

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 24 May 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, 30 MAY 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>

ALAN THOMSON
INTERIM CHIEF OFFICER – GOVERNANCE

B U S I N E S S

DETERMINATION OF URGENT BUSINESS

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

DETERMINATION OF EXEMPT BUSINESS

2. Determination of 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 28 March 2024 (Pages 5 - 12)

COMMITTEE PLANNER

6. Committee Business Planner (Pages 13 - 20)

NOTICES OF MOTION

7. Notice of Motion by Councillor Kuszniir - referred from Council on 17 April 2024

That the Council:-

1. Notes the Scottish Government's unwillingness, confirmed in Parliamentary Questions, to provide financial support to Council to assist in its handling with Reinforced Autoclaved Aerated Concrete (RAAC) affected properties in Torry;
2. Considers this is an unsustainable position given the cost to Council and to private owners in Balnagask, Torry in carrying out remedial works;
3. Notes the decisions of the Urgent Business Committee of 29 February 2024 and instructs the Chief Officer - Finance to report to the meeting of Finance and Resources on 7 August 2024 with options to provide financial assistance to those private homeowners affected by RAAC given the present lack of financial support from the Scottish Government; and
4. Instructs the Chief Executive to write to the Scottish Government:
 - a. requesting that the Council be a participant in the RAAC Cross Sector Working Group due to the Council's high level of affected property; and
 - b. asking for reconsideration of the current non-existent financial support to both the Council and private homeowners.

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

8. There are no reports under this heading

PUBLIC PROTECTION

- 9.1. Scottish Fire and Rescue Performance Report April 2023 - March 2024 - SFR/24/177 (Pages 21 - 48)
- 9.2. Protective Services Food Regulatory Service Plan 2024/2025 - CORP/24/156 (Pages 49 - 84)
- 9.3. Protective Services Occupational Health and Safety Service Plan 2024/25 - CORS/24/153 (Pages 85 - 100)

- 9.4. Grampian Joint Health Protection Plan - CORS/24/158 (Pages 101 - 128)

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

- 10.1. Performance Report - CORS/24/144 (Pages 129 - 160)

COMMUNITIES AND HOUSING

- 11.1. Building Standards Activity Report - CR&E/24/155 (Pages 161 - 166)
- 11.2. Anti-Modern Slavery Statement - CORP/24/147 (Pages 167 - 174)
- 11.3. Aberdeen City Local Housing Strategy Update - F&C/24/142 (Pages 175 - 182)
- 11.4. Council Housing Improvement Activity – May 2024 - F&C/24/176 (Pages 183 - 190)
- 11.5. RAAC Funding Update - May 2024 - F&C 24/154 (Pages 191 - 208)

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

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

Website Address: aberdeencity.gov.uk

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

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Communities, Housing and Public Protection Committee

ABERDEEN, 28 March 2024. Minute of Meeting of the COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE. Present:- Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; and Councillors Bouse, Brooks (as substitute for Councillor Cross for articles 4 to 12), Cross (for articles 1 to 3), Davidson, Graham, McLellan, Mrs Stewart (for items 1 to 3), Tissera and Watson (as substitute for Councillor Tissera for articles 1 and 2) .

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.

DEPUTATION REQUEST FOR ITEM 11.4 - REINFORCED AUTOCLAVED AERATED CONCRETE (RAAC) UPDATE

1. The Committee received a deputation from Ms Hannah Chowdhry who was supported by her father Mr Wilson Chowdhry.

Ms Chowdhry, in her presentation, outlined that she had purchased a house in Torry, unaware of any issues or concerns in regards to Reinforced Autoclaved Aerated Concrete (RAAC), and believed there was a systematic failure from the Council as RAAC was known to be a concern in the 1990's. She believed that the Council had a moral duty to support those who had purchased formal Council properties, which were affected by RAAC and the oversight from the Council had led to many people purchasing faulty properties. She highlighted that the safety and wellbeing of constituents was paramount.

Ms Chowdhry requested that action be taken now to support those who had purchased Council properties affected by RAAC, and highlighted the human toll the situation was having on a lot of individuals. She also asked Members to remember that real people were involved and to remember this when taking budget decisions.

Mr Wilson Chowdhry then spoke to the Committee and advised that he and his daughter were representing the community, who were affected by RAAC properties and highlighted the financial distress many individuals were facing. He explained that some homeowners had paid off their mortgages, only to have to then fund the repairs to the roofs due to RAAC, leaving them in debt. He highlighted that this issue fell under the Council's jurisdiction and urged Members to support homeowners affected negatively by RAAC.

Members then asked a number of questions based on the deputation.

At this juncture, Councillor Watson, seconded by Councillor Graham, moved a procedural motion:-

to suspend Standing Order 14.4 in order to allow more time for questions to the deputation.

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

28 March 2024

On a division, there voted – for the procedural motion (8) – the Convener, the Vice Convener and Councillors Cross, Davidson, Graham, McLellan, Mrs Stewart and Watson - against the procedural motion (1) – Councillor Bouse.

The Committee resolved:-

to adopt the procedural motion and to allow another ten minutes for questions for the deputation.

Members then asked further questions based on the deputation and the information presented.

The Convener then thanked both Ms Chowdhry and Mr Chowdhry for their contribution.

REINFORCED AUTOCLAVED AERATED CONCRETE (RAAC) UPDATE - RES/24/103

2. The Committee had before it a report by the Chief Officer – Corporate Landlord, Chief Officer – Capital and Chief Officer – Early Intervention and Community Empowerment, which provided an update in regards to Reinforced Autoclaved Aerated Concrete (RAAC).

The report explained that at the meeting of the Urgent Business Committee (UBC) on 29th February 2024 a report (RES/24/086) was considered in relation to the presence of RAAC roofing within properties at Balnagask. In light of the range of recommendations within that report officers considered there was benefit in sharing regular updates on activities undertaken with Committee members, progress with engagement and highlights of key issues arising from engagements.

The Committee heard from the Chief Officer – Corporate Landlord, Mr Booth, and the Chief Officer- Early Intervention and Community Empowerment, Mrs McKenzie, who provided a verbal presentation to members. Mrs McKenzie outlined the various actions officers were currently undertaking for tenants who were affected by properties with RAAC, and highlighted that they understood that this was a hugely emotional time for those affected.

Mrs McKenzie outlined the cross service approach that was underway for affected tenants and indicated that a variety of support was on offer for individuals and for people to reach out for support and guidance.

Mr Booth also explained that in terms of the buildings, they were currently looking at various options, which included complete roof replacement for affected properties and also demolition. He highlighted the requirement to consult with all tenants and that officers were also liaising with other local authorities. Mr Booth also indicated that they did not hold a Compulsory Purchase Order, therefore could not buy back sold Council properties.

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The report recommended:-

that the Committee –

- (a) note the content of the report; and
- (b) 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.

The Committee resolved:-

- (i) to agree that, in the event that the recommended option arising from the future options appraisal resulted in remedial works to the impacted homes, any existing Council tenant rehomed due to the impact of RAAC, should have first refusal of returning to one of the homes with the remedial works completed that met their housing needs;
- (ii) to agree that, in the event that the recommended option arising from a future options appraisal resulted in demolition of the impacted homes and future rebuilding on the same sites, recognising that this would take several years, any existing Council tenant rehomed due to the impact of RAAC should have first refusal of returning to one of the replacement homes that met their housing needs;
- (iii) to instruct the Chief Officer – Corporate Landlord, Chief Officer – Capital and Chief Officer - Housing, to explore any available funding opportunities to support private owners and report back to the next Committee meeting; and
- (iv) to approve the recommendations.

POLICE SCOTLAND PERFORMANCE REPORT - POL/24/104

3. The Committee had before it a report by Police Scotland, which presented the Police Scotland Interim Performance Report for Committee scrutiny.

The report, provided an update on Police Performance in Aberdeen City in support of agreed priorities, and noted that much of the content of the report reflected on the collaborative methods in which Police Scotland operated across the City.

The report recommended:-

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

The Committee resolved:-

- (i) to note the report;
- (ii) to note many within the public and the media had great concerns that the implementation of the Hate Crime and Public Order (Scotland) Act 2021 would criminalise freedom of thought, freedom of speech, and freedom of belief; and request the Chief Superintendent Graeme Mackie, North East Division, Police Scotland bring forward a thematic report to the meeting on 21 November 2024 on the implications to the media and the public from this new Act;

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- (iii) to request that Police Scotland report back to the meeting on 30 May 2024, in regards to a previous action which was to 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;
- (iv) to request that Police Scotland feed back to the next meeting of the Committee, with details of the engagement that was previously undertaken with 200 members of the public, to include details on issues that people may require help or assistance with, as well as the new various locations where anti social behaviour had taken place;
- (v) to request that Police Scotland provide details of the Scottish Government website, which had been set up to provide guidance in regards to the new Hate Crime Act, which could be shared with Elected Members; and
- (vi) to note that work was underway with Police Scotland and Community Safety Partnership in regards to the new Hate Crime Act and to request that the Executive Director – Corporate Services, liaise with Elected Members in regards to the new Act.

POLICE SCOTLAND - PROPORTIONATE RESPONSE TO CRIME PILOT - POL/24/105

4. With reference to article 3 of the minute of this Committee of 5 September 2023, the Committee had before it a report by Police Scotland, which presented the Police Scotland Proportionate Response to Crime Evaluation Report for Committee scrutiny.

The report was an evaluation of the Proportionate Response to Crime project which was piloted in North East Division. The evaluation report was presented at the Scottish Police Authority Police Performance Committee on 12 March 2024.

The report recommended:-

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

The Convener moved, seconded by the Vice Convener:-

that the Committee note the report.

Councillor Graham, seconded by Councillor Tissera, moved as an amendment:-

that the Committee:-

1. notes the Report;
2. agrees that the Response to Crime detailed in the report encourages crime to THRIVE and weakens Police Scotland's ability to apply the Laws of Scotland in order to protect the public; and
3. agrees that if Police Scotland were to decide before investigating what constitutes a proportionate response to crime rather than investigate all crime it sends out the wrong message to the public.

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On a division, there voted (5) for the motion - the Convener, the Vice Convener and Councillors Bouse, Davidson and McLellan – for the amendment (3) – Councillors Brooks, Graham and Tissera. – absent from the vote (1) – Councillor Mrs Stewart.

The Committee resolved:-

to adopt the motion and therefore note the report.

SCOTTISH FIRE AND RESCUE LOCAL FIRE AND RESCUE PLAN REVIEW 2023 - SFR/24/106

5. The Committee had before it a report by the Scottish Fire and Rescue Service, which presented the outcomes of the Scottish Fire and Rescue Service Aberdeen City Area Local Fire and Rescue Plan Review for 2023.

The report recommended:-

that the Committee agree that the following priorities be taken forward in the new Local Fire and Rescue Plan for Aberdeen City area:

- 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.

The Committee resolved:-

to approve the recommendation.

MINUTE OF THE PREVIOUS MEETING OF 23 JANUARY 2024

6. The Committee had before it the minute of the previous meeting of 23 January 2024, for approval.

The Committee resolved:-

to approve the minute as a correct record.

COMMITTEE BUSINESS PLANNER

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

The Committee resolved:-

to note the planner.

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PERFORMANCE REPORT - COM/24/076

8. The Committee had before it a report by the Chief Officer – Data 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.

CLUSTER RISK REGISTERS AND ASSURANCE MAPS - COM/24/087

9. The Committee had before it a report by the Director – Customer Services, which presented the Cluster Risk Registers and Assurance Maps in accordance with the Communities, Housing and Public Protection Committee Terms of Reference to provide assurance that risks were being managed effectively within each Cluster.

The report recommended:-

that the Committee note the Cluster Risk Registers and Assurance Maps set out in Appendices A and B.

The Committee resolved:-

to note the report.

RESILIENCE ANNUAL REPORT 2023 - COM/24/063

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

The report recommended:-

that the Committee –

- (a) note the progress made in further embedding the Council's resilience arrangements during another busy year for emergency response;
- (b) note the updated Generic Emergency Plan which had received minor alterations under the relevant delegated powers; and
- (a) instruct the Interim Chief Officer – Education to submit a response to the Rule 8 request from the Scottish COVID-19 Inquiry, following consultation with the

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Convener of the Education and Children's Services Committee and the Interim Chief Officer - Governance.

The Committee resolved:-

to approve the recommendations.

NEW HOUSING CAPITAL PROGRAMME DELIVERY PROJECTS UPDATE - RES/24/096

11. The Committee had before it a report by the Chief Officer – Capital, which summarised the general progress of delivery of key capital expenditure projects identified within the approved Capital Programme from the Housing Revenue Accounts.

The report also highlighted 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.

The report recommended:-

that the Committee note the progress to deliver the programme of social housing sites across the city.

The Committee resolved:-

- (i) to request that the Chief Officer – Capital, liaise with the contractor for the works at 206 Union Street into possible advertising on the scaffolding; and
- (ii) to note the report.

RENT ASSISTANCE FUND 2024-25 - RES/24/100

12. The Committee had before it a report by the Chief Officer – Finance and Chief Officer – Early Intervention and Community Empowerment, which sought approval for the criteria and management of a £500,000 Rent Assistance Fund pilot funded from the 2024/25 Housing Revenue Account (HRA) Budget.

The report recommended:-

that the Committee –

- (a) approve the criteria and management procedure of the Pilot Rent Assistance Fund detailed in Appendix 1;
- (b) 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;

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- (c) 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
- (d) instruct the Chief Officer – Finance to present a further evaluation covering the full 12 months of the pilot to the Communities, Housing and Public Protection Committee after one full year of operation.

The Committee resolved:-

- (i) to thank officers for their efforts with the Rent Assistance Fund; and
 - (ii) to approve the recommendations.
- **Councillor Miranda Radley, Convener**

	A	B	C	D	E	F	G	H	I
1	COMMUNITIES HOUSING AND PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER The Business Planner details the reports which have been instructed as well as reports which the Functions expect to be submitting for the calendar year.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
3	30 May 2024								
4	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).	On agenda	Louise Fox	Data Insight	Corporate Services	1.1.3		
5	Scottish Fire and Rescue	To provide performance report for April 2023 to March 2024	On agenda	Andy Wright	SFRS	SFRS	2.20		
6	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	D	The service has taken the decision to extend the consultation deadline to increase the opportunities for communities to respond. This extension means the service can no longer meet the deadlines for the May meeting and will instead report back in September
7	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	R	Council agreed to instruct officers to develop budget options and IIAs as a basis for online and face to face engagement with the public in Quarters 2&3, therefore no report required.
8	Modern Slavery	At the meeting on 6 July 2023 it was agreed to The Committee resolved:- (i)to note the current status of the Modern Slavery Act 2015, proposed legislative changes and the review of what other major public institutions have in place; (ii)instructs the Chief Executive to develop an Anti Modern Slavery statement that would be included as part of the normal policy review cycle, in areas such as: a. Human Resources including: i. Recruitment ii. Use of temporary / casual / fixed-term staff b. Partner organisations c. Supply chain / Procurement, including: i. IT procurement ii. Use of consultants, contractors, suppliers, vendors d. Capital Projects i. Use of consultants, contractors, suppliers, vendors ii. Materials e. Whistleblowing f. Training and development g. Monitoring & enforcement; and (iii) to report the statement back to this committee at the next appropriate time.	On agenda	Lindsay MacInnes/ Sandie Scott	People & Citizen Services	Corporate Services	GD 8.1		

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2									
9	Housing Improvement Group - Capital Works	At the meeting on 16 May 2023, it was agreed to instruct the Chief Officer - Corporate Landlord to report back to this Committee on progress towards introducing those outcomes referred to in the report.	On agenda	Stephen Booth	Corporate Landlord	Families & Communities	1.1.1		
10	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.	On agenda	Grant Tierney	Strategic Place Planning	City Regeneration & Environment	2.7		
11	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	On agenda	Andrew Gilchrist	Governance	Corporate Services	2.3		
12	Protective Services Food Regulatory Service Plan 2024/2025	To present the protective services food regulatory service plan 2024/25	On agenda	Andrea Carson	Governance	Corporate Services	2.3		
13	Grampian Joint Health Protection Plan	To inform Committee of the content of the plan and seek agreement	On agenda	Hazel Stevenson	Governance	Corporate Services	2.2		
14	RAAC Interventions	At the meeting on 30 May 2024, it was agreed to instruct that a verbal update 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; and to instruct the Chief Officer – Corporate Landlord, Chief Officer – Capital and Chief Officer - Housing, to explore any available funding opportunities to support private owners and report back to the next committee meeting.	On agenda	Jaquie McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	1.1.1		

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2									
15	Notice of Motion from Councillor Kuszniir - referred from Council on 17 April 2024	At the Council meeting on 17 April 2024, the following Notice of Motion was referred to this Committee. That the Council:- 1. Notes the Scottish Government's unwillingness, confirmed in Parliamentary Questions, to provide financial support to Council to assist in its handling with Reinforced Autoclaved Aerated Concrete (RAAC) affected properties in Torry; 2. Considers this is an unsustainable position given the cost to Council and to private owners in Balnagask, Torry in carrying out remedial works; 3. Notes the decisions of the Urgent Business Committee of 29 February 2024 and instructs the Chief Officer - Finance to report to the meeting of Finance and Resources on 7 August 2024 with options to provide financial assistance to those private homeowners affected by RAAC given the present lack of financial support from the Scottish Government; and 4. Instructs the Chief Executive to write to the Scottish Government: a. requesting that the Council be a participant in the RAAC Cross Sector Working Group due to the Council's high level of affected property; and b. asking for reconsideration of the current non-existent financial support to both the Council and private homeowners.	On agenda	Stephen Booth	Corporate Landlord	Families & Communities			
16	Housing Strategy Report	At the budget meeting on 1 March 2023, it was agreed to 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.	On agenda	Mel Booth	Housing	Families & Communities	1.1.1		
17	05 September 2024								
18	Scottish Fire and Rescue	To provide a thematic report on new initiative Unwanted Fire Alarm Signals (UFAS)		Andy Wright	SFRS	SFRS	2.20		
19	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Data Insight	Corporate Services	1.1.3		
20	Police Scotland Performance Report	Performance Report from Police Scotland for 2023-24.		Graeme Mackie	Police Scotland	Police Scotland	2.20		

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2									
21	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		
22	RAAC Interventions	At the meeting on 30 May 2024, it was agreed to instruct that a verbal update 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.		Jaquie McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	1.1.1		
23	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		
24	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		
25	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		

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2									
26	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		
27	Annual Assurance Report	Annual submission required to the Scottish Government. October/November 2024		Jacqui McKenzie	Housing	Families & Communities	1.1.1		
28	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		
29	Homewards Programme Update	To provide committee with an update on the Homewards Programme in Aberdeen. Specifically an update on the formation of the Aberdeen coalition and the progress made on the development of the local action plan.		Rachel Harrison	Housing	Families & Communities	1.1.1		
30	Housing Capital Update	To provide an update on Housing Capital projects.		John Wilson	Capital	City Regeneration & Environment	1.1.1		
31	21 November 2024								

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2									
32	Police Scotland - thematic report - Hate Crime	At the meeting on 28 March 2024, it was agreed to note many within the public and the media have great concerns that the implementation of the Hate Crime and Public Order (Scotland) Act 2021 will criminalise freedom of thought, freedom of speech, and freedom of belief; and requests the Chief Superintendent Graeme Mackie, North East Division, Police Scotland bring forward a thematic report to the meeting on 21 November 2024 on the implications to the media and the public from this new Act		Graeme Mackie	Police Scotland	Police Scotland			
33	Scottish Fire and Rescue	To provide a six monthly performance report		Andy Wright	SFRWS	SFRS	2.20		
34	RAAC Interventions	At the meeting on 30 May 2024, it was agreed to instruct that a verbal update 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.		Jaquie McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	1.1.1		
35	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		
36	Adult Protection Committee Biennial Report	To provide the Adult Protection Committee Biennial report		Val Vertigans	AHSCP	AHSCP	2.1		
37	Annual Effectiveness Report	To report on the annual effectiveness of the committee.		Lynsey McBain	Governance	Corporate Services	GD8.5		
38	Asset Management Strategies for the HRA Estate	At the meeting on 17 January 2023, it was agreed to instruct the Chief Officer – Corporate Landlord to consolidate and refresh all asset management strategies for the HRA estate and report back to this Committee on this matter by late 2024.		Stephen Booth	Corporate Landlord	Families & Communities	1.1.1		
39	Acquisitions and Disposals Policy	TBC		Stephen Booth	Corporate Landlord	Families & Communities			

	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	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			
41			Future reports						
42	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		
43	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		
44	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. Reported in March 2024, therefore March/April 2025.		Fiona Mann	Governance	Corporate Services	2.12		

	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									
45	Rent Assistance Fund 2024/25	At the meeting on 28 March 2024, it was agreed to 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.		Jonathan Belford	Jonathan Belford	Finance	1.1.1		

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	30 May 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Scottish Fire and Rescue Service April 23 – March 24 Performance Report
REPORT NUMBER	SFR/24/177
DIRECTOR	Andrew Wright, Local Senior Officer, SFRS
CHIEF OFFICER	Andrew Wright, Local Senior Officer, SFRS
REPORT AUTHOR	Andy Buchan, Group Commander, SFRS
TERMS OF REFERENCE	2.20

1. PURPOSE OF REPORT

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

2. RECOMMENDATION(S)

That the Committee :-

- 2.1 Consider and note the performance data provided in Appendix A in relation to the SFRS 2023/24 Performance Report

3. CURRENT SITUATION

- 3.1 Our annual performance report will show that we have achieved several of our set targets for the reporting year. We have however experienced an increase in ADF fatal casualties and have not achieved our annual target of completed home fire safety visits. These are shown as red indicators within our RAG status. SFRS are committed to achieve our targets and reviews are being undertaken to resolve these identified shortfalls across the next reporting period.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no significant financial implications for the Council.

5. LEGAL IMPLICATIONS

- 5.1 There are no significant legal implications for the Council.

6. ENVIRONMENTAL IMPLICATIONS

6.1 Not applicable

7. RISK

Not applicable

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

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN 2023-2024</u>	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	n/a
<u>Aberdeen City Local Outcome Improvement Plan 2016-26</u>	
Prosperous Economy Stretch Outcomes	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.
Prosperous People Stretch Outcomes	The proposals within this report support the delivery of the following LOIP Stretch Outcomes

	<p>10. 25% fewer people receiving a first ever Court conviction and 2% fewer people reconvicted within one year by 2026.</p> <p>11. Healthy life expectancy (time lived in good health) is five years longer by 2026.</p> <p>The paper seeks contribution to the Strategic Plan to reduce instances of deliberate fire setting and improve fire safety and prevention.</p>
Prosperous Place Stretch Outcomes	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.
Regional and City Strategies	n/a

9. IMPACT ASSESSMENTS

Not applicable

Assessment	Outcome
Integrated Impact Assessment	
Data Protection Impact Assessment	
Other	

10. BACKGROUND PAPERS

10.1 none

11. APPENDICES (if applicable)

11.1 Scottish Fire and Rescue Service April 23 – March 24 Performance Report

12. REPORT AUTHOR CONTACT DETAILS

Name	A Buchan
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Title	Group Commander
Email Address	Andy.Buchan@firescotland.gov.uk
Tel	01224 728600



2023 - 2024 MONITORING REPORT

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



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

APRIL 2023 to March 2024

**Working together
for a safer Scotland**



ABOUT THE STATISTICS IN THIS REPORT

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

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

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

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INTRODUCTION

Welcome to the Scottish Fire and Rescue Service (SFRS) Aberdeen City performance report for the reporting period 1st April 2023 to the 31st March 2024. The report is aligned to and reports on progress against the priorities set out in the Local Fire and Rescue Plan for Aberdeen City 2020 - 2023.

The information presented in this report provides a comparison against key performance indicators, the selected performance indicators are selected to best inform and support the priorities within the Local Fire and Rescue Plan for Aberdeen City 2020-23. Each indicator displays the activity reflecting performance for year-to-date vs a specific target or previous 3 years rolling average.

The performance indicators within the report support the local priorities:

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

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




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









PERFORMANCE SUMMARY











The table below provides a summary of our 2023-24 performance against headline indicators and annual targets. It aims to provide – at a glance – our direction of travel during the current reporting year.

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

Year-to-Date Legend

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

Key Performance Indicator	April 2023 – March 2024				RAG STATUS
	2020/21	2021/22	2022/23	2023/24	
Accidental Dwelling Fires 	223	200	215	222	
Accidental Dwelling Fire Casualties 	63	29	39	40	
Deliberate Secondary Fires 	246	284	261	205	
Deliberate Primary Fires 	96	83	103	90	

<p>Fires in Non-Domestic Premises</p> 	89	70	92	70	
<p>Unwanted Fire Alarm Signals</p> 	1220	1345	1366	671	
<p>Legislative Fire Safety Audits</p> 	184	320	363	365	Annual Target 366
<p>Home Fire Safety Visits</p> 	567	1559	1780	1849	Annual Target 2500
<p>Operational Intelligence</p> 	59	211	650	435	Annual Target 420
<p>Multi-Storey Operational Assurance Visits</p> 	98	215	224	266	Annual Target 280
<p>Staff Competence</p> 					On Target 174 Staff (116 Comp, 55 Dev)
<p>Appliance/Resource Availability</p> 					Wholtime availability never below 96% On-Call availability 80%

PERFORMANCE HIGHLIGHTS

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

Accidental Dwelling Fires

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

Accidental Dwelling Fire Casualties & Fatalities

Accidental Dwelling Fire Casualties have increased over the Three-year average. There were three fatalities during this reporting period.

Deliberate Primary and Secondary Fires

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

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

Non-Domestic Fires

Non-Domestic Fires have seen a significant decrease compared to the three-year average with 70 incidents covering a variety of premise types across the Aberdeen City area.

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

False Alarm – Unwanted Fire Alarm Signal

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

Home Fire Safety Visits (HFSV)

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

Appliance/Resource Availability

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

PRIORITY 1 – IMPROVING FIRE SAFETY IN THE HOME

KPI 1 - Accidental Dwelling Fires (ADF)

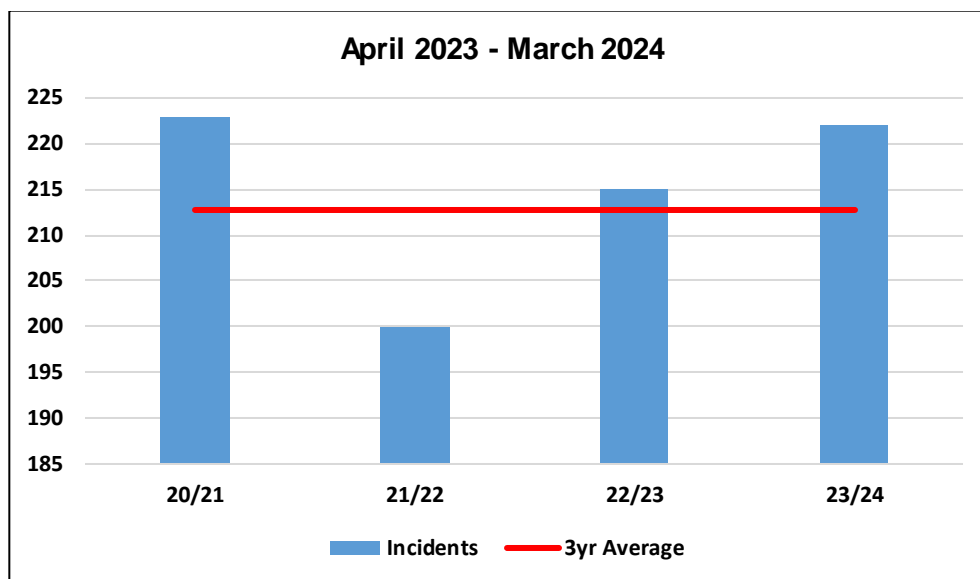


Table 1: Year to Date (April 23 – March 24) Performance

ADF's	20/21	21/22	22/23	23/24	RAG
	223	200	215	222	Amber

Breakdown of Locations

Area	20/21	21/22	22/23	23/24
Airyhall, Broomhill & Garthdee	12	9	19	15
Bridge of Don	5	8	6	8
Dyce, Bucksburn & Danestone	15	5	9	9
George Street & Harbour	26	30	43	41
Hazelhead, Queens Cross & Countesswells	16	10	10	11
Hilton, Woodside & Stockethill	22	29	22	23
Kincorth, Nigg & Cove	9	8	11	11
Kingswells, Shedocksley & Summerhill	14	11	10	12
Lower Deeside	4	3	2	5
Midstocket & Rosemount	18	20	11	12
Northfield & Mastrick North	19	12	17	18
Tillydrone, Seaton & Old Aberdeen	39	32	32	26
Torry & Ferryhill	24	23	23	31

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

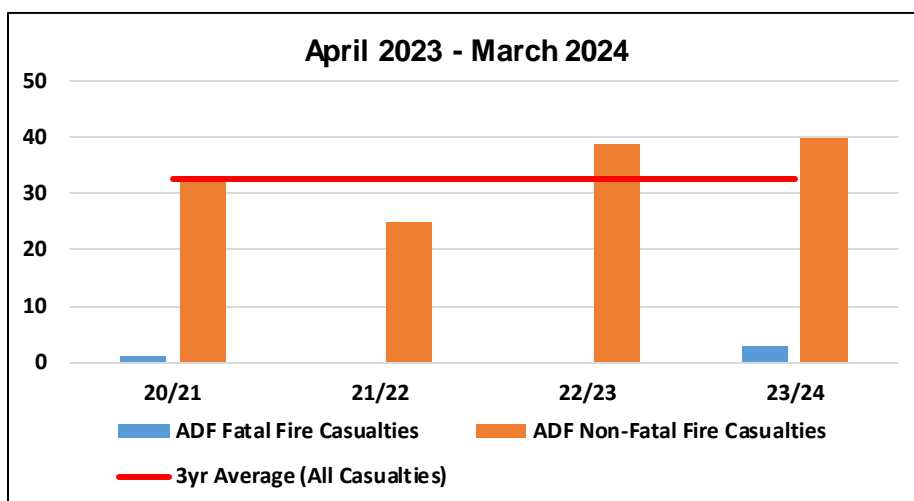
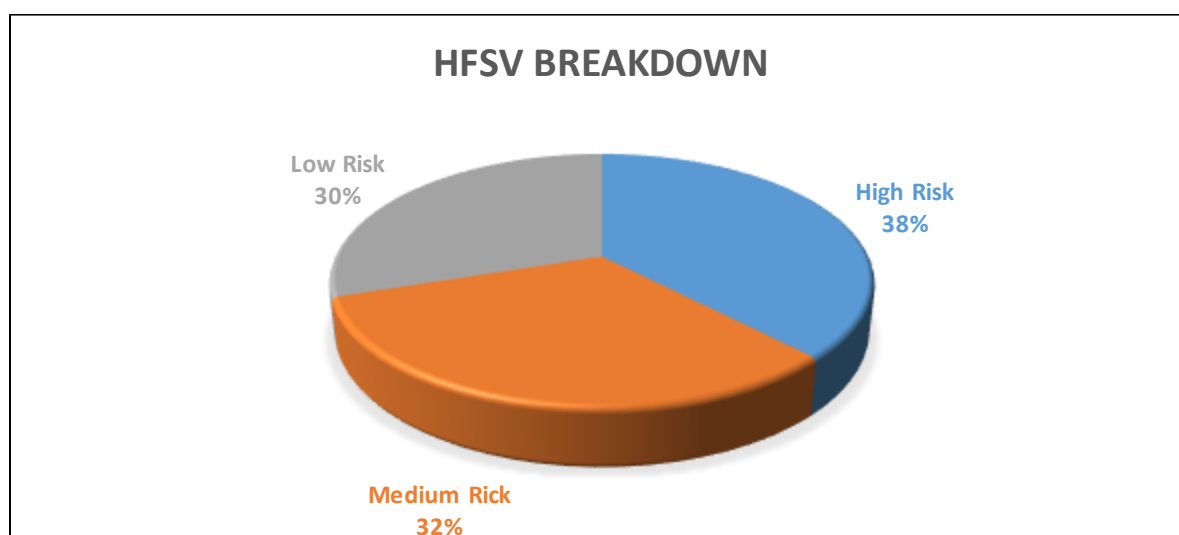


Table 2: Year to Date (April 23 – March 24)

Performance

	20/21	21/22	22/23	23/24	RAG
ADF Fatal Casualties	3	1	0	3	Red
ADF Non-Fatal Casualties	33	25	39	40	Amber

KPI 4 – High Risk Home Fire Safety Visits YTD April 23 – March 24



	High Risk	Medium Risk	Low Risk	YTD Total	RAG
Home Fire Safety Visits	669	594	556	1849	Red
	38%	32%	30%	N/A	Red

Priority 1 Description – Improving Fire Safety in the home

KPI 1 - Accidental Dwelling Fires (ADF)

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

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

KPI 2 - ADF Fatal Casualties

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

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

KPI 3 - ADF Non-Fatal Casualties

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

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

KPI 4 - High Risk Home Fire Safety Visits

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

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

What we aim to Achieve

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

Performance Management

There have been 222 ADF's during the reporting period of 2022-24, which is above the three-year average. We are therefore showing amber in relation to our annual target. The highest category of cause is cooking due to distraction in adults (18-64). From the 222 incidents attend, 108 didn't require intervention from SFRS, with only reassurance being provided.

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

There has been 3 ADF Fatal Casualties during the reporting period. We are therefore showing Red for in relation to our annual target. Within all three incidents, each property was fitted with a working smoke alarm and involved adults (18-64). Causes have been determined as accidental, 1 smoking related and 2 due to combustible articles too close to a heat source.

There have been 40 ADF Non-Fatal Casualties report, which is an increase of 6 above the three-year average. Analysis of these incidents has shown that main causes of ADFs were through human error relating to cooking and careless handling due to sleep or unconsciousness. From the 40 casualties reported, 1 required hospital treatment due to serious injury.

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

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

PRIORITY 2 – REDUCING DELIBERATE FIRES

KPI 5 – All - Deliberate Secondary Fires / Location

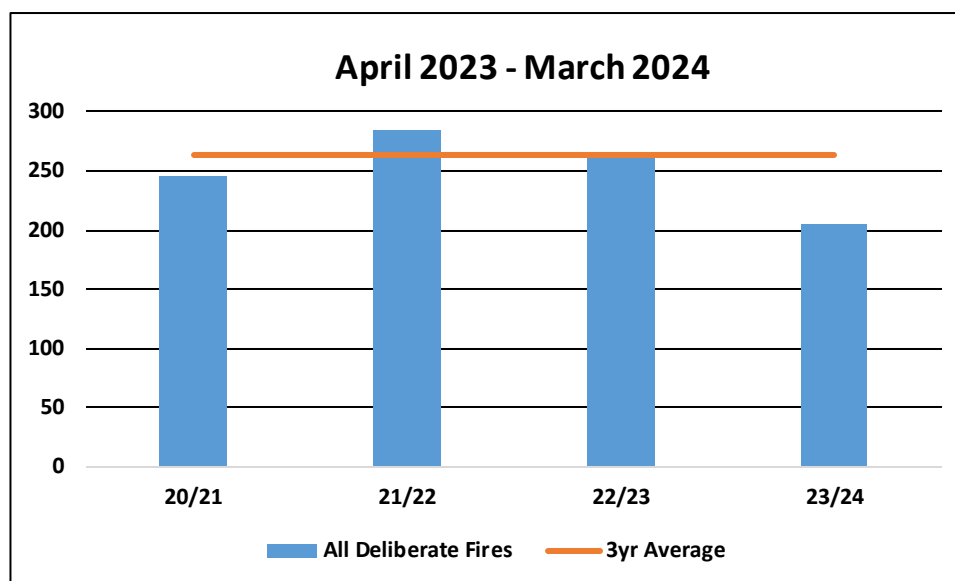


Table 3: Year to Date (April 23 to March 24) Performance

All Deliberate Secondary Fires	20/21	21/22	22/23	23/24	YTD
	246	284	261	205	Green

Area	20/21	21/22	22/23	23/24
Airyhall, Broomhill & Garthdee	6	28	10	8
Bridge of Don	11	7	13	6
Dyce, Bucksburn & Danestone	39	36	20	27
George St & Harbour	11	17	27	16
Hazlehead, Queens Cross & Countesswells	15	10	8	13
Hilton, Woodside & Stockethill	15	15	19	12
Kincorth, Nigg & Cove	14	63	52	38
Kingswells, Shedocksley & Summerhill	23	14	22	18
Lower Deeside	7	9	9	6
Midsocket & Rosemount	10	13	10	14
Northfield & Mastrick North	19	27	19	15
Tillydrone, Seaton & Old Aberdeen	12	21	28	17
Torry & Ferryhill	64	24	24	15

KPI 6 – All Deliberate Primary Fires / Location

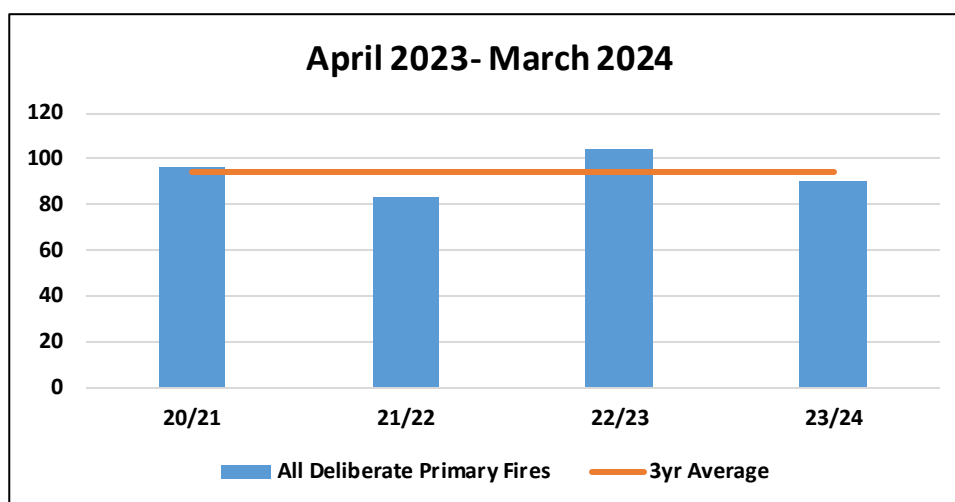


Table 4: Year to Date (April 23 to March 24) Performance

All Deliberate Primary Fires	20/21	21/22	22/23	23/24	RAG
	96	83	103	90	Green

Area	20/21	21/22	22/23	23/24
Airyhall, Broomhill & Garthdee	4	3	4	4
Bridge of Don	4	4	5	5
Dyce, Bucksburn & Danestone	14	14	9	12
George St & Harbour	10	9	10	11
Hazlehead, Queens Cross & Countesswells	12	7	3	2
Hilton, Woodside & Stockethill	5	11	9	1
Kincorth, Nigg & Cove	4	9	20	11
Kingswells, Sheddocksley & Summerhill	9	4	7	12
Lower Deeside	2	0	1	1
Midsocket & Rosemount	7	1	8	9
Northfield & Mastrick North	12	9	4	8
Tillydrone, Seaton & Old Aberdeen	8	6	12	7
Torry & Ferryhill	5	6	11	7

Priority 2 Description – Reducing Deliberate Fires

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

KPI 5 – Deliberate Secondary Fires

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

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

KPI 6 – Deliberate Primary Fires

These deliberate fires cover the following property types;

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

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

What we aim to Achieve

- Improved community safety and wellbeing
- Improved data analysis to ensure resources are directed to maximise community outcomes
- Protect Aberdeen's natural and built environment.

Performance Management

Deliberate secondary fire is showing a decrease compared to the three-year average and are below our area target of **266** with 205 incidents attended during this reporting period. SFRS and partners are committed to striving in the further reduction of deliberate secondary fires with this area. We will continue to work with our local schools and communities to educate our young people in the dangers associated with these types of incidents. Analysis of our incident data has indicated a notable shift from fire involving grasslands/wooded areas to outdoors structures (wheelie bins, small refuse/recycle containers). To address this trend, SFRS will work closely with our communities to provide advice and guidance to homeowners on the safe and responsible storage of refuse.

Deliberate Primary fires have seen a decrease compared to the three-year average and is 12 incidents below our area target of **102**. Analysis of our incident data has identified that highest activity type involved vehicle fire. We will actively work with our communities and Police Scotland in tackling anti-social behaviour associated with these types of incidents.

PRIORITY 3 – Improving Fire Safety in the Business Community

KPI 7 - Non-Domestic Building Fires

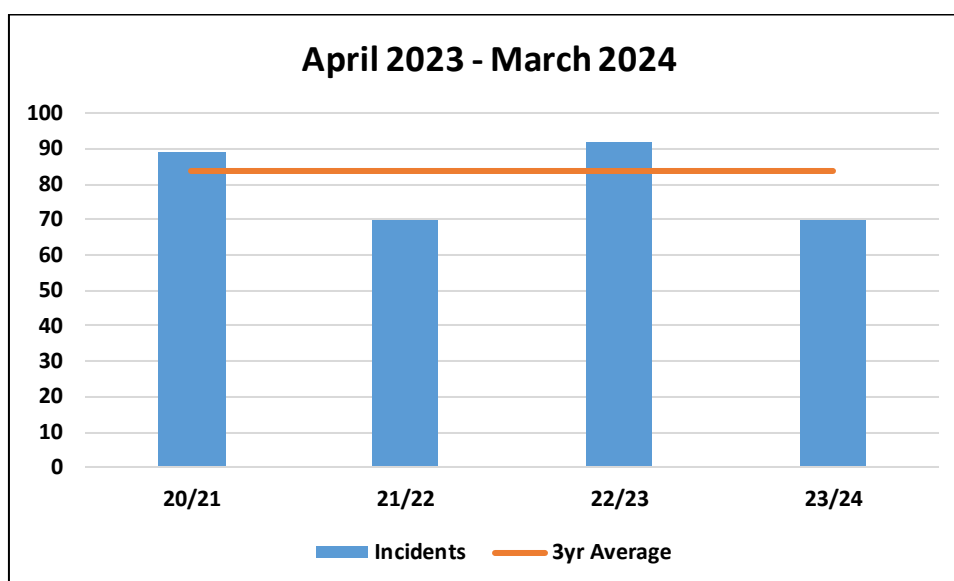


Table 4: Year to Date (April 23 to Sept 24) Performance

Non-Domestic Building Fires	20/21	21/22	22/23	23/24	RAG
	89	70	92	70	Green

Area	20/21	21/22	22/23	23/24
Airyhall, Broomhill & Garthdee	3	4	3	5
Bridge of Don	8	3	4	4
Dyce, Bucksburn & Danestone	12	8	8	7
George St & Harbour	13	14	15	14
Hazelhead, Queens Cross & Countesswells	2	3	5	3
Hilton, Woodside & Stockethill	0	0	6	0
Kincorth, Nigg & Cove	6	8	14	7
Kingswells, Shedocksley & Summerhill	7	2	1	2
Lower Deeside	3	2	1	2
Midstocket & Rosemount	13	14	20	13
Northfield & Mastrick North	6	2	3	1
Tillydrone, Seaton & Old Aberdeen	9	4	4	4
Torry & Ferryhill	7	6	6	8

KPI 8 - Legislative Fire Safety Audits

Table 5: Completed Audits

Premises Category	2020-21	2021-22	2022-23	2023-24
Care / Children's Homes	71	54	100	78
Houses in Multiple Occupation	68	38	138	134
Hotel	1	42	40	42
Hospital	16	14	15	14
Post Fire	13	19	26	33
Other, workplace	15	153	44	64
TOTAL	184	320	363	365

Priority 3 Description – Improving Fire Safety in the Business Community

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

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

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

PM 8 & 9 – Legislative Fire Safety Audits

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

What we aim to achieve

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

Performance Management

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

During the reporting period we were not able to achieve our target but did achieve 365 inspections of the 366 targets. Our dedicated team have work hard to return to normal inspections workplans post COVID to ensure that our local business owner are supported to ensure fire safety requirements are met.

PRIORITY 4 – Reducing Unwanted Fire Alarm Signals

KPI 10 – Number of UFAS Incidents

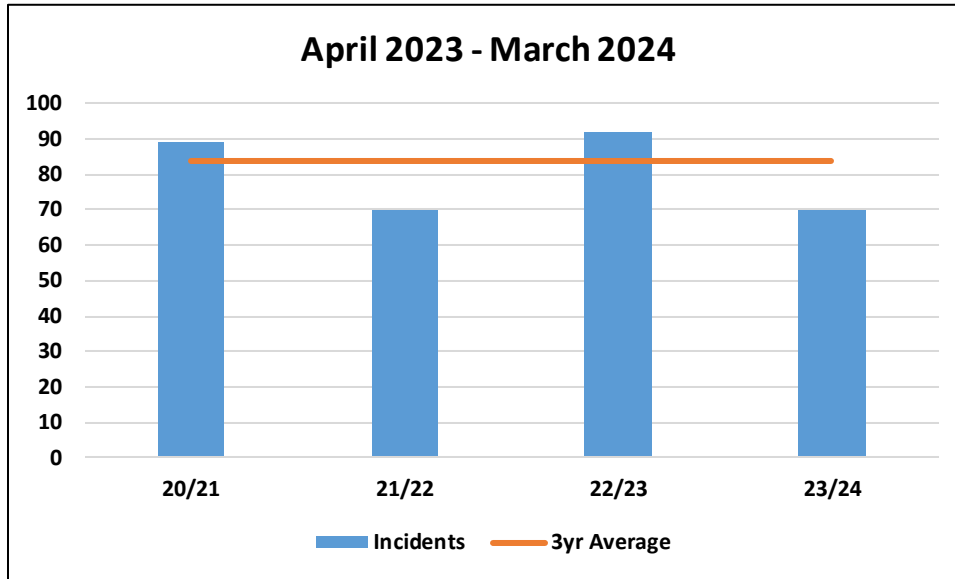


Table 6: Year to Date (April 23 – March 24) Performance

Unwanted Fire alarm signals	20/21	21/22	22/23	23/24	RAG
	1220	1345	1366	671	Green

Area	20/21	21/22	22/23	23/24
Airyhall, Broomhill & Garthdee	67	72	76	39
Bridge of Don	74	64	78	24
Dyce, Bucksburn & Danestone	147	169	197	53
George St & Harbour	178	207	210	102
Hazlehead, Queens Cross & Countesswells	43	54	92	39
Hilton, Woodside & Stockethill	7	14	3	7
Kincorth, Nigg & Cove	123	148	117	29
Kingswells, Sheddocksley & Summerhill	78	66	71	36
Lower Deeside	38	61	60	24
Midsocket & Rosemount	275	305	304	224
Northfield & Mastrick North	22	13	15	8
Tillydrone, Seaton & Old Aberdeen	48	68	51	17
Torry & Ferryhill	120	104	92	69

Priority 4 Description – reducing unwanted Fire alarm signals

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

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

KPI 10 – Unwanted Fire Alarm Signals (UFAS)

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

What we aim to Achieve

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

Performance Management

The table below lists the 5 property types that had persistent call-outs due to UFAS April 23 – March 24

Property Types	No. of UFAS
Hospitals	206
Student Halls of Residence	59
Sheltered Housing	55
Hotel/Motel	51
Office/Call Centre	49

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

During this reporting period we have seen a decrease compared to the three-year average and this is reflected by the Green RAG status. It should be noted that as of the 1st July 2023 SFRS implemented our new [UFAS response model](#) to attendance at UFAS incidents. This approach has seen a significant reduction in UFAS incidents. We are continuing to work closely with business and premises owners in preparation of these changes.

PRIORITY 5 – Effective Risk Management and Operational Preparedness

PM 11 – Operational Intelligence

Table 7: Year to Date Performance

Operational Intelligence Visits	Q1	Q2	Q3	Q4	RAG	Annual Target
	109	110	116	100	GREEN	420

PM 12 – high Rise Operational Assurance Visits

Table 8: Year to Date Performance

Multi-Storey Operational Assurance Visits	Q1	Q2	Q3	Q4	RAG	Annual Target
	70	70	61	65	AMBER	280

PM 13 – Staff Competence

Table 9

	Total	Competent	Development	Development Stage		
				Red	Amber	Green
Firefighter	111	71	40	12	16	12
Crew Commander	38	26	12			
Watch Commander	16	13	3			
Senior Manager	6	6	0			

PM 14 – Appliance/Resource Availability

Table 10: Year to Date Performance

	Q1	Q2	Q3	Q4	RAG	Annual Target
On-Call Duty System	89.49	81.63	72.08	92.22	83.85%	80%

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

Priority 4 Description – Effective Risk Management and Operational Preparedness

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

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

KPI 11 – Operational Intelligence

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

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

KPI 12 – High Rise Operational Assurance Visits

Each identified high rise premises in Aberdeen City should receive a quarterly inspection.

As a performance target we aim to inspect 70 residential high rise premises every quarter.

KPI 13 – Staff Competence

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

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

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

KPI 14 – Appliance/Resource Availability

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

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

What we aim to Achieve

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

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

Performance Management

Operational Intelligence (OI): During the reporting period of 2023/24, significant work has been undertaken to improve our OI processes to ensure sustainability and effectiveness. This work has demonstrated a welcome increase in the quality and quantity of inspections being achieved across Aberdeen City, therefore were showing Green in achieving our annual target.

Multi-Storey Operational Assurance Visits are below our annual target. Management teams are working to resolve this to ensure visits are conducted at regular intervals throughout the reporting year.

Staff competence are on track with continued support from the local and national training teams. We have seen a welcome increase of on-call personnel within our Dyce Fire Station, which can be problematic due to the nature of the on-call duty pattern. This increase has seen an improved picture in relation to appliance availability as we moved into quarter four.

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	30 May 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Protective Services Food Regulatory Service Plan 2024/2025
REPORT NUMBER	CORS/24/156
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Alan Thomson/Vikki Cuthbert
REPORT AUTHOR	Andrea Carson
TERMS OF REFERENCE	1.1.2 and 1.1.5

1. PURPOSE OF REPORT

- 1.1 The Food Law Code of Practice (Scotland) 2019 requires Local Authorities to prepare an annual Service Plan which details the intended activity of the Service based on the resources allocated and this plan must be approved by Committee.

2. RECOMMENDATION(S)

That the Committee: -

- 2.1 Approves the Protective Services Food Regulatory Service Plan 2024/2025 as detailed in Appendix A.
- 2.2 Notes the review of performance against the Protective Services Food Regulatory Service Plan 2023/2024 contained within Appendix 2 of the Service Plan 2024/2025.

3. CURRENT SITUATION

- 3.1 Food enforcement services provided by Aberdeen City Council are located in Protective Services, a city-wide service within Governance. The majority of food enforcement work takes place within the Commercial Section of this Service. Officers are also involved in the enforcement of health and safety, port health, licensing and animal health & welfare.
- 3.2 Routine service delivery has resumed following a period of disruption during the Covid 19 Pandemic which included a relaxation of the Food Law Intervention (Inspection) Program granted by Scottish Ministers. There is however still a significant backlog of interventions which is being exacerbated by a national

shortage of suitably qualified officers to carry out this work. Interventions will continue to be prioritised in accordance with the available staff resource. Those interventions in higher priority/risk groups will be addressed first, along with those where valid complaints have been received by the Service.

- 3.3 Local authorities are required by the 'Food Law Code of Practice' to prepare a Service Plan and review their performance against it on an annual basis.
- 3.4 Food Standards Scotland (FSS) sees the Service Plan as an important part of the process to ensure national priorities and standards of food enforcement are addressed and delivered locally. Service plans also:
 - a. Focus debates on key delivery issues.
 - b. Provide an essential link with financial planning.
 - c. Set objectives for the future, and identify major issues that cross service boundaries; and
 - d. Provide a means of managing performance and making performance comparisons.
- 3.5 FSS suggests a common format for Food Regulatory Service Plans to assist local authorities in performance reviews under the Best Value regime.
- 3.6 The power to set standards, monitor and audit the performance of enforcement authorities was conferred on FSS by Sections 3 and 25 of the Food (Scotland) Act 2015 and Regulation 7 of the Official Feed and Food Controls (Scotland) Regulations 2009. FSS has established external audit arrangements intended to ensure competent authorities are providing an effective and consistent service for the delivery of official controls and are meeting the general criteria laid out in Regulation (EU) 2017/625 of the European Parliament and of the Council of 15 March 2017.
- 3.7 FSS has powers, following consultation with Ministers, to issue a Direction to a local authority requiring it to take specified steps to comply with the Code of Practice issued. Directions are enforceable through Court of Session Orders.

4. FINANCIAL IMPLICATIONS

- 4.1 Currently the service as proposed within the Regulatory Service Plan can be provided within the existing budget.

5. LEGAL IMPLICATIONS

- 5.1 The ongoing implications of the UK leaving the EU in relation to the Regulatory Service Plan are still uncertain and impact on future delivery could be significant. This is particularly the case in relation to the import of food. Until there is more clarity on the planned arrangements, it is not possible to quantify the impact on the Service. There is the potential for resource to be diverted away from service delivery to enable appropriate systems and controls to be implemented.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

The assessment of risk contained in the table below is considered to be consistent with the Councils Risk Appetite Statement

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) <small>*taking into account controls/control actions</small>	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Unable to deliver service due to acute disruptive events	Business continuity plans in place to continue key service provision	L	Yes
Compliance	ACC is bound by statute to deliver a food law enforcement service, including the provision of a service plan. FSS may, after consulting with Scottish Ministers, direct a Food Authority requiring it to take any specified steps to comply with the requirements of food law	Deliver a food law enforcement service, including the provision of a Service Plan.	L	Yes

	<p>or Food Law Code of Practice (Scotland)</p> <p>Due to resource shortages it is not possible to fulfil all the requirements of the Code of Practice</p>	<p>Interventions are planned in accordance with available staffing resource. Those higher priority/risk groups will be addressed first, along with those where valid complaints have been received by the Service</p>		
Operational	<p>Qualified officers not available to carry out interventions</p>	<p>Only qualified officers undertake regulatory duties. Risk prioritisation of interventions when insufficient officers available. Appropriate training, needs identified through CR+D ,121 discussions, effective management of staff workloads, achievable targets within the Service Plan</p>	M	Yes
Financial	<p>Failure to produce and deliver a service plan could contribute to default powers being exercised and the associated costs.</p>	<p>Produce and deliver against the Service Plan.</p>	L	Yes

	FSS may, after consulting with Scottish Ministers, direct a Food Authority requiring it to take any specified steps to comply with the requirements of food law or Food Law Code of Practice (Scotland). FSS may recover any reasonable expenses incurred by them from the defaulting local authority.			
Reputational	Failure to produce and deliver a Service Plan could contribute to default powers being exercised and the associated reputational damage.	Produce and deliver against the Service Plan.	L	Yes
Environment / Climate	No significant risks identified			

8. OUTCOMES

The proposals in this report have a positive impact on the Council's Delivery Plan.

Aberdeen City Local Outcome Improvement Plan	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	<p>The proposals within this report support the delivery of the following aspects of the policy statement:</p> <p>A Prosperous City, delivering a interventions programme that assists stimulate sustainable economic development in the food business sector</p>
Prosperous Economy Stretch Outcomes	<p>The proposals in this report support the delivery of LOIP Stretch Outcome 2- . Working towards 74% employment rate for Aberdeen City by 2026</p> <p>Conducting an interventions programme and providing advice and support to people starting up new food related businesses will assist them to comply with the relevant legislation. This reduces the risk to them as individuals of criminal proceedings and/or litigation and secures public protection. New business start-ups are beneficial to the economy as a whole.</p>

Regional and City Strategies	<p>The proposals within this report support the Regional Economic Strategy by assisting local businesses to thrive and prosper by providing advice to ensure compliance with relevant legislation. Assistance is also provided by the Service in the form of certification to ensure that businesses can trade globally.</p>
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9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	New Integrated Impact Assessment has been completed.
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

10.1 Food Law Code of Practice (Scotland) 2019

11. APPENDICES

11.1 **Appendix A:** Protective Services Food Regulatory Service Plan 2024/2025

12. REPORT AUTHOR CONTACT DETAILS

Name	Andrea Carson
Title	Principal Environmental Health Officer
Email Address	acarson@aberdeencity.gov.uk
Tel	01224 045027

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Appendix A

ABERDEEN CITY COUNCIL

PROTECTIVE SERVICES
FOOD REGULATORY SERVICE PLAN

2024/2025

Introduction

Definition of the Statutory Food Regulatory Function

In January 2006 European Legislation came into force which applied directly to food businesses in the UK and The Food Hygiene (Scotland) Regulations 2006 provided the framework for the EU legislation to be enforced in Scotland.

The United Kingdom (UK) left the European Union on 31 January 2020 and in accordance with the Withdrawal Agreement, the UK is now officially a third country to the EU. EU Food Law has become part of the legal framework and is referred to as assimilated EU Law.

The principal objective of the general and specific hygiene rules is to ensure a high level of consumer protection with regard to food safety.

An integrated approach is necessary to ensure food safety from the place of primary production up to and including placing the items on the market.

The legislation falls into two broad areas of 'Food Standards' and 'Food Safety'.

Food Standards relates to issues of description, labelling and composition of food. This legislation is aimed at ensuring that consumers are not misled and can make informed choices founded on basic information contained in labelling or advertisements about the type and composition of food for sale.

Food Safety relates to the safety of food supplied for human consumption at all points after harvesting/slaughter. The term applies both to the condition of the food itself and to the conditions under which it is handled prior to consumption. Local Authorities have a statutory role in the enforcement of legislation that is intended to ensure the hygienic handling of food and the safety of the final product in terms of its wholesomeness and fitness for consumption.

Food safety and food standards are addressed by means of a single Food Law Intervention, introduced in July 2019.

The term 'enforcement' is not restricted to the use of legal sanctions to achieve the aims of the legislation. 'Enforcement' is also taken to include:

1. The provision of advice about the application and interpretation of legislation.
2. The provision of advice about best practice.
3. Encouragement of food businesses to achieve compliance and adopt good practice through awareness raising promotion, education and provision of feedback.
4. Raising the awareness of consumers about safe food handling practices and about how to interpret labelling and descriptions of food in order to make informed choices.
5. Partnership arrangements with the business and voluntary sectors and other agencies.

Formal enforcement options include:

1. The use of enforcement notice procedures to require improvements to safety controls or prohibit or limit any dangerous operations.
2. The power to seize or detain unfit food.
3. In certain cases, the regulation of activities through a system of prior approval.
4. Reporting matters to the Procurator Fiscal with a view to instigating prosecution.

The circumstances under which these options are judged appropriate are set out in the Food Safety Enforcement Policy.

The actions associated with enforcement are concerned with the monitoring of food law performance through the following:

1. Intervention and audit of food handling and manufacturing operations and processes.
2. Investigation of consumer complaints.
3. Sampling of food.
4. Investigation of issues passed on by other food authorities or Food Standards Scotland (FSS).
5. Investigation of cases of food-borne disease.
6. Review of guidance issued to businesses in the light of technical or legislative developments.

The term *food business* used in this report includes food provided by the voluntary sector, public sector and non-profit making organisations.

The Council also offers a service providing export certification for food manufactured or processed in the City in appropriate cases.

Key Partnership Agencies

FSS oversee the enforcement process relating to food law in order to ensure that good practice is promoted and employed consistently between authorities. FSS also has powers to direct food authorities in the conduct of enforcement activities and to implement ministerial directives. One major area of joint involvement with food authorities is in the co-ordination and dissemination of 'Alerts' and similar notices. These are divided into four categories:

1. Food Alerts For Action (FAFAs)
2. Product Withdrawal Information Notices (PWINs)
3. Product Recall Information Notices (PRINs)
4. Allergy Alerts

FSS issues a 'Product Withdrawal Information Notice' or a 'Product Recall Information Notice' to let local authorities and consumers know about problems associated with food and are issued where a solution to the problem has been put in place – e.g., the product has been, or is being, withdrawn from sale or recalled from consumers.

Allergy Alerts are issued when an issue is identified that poses a risk to consumers with a specific allergy or intolerance.

'Food Alerts for Action' provide local authorities with details of specific action to be taken on behalf of consumers and are often issued in conjunction with a product withdrawal or recall by a manufacturer, retailer or distributor.

These warnings are issued to Food Authorities via e-mail.

FSS is responsible for the enforcement of food safety regulations at approved abattoirs, meat cutting establishments and catering butchers. Local authorities are generally responsible for all other aspects of food law enforcement in Scotland. NHS Grampian and the Local Authorities within Grampian have a responsibility for the prevention and control of infectious disease including food borne disease. A local Infectious Disease Incident Plan has been produced and outlines in detail the roles and responsibilities shared by the various organisations included within the plan; this is reviewed periodically. NHS Grampian provides a designated medical officer (Consultant in Public Health Medicine (Communicable Disease/Environmental Health)) to the Local Authority and has powers to exclude individuals, who present a public health risk, from work or school.

1. Service Aims and Objectives

1.1 Aims and Objectives

The aim of the Food Service is to protect public health, consumer interests and consumer confidence with respect to the safety, composition, description and labelling of food. This aim is pursued through a mix of interventions that include:

- a) Intervention, partial intervention, audit; both programmed preventative visits and visits in response to complaints and enquires.
- b) Verification, to ensure specified requirements have been fulfilled at establishments
- c) Education, which includes advice given during interventions as well as the provision of education, training and the general promotion of food safety and food standards issues.
- d) Intelligence, which includes the gathering of information through food sampling, monitoring technological/legislative changes and inter-authority/ agency communication.

The main objectives of these enforcement approaches are:

- Improvement in hygiene practices and standards within food business establishments.
- The prevention of the causes and spread of food-borne disease.
- The removal of unsafe food from the food chain.
- The prevention of illegal and unfair trading practices.

A set of written procedures is in place detailing the way in which the Service is provided. These procedures are reviewed and updated as necessary.

The Service has seen a significant increase in the number of new businesses registering over the last few years and has been assisting them and ensuring they have the necessary information to allow them to trade safely.

The full scope of the service provided is set out in Section 2.3.

1.2 Linkage to Corporate Aims and Objectives

The Service has a flexible, skilled and motivated workforce who make best use of the financial resources available, delivering improvement in the specific service priorities in the most cost-effective manner. The Service is provided via a hybrid model of working between home and office.

1.3 Links to Community Planning Aberdeen– Local Outcome Improvement Plan 2016-26

This Food Regulatory Service Plan contributes to helping all people, families, businesses and communities to do well, succeed and flourish. In addition, it supports internationalisation by assisting businesses that export food from the City allowing them to benefit from international trade and investment opportunities.

Furthermore, the Plan helps to ensure that Aberdeen is a place where everyone feels safe by regulating businesses that produce food.

People who are adequately protected from threats to their health, safety, mental and economic wellbeing are more likely to prosper than those who are not.

2. Background

2.1 Profile of the Local Authority

Aberdeen City Council is an urban port authority with a population of approximately 227,500. The City is the main port for the oil industry within Europe and retains a significant, if diminishing, fishing industry.

A moderate fish processing business sector exists, however the authority is no longer served by a fish auction market. There is also a meat products factory within the City. Additionally, the City has a diverse catering sector producing a wide range of traditional and ethnic meals, the majority of which are contained within the city centre area. The City also has a thriving airport and seaport. The new South Harbour is now operational and several large cruise ships are expected throughout the year.

2.2 Organisational Structure

The Food Regulatory Service

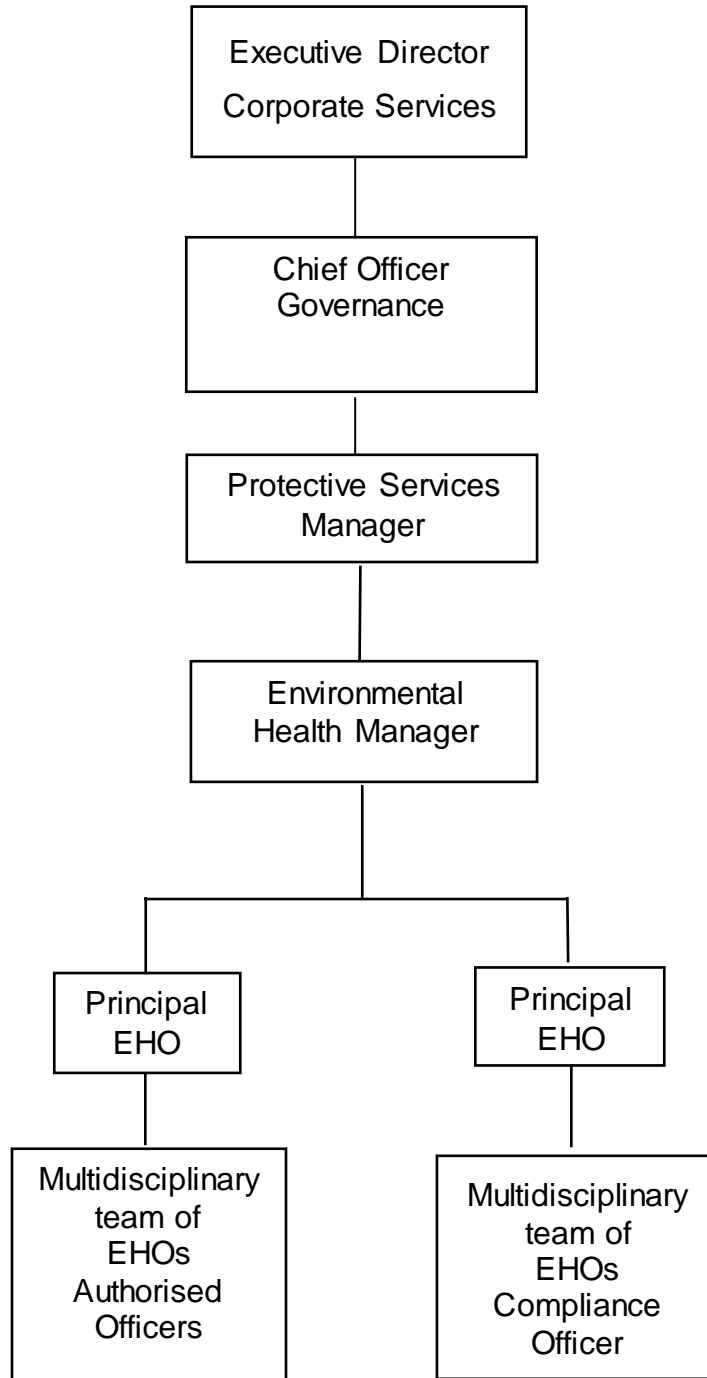
The food regulatory service is provided from within the Environmental Health Commercial Section of Protective Services within Corporate Governance by authorised officers that includes Environmental Health Officers, an Authorised Officer and a Compliance Officer.

There are currently two Trainee Authorised Officers in the team who are due to qualify in October 2024. The Service is looking to recruit another trainee Authorised Officer in the Summer of 2024.

The Service established the permanent post of Compliance Officer, to assist the team in service delivery of statutory duties that do not necessitate the need for an Environmental Health Officer (EHO)/Authorised Officer (AO).

Officers are also involved in the enforcement of health and safety, port health and animal health & welfare. The section also has responsibility for liaison with the Licensing Board and Licensing Committee and for liaison over building warrant applications with a view to providing advice on environmental health issues.

The Service structure is detailed below:



2.3 Committee Structure

Food related matters are currently reported to the following Committees:

Communities Housing and Public Protection

2.4 Scope of the Food Service

The authority has a responsibility for the provision of food law enforcement protection services covering approximately 2800 food businesses. Table 1 illustrates the number and type of food businesses within Aberdeen City.

It is not possible to predict accurately the number of food businesses that will be operating within the City during 2023/2024 however considering the figures for the last few years it can be assumed that there will be a slight increase in the number of caterers during the year.

Table 1: Number and Type of Food Businesses within Aberdeen City

Food business Type	Establishments
	1 April 2024
Primary Producers	7
Manufacturers & Packers	42
Importers/Exporters	2
Distributors/Transporters	40
Retailers	689
Restaurant & Caterers	1983
Fishing Vessels	7
Total	2770

The principal responsibility is the intervention and audit of these establishments, however there is also responsibility to investigate food complaints relating to the safety or standards of food sold from these establishments. This includes a responsibility to investigate, where appropriate, on behalf of other enforcement agencies under the Home Authority Principle.

Officers in the Service are multifunctional and deal with matters relating to Food, Health and Safety, Licensing, Port Health and Animal Health and Welfare.

The Authority also has responsibility for co-ordinating a monitoring and surveillance programme for foods produced in the area and the Council's Aberdeen Scientific Services, based at the Hutton Institute, provide Public Analyst services related to food analysis and examination.

2.4 Demands on the Food Service

2.4.1 General

There has been disruption to service delivery over the last few years and following a period of recovery the Service is gradually returning to normal, albeit constrained by the availability of qualified officers.

The Service is addressing this shortfall through a training program. This involves recruitment of trainees, who undertake practical training, in the Service, to develop skills and knowledge and prepare to undertake final examinations required to meet the professional qualification requirements and be eligible to become an Authorised Officer.

2.4.2 Food Establishment Profile

The number of approved fish processing establishments is a particular feature of demand in the area. In addition, requests for export certificates for fishery products are a complementary aspect of the overall international trade in fish and fish products. The City also contains a high concentration of large 'superstore' retail outlets which serve a significant number of consumers beyond the Aberdeen City boundary.

The City has a comparatively small number of major manufacturers outside the fish processing sector.

All local authorities have responsibility for imported food controls to ensure that imported food is safe and complies with EU and UK requirements. Significant amounts of food of non-animal origin will not have been physically checked at ports of entry and products of animal origin may be illegally imported. Additional import controls have been introduced in the UK this year. Resources will continue to be allocated to this area during routine interventions.

2.4.3 Approved Establishments

Establishments producing products of animal origin must adhere to specific health rules and require approval under specialist legislation.

Currently there are 29 approved establishments in the City. These are categorised as follows:

Fishery products	24	establishments
Meat products	2	establishments
Cold Stores	3	establishments

The Service will continue to implement Official Control Verification(OCV) undertaking an enhanced approach to the inspection and auditing of approved establishments and other manufacturers. This enhanced approach provides greater scrutiny and therefore an increased level of assurance in establishments to produce safe food. This has been identified as a crucial piece of work to support businesses retaining access to export markets especially

those in the EU. This approach will continue in the year 2024/2025 and will require resource to be redirected from lower risk activities.

2.4.4 Export Health Certificates

An Export Health Certificate (EHC) is required for all consignments of Products of Animal Origin, (for Aberdeen based businesses, primarily fish and fishery products) being exported from the UK, except for direct landings of product from UK registered fishing vessels to EU ports.

EHCs provide assurances regarding the health and hygiene standards of products for export and were previously only required for UK exports to third countries. There is no statutory requirement to provide these certificates however businesses are unable to trade without them. Certificates can only be signed by suitably qualified enforcement officers, or appropriately authorised veterinarians.

Demand for EHCs fluctuates, approximately 75 are issued per annum and includes certificates for products being exported to EU and non-EU Countries. Depending on the number of requests resources may have to be directed from elsewhere.

2.4.5 Primary Production

Regulation EC 852/2004 on the Hygiene of Foodstuffs applies to primary producers of food and is executed and enforced in Scotland by the Food Hygiene (Scotland) Regulations 2006. Primary production is the rearing or growing of primary products including harvesting, fishing, milking and farmed animal production prior to slaughter.

The frequency of primary production food hygiene inspections undertaken is determined by risk assessment as described in Annex 10 of The Food Law Code of Practice (Scotland). Membership of a recognised farm assured scheme is factored into the risk assessment as it may help the business to comply with hygiene requirements.

The primary production enforcement regime applies only to land based agricultural activities; arable, horticulture and livestock including farmed game. It does not include dairy, egg, fish or shellfish production. Due to the small number of these establishments in the Aberdeen area very few require to be inspected annually.

2.4.6 Service delivery points

Officers continue to work to a hybrid model using both home and the office as bases. Businesses and the public can make contact via email or telephone and these are the most favoured routes rather than direct face to face contact in the Council Offices. The general philosophy is that the service is taken to the client in relation to intervention of businesses or public contact.

The Service can be accessed between the hours of 8:30am and 5:00pm Monday to Friday. Telephone calls made outside these hours are dealt with by the Contact Centre. At weekends and evenings an Environmental Health duty officer is on standby for emergencies. There is also provision for some 'charged for' non-emergency visits to be conducted out of hours (Export Certification and Ship Sanitation Certificates). The Service can also be reached at any time via e-mail, although e-mails will only normally be accessed, by officers, during office working hours.

2.4.7 Enforcement Policy

The Food Safety Enforcement Policy was last reviewed in 2013 to take account of legislative changes and will be refreshed in 2024/25.

3. Service Delivery

3.1 Food Establishment Interventions

The requirement to conduct periodic inspections of food business establishments using a risk-based approach is derived from EC Regulations, Regulation EU 2017/625 and the Food Law Code of Practice in respect of legislation relating to Scotland.

Standards of food hygiene and safety for businesses in the European Community are set out in EC Regulation 852/2004 on the Hygiene of Foodstuffs. These contain both structural and operational requirements that apply to all food businesses. Additional requirements for food businesses that must obtain approval in relation to the production of products of animal origin are contained in EC Regulation 853/2004, and microbiological requirements for foods are contained in Commission Regulation EC 2073/2005.

A Code of Practice issued under Section 40 of the Food Safety Act 1990, Regulation 24 of the Food Hygiene (Scotland) Regulations 2006 and Regulation 6 of the Official Feed and Food Controls (Scotland) Regulations 2009, together with associated practice guidance and industry guides assist enforcement authorities in performing their duties. The Food Law Code of Practice (Scotland) was revised in 2019 and is currently being reviewed.

Interventions

Interventions are defined within the Code of Practice as activities that are designed to monitor, support and increase food law compliance within a food establishment. They include, but are not restricted to official controls, which are defined at Article 2(1) of Regulation EU 2017/625 of the European Parliament and of the Council of 15 March 2017.

Methods for carrying out tasks described as official controls are specified in Article 14 of Regulation 2017/625 of the European Parliament and of the Council of 15 March 2017.

These include: -

- Monitoring,
- Surveillance,
- Verification
- Audit,
- Inspection
- Sampling and Analyses

Non-official controls are: -

- Education, advice and coaching
- Information and intelligence gathering

The majority of official controls are undertaken unannounced. However, in some circumstances an appointment may be necessary. For example, if the business is a domestic establishment or successive attempts to gain access have been unsuccessful.

3.1.1 Frequency of Interventions

The Food Law Rating Scheme has inspection frequencies ranging from one month to three years; depending on levels of compliance and business type. Resources will continue to be focused and prioritised on dealing with high-risk businesses.

Interventions will take place at a minimum frequency determined by an interventions risk rating assigned at the last inspection/intervention (where resources allow). This date can be bought forward if a problem has been identified (e.g. through a complaint investigation, notification of an issue from another authority, poor sampling result etc.). Where increased risk is identified the intervention rating may be reconsidered along with the appropriateness of the next planned intervention.

Interventions are planned so that they are carried out by the due date.

The number of inspections is currently anticipated to be as per table 2 below. This figure will be subject to in year changes as a result of inspections being due more than once in a year; new businesses starting operations and other businesses ceasing operations. It is anticipated that a significant number of premises, estimated around 20 %, will require one or more revisits following the initial intervention under the current rating scheme.

Table 2: Predicted Number of Inspections 1st April 24- 31st March 2025

Food Business Group	Number of Premises per Group	Multiplier to account for Inspections due more than once per year	Anticipated number of Inspections due
Group1 unrated	1	none	1
Group 1A	4	none	4
Group 1 B	8	none	8
Group 1 C	9	Due every 6 months (x2)	18
Group 1D	2	Due every 3 months(x4)	8
Group 2D	24	Due every 3 months (x4)	96
Group 2E	3	Due every 1 month (x12)	36
Group 3D	1	Due every 3 months(x4)	4
Totals	52		175

The Service aims to prioritise interventions in high risk establishments. This will include all new Group 1, current Group 1, Group 2E, Group 2D, Group 3D and Group 3E. In addition to this unrated Group 2 establishments (new businesses) and a proportion of Group 2C premises will also be inspected when resources allow. Details about the businesses that fall into each category are contained in Appendix 1.

However officers may be diverted to deal with issues of greater public health significance as required.

Lower risk food law interventions in Groups 2 and 3 (see Appendix 1) will be carried out when competing service demands allow. Businesses in this category are regarded as demonstrating broad compliance with food law and have therefore not been included in the programme for this year. A proportion of Group 3A establishments will be assessed by alternative means where there is minimal inherent risk and will not be inspected unless intelligence or a justified complaint is received which suggests that the nature of the activities may have changed.

3.1.2 New Businesses

On receipt of a Food Business Registration Form a new record will be created for the business and the business will be allocated a business Group. Each month the list of unrated Group 2 businesses will be assessed, and a proportion of those will be added to the monthly inspection programme, dependant on risk, where capacity allows. Those businesses deemed higher risk will be added to the programme first irrespective of when they registered.

3.1.3 EU Exit Inspection of Fishing Vessels

In addition to the routine food law inspections and OCV visits that require to be undertaken all fishing vessels that are registered with the Authority also must be regularly inspected to allow them to continue to supply fish that is exported to the EU. As a City Authority we have fewer than 10 vessels registered, and an arrangement was made with colleagues in Aberdeenshire to undertake this work on our behalf.

3.1.4 Inspection of Approved Premises

The inspection regime for approved premises is covered by OCV Guidance.

The objective of the guidance is to provide a framework to ensure a methodical and consistent approach that meets the legislative requirements and secures a high level of public health protection and protects the reputation of Scottish food businesses.

This method differs from traditional inspections, where a suite of visits looking at different aspects of the operation comprises the inspection, rather than an individual inspection. OCV is an elevated level of intervention requiring an increase in officer hours and dedicated resources throughout the year. The OCV process provides assurance to other countries receiving exported Scottish products that there has been a high level of scrutiny and that products are compliant with all relevant food law. It also allows officers to issue Export Health Certificates (EHCs) and Support Attestations with confidence. Support Attestations provide the necessary sanitary assurances to other Authorities who are completing EHCs for product not produced in their area.

3.2 Food Complaints/Service Requests (Including complaints about hygiene of premises)

The trend over recent years has been for a decrease in the number of food related complaints received. Recently more complaints have been reported concerning businesses trading through online platforms and it can be challenging to ascertain if these businesses are based within the City. This issue had been raised both nationally and with Food Standards Scotland. Based on previous years it is anticipated that there will be in the region of 225 complaints about food or hygiene of premises in the next 12 months.

Food complaints/service requests are evaluated on receipt by a Duty Officer. The decision-making process for action on a given complaint is informed by the documented food complaints procedure of the Commercial Section and the Service's Food Safety Enforcement Policy. Handling food complaints is a resource intensive process and action in relation to individual complaints will be proportionate to risk. Complainants are informed of the proposed course of action and of the progress and outcome of their complaint. Procedures for dealing with service requests have been reviewed to ensure that resources are directed to those requests of significant public health concern.

3.3 Home Authority Principle and Primary Authority Scheme

The Service procedures fully acknowledge the Home Authority Principle and Primary Authority Scheme. In cases where a designated home authority exists, they will be contacted prior to taking formal enforcement action to assess best enforcement practice in relation to the issue at hand.

From April 2009, Food Authorities in England had the choice to become the Primary Authority for a food business operator that has establishments in more than one Local Authority area. The current Primary Authority scheme does not apply to Scotland and Scottish Authorities have been advised to treat Primary Authorities as if they were the “Home Authority”. The Regulatory Reform (Scotland) Act 2014 created a framework for a separate primary authority scheme in Scotland, but this has not been implemented.

Home Authorities are also informed of food complaints both as an aid to Aberdeen City’s enforcement assessment and to ensure that the relevant home authorities are able to gain the fullest picture of the food safety/standards performance of their partner businesses.

The Service procedures also acknowledge the duty of Aberdeen City Council to respond to requests for an originating authority report from any food authority whose investigations have led to a point where a manufacturer or supplier within Aberdeen requires to be included in the overall investigation.

Aberdeen City Council is not formally registered as a home authority for any of the businesses producing food within in its area. However, the City Council acts as originating authority for any such businesses. The current policy is to investigate all Home/Oriinating Authority referrals thoroughly to fully meet the requirements of the referring authority. On average this authority receives fewer than 5 such referrals per year and so this is not particularly demanding of resources. This level of service will be maintained.

3.4 Advice to Businesses

The Service provides advice to both consumers and potential business start-ups as well as guidance when significant refurbishment is being considered. There continues to be a year on year increase in the number of new businesses trading in the City. Support, information, and advice is offered to these new traders in relation to food safety controls and it is expected that this demand will continue. A small fee for this service is payable where a site visit is requested to assess an establishment prior to operation or extensive research is required before responding to queries.

Over the past few years, the number of enquiries from businesses and the public relating to food safety matters has fluctuated. The service can expect to receive approximately 100 enquiries in the forthcoming year.

However, the bulk of additional advisory work is conducted during interventions and visits.

3.5 Food Intervention and Sampling

This Service actively participates in a food sampling programme which is coordinated by Aberdeen Scientific Services. This involves taking routine surveillance samples as well as participating in both national and regional surveys. The number of samples planned this year will be in the region of 200. Capacity for sampling will be reviewed on a monthly basis and will be programmed accordingly depending on available resources.

Programmed sampling does not include formal sampling, which is required where formal enforcement action is anticipated, and is usually in response to prior intelligence – e.g., from investigation of a complaint, or failure of an informal sample taken by an enforcement officer. It is estimated that there will be less than 10 samples which fall into this category during the year

To deliver increased efficiencies, assistance with sample procurement is being provided by the Compliance Officer. This frees up enforcement officers and affords them time to concentrate on other areas of work.

The Council provides food analytical services and microbiological examination services through Aberdeen Scientific Services, which is accredited to all the necessary standards. Aberdeen Scientific Services also acts as the Council's Appointed Food Examiner and Public Analyst. This Service has a Service Level Agreement with this organisation to perform analysis of the bulk of food samples. From time to time, other appropriately accredited laboratories may conduct specific analyses.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

The food regulatory service has a number of officers appropriately trained to deal with potential or actual cases or outbreaks of food poisoning and food borne disease. The Service has adopted the Health Board's Infectious Disease Incident Plan. Where issues of public health dictate, officers will be diverted from proactive intervention and sampling work and from lower priority response work.

The current Joint Health Protection Plan details the arrangements for dealing with future pandemics or other similar incidents. It is difficult to predict in advance how much resource would be required; that would be assessed on a case-by-case basis.

The Service has out-of-hours arrangements via a 'duty officer' stand-by system. The Service also holds a list of out of hours contact details for its food enforcement officers, which can be used in situations where there is a serious threat to public health requiring an immediate response.

The food regulatory service currently conducts field investigations of food related infectious disease in all cases where it is judged by officers from Environmental Health or the Health Board's designated Consultant in Public Health Medicine that a particular food establishment is implicated. In addition,

approximately 65 alleged cases of food poisoning are reported to the Service every year by consumers, but not all warrant detailed investigation.

The Service has previously investigated sporadic cases confirmed as suffering from food borne diseases such as salmonella and dysentery where no particular food establishments are implicated. This work has been undertaken over the last couple of years by the Health Protection Officers at Grampian Health Board but may revert to the Service in future.

3.7 Food Law Incidents

The Food Regulatory Service is advised of FAFAs, Allergy Alerts, Product Withdrawal and Product Recall Information Notices via e mail; out-of-hours contact arrangements are registered with FSS.

All service procedures for dealing with food hazards occurring within the authority are in line with the guidance contained in The Food Law Code of Practice (Scotland) and the associated Practice Guidance- which sets out the protocols for advising FSS and other authorities as circumstances dictate. Availability of officers in emergency situations is as described in section 3.6 above.

3.8 Liaison with Other Bodies

The principal vehicle for inter-authority liaison is the North of Scotland Food Liaison Group on which the authority is represented by the Principal EHO (Lead Food Officer) who is the chairperson. The Principal EHO (Lead Food Officer) also represents the North of Scotland on the Scottish Food Enforcement Liaison Committee (SFELC) which meets quarterly.

The authority is represented by the Principal EHO (Lead Food Officer) at the monthly meeting of the multi-disciplinary Joint Health Protection Co-ordination Group of NHS Grampian.

These liaison arrangements demand approximately 12 days of Principal EHO time per year.

Other working groups may be established throughout the year which may require officer representation. Attendance at these will be considered if appropriate and where resources allow.

It is intended that existing liaison arrangements will be continued, as they not only assist the authority in ensuring a consistent enforcement approach with other Scottish Local Authorities but also enable efficiencies through partnership initiatives, particularly for officer training and promotional activities.

The Service also has internal liaison arrangements with the Building and Planning Control Services for prospective refurbishment of food business establishments, and with the Licensing Committee for licensed food establishments and Street Traders.

There is also an agreement between Local Authorities that mutual aid will be provided to deal with any emergencies. Assistance would also be provided to the Local Health Board to deal with public health associated emergencies.

3.9 Food Law Promotional Work

From time to time, where resources allow, the authority participates in promotional activities with external agencies such as neighbouring local authorities, NHS Grampian and Food Standards Scotland.

3.10 The Service may undertake some project work this year, resources allowing, in addition to other statutory duties. The intention is that this will be beneficial to the protection of public health and will complement the existing intervention process along with enhancing compliance with food law.

3.11 Eat Safe Project

This Service intends to continue with the Eat Safe project this year. Food Standards Scotland's Eat Safe award scheme is designed to promote excellence in food hygiene and food safety management and improve public confidence and consumer choice in catering establishments across the country.

The Eat Safe award scheme provides an incentive to caterers to strive for standards beyond those required by law, and helps consumers make informed choices about where to eat out in Scotland by providing a recognisable and well publicised sign of excellence in standards of food hygiene. Those establishments who meet the standards are entitled to display the Eat Safe logo which is a readily recognisable symbol of high food hygiene standards across Scotland.

Eligible establishments are assessed for the Eat Safe award as part of scheduled food hygiene interventions. In Scotland there have been over 1000 Eat Safe awards issued. Aberdeen City currently has 8 Eat Safe award holders.

This Service reviews Eat Safe award status at every planned food hygiene intervention.

3.12 Food Hygiene Information Scheme

The Food Hygiene Information Scheme was launched in Scotland in 2006. It provides consumers with an insight into the hygiene standards found at food hygiene inspections. The scheme was developed to increase consumer confidence and help people make informed choices about where they eat or buy their food.

The results can be viewed on the FSS website. The scheme applies to all food outlets that supply food directly to consumers. Each business is asked to display a certificate/sticker on the door or window of their establishment,

confirming that they have passed their most recent food hygiene inspection. The inspection outcome applies to a business trading at a particular address, so that a change of business operator at a given address will require a fresh assessment. The outcomes of the assessments are divided into four categories as detailed below:

Pass

A 'Pass' indicates that the business broadly met the legal requirements. These requirements include the hygiene conditions found during the inspection and the management procedures in place for providing safe food.

Improvement Required

Where a business has failed to meet these requirements, it will not be issued with a "Pass" certificate. This outcome will appear as an "Improvement Required" on the website.

Exempt Establishments

A very small number of establishments may be registered as food businesses in circumstances where it is unlikely that customers will view them as food premises. The assessment for such establishments will have concluded that the food safety risk is negligible.

In such cases (and only with the agreement of the business), a certificate will not be issued and the information on the local authority website will indicate that the business is currently exempt from the food hygiene information scheme.

Awaiting Inspection

Where a business has not yet been inspected, it will be issued with a temporary certificate advising consumers of that fact. This will appear as 'Awaiting Inspection' on the website. Establishments will also require to be re-inspected where they have changed ownership.

FSS is currently reviewing the Scheme.

3.13 Food Fraud/Crime

Food fraud is committed when food is deliberately placed on the market, for financial gain, with the intention of deceiving the consumer. Following the pandemic, EU Exit and fuel price rises there may be an upsurge in food crime; officers will be vigilant during visits and will address any issues identified. Although there are many kinds of food fraud the two main types are:

i) the sale of food which is unfit and potentially harmful, such as:

- recycling of animal by-products back into the food chain
- packing and selling of beef and poultry with an unknown origin
- knowingly selling goods which are past their 'use by' date

ii) the deliberate mis-description of food, such as:

- products substituted with a cheaper alternative, for example, farmed salmon sold as wild, and Basmati rice adulterated with cheaper varieties
- making false statements about the source of ingredients, i.e., their geographic, plant or animal origin

Food fraud may also involve the sale of meat from animals that have been stolen and/or illegally slaughtered, as well as wild game animals like deer that may have been poached.

Resources will be invested in tackling food fraud in the City, including training for officers. The Service will work in partnership with colleagues in other agencies including Food Standards Scotland, Police Scotland, HMRC, the Home Office Immigration Intelligence Unit and other local authorities

4. Resources

4.1 Financial Allocation

The financial allocation for the food regulatory service is set out in Table 4 below.

Table 4: Financial allocation for the food service¹ 2024/2025

Expenditure		Food Total £
	Staffing	590,000
	Training	Centralised funding
	Sampling	300,000
	Service Expenditure	29000
	Total Expenditure	919000
Income		
	Total Income	73000
Net Cost		846000

4.2 Staffing Allocation

The current allocation of full-time equivalent officers to the Food Regulatory Service is detailed in Table 5 below. There is a national project underway, SAFER to help Local Authorities determine the resources required to provide food law related activities in future.

Food Standards Scotland have provided information which assists local authorities with annual resource calculations. These values are recorded in their Scottish National Database.

¹ Estimate based on number of full-time equivalent employees working in support of the food enforcement service

Table 5: Allocation of full-time equivalent staff to the Food Service

Full Time Equivalent Officers	Establishment	In Post
Section Management		
Protective Services Manager	0.13	0.13
Environmental Health Manager	0.4	0.4
Principal Environmental Health Officers	1.2	1.2
Environmental Health Officers	5.77	3.97
Authorised Officers	1.65	0.75
Trainee Authorised Officer	1.8	1.8
Compliance Officer	0.8	0.8
Admin Support	0.1	0.1
Total	11.85	9.15

4.3 Officer Development Plan

The service ensures that:

- a) All officers involved in food safety interventions are qualified Environmental Health Officers or hold the SFSORB Higher Certificates in Food Establishment Inspection and Food Standards Inspection or Food Practice.
- b) All officers involved in the seizure or assessment of foods are Environmental Health Officers or Authorised Officers with specialist qualifications in food inspection.
- c) All officers involved in the assessment of Approved Premises have had suitable specialist training.

The Service is committed to taking advantage of all opportunities to enhance the skills and competence of officers.

It is also intended to send a proportion of officers on the REHIS sponsored Food Update Course each year subject to budget availability, course content and the availability of places.

Technical update meetings will continue to be held every month to disseminate information on policy, new legislation and new developments in food enforcement and the food industry in a structured way. These meetings promote consistency of enforcement approach between enforcement officers.

5. Quality Assessment

The Service has established a Quality Monitoring System for intervention activity, which is designed to ensure:

- a) Properly planned and resourced risk-based food hygiene interventions are undertaken;

- b) Officers with the appropriate levels of experience and training are selected to carry out interventions;
- b) The consistent application of the Councils' Food Enforcement Policy;
- c) That the intervention itself is viewed as more than a specific visit;
- d) Appropriate training, guidance and coaching is provided to enforcement officers in the furtherance of the objective of continuous professional development;
- e) Consistency of enforcement approach between enforcement officers.

6. Review

6.1 Review Against the Service Plan

The Service Plan will be reviewed on an annual basis. The review of the 23-24 Plan can be found in Appendix 2.

6.2 Identification of any Variation from the Service Plan

Review of the plan will include assessment of performance against the plan, identify areas for improvement and forecast the demands on the service and the appropriate service mix required to meet those demands. The Service Plan will be revised as appropriate.

6.3 Areas for Improvement

- a) Review and update of policy and procedures as required.
- b) Continue to establish partnership agreements for promotional and educational initiatives where possible.
- c) Continued involvement in the food sampling programme where resources allow.
- d) Continued application and support of Food Hygiene Information Scheme.
- e) Continued involvement in the Eat Safe Project.
- f) Promote careers as Environmental Health Officers/Food Safety Officers at educational establishments where resources allow whilst reinforcing the message and importance of food safety.
- g) Dedicate resources to food fraud investigation

Appendix 1

5. Food Law Rating System

5.1 The Ladder

Group 1 Business	Performance Levels	Band	Intervention Frequency
<ul style="list-style-type: none"> Manufacturer of High Risk Foods. Manufacturer, Caterer, Processor or Retailer that undertakes a specific method of processing that has the potential to increase the risk to public health beyond that of normal preparation, storage or cooking. Manufacturers of Foods for Specific Groups. All Exporters. Manufacturers, Processors, Importers, Wholesaler, Distributor, Food Broker, Packers of Food at enhanced risk of food fraud, substitution, adulteration or contamination. 	Sustained Compliance	1A	18 Months
	Compliant and confident in compliance going forward	1B	12 Months
	Minor Non-compliance and/or gaps in confidence in compliance going forward	1C	6 Months
	Significant Non-Compliance and/or no confidence in compliance going forward	1D	3 Months
	Sustained non-compliance and/or Issues of Public Health Significance or Fraudulent Activity	1E	Intensive Intervention. 1 Month.
Group 2 Business	Performance Levels	Band	Intervention Frequency
<ul style="list-style-type: none"> All other Manufacturers, Processors, and Caterers. Importers, packers, wholesalers and distributors of high-risk foods not in Group 1. Head Office Business that undertakes a regional/national decision making function. Retailers handling open high-risk foods. 	Sustained Compliance	2A	24 Months
	Compliant and confident in compliance going forward	2B	18 Months
	Minor Non-compliance and/or gaps in confidence in compliance going forward	2C	12 Months
	Significant Non-Compliance and/or no confidence in compliance going forward	2D	3 Months
	Sustained non-compliance and/or Issues of Public Health Significance or Fraudulent Activity	2E	Intensive Intervention. 1 Month.
Group 3 Business	Performance Levels	Band	Intervention Frequency
<ul style="list-style-type: none"> All other retailers, Food Brokers, Importers, packers, wholesalers and distributors. Public Houses and similar Licenced Business not providing catering. Business providing limited refreshments (e.g. tea, coffee, soft drinks) as an adjunct to main activity. Child minders. Supported Living Business. Business producing low risk food based from a domestic dwelling. Bed & Breakfasts. 	Sustained Compliance or Businesses where information available at point of registration, indicates there is minimal inherent risk	3A	No proactive Intervention or 60 months.
	Compliant and confident in compliance going forward	3B	36 Months
	Minor Non-Compliance and/or gaps in confidence in compliance going forward	3C	24 Months
	Significant Non-Compliance and/or no confidence in compliance going forward	3D	3 Months.
	Sustained Non-Compliance and/or Issues of Public Health Significance or Fraudulent Activity	3E	Intensive Intervention. 1 month.

Appendix 2

Food Regulatory Service Plan Review

2023/2024

1. Food Law Interventions

The number of food law interventions achieved in high risk premises between 1 April 2023 and 31 March 2024 within the target time were as follows:

Risk Category	2023/24	
	Inspections Due	Inspections Achieved
Group 1A	1	1
Group 1B	11	11
Group 1C	11	11
Group 1D	2	2
Group 1E	1	1
Group 2D	57	57
Group 2E	9	9
Total	92	92

The figures indicate that the performance achievement in respect of high risk premises was 100%.

In addition to the premises included in the table above, 315 planned interventions were also performed in the year. These consisted of a combination of new unrated premises and lower risk establishments. A further 98 interventions that were not scheduled were also undertaken; a number of these premises were brought to the attention of the Service following complaints that had been received relating to the businesses or had resulted from sample failures requiring follow up at the premises.

2. Official Controls Verification

29 Approved premises were visited in the 2023-2024 year. An intervention at these premises consists of a series of visits and interactions rather than an individual inspection.

3. Formal Enforcement Action

56 Hygiene Improvement Notices were served under Regulation 6 of the Food Hygiene (Scotland) Regulations 2006 in respect of 17 food premises.

The number of notices fluctuates year on year depending on the inspections that are due during that period.

A breakdown of the non-compliances contained within the Notices is as follows:

Facilities and equipment	13
Food Safety Management System	15
Structural repair & Cleanliness	27
Personal Protective Equipment	0
Training	0
Pest control	1

It is proposed to continue the practice of serving formal action Notices on food business operators at the first revisit stage following the notification of a contravention of the Regulations including an appropriate time scale for improvement.

In addition 9 Remedial Action Notices were served and 10 Voluntary Closures were secured during the year.

A case relating to alcohol watering and substitution which was submitted in 2019 was successfully prosecuted during 2023/2024.

4. **Food Complaints**

A total of 224 food complaints in respect of food and food premises were received in 2023/2024. These were dealt with according to the Services' food complaints procedure and Enforcement Policy. It should be noted that on average complaints form only a proportion of the total number of requests for service. In addition to the figures detailed below there were 33 requests for advice which includes those relating to information sought when setting up a new food business. There were also 30 requests from businesses asking for their Food Hygiene Information Scheme (FHIS) rating to be reviewed

A breakdown of food service requests received is as follows:

Alleged food poisoning	64
Food Law	22
Food Hygiene Complaint	9
Hygiene of Food Premises	79
Food Standards Complaint	50
FHIS Revisit Request	30
Total	254

5. **Food Sampling**

There is no statutory target in respect of obtaining and submitting food samples.

Aberdeen Scientific Services Laboratory operates a unit charging scheme and a fixed number of units is allocated, on an annual basis, in respect of food microbiological examination and food chemistry analysis.

Samples are taken for general monitoring and both national and local surveillance surveys. In addition re-active samples, as a result of consumer complaints or as part of investigations of food poisoning outbreaks, may also be taken from time to time.

The actual samples submitted for laboratory analysis or examination during 2023/2024 totalled 164 chemical with 46 sample failures to date and 35 microbiological samples with no failures.

Of the 164 chemical samples, 42 were taken as part of a Food Standards Scotland Survey, 16 of those analysed to date have failed. 94 samples were taken for general monitoring purposes, 27 samples have failed to date. 5 samples were related to food complaints and of those 2 failed.

A formal sample of alcohol was also taken and failed.

Due to workload at the laboratory 50 chemical samples taken in the 23/24 year are still to be analysed.

Sample failures were followed up and the results provided to the food businesses or product manufacturer.

6. Notification, Control and Investigation of Outbreaks of Foodborne Disease

Notifications received from NHS Grampian in respect of confirmed foodborne disease totalled 2.

A breakdown of specific diseases is as follows:

Salmonella	0
E.Coli	1
Hepatitis E	0
Dysentery	0
Campylobacter	0
Listeria	1
Total	2

In addition 7 suspected cases of food borne disease originating in schools, nurseries, nursing homes and a hotel were also reported to the Service via the Health Board.

All were investigated without the necessity of any formal action.

No major foodborne disease outbreaks occurred during the year.

7. Food Hazard Warnings

The food alerts received from the Food Standards Agency during 2023/2024 are detailed below.

Category of Alert	2023/2024
Food Alert For Action	1
Product Recall Information Notice	49
Product Withdrawal Information Notice	0
Allergy Alert	44
TOTAL	94

Officers are made aware of the withdrawal, recall and allergy alerts and accordingly check for products on sale when they are carrying out routine inspections and premises visits. In the case of the Alerts for Action the premises known to stock the items in question are specifically targeted at the time the Alert is issued to ensure that there is no product on site.

8. Export Health Certificates

The Service issued 71 Export Health Certificates for fishery products during 2023/2024. This is a significant reduction from pre EU Exit levels.

9. Ship Sanitation Exemption Certificates

The Service issued 187 Ship Sanitation Exemption Certificates and 45 Ship Sanitation Exemption Extension Certificates in the year.

Performance on Areas for Improvement 2023/2024

Areas for Improvement	Action
Review and update of Policy and Procedures as required	Target met
Establish Partnership Agreements for promotional and educational initiatives where possible	<p>Presentation delivered to two Academy classes who were studying Home Economics covering the general work of an Environmental Health/ Authorised Officer who enforces food law. Explained inspector's role and how this relates to safe production of food. Also covered safe handling of food at home. Discussed career paths and the importance of improving public health.</p> <p>Second presentation given to Level 3 Advanced Professional Cookery Students, at NESCOL, who were aspiring managers in hospitality</p>

	settings. Explanation of how to deal with inspecting officers; enforcement powers, and areas that would be covered during an inspection. Provided anonymised examples of bad practices in the form of pictures from real inspections. Also discussed career paths.
Implementation of hybrid working for food inspections including where possible digital generation and sharing of inspection outcomes	Target met. Officers working between home and office base. Majority of letters and inspection paperwork issued via e mail.
Continued involvement in the food sampling programme	Target met
Continued application and support of Food Hygiene Information Scheme	Ongoing
Continued involvement in the EatSafe Project	Ongoing
Promote careers as Environmental Health Officers/Food Safety Officers at school careers fairs whilst reinforcing the message and importance of food safety	Ongoing when opportunities arise
Dedicate resources to food fraud investigation	Ongoing

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	30th May 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Protective Services Occupational Health and Safety Service Plan 2024/25
REPORT NUMBER	CORS/24/153
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Vikki Cuthbert/Alan Thomson
REPORT AUTHOR	Andrew Gilchrist
TERMS OF REFERENCE	2.3

1. PURPOSE OF REPORT

- 1.1 To outline the Protective Services' proposals for delivering the occupational safety and health regulatory service for year 2024/2025.

2. RECOMMENDATION(S)

- 2.1 That the Committee approves the Occupational Health and Safety Service Plan for 2024/25 (Appendix 1).

3. CURRENT SITUATION

- 3.1 As an Enforcing Authority, the Council has responsibility for the provision of health and safety enforcement services covering a range of businesses, mainly within the service sector, covering approximately 4,000 establishments.

- 3.2 The principal activities regarding these establishments are:
- a) Investigating complaints relating to safety, occupational health and welfare at these workplaces;
 - b) Investigating reported accidents arising in the course of work activities;
 - c) Investigating reports of statutory examination of certain types of work equipment, where the examination has revealed defects;
 - d) Receiving notifications of work involving asbestos that may require to be followed up to ensure adequate controls are in place; and
 - e) Engaging in focussed intervention programmes.

- 3.3 The Health and Safety Executive (HSE) identifies its national priorities for local authority action in their annual Local Authority Circular{LAC 67/2(13)} document.

The production of this Report is the earliest opportunity to incorporate HSE's targeted priorities within a Service Plan for 2024/25, along with interventions addressing local concerns.

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

There is currently a national shortage of qualified officers who can be authorised to carry out health and safety enforcement. There are currently 5.7 FTE Environmental Health Officers (EHO) in post who spend approximately 15% of time involved in health and safety enforcement activities. The full establishment number of EHO posts for the service is 7.69 FTE.

The 2024-25 Service Plan sets out prioritising statutory duties related to investigation and enforcement of activities detailed in 3.2.

Officers carry out a range of activities including food safety, licensing, animal health, and welfare, port health inspections. Focused interventions have been prioritised having regard to minimising impact on existing service requirements and as to what can be successfully achieved within these constraints.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

- 5.1 Local authorities have a duty to 'make adequate arrangements for enforcement' under Section 18 of the Health and Safety at Work etc. Act 1974. The Occupational Health and Safety Service Plan 2024/25 assists the Council to perform their enforcement functions and to comply with this duty.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

Management Of Risk Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *Taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Unable to deliver service due to acute disruptive events.	Business continuity plans in place to continue key service provision.	L	Yes
Compliance	Failure to meet statutory duty to provide an adequate health and safety enforcement service could lead to intervention by HSE and the transfer of some enforcement functions from the Council to HSE	Provision of – <ul style="list-style-type: none"> • adequate staff resources to meet demand, • appropriate training needs identified through CR+D, 1-2-1 discussions • effective management of staff workloads, • achievable targets within the Service Plan. 	L	Yes
Operational	Inability to meet targets in Service Plan through other work being given priority. Insufficient number of appropriately trained staff.	Provision of – <ul style="list-style-type: none"> • adequate staff resources to meet demand, • appropriate training needs identified through CR+D ,121 discussions, • effective management of staff workloads, • achievable targets within the Service Plan. 	L	Yes

Management Of Risk Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *Taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Financial	No significant risks identified.	n/a		
Reputational	Local and National press coverage of any failure to effectively perform the statutory duties can present reputational damage to the organisation	Provision of: <ul style="list-style-type: none"> adequate staff resources to meet demand, effective management of staff workloads, achievable targets within the Service Plan Effective communication with media on work activities that may be of Local /National significance. 	L	Yes
Environment / Climate	No significant risks identified.	n/a		

8. OUTCOMES

COUNCIL DELIVERY PLAN 2022-2023	
	Impact of Report
Aberdeen City Council Policy Statement	The proposals in this report have no impact on the Council Delivery Plan.'

Working in Partnership for Aberdeen	A Prosperous City, delivering an interventions programme that assists stimulate sustainable economic development in workplaces.
<u>Aberdeen City Local Outcome Improvement Plan</u>	
Prosperous Economy Stretch Outcomes	N/A
Prosperous People Stretch Outcomes	The proposals in this report support the delivery of LOIP Stretch Outcome 11 “Healthy life expectancy (time lived in good health) is five years longer by 2026” Ensuring that acceptable standards of health, safety and welfare are being met in Aberdeen will contribute towards this outcome.
Prosperous Place Stretch Outcomes	N/A
Regional and City Strategies	The proposals within this report support the Regional Economic Strategy by assisting local businesses to thrive and prosper by providing advice to ensure compliance with relevant legislation.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	New Integrated Impact Assessment completed.
Data Protection Impact Assessment	Not required.
Other	Not required.

10. BACKGROUND PAPERS

- 10.1 [Setting priorities and targeting interventions - HSE and LAs Working together - HSE \(LAC 67/2 -rev13\)](#)
- 10.2 [National Local Authority \(LA\) Enforcement Code - HSE and LAs Working together - HSE](#)

11. APPENDICES

- 11.1 Appendix 1 –Protective Services Occupational Health and Safety Service Plan 2024/25.

12. REPORT AUTHOR CONTACT DETAILS

Name	Andrew Gilchrist
Title	Principal Environmental Health Officer
Email Address	agilchrist@aberdeencity.gov.uk
Tel	(01224) 045072

ABERDEEN CITY COUNCIL
Protective Services
OCCUPATIONAL HEALTH AND SAFETY

Service Plan

2024-25

Introduction

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

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

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

Occupational Health and Safety Service Plan

1. Service Aims and Objectives

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

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

- 2.1 As an Enforcing Authority, the Council has responsibility for the provision of health and safety enforcement services covering a range of businesses, mainly within the service sector, covering approximately 4,000 establishments.
The principal activities in regard to these premises include: -
 - a) Investigating complaints relating to health, safety and welfare at these workplaces,
 - b) Investigating reported accidents arising in the course of work activities,
 - c) Investigating reports of statutory examination of certain types of work equipment, where the examination has revealed defects,
 - d) Receiving notifications of work involving asbestos that may require to be followed up to ensure adequate controls are in place; and
 - e) Engaging in focussed intervention programmes when appropriate.
- 2.2 The term 'enforcement' is not restricted to the use of legal sanctions to achieve the aims of the legislation. 'Enforcement' is also taken to include: -

- a) Encouragement of businesses to achieve compliance and adopt good practice through awareness raising promotion, education, and provision of feedback,
- a) Raising the awareness of employers, self-employed and employees about health and safety issues and the measures necessary or available to control them,
- b) Partnership management with the business and voluntary sectors and other agencies,
- d) The provision of advice about best practice,
- e) The provision of advice about the application and interpretation of legislation.

2.3 Formal enforcement options include:

- a) The use of enforcement notice procedures to require improvements to health and safety controls or prohibit dangerous work activities,
- b) The power to seize or render safe dangerous equipment, substances or articles
- c) Reporting matters to the Procurator Fiscal with a view to instigating prosecution.

2.4 The officers conducting health and safety inspections also have responsibilities for inspecting establishments under food safety legislation as detailed in Section 3.

2.5 The business profile for which the service is responsible for health and safety enforcement is detailed in Table 1 below (latest available data 2023)

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

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

3. Organisational Structure

3.1 The Occupational Health and Safety Regulatory Service

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

3.2 Staffing Allocation (as of 5/03/24)

Section Management	Full Time Equivalent Staff involved in health & safety enforcement
Protective Services Manager	0.1
Environmental Health Manager	0.2
Principal EHO	0.6
Field Staff	
EHO	0.8
Total	1.7

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

4. Service Delivery

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

- a) Clarifying the **roles and responsibilities** of business, regulators and professional bodies to ensure a shared understanding of management of risk,
- b) Outlining the **risk-based regulatory approach** that Local Authorities should adopt with reference to the Regulator's Compliance Code, Health and Safety Executive's (HSE') Enforcement Policy Statement and the need to target relevant and effective interventions that focus on influencing behaviours and improving the management of risk,
- c) Setting out the need for the training and competence of LA H&S regulators linked to the authorisation and use of HSWA powers; and,

d) Explaining the arrangements for collection and publication of LA data and peer review to give an assurance on meeting the requirements of this Code.

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

Practically, this Service is guided to achieve this by:

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

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

4.4 In summary, this means local authorities ensure their planned regulatory activity is focussed on outcomes-primarily working to deliver those national priorities set by HSE, taking account of local issues prioritised by risk, and be accompanied by a programme meeting the requirements of the Code.

These national priorities are defined in HSE’s “HELA LAC 67/2 Advice/Guidance to Local Authorities on Targeting Interventions” which is updated annually.

4.5 There is currently a national shortage of qualified officers resulting in a significant reduction in service FTE available. Health and safety delivery is therefore prioritised on a risk basis. Reactive work will largely be confined to responding to accident investigations and investigating complaints on a prioritised basis, providing advice informally and following up on significant issues that maybe discovered during other visits.

4.6 Proactive work will be confined to those activities that will have a significant local impact and that are proportionate to the limited resources available. Considering the HSE’s priorities outlined above, completion of the following activities is believed to be realistic.

Activity	Why	How	Resource Demand
Visiting and inspecting Swimming Pools	Potential consequences of non-compliance at leisure venues are severe. No recent focus in any detail.	A definitive list of venues will be produced. Visits will largely be programmed when applications are made for Public Entertainment Licences required by leisure venues. ...	Medium .
Raising awareness of Gas Safety in commercial catering premises	National priority arising from intelligence that duty holders are not fully aware of their responsibilities. This is supported by the experience of Officers of this Service.	Email advisory letter and guidance. Raised during food safety inspections and enforcement action taken when necessary.	Low.
Cooling towers located in built-up areas	Outbreak of Legionnaire's disease in other UK area arising from cooling tower	Visit and inspect only known site in area, although not within "built up area".	Low (1 officer, 1 working day)
Raising awareness of the work-related stress and mental health campaign 'Working Minds' with businesses	Recognition that the numbers of workers suffering from stress is high.	Intelligence gathering by Officers during visits through completion of a questionnaire.	Low, if restricted to non-food business visits, as otherwise would be considered to be unacceptably burdensome.
Planned Preventative Maintenance	Failure to maintain work equipment can result in dangerous	Raised awareness by Officers to identify situations during visits.	Low as will be included within other work activities.

	situations in the workplace. Perception that employers are not taking the necessary steps to ensure safe working.		
Violence at work (premises with vulnerable working conditions such as night working/cash handling e.g. betting shops/off-licences/hospitality)	Risk of serious injury if appropriate measures are not in place.	Primarily through programmed visits by Licensing Standards Officers (LSOs) for licensing compliance purposes. Also, when particular premises are considered to be high risk (crime levels in area, police concern)	Low as will largely be included within other LSO work activities.

5. Quality Monitoring and Assessment

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

6. Performance Review 2023/24

Year 2023/24 is reviewed below.

Intervention type		Number of Inspection / intervention visits		Notes
Proactive Inspections	Proactive inspection	Targeted using National Intelligence	Targeted using Local Intelligence	
		0	12	Tanning salon visits following complaint.
Non- inspection interventions	Other visits/face to face contacts	0	0	
	Other contact /interventions	0	0	
Reactive visits	Visit to investigate incidents	14		
	Visit to investigate complaints	27		
	Visits following requests for advice	1		
Revisits following earlier interventions		0		
Improvement Notices		1		
Immediate Prohibition Notices		0		
Deferred Prohibition Notices		1		

7. Areas for Continuous Improvement

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

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	30 May 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Grampian Joint Health Protection Plan
REPORT NUMBER	CORS/24/158
EXECUTIVE DIRECTOR	Andy MacDonald
CHIEF OFFICER	Vikki Cuthbert/Alan Thomson
REPORT AUTHOR	Hazel Stevenson
TERMS OF REFERENCE	2.2

1. PURPOSE OF REPORT

- 1.1 The Public Health etc. (Scotland) Act 2008 (“the 2008 Act”) places a duty on health boards and local authorities, in carrying out their functions under the 2008 Act, to co-operate with any relevant person (e.g. health board, special health board, local authority, integration joint board, common services agency, Healthcare Improvement Scotland and Scottish Ministers) who appears to have an interest in or a function relating to the protection of public health and produce a Local Health Protection Plan. This report seeks to update the Committee on any changes to the Joint Health Protection Plan.

2. RECOMMENDATIONS

That the Committee

- 2.1 Notes the updates and achievements in relation to the Grampian Joint Health Protection Plan (“the Plan”); and
- 2.2 Notes that the Plan will be reviewed again in 2026.

3. CURRENT SITUATION

- 3.1 Aberdeen City Council works closely with partners in the National Health Service (NHS) Grampian, Aberdeenshire Council, Moray Council, and other agencies to deliver services to protect the health of the Grampian population. Health Protection is now the accepted term to describe the work that encompasses the surveillance, investigation, control and prevention of communicable disease and environmental hazards to human health. In terms of Public Health the Plan covers the activities carried out by Protective Services

such as air quality, contaminated land, general public health activities, health and safety and food safety. This area of public health does not cover issues such as addiction to alcohol and drugs or tackling obesity. The Plan will be reviewed again in 2026.

3.2 Health Protection Challenges

Recommendations from the Grampian health protection needs assessment finalised in January 2024 are reflected in the Joint Health Protection Plan (JHPP) 2024/26. These are presented in the plan in relation to both the Chief Medical Officer and the Director of Public Health's identified challenges to population health. The challenges are listed at a high strategic level and comprise of:

1. The climate emergency
2. Widening health inequalities/ higher cost of living
3. Sustainability of health and social care services
4. Infectious diseases including antimicrobial resistance and future pandemics

The actions listed under each of these headings are also of a high strategic level and section 3 of the Plan in Appendix A gives further information on how these will be looked at with details of the lead partnership for each.

The actions presented and the various aspects of work highlighted in the Plan have been and continue to be undertaken by the relevant services as a matter of normal business. Appendix 2 of the Plan details the operational plans of each agency. This is how Aberdeen City Council Protective Services will help support the priorities, provision and preparedness of the plan.

3.3 Challenges Not listed In Plan

There is presently a national shortage of qualified enforcement staff both in Environmental Health and Trading Standards, meaning Protective Services have been operating for some time with greatly reduced numbers of staff.

Work has been undertaken to ensure that the highest risk activities are prioritised in any work plan. Different ways of working have been developed to allow officers to become more multifunction and help build in resilience and succession planning.

Professional bodies have acknowledged the lack of availability of qualified staff and recruitment issues across this sector in Scotland and have recently introduced updated access routes to the profession. This has allowed Protective Services to appoint two trainee Authorised Officers in Environmental Health, links have been established with a variety of tertiary education providers to promote opportunities in Environmental Health careers. In addition, a Trainee Trading Standards Officer has recently been appointed within Protective Services.

3.4. Governance arrangements for the Joint Health Protection Plan

Grampian Joint Health Protection Coordinating Group oversee the drafting of the Joint Health Protection Plan, comprising representatives from NHS Grampian (Health Protection Team, Infection Prevention and Control Team, Medical Microbiology), Aberdeen City Council (Protective Services), Aberdeenshire Council (Protective Services), Moray Council (Environmental Health and Trading Standards), and Animal and Plant Health Agency. NHS Grampian Head of Protecting Health is the lead author of the draft Joint Health Protection Plan.

North East Leaders Group for Public Protection provide multiagency oversight of the Joint Health Protection Plan. NHS Grampian Population Health Committee scrutinise and approve the Joint Health Protection Plan. NHS Grampian Health Board publish the Joint Health Protection Plan into the public domain.

Each local authority is requested to present the revised plan to their relevant committee for approval on approval of the plan by the North East Leaders Group for Public Protection. .

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account	*Does Target Risk Level Match
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			controls/control actions	Appetite Set?
Strategic Risk	Unable to deliver service due to acute disruptive events.	Business continuity plans in place to continue key service provision	L	Yes
Compliance	The Public Health etc. (Scotland) Act 2008 places a statutory duty on health boards and local authorities in carrying out their functions under the 2008 Act to co-operate with any relevant person (e.g. health board, special health board, local authority, integration joint board) who appears to have an interest in or a function relating to the protection of public health.	Process already in place to deliver statutory duty	L	Yes
Operational	Qualified officers not available to carry out interventions	Only qualified officers undertake regulatory duties. Risk prioritisation of duties when	M	Yes

		insufficient offices available. Appropriate training, needs identified through CR+D ,1-2-1 discussions, effective management of staff workloads. Resilience and succession training built into service.		
Financial	No significant risks identified.			
Reputational	Failure to implement may result in reputational damage and may require emergency measures to be put in place to rectify any failings	Ensure co-operation on the protection of public health as per the Grampian Health Protection Plan	L	Yes
Environment / Climate	No significant risks identified			

8. OUTCOMES

<u>Council Delivery Plan 2024</u>	
Impact of Report	
<p>Aberdeen City Council Policy Statement</p> <p><u>Working in Partnership for Aberdeen</u></p>	<p>The proposals within this report support the delivery of the following aspects of the policy statement:</p> <p>A Prosperous City, delivering a interventions programme that assists stimulate sustainable economic development in the business sector and protecting the public from threats to their health, safety and wellbeing.</p>

<u>Local Outcome Improvement Plan</u>	
Prosperous Economy Stretch Outcomes	<p>The proposals in this report support the delivery of LOIP Stretch Outcome 2- . Working towards 74% employment rate for Aberdeen City by 2026</p> <p>Conducting an interventions programme and providing advice and support to people starting up new businesses will assist them to comply with the relevant legislation. This reduces the risk to them as individuals of criminal proceedings and/or litigation and secures public protection. New business start-ups are beneficial to the economy as a whole.</p>
Prosperous People Stretch Outcomes	<p>The proposals in this report support the delivery of LOIP Stretch Outcome 11 “Healthy life expectancy (time lived in good health) is five years longer by 2026” Ensuring that acceptable standards of health, safety and welfare are being met in Aberdeen will contribute towards this outcome.</p>
Regional and City Strategies	<p>The proposals within this report support the Regional Economic Strategy by assisting local businesses to thrive and prosper by providing advice to ensure compliance with relevant legislation.</p>

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Vikki Cuthbert, Chief Officer, Governance on 17/5/2024.
Data Protection Impact Assessment	yes
Other	N/A

10. BACKGROUND PAPERS

None

11. APPENDICES

11.1 Appendix A. Joint health Protection Plan 2024-2026

12. REPORT AUTHOR CONTACT DETAILS

Name	Hazel Stevenson
Title	Protective Services Manager
Email Address	hstevenson@aberdeencity.gov.uk
Tel	01224 523390

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Joint Health Protection Plan 2024 – 2026

NHS Grampian – Aberdeen City Council – Aberdeenshire Council – Moray Council

Document date 31 January 2024

Review date 31 January 2026



This document is also available in large print and other formats and languages, upon request. Please call NHS Grampian Corporate Communications on (01224) 551116 or (01224) 552245 or email gram.communications@nhs.scot



Joint Health Protection Plan 2024– 2026

NHS Grampian – Aberdeen City Council – Aberdeenshire Council – Moray Council

Public health is the science and art of preventing disease, prolonging life and promoting health through the organised efforts of society

– D Acheson, 1988¹

[**Health protection** is] ... the protection of individuals, groups and populations through expert advice and effective collaboration to identify, prevent and mitigate the impacts of infectious disease, and environmental, chemical and radiological threats

– Ghebrehewet, Stewart & Rufus, 2016, p.3²

Purpose of plan:	To provide an overview of health protection (communicable disease and environmental health) priorities, provision and preparedness.
Geographical extent of plan:	Territorial NHS Board area.
Statutory responsibility:	Territorial NHS Board, in consultation with relevant local authorities.
Period to be covered:	2 years, in advance, but authors' discretion to review on more frequent basis, if desired.
Author:	Director of Public Health, in collaboration with, and co-signed by, relevant local authority Chief Officer(s) of Environmental Health (or equivalent).
Governance arrangements:	To be formally submitted to the NHS Board and relevant local authority committee for sign-off, via clinical governance/risk management committees.
Status:	Public document. Statutory duty placed on NHS Board to publish plans and any variations to plans. The plans should be available to the public on the NHS Board website and also on request. Plans and variations must be subject to consultation with relevant local authorities.

Enquiries or comments can be made to the Office of the Director of Public Health:

Address: Directorate of Public Health, NHS Grampian, Summerfield House, 2 Eday Road, Aberdeen. AB15 6RE

Email: gram.directorofpublichealth@nhs.scot

Telephone: 01224 558584

¹ Committee of Inquiry into the Future Development of the Public Health Function (1988) HMSO: London

² Ghebrehewet S, Stewart AG & Rufus I (2016) What is health protection? In Ghebrehewet S, Stewart AG, Baxter D et al (Eds) Health Protection: Principles and Practice Oxford University Press: Oxford pp.3-8

Joint Health Protection Plan 2024– 2026

NHS Grampian – Aberdeen City Council – Aberdeenshire Council – Moray Council

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Joint Health Protection Plan 2024 – 2026

NHS Grampian – Aberdeen City Council – Aberdeenshire Council – Moray Council

1. Introduction

NHS Grampian is required to create and publish a statutory Joint Health Protection Plan (JHPP) every two years in consultation with coterminous local authorities. The Public Health (Scotland) Act defines the protection of public health as involving the prevention, control, and response to: infectious diseases; contamination involving biological, chemical or radioactive substances; and “other such hazards” which constitute a danger to human health.³

2. Health protection challenges

Recommendations from the Grampian health protection needs assessment finalised in January 2024 are reflected in the JHPP 2024/26.⁴ These are presented below in relation to both the Chief Medical Officer and the Director of Public Health’s identified challenges to population health.^{5,6}

2.1 The climate emergency

- (a) The climate emergency poses a threat to population health. The threat requires a multilevel, multiagency response.⁷ In 2021 the Lancet published a commentary which stated, “the science is unequivocal; a global increase of 1.5°C above the pre-industrial average and the continued loss of biodiversity risk catastrophic harm to health that will be impossible to reverse”.⁸

In 2023, the intergovernmental panel on climate change (IPCC) published its AR6 Synthesis Report,⁹ which stated that “in the near term, global warming is more likely than not to reach 1.5°C even under the very low GHG emission scenario... and likely or very likely to exceed 1.5°C under higher emissions scenarios”.¹⁰

Climate change is expected to produce a range of hazards for human health. The IPCC reports that “in the near term, every region in the world is projected to face further increases in climate hazards... [including] an increase in heat-related human mortality and morbidity..., food-borne, water-borne, and vector-borne diseases..., and mental health challenges..., flooding in coastal and other low-lying cities and regions, biodiversity loss in land, freshwater and ocean ecosystems..., and a decrease in food production in some regions”.¹¹

Scotland should expect greater extremes of heat in summer and cold in winter, more frequent extreme weather events, increased heavy rainfall, flooding and

³ <https://www.legislation.gov.uk/asp/2008/5/contents>

⁴ *Population Health Protection Needs Assessment* Grampian Joint Health Protection Coordination Group: 04 January 2024

⁵ <https://www.gov.scot/publications/realistic-medicine-doing-right-thing-cmo-annual-report-2022-2023/>

⁶ <https://www.nhsgrampian.org/your-health/director-of-public-health-annual-report/>

⁷ <https://publichealthscotland.scot/publications/working-together-to-build-climate-resilient-healthy-and-equitable-places-a-briefing-for-local-government-and-partners/>

⁸ [https://doi.org/10.1016/S0140-6736\(21\)01915-2](https://doi.org/10.1016/S0140-6736(21)01915-2)

⁹ <https://www.ipcc.ch/report/ar6/syr/>

¹⁰ https://www.ipcc.ch/report/ar6/syr/downloads/report/IPCC_AR6_SYR_LongerReport.pdf (page 56)

¹¹ https://report.ipcc.ch/ar6syr/pdf/IPCC_AR6_SYR_SPM.pdf (page 15)

Joint Health Protection Plan 2024 – 2026

NHS Grampian – Aberdeen City Council – Aberdeenshire Council – Moray Council

drought. This will impact upon food security and water infrastructure.¹² Modelling suggests the north-east of Scotland will experience the largest increase in water shortages whilst the west of Scotland is likely to experience greater rainfall. This may particularly affect private water supplies, which are often poorly maintained by domestic owners.

A warmer climate in Scotland may see the spread of parasitic diseases¹³ and vectors for disease, such as ticks and mosquitos. Rare tick-borne diseases such as babesiosis and encephalitis are already being seen in England.¹⁴ In Europe, climate change is already associated with the spread and establishment of West Nile virus into new regions.¹⁵ Storms, flooding, drought or heatwaves pose a hazard to human health. Preparedness for such events is an important matter for multiagency resilience partnerships and their member organisations.

Climate change will have unequal impacts. Globally and nationally, the most vulnerable populations experience the greatest impact of climate change whilst having been less likely to have contributed to it. Individuals living in more deprived areas are more likely to be exposed to climate hazards, are more vulnerable to the effects of climate hazards and have less resources to recover from damage caused by climate hazards.¹⁶ Work is currently underway to update the Scottish National Adaptation Plan (SNAP) in response to the IPCC risk assessment and that of the UK Climate Change Committee's Scotland report from November 2023.¹⁷ This will drive a need to update agency and organisational mitigation and adaptation plans when published.

Actions:

- Support the updating of mitigation and adaptation plans from all agencies and organisation in response to the third SNAP, coordinated by the North East Population Health Alliance
- Extreme weather preparedness plans, including preparedness for storms, flooding, extreme heat, drought, coordinated by the Grampian Local Resilience Partnership
- Ongoing development and refinement of an NHS Grampian surveillance system to detect and track changes in infectious diseases epidemiology

2.2 Widening health inequalities/ higher cost of living

(a) Grampian's economy, particular in Aberdeen City and surroundings, is heavily influenced by the fortunes of the oil and gas industry. During the "boom times" the overall wealth of the city was high, but this led to stark inequalities due to high costs of living. The "downturn" has led to rising inequality, for example in use of food banks. These uncertainties and swinging fortunes can work to have greater

¹² https://www.crew.ac.uk/sites/www.crew.ac.uk/files/publication/CRW2018_05_report_FINAL.pdf

¹³ <https://doi.org/10.1177/1178633617732296>

¹⁴ <https://www.gov.uk/government/news/rare-tick-borne-infections-diagnosed-in-england>

¹⁵ <https://doi.org/10.1136/bmj.m3081>

¹⁶ <https://www.un.org/en/desa/climate-change-and-social-inequality>

¹⁷ <https://www.theccc.org.uk/publication/adapting-to-climate-change-progress-in-scotland/>

Joint Health Protection Plan 2024 – 2026

NHS Grampian – Aberdeen City Council – Aberdeenshire Council – Moray Council

negative impact on people's health and wellbeing. NHS workforce recruitment and retention can be affected by a reluctance to work in the North-East due to higher housing costs and other costs of living. A rise in the cost of living, including significant rises in the cost of fuel and energy, places an increasing number of households under extreme financial strain. This will include NHS Grampian staff. The population may become increasingly vulnerable to the effects of health protection hazards.

Efforts to improve factors such as housing quality, avoidance of overcrowding, air quality, nutrition, physical fitness, and avoidance of tobacco smoke, can variously influence susceptibility, transmission and severity of infectious diseases. Efforts to increase health literacy, awareness of hazards, and access to information and advice can influence knowledge and understanding from an early age, which in turn can influence risk perception and behaviour. Variation in the social patterning of such factors produces variation in incidence and outcome.

Actions:

- Plans to prevent or mitigate health inequalities, and the individual, social and economic determinants of health inequalities, coordinated by the North East Population Health Alliance

2.3 Sustainability of health and social care services

(a) Projections continue to show a rising need for healthcare and social care into the future. The detection, treatment and secondary prevention of communicable and infectious diseases requires the provision of a comprehensive healthcare system (including medical microbiology laboratories and primary and secondary healthcare), and robust notification systems between healthcare and public health. These systems are already under strain due to backlogs and pressures across an exhausted healthcare system, hence the importance of strategic planning to ensure their sustainability.

Actions:

- Plans to ensure the sustainability of health and social care services, led by NHS Grampian and Integration Joint Boards and partners
- Collaborative needs assessment to understand the health requirements of those coming to live in Grampian as asylum seekers and refugees, led by Public Health in collaboration with Local Authorities and Health and Social Care Partnerships
- Ongoing development and refinement of an NHS Grampian surveillance system to allow for advance warning for the healthcare and social care system of developing infectious disease threats in both community and hospital settings
- Wide engagement across healthcare, social care and non-healthcare settings as part of the renewal of the NHS Grampian public health incident plan, to bolster awareness of the agencies tasked with protecting the health of the population, and to strengthen notification arrangements across the north east.

2.4 Infectious diseases including antimicrobial resistance and future pandemics

(a) Antimicrobial resistance poses a significant threat to human health. The introduction of antimicrobials have revolutionised modern healthcare and remain a mainstay in the management of infection. The ability of bacteria (and to a lesser extent fungi and viruses) to acquire resistance to drugs used to treat them has long been understood against a lack of development of new antimicrobial drugs. Of particular concern is the projected rise in multi-drug resistant organisms (MDROs) including carbapenemase producing organisms (CPOs). Carbapenems are beta-lactam antibacterials reserved as last-line agents. MDROs are isolated from people in both hospital and community settings.

Actions:

- Promotion of infection prevention and control throughout the population in all settings
- Implementation of the national Infection Prevention Workforce Strategic Plan 2022 – 2024 to include consideration of IPC provision for primary and community health and social care settings
- Preventing the transmission of MDROs through NHS Grampian policies to identify those at risk, prompt identification and management
- Judicial use of antimicrobials (antimicrobial stewardship) following local guidelines by the NHS Grampian Antimicrobial Management Team
- Ongoing development and refinement of an NHS Grampian surveillance system to detect and track clusters of selected alert organisms (including MDROs) as per the National Infection Prevention & Control Manual

(b) Infectious organisms with pandemic potential are characterised by ease of transmission, lack of human immunity, and high case morbidity and mortality. Such organisms might arise due to the evolution of known organisms (such as avian influenza subtypes) or due to the emergence of new organisms from environmental or zoonotic reservoirs. Over two thirds of human infectious diseases are zoonotic. Global deforestation, agricultural development and urbanisation increasingly bring human and animal, vectors and infectious agents, into closer contact. International travel and migration increase the risk of emergent infectious diseases in one part of the world quickly spreading across the globe. Pandemic preparedness involves three key elements: public health arrangements; health and social care arrangements; wider 'resilience' arrangements. Each of these require local plans that incorporate and reflect national planning assumptions and resources.

Public health arrangements include plans for public and professional communications, enacting transmission controls (case notification, contact tracing, quarantine / isolation, outbreak management, vaccination), undertaking surveillance and providing intelligence to inform wider system decisions and actions. Health and social care arrangements include NHS and Integration Joint

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Board (JB) plans for hospital care for the sick, alongside prioritised maintenance of ongoing primary, community and secondary health and social care services. Wider resilience arrangements include multi-agency plans for the maintenance of societal functions and public order.

During the covid-19 pandemic a range of interventions were either mandated or advised. Scientific rationales circulated alongside misinformation and conspiracy theories.¹⁸ This has been described as an ‘infodemic’, and is anticipated to now be a feature of all major epidemics and pandemics.¹⁹ People’s willingness to trust in scientists affected their willingness to adopt preventive and protective interventions.²⁰ Commentators have recommended increasing public participation to increase public trust.^{21,22} This is consistent with wider calls to increase public participation in public sector organisations and services.²³

Actions:

- Renewed Major Infectious Diseases Plans, one for NHS Grampian setting out the arrangements for pandemic preparedness across the healthcare and social care system, and one for the Grampian Local Resilience Partnership for pandemic preparedness from a multiagency perspective.

(c) Vaccination remains one of the most important ways to protect people from infectious diseases. Variance in uptake of vaccination remains a concern as it leaves some localities in Grampian at greater susceptibility to infectious diseases. Efforts to understand and remedy variance in uptake remains of vital importance.

Actions:

- Delivery of the national Vaccine Transformation Programme
- Ongoing development and refinement of an NHS Grampian surveillance system to monitor vaccine uptake, and allow for targeted work to understand and remedy low uptake in identified localities

¹⁸ <https://doi.org/10.1007/s43576-021-00042-x>

¹⁹ <https://www.who.int/news/item/25-10-2023-new-infodemic-management-tools-to-support-pandemic-planning-and-preparedness-for-pandemic-influenza-and-respiratory-pathogen-disease-events>

²⁰ <https://doi.org/10.1073/pnas.2108576118>

²¹ <https://doi.org/10.1080/03080188.2022.2152243>

²² <https://www.weforum.org/agenda/2021/11/heres-how-to-repair-the-damage-covid-19-has-done-to-science/>

²³ <https://www.coproductionscotland.org.uk/>

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3. Summary of actions

CLIMATE EMERGENCY	
ACTION	LEAD
Support the updating of mitigation and adaptation plans from all agencies and organisation in response to the third SNAP	Coordinated by the North East Population Health Alliance
Extreme weather preparedness plans	Grampian Local Resilience Partnership
Surveillance system to detect and track changes in infectious diseases epidemiology	NHS Grampian Public Health

WIDENING HEALTH INEQUALITIES/ HIGHER COST OF LIVING	
ACTION	LEAD
Plans to prevent or mitigate health inequalities, and the individual, social and economic determinants of health inequalities	Coordinated by the North East Population Health Alliance

SUSTAINABILITY OF HEALTH AND SOCIAL CARE SERVICES	
ACTION	LEAD
Plans to ensure the sustainability of health and social care services	NHS Grampian, Integration Joint Boards and partners
Collaborative needs assessment to understand the health requirements of those coming to live in Grampian as asylum seekers and refugees	NHS Grampian Public Health
Ongoing development and refinement of an NHS Grampian surveillance system to allow for advance warning for the healthcare and social care system of developing infectious disease threats in both community and hospital settings	NHS Grampian Public Health
Wide engagement across healthcare, social care and non-healthcare settings as part of the renewal of the NHS Grampian public health incident plan, to bolster awareness and strengthen notification arrangements across the north east.	NHS Grampian Public Health

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INFECTIOUS DISEASES INCLUDING ANTIMICROBIAL RESISTANCE AND FUTURE PANDEMICS	
ACTIONS	LEAD
Promotion of infection prevention and control throughout the population in all settings	NHS Grampian
Implementation of the national Infection Prevention Workforce Strategic Plan 2022 – 2024 to include consideration of IPC provision for primary and community health and social care settings	NHS Grampian
Preventing the spread of multidrug-resistant organisms through NHS Grampian policies to guide antibiotic prescribing and robust hospital infection prevention and control	NHS Grampian Anti-Microbial Team Meeting
Ongoing development and refinement of an NHS Grampian surveillance system to detect and track multidrug-resistant infections	NHS Grampian Public Health
Renewed Major Infectious Diseases Plans, one for NHS Grampian setting out the arrangements for pandemic preparedness across the healthcare and social care system, and one for the Grampian Local Resilience Partnership for pandemic preparedness from a multiagency perspective	NHS Grampian Civil Contingencies Unit Grampian Local Resilience Partnership
Delivery of the national Vaccination Transformation Programme (VTP)	NHS Grampian VTP Board
Ongoing development and refinement of an NHS Grampian surveillance system to monitor vaccine uptake, and allow for targeted work to understand and remedy low uptake in identified localities	NHS Grampian Public Health

4. Governance arrangements for the Joint Health Protection Plan

Grampian Joint Health Protection Coordinating Group oversee the drafting of the Joint Health Protection Plan, comprising representatives from NHS Grampian (Health Protection Team, Infection Prevention and Control Team, Medical Microbiology), Aberdeen City Council (Protective Services), Aberdeenshire Council (Protective Services), Moray Council (Environmental Health and Trading Standards), and Animal and Plant Health Agency. NHS Grampian Head of Protecting Health is the lead author of the draft Joint Health Protection Plan.

North East Leaders Group for Public Protection provide multiagency oversight of the Joint Health Protection Plan. NHS Grampian Population Health Committee scrutinise and approve the Joint Health Protection Plan. NHS Grampian Health Board publish the Joint Health Protection Plan into the public domain.

APPENDIX ONE

Grampian population

NHS Grampian Health Board is the administrative body for health services in the north east of Scotland, serving a population of over half a million people residing in three coterminous local authority areas (table 1). Nearly half the population (45%) live in Aberdeenshire (circa 263,000), over a third (39%) live in Aberdeen City (circa 227,000), and one-sixth (16%) live in Moray (circa 96,000).



The population of Grampian has increased by 3% over the past decade. Population projections for the next twenty years suggest significant demographic changes to come, specifically a significant reduction in the number of children and a significant increase in the number of adults of pensionable age. These emergent trends can already be seen in annual population estimates from the past decade.

Overall, Scotland’s population is ageing, with the population projected to decrease after 2028 due to deaths outweighing any births, with insufficient inward migration to mitigate this. Although there are not up to date population projections at a small area level, older estimates show that the population within NHS Grampian is projected to age, with decreases in the proportions of 0 to 15 year olds, and rises the proportions of individuals aged 75 and older. This data suggest that these patterns will be more pronounced in Aberdeenshire and Moray than in Aberdeen City.

Table 1: Mid-year population estimates for NHS Grampian and coterminous local authorities (Source: NRS population estimates)

	2011	2013	2015	2017	2019	2021
Aberdeen City	222,460	227,070	230,350	228,800	228,670	227,430
Aberdeenshire	253,650	257,770	261,960	261,800	261,210	262,690
Moray	93,470	94,360	95,510	95,780	95,820	96,410
GRAMPIAN	569,580	579,200	587,820	586,380	585,700	586,530

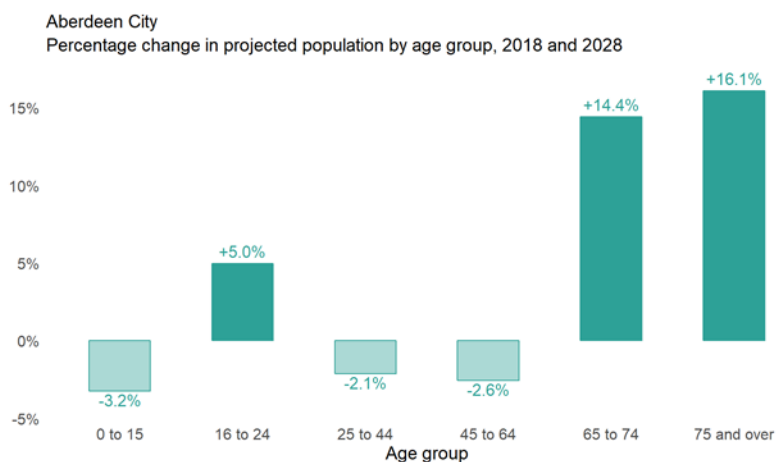
Using the most recent analysis (which is 2020 based) there is a 0.3% projected increase for the Scottish population by 2028. Migration is projected to be the only source of population gain. The population of Scotland is projected to decrease after 2028 due to more deaths than births outweighing any additional population from migration.²⁴ Council and Health Board level population projections are not being produced for 2020 data. Using the projections available from 2018 data, will overestimate likely population increases however, these are shown here to illustrate how the age profile may change in areas.

In Aberdeen City, between 2018 and 2028, the 0 to 15 age group is projected to see the largest decrease (-3%) and the 75 and over age group is projected to see the largest increase (+16%). The 25 to 44 age group is projected to remain the largest.

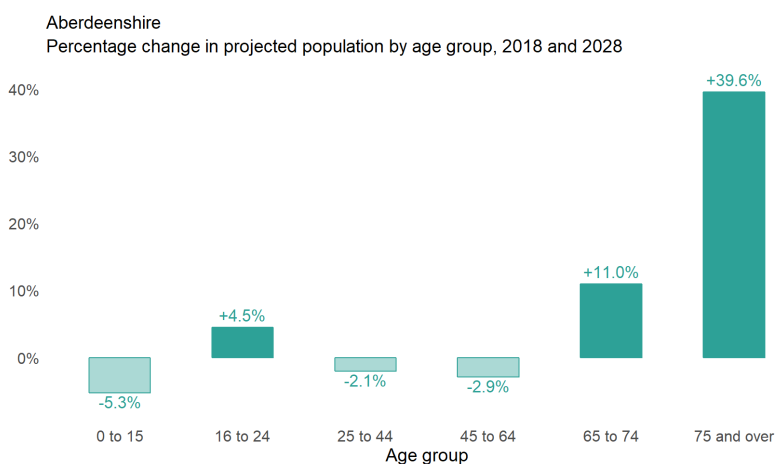
²⁴ <https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-projections/population-projections-scotland/2020-based>

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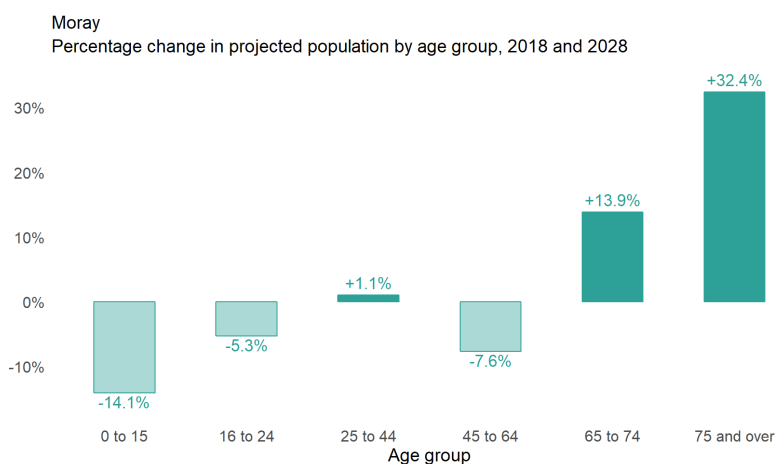
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In Aberdeenshire, between 2018 and 2028, the 0 to 15 age group is projected to see an even larger percentage decrease (-5%) than in Aberdeen City and the 75 and over age group is projected to see an even larger percentage increase compared to Aberdeen City (+39%). The 45 to 64 age group is projected to remain the largest.



In Moray, between 2018 and 2028, the 0 to 15 age group is projected to see an even greater percentage decrease than in Aberdeen City and Aberdeenshire (-14%) and the 75 and over age group is projected to see a large percentage increase (+32%). The 45 to 64 age group is projected to remain the largest age group.



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APPENDIX TWO

Grampian operational plans by agency

Grampian HPT Plans	
Infectious Disease Incident Plan	To be combined into a combined “Public Health Incident Plan”
Environmental Incident Plan	

Joint Grampian HPT / Aberdeen City Council Plans
Procedure for management of infectious illness on aircraft arriving at Aberdeen
Procedure for cases of illness in vessels arriving at Aberdeen

NHS Grampian Plans
Major Infectious Diseases Plan
High Consequence Infectious Disease Protocol

Joint Grampian HPT / Aberdeenshire Council Plans
Aberdeenshire seaport plan

Aberdeen City Council Plans
Air Quality Action Plan
Air Quality Progress Report Assessment
Contaminated Land Strategy
Food Regulatory Service Plan
Health and Safety Intervention Plan

Aberdeenshire Council Plans
Air Quality Updating and Screening Assessment
Animal Health and Welfare Service Plan
Contaminated Land Strategy
Food and Feed Law Enforcement Service Plan
Food Law Intervention Policy and Procedure
Health and Safety Enforcement Policy
Health and Safety Service Plan

Moray Council Plans
Air Quality Updating and Screening Assessment
Animal Health and Welfare Service Plan
Contaminated Land Strategy
Environmental Health Enforcement Policy
Food Enforcement Service Delivery Plan
Food Safety Incident Procedure
Food Related Infectious Disease Procedure
Food Law Intervention Procedures
Food Sampling Policy
Health & Safety Enforcement Policy

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Grampian Local Resilience Partnership Plans

Aberdeen Harbour Plan
Animal Diseases Plan
Emergency alert Plan for Potential Huntly Flooding
Scientific & Technical Advice Cell (STAC) Activation and Management Plan
Grampian Fuel Plan
His Majesty's Prison & Young Offenders Institution Grampian
Major Infections Disease Incident Response Framework
Moray Distilleries & Maturation Warehouses
P&J LIVE - The Event Complex Aberdeen (TECA)
Pittodrie Stadium Incident Response Guidance
Protocol for Managing Additional Deaths Arising from Extensive Emergencies
St Fergus Gas Terminal Plan
Union Square Area Plan

North of Scotland Regional Resilience Partnership Plans

Exotic Notifiable Animal Diseases Contingency Plans
Grampian Local Resilience Partnership Response and Recovery Arrangements
Grampian Local Resilience Partnership Care for People Plan
Major Incident with Mass Casualties Plan- National Plan
National emergency Plan for Fuel
North of Scotland Regional Resilience Partnership Coastal Pollution Arrangements
North of Scotland Regional Resilience Partnership Fuel Framework
North of Scotland Regional Resilience Partnership Chemical Biological Radiological and Nuclear (CBRN) Plan
Pandemic Flu Communications Guidance
Power Resilience Framework
Resilient Telecoms Plan for Scotland Master
Scottish Regional Resilience Partnership Framework
Scottish Water Emergency Plans
Windblow Contingency Plan

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APPENDIX THREE

Grampian resources and operational arrangements

NHS Grampian HPT	
Consultants in Public Health / Medicine	2
Nurse Consultant in Health Protection	1.0 (intended)
Health Protection Nurse Specialists	2.6
Advanced Health Protection Nurses	1.6
Health Protection Nurses	1.0 (intended)
Lead TB Nurse Specialist	1.0
TB Nurses	1.8
Health Care Support Worker	0.8
Health Protection Officers	2.0
Health Protection Manager	0.8
Health Protection Administrators	2.0
Health Board Competent Persons	12
Aberdeen City Council	
Protective Services Manager	1
Environmental Health Manager	1
Principal Environmental Health Officer	4
Environmental Health Officer	5.6
Senior Authorised Officer	1
Authorised Officer	3
Compliance Officer	1
Licensing Standards Officer	2
Scientific Officer	0.8
Senior Pest Control Officer	1
Pest Control Officer	2
Dog Warden	2
Local Authority Competent Persons	12
Aberdeenshire Council	
Protective Services Manager	1
Environmental Health Officers	19
Authorised Officers	12
Technical Officers	8
Civic Licensing Scotland Officers	4
Trading Standards Officers	7
Enforcement Officers	7
Animal and Health Welfare Officers	7
Local Authority Competent Persons	20

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Moray Council	
Environmental Health and Trading Standards Manager	1
Principle Environmental Health Officers	2
Senior Environmental Health Officer	1
Lead Public Health Officer	1
Environmental Health Officers	5
Technical Officers	14*
Trainee Environmental Health Officer	1
Principle Trading Standards Officer	1
Trading Standards Officers	1
Fair Trade Officers	1.5
Trainee Trading Standards Officer	1
*As of 13 March 2024 the establishment for technical officers will be reduced by a to-be-agreed amount	

Local Authority Competent Persons	30
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National health protection groups and meetings	
Name	Chair
Weekly National Health Protection	Public Health Scotland
Situations of Note	Public Health Scotland
Scottish Health Protection Network	Oversight, coordination, subgroup chairs

Grampian health protection (associated) groups and meetings	
Name	Chair
Joint Health Protection Coordinating Group	NHS Grampian Public Health
Health Protection Situational Awareness Group	NHS Grampian Public Health
Local Resilience Partnership arrangements	Subgroup chairs
High Consequence Infectious Disease Group	NHS Grampian Public Health
Sexual Health and BBV MCN	NHS Grampian Public Health
Vaccination Transformation Programme Board	NHS Grampian DPH
Alcohol & Drug Partnership groups	Subgroup chairs

Healthcare associated infection (HAI) and antibiotic resistance groups and meetings	
Name	Chair
HAI Executive Committee	NHS Grampian Nurse Director
HAI Work Programme Delivery Group	NHS Grampian IPCT
HAI Education Group	NHS Grampian IPCT
IPC Strategic Committee	NHS Grampian IPCM
Anti-Microbial Team (AMT) Meeting	NHS Grampian AMT Lead
HAI Subgroups	NHS Grampian Subgroup Chair

Mutual aid arrangements	
NHS HPT mutual aid MOU 2023	North of Scotland Public Health Network (Grampian, Highland, Orkney, Shetland, Tayside, and Western Isles)

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APPENDIX FOUR: GRAMPIAN ‘HAZARDS BASED APPROACH’ MATRIX					
Biological hazards					
Hazards	Pathways	Surveillance	Prevention	Preparedness	Response
Communicable infections	Airborne / droplet	Animal health notifications	<ul style="list-style-type: none"> • Animal control regulations • Food hygiene regulations • Healthcare services • Licensing (e.g. tattoo) • Public health management 	Surveillance and notification systems	HPT IPCT
				Continuous Professional Development	
Environmental infections	Bloodborne	Clinical notifications (unusual disease, unusual prevalence)	<ul style="list-style-type: none"> • Public hygiene • Vaccination • Swimming pool regulations 	Evidence-based guidance	EHO / HSE
Zoonotic infections	Direct contact			Environmental notifications	<ul style="list-style-type: none"> • Water system regulations • Water treatment works
	Foodborne	Notifiable diseases and organisms	Joint planning		
DELIBERATE RELEASE	Waterborne			<ul style="list-style-type: none"> • UK Security Agencies 	Standard operating procedures
Biological weapons					

KEY: APHA (Animal and Plant Health Agency); EHO (Environmental Health Officers); GLRP (Grampian Local Resilience Partnership); HSE (Health and Safety Executive); HPT (Health Protection Team); NRRP (North Regional Resilience Partnership); SEPA (Scottish Environmental Protection Agency); SGoRR(Scottish Government Resilience Room)

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APPENDIX FOUR: GRAMPIAN ‘HAZARDS BASED APPROACH’ MATRIX					
Chemical hazards					
Hazards	Pathways	Surveillance	Prevention	Preparedness	Response
Built environment Heavy metals Industrial environment Petrochemicals Waste processing	Inhalation Absorption Ingestion	COSHH notifications RIDDOR notifications	Regulatory inspections Consumer safety regulations Food safety regulations Land use regulations Planning regulations Water system regulations	Surveillance and notification systems Continuous Professional Development Evidence-based guidance Exercises Inspection schedules	EHO HSE [HPT] [IPCT] SEPA [GLRP]
DELIBERATE RELEASE Chemical weapons			UK Security Agencies	Joint planning Standard operating procedures	UK-led response
KEY: APHA (Animal and Plant Health Agency); EHO (Environmental Health Officers); GLRP (Grampian Local Resilience Partnership); HSE (Health and Safety Executive); HPT (Health Protection Team); NRRP (North Regional Resilience Partnership); SEPA (Scottish Environmental Protection Agency); SGoRR(Scottish Government Resilience Room)					

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APPENDIX FOUR: GRAMPIAN ‘HAZARDS BASED APPROACH’ MATRIX					
Physical hazards					
Hazards	Pathways	Surveillance	Prevention	Preparedness	Response
Cold Fire Flooding Heat Noise Particulates Radon	Air Sound Temperature Water	Environmental monitoring	Fire prevention programmes Flood prevention programmes Low emission zones Planning regulations	Emergency planning Exercises Meteorological warning systems	EHO / HSE Emergency services NRRP / GLRP
DELIBERATE RELEASE					
Radioactive weapons			UK Security Agencies		UK-led response
KEY: APHA (Animal and Plant Health Agency); EHO (Environmental Health Officers); GLRP (Grampian Local Resilience Partnership); HSE (Health and Safety Executive); HPT (Health Protection Team); NRRP (North Regional Resilience Partnership); SEPA (Scottish Environmental Protection Agency); SGoRR(Scottish Government Resilience Room)					

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COMMITTEE	Communities, Housing and Public Protection Committee
DATE	30 May 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Communities, Housing and Public Protection Performance Report
REPORT NUMBER	CORS/24/144
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1.1.3

1. PURPOSE OF REPORT

- 1.1 To present Committee with the status of appropriate key performance measures relating to certain Operations and Customer services.
- 1.2 To report performance to the end of financial year 2023/24 which, of necessity, reflects the organisational structure in place at the commencement of the 2023/24 reporting year.

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

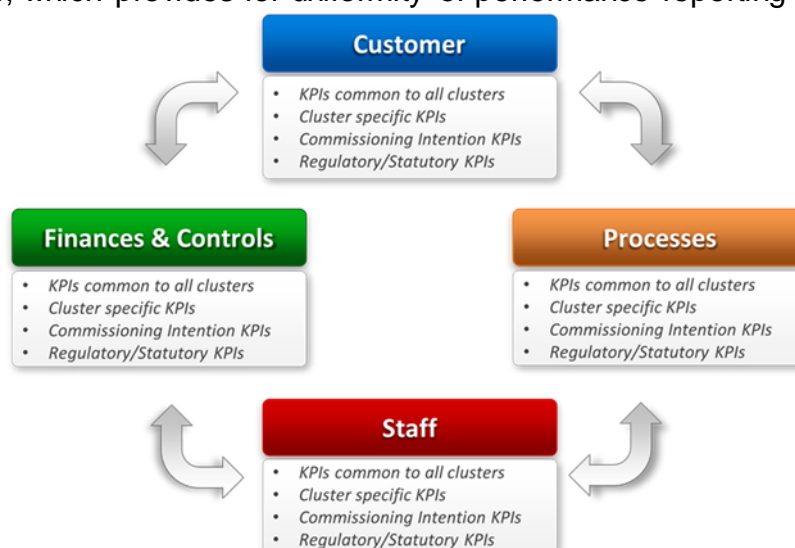
- 3.1 This report is to provide members with appropriate key performance measures in relation to certain Operations and Customer services as expressed within the 2023/24 Council Delivery Plan.

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 agreed by Council on 1st March 2023. Future reports will reflect changes to dataset construction arising from the organisational re-structure which came into effect from 1 April 2024, and measures aligning with the 2024/25 Council Delivery Plan agreed in March of this year.
- 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 March 2024 or Quarter 4 2023/24, as appropriate.
- 3.9 Appendix A provides an overview of performance across certain appropriate services, with reference to recent trends and performance against target. Further analysis is also provided 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:
- 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)
- 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) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
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Strategic	None	NA	NA	NA
Compliance	No significant legal risks.	Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting.	L	Yes
Operational	No significant operational risks.	Oversight by Elected Members of core employee health and safety/attendance data supports the Council's obligations as an employer	L	Yes
Financial	No significant financial risks.	Overview data on specific limited aspects of the cluster's financial performance is provided within this report	L	Yes
Reputational	No significant reputational risks.	Reporting of service performance to Members and in the public domain serves to enhance the Council's reputation for transparency and accountability.	L	Yes
Environment / Climate	None	NA	NA	NA

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Impact of Report	
Aberdeen City Council Policy Statement	None
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The Council aims to support improvement in the local economy to ensure a high quality of life for all people in Aberdeen. This report monitors indicators which reflect current economic activity within the City and actions taken by the Council to support such activity.
Prosperous People Stretch Outcomes	The Council is committed to improving the key life outcomes of all people in Aberdeen. This report

	monitors key indicators impacting on the lives of all citizens of Aberdeen. Thus, Committee will be enabled to assess the effectiveness of measures already implemented, as well as allowing an evaluation of future actions which may be required to ensure an improvement in such outcomes.
Prosperous Place Stretch Outcomes	The Council is committed to ensuring that Aberdeen is a welcoming place to invest, live and visit, operating to the highest environmental standards. This report provides essential information in relation to environmental issues allowing the Committee to measure the impact of any current action.
Regional and City Strategies	None

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No Assessment is required for this report. I confirm this has been discussed and agreed with Martin Murchie, Chief Officer, Data Insights (HDRCA) on 17 th May 2024
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

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

[Local Outcome Improvement Plan 2016-2026](#) (April 2024 Refresh)

Performance Management Framework – COM/23/168

11. APPENDICES

Appendix A – Performance Summary Dashboard

12. REPORT AUTHOR CONTACT DETAILS

Louise Fox

Strategic Performance and Improvement Officer

lfox@aberdeencity.gov.uk




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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	Jan 2024		Feb 2024		Mar 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).	87.7%		87.56%		87.32%		80%

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	64		113		109		
% of complaints resolved within timescale stage 1 and 2) - Building Services	76.6%		81.4%		79.8%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	32.8%		23.9%		22.9%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	0		1		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	Jan 2024		Feb 2024		Mar 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%




*Issues with identifying a resource to extract and collate data have been encountered causing delays. A resource has now been found in-house and data will be up to date for future reports.

3. Staff – Building Services

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Building Services)	1		1		1		
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	7		5		5		













Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - Building Services	6.3		6.4		6.3		10
Establishment actual FTE	400.39		401.86		414.92		




4. Finance & Controls – Building Services

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	84%		92.6%		102.5%		100%

Facilities Management

1. Customer – Facilities Management

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 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%		66.7%		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		1		0		

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Q4 Target
	Value	Status	Value	Status	Value	Status	
*Number of school lunches served in the year - Primary (YTD)	890,960		1,414,134		2,015,903		1,800,000

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

Appendix A

Performance Indicator	Current Status	2023/24 Target
All meals served to children and young people in our schools will meet the Nutritional requirements for Food and Drink in Schools (Scotland) Regulations		100%
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	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours	88.9%	✔	95.5%	✔	83.3%	✔	80%
% Response cleaning alerts responded to within priority timescales	100%	✔	100%	✔	100%	✔	80%
% Void cleaning alerts responded to within priority timescales	100%	✔	94.2%	✔	96.8%	✔	80%

Performance Indicator	Current Status	2023/24 Target
We will deliver 39 weeks contracted school cleaning to the standards set in our generic specification and within the budget allocated.		95%
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
We will deliver cleaning services within all (non-school) operational properties to the standards set in our generic specification and within the budget allocated.		95%
Cleaning service is delivered by the in-house team throughout the year at all other operational properties across the city, on all weekdays minus public holidays (a limited number of properties also receive service over weekends). We will use this measure to highlight any instances where a property has been unable to open due to our inability to provide a satisfactory cleaning service.		

3. Staff – Facilities Management







Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 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)	9		4		10		

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence – Average Number of Days Lost - Facilities	19.3		18.4		17.4		10
Establishment actual FTE	521.79		520.25		522.48		
Establishment actual FTE (Catering)	174.34		172.23		175.05		
Establishment actual FTE (Cleaning)	234.05		234.2		233.31		
Establishment actual FTE (Janitorial)	64.3		64.72		65.07		
Establishment actual FTE (Office & Building Management)	14.89		14.89		14.89		
Establishment actual FTE (Passenger Transport Unit)	31.69		31.69		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	Jan 2024		Feb 2024		Mar 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)	89%		97.7%		106.6%		100%

Protective Services

1. Customer – Protective Services

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Protective Services	7		12		3		
% of complaints resolved within timescale - Protective Services	71.4%		83.3%		33.3%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	14.3%		8.3%		0%		
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0		0		0		

2. Processes - Protective Services

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	100%		100%		100%		100%
High Priority Pest Control % responded to within 2 days	94%		98.3%		100%		100%
High Priority Public Health % responded to within 2 days	96.5%		98.8%		97%		100%
Dog Fouling - % responded to within 2 days	71.7%		98.4%		88.1%		100%

Performance Indicator	Q2 2023/24		Q3 2023/4		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
**% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	74.7%		56.1%		Data awaited		80%
*% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	39.9%		45.3%		48.6%		20%
*% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	12.8%		16.2%		16.2%		10%
*% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	40.7%		45.1%		51.2%		20%
*% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	23.5%		31.5%		35.8%		10%
% 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	Q2 2023/24		Q3 2023/24		Q4 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	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - Protective Services	4.1		4.1		4.1		10
Establishment actual FTE	62.88		63.33		64.33		

4. Finance & Controls - Protective Services

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	93.7%		93.9%		97.4%		95%

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	88.6%		97.2%		105.9%		100%

Customer

Customer Experience

1. Customer – Customer Experience

Performance Indicator – Service	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Customer Experience	88		89		129		
% of complaints resolved within timescale – Customer Experience	93.2%		93.3%		96.1%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Customer Experience	39.8%		33.7%		34.1%		
Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience	3		1		5		

2. Processes – Customer Experience

Performance Indicator	Jan 2024		Feb 2024		Mar 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)	11.57		10.95		8.58		12
Correct amount of Housing Benefit paid to customer (monthly)	96.09%		95.93%		96.34%		95%
% Customer Contact Centre calls answered within 60 seconds	71.36%		67.29%		61.26%		70%

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
*% Crisis Grant applications processed within 2 working days	99.43%		99.2%		Data unavailable		90%
*% Community Care Grant applications processed within 15 working days	82.11%		73.08%				50%

*Data analysis not yet received from Scottish Government.

3. Staff – Customer Experience

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 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	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Customer Experience	6.4		6.0		5.6		5
Establishment actual FTE	327.73		324.29		324.16		

4. Finance & Controls – Customer Experience

Performance Indicator	Jan 2023		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£130.4m		£133.6		£135.8		£137.7m
Staff Costs - % Spend to Date (FYB)	82.3%		90.3%		98.2%		100%

Digital and Technology

1. Customer – Digital and Technology

Performance Indicator	Q2 2023/24		Q3 2022/23		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Digital and Technology	1		0		0		
% of complaints resolved within timescale – Digital and Technology	0%		No complaints Q3/Q4				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	Jan 2023		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Average Call Wait Time (IT Helpdesk)	192 secs		113 secs		109 secs		150 sec.
Abandonment Rate % (IT Helpdesk)	15%		9.74%		6.8%		30%

2. Processes – Digital and Technology

Performance Indicator	Jan 2024		Feb 2024		Mar 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	75.3%		78.1%		81%		65%
*% Priority 1 and 2 incidents closed in timescale	80%		100%		71.4%		99.5%
*% Priority 3 – 5 incidents closed in timescale	79.4%		76.7%		83.8%		95%

3. Staff – Digital and Technology

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 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		2		

Performance Indicator	Jan 2023		Feb 2023		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Digital and Technology	1.4		1.5		1.6		5
Establishment actual FTE	90.38		90.4		90.4		

4. Finance & Controls – Digital and Technology

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	81.9%		89.9%		97.9%		100%

Early Intervention and Community Empowerment

1. Customer – Early Intervention and Community Empowerment

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Early Intervention and Community Empowerment	85		87		65		
% of complaints resolved within timescale - Early Intervention and Community Empowerment	76.5%		74.7%		81.5%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment	35.3%		25.3%		26.2%		
Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment	6		0		0		

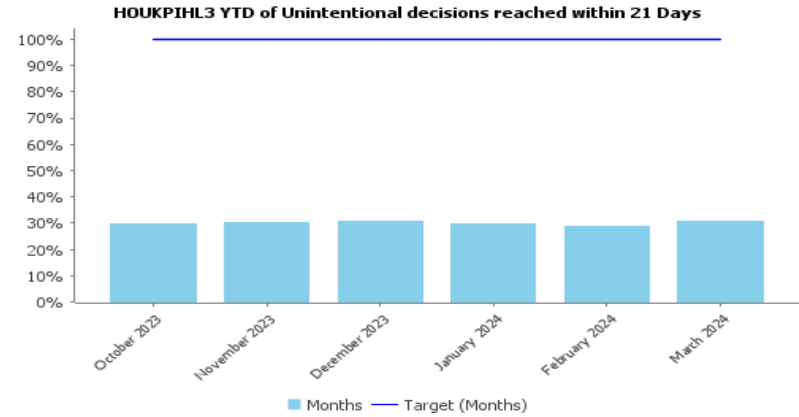
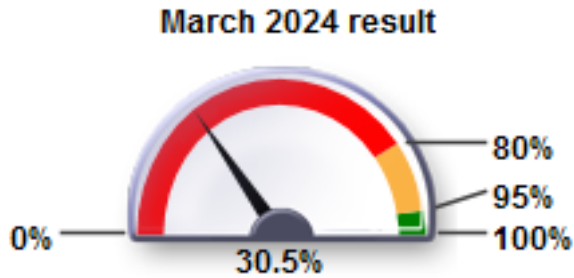
Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Percentage of tenants satisfied with the standard of their home when moving in YTD	77.6%		79.2%		79.5%		75%
Satisfaction of new tenants with the overall service received (Year To Date)	82.8%		84%		84.1%		85%
Financial Inclusion - No of open cases per month	166		210		204		
Financial Inclusion - No of enquiries per month	163		147		153		
Number of visits to libraries - person	42,852		44,337		43,472		
Number of visits to libraries - virtual	128,016		111,307		112,489		
% Libraries open during agreed opening hours	100%		99.9%		100%		95%

2. Processes – Early Intervention and Community Empowerment

Performance Indicator	Jan 2024		Feb 2024		Mar 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	29.9%		29%		30.3%		100%
YTD Average length of journey in days for applicants assessed as unintentionally homeless	156.8		161		161.2		100
YTD Percentage of anti-social behaviour cases reported which were resolved	96%		96.5%		99.9%		100%
YTD % of calls attended to by the ASBIT Team within 1 hour	96.3%		96.3%		96.5%		95%
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	481		435		442		
The YTD number of Legal reposessions following decree (Arrears) - Citywide	13		18		24		
Housing Applications processed 28 days YTD %	99.58%		99.58%		99.63%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	92.1%		92.3%		92.3%		100%
The YTD Average time taken to re-let all properties (Citywide - days)	236.6		238.6		237.7		125
Voids Available for Offer Month Number - Citywide	1,870		1,889		2,019		
*Welfare Rights - % of Successful Appeals	75%		100%		No data		
HMO License Applications Pending	144		135		119		
HMO Licenses in force	959		966		978		
% Library item requests satisfied within 21 days	71.2%		74.5%		79.4%		85%

*No appeals heard in March

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 Unsu itable Accommodation Order, by having households in unsu itable 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.

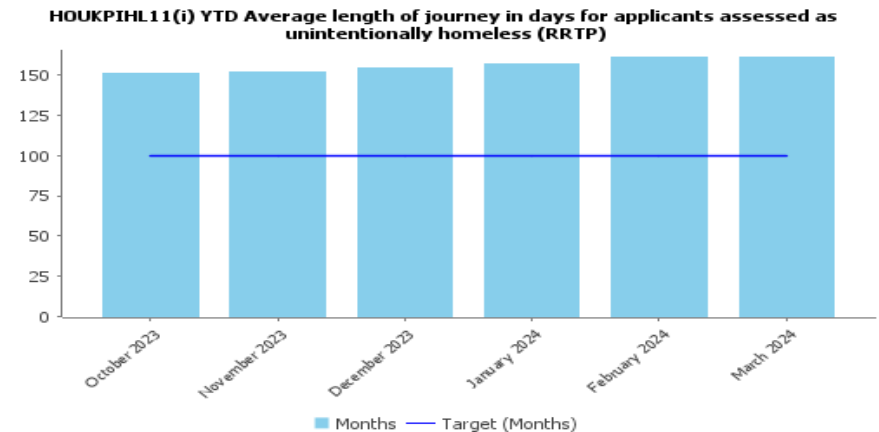
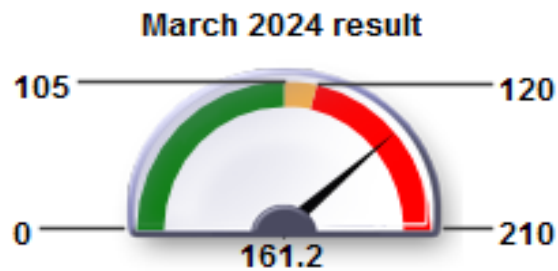
Responsible officer:

Last Updated:

Rachel Harrison

March 2024

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



Why is this important?

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

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

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

Benchmark Information:

2022-23

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

Target:

2023-24

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

This is what the data is saying:

- The average homeless journey is currently operating at **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**, whereupon 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:

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

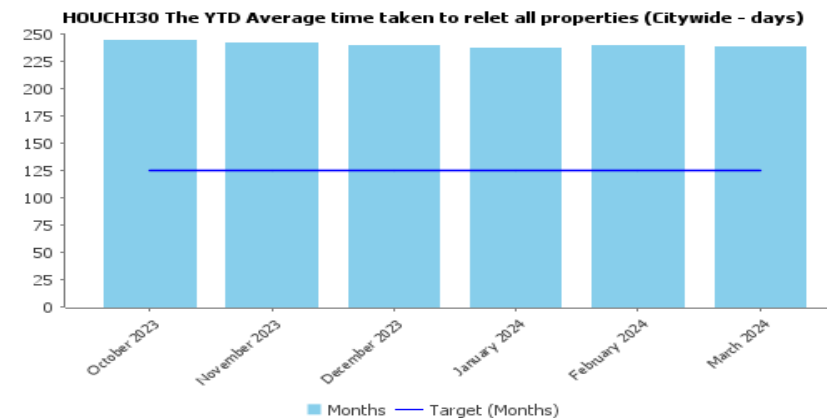
Responsible officer:

Rachel Harrison

Last Updated:

March 2024

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



Why is this important?

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

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

2023-24

- Average relet times was **237.4** days. The Scottish Average won't be available until 31st August when the Scottish Housing Regulator publishes the data.

Target:

2024/25

- The 2024/25 target is currently under review.

This is what the data is saying:

For the reporting year 2023/24 the average relet time YTD is **237.4** days, a **32.8%** increase when compared with the same period last year where the figure stood at **178.7** days.

This is the trend:

Average relet times for the last 3 years show **106.7** days in 2021/22, **178.7** days in 2022/23 and **237.4** days in 2023/24.

The number of properties relet in the period 2023/24 was **2,123** an increase when compared to 2022/23 where **1,848** properties had been relet. The increase in the number of relets for 23/24 is partly due to the letting of **290** new build properties.

The relet times show that of the **2,123** properties let **1,169 (55.1%)** 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. **275 (12.9%)** properties were relet within the Scottish average for 2022/23 of **56** days.

The relet times for the **290** new builds show an average time of **60.2** days.

This is the impact:

Some of the consequences of this performance are:

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

These are the next steps we are taking for improvement:

- Addressing voids performance continues to be a priority for services. In response to this we have developed a new corporate improvement project with oversight being provided through a new Housing Board, which is chaired by the Executive Director for Families & Communities. This Board is now programming actions in response to the strategic performance review of void property management which was commissioned by the Performance Board.
- Ownership of the Improvement Plan will be split across the Housing & Corporate Landlord clusters and contains an extensive range of actions intended to transform performance.
- Recommendations will be costed to ensure they align to the HRA 30 year business plan.
- 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. 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

- o 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

March 2024

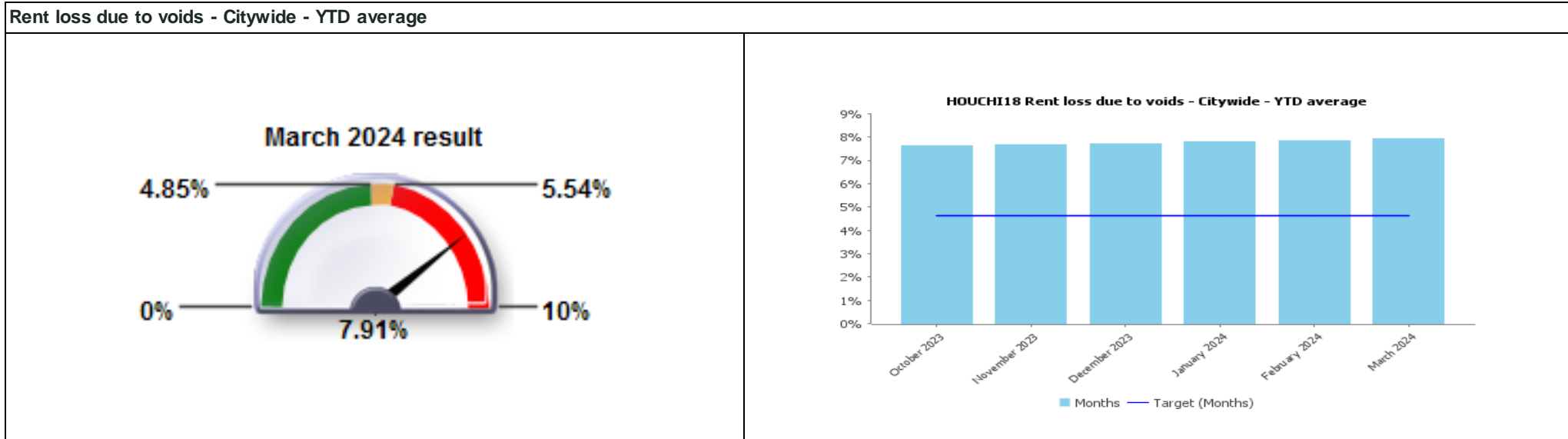
3. Staff – Early Intervention and Community Empowerment

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 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		3		2		

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - EICE	9		8.6		8.2		8
Establishment actual FTE	404.5		392.65		389.43		

4. Finance & Controls – Early Intervention and Community Empowerment

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	86.6%		94.8%		102.9%		100%
Financial Inclusion - Total Financial Gains Achieved per month	£490,345		£522,361		£271,295		
Gross rent Arrears as a percentage of Rent due	18.3%		18.45%		18.25%		18.2%
Rent loss due to voids - Citywide - YTD average	7.78%		7.85%		7.91%		4.62%



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:

2023/24

- Void Rent Loss was **5.70%**. The Scottish Average won't be available until 31st August when the Scottish Housing Regulator publishes the data.

Target:

2024/25

- The 2024/25 target is currently under review.

This is what the data is saying:

The YTD Void Rent Loss figure for 2023/24 is **£7,805,806** this equates to **7.91%** of the gross debit (rent due) a significant increase when compared with the same period last year where the figure stood at **£5,271,632 (5.70%)**.

The number of properties available for relet as at the 30th April 2024 was **2,214** with an average of **231** days void. When compared to the same period last year this is an **88.4%** increase, where the number of void properties available for relet was **1,175** with an average day's void of **149** days

This is the trend:

Void Rent Loss has steadily increased year on year from **3.66% (£3,355,121)** in 2021/22, **5.70% (£5,271,632)** in 2022/23 and **7.91% (7,805,806)** in 2023/24.

The high number of void properties and the lengthy relet times 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 response to this we have developed a new corporate improvement project with oversight being provided through a new Housing Board, which is chaired by the Executive Director for Families & Communities. This Board is now programming actions in response to the strategic performance review of void property management which was commissioned by the Performance Board.

Ownership of the Improvement Plan will be split across the Housing & Corporate Landlord clusters and contains an extensive range of actions intended to transform performance. Actions include;

- Re-establishing an Operational Voids Improvement Group to ensure exception reporting, operational risks and issues are actioned
- Assigning additional resources for voids repairs. Building Services continue to prioritise deployment of its workforce to void repair work which is also contributing to the anticipated performance transformation.
- Procuring external contractors to develop a voids framework to ensure the return of up to 1k void properties to assist the clearance of work in progress backlogs.
- A continued concentration on letting the new build developments at Summerhill, Tillydrone & Cloverhill which will positively impact on average relet times.

- Use of digital technologies to support more efficient processes.
- Review of void pathways and process mapping which will include additional and more robust inspection of properties to minimise properties returned in poor condition at termination. Other considerations will include earlier scheduling and programming of work, creating further efficiency within the overall process.

Responsible officer:

Last Updated:

Martin Smith/Graham Williamson





March 2024

Corporate

1. Customer – Corporate

Performance Indicator – Corporate	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
No. of Non-complex Subject Access Requests received	67		71		68		
% Non-complex Subject Access Requests responded to within 1 month	74.6%		81.7%		88.2%		80%
No. of Complex Subject Access Requests received	9		7		17		
% Complex Subject Access Requests responded to within 3 months	55.6%		14.3%		23.5%		70%
No. of Environmental Information Regulation requests received	103		89		114		
% of Environmental Info Requests replied to within 20 working days - Corporate	89.3%		89.9%		92.1%		85%
No. of Freedom of Information requests received	325		303		344		
% of Freedom of Information requests replied to within 20 working days - Corporate	83.4%		83.2%		89.5%		85%
No. of Access to School Records requests received	3		4		4		
% Access to School Records requests responded to within 15 school days	100%		100%		75%		100%
No. of Data Protection Right requests received	3		4		6		
% Data Protection Right requests responded to within 1 month	100%		100%		100%		100%

Traffic Light Icons Used

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

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing & Public Protection Committee
DATE	30 th May 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Building Standards Activity Report
REPORT NUMBER	CR&E/24/155
DIRECTOR	Gale Beattie
CHIEF OFFICER	David Dunne
REPORT AUTHOR	Grant Tierney
TERMS OF REFERENCE	2.7 and 2.8

1. PURPOSE OF REPORT

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

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Notes the contents of the report and appendix and
- 2.2 agrees to receive a further Building Standards Activity Report at the meeting of the Communities, Housing and Public Protection Committee on 21st November 2024.

3. Current Situation

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

objective of protecting the public from harm caused by buildings. This report provides an update to the committee following a report to this Committee on 14th November 2023 which covered the reporting period of November 2022 to September 2023.

- 3.2 Details of formal and non-formal enforcement activity can be found in Appendix 1 relating to:
- Public safety and dangerous buildings
 - Unauthorised building work; and
 - Unauthorised occupation of buildings without a completion certificate

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

During this reporting period, October 2023 – March 2024, there have been no major incidents requiring significant intervention by Building Standards for example, evacuation of a tenement building or fatal accident inquiry. Three notices were served during the period and two of these related to movement and fabric deterioration of rear stair blocks serving tenements at Holburn Street and King Street. The third notice required owners to address a defective boundary wall in Cove.

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

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

8. OUTCOMES

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

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

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with, David Dunne, Chief Officer, Strategic Place Planning on 08/05/2024.
Data Protection Impact Assessment	Not required

10. BACKGROUND PAPERS

None

11. APPENDICES

11.1 Appendix 1 – Building Standards Activity

12. REPORT AUTHOR CONTACT DETAILS

Name	Grant Tierney
Title	Building Standards Manager
Email Address	gtierney@aberdeencity.gov.uk
Tel	+44 1224 053353

Appendix 1 – Building Standards Activity

Period 01/10/23 – 31/03/24	Live Notices at start of period	Notices Served during period	Notices Closed during period	Live Notices at end of period
Public Safety and Dangerous Buildings	18	3	3	18
Unauthorised Building Work	5	0	0	5
Unauthorised Occupation of Buildings	0	0	0	0

Number of visits resulting in formal or informal action	23 visits
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For information – a Notice is principally served in 2 instances:

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

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

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

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

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	30 th May 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Anti-Modern Slavery Statement
REPORT NUMBER	CORP/24/147
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Lindsay MacInnes (Interim)
REPORT AUTHOR	Sandie Scott
TERMS OF REFERENCE	8.1 (General Delegation)

1. PURPOSE OF REPORT

- 1.1 To provide an update on the development of an Anti-Modern Slavery statement for Aberdeen City Council.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Approve the Anti-Modern Slavery statement as contained in Appendix 1.

3. CURRENT SITUATION

- 3.1 Following a Notice of Motion submitted by Councillor Ali to the Council meeting of 26 April 2023, the Council noted that modern slavery affects millions of people globally. The Council also noted that, whilst only specific parts of the Modern Slavery Act 2015 apply to Scotland, as a public body, it should uphold the highest possible ethical standards, and contribute to the elimination of this scourge on our society.
- 3.2 The Council instructed the Chief Executive to report to the Communities, Housing and Public Protection Committee on the current status of the Modern Slavery Act 2015 including any proposed legislative changes and a review of what other local authorities, across the UK, and other major public institutions (e.g. universities, charities, devolved/national governments etc.) have in place and the impact thereof.
- 3.3 The Communities, Housing and Public Protection Committee reviewed a report on the current status of Modern Slavery Act 2015 on 6 July 2023 and instructed

- (i) the Chief Executive to develop an Anti-Modern Slavery statement that would be included as part of the normal policy review cycle, in areas such as:
 - a. Human Resources including:
 - i. Recruitment
 - ii. Use of temporary / casual / fixed-term staff
 - b. Partner organisations
 - c. Supply chain / Procurement, including:
 - i. IT procurement
 - ii. Use of consultants, contractors, suppliers, vendors
 - d. Capital Projects
 - i. Use of consultants, contractors, suppliers, vendors
 - ii. Materials
 - e. Whistleblowing
 - f. Training and development
 - g. Monitoring and enforcement; and
- (ii) report the statement back to Communities, Housing and Public Protection Committee at the next appropriate time.

3.4 A draft Anti-Modern Slavery Statement is included in **Appendix 1** based on a review of statements published by other organisations.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

5.1 Whilst the Council's wider statutory powers and duties may contribute to reducing modern slavery, there are no direct legal implications arising from the recommendations of this report.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

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

8. OUTCOMES

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

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	New impact assessment has been completed.
Data Protection Impact Assessment	Not required
Other	Not applicable

10. BACKGROUND PAPERS

- 10.1 Public Protection Committee 9 May 2018: Thematic Report: Human Trafficking [Thematic Report - Human Trafficking Aberdeen City 2.pdf](#)
- 10.2 [Modern slavery - GOV.UK \(www.gov.uk\)](#)
- 10.3 [Tackling Human Trafficking in Scotland | Migration Scotland](#)
- 10.4 Communities, Housing and Public Protection Committee 6 July 2023: [COM/23/211 Modern Slavery](#)

11. APPENDICES

- 11.1 Draft Anti-Modern Slavery Statement

12. REPORT AUTHOR CONTACT DETAILS

Name	Sandie Scott
Title	People Development Manager
Email Address	sascott@aberdeencity.gov.uk

APPENDIX 1

Aberdeen City Council

Anti-Modern Slavery Statement

Aberdeen City Council (“the Council”) commits to work with fairness and integrity in all aspects of its activity and as such has a zero-tolerance approach to slavery and human trafficking. Our Modern Slavery Commitments (“the Commitments”) set out what the Council commits to do to combat modern slavery in the Council’s activities.

Modern slavery encompasses human trafficking and slavery, servitude and forced or compulsory labour. Human trafficking consists of three basic components: action, means and purpose of exploitation. All three components must be present in an adult trafficking case; for child trafficking the ‘means’ component is not required. In human trafficking cases, exploitation can take many forms, including sexual exploitation, forced labour, slavery, servitude, forced criminality and removal of organs. Some people may not be victims of human trafficking but still victims of modern slavery if they have been subject to slavery, servitude and forced or compulsory labour.

The objective of the Commitments is to confirm the effective steps the Council is taking to tackle modern slavery in its activities.

Commitment 1: Human Resources

The Council is committed to providing the highest standards of pay and conditions for our workforce with due respect to fairer work practices, including payment of the real living wage, fostering an environment where workers' views are actively sought, listened to and can make a difference, including a strong role for Trade unions, no inappropriate use of zero hours contracts; giving opportunities for all to learn, develop and progress and creating a healthy and safe environment where individuals wellbeing is actively supported.

The Council also has a delivery plan for several initiatives to promote and create a more diverse and inclusive workplace.

Commitment 1a: Recruitment

The Council is committed to providing equality of opportunity for everyone in our recruitment and selection practices, by providing a positive and accessible environment, free from prejudice and unlawful discrimination while valuing the needs and rights of all individuals.

It is acknowledged that some candidates may face additional barriers to recruitment, and it is important therefore, that those involved in recruitment and selection comply with equalities legislation and the Council's Equality, Diversity & Inclusion Policy.

The Council is a Living Wage accredited employer and all Council roles, with the exception of those under SNCT terms and conditions and the Craftworker Agreement which have their own sizing schemes, are graded using the agreed Scottish Joint Council for Local Government Employees job evaluation scheme to ensure fairness and consistency, and satisfy the principle of equal pay for work of equal value.

Commitment 1b: Use of Casual / Relief Workers

The Council does not make use of zero hour contracts, and uses Relief/ Casual Workers as a mechanism to support our core workforce.

Relief / Casual Workers are all aligned to established roles, the salary grades having been graded using the agreed Scottish Joint Council for Local Government Employees evaluation scheme or in accordance with SNCT terms and conditions or Craftworker Agreement. The Council is a Living Wage accredited employer, and this includes our Relief Workers.

Commitment 2: Partner organisations

The Council is committed to engaging with its partners to promote and support their compliance with the Council's modern slavery statement, and to encourage them to adopt statements within their own organizations and supply chains.

The Aberdeen City Community Planning Partnership provides a forum for partner organisations to consider data across a range of outcomes and identify emerging issues. The Aberdeen City Local Outcome Improvement Plan is a shared strategy for meeting population need and tackling shared priorities together. The plan sets out a programme of improvement activity, often targeted at the City's most vulnerable people and communities to ensure they receive the support they need to

reduce inequality in positive outcomes for people across the City. For example, people with protected characteristics, people that have had adverse childhood experiences and people that are vulnerable due to poverty, mental health, long term conditions and other circumstances.

Partners will benefit from being briefed on Modern Slavery as a specific topic going forward and this will be explored by Community Planning Aberdeen, including the availability of local data on this topic.

In relation to Tier 1 ALEOs, this will be reviewed through the ALEO assurance hub which seeks assurance on employment policies and practices.

Commitment 3: Supply chain and Procurement

The Council is committed to conducting all and any procurement activities in a fair and transparent manner, to avoid buying into supply chains that are susceptible to human trafficking and/or exploitation.

The Council's [Joint Procurement Strategy 2023-2026](#) and the [Sustainable Procurement and Community Benefits Policy](#) outlines the commitment to securing positive environmental, social and economic outcomes in all procurement activity where possible to do so (including below threshold procurements, all regulated procurements and frame work call offs), policy states at least 10% of award criteria should be allocated to Sustainable Procurement including Community Benefits and Fair Work Practices.

The Council consider that a bidder's employment practices and its approach to its workforce can have a direct impact on the quality of service it delivers and, sometimes, of the goods it supplies and works performed. Fair pay, including payment of the Living Wage, is one of the ways a bidder can demonstrate that it takes a positive approach to its workforce. Wherever it can be deemed relevant to quality of service or goods or delivery/performance of the contract, a bidder's employment practices and approach to the workforce it will engage to perform the contract is evaluated as part of the procurement exercise. A Method Statement has been developed reflecting the full range of protected characteristics under the Public Sector Equality Duty.

In addition, there are a number of mandatory and discretionary exclusions which are assessed using the Single Procurement document (SPD) which is applicable to all regulated procurement activity. The mandatory exclusions within the Single Procurement document (SPD) include criminal convictions relating to human trafficking and breaches of environmental, social and labour laws which ensures due regard is given to these areas in procurement activity.

Commitment 4: Capital Projects

The Council is committed to conducting all capital projects in line with the procurement processes, set out above.

The Council recognises the importance of awareness-raising for its contractors and suppliers to prevent modern slavery and human trafficking in its operations and supply chains.

All Capital Projects follow the same procurement processes (3) and HR standards cited above (1).

Commitment 5: Whistleblowing

The Council is committed to investigating any allegations of modern slavery that are disclosed to the Council through its Whistleblowing Policy

The Council has a Whistleblowing Policy which provides workers who have serious concerns about malpractice or wrongdoing in the Council with a route to raising such issues within the organisation at an early stage and in an appropriate way.

Commitment 6: Training and Communications

The Council is committed to providing training and undertaking awareness raising campaigns for relevant employees to ensure that they understand modern slavery, are vigilant for signs of modern slavery practices and are aware of the issues, risks and appropriate action.

The Council recognises its duty to train relevant staff and raise awareness of modern slavery and acknowledge that staff understanding of the issues is key to the successful implementation of the commitments. The Council therefore commits to provide training and producing awareness campaigns on modern slavery for the following groups of employees that covers the definition, causes, indicators and impacts of modern slavery, as well as the council's policies and procedures for reporting and responding to any concerns or incidents.

- Frontline Customer Services
- Social & Community Services

The Council commits to providing tailored online training for employees who have direct responsibility or involvement in procurement, contract management, social care, housing, community safety, licensing and enforcement, which covers the risks and responsibilities related to modern slavery in their specific areas of work, as well as good practices and tools for due diligence, risk assessment and mitigation, and remediation.

The Council commits to providing training on modern slavery awareness and prevention into the induction and ongoing training of elected members and senior managers to ensure that they are fully informed and committed to the council's stance and actions against modern slavery.

The Council commits to participation in local, regional and national networks, campaigns and events on modern slavery, to share learning and good practice, and to collaborate with other stakeholders in tackling this global problem.

Commitment 7: Monitoring and Enforcement

The Council is committed to monitoring compliance of these commitment statements through existing processes and Committees and may refer instances of modern slavery to the Police.

The Council has a number of existing processes which monitor compliance including the Risk Board, Audit, Risk and Scrutiny Committee, Community Housing and Public Protection Committee and Licensing Committee. If modern slavery is identified through any of the existing processes a report will be made to the appropriate Board and/or Committee. While there are contractual remedies if instances of modern slavery are identified as part of the procurement process, there may be instances when the matter needs to be referred to the Police.

The Council also has powers to license and regulate services include, but are not limited to, taxi operators and drivers, public entertainment, street traders, sex shops and sexual entertainment venues. The Council has the authority to deny a license where there is suspicion that the proprietor is complicit in criminal activity. Further provisions give local authority officers the right of entry and inspection; and license holders who are found to be conducting criminal activities are liable to conviction.

The Council also has duties to support vulnerable groups, which can mitigate against conditions that make people vulnerable to exploitation.

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	30 May 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Aberdeen City Local Housing Strategy Update
REPORT NUMBER	F&C/24/142
EXECUTIVE DIRECTOR	Eleanor Shepherd
CHIEF OFFICER	Jacqui McKenzie
REPORT AUTHOR	Mel Booth
TERMS OF REFERENCE	1.1.1 and 1.1.5

1. PURPOSE OF REPORT

- 1.1 This report seeks approval of a timeline and the associated vision and strategic outcomes which will guide the development of the Aberdeen City Local Housing Strategy. The report also seeks approval for the prioritisation methodology to be utilised for the affordable housing supply programme and a hybrid model of care and support at Provost Hogg Court.

2. RECOMMENDATION(S)

That the Committee:

- 2.1 Approve the timeline for the review of the Aberdeen City Local Housing Strategy at 3.2;
- 2.2 Approve the vision and strategic outcomes for the revised Aberdeen City Local Housing Strategy outlined at 3.3 and 3.4;
- 2.3 Approve the prioritisation methodology for the affordable housing supply programme at 3.7; and
- 2.4 Approve implementation of the hybrid model of care and support at Provost Hogg Court as detailed at 3.11.

3. CURRENT SITUATION

Local Housing Strategy

- 3.1 In May 2023, this Committee instructed the Chief Officer - Strategic Place Planning to report back with a timeline for the review of Aberdeen City's Local Housing Strategy (LHS) within six months of receiving confirmation from the Centre for Housing Market Analysis (CHMA) that the Aberdeen City and

Aberdeenshire Housing Need and Demand Assessment is “robust and credible.”

3.2 The [Housing Need and Demand Assessment](#) was signed off as “robust and credible” in January 2024. Work has now started on reviewing the Aberdeen City Local Housing Strategy. The proposed indicative timeline to support the development of the Local Housing Strategy is as follows:

- Housing Need & Demand Assessment approved by CHMA: January 2024
- Stakeholder Workshop: February 2024
- Draft Vision & Strategic Outcomes developed: March 2024
- Start to commission external expertise to support delivery of an Asset Management Plan and HRA (Housing Revenue Account) 30-year Business Plan: March 2024
- Draft Vision & Strategic Outcomes agreed by Strategy Board: April 2024
- Drafting Supporting Information / Evidence Collection: March - May 2024
- Supporting Information / Evidence agreed by Strategy Board: May 2024
- Draft LHS drafted: May - September 2024
- Draft LHS agreed by Strategy Board: September 2024
- Asset Management Plan and HRA Business Plan completed: September 2024
- Draft LHS to Committee (for approval to begin Public Consultation): 21 November 2024
- Public Consultation Period: December 2024 – January 2025 (dates will be sensitively considered to ensure there is sufficient time for the public to respond over the busy festive period.)

3.3 Work against the proposed timeline is on track. The Officer led Strategy Board has had sight of the draft vision and strategic outcomes which were developed in consultation with partners and stakeholders at a stakeholder workshop in February 2024. As a result, the proposed vision for the Local Housing Strategy is:

‘The people of Aberdeen live in good quality, safe, sustainable, and affordable homes in thriving communities that meet their needs.’

3.4 The strategic outcomes for the Local Housing Strategy are proposed to be:

Housing Supply

We will support a sufficient supply of housing to meet the varying needs of the people of Aberdeen.

Placemaking and Communities

We will use a place-based approach, which focuses on the unique circumstances of a particular place across existing and new communities and involves local people in decision making.

Housing Options, Support and Homelessness

We will support a proactive housing options approach and will work collaboratively to provide a person-centred service to make homelessness rare, brief, and non-recurring.

Independent Living

We are committed to a multi-agency approach, to enable the people of Aberdeen to live as independently as possible, for as long as possible, in their community.

Private Rented Sector

We are committed to working collaboratively with landlords and tenants to support a well-managed private rented sector that provides good quality homes for the people of Aberdeen.

House Condition

We are committed to improving the condition of existing homes, across all tenures, for the people of Aberdeen.

Energy Efficiency, Climate Change, Net Zero and Fuel Poverty

We are committed to improving the energy efficiency of Aberdeen's homes, alleviating fuel poverty, and addressing climate change by reducing carbon emissions in order to support a just transition to Net Zero.

- 3.5 With Committee approval, the proposed vision and strategic outcomes will be used to help shape the revised Aberdeen City Local Housing Strategy.

Affordable Housing Supply Programme

- 3.6 In March 2024, Scottish Government officials confirmed that the resource planning assumptions for the affordable housing supply programme in Aberdeen had been reduced from £16.037m to £11.769m. A further £80m was announced at the end of April 2024 which is to be allocated among all local authorities in Scotland over the next two years. The allocation for Aberdeen is not yet known but is likely to remain significantly less than the original allocation. This triggers a need to carefully consider the prioritisation of the programme to ensure that the grant allocation is used to best effect and delivers best value.
- 3.7 It is proposed that projects be assessed using the following criteria:
- The extent the projects help to achieve the priorities in the Local Housing Strategy.
 - The tenure of projects, with preference given for those with social rented housing. Other tenures will be considered where there is a strategic need and they are contributing to a larger housing development across a number of phases, for example, as part of a large housing development where the affordable housing provision forms part of a Section 75 agreement.
 - Preference will be given to those projects which reflect the findings of the Housing Need and Demand Assessment.

- Preference will be given to developments that provide specialist accommodation including wheelchair accessible homes and supported living models.
 - Preference will be given to projects that demonstrate value for money.
 - Preference will be given for projects where planning consent is in place.
 - Preference will be given for projects which can be delivered immediately subject to the availability of resources.
- 3.8 The Housing Need and Demand Assessment shows that larger family houses and one bed accommodation are required to meet housing need and demand. Therefore, projects that can show they meet this requirement in terms of house size and type for the household composition will be prioritised before developments that contain entirely flatted accommodation, unless the development is part of a wider scheme that will deliver a mix that reflects housing need and demand across the entire affordable housing provision. For example, in large sites that have Section 75 legal agreements in place which allow the affordable housing to be delivered across multiple phases.
- 3.9 The reduction in funding potentially impacts on the timing and deliverability of affordable housing as part of larger sites that are governed by Section 75 agreements. Each Section 75 agreement, and the obligations contained within, reflects the individual development. The implications may therefore differ from site to site. The impact will be greater where the timing and delivery of affordable housing is linked to delivery of specific phases or numbers of open market homes. Aberdeen Planning Guidance: Affordable and Specialist Housing is clear, however, that subsidy for the provision of affordable housing is not guaranteed and where subsidy is not available, the policy requirement to deliver affordable housing remains.
- 3.10 Committee is asked to approve the prioritisation methodology for the affordable housing supply programme at 3.7.

Housing for Varying Needs Review

- 3.11 Housing for varying needs is an umbrella term used for amenityPlus (amenity housing with telecare), sheltered housing and very sheltered/extra care housing. This type of housing is suitable for older people and people with disabilities.
- 3.12 The balance of provision across the current stock is being reviewed. Evidence suggests there is an over-provision of sheltered housing, including low demand stock that is included within the special lettings initiative, and a shortage of very sheltered/extra care housing. The special lettings initiative introduced a reduced, minimum criteria for allocations within some sheltered housing settings which means that tenants do not require the same level of care and support as a typical sheltered housing tenant. These developments will form part of the review detailed below.
- 3.13 A short-life working group including representatives from housing, health and social care and Bon Accord Care has been established to undertake a full review of the current provision of housing for varying needs. The group has

identified the opportunity to introduce a hybrid model that would enable a more flexible approach to the delivery of care and support for the tenants. The hybrid model will allow for those tenants who require Sheltered Housing/Very Sheltered Housing to co-exist within the same building and will not require tenants to move on to Very Sheltered Housing elsewhere if their care and support needs change, allowing people to live independently at home for longer. The intention is that as homes become void, tenants who require Very Sheltered Housing will be allocated to the hybrid building.

- 3.14 Provost Hogg Court is a low rise sheltered housing development located in Torry. The accommodation is arranged over 3 floors and comprises 35 one bedroom flats, 4 bedsit flats and 16 one bedroom cottages. A day centre previously operated on the site. There is a modern fully functioning industrial kitchen facility, dining room and a variety of common/meeting areas located throughout the building. This would provide a suitable setting for the delivery of the proposed hybrid model and would have no additional financial implications for Aberdeen City Council.
- 3.15 Committee is asked to approve implementation of the hybrid care and support model at Provost Hogg Court. If successful, the model could be implemented in other parts of the city and will form part of the work that is being considered by the short life working group. The model will be constantly reviewed by the short-life working group and further reports on recommendations following the review will be submitted, in due course, to Committee for approval.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from the recommendations of this report. The implementation of the hybrid model at Provost Hogg Court will incur no financial expenditure for Aberdeen City Council.

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

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) <small>*taking into account controls/control actions</small>	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Failure to produce Local Housing Strategy is a breach of Housing (Scotland) Act 2001	Review and implementation of Local Housing Strategy will ensure no breach of legislation occurs.	Low	Yes
Compliance	Local Housing Strategy ensures compliance with legislation	Review and implementation of Local Housing Strategy will ensure compliance	Low	Yes
Operational	Failure to review Local Housing Strategy impacts on operational activities	Review and implementation of Local Housing Strategy will ensure compliance	Low	Yes
Financial	Risk that all projects are unable to be delivered due to resources	Housing Strategy Team will ensure they are well positioned to be able to obtain any additional resources that may become available	High	Yes
Reputational	Failure to review Local Housing Strategy impacts on reputation of Council	Review and implementation of Local Housing Strategy will ensure compliance	Low	Yes
Environment / Climate	Failure to review Local Housing Strategy may impact on ability to	Review and implementation of Local Housing Strategy will ensure compliance	Low	Yes

	deliver new energy efficient homes across the city			
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8. OUTCOMES

Council Delivery Plan 2024	
	Impact of Report
Aberdeen City Council Policy Statement Working in Partnership for Aberdeen	<p>The proposals within this report support the delivery of the following aspects of the policy statement:</p> <ul style="list-style-type: none"> Homes for the Future.
Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The proposal within this report supports the delivery of LOIP Stretch Outcome 1 – 1. No one will suffer due to poverty by 2026. The report seeks approval of the Local Housing Strategy timeline. The Local Housing Strategy will detail how affordable housing can be delivered which can assist with reducing poverty.
Prosperous People Stretch Outcomes	<p>The proposal within this report supports the delivery of Stretch Outcome 11 - Healthy life expectancy (time lived in good health) is five years longer by 2026.</p> <p>The provision of good quality, safe, sustainable, and affordable homes in thriving communities that meet their needs can contribute to healthy life expectancy.</p>
Prosperous Place Stretch Outcomes	The proposals within this report support the delivery of LOIP Stretch Outcome 13 - Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate. The Local Housing Strategy will detail how affordable housing can be delivered which is energy efficient.
Regional and City Strategies	The proposals within this report support the City Region Deal, Net Zero Routemap, and the Local Development Plan through the delivery of housing and housing related services.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required for recommendations 2.1, 2.2, and 2.3. I can confirm this has been discussed and agreed with Chief Officer Housing on 24/04/24. An Integrated Impact Assessment will be completed for the new Local Housing Strategy. An Integrated Impact Assessment is in place for the Strategic Housing Investment Plan for affordable housing delivery. New Integrated Impact Assessment has been completed for recommendation 2.4.
Data Protection Impact Assessment	Not required
Other	Not applicable

10. BACKGROUND PAPERS

10.1 Not applicable

11. APPENDICES

11.1 Not applicable.

12. REPORT AUTHOR CONTACT DETAILS

Name	Mel Booth
Title	Senior Housing Strategy Officer
Email Address	mebooth@aberdeencity.gov.uk
Tel	01224 067466

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	30 May 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Council Housing Improvement Activity – May 2024
REPORT NUMBER	F&C/24/176
DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Stephen Booth and Jacqui McKenzie
REPORT AUTHOR	Stephen Booth
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 This report implements a previous committee instruction to look at ideas to improve planned maintenance and capital improvement works to Council homes along with providing an update on the improvement activity being progressed within the Housing Improvement Group/Housing Board.
- 1.2 This report aims to consolidate all activity within the one report to ensure consistency across all improvement activity.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Notes that the Housing Improvement Group was replaced by the Housing Board, established on 26th March 2024 to oversee all improvement activity relating to Housing, including capital works;
- 2.2 Instructs the Executive Director Families and Communities to bring back to this Committee bi-annual reports providing oversight on Housing Improvement Activity ; and
- 2.3 Instructs the Chief Officer – Corporate Landlord to pause any new applications under the Council House buy-back scheme in light of wider resource pressures and the funding and voids impact and bring a report on the Acquisition and Disposal policy and buy-backs progress to a future meeting of this Committee, no later than 21 November 2024.

3. CURRENT SITUATION

- 3.1 On the 16 May 2023 the Committee considered a report by the Housing Improvement Group on Capital improvement works and in September 2023 considered a second report on planned maintenance. Links to the reports are noted below.

<http://councilcommittees.acc.gov.uk/documents/s144549/HIG%20-%20Capital%20Worksv2.pdf>

<http://councilcommittees.acc.gov.uk/documents/s148674/Planned%20maintenance%20report.pdf>

3.2 Over the last year the Housing Improvement Group has considered a number of Pilot projects designed to improve housing performance including but not limited to the following: -

Improvement Activity	Outcome
Minimum Letting standard	The minimum letting standard was reviewed and improved.
Community Walkabouts	A series of community walkabouts were established with key community individuals, staff, and Elected Members. This will be reviewed to identify improvements.
Environmental Hit Squads	A pilot project established an environmental hit squad to pro-actively react to environmental issues. Now funded solely by HRA and able to focus on areas of persistent problems. This resource can also respond to unexpected issues. This will be reviewed to consider wider and ongoing benefit.
Review of street lighting	Review of lighting level when LED's are installed across HRA areas.
Planned Maintenance Programme Development	Planned maintenance works were agreed and an initial pilot project started at Summerhill. The project has since been delayed due to RAAC resourcing. Works undertaken to date include: - <ul style="list-style-type: none"> • Painting to common areas • LED lighting replacement in common areas.
Routine Housing Service Inspections	Review of housing inspection procedure to improve inspection activity throughout tenancies, prioritise inspection on a risk based approach and increase resources to support inspections and support at end of tenancies.
Stair Cleaning Pilot	Improved cleaning programme in shared blocks as test of change to see if owners and tenants would contribute to costs. 33 blocks identified. Indicative costs of £40k and no appetite from occupiers to continue. The pilot ended in June 2023.
Community Caretaker Service for multi's	Project still being progressed although posts have been difficult to fill.
Ukraine Housing project	Over 500 void properties have been made available for let.

Tenant led inspections	Programme of tenant led inspections throughout multi-storey buildings.
Multi – storey option appraisal	Option appraisal works have been undertaken including stakeholder engagement on city centre multi-storeys. These works have been put on hold whilst RAAC issues are taken forward.
Multi-storey Fire safety group	The Group was established to review any actions that may have arisen from the Grenfell Public enquiry with an initial focus on improvement to fire safety in multi-storeys to improve compliance and reduce false alarms. Number of workstreams established including: <ul style="list-style-type: none"> • Improvement and upgrade to fire alarm systems and panels • Contract management improvements • Signage improvements • Fire door upgrades • Significant reduction in false alarms (650 plus per annum to 100 to 150 per annum) • Occupier communication and behaviour work

- 3.3 The planned maintenance project at Summerhill was to be used as a pilot to consider how better to engage with tenants to have works undertaken and with owners to have improvement works in common areas advanced. It has not been possible to advance these works whilst officers have considered and dealt with RAAC. This work will be progressed during late 2024.

Changes to organisation structure around Housing

- 3.4 Council approved a new organisational structure in early 2024. This change sees Corporate Landlord, Housing, Education and Lifelong Learning and Children’s Social Work come together into the Families and Communities Function. This change will enable more thorough consideration of the wider determinants of health on our tenants due to the consolidation of almost all housing activity within the same directorate.
- 3.5 The re-organisation established the role of Chief Officer Housing so that far greater focus can be given to housing and tenancy management improvements and has brought housing strategy into the Housing Cluster.
- 3.6 The re-organisation also brought Facilities Management and Building Services into the Corporate Landlord Cluster. In real terms, this has reduced the number of decision makers across our housing stock and created clearer accountability.
- 3.7 Both Corporate Landlord and Housing are currently reviewing Cluster structures to ensure that the two structures ideally support the delivery of high quality housing services and are complementary.

Establishment of the Housing Board

- 3.5 Officers gave consideration to how best to plan, coordinate and monitor progress around housing related activity given the number of interdependencies that exist. It was agreed that the establishment of the Housing Board, comprising Officers from Housing, Finance, Data Insights HDRCA, Corporate Landlord and Capital would be beneficial. The Board meets monthly and is chaired by the Executive Director Families and Communities. The Terms of Reference are attached as Appendix 1. This Board replaces the Housing Improvement Group previously in place.
- 3.6 The Housing Board first met on the 26th March 2024 and have agreed Terms of Reference and a process for working together including regular monitoring and focussed 'deep dives' into areas identified for improvement.
- 3.7 The Housing Board will monitor the delivery of housing related commissioning intentions and oversee performance against agreed service standards and KPIs. The Board will also lead on the delivery of the Council's response to emerging issues e.g. managing the presence of Reinforced Autoclaved Aerated Concrete (RAAC) following the immediate response phase.

Progress to date

- 3.8 The Board has agreed an iterative high level plan which will focus on the following key areas for improvement: -
- i. Co-ordination of all Housing Activity**
Bringing together all senior officers with a housing remit to review and co-ordinate Strategy, Improvement and performance.

 - ii. Data Management, project evaluation and reporting**
The systems which manage housing information including tenancy management, asset management and repairs are being reviewed as part of a wider transformation project to increase cost effectiveness and better align them. The provision of accurate data has been prioritised. Data is being consolidated through the development of a Housing Dashboard commissioned from Data Insights HDRCA. The Dashboard will enable better monitoring of trends and provide Elected Members with clear information on progress.

The Health Determinants Research Collaborative has agreed to support an evaluation of Choice Based Lettings and of the Minimum Letting Standard. Both evaluations are currently being scoped and will be progressed over the coming weeks.

 - iii. Co-ordination of Housing Strategy**
The Board will ensure links between the Housing Needs and Demand Assessment, the Local Housing Strategy, the HRA's Asset Management Plan and the 30 year Business plan. The Board are reviewing the specification for the Asset Management Plan and are currently procuring external expertise to assist in delivery.

iv. Improvement to tenancy management

The Board will review a range of improvement actions in this area and report back as these develop.

v. Tenant Participation

Mapping work is underway to capture all tenant engagement. This will help identify improvements and help us appropriately resource our engagement with tenants. Engagement is also planned with the Tenant Housing Service Review Group to explore findings following their review of Tenant Participation.

vi. Stock management

End-to-end processes for work undertaken to Housing stock, for example response repairs, planned maintenance, voids, and capital works, have been reviewed in collaboration with the Transformation Board. A refreshed process for planned maintenance is in the final stages of development.

vii. Voids Management

Housing voids have also been prioritised for action with ownership of the void stages agreed. Responsibilities related to housing voids are also being considered as Cluster structures are finalised for review by the Board. This will help the Housing Board collectively determine if the right structures are in place to realise improvement. A reviewed process map outlining the voids process will be tabled for consideration at the next Housing Board.

viii. Homelessness

The Board will review a range of improvement actions in this area and report back as these develop. Our multi agency plan focused on preventing homelessness in Aberdeen, in partnership with the Homewards programme, is captured through the development of a new stretch outcome (12) included in the refreshed LOIP.

ix. Regulator engagement

The Board have identified a requirement to establish a strong link with the Housing Regulator to support the Council in taking forward improvement activities but also in seeking support in areas of key challenge such as Homelessness, RAAC support and statutory compliance. The Chief Officers are meeting with the Regulator regularly to discuss these issues.

The Council are also providing monthly updates on meeting Electrical Installation Condition Report (EICR) testing to the regulator.

x. Capital Works delivery

The Board will review a range of improvement actions in this area and report back as these develop.

xi. New build programme

- Summerhill New Build has now achieved Practical Completion for all blocks
- Tillydrone New Build has now achieved Practical Completion for all blocks

- Cloverhill New Build is progressing as planned
- Kaimhill New Build is nearing completion,
- Greenferns and Greenferns Landward are progressing to achieve RIBA 3 completion
- Craighill New Build is out to tender
- Kincorth New Build tender documentation is being finalised; and
- 206 Union Street works have commenced.

It is proposed that bi-annual reports of Housing Board progress be presented to this Committee to enable Members to have oversight of progress.

Buy-Backs

- 3.9 The Council currently has a policy for the buy-back of former council houses. Since the policy changed in 2019 almost 1000 applications have been made and 455 properties have been purchased, with 40 in legal process and around 74 pending applications. These purchases have been supported by grant from Scottish Government, through the affordable housing supply programme which may not be available in 2024/25.

<https://www.aberdeencity.gov.uk/services/housing/buy-back-scheme>

- 3.10 The policy has been popular, particularly as market conditions have slowed and it has been a cost effective way to bring council housing into the stock at reasonable cost. The policy has however created a number of unintended consequences in adding demand to our voids process and has created additional workload in managing expectations when properties do not meet the criteria. The cost to put properties back into the stock has also been influenced by construction cost inflation. In making an application there are also costs to homeowners in commissioning a Home Report, Title Deeds etc.
- 3.11 Due to the budgetary changes as identified, the ongoing voids pressure and the costs on owners to make an approach officers recommend that the buy-back scheme be paused with immediate effect and a report with an updated policy be brought to a future meeting of this committee.

4. FINANCIAL IMPLICATIONS

- 4.1 No financial implications have been identified at this time although this will require to be addressed in follow up reports. Proposed studies will be met by current resource.
- 4.2 Any specialised or additional resource requirement will be identified within the HRA budget setting process.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendations of this report. The legal implications of any future recommendations will be addressed in future reports.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic	Quality of housing may reduce without effective maintenance, repairs, and capital improvements	Implementation of recommendations in this report.	M	yes
Compliance	Failure to provide quality housing will breach requirements of legislation and the Scottish Housing Regulator.	Implementation of recommendations in this report.	M	yes
Operational	Provision of housing is a priority for residents of Aberdeen City. Failure to ensure there is an adequate supply of good quality housing may result in people seeking to be housed elsewhere.	Implementation of recommendations in this report.	M	yes
Financial	None at this time	n/a	M	yes
Reputationa l	Failure to improve the quality of Council homes may harm the Council's reputation if the properties need repairs.	Implementation of recommendations in this report.	L	yes
Environmen t / Climate	Improvements to homes have a positive impact on carbon reduction. Failure to effectively implement the proposals may result in increased carbon emissions.	Implementation of recommendations in this report.	L	yes

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Impact of Report	
Aberdeen City Council Policy Statement	The proposals will have no impact on the Council Delivery Plan.
Aberdeen City Local Outcome Improvement Plan	

Prosperous People Stretch Outcomes	The proposals within this report support improved healthy life expectancy by setting out steps towards achieving improvements in the housing stock.
Prosperous Place Stretch Outcomes	The proposals within this report support reducing Aberdeen's carbon emissions and improving the standard of housing by setting out steps towards achieving better quality housing.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Stephen Booth, Chief Officer Corporate Landlord on 20 May 2024.
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

None.

11. APPENDICES

Housing Board – Terms of Reference

12. REPORT AUTHOR CONTACT DETAILS

Name	Stephen Booth
Title	Chief Officer
Email Address	stbooth@aberdeencity.gov.uk
Tel	01224 522675

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	30 May 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	RAAC Funding Update - May 2024
REPORT NUMBER	F&C 24/154
DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Stephen Booth, John Wilson and Jacqui McKenzie
REPORT AUTHOR	Stephen Booth
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 On 28 March 2024, the Committee were updated in relation to the on-going survey investigation work which was being carried out on the identified Reinforced Autoclaved Aerated Concrete (RAAC) roofed properties at Balnagask, and the progress on the engagement activity undertaken with residents.
- 1.2 The Committee instructed officers to explore available funding opportunities to support private owners whose properties were affected and to report back to the next committee meeting.
- 1.3 This report gives an update to this and acknowledges that there are no obvious funding solutions to address mitigations to the RAAC risk in privately owned properties, the cost and financial implications of which will develop as the Options Appraisal to mitigate the RAAC risk for the affected properties progresses.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Note that approaches have been made to both the Scottish and UK Governments and their responses are included in Appendices 3 and 4;
- 2.2 Note that the Chief Officers – Corporate Landlord, Housing and Capital are to continue dialogue with both Governments as the Options Appraisal for the affected properties progresses; and
- 2.3 Note that the Options Appraisal to be reported to Council on 21 August 2024 will include consideration of the impact of any preferred option on private owners including the financial impact on them.

3. CURRENT SITUATION

- 3.1 At its meeting on 28 March 2024 a [report](#) and verbal update was provided in relation to RAAC within residential properties owned by Aberdeen City Council. The committee resolved:-

(v) to instruct the Chief Officer – Corporate Landlord, Chief Officer – Capital and Chief Officer - Housing, to explore any available funding opportunities to support private owners and report back to the next committee meeting.

Approaches to Government(s)

- 3.2 Letters have been sent to both the Scottish and UK Government and these are attached at Appendices 1 and 2.
- 3.3 Responses to these letters are attached as Appendices 3 and 4.
- 3.4 The Committee are asked to note the responses received from both Governments and note that the Council will continue to engage with both Governments as Officers work through the Option Appraisal as instructed by the Urgent Business Committee on 29th February 2024.
- 3.5 It is intended to bring an interim Report of findings from the Options Appraisal for consideration by Council on 3 July 2024, following which wider engagement would be taken forward with stakeholders in advance of final recommendations being made to Council on 21 August 2024.
- 3.6 The Option Appraisal will consider the range of previously noted options being considered for the Council House stock and will consider a range of affordability criteria in relation to the Council stock. The disruptive nature of each solution has influenced the need for a re-homing programme being required.

Implications for Private Owners from Actions taken on behalf of Council Tenants

- 3.7 The option appraisal work to date has identified the complexities and interconnectivities in delivering technical solutions whether this is by way of terrace and semi-detached properties with shared roof structures or flatted properties with a shared roof.
- 3.8 The preferred options will require further investigations and discussions with owners where their properties are connected to or share roof spaces with Council owned properties. Agreement will be required in relation to how owners will meet their proportion of costs should remedial or replacement roof works be viable and the implication for them if remedial options are not viable for Council house stock. Similarly, owners with properties that are not connected to Council owned properties may also wish to understand the Council preferred solutions and how they, as owners, are impacted.
- 3.9 The implications for private owners from future Council decisions will continue to be reviewed as part of the options appraisal process and in conversations with wider stakeholders. This will include officers continuing to review the powers open to Council's in addition to those noted within this Report.

What can and cannot be charged to the General Fund / Housing Revenue Account.

- 3.10 Having identified (above) that there are implications for owners of private properties due to the location / connection that their properties have with Council owned properties the Council has, in the absence of any Government backed assistance schemes, given consideration to the financial implications for Councils. The result of that initial work is as follows.

General Fund

- 3.11 The Local Government (Scotland) Act 1973 (s.93) requires each local authority to have a General Fund and, subject to certain exceptions, for all income and all expenditure to be paid into and out of that fund. Section 96 of that Act prescribes that every local authority shall keep accounts of all transactions relating to all funds of the local authority, subject to any provision contained in regulations made under s.105 of the Act; and that all accounts of a local authority shall be made up in respect of each financial year.
- 3.12 The Local Government in Scotland Act 2003 (s.12) requires each local authority to observe proper accounting practices. In Scotland, the Code of Practice on Local Authority Accounting in the UK (the Code) constitutes proper accounting practices under s.12 of the 2003 Act.
- 3.13 Proper accounting practices provide a set of principles and concepts that seek to bring consistency to the presentation of the financial statements of local authorities. The elements of the financial statements directly relate to the measurement of the finances of the Council, these elements include Assets, Liabilities, Reserves, Income and Expenses. They relate specifically to the services, powers and duties placed on the Council for the delivery of services. Paragraph 2.1.2.38 of the (2023/24) Code states that Expenses include expenses that arise in the course of ordinary activities.
- 3.14 The Code requires items that meet the definition of one of the elements of the financial statements to be recognised in the Balance Sheet or Comprehensive Income and Expenditure Statement. Counter to this is the requirement to derecognise items that do not or no longer meet the definition of an asset or liability. This normally occurs when the Council loses control of an asset or no longer has a present obligation for all or part of a liability. The sale of former Council properties would represent a loss of control and an end to obligations on the Council's part, therefore leaving no proper accounting practice basis for the Council to meet the costs of owners of private properties.

Housing Revenue Account

- 3.15 The Housing (Scotland) Act 1987 (s. 203) makes specific provision for the local authority to keep a Housing Revenue Account (HRA). The HRA must operate in compliance with legislation and any statutory guidance issued by Scottish Ministers in relation to local authority finance; and must adhere to any accounting codes of practice from the relevant professional bodies. In 2014 Scottish Ministers issued ['Guidance on the Operation of Local Authority](#)

Housing Revenue Accounts (HRAs) in Scotland and this remains a key document in determining what can and cannot be accounted for by the HRA.

- 3.16 This Guidance specifically directs local authorities to be clear about what is, and what is not, relevant income and expenditure. Crucial to this is correctly assigning HRA assets and liabilities. It states:

“30. A property has to be accounted for within the HRA if it has been provided under Part 1 of the 1987 Act (entitled Provision of Housing) and various earlier equivalents.

“31. If a property is not provided under the powers listed in paragraph 1 of Schedule 15 (entitled Application of the Account) to the 1987 Act, or in directions under section 203 of that Act, the authority must not assign it to the HRA.

“32. Equally, properties which may originally have been provided under Part 1 of the 1987 Act (or its predecessor powers) may no longer fulfil their original purpose in benefiting tenants...the authority should consider the removal of the property from the HRA.

“33. The ‘removal’ from the HRA of assets that are no longer connected to the housing stock or are not providing a financial return can take two forms – sale (or lease) to a third party or transfer to the General Fund.”

- 3.17 The conclusion, following this Guidance, is that if the properties have been sold from the HRA to a third party (for example, to a former tenant in the first instance) then there is no longer a connection to housing stock, and there is no connection or access to HRA resources for those privately owned properties.

Capital Expenditure

- 3.18 In Scotland, as a result of s.12 of the Local Government in Scotland Act 2003, the recognition and measurement of capital expenditure is defined according to proper accounting practice. The Code enables Councils to commit financial resources to repair, enhance, improve, reinstate and replace assets that it has under its control. There are extremely limited and tightly controlled circumstances where Councils can support capital expenditure on the asset of another entity. Scottish Ministers have the power to override proper practices in the definition of capital expenditure, and furthermore they have power to consent to a local authority borrowing to meet costs that they would not otherwise be able to meet from borrowing (paragraphs 66 and 67 of the 23/24 Code).

Power to Advance Well-Being

- 3.19 Under Section 20 of the Local Government in Scotland Act 2003, a local authority has power to do anything which it considers is likely to promote or improve the well-being of its area and/or persons within that area. However this power does not enable a local authority to do anything which legislation prohibits or prevents it from doing.

Power to Compulsory Purchase

- 3.20 Under the Local Government (Scotland) Act 1973, Councils have the authority to issue Compulsory Purchase Orders (CPOs) to acquire property for public use. A guide for property owners and Acquiring Authorities is linked in Background Papers (Section 10).
- 3.21 In order to progress a CPO an acquiring authority needs to comply with strict criteria and procedural processes set out in legislation and government guidance documents, and would need to identify a clear future use of the properties being acquired. A CPO would require approval from the Scottish Government and the Council would need to be able to explain the following:
- a. Public Necessity: The purposes for which land and/or buildings is to be acquired are sufficiently important and serve a significant public purpose that justifies the deprivation of private property or interference with possession which a CPO entails;
 - b. Necessity of Acquisition: The land and/or buildings in question are necessary for the proper delivery of those purposes;
 - c. Proportionality: A less intrusive measure could not have been used for those purposes, and there are no other reasonable alternatives that could be undertaken that would cause materially less disruption to the property owner; and
 - d. Fair Balance: A fair and equitable balance has been struck between the rights of the individuals affected and the public interests and interests of the community.
- 3.22 A CPO process is complex and there is much case law. In order to progress a CPO the Council would need to:-
- a) Show a clear public interest case to acquire the properties supported by robust evidence demonstrating the public interest and necessity;
 - b) Secure approval of the necessary funding to compensate property owners fairly and to finance the intended use of the acquired property. This includes both acquisition costs and any redevelopment expenses;
 - c) Submit the CPO to the Scottish Government together with supporting evidence and justification for approval;
 - d) Identify an intended future use for the property, ensuring it aligns with statutory purposes and public policy objectives. The future use must be specific and justified in the CPO proposal.
- 3.23 Until the Options Appraisal is complete the Council would have no rationale for any CPO.

Interaction with Insurers and Other parties.

- 3.24 Officers have met with the insurance industry and banking industry and provided feedback to owners. The most recent statement is from 26th March 2024:

26th March Update from Association of British Insurers:

Insurers appreciate that discovering RAAC within your property can be very distressing. If a policyholder is concerned about the presence of RAAC in their building, they should contact their insurer to discuss the matter further.

The majority of Association of British Insurers member firms are not cancelling policies due to the presence of RAAC in homes in Balnagask, and insurers will consider the renewal of home insurance cover for properties with RAAC. If you are concerned about what the presence of RAAC in your building might mean for the future of your insurance cover, you should contact your insurer.

Domestic buildings insurance policies are generally designed to cover damage from named perils such as storms, floods, subsidence or damage from theft. Homeowners should still be able to claim on their insurance policies if they suffer damage from these perils.

Home insurance is not generally designed to cover wear and tear in a building, damage caused by defective materials or damage that happens gradually over time. They're not intended to cover design or build defects, or to replace construction materials that are gradually deteriorating over time. So, the replacement of RAAC is not likely to be covered.

The Association of British Insurers is discussing the situation in Balnagask with its property insurer members and they understand it is a priority for local parliamentarians, Aberdeen City Council and the Scottish Government.

- 3.25 Officers have also met with the banking industry and are discussing requests for information from a number of lenders at this time.
- 3.26 Officers will continue to meet and share experience and technical information with other affected Local Authorities and wider groups including CoSLA (Convention of Scottish Local Authorities) etc. Officers have been invited to attend the various RAAC Working Groups established by the Scottish Government, most recently on 16th May 2024.

Other Funding Routes

- 3.27 Officers from the Council's external funding team have reviewed available information around other funding sources that may be open to homeowners and have been unable to identify any schemes which would support private owners.

4. FINANCIAL IMPLICATIONS

- 4.1 Sections 3.10 to 3.19 identify some high level narrative around the Council's General Fund and Housing Revenue Accounts finances that show there is no obvious funding solutions from the Council for private owners. There are no financial implications arising directly from this report and officers will continue to engage UK and Scottish Government in pursuit of funding solutions to support all owners of properties affected by RAAC.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendations of this report. However there are significant legal implications being considered in relation to the Options Appraisal.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no direct environmental implications arising from the recommendations of this report, although future reports will consider the environmental performance of the properties and carbon impacts from options.

7. RISK

- 7.1 The risks in relation to the wider issues with RAAC have been identified in previous reports. As this Report deals only with a funding update no further risk information is provided.

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
Aberdeen City Council Policy Statement	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.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Previous Integrated Impact Assessment relating to the Urgent Business Committee report of 29 February 2024 has been reviewed and no changes required.
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

Compulsory Purchase Order Information:

<https://www.gov.scot/publications/guidance-acquiring-authorities-use-compulsory-purchase/pages/1/>

<https://www.gov.scot/publications/compulsory-purchase-scotland-guide-property-owners-occupiers/pages/1/>

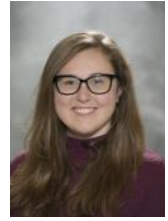
11. APPENDICES

[Owners leaflet](#)

Letters to, and responses from, the UK and Scottish Governments

12. REPORT AUTHOR CONTACT DETAILS

Name	Stephen Booth
Title	Chief Officer – Corporate Landlord
Email Address	StBooth@aberdeencity.gov.uk



Councillor Miranda Radley

Sent by Email Only.

6 March 2024

Dear Prime Minister,

RAAC in Residential Properties - Aberdeen

I am writing to you on behalf of Aberdeen City Council to request technical and financial support in addressing the issues we are facing with Reinforced Autoclaved Aerated Concrete (RAAC) in residential properties in Aberdeen.

Background

As you may be aware, we have identified RAAC in approximately 500 houses across the city. Of these properties, around 360 are owned by the City Council and 140 are in private ownership. Based on our technical engineering assessments, we have determined that there is a need for urgent action to rehome the residents of these properties and address the safety risks posed by RAAC.

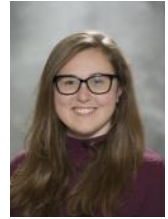
Council Tenanted Properties

At this stage, we have developed a program to rehome the 300 or so families who are tenants of the council. This positive engagement has commenced and each family will be individually supported to determine their needs and the best options available to them.

To manage this we have identified an initial budget of £3 million to meet the range of initial cost that comes from this. This will be funded from our Housing Revenue Account and this will result in capital improvements to our housing stock being delayed to fund these initial costs.

Future of the Site

We are currently exploring options for the long-term future of the site and the range of options available to the Council. This will include amongst other things, the possibility of remedial works and demolition. This detailed appraisal will be presented to the Council within six months and we would advise that we do not know the cost of any intervention until this exercise is complete. However, we do envisage this will run into tens of millions of pounds.



Councillor Miranda Radley

Private Owners/Properties

We are also trying to support homeowners, landlords and private tenants as best we can. However, as private owners are individually responsible for their home we feel the Council are restricted in this area due to the extent of our powers and the levels of financial support that may be required. We are fully aware of our requirements around best value, the use of General Fund resources (as this may well fall outwith what is chargeable to the Housing Revenue Account) along with our requirement to work within our budget.

Following engagement with residents in the affected properties, issues have been raised with Council Officers around the buy-back of properties, shared repair scheme, impact on mortgage and council tax payments. Further to this, we are receiving extremely worrying reports from private owners on their ability to obtain/retain insurance cover for the properties once they discuss RAAC with their insurance providers.

We are of the opinion that this is a national issue and we believe that there is an urgent need for a wider government overview of policy and precedent for local authorities or other registered social landlords across the UK who are all likely to be facing similar issues. For example, we are concerned that RAAC could escalate into liabilities over other latent construction defects within former Council housing stock creating a wider exposure to risk and the precedent this may set for the whole of the UK. We are also acutely aware of the need for consistent messaging to all property owners and occupiers affected in meeting this serious health and safety risk.

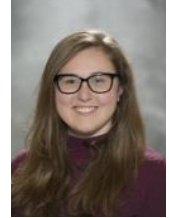
I am requesting urgent technical and financial support as well as policy guidance from the UK Government to help us address this issue and ensure the safety and wellbeing of our residents.

I look forward to hearing from you.

Yours sincerely,



Councillor Miranda Radley
Convener of Communities,
Housing and Public Protection



Councillor Miranda Radley

Convener of Communities, Housing and Public Protection Committee.

Sent by email only.

21st March 2024

Dear Humza,

RAAC in Residential Properties - Aberdeen

I am writing to you on behalf of Aberdeen City Council to provide an update on the issues we are facing with Reinforced Autoclaved Aerated Concrete (RAAC) in residential properties in Aberdeen.

Background

As you may be aware, we have identified RAAC in approximately 500 houses across the city. Of these properties, around 360 are owned by the City Council and 140 are in private ownership. Based on our technical engineering assessments, we have determined that there is a need for urgent action to rehome the residents of these properties and address the safety risks posed by RAAC.

Council Tenanted Properties

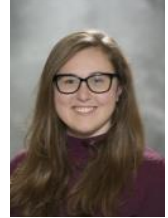
At this stage, we have developed a program to rehome over 300 families who are tenants of the council. This positive engagement has commenced and each family will be individually supported to determine their needs and the best options available to them.

To manage this we have identified an initial budget of £3 million to meet the range of initial costs that come from this. This will be funded from our Housing Revenue Account and this funding will be freed up by delaying capital improvements to our housing stock.

Private Owners/Properties

We are also trying to support homeowners, landlords and private tenants as best we can. However, as private owners are individually responsible for their home we feel the Council are restricted in this area due to the extent of our powers and the levels of financial support that may be required. We are fully aware of our requirements around best value, the use of General Fund resources (as this may well fall outwith what is chargeable to the Housing Revenue Account) along with our requirement to work within our budget.

Following engagement with residents in the affected properties, issues have been raised with Council Officers around the buy-back of properties, shared repair scheme, impact on mortgage and Council Tax payments and wider concerns around the loss of community and community regeneration.



Councillor Miranda Radley

Convener of Communities, Housing and Public Protection Committee.

Future of the Site

We are currently exploring options for the long-term future of the site and the range of options available to the Council. These options will include, amongst other things, the possibility of remedial works and demolition. This detailed appraisal will be presented to the Council within six months. I would advise that we will not know the cost of any intervention until this exercise is complete, however, we do envisage this will run into tens of millions of pounds.

In order to get the best value for the council, a number of the Council's major capital projects this term have been significantly influenced by the external funding which they may attract. Whilst I recognise that the Scottish Government has only recently set its budget, and that it faces its own financial challenges, it would be hugely appreciated if any possible financial support for the future of this site could be outlined to the Council prior to a decision being taken on the site's future.

We recognise that this is a national issue and we believe that there is an urgent need for a wider government overview of policy and precedent for local authorities or other registered social landlords across Scotland who are likely to be facing similar issues.

For example, we are concerned that RAAC could escalate into liabilities over other latent construction defects within former Council housing stock creating a wider exposure to risk and the precedent this may set for the whole of Scotland. We are also acutely aware of the need for consistent messaging to all property owners and occupiers affected in meeting this serious health and safety risk.

The Minister for Housing has helpfully provided support during recent dialogue on the immediate priorities regarding rehoming of our tenants and I thank him for the continued dialogue being offered. I have also attached the letter I have recently sent to, and the response I have since received from, the Prime Minister.

I welcome that you are supporting us and that you appreciate there is an ongoing need to discuss policy guidance from the Scottish Government to help us address this issue and ensure the safety and wellbeing of our residents. Further to this, I would greatly welcome any comments you may have on what financial support might be available to the Council as we work through the options appraisal and the decisions around the future of the site.

I look forward to hearing from you.

Kind regards,



Councillor Miranda Radley



Department for Levelling Up,
Housing & Communities

Lee Rowley MP

*Minister of State for Housing, Planning and
Building Safety*
2 Marsham Street
London
SW1P 4DF

Our reference: PO2024/06281

Cllr Miranda Radley
Aberdeen City Council
MRadley@aberdeencity.gov.uk

21 March 2024

Dear Miranda,

Thank you for your letter of 9 March to the Prime Minister regarding reinforced autoclaved aerated concrete (RAAC) in Residential Properties in Aberdeen. I am replying as the Minister responsible for building safety policy.

I am grateful for you getting in touch and thank you for sharing your concerns.

To ensure you receive a substantive and prompt response, I have instructed officials in the Department to provide an update on your specific concerns, which is appended.

Thank you again for writing on this important matter and I hope this information clarifies the position.

Yours ever,

LEE ROWLEY MP



Department for Levelling Up,
Housing & Communities

**Department for Levelling Up, Housing and
Communities**

2 Marsham Street
London
SW1P 4DF

Our reference: PO2024/06281

Cllr Miranda Radley
Aberdeen City Council
MRadley@aberdeencity.gov.uk

21 March 2024

Dear Cllr Radley,

Thank you for your letter of 9 March to the Prime Minister regarding reinforced autoclaved aerated concrete (RAAC) in Residential Properties in Aberdeen. I have been asked to reply.

Thank you for raising this important issue. The decision to rehome residents was no doubt a difficult one, but I commend you for prioritising residents' safety and wellbeing which should always be at the forefront of decision making. It is welcome to hear that positive engagement has commenced with those affected and each family will be individually supported to determine their needs and the best option for them over the coming months. Everyone has a right to safe and decent housing.

As you will have highlighted, RAAC is a longstanding known issue. Building owners are responsible for managing all building safety and performance issues of all kinds, including RAAC, in a proportionate, risk-based, and evidence-based manner, to keep residents and the public safe. To do so, all building owners should continue to follow guidance published by the Institution of Structural Engineers (IStructE). From the recent actions, we understand you are following the IStructE guidance appropriately, which we commend.

We continue to understand the prevalence of RAAC to be low in housing. The Regulator of Social Housing in England wrote to all registered providers of social housing in England in September 2023, reminding landlords of their responsibility to have a good understanding of their homes and any risks to tenant safety, and to develop proportionate mitigation and remediation plans where required. This letter also set out their understanding that RAAC is not widespread in social housing in England. This was based on engagement with their stakeholder and sector leaders. However, we recognise that RAAC may be present in a small number of residential buildings constructed from 1950 to 1990, including those identified in Aberdeen. We are engaging with Scottish Government officials to understand the ongoing findings of the Scottish Housing Regulator's RAAC surveys. To date it remains that there have been no reported incidents of RAAC failures in residential buildings across the United Kingdom.

You raise concerns about funding to mitigate the risk of RAAC where it has been identified in your housing stock. Local government finance is devolved to the Scottish Government, and therein local authorities are responsible for management of their finances to deliver on their responsibilities. This includes keeping housing conditions in their area under review, and taking any action required to keep buildings safe for residents and the public. I encourage Aberdeen Council to continue to engage with Scottish Government on this matter.

Thank you for raising concerns shared by private owners regarding RAAC. Though we cannot comment on individual lending or mortgage decisions, we would welcome more information on the issues being raised where RAAC is identified. Building owners of all kinds should continue to follow IStructE guidance to identify and manage RAAC where it is identified.

I agree that RAAC is an important issue which the Government continues to act decisively to address, taking a proportionate approach informed by experts. Professional advice from experts on RAAC has evolved over time, from advice in the 1990s that RAAC did not pose a safety hazard to recent advice on identifying and assessing structural adequacy.

As building safety is a devolved matter, the work of the Building Safety Regulator (BSR) has been focusing on estimating the level of risk associated with RAAC in England. However, DLUHC and the BSR are continuing to engage with the Scottish Government regarding the technical approach to RAAC – and collectively agree that the IStructE guidance is the right one to follow. Also, the recent Inter-ministerial Group for Housing, Communities and Local Government discussed our collective approach to managing RAAC, and officials continue to engage on the issue through a cross-government working group led by the Office of Government Property. The BSR also engage regularly with officials from the devolved administrations on building safety and performance issues.

Thank you for taking the time to write to us.

Yours sincerely,

Jessica Hodgson
Deputy Director, Grenfell Inquiry and Policy Investigations

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T : 0300 244 4000
E : scottish.ministers@gov.scot

Councillor Miranda Radley
MRadley@aberdeency.gov.uk

Our Reference: 202400405880
Your Reference: RAAC in Residential Properties - Aberdeen

16 April 2024

Dear Councillor Radley,

Thank you for your correspondence of 21 March to the First Minister in relation to RAAC in residential properties. I am replying as the Minister with lead responsibility in this matter.

Firstly, I am grateful to you and your colleagues for the helpful engagement with myself and my officials regarding the re-homing programme for the affected residents in the Balnagask area. This will be an extremely worrying time for all those involved, but I am reassured by the comprehensive plan that Aberdeen City Council have put in place to support the affected households.

Following on from our recent discussions, I was delighted that we were able to work together to agree flexibility in the existing Ukraine Long Term Resettlement Fund (ULTRF) to allow 42 homes to be used for the alternative purpose of RAAC re-homing until the end of the year.

Thank you for sharing the correspondence between yourself and the Prime Minister. As you are aware, previously the Chancellor had committed to 'spend what is necessary' to deal with the issue of RAAC. However, no funding has been forthcoming, including in the recent budget. In addition, as the UK Government has failed to inflation-proof their capital budget, this has resulted in a nearly 9% real terms cut in our UK capital funding between 2023-24 and 2027-28. We will continue to call on this UK Government, and any future incoming UK Government, to commit to this funding as previously pledged. I am committed to working in partnership with you to ensure that Aberdeen City Council is able to deal with this issue effectively and to ensure that the affected households are supported appropriately.

I look forward to meeting with you in the near future, as your options appraisal progresses, to understand the next steps and options that are being considered.

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

Tha Ministearanna h-Alba, an luchd-comhairleachaidh sònraichte agus Rùnaire Maireannach fo chumhachan Achd Coiteachaidh (Alba) 2016. Faicibh www.lobbying.scot



Yours sincerely



PAUL MCLENNAN
Minister for Housing

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

Tha Ministearanna h-Alba, an luchd-comhairleachaidh sònraichte agus Rùnaire Maireannach fo chumhachan Achd Coiteachaidh (Alba) 2016. Faicibh www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1
3DG
www.gov.scot



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