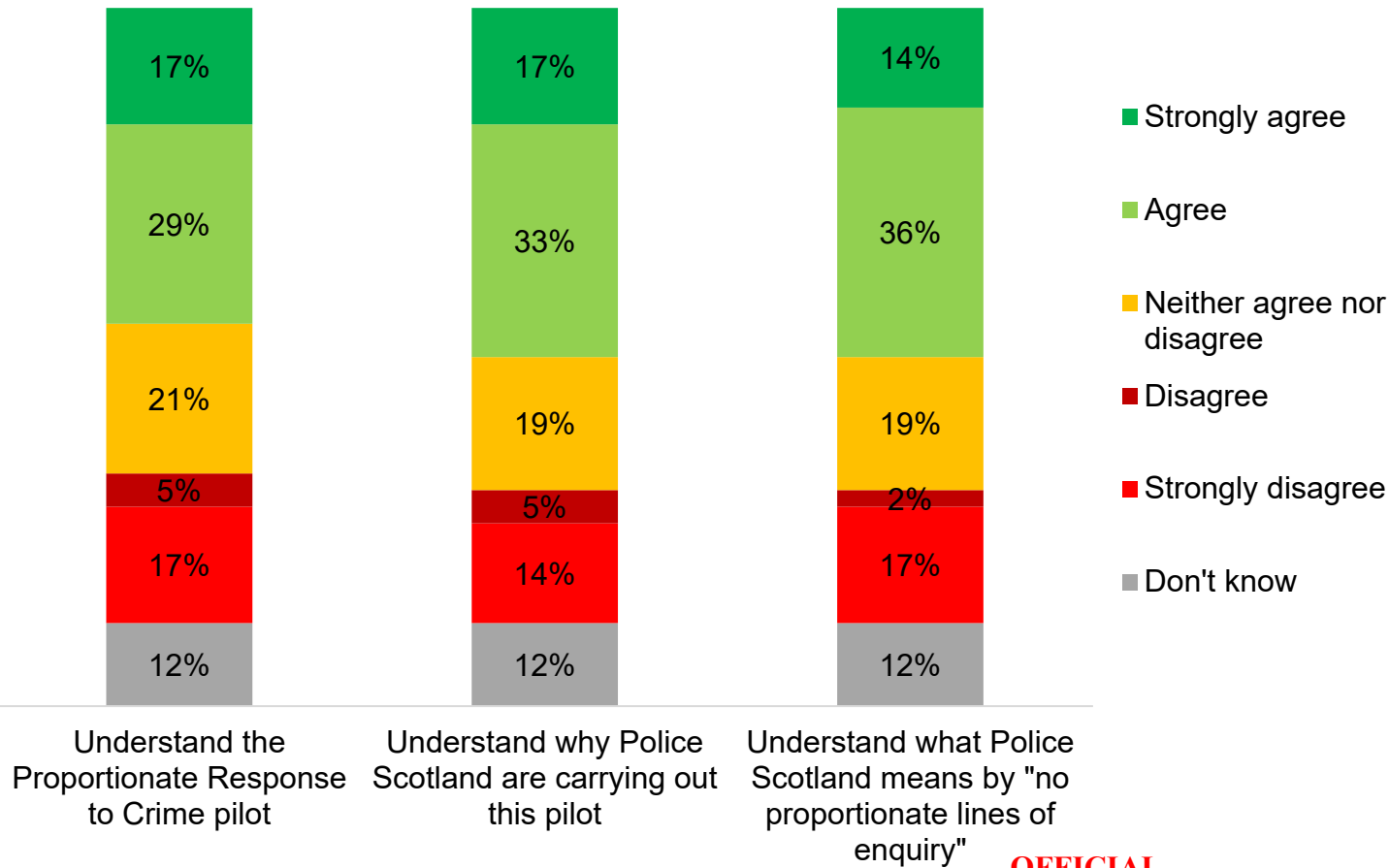
- For general advice and peace of mind;
- To provide awareness of vulnerabilities;
- To know if there would be an update e.g., whether the perpetrator of the crime had been caught or if further officer liaison was necessary;
- To add their case to police data base in the hopes of informing the police of similar local crime in the area.

Before calling Police Scotland, the majority of respondents, 91% (n=39), were not aware that a 12-week Proportionate Response to Crime pilot was being run within their area. 7% (n=3) were aware and 2% (n=1) weren't sure.

Those that were aware found out via the national and local media coverage. Reference was made to the “political outrage” of the issue in the media. No respondents were made aware via Police Scotland’s own social media.

## Understanding of Proportionate Response to Crime

Public Understanding of the Pilot



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45% agree or strongly agree they understand the Proportionate Response to Crime pilot.

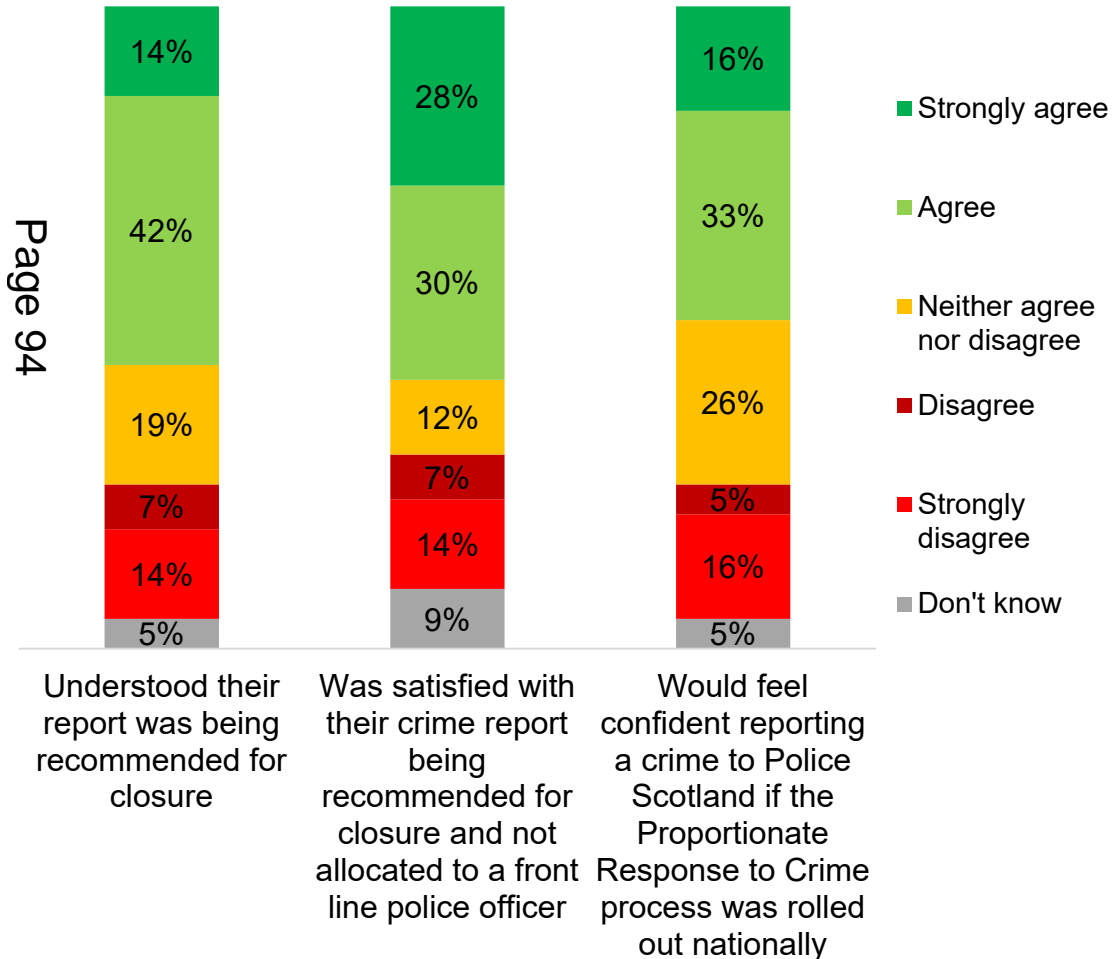
50% agree or strongly agree they both understand why Police Scotland are carrying out this pilot and what is meant by "no proportionate lines of enquiry."

Open-ended comments were mixed in their perceptions of the pilot. Concerns were raised by those with little awareness of the pilot relating to the potential impact of advertising this approach. They worried it would encourage an increase in crime.

Some comments reflected their understanding of the need for Police Scotland to change how it operates to adapt and be effective.

## Views on the Proportionate Response to Crime Process

**Public Agreement of PRTC Processes**



46% agree or strongly agree they understood that their report was being recommended for closure when the details of their crime were being recorded over the phone.

58% were satisfied with their crime report being recommended for closure and not allocated to a frontline police officer.

49% feel confident reporting a crime to Police Scotland if the Proportionate Response to Crime process was rolled out nationally.

Open-ended comments were mixed, with some sharing their engagement with courteous and professional colleagues. Those that were confident about reporting a crime in the future appreciated being kept “in the loop” with regards to the pilot.

Accessibility issues were raised as a barrier to feeling properly informed of their case status, where updates were not provided in an accessible way for the reporter.

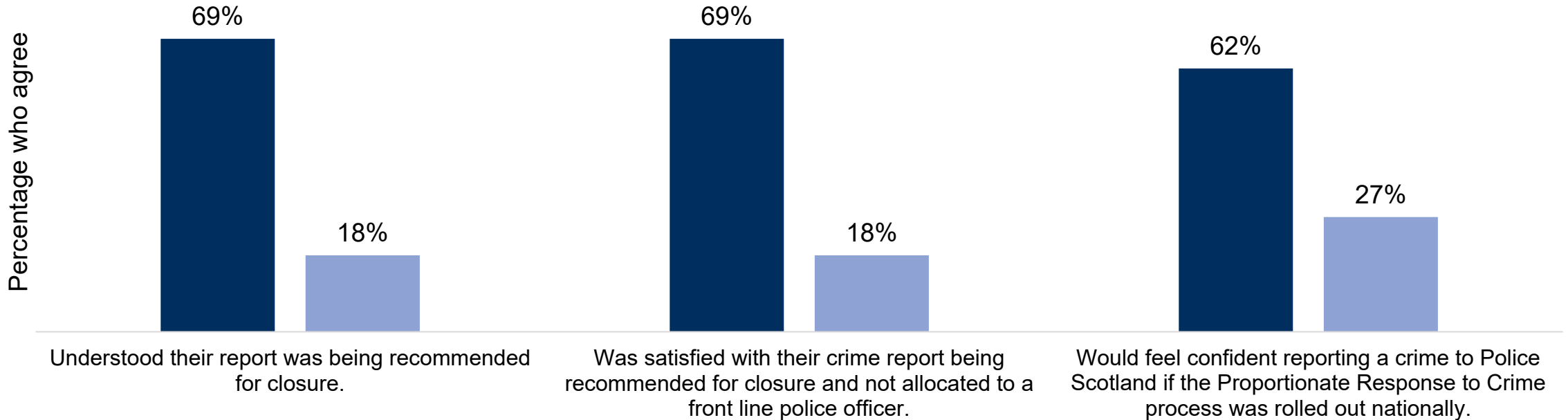
There is a sentiment from some respondents that the pilot is an “excuse to do nothing,” and will result in an increase in “petty” and “low level” crime. Some expressed a sentiment that it is a “waste of time” to contact the police.

## Expectations

Expectations of officer attendance matter when it comes to the public's understanding, satisfaction and confidence in PRTC.

### Expectations v Agreement with Process

■ Did not expect a police officer to attend and investigate    ■ Expected a police officer to attend and investigate



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69% of those who did not expect to receive officer attendance agreed they understood their report was recommended for closure, 51% higher than those who were expecting officer response.

69% of those who did not expect to receive officer attendance agreed they were satisfied their report was recommended for closure, 51% higher than those who were expecting officer response.

62% of those who did not expect to receive officer attendance agreed they would feel confident reporting a crime if PRTC was rolled out nationally, 35% higher than those who were expecting officer response.

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## What else do you think is important for us to know?

Respondents expressed concern that this new approach will result in an increase of crime, as perpetrators of crimes that don't result in harm or pose a risk, will feel empowered. Some felt it important that more CCTV should be in their local area to assist in providing viable lines of enquiry.

One respondent highlighted feeling like the assessment of their case as “low level” disregarded the personal impact of the crime (i.e. theft). We know a key driver of positive user experience is police attendance. In cases where this is not deemed proportionate, the way we make people feel, particularly in our language, approach and compassion, is as important as the outcome of the report, in ensuring that the individual feels safe, protected and likely to contact and cooperate with the police in the future.

It's important that THRIVE assessment processes ensure people feel adequately listened to and their concerns fully understood, so that their call can be assessed and triaged appropriately, reducing feelings of not being taken seriously.

*“To be fair, first time I have contacted police in a long time. **Reported incident more for information as knew details given were not enough to take forward. However totally happy with response and timeline.** So no complaints. You guys have a hard enough job as it is. So well done*

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*“If proportional response policing means the society we live in **accepts this afore-stated scenario [property damage] as acceptable and tolerable** then I fear for my, my children's, and my grandchildren's future safety on the streets of Aberdeen.”*





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# User Experience and Your Police Surveys

This pack includes analysis of data from Police Scotland’s User Experience Survey (23/24).

- The User Experience survey is our independent survey to measure and enhance people’s experience of contacting Police Scotland, administered by Progressive Partnership Ltd. The survey is sent via text message to a sample of people who have made contact with police each month. This survey receives approximately 1,200 responses each month and has been expanded to include those engaging with our complaints process.
- The survey captures data about a user’s contact experience, through to the response received from police, their satisfaction with attending officers and overall satisfaction. It is completely anonymous, and we cannot track results back to individual cases or crime reports. Regular analysis of open-ended responses helps the service understand what drives a positive experience with police and supports wider efforts to support our people in their jobs.

The survey focus on understanding public expectations and experience with the various contact touchpoints. From this evidence base we know the kind of service people want and expect, how well we are performing and what the ‘pain points’ might be at any point in time. Respondents to the User Experience survey provide feedback on their **interactions with Police Scotland, which usually takes place one month before survey completion date**. For example, data presented for November, represents a contact experience that took place in October.

This pack also utilised Police Scotland’s Your Police (23/24) survey data.

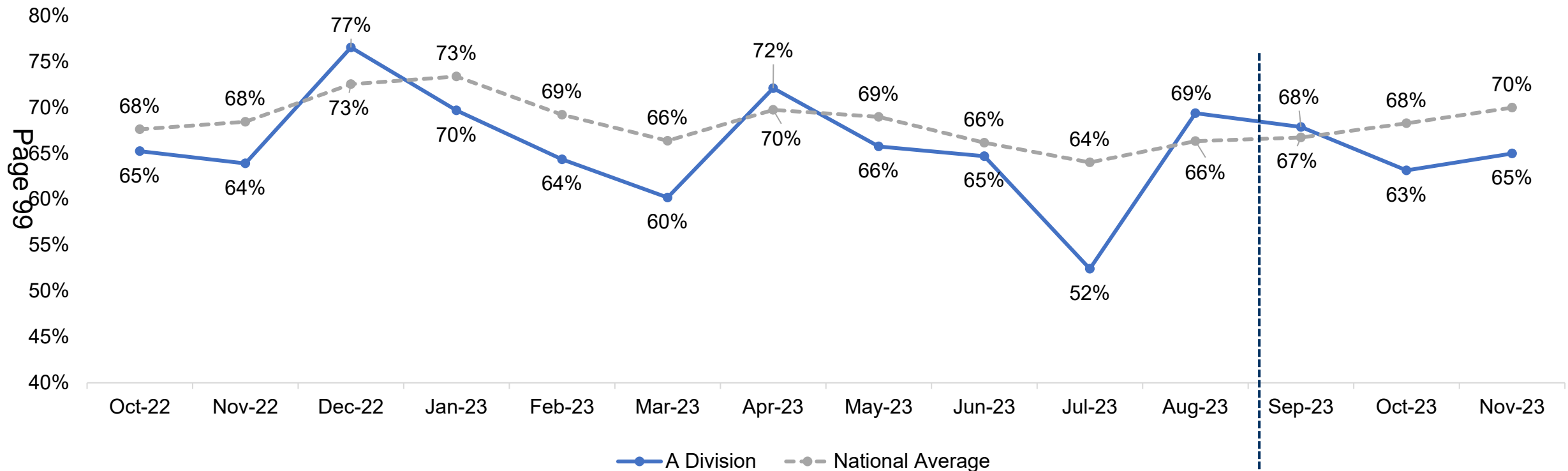
- The Your Police survey is our local police survey. This is continuous and runs all year, building on the large response from the public and communities in previous survey years. Anyone who lives in Scotland can influence local policing in their area through this survey.
- We use the feedback to understand public confidence, where we can improve and build on what we are doing well and inform opportunities for partnership working and collaboration.
- The survey is hosted on Police Scotland’s [Engagement Hub](#) and is fully accessible, meeting the AA standard for public sector websites. This means that people who use screen readers and other assistive technology are able to take part. We also ensure the survey is available in an easy read version and in British Sign Language.

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# User Experience Survey

Based on your overall experience, how satisfied are you with Police Scotland?

### Overall Satisfaction by Month



- Average A Division Overall satisfaction is **66%** (-2% national average) prior to pilot commencement (Oct-22 – Sep-24).
- During Oct -23 -Nov 23 average overall satisfaction for A Division is 64% (-5% national average).

**Pilot runs  
August 28<sup>th</sup> -  
November 19<sup>th</sup>**

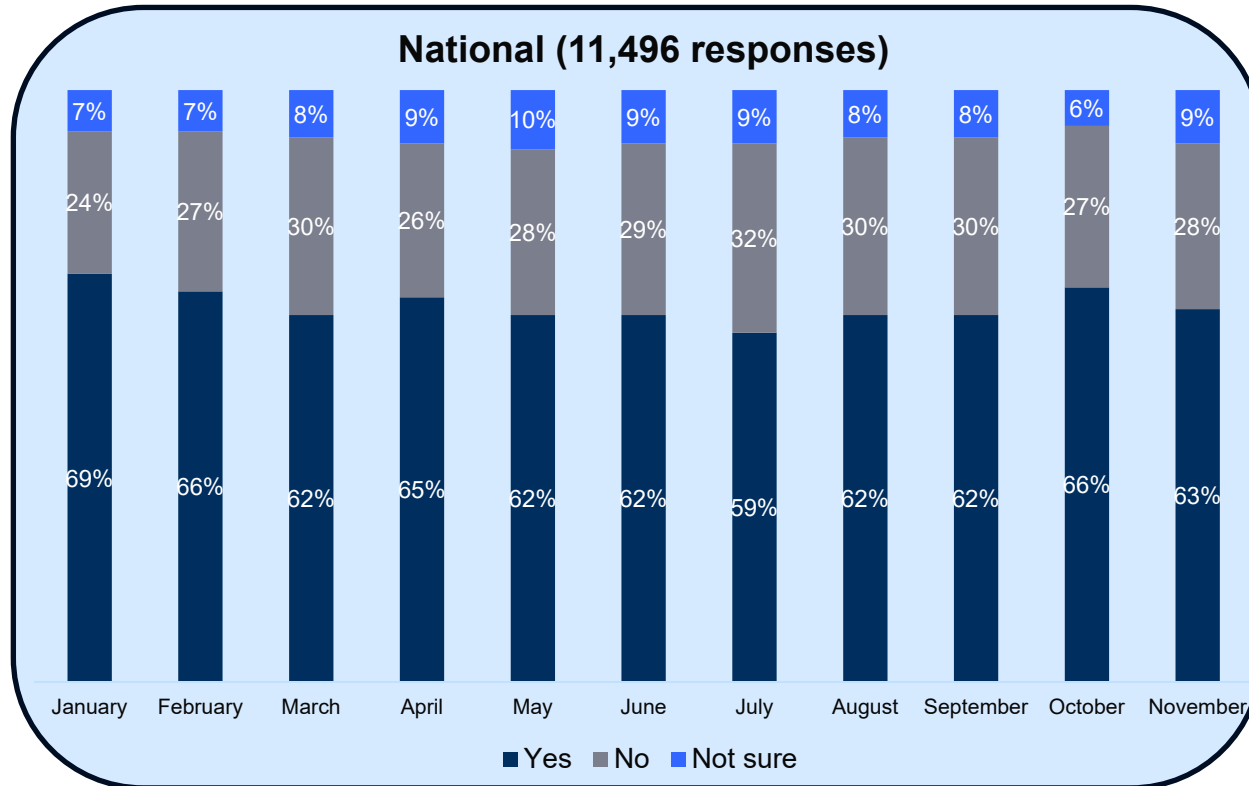
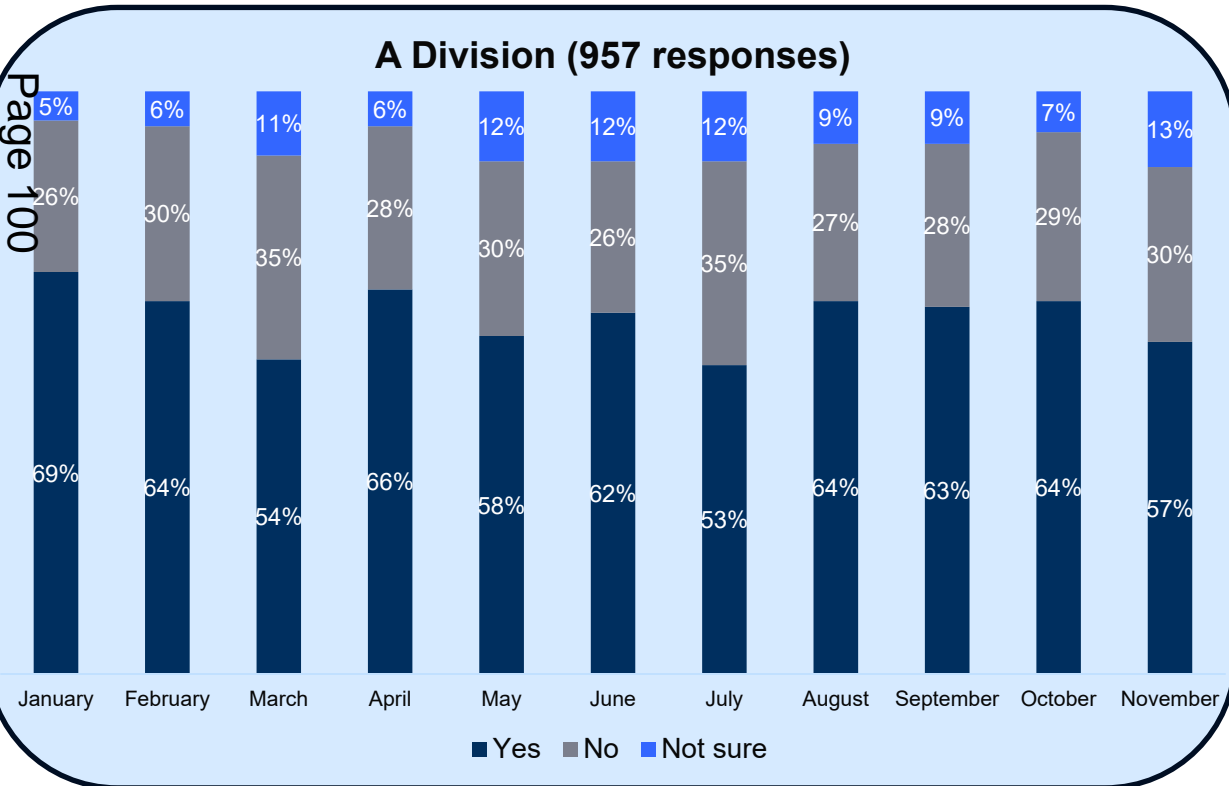
# User Experience Survey



## Do you feel that the police provided the appropriate response to the incident you reported?

In A division, between October and November survey responses currently available, on average, 61% of respondents stated they felt they received an appropriate response. Prior to the pilot, between January and September (contact experiences from August), the same average of 61% was reported.

To provide wider context, the national average during the October and November period was 65% and prior to the pilot, the average percentage of respondents feeling they received an appropriate response was 63%.



# User Experience Survey

## Did you feel staff properly understood what you needed?

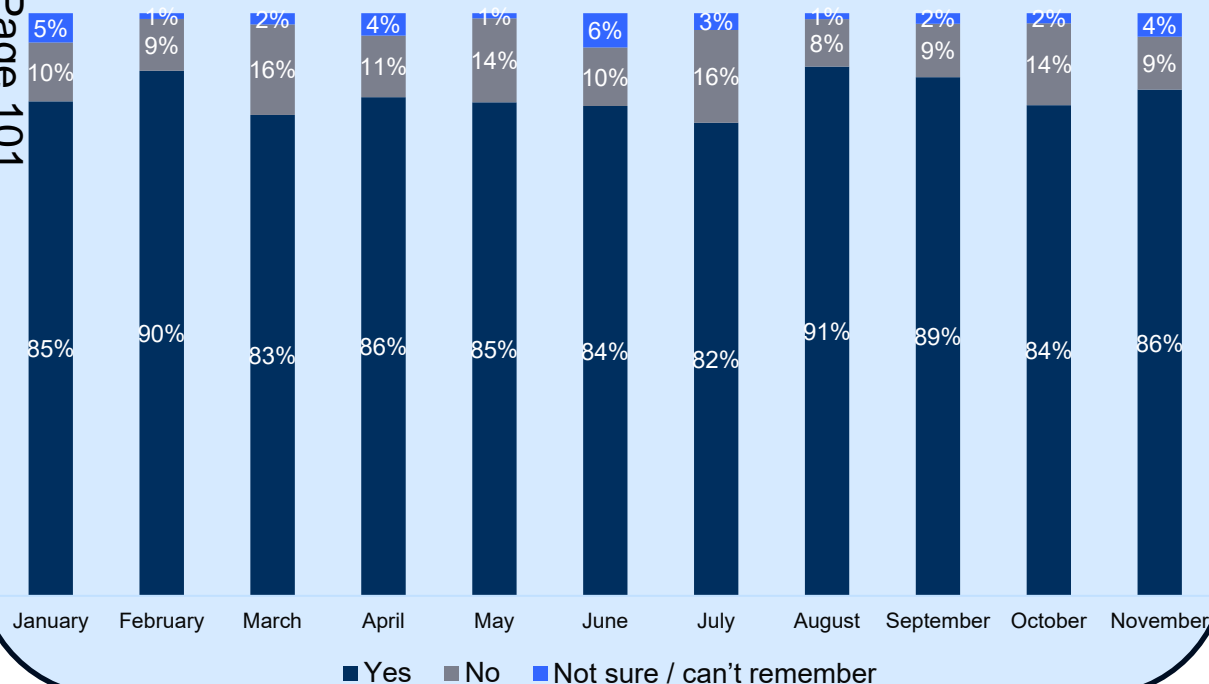
In A division, between October and November survey responses, on average 85% of respondents stated staff properly understood what they needed. Prior to the pilot, the average was 86%.

The national average between October and November survey responses was 87% and prior to the pilot period, on average 86% of respondents stated yes.

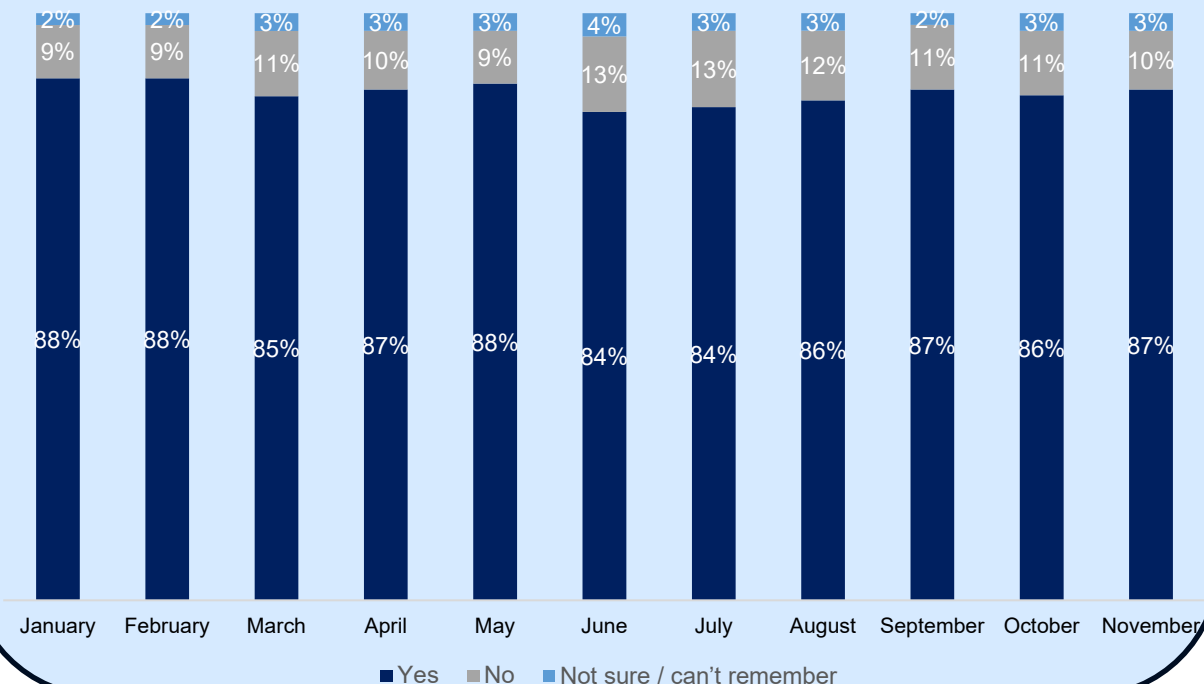
There are only minor percentage differences in average responses these questions in the User Experience survey. This includes before and during the pilot in A Division and in comparisons with national responses.

**A Division (1174 responses)**

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**National (14,256 responses)**



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## Reference to the Proportionate Response to Crime Pilot

A small number (n=29) of respondents to the Your Police survey referenced the reporting in the media relating to the Proportionate Response to Crime pilot. Open-text comments reveal a worry that Police won't be investigating crimes or will be taking a "soft-touch" approach:

*"Aberdeen city centre is a disgrace - full of teens running riot and drunk folk fighting and shouting and swearing. I'm appalled **that it's recently been announced that minor crimes won't be investigated.** If anything we need a lot more policing. What happened to using breach of the peace to get these folk off the streets?"*

*"Little Police presence and recent news reporting that **some crime will no longer be investigated.** What a time to be a criminal!"*

Accessible communication in terms of what the police service is doing locally to address concerns is key to improving indicators identified in the Your Police survey. How we tell the story about what we are doing every day to keep people and communities safe is key. This is also a driver of public confidence, so any improvement in these areas will likely increase confidence, as well as trust, in Police Scotland.

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# Colleague Survey C3 Division Responses

## Briefing Method and Improvements

There were 30 responses from C3 Division:

- Resolution Team Assistant: 47% (14)
- Resolution Team - Team Leader: 13% (4)
- Police Constable: 30% (9)
- Police Sergeant: 10% (3)

All respondents received a briefing on carrying out the Proportionate Response to Crime process. Most received the briefing in person (63%) and under half received this via Microsoft Teams (37%).

Police Constables mostly received the briefing over Microsoft Teams (78%) with the majority of other roles in person.

| Briefing Method      | Police Constable | Resolution Team Assistant | Police Sergeant | Resolution Team - Team Leader |
|----------------------|------------------|---------------------------|-----------------|-------------------------------|
| In person            | 22%              | 79%                       | 67%             | 100%                          |
| Over Microsoft Teams | 78%              | 21%                       | 33%             | 0%                            |

### Briefing Improvements

9 responses were provided when asked for improvements that could be made to the briefing. The majority of these were positive, stating the briefing was **well delivered** and no improvements were needed. The suggestions made by respondents were:

“I feel that the use of training crime CR numbers on UNIFI would be good to allow us to actually complete the process ourselves and see it on our own screen rather than seeing it done by someone else.”

“Make sure all the briefings are in person!”



## Support Received from CERP

After the briefing, the vast majority (69%) of C3 colleagues agreed they felt supported by CERP during the 12-week pilot.

No colleagues “disagreed” that they felt supported, however 22% of Police Constables and 100% (n=3) of Police Sergeants “neither agreed nor disagreed” that they felt supported.

- 97% agreed they were confident in applying the Proportionate Response to Crime process. 1 Police Sergeant “Neither agree nor disagreed” that they were confident.
- 96% confident in informing someone that their crime report is being recommended for filing (Team Leaders and Police Sergeants not included).
- 97% agreed the Proportionate Response to Crime page on the C3 Procedures Guide contains adequate information to allow them to follow the process, with 1 Police Sergeant stated “neither agree nor disagree”.

# Colleague Responses: C3 Division

## Support Received from CERP

All open-ended responses relating to the support received from CERP were positive. Respondents discussed how the team were helpful, supportive and proactive:

*"I had no issue that caused me to seek support so cannot comment. Email updates on arising issues were useful although I did not have any problems with CR's submitted under scheme."*

*"CERP team have always been on hand to deal with any questions and it was a very open communication between RTA's and the CERP team. The Teams group chat that was set up has helped RTA'S learn form others asking questions also."*

*"I felt extremely supported after the briefing by the trainers. Andy and Stacey were very helpful and stayed with us for the first few days of the pilot as they knew there would be lots of initial questions in the beginning. After this, they created a group chat for any further questions that we needed answers to which was so helpful as most of the RTA's had the same questions and it was easy for us to refer back to. During the pilot, both Andy and Stacey have kept us updated with anything that had changed or any feedback they had received which was great to know."*

*"Perhaps having more examples on the Proportionate pages with examples as they developed would be useful with common scenarios and guidance but appreciate still early days and some decisions needed more time for consultation and agreement with stakeholders like crime management and crime registrars."*

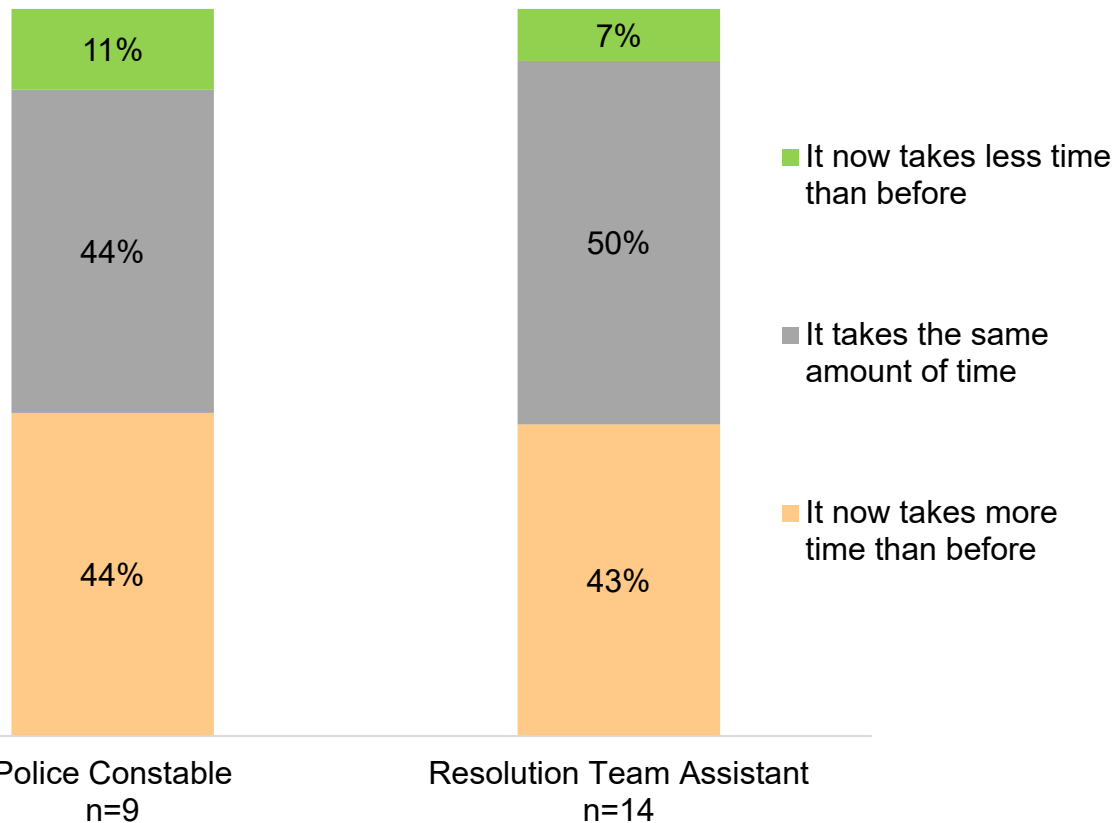
*"Andy & Stacey were great! clear instruction and direction, and on hand/contactable when we had questions."*

2 Police Constables selected neither agree nor disagree, sharing that they did not need to seek support so were unable to comment. 3 sergeants selected neither agree nor disagree, but did not provide comment.

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## Crime Report Recording

**Q: In comparison to before the Proportionate Response to Crime pilot, has the length of time taken to record a crime report changed?**



Most colleagues (48% average) shared that the length of time taken to record a crime report has stayed the same.

A minority of C3 colleagues said it takes less time now than before. A higher proportion of those who felt this way were Police Constables.

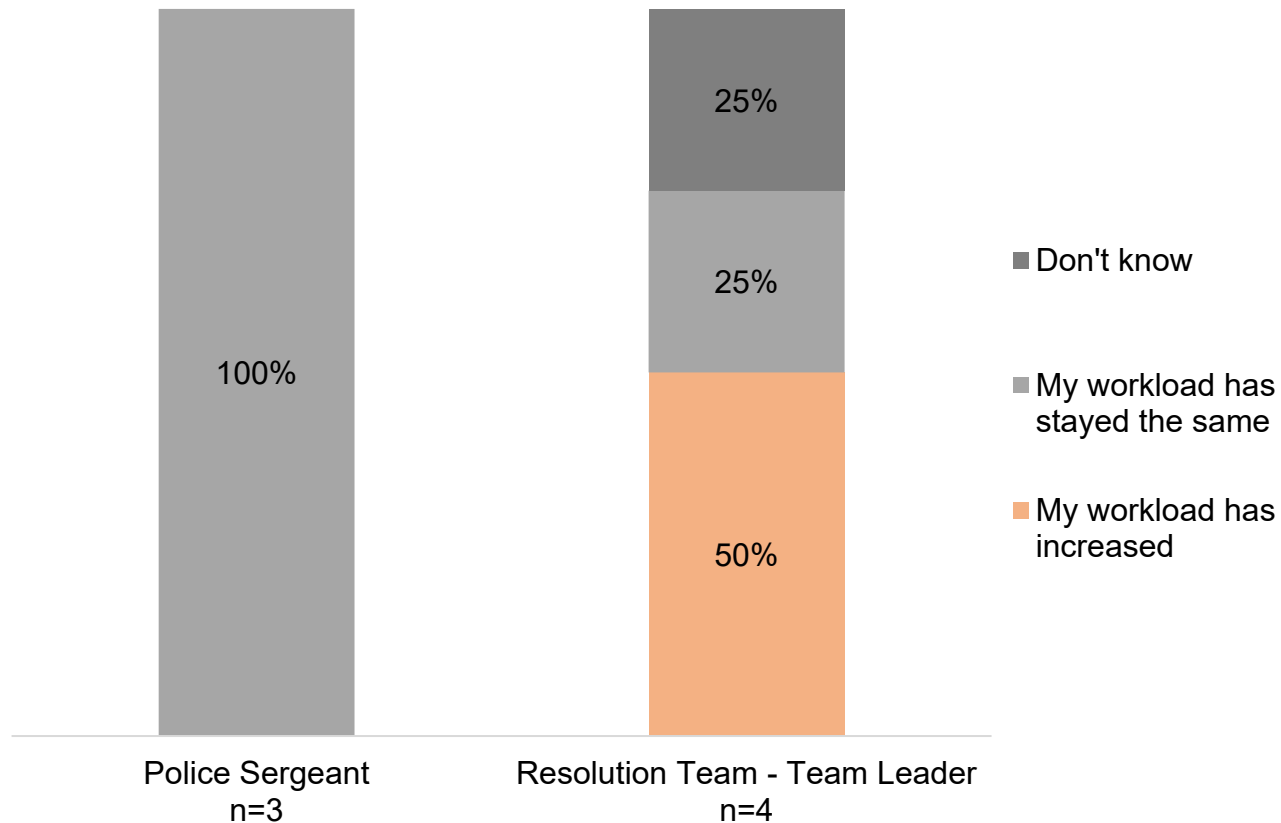
An average of 43% of C3 colleagues felt it takes more time in comparison to before the pilot.

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# Colleague Responses: C3 Division

## Impact on Workload

**Q: Since the Proportionate Response to Crime pilot has started, have you noticed a change in your workload?**



No Police Sergeants noticed a difference in their workload since the pilot started.

Half of Team Leaders noticed an increase in their workload.

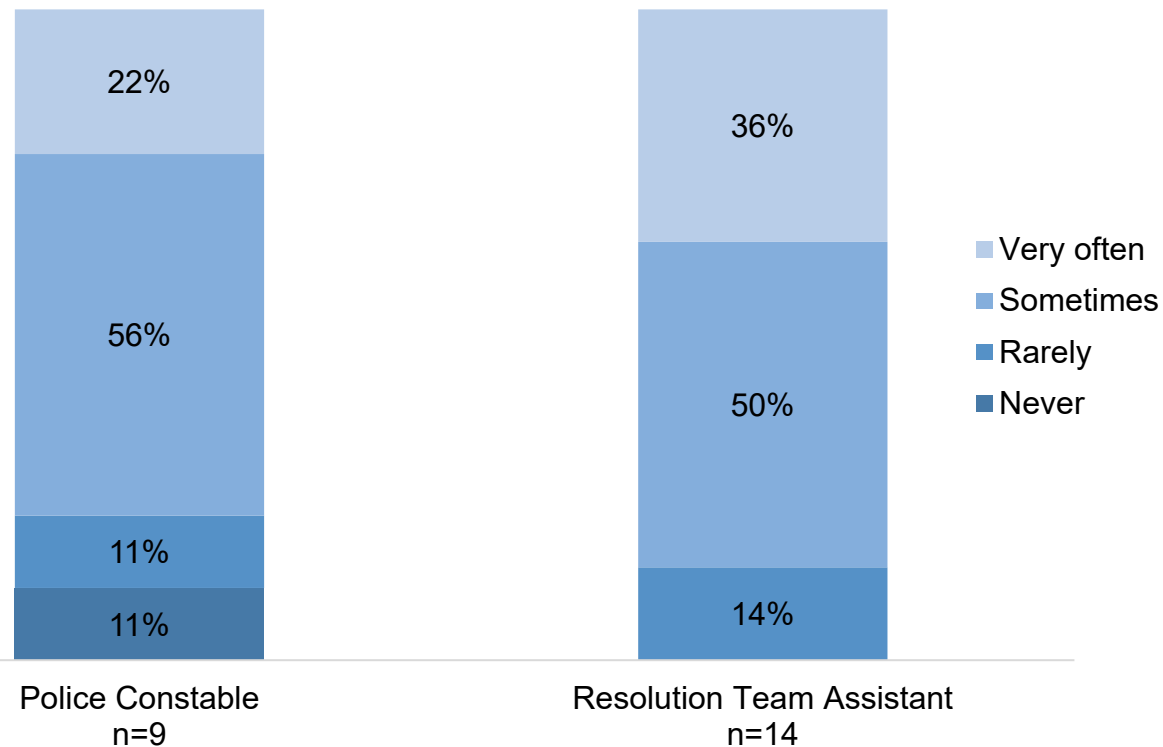
No Team Leader or Police Sergeant reported a reduction in their workload since the pilot started.

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# Colleague Responses: C3 Division

## Previous Crime Reference Number Requests

**Q: Prior to Proportionate Response to Crime, how often did a reporter advise you that they only wanted the crime reference number and did not expect an enquiry to be carried out?**



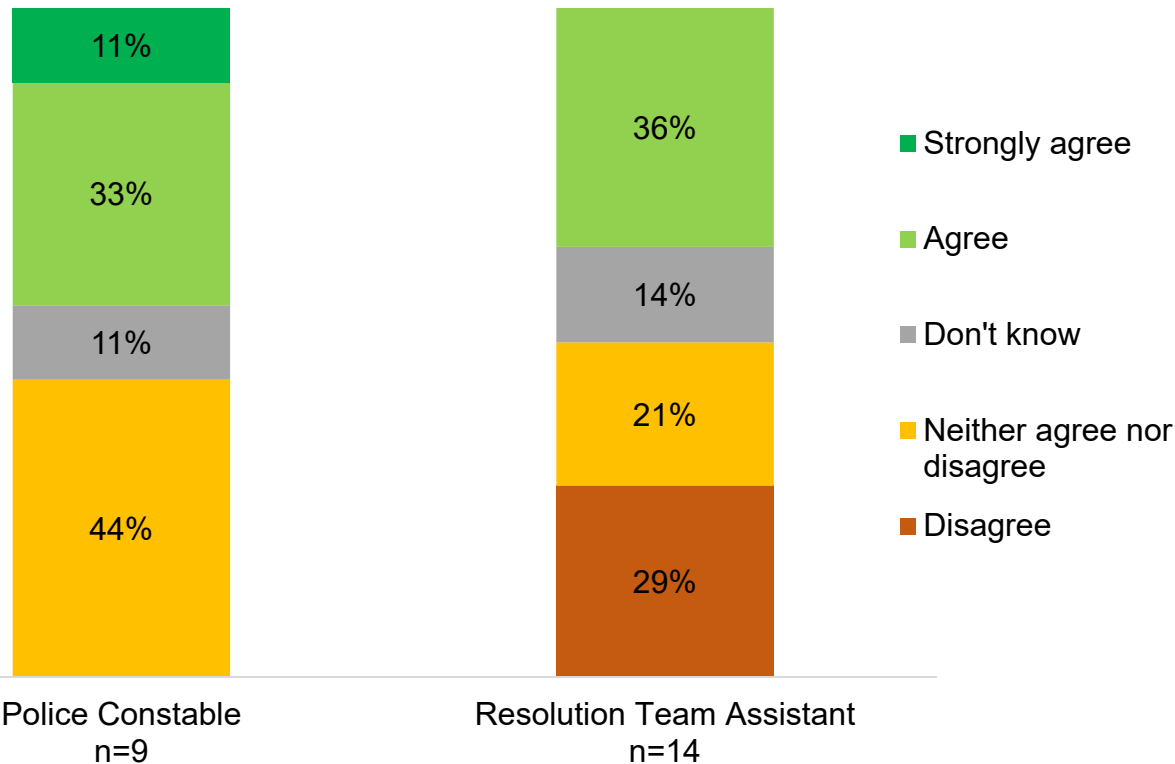
Most colleagues (83% on average) encountered reporters only requiring a crime reference number (with no expectation of enquiry) at least sometimes or very often.

This was especially reported by RTAs.

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## Amendment of Crime Reports

**Q: When crime reports are returned to me by the Crime Management Unit, it is clear why this has been returned for amendment.**



36% of RTAs and 44% of Police Constables agreed or strongly agreed it was clear why reports returned by the CMU had been returned for amendment.

29% of RTA disagreed that it was clear and a further 35% neither agreed nor disagreed or didn't know.

No Police Constables thought it was unclear, however, 55% neither agreed nor disagreed or didn't know.

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## Process Improvements

Colleagues from C3 division were asked what could improve the Proportionate Response to Crime process. Key themes from these responses were:

- Increase knowledge of the process across all departments involved.
- Increase feedback from the Crime and Incident Management Unit when reports are returned. Some colleagues felt the reasoning for a report being returned was not always clear.
- Some police officers felt that completion of the template was not required where lines of enquiry are present.
- The inclusion of more crime types within the process.
- Greater public awareness.

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*"I think the only thing to improve is the aftermath of sending a report for either filing or allocation if it has not been agreed. It is not always clear what Crime Management want us to do. Second to that, as RTA's we are sometimes not able to do what Crime Management are asking as we don't have that access to Unifi. We deal with so many crime reports every day that it is sometimes hard to trace our memory back to a CR that has been returned to us."*

*"I feel as a Police Officer with 16 years service that if there is CR that falls within the category for the Proportionate Response to Crime process and I determine there is appropriate lines of enquiry I should not have to fill in a template to justify the reasons for this. I feel that I can use my judgement to determine this and spending time filling out the template when it is going for enquiry is needless, a waste of time and feels a little patronising. The summary that I will put on a CR will contain sufficient detail to allow the matter to be progressed therefore if I put on a CR for enquiry, a template should not be required. I fully accept that if it is to be filed for no enquiry then the template has a place however, as stated, if I decide there is enquiry the template should not be required."*

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*"The removal of the requirement for TL's to agree COS UNIFI reports are 'suitable for closure' when we are merely providing an admin function."*

*"Clearer instruction and accountability in relation to incidents which have been reopened for relatively minor points of clarification."*



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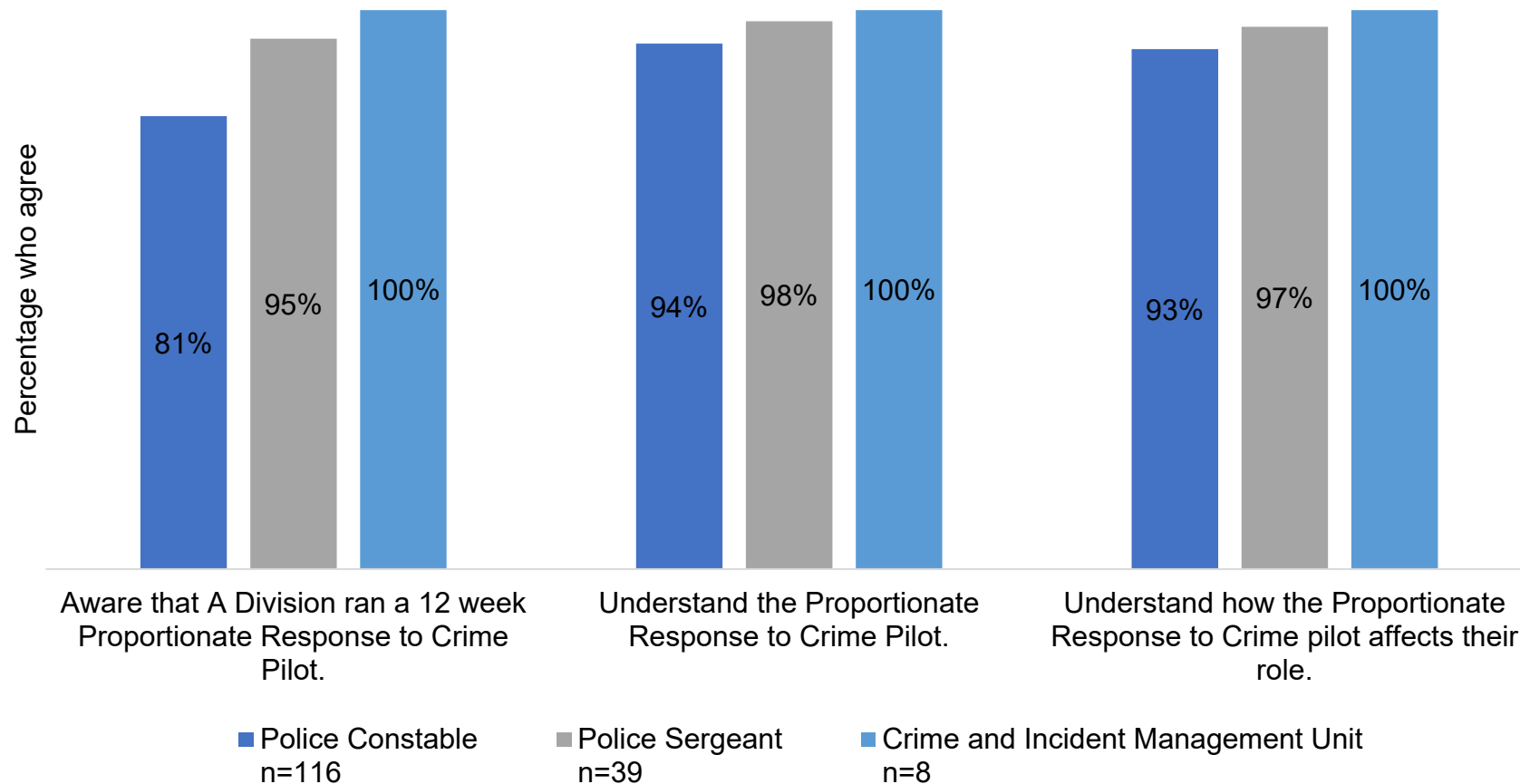
# Colleague Survey A Division Responses

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## Understanding of the Proportionate Response to Crime Pilot

Understanding of PRTC



163 responses were received from **A Division**:

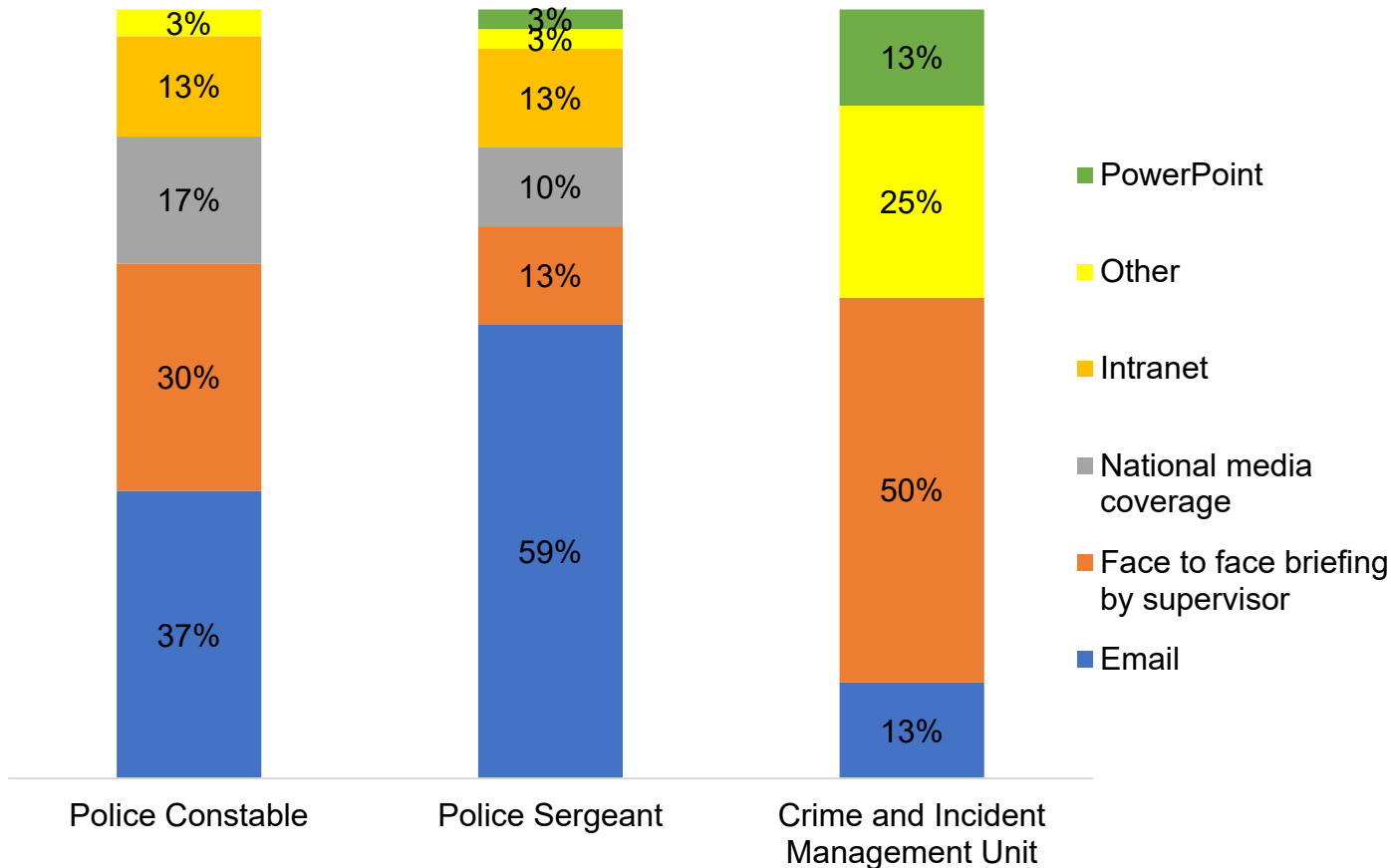
- Crime and Incident Management Unit: 5% (8)
- Police Constable: 71% (116)
- Police Sergeant: 24% (39)

The vast majority of A Division colleagues were aware of the pilot, understood it and how it would affect their role. Police Constables generally had less awareness of this than sergeants and CIMU colleagues.

# Colleague Responses: A Division

## Awareness of the Proportionate Response to Crime Pilot

Q: How were you made aware of the Proportionate Response to Crime pilot?

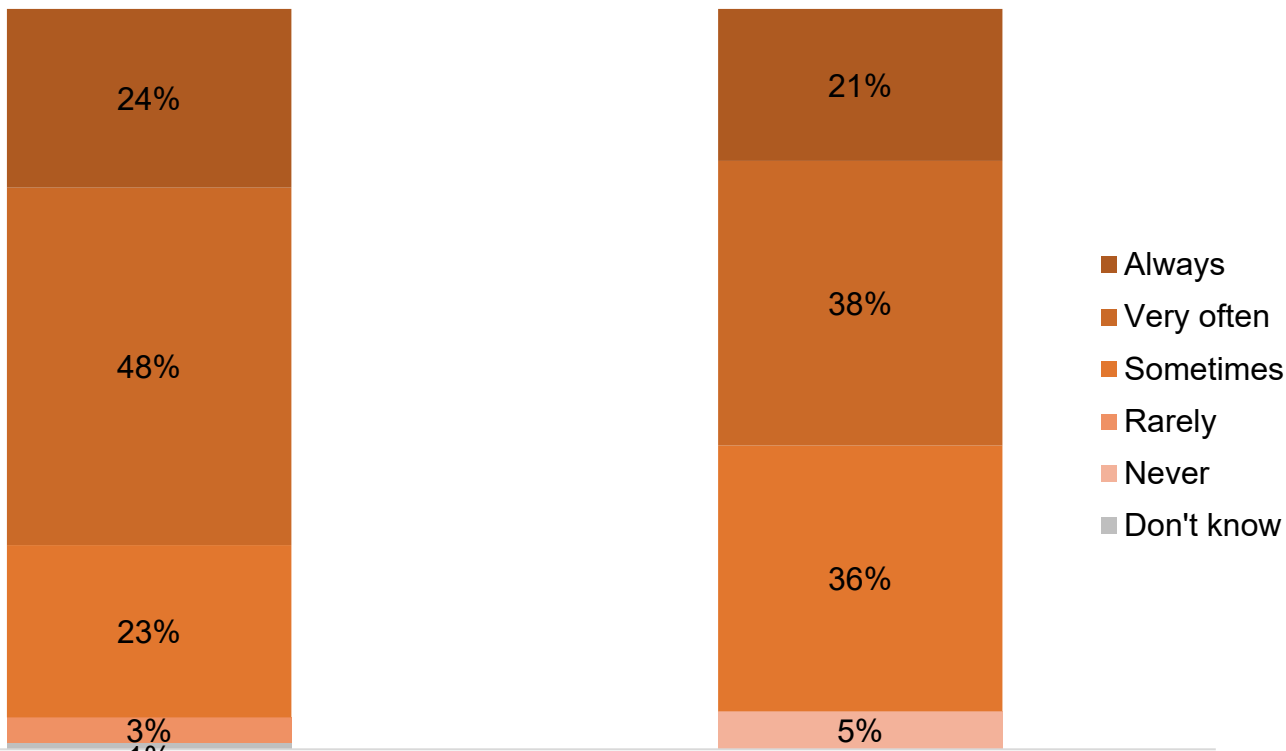


Most colleagues were made aware of the pilot via email or face to face briefings with their supervisor.

Those who responded 'other' were made aware of the pilot by colleagues, MS Teams meeting, through the media or reported that they did not know about it.

## Pre-Pilot Crime Report Allocation

Frequency of Allocation of Crime Reports with no Proportionate Line of Enquiry



How often Police Constables would be allocated crime reports where no proportionate lines of enquiry existed

How often Police Sergeants would allocate crime reports where no proportionate lines of enquiry existed

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72% of Police Constables report, prior to the Proportionate Response to Crime pilot, they would be allocated crime reports where no proportionate lines of enquiry existed “very often” or “always.”

59% of Police Sergeants report allocating crime reports where no proportionate lines of enquiry existed always or very often.

# Colleague Responses: A Division

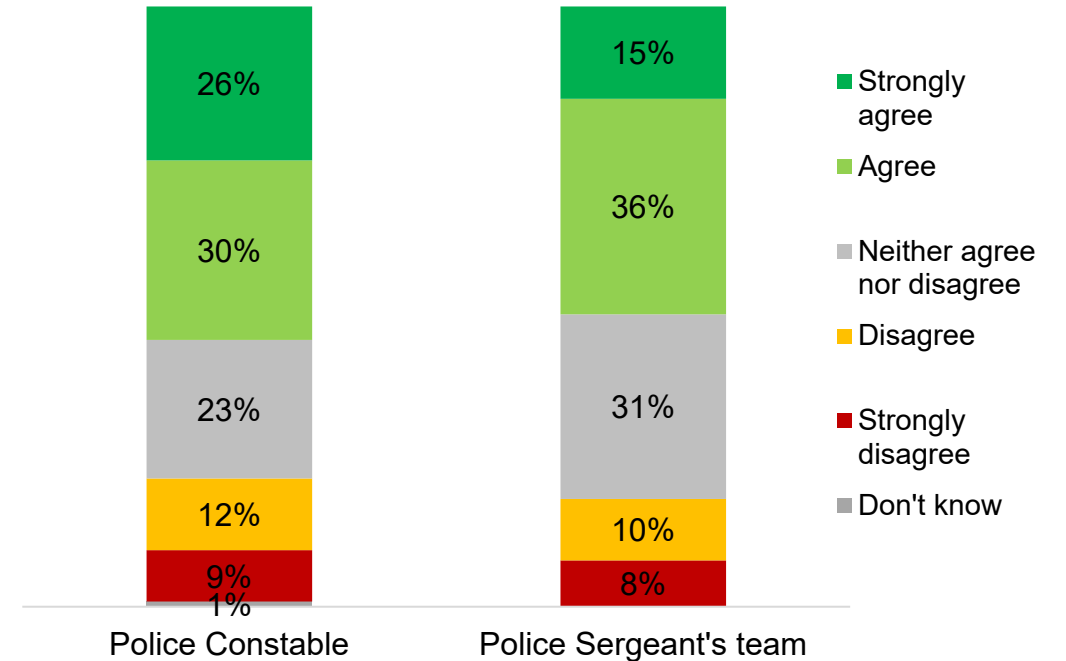
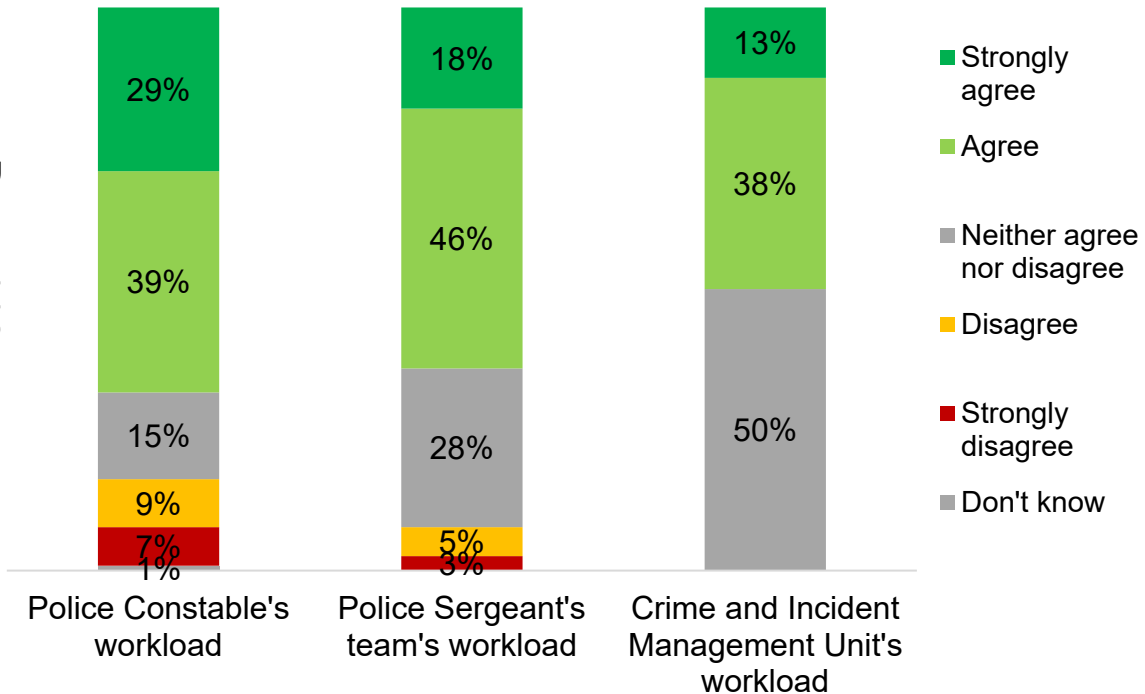
## Impact on Workload

Q: Since the Proportionate Response to Crime pilot has started, I have noticed a difference in my/my team's crime report workload.



Q: Since the Proportionate Response to Crime pilot has started, I/my team have more time to investigate crime reports that have a proportionate line of enquiry.

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68% of Police Constables and 64% of Police Sergeants have noticed a difference in their own or their team's workload since the pilot started. 51% of CIMU colleagues agree they have noticed the difference in their workload. Open ended comments reflected the positive impact of receiving a reduced number of crime reports for allocation.

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Since the Proportionate Response to Crime pilot has started, 56% of Police Constables and 51% of Police Sergeants agree that they or their team have had more time to investigate crime reports that have a proportionate line of enquiry.

## Impact on Workload

The majority of feedback discussed the pilot and a reduction in crime reports received positively, with colleagues sharing how this has made a positive difference by increasing the time officers have available. Colleagues shared how this can boost morale, particularly for frontline officers. Colleagues suggested that these benefits could be improved further by increasing the scope of offenses included (e.g., including low value fraud).

When colleagues shared they had not felt the benefits of a reduction in crime reports being allocated, or noticed a difference in their workload, this was often discussed in the context of the wider demand faced by the organisation. Colleagues shared that, although crime reports may be reduced, their time is often spent managing non-criminal calls that do not fall within the remit of the pilot (e.g., mental health calls). They also discussed the impact of staffing levels across the division, meaning that they were not able to feel the benefits of reduced crime reports due to wider demand and capacity challenges. This was not directly related to the pilot, with many colleagues being aware of the benefits despite not experiencing this for themselves at this time.

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*“There has been a significant reduction in Crime Reports requiring to be allocated daily which is an enormous relief to officers workload which at times can be unmanageable due to the volume. This has assisted officers greatly with them able to concentrate, prioritise their workload and have more time to progress enquiries. It has also boosted morale and has been well received.”*

*“This has been a huge positive in lessening the burden on an already stretched CPT, allowing for proportionate lines of enquiry to be carried out in a more timely manner for relevant enquiries, as well as providing officers more time to submit reports/statements etc in a more timely manner and to a better standard.”*

*“Frontline officers should be made explicitly aware of PRTC; I was not aware until I saw the email requesting me to complete this survey (that may have been a previous email oversight by me). I spoke with other members of my team who were also unaware. It would definitely be a morale booster for the frontline, so it should be highlighted more effectively to them!  
Great initiative, thanks.”*

*“Given the climate we are operating in now it allows frontline officers more time to deal with more serious matters.”*

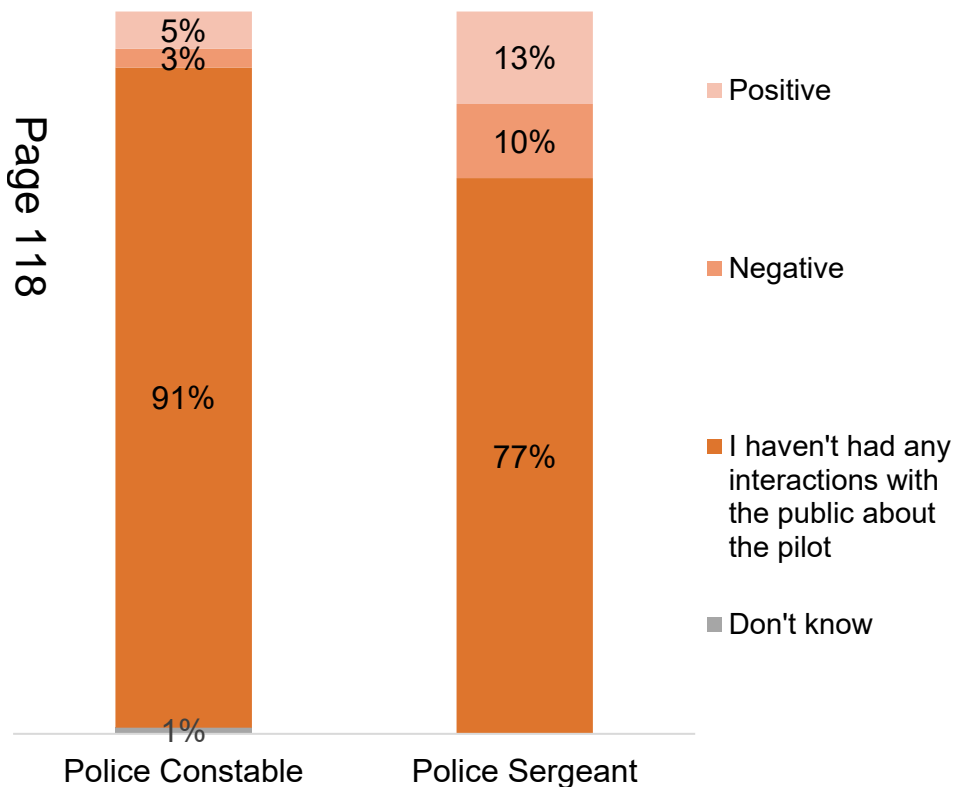
*“While I note that this initiative should be giving us more time to investigate crime and I am sure to some extent that it is, given that we are now running all the time with significantly less staff than ever, it doesn't feel like it.”*

*“I would also say it is difficult to measure whether the team are being afforded more time to complete enquiries which have proportionate lines of enquiry, due to them dealing with various matters which are not even criminal - such as mental health etc. This of course is a different challenge and conversation.”*

# Colleague Responses: A Division

## Public Interactions

**Q: If you have had any interaction with members of the public about the Proportionate Response to Crime pilot, was this positive or negative?**



The majority of respondents have not had any interactions with the public regarding the pilot. Where these interactions have occurred, responses from the public have been mixed.

Colleagues shared examples of receiving negative comments about the pilot from members of the public. When the approach was fully explained, they shared that often, members of the public then had a positive response. A common theme in these responses related to members of the public being misinformed by information shared by the media. It was clear from colleagues that there is a need to increase public understanding of the process.

*"This has been a real point of contention at community council meetings - there is a real perception that we no longer investigate low level crimes. I think this is a problem more with the way it has been pitched in media release, but also as a result of political parties deliberately misrepresenting the issue for their own gain - rather than a problem with the police decision itself. I have found that when I take the time to explain that actually very little has changed - we weren't attending these jobs anyway, and that instead it is a C3 call handler doing telephone enquiry instead of one of my cops, folk are generally quite happy with it."*

*"As the public I dealt with, were in relation to crime reports that actually required investigation, I did not speak with members of the public who were reporting incidents with no lines of enquiry. This made my colleagues and I have more time to focus on the incidents that actually needed investigating. This has been a real benefit to us."*

**OFFICIAL**

## Crime Report Allocation

**Q: When you receive crime reports for allocation that have been assessed as having a proportionate line of enquiry, how often do you agree with the C3 division assessment?**



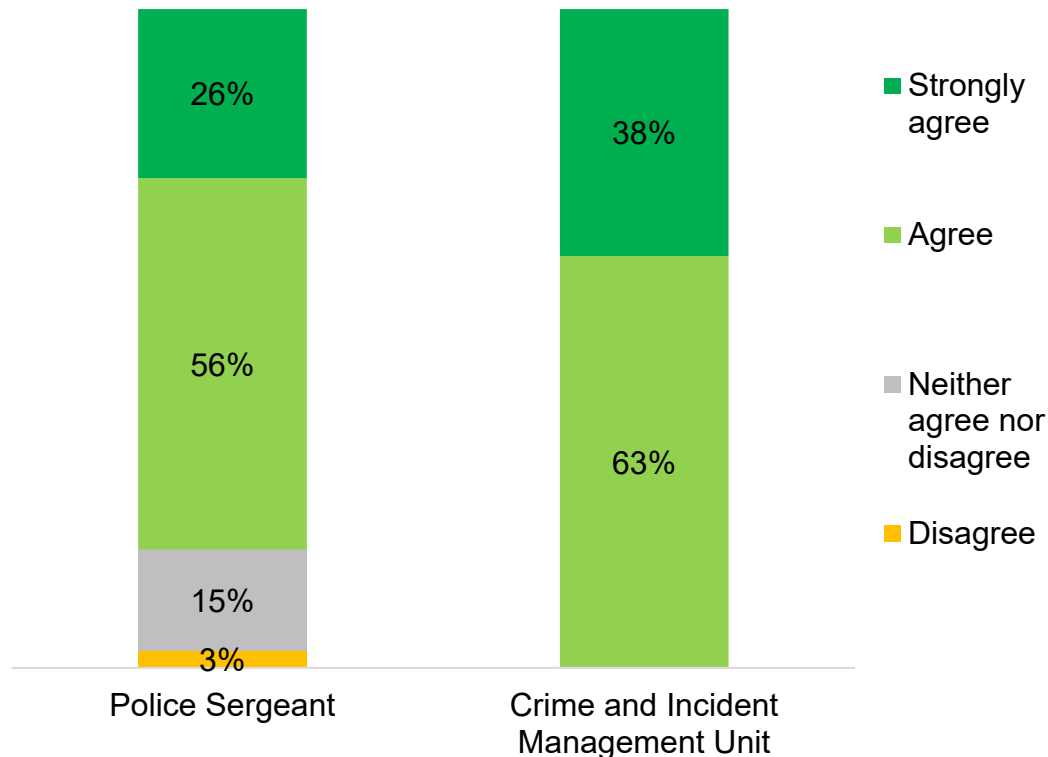
54% of Police Sergeants agree with the C3 Division assessment, with 44% reporting only sometimes.

100% of CIMU respondents agreed with the C3 Division assessment always or very often.

**OFFICIAL**

## Crime Report Allocation

**Q: The new initial circumstances template used by C3 division assists in making it clear why a crime report is being recommended for allocation.**



82% of Police Sergeants and 100% of CIMU respondents think the new initial circumstances template used by C3 division assists in making it clear why a crime report is being recommended for allocation.

82% of Police Sergeants are aware that under the proportionate response to crime process, sergeants are empowered to file crime reports where no proportionate lines of enquiry exist. 8% disagreed they were aware and 10% don't know or neither agree nor disagree.

All CIMU respondents agreed they were aware that they could file crime reports where no proportionate lines of enquiry exist.



## Crime Report Allocation

Open ended responses referenced the template being easy to read, clearly displaying possible evidence. It was discussed that on some occasions, the standard to which this was completed varied, but some felt this has improved over time.

Some colleagues shared that on some occasions it is not clear why a crime report is being recommended for allocation.

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*“The standard of CRs being raised by staff within C3/RT etc still remains chaotic and it is clear that, on some occasions, simple questions, providing suitable advice and reassurance could have been used to resolve the issue.”*

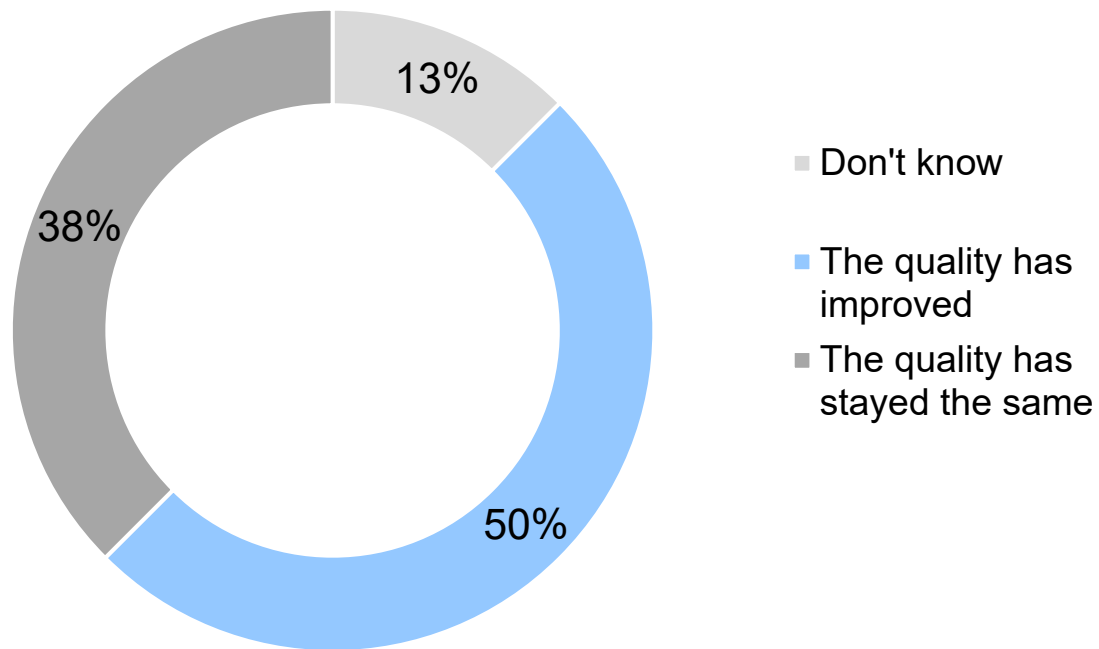
*“On occasion it is unclear if the CR is being filed or sent for allocation however this is clearly down to copy/paste.”*

*“I have seen some reports which don't contain the template. The template works well and has the necessary information. I agree that it is clear why the Crime Report has been recommended for allocation as the pro forma questions are included in the crime report, however there can sometimes be some ambiguity with the questions, for example when a complainer "believes" or "thinks" there is CCTV near by a locus, but nothing is specified for where this CCTV would actually be located. Sometimes the parameters require consideration, for example a vandalism where the only possible line of enquiry is the neighbours have a CCTV camera and the time frame is 12 hours long. There doesn't seem to be any questions followed up to state where the cameras are located, do they overlook the window? Is the house situated on the other side of the road, 3 doors down so anything evidential would clearly then not be available. It's a long list of questions that are sometimes not answered accurately. Proportionate Response works well and, when discussed properly with the complainer, a) provides them with the reassurance they need and b) does enable Officers to conduct other enquiries more thoroughly as they are not being as thinly spread.”*

**OFFICIAL**

## Quality of Crime Reports

**Q: Have you noticed a difference in the quality of the crime reports being received from C3 Division?**



Half of respondents from the Crime and Incident Management Unit think the quality of the crime reports being received from C3 Division have improved. No respondents felt the quality had decreased.

**OFFICIAL**



# Colleague Survey National Roll Out of Proportionate Response to Crime Process

## Suggestions for National Roll Out

Broadly, respondents said the pilot approach was effective and they would not change this. Where suggestions were made, these covered:

### **C3: Resolution Team Assistants and Police Constables**

- Ensure all areas aware and have received briefings
- Increase engagement and awareness raising with the public prior to launch.

### **C3: Resolution Team Leaders and Police Sergeants**

- Clearer instruction and accountability relating to incidents which have “been reopened for relatively minor points of clarification”.

### **A Division: Police Constables**

- Ensure quality assurance is completed and expand on template to allow greater uniformity of crime report quality.
  - Inclusion of fraud within the process
  - Raise awareness with frontline officers about PRTC
- Further training around what constitutes a ‘proportionate’ line of enquiry. Officers shared multiple experiences of being allocated crime reports that have limited or no lines of enquiry.
- Provide regular feedback on number of crime reports closed before allocation to share benefits with officers.

### **A Division: Police Sergeants**

- Increase public awareness and councillor engagement
- Inclusion of attempted fraud where there are no financial losses
- Inclusion of more probing questions relating to CCTV availability and locations.
- Improve consistency in the quality of crime reports being raised.

### **A Division: Crime and Incident Management Unit**

- Increase media coverage on roll out to increase public awareness.
- Possibility of automated system to return a crime report to C3 if felt the report should not be filed.
  - Increase consideration around value of thefts reported.

## Colleague Quote: C3 Division

*"I feel that if / when the process is rolled out nationally then CR's will take longer due to the template therefore the time allocated to record CR's may need to be factored into the appropriate diary. Within the RT Tel diary if clear crimes are allocated a double slot then this is more than enough time to record them however, as is often the case if you have all single slots filled with CR's then this is a struggle to have them completed.*

*I think the proportionate response to crime is a good idea and will undoubtedly save time for officers on the street however, it does take longer for the CR to be added, ensure all appropriate fields are completed and file this so does add extra time for officers recording CR's. How this process can be quickened up I do not know as it does take a while on UNIFI to add all relevant witnesses, complainers, property etc.*

*I feel that there are sometimes reasons, although a CR meets the criteria for direct filing that it should still merit some enquiry by an officer. I feel that there could be an 'other' reason for justifying some form of enquiry.*

*I feel that the reason for Proportionate Response to Crime should be communicated to the public clearly. Almost every person when you ask if they are aware of the pilot within the area the answer is 'no'. If the public were aware of this it would meet their expectations before even speaking to Police to report their crime."*

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# Colleague Responses: PRTC Roll Out

## Colleague Quotes: A Division

*“Ensure a consistent approach to matters and that when things do not need further action they are not sent 'just in case' or for divisional supervisor approval.”*  
- A Division Sergeant

*“Some CR's that are sitting unallocated but with no proportionate lines of enquiry (documented as such) show as filed, however they cannot be closed without being allocated. At the moment the only way to remove them to become filed is to allocate them to myself and then close. If there is a way for them to be filed and removed from 'unallocated' automatically this would be of benefit.”*  
- A Division Sergeant

*“Ensure all the Quality Assurance issues are completed well from the outset therefore to maintain a specific standard expected and to ensure everyone is doing the same thing within the dept.*  
*Sometimes the CR is recorded Proportionate Enquiry Resolution however it is clear that the summary contradicts this and CR should be allocated to the division, minor error.”*  
- A Division Constable

*“I think there should be a dialling down on what is deemed 'proportionate' lines of enquiry. So far we have found that ones with no lines of enquiry have been closed, however there has been a large number of crimes put through to officers for enquiry that have not been closed as they do have lines of enquiry, however many of these are not 'proportionate'. For example, I am aware of a £5 internet fraud being passed to an officer for enquiry with the lines of enquiry being Cycomms, DPA's to banks etc. I would suggest that the lines of enquiry whilst there, are not proportionate. There needs to be further training and clarification around what is deemed proportionate should this become a nation wide protocol.”*  
- A Division Constable

*“Through the pilot, a more standard template has been adopted for the initial circumstances noted on a new CR. This is an improvement as before the quality and content of the initial could vary widely. I think that expanding on this template approach will allow for a greater uniformity of quality on all new CRs. For example, due to the pilot, the presence of CCTV at locus is now identified as standard. I think this needs to be expanded by requiring the C3 officer to clarify with the informant whether the event was captured, whether the footage has been viewed, whether it has been burned, the details of who can operate the system, whether a USB or CD is required etc.”*  
- A Division Constable

*“The CRs raised currently vary vastly with some completed to a high standard and others completely worthless for an investigation perspective. This gives Officers further unnecessary work when they are already under enough pressure dealing with the continual ongoing emergency calls and inevitable jobs forthcoming as we continue to provide a mental health rescue service for the NHS and other partner agencies.”*  
- A Division Sergeant

## Colleague Quote: CIMU

*“Ensure all the Quality Assurance issues are completed well from the outset by C3 therefore to maintain a specific standard expected and to ensure everyone is doing the same thing within the department.*

*Sometimes the CR is recorded Proportionate Enquiry Resolution however it is clear that the summary contradicts this and CR should be allocated to the division, minor error possibly down to copy/paste.*

*Provide a contact number for the relevant Crime Management Unit to answer any queries. It was felt that it was mutually beneficial to the Service Advisors and Crime Management that Crime Management representative attended the C3 training. Input provided by C3 to the relevant Service Advisors was delivered well and addressed any concerns/queries. It was done days prior to Proportionate Response to Crime being rolled out therefore it was still fresh and not done months in advance and forgotten. From an ACM perspective it was beneficial to provide additional guidance regarding QA issues.*

*CRs on occasion have been reopened and return to the Crime owner (RT) before being allocated out etc/clarification being sought etc. Feel that C3 require to know the process and not be too concerned if the CR returns to the RT staff workload prior to allocation.”*

**OFFICIAL**

# Further Information or Questions



If you have questions about anything contained within this insight pack, please contact the Research and Insight team:

[InsightEngagement@scotland.police.uk](mailto:InsightEngagement@scotland.police.uk)



|                           |   |
|---------------------------|---|
| <b>COMMITTEE</b>          | Communities, Housing and Public Protection Committee          |
| <b>DATE</b>               | 28 March 2024   |
| <b>EXEMPT</b>             | No  |
| <b>CONFIDENTIAL</b>       | No  |
| <b>REPORT TITLE</b>       | Communities, Housing and Public Protection Performance Report |
| <b>REPORT NUMBER</b>      | COM/24/076  |
| <b>DIRECTOR</b>           | Gale Beattie  |
| <b>CHIEF OFFICER</b>      | Martin Murchie  |
| <b>REPORT AUTHOR</b>      | Louise Fox  |
| <b>TERMS OF REFERENCE</b> | 1.1.3   |

**1. PURPOSE OF REPORT**

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

**2. RECOMMENDATION(S)**

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

**3. CURRENT SITUATION**

**Report Purpose**

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

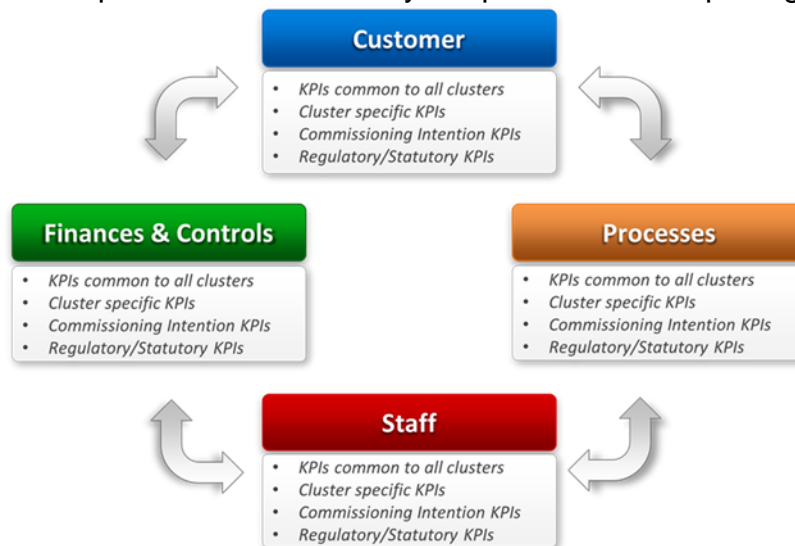
**Report Structure and Content**

3.2 Performance Management Framework Reporting against in-house delivery directly contributing to, or enabling delivery against, the city's Local Outcome Improvement Plan, (LOIP) has informed development of successive Council Delivery Plans, including the 2023/24 Council Delivery Plan that was agreed by Council on 1<sup>st</sup> March 2023.

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

3.4 The refreshed Performance Management Framework for 2023/24 was approved at the meeting of Council on 14 June 2023.





- 3.5 Service standards against each function/cluster, associated with Council delivery planning, offer continuous insight into the effectiveness, and accessibility of core service provision to the Council's stakeholders and city communities.
- 3.6 Where appropriate, data capture against these standards is now directly incorporated within the suite of metrics contained within Appendix A and will be reported against on either a monthly, quarterly or annual basis.
- 3.7 The Performance Management Framework provides for a consistent approach within which performance will be reported to Committees. This presents performance data and analysis within four core perspectives, as shown below, which provides for uniformity of performance reporting across Committees.



- 3.8 This report, as far as possible, details performance up to the end of January 2024 or Quarter 3 2023/24, as appropriate.
- 3.9 Appendix A provides an overview of performance across certain Operations and Customer services, with reference to recent trends and performance against target. It also includes, where available, up to date benchmarking information from the most recently published Local Government Benchmarking Framework report and, 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 or data trends. These are listed below:
- Dog Fouling - % responded to within 2 days
  - Average Call Wait Time (IT Helpdesk)
  - YTD % of Unintentional homeless decisions reached within 21 Days
  - YTD Average length of journey in days for applicants assessed as unintentionally homeless
  - The YTD Average time taken to re-let all properties (Citywide - days)
  - Rent loss due to voids - Citywide - YTD average
  - % Complex Subject Access Requests responded to within 3 months
- 3.10 Within the summary dashboard the following symbols are also used:

## Performance Measures

### Traffic Light Icon

-  On target or within 5% of target
-  Within 5% - 20% of target and being monitored
-  More than 20% below target and being actively pursued
-  Data only – target not appropriate

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

### RAG Status

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

## 4. FINANCIAL IMPLICATIONS

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

## 5. LEGAL IMPLICATIONS

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

## 6. ENVIRONMENTAL IMPLICATIONS

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

## 7. RISK

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

| Category | Risks | Primary Controls/Control Actions to achieve Target Risk Level | *Target Risk Level (L, M or H)<br><br>*taking into account controls/control actions | *Does Target Risk Level Match Appetite Set? |
|----------|-------|---|---|---|
|----------|-------|---|---|---|

|                              |                                    |   |    |     |
|------------------------------|------------------------------------|---|----|-----|
| <b>Strategic</b>             | None                               | NA  | NA | NA  |
| <b>Compliance</b>            | 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 |
| <b>Operational</b>           | 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 |
| <b>Financial</b>             | No significant financial risks.    | Overview data on specific limited aspects of the cluster's financial performance is provided within this report   | L  | Yes |
| <b>Reputational</b>          | 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 |
| <b>Environment / Climate</b> | None                               | NA  | NA | NA  |

## 8. OUTCOMES

| <b><u>COUNCIL DELIVERY PLAN</u></b>                 |  |
|---|--|
| <b>Impact of Report</b>                             |  |
| <b>Aberdeen City Council Policy Statement</b>       | <b>None</b>  |
| <b>Aberdeen City Local Outcome Improvement Plan</b> |  |
| 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. |
| <b>Regional and City Strategies</b> | None  |

## 9. IMPACT ASSESSMENTS

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

## 10. BACKGROUND PAPERS

Council Delivery Plan 2023/24 – COM/23/074

[Local Outcome Improvement Plan 2016-2026](#) (July 2021 Refresh)

Performance Management Framework – COM/23/168

## 11. APPENDICES

Appendix A – Performance Summary Dashboard

## 12. REPORT AUTHOR CONTACT DETAILS

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

## Operations and Protective Services

## Building Services

## 1. Customer – Building Services

| Performance Indicator  | Nov 2023         |   | Dec 2023 |   | Jan 2024 |   | 2023/24 Target |
|--|------------------|---|----------|---|----------|---|----------------|
|  | Value            | Status  | Value    | Status  | Value    | Status  |                |
| The year to date percentage of repairs appointments kept   | Data unavailable |   |          |   |          |   | 90%            |
| Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (year to date). | 86.27%           |  | 86.83%   |  | 87.7%    |  | 80%            |

| Performance Indicator  | Q1 2023/24 |   | Q2 2023/24 |   | Q3 2023/24 |   | 2023/24 Target |
|--|------------|---|------------|---|------------|---|----------------|
|  | Value      | Status  | Value      | Status  | Value      | Status  |                |
| Total No. complaints received (stage 1 and 2) - Building Services                  | 75         |  | 64         |  | 113        |  |                |
| % of complaints resolved within timescale stage 1 and 2) - Building Services       | 85.3%      |  | 76.6%      |  | 81.4%      |  | 75%            |
| % of complaints with at least one point upheld (stage 1 and 2) - Building Services | 38.7%      |  | 32.8%      |  | 23.9%      |  |                |
| *Total No. of lessons learnt identified (stage 1 and 2) - Building Services        | 1          |  | 0          |  | 1          |  |                |

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

**2. Processes – Building Services**

| Performance Indicator   | Nov 2023         |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|---|------------------|--------|----------|--------|----------|--------|----------------|
|   | Value            | Status | Value    | Status | Value    | Status |                |
| The year to date average length of time taken to complete emergency repairs (hrs)                       | Data unavailable |        |          |        |          |        | 4.1            |
| The year to date average length of time taken to complete non-emergency repairs (days)                  | Data unavailable |        |          |        |          |        | 8.3            |
| The year to date percentage of reactive repairs carried out in the last year completed right first time | Data unavailable |        |          |        |          |        | 90%            |
| The percentage of Repairs Inspections completed within 20 working day target (year to date)             | Data unavailable |        |          |        |          |        | 100%           |




**3. Staff – Building Services**

| Performance Indicator  | Q1 2023/24 |        | Q2 2023/24 |        | Q3 2023/24 |        | 2023/24 Target |
|--|------------|--------|------------|--------|------------|--------|----------------|
|  | Value      | Status | Value      | Status | Value      | Status |                |
| Accidents - Reportable - Employees (No in Quarter - Building Services)     | 0          |        | 1          |        | 1          |        |                |
| Accidents - Non-Reportable - Employees (No in Quarter - Building Services) | 7          |        | 7          |        | 5          |        |                |

| Performance Indicator  | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
|  | Value    | Status | Value    | Status | Value    | Status |                |
| Sickness Absence – Average Number of Days Lost - Building Services | 5.8      |        | 6        |        | 6.3      |        | 10             |
| Establishment actual FTE   | 397.97   |        | 400.54   |        | 400.39   |        |                |


















#### 4. Finance & Controls – Building Services

| Performance Indicator               | Nov 2023 |   | Dec 2023 |   | Jan 2023 |   | 2023/24 Target |
|-------------------------------------|----------|---|----------|---|----------|---|----------------|
|                                     | Value    | Status  | Value    | Status  | Value    | Status  |                |
| Staff Costs - % Spend to Date (FYB) | 67.4%    |  | 80.9%    |  | 84%      |  | 100%           |

#### Facilities Management

#### 1. Customer – Facilities Management

| Performance Indicator   | Q1 2023/24 |   | Q2 2023/24 |   | Q3 2023/24 |   | 2023/24 Target |
|---|------------|---|------------|---|------------|---|----------------|
|   | Value      | Status  | Value      | Status  | Value      | Status  |                |
| Total No. complaints received (stage 1 and 2) - Facilities                  | 3          |  | 3          |  | 3          |  |                |
| % of complaints resolved within timescale (stage 1 and 2) - Facilities      | 100%       |  | 100%       |  | 100%       |  | 75%            |
| % of complaints with at least one point upheld (stage 1 and 2) - Facilities | 33.3%      |  | 33.3%      |  | 33.3%      |  |                |
| Total No. of lessons learnt identified (stage 1 and 2) - Facilities         | 0          |  | 0          |  | 1          |  |                |

| Performance Indicator  | Q1 2023/24 |   | Q2 2023/24 |   | Q3 2023/24 |   | 2023/24 Q3 Target |
|--|------------|---|------------|---|------------|---|-------------------|
|  | Value      | Status  | Value      | Status  | Value      | Status  |                   |
| *Number of school lunches served in the year - Primary (YTD) | 576,576    |  | 890,960    |  | 1,414,134  |  | 1,256.400         |

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

## Appendix A

| Performance Indicator  | Current Status | 2023/24 Target |
|--|----------------|----------------|
| <b>All meals served to children and young people in our schools will meet the Nutritional requirements for Food and Drink in Schools (Scotland) Regulations</b>  |                | 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 compare performance with other local authorities. Performance is not reported as a metric, but the intention of the measure is to highlight to Committee any reports received on nutritional non-compliance from Education Scotland's school inspection visits. |                |                |

### 2. Processes – Facilities Management

| Performance Indicator  | Nov 2023 |        | Dec 2023 |        | Jan 2023 |        | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
|  | Value    | Status | Value    | Status | Value    | Status |                |
| % Fly tipping alerts at housing multi-storey blocks responded to within 48 hours | 78.9%    | ✔      | 100%     | ✔      | 88.9%    | ✔      | 80%            |
| % Response cleaning alerts responded to within priority timescales               | 100%     | ✔      | 100%     | ✔      | 100%     | ✔      | 80%            |
| % Void cleaning alerts responded to within priority timescales                   | 95.5%    | ✔      | 100%     | ✔      | 100%     | ✔      | 80%            |

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

## Appendix A

| Performance Indicator  | Current Status | 2023/24 Target |
|--|----------------|----------------|
| <b>We will deliver cleaning services within all (non-school) operational properties to the standards set in our generic specification and within the budget allocated.</b>   |                | 95%            |
| Cleaning service is delivered by the in-house team throughout the year at all other operational properties across the city, on all weekdays minus public holidays (a limited number of properties also receive service over weekends). We will use this measure to highlight any instances where a property has been unable to open due to our inability to provide a satisfactory cleaning service. |                |                |

### 3. Staff – Facilities Management

| Performance Indicator                               | Q1 2023/24 |        | Q2 2023/24 |        | Q3 2023/24 |        | 2023/24 Target |
|---|------------|--------|------------|--------|------------|--------|----------------|
|   | Value      | Status | Value      | Status | Value      | Status |                |
| Accidents - Reportable - Employees (No in Quarter)  | 0          |        | 0          |        | 0          |        |                |
| Accidents - Non-Reportable - Employees (No Quarter) | 12         |        | 9          |        | 4          |        |                |

| Performance Indicator  | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
|  | Value    | Status | Value    | Status | Value    | Status |                |
| *Sickness Absence – Average Number of Days Lost - Facilities | 20.4     |        | 19.9     |        | 19.3     |        | 10             |
| Establishment actual FTE                                     | 526.89   |        | 524.76   |        | 521.79   |        |                |
| Establishment actual FTE (Catering)                          | 175.77   |        | 173.56   |        | 174.34   |        |                |
| Establishment actual FTE (Cleaning)                          | 236.05   |        | 237.76   |        | 234.05   |        |                |
| Establishment actual FTE (Janitorial)                        | 63.99    |        | 63.71    |        | 64.3     |        |                |
| Establishment actual FTE (Office & Building Management)      | 15.89    |        | 14.89    |        | 14.89    |        |                |
| Establishment actual FTE (Passenger Transport Unit)          | 32.69    |        | 32.31    |        | 31.69    |        |                |

## Appendix A

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

### 4. Finance & Controls - Facilities Management

| Performance Indicator  | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
|  | Value    | Status | Value    | Status | Value    | Status |                |
| Inspection - Number of overdue corrective actions requests as at month end | 0        |        | 0        |        | 0        |        | 0              |
| Staff Costs - % Spend to Date (FYB)  | 71.1%    |        | 86.8%    |        | 89%      |        | 100%           |

#### Protective Services

### 1. Customer – Protective Services

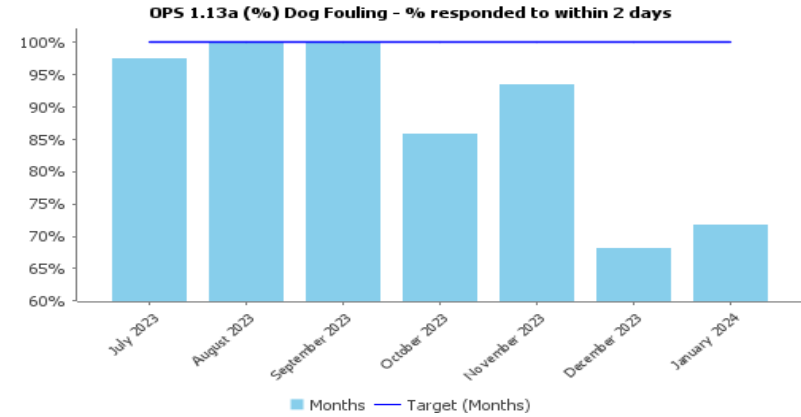
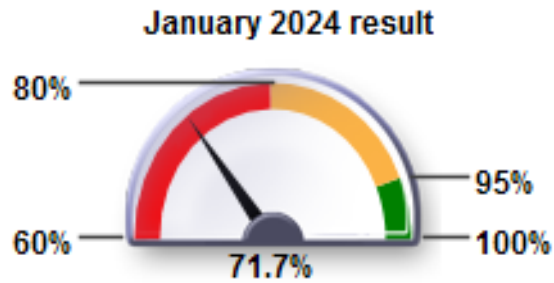
| Performance Indicator  | Q1 2023/24 |        | Q2 2023/24 |        | Q3 2023/24 |        | 2023/24 Target |
|--|------------|--------|------------|--------|------------|--------|----------------|
|  | Value      | Status | Value      | Status | Value      | Status |                |
| Total No. complaints received - Protective Services                                  | 4          |        | 7          |        | 12         |        |                |
| % of complaints resolved within timescale - Protective Services                      | 75%        |        | 71.4%      |        | 83.3%      |        | 75%            |
| % of complaints with at least one point upheld (stage 1 and 2) - Protective Services | 0%         |        | 14.3%      |        | 8.3%       |        |                |
| Total No. of lessons learnt identified (stage 1 and 2) - Protective Services         | 0          |        | 0          |        | 0          |        |                |

### 2. Processes - Protective Services

| Performance Indicator                           | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|---|----------|--------|----------|--------|----------|--------|----------------|
|   | Value    | Status | Value    | Status | Value    | Status |                |
| Non-Domestic Noise % responded to within 2 days | 100%     |        | 82.4%    |        | 100%     |        | 100%           |

| Performance Indicator                                    | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
|  | Value    | Status | Value    | Status | Value    | Status |                |
| High Priority Pest Control % responded to within 2 days  | 98.5%    | ✔      | 89.3%    | ⚠      | 94%      | ⚠      | 100%           |
| High Priority Public Health % responded to within 2 days | 96.3%    | ✔      | 87.1%    | ⚠      | 96.5%    | ✔      | 100%           |
| Dog Fouling - % responded to within 2 days               | 93.3%    | ⚠      | 68.2%    | ❌      | 71.7%    | ❌      | 100%           |

**Dog Fouling - % responded to within 2 days**



**Why is this important?**

Dog fouling can have a serious impact on public health. This measure takes into account complaints relating to fouling in open public spaces and communal shared areas of domestic properties.

**Benchmark Information:**

This measure is not currently benchmarked.

**Target:**

Due to the seriousness of the complaints to which this PI relates, the target is set at a 100% response within 2 working days .

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

During January 71.1% of dog fouling complaints were responded to within 2 days. This is a very slight 3% improvement on the December figure but a fall of 20% from what was seen in November.

**This is the trend:**

From the start of the financial year until November 2023 performance fell no lower than 86% and generally fluctuated between 97 % and 100%. Sitting in January at 71.1%, this is a significant fall in performance and having been even lower at 68.2%, this does represent a substantial downward trend.

**This is the impact:**

Some of the consequences of this performance are:

- An inconsistent customer experience
- Some customers are experiencing a longer wait for a response, potentially resulting in poorer customer satisfaction levels.

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

No dog warden service was available between the 1<sup>st</sup> of January and the 22<sup>nd</sup> of January 2024 due to unforeseen circumstances. Contingency measures were adopted using other officers in Protective Services to contact customers, advise of the situation and of actions that could be taken. However, despite best efforts, it was not possible to contact all customers within 2 days due to other work demands. Despite one of the wardens returning to duties on 22<sup>nd</sup> January, the backlog of work requiring to be cleared in addition to managing new service requests also contributed to the poor response rate. Since there are only 2 dog wardens available within the Council, it is impossible to say that this type of situation could be avoided in future. The ability of staff in other teams to support the dog warden service if such a situation arose would be dependent on the work demands of those teams at the time.

**Responsible officer:**

Hazel Stevenson

**Last Updated:**

January 2024

| Performance Indicator   | Q1 2023/24 |        | Q2 2023/24 |        | Q3 2023/24 |        | 2023/24 Target |
|---|------------|--------|------------|--------|------------|--------|----------------|
|   | Value      | Status | Value      | Status | Value      | Status |                |
| **% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)   | 77.4%      |        | 74.7%      |        | 56.1%      |        | 80%            |
| *% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date                      | 18.2%      |        | 39.9%      |        | 45.3%      |        |                |
| *% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date                  | 10.1%      |        | 12.8%      |        | 16.2%      |        |                |
| *% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date             | 19.8%      |        | 40.7%      |        | 45.1%      |        |                |
| *% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date | 9.9%       |        | 23.5%      |        | 31.5%      |        |                |
| % of scheduled food service premises inspections (where access was possible) carried out on time, in line with Food Regulatory Service Plan   | 100%       |        | 100%       |        | 100%       |        | 100%           |




\*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).




### 3. Staff - Protective Services

| Performance Indicator   | Q1 2023/24 |        | Q2 2023/24 |        | Q3 2023/24 |        | 2023/24 Target |
|---|------------|--------|------------|--------|------------|--------|----------------|
|   | Value      | Status | Value      | Status | Value      | Status |                |
| Accidents - Reportable - Employees (No. In Quarter - Protective Services)     | 0          |        | 0          |        | 0          |        |                |
| Accidents - Non-Reportable - Employees (No. In Quarter - Protective Services) | 0          |        | 0          |        | 0          |        |                |

| Performance Indicator  | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
|  | Value    | Status | Value    | Status | Value    | Status |                |
| Sickness Absence – Average Number of Days Lost - Protective Services | 3.7      |        | 3.9      |        | 4.1      |        | 10             |
| Establishment actual FTE   | 61.33    |        | 61.33    |        | 62.88    |        |                |

## 4. Finance & Controls - Protective Services













| Performance Indicator   | Q1 2023/24 |   | Q2 2023/24 |   | Q3 2023/24 |   | 2023/24 Target |
|---|------------|---|------------|---|------------|---|----------------|
|   | Value      | Status  | Value      | Status  | Value      | Status  |                |
| % of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory) | 83.7%      |  | 93.7%      |  | 76.7%      |  | 95%            |

| Performance Indicator               | Nov 2023 |   | Dec 2023 |   | Jan 2024 |   | 2023/24 Target |
|-------------------------------------|----------|---|----------|---|----------|---|----------------|
|                                     | Value    | Status  | Value    | Status  | Value    | Status  |                |
| Staff Costs - % Spend to Date (FYB) | 71.6%    |  | 84.6%    |  | 88.6%    |  | 100%           |

## Customer

### Customer Experience

#### 1. Customer – Customer Experience

| Performance Indicator – Service  | Q1 2023/24 |   | Q2 2023/24 |   | Q3 2023/24 |   | 2023/24 Target |
|--|------------|---|------------|---|------------|---|----------------|
|  | Value      | Status  | Value      | Status  | Value      | Status  |                |
| Total No. complaints received – Customer Experience                                  | 65         |  | 88         |  | 89         |  |                |
| % of complaints resolved within timescale – Customer Experience                      | 93.8%      |  | 93.2%      |  | 93.3%      |  | 75%            |
| % of complaints with at least one point upheld (stage 1 and 2) – Customer Experience | 38.5%      |  | 39.8%      |  | 33.7%      |  |                |
| Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience         | 1          |  | 3          |  | 1          |  |                |



## 2. Processes – Customer Experience

| Performance Indicator  | Nov 2023 |        | Dec 2024 |        | Jan 2024     |        | 2023/24 Target |
|--|----------|--------|----------|--------|--------------|--------|----------------|
|  | Value    | Status | Value    | Status | Value        | Status |                |
| Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly) | 12.36    |        | 12.12    |        | 11.57        |        | 12             |
| Correct amount of Housing Benefit paid to customer (monthly)   | .96%     |        | 96%      |        | Data awaited |        | 95%            |
| % Customer Contact Centre calls answered within 60 seconds   | 71.16%   |        | 68.32%   |        | 71.36%       |        | 70%            |

| Performance Indicator   | Q1 2023/24 |        | Q2 2023/24 |        | Q3 2023/24 |        | 2023/24 Target |
|---|------------|--------|------------|--------|------------|--------|----------------|
|   | Value      | Status | Value      | Status | Value      | Status |                |
| *% Crisis Grant applications processed within 2 working days          | 97.65%     |        | 99.43%     |        | 99.2%      |        | 90%            |
| *% Community Care Grant applications processed within 15 working days | 89.75%     |        | 82.11%     |        | 73.08%     |        | 50%            |

## 3. Staff – Customer Experience

| Performance Indicator  | Q1 2023/24 |        | Q2 2023/24 |        | Q3 2023/24 |        | 2023/24 Target |
|--|------------|--------|------------|--------|------------|--------|----------------|
|  | Value      | Status | Value      | Status | Value      | Status |                |
| Accidents - Reportable - Employees (No in Quarter – Customer Experience)     | 0          |        | 0          |        | 0          |        |                |
| Accidents - Non-Reportable - Employees (No in Quarter – Customer Experience) | 0          |        | 0          |        | 0          |        |                |

| Performance Indicator  | Nov 2023 |        | Dec 2024 |        | Jan 2024 |        | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
|  | Value    | Status | Value    | Status | Value    | Status |                |
| Sickness Absence – Average Number of Days Lost – Customer Experience | 7.2      |        | 6.8      |        | 6.4      |        | 5              |
| Establishment actual FTE   | 328.69   |        | 329.95   |        | 327.73   |        |                |

#### 4. Finance & Controls – Customer Experience

| Performance Indicator                          | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
|  | Value    | Status | Value    | Status | Value    | Status |                |
| Council Tax Cash Collected (In Year) - monthly | £103.8   |        | £118.1m  |        | £130.4m  |        | £132m          |
| Staff Costs - % Spend to Date (FYB)            | 65.5%    |        | 79.1%    |        | 82.3%    |        | 100%           |

| Performance Indicator   | 2020/21 |        | 2021/22 |        | 2022/23 |        | 2022/23 Target |
|---|---------|--------|---------|--------|---------|--------|----------------|
|   | Value   | Status | Value   | Status | Value   | Status |                |
| *% of income due from council tax received by the end of the year | 91.86%  |        | 92.83%  |        | 94.2%   |        | 96.2%          |

\*Target reflects average national figure as reported in published LGBF data

#### Digital and Technology

#### 1. Customer – Digital and Technology

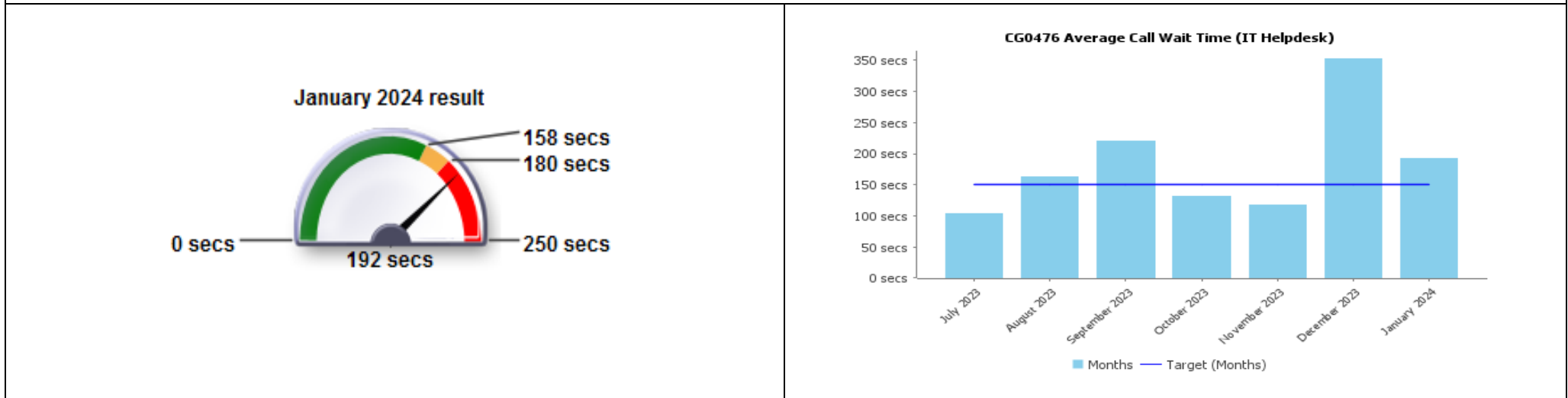
2.

| Performance Indicator   | Q1 2023/24       |        | Q2 2022/23 |        | Q3 2023/24       |        | 2023/24 Target |
|---|------------------|--------|------------|--------|------------------|--------|----------------|
|   | Value            | Status | Value      | Status | Value            | Status |                |
| Total No. complaints received – Digital and Technology                                  | 0                |        | 1          |        | 0                |        |                |
| % of complaints resolved within timescale – Digital and Technology                      | No complaints Q1 |        | 0%         |        | No complaints Q3 |        | 75%            |
| % of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology |                  |        | 0          |        |                  |        |                |
| Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology         |                  |        | 0          |        |                  |        |                |

| Performance Indicator                | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|--------------------------------------|----------|--------|----------|--------|----------|--------|----------------|
|                                      | Value    | Status | Value    | Status | Value    | Status |                |
| Average Call Wait Time (IT Helpdesk) | 117 secs |        | 352 secs |        | 192 secs |        | 150 sec.       |

| Performance Indicator            | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|----------------------------------|----------|--------|----------|--------|----------|--------|----------------|
|                                  | Value    | Status | Value    | Status | Value    | Status |                |
| Abandonment Rate % (IT Helpdesk) | 13.85%   | ✓      | 19.44%   | ✓      | 15%      | ✓      | 30%            |

**Average Call Wait Time (IT Helpdesk)**



**Why is this important?**

This indicator shows the monthly average call wait time for customers contacting the ICT Service Desk and demonstrates whether the service has met the target time set.

**Benchmark Information:**

This measure is not currently benchmarked.

**Target:**

The 2023/24 target for Average Call Wait Time has been set at 150 seconds.

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

Reporting of this measure showed an average call wait time ranging between 103 and 352 seconds over the past 6-month period, with the high of 352 seconds occurring during December of 2023.

**This is the trend:**

The chart above shows how the average call wait time has fluctuated over the past 6 months, being both above and below target at various points depending on circumstances. After the high of 352 seconds during December, performance improved during January 2024 to 192 seconds.

**This is the impact:**

In December 2023 a critical firm ware update was applied to all corporate Surface devices that triggered a spike in calls to the ICT Service Desk from users requesting analysts help them through the logging-in process. At peak, on Monday, 11-Dec-23, there were 185 calls to the Service Desk between 9am and 10am, with an average call waiting time of 23½ minutes. By Friday, the peak average call waiting time was 58 seconds (between 8.30am and 9am) and across the day averaged 20 seconds.

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

An upgrade to the Citrix Secure Access VPN client software has been provided by the vendor and is available to users to install from the Company Portal. This should speed automatic re-connection after device restarts. A number of projects are also underway to automate service processes and thus reduce the volume of non-urgent calls made to the ICT Service Desk at peak times.

**Responsible officer:**

**Last Updated:**

Alastair Beaton January 2024

**3. Processes – Digital and Technology**

| Performance Indicator  | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
|  | Value    | Status | Value    | Status | Value    | Status |                |
| Percentage of Critical system availability- average (monthly)                      | 99.5%    | ✓      | 99.5%    | ✓      | 99.5%    | ✓      | 99.5%          |
| % Incidents logged by IT Helpdesk (including Self-Serve) resolved right first time | 78.8%    | ✓      | 73.5%    | ✓      | 75.3%    | ✓      | 65%            |
| *% Priority 1 and 2 incidents closed in timescale                                  | 80%      | ⚠      | 60%      | ✗      | 80%      | ⚠      | 99.5%          |
| *% Priority 3 – 5 incidents closed in timescale                                    | 80.1%    | ⚠      | 74.3%    | ✗      | 79.4%    | ⚠      | 95%            |

#### 4. Staff – Digital and Technology

| Performance Indicator   | Q1 2023/24 |        | Q2 2023/24 |        | Q3 2023/24 |        | 2023/24 Target |
|---|------------|--------|------------|--------|------------|--------|----------------|
|   | Value      | Status | Value      | Status | Value      | Status |                |
| Accidents - Reportable - Employees (No in Quarter – Digital and Technology)     | 0          |        | 0          |        | 0          |        |                |
| Accidents - Non-Reportable - Employees (No in Quarter – Digital and Technology) | 0          |        | 0          |        | 0          |        |                |

| Performance Indicator   | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|---|----------|--------|----------|--------|----------|--------|----------------|
|   | Value    | Status | Value    | Status | Value    | Status |                |
| Sickness Absence – Average Number of Days Lost – Digital and Technology | 1.4      |        | 1.4      |        | 1.4      |        | 5              |
| Establishment actual FTE  | 92.33    |        | 89.61    |        | 90.38    |        |                |

#### 5. Finance & Controls – Digital and Technology

| Performance Indicator               | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|-------------------------------------|----------|--------|----------|--------|----------|--------|----------------|
|                                     | Value    | Status | Value    | Status | Value    | Status |                |
| Staff Costs - % Spend to Date (FYB) | 65.8%    |        | 78.4%    |        | 81.9%    |        | 100%           |

## Early Intervention and Community Empowerment

### 1. Customer – Early Intervention and Community Empowerment

| Performance Indicator   | Q1 2023/24 |        | Q2 2023/24 |        | Q3 2023/24 |        | 2023/24 Target |
|---|------------|--------|------------|--------|------------|--------|----------------|
|   | Value      | Status | Value      | Status | Value      | Status |                |
| Total No. complaints received – Early Intervention and Community Empowerment                                  | 60         |        | 85         |        | 87         |        |                |
| % of complaints resolved within timescale - Early Intervention and Community Empowerment                      | 76.7%      |        | 76.5%      |        | 74.7%      |        | 75%            |
| % of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment | 13.3%      |        | 35.3%      |        | 25.3%      |        |                |
| Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment         | 2          |        | 6          |        | 0          |        |                |

| Performance Indicator  | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
|  | Value    | Status | Value    | Status | Value    | Status |                |
| Percentage of tenants satisfied with the standard of their home when moving in YTD | 75.3%    |        | 76.9%    |        | 77.6%    |        | 75%            |
| Satisfaction of new tenants with the overall service received (Year To Date)       | 82.8%    |        | 82.4%    |        | 82.8%    |        | 85%            |
| Financial Inclusion - No of open cases per month                                   | 182      |        | 94       |        | 166      |        |                |
| Financial Inclusion - No of enquiries per month                                    | 188      |        | 93       |        | 163      |        |                |
| Number of visits to libraries - person   | 42,283   |        | 31,069   |        | 42,852   |        |                |
| Number of visits to libraries - virtual  | 104,255  |        | 100,061  |        | 128,016  |        |                |
| % Libraries open during agreed opening hours                                       | 100%     |        | 98.3%    |        | 100%     |        | 95%            |

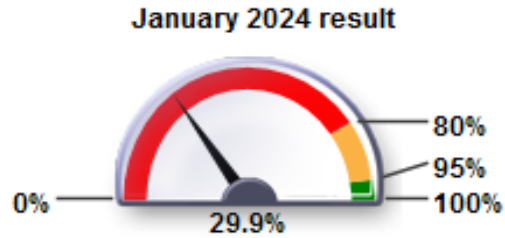
| Performance Indicator        | 2020/21 |        | 2021/22 |        | 2022/23 |        | 2022/23 Target |
|------------------------------|---------|--------|---------|--------|---------|--------|----------------|
|                              | Value   | Status | Value   | Status | Value   | Status |                |
| *Satisfaction with Libraries | 72.4%   |        | 73%     |        | 70.3%   |        | 71%            |

\*Target reflects average national figure as reported in published LGBF data

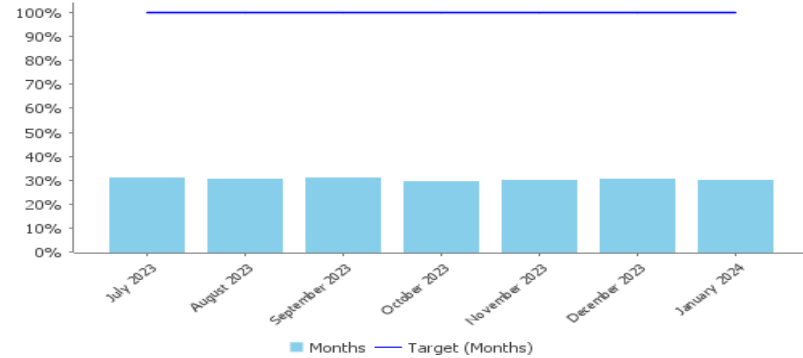
## 2. Processes – Early Intervention and Community Empowerment

| Performance Indicator   | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|---|----------|--------|----------|--------|----------|--------|----------------|
|   | Value    | Status | Value    | Status | Value    | Status |                |
| YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed. (Data Provided by Scottish Government on a Quarterly Basis) | 3.9%     |        | 3.9%     |        | 3.9%     |        | 4.0%           |
| YTD % of Unintentional homeless decisions reached within 21 Days  | 30.2%    |        | 30.7%    |        | 29.9%    |        | 100%           |
| YTD Average length of journey in days for applicants assessed as unintentionally homeless   | 151.3    |        | 154.1    |        | 156.8    |        | 100            |
| YTD Percentage of anti-social behaviour cases reported which were resolved  | 95.6%    |        | 95.6%    |        | 96%      |        | 100%           |
| YTD % of calls attended to by the ASBIT Team within 1 hour  | 96.3%    |        | 96.5%    |        | 96.4%    |        | 95%            |
| Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End  | 484      |        | 489      |        | 481      |        |                |
| The YTD number of Legal reposessions following decree (Arrears) - Citywide  | 3        |        | 3        |        | 13       |        |                |
| Housing Applications processed 28 days YTD %  | 99.45%   |        | 99.5%    |        | 99.58%   |        | 100%           |
| Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale  | 92.1%    |        | 92.1%    |        | 92.1%    |        | 100%           |
| The YTD Average time taken to re-let all properties (Citywide - days)   | 241.2    |        | 238.9    |        | 236.6    |        | 125            |
| Voids Available for Offer Month Number - Citywide   | 1,743    |        | 1,830    |        | 1,870    |        |                |
| Welfare Rights - % of Successful Appeals  | 100%     |        | 75%      |        | 75%      |        |                |
| HMO License Applications Pending  | 123      |        | 132      |        | 144      |        |                |
| HMO Licenses in force   | 992      |        | 977      |        | 959      |        |                |
| % Library item requests satisfied within 21 days  | 75.6%    |        | 71.8%    |        | 71.2%    |        | 85%            |

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



**HOUKPIHL3 YTD % of Unintentional homeless decisions reached within 21 Days (RRTP)**



**Why is this important?**

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

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

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

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

**Benchmark Information:**

**2022-23**

- The YTD % of Unintentional homeless decisions reached within 21 Days **49.7%**. This is a local measure, and no benchmarking is available.



### Target:

#### 2023-24

- The % of Unintentional homeless decisions reached within 21 days target is **100%**

### This is what the data is saying:

Year to date there have been 960 homeless households assessed as unintentionally homeless. Of these 30% (287) were assessed within the 21 days local target. The average days to reach decision currently stands at 38.4 days, 17.4 days over target.

To date 45% of applications have been assessed within the Scottish Government statutory recommended timescale of 28 days.

To date there has been a 3% (42) increase in homeless applications compared with the same period last year.

### This is the trend:

Homeless applications are at a 13 year high, with levels recorded (**1,481**) not seen since the same period in 2010/11. A large proportion of growth has occurred during the last 3 years where applications have risen by over a quarter since 2020/21, representing a significant upturn in the number of households required to be assessed.

During this period the average time taken to reach an unintentional decision has increased from **9.6** days in 2020/21 where Aberdeen City recorded the best time among all local authorities across Scotland, to **38.4** days this year, **17.4** days above the national average reported for 2022/23.

The increase in time taken to reach decision is attributable to the fall in households being assessed within target where records show that in 2020/21 **98.9%** of unintentional decisions reached met target compared to **94%** in 2021/22, **49.7%** in 2022/23 and **29.9%** year to date.

The increase in decision times is now impacting upon the average rapid rehousing homeless journey time which has risen from **104** days in 2021/22 to **156** days this 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 Unsuited Accommodation Order, by having households in unsuitable accommodation for longer than 7 days.
- Increase costs to the Council in providing temporary accommodation for more households and for longer periods of time.

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

- Working with community planning partners and as part of the Homewards programme to identify and progress further prevention activity
- Undertaking prevention activity to reduce new homelessness demand, this includes a new post to support people fleeing Domestic Abuse stay at home (when it is a preferable option), a Private Landlord Support Officer and our Housing & Support model to help tenants sustain their tenancy.
- The introduction of fortnightly case reviews of all applications awaiting a decision, to ensure additional support for more complex cases and a focus on reducing the time taken to reach a decision.
- Continued focus on regular training, and mentoring for new and existing employees within the service to support decision making as the complexity within this area has continued to grow.

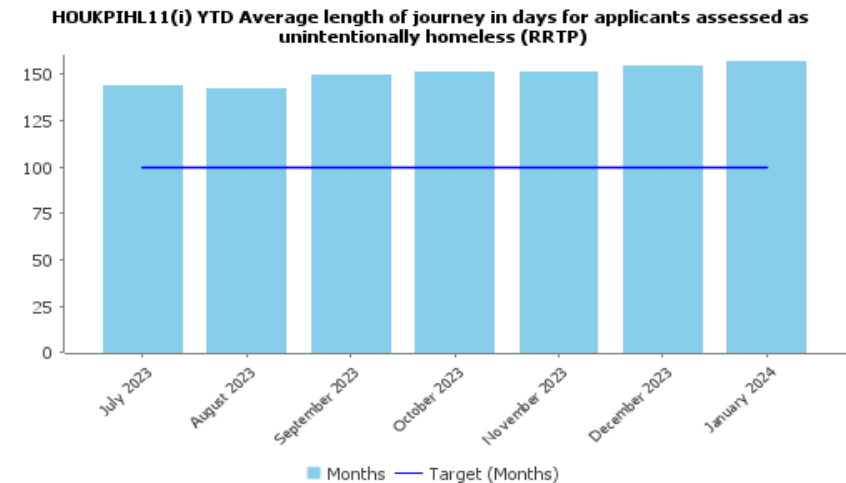
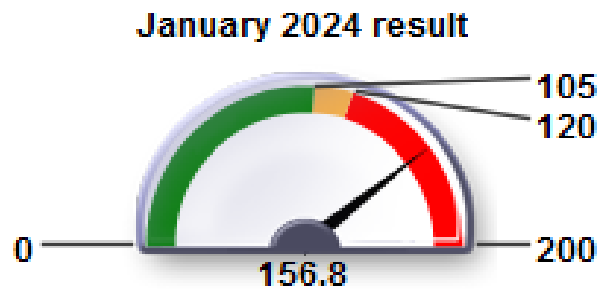
**Responsible officer:**

Rachel Harrison

**Last Updated:**

January 2024

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



### Why is this important?

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

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

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

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

### Benchmark Information:

#### 2022-23

- The average homeless journey (from date of application – outcome) during the financial year 2022/23 was **114 days**. Aberdeen City recorded the 3<sup>rd</sup> best journey time across Scotland in 2022/23 where the national average was **287 days**.

#### Target:

#### 2023-24

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

### This is what the data is saying:

- The average homeless journey is currently operating at **156.8 days**.
- Year to date there has been **884** cases closed where the applicant had a permanent rehouse duty. Of these **307 (35%)** met the 100 days target set.
- There has been an increase in both key stages of the homeless journey this year.
  - The average time taken from application to decision for closed cases is **31.8 days** and is higher than the **21-day** average target timescale for this stage.
  - The average time taken from decision to outcome for closed cases is **125 days**.
- Current case closure rates are **7%** lower than levels of new homeless demand, where **949** applicants have been assessed with a rehouse duty this year.
- This has led to an increase in open homeless cases where there are currently **403** households waiting to be permanently rehoused.

**This is the trend:**

- Up until last year the homeless journey had been accelerating, falling from an average of **200 days** in 2015/16 to **104.2 days** in 2021/22. However, in 2022/23 the journey time increased by **10.3 days** to an average of **114.5 days**, where upon this trend has continued into 2023/24 where the average time to date has increased by **42.3 days** to **156.8**.
- Since 2020/21 the number of cases closed within 100 days has been in decline. To date only **35%** of cases closed in 2023/24 have recorded a homeless journey of less than 100 days. This is down **30%** on levels achieved in 2022/23 (**65%**) and **34%** on 2021/22 (**69%**).
- The increase in homeless journey time has led to a slowdown in throughput during the year. When compared with the same period the previous year records reveal a **4.5%** decline in rehousing outcomes among households assessed with a rehouse duty this year.
- A fundamental shift in the homeless landscape occurred in 2022/23 where a **26%** increase in homeless applications was recorded, leading to an **11%** increase in statutory homelessness. Due to this upturn, levels of new rehousing demand outstripped case closure rates by **12%** in 2022/23, the first-time this has happened since 2015/16. Again, this trend has continued into the current year where new levels of rehousing demand currently outstrip case closure rates by **7%**.
- Aberdeen City Council is the primary supplier of housing to homeless households in the city. Despite the increase in demand in 2022/23, **67 (-9%)** fewer homeless households were allocated a general need property than in 2021/22. Year to date Aberdeen City Council has let **544** general need properties to homeless households, **37** fewer than the same period the previous year, down **6%**. Homeless general need allocation rates are currently operating at **39.2%**, down **9%** on the same period the previous year.
- Due to the slowdown in throughput a **20%** fall in temp flat turn-over, and a **7%** fall in hostel turnover has been recorded this year. This has placed even greater pressures on supply, with further increases in use of hotel rooms being commissioned to meet demands. An **11%** increase in placements for this type of accommodation has been recorded this year. The average length of time a household is placed in hotel accommodation has risen significantly, from **9 days** in 2022/23 to **41 days** this year. On average **77%** of all homeless households placed in hotels this year have resided for longer than 7 days and breached the Unsuitable Accommodation Order.

**This is the impact:**

- Risk of failing to deliver on the key strategic outcomes set within the Local Outcome Improvement Plan and Rapid Rehousing Transition Plan.
- People experiencing homelessness spend longer periods in transition which prolongs the homeless journey.
- People experiencing homelessness spend longer periods of time in temporary accommodation which can exacerbate existing demands and associated costs.
- The Council are now breaching our duties in accordance with the 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:**

- Increasing supply and options, through working with Registered Social Landlords (RSLs) to increase the number of properties let to households experiencing homelessness.
- Increasing supply through continued prioritisation of work on void properties (across both temporary and mainstream stock) by Building Services, alongside the procurement of additional contractors to increase the return rate of void stock. However, recognising that there may be limitations on the availability of stock for Homeless households due to the multiple demands on our pool of stock, including but not limited to the rehoming exercise for residents impacted by RAAC.
- Undertaking prevention activity to reduce homelessness and prevent repeat homelessness, this includes a new post to support people fleeing Domestic Abuse stay at home, a Private Landlord Support Officer and our Housing & Support model to help tenants sustain their tenancy, alongside our commissioned support services, to support individuals with a medium to longer term housing support need.
- Working with community planning partners and as part of the Homewards programme to identify and progress further prevention activity.

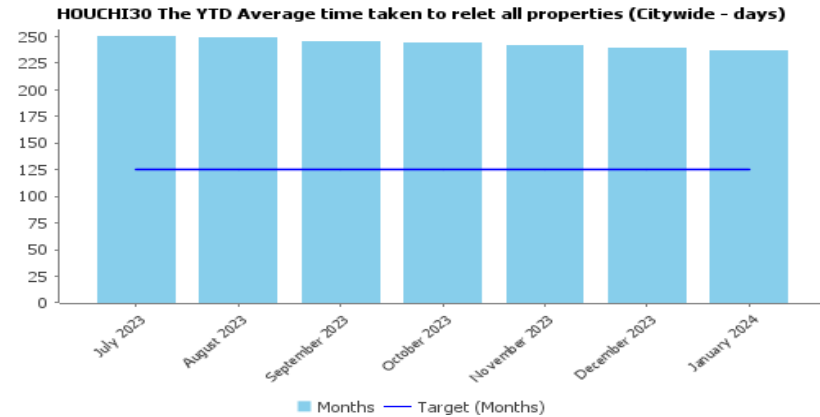
Responsible officer:

Last Updated:

Rachel Harrison

January 2024

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 (ESSH) by December 2020.

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

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

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

**Benchmark Information:**

**2022-23**

Average relet times was 178.7 days. The Scottish Average was 56 days.

**Target:**

**2023/24**

The target for the average number of days to relet all properties for 2021/22 was set at **125** days, the 2023/24 target is currently under review.

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

For the reporting year 2023/24 the average relet time YTD is **236.60** days, a **39.9%** increase when compared with the same period last year where the figure stood at **169.13** days.

**This is the trend:**

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

The number of properties relet as of 31<sup>st</sup> January 2024 is **1,701** an increase when compared to the same period last year where **1,464** properties had been relet. The increase in the number of relets for 23/24 is partly due to the letting of **214** new build properties.

The relet times show that of the **1,701** properties let **941 (55.3%)** had been void for over **200** days with the longest being void for **1,166** days which significantly impacts on the overall average days figure. **213 (12.5%)** properties were relet within the Scottish average for 2022/23 of **56** days.

The relet times for the **214** new builds shows an average time of **61.7** days.

**This is the impact:**

Some of the consequences of this performance are:

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

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

Addressing voids performance continues to be a priority for services. In June 2023 the Council's Performance Board commissioned an internal review of the Council's Void Management System. The review examined the Council's controls for managing this risk across all relevant functions and explored how current performance reporting, governance and accountability arrangements support effective scrutiny and improvement. The review is complete and includes high level recommendations to achieve improvement in overall performance. Next steps include:

An action plan will be presented to the March Performance Board

Recommendations will be costed to ensure they align to the HRA 30 year business plan.

Delivery of this action plan will be tracked, monitored and overseen by a new Housing Board and the Performance Board. Meanwhile, we will continue our focus on addressing voids performance by applying the following measures.

Increasing supply through continued prioritisation of work on void properties (across both temporary and mainstream stock) by Building Services, alongside the procurement of additional contractors to increase the return rate of void stock.

Undertaking prevention activity to reduce homelessness, this includes a new post to support people fleeing Domestic Abuse stay at home, a Private Landlord Support Officer and our Housing & Support model to help tenants sustain their tenancy.

Working with community planning partners and as part of the Homewards programme to identify and progress further prevention activity.

**Responsible officer:**

**Last Updated:**

Martin Smith / Graham Williamson

January 2024

| Performance Indicator   | Q1 2023/24 |        | Q2 2023/24 |        | Q3 2023/24 |        | 2023/24 Target |
|---|------------|--------|------------|--------|------------|--------|----------------|
|   | Value      | Status | Value      | Status | Value      | Status |                |
| Accidents - Reportable - Employees (No in Quarter - EICE)     | 0          |        | 0          |        | 0          |        |                |
| Accidents - Non-Reportable - Employees (No in Quarter – EICE) | 1          |        | 1          |        | 3          |        |                |

| Performance Indicator                                 | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|---|----------|--------|----------|--------|----------|--------|----------------|
|   | Value    | Status | Value    | Status | Value    | Status |                |
| Sickness Absence – Average Number of Days Lost - EICE | 9.7      |        | 9.4      |        | 9        |        | 8              |
| Establishment actual FTE                              | 405.48   |        | 403.34   |        | 404.5    |        |                |

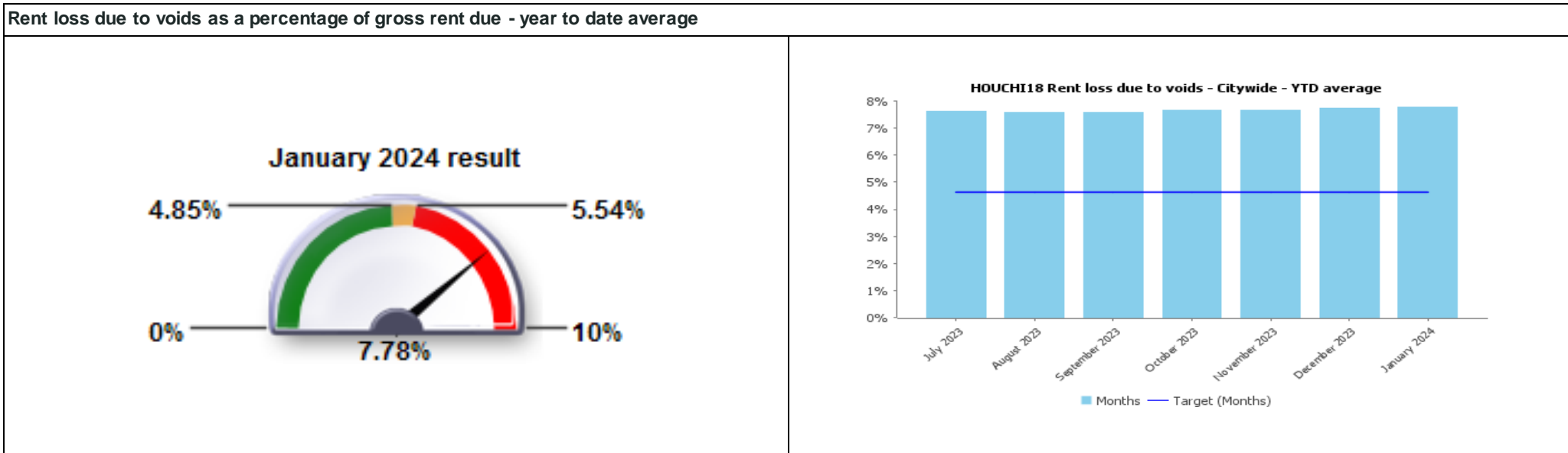
#### 4. Finance & Controls – Early Intervention and Community Empowerment

| Performance Indicator  | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|--|----------|--------|----------|--------|----------|--------|----------------|
|  | Value    | Status | Value    | Status | Value    | Status |                |
| Staff Costs - % Spend to Date (FYB)                            | 68.7%    |        | 81.7%    |        | 86.6%    |        | 100%           |
| Financial Inclusion - Total Financial Gains Achieved per month | £510,432 |        | £283,181 |        | £464,840 |        |                |
| Gross rent Arrears as a percentage of Rent due                 | 17.83%   |        | 18.13%   |        | 18.3%    |        | 18.2%          |

| Performance Indicator                           | Nov 2023 |        | Dec 2023 |        | Jan 2024 |        | 2023/24 Target |
|---|----------|--------|----------|--------|----------|--------|----------------|
|   | Value    | Status | Value    | Status | Value    | Status |                |
| Rent loss due to voids - Citywide - YTD average | 7.65%    | 🔴      | 7.71%    | 🔴      | 7.78%    | 🔴      | 4.62%          |

| Performance Indicator                         | 2020/21 |        | 2021/22 |        | 2022/23 |        | 2022/23 Target |
|---|---------|--------|---------|--------|---------|--------|----------------|
|   | Value   | Status | Value   | Status | Value   | Status |                |
| *% of council dwellings meeting SHS standards | 88.3%   | ✅      | 73.3%   | ✅      | 77.2%   | ✅      | 70.9%          |

\*Target reflects average national figure as reported in published LGBF data



**Why is this important?**

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



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

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

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

#### **Benchmark Information:**

**2022/23**

Void Rent Loss was **5.70%**. The Scottish Average was **1.4%**.

#### **Target:**

**2022/23**

Rent Loss due to Voids was set at **4.62% (£4,256,657)**. The 2023/24 target is currently under review.

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

The YTD Void Rent Loss figure for 2023/24 is **£6,546,615** this equates to **7.78%** of the gross debit (rent due) a significant increase when compared with the same period last year where the figure stood at **£4,249,503 (5.39%)**.

The number of properties available for relet as at the 31<sup>st</sup> January 2024 was **1,870** with an average of **234** days void. When compared to the same period last year this is a **27.9%** increase, where the number of void properties available for relet was **1,462** with an average days void of **176** days.

#### **This is the trend:**

Void Rent Loss has steadily increased year on year from **2.53% (£2,306,569)** in 2020-21 and **3.66% (£3,355,121)** in 2021/22 and **5.70% (£5,271,632)** in 2022/23.

The high number of void properties and the lengthy relet times, currently sitting at **236.6** days, has a direct impact on the substantial increase in the void rent loss.

#### **This is the impact:**

Some of the consequences of this performance are:

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

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

Addressing voids performance continues to be a priority for services. In June 2023 the Council's Performance Board commissioned an internal review of the Council's Void Management System. The review examined the Council's controls for managing this risk across all relevant functions and explored how current performance reporting, governance and accountability arrangements support effective scrutiny and improvement. The review is complete and includes high level recommendations to achieve improvement in overall performance. Next steps include:

- An action plan will be presented to the March Performance Board
- Recommendations will be costed to ensure they align to the HRA 30 year business plan.
- Delivery of this action plan will be tracked, monitored and overseen by a new Housing Board and the Performance Board.

Meanwhile, we will continue our focus on addressing voids performance by applying the following measures:

- Increasing supply through continued prioritisation of work on void properties (across both temporary and mainstream stock) by Building Services, alongside the procurement of additional contractors to increase the return rate of void stock.
- Undertaking prevention activity to reduce homelessness, this includes a new post to support people fleeing Domestic Abuse stay at home, a Private Landlord Support Officer and our Housing & Support model to help tenants sustain their tenancy.
- Working with community planning partners and as part of the Homewards programme to identify and progress further prevention activity.

**Responsible officer:**

**Last Updated:**

Martin Smith / Graham Williamson

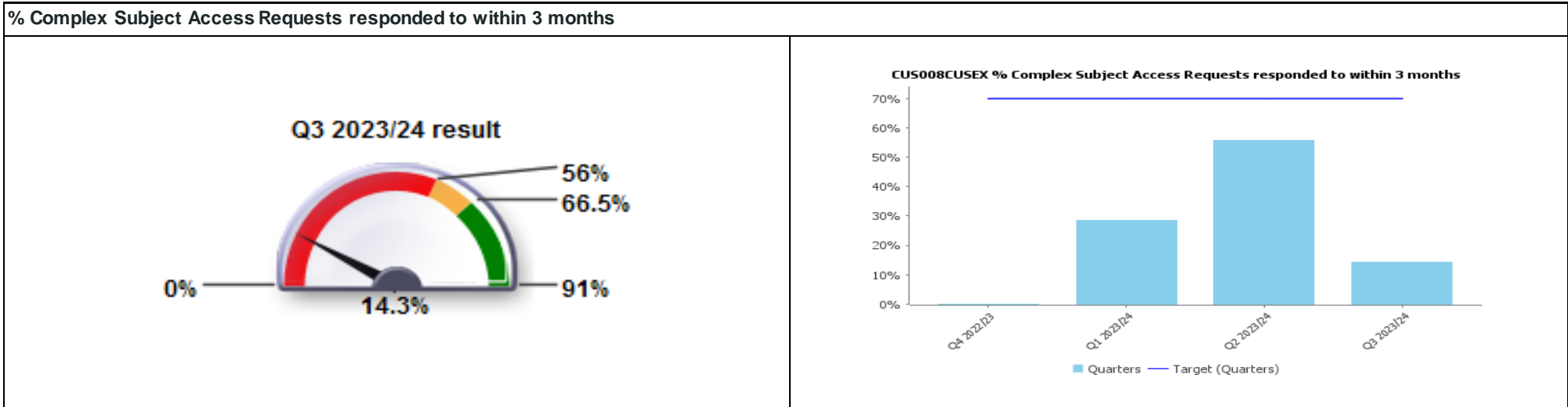
January 2024

**Corporate**

**1. Customer – Corporate**

| Performance Indicator – Corporate                                 | Q1 2023/24 |        | Q2 2023/24 |        | Q3 2023/24 |        | 2023/24 Target |
|---|------------|--------|------------|--------|------------|--------|----------------|
|   | Value      | Status | Value      | Status | Value      | Status |                |
| No. of Non-complex Subject Access Requests received               | 76         |        | 67         |        | 71         |        |                |
| % Non-complex Subject Access Requests responded to within 1 month | 71.1%      |        | 74.6%      |        | 81.7%      |        | 80%            |
| No. of Complex Subject Access Requests received                   | 7          |        | 9          |        | 7          |        |                |
| % Complex Subject Access Requests responded to within 3 months    | 28.6%      |        | 55.6%      |        | 14.3%      |        | 70%            |

| Performance Indicator – Corporate  | Q1 2023/24 |        | Q2 2023/24 |        | Q3 2023/24 |        | 2023/24 Target |
|--|------------|--------|------------|--------|------------|--------|----------------|
|  | Value      | Status | Value      | Status | Value      | Status |                |
| No. of Environmental Information Regulation requests received                      | 75         |        | 103        |        | 89         |        |                |
| % of Environmental Info Requests replied to within 20 working days - Corporate     | 85.3%      |        | 89.3%      |        | 89.9%      |        | 85%            |
| No. of Freedom of Information requests received                                    | 324        |        | 325        |        | 303        |        |                |
| % of Freedom of Information requests replied to within 20 working days - Corporate | 89.5%      |        | 83.4%      |        | 83.2%      |        | 85%            |
| No. of Access to School Records requests received                                  | 5          |        | 3          |        | 4          |        |                |
| % Access to School Records requests responded to within 15 school days             | 100%       |        | 100%       |        | 100%       |        | 100%           |
| No. of Data Protection Right requests received                                     | 17         |        | 3          |        | 4          |        |                |
| % Data Protection Right requests responded to within 1 month                       | 88.2%      |        | 100%       |        | 100%       |        | 100%           |



**Why is this important?**

Responding to Subject Access Requests is a statutory requirement. Like all Local Authorities, we must follow statutory procedures set out by the Information Commissioners Office (ICO). This includes the timescales for response which we aim to meet wherever possible. This SPI is most closely linked to the Prosperous People and Place themes within the Local Outcome Improvement Plan (LOIP) and aiming to create conditions for prosperity and support, specifically for care experienced individuals. SAR information engages and informs individuals, promoting accessibility to information.

**Benchmark Information:**

No benchmarking takes place.

**Target:**

The target for 2023/24 has been set as 80% of all non-complex Subject Access Requests responded to within timescale (1 month) and 70% of all complex Subject Access Requests responded to within timescale (3 months).

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

For Q3 2023/24, the percentage of non-complex Subject Access Requests responded to within timescale was above target at 81.7%. Performance for complex Subject Access Requests has been below target throughout the financial year and was 14.3% in Q3.

**This is the trend:**

The trend in relation to complex Subject Access Requests has been below target throughout 2023/24 and has continued to decline into Q3. The majority of complex SARs are from care experienced individuals and due to the complexity and specialism required to deal with such requests, it is challenging to meet response deadlines. Most often there are large volumes of files which require redaction based on the individual circumstances and requires discussion with the applicant. It is very time consuming to fulfil such requests. For example, 1 file takes approximately 3 days to work through and there are some requests containing up to 19 files which equates to 57 working days. Resourcing has continued to be the other primary factor for timescales not being met due to turnover of staff, challenges recruiting into the specialist roles and some unplanned absences within the team.

**This is the impact:**

Some of the consequences of this performance are:

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

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

We recognise that this is an area where improvement is required, and we are taking steps to address this. An action plan has been developed and is almost complete. The actions within the plan include:

- A review of Subject Access Request handling undertaken by our Data Protection Officer to identify where improvements could be made to internal processes and a review of roles and responsibilities in relation to SAR handling.
- Increase in resource aligned to care experienced SARs – an additional 4 FTE has been identified and will be dedicated to handling complex SARs. We are exploring opportunities to provide further additional capacity.
- Actively engaging with individuals to reduce the time it takes to handle complex requests. This includes:
  - Identifying specific information that the individual is seeking as opposed to a full release of all files.
  - Partial releases, so files are issued on an ongoing basis to reduce the requester's wait.
- A review of communications, e.g. website information and letter templates, to ensure requesters are fully informed of the process, opportunities to minimise wait times and the wrap around support available.
- Increased monitoring –
  - Weekly monitoring of overall SAR caseload by Chief Officer – People & Organisational Development and Customer Experience and Chief Officer – Children and Families Services.
  - Action Plan reported to the Information Governance Group and the Performance Board (chaired by the Director of Children and Families Services) and monitored until completion.
  - Regular reporting to the ICO.





**Responsible officer:**

**Last Updated:**

Lucy McKenzie

Q3 2023/24

**Traffic Light Icons Used**

|   |   |
|---|---|
|  | On target or within 5% of target                      |
|  | Within 5% - 20% of target and being monitored         |
|  | More than 20% below target and being actively pursued |
|  | Data only – target not appropriate                    |

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## ABERDEEN CITY COUNCIL

|                           |  |
|---------------------------|--|
| <b>COMMITTEE</b>          | Communities, Housing and Public Protection Committee       |
| <b>DATE</b>               | 28 March 2024  |
| <b>EXEMPT</b>             | No   |
| <b>CONFIDENTIAL</b>       | No   |
| <b>REPORT TITLE</b>       | Cluster Risk Registers and Assurance Maps                  |
| <b>REPORT NUMBER</b>      | COM/24/087   |
| <b>DIRECTOR</b>           | Andy McDonald  |
| <b>CHIEF OFFICER</b>      | Lucy McKenzie, Jacqui McKenzie, Martin Murchie, Steve Roud |
| <b>REPORT AUTHOR</b>      | Chief Officers   |
| <b>TERMS OF REFERENCE</b> | Remit 1.1.4  |

### 1. PURPOSE OF REPORT

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

### 2. RECOMMENDATION(S)

That the Committee:-

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

### 3. CURRENT SITUATION

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

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

- Customer Experience
- Data & Insights
- Digital and Technology
- Early Intervention & Community Empowerment

## Risk Registers

- 3.3 The Council's Risks Registers are tools used by Functions and Clusters to capture and manage the risks which could prevent achievement of organisational outcomes and service delivery.
- 3.4 The Council's Corporate Risk Register (CRR) captures the risks which pose the most significant threat to the achievement of the Council's organisational outcomes and have the potential to cause failure of service delivery. The CRR is scrutinised annually by the Audit, Risk and Scrutiny Committee.
- 3.5 The Cluster Risk Registers are set out in Appendix A and reflect the risks which may prevent each Cluster area from delivering on organisational outcomes and services, these risks may be escalated to the CRR where deemed necessary.
- 3.6 The risks contained within the Risk Register for each Cluster are grouped by risk category in Appendix C and show the Council's corresponding risk appetite for each category as set within the Council's Risk Appetite Statement (RAS) which was approved by the Audit, Risk and Scrutiny Committee in February 2024.

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

- 3.7 The Cluster Risk Register provides the organisation with the detailed information and assessment for each risk identified including;
- **Current risk score** – this is current assessment of the risk by the risk owner and reflects the progress percentage of control actions required in order to achieve the target risk score.
  - **Target risk score** – this is the assessment of the risk by the risk owner after the application of the control actions. This is aligned with the risk appetite for this particular category of risk.
  - **Control Actions** – these are the activities and items that will mitigate the effect of the risk event on the organisation.
  - **Risk score** – each risk is assessed using a 4x6 risk matrix as detailed below.



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

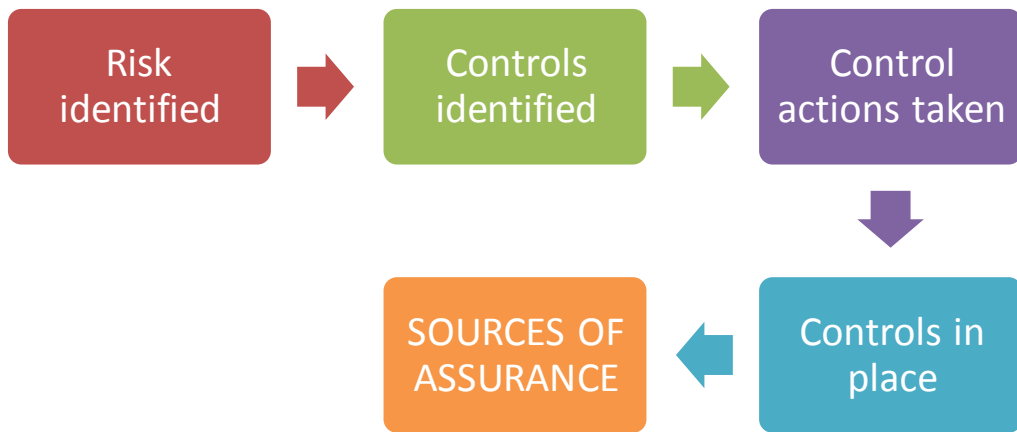
| Impact              | Score    |                   |                            |            |                    |             |                  |
|---------------------|----------|-------------------|----------------------------|------------|--------------------|-------------|------------------|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

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

- The Council’s Risk Appetite Statement (RAS) was reviewed and updated.
- “Regular review and updates to “Managing Risk” pages published on the Council’s intranet pages. These pages contain information and links for officers and elected members on the Council’s RAS, Risk Management Policy, Guidance and Training.
- Review of the Council’s Risk Management Policy
- The Corporate Risk Lead has continued to provide support to Risk Owners and Managers to review and update Risk Registers to improve monitoring and reporting across the organisation.

#### Assurance Maps

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



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

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

### Risk Overview

3.11 Chief Officer narrative/commentary:

#### Customer Experience

Given the nature of the services delivered across the cluster, the most significant risk continues to be the risk of failure to deliver frontline services due to a variety of factors. This includes an influx to already ongoing high demand.

There are a number of control actions in place which help mitigate, e.g. ongoing review of business continuity plans to ensure mitigations are as robust as possible.

### Data & Insights

The number of information security incidents reduced in every quarter of 2023, from 57 in Q1 to 41 in Q4. We remain confident that all incidents are reported and, therefore, we believe that controls are being effective.

### Digital and Technology

The impact from risk relating to cyber security remains high and the council continues with mitigating actions to reduce the likelihood of a successful attack. The council continues to engage in national and regional groups and when outcomes are available from organisations that have been compromised these are incorporated into our mitigations if not already covered.

The climate risk will be reviewed to reflect the progress made in addressing locality-based risks to services and move to high availability of cloud services.

### Early Intervention & Community Empowerment

The risk related to the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 remains high due to the on-going pressures of both a sustained increase in homeless presentations and the potential of further demand generated from asylum / resettlement. This is reflected in the risk being retained at a cluster level and the risk score increasing.

Whilst there has been progress on control actions relating to void management over the last year, including the appointment of external contractors to accelerate the return of properties, there is still further work to undertake in this area and this will be overseen by the Housing Improvement Board. For this reason, the risk score has been determined to remain at the same level as last year.

## **4. FINANCIAL IMPLICATIONS**

- 4.1 There are no direct financial implications arising from the recommendations of this report. This report deals with risk management at Cluster level and this process serves to identify controls and assurances that finances are being properly managed.

## **5. LEGAL IMPLICATIONS**

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

## **6. ENVIRONMENTAL IMPLICATIONS**

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

## **7. RISK**

- 7.1 There are no risks arising from the recommendations in this report. The Committee is provided with assurance that the risks presented within the Cluster Risk Register are those that may affect achievement of organisational

outcomes and delivery of services for each Cluster and that these are appropriately managed to ensure that the Council's activities are compliant with its statutory duties.

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

## 8. OUTCOMES

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

## 9. IMPACT ASSESSMENTS

| <b>Assessment</b>                        | <b>Outcome</b>  |
|--|---|
| <b>Integrated Impact Assessment</b>      | It is confirmed by the Chief Officers that no Integrated Impact Assessment is required. |
| <b>Data Protection Impact Assessment</b> | Not required  |
| <b>Other</b>                             | Not applicable  |

## 10. BACKGROUND PAPERS

- 10.1 None

## 11. APPENDICES

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

11.2 Appendix B – Cluster Assurance Maps

11.3 Appendix C – Cluster Risks Grouped by Category

## 12. REPORT AUTHOR CONTACT DETAILS

|                      |                                |
|----------------------|--------------------------------|
| <b>Name</b>          | Martin Murchie                 |
| <b>Title</b>         | Chief Officer, Data & Insights |
| <b>Email Address</b> | mmurchie@aberdeencity.gov.uk   |
| <b>Tel</b>           | 07305526915                    |

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**Customer Experience**

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

**Data and Insights**

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

**Digital and Technology**

| Risk Title                                | Risk Category         | Target Risk Appetite | Aligned with RAS? |
|---|-----------------------|----------------------|-------------------|
| • Climate Change - Digital Infrastructure | Climate/Environmental | Averse               | Yes               |

**Early Intervention and Community Empowerment**

| Risk Title   | Risk Category | Target Risk Appetite | Aligned with RAS? |
|--|---------------|----------------------|-------------------|
| • Continued Inability to meet the Unsuitable Accommodation Order | Compliance    | Averse               | Yes               |
| • Void Property Management                                       | Operational   | Averse               | No                |

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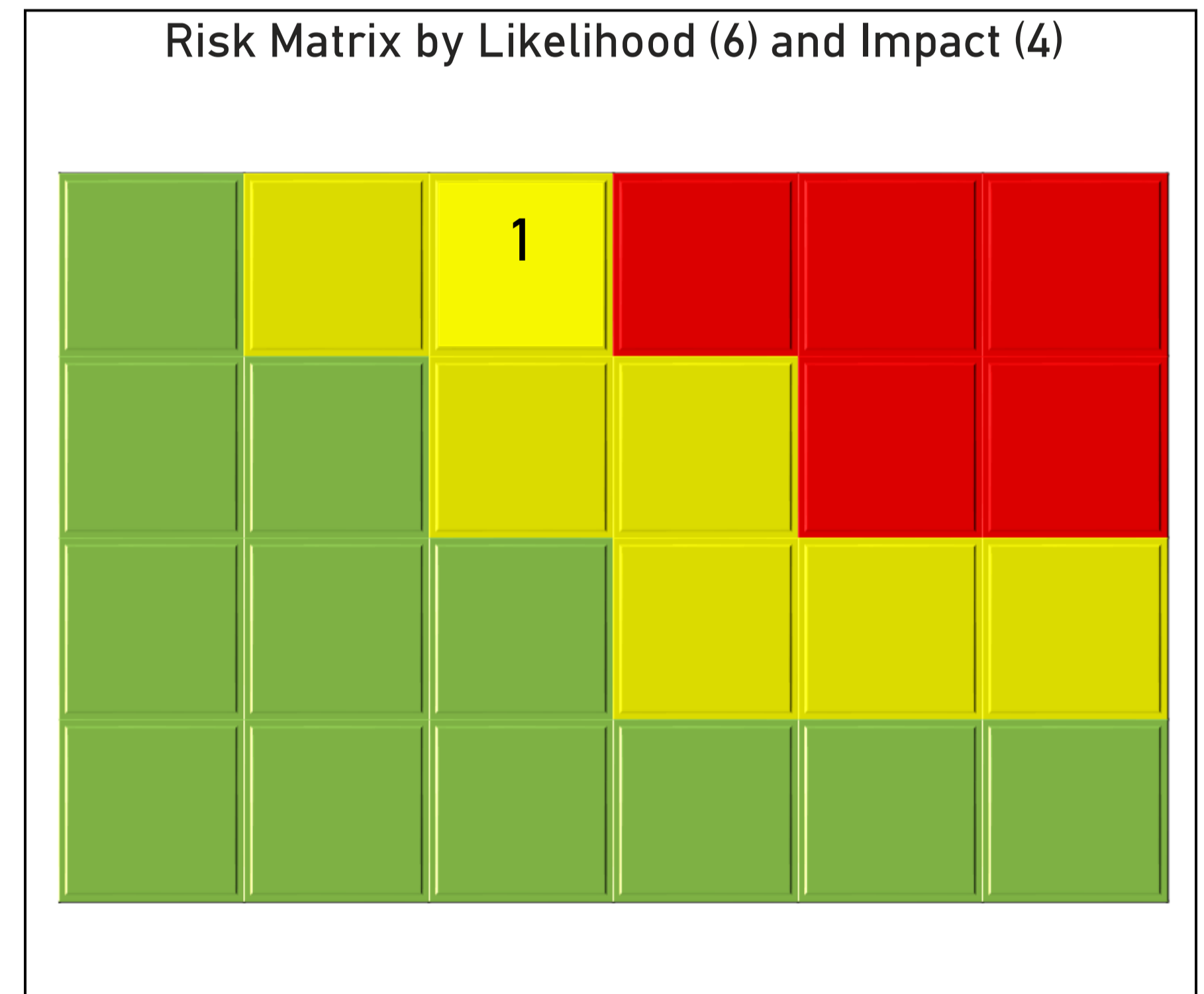


# Customer Experience Services Risk Register

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

Number of Cluster Risks

**1**



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

| RISK TITLE                           | RISK DESCRIPTION  | CONTROL ACTIONS   | TARGET RISK SCORE | CURRENT RISK SCORE | CURRENT LIKELIHOOD | CURRENT IMPACT | TARGET COMPLETION DATE |
|--------------------------------------|---|---|-------------------|--------------------|--------------------|----------------|------------------------|
| Customer Experience Service Delivery | Risk to delivery of key front-line services in the event of failures of systems, processes, significant increase in demand (e.g., pandemic; rise in cost of living), or in the event of an incident, e.g., climate event. | <p>1) Implement effective local administration of systems 'owned' by the Customer Experience cluster, specifically:</p> <ul style="list-style-type: none"> <li>- CoreHR (for all aspects of Payroll and HR Service Centre administration)</li> <li>- Zipporah (for all aspects of corporate bookings and lettings administration)</li> <li>- Customer Service Operational Systems (for many aspect of the management of customer contact)</li> </ul> <p>2) Build in mitigation and resilience around 'single points of failure' and staff turnover (especially experienced staff) across the Cluster via a comprehensive training programme and establishment re-design.</p> <p>3) As part of the Business Continuity Group, develop, monitor and test Business Continuity Plans for each service area.</p> | 8                 | 12                 | 3                  | 4              | 30 March 2025          |

**Assurance Map**  
**Cluster – Customer Experience**

**Cluster Risk Register Risk:**

1. **Customer Experience Service Delivery** - Risk to delivery of key front-line services in the event of failures of systems, processes, significant increase in demand (e.g., pandemic; rise in cost of living), or in the event of an incident, e.g., climate event.

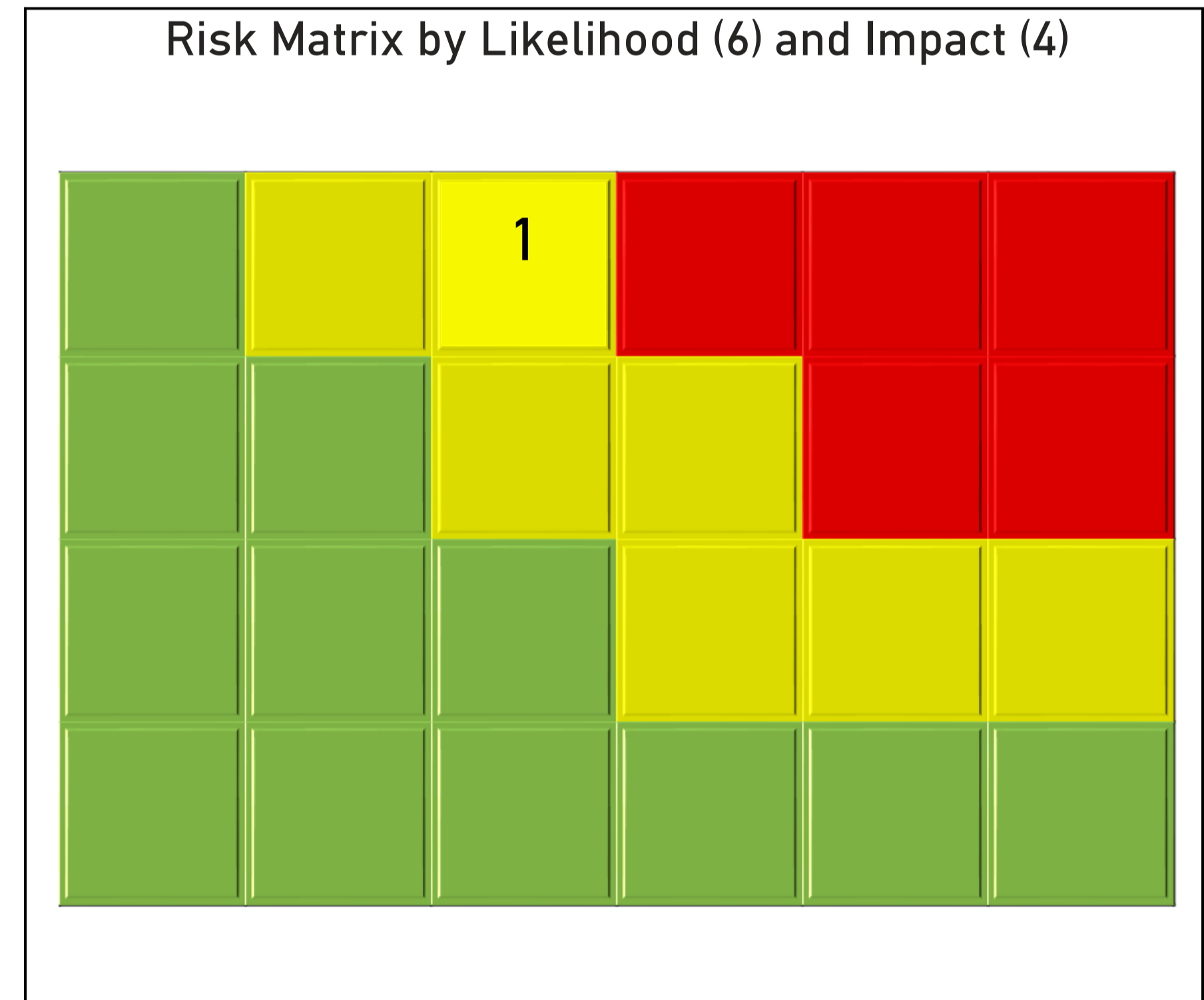
| First Line of Defence<br>(Do-ers)   | Second Line of Defence<br>(Helpers)   | Third Line of Defence<br>(Checkers)  |
|---|---|--|
| <ul style="list-style-type: none"> <li>• Trained and qualified staff with knowledge captured and shared to ensure business continuity</li> <li>• Operational Procedures, Guidance Documents and videos captured for future training requirements and business continuity</li> <li>• Use of technology (e.g., Robotic Process engineering) to provide enhanced resource and resilience to processes</li> <li>• Staff training and development</li> <li>• Operational Risk Assessments</li> <li>• Operational procedures and guidance including those set out in the Business Continuity Plans in the event of a system or process failure.</li> <li>• Operational Test Schedules for Business Continuity Plans</li> <li>• Disaster Recovery plan for Regional Contact Centre</li> <li>• Analysis following activation of business continuity arrangements / tests and improvement plans identified.</li> </ul> | <ul style="list-style-type: none"> <li>• CMT Boards</li> <li>• Council Committees</li> <li>• Customer Function Senior Management Team (undertakes review of Cluster Operational Risk Register)</li> <li>• Customer Experience Cluster Senior Management Team (undertakes review of Cluster Operational Risk Register)</li> <li>• Policy Documentation</li> <li>• Assurance Team</li> <li>• Business Continuity Sub-Group</li> </ul> | <ul style="list-style-type: none"> <li>• Internal Audit – Benefits Quality Assurance Process – 27/02/23</li> <li>• Annual External Audit</li> <li>• DWP Subsidy Audit</li> <li>• DWP Housing Benefit Review</li> <li>• Non-Domestic Rates NDRI – External Audit</li> <li>• Internal Audit - IJB Complaints Handling</li> <li>• Internal Audit – Data Protection</li> <li>• Scottish Public Services Ombudsman scrutiny of complaint handling</li> <li>• Information Commissioners Officer scrutiny of protection right request handling</li> </ul> |

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# Data & Insights Services Risk Register

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



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

| RISK TITLE             | RISK DESCRIPTION   | CONTROL ACTIONS   | % COMPLETE | TARGET RISK SCORE | CURRENT RISK SCORE | CURRENT LIKELIHOOD | CURRENT IMPACT | TARGET COMPLETION DATE |
|------------------------|--|---|------------|-------------------|--------------------|--------------------|----------------|------------------------|
| Information Governance | Risk that the Council's Information Governance Framework (people and behaviour, process and system, adapting and learning) is not sufficiently robust to ensure that council information and data is processed in a way which: i. mitigates potential harm to the rights and freedoms of data subjects arising from data processing ii. meets the Council's operational, strategic and accountability requirements (business and statutory); iii. demonstrates proper stewardship to deliver outcomes for our people, place and economy. | <p>Compliance with Privacy and Electronic Communications Regulations in respect of cookies and other tracking technology in Council and affiliated websites<br/>Assessment completed for Council website.<br/>Requirements for corporate oversight on compliance for affiliated websites being progressed via Transformation Board -50%</p> <p>Retention of data in Outlook and OneDrive<br/>Revised proposals report to IGG when capacity allows (Oct-Dec 2024) - 25% complete</p> | 50         | 4                 | 12                 | 3                  | 4              | 30 March 2025          |

| Assurance Map  |  |   |
|--|--|---|
| Cluster - Data & Insights  |  |   |
| Cluster Risk Register Risk:  |  |   |
| <p>1. <b>Information Governance</b> - Risk that the Council's Information Governance Framework (people and behaviour, process and system, adapting and learning) is not sufficiently robust to ensure that council information and data is processed in a way which: i. mitigates potential harm to the rights and freedoms of data subjects arising from data processing ii. meets the Council's operational, strategic and accountability requirements (business and statutory); iii. demonstrates proper stewardship to deliver outcomes for our people, place and economy.</p>   |  |   |
| First Line of Defence<br>(Do-ers)  | Second Line of Defence<br>(Helpers)  | Third Line of Defence<br>(Checkers)   |
| <ul style="list-style-type: none"> <li>• Trained and qualified staff</li> <li>• Operational procedures and guidance notes, including consistent corporate processes for:               <ul style="list-style-type: none"> <li>- Data Protection Impact Assessment</li> <li>- Privacy notices</li> <li>- Data Protection Rights Requests</li> <li>- Incident reporting and handling</li> <li>- Information Sharing Agreement and contractual arrangements</li> <li>- Maintaining the Council's records of processing activities (Information Asset Register)</li> </ul> </li> <li>• Records Retention and Disposal Schedule</li> <li>• Mandatory Information Governance Staff Training</li> <li>• Clear and consistent roles and responsibilities in relation to data and information in Corporate Policy and supporting Handbooks of procedures</li> </ul> | <ul style="list-style-type: none"> <li>• CMT Boards</li> <li>• Council Committees</li> <li>• Effective Information Governance / DPO advice and support</li> <li>• Information Governance Group led by Senior Information Risk Owner (SIRO) reviews Quarterly Information Governance Assurance reports</li> <li>• Corporate Information Policy</li> <li>• Data Forums</li> <li>• Governance including annual Information Governance Assurance Statement</li> <li>• Internal Information Assets Assurance Cycle</li> <li>• CCTV Assurance Framework</li> </ul> | <ul style="list-style-type: none"> <li>• External scrutiny of Council's arrangements in relation to DP and PRSA in the form of Reports, inspections, and audits from the Information Commissioners Office and the Keeper of the National Records of Scotland</li> <li>• Internal Audit – Data Protection</li> </ul> |

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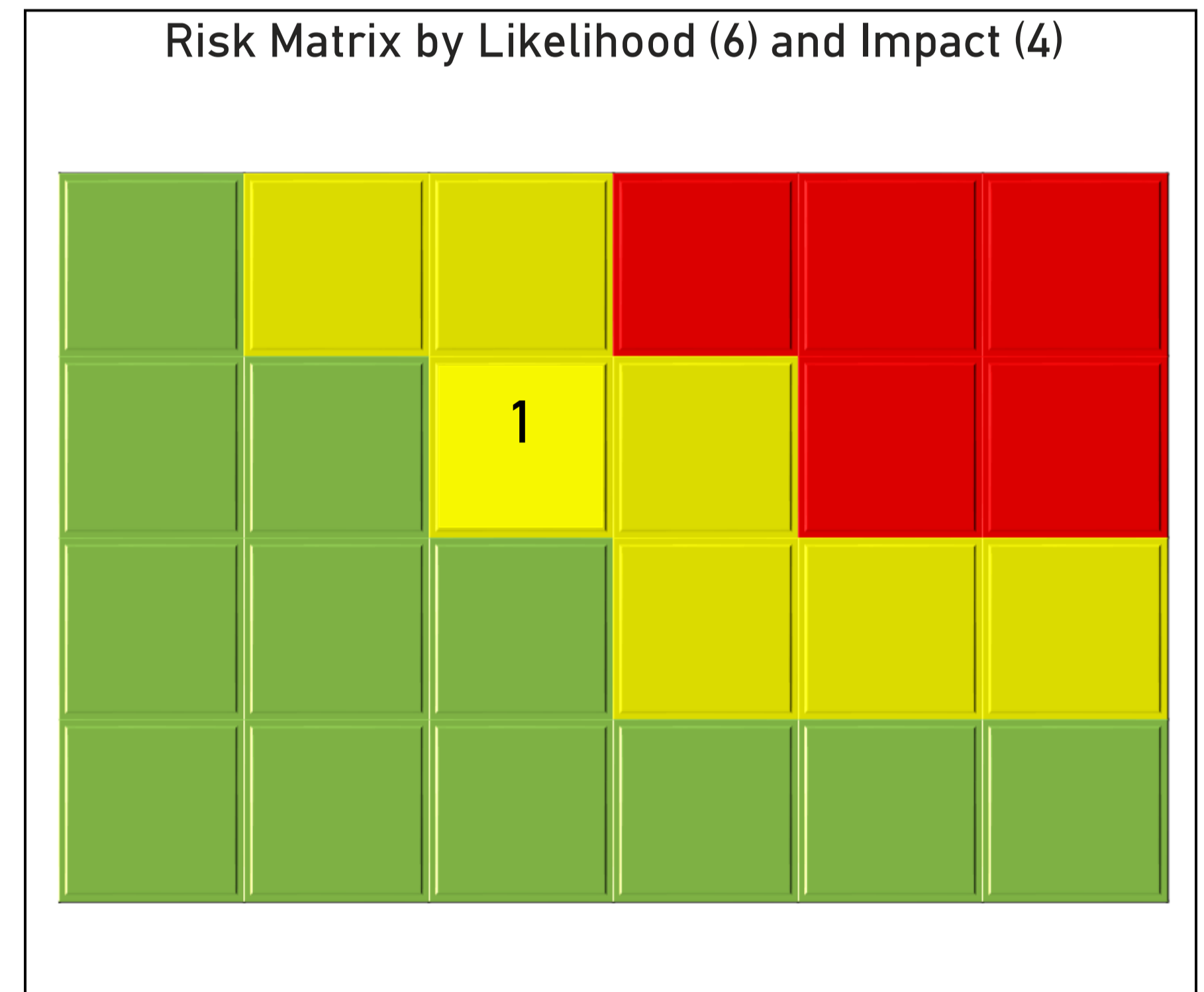


# Digital & Technology Services Risk Register

| CURRENT CLUSTER RISKS                   | CURRENT RISK SCORE |
|---|--------------------|
| Climate Change - Digital Infrastructure | 9                  |

Number of Cluster Risks

**1**



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

| RISK TITLE                              | RISK DESCRIPTION   | CONTROL ACTIONS  | TARGET RISK SCORE | CURRENT RISK SCORE | CURRENT LIKELIHOOD | CURRENT IMPACT | TARGET COMPLETION DATE |
|---|--|--|-------------------|--------------------|--------------------|----------------|------------------------|
| Climate Change - Digital Infrastructure | Digital infrastructure will be impacted by adverse incidents caused by climate change (flooding, extreme weather) resulting in disruption to the delivery of council services. | <ul style="list-style-type: none"> <li>1) Environmental impact considered for all business cases via DMCB</li> <li>2) Monitoring of energy consumption via Azure toolset - move to on demand infrastructure.</li> <li>3) Provision of enhanced power resilience via UPS and generators</li> <li>4) Include climate risks in future planning for digital delivery</li> <li>5) Redesign of services to remove funnelling through single sites</li> </ul> | 6                 | 9                  | 3                  | 3              | 31 March 2024          |

| Assurance Map   |   |   |
|---|---|---|
| Cluster - Digital & Technology  |   |   |
| <b>Corporate Risk Register Risk:</b>  |   |   |
| 1. <b>Cyber Security</b> - Risk that Cyber security threats are not sufficiently mitigated against to protect the Council, its essential functions and customer data  |   |   |
| <b>Cluster Risk Register Risks:</b>   |   |   |
| 1. <b>Climate Change - Digital Infrastructure</b> - Digital infrastructure will be impacted by adverse incidents caused by climate change (flooding, extreme weather) resulting in disruption to the delivery of council services.  |   |   |
| First Line of Defence<br>(Do-ers)   | Second Line of Defence<br>(Helpers)   | Third Line of Defence<br>(Checkers)   |
| <ul style="list-style-type: none"> <li>• Trained and qualified staff</li> <li>• IT Security Technologies – devices to filter traffic and protect network, virus control software and domain access rules e.g. Conditional Access and Encryption</li> <li>• Proactive Monitoring &amp; Alerting</li> <li>• Operational procedures and guidance notes</li> <li>• Mandatory Information Governance Staff Training and IT Security Staff Training</li> <li>• Investigation into incidents and breaches</li> <li>• Patch Management</li> <li>• System Change Management process via Change Advisory Board</li> <li>• Threat Hunting</li> </ul> | <ul style="list-style-type: none"> <li>• CMT Boards</li> <li>• Council Committees</li> <li>• D&amp;T Senior Management Team (SMT) undertakes review of Cluster Operational Risk Register</li> <li>• Information Governance Group</li> <li>• ICT System Risk Assessments</li> <li>• Data Privacy Impact Assessments</li> <li>• Vendor Management</li> <li>• Policy documentation including, Information and Communication Technology (ICT) Acceptable Use Policy and ICT Access Control Policy, Protective Monitoring Policy</li> <li>• Annual review against Public Sector Cyber Security Framework</li> <li>• Participation in the North of Scotland Cyber Resilience Group</li> </ul> | <ul style="list-style-type: none"> <li>• Independent IT Health Checks for PSN Accreditation by Surecloud. Surecloud are National Cyber Security Centre and Check approved.</li> <li>• Independent Penetration testing on internet facing services by Surecloud. Surecloud are National Cyber Security Centre (NCSC) and Check approved.</li> <li>• Public Services Network (PSN) assurance review annually</li> <li>• Registered for NCSC proactive notifications service</li> <li>• Cyber Essentials Plus assurance</li> <li>• Completed Scottish Government Cyber Assurance audit</li> <li>• Internal Audit –Care Management System – 17/10/23</li> </ul> |

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

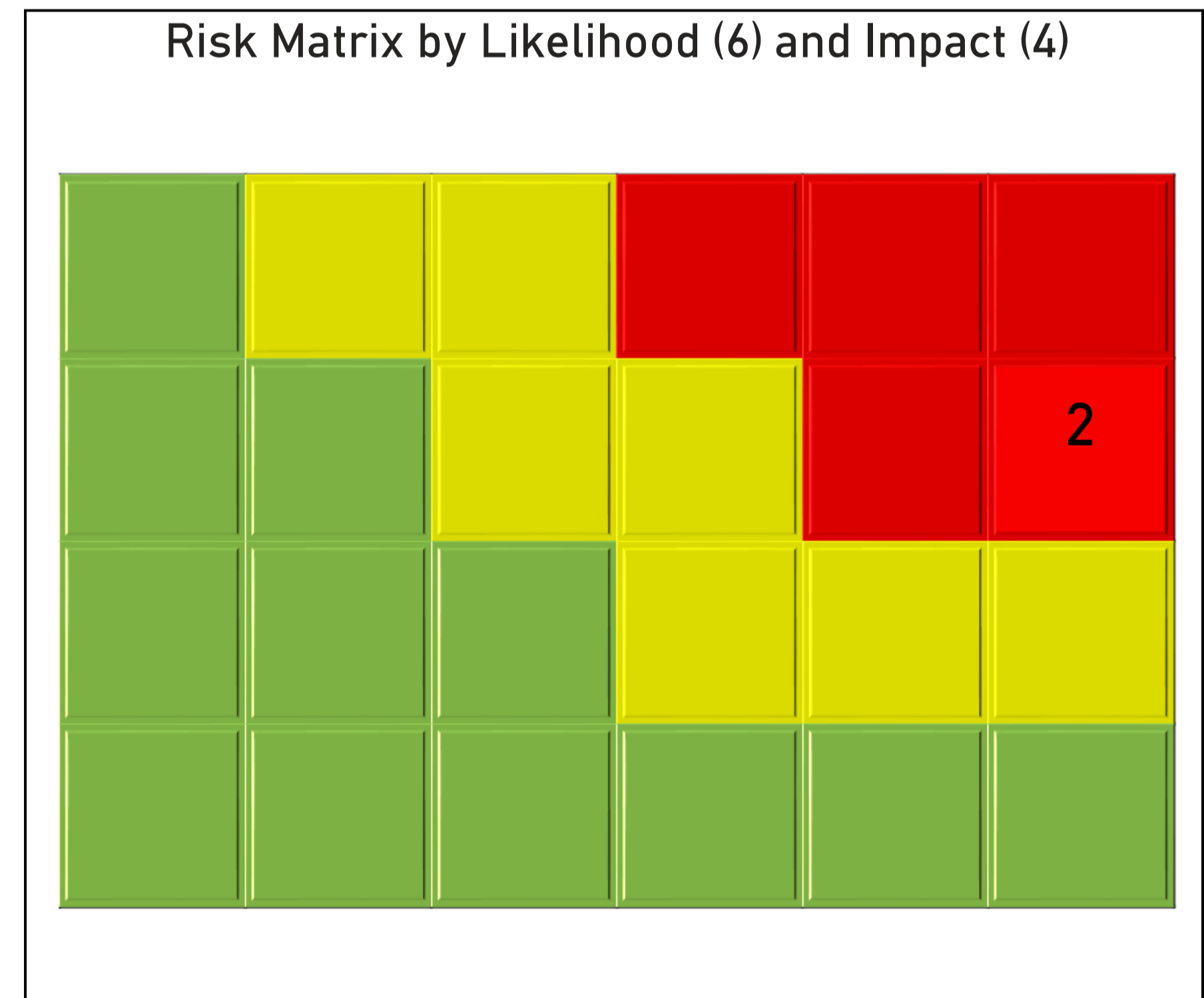


# Early Intervention & Community Empowerment Services Risk Register

| CURRENT CLUSTER RISKS  | CURRENT RISK SCORE |
|--|--------------------|
| Continued Inability to meet the Unsuitable Accommodation Order | 18                 |
| Void Property Management                                       | 18                 |

Number of Cluster Risks

**2**



| FUNCTION | CLUSTER                     | RISK OWNER      | RISK LEAD       |
|----------|-----------------------------|-----------------|-----------------|
| Customer | Early Int. & Community Emp. | Jacqui McKenzie | Rachel Harrison |

| RISK TITLE   | RISK DESCRIPTION  | CONTROL ACTIONS   | TARGET RISK SCORE | CURRENT RISK SCORE | CURRENT LIKELIHOOD | CURRENT IMPACT | TARGET COMPLETION DATE |
|--|---|---|-------------------|--------------------|--------------------|----------------|------------------------|
| Continued Inability to meet the Unsuitable Accommodation Order | There has been a continued period of the Council being in breach of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 due to being unable to provide suitable accommodation within 7 days / 6 nights to households who present as homeless and require temporary accommodation. Hotel accommodation is not considered to be suitable. | <ul style="list-style-type: none"> <li>- Renewed focus on preventative activity through development and implementation in collaboration with TRF a delivery plan with a preventative focus to reduce homelessness in Aberdeen.</li> <li>- Clear monitoring around the supply of temporary stock, and ensure use is maximised (through increase of shared tenancies &amp; monitoring of void turnaround)</li> <li>- Clearer governance arrangements in place around longer term stays in temporary accommodation, including those with NRPF status.</li> <li>- Clearer governance in place around managing our dual tenancies &amp; supporting move on from temp.</li> </ul> <p>It is important to note that external factors will continue to impact our ability to reduce the frequency of breach.</p> | 6                 | 18                 | 6                  | 3              | 30 March 2025          |

| FUNCTION | CLUSTER                     | RISK OWNER                      | RISK LEAD    |
|----------|-----------------------------|---------------------------------|--------------|
| Customer | Early Int. & Community Emp. | Jacqui McKenzie / Stephen Booth | Martin Smith |

| RISK TITLE               | RISK DESCRIPTION  | CONTROL ACTIONS   | TARGET RISK SCORE | CURRENT RISK SCORE | CURRENT LIKELIHOOD | CURRENT IMPACT | TARGET COMPLETION DATE |
|--------------------------|---|---|-------------------|--------------------|--------------------|----------------|------------------------|
| Void Property Management | There is a risk that the level of void properties leaves ACC unable to house applicants appropriately or timeously, affecting quality of life, increasing spend on hotels and reducing rental income. | <p>1) Following the recent review, an action plan will be presented to the March Performance Board</p> <p>2) Recommendations will be costed to ensure they align to the HRA 30 year business plan.</p> <p>3) Delivery of this action plan will be tracked, monitored and overseen by a new Housing Board and the Performance Board.</p> | 4                 | 18                 | 6                  | 3              | 30 March 2025          |

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| Assurance Map  |   |   |
|--|---|---|
| Cluster – Early Intervention and Community Empowerment   |   |   |
| <b>Corporate Risk Register Risk:</b>   |   |   |
| <p>1. <b>Excessive resettlement and asylum demand and risk of harm</b> - There is a risk that Aberdeen City Council and partners are unable to provide appropriate levels of support to people arriving in the city as refugees or asylum seekers.</p> <p>There is a risk of increased homelessness presentations and sustained demand for core services including; housing support services, education, community learning and development, children and families social work and resettlement support arising from external factors including arrivals of displaced people from other Scottish cities who can present as homeless due to the removal of “local connection” and the potential requirement for RAAC decants.</p> <p>There is a financial risk to the Council that increased demand and supporting activities required in this area are not fully funded.</p> |   |   |
| <b>Cluster Risk Register Risks:</b>  |   |   |
| <p>1. <b>Inability to meet the Unsuitable Accommodation Order</b> - There is a risk to the Council of not being compliant with the Homeless Persons (Unsuitable Accommodation) (Scotland) Order</p> <p>2. <b>Void Property Management</b> - There is a risk that the level of void properties leaves ACC unable to house applicants appropriately or timeously, affecting quality of life, increasing spend on hotels and reducing rental income.</p>  |   |   |
| First Line of Defence<br>(Do-ers)  | Second Line of Defence<br>(Helpers)   | Third Line of Defence<br>(Checkers)   |
| <ul style="list-style-type: none"> <li>• Trained and qualified staff</li> <li>• Operational procedures and guidance documentation</li> </ul>   | <ul style="list-style-type: none"> <li>• CMT Boards</li> <li>• Council Committees</li> <li>• Policy Documentation</li> <li>• Senior Management Team (SMT) undertakes review of Cluster Operational Risk Register</li> <li>• Full Council</li> <li>• Organisational Resilience Group</li> <li>• Strategic Partnership Group</li> <li>• Warm Scottish Welcome Delivery Board</li> <li>• Resettlement Strategic Partnership Group</li> </ul> | <ul style="list-style-type: none"> <li>• Annual External Audit and report</li> <li>• Community Planning Aberdeen</li> <li>• Education Scotland - CLD Strategy and performance (HGIOCLD)</li> <li>• Scottish Housing Regulator - Annual return on housing performance; annual risk assessment</li> <li>• Scottish Social Services Council - Registered Housing Support Services</li> </ul> |

|  |   |  |
|--|---|--|
|  | <ul style="list-style-type: none"><li>• Home Office Afghan Resettlement Meetings</li><li>• Scottish Government Better Homes Division</li><li>• Joint Assurance Board (Ukrainian Displaced People)</li></ul> | <ul style="list-style-type: none"><li>• Care Inspectorate for Registered Housing Support Services</li><li>• Scotland and Scottish Library &amp; Information Council - Ambition &amp; Opportunity: National Strategy for Public Library Services, and performance framework (HGIOPLS)</li><li>• Scotland and Scottish Library &amp; Information Council and Education Scotland -Vibrant Libraries thriving schools : Strategy for School Libraries -and performance HGIOSL</li><li>• Financial Inclusion Team - Scottish National Standards for Advice and Information Providers Scottish Legal Aid Board</li><li>• Scottish Government - Child Poverty Action Plan</li><li>• Scottish Government Homelessness reporting and Rapid rehousing Transition Plan scrutiny</li></ul> |
|--|---|--|

## ABERDEEN CITY COUNCIL

|                           |  |
|---------------------------|--|
| <b>COMMITTEE</b>          | Communities, Housing and Public Protection Committee     |
| <b>DATE</b>               | 28 <sup>th</sup> March 2024                              |
| <b>EXEMPT</b>             | No   |
| <b>CONFIDENTIAL</b>       | No   |
| <b>REPORT TITLE</b>       | Resilience Annual Report                                 |
| <b>REPORT NUMBER</b>      | COM/24/063   |
| <b>DIRECTOR</b>           | Gale Beattie   |
| <b>CHIEF OFFICER</b>      | Vikki Cuthbert, Interim Chief Officer – Governance       |
| <b>REPORT AUTHOR</b>      | Fiona Mann Emergency Planning, Resilience and Civic Lead |
| <b>TERMS OF REFERENCE</b> | 2.12 - 2.14  |

### 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 busy year for emergency response;
- 2.2 notes the updated Generic Emergency Plan which has received minor alterations under the relevant delegated powers; and
- 2.3 instructs the Interim Chief Officer – Education to submit a response to the Rule 8 request from the Scottish COVID-19 Inquiry, following consultation with the Convener of the Education and Children's Services Committee and the Interim Chief Officer - Governance.

### 3. CURRENT SITUATION

- 3.1 The Council has emergency planning responsibilities to fulfil as a Category 1 responder, as defined by the Civil Contingencies Act 2004.

- 3.2 Officers last reported to the Communities, Housing and Public Protection Committee on 17<sup>th</sup> January 2023, 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 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 An annual review has been undertaken and minor alterations made to the Council's Generic Emergency Plan – i.e. the plan which is activated upon an emergency as defined by the 2004 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

### **Assessment of Risks**

- 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 risks and learnings from the ongoing COVID-19 inquiries. Both Covid and EU Exit 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.

In March 2024 the Council received a request from the Scottish Covid – 19 Inquiry for a response to a Rule 8 (information requested from local authorities by way of voluntary request) for material relating to the provision of Early Learning and Childcare, Primary schools, Secondary Schools, Youth work and Additional Support Needs services during the response and recovery stages of the pandemic. This requires a detailed response which is currently in progress. The Committee will continue to be updated on requests received from both the Scottish Inquiry and the UK Inquiry and, in accordance with the Committee Terms of Reference, lessons learned reports from both Inquiries will be shared when available.

3.7 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 members 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:

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

3.8 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.

3.9 The Council’s Corporate Risk Register, monitored by the Risk Board, ensures that the risk of non-compliance with our civil contingencies responsibilities is

effectively managed. This is reported to the Audit, Risk and Scrutiny Committee along with the relevant assurance map. This provides 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 most recent report was issued in February 2024.

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

3.11 In 2023 we saw a number of existing officers take up roles in the emergency response wider team. Three new DERCs who are currently Interim Chief Officers have received training and been added to the DERC rota. 2024 will see the need to increase our Council Incident Officer (CIO), formally known as Tactical Leads, cadre from existing officers - there are already two or three people identified for CIO training in 2024. 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.

3.12 The Council has responded to a number of 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 Otto and Babet  | <ul style="list-style-type: none"> <li>• Incident Management Team (IMT)</li> <li>• Grampian Local Resilience Partnership (GLRP)</li> <li>• Contact made with Community Resilience Groups</li> <li>• ACC Debriefs</li> <li>• GLRP Debriefs</li> </ul>  |
| Various Weather events – flooding (Storm Isha, Jocelyn and Gerrit) | <ul style="list-style-type: none"> <li>• Preparatory meetings with GLRP</li> <li>• Preparatory contact made with Community Resilience Groups</li> <li>• Incident Management Team (IMT)</li> <li>• ACC Debriefs</li> <li>• GLRP Debriefs</li> </ul> <p>in the main these events were Business as Usual for ACC regarding impact and requirement for single service response.</p> |

A summary of the incidents that have resulted in improvements being identified is below:

| Incident            | Improvements identified   | Status   |
|---------------------|---|--|
| 2023 Storms various | Review requirement for an out of hours weather update process for the DERCs                     | Proposed solution submitted to DERCs for their consideration.                              |
| 2023 Storms various | Requirement for loggists (similar to a minute taker) as part of the ACC Emergency Response Team | Awaiting outcome of request for volunteers<br><br>Training session in place for March 2024 |

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

| Training topics   | Completed | Agency/ staff involved   |
|---|-----------|--|
| Lunch and Learn sessions <ul style="list-style-type: none"> <li>How to stand up the Local Resilience Partnership</li> <li>Joint Emergency Services Interoperability Programme (JESIP), METHANE a common emergency services mnemonic &amp; Joint Decision Making Model (JDM)</li> <li>ACC Support Centres - what, where and how to activate</li> <li>Met office and SEPA alerts explained</li> </ul> | Yes       | DERCs, SMOCs & CIOs  |
| New SMOCs – How to guide  | Yes       | SMOCs  |
| Gov.Notify  | Yes       | CIOs   |
| Support Centre Managers – How to guide x 2 sessions in 2023   | Yes       | New and current Support Centre Managers  |
| ACC Drug and Alcohol Service led a table top exercise to explore a civil contingencies approach to a new or emerging public health emergency relating to potential threat and mitigations of highly potent substances in Aberdeen i.e. high numbers of drug related deaths, harms and associated consequences.  | Yes       | ADP/ Aberdeen Health and Social Work Partnership (AHSCP)/Public Health Scotland/NHS Grampian |
| ACC Emergency Response Structure  | Yes       | ACC Aspiring Leaders   |

|   |     |  |
|---|-----|--|
| Winter preparedness – based on Storm Babet learnings                              | Yes | ACC<br>Emergency<br>Response<br>Teams and<br>SMOCs |
| Winter preparedness   | Yes | ACC Elected<br>Members                             |
| DERC inductions   | Yes | New DERCs  |
| Ex Mighty Oak – National power outage exercise run by UK and Scottish Governments | Yes | National Multi<br>Agency                           |
| AHSCP lead – ‘System networking over Winter’ (SNOW) events                        | Yes | Multi Agency                                       |
| “Page One” training – page one is the messaging platform to activate GLRP         | Yes | SMOCs  |

3.14 Training and development continued throughout 2023 to ensure that the Council’s emergency response teams, ALEOs and community groups were clear on their roles and how to execute these in the event of risks manifesting, individually or concurrently. This was done through a combination of

1. **Page turn** exercises on emergency 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.

3.15 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
- Sharing of partner rotas
- Weather updates, official warnings as well as operational updates
- DERC and SMOC channel to allow immediate information flow between NHS and AHSCP colleagues and senior manager on call and our DERC
- Templates for managing incidents and debriefs from incidents
- Creation of channel specifically for the Support Centre Managers, holding their reference material and giving them a place to post messages between their peers



- Media reports of interest
- Changes in legislation or guidance
- Training opportunities from other partners

3.16 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 as Civil Contingency advisors with Chief Officers when in their role as DERC to assist them in their participation to emergency response.

3.17 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.

3.18 **Arm's Length External Organisations** (ALEOs) support the Council to carry out our Category 1 responder duties in a number of ways, for example agreed 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.

Any debriefing lessons identified resulting from incidents in the city that could relate to one or all of our ALEOs will be shared and where appropriate sessions held to discuss in more detail – e.g. the Protect Duty (Martyn's Law). ALEOs are regularly updated on the Council's responsibilities under civil contingencies legislation and how they support us in meeting these.

### **Emergency and Business Continuity Plans**

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

3.20 The Council and the ACHSCP have been working very closely on civil contingency matters. The Chief Officer of the ACHSCP (and staff) have been involved in meetings of the GLRP and have also participated in the response to a number of incidents in the past year. The role of the IJB as a Category 1 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 2023. In terms of governance, representatives from the Partnership are members of various Council groups and boards which helps to further enhance the working arrangements.

3.21 Preparation continues for the Council's National Power Outage Plan (NPO) formerly known as National Electricity Transmission System. A National Power

Outage 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. An in person session with key officers is being held in March 2024 to encourage input and set actions with a view to have a signed off plan and to carry out a table top exercise Q3 2024.

3.22 A separate workstream and scenario planning exercise had previously taken place for *planned* power outages which had emerged as a low likelihood risk for winter 2022/2023 and still remains. 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 (e.g., AB11) again spread across all of the UK at the same time.

The Business Continuity Group and officers updated existing BCP's to incorporate the actions and activities required in order to respond to planned and unplanned power outages with particular focus being placed on the Council's Critical Services.

3.23 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, Council Incident Officers, Support Centre Managers, and Flooding all have 24 hour emergency on-call rotas in place.
- RCC has a BCP and has shared with Emergency Planning to ensure clarity on disaster recovery arrangements. Their plan already takes account of RLD & OC6 power resilience issues and strike action impact. An incident occurred late summer 2023 where large scale loss of 999 across Britain included a number of authorities serviced by RCC. From this debrief and lessons learned the RCC is reviewing its arrangements to ensure understanding internally and manage the obligations to our clients.
- Regular catch ups with EPRCL and RCC managers / supervisors 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.

3.24 The Council has in place a schedule of other emergency plans which are developed and reviewed in conjunction with partners on the Grampian Local Resilience Partnership (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 | This has not progressed |

| Plan  | Status  | Notes   |
|---|---|---|
| TECA multi agency initial response guide (MAIRG)  | Version 2 agreed in advance of Offshore Europe 2023 by all partners   | Compile and reviewed for v 2 by ACC as owner of the MAIRG. During 2024 a further review post Offshore Europe debrief<br><br>Potential exercise of MAIRG early 2025  |
| Care for People Plan (AHSCP)  |   | Reviewed October 2023<br><br>Annually review  |
| Cyber   | On-going<br><br>Chief Officer - Digital and Technology sits as Chair of the Grampian Local Resilience Partnership Cyber working group | Robust BCPs are in place. A specific Cyber plan for ACC is not held by Emergency Planning and Resilience but by Digital and Technology – the Generic Emergency Plan would activate if a significant Cyber incident took place   |
| Plans covering other events and ceremonial occasions                                    | Scottish Government supplied new plan end of Feb 2024   | ACC officers are now reviewing earlier interim plans taking in the new plan details.<br><br>ACC plan will be ready June 2024 with a table top exercise to be run before July 2024. This plan will be annually reviewed and exercised unless otherwise updated by Scottish Government. |
| City Centre Lock Down plan (CONTEST)  | Intention had been to complete Q3 of 2023 but with the development of Martyn's Law it is being reconsidered as a plan                 | We may move to having MAIRGs and individual public building security plans – need to revisit likelihood of a city centre lockdown being required versus a dynamic lockdown of small area or certain buildings   |
| Move to Critical Plan (to be activated when UK moves to highest level of terror threat) | Benchmarking other local authorities with similar scale to Aberdeen to take place   | ACT awareness online module made mandatory for ACC staff  |

| Plan   | Status   | Notes  |
|--|--|--|
|  | 2024 with view to introduce an action list / plan shortly after  | Staff asked to download PROTECT UK app   |
| Coastal Pollution Plan (Oil)   | By way of assurance there is an LRP plan valid from 2019 Jan – 2024 that would be activated.   | <p>Other mitigation in place - Briggs marine retainer through Operations and Protective Services</p> <p>ACC officers are taking part with other Grampian Local Resilient Partnership members in an exercise being hosted by CNOOC Petroleum Europe in April 2024</p> |
| Pipeline Activation Pack   | <p>This is not a priority plan as there is an overarching Forties pipeline GLRP plan.</p> <p>Sections of AWPR and Dyce roads have small section of pipeline running beneath – arrangements to be reviewed.</p> | <p>ACC are part of the Grampian Local Resilience Partnership which has a Pipelines Group which ACC are part of and meets quarterly</p> <p>Draft plan Scheduled Q4 of 2024</p>  |
| 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 was 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 Power Outage Plan formally known as National Electricity transmission system (NETS) | Currently in draft v 1 which is out to officers for input  | Session with key officers being held in March 2024 to encourage input and set actions with a view to have draft to table top Q3 2024   |
| RLD and OC6 Planned power outages  | There are still a small number of Services to update their BCPs - this is being monitored by the Corporate Risk Lead   | The Council's Winter Preparedness activities for 2023 included planning for the low risk of Rota Load Disconnection (RLD) and Demand Control OC-6. These are planned power outages   |

| Plan                                     | Status         | Notes  |
|--|----------------|--|
|  |                | <p>for a 3-hour period in predefined geographical areas across the UK that are aligned with postcodes.</p> <p>The Business Continuity Group and officers updated existing BCP's to incorporate the actions and activities required in order to respond to planned and unplanned power outages with particular focus being placed on the Council's Critical Services.</p> |
| Managing Recovery phase of incident plan | Due for review | Added to DERC activation pack and shared with SMOCs  |

### **Warning and Informing the Public**

- 3.26 The Council's External Communications team operates a 24/7 – 365 days 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.

- 3.27 2023 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.

- 3.28 A Winter Resilience 2023/24 campaign was utilised again this winter, including pdf flyers, printed leaflets and social media campaign as well as a web presence on ACC site.

### **Working with Local Responders**

- 3.29 The Council has continued to work closely with all local Category 1 and 2 responders during the year, particularly to manage the response to Storms; Otto, Babet and other autumn/winter storms of 2023

- 3.30 Key learnings from 2023 storm debriefs included:
- Building and promotion of Community Resilience
  - City PARAD development - priority
  - Regional Communications Centre (RCC) critical service for response – look at how other services could support RCC in emergency response; prepare statements for users of RCC.
  - All responders to consider their own Business Continuity Plans
- 3.31 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 saw a significant review of AHSCP emergency response plans and their resource to ensure the effectiveness of their emergency response while their new Category 1 responder continues to mature.

The effectiveness and suitability of the Senior Manager on call (SMOC) resource, continues to be reviewed to explore and ensure alignment with the Council's procedures and the DERC's 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**

- 3.32 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](http://www.aberdeencity.gov.uk/eventguide)
- 3.33 **Community Resilience** has been a priority since 2021 and led by Emergency Planning and Resilience 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 local authority emergency planning process for the City.

Promoting and supporting community, business and individual resilience has been a priority activity for Aberdeen City Council 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.

- 3.34 **Key activities of the project:**
1. **Emergency grab boxes** - Free and delivered to a number of locations across the City. For example to some of the potential new Community Resilience Volunteer Groups, see point 2.
  2. **New Community Resilience Volunteer Group** after the success of Bridge of Don and Danestone starting up a new group in December 2022. There have been positive moves during 2023 with Rosehill &

Stockethill, Seaton and Linksfield, Fittie and Ferryhill. Initial presentations and meetings have been held, with next steps being to assist the groups in creating Terms of Reference and writing their area Resilience Plan, should the groups themselves wish to progress to full CRVG status.

3. **Media campaign** that originally launched in December 2022 continued to be used successfully in 2023. The community resilience brand that was created is now becoming recognisable – social media messaging, printed material as well as web presence on ACC site.
4. **Secured £125k grant from SSEN** for use in the City for community resilience. The funds will be used in the main to supply portable power packs to AHSCP for use with their high priority clients, for the provision of small grants for new or existing community resilience groups, production of emergency grab boxes, production of winter preparedness leaflets and funding for an annual community resilience conference.
5. **Presentations** given on the benefits of Community Resilience Volunteer Groups throughout 2023 and explaining what ACC can do to support the initiative.
  - Sustainable Cities Working Group
  - Community Councils; Seaton and Linksfield, Stockethill and Rosehill
  - Fittie Community Development Trust
  - City and Shire Annual Community Resilience Conference

- 3.35 **Business Resilience** promotion, advice and guidance is part of the Council's duties under the Civil Contingencies Act. During 2023 we attended some business group meetings e.g. Belmont Street area, and presented on business resilience. We can share information via Aberdeen Inspired and Aberdeen Grampian Chamber of Commerce member newsletter.

## **ADDITIONAL PRIORITIES**

### **Persons at Risk Database (PARD)**

- 3.36 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 continue to work on an Aberdeen City PARD. As well as being part of the GLRP PARD working group activities in 2023. Officers are ensuring Aberdeen City, Aberdeenshire and Moray Councils vulnerability categories align to make things more efficient for the responders. PARD has been discussed for many years but lessons learned from the Storms of late 2021 and early 2022 identified a PARD as a priority for all three local authorities. An interim PARD is in place for the City and is improved from what was available in 2021/22, a more complete and detailed City PARD is aiming to be in place winter 2024.

## **CONTEST**

- 3.37 This is 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.
- 3.38 As a Category 1 responder, the Council has a role to play in delivering on each strand 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.
- 3.39 **Prevent** – during 2024 there is to be an audit of this area of CONTEST This process is underway and outcomes will be reported to committee.
- 3.40 **Protect** – The draft Terrorism (Protection of Premises) Bill sets out the requirements that, under Martyn’s Law, venues and other organisations will have to meet to ensure public safety. ‘Martyn’s Law’ is a tribute to Martyn Hett who was killed alongside 21 others in the Manchester Arena terrorist attack in 2017.

The draft bill was included in the King’s Speech on 7 November 2023 as part of the programme of legislation the UK Government intends to pursue in the forthcoming Parliamentary session. Following important feedback on the requirements of the Standard Tier as part of the pre-legislative scrutiny process, the UK Government has launched a public consultation, to which the Council intends to respond, on an updated approach to the Standard Tier. Once the consultation process has concluded, the Bill will be introduced as soon as parliamentary time allows.

As a council we will have a legal duty to comply and this will impact on our schools, public venues; such as Art Gallery, Beach Ballroom. Our ALEOs will also need to give assurance they are compliant as will any operators running council venues, e.g. P&J Live.

As there is not yet an enforcement agency in place and the Bill is still going through consultation, we understand that we have a year or two before this becomes an enforceable law. In advance of the Bill being passed and the duty becoming law, officers have an internal subgroup specific to Protect and Prepare as part of the already in place Contest working group. We also chair the North East multi-agency sub group which gives a strong network of partners across Grampian to discuss impact, guidance on delivery and training opportunities coming from the Bill.



Officers are putting in place ACT awareness training as part of the mandatory training for all Council staff. It takes one hour and is an entry level, interactive, online product designed to provide CT guidance to help mitigate against current terrorist methodology

We have also recommended that all Council staff download the free PROTECT UK app. The App accesses real-time information from Counter Terrorism (CT) Policing plus the latest protective security advice available at your fingertips 24/7 – wherever you are. It is available from Apple App Store and the Google Play Store on Android.

### **Awards and Achievements**

- 3.41 **Star Awards – in 2023** the Emergency Response team was a finalist in the Collaboration category – ‘recognising excellent collaboration that spans boundaries between teams, clusters or partner organisations.’

### **4. FINANCIAL IMPLICATIONS**

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-19 Inquiries progress over the course of the coming year, officers will engage fully with the process and update the committee as and when required.
- 5.3 As the Terrorism (Protection of Premises) Bill (known as Martyn’s Law) progresses through Parliament and becomes law, officers will update the committee.

### **6. ENVIRONMENTAL IMPLICATIONS**

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

### **7. 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.

| <b>Category</b>       | <b>Risks</b>   | <b>Primary Controls/Control Actions to achieve Target Risk Level</b>   | <b>*Target Risk Level (L, M or H)</b><br><br><i>*taking into account controls/control actions</i> | <b>*Does Target Risk Level Match Appetite Set?</b> |
|-----------------------|--|--|---|--|
| <b>Strategic Risk</b> | None   |  | L   | <b>Yes</b>   |
| <b>Compliance</b>     | 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.<br><br>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 respond to concurrent risks. | L   | <b>Yes</b>   |
| <b>Operational</b>    | Operational services are not adequately resourced to respond to emergencies.   | Duty Emergency Response Coordinator (DERC) and other key emergency response staff rotas in place 24/7, 365 days a year.  | L   | <b>Yes</b>   |
| <b>Financial</b>      | None   |  | L   | <b>Yes</b>   |
| <b>Reputational</b>   | 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.<br><br>Comms plan in place during incidents to ensure   | L   | <b>Yes</b>   |

| Category              | Risks                               | Primary Controls/Control Actions to achieve Target Risk Level  | *Target Risk Level (L, M or H)<br><br>*taking into account controls/control actions | *Does Target Risk Level Match Appetite Set? |
|-----------------------|-------------------------------------|--|---|---|
|                       |                                     | appropriate sharing of information.  |   |   |
| Environment / Climate | Risk to the city's external spaces. | Managed through the Place Risk Register overseen by the City Resilience Group.<br><br>Reviewed by the working groups (IMT) from each incident via the debrief process. | L   | Yes   |

## 8. OUTCOMES

| <b><u>COUNCIL DELIVERY PLAN 2023-2024</u></b>   |   |
|---|---|
|   | <b>Impact of Report</b>   |
| <b>Aberdeen City Council Policy Statement</b><br><br><u><a href="#">Working in Partnership for Aberdeen</a></u> | The report outlines work on community, personal and business resilience which links to the following in the Policy Statement: <ul style="list-style-type: none"> <li>• Empowering Aberdeen's Communities</li> <li>• Caring for Each Other</li> </ul>  |
| <u><a href="#">Local Outcome Improvement Plan</a></u>   |   |
| Prosperous Place Stretch Outcomes   | The report outlines the work that has been done and will continue throughout 2024 and beyond on Community, Personal and Business Resilience.<br><br>13.3 To have Community led resilience plans in place for the most vulnerable areas (6) in the City by 2025 increase by 10% the % of people who know where to find information and resources to help prepare for severe weather events by 2025 |

## 9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|------------|---------|
|------------|---------|

|  |  |
|--|--|
|  |  |
| <b>Integrated Impact Assessment</b>      | No assessment required. I confirm this has been discussed and agreed with the Interim Chief Officer - Governance |
| <b>Data Protection Impact Assessment</b> | not required   |
| <b>Other</b>                             |  |

## 10. BACKGROUND PAPERS

None

## 11. APPENDICES

Appendix A - Generic Emergency Plan

## 12. REPORT AUTHOR CONTACT DETAILS

|                      |   |
|----------------------|---|
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# Generic Emergency Plan

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## Document Control

|                            |   |
|----------------------------|---|
| <b>Approval Date</b>       | 4 <sup>th</sup> December 2019                                   |
| <b>Implementation Date</b> | 31 <sup>st</sup> January 2020                                   |
| <b>Author(s) and Owner</b> | Chief Officer – Governance                                      |
| <b>Approval Authority</b>  | Public Protection Committee                                     |
| <b>Scheduled Review</b>    | Annually in December  |
| <b>Amendments</b>          | Public Protection Committee 2 <sup>nd</sup> December 2020       |
|                            | Public Protection Committee 7 <sup>th</sup> December 2021       |
|                            | Delegated Powers December 2022                                  |
|                            | Tactical Lead amended to Council Incident Officer December 2023 |
|                            | Delegated Powers January 2024                                   |

# 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 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 [here](#).

The Regulations and Guidance can be viewed [here](#).

### 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 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 programs are continuously launched in response to stakeholder requirements.

The full Preparing Scotland Guidance can be viewed [here](#).

## 4. Supporting Procedures and Documentation

4.1 This Plan is designed to function as a foundation to the Council's response to an emergency and will ensure that it interlinks with 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 & 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 Council Incident Officers from each of the Category 1 Responder agencies who implement the requests of the Strategic tier and work collaboratively on multi-agency plans. The Council Incident Officers 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 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 Council Incident Officers 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.
- The Coal Authority
- The Met Office

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 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**

- 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, support 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**

- 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;
- 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.
-

## 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 to achieve maximum effectiveness and efficiency. At this level, the Incident Management Team will support the DERC and the Council Incident Officer (previously known as the Council Incident Officer) 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.

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 Council Incident Officer will coordinate the response.

Aberdeen City Council has a number of Council Incident Officers 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 Council Incident Officers to operate in the management of an emergency; consult closely with Council Incident Officer
- 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 **Council Incident Officer** (previously known as the Tactical Lead), supported by the IMT, will provide the **Tactical** level of response to an emergency by:

- 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 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 organisations 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 Leaders 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 Council Incident Officer;
- Council Incident Officer to cooperate and share information with LRP partner agencies;
- Concentrate efforts and resources on specific tasks within areas of responsibility;
- Council Incident Officer to ensure an integrated effort by allowing temporary transfer of one LRP organisation's personnel or assets to the control of another to mitigate the effects of the incident;
- Implement the Tactical response requests; and
- Co-ordinate health and safety requirements on-scene.
- Liaison to Council Incident Officer.

The Council's Emergency Planning and Resilience team 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, 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 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.

## 6.4 De-briefing Process

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, 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.

## **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

|                           |   |
|---------------------------|---|
| <b>COMMITTEE</b>          | Communities Housing and Public Protection               |
| <b>DATE</b>               | 28 March 2024   |
| <b>EXEMPT</b>             | No  |
| <b>CONFIDENTIAL</b>       | No  |
| <b>REPORT TITLE</b>       | New Housing Capital Programme Delivery: Projects Update |
| <b>REPORT NUMBER</b>      | RES/24/096  |
| <b>DIRECTOR</b>           | Steve Whyte   |
| <b>CHIEF OFFICER</b>      | John Wilson   |
| <b>REPORT AUTHOR</b>      | John Wilson   |
| <b>TERMS OF REFERENCE</b> | 1.1.1   |

### 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to summarise the general progress of delivery of key capital expenditure projects identified within the approved Capital Programme from the Housing Revenue Accounts.
- 1.2 The report highlights matters considered worthy of particular note in relation to Council led new build housing sites at Summerhill, Craighill, Kincorth, Tillydrone, Kaimhill, Greenferns and Greenferns Landward and the Developer led new build housing site at Cloverhill.

### 2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Notes the progress to deliver the programme of social housing sites across the city.

### 3. CURRENT SITUATION

#### Background

- 3.1 At the Finance & Resources meeting held on Wednesday 13 March 2024 within report RES/24/070 the Chief Officer – Capital advised in paragraph 3.2, that the delivery of the new housing developments (under construction) would be reported to the Communities, Housing and Public Protection Committee. This is with the understanding that any contractual/financial issues would continue to be reported to the Finance & Resources committee.
- 3.2 This is the first opportunity to report on the delivery of the new housing developments (under construction), since the Finance & Resources Committee approval was given at its meeting on 13 March 2024.
- 3.3 The report follows the same reporting content/style as submitted to the Finance & Resources Committee but only in regard to key project updates within the approved Housing Capital Programme.

#### Housing Revenue Account (HRA)

- 3.4 With regard to the Council Led new housing sites, works continue to progress at the Summerhill, Kaimhill and Tillydrone projects and works are currently suspended at Craighill and Kincorth.

- 3.5 Two other significant projects worthy of note are the new proposed complex care 8-bed facility at Stonewood and the works to bring into use the flats at 206 Union Street.

### **Summerhill New Build Housing**

- 3.6 Seven of the blocks at Summerhill have now been handed over with one remaining to follow. Block 8 was handed over in Winter 2023 and the final block, Block 7, is due to be handed over in Spring 2024.

### **Tillydrone**

- 3.7 The southern section of the site of 30 units was handed over in Q1 2024. The remaining 40 units on the northern side will be handed over in Q2 2024.

### **Kaimhill**

- 3.8 This project is nearing completion with an expected handover of all new 35 units in Summer 2024.

### **Kincorth and Craighill**

- 3.9 Although previously reported to the Finance & Resources Committee, it's worth providing some background to the two council led sites at Craighill and Kincorth.
- 3.10 Both projects were being delivered through a negotiated procurement route with packages of work being awarded in stages. The enabling works packages were awarded in 2022. As the enabling works were nearing completion for both projects it became clear that the negotiated tender offers for the outstanding works packages were more than the planned budgets.
- 3.11 During Summer 2023, a committee decision was taken to pause the award of the construction works and to review where savings could be made through value-engineering to try and deliver a more cost-effective capital cost for each project.
- 3.12 Officers can advise that the enabling works for both projects are complete and all contractual payments with respect to the enabling works are agreed. Design works have progressed and revised planning applications for both sites were lodged in Q4 2023 with planning consent anticipated in Q2 of 2024.
- 3.13 Tenders are now issued for the Craighill site with the Kincorth project to follow as soon as we can.
- 3.14 Within the tender, consideration is being given to phasing the sites over a longer period to reduce the short-term impact on the capital budget by spreading costs over a longer period.
- 3.15 The expectations for both sites, allowing for due diligence, is that construction works will commence in Summer 2024.

### **Kincorth**

- 3.16 As previously reported the enabling works (ground works) are complete, value engineering has been carried out, new planning application submitted and approved which required re-design of tender documentation.

The tender documents will be issued in the coming weeks, and allowing for due diligence the expectation is for works to commence in Summer 2024.

### **Craighill**

- 3.17 As previously reported the enabling works (ground works) are complete, value engineering has been carried out, new planning application submitted and approved which required re-design of tender documentation.

The tender documents are now issued, and allowing for due diligence the expectation is for works to commence in Summer 2024.

### **Cloverhill New Build Housing**

- 3.18 The project continues to progress well on site and the first phase of 36 No. units were handed over on 1 August 2023 with a number of other phases to be handed over between then and 2026. Three commercial units were also handed over and discussions are underway with potential tenants.
- 3.19 In Q1 2024 101 No. units were handed over along with the community centre. Members should refer to Communities, Housing and Public Protection Committee 5 September 2023: New Housing Cloverhill Gold Standard: [report](#) no RES/23/286, which outlines the expected benefits to be derived for the new Council tenants who will occupy this development.

### **206 Union Street**

- 3.20 Agreement has been reached with Ogilvie Construction Ltd to be appointed as Principal Contractor and undertake the external and internal works to upgrade the property. This will include a new roof, windows, fabric repairs and the provision of up to 28 new one-bedroom social rent apartments.
- 3.21 The extent of internal works that will be carried out will be dependent on the budget constraints as works progress.
- 3.22 Works commencement is anticipated in Q1 2024 with a construction duration of approximately 1 year. The initial appointment covers the external works only including the roof and windows.

### **Complex Care**

- 3.23 The Strategic Business Case for the project was approved at Finance and Resources Committee in December 2022 with the Outline Business Case approved at Finance and Resources Committee in March 2023.
- 3.24 Capital funding was approved at the Integrated Joint Board Committee on 6 February 2024.
- 3.25 Officers with external support have developed the design information to RIBA Stage 4. Tenders have been assessed and Principal Contractor Ogilvie Construction Ltd have been appointed to undertake the management and delivery of the construction phase. Construction is due to commence in Spring 2024.
- 3.26 Negotiations remain ongoing with external parties to confirm the extent, if any, of grant funding which can be provided.
- 3.27 Delivery of the project is expected in Winter 2024/25.

### **Clinterty Travellers Site**

- 3.28 The works are now practically complete following delays with utility connections and the weather. Tenants started returning to the site from early February 2024.

## **4. FINANCIAL IMPLICATIONS**

- 4.1 Notwithstanding all of the above, the Chief Officer – Capital continues to review the approved Capital Programme in light of external pressures, such as, but not limited to;
- Inflation;

- Energy supply and cost;
- Covid 19 impacts;
- War in Ukraine and
- Brexit.

4.2 There is still a significant risk that costs will increase for those projects under construction and also those in the future pipeline. Close collaboration is being maintained with finance colleagues.

4.3 Members are aware that the Council are obliged to deliver its obligations within a balanced budget. In the context of the approved Capital Programme, and bearing in mind paragraphs 4.1 and 4.2 above, regular consideration needs to be carried out on whether to delay, pause or cancel any projects which are still not legally committed.

4.4 Throughout the financial year the Chief Officer - Finance monitors the budget and uses various controls and tools to ensure a balanced budget is delivered.

4.5 In a similar context, the Chief Officer - Capital is tasked with delivering the approved Capital Programme whilst ensuring that sufficient budgetary provision exists.

## 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)<br><br>*taking into account controls/control actions | *Does Target Risk Level Match Appetite Set? |
|-----------------------|--|--|---|---|
| <b>Strategic Risk</b> | Failure to manage Council finance and resources could lead to failure to achieve strategic objectives. | Regular financial reporting and monitoring activities, to incorporate financial resilience to address financial pressures arising in year is maintained and monitored. | M   | Yes   |

|                              |   |   |            |     |
|------------------------------|---|---|------------|-----|
| <b>Compliance</b>            | Failure to be able to comply with project requirements                                | Increase site visits and monitoring of the construction works. If required, review alternative options as soon as possible.   | L          | Yes |
| <b>Operational</b>           | Balancing the pressures of finite resources both internal and external to the Council | Regular engagement between relevant Clusters within the Council along with ongoing engagement with Framework hosts, Suppliers, Procurement & Services re alternative products or delivery methods.  | M          | Yes |
| <b>Financial</b>             | Escalation of costs<br><br>Differing market conditions depending on commodity/service | Development of suitable price mechanisms.<br><br>Use of Business Intelligence to predict market changes/trends.<br><br>Price Increase Request Process.<br><br>Market engagement/use of business intelligence to assist in predicting market changes and trends. | M<br><br>M | Yes |
| <b>Reputational</b>          | Programmes/projects being delayed or stopped  | As above.   | M          | Yes |
| <b>Environment / Climate</b> | Failure to consider sustainable options due to costs.                                 | Ensure all contracts consider environmental considerations, and early market engagement is conducted to seek market intelligence.   | M          | Yes |

## 8. OUTCOMES

| <b><u>COUNCIL DELIVERY PLAN 2022-2023</u></b>   |   |
|---|---|
|   | <b>Impact of Report</b>   |
| <b>Aberdeen City Council Policy Statement</b><br><br><u><a href="#">Working in Partnership for Aberdeen</a></u> | Reviewing the approved Capital Programme in light of the cost pressures resulting from external drivers, will enable the Council best to meet and prioritise the delivery of its capital funded programmes /projects. |
| <u><a href="#">Aberdeen City Local Outcome Improvement Plan 2016-26</a></u>                                     |   |
| Prosperous Economy Stretch Outcomes   | The recommendations outlined within this report have included consideration of the current stage of programme/project delivery.   |
| Prosperous People Stretch Outcomes  | The recommendations outlined within this report have included consideration of the current stage of programme/project delivery.   |

|                                     |  |
|-------------------------------------|--|
| Prosperous Place Stretch Outcomes   | The recommendations outlined within this report have included consideration of the current stage of programme/project delivery.  |
| <b>Regional and City Strategies</b> | Reviewing the approved Capital Programme in light of the cost pressures resulting from external drivers, will enable the Council best to meet and prioritise the delivery of its capital funded programmes /projects to align with its regional and city strategies. |

## 9. IMPACT ASSESSMENTS

| Assessment                               | Outcome   |
|--|---|
| <b>Integrated Impact Assessment</b>      | For the purpose of this report which is an update on the overall Capital Programme and delivery of key projects within it, it is confirmed by Chief Officer John Wilson that no Integrated Impact Assessment is required. |
| <b>Data Protection Impact Assessment</b> | Not required  |
| <b>Other</b>                             | Not required  |

## 10. BACKGROUND PAPERS

- 10.1 Finance and Resources Committee 1 February 2023: Capital Programme Delivery: Projects Update: report no RES/23/043.

## 11. APPENDICES

- 11.1 Appendix A – Supporting Project Annex Information

## 12. REPORT AUTHOR CONTACT DETAILS

|                      |   |
|----------------------|---|
| <b>Name</b>          | John Wilson                                 |
| <b>Title</b>         | Capital Programme Delivery: Projects Update |
| <b>Email Address</b> | JohnW@aberdeencity.gov.uk                   |
| <b>Tel</b>           | 01224 523629                                |



## **Appendix A – Supporting Project Annex Information**

### **ACC Summerhill Project Update**

The project is to construct 369 housing units across 8 blocks with a mix of one, two and three bedroom flats. The site is brownfield, formerly the location of Summerhill Academy. The Principal Contractor for the works is Chap Construction Ltd.

1. Update since last report provided in November 2023

Handover dates and project position for remaining blocks:

Blocks 1 + 2: Handover Complete (14.11.22)

Block 5: Handover Complete (12.12.22)

Block 3: Handover Complete (6 February 2023)  
Block 4: Handover Complete (20 February 2023)  
Block 6: Summer 2023 (September 2023)  
Block 8: Winter 2023 (December 2023)  
Block 7: Spring 2024

Block 7:

Internal works are advanced beyond programme mitigating potential delay. Works progressing well on the final block. Block 7 will be handed over in Spring 2024.

2. Planned progress in next reporting period (consider 3 months)

As noted above.

3. Spend to end of Period 10 2023/24

| <b>Gross Budget</b> | <b>Spend to Date</b> |
|---------------------|----------------------|
| <b>£57.8m</b>       | <b>£61.25m</b>       |

**Note: Spend to date does not include for Grant income of circa. £21m**

4. Interdependencies

None.

5. Progress Photographs



The proposed new development is located on the former St Machar Primary School in the Tillydrone area of Aberdeen. The site is bound on the North by Aberdon Court, the East by Tillydrone Avenue, the South by Harris Drive and the West by Conningham Terrace and the boundary with the new Riverbank Primary School site.

CHAP Construction have been appointed as the Principal Contractor responsible for construction, with works commencing in November 2021.

1. Update since last report provided at November 2023

Site works have progressed in line with the programme on the Tillydrone development within the period. Overall, the development remains on programme for the Q2 2024 completion. The South site units totalling 30 units was handed over in January 2024. The remaining 40 units will be completed as stated above.

2. Planned progress in next reporting period (consider 3 months)

Works on site continue with all remaining blocks progressing. Final handover which is programmed for Q 2 2024.

3. Spend to date

Spend to end of Period 10 2023/24 is as follows:

| Gross Budget | Spend to Date |
|--------------|---------------|
| £24.7m       | £19.075m      |

4. Interdependencies

The project requires Aberdeen Heat and Power to extend the supply network to the boundary of the site, which will allow connection to the site distribution network.

5. Progress Photographs





The project is to construct a mix of 35 no. bungalow's/housing units across 9 blocks and also include a new community play park and community green space.

All planning pre-commencement conditions have been approved, discharging Condition 1 from planning.

While the project continues to progress there have been a number of issues that have arisen that have led to a delay in programme. Main issues have been poor weather in the latter period, hard landscaping design and wayleave approval. It is now anticipated that the project will now complete Q2 2024 with tenants moving in thereafter.

AtkinsRéalis are supporting ACC to secure the grant funding from the Scottish Government (SG) for the Ground Source Heat Pump (GSHP).

1. Update since last report provided in November 2023

GSHP works complete and grant fund reporting and agreeing the claimable amounts is ongoing with Scottish Government;

Block 1 lean to works ongoing to last plots.

Block 1 joiner and MEP 2nd fix works ongoing, taping & mist coat complete.

Block 2 joiner and MEP 2nd fix works, ongoing, taping & mist coat complete.

Block 3 – 8 snagging complete.

Block 9 snagging ongoing.

Blocks 3 – 9 GSHP T & C works substantially complete, block 2 ongoing.

External balconies installed; joiner works ongoing.

Hard landscaping / BT / Lighting installations to rear of block 2 ongoing.

Kerb installation and footpath works ongoing.

Block 1 mains utilities installations complete.

Utilities meters to block 1 rebooked due to SSE labour issues.

Boundary wall construction & fencing ongoing.

2. Planned progress in next reporting period (consider 3 months)

The contractor will look to complete the project.

3. Spend to end of Period 10 2023/24 date

| <b>Gross Budget</b> | <b>Spend to Date</b> |
|---------------------|----------------------|
| <b>£13.8m</b>       | <b>£12.4m</b>        |

4. Interdependencies

None

5. Progress Photographs



The site is the former Kincorth Academy site at Kincorth, and was being developed for social housing. However, the original design of 212 No. units cannot be delivered within the planned budget, such that the project was paused following completion of the enabling works.

Following the pause on the original proposal, a value engineering / redesign process has been carried out which has resulted in a potential 5-phase layout of the site.

The combined phasing consists of 195 No units.

1. Update since last report to Finance Resources Committee on 22 November 2023;  
Value engineering has been carried out, new planning application submitted and approved which required re-design of tender documentation.

2. Planned progress in next reporting period (consider 3 months)

Issue and evaluation of the tender documentation. The expectations for both sites, allowing for due diligence, is that construction works will commence in Summer 2024.

3. Spend to date

Spend to end of Period 10 2023/24:

| <b>Contract Sum</b>   | <b>Spend to Date</b> |
|---|----------------------|
| <b>£59.36m</b><br><b>(to be confirmed following tender)</b> | <b>£6.38m</b>        |

4. Site Progress Photographs

External Project Images

### **Craighill Project Update**

The site is the former Craighill Primary School at Kincorth, and was being developed for social housing. However, the original design of 99 No. units cannot be delivered within



the planned budget, such that the project was paused following completion of the enabling works.

Following the pause on the original proposal, a value engineering / redesign process has been carried out which has resulted in a potential 2-phase layout of the site.

The combined phasing consists of 87 No units.

1. Update since last report to Finance Resources Committee on 22 November 2023;

Value engineering has been carried out, new planning application submitted and approved which required re-design of tender documentation.

2. Planned progress in next reporting period (consider 3 months)

Issue and evaluation of the tender documentation. The expectations for both sites, allowing for due diligence, is that construction works will commence in Summer 2024.

3. Spend to date

Spend to end of Period 10 2023/24:

| <b>Contract Sum</b>                       | <b>Spend to Date</b> |
|---|----------------------|
| <b>£27.72m</b>                            | <b>£6.09m</b>        |
| <b>(To be confirmed following tender)</b> |                      |

4. Site Progress Photographs

External Project Images

### **Cloverhill Project Update**

The Cloverhill site forms part of the wider Aberdeen City Council Housing Programme to deliver council homes to those in need. Cloverhill provides a total of 536 units, 3 commercial units, community centre, football pitch and public park areas in the Bridge of Don area of the city.

Cloverhill is a Developer lead scheme presented by Bancon Homes Limited comprising of 536 units. Bancon started on site on the 7th February 2022, the Practical Completion date for the Project is the 14th August 2026. The Project will be delivered over phases as follows;

- Section 1 Build - Flats (36 units, 3 shops) - Delivered
- Section 2 Build - Semi/terrace Mix (31 units) - Delivered
- Section 3 Build - Flats & Semi/terrace mix (10 + 48 units) incl comm hall - Spring 2024
- Section 1A Build - Semi/terrace mix (43 units) – Spring 2024
- Section 7 Build - Semi/terrace mix (30 units) – Summer 2026
- Section 8 Build - Semi/terrace mix (23 units) – Autumn 2026
- Section 5A Build - Semi/terrace mix (34 units) & Sports Pitch – Summer 2026
  
- Section 4 Build - Semi/terrace mix (35 units) – Autumn 2024
- Section 2A Build - Semi/terrace mix (36 units) – Summer 2025
- Section 5 Build - Semi/terrace mix (58 units) – Summer 2025
- Section 6 Build - Semi/terrace mix (70 units) – Winter 2025
- Section 3A Build - Flats, Semi/terrace mix (24 +21 units) – Autumn 2024
- Section 4A Build - Semi/terrace mix (37 units) – Winter 2025

3. Update since last report to Finance Resources Committee on 22 November 2023;  
 Section 1 and 2 builds have been successfully handed over to the ACC with tenants in residence. Sections 3 and 1a are well underway and are due to be delivered in March 2024.

4. Planned progress in next reporting period (consider 3 months)

The project remains on programme and the handover of the next phase of units is in line with the information stated above.

5. Spend to date

Spend to end of Period 10 2023/24:

| <b>Contract Sum</b> | <b>Spend to Date</b> |
|---------------------|----------------------|
| <b>£137.5m</b>      | <b>£64.4m</b>        |

6. Site Progress Photographs

External Project Images



## 206 Union Street Project Update

The project will see the refurbishment and upgrade of the upper floors of the property at the above address. This is above the Co-op convenience store on Union St.

The project is the refurbishment of the existing upper floors (and roof) for 28 No existing flats. There have been numerous attempts to tender this project; inclusive of both internal and external contractors. All without success.

The project team have now negotiated a tender with a local contractor which should see the works commencing in the coming months.

The initial works will cover roof replacement, external window replacement on Union Street and external fabric repairs along with creating up to 28 one bed social rent units.

The initial letter of intent that has been issued covers the main roof works, external windows. The number of units to be created will be dependent on the budgetary constraints once the main external works have been completed.

1. Update since last report to Finance Resources Committee on 22 November 2023;  
Tenders have been returned, assessed and the Principal Contractor Ogilvie Construction Ltd has been appointed.

2. Planned progress in next reporting period (consider 3 months)

Works are expected to commence on site in Summer 2024. This will primarily consist of site establishment and work permits to enable roof replacement.

3. Spend to date

Spend to the end of Q3 2023/24 financial is as follows:

| <b>Gross Budget</b> | <b>Spend to Date</b> |
|---------------------|----------------------|
| <b>£3.7m</b>        | <b>£0.08m</b>        |

4. Interdependencies

None

5. Progress Photographs

## **Complex Care**

Individuals with learning disabilities and complex care needs require the provision of suitable, robust accommodation, which is currently unavailable within our existing housing stock. Unsuitable environments can lead to challenges in the management of need and communication, often resulting in challenging behaviour. This requires the development of sustainable and robust accommodation which will meet the profile of need for those

with complex care requirements. These requirements are evidenced through good practice and wider learning on a local and national basis.

This project aims to deliver:

- 8 No. individual homes which meets the environmental specifications for individuals with complex care needs through a new build delivery approach as considered within the project options appraisal. In addition, this accommodation will provide adequate office/respice space for care provider employees who will provide 24/7 onsite support.
- Adequate community and service links to allow individuals with complex care needs to integrate and participate in their local community.
- Learning and a model for further development for unmet and future need that will allow the operating model to be as flexible as possible for the unknowns' future delivery.

1. Update since last report to Finance Resources Committee on 22 November 2023; Tenders have been returned, assessed and the Principal Contractor Ogilvie Construction Ltd has been appointed

2. Planned progress in next reporting period (consider 3 months)

Works are expected to commence on site in Spring 2024. This will primarily consist of site establishment and groundworks.

3. Spend to date

The design works and business case development undertaken to date have been funded by the Aberdeen Health and Social Care partnership.

Spend to the end of Q3 2023/24 financial is as follows:

| Gross Budget | Spend to Date |
|--------------|---------------|
| £5.6m        | £0.6m         |

4. Interdependencies

None

5. Progress Photographs

Plan



## Typical Views



## ACC Greenferns

The Greenferns site is a 73.6ha site located on the eastern boundary of the city between Bucksburn and Sheddocksley. The Greenferns site is included as an Opportunity Site (Ref: OP 33 & 28) within the adopted Aberdeen Local Development Plan (2017) (ALDP).

The allocation establishes the principle of developing the site as an extension of the city boundary for around 1,470 homes and 10 hectares of employment land. The site is owned by ACC. The site forms an important contribution to the city's future housing and employment land requirements ensuring the area has enough new homes and employment land requirements.

It is anticipated that the overall development of the site will take place over a number of years depending on demand for private housing sites from housing developers, but it is anticipated that this location will positively contribute to the continued growth of the city over the next decade and beyond.

As part of the housing programme ACC identified the opportunity to provide additional social housing and have identified the opportunity to bring forward around 350 new social rented homes as part of the overall development in the early phases of the project with the potential for further social rented units being provided as part of the subsequent phases of the development.

### 1. Update since last Report in November 2023

The Planning Permission in Principle was lodged in February 2023 and the project is currently progressing well through the normal statutory review process in line with normal practice. ACC Negotiations have been ongoing with ACC Planning to finalise the conditions to be attached to the planning consent along with agreeing developer contributions. The main area that remains outstanding relates to the requirements for road improvements around the local area to facilitate the development, what exactly these entail and what will be the trigger for these being needed. This has delayed the matter going to Planning Committee while these points are resolved. It is expected that the matter should now go to Committee in Q2 2024 for consideration. A legal agreement will require to be agreed to regularise the future development of the site when further detailed planning applications are lodged in due course. This agreement will cover the outstanding roads conditions.

### 2. Planned progress in next reporting period (consider 3 months)

The detailed design work for phase 1 of the project along with the site wide infrastructure is now progressing along with the review of the most appropriate approach to providing energy for heating to the scheme in line with the Council's aim of hitting their sustainability targets. There are a number of key issues to be agreed around road improvements, developer contributions, planning conditions and the timing for these to be implemented as part of the negotiation on the conditions on the Planning Permission in Principle and then the legal agreement. Resolving the requirements with the colleagues in roads on the exact improvements to junctions and the timing of these is key to resolving the other conditions.

Planning permission in Principle was approved at Committee in March 2024. The decision is to delegate the grant of planning permission in principle to Officers, subject to notification to Scottish Ministers and conclusion of a legal agreement.

As the application which has a Council interest and constitutes a significant departure from the development plan (based on inclusion of the 400 homes identified as phase 2 allocation in the LDP), it requires notification to Scottish Ministers

of the Local Authority's intention to grant planning permission. Ministers have a period of 28 days to decide whether to call in the application or not.

The design work on the phase 1 is progressing well with the layout and unit designs agreed. It is anticipated that the design works will be concluded to allow a submission of the planning application in the Q2 2024 which should link with agreeing the final terms of the legal agreement for the overall Planning Permission in Principle. The final design works on Phase 1 will be completed by end of Q2 2024.

### Site Photograph



**ACC Greenferns Landward**



The Greenferns Landward site extends to approximately 69.6ha and is located in the Newhills area to the northwest of Aberdeen. The site is predominantly in agricultural use at the present time.

The Greenferns Landward site is included as an Opportunity Site (Ref: OP22) within the adopted Aberdeen Local Development Plan (2017). This establishes the principle of developing the site for around 1,500 new homes. The site therefore forms an important contribution to meeting the City's housing land requirements, ensuring the area has enough new homes to meet demand.

It is anticipated that the overall development of the site will take place over a number of years depending on demand for private housing sites from housing developers, but it is anticipated that this location will positively contribute to the continued growth of the city over the next decade and beyond.

As part of the housing programme ACC identified the opportunity to provide additional social housing and have identified the opportunity to bring forward around 150 new social rented homes as part of the overall development in the early phases of the project with the potential for further social rented units being provided as part of the subsequent phases of the development.

1. Update since last report provided in November 2023

An in-principle agreement is in place with ACC Planning to move forward with a Planning Permission in Principle for a smaller number of housing units (435 No.). The Transport Assessment has been scoped and undertaken on this basis. The location of this allocation will allow the design team to review the earthwork and site platforming strategy that is a key part of the development of the masterplan. The masterplan will be completed for the entire site to ensure the future development of the site is not compromised when only one portion of the site is brought forward under the Planning Permission in Principle.

2. Planned progress in next reporting period (consider 3 months)

Work is ongoing with ACC Roads and the design team to agree an acceptable solution that will allow the overall masterplan to be developed. The parameters for the lodging of the Planning Permission in Principle have been agreed with ACC Planning for the smaller site. The Transport Assessment scope has been agreed with ACC Roads and the consultants. Work is now progressing on all aspects to ensure that the Planning in Principle can be lodged. The overall project programme has been delayed and the Planning Permission in Principle was submitted in Q1 2024. The Travellers site will be considered as a separate project moving forward as it is outside the plot being considered for the Planning Permission in Principle.



### **Clinterty Travellers Site Project Update**

The site redevelopment will increase caravan capacity whilst retaining the provision of 21 individual plots. A mixture of plot sizes will be provided to ensure the site meets the needs of the travelling community.

Each plot has an amenity building providing cooking, washing and storage spaces.

The proposed development has been designed to meet the Scottish Government Interim Site Design Guide for Gypsy/Traveller Sites in Scotland.

The Contractor for the works was the Council's Building Services.

1. Update since last report provided in November 2023.

The works were practically complete in early February 2024 with tenants returning to site thereafter.

2. Planned progress in next reporting period (consider 3 months)

Commence close out reporting and participate in Scottish Government post project evaluation tasks as part of Grant Funding conditions.

3. Spend to date

Spend to the end of Q3 2023/24 financial is as follows:

| <b>Gross Budget</b> | <b>Spend to Date</b> |
|---------------------|----------------------|
| <b>£6.48m</b>       | <b>£5.2m</b>         |

4. Interdependencies

None.

5. Progress Photograph

Practical Completion





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## ABERDEEN CITY COUNCIL

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|                           |  |
|---------------------------|--|
| <b>COMMITTEE</b>          | Communities, Housing and Public Protection |
| <b>DATE</b>               | 28 March 2024                              |
| <b>EXEMPT</b>             | No   |
| <b>CONFIDENTIAL</b>       | No   |
| <b>REPORT TITLE</b>       | Rent Assistance Fund 2024/25               |
| <b>REPORT NUMBER</b>      | RES/24/100                                 |
| <b>DIRECTOR</b>           | Steven Whyte, Andy MacDonald               |
| <b>CHIEF OFFICER</b>      | Jonathan Belford, Jacqui McKenzie          |
| <b>REPORT AUTHOR</b>      | Helen Sherrit, Angela Kazmierczak          |
| <b>TERMS OF REFERENCE</b> | 1.1.1                                      |

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### 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek committee approval for the criteria and management of a £500k Rent Assistance Fund pilot funded from the 2024/25 Housing Revenue Account (HRA) Budget.

### 2. RECOMMENDATIONS

That the Committee:

- 2.1 Approve the criteria and management procedure of the Pilot Rent Assistance Fund detailed in Appendix 1;
- 2.2 Instruct the Chief Officer – Early Intervention and Community Empowerment to make any changes to the criteria and management procedure of the Pilot Rent Assistance Fund as appropriate during the pilot phase and inform Members of any such changes through a Service Update;
- 2.3 Instruct the Chief Officer – Finance to present an evaluation of the impact of the Pilot Rent Assistance Fund as part of the 2025/26 HRA Budget Report to Council in December 2024; and
- 2.4 Instruct the Chief Officer – Finance to present a further evaluation covering the full 12 months of the pilot to be presented to the Communities, Housing and Public Protection Committee after one full year of operation.

### 3. CURRENT SITUATION

- 3.1 On 14 December 2023 Council approved the creation of a £500k Rent Assistance Fund pilot as part of the HRA Budget 2024/25. Council instructed the Chief Officer – Early Intervention and Community Empowerment, in consultation with the Chief Officer – Finance, to present a proposed criteria and

documented arrangements for managing the fund to the Communities, Housing and Public Protection Committee on 28<sup>th</sup> March 2024 for approval.

- 3.2 The Pilot has been requested to respond positively to tenants who, through no fault of their own, cannot afford an increase in Council rent. The aim of the Pilot Rent Assistance Fund is therefore to assist Council tenants facing financial hardship where it has been identified that their tenancies may be at risk.
- 3.3 It is proposed that a multi-disciplinary panel be established to consider all referrals so that wider supports can be afforded to tenants where appropriate. The panel will consider the information provided as part of a referral process and make recommendations to Officers as detailed in Appendix 1. Panel recommendations for awards above £3,000 will be made to the Chief Officer Early Intervention and Community Empowerment and Chief Officer People and Organisation with awards above £10,000 requiring the approval of both the Chief Officer Early Intervention and Community Empowerment, Chief Officer of People and Organisation and the Chief Officer – Finance.
- 3.4 It is proposed that a test and learn approach be taken and as such, a degree of flexibility is required to adjust the eligibility criteria throughout the pilot stage. This flexibility is crucial to prevent any unanticipated and unintended barriers that might hinder a tenant in need from accessing the Pilot Rent Assistance Fund. It is therefore recommended that the Chief Officer - Early Intervention and Community Empowerment is able to make any necessary changes to ensure the smooth running of the scheme. Any changes to the criteria for the Fund made by the Chief Officer - Early Intervention and Community Empowerment will be reported to the Committee through a Service Update over the lifetime of the pilot.
- 3.5 The Fund is intended to help build trust and better relationships with tenants in need, bring more meaningful tenant engagement around arrears repayment, and reduce our need for legal actions, subsequent evictions, dealing with resulting homelessness, and promoting earlier intervention.
- 3.6 Many other local authorities already have established Rent Assistance Funds and have reported success. The 2024-25 HRA Budget report to Council on 14 December 2023 detailed the experience of North Lanarkshire Council.
- 3.7 Officers will present an evaluation of the impact of the fund as part of the HRA Budget papers for 2025/26 in December 2024 to full Council.

#### **4. FINANCIAL IMPLICATIONS**

- 4.1 There are no direct financial implications arising from this report.
- 4.2 The funding of the £500k Rent Assistance Fund pilot will be from the existing Bad Debt provision budget of the HRA Budget in 2024/25.

#### **5. LEGAL IMPLICATIONS**



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

## 6. ENVIRONMENTAL IMPLICATIONS

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

## 7. RISK

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

| Category              | Risks   | Primary Controls/Control Actions to achieve Target Risk Level  | *Target Risk Level (L, M or H)<br><br>*taking into account controls/control actions | *Does Target Risk Level Match Appetite Set? |
|-----------------------|---|--|---|---|
| <b>Strategic Risk</b> | Management of the Rent Assistance Fund not achieving intended strategic objectives. | Through the panel of officers agreeing awards.                 | L   | <b>Yes</b>                                  |
| <b>Compliance</b>     | Non-compliance with the criteria and the management of the Rent Assistance Fund.    | Review process undertaken as part of the application process.  | L   | <b>Yes</b>                                  |
| <b>Operational</b>    | The Rent Assistance Fund should be the Best Value for the HRA.                      | Ensure Best Value is achieved for the 22,772 HRA tenancies.    | L   | <b>Yes</b>                                  |
| <b>Financial</b>      | Insufficient funding to meet demand from tenants                                    | The fund will be reviewed as part of the 25/26 budget process. | M   | <b>Yes</b>                                  |

|                              |  |   |     |            |
|------------------------------|--|---|-----|------------|
|                              | for assistance to pay rents.   |   |     |            |
| <b>Reputational</b>          | There is a risk of reputational damage if tenants' rents are wasted. | The criteria of the Rent Assistance Fund ensures that there is a proper system in place to ensure tenants funds are used appropriately. | L   | <b>Yes</b> |
| <b>Environment / Climate</b> | No significant risks identified.                                     | N/A   | N/A | Yes        |

## 8. OUTCOMES

| <u><a href="#">COUNCIL DELIVERY PLAN 2024-2025</a></u>                      |  |
|---|--|
| <b>Impact of Report</b>   |  |
| <b>Aberdeen City Council Policy Statement</b>                               | The Rent Assistance Fund will be effective in supporting people with the cost of living.   |
| <u><a href="#">Aberdeen City Local Outcome Improvement Plan 2016-26</a></u> |  |
| Prosperous Economy Stretch Outcomes   | The proposals within this report support the delivery of LOIP Stretch Outcome 1 No one will suffer due to poverty by 2026. The paper seeks approval of a Rent Assistance Fund which reduces financial hardship for tenants and supports tenancy sustainment therefore prevents homelessness. |
| Prosperous People Stretch Outcomes  | The proposals within this report support the delivery of LOIP Stretch Outcome 11 Healthy life expectancy (time lived in good health) is 5 years longer by 2026. The paper seeks approval of a Rent Assistance Fund which one of the aims is to reduce homeless.                              |
| <b>Regional and City Strategies</b>   | The Rent Assistance Fund is part of the HRA which is sustainable through the HRA business plan this delivers the sustainability of the 22,772 tenancies.   |

## 9. IMPACT ASSESSMENTS

| Assessment                        | Outcome   |
|-----------------------------------|---|
| Integrated Impact Assessment      | New Integrated Impact Assessment has been completed |
| Data Protection Impact Assessment | New Data Protection Assessment has been completed.  |
| Other                             | Not required.                                       |

## 10. BACKGROUND PAPERS

[Housing Revenue Account Budget 2024/25](#) Council 14 December 2023

## 11. APPENDICES

Appendix 1- Criteria and Management of the Rent Assistance Fund 2024/25

## 12. REPORT AUTHOR CONTACT DETAILS

|                      |  |
|----------------------|--|
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|                      |  |
|----------------------|--|
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CRITERIA AND MANAGEMENT OF THE  
ABERDEEN CITY COUNCIL  
PILOT RENT ASSISTANCE FUND  
2024/2025

## 1. Introduction

The Aberdeen City Council Pilot Rent Assistance Fund aims to assist Council tenants where:

- It has been identified that tenancies may be at risk, through no fault of the tenant, due to financial hardship; or
- The tenant is vulnerable and continuing to pursue rent arrears would cause financial hardship which may impact of their tenancy in the longer term.

This pilot will operate for a period of 12 months. The learning from the pilot will help inform the Council's longer-term approach to supporting tenants facing financial hardship.

Financial hardship can arise because of a range of circumstances, including but not limited to:

- Sudden loss of income (e.g. unemployment, reduction in hours, illness, death of a householder)
- Arrears resulting from Welfare Reform changes including the move to Universal Credit or those experienced as a result of moving to a new tenancy.
- Unexpected/unpredictable increase in expenditure (e.g. costs associated with illness or bereavement)
- The impact of the cost-of-living crisis on a household finance.
- EEA nationals who have had issues with EUSS and accessing assistance.

Research would suggest that some groups are more likely to face financial hardship than others. Those known to be at higher risk include:

- Those who have experienced the care system.
- Prisoners and Prisoners Families.
- Those who have a disability.
- 16- to 25-Year-olds on low income
- Child Poverty Priority Family Groups
  - Minority ethnic families
  - Lone parent families
  - Families with a disabled person
  - Families with three or more children
  - Families with children under one
  - Families with mothers aged 25 or under

Aberdeen City Council will work with Community Planning Partners to promote awareness of the Pilot Rent Assistance Fund, particularly with those groups thought more likely to face financial hardship. Payments made through the Pilot Rent Assistance Fund will be paid directly into the tenants rent account only with no payment made to the tenant or any other party directly.

## **2. Defining Financial Hardship**

Financial hardship is defined as when a tenant is willing but unable to meet their rent and arrears obligations because of unexpected events or unforeseen changes impacting on their ability to pay.

Tenants referred to access the Pilot Rent Assistance Fund will be asked to demonstrate their financial hardship by providing details of:

- Household income and expenditure assessment
- Details of money owed to other parties, demonstrating a level of indebtedness.

A tenant must demonstrate that they are unable to repay anything meaningful towards their rent arrears or do so would cause financial hardship.

The information provided by the tenant will be considered by a multi-disciplinary panel of 4 officers who have relevant experience relating to the needs of the individual/family. This approach will enable coordination of wrap around support for individuals facing financial hardship as part of our model of Family Support.

## **3. Qualification Criteria and Referral**

A digital referral to the Pilot Rent Assistance Fund can be made by any Aberdeen City Council Service or external organisation supporting the tenant.

Each case will be considered by a panel of multi-disciplinary officers on its own merits; however, tenants must meet the following criteria to be eligible for an award:

- Be a current tenant with a Secure or Short Scottish Secure tenancy.
- Be engaging with the Council.
- Where applicable must have agreed and maintained a repayment arrangement.
- Where identified, the tenant/s has agreed to work with the Housing Support Officer/Financial Inclusion Team to apply for all eligible state benefits and seek money advice if not already working with another Advice Agency.
- Income and expenditure assessment showing a deficit.
- The tenancy is affordable to the tenant on an ongoing basis.

#### 4. Decision Making Process

A Panel of multi-disciplinary officers will be convened on a weekly basis with the composition of the panel determined by those thought most appropriate to support the individual/family. Any panel member/Chief Officer with a personal relationship with the tenant must disclose this and not be involved in the decision-making process.

As a result, the panel could comprise a range of professionals including:

- I. Financial Inclusion Team Leader
- II. Senior Housing & Support Officer
- III. Housing Options & Allocations Team Leader
- IV. Corporate Debt Team Leader
- V. Rapid Re-housing Team Leader
- VI. Children or Adults Social Work Officer
- VII. Education and Lifelong Learning Officer

**The Panel must consist of 4 members present.**

|   |   |
|---|---|
| <p>Awards up to £3,000</p>              | <ol style="list-style-type: none"> <li>1. A majority of three of the panel recommend approval of the application for financial assistance.</li> <li>2. This recommendation is then passed to two of the following decision makers (who were not on the panel).<br/>(Financial Inclusion Team Leader; Senior Housing &amp; Support Officer; Housing Options &amp; Allocations Team Leader; Corporate Debt Team Leader; Rapid Re-housing Team Leader).</li> <li>3. Approval by both of the decision makers mentioned above (at step 2)</li> </ol> |
| <p>Awards between £3,000 to £10,000</p> | <ol style="list-style-type: none"> <li>1. A majority of three of the panel recommend approval of the application for financial assistance.</li> <li>2. This recommendation is then passed to the Chief Officer – Early Intervention and Community Empowerment and Chief Officer - People and Organisation</li> <li>3. Approval by the Chief Officer Early Intervention and Community Empowerment <b>and</b> Chief Officer People and Organisation</li> </ol>  |
| <p>Awards above £10,000</p>             | <ol style="list-style-type: none"> <li>1. A majority of three of the panel recommend approval of the application for financial assistance.</li> <li>2. The recommendation is passed to the Chief Officer – Finance, Chief Officer – People and Organisation and Chief Officer – Early Intervention and Community Empowerment.</li> <li>3. Approval by the Chief Officer – Finance, Chief Officer – People &amp; Organisation <b>and</b> Chief Officer – Early Intervention and Community Empowerment.</li> </ol>                                |



|  |   |
|--|---|
|  | (A Chief Officer may delegate this when off on annual leave or otherwise unavailable) |
|--|---|

There may be exceptional cases where the tenant is not engaging with the Council, but information held regarding levels of risk and vulnerability are sufficiently concerning to deem it appropriate to make an award. This will only be done with approval of the Chief Officer of Early Intervention and Community Empowerment and the Chief Social Work Officer following the recommendation of the majority of three panel members.

## 5. Payments from the Rent Assistance Fund

Payments from the Pilot Rent Assistance Fund can be as one-off payments, staged payments, or matched payments to a repayment agreement.

- Staged payments are where it is agreed to make more than one payment, based on agreed criteria such as benefit reviews or tenant's agreement to have Third Party Deductions commence.
- Matched payments are for ongoing payments where a tenant has made and adhered to a repayment agreement. Any award from the fund will be paid following an agreed timescale of repayments, e.g. 3 months, 6 months or where the fund will clear the remaining balance.
- A one-off payment will be made within 7 days of approval being given.

## 6. Reviews

There is no statutory right of appeal in respect of the Pilot Rent Assistance Fund. The Council can review a hardship decision in the event of a dispute or where the tenant asks for reconsideration.

The following escalation procedure will apply: -

**Panel refused to recommend** - In such circumstances, the two decision makers would review the original recommendation of the panel.

**Two Decision Makers refuse to approve** - In such circumstances, Chief Officers would review the decision of the two decision makers.

**Chief Officers refused to approve** - In such circumstances, two Directors would review the decision of the Chief Officers.

Reviews will not be considered in cases where a referral has been refused or withdrawn due to:

- There being insufficient funds available for the payments to be made,
- A tenant has failed to maintain the agreement to take steps to resolve the debt including attendance at meetings to help resolve their financial difficulties.

## **7. Reporting**

A monthly report on the Pilot Rent Assistance Fund will be provided to the Housing Board, including the following details:

- The total amount spent to date.
- An evaluation of decisions made regarding fund allocation.
- An analysis of priority groups receiving awards to assess the need for adjustments in targeting.
- Recommendations for any modifications to the eligibility criteria.
- A monthly audit of three system reports to verify the accuracy of financial allocations to the appropriate rent accounts and in the correct amounts.

## **8. Outcomes**

The success of Pilot Rent Assistance Fund will be monitored and measured through the outcomes to the Social Housing Charter and will therefore consider if the pilot fund:

- Reduces financial hardship for tenants receiving a Rent Assistance Fund award.
- Positive impact on the health and wellbeing of tenants by helping ease their financial burden.
- Supports tenancy sustainment.
- Helps prevent homelessness and the additional resource and cost pressures that homelessness brings.
- Reduces the numbers of cases escalated to court action.
- Increasing tenant confidence in the council as a supportive landlord.
- Increased numbers of tenants benefitting from debt/money advice.
- Helps mitigate against financial hardship caused by Welfare Reform.
- Increase the level of tenant engagement in the management of the payment of rent and rent arrears (repayment arrangements).

## **9. Evaluation**

A test and learn approach will be taken to the delivery of this pilot. Committee will be informed of any procedural changes through a Service Update. A partial evaluation, based on the impact of the pilot on outcomes contained in the Social Housing Charter, will be reported to Council in December 2024 with a further evaluation covering the full 12 months of the pilot to be presented to the Communities, Housing and Public Protection Committee after one full year of operation.

## ABERDEEN CITY COUNCIL

|                           |  |
|---------------------------|--|
| <b>COMMITTEE</b>          | Communities Housing and Public Protection            |
| <b>DATE</b>               | 28 March 2024  |
| <b>EXEMPT</b>             | No   |
| <b>CONFIDENTIAL</b>       | No   |
| <b>REPORT TITLE</b>       | Reinforced Autoclaved Aerated Concrete (RAAC) Update |
| <b>REPORT NUMBER</b>      | RES/24/103   |
| <b>DIRECTOR</b>           | Andy MacDonald                                       |
| <b>CHIEF OFFICER</b>      | Stephen Booth/Jacqui McKenzie/John Wilson            |
| <b>REPORT AUTHOR</b>      | Stephen Booth  |
| <b>TERMS OF REFERENCE</b> | 1.1.1  |

### 1. PURPOSE OF REPORT

- 1.1 At the meeting of the Urgent Business Committee (UBC) on 29<sup>th</sup> February 2024 RES/24/086 a report was considered in relation to the presence of RAAC roofing within properties at Balnagask.
- 1.2 In light of the range of recommendations within that report officers consider there is benefit in sharing with the Committee regular updates on activities undertaken, progress with engagement and a highlighting of key issues arising from engagements. Due to the fluid nature of the work a verbal presentation will be provided to accompany this report.

### 2. RECOMMENDATION(S)

That the Committee:

- 2.1 Note the content of this report; and
- 2.2 Instruct that a verbal update as indicated in paragraph 3.2 should be provided to each meeting of the Committee and that such an update should be included as a standing agenda item until the Committee otherwise instructs.

### 3. CURRENT SITUATION

#### Background

- 3.1 At a meeting of the Urgent Business Committee on 29<sup>th</sup> February consideration was given to a wide range of issues in relation to concerns over the presence

of RAAC within properties at Balnagask in Torry. [Link to UBC Report](#) The approved recommendations within the report are noted below.

- 2.1 *Note the independent structural engineer reports (refer to Appendices C&D), appended to this report, that recommend a thorough re-evaluation of the occupancy condition for the properties identified with RAAC and instructs the Chief Officer – Early Intervention and Community Empowerment to begin engaging with council tenants impacted to understand their individual needs to enable them to be rehomed through the implementation of a short-term management strategy to facilitate this.*
- 2.2 *Approve budget virements within the Housing Capital budgets for 2024/25, as detailed within section 4, Financial implications of the report, to create an initial budget of £3m to address the matters raised in this report, to cover all associated costs including but not limited to, additional staffing costs, specialist consultant fees, contractors costs for access and works, rehoming costs, temporary accommodation, school transport, utilities dis-connections/connections and security costs for the wider site.*
- 2.3 *In relation to recommendation 2.1 above, delegate authority to the Chief Officer - Early Intervention and Community Empowerment to rehome council tenants residing at the RAAC identified properties to alternative housing with the following provisions:*
  - a) *Home Loss Payments and Disturbance Payments will be applicable to eligible tenants when they move permanently;*
  - b) *Void properties across the city will initially be reserved where appropriate and considered for offer to tenants who currently reside at the identified properties;*
  - c) *The creation of an additional specific ‘RAAC Impact’ housing list to ensure priority is provided to tenants residing at identified properties, allowing for urgent rehoming;*
  - d) *All affected tenants will be placed on this list and assessed by need, individual building risk and failing this further prioritised by the length of their current tenancy;*
  - e) *Allocation will be based on the tenants current housing need, where stock provision allows, rather than their existing property type and size;*
  - f) *All current applications for re-homing within the identified properties will be transferred onto the new ‘RAAC Impact’ housing list as noted within point (c) above;*
  - g) *That tenants will be provided with temporary accommodation if they no longer wish to remain in their property, as an interim arrangement, before re-homing;*

- 2.4 *Instruct the Interim Chief Education Officer to provide school transport for pupils, on an interim basis, should a need arise through approval of recommendation 2.3;*
- 2.5 *Instruct the Chief Officer – Capital to suspend any planned Housing Revenue Account (HRA) capital programme works at the affected Council properties in Balnagask.*
- 2.6 *Instruct the Chief Officer – Corporate Landlord not to progress any new buy-back scheme applications within any RAAC affected properties, at this time using Corporate Landlord – Delegated Powers 6.*
- 2.7 *Instruct the Chief Officer – Early Intervention and Community Empowerment to ensure that any current council owned void properties within the Balnagask area that are identified as having RAAC in their construction, and any that become void in the future, will remain void and designated as Unable to be Relet (UTBR).*
- 2.8 *Note the prioritisation of this work will impact on allocations of housing for those on all of our council housing lists.*
- 2.9 *Note that circa 28% of the properties identified with RAAC in the Balnagask area are privately owned. Refer to Appendix A.*
- 2.10 *Instructs the Chief Officer – Early Intervention and Community Empowerment to 1) ensure that private owners and tenants who reside within any privately owned properties in the Balnagask area of Aberdeen which have RAAC in their construction, are provided with support and information (at request) to assist them in assessing their housing options, and 2) add existing owner occupiers and private tenants to the proposed 'RAAC Impact' housing list should a need for access to council homes be identified through the process of exploring available support and housing options for them in the city.*
- 2.11 *Note that further detail regarding the full range of assistance that can be provided to owners and private tenants will be detailed in the further report noted in item 3.27.*
- 2.12 *Note that an options appraisal is being prepared to consider the future options for the properties affected by RAAC, and instructs the Chief Officer – Capital to present the preferred option to members in a further report within the next 6 months.*
- 2.13 *Note ongoing engagement between Council Officers and all relevant Regulatory and Professional Bodies, Working Groups, other Local Authorities and Government representatives with the purpose of identifying best practice and potential funding solutions.*
- 2.14 *Instruct the Chief Officer – Early Intervention and Community Empowerment to engage with the Scottish Housing Regulator 1)*

*advising of the impact of the identification of RAAC within our housing stock, the steps required to manage it and the direct and indirect impacts it will have on our wider housing performance standards, and 2) requesting that this is taken into account during regulation and consideration of the Council's performance.*

- 3.2 A verbal update referencing some key topics such as property data, engagement and key themes will be presented to the committee. This will summarise the progress to date following the rehoming decision.

### **Ongoing Communication**

- 3.3 Throughout the process officers have endeavored to keep Council tenants, owners and private tenants and other stakeholders including other representatives and the Scottish Housing Regulator informed. This has been a specific request from elected members. In addition, officers have also kept UK Members of Parliament (MPs), Scottish Government (MSPs) and their representatives informed.
- 3.4 Following the meeting of the UBC all residents received a hand-delivered letter from the Council within a matter of hours of the decision being made. It was considered important that affected parties heard from the council prior to anything from other media outlets. In addition, a formal press statement was issued. The press was also given access to two Chief Officers to answer questions on the technical aspects of the UBC report and detail the decisions on rehoming.
- 3.5 Keeping those affected informed has been a primary objective such that a dedicated section has been developed on the Council website which contains relevant information to provide advice and support. The webpage can be accessed at the following address;

[www.aberdeencity.gov.uk/raac-council-housing](http://www.aberdeencity.gov.uk/raac-council-housing)

- 3.6 This is amended and updated as necessary to reflect further questions raised through consultation. Officers do acknowledge the huge challenge in being able to provide ongoing information to all affected individuals and will continue to consider the range of options open to improve this.
- 3.7 In response to enquiries following the letters issued, a further information leaflet has been prepared for private owners. Refer to Appendix A.

## **4. FINANCIAL IMPLICATIONS**

- 4.1 There are no direct financial implications arising from the recommendations of this report. The financial impact of the presence of RAAC and the actions to manage the consequences will be reported to a future meeting of the Finance and Resources Committee.

## **5. LEGAL IMPLICATIONS**

5.1 There are no direct legal implications arising from the recommendations of this report. Ongoing consideration is however being given to the range of legal implications arising from the subject matter of this report.

## 6. ENVIRONMENTAL IMPLICATIONS

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

## 7. RISK

7.1 The primary risk for RAAC panels at Balnagask is whether or not a RAAC panel within the roof of the property will fail. The areas of risk including those identified by engineering reports were noted within the UBC report.

7.2 Taking account of the above, 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)<br><br>*taking into account controls/control actions | *Does Target Risk Level Match Appetite Set? |
|-----------------------|---|--|---|---|
| <b>Strategic Risk</b> | Failure of a RAAC panel.                          | Continue to carry out further surveys to manage risk. Current findings have found that the void properties surveyed will require remedial action. To mitigate the expected similar outcome in occupied properties, affected tenants should be rehomed.   | M   | Yes   |
| <b>Compliance</b>     | Failure of a RAAC panel.<br><br>Legal process and | This is a health and safety issue. As above, affected tenants should be rehomed. A short-term management strategy should be applied to properties containing RAAC panels until such time as the property is vacated.<br><br>Legal advice is being taken at all parts of the process. Officers will write to the Scottish Housing Regulator | M   | Yes   |

|                     |   |  |   |     |
|---------------------|---|--|---|-----|
|                     | housing regulator   | advising them of the impact of the identification of RAAC within our housing stock and the subsequent steps required to manage it, will have on our wider housing performance standards. Officers will also seek to engage with the Scottish Housing Regulator on our proposed approach and will keep them informed around all decisions (as appropriate). |   |     |
| <b>Operational</b>  | Failure of a RAAC panel.  | This is a health and safety issue. As above, affected tenants should be rehomed. A short-term management strategy should be applied to properties containing RAAC panels until such time as the property is vacated.   | L | Yes |
|                     | Wider pressure on housing stock.  | Housing team to manage and monitor and report to the Housing Board where there is significant change.  | M | Yes |
| <b>Financial</b>    | The current financial burden to mitigate the RAAC impact is currently unknown and still to be quantified. | Work with housing, legal, finance and external advisor teams to understand and address the RAAC impacts and inform the Outline Business Case to inform potential future remedial options.  | M | No  |
| <b>Reputational</b> | Failure of a RAAC panel.  | This is a health and safety issue. As above, affected tenants should be rehomed. A short-term management strategy should be applied to properties containing RAAC panels until such time as the property is vacated.   | L | Yes |
|                     | Failure to engage effectively   | Implement communication and engagement plan.   | L | Yes |



|                              |                         |  |   |     |
|------------------------------|-------------------------|--|---|-----|
|                              | with tenants and owners |  |   |     |
| <b>Environment / Climate</b> | Targeting Net Zero      | Mitigating climate risks by ensuring consideration is given to targeting net zero requirements within the forthcoming Outline Business Case. | L | Yes |

## 8. OUTCOMES

| <b><u>COUNCIL DELIVERY PLAN 2023-2024</u></b>   |   |
|---|---|
|   | <b>Impact of Report</b>   |
| <b>Aberdeen City Council Policy Statement</b><br><br><u><a href="#">Working in Partnership for Aberdeen</a></u> | The issues arising with the identification of RAAC in our housing stock requires us to work collaboratively across clusters to ensure the housing stock is safe and meets the varying needs of our citizens. The goal is to ensure that our current housing stock is fit for the future and brought up to the highest standards where possible. |
| <u><a href="#">Aberdeen City Local Outcome Improvement Plan 2016-26</a></u>                                     |   |
| Prosperous Economy Stretch Outcomes   | The actions outlined within report will help mitigate the immediate impact on affected tenants ensuring that they are prioritised for rehoming and are supported financially throughout the process but within the capped limits set by current legislation.  |
| Prosperous People Stretch Outcomes  | Taking early intervention action as outlined within this report will help mitigate any negative impact on people's physical and mental wellbeing.   |
| Prosperous Place Stretch Outcomes   | A future report will make recommendations on the viability of the affected housing stock along with any wider implication this may have on the place.   |
| <b>Regional and City Strategies</b>   | This report is an initial report in a series of reports to mitigate the occurrence of RAAC in Council housing stock at Balnagask. Future reports and actions will take account of the Regional and City.  |

## 9. IMPACT ASSESSMENTS

| Assessment | Outcome |
|------------|---------|
|------------|---------|

|  |  |
|--|--|
| <b>Integrated Impact Assessment</b>      | Previous Integrated Impact Assessment relating to the UBC report submitted on 29 February 2024 has been reviewed and no changes required |
| <b>Data Protection Impact Assessment</b> | Not required   |
| <b>Other</b>                             | None   |

## 10. BACKGROUND PAPERS

10.1 [Link to Urgent Business Committee Report](#)

## 11. APPENDICES

Appendix A: RAAC Leaflet Private Owner Update

## 12. REPORT AUTHOR CONTACT DETAILS

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|                      |  |
|----------------------|--|
| <b>Name</b>          | Jacqui McKenzie  |
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## Things You Can / Should Do

We understand that navigating matters related to mortgages/ structural surveys/home insurance /legal advice can be complex, especially with concerns about RAAC in properties. While the Council has historically been involved in the sale of properties, the Council's role does not extend to private insurance arrangements, or the ongoing maintenance of properties once sold.

For inquiries and concerns directly related to your home insurance, including coverage for RAAC, we recommend that you continue to discuss these matters with your insurance provider, who can offer guidance on your policy's scope and any necessary steps to ensure your home is adequately covered.

It is your responsibility as a property owner to look into remedial actions for RAAC within your property. You should seek advice from your insurer or other independent professional advisors.

You may also want to consider seeking legal and/or financial advice to explore your options, however, please be aware that any advice and actions taken in this regard would be at your expense.

Aberdeen City Council is committed to providing support and information where appropriate, but we must clarify that our capacity to assist in private property matters is limited.

### What is RAAC and why is it used in buildings?

Reinforced autoclaved aerated concrete (RAAC) is a lightweight construction material which was used in the construction of some buildings between the 1950s and 1990s. It was used mostly in flat roofing, but also in some pitched roofs, floors and walls. It was quicker to produce, easier to install, and cheaper than standard concrete. Despite its name, it is very different to traditional concrete although it looks similar. It is aerated, or 'bubbly', and is therefore less durable than traditional concrete.

### Why is there a risk?

RAAC can be susceptible to failure when exposed to moisture. The 'bubbles' can allow water to enter the material. This moisture can also cause decay in any reinforcement steel ('rebar') present in the material.



# RAAC

REINFORCED  
AUTOCLAVED  
AERATED  
CONCRETE

## Private Owner Update

March 2024



## Current Situation

As you may be aware, RAAC in Balnagask properties was discussed at Aberdeen City Council Urgent Business Committee on 29 February 2024.

Following decisions taken at this committee, we are starting to speak with affected Council tenants about exploring their options to move to alternative accommodation.

At this stage, we would continue to strongly encourage you, as a private owner, to seek an independent assessment of RAAC in your property. If you do ask for a structural engineering report, this should be with an accredited company. We will continue to share reports, findings and decisions with private owners and private landlords.

## Next Steps

Here are suggestions for who you can contact for help and advice:

- ▶ **Your Mortgage Company**
- ▶ **Insurers**  
[www.abi.org.uk](http://www.abi.org.uk)
- ▶ **Citizens Advice**  
[www.citizensadvice.org.uk/scotland/](http://www.citizensadvice.org.uk/scotland/)
- ▶ **Structural Engineer**  
[www.istructe.org/find-an-engineer/](http://www.istructe.org/find-an-engineer/)
- ▶ **Legal and Financial Advice**  
[www.ukfinance.org.uk](http://www.ukfinance.org.uk)  
[www.lawscot.org.uk/find-a-solicitor/](http://www.lawscot.org.uk/find-a-solicitor/)  
[www.fca.org.uk](http://www.fca.org.uk)

### FAQs



Further information can be found above and may help your understanding of the current situation

## Structural Engineers Report

In order for you to make informed decisions on next steps for your property, associated reports from the 29 February Urgent Business Committee have been made publicly available, with personal information redacted.

They include copies of the specialist structural engineers report and investigations.

We would hope this information would be useful and may help further inform your understanding of the current situation.

Urgent Business Committee Reports available here ▶



## Looking Ahead

A report will be prepared and discussed at a Council committee within the next 6 months which will consider options for **Council tenants** including demolition, and costs. This report will provide recommendations of any future works for Council tenant RAAC properties.

This report will consider options of two scenarios:

### Scenario 1 - Remedial works

### Scenario 2 - Demolition

Considerations for the two scenarios include costs, timeline, method of installation, adhering to forthcoming energy efficiency ratings for social housing, and benefits/disadvantages for both scenarios. Until a preferred option is identified for **Council-owned properties** and approved by the Council, we are unable to determine how this will impact on **private owners**.

We encourage private owners to contact other professional advisors to seek guidance with regard to your own personal circumstances. We will engage with private owners around coming to a conclusion over the council's preferred option.

See the **Next Steps** section on the opposite page.

Have **you** made contact with your insurer?

Have **you** made contact with your mortgage provider?

Have **you** sought legal advice?