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

Town House,
ABERDEEN 13 November 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, 21 NOVEMBER 2024 at 10.00am**. 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

BUSINESS

DETERMINATION OF URGENT BUSINESS

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

DETERMINATION OF EXEMPT BUSINESS

2. Determination of Exempt Business

DECLARATIONS OF INTEREST OR CONNECTIONS

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

REQUESTS FOR DEPUTATION

4. There are no requests for deputation at this time

MINUTE OF PREVIOUS MEETING

5. Minute of the Previous Meeting of 5 September 2024 (Pages 5 - 20)

COMMITTEE PLANNER

6. Committee Business Planner (Pages 21 - 26)

NOTICES OF MOTION

- 6.1. Notice of Motion by Councillor Watson - referred from Council on 11 October 2024

Notes that Council passed a notice of motion on 13 December 2023 recognising the importance of holding out a hand to those outwith our direct area. It called for an immediate ceasefire in Palestine/Israel, and for urgent humanitarian relief for the citizens of Gaza.

Since then, nine months have passed and tens of thousands more civilians have died. In March 2024 the United Nations Special Rapporteur found that "There are reasonable grounds to believe that the threshold indicating the commission of the crime of genocide...has been met." In July 2024, the prestigious medical journal The Lancet stated that "it is not implausible to estimate that up to 186,000 [7.9% of the total population in the Gaza strip] or even more deaths could be attributable to the current conflict in Gaza". Later in July, the International Court of Justice, the United Nations' highest court, ruled that "Israel's continued presence in the Occupied Palestinian Territory is unlawful" and that Israel "is under an obligation to bring to an end its unlawful presence in the Occupied Palestinian Territory as rapidly as possible" and "is under an obligation to cease immediately all new settlement activities, and to evacuate all settlers from the Occupied Palestinian Territory".

This Council reaffirms its place as part of the common family of humanity, and:

1. Reiterates our call for a permanent ceasefire;
2. Calls on the Lord Provost to fly the Palestinian Flag on 29 November 2024, International Day of Solidarity with the Palestinian People;
3. Follows Barcelona and other cities and instructs the Chief Officer - Governance to report to Council by the end of 2024 on any direct or indirect links that Aberdeen City Council have with the State of Israel, with a view to stopping these;
4. Asks the North East Scotland Pension Fund to commission a study to identify any investments in companies that supply arms to Israel, as these investments may be at high risk due to the political instability;
5. Recognises the UK Labour Government's suspension of 30 licences for arms sales to Israel;
6. Endorses the Scottish Government's 2024 call for an arms embargo on Israel, and calls for the Scottish Government to act in all its available capacities to help prevent the production and transfer of weapons components for Israel from arms companies in Scotland; and
7. Instructs the Chief Executive to write to other Scottish Local Authorities informing them of this motion, and encouraging them to take similar actions.

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

7. There are no reports under this heading

PUBLIC PROTECTION

- 8.1. Adult Protection Committee Biennial Report - ACHSCP/24/336 (Pages 27 - 54)
- 8.2. Scottish Fire and Rescue Performance Report - SFR/24/343 (Pages 55 - 78)
- 8.3. Police Scotland Thematic Report - Hate Crime - POL/24/351 (Pages 79 - 86)
- 8.4. Building Standards Activity Report - CR&E/24/325 (Pages 87 - 92)

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

- 9.1. Performance Report - CORS/24/316 (Pages 93 - 118)
- 9.2. Annual Effectiveness Report - CORS/24/300 (Pages 119 - 136)

COMMUNITIES AND HOUSING

- 10.1. Update on Consultation Exercise for City Centre Multi Storeys - F&C/24/324 (Pages 137 - 222)
- 10.2. Aberdeen City's Strategic Housing Investment Plan 2025/26 - 2029/30 - F&C/24/320 (Pages 223 - 250)
- 10.3. Empty Homes Update Report - F&C/24/319 (Pages 251 - 256)
- 10.4. Housing Board Bi Annual Report - F&C/24/335 (Pages 257 - 296)
- 10.5. Family Support Model Implementation Plan - F&C/24/327 (Pages 297 - 340)
- 10.6. RAAC update - verbal update at Committee

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

Communities, Housing and Public Protection Committee

ABERDEEN, 5 September 2024. Minute of Meeting of the COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE. Present:- Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; and Councillors Bouse, Copland (as substitute for Councillor McLellan for items 18 to 20), Cross, Davidson, Graham, McLellan (for items 1 to 17) , Mrs Stewart (for items 1 to 17) and Tissera.

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

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

DECLARATIONS OF INTEREST OR CONNECTIONS.

1. Members were requested to intimate any declarations of interest or connections, whereby the following were noted:-

- Councillor McLellan advised that in relation to item 7.2 on the agenda (Notice of Motion by Councillor Graham), that he was an owner and landlord of a property in Aberdeen but did not consider that this amounted to an interest which would prevent him from participating in the item.
- Similarly for item 7.2, the Vice Convener advised he also was also a landlord for a property in Aberdeen but did not consider that this amounted to an interest which would prevent him from participating in the item.

At this juncture, the Convener proposed to suspend Standing Order 14.5.7 (Deputation Requests which relate to a Notice of Motion which has not yet been moved) to enable the meeting to hear from the two deputations.

The Committee agreed unanimously to suspend Standing Order 14.5.7

DETERMINATION OF EXEMPT BUSINESS

2. The Convener proposed that the Committee hear item 4 (deputation request one) with the press and public excluded from the meeting.

The Committee resolved:

in terms of Section 50A(4) of the Local Government (Scotland) Act 1973, to exclude the press and public from the meeting during consideration of the above item so as to avoid disclosure of information of the classes described in paragraphs 2 and 3 of Schedule 7(A) to the Act.

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In accordance with the decision taken at Article 2 of this minute, the first deputation was heard with the press and public excluded.

DEPUTATIONS FOR ITEM 7.2 - NOTICE OF MOTION BY COUNCILLOR GRAHAM

3. The Committee received two deputations from Mr Ryan Smith (pseudonym) and Gordon MacRae in relation to the Notice of Motion from Councillor Graham.

Mr Smith explained that he wanted to share his experience of living in temporary accommodation and the effects it had on him. Mr Smith advised that in March 2024, he presented as homeless and was allocated temporary accommodation from the Council in a hotel next to a nightclub. During this time he struggled with his mental health advising that he had no cooking facilities within the hotel room and had to eat convenience foods and also had to buy bottled water as there was only the bathroom tap and that was not safe to drink. He noted the financial pressures with this and also how unhealthy he felt eating fast food all of the time. Mr Smith explained that the Council were spending a lot on temporary accommodation and Shelter Scotland had reached out to the Council to ask that he be moved but were informed there was nothing else they could do at that time.

Mr Smith advised that during his time in the temporary accommodation he felt he lost himself and endured negative mental health, however after a long three months he was finally offered a permanent home in June 2024. He stated that a housing emergency should be declared, due to the shortage of Council properties available.

The Committee then asked a number of questions of Mr Smith.

The Committee then heard from Gordon MacRae - Assistant Director for Communications and Advocacy, Shelter Scotland. Mr MacRae thanked members for accepting their requests to speak and noted that it was positive to see consensus amongst the political parties that a housing emergency should be declared.

Mr MacRae advised that with rent controls and planning applications, there needed to be change, noting they had seen a 64% increase in homeless applications and highlighted that child poverty could not be tackled without ending temporary accommodation.

Mr MacRae explained that he recognised the context in which officers were working but noted that the homelessness service did not have the capacity to meet the needs of individuals and felt that poverty was causing homelessness and was red in regards to the traffic light system.

Mr MacRae highlighted that the Scottish Government had declared a housing emergency and had a proposed action plan. He stated that third sector organisations were

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supportive of declaring an emergency and encouraged the Council to also declare an emergency.

Mr Mac Rae intimated that a basic human right of having a home should not be a privilege and stated that all parties were required to come together to work collaboratively in order to eradicate homelessness.

Mr MacRae asked for two things within his deputation. Firstly he asked that all elected members get behind the Notice of Motion proposed by Councillor Graham and secondly he asked that everyone commit to a long term solution for homelessness.

The Committee then asked a number of questions of Mr MacRae.

The Committee resolved:-

to note the information provided during the deputations and to thank Mr Smith and Mr MacRae for the information they presented.

MINUTE OF THE PREVIOUS MEETING OF 30 MAY 2024

4. The Committee had before it the minute of the previous meeting of 30 May 2024, for approval.

The Committee resolved:-

to approve the minute as a correct record.

COMMITTEE BUSINESS PLANNER

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

The Committee resolved:-

- (i) to note that item 11 (City Centre Multi Storey Blocks) would now be reported to the November 2024 meeting and to agree that the Executive Director – Families & Communities would circulate timescales for this report to members by way of email;
- (ii) to note that item 15 (Cost Neutral Environmental Enforcement) was delayed as the contract was due to start on 19th August 2024 so the report on the pilot would be reported back in summer 2025;
- (iii) to agree to remove item 30 (Rental Differentials), as this would be incorporated into the report to Council on the Housing Revenue 30 Year Account Business Plan;
- (iv) to agree that a joint report would be presented at the November Committee titled Housing Board Bi Annual Report, which would incorporate items 8 (Housing

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- Improvement Group), 29 (Asset Management Strategies for the HRA Estate) and 32 (Council Housing Improvement Activity and Acquisition and Disposal Policy), and to therefore agree to remove items 8, 29 and 32;
- (v) to request that the Executive Director – Families & Communities include information on void properties within the Housing Board Bi Annual report, due to be reported to the November Committee; and
 - (vi) to otherwise note the committee business planner.

NOTICE OF MOTION BY COUNCILLORS MACDONALD AND MALIK - REFERRED FROM COUNCIL ON 3 JULY 2024

6. The Committee had before it a notice of motion from Councillors Macdonald and Malik, referred from Council on 3 July 2024, in the following terms:-

That the Committee:

1. notes that anti-social behaviour includes street drinking, fist fights, drug taking and dealing, aggressive begging and recognises that anti-social behaviour incidents in the city centre are causing increasing concern to residents, businesses and those who work, shop and visit the area;
2. notes that Aberdeen holds Scotland's only Purple Flag accredited city centre status and that efforts should continue to retain this accreditation; and
3. instructs the Interim Chief Officer - Governance to co-ordinate a further report from the Community Safety Partnership to the Communities, Housing and Public Protection Committee on current efforts to manage anti social behaviour in the city centre and on approaches to offering wider system awareness and understanding of the issues.

The Committee resolved:-

- (i) to acknowledge concerns from residents and businesses in the city centre around antisocial behaviour;
- (ii) to acknowledge the work of Aberdeen City Council, Aberdeen Inspired, Police Scotland and other partners in achieving Scotland's only Purple Flag accredited city centre status, noting Aberdeen Inspired had played a key role in securing this award and had submitted the application for 2024; and acknowledge this work would now be carried out in future years by Aberdeen City Council's City Centre Manager to continue to maintain this accreditation; and
- (iii) to instruct the Interim Chief Officer - Governance to coordinate a further report from the Community Safety Partnership to the Communities, Housing and Public Protection Committee on current efforts to manage antisocial behaviour in the city centre and on approaches to offering wider system awareness and understanding of the issues.

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NOTICE OF MOTION BY COUNCILLOR GRAHAM - REFERRED BY COUNCIL ON 3 JULY 2024

7. The Committee had before it a Notice of Motion from Councillor Graham, referred from Council on 3 July 2024, in the following terms:-

Council notes the unprecedented housing and homelessness issues affecting tenants and potential tenants in Aberdeen;

Recognises the extreme pressures facing housing and homelessness services in Aberdeen today;

These pressures exist despite the best endeavours and professionalism of officers within the Council that have seen a number of positive achievements. These include:

The Aberdeen Labour decisions alongside our coalition partners 2017-2022 to build 2,000 new Council homes on top of procuring over 4,000 Affordable homes with Registered Social Landlords.

This has resulted in

- Dyce new Builds Completed
- Auchmill Road New builds Completed.
- 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

However, the number of households assessed as homeless or in housing need waiting for a home to call their own remains of significant concern.

As detailed in the reports to the Communities, Housing and Public Protection Committee:

- Homeless applications are at a 13 year high at the end of March 2024, with levels recorded (1,481) not seen since the same period in 2010/11
- 442 Statutory Homeless Households Residing in Temporary Accommodation at end March 2024.
- Only 30 % of Unintentional homeless decisions reached within 21 Days
- 161 days the Average length of journey in days for applicants assessed as unintentionally homeless at the end of March.

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- 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.
- 237.7 The YTD Average time taken to re-let all properties (Citywide - days) against a target of 125 days at the end of March 2024.
- The YTD Void Rent Loss figure for 2023/24 is £7,805,806 this equates to 7.91% of the gross debit (rent due) which is a significant increase when compared with the same period last year where the figure stood at £5,271,632 (5.70%).
- Planned maintenance projects such as in Summerhill have been put on hold.
- In April 2022, 4,750 applications were on the waiting list for housing, this has grown to 6,658 in May 2024

These issues have been exasperated by the following.

- 366 houses identified as uninhabitable due to RAAC and a massive transfer operation in place for Council tenants;
- Of the 366 houses, 138 were privately owned properties whose owners have been virtually neglected by ACC, the Scottish Administration and the UK Government, families face ruin and bankruptcy and this should not be allowed to happen in a Civil Society;
- The Housing Revenue account was funding the majority of the costs currently being incurred and faced unprecedented financial pressures. .

This a perilous situation and one that requires action today.

That the Committee therefore agrees to:-

- Declare a Housing Emergency in Aberdeen today;
- Instruct the Executive Director – Families and Communities, working with key partners internally and externally, to bring forward a Housing Emergency Action Plan in two cycles. This plan will address how we will tackle homelessness and increase housing supply in the short and medium term, increase maintenance programmes on our housing stock and support the findings of the RAAC report due in August;
- Instruct the Chief Executive to write to both Scottish and UK Governments advising them of this grave situation and requesting immediate support.
- Request that the Scottish Government urgently review the decision to cut the Affordable Housing Supply Programme allocation to Aberdeen by 24% (£3.904m) for 2024/25.

The Committee resolved:-

- (i) to acknowledge that in May 2024 the Scottish Government declared that Scotland had a national housing emergency;
- (ii) to recognise the seriousness of the housing situation facing the city, which was causing far too many families to experience housing insecurity and homelessness;

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- (iii) to acknowledge the significant challenges being posed by the Reinforced Autoclaved Aerated Concrete (RAAC) emergency in the city and the additional pressure this has placed upon housing supply in Aberdeen;
- (iv) to note that a roundtable meeting with both the Scottish and UK Governments has been requested to discuss the financial impact of RAAC on the Council and seek any additional funding to help meet the short-term rehoming costs and the longer-term rebuild phases;
- (v) to note the ongoing work being carried out by officers, Registered Social Landlords and other sector partners within the city to deliver the homes and services which people rely on, through our existing Local Housing Strategy, Strategic Housing Investment Plan, Rapid Rehoming Transition Plan, empty homes work, and work as part of the Homewards Programme;
- (vi) to recognise the impact that the housing crisis was having on communities across Aberdeen, due to the shortage of affordable homes, changing housing need and demand, and decades of under investment in our housing stock;
- (vii) to note that, as outlined in report F&C/24/176, the Housing Board was established in late March 2024 to identify risks through the Housing Service, oversee improvements and establish an action plan, the first bi-annual report on progress towards this would be presented to the Communities, Housing and Public Protection Committee in November 2024; and

Therefore, this Committee:

1. Agrees we are in a Housing Emergency;
2. Commits to the creation and implementation of a Housing Emergency Action Plan, through the work of the Housing Board, which will be refreshed and reported bi-annually to the Communities, Housing and Public Protection Committee – this Action Plan will draw together ongoing work, existing strategies and Council teams, aligning these behind the shared goal of tackling the housing emergency;
3. Recommends to Council to establish a cross-party working group to monitor the progress of the Housing Emergency Action Plan, to be chaired by the Convener of the Communities, Housing and Public Protection Committee;
4. Will take a human rights-based approach to delivering the Action Plan, embedding participation, accountability, non-discrimination and empowerment into the process; and
5. Commits to working with communities, individuals with lived experience of the housing emergency, and internal and external partners to deliver the Action Plan and develop solutions to the housing emergency.

SCOTTISH FIRE AND RESCUE - THEMATIC REPORT UNWANTED FIRE ALARM SIGNALS - SFR/24/236

8. The Committee had before it a report by Scottish Fire and Rescue Service, which advised members of the impact of Unwanted Fire Alarm Signals (UFAS) on the Scottish

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Fire and Rescue Service (SFRS) and the business community across Aberdeen City and the effect on this incident type since a Policy change on 01 July 2023.

The report noted that SFRS had attended 512 UFAS incidents in Aberdeen City from 01 July 2023, which was a 61% reduction when considered against 804 non attendance calls for the same period.

The Committee heard from Andrew Wright, Local Commander, Scottish Fire and Rescue Service, who spoke in furtherance of the report and answered various questions from Members.

The report recommended:-

that the Committee consider and note the attached thematic report relating to Unwanted Fire Alarm Signals across Aberdeen City and consider the impact since the SFRS changed their response model on 01 July 2023.

The Committee resolved:-

- (i) to request that Scottish Fire and Rescue determine how many hours had been saved in terms of workload since the introduction of the new model and to pass this information to the clerk for forwarding to Members; and
- (ii) to otherwise note the report.

RESPONSIBLE RETAILERS CHARTER UPDATE - CORS/24/242

9. With reference to article 12 of the minute of the meeting of 5 September 2023, the Committee had before it a report by the Interim Chief Officer – Governance (Assurance), which provided an update on the progress made by officers of the Trading Standards Service to address the issue of proxy purchasing of tobacco and Nicotine Vaping Products (NVPs), particularly the latter, in Aberdeen City.

The report noted that the initiative had been a success as it had resulted in the Service receiving only one complaint in 2024 which alleged proxy purchasing was taking place in the city centre.

The report recommended:-

that the Committee note the contents of the report and the positive outcome of the Charter.

The Committee resolved:-

to approve the recommendation.

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TRUSTED TRADER SCHEME IN ABERDEEN CITY - UPDATE ON THE PROGRESS - COR/24/241

10. With reference to article 11 of the minute of meeting of 5 September 2023, the Committee had before it a report by the Interim Chief Officer – Governance (Assurance), which updated Elected Members on the progress made by officers of the Trading Standards Service in establishing the Aberdeen City Trusted Trader Scheme, the plan for which was approved by Committee on 5 September 2023.

The report noted that the scheme was due to be launched during the Scottish Trusted Trader Week scheduled for 1-7 September 2024, organised by the Society of Chief Officers of Trading Standards in Scotland (SCOTSS) Trader Directory Services (TDS), and coordinated through the Media Team in Aberdeen City Council (ACC). There were 18 city businesses who had been vetted, or were going through the vetting process, which would form the initial tranche of members.

The report recommended:-

that the Committee note the contents of the report and the progress made and welcome the forthcoming launch of the Scheme.

The Committee resolved:-

to approve the recommendation.

PERFORMANCE REPORT - COR/24/238

11. 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 services falling within its remit.

The report recommended:-

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

The Committee resolved:-

- (i) to request that information on the Rent Assistance Fund be included in the Housing Board bi annual report due to be reported to the November 2024 Committee;
- (ii) to note that Councillor Graham would send address details on various empty properties he had identified to the Chief Officer – Housing for investigation;
- (iii) to request that the Executive Director – Families and Communities ascertain when the last asset plan was produced and to send this information to members by way of email; and
- (iv) to otherwise note the information contained in the Performance Report.

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HOUSING (SCOTLAND) BILL 2024 - F&C/24/247

12. The Committee had before it a report by the Chief Officer – Housing, which raised awareness of the Housing (Scotland) Bill 2024 currently working through the parliamentary process and the potential implications of the new legislation for Aberdeen City Council.

The report recommended:-

that the Committee -

- (a) note the contents of this report and the intentions of the Housing (Scotland) Bill;
- (b) instruct the Chief Officer – Housing to provide a report or Service Update, as that Chief Officer deems appropriate, on the Bill as it progresses through Stage 2 of the parliamentary process; and
- (c) instruct the Chief Officer – Housing to report to this Committee with a full Implementation Plan when the Bill has progressed through Stage 3 of the parliamentary process.

The Committee resolved:-

to approve the recommendations.

ABERDEEN CITY'S AFFORDABLE HOUSING DELIVERY PROGRAMME - F&C/24/248

13. The Committee had before it a report by the Chief Officer – Housing, which provided an update on Aberdeen City's Affordable Housing Delivery Programme.

The report advised that in 2023/24 there were 806 affordable housing completions which was the highest number of affordable homes delivered in Aberdeen through the affordable housing supply programme, with 8 of these homes fully wheelchair accessible. It was noted as of August 2024, 162 affordable housing completions had taken place across the city, with 371 homes being projected for completion in 2024/25.

The report recommended:-

that the Committee note the progress on delivery of Aberdeen City's Affordable Housing Delivery Programme.

The Committee resolved:-

to note the report.

ABERDEEN'S FUTURE LIBRARY AND INFORMATION SERVICE MODEL - F&C/24/240

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14. With reference to article 7 of the minute of the meeting of 23 January 2024, the Committee had before it a report by the Executive Director – Families and Communities, which explained that officers were instructed to continue to collaborate with stakeholders in designing a strategic vision and model for the Library and Information Service, and asked to report back with a proposed vision and service delivery model to this meeting.

It was also noted that this Committee instructed that a consultation on the proposed Library and Information Services Management Rules be undertaken, with results reported back to seek a decision on whether such Rules should be made, all in accordance with section 112 of the Civic Government (Scotland) Act 1982.

Ms Sheppard, Executive Director – Families and Communities spoke in furtherance of the report and answered various questions from Members.

The Committee was then addressed by Councillor Boulton, raising concerns in relation to the recommendations on behalf of her constituents.

The report recommended:-

that the Committee -

- (a) note the work undertaken to develop a new model for Library and Information Services which aligns more deliberately to “education and lifelong learning” as a determinant of population health;
- (b) endorse the working vision for the Library and Information Services outlined at paragraph 3.32;
- (c) endorse the Future Model of Library and Information Services presented at paragraphs 3.33 – 3.38;
- (d) instruct the Executive Director Families and Communities to present a detailed phased Implementation Plan which reflects plans for internal zoning of the Central Library and testing of the Library and Information Service as an integral part of the emerging model of Family Support to the next meeting of the Communities, Housing and Public Protection Committee;
- (e) note the feedback on the Library and Information Service Management Rules; and
- (f) agree not to make Library Management Rules; and
- (g) agree to refer the previous income targets set against the library service to the budget setting process;

The Convener moved, seconded by the Vice Convener:-

That the Committee approve the recommendations in the report.

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

That the Committee:-

1. Instruct the Executive Director - Families and Communities to ensure that any future model for Library and Information Services should include the provision of Libraries in Cornhill, Cults, Ferryhill, Northfield, Kaimhill and

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Woodside and to bring a report on such future model to a future meeting of this Committee for approval; and

2. Instruct the Executive Director - Families and Communities to review the information gained to date and bring forward to a future meeting of this Committee a strategy and an implementation plan to ensure an identification of what is currently supplied in individual libraries and what is missing and the identification of ways to ensure details given in 3.35 and 3.37 are available at all Libraries throughout Aberdeen. This should follow the principles of 20-minute neighbourhoods for Scotland as detailed in the Programme for Government 2020 - 2021 which committed the Scottish Government to working with local government and other partners to take forward ambitious plans for 20 minute neighbourhoods in Scotland. Rather than the current plans and visions which had seen and will see the massive destruction in our disadvantaged communities such as the removal of libraries, doctors' surgeries, police stations, nurseries, swimming pools and schools.

On a division, there voted – for the motion (5) – the Convener, the Vice Convener and Councillors Bouse, Davidson and McLellan – for the amendment (4) – Councillors Cross, Graham, Mrs Stewart and Tissera.

The Committee resolved:-

- (i) to note that the Executive Director – Families and Communities, would engage with Community Councils and ward members in regards to the future library and information service model at community level; and
- (j) to adopt the motion.

ANNUAL ASSURANCE STATEMENT - F&C/24/243

15. The Committee had before it a report by the Interim Chief Officer – Governance, which sought approval for the Council's Annual Assurance Statement for the year 2024/25, which must be submitted to the Scottish Housing Regulator by 31 October 2024.

The report recommended:-

that the Committee -

- (a) note the work undertaken to address areas listed in the Housing Regulator Engagement Plan (April 2023) to date;
- (b) note the self-assessment against Regulatory standards contained in Appendix B; and
- (c) approve the Annual Assurance Statement (Appendix A) report for submission to the Scottish Housing Regulator by 31 October 2024.

The Committee resolved:-

to approve the recommendations.

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HOMEWARDS PROGRAMME UPDATE - CORS/24/246

16. The Committee had before it a report by the Chief Officer – Housing, which provided Committee with an update on the Homewards Programme in Aberdeen, specifically on the formation of the Aberdeen coalition and the progress made on the development of the local action plan. The report also sought approval for a Co-Leader to join the International Mayors Council on Homelessness.

The report recommended:-

that the Committee –

- (a) note the progress made during the first year of the Homewards programme;
- (b) note the programme is governed through Community Planning Aberdeen; and
- (c) nominate and approve the appointment of a Council Co-Leader to join the International Mayors Council on Homelessness

The Committee resolved:-

- (i) in regards to recommendation (c), to approve the appointment of Councillor Allard to join the International Mayors Council on Homelessness; and
- (ii) to approve the recommendations.

HOUSING CAPITAL UPDATE - CR&E/24/246

17. 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:-

to note the report.

POLICE SCOTLAND - PERFORMANCE REPORT - POL/24/237

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18. The Committee had before it a report by Police Scotland, which presented the Police Scotland Performance Report which covered April 2023 to March 2024, for Committee scrutiny.

The report provided a detailed account of Police Performance in Aberdeen City in support of agreed priorities, both local and national for April 2023 to March 2024. It covered a wide range of police activity including corporate governance, recorded crime, detection rates and operations and provided both 5 year and year on year comparisons which allowed the Committee to evaluate trends in performance.

The Committee heard from Superintendent Howieson and Chief Inspector Scott, who spoke in furtherance of the report and answered various questions from Members.

The report recommended:-

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

The Committee resolved:-

to note the contents of the report.

BUSKING CODE OF CONDUCT - CORS/24/239

19. With reference to article 3 of the minute of the meeting of 14 November 2023, the Committee had before it a report by the Interim Chief Officer – Governance, which provided an update on the work undertaken by the Community Safety Partnership to establish a Busking Code of Conduct for Aberdeen City centre.

The report recommended:-

that the Committee -

- (a) note the Community Safety Partnership's update in this report on developing a Busking Code of Conduct for Aberdeen City Centre;
- (b) approve the draft Busking Code of Conduct for Aberdeen City centre contained in Appendix 1; and
- (c) instruct the Interim Chief Officer - Governance to implement the Code of Conduct.

The Committee resolved:-

- (i) to request that a report be brought back to this Committee in due course on how the Code of Conduct had worked following its implementation; and
- (j) to approve the recommendations.

RAAC UPDATE - VERBAL UPDATE

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

5 September 2024

20. The Committee heard from the Chief Officer – Housing and the Chief Officer – Capital, who provided a verbal update in relation to Reinforced Autoclaved Aerated Concrete (RAAC).

Mrs McKenzie advised that as of 3 September 2024, there had been 180 offers accepted and ten further households had sourced alternative accommodation. There were currently 166 council tenants awaiting rehoming. Of those, 65 council tenants had signed for their new home and were in the process of moving, which left 101 households to be rehomed. 73 of the 101 households were now under offer. Two households had still to receive an offer and all other households had received at least one offer.

Mrs McKenzie also advised that the dedicated Housing & Support Team would continue to engage with those individuals/families yet to be rehomed, to work towards a positive outcome for them and their families and a walkabout was being arranged with Community representatives to explore current environmental and safety impacts. An additional resource was also being identified to support households to effectively integrate into their new communities.

Mr Wilson then summarised the decision taken at Council on 21 August 2024, and explained the next steps which were due to take place, noting that letters had been issued to private owners explaining the next steps, and also an offer was made to meet with the Torry Community Council RAAC Campaign Management Committee in order to shape ongoing engagement and communications.

Mrs McKenzie explained that concerns had been raised in relation to individuals being moved to different areas in the city and therefore they were looking at what support could be offered to people who had been relocated.

The Committee resolved:-

to note the verbal update received in relation to Reinforced Autoclaved Aerated Concrete (RAAC),

- **Councillor Miranda Radley, Convener**

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	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	21 November 2024								
4	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	On agenda	Graeme Mackie	Police Scotland	Police Scotland	2.20		
5	Scottish Fire and Rescue	To provide a six monthly performance report	On agenda	Andy Wright	SFRWS	SFRS	2.20		
6	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.	On agenda	Stephen Booth	Corporate Landlord	Families & Communities	1.1.1		
7	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.	Verbal update at the meeting	Jaquie McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	1.1.1		
8	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		
9	Adult Protection Committee Biennial Report	To provide the Adult Protection Committee Biennial report	On agenda	Val Vertigans	AHSCP	AHSCP	2.1		
10	Annual Effectiveness Report	To report on the annual effectiveness of the committee.	On agenda	Lynsey McBain	Governance	Corporate Services	GD8.7		
11	Building Standards Activity Report	At the meeting on 30 May 2024, it was agreed to receive a further Building Standards Activity Report at the meeting of the Communities, Housing and Public Protection Committee on 21st November 2024.	On agenda	Grant Tierney	Strategic Place Planning	City Regeneration & Environment	2.7 and 2.8		
12	Strategic Housing Investment Plan	To approve the Strategic Housing Investment Plan.	On agenda	Mel Booth	Housing	Families & Communities	1.1.1		
13	Empty Homes Update Report	To provide an update on empty homes	On agenda	Mel Booth	Housing	Families & Communities	1.1.1		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
14	Housing (Cladding Remediation) (Scotland) Bill	To provide an update on the Housing (Cladding Remediation) (Scotland) Bill		Stephen Booth	Corporate Landlord	Families & Communities		D	This report will go as a service update as there isn't enough definitive detail around the implications of the change in legislation. A full report and implementation plan will go through Committee when the legislation is further through the parliamentary process.
15	Housing Board Bi Annual Report	This will be a combined report incorporating items previously on the planner - Housing Improvement Group, Asset Management Strategies for the HRA Estate, Council Housing Improvement Activity & Acquisition and Disposal Policy and Council Housing Improvement Activity	On agenda	Eleanor Sheppard		Families & Communities	1.1.1		
16	Family Support Model Implementation Plan	At the meeting on 5 September 2024 it was agreed to instruct the Executive Director Families and Communities to present a detailed phased Implementation Plan which reflects plans for internal zoning of the Central Library and testing of the Library and Information Service as an integral part of the emerging model of Family Support to the next meeting of the Communities, Housing and Public Protection Committee	On agenda	Eleanor Sheppard		Families & Communities	1.1.2		
17	Notice of Motion from Cllr Boulton	At Council on 21 August 2024, the following Notice of Motion was approved. To instruct the Executive Director of Families and Communities to investigate, with urgency, the opportunity for post offices that are closing to be set up in our local libraries and to report back to the Communities, Housing and Public Protection Committee as soon as possible. With the closure of both Culter and Cults post offices recently, this leaves a huge number of people without a post office facility.		Eleanor Sheppard		Families & Communities	1.1.1	D	A meeting has been organised with the Post Office on 13 November which would not allow enough time to report this cycle. A report will be brought to January cycle.

	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									
18	Notice of Motion from Cllr Watson	<p>At the Council meeting of 11 October 2024, the following Notice of Motion was referred to this Committee. Notes that Council passed a notice of motion on 13 December 2023 recognising the importance of holding out a hand to those outwith our direct area. It called for an immediate ceasefire in Palestine/Israel, and for urgent humanitarian relief for the citizens of Gaza.</p> <p>Since then, nine months have passed and tens of thousands more civilians have died. In March 2024 the United Nations Special Rapporteur found that "There are reasonable grounds to believe that the threshold indicating the commission of the crime of genocide...has been met." In July 2024, the prestigious medical journal The Lancet stated that "it is not implausible to estimate that up to 186,000 [7.9% of the total population in the Gaza strip] or even more deaths could be attributable to the current conflict in Gaza". Later in July, the International Court of Justice, the United Nations' highest court, ruled that "Israel's continued presence in the Occupied Palestinian Territory is unlawful" and that Israel "is under an obligation to bring to an end its unlawful presence in the Occupied Palestinian Territory as rapidly as possible" and "is under an obligation to cease immediately all new settlement activities, and to evacuate all settlers from the Occupied Palestinian Territory".</p> <p>This Council reaffirms its place as part of the common family of humanity, and:</p> <ol style="list-style-type: none"> 1.Reiterates our call for a permanent ceasefire; 2.Calls on the Lord Provost to fly the Palestinian Flag on 29 November 2024, International Day of Solidarity with the Palestinian People; 3.Follows Barcelona and other cities and instructs the Chief Officer - Governance to report to Council by the end of 2024 on any direct or indirect links that Aberdeen City Council have with the State of Israel, with a view to stopping these; 4.Asks the North East Scotland Pension Fund to commission a study to identify any investments in companies that supply arms to Israel, as these investments may be at high risk due to the political instability; 5.Recognises the UK Labour Government's suspension of 30 licences for arms sales to Israel; 6.Endorses the Scottish Government's 2024 call for an arms embargo on Israel, and calls for the Scottish Government to act in all its available capacities to help prevent the production and transfer of weapons components for Israel from arms companies in Scotland; and 7.Instructs the Chief Executive to write to other Scottish Local Authorities informing them of this motion, and encouraging them to take similar actions. 	On agenda						
19			14 January 2025						
20	Police Scotland - Performance Report	To provide a six monthly performance report		Police Scotland	Police Scotland		2.20		
21	Aberdeen Local Housing Strategy	To seek approval to begin pubic consultation on the draft Local Housing Strategy		Mel Booth	Housing	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	Anti Social Behaviour in City Centre	At the meeting on 5 September 2024, it was agreed to instruct the Interim Chief Officer - Governance to coordinate a further report from the Community Safety Partnership to the Communities, Housing and Public Protection Committee on current efforts to manage antisocial behaviour in the city centre and on approaches to offering wider system awareness and understanding of the issues.		Mark Wilson	Governance		1.1.1		
24			11 March 2025						
25	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		

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2									
26	Aberdeen Local Housing Strategy	Following consultation, the final Local Housing Strategy will be produced and published in Spring 2025.		Mel Booth	Housing	Families & Communities	1.1.1		
27	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.		Jaqui McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	1.1.1		
28			27 May 2025						
29	Scottish Fire and Rescue Performance Report	To provide annual performance report for Scottish Fire and Rescue		Andy Wright	Scottish Fire and Rescue	Scottish	2.20		
30	Housing Board Bi Annual report	At the meeting on 30 May 2024, it was agreed to instruct the Executive Director Families and Communities to bring back to this Committee bi-annual reports providing oversight on Housing Improvement Activity. Due to be reported November 2024 then May 2025.		Eleanor Sheppard		Families & Communities	1.1.1		
31	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.		Jaqui McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	1.1.1		
32	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		
33			26 August 2025						
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.		Jaqui McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	1.1.1		
35	Affordable Housing Update	To provide an update on affordable housing		Mel Booth	Housing	Families & Communities	1.1.1		
36	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.	The contract is due to start on 19th August 2024 so the report on the pilot will be reported back in summer 2025.	Mark Wilson	Governance	Corporate Services	1.1.1 and 1.1.2		
37	Annual Assurance Statement	Annual submission required to the Scottish Government Oct/Nov 2025		Jacqui McKenzie	Housing	Families & Communities	1.1.1		

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2									
38	Cluster Risk Registers and Assurance Map Reporting 2025			Various	Various	Various	1.1.4		
39			11 November 2025						
40	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.		Jaqui McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	1.1.1		
41	Strategic Housing Investment Plan	To approve the Strategic Housing Investment Plan.		Mel Booth	Housing	Families & Communities	1.1.1		
42	Scottish Fire and Rescue Service	To provide a six monthly performance report		Andy Wright	Scottish Fire and Rescue	Scottish Fire and Rescue	2.20		
43	Housing Board Bi Annual Report	At the meeting on 30 May 2024, it was agreed to instruct the Executive Director Families and Communities to bring back to this Committee bi-annual reports providing oversight on Housing Improvement Activity.		Eleanor Sheppard		Families & Communities	1.1.1		
44	Busking Code of Conduct	At the meeting on 5 September 2024, it was agreed to request that a report be brought back to this Committee in due course on how the Code of Conduct has worked following its implementation.		Mark Wilson		Governance	1.1.5		
45			Future reports						
46	Grampian Joint Health Protection Plan	At the meeting on 30 May 2024 it was noted that the plan would be reviewed again in 2026.		Hazel Stevenson	Governance	Corporate Services	2.2		
47	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	Finance	Corporate Services	1.1.1		
48	Aberdeen City Local Housing Strategy Update	At the meeting on 30 May 2024, it was agreed to instruct the Chief Officer – Housing in collaboration with the Chief Officer – Aberdeen City Health and Social Care Partnership, to report back to the Communities, Housing and Public Protection Committee within 12 months on the implementation of the hybrid care and support model at Provost Hogg Court to evaluate the effectiveness before considering potential implementation in other parts of the city.		Jacqui McKenzie	Housing	Families & Communities	1.1.1		

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	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
49	Anti Modern Slavery report	At the meeting on 30 May 2024, it was agreed that a report be brought back to this Committee in 2 years time, to provide an evaluation of the implementation of the statement.		Sandie Scott/ Isla Newcombe	People & Citizen Services	Corporate Services	GD 8.1		
50	Reinforced Autoclaved Aerated Concrete (RAAC) - Outcome of Options Appraisal August 2024	At the Council meeting on 21 August 2024, it was approved to agree that the optimum option was the demolition and rebuild of homes on site and instruct the Chief Officer - Capital to proceed with the demolition aspect of this (Option 4a), and report back to the next appropriate meeting of the Communities, Housing and Public Protection Committee on the initial phasing of demolition and landscape details.		John Wilson	Capital	City Regeneration & Environment			
51	Reinforced Autoclaved Aerated Concrete (RAAC) - Outcome of Options Appraisal August 2024	At Council on 21 August 2024, it was agreed to instruct the Chief Officer Corporate Landlord in consultation with the Chief Officer - Capital, Chief Officer - Housing, and the Chief Officer - Finance, to assess the 'building new homes' option as alluded to in Option 4b with consideration towards undertaking a detailed masterplanning exercise assuming the site is vacant to determine future redevelopment proposals. For the wider site give consideration to creation of appropriate greenspace, preferred housing mix, opportunities to extend tenure mix and provision for housing for varying need and report this to a future meeting of the Communities, Housing and Public Protection Committee in 2025 (as early as possible);		Jacqui McKenzie/ Stephen Booth/ John Wilson/ Jonathan Belford	Various	Various			
52	Reinforced Autoclaved Aerated Concrete (RAAC) - Outcome of Options Appraisal August 2024	At Council on 21 August 2024, it was agreed to instruct the Chief Officer - Housing to continue the re-homing process and report progress to the Communities, Housing and Public Protection Committee on a regular basis, noting that there may be requirements to commence legal proceedings under the Scottish Tenancy Agreements, where tenants refused to move to alternative accommodation having received reasonable offers of alternative accommodation to ensure that tenant safety remains the Council's primary objective;		Jacqui McKenzie	Housing	Families & Communities			
53	Housing (Scotland) Bill 2024	At the meeting on 5 September 2024, it was agreed to instruct the Chief Officer – Housing to provide a report or Service Update, as that Chief Officer deems appropriate, on the Bill as it progresses through Stage 2 of the parliamentary process; and to instruct the Chief Officer – Housing to report to this Committee with a full Implementation Plan when the Bill has progressed through Stage 3 of the parliamentary process.		Jacqui McKenzie	Housing	Families & Communities			

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing & Public Protection Committee
DATE	21 November 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Adult Protection Committee (APC) Biennial Report 2022-24
REPORT NUMBER	ACHSCP/24/336
EXECUTIVE DIRECTOR	Fiona Mitchelhill, Chief Officer HSCP
CHIEF OFFICER	Claire Wilson, Chief Officer Adult Social Work
REPORT AUTHOR	Val Vertigans, Strategic Service Manager Justice Social Work service
TERMS OF REFERENCE	2.9

1. PURPOSE OF REPORT

- 1.1 To share the Adult Protection Committee (APC) Independent Convener’s Biennial Report for 2022-24 for assurance purposes, in terms of the delivery and impact of ‘adult support and protection’ in the City.

2. RECOMMENDATION

That the Committee:-

- 2.1 notes the Aberdeen Adult Protection Committee’s Biennial Report for 2022-24 which has been prepared as required by the Adult Support and Protection (Scotland) Act 2007, and which provides assurance about progress made over the period.

3. CURRENT SITUATION

- 3.1 The Adult Support and Protection (Scotland) Act 2007 stipulates that the Independent Convener of an Adult Protection Committee must prepare a general report on the exercise of the Committee's functions during the preceding two years. A copy of the Biennial Report must be submitted to the Adult Support & Protection (ASP) statutory partners (i.e. each of the public bodies and office-holders represented on the APC), the Care Inspectorate, Scottish Ministers, the Mental Welfare Commission for Scotland and the Public Guardian. The Biennial Report for 2022-24 as attached at Appendix 1 is the ‘public-facing’ version of the populated Word Template which has been submitted to Scottish Government as required.
- 3.2 The APC is committed to an inclusive approach to preventing and responding to harm and protecting adults at risk. The APC includes representation from a range of professional backgrounds and organisations including Aberdeen City Council, Aberdeen City Health and Social Care Partnership, NHS Grampian, Police Scotland, Scottish Ambulance Service, Scottish Fire and Rescue

Service, ACVO (Aberdeen Council of Voluntary Organisations), the local third sector interface, and Advocacy Service Aberdeen. The Independent Convener of the APC also plays the same role for the Child Protection Committee.

- 3.3 Adult support and protection activities are, by their very nature, often complex and challenging. This Biennial Report covers the 'post-pandemic' period, and attempts to highlight the scale of activities and initiatives over the two-year period, the collaborations between partners, the co-ordination between professionals and the positive impacts on those who are or who have been at risk of harm – all within the context of the additional contextual challenges such as the cost of living crisis.
- 3.4 The APC's Improvement Plan for 2021-23, which was the basis of much of the work undertaken during the period, was informed primarily by the self evaluation in advance of, and the [findings](#) resultant from, the Spring 2022 joint inspection of adult support and protection (published in June 2022).
- 3.5 Some key messages from the Biennial Report include:
- Notwithstanding the demand for services, which continues to increase, and the challenges across the workforce, not least in terms of capacity, the APC has delivered on its improvement plan and benefitted from self-evaluation against the new national ASP Code of Practice. The report demonstrates the ability of the APC to adapt and change where appropriate to ensure the safety and wellbeing of adults at risk of harm. It also reflects Aberdeen City's ongoing commitment to align areas of Public Protection to deliver a more efficient and effective service against current demand.
 - A significant increase has been seen in the number of Adult Support and Protection referrals received during this biennial reporting period compared to the previous two periods. This is likely to reflect greater awareness of adult support and protection and a related increase in reporting, but also the wider context of the cost of living crisis, increase in poverty levels, and reduced availability of other services due to over-arching increases in demand on services across the board.
 - The most common principal harm type for Inquiries where 'Investigatory Powers' were used was Financial or Material Harm. The cost of living crisis is likely to further enhance the conditions for such harm against vulnerable adults to take place. In recognition of this, the three Grampian Adult Protection Committees published a [Grampian Financial Harm Strategy](#) (December 2022) which provides strategic direction to partners across Aberdeen City, Aberdeenshire and Moray, in the prevention of, and response to, Financial Harm.
 - Staff learning and development in relation to ASP continues to be a priority, on a single agency basis by individual partners, and also on a multi agency basis.
 - The APC continues to endeavour to ensure that the 'voice' of all those we aim to support and protect is at the centre of all we do. The APC's Lived Experience

Forum, established for over two years now, plays a key role in this, and has been involved in a range of activities.

- 3.6 In terms of moving forwards, as set out in Section 8 of the Biennial Report, the APC [Strategy](#) for the period April 2024 to March 2026 encompasses the below Priorities. Activities to progress these are set out in the refreshed APC Improvement Plan which is being progressed by the APC's Sub-Committees.

Stakeholder Engagement

We commit to continue to develop appropriate mechanisms for effective communication:

- i) recognising how diverse our communities are, to ensure the 'voice' of all those we aim to support and protect is at the centre of all we do,
- ii) to raise awareness about ASP, so that staff and public recognise the risks of harm to vulnerable adults and know how to respond, report and connect to appropriate supports, and
- iii) to ensure we understand each other's roles, responsibilities and aims (including via sharing of updates and good practice across all partners' staff groups).

Performance / Quality Assurance Framework

We will develop a robust Data Performance and Quality Assurance Framework, to enable us to:

- i) identify trends, areas for improvement and areas of good practice; and
- ii) establish a process for continuous improvement and ensure learning is embedded into practice.

This will enable us to deliver safe and effective services with improved outcomes for those at risk of harm.

Learning and Development

We will continuously improve ASP practice, learning and development by reaching all our people, ensuring effective support, preventative measures and protection of adults at risk of harm.

In addition to the above, the APC continues to prioritise a focus on learning from Reviews, continuing to work to fully embed the relatively new processes throughout the partnership. There is full recognition that it is not only about identifying learning, but also about, where appropriate, changing practice and thereafter measuring better outcomes for individuals.

The APC also contributes fully to efforts by the Chief Officers Group for Public Protection to improve alignment across public protection, which are led by a Lead Officers Group. This Group looks at cross-cutting themes and opportunities to collaborate, including information sharing, strategic work, Learning and Development and the [Aberdeen Protects](#) website.

- 3.7 The Biennial Report has been submitted to Scottish Government and shared with key stakeholders as required by the Adult Support and Protection (Scotland) Act 2007. It has also been circulated widely to partners and staff, and has been published on the Aberdeen Protects website.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

5.1 Section 46 of the Adult Support and Protection (Scotland) Act 2007 requires the convener of an Adult Protection Committee to prepare a general report on the Adult Protection Committee's work every two years. The development and publication of the Biennial Report as appended at Appendix 1 ensures that this statutory requirement is complied with.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	No significant risks identified			N/A
Compliance	Risk of non compliance with Adult Support and Protection (Scotland) Act 2007 if no Biennial Report prepared	Biennial Report has been prepared as required by the Adult Support and Protection (Scotland) Act 2007	L	Yes
Operational	No significant risks identified			N/A
Financial	No significant risks identified			N/A

Reputational	Reputational Risk if Biennial Report not prepared and published as required by Adult Support and Protection (Scotland) Act 2007	Biennial Report has been prepared as required by the Adult Support and Protection (Scotland) Act 2007	L	Yes
Environment / Climate	No significant risks identified			Yes

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 aspects of the policy statement under the following headings:-</p> <ul style="list-style-type: none"> • Supporting People with the Cost of Living • Caring for Each Other • A Safer Aberdeen
<u>Local Outcome Improvement Plan 2016-2026</u>	
<p>Prosperous People Stretch Outcomes</p>	<p><i>The proposals within this report support Prosperous Adults section of the LOIP:</i></p> <p>Our improvement activity is focused on supporting the people most vulnerable to harm due to poverty, homelessness, mental health and drugs and alcohol in the short term as well as making changes to our systems to prevent these harms in the future.</p>

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Claire Wilson, Chief Officer Adult Social Work, on 21 st October 2024.

Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

10.1 N/A

11. APPENDICES

11.1 Appendix 1 - APC Biennial Report 2022-24.

12. REPORT AUTHOR CONTACT DETAILS

Name	Val Vertigans
Title	Strategic Service Manager, Justice Social Work Service, HSCP
Email Address	vavertigans@aberdeencity.gov.uk
Tel	01224 069553



Aberdeen City Adult Protection Committee

Biennial Report 2022-24

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Members of the APC Lived Experience Forum





Section 1

Convener's Foreword

I am pleased to introduce this Biennial Report on Adult Support and Protection activity undertaken in Aberdeen City during the period from 1st April 2022 to 31st March 2024.

This has been a particularly challenging time for all as we emerged from a global pandemic into a cost of living crisis and other emerging issues such as the significant rise in displaced persons. All these factors have undoubtedly contributed to placing huge challenges on all. Unfortunately, it remains the case that risk of harm to many of our most vulnerable persons has not reduced because of the additional pressures placed on individuals, families and communities during this time.

The cost of living crisis has also impacted significantly on staff and I would like to take this opportunity to sincerely thank staff across all agencies and services in Aberdeen for the critical role they have played and continue to play in identifying, reporting, supporting and protecting vulnerable adults throughout the City.

Notwithstanding the challenges however, the Adult Protection Committee continues to strive to deliver the best possible outcomes for adults at risk of harm, their families and carers. This is very much evidenced in the completion of our most recent improvement plan and strong progress in relation to implementing the refreshed national guidance, locally, across the partnership. We have also worked hard to establish closer links with other strands of Public Protection, such as Child Protection, Violence Against Women and Girls and the Alcohol and Drug Partnership to provide a more effective and efficient service.

Finally, I would just wish to thank the Lived Experience Forum, whose voice we listen to closely as we continue to strive to deliver better outcomes for all.

Campbell Thomson QPM
Independent Convener,
Aberdeen Adult Protection Committee

Section 2

Introduction

Aberdeen City Adult Protection Committee (APC) has the following vision: *“Partners in Aberdeen are committed to an inclusive approach to preventing and responding to harm and protecting adults at risk.”*

We are committed to delivering this vision through our Strategy and all partners, statutory and third sector, have endorsed our Terms of Reference. Both these documents have been reviewed during the biennial reporting period.

This established governance process has enabled us to deliver our improvement plan, which must remain dynamic to incorporate for example, the revised national Code of Practice for Adult Support and Protection.

The 2022-24 Improvement Plan aligned to the recommendations of the Care Inspectorate’s Joint Inspection of ASP in Aberdeen, in June 2022. This Plan has been completed throughout the biennial reporting period and we are now working to deliver the Plan for 2024-26. This report reflects the improvements that have been made against challenges currently faced such as the cost of living crisis.

The report also shows the ability of the APC to adapt and change where appropriate to ensure the safety and wellbeing of adults at risk of harm. It also reflects Aberdeen City’s ongoing commitment to align areas of Public Protection to deliver a more efficient and effective service against current demand.

The [Aberdeen Protects website](#) provides a range of information and resources about different aspects of public protection. More information about Adult Support & Protection can be found on the [Protecting Adults pages](#).

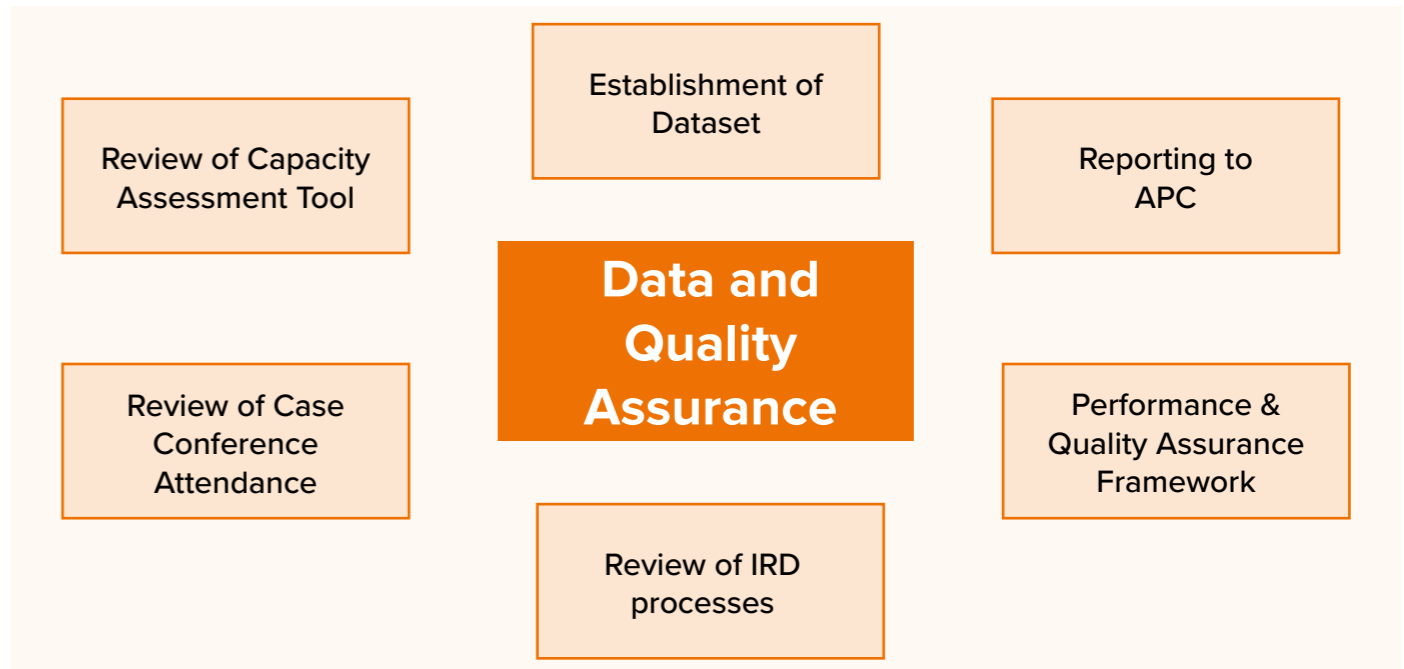
The national NHS Public Protection Accountability and Assurance Framework was published in October 2022. The Framework set out key standards for Health Boards in relation to their functions/duties for Child Protection, Adult Protection, and MAPPA.

- 1.1. One of the key measures within the ‘toolkit’ related to pathways for capacity assessments, namely : *“There are clear assessment pathways for accessing assessments of capacity to contribute to protection decisions, including decisions relating to the use of Adult Support and Protection, Adults with Incapacity, and/or Mental Health (Care and Treatment) (Scotland) Act 2003 legislation.”*
- 1.2. This measure within the toolkit was put in place due to significant national learning from both multiagency inspections and case reviews related to issues with accessing capacity assessments in adult support and protection cases.
- 1.3. NHS Grampian was a ‘pilot’ board for implementing the toolkit that linked to the framework, so was one of the first in Scotland to benchmark its current practice and processes. The initial benchmarking process identified that NHS Grampian did NOT have a capacity pathway in place for protection decisions.
- 1.4. As a result of the benchmarking, the NHS Grampian Public Protection Committee agreed to support the creation of a short life working group (SLWG) that would aim to develop a robust Capacity Pathway for Protection Decisions. The decision was reported to all three Grampian Adult Protection Committees, and the work relating to the capacity pathway was integrated into APC improvement plans.



Section 3

What does our data tell us?



The role of the APC’s Performance & Quality Assurance Sub Committee is to oversee the progression of work aimed at achieving the APC’s priority that **“We will develop a robust Data Performance and Quality Assurance Framework, to enable us to: i) identify trends, areas for improvement and areas of good practice; and ii) establish a process for continuous improvement and ensure learning is embedded into practice. This will enable us to deliver safe and effective services with improved outcomes for those at risk of harm.”**

From 1st April 2023, mid way through this biennial reporting period, Scottish Government introduced a new national minimum dataset which is collated on a quarterly basis, with the first quarter reported for April to June 2023. Because of changes to the indicators and related definitions, it is only possible to compare the main headline ASP Referral data across this and preceding periods. The previous reporting period, 2020-22, covered the period of the pandemic, which of course had an impact on data across the piece, and was therefore not a ‘standard’ reporting period with which to make comparison.

ASP Data published by Scottish Government is evolving to reflect the above changes. The last set of published figures cover the period [2019-20 to 2020-21](#), albeit these are described as ‘Experimental Statistics’, as the data was still being developed. It is the intention of Scottish Government to provide collated data reporting based on the new national minimum dataset, once this has been embedded robustly.

Locally, a new social work recording system, Microsoft Dynamics 365, which was developed in Aberdeen 'by social work, for social work', was introduced and implemented from October 2022. The system has inevitably gone through a 'bedding in' period, and continues to be further developed to meet the needs, both of services and to enable us to meet our reporting requirements. Significant work has been undertaken to ensure that we can provide the data which is required, and also that practitioners are made aware of changes in what needs to be recorded. We are now in a strong position on this, albeit this continues to be a work-in-progress – the national reporting requirements continue to evolve, with the second phase of the dataset being rolled out from April 2024.

** 'Inquiries with Use of Investigatory Powers' were previously referred to as Investigations. Terminology / definitions were revised under the national ASP Code of Practice 2022.*

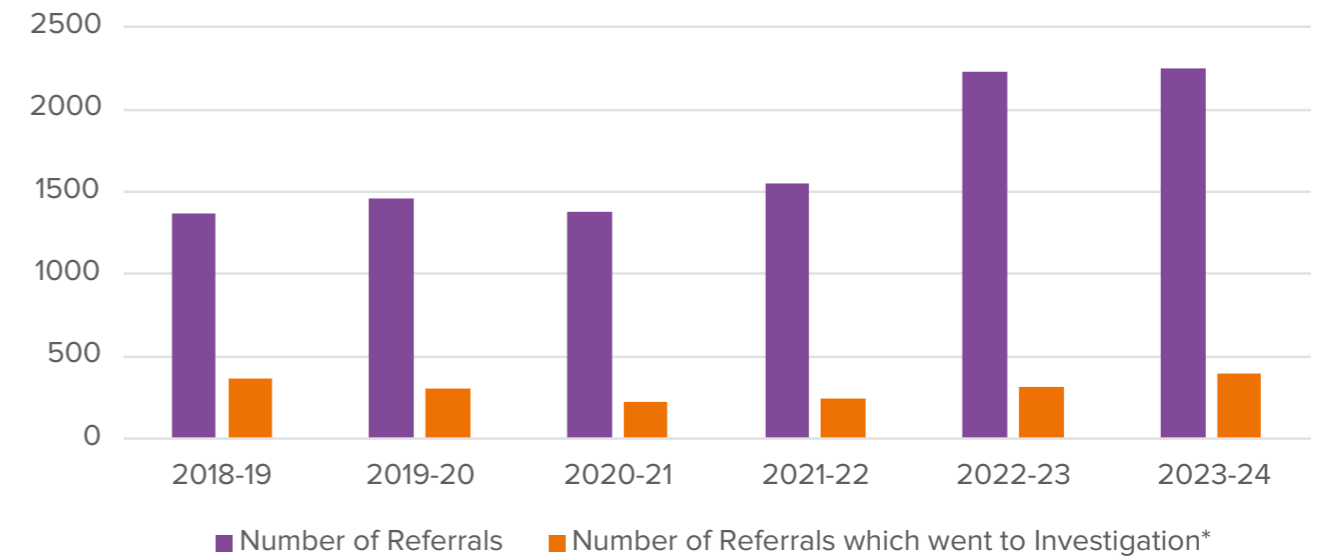
The purpose of an inquiry, with or without use of investigatory powers, is to ascertain whether adults are at risk of harm, and whether the council may need to intervene, provide support, or any other assistance to the adult or any carer. Any use of investigatory powers is triggered through the S4 duty to inquire under the Act.

An inquiry using investigatory powers requires the involvement of a council officer (an individual appointed by a council to perform specific functions under the terms of the Act). It will also require production of a full risk assessment. An inquiry which does not use investigatory powers may or may not require the involvement of a council officer, depending on local arrangements and the nature of the tasks.

The collation and consideration of relevant materials, including consideration of previous records relating to the individual and seeking the views of other agencies and professionals, does not necessarily need to be undertaken by a council officer if these inquiries do not include use of investigatory powers. Investigatory powers will be required, and a council officer involved, where there is a need for a visit and direct contact with the adult for interview or medical examination, or for the examination of record.

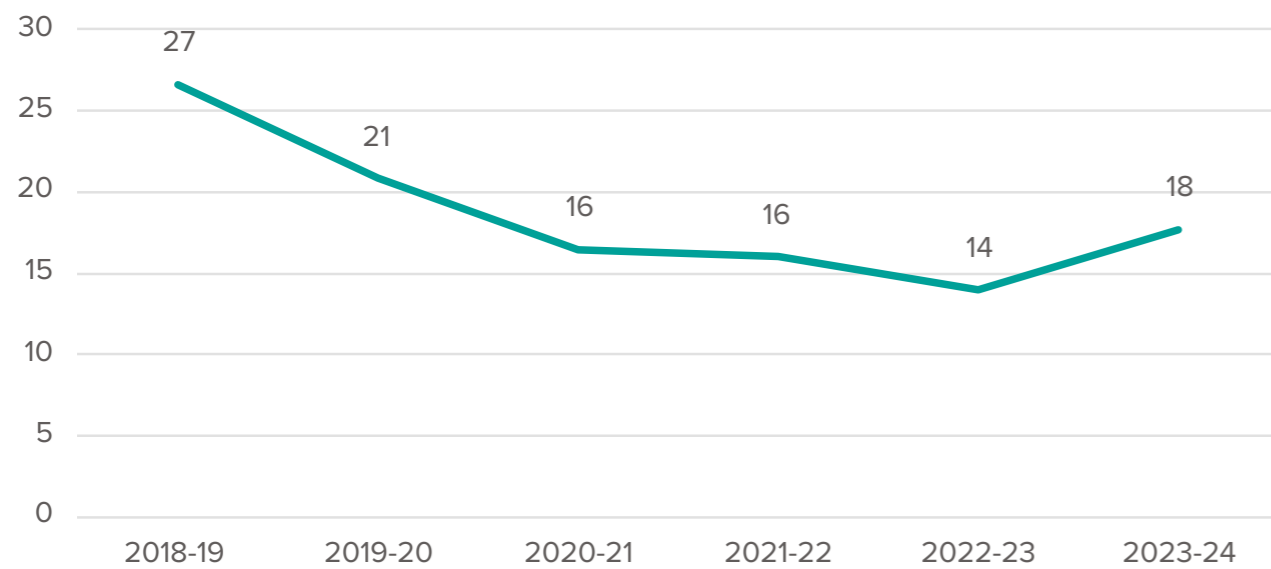
Inquiries may involve a single agency or more, as relevant, to the case. It should be noted that use of inquiries (with or without use of investigatory powers) supports a move away from talking about inquiries and investigations, and is aligned with the revised Code of Practice (July 2022).

Number of ASP Referrals and Inquiries with use of Investigatory Powers*



The number of ASP Referral received has increased over time, since before Covid. A significant increase has been seen during this biennial reporting period compared to the previous. This is likely to reflect greater awareness of adult support and protection and a related increase in reporting, but also the wider context of the cost of living crisis, increase in poverty levels, and reduced availability of other services due to over-arching increases in demand on services across the board.

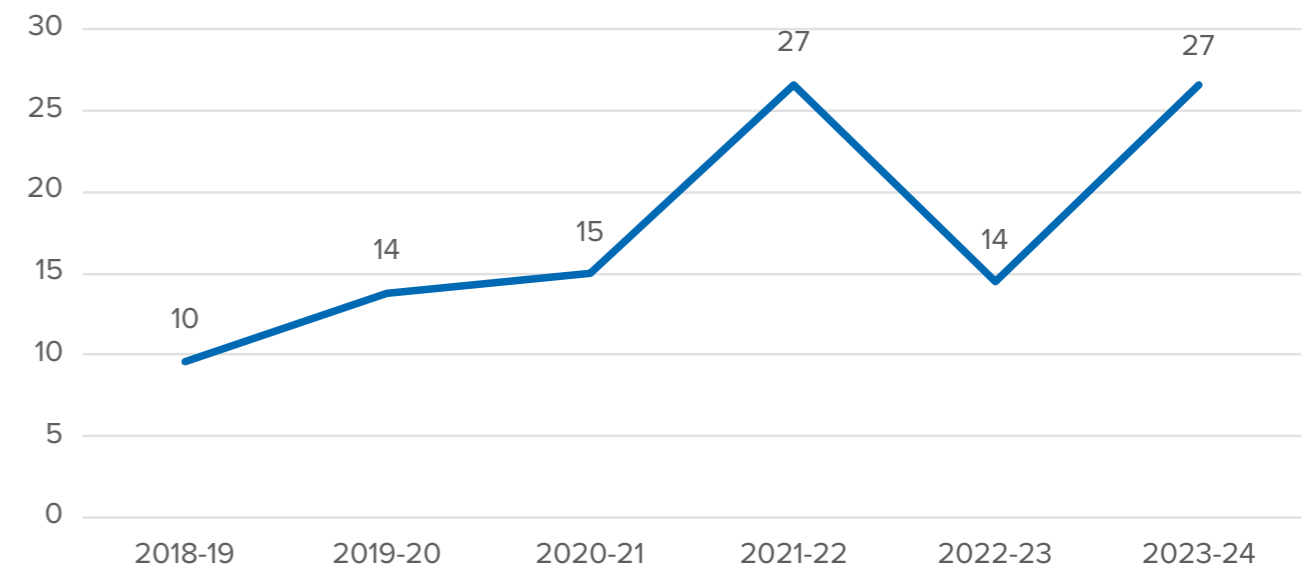
% of Referrals for which Inquiries with Investigatory Powers* were used



The number of referrals for which Inquiries with use of Investigatory Powers were undertaken has returned to pre-covid levels. However, the chart above indicates that these have not increased proportionately with the number of referrals, although an increase can be seen in 2023-24 compared to the previous year. The general reduction in numbers is likely to relate to the establishment of a dedicated Adult Protection Social Work Team, in October 2021. The Team undertakes initial and enhanced inquiry in relation to all referrals received, addressing initial safeguarding concerns and responding with a 'least restrictive' approach. Adults are supported and protected via existing service provision, or signposted to other supports, where possible and appropriate, which allows for the most relevant support to be provided.

The increase in the proportion of Inquiries with use of Investigatory Powers in 2023-24 is likely to reflect the increase in complexity of cases, and application of the three point test and particular circumstances such as trauma, mental health, alcohol and drugs, and self neglect & hoarding.

% of Inquiries with use of Investigatory Powers* for which an Initial Case Conference was held



The proportion of Inquiries with use of Investigatory Powers which progressed to Case Conference increased up to 2021-22, dipped in 2022-23, and then increased again in the second year of the reporting period. The general increased trend reflects improved use of the ASP process, and individuals progressing to case conference sooner after Inquiries with Investigatory Powers are used. The dip in 2022-23 correlates with the number of Inquiries for which Investigatory Powers were used that year.

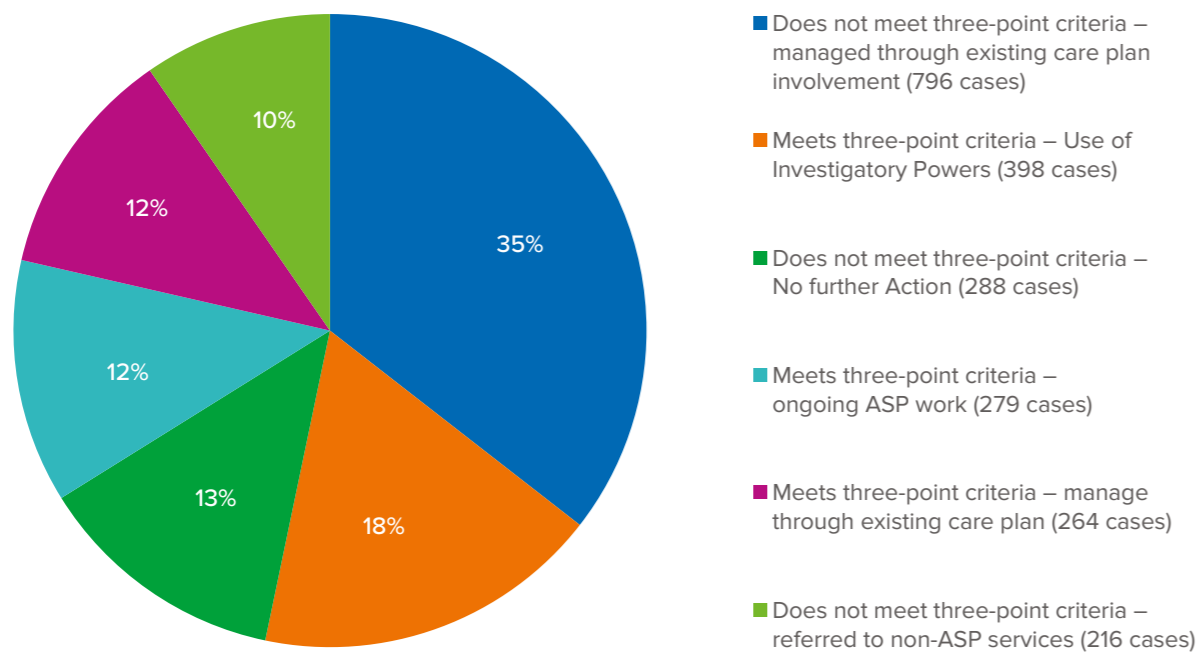




Single year Data:

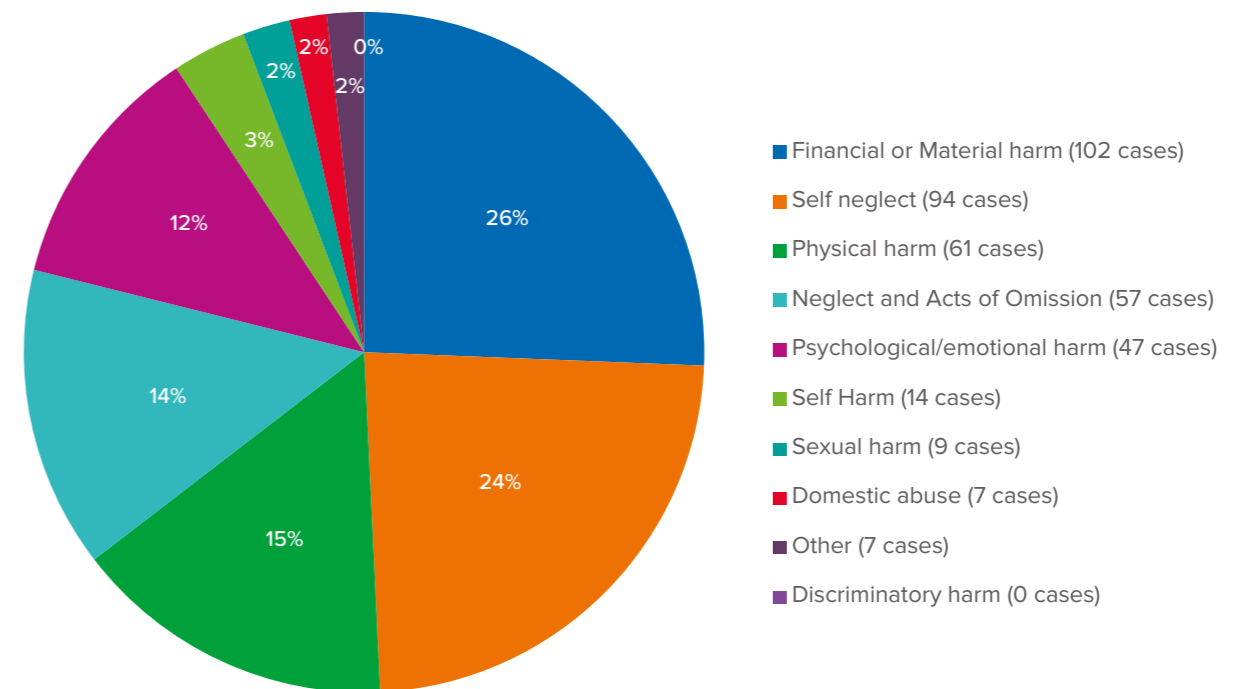
As mentioned above, because of changes to the indicators and related definitions, it is only possible to compare the main headline ASP Referral data across this and preceding biennial periods. The following data relates to 2023-24 only.

Action Taken following Inquiries without use of Investigatory Powers* (2023-24)



The above chart reflects action taken in relation to all referrals received in 2023-24. Previous data is less detailed, and moving forwards it will be possible to provide comparable data in relation to this. The largest proportion relates to: “Does not meet the three-point criteria – No Further Action” (288 cases). These are adults who are not at risk of harm - who are able to safeguard themselves and/or do not have a health or mental health condition that would make them more vulnerable to harm. More often than not, these adults would be considered to have vulnerabilities, but not at the significance to meet legislative criteria for ASP or statutory Social Work services. Advice, information and guidance will have been given to the adult and/ or the referrer about relevant and appropriate community supports and services.

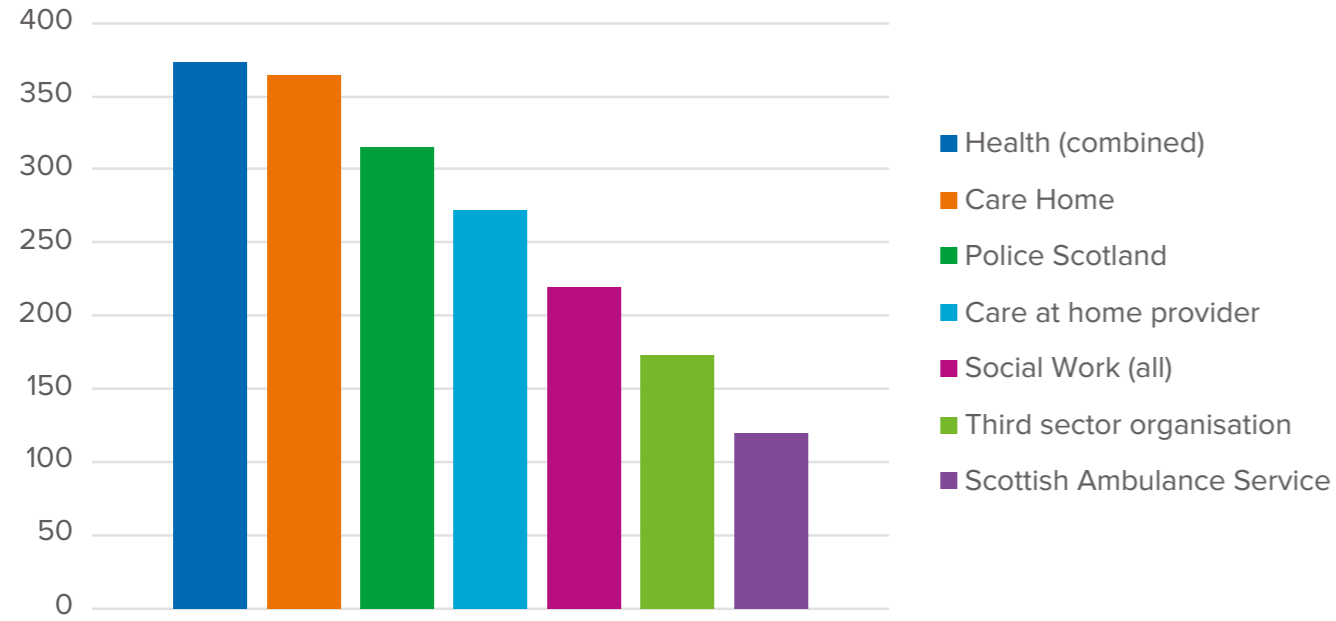
Types of Harm, for Inquiries where Investigatory Powers* were used (2023-24)



The most common principal harm type for Inquiries with use of Investigatory Powers is Financial or Material Harm, followed by Self Neglect. This reflects the complexity of such referrals and the need to use Investigatory Powers to support and protect the adult.

Source of Referrals

Top Referrers – over 100 Referrals (2023 -24)



Health services collectively submitted the highest number of referrals in 2023-24, demonstrating the impact of a significant focus on staff awareness-raising and training. The number submitted by Care Homes was only slightly lower.

Location of Harm

'Own Home' remains the most significant location of harm where Inquiries with Investigatory Powers have been used.

There have been significant developments in relation to data during the reporting period. From a national perspective, the introduction of the new national minimum dataset for Adult Support and Protection has for the first time provided a framework from which we can provide consistent data, ensuring it is comparative with other areas in Scotland. Despite delays we are now fully adopted that approach, however, it must be recognised that there will be initial challenges.

From a local perspective, the transition from Care First to D365 has been completed. Similarly, there have been challenges, however, there is a confidence now that the data produced is robust.

Aberdeen's Chief Officer Group for Public Protection (COG) has requested that all strands of public protection align their reporting and this is ongoing from an adult and child protection perspective, with Violence Against Women and Girls due to follow.

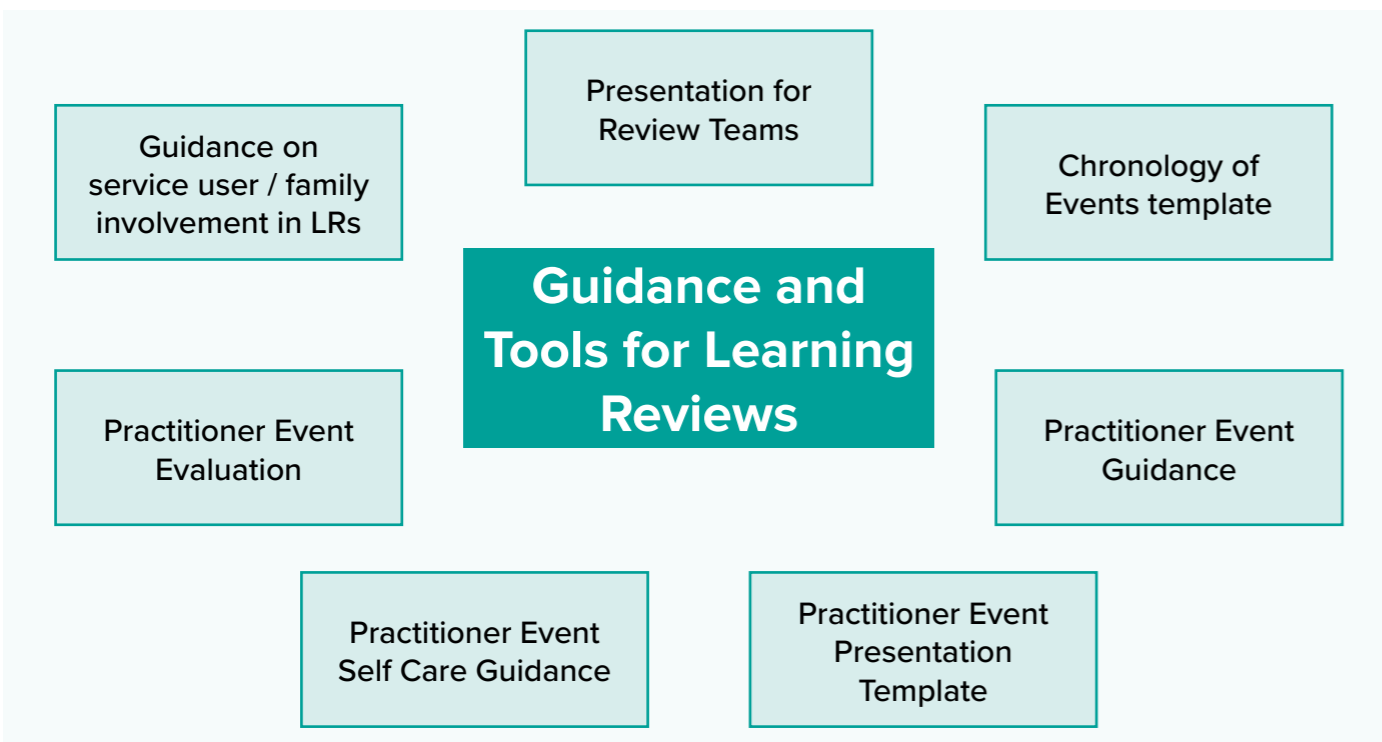
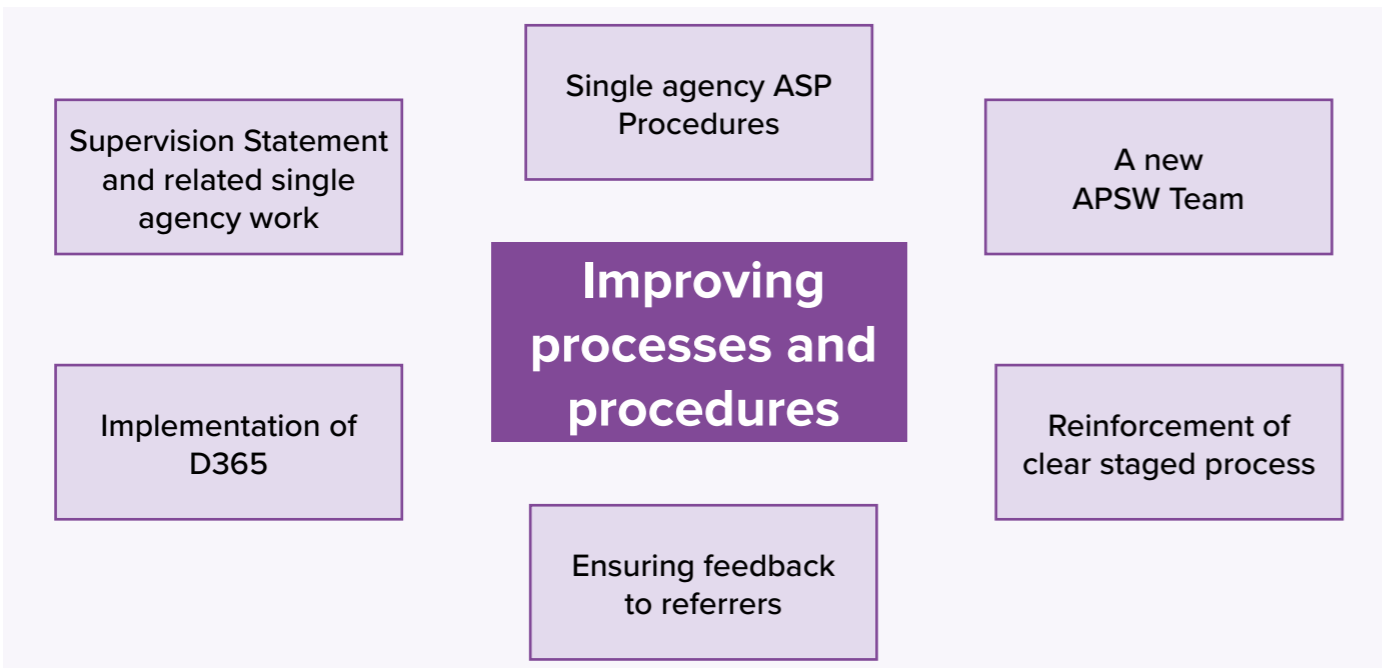


Section 4

Outcomes, achievements, and service improvements



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FINANCIAL HARM

Grampian partners collaborate together on an ongoing basis to enhance the protection of adults at risk of financial harm, recognising that to effectively combat the diverse risk of financial harm there is a need to influence the practice and procedures of public bodies, service organisations and third sector care and support providers. In December 2022, the three Grampian Adult Protection Committees published a [Grampian Financial Harm Strategy](#) which provides strategic direction to partners across Aberdeen City, Aberdeenshire and Moray, in the prevention of, and response to, Financial Harm.

This remains one of the most prevalent types of harm perpetrated against vulnerable people – in 2023-24, Financial Harm was the Principal Harm Type for 26% of referrals where Inquiries with Use of Investigatory Powers were progressed (the ‘top’ harm type) - and it can be argued that the cost of living crisis could further enhance the conditions for such harm to take place. Furthermore, the situation is constantly evolving, with new scams being generated as soon as an opportunity presents itself. It is therefore crucial that partners work collaboratively to try and keep abreast of these, as well as other well established methods of financial harm, and prevent people from being financially harmed by raising public awareness and educating people on how to keep their money and possessions safe.

Case Example:

“An 82-year-old recently widowed female researched Cryptocurrency investment after hearing about potential returns on a television program. She was contacted by criminals who instructed her to attend at her Bank and transfer a five figure sum. Bank Protocol activated with Police attending and safeguarding the victim, making appropriate referrals to statutory partners and ensuring a suitable support network was implemented. The resultant criminal investigation identified individuals operating as part of an international organised crime syndicate as being involved in the fraudulent scheme. Work continues with partners in criminal justice to apprehend those responsible”

NB The Banking Protocol is a collaboration between Police, Trading Standards and financial institutions to provide a rapid response to prevent customers losing money to frauds and scams. Staff working in banks, building societies and Post Offices are trained to detect warning signs that someone is being scammed and to make an emergency call to the Police. Police Officers will then visit the branch to investigate the suspected fraud and arrest any suspects still on the scene.

Work undertaken by Grampian partners has included regular sharing of information about current harms, scams, etc, specific awareness-raising with financial institutions in relation to the part they can play in safeguarding vulnerable adults, and wider awareness-raising with members of the public via social media.

SELF NEGLECT & HOARDING

At the beginning of 2023 the Adult Support and Protection Team set up a multi-agency Practitioner Forum to support practitioners working with people at risk of harm from self-neglect and hoarding. A range of professionals attend this forum from local authority, NHS, Police, Scottish Fire and Rescue, Third Sector and Registered Social Landlords. An in-person workshop, involving approximately 25 members of the Forum, was held on 19th September 2023, aimed at considering our 'pathways' for support around this complex area. The output from this workshop significantly informed a refresh of our [Aberdeen City Self Neglect & Hoarding Guidance April 2024](#) which was approved by APC on 23rd April 2024.

Over 50 people from across partners and agencies attended an online event on 4th July 2024 aimed at launching the refreshed guidance and raising awareness around this challenging topic. Evaluation feedback following this session evidenced that it had been well received, and that specific learning had been taken away by practitioners.

INSPECTION / QUALITY ASSURANCE / AUDIT ACTIVITY

Joint Inspection of Adult Support and Protection 2022

A joint inspection of adult support and protection processes and strategic leadership was undertaken from March to April 2022, with the [resulting report](#) published on 21st June 2022. The report commended how the strategic leadership team had invested and progressed their vision for adult support and protection during the pandemic, through a programme of well delivered operational and structural change and improvement. The inspection covered the period from February 2020 to February 2022, significantly overlapping with the 2020-22 biennial reporting period, and the [Biennial Report for 2020-22](#) provides extensive commentary on the outcome of the inspection and improvement work undertaken. The APC Improvement Plan for the biennial period 2022-24 continued to build on the recommendations from the inspection, and progress already made.

Nationally, the Care Inspectorate are leading the development of a new Quality Improvement Framework for Adult Support and Protection to which locally we have been engaged in contributing to its development. Locally, the APC is developing a Performance & Quality Improvement Framework including audit, which is aligned to existing CPC processes. This work is included within the APC Improvement Plan and being led by the APC's Performance & Quality Assurance Sub Committee.

In addition, a number of audit reviews have been undertaken during the biennial reporting period.

- i) **Review of Initial Referral Discussions (IRDs) – Winter 2022**
An 'audit' of the quality of IRDs which had taken place since the implementation of the process in October 2021 to end August 2022 was undertaken. Overall, the Audit Team had found that the majority of IRDs were completed to a good standard, albeit IRDs have routinely been delayed, or not held, due to a difficulty in sourcing Health representation, which was largely due to lack of appropriate NHS responder. This had subsequently been addressed via the appointment of an NHS Grampian Single Point of Contact. Further audit work is planned, building on this work, to consider the extent to which IRDs are taking place appropriately.
- ii) **Review of Attendance at Case Conferences – Summer 2023**
The APC agreed that a review of attendance at case conferences would be progressed, to follow up on a review of Health and Police attendance at case conference meetings undertaken in 2019 across all three local authority areas, following feedback from an inspection of adult support and protection in Aberdeenshire. A number of areas of good practice were highlighted, and recommendations were made in relation to improvement of processes to make sure that all relevant parties were invited, and all perspectives heard and recorded – particularly the 'voice' of the adult at risk and their family or representative/s. These changes have all now been implemented and awareness-raising undertaken with those chairing Case Conferences, leading to improvements in practice.
- iii) **Review of themes arising from Learning Reviews undertaken – February 2024**
As part of the self-evaluation work done to inform the development of the APC's Improvement Plan for 2024-26, a review was undertaken of the themes arising from Learning Reviews completed during the reporting period. This was to ensure that any such themes were addressed as part of improvement planning. Themes were identified in relation to the need for consideration of the wider family context, follow-up when an individual is no longer being protected and supported under ASP (Thresholds), and the need for improved information-sharing across partners and services, as well as chronologies. Aberdeen City's Chief Officer Group for Public Protection (COG) agreed with these themes, and, in recognition that they were relevant across a broader context than ASP, identified appropriate pathways via which they would be addressed.

OUR APPROACH TO LEARNING REVIEWS

The APC has delegated authority to the Sub Committee to progress matters relating to case reviews, which will be subject to ratification by the APC (and notification to the COG).

As mentioned earlier, Scottish Government published revised [Guidance for APCs undertaking Learning Reviews](#) in May 2022, to accompany Guidance for Child Protection Committees (CPCs) undertaking Learning Reviews which had been published in 2021. [NB the Guidance for CPCs has recently been updated again.] Following on from this the [Grampian APCs' Learning Review Procedures](#) were reviewed and published in April 2023. In order to further support those considering and undertaking learning reviews in Aberdeen, across both Adult and Child Protection, a 'toolkit' of resources was developed, including:

- a presentation about learning reviews aimed, at review teams;
- a 'chronology of events' template;
- Practitioner Event guidance;
- a Practitioner Event Presentation template;
- Practitioner Events Self Care Guidance;
- A Practitioner Event evaluation template; and
- Guidance on Service User and Family involvement in learning reviews.

In addition to the above, in March 2024, Learning Review Guidance was developed for Social Work staff involved with reviews, and related awareness-raising undertaken.

Although national and local guidance exists, it has been acknowledged by ASP partners across Grampian that there is no locally agreed formal support or training available to those who are asked to be involved in Learning Reviews, and this is therefore under consideration by multi agency partners across the region.

Below are examples of improvement work undertaken as a result of work relating to learning reviews:

- Training and awareness-raising about recognising and responding to domestic abuse, including a [7 minute briefing](#) on the Aberdeen Protects website;
- [7 minute briefing](#) on Aberdeen Protects site, and shared, in relation to Missing Adults;
- Awareness-raising about ASP, in terms of recognising harm, and how to respond, with single agencies and wider public;
- Training and awareness-raising regarding Professional Curiosity, bariatric cases, and Self Neglect & Hoarding;
- Review of a range of single and multi agency systems and processes linked to ASP;
- Recommendation to HSCP Carers' Strategy Implementation Group regarding the value of awareness-raising about consideration of carers' rights / supports.

CAPACITY ASSESSMENT TOOL & PATHWAY

In June 2024, NHS Grampian's Public Protection Committee endorsed a Pathway for Capacity Assessments for Protection-based decisions which clearly sets out pathways for accessing assessments of capacity to contribute to protection decisions, including decisions relating to the use of Adult Support and Protection, Adults with Incapacity, and/or Mental Health (Care and Treatment) (Scotland) legislation. The Pathway was developed by a multi agency and multi disciplinary working group of representatives from across the Grampian area. The development of the Pathway arose following the publication of the national NHS Public Protection Accountability and Assurance Framework in October 2022 – having such a pathway in place was one of the success measures identified in the Framework. The new Pathway incorporates use of the existing Grampian Decision Specific Capacity Screening Tool, which is to be reviewed to ensure full alignment. Awareness-raising resources and training are currently being developed, to support the roll-out of the Pathway.





Section 5

Training, learning & development



The role of the APC’s Learning and Development Sub Committee is to oversee the progression of work aimed at achieving the APC’s priority that “We will continuously improve ASP practice, learning and development by reaching all our people, ensuring effective support, preventative measures and protection of adults at risk of harm”.

Formal training courses are run by the organisations involved in ASP, on both a single agency and multiagency basis. In addition to this, we have support groups and subject matter groups, learning materials and resources, such as 7 minute briefings, and digital hubs and internet/intranet pages. Centralised multi agency resources are published as a one-stop shop for staff on the [Aberdeen Protects website](#). The voice of lived experience informs, and is central to, training offered.

In order to support learning and development two roles, one within Aberdeen City Health & Social Care Partnership and the other within NHS Grampian, have been refocused which has already resulted in positive outcomes.

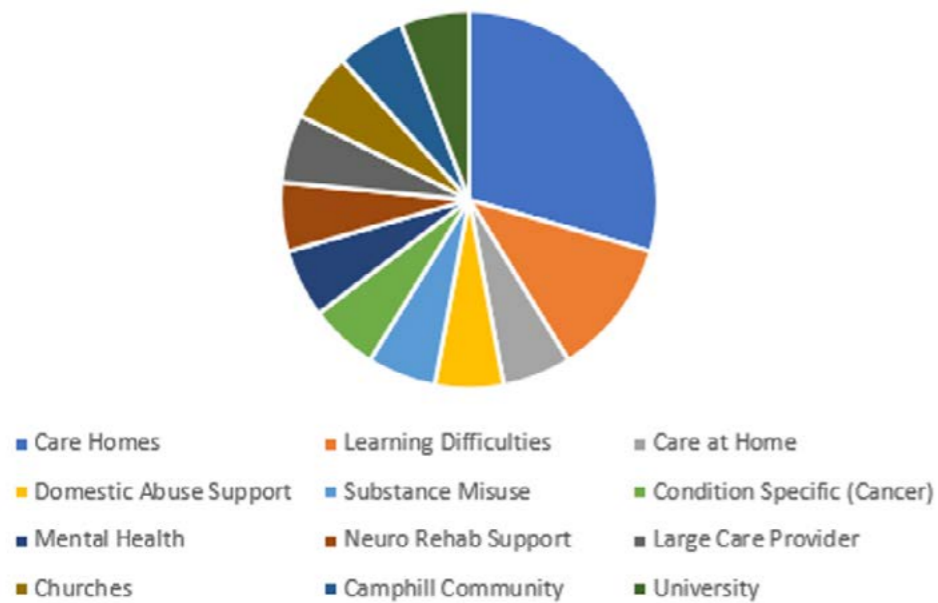
The Health & Social Care Partnership’s Adult Support and Protection Team continue to deliver the core training programme and, in terms of future development of training programmes, we have reviewed and updated the Mandatory Training for all local authority staff, and this will be rolled out over Spring/Summer 2024.

The Adult Protection Coordinator and Practice Development Officer also provide multi-agency training through the Train the Trainer’s programme which was introduced during the Biennial period. This is designed for those who are delivering Adult Support and Protection training to staff in other organisations with more than 15 paid staff or volunteers. Key core content relating to adult support and protection is covered, including reporting thresholds, with an expectation that those attending go on to deliver at least two courses each year, and also attend two follow-on support sessions per annum.

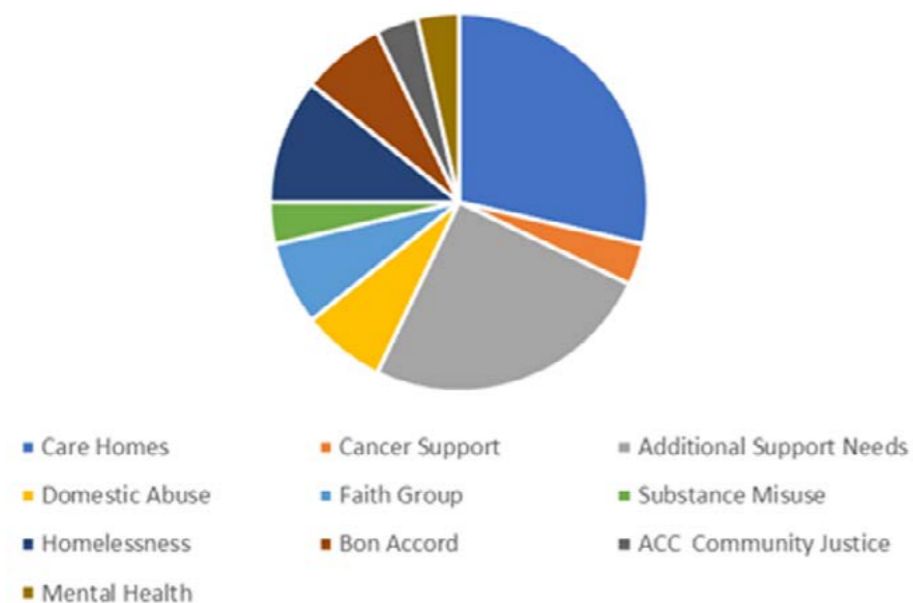
The APC’s Learning and Development Sub Committee undertook an analysis of attendance at this training, by type of organisation. The results can be found below. The aim of this analysis was to target more third sector organisations in these categories to increase training volumes and broaden the reach for ASP referral potential across the city. The next step would be to analyse similar data from referral records to identify impact of this type of targeting and to see if we can further improve our reach in any areas of work and therefore identify more widely, organisations that might benefit from having a closer relationship with APC.

The first chart shows the number of third sector organisations, by Type, which attended the first two cohorts of the Train the Trainer programme, and the second chart shows the same information, but by Staff Numbers who attended, representing each organisation Type.

Cohort 1&2 by type



Organisation type by Staff numbers



Council Officer Support Groups have been running since the beginning of 2022, meeting on a quarterly basis. These support groups allow Council Officers the opportunity to discuss practice issues and benefit from peer support from other Council Officers. As part of the continued development of the groups we are asking all Council Officers to complete a learning and development survey to ensure that these support groups continue to provide the appropriate support to allow Council Officers to carry out their role. Modules 3 and 4 training (see table below) is run for Council Officers as needed, in terms of specialist learning in relation to that role, eg new members of staff, or linked to recruitment and retention.

Social Work Adult Support & Protection Learning & Development			
Time Period: 01/04/22 - 31/03/2024			
Name of Course	Number of Courses	Number of Participants	Agencies Attended
Core ASP Training:			
Adult Support and Protection – Modules 1 and 2	5	83	Local Authority / Third Sector / Foster Carers
Adult Support and Protection – Module 3	1	17	Local Authority
Adult Support and Protection – Module 4	1	13	Local Authority
Council Officer Learning & Development:			
Council Officer Support Groups	Quarterly	8 – 9 per grp	Council Officers
Advocacy / Service User Engagement Session	1	51	Council Officers
Other:			
Aberdeen City Council Mandatory Online Training	N/A	5730	Aberdeen City Council staff
Training for Trainers	3	32	Third Sector
Self Neglect & Hoarding Practitioner Forum	5	c20 at each	Multi Agency

The self-rating of knowledge levels which participants are asked to undertake before and after training has been shown to evidence the immediate impact of the training, and evaluation feedback has generally been very positive, but there is always scope to improve.

The below are examples of feedback comments to which further consideration is being given:

- In person training (this was a common theme across all trainings delivered. Attendees felt that face to face training would have been beneficial)
- Training could benefit from more scenarios, case examples and discussions, short videos (some attendees felt that it would be good to have more case examples/discussions seeing through the whole process and even input from a Council Officer)

“Great, Informative Training”

“Thank you for training and providing a friendly environment where we could openly discuss thoughts and questions about ASP”

The **NHS Grampian Adult Public Protection Framework** sets out the training requirements of all employees across the health board. This framework is reviewed annually, with the current framework having been reviewed in November 2023. The training framework clearly prescribes the mandatory training expectations for all health care staff in Grampian.

NHS Grampian continues to offer a strong ASP training portfolio including Elearning modules, facilitator led (online) training sessions and face to face training sessions – detail is provided in the table below.

During the Biennial reporting period, 24,960 ASP training activities have been completed over a range of ASP Elearning modules. 348 face to face/facilitator led (online) sessions have been offered with 1905 participants in attendance. Participants attending include both patient facing and non-patient facing roles, Medical students, GP's and Trainee GPs.

All NHS Grampian employees are required to complete the mandatory "Welcome and Orientation" and 5094 individuals have completed this training over the biennial period, this session includes basic awareness of ASP and is mandatory for all employees whether patient facing or not.

Non patient facing and patient facing staff are all required to complete Level 1 Training in Public Protection, ASP, Child protection & Prevent and across the biennial period 11,304 have completed individual modules in these areas. In January 2024 our training portfolio was updated and the modules were combined into one Elearning Module and from January – end of March, 6,731 patient facing and non-patient facing employees have completed the course. The course is a welcome addition to the NHS Grampian Training portfolio as it is time effective and provides all relevant information to ensure all NHS Grampian employees have a basic understanding in the four key areas.

ASP Level 2 is mandatory for all patient facing NHS Grampian employees, with a requirement that training is attended every 3 years to ensure knowledge remains current with the training being reviewed and updated frequently to reflect any emerging ASP themes nationally and locally, including any learning from inspections or learning reviews. Across the reporting period there have been 97 Level 2 courses with 1071 staff members attending.

ASP Level 3 sessions are available to NHS Grampian employees who have a supervisory role and/or a more direct involvement in ASP procedures such as attending case conferences or contributing to investigations. These sessions are mainly delivered online/facilitator led, but face to face sessions are also available, 139 employees have attended across the biennial period.

Specific training has been developed for GP's and GP Trainees at Level 3, to ensure the training covers areas relevant to their practice and involvement. GP training is offered online/facilitator led and sessions are delivered at times to accommodate the role of GP's with sessions during Protected Learning Time (PLT) and evening sessions offered. Across the reporting period 24 GP sessions have been provided with 245 GP's attending. Level 3 training is also available to GP Trainees and these are delivered twice a year face to face. NHS Education for Scotland (NES) facilitate the booking of these sessions and they are delivered by the NHS Grampian Learning & Development Coordinator.

ASP training is also provided for junior doctors at both Foundation Level 1 and Foundation Level 2 which is another opportunity to give ASP input into the career of medical staff. Figures are only available for sessions run in 2024, but detail there were 83 attendees at 2 offered sessions during 2024. It is anticipated that sessions will continue to be offered with at least two courses offered annually.

Over the last 6 months a bespoke training course has been developed and offered to hospital inpatient settings. This specialist session operates on a face to face basis and covers ASP topics a hospital setting will likely experience. The sessions were delivered using written ASP scenarios and group discussions to work through what the response should/could be in each scenario, with materials such as the NHS ASP Ecard and the Grampian Thresholds Good Practice Guidance offered as resources to aide discussions. The feedback and evaluation from these sessions was overwhelmingly positive and further development is ongoing with a view that these sessions will be rolled out further and bookable through TURAS in the future.

The work of the Grampian ASP Learning and Development Subgroup has been ongoing throughout the reporting period. The group has continued to support multiagency trainers across the partnership and the frequency of meetings has increased to support and meet the needs of a number of new members to the group. The Grampian L&D Group has also developed a direct link into the National ASP Learning & Development Network via the Joint Learning & Development Co-ordinator.

Key Achievements in terms of Learning and Development during the reporting period included:

- Significant levels of core and bespoke training was delivered during the reporting period (see table below);
- The Grampian L&D Group has supported the delivery of an Inter Professional Learning Event alongside the Robert Gordon University. This took the format of two day workshops aimed at third Year Medical Students and second year BA Social Work students. There is a commitment from the L&D Group to continue supporting the development and delivery of this programme.
- Grampian wide Multi-agency Risk Assessment training was developed and delivered twice during the reporting period to over 150 participants. This training is aimed at anyone who is regularly or likely to be attending ASP Case Conferences and has brought together a diverse range of professionals from Social Work, NHS, Police Scotland, Scottish Ambulance Service, Housing, Advocacy, Third Sector and more. Evaluation feedback has highlighted that participants particularly valued the opportunity to engage in multi-agency discussion about risk and input around unconscious bias and how it impacts decision making. This will be delivered as a rolling programme with dates arranged for the remainder of 2024.
- Revision of the Grampian Learning & Development Strategic Framework.
- Agreement to initiate a 3 stage 'deep dive' into Learning & Development requirements around Trauma Informed Practice in Adult Support & Protection, with stage 2 focussing on those with lived experience and frontline practitioners.



NHS Grampian Adult Public Protection Training Output

Time Period: 01/04/22 - 31/03/2024

Name of Course	Number of Courses	Number of Participants
Adult Support and Protection - Level 2	97	1071
Adult Support and Protection - GP Level 3 (Full course)	24	245
Adult Support and Protection - Level 3	218	139
Adult Support and Protection - Multi Agency Risk Assessment	1	264
Adult Support & Protection Scenario Session	4	31
Adult Support & Protection GP Trainees	2	71
Medical Students Foundation Year 1 *figures for 2024	1	43
Medical Students Foundation Year 2 *figures for 2024	1	40
Adult Support & Protection Champion Session	3	84
Totals	348	1905
Elearning Public Protection Level 1		6731
Elearning ASP Level 2 Recorded		1223
Elearning ASP IRD		67
Elearning GBV		200
Elearning Human Trafficking		341
Elearning Welcome & Orientation		5094
Elearning ASP level 1 (retired 24/01/2024)		6757
Elearning Public Protection (retired 24/01/2024)		4038
Elearning Prevent (retired 24/01/2024)		509
Totals	N/A	24960
Professional Curiosity	3	9
Workshop to Raise Awareness of Prevent (WRAP)	6	118
Totals	9	127
Bespoke: Health Assessors/Resettlement	4	20
Bespoke: International Nurses	3	36
Bespoke: Vaccinators	1	22
Bespoke: Tissue Viability Champions	1	14
Bespoke: Tissue Viability Day	1	120
Bespoke: Elgin Emergency Department Nursing	2	20
Bespoke: Dental School	1	40
Totals	13	272
Overall Total	370	27264

Aberdeen City Council **Housing & Support Officers** undertake ASP e-learning as part of their mandatory training. We also have a training/informational video that officers are all required to watch when beginning their role which outlines ASP and the ASP Team in Social Work.

POLICE SCOTLAND

A national Protecting Adults at Risk of Harm online training course provides officers and staff with an understanding of Adult Support and Protection and is mandatory for all officers up to the rank of Inspector. In the time covered by this biennial report 554 local officers have completed this course.

In 2022, briefings on Adult Protection Orders were given to staff in North East Custody Division following a recognition that there was a lack of understanding of Banning Orders with Power of Arrest. Information is now available for Custody staff to refer to.

In August 2023, an Adult Support and Protection Development Day was held at the Scottish Police College to which Officers from A Division attended. Inputs were given by Officers from other Divisions, Social Work and the National Appropriate Adult Coordinator.

In November 2023, a new national 2-day Adult Support and Protection Tier 2 training course was run at the Scottish Police College. Officers from A Division attended to enhance their knowledge and skills and assist in the evaluation and improvement of the course for future attendees. Officers from A Division will be supported to attend this training in future.

SCOTTISH FIRE AND RESCUE SERVICE

The Community Action Team and Operational crews are required to complete a number of online learning modules in relation to Adult Support and Protection, and to review this learning on a regular basis. Modules in relation to Prevention and Protection include:

- Adult Support, protection and Wellbeing
- Child Protection and wellbeing
- Reporting and Recording
- Home fire safety
- Hoarding
- Safeguarding

DOMESTIC ABUSE

In Autumn 2023, Social Workers and Council Officers undertook 'Dynamics of Domestic Abuse' training delivered by Grampian Women's Aid. This training was organised following a recommendation from a learning review in June 2023, that training should be put in place, across agencies, around staff recognition of and response to domestic abuse and coercive control. 245 members of staff attended. The proportion of attendees rating their knowledge at the highest levels (on a ratings scale) increased from 32% at the start of the sessions, to 92% at the end. Feedback about the training was overwhelmingly positive, and participants indicated that they had taken away learning including in relation to how to start conversations about domestic abuse, what supports are available, and understanding of why people do not leave.

A Development Officer for Public Protection came into post in July 2023, funded by the Delivering Equally Safe Fund to support the implementation of Equally Safe across local public protection policies and guidance. Early in the role, a guiding document was created to identify key considerations for such documents, which has been applied in areas such as updated guidance on self-neglect and hoarding, ensuring a gendered perspective. Following on from one of the recommendations of a learning review undertaken by APC, further work began on measuring the success of domestic abuse training commissioned by Grampian Women's Aid, (as described above), evaluating reach and impact on practice through quantitative data and staff focus groups. The learning review also led to recommendations for developing multi-agency domestic abuse and adult protection guidance, producing resources on domestic abuse within a local context, and strengthening links between adult protection agencies and specialist domestic abuse services. These recommendations were approved for implementation by the APC in December 2023, and this work is ongoing.

STAKEHOLDER ENGAGEMENT EVENT 4th SEPTEMBER 2023

The Stakeholder Engagement sub-committee held an engagement event on 4th September called “Let’s shout about Adult Support and Protection.” We invited a cross sector group of professionals and people with lived experience of adult protection.

The event, which was attended by just short of 30 stakeholders, including professionals and members of our Lived Experience Forum, was hugely helpful in informing a refresh of the Adult Protection Committee’s document on ‘How we communicate and engage with people about Adult Support and Protection’ which was endorsed by APC on 19th June 2024.

APC DEVELOPMENT SESSION – NOVEMBER 2023

As part of self evaluation activity to inform the APC Improvement Plan for 2024-26, a development session was held in November 2023, which also included members of the APC Sub Committees and the Lived Experience Forum. The session considered progress made against the current Improvement Plan, and areas for future focus. The benefit of the session became apparent when the APC Improvement Plan 2024-26 was developed and was a useful exercise to ensure a wide range of views were considered locally against significant change nationally. Additional value was derived from the face-to-face format of the event, in terms of building on relationships across the partnership. Given current demand and ongoing national work such as the implementation of the Code of Practice, the session enabled the APC to focus on prioritising improvement while balancing the increase in demand.

During the Biennial period, the APC has moved further towards a more holistic approach to public protection. This has resulted in not only taking part in COG-related events, but also attending Child Protection Committee Development Sessions and working more closely with Alcohol and Drugs Partnership and the Violence Against Women Partnership. The APC is also represented on the Public Protection Leads forum which was established by COG during the period and has the following remit:

To coordinate, on behalf of the COG, the improved alignment of the public protection agendas, wherever possible, with a view to preventing harm and improving outcomes for people impacted by harm, with an additional aim of streamlining processes to make the strands more efficient and effective.

This may include but is not limited to:

- sharing of information across PP agendas;
- facilitating collaboration of ‘strategic’ work (policies, strategies, consultations, funding applications, etc) across the PP agendas;
- ensuring the coordination of the progression and embedding of improvement work on cross-cutting issues (eg Learning Reviews, Learning & Development, and the introduction of the Homelessness Prevention Duty);
- maintaining and further developing the Aberdeen Protects website;
- the organisation of multi agency cross-partnership events, and related follow-up actions;

and contributing towards the development of an integrated public protection dataset, and risk register for COG, and public-facing ‘public protection’ reporting (eg annual / biennial report, public messaging).





Section 6

Engagement, involvement and communication

LIVED EXPERIENCE FORUM

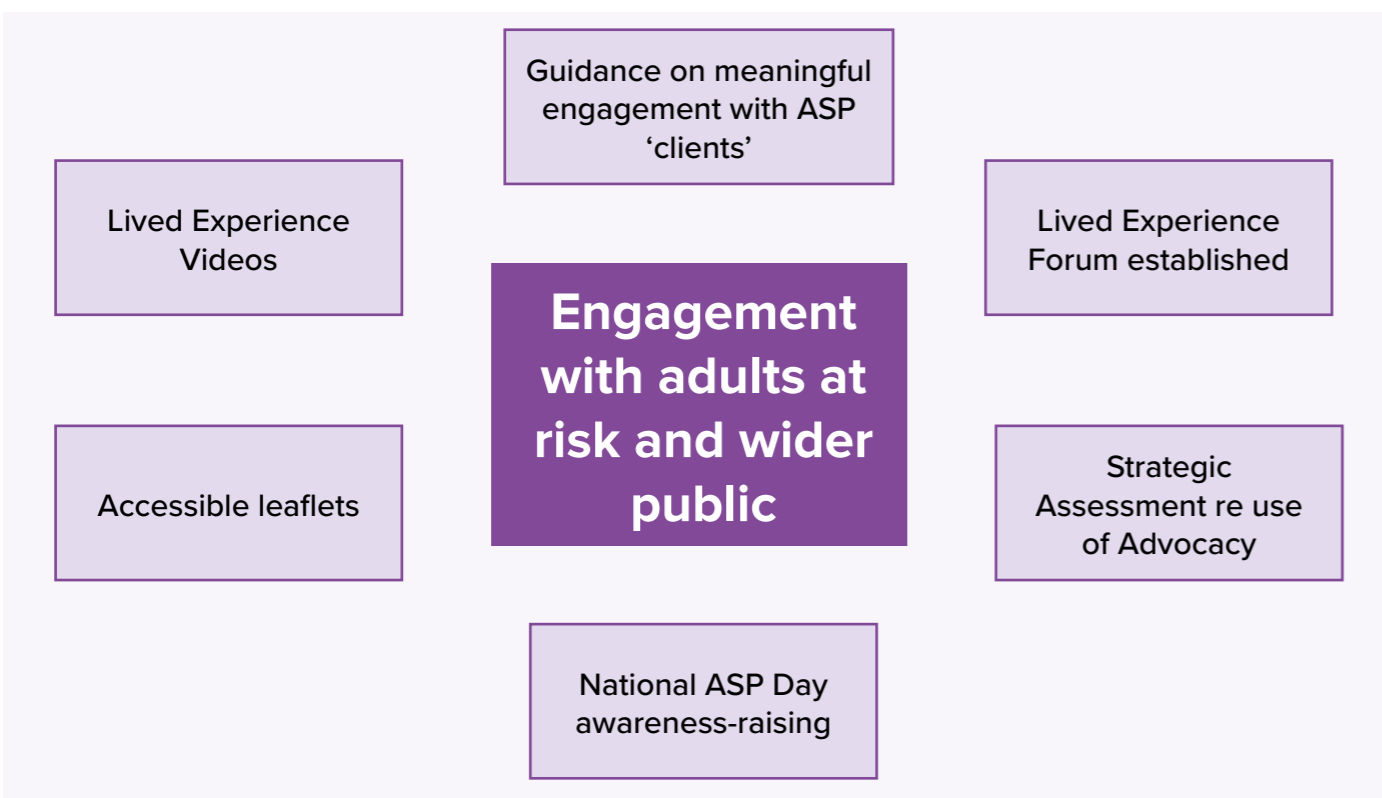
The Lived Experience Forum has been established for over two years, with more members joining recently. The group is facilitated by the local Advocacy service, which has been of significant benefit, not only to the members themselves, but the wider APC partnership also. The Forum has been involved in a range of activities :

- Development of a ‘Best Practice’ document and inclusion in the review of guidance documents/ information materials/resources (the resources are available on the [Aberdeen Protects website](#))
- Developing visual material
- Currently working on a peer support video
- Consulted about Learning Review guidance
- Involvement in academic research being undertaken by Kate Fennell of Napier University in relation to the voice of the adult in Case Conferences

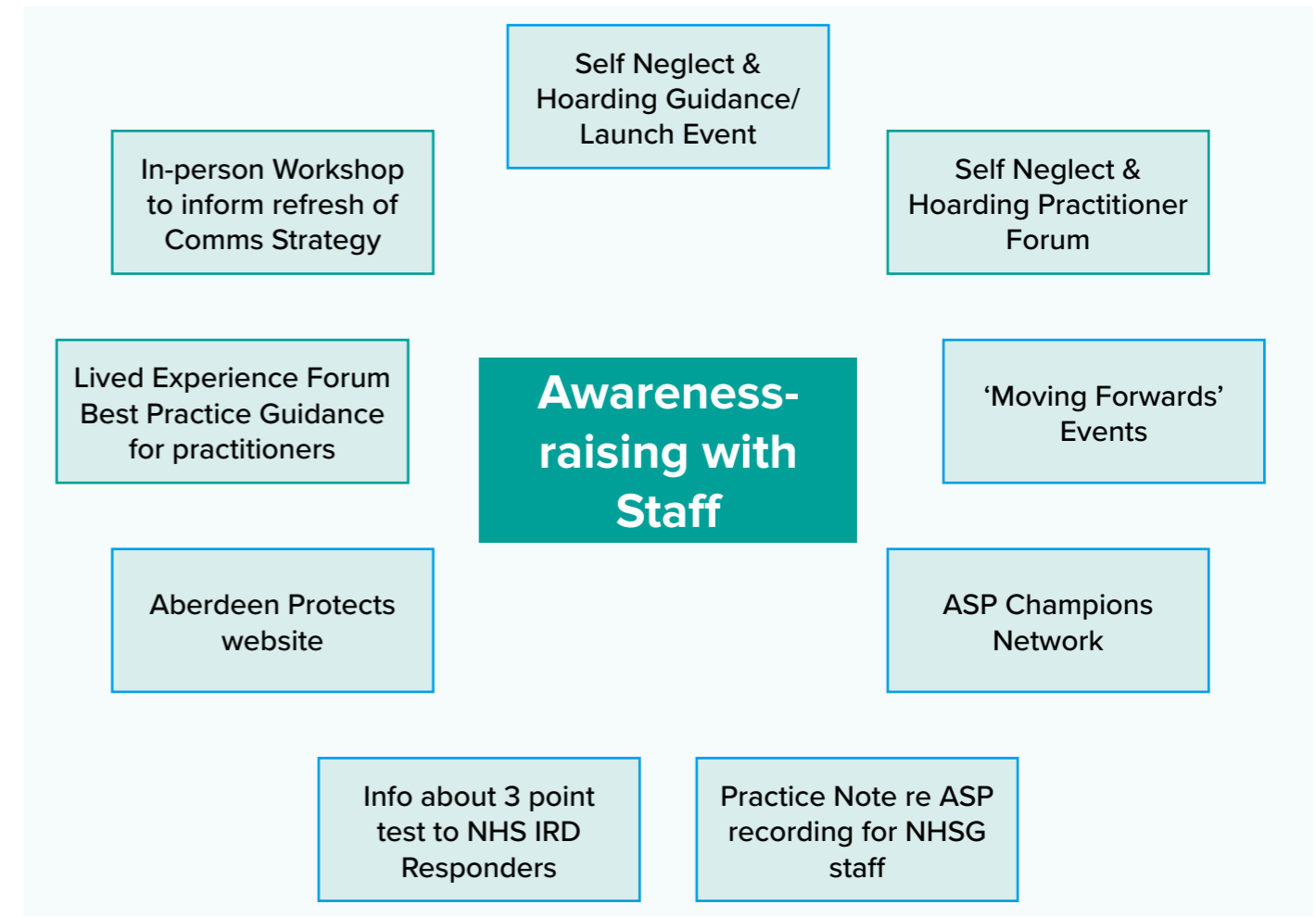
The Chair of the Stakeholder Engagement Sub Committee is also the Chief Executive of ACVO, our local third sector interface. This has been of huge benefit to the partnership in developing stronger links between statutory partners and third sector who play such a significant role in adult protection within Aberdeen City. The Stakeholder Engagement sub-committee has representation from advocacy and carers organisations who contribute valuable information from the people they work with. The Lived Experience group, supported by Advocacy Aberdeen, have members who have given advice and guidance on documentation and also attended development sessions in person to share their views.

A video made by a member of the Lived Experience Forum regarding their experience of being supported by independent advocacy is used during training for multi agency staff, and also Council Officers. The video has proved effective in increasing understanding about the impact that advocacy support can have.

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The role of the APC’s Stakeholder Engagement Sub Committee is to oversee the progression of work aimed at achieving the APC’s priority that *“We commit to continue to develop appropriate mechanisms for effective communication: i) recognising how diverse our communities are, to ensure the ‘voice’ of all those we aim to support and protect is at the centre of all we do, ii) to raise awareness about ASP, so that staff and public recognise the risks of harm to vulnerable adults and know how to respond, report and connect to appropriate supports, and iii) to ensure we understand each other’s roles, responsibilities and aims (including via sharing of updates and good practice across all partners’ staff groups).”*





‘MOVING FORWARDS TOGETHER’ EVENTS

In October and November 2022, two online awareness-raising ‘Moving Forwards Together’ events were held, which were attended by over 50 multi agency professionals. The event started with a showing of a video made by a member of the APC Lived Experience Forum, regarding their experience of ASP and being supported by Advocacy Service Aberdeen. This was followed by updates regarding the findings of the Joint Inspection, and national developments, and then discussions around how to better involve staff in change and improvement in relation to ASP, and on progressing Trauma Informed approaches. All those who completed the evaluation found the sessions useful in updating them about ASP in Aberdeen.

STRATEGIC ASSESSMENT OF USE OF INDEPENDENT ADVOCACY

Strategic Assessment of the use of Advocacy undertaken as a result of inspection recommendation resulted in awareness-raising with Social Work and wider staff about the role and benefits of independent advocacy for adults under ASP.

This has resulted in both an increase in referrals for advocacy support from the local authority, and an increase in advocacy uptake. An increase has also been seen in the numbers of advocacy workers present at ASP case conferences. All this has resulted in an improvement in outcomes, which is demonstrated by the below case examples:

Person A

Concerns were around hoarding issues. This person had no previous involvement with Social Work and was referred to ASP by paramedics responding to a call. They were very suspicious of anyone coming to their home, especially if the visit was unannounced. In this case our advocacy worker never met them in-person - all contact was via telephone and Case Conferences were held on Teams.



Within conversations held with the person they required a detailed explanation of the ASP process and the role of everyone involved. They had many questions - e.g. would police involvement mean they would have a criminal record?, could they be forced to leave their home? etc.

They stated that they would not attend the ASPCCs unless the advocacy worker was available to take part in them. the advocacy worker did have to talk the person through the joining instructions prior to each case conference and have a lengthy debrief afterwards. With knowledge gained from advocacy input they gained confidence during the ASP process, became more trusting of services and began to engage leading to removal from ASP measures.

Feedback sent in an email by Person A to the advocacy worker below:

Hi, many thanks for your patience, support and perseverance over the period of my being scrutinized. It has caused me many sleepless nights and troubled days even though on the surface it might have seemed that I wasn't flapping. Your being there for me boosted my confidence and has been very comforting.

Hopefully the Clutter Busters will enable me to return to more comfortable and manageable living.

Once again, many, many thanks for your support.

Kind regards.

Person A

Person B

Concerns were around self-neglect issues. They had a dementia diagnosis as well as a history of mental illness. They had not left their flat since returning from a stay in ARI in May 2023. They also had an elderly dog which was also confined to the flat. This resulted in the dog using the bathroom floor as a toilet, making the environment unhygienic.



Person B wouldn't have been able to attend ASPCCs in person so case conferences are held via Teams with advocacy supporting him by use of ASA's iPad's. This was done by visiting him in his flat. Without this it would have been more complex trying to support Person B to participate in the meeting or to air their views on the issues raised.

Because of Person B's poor short term memory they required to be reminded that there is a meeting, the reasons behind it and the role of advocacy just before each ASPCC began. With this level of support they were able participate well in these meetings but looked to the advocacy worker to clarify anything they did not understand.

As of a few weeks ago Person B is no longer under ASP measures. ACC are applying for Welfare Guardianship and the advocacy worker who supported them through ASP will continue to support them through the guardianship process, helping them to understand what this means and to obtain their views on the powers sought.

Section 7

Challenges and areas for improvement

As we emerged from the global pandemic, we entered a cost of living crisis which has impacted significantly on Adult Protection and resulted in many challenges not least poverty and a substantial increase in displaced persons. These challenges have continued throughout this biennial reporting period. There is no doubt that lessons were learned from the pandemic which has ensured we are more agile as a partnership, using data and technology to ensure we can quickly understand and respond to emerging issues and trends.

Both cost of living and displaced persons are standing items on our APC agenda, where we can quickly understand the impact and where appropriate escalate concerns to COG. They are also identified as risks on our risk register, albeit we, as a Committee, are only able to mitigate certain elements of same. We have worked along with IRISS to develop the National Minimum Dataset which is of real benefit, albeit at the same time Aberdeen City introduced a new IT system, namely D365. This is already providing benefits, and there is a real confidence about the robustness of the data produced.

It is also worthy of note the demand for services which continues to increase and the challenges across the workforce, not least capacity. Notwithstanding these challenges as an APC we have delivered on our improvement plan and benefitted from our self-evaluation against the new Code of Practice. In addition, we have identified key themes from recent Learning Reviews which we have incorporated into our Improvement Plan 24 – 26, ensuring alignment, where appropriate, with the four national implementation workstreams.

The following, though not exhaustive, have been delivered and we are in the process of developing a Quality Assurance Framework, so that we can audit improvement areas and measure what impact the change has made. This will closely follow the CPC model.

- Improved recording of ASP information by multi agency staff
- Instigation of 'ASP Champions' model across NHS Grampian
- Improved quality assurance arrangements within Social Work
- Review of Decision-Specific Capacity Assessment Tool
- Mechanisms in place to ensure feedback provided to referrers, and related quality assurance of this
- Training for Social Work staff around Risk Assessment and Management
- Comprehensive ASP Operational Procedures for Social Work staff launched
- Awareness-raising online 'Moving Forwards Together' events held for multi agency professionals in October / November 2022
- Strategic Assessment of use of Independent Advocacy undertaken
- Ongoing development of dataset for APC
- APC approach to communication and engagement reviewed, with significant contribution from those with lived experience
- Tools and processes developed for undertaking Learning Reviews, in light of revised national guidance
- APC Supervision Statement developed and implemented
- Calendar of Learning & Development in place across agencies, and Train the Trainer programme initiated



Section 8

Looking forward

On 23 April 2024, the APC approved its overarching [strategy for 2024-2026](#), which has been fully aligned to our Improvement Plan. The timeframe also aligns with other plans across the partnership, particularly in relation to the Child Protection Committee, which ensure we are working collaboratively. In addition to Performance and Quality Assurance; Stakeholder Engagement; and Learning and Development; we have added Learning Reviews. We believe that there is much to learn both nationally and locally and as such we wish to ensure we fully embed the relatively new process throughout the partnership. As we know it is not only about identifying learning, but also about, where appropriate, changing practice and thereafter measuring better outcomes for individuals.

It would also be fair to say that demand for services continues to increase for varying reasons, not least an ageing population and the challenges currently being faced across the Health and Social Care Partnership, which is not unique to Aberdeen City. As such we must continue to become more efficient and effective with our workforce and embrace new opportunities to tackle these challenges. As we await the detail of the National Care Service, work is ongoing locally to better align all areas of Public Protection (see below).

As a partnership we are well represented at the national implementation workstreams relating to the updated Code of Practice and we also benefit from our local working arrangements with both Aberdeenshire and Moray.

Our four APC Sub Committees continue to drive forward improvement, via the APC Improvement Plan, in relation to our four strategic priorities: Performance and Quality Assurance; Learning and Development; Stakeholder Engagement and Learning Reviews.

PUBLIC PROTECTION

Building on our ambition in our previous Biennial Report, the Aberdeen City Chief Officer Group has formally established a Public Protection Leads Group, chaired by the APC and CPC Convener. This Group, which meets every two months, looks at cross-cutting themes and opportunities to collaborate, including information sharing, strategic work, Learning and Development and the Aberdeen Protects website. In its initial year it has delivered a Public Protection Learning Review Tracker and reviewed all policies relating to Violence against Women and Girls. It is developing a joint communication strategy for Public Protection and working across the partnership on an overall L&D strategy, in addition to work on transitions and data. It is anticipated that this will also link in well with the nationally proposed Public Protection Leadership Group.

OTHER AREAS

It would be remiss not to mention the National Care Service and the ongoing workstreams both nationally and locally. It would be fair to say that Aberdeen City have established positive links with the national team as everyone strives to deliver the best outcomes for those we serve. As we continue to deliver our improvement plan against a very challenging landscape, we must ensure that we, where appropriate, continue to influence the proposed changes, against increased demand and reduced budgets.





ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	21 November 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Scottish Fire and Rescue Service – YTD April 24 – September 24 Performance Report
REPORT NUMBER	SFR/24/343
DIRECTOR	Andrew Wright, Local Senior Officer, SFRS
CHIEF OFFICER	Andrew Wright, Local Senior Officer, SFRS
REPORT AUTHOR	Gary McArthur, Group Commander, SFRS
TERMS OF REFERENCE	2.20

1. PURPOSE OF REPORT

To present the 6 monthly performance, from April – September 2024, of Scottish Fire and Rescue Service (SFRS) against the objectives contained within the Aberdeen City Local Fire and Rescue Plan

2. RECOMMENDATION

- 2.1 That the Committee consider and note the performance data provided within the Aberdeen City 6 monthly performance report April 24 – September 24. (Appendix A)

3. CURRENT SITUATION

- 3.1 This report invites Committee members to review the Scottish Fire and Rescue Service Aberdeen City Performance year to date, April 24 - Sept 24.
- 3.2 This update shows the progress being made by the SFRS locally against the priorities and objectives for Aberdeen City.
- 3.3 This report allows scrutiny from Local Authority Partners to ensure that the priorities of the SFRS Strategic Plan, and the Aberdeen City Local Outcome Improvement Plan are being delivered.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. 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 2024-2025</u>	
	Impact of Report
<p>Aberdeen City Council Policy Statement</p> <p>Working in Partnership for Aberdeen</p>	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	<p>The proposals within this report support the delivery of the following LOIP Stretch Outcomes</p> <p>10. 25% fewer people receiving a first ever Court conviction and 2% fewer people reconvicted within one year by 2026.</p> <p>11. Healthy life expectancy (time lived in good health) is five years longer by 2026.</p>

	The paper seeks contribution to the Strategic Plan to reduce instances of deliberate fire setting and improve fire safety and prevention.
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	It has been confirmed that no Integrated Impact Assessment is required.
Data Protection Impact Assessment	Not required
Other	

10. BACKGROUND PAPERS

10.1 none

11. APPENDICES

11.1 Scottish Fire and Rescue Service – Aberdeen City Six Monthly Performance Report April 24 – September 24. (Appendix A)

12. REPORT AUTHOR CONTACT DETAILS

Name	Gary McArthur
Title	Group Commander
Email Address	Gary.McArthur@firescotland.gov.uk
Tel	01224 786123

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2024 MONITORING REPORT

Covering the performance in support of the Local Fire and Rescue Plan for Aberdeen City 2021-24



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

1st April 2024 to 30th September 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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Number of Road Traffic Casualties	
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INTRODUCTION

Welcome to the Scottish Fire and Rescue Service (SFRS) Aberdeen City performance report for the reporting period 1st April 2024 to the 30th September 2024. The report sets out the performance and activities in support of the six priorities in the Local Fire and Rescue Plan for Aberdeen City 2021-2024, namely:

- Priority 1 – Domestic Fire Safety - Unintentional Harm and Home Safety
- Priority 2 – Non-Fire Emergencies&Responding to the Impact of Climate Change
- Priority 3 – Deliberate Fire Setting
- Priority 4 – Non- Domestic Fire Safety including Accidental and Secondary Fires
- Priority 5 – Unwanted Fire Alarm Signals
- Priority 6 – Emergency Response and Community Resilience

As well as supporting the six 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 16 stretch outcomes. The SFRS is a statutory and active member of CPA's Outcome Improvement Groups and is committed to CPA's vision; "Aberdeen, a place where all people can prosper".




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


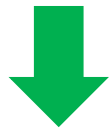



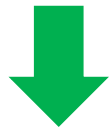




PERFORMANCE SUMMARY



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

Performance against Aberdeen City Local Fire and Rescue Plan 2021-24

Year-to-Date Legend

	Below headline target
	Less than 10% above headline target
	More than 10% above headline target

Key Performance Indicator	1 st April 2024 – 30 th September 2024				RAG STATUS
	2021/22	2022/23	2023/24	2024/25	
 All Accidental Dwelling Fires	99	103	100	94	
 All Accidental Dwelling Fire Casualties (and Fatalities)	13	13	16	7 (2)	
 Non-Fire Emergencies	298	323	341	329	
 All Deliberate Fires	247	251	193	160	
 Non- Domestic Fires including Accidental Other, Primary* and Secondary** Fires	37 10* 41**	49 19* 47**	48 14* 39**	31 5* 27**	

 + UFAs	642	660	445	221	
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PERFORMANCE HIGHLIGHTS

Of the 6 Priority areas, the following performance should be noted for the period 1st April 2024 – 30th September 2024:

Accidental Dwelling Fires and Accidental Dwelling Fire Casualties

The statistics against the key performance indicators show that there has been a slight decrease in the number of Accidental Dwelling Fires (ADFs) against the 3-year average. There has been a decrease in the number fire casualties but an increase of two fire fatalities, within this reporting period.

Special Service All

Special Service Calls have increased compared to the three-year average, the categories of Special Service with the highest number of calls were Effecting Entry and Lift Release, with crews attending 118 and 40 respectively during this reporting period.

Crews attended a total of 19 RTC's during this period.

Deliberate Fires

Deliberate Fires have decreased compared to the three-year rolling average with deliberate secondary fires (Wheelie Bins, Loose Refuse and Grassland) having the highest number of calls.

Non - Domestic Fires including Accidental Other, Primary and Secondary Fires

Non - Domestic Fires have decreased when compared with the three-year rolling average of 44, with the 31 incidents covering a variety of premise types.

In relation to Accidental Other Fire category, these have decreased from 14 to 5 for Primary Fires and 39 to 27 for Secondary Fires.

False Alarm – UFAS

UFAS incidents have significantly decreased when compared to the three-year rolling average (582 to 221). During this reporting year (September 2024) we changed how we respond to this type of incident.

PRIORITY 1 – DOMESTIC FIRE SAFETY – UNINTENTIONAL HARM & HOME SAFETY

Accidental Dwelling Fires (ADF)

April 24 – Sept 24

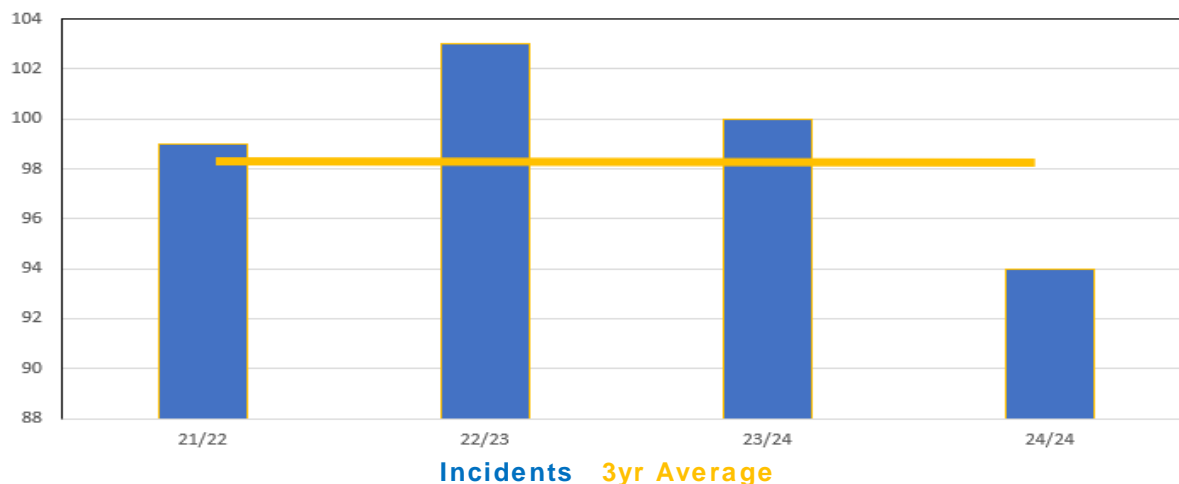


Table 1: Year to Date (Apr 24 to Sep 24) Performance

ADF's	21/22	22/23	23/24	24/25	RAG
	99	103	100	94	Green

Breakdown of Locations

Area	21/22	22/23	23/24	24/25
Airyhall, Broomhill & Garthdee	3	6	10	7
Bridge of Don	6	3	0	4
Dyce, Bucksburn & Danestone	3	3	6	7
George Street & Harbour	13	16	16	11
Hazelhead, Queens Cross & Countesswells	7	7	5	10
Hilton, Woodside & Stockethill	9	17	14	14
Kincorth, Nigg & Cove	4	6	3	6
Kingswells, Shedocksley & Summerhill	7	3	7	6
Lower Deeside	2	1	2	2
Midsocket & Rosemount	11	4	5	8
Northfield & Mastrick North	5	10	4	5
Tillydrone, Seaton & Old Aberdeen	18	16	11	12
Torry & Ferryhill	11	11	17	9

ADF Fatal Casualties & - ADF Non-Fatal Casualties

April 24 – Sept 24

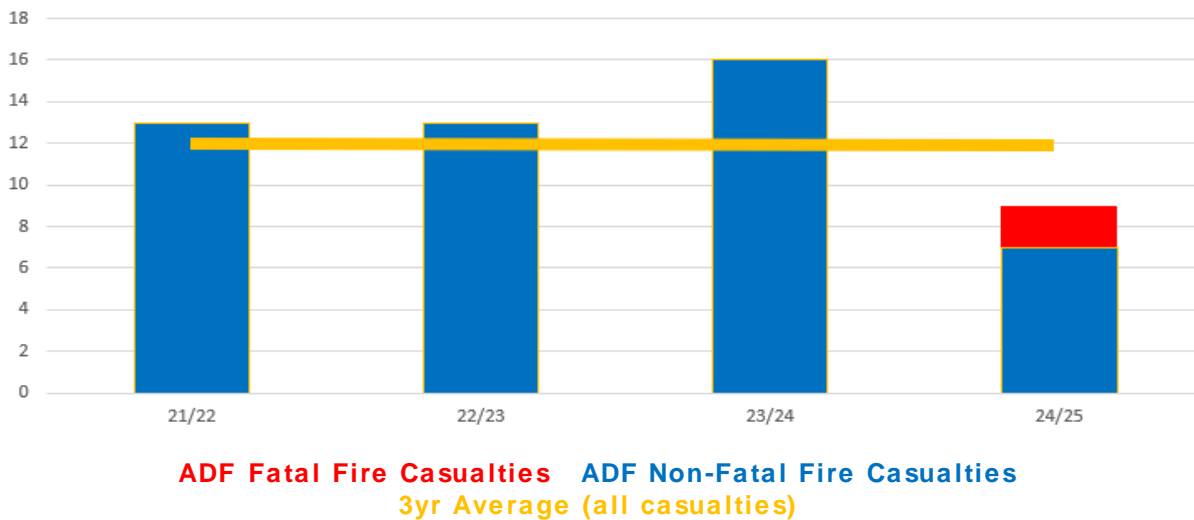


Table 2: Year to Date (April 24 – Sep 24) Performance

	21/22	22/23	23/24	24/25	RAG
ADF Fatal Casualties	0	0	0	2	Red
ADF Non-Fatal Casualties	13	13	16	7	Green

Indicator Description

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.

ADF Fatal Casualties

This indicator counts those people for whom fire has been clearly identified as the cause of death, even if they die some-time after the actual fire. Those who die at, or after, the fire but where fire is **not** identified as the cause of death are not included in these figures.

Our aim is to have **Zero ADF Fatal Casualties**, in Aberdeen City.

ADF Non-Fatal Casualties

This Indicator counts all types of non-fatal fire injury in the home, including precautionary checks. Our aim is to reduce the risk of injury from fire in the home by keeping fire injuries below the three-year average.

What we aim to Achieve:

- Promoting and undertaking Home Safety Visits to those deemed most vulnerable and at risk from fire and/or harm
- 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 94 ADF’s during the first six-month period of 2023-24, which is below the three-year average. We are therefore showing green for achieving the annual target.

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

There has been 2 ADF Fatal Casualties during this reporting period. We are therefore showing Red for achieving the annual target.

There have been 7 ADF Non-Fatal Casualties reported, which is a decrease of 9 below the three-year average in the first 6 months reporting period. Analysis of our incident has shown that main causes of ADFs were through human error relating to cooking.

High Risk Home Fire Safety Visits

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 below 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.

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

The figures presented below show the number of HFSV’s compared to the same period for the previous year:

	April – Sept 2023	April – Sept 2024
High	344	335
Medium	279	237
Low	259	323
Total (Target)	885	895

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 – NON-FIRE EMERGENCIES & RESPONDING TO THE IMPACT OF CLIMATE CHANGE

Non-Fire Emergencies

April 24 – Sep 24

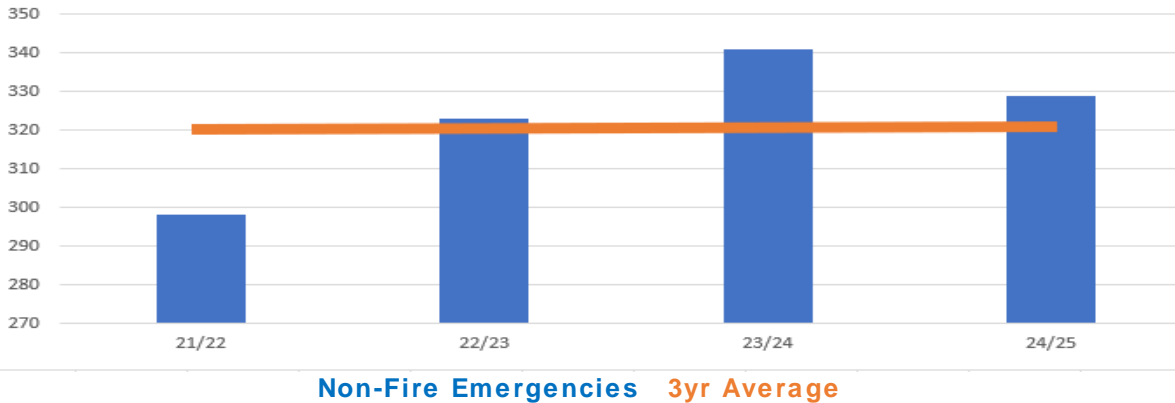


Table 3: Year to Date (April 24 to Sept 24) Performance

Non-Fire Emergencies	21/22	22/23	23/24	24/25	YTD
	298	323	341	329	Green

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

	21/22	22/23	23/24	24/25	
Road Traffic Collisions	24	35	32	19	Green
Fatal RTC Casualties	0	0	1	0	Green
Non-Fatal RTC Casualties	23	15	30	6	Green

Indicator Description:

A core part of SFRS activity locally is responding to Non-Fire Emergencies such as road traffic collisions (RTCs), other rescue situations and flooding. Firefighters are trained to a high standard and have at their disposal the most modern equipment for extracting people in rescue situations and administering first aid to casualties. As well as our operational response we are actively involved in preventing accidents from occurring through close working with our Partner Agencies.

We will achieve it by:

- Supporting the priorities of the North East of Scotland Road Casualty Reduction Strategy.
- Contributing to the development of local flood action plans and supporting local community initiatives.
- Contributing to the Grampian Local Resilience Partnership.
- The delivery of a co-response model to medical emergencies in key evidence based locations.
- Staff development and allocation to meet local and national need.

Performance Management

When compared against the three-year rolling average calls to Non-Fire Emergencies have increased; this is not unexpected and is a reflection of the expanding role of the SFRS.

The most common form of Non-Fire Emergencies attended by the SFRS are Gaining Entry to Purpose Built Flats/Maisonette's (10), with RTC's (4) and Lift Releases (4), Assist Other Agencies (2), Suicide/Attempts (2), Flooding (2), Hazardous Materials (2) and Other Rescue/Release of Persons (2).

Over the reporting period, we have been working closely with our partners and deliver presentations and training to new/young drivers within our schools, colleges and to driving instructor/schools. Our "Fatal Five Road safety" initiative delivers information to commuter drivers on the following topics – Careless Driving, Drink & Drugs, Mobile Devices, Seatbelts and Speeding. At our "Child Car Seat Clinics", which are held at various shopping centres and supermarkets, targeting parents – checks are carried out on child car seats and advice given to rectify safety issues identified.

As highlighted above, the SFRS supports critical medical incidents when requested by the Scottish Ambulance Service.

PRIORITY 3 – DELIBERATE FIRES

Deliberate Primary Fires

April 24 – Sep 24

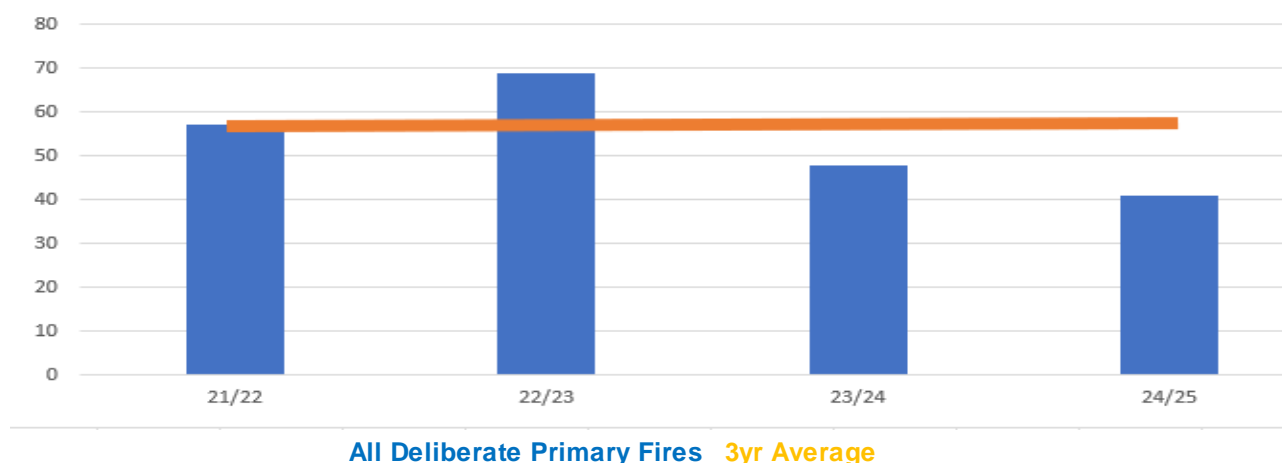


Table 4: Year to Date (April 24 to Sept 24) Performance

All Deliberate Primary Fires	21/22	22/23	23/24	24/25	RAG
	57	69	48	41	Green

Area	21/22	22/23	23/24	24/25
Airyhall, Broomhill & Garthdee	0	3	0	0
Bridge of Don	3	4	4	4
Dyce, Bucksburn & Danestone	13	6	7	3
George St & Harbour	5	6	5	4
Hazlehead, Queens Cross & Countesswells	5	3	1	3
Hilton, Woodside & Stockethill	4	6	0	2
Kincorth, Nigg & Cove	7	13	7	5
Kingswells, Sheddocksley & Summerhill	3	5	3	1
Lower Deeside	0	1	0	1
Midsocket & Rosemount	1	6	7	3
Northfield & Mastrick North	6	3	5	3
Tillydrone, Seaton & Old Aberdeen	5	7	3	7
Torry & Ferryhill	5	6	6	5

Deliberate Secondary Fires

All Deliberate Secondary Fires	21/22	22/23	23/24	24/25	RAG
	190	182	145	119	Green

Area	21/22	22/23	23/24	24/25
Airyhall, Broomhill & Garthdee	16	8	5	2
Bridge of Don	6	11	4	9
Dyce, Bucksburn & Danestone	29	10	21	7
George St & Harbour	11	9	11	8
Hazlehead, Queens Cross & Countesswells	4	5	11	9
Hilton, Woodside & Stockethill	7	12	6	8
Kincorth, Nigg & Cove	46	45	31	19
Kingswells, Shedocksley & Summerhill	7	17	10	9
Lower Deeside	7	8	5	3
Midstocket & Rosemount	12	9	12	2
Northfield & Mastrick North	13	15	6	12
Tillydrone, Seaton & Old Aberdeen	14	18	11	15
Torry & Ferryhill	18	15	11	16

Indicator 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.

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 City by keeping these **below 102** for the reporting year.

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 City by keeping these **below 266** for the reporting year.

We will achieve it by:

- Reduce the number of deliberate fires by 10% (LOIP Key Driver 10.2)
- Improved community safety and wellbeing
- Improved data analysis to ensure resources are directed to maximise community outcomes
- Protect Aberdeen's natural and built environment.

Performance Management

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

Deliberate Primary fires have seen an decrease compared to the three-year average and is showing 7 fewer incidents compared to our performance during the first six-months of 2023/24. Analysis of our incident data has identified that highest activity type involved fires within Dwellings/Tenement Buildings. We will actively work with our communities and Police Scotland in tackling anti-social behaviour associated with these types of incidents.

PRIORITY 4 – NON-DOMESTIC FIRE SAFETY

All Non-Domestic Fires

April 24 – Sept 24

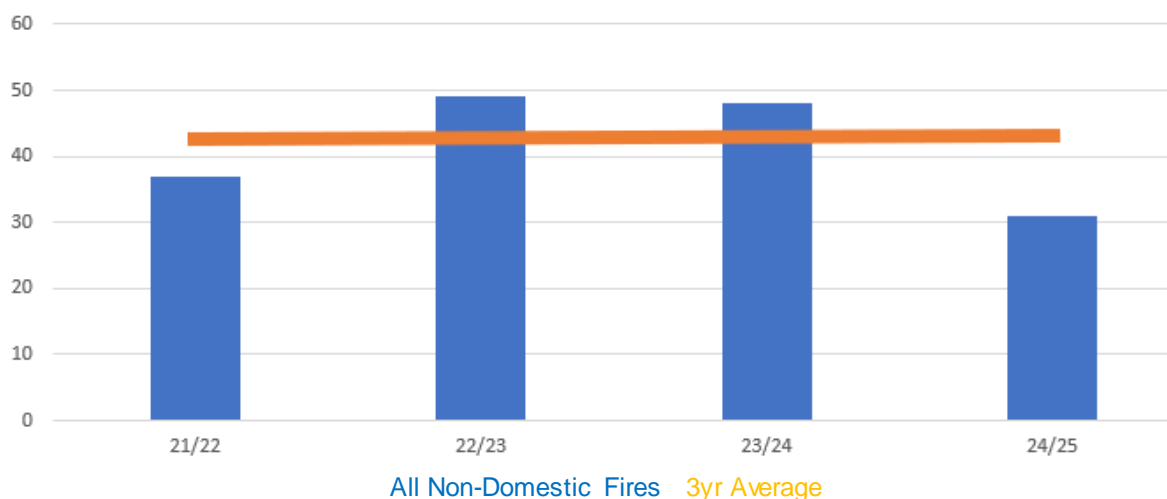


Table 4: Year to Date (April 22 to Sept 22) Performance

All Non-Domestic Fires	21/22	22/23	23/24	24/25	RAG
	37	49	48	31	Green

Area	21/22	22/23	23/24	24/25
Airyhall, Broomhill & Garthdee	1	0	2	1
Bridge of Don	1	2	3	4
Dyce, Bucksburn & Danestone	5	3	5	3
George St & Harbour	5	8	8	4
Hazelhead, Queens Cross & Countesswells	2	4	2	2
Hilton, Woodside & Stockethill	0	6	0	2
Kincorth, Nigg & Cove	3	9	5	3
Kingswells, Shedocksley & Summerhill	2	1	1	1
Lower Deeside	1	1	1	1
Midsocket & Rosemount	8	14	10	7
Northfield & Mastrick North	1	0	0	0
Tillydrone, Seaton & Old Aberdeen	4	0	3	0
Torry & Ferryhill	4	1	7	3

Indicator Description:

This priority concentrates on the reduction of fires occurring within buildings that are non-domestic premises. It also provides focus on the reduction of accidental 'other' primary and secondary fires which include agricultural land, forestry and moorland fires which pose a risk to Aberdeenshire.

Partnership working is key to reducing these types of incident and we work with building occupiers and owners through our Legislative Fire Safety Enforcement Officers to reduce fires in non-domestic properties. Every time that a fire does occur in a non-domestic building our Fire Safety Enforcement Team carry out a post fire audit.

We will achieve it by:

- Continuing the fire safety audit programme for high risk premises.
- Engaging with the business community to highlight their responsibilities for compliance with fire legislation.
- Identifying trends in building types and conducting thematic fire safety audits

Performance Management:

In relation to this priority we have seen a decrease in non-domestic fires from 48 to 31 when compared against the three-year rolling average.

Of the 31 incidents that occurred, they can be broken down as; 5 Hospitals, 3 Industrial Manufacturing, 3 Hotels/Motels, 2 sheltered Housing (not self-contained), 2 Single Shops, 2 Food/Drink Takeaway, 2 Private Garden Shed, 2 Restaurant. The remaining incidents were isolated incidents over a wide range of premises type.

Our dedicated Fire Safety Enforcement Officers continue to audit relevant premises that fall within the scope of the Fire (Scotland) Act 2005 to ensure compliance with their statutory responsibilities. These officers engage with dutyholders of relevant premises and provide advice and guidance on how to prevent both accidental and deliberate fires in non-domestic buildings.

PRIORITY 5 – UNWANTED FIRE ALARM SIGNALS

Unwanted Fire Alarm Signals

Apr 2024 – Sep 2024

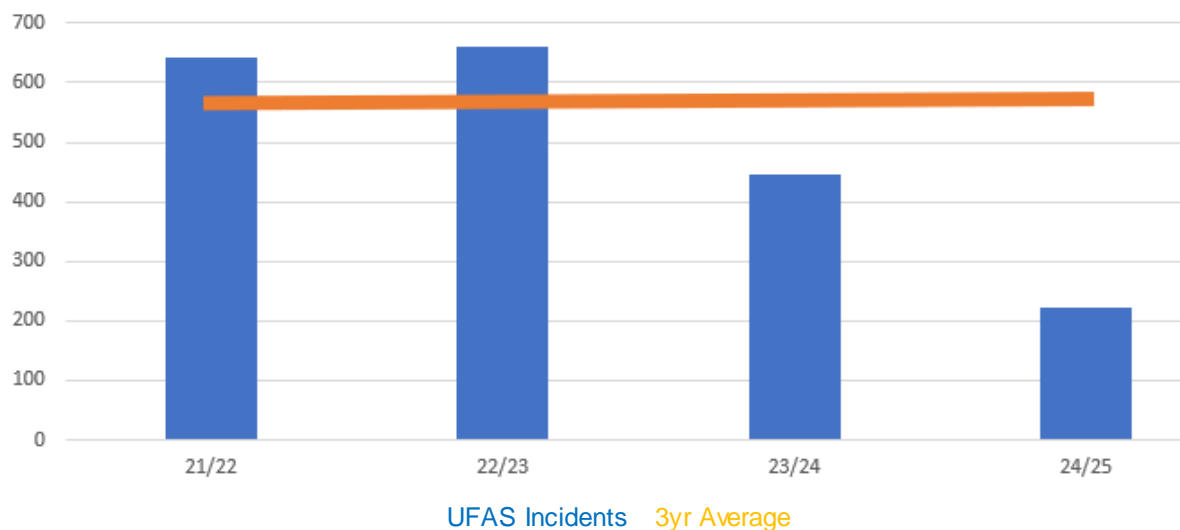


Table 5: Year to Date (April 22 to Sept 22) Performance

Unwanted Fire Alarm Signals	21/22	22/23	23/24	24/25	RAG
	642	660	445	221	Green

Area	21/22	22/23	23/24	24/25
Airyhall, Broomhill & Garthdee	28	37	19	17
Bridge of Don	36	38	19	2
Dyce, Bucksburn & Danestone	72	100	41	14
George St & Harbour	87	99	55	25
Hazlehead, Queens Cross & Countesswells	24	38	28	12
Hilton, Woodside & Stockethill	8	1	6	2
Kincorth, Nigg & Cove	75	58	26	8
Kingswells, Sheddocksley & Summerhill	40	32	17	10
Lower Deeside	23	17	17	15
Midsocket & Rosemount	165	158	138	101
Northfield & Mastrick North	4	10	7	1
Tillydrone, Seaton & Old Aberdeen	29	25	17	0
Torry & Ferryhill	51	47	56	14

Indicator Description:

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.

Our 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 during 2022/23.

We will achieve it by:

- Identifying premises with high UFAS activity levels to determine if they comply with the Fire (Scotland) Act 2005 and have appropriate fire safety management procedures in place
- Engaging with owners and occupiers to provide necessary support, advice and guidance for developing suitable action plans for UFAS reduction.
- Robust call management and implementation of service policy for UFAS reduction.
- Educating our frontline emergency response staff to identify problems, support responsible persons and provide feedback to our fire safety enforcement department.

Performance Management:

In relation to this priority we have seen a substantial decrease from 582 to 221 in the number of incidents compared to the three-year rolling average. This is largely due to the implementation a new UFAS reduction model that went live on 1 July 2023. Our mobilising strategy evolved in order to meet changing demands on resource availability and to reduce road risk, carbon emissions and to redirect capacity into prevention activity and training. With the exception of premises providing sleeping accommodation, dutyholders with responsibility for workplace premises are now required to safely investigate a fire alarm before calling 999.

All calls received to SFRS as a consequence of an Automatic Fire Alarm activation will be subject to a call challenge process to determine the level of attendance necessary in line with the UFAS policy and procedure. The SFRS will treat any fire alarm signal as a sign of fire, other than from a single smoke detector.

The table below lists the top five property types for UFAS calls since the implementation of the new mobilising strategy on 1 July 2023.

Property Type	No. of UFAS
Hospitals/Medical care	93
Sheltered Housing (not self-contained)	30
Hotels	26
Nursing/Care Homes	19
Student Halls of Residence	17

Our operational crews continue to investigate the cause of every UFAS incident we attend and provide advice and guidance on each and every occasion.

PRIORITY 6 – EMERGENCY RESPONSE AND COMMUNITY RESILIENCE

Description

The SFRS has a statutory duty to reduce the risks to our communities and to make certain that they receive the best possible service. It is essential that our firefighters possess the skills, knowledge and expertise to respond to incidents which, by their very nature, can be varied in both type and complexity.

The SFRS has a duty to prepare for and respond to major emergencies. The scope of such preparations may include responding to adverse weather events, natural disasters, pandemics, chemical incidents or major transport incidents. The threat of terrorism also compels the SFRS to ensure it can respond alongside other partner agencies should such an event occur.

It is essential that we have enough staff with the right skills in the right place at the right time to deliver our services when communities need them.

We will achieve it by:

- Ensuring our staff are developed and equipment is fit for purpose to meet our current and future risk profile.
- Ensuring all known local risk information is obtained, communicated and tested.
- Working locally with partner organisations to ensure effective emergency response plans are developed for identified local risks.

Activity:

We continue to gather operational intelligence throughout Aberdeen City to ensure that crews have up to date information on risks and response plans to deal with these effectively. The easing of restrictions has allowed staff to physically visit premises to review and update our operational risk information and response plans.

We also continue to contribute to the Grampian Local Resilience Partnership, working with partners at a local level to prepare for, and respond to, emergencies. During this reporting period we took part in multi-agency exercises at the Port of Aberdeen and Petrofac in Dyce. We have also contributed to severe weather (such as Storm Babet) debriefs in the past reporting year to identify learnings for similar events in the future at both single and multi-agency level.

Due to the diverse and ever-expanding incident types the SFRS attend, it is paramount that our operational staff are competent and fully prepared in a range of core and specialist skills. This is achieved through our Training for Operational Competence programme to ensure the relevant knowledge and skills are delivered and tested at the appropriate frequency over a 3-year Maintenance Phase Development Plan.

In relation to On-Call Firefighter recruitment, during this reporting period we have continued to build on our pre-recruitment engagement programme for people looking to join our On-Call stations. This has had a positive impact with potential candidates gaining a greater understanding of both the role of an On-Call Firefighter and being fully prepared for their Point of Entry Selection Tests. We continue to facilitate recruitment events within local areas and raise the profile of the On-Call at wider community events.

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing & Public Protection
DATE	21 November 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Thematic Report - Hate Crime and Public Order (Scotland) Act 2021
REPORT NUMBER	POL/24/351
DIRECTOR	
CHIEF OFFICER	
REPORT AUTHOR	Chief Inspector Andy Barclay, Partnerships, North East Division
TERMS OF REFERENCE	2.21

1. PURPOSE OF REPORT

- 1.1 To provide the Committee with an overview of the Police Scotland response to the implementation of the Hate Crime and Public Order (Scotland) Act 2021.

2. RECOMMENDATION(S)

That the Committee: -

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

3. CURRENT SITUATION

- 3.1 Hate Crime is a term used to describe behaviour which is both criminal and rooted in prejudice. This means that the law has been broken, and the offender's actions have been driven by hatred towards a particular group. Hate crime has a hugely damaging and corrosive impact on victims, their families and communities.

- 3.2 The recording of Non-Crime Hate Incidents (NCHIs) dates back to recommendations in the 1999 Stephen Lawrence Inquiry report and began in Scotland in 2004 and in England and Wales in 2005. The collection of data is an important tool in understanding the experiences of hate crime and shaping interventions.

- 3.3 On 1 April 2024, the Hate Crime and Public Order (Scotland) Act 2021 (the Act) came into force. The aim of the Act is to provide greater protection for victims, communities and to tackle the harm caused by hostility and prejudice.
- 3.4 The Act maintains and consolidates protections in law against offences aggravated by prejudice and introduces new offences of ‘stirring up hatred’ which criminalises threatening or abusive behaviour and the communication of threatening or abusive material which is intended to stir up hatred against a group of people by reason of their particular characteristics. The right to freedom of expression is specifically built into the Act.
- 3.5 Police Scotland developed and delivered a programme of training to support our implementation of the new legislation.
- 3.6 On implementation of the Act, Nationally, Police Scotland experienced a surge of reporting, the vast majority of which were reported online, anonymously and did not meet the threshold to be classified as either Hate Crimes or Non-Crime Hate Incidents.
- 3.7 Within North East Division there were 311 Hate Crimes reported between 1 April and 30 September 2024. This compares to 290 for the same period in 2023. Using the same date ranges, Aberdeen City has seen 200 Hate Crimes reported in 2024 and 191 in 2023. This increase may be due to increased trust and confidence. Reported Hate Crime since the implementation of the legislation follows trends of previous years with race, sexual orientation and disability being most affected.
- 3.8 Between 1 April and 30 September 2024 there have been 64 Non-Crime Hate Incidents recorded within North East Division compared to 169 during the same period in 2023. The reason for this significant decrease is due to different recording rules.

Key Changes Introduced by Hate Crime and Public Order (Scotland) Act 2021

- 3.9 The definition of a hate crime has not changed as a consequence of the Act. The notable change is that when those crimes are reported, they are labelled slightly differently, using the provisions of the new Act. The offence of “stirring up hatred” is not a new crime, the offence of stirring up of racial hatred has been a criminal offence for many years, under the provisions of the Public Order Act 1986. The offences created under the new Act extend the offence of “stirring up hatred” to other characteristics protected within the legislation.
- 3.10 **Expansion of Protected Characteristics:** The Act extends hate crime protections to include age and variations in sex characteristics, bringing the total number of protected characteristics to seven.
- 3.11 **Consolidation of Hate Aggravation Laws:** The legislation consolidates various previous Acts into a single provision for hate aggravation, allowing for increased penalties when offences are motivated by hatred or prejudice.

- 3.12 **Broadening the Scope of Stirring up Hatred:** The Act criminalises the behaviour of stirring up hatred on the basis of all protected characteristics in both public and private settings, expanding the scope beyond the previously covered characteristic of race only:
- Section 4(1) offence of stirring up racial hatred – a person commits an offence if (a) the person behaves in a manner that a reasonable person would consider to be threatening, abusive or insulting, replacing Sections 18- 21 Public Order Act 1986.
 - Section 4(2), a person commits an offence if (a) the person behaves in a manner that a reasonable person would consider to be threatening or abusive, offence of stirring up hatred against a group of persons defined by race; age; disability; religion; sexual orientation; transgender identity and variations in sex characteristics.
- 3.13 **Safeguards for Freedom of Expression:** Provisions have been included to protect freedom of expression, under section 9 – which only refers to section 4(2), ensuring that legitimate discourse and artistic expression are not unduly restricted, specifically for stirring up of hatred offences.
- 3.14 **Abolition of Blasphemy Laws:** The Act repeals Scotland’s blasphemy laws, thereby aligning legislation with contemporary values surrounding freedom of speech.
- 3.15 **Enhanced Data Collection on Hate Crimes:** The legislation promotes improved data collection practices to monitor trends in hate crimes more effectively and allocate resources accordingly.

Training, Prevention and Community Wellbeing

- 3.16 Police Scotland developed and delivered a programme of training to support our implementation of the new legislation. This includes an e-learning module, which has been completed by more than 90% of Officers, as well as a series of in-person and online workshops across Local Policing Divisions.
- 3.17 There are 3 specialised Hate Crime advisors in place within North East Division to support colleagues while Contact, Command and Control (C3), Officers and staff also received tailored training.
- 3.18 A dedicated micro-site was created with full guidance, scenarios, FAQs and video instructions on how to raise and record hate crimes.
- 3.19 Police Scotland has provided guidance for Officers and staff on responding to and recording Hate Crimes and Non-Crime Hate Incidents (NCHIs).
- 3.20 The North East Equality Diversity & Inclusion Team have continued to support victims of hate crime, both internally and externally, by directing them to relevant support agencies if appropriate, along with raising awareness of hate crime and how to report these types of crimes.

- 3.21 Working in partnership with our local communities, a Hate Crime Awareness Week campaign was organised between 12 and 20 October 2024 which highlighted the impact hate crime has on our communities, how to report it and the invaluable support provided to our communities through the Third Party Reporting Centre Network.
- 3.22 The Third Party Reporting Centre Network has continued to develop over the past year, with refresher training provided in October 2024, highlighting the changes in legislation and support options. During the training, inputs were also provided by COPFS about the court process and inputs from Victim Support Scotland, Four Pillars and Grampian Regional Equality Council about the support available from them.
- 3.23 The Hate Crime Improvement Group has recently been reestablished by GREC and partners, which our EDI team are key stakeholders in and which links directly to the Aberdeen City Council LOIP strategies. A key aim of this group is to reduce barriers to reporting, increase confidence in reporting Hate Crime, including the number of Hate Crimes reported to Third Party Reporting Centres and improve the quality of reporting experiences.

Non-Crime Hate Incidents (NCHIs)

- 3.24 Recognising that NCHIs are not crimes, recording allows police to identify people who may be vulnerable in society, including repeat victims. It enables police to monitor for escalation and community tensions and to help inform policing approaches and styles and drive community engagement. It is important to note that not all incidents perceived by the reporter as being motivated by hostility or prejudice will meet the threshold for recording a Non-Crime Hate Incident.
- 3.25 When an incident is perceived by the reporter to be motivated by hostility or prejudice, then both of the following two principles must apply for the incident to be recorded as a Non-Crime Hate Incident:
- Would a reasonable person consider the report to be motivated by hostility or prejudice towards one or more characteristics protected within the legislation
 - Does it have a policing purpose: (a) protecting vulnerable people (b) protecting the rights of others (c) preventing crime
- 3.26 All incidents assessed as meeting the principles detailed above will be recorded as a NCHI on iVPD, any vulnerabilities identified should be clearly articulated within the description of events to ensure the appropriate support can be provided.
- 3.27 Applying a proportionate approach, along with assessing the right to freedom of expression will support decision making and judgment.

4. CONCLUSION

- 4.1 North East Division Community Policing Teams, with support from Equality Diversity & Inclusion Officers play a crucial role in safeguarding individuals

and supporting them should they be the victim of Hate Crimes. By focusing on prevention, investigation, prosecution, and collaboration, Police Scotland aims to keep pace with the threat of Hate Crimes and ensure the safety and security of the public.

5. FINANCIAL IMPLICATIONS

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

6. LEGAL IMPLICATIONS

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

7. ENVIRONMENTAL IMPLICATIONS

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

8. RISK

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

OFFICIAL

Reputational	No significant risks			
Environment / Climate	No significant risks			

9. OUTCOMES

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

10. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	It has been confirmed that no Integrated Impact Assessment is required.

Data Protection Impact Assessment	Not required
Other	None

11. BACKGROUND PAPERS

11.1 Not applicable

12. APPENDICES

12.1 Not applicable

13. REPORT AUTHOR CONTACT DETAILS

Name	Andy Barclay
Title	Chief Inspector, Partnerships, North East Division
Email Address	
Tel	

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing & Public Protection Committee
DATE	21 November 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Building Standards Activity Report
REPORT NUMBER	CR&E/24/325
EXECUTIVE 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. RECOMMENDATIONS

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 27th May 2025.

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 30 May 2024 which covered the reporting period of October 2023 to March 2024. This report covers the period 1 April to 30 September 2024.
- 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, April 2024 – September 2024, there have been no major incidents requiring significant intervention by Building Standards for example, evacuation of a tenement building or fatal accident inquiry. Two notices were served during the period, one requiring owners to address a defective boundary wall in Cove, the second to remove dangerous chimney pots from a building on Union Street.

- 3.3 Once a notice is served requiring the owner to reduce or remove the danger posed by the building, there is a statutory period of 21 days to allow the owner to appeal the notice. Thereafter, there is an expiry date by which the owner must meet the terms of the notice.

During the period of the notice, Building Standards staff continue to liaise with the owner of building regarding the terms of the notice. Building Standards staff continue to monitor and inspect buildings that are subject to a live notice to maintain public safety until the notice can be closed.

- 3.4 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	The report provides evidence which fulfils the requirements placed upon the Council by the Building (Scotland) Act 2003;
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	Section 27 – Building Warrant Enforcement Notice Section 28 - Defective Building Notice Section 29 and 30 – Dangerous Buildings Notices
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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 14/10/2024.
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 01/04/24 – 30/09/24	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	2	1	19
Unauthorised Building Work	5	0	0	5
Unauthorised Occupation of Buildings	0	0	0	0

Number of visits resulting in formal or informal action	9 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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COMMITTEE	Communities, Housing and Public Protection Committee
DATE	21 November 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Communities, Housing and Public Protection Performance Report
REPORT NUMBER	CORS/24/316
EXECUTIVE 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 services falling within its remit.

2. RECOMMENDATION

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 relevant services as expressed within the 2024/25 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 2024/25 Council Delivery Plan agreed by Council on 6th March 2024.

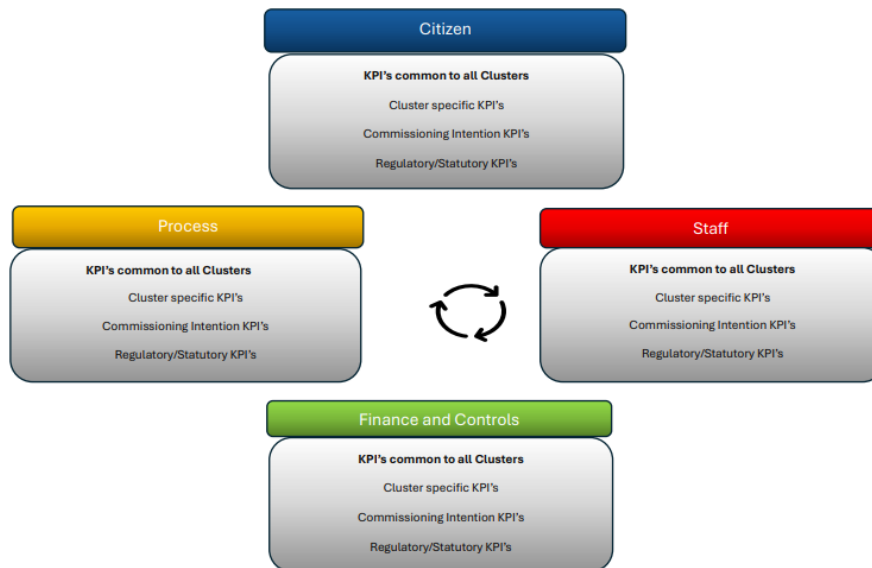
3.3 The Council's Performance Management Framework, supporting and enabling scrutiny against progress of the Council Delivery Plan and its key measures, establishes a robust performance management and reporting system which encompasses single and multi-service inputs, outputs and outcomes.

3.4 The refreshed Performance Management Framework for 2024/25 was approved at the meeting of Council on 21 August 2024.

3.5 Service standards against each function/cluster, associated with Council delivery planning, offer continuous insight into the effectiveness, and

accessibility of core service provision to the Council's stakeholders and city communities.




- 3.6 Where appropriate, data capture against these standards is now directly incorporated within the suite of metrics contained within Appendix A and will be reported against on either a monthly, quarterly or annual basis.
- 3.7 The Performance Management Framework provides for a consistent approach within which performance will be reported to Committees. This presents performance data and analysis within four core perspectives, as shown below, which provides for uniformity of performance reporting across Committees.



- 3.8 This report, as far as possible, details performance up to the end of September 2024 or Quarter 2 2024/25, 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.
- 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?
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 5 th August 2024
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

Council Delivery Plan 2024/25 – COM/24/060
[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

Corporate Landlord

Building Services

1. Citizen – Building Services

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
The year to date percentage of repairs appointments kept	There are on-going challenges in extracting this data from the current system. A new system has been procured to enable easier extraction of data, the new system will start to be rolled out from March 2025.						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).	89.06%		85.33%		86.52%		80%	

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Building Services	109		96		93			
% of complaints resolved within timescale stage 1 and 2) - Building Services	79.8%		89.6%		82.8%		75%	
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	22.9%		26%		15.1%			
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	1		0		0			

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

2. Processes – Building Services

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
The year to date average length of time taken to complete emergency repairs (hrs)	There are on-going challenges in extracting this data from the current system. A new system has been procured to enable easier extraction of data, the new system will start to be rolled out from March 2025.						4.1	
The year to date average length of time taken to complete non-emergency repairs (days)							8.3	
The year to date percentage of reactive repairs carried out in the last year completed right first time							90%	
The percentage of Repairs Inspections completed within 20 working day target (year to date)							100%	

3. Staff – Building Services

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter - Building Services)	1		0		1			
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	5		3		3			

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*Sickness Absence – Average Number of Days Lost - Building Services	6.5		6.2		5.9		10	
**Average number of working days lost due to sickness absence per FTE employee, monthly	1.45		1.07		0.92			
Establishment actual FTE	406.15		420.1		420.23			

*Absence data throughout this report reflects robust calculations of FTE based absence but with recognition that minimal variances in accuracy can arise in longitudinal and service comparisons where part time/variable hours working contracts are more common. The impact of this technical/statistical issue has been assessed as producing a marginal inflationary effect on absence levels within Services where a greater proportion of these types of contract are appropriate to effective service delivery.

** This indicator calculates the working days lost due to sickness per month per employee. This is calculated by dividing the total number of days lost due to sickness during the respective month by the average of all the FTE staff employed during the same month.

4. Finance & Controls – Building Services

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	34.2%		43%		53.4%		100%	

Facilities Management

1. Customer – Facilities Management

Performance Indicator	Q4 2023/24		Q1 2024/25		Q1 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Facilities	3		1		3			
% of complaints resolved within timescale (stage 1 and 2) - Facilities	66.7%		100%		66.7%		75%	
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	33.3%		0%		0%			
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		0		0			

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Q2 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*Number of school lunches served in the year - Primary (YTD)	2,015,903		588,741		927,735		888,000	

*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.

Performance Indicator	Current Status	2024/25 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 2020		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	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Fly tipping alerts at housing multi-storey blocks responded to within 60 hours	100%		100%		100%		100%	
% Response cleaning alerts responded to within priority timescales	100%		100%		95%		100%	
*% Void cleaning alerts responded to within priority timescales	83.6%		96.8%		69.8%		100%	

* Flytipping, Response and Void cleaning alerts are all responded to by the same team. While the percentage of Voids alerts responded to on time has fallen in September, the number of Voids alerts responded to on time were identical to those responded to on time in August (60) and greater than those responded to on time in July (46). The total number of alerts responded to on time across the three alert types in September were 100 (from 127 total alerts), in August were 75 (from 77 total alerts) and in July were 74 (from 83 total alerts). This shows that the percentage fall in September for Voids alerts can be attributed to the total volume of alerts requested in the month.

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*% Local bus service registration changes reviewed and responded to within the prescribed 28-day period	100%		100%		83.3%		100%	
% Mainstream Transport Applications assessed within target timescale	100%		98.9%		100%		100%	
% ASN/Exceptional Applications processed within target timescale	100%		100%		100%		100%	
% School Transport Contracts Spot Checked within time period	53.3%		14.5%		29.3%		25% (Q2)	

*There were 6 registration changes during Q2 of which 5 were processed on time. The failure to progress 1 set of registrations in the designated timescale was due to the established procedure not being followed and this has now been addressed. An improved tracking sheet has also been implemented for bus service registrations to aid compliance with the procedure.

Performance Indicator	Current Status	2024/25 Target
We will deliver 39 weeks contracted school cleaning to the standards set in our generic specification.		100%
Cleaning service is delivered by the in-house team at all non-3Rs schools in the city, for the 190 days of the school session plus the 5 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.		

Performance Indicator	Current Status	2024/25 Target
We will deliver cleaning services within all (non-school) operational properties to the standards set in our generic specification.		100%
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.		

Performance Indicator	Current Status	2024/25 Target
We will provide janitorial support to every (non 3Rs) primary school for a minimum of 4 hours per day when the school is open to pupils.		100%
Janitorial service is delivered by the in-house team at all non-3Rs Primary schools in the city, throughout the year. For the 190 days of the school session plus the 5 annual in-service days, a minimum of 4 hours of Janitors input will be provided at each Primary School. Input may be less than 4 hours per day during school holiday periods. We will use this measure to highlight any instances where a Primary school has been unable to open to pupils due to our inability to provide a satisfactory janitorial service.		

Performance Indicator	Current Status	2024/25 Target
We will provide janitorial support to every (non 3Rs) secondary school between 07:00 and 18:00 on each day when the school is open to pupils.		100%
Janitorial service is delivered by the in-house team at all non-3Rs Secondary schools in the city, throughout the year. For the 190 days of the school session plus the 5 annual in-service days, janitorial service will be provided between 07:00 and 18:00 at each Secondary School. Input may be for a shorter duration during school holiday periods. We will use this measure to highlight any instances where a Secondary school has been unable to open to pupils due to our inability to provide a satisfactory janitorial service.		

3. Staff – Facilities Management

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter)	0		1		2			
Accidents - Non-Reportable - Employees (No Quarter)	10		3		2			

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost - Facilities	12.4		10.9		9.6		10	
Average number of working days lost due to sickness absence per FTE employee, monthly	2.05		2.13		2.23			
Establishment actual FTE	521.88		523.86		522.24			
Establishment actual FTE (Catering)	173.1		174.62		174.78			
Establishment actual FTE (Cleaning)	235.03		234.55		233.97			
Establishment actual FTE (Janitorial)	64.22		65		64.31			
Establishment actual FTE (Office & Building Management)	14.89		14.89		14.89			
Establishment actual FTE (Passenger Transport Unit)	32.7		32.7		32.4			

4. Finance & Controls - Facilities Management

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	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)	35.9%		44.7%		53.6%		100%	

Governance

Protective Services

1. Citizen – Protective Services

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received - Protective Services	3		2		3			
% of complaints resolved within timescale - Protective Services	33.3%		100%		100%		75%	
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	0%		0%		0%			
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0		0		0			

2. Processes - Protective Services

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
**% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	78.7%		74.4%		76.8%		80%	
*% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	48.6%		11.3%		22%			
*% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	16.2%		0%		2%			
*% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	51.2%		11.7%		27.3%			
*% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	35.8%		0%		6.7%			
% 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).

**% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory) – 76.8% represents an interim result for this indicator. It is not possible to include food chemistry data for September since this has a 6 week turnaround time which has yet to expire. However, food chemistry represents a relatively small number of samples and would not be expected to significantly impact on this result.

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	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	100%		98.6%		98.5%		100%	
High Priority Public Health % responded to within 2 days	98.7%		100%		98.8%		100%	
*Dog Fouling - % responded to within 2 days	97.1%		100%		89.7%		100%	

*There were 29 dog fouling service requests received in September with 3 responded to out with the 2 day performance indicator criteria. Performance was therefore below the target level of 100% responded to within 2 days. There has been only one dog warden for the last year due to the long term sickness absence of the second warden. While other staff have assisted during periods of leave, workloads and the absence of the second warden have on this occasion resulted in the slight delay in response to the 3 requests. These were all actioned within 5 days.

2. Processes – Community Safety

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
YTD Percentage of anti-social behaviour cases reported which were resolved	93.3%		92.9%		93.6%		100%	
YTD % of calls attended to by the ASBIT Team within 1 hour	90.3%		94.7%		92.6%		95%	

3. Staff - Protective Services

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	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	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Protective Services	4.2		4.2		4		10	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.15		1.2		1.13			
Establishment actual FTE	61.55		63.08		63.08			

4. Finance & Controls - Protective Services

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	97.4%		83.9%		94.3%		95%	

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	29.4%		36.9%		44.3%		100%	

Corporate Services

People & Citizen Services

1. Citizen – People & Citizen Services

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*Total No. complaints received – People & Citizen Services	129		121		97			
*% of complaints resolved within timescale – People & Citizen Services	96.1%		94.2%		90.7%		75%	
*% of complaints with at least one point upheld (stage 1 and 2) – People & Citizen Services	34.1%		29.8%		29.9%			
*Total No. of lessons learnt identified (stage 1 and 2) – People & Citizen Services	5		2		4			

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Financial Inclusion - No of open cases per month	198		182		179			
Financial Inclusion - No of enquiries per month	125		122		129			

*Data for Q4 not directly comparable to that for Q1 and Q2. Reflects an amalgamation of data for pre-restructure clusters Customer Experience and People & Organisational Development.

2. Processes – People & Citizen Services

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Average number of days to process new Housing Benefit claims	16.06		14.9		15.15		25	
Average number of days to process change of circumstances in relation to Housing Benefit claims	6.17		6.32		6.95		12	

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Correct amount of Housing Benefit paid to customer (monthly)	96.76%		94.51%		96.94%		95%	
% Customer Contact Centre calls answered within target timescale (180 seconds)	79.46%		77.21%		76.7%		80%	
% Copy birth, death, marriage and civil partnership certificates issued within target timescale (7 days)	98.8%		98.68%		99.66%		100%	
Welfare Rights - % of Successful Appeals	No appeals heard		50%		100%			

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Crisis Grant applications processed within 2 working days	96.27%		99.3%		Data yet to be released by Scottish Government		100%	
*% Community Care Grant applications processed within 15 working days	67.8%		66.2%				100%	

* The current target for the processing of Community Care Grant Applications is 100% within the 15 working day target and most recent available performance is 66.2% processed within this timescale (Q1 2024/25). The Scottish average for 2023/24 was 84% for Community Care Grants processed on time. These are the most recent benchmarking figures available.

Across Scotland during 2023/24, total Scottish Welfare Fund applications for both Crisis Grant and Community Care Grants saw a reduction of 11%. However, this was not the case for Aberdeen City Council where we saw a 6% increase in applications. The Scottish Welfare Fund team has the same resource available now as when the scheme began in 2013/14. In 2013/14 there were 7,625 applications of this type to Aberdeen City Council. In comparison, across 2023/24 there were 20,975 applications received, a clear illustration of how the demands on the team have changed in the intervening period.

A Business Case is currently being developed that will look to increase the capacity within the team with the aim to improve the performance of Community Care Grants.

3. Staff – People & Citizen Services

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*Accidents - Reportable - Employees (No in Quarter – People & Citizen Services)	0		0		0			

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*Accidents - Non-Reportable - Employees (No in Quarter – People & Citizen Services)	0		0		0			

*Data for Q4 not directly comparable to that for Q1 and Q2. Reflects an amalgamation of data for pre-restructure clusters Customer Experience and People & Organisational Development.

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – People & Citizen Services	4.2		3.9		3.7		5	
Average number of working days lost due to sickness absence per FTE employee, monthly	0.95		0.87		1.08			
Establishment actual FTE	362.31		360.16		355.56			

4. Finance & Controls – People & Citizen Services

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Council Tax Cash Collected (In Year) - monthly	£54.2m		£66.4m		£78.7m		£80.4m	
Staff Costs - % Spend to Date (FYB)	31.5%		39.3%		47%		100%	
Financial Inclusion - Total Financial Gains Achieved per month	£469,370		£379,987		£270,164			

Digital and Technology

1. Citizen – Digital and Technology

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – Digital and Technology	0		1		0			
% of complaints resolved within timescale – Digital and Technology	No complaints Q4		100%		No complaints Q2		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					

2. Processes – Digital and Technology

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Percentage of Critical system availability- average (monthly)	99.5%		99.5%		99.5%		99.5%	
% Incidents logged by IT Helpdesk (including Self-Serve) resolved right first time	78.1%		79.3%		75.9%		70%	
% Priority 1 and 2 incidents closed in timescale	42.9%		100%		85.7%		99.5%	
% Priority 3 – 5 incidents closed in timescale	86.6%		81.7%		79.1%		95%	

3. Staff – Digital and Technology

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0			
Accidents - Non-Reportable - Employees (No in Quarter – Digital and Technology)	2		0		0			

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Digital & Technology	1.6		1.5		1.1		5	
Average number of working days lost due to sickness absence per FTE employee, monthly	0.6		0.25		0.06			
Establishment actual FTE	92.75		91.35		91.75			

4. Finance & Controls – Digital and Technology

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	30.6%		37.4%		44.8%		100%	

Families & Communities

Housing

1. Citizen – Housing

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*Total No. complaints received – Housing	59		73		82			
*% of complaints resolved within timescale - Housing	81.36%		78.1%		80.5%		75%	
*% of complaints with at least one point upheld (stage 1 and 2) - Housing	34.73%		26%		34.1%			
*Total No. of lessons learnt identified (stage 1 and 2) - Housing	0		1		1			

*Data for Q4 is not directly comparable to that for Q1 and Q2, being extracted from existing Early Intervention and Community Empowerment data with the removal of services no longer forming part of the Housing cluster.

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Percentage of tenants satisfied with the standard of their home when moving in YTD	84%		84.2%		84.2%		75%	
Satisfaction of new tenants with the overall service received (Year To Date)	84.8%		87.7%		87.7%		85%	

2. Processes – Housing

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	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)	4%		4%		4%		4%	

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*YTD % of statutory homeless decisions reached within 28 Days Unintentional R RTP	50.9%		54.3%		55.5%		100%	
*YTD Average length of journey in days for applicants assessed as unintentionally homeless (R RTP)	136.5		140.8		141.1		100	
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	433		406		384			
The YTD number of Legal repossessions following decree (Arrears) - Citywide	20		22		29			
Housing Applications processed 28 days YTD %	96.97%		97.36%		97.17%		100%	
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	90.6%		90.4%		89.2%		100%	
**The YTD Average time taken to re-let all properties (Citywide - days)	232		240.7		249.1		210	
Void properties awaiting / undergoing preparation for relet	2,060		1,933		1,959			

***Service Commentary – Homelessness**

The first half of the year show improved performance on the percentage of statutory homeless decisions reached within 28 days, when compared to the same period last year. The average time to reach an unintentional decision has reduced to 33.5 days so far this year, 5.9 fewer than the 39.4 days it took in 2023/24. To date 55.5% of decisions reached have met the 28-day target, up 10.3% on the proportion meeting target in 2023/24.

A monthly breakdown of the two key measures contained within this indicator provides a clearer incremental overview of progress made this year.

MONTHLY	April	May	June	July	August	September
Average Time To Reach Decision	41.9	34.3	34.8	36.5	22.8	28.1
% Met 28 Day Target	47.9%	53.0%	49.1%	52.4%	71.8%	62.1%

Locally a 100 day journey target has been set, 44% of cases closed (335) in the first half of the year met this, up 12% on the proportion achieved in 2023/24. In general, there appears to have been an acceleration in case closures across the board during the first half of the year which has resulted in the average rapid rehousing journey time falling to 141 days, 20 fewer than in 2023/24. Aberdeen continues to perform well when compared with the national average recorded in 23/24 which was 297 days.

There is a continued focus on improving the performance across these two key measures through both the preventative activity contained within the Homewards action plan and the internally focused reducing hotel use action plan.

****Service Commentary – Voids**

Currently, the average number of days taken to relet properties citywide (year to date), is 249.1 days, similar to where it sat in September 2023 (244.9 days). Building Services continue to return on average 40 properties per week, however the number of properties being received is usually higher than the number returned. Extensive works within properties to ensure they meet the letting standard impact on the turnaround times for some voids. In conjunction with the Capital team, we have 3 external contractors working on the void properties and are also carrying out the works required to buy-back properties to allow these to be returned ready for let as soon as possible.

Service evaluations have highlighted that Choice Based lettings and the Minimum Letting Standard considerably impact on the level of housing voids, as do the volume of new build properties. Chief Officers are currently working with teams to design and implement tests of change to reduce this level by focussing on key handling and allocations.

In recent months citywide rent loss due to voids (year to date average) has remained relatively stable, but is now showing early signs of improvement at 8.48% which is its lowest to date.













3. Staff – Housing

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter - Housing)	0		0		0			
Accidents - Non-Reportable - Employees (No in Quarter – Housing)	1		0		1			

*Data for Q4 is not directly comparable to that for Q1 and Q2, being extracted from existing Early Intervention and Community Empowerment data with the removal of services no longer forming part of the Housing cluster.

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Housing	5.9		5		4.3		8	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.07		1.33		1.19			
Establishment actual FTE	88.64		86.22		88.69			

4. Finance & Controls – Housing

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	40.6%		49.5%		58.5%		100%	
*Gross rent Arrears as a percentage of Rent due	17.58%		18.85%		17.63%		9.5%	
**Rent loss due to voids - Citywide - YTD average	8.51%		8.5%		8.45%		4.62%	

*Service Commentary – Gross Rent Arrears

There has been a slight fall in rent arrears since the start of 2024, and despite fluctuating in the interim, as of the end of September this now sits at 17.63%, an improvement on the August figure of 18.85%. As a service, our performance is benchmarked against other local authorities and we have met with the Scottish Housing Network to review at our overall performance. The national average for rent arrears is 9.5% which has been set as our target for 2024/25.

In conjunction with Housing, we continually work to review the escalation policy and continue to contact tenants to assist them with sustaining their tenancies. There are a number of new initiatives being progressed to help improve rent arrears performance such as contacting tenants, using write offs, and the identification and targeting of both large and small balances. We are also identifying and progressing individual cases for payment through the Rent Assistance Fund.





In relation to Former Tenancy Arrears, debts have been progressed with the Sheriff Officers. When all possible investigations have been concluded, as a last resort, debts will be written off.

**Service Commentary – Void Rent Loss





See above at 'Processes' for Voids commentary.

Housing Revenue Account

1. Staff – Housing Revenue Account

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Establishment actual FTE	188.42		186.38		185			

4. Finance & Controls – Housing Revenue Account

Performance Indicator	Jul 2024		Aug 2024		Sep 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	32.2%		40.2%		48.2%		100%	

Corporate

1. Citizen – Corporate

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
No. of Non-complex Subject Access Requests received	68		110		89			
% Non-complex Subject Access Requests responded to within 1 month	88.2%		90.9%		84.3%		80%	
No. of Complex Subject Access Requests received	17		13		6			
% Complex Subject Access Requests responded to within 3 months	23.5%		53.8%		83.3%		70%	
No. of Environmental Information Regulation requests received	114		98		81			
% of Environmental Info Requests replied to within 20 working days - Corporate	92.1%		85.7%		71.6%		85%	
No. of Freedom of Information requests received	344		300		315			
% of Freedom of Information requests replied to within 20 working days - Corporate	89.5%		83.3%		85.1%		85%	
No. of Access to School Records requests received	4		4		7			
% Access to School Records requests responded to within 15 school days	75%		100%		100%		100%	
No. of Data Protection Right requests received	6		3		7			
% Data Protection Right requests responded to within 1 month	100%		100%		100%		100%	

PI Status	
	Alert (figure more than 20% out with target)
	Warning (figure between 5% and 20% out with target and being monitored)
	OK (figure within target or better)
	Data Only

Long Term Trends	
	Improving/Increasing
	No or Limited Change/Stable
	Getting Worse/Decreasing

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	21 November 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Committee Annual Effectiveness Report
REPORT NUMBER	CORS/24/300
EXECUTIVE DIRECTOR	Andy MacDonald
CHIEF OFFICER	Alan Thomson
REPORT AUTHOR	Lynsey McBain
TERMS OF REFERENCE	GD 8.7

1. PURPOSE OF REPORT

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

2. RECOMMENDATIONS

That Committee:-

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

3. CURRENT SITUATION

Annual Reports on Committee Terms of Reference

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

- 3.3 Data from the annual effectiveness reports is used to inform the review of the Scheme of Governance, ensuring that Committee Terms of Reference are correctly aligned, and identifying any areas of the Terms of Reference which had not been used throughout the year in order that they can be reviewed and revised if necessary. The information from the effectiveness reports has also been used in the past to feed into the Annual Governance Statement.
- 3.4 The reports provide a mechanism for each committee to annually review its effectiveness, including data on attendance, any late reports, referrals to Council and the number of times officer recommendations were amended, and to ensure that it is following its Terms of Reference.
- 3.5 Similarly, recording the sections or stretch outcomes of the Local Outcome Improvement Plan (LOIP) which apply to each report allows Members to be aware of the direct impact of any proposals before them on the LOIP, and gives a general overview at the end of each year of the number of reports which have had an impact on the LOIP stretch outcomes.
- 3.6 Any comments from Members on areas of data that should be considered would be welcomed to ensure that Members are presented with meaningful data.
- 3.7 The annual report for 2023/24 is therefore appended for the Committee's consideration. Following consideration by the Committee, the report will be submitted to Full Council in December for noting.

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 environmental implications arising from the recommendations of this report.

7. RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation	*Does Target Risk Level Match Appetite Set?
Strategic Risk	N/A			Yes

Compliance	Failure to submit this report would mean that the Council would not be complying with its instruction that all committees and Full Council receive such a report each year.	L	Council is given the opportunity to consider the reports and provide feedback on any amendments Members would wish to see in the content so that this can be taken on board for next year's Scheme of Governance review.	Yes
Operational	N/A			Yes
Financial	N/A			Yes
Reputational	N/A			Yes
Environment / Climate	N/A			Yes

8. OUTCOMES

There are no links to the Council Delivery Plan, however the committee effectiveness annual reports link to the Scheme of Governance, by ensuring that each committee is fulfilling its Terms of Reference.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	It is confirmed by Interim Chief Officer – Governance (Assurance) Vikki Cuthbert on 9 October 2024, that no impact assessment is required.
Data Protection Impact Assessment	Not required

10. BACKGROUND PAPERS

None.

11. APPENDICES

10.1 Communities, Housing and Public Protection Committee Annual Effectiveness Report 15 October 2023 to 15 October 2024.

11. REPORT AUTHOR CONTACT DETAILS

Lynsey McBain
Committee Services Officer
lymcbain@aberdeencity.gov.uk
01224 067344

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Communities, Housing and Public Protection Committee Annual Effectiveness Report 2023/2024



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1. Introduction from Convener

- 1.1 I am pleased to present the second annual effectiveness report for the Communities, Housing and Public Protection Committee (CHPPC). The annual effectiveness reports have been in place since 2017, following a recommendation made by CIPFA in their review of the Council's governance arrangements, namely that Committees review the extent to which they had operated within their Terms of Reference, through an annual report. The annual effectiveness report represents good practice in governance and also informs the annual review of the Council's Scheme of Governance, enabling officers to identify if any changes are required, for example, to the Committee Terms of Reference. The presentation of the annual reports was temporarily paused due to the disruption to committee meetings as a result of the pandemic, and then to allow time for the new committee structure to bed in following the local government elections in May 2022.
- 1.2 Aberdeen's diverse communities have made the city what it is today and the views of our communities should be at the heart of all we do as a Council. The Council is committed to listening to, and engaging with, communities throughout Aberdeen to ensure that we deliver the best possible outcomes for our citizens. High quality, affordable social housing for all who require it, is also key to ensuring we have a city which thrives and we are committed to providing housing which will meet the needs of citizens for years to come. The safety of the citizens of Aberdeen is a priority for the Council and the Committee allows a public forum for scrutiny, engagement and oversight of both Police Scotland and the Scottish Fire and Rescue Service.
- 1.3 There were no major changes made to the CHPPC Terms of Reference as part of the 2024 Scheme of Governance Review, however we will continue to monitor them over the next year to ensure they remain fit for purpose.
- 1.4 I would like to thank Members and officers for their contributions during the year. I would also like to thank my Vice Convener, Dell Henrickson, for his help and support and representatives of Police Scotland and the Scottish Fire and Rescue Service for their valuable input this year and we look forward to working with them next year.



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

2. The Role of the Committee

The purpose of the Committee is to monitor and oversee the delivery of:

- services provided by the Housing Cluster;
- services provided by the Governance Cluster relating to Public Protection;
- services provided by the Operations Cluster (excluding services within the remit of the Net Zero, Environment and Transport Committee and the Education and Children's Services Committee); and
- all other Council housing functions (with the exception of capital building programmes, albeit the Committee may receive and consider reports providing updates on capital building programmes).

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

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

- Adult support and protection
- Protective Services
- Civil Contingency responsibilities for local resilience and prevention; and
- Building Control

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

REMIT OF COMMITTEE

1. Service Delivery and Performance

- 1.1. The Committee will, for the Customer Function, the Operations Function (subject to the exclusions noted above) and the Council housing functions described above:
 - 1.1.1 oversee, and make decisions relating to, service delivery;
 - 1.1.2 approve options to improve/transform service delivery;
 - 1.1.3 scrutinise operational performance and service standards in line with the Performance Management Framework and consider recommendations for improvements where required (including in relation to the Housing Revenue Account);
 - 1.1.4 receive risk registers relative to its remit and scrutinise to ensure assurance of the controls in place;
 - 1.1.5 approve all policies and strategies relative to its remit; and

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

PUBLIC PROTECTION

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

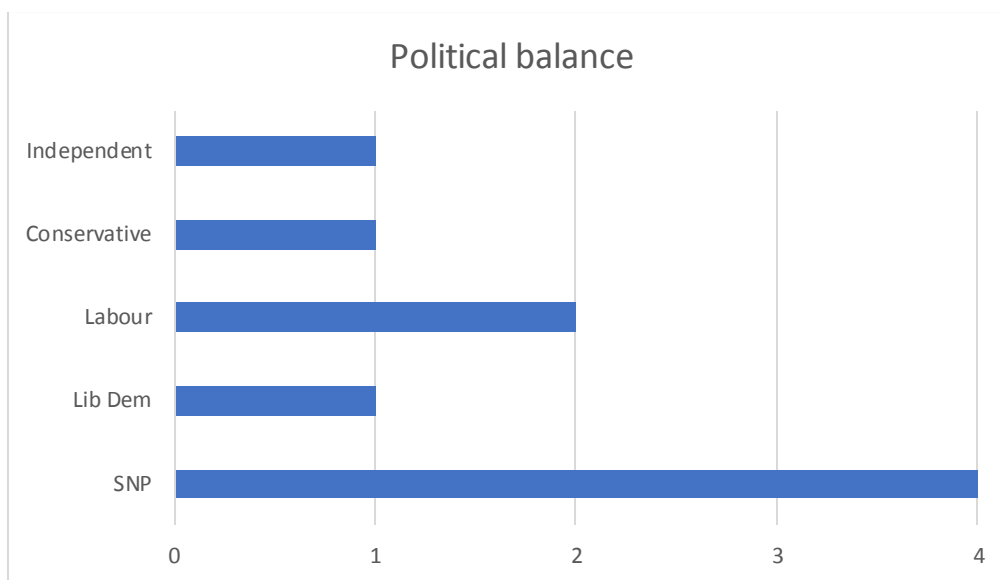
- 2.4 to monitor compliance with the Council's duties relating to the provision of mortuary facilities and their adequacy for responding to mass fatalities;
- 2.5 on any work taken to tackle underage sales in the city;
- 2.6 on major incidents and fatal accident inquiries and any resulting impact and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

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

3. Membership of the Committee during 2023/2024

3.1 The Communities, Housing and Public Protection Committee has 9 members.

3.2 The Committee composition is presented below:-



3.3 Police Scotland and Scottish Fire and Rescue Service regularly provide reports to Committee such as Performance Reports and also prepare thematic reports based on what Elected Members request, or what may be of interest. Members have the opportunity to engage with Senior Officers in Police Scotland and Scottish Fire and Rescue Service on a regular basis.

4. Membership Changes

4.1 At the Council meeting on 7 February 2024, the membership of CHPPC was reduced from 13 members to 9. Councillor Bouse replaced Councillor Greig as a member from the meeting in March 2024. Following the decision at Council to reduce the membership of the Committee, Councillors Brooks, Copland, Delaney (the Depute Provost), and Lawrence were no longer members.

5. Member Attendance

Member	Total Anticipated Attendances	Total Attendances	Substitutions
Councillor Radley	5	5	
Councillor Henrickson	5	5	
Councillor Bouse	3	3	
Councillor Cross	5	5	
Councillor Davidson	5	5	
Councillor Graham	5	3	Councillor Malik
Councillor McLellan	5	5	
Councillor Mrs Stewart	5	4	
Councillor Tissera	5	5	
The following were members until the membership of the Committee was reduced.			
Councillor Brooks	2	2	
Councillor Copland	2	2	
Councillor Delaney	2	2	
Councillor Greig	2	2	
Councillor Lawrence	2	2	

6. Meeting Content

6.1 During the 2023/2024 reporting period (15 October 2023 to 15 October 2024), the Committee had 5 meetings and considered a total of 45 reports.

6.2 Terms of Reference

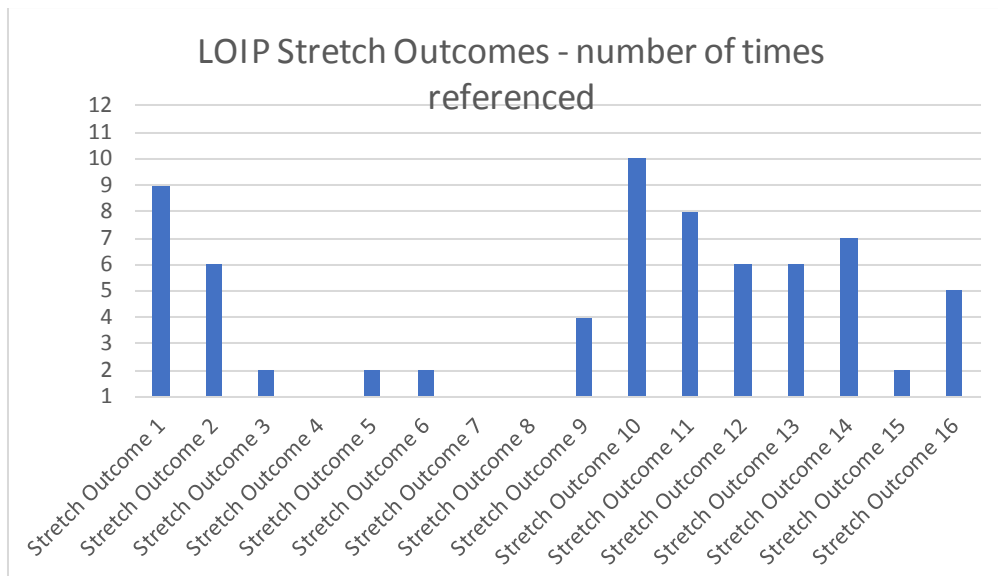
6.2.1 The following chart details how reports aligned to the Terms of Reference (set out at section 2 above) for the Committee.

	Total	Total Percentage of Reports
Confidential Reports	0	0
Exempt Reports	0	0
Number of reports where the Committee amended officer recommendations	6	13%
Number of reports approved unanimously	39	86%
Number of reports or service updates requested during the consideration of another report to provide additional assurance and not in business planner	1	2%
Number of reports delayed for further information	0	0
Number of times the Convener has had to remind Members about acceptable behaviour in terms of the Code of Conduct	0	0
Late reports received (i.e. reports not available for inspection at least 3 clear days before the meeting)	0	0
Number of referrals to Council under SO 34.1	0	0

Notices of Motion, Suspension of Standing Orders, Interface with the Public	
Number of Notices of Motion to Committee	5
Number of times Standing Orders suspended	3
Specific Standing Orders suspended	14.5.7 and 14.13 twice
Number of deputations requested	6
Number of deputations heard	6
Number of petitions considered	0

8. Reports with links to the Local Outcome Improvement Plan

8.1 The following table details of the 45 reports, how each report linked to the Local Outcome Improvement Plan (LOIP Stretch Outcomes are appended to this report for reference at Appendix 1). As can be seen from the chart below, stretch outcome 10 was referenced in 10 different reports, with the aim that healthy life expectancy be five years longer by 2026. Stretch outcome 1 was also referenced in 9 reports which aimed for there to be a 20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/ or not be able to heat their home by 2026.



9. Training and Development

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

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

- Festive Period Service Delivery;
- Remembering together Covid Memorial;
- Domestic Abuse and Women Refuges;
- British Sign Language;
- Police Scotland Service Update; and
- Rent Assistance Fund

10. Code of Conduct Declarations and Transparency Statements

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

11. Civic Engagement

11.1 During the course of the year there has been consultation with the public in respect of various issues and topics. The Responsible Retailers Charter was implemented and has been successful, as it had resulted in the Service receiving only one complaint in

2024. The Trusted Trader Scheme was also due to be implemented in September 2024, following consultation with traders in the city.

- 11.2 Civic engagement is at the forefront of much of the business of the committee, particularly in respect of reports from Police Scotland and the Scottish Fire and Rescue Service and the Council working in partnership with them. Members have engaged with both Police Scotland and Scottish Fire and Rescue Service at meetings, requesting further information or reports to be brought back as necessary.

12. Executive Lead to the Committee - Commentary

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

13. The Year Ahead

- 13.1 The 2025 Scheme of Governance review will look at the operation of this Committee over the last 12 months and consider any amendments to Terms of Reference which may be needed.
- 13.2 The business planner sets out a range of pieces of work which are due to come back before Committee in 2025 for consideration, and as a selection, the following should be noted:-
- Verbal update to every Committee meeting on Reinforced Autoclaved Aerated Concrete;
 - Police Scotland thematic report on hate crime;
 - City Centre Multi Storey Blocks;
 - Building Standards Activity Report;
 - Housing (Cladding Remediation) (Scotland) Bill;
 - Housing Board Bi Annual Report – reported twice yearly;
 - Aberdeen's Future Library and Information Service Model;
 - Anti Social Behaviour in City Centre;
 - Cost Neutral Environmental Enforcement;
 - Busking Code of Conduct;

Appendix 1 – Local Outcome Improvement Plan Stretch Outcomes

Economy	
1.	20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/ or not be able to heat their home by 2026
2.	74% employment rate for Aberdeen City by 2026
People (Children & Young People)	
3.	95% of all children will reach their expected developmental milestones by their 27-30 month review by 2026
4.	90% of children and young people report they feel listened to all of the time by 2026
5.	By meeting the health and emotional wellbeing needs of our care experienced children and young people they will have the same levels of attainment in education and positive destinations as their peers by 2026
6.	95% of children living in our priority neighbourhoods (Quintiles 1 & 2) will sustain a positive destination upon leaving school by 2026
7.	83.5% fewer young people (under 18) charged with an offence by 2026
8.	100% of our children with Additional Support Needs/disabilities will experience a positive destination
People (Adults)	
9.	10% fewer adults (over 18) charged with more than one offence by 2026
10.	Healthy life expectancy (time lived in good health) is five years longer by 2026
11.	Reduce the rate of both alcohol related deaths and drug related deaths by 10% by 2026
12.	Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer term ambition to end homelessness in Aberdeen City.
Place	
13.	Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate
14.	Increase sustainable travel: 38% of people walking; 5% of people cycling and wheeling as main mode of travel and a 5% reduction in car miles by 2026
15.	26% of Aberdeen's area will be protected and/or managed for nature and 60% of people report they feel that spaces and buildings are well cared for by 2026
Community Empowerment	
16.	100% increase in the proportion of citizens who feel able to participate in decisions that help change things for the better by 2026

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing & Public Protection
DATE	21 November 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Update on consultation exercise for City Centre multi storeys
REPORT NUMBER	F&C/24/324
EXECUTIVE DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Stephen Booth
REPORT AUTHOR	Ian Perry
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to update Committee members on the outcome of the consultation exercise undertaken in November 2023.

2. RECOMMENDATIONS

That the Committee:-

- 2.1 Note the attached report on the outcomes of the consultation exercise appended to this report which notes that 49% of residents would prefer a do-minimum option for the blocks;
- 2.2 Note that all options highlighted within the original case require significant financial spend on the properties, all of which may not be affordable; and
- 2.3 Instruct the Chief Officer – Corporate Landlord to revisit the costs, risks and deliverable timescales for all options in an updated Business Case and to report this to this Committee as part of the Asset Management Plan update no later than 11th March 2025.

3. CURRENT SITUATION

- 3.1 In November 2023 Aberdeen City Council undertook a consultation exercise on the future of the city centre multi storey blocks. The consultation was carried out by streets-uk, with the support of The Tenants’ Participation and Advisory Services (TPAS) and Shelter Scotland.
- 3.2. On 1st November a meeting was held with the two existing residents’ committees, namely Greig Court and Marischal Court and was attended by ACC staff, streets-uk, TPAS and Shelter Scotland. Residents (tenants and

owners) were invited to three drop-in sessions held between the 7th-9th November. The sessions were arranged to cover the pairs of blocks:

- Marischal and Virginia Courts,
- Seamount and Porthill Courts,
- Gilcomstoun Land and Thistle Courts, and
- Greig and Hutcheon Courts

- 3.3. Residents were also given an option to complete the consultation survey on-line using an electronic survey form created by streets-uk.

The attached document titled “Aberdeen City Centre Multi Storey Blocks – Consultation Report produced by street-uk contains more detail on how the consultation events were conducted, the options presented to the attendees and a detailed breakdown of the outcomes and respondents views.

- 3.4. Overall 477 survey forms were returned, either on-line or in paper format, from the 741 tenanted or privately owned flats contained within the eight blocks covered by the consultation exercise. Of these respondents 49.9% selected the “do minimum” option, 34% selected one of the three refurbishment options and 16% selected the “demolition” option
- 3.5. Feedback from residents showed that tenants favouring the do minimum option did so as they did not want the upheaval of more intrusive works. Owners who favoured this option did so due to concerns over potential cost. There are, therefore, concerns regarding the likely success of taking forward any of the more intrusive options as there is likely to be a high level of residents who will choose not to participate in work of this nature. It is therefore recommended that members support the proposal contained within the report for officers to carry out further work on options and costs and report this back.

4. FINANCIAL IMPLICATIONS

- 4.1 Funding for continued upkeep of these blocks has been included in the HRA Business Plan. Any additional costs over and above these sums would have an impact on the plan.
- 4.2 As previously Reported there is significant cost required to maintain /upgrade the properties over a 30 year period with do minimum works up to taking the units to a high standard ranging in cost from 270k to 480k per unit. The significant investment requirement in these building will require to be considered as part of the general HRA affordability and be reflected in the Asset Management Plan and 30 year business plan.
- 4.3 Owners of these flats will be required to pay their share of any works carried out on these blocks in the future and accordingly any such decisions will need to reflect the affordability of improvements for owners. The affordability of options is likely to have influenced owners responses to the consultation.

5. LEGAL IMPLICATIONS

- 5.1 Future communal works to ensure these blocks remain fit for occupation will require the Council to consult with other owners appropriately

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no direct environmental implications arising from 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	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	Failure to improve the quality of Council homes may impact on the Council's ability to let these homes, which will result	Implementation of recommendations in this report.	L	yes

	in a significant loss of rental income.			
Reputational	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.	M	yes
Environment / 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 2024</u>	
	Impact of Report
Aberdeen City Council Policy Statement	The proposals will have no impact on the Council Delivery Plan.
<u>Local Outcome Improvement Plan 2016-2026</u>	
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	New Integrated Impact Assessment is being completed
Data Protection Impact Assessment	Not applicable
Other	Not applicable

10. BACKGROUND PAPERS

- 10.1 Report on City Centre Multi Storey Blocks – Progress on Full Options Appraisal – RES/23/149Community Housing and Public Protection committee 16th May 2023

[link to report](#)

11. APPENDICES

- 11.1 Aberdeen City Centre Multi Storey Blocks – Consultation Report produced by street-uk

12. REPORT AUTHOR CONTACT DETAILS

Name	Ian Perry
Title	Housing Assets Team Leader
Email Address	iperry@aberdeencity.gov.uk
Tel	01224 053493

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ABERDEEN CITY CENTRE MULTI-STOREY BLOCKS

Consultation Report

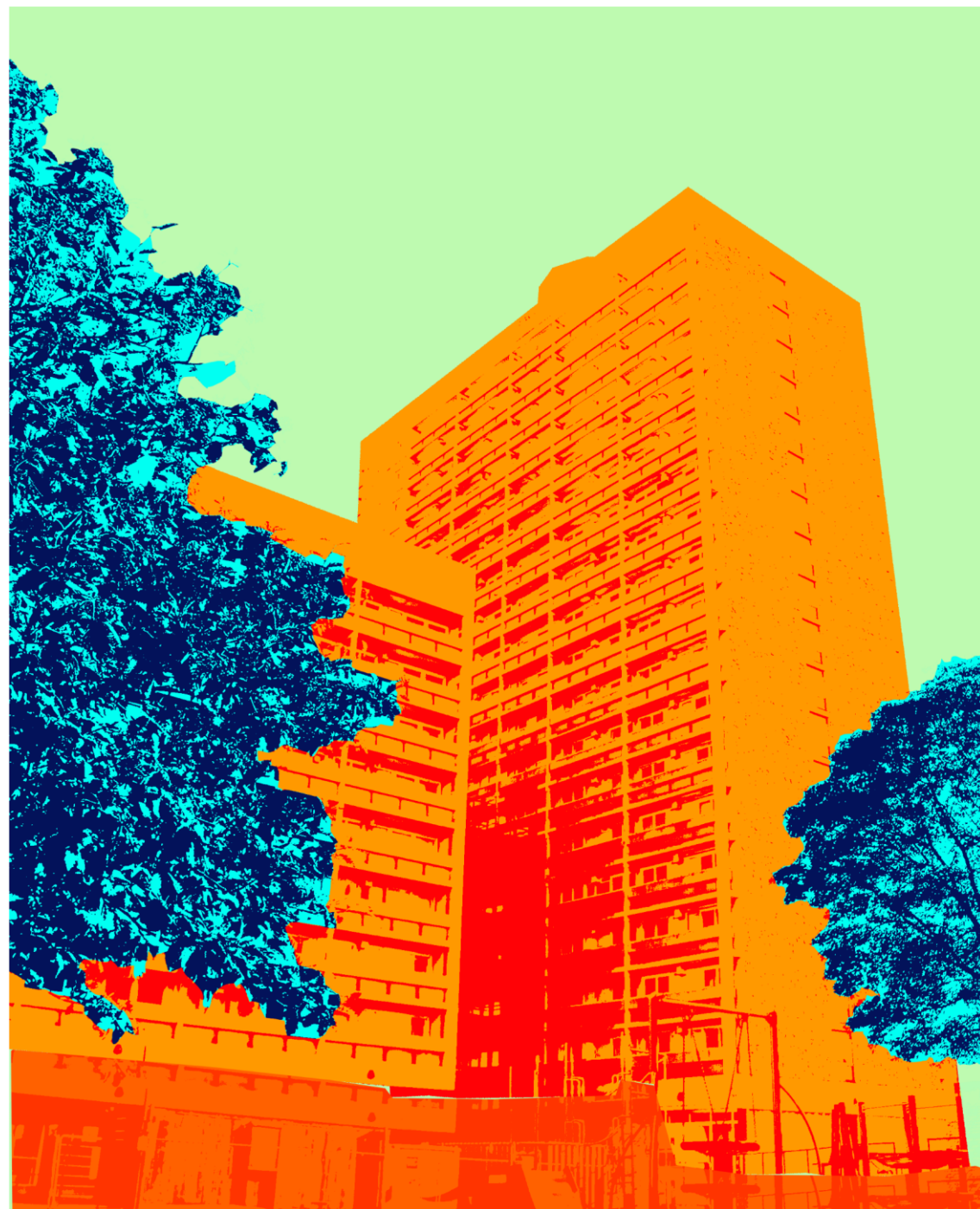
Aberdeen City Council Final
Draft 29th November 2023

streets-uk





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THIS REPORT

- Outlines the collaborative approach taken in the design of the consultation. The survey was co-designed with both the Tenants Participation Advisory Service (TPAS) and Shelter Scotland to help ensure impartiality, thereby encouraging increased participation from residents. This report also incorporates the key takeaways from the engagement from both TPAS and Shelter Scotland.
- Summarises the results of the online consultation and engagement that took place via streets-uk's online platform during a three-week period from 23rd October to the 10th of November 2023.

INTRODUCTION

In May 2023, Aberdeen City Council's Communities, Housing and Public Protection Committee approved a paper entitled 'City Centre, multi-story blocks – progress on full options appraisal'. (See paper)

The report identified the specific challenges of the eight City Centre multistorey blocks in terms of the non-traditional, concrete structure and their ability, or otherwise, to meet future environmental or other standards.

The report also outlined the context within which the City Centre blocks sit, including the City Centre Masterplan and the existing listed status of five of the blocks and included as well as condition survey reports and life-cycle cost option reports which had been prepared by external consultants. Five strategic options were outlined all of which were aimed at extending the life of the blocks for up to another 30 years. One option focused on maintaining the status quo arrangements, three options looked at different levels of refurbishment and the fifth option considered demolition and building of new accommodation.

The Committee instructed the chief officer corporate landlord to undertake an extensive consultation exercise with tenants, owners and other stakeholders and to report these findings to the committee in the summer of 2024, with recommendations as to potential decisions that may then be made.

streets-uk were appointed on the 13th of September 2023 to undertake an initial community engagement exercise, seeking the views of a representative sample of residents, owners and other stakeholders based on the above committee report and outlined options. The remit was to have an online survey, as well as the opportunity for face-to-face engagement in a process designed to be as inclusive, accessible and transparent as possible.

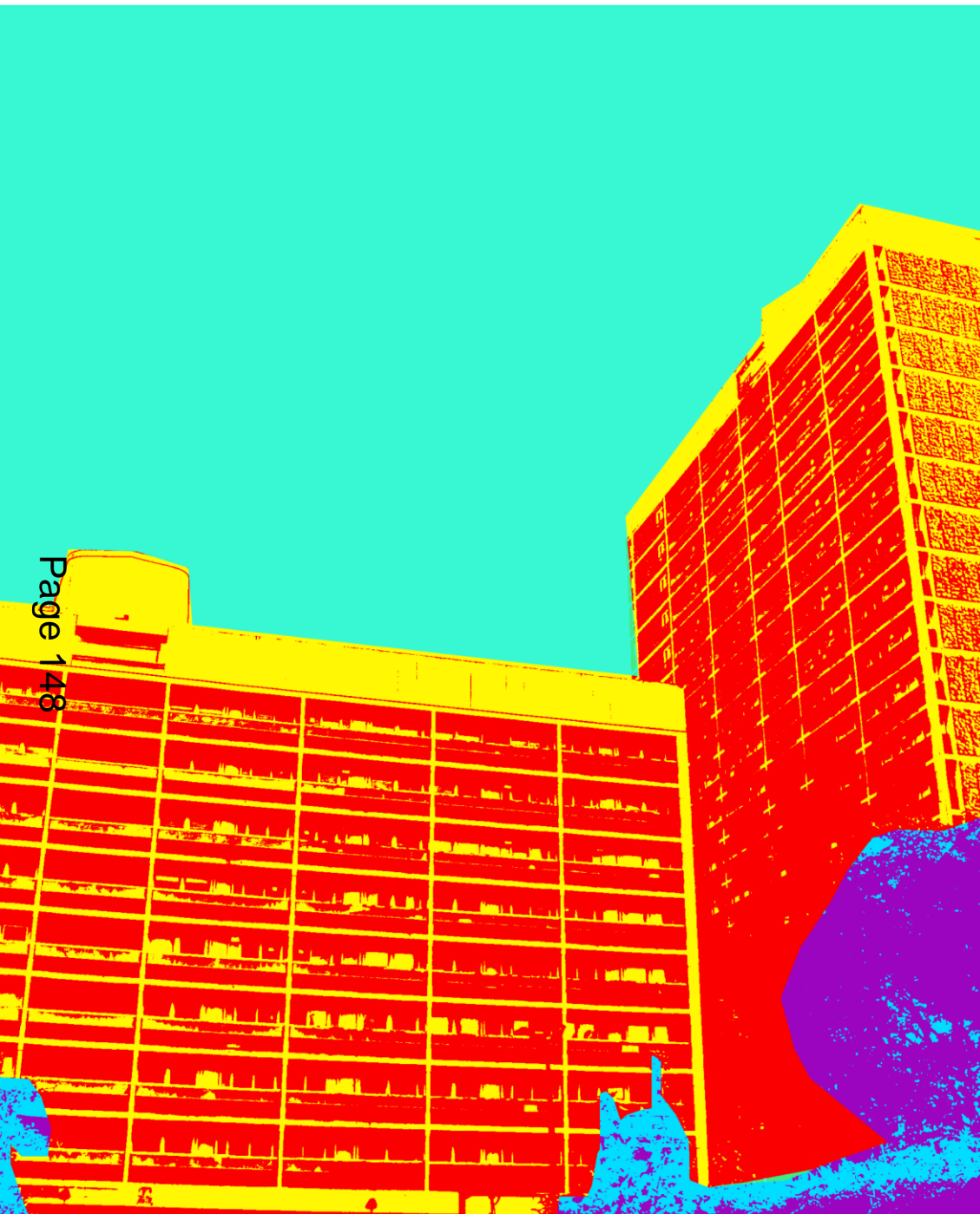
- Records the main themes that came to light during face-to-face engagement at a meeting with residents' committees and also the four drop-in events that were organised for the four pairs of blocks in question.



Resident drop-in event



Poster advertising consultation 3



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PART 1

01 CONSULTATION METHODS

02 EXECUTIVE SUMMARY



01 CONSULTATION METHODS

In accordance with the approved engagement approach utilised for other Aberdeen City Council projects, consultation was undertaken both in person and online, using a variety of materials appropriate for different audiences.

Online survey

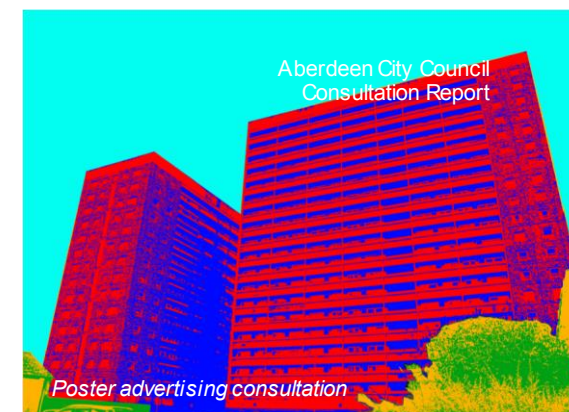
The Jotform online survey platform was utilised in order to provide a *survey that could be tailored to a variety of audiences, including being translated into Russian, Ukrainian and Polish*. The survey questions also allowed for the distinction between owners of flats and tenants.

By creating an accessible and user-friendly online survey and widely promoting it within the blocks, it was hoped that participation could be increased beyond the minimum ambition level of 10%.

Publicity and background information

839 Letters were either hand-delivered to all Aberdeen City Council multi storey flat tenants or posted to landlords and owner occupiers. This was carefully timed to happen in advance of the press release from ACC announcing the engagement process. All letters also contained a 2 page 'Frequently Asked Questions' sheet outlining additional information to support completion of the survey.

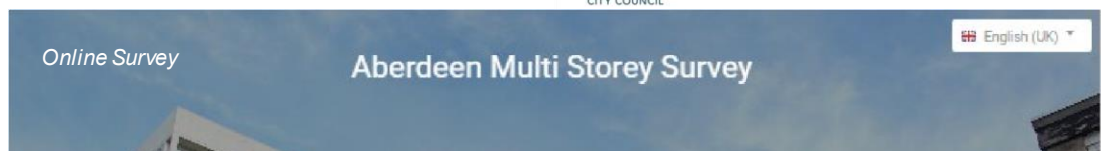
Posters were put up throughout all eight blocks and notices and reminders were posted on the residents' Facebook pages, both in English and appropriate additional foreign languages.



GREIG & HUTCHEON COURTS
HAVE YOUR SAY ON FUTURE OPTIONS FOR THE BUILDINGS
 Complete the short survey on your phone
 Come along to the drop in event with Council housing staff, Streets-UK, TPAS and Shelter Scotland to find out more
 Thursday 9th November at Greig Court
 Common Room from 2pm to 7 pm
 Выскажите свое мнение о будущем многоэтажных квартир
 Висловіть свою думку про майбутнє багатопверхівок
 Wyraż swoją opinię na temat przyszłości mieszkań w wieżowcach



Resident Survey



01 CONSULTATION METHODS

Face to face engagement

A face-to-face meeting was held with the two existing residents' committees, namely Greig Court and Marischal Court. This was held on the evening of Wednesday, the 1st of November at Greig Court common room and was attended by ACC housing officers, streets-UK, TPAS and Shelter Scotland.

Drop-in events were held between 2 pm and 7 pm on four consecutive days. Marischal Court common room on 6th November, Seamount Court common room on 7th November, Thistle Court common room on 8th November and Greig Court common room on 9th November.

Display boards outlining the background information and the five options were at each of the events which were also attended by ACC housing officers, streets-UK, TPAS and Shelter Scotland.

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Resident drop-in events



02 EXECUTIVE SUMMARY

The online survey highlighted general dissatisfaction with existing heating levels and costs, moderate satisfaction with levels of repair, cleanliness and sense of community and high levels of satisfaction with the location, views and local schools.

- Heating efficiency and costs are key concerns of residents
- Residents very much like the accessibility and affordability of the city centre location
- Residents want improvement but want to minimize disruption
- Residents want more detailed information on the options to make informed choices
- Owner occupiers have concerns as to lack of housing options and lack of support
- Operational issues have a significant impact on living conditions and reflect on aspirations
- Survey responses per pair of blocks broadly reflect overall responses

Most respondents did not want to have to move out of their home to enable refurbishment and approximately half of owners suggested they would be interested in the buyback scheme.

The key themes emerging from the open comment sections related to financial concerns, levels of information available and communication, demolition being overdue, refurbishment disruption and dissatisfaction with both existing heating and general state of repair.

The results per pair of blocks broadly reflect the results of the survey as a whole. The breakdown of responses per pair of blocks is included as Appendix 2.

Drop-in events

This is the summary of the collaborative engagement programme

undertaken by ACC, streets-UK, TPAS and Shelter Scotland utilising both the drop-in events with a higher proportion of elderly residents and owner an online survey and face to face engagement events. This combination occupiers attending. There was a preference for refurbishment and provided a comprehensive opportunity for residents to become involved and improved heating but a wariness of disruption and a reluctance to move out, to provide their views on the existing conditions within their home and their temporarily or permanently. multi-storey block and the five strategic options outlined in the Council paper.

Online Survey

477 survey forms were submitted, the majority of which were completed online and remote from the drop-in events. Assuming a total of 741 flats

Owner occupiers were well-represented at the drop-in events and expressed their concern at the financial and housing implications for them should refurbishment proceed, especially if they opt for the buyback scheme.

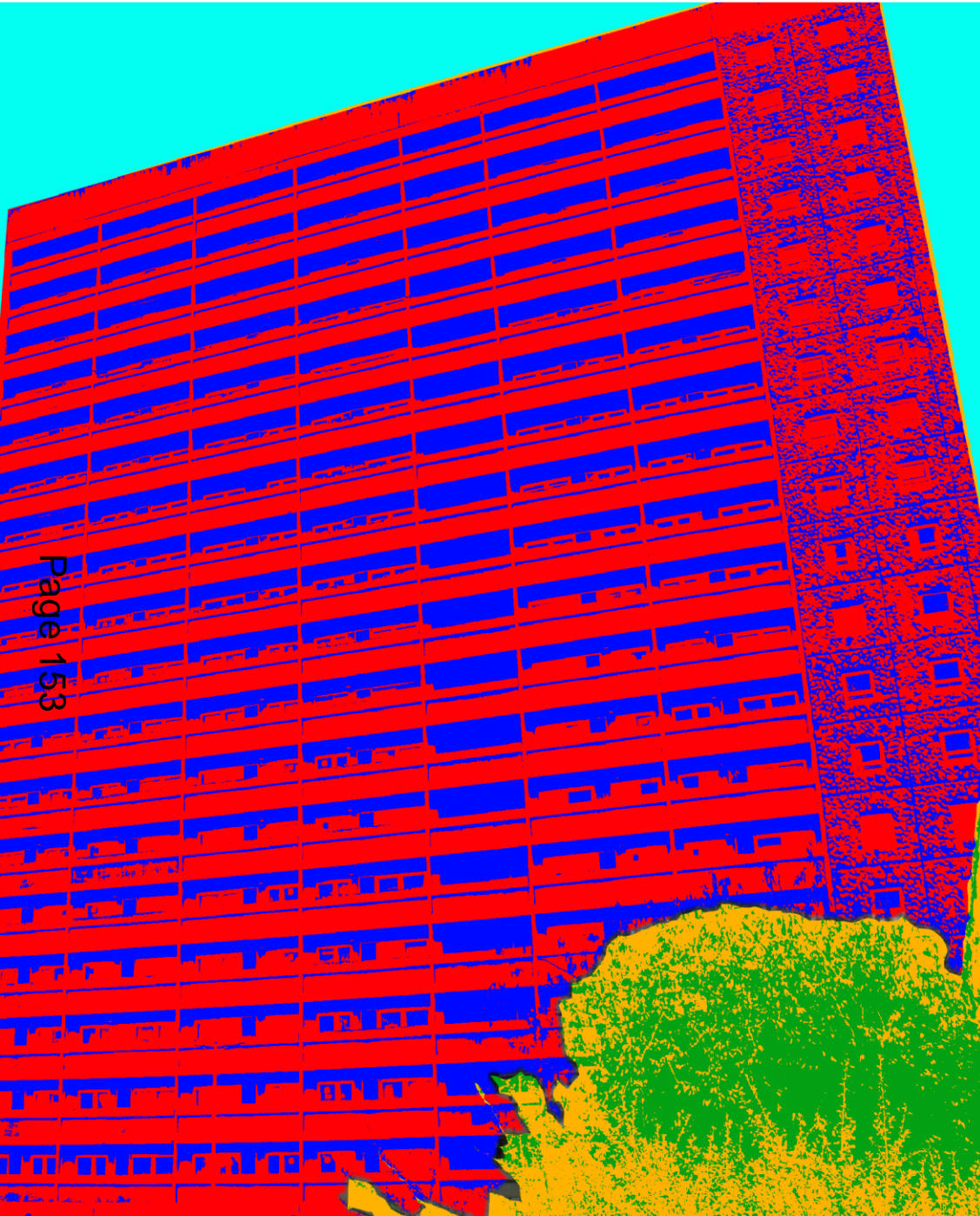
currently owned and/or occupied (excluding voids) and one survey form per response rate of 64% directly to ACC housing officers and hoped this would lead to improved communications with the Council as the options process progresses.

34% opted for one of the three refurbishments options and 16% opted for demolition and re-build.

Concerns with on-going operational issues were a thread throughout,

however residents appreciated the level of engagement and ability to speak flat, that is a

Nearly half of respondents (49.9%) opted for the 'do minimum' option,



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PART 2

03 THE SURVEY

04 SURVEY RESULTS & ANALYSIS

05 COMMITTEE MEETING & DROP IN SESSIONS



03 THE SURVEY

Background to the survey was provided to all residents in letter form, accompanied by a 'Frequently Asked Questions' (FAQs) sheet providing additional information to support completing the survey. See Appendix 3.

The online survey itself was fully translated into Ukrainian, Russian and Polish via a drop-down menu, as were the FAQs. Conditional logic was also used in the survey to tailor the questions and information to the block the residents were in as well as whether they were tenants or owners. Access to paper versions at the drop-ins as well as support in completing the form was highlighted in the letter and on posters.

The response rate was high for a survey of this nature and based on previous surveys undertaken by ACC. There are 839 flats in total. 98 flats are currently void giving a net total of 741.

If one response per flat is assumed, this gives a response rate of 64%. It is possible that there will have been more than one response from some flats and also feasible that some parties from outwith the blocks may have submitted responses, although the user profiles suggest this latter scenario has been very limited if it has happened at all.

The analysis within the body of this report relates to the overall results however a breakdown of responses to each question by the adjacent pairs of blocks is included as Appendix 2. No additional commentary has been made on these as they broadly reflect the overall responses.

Interactive versions of these dashboards, which allows the data to be interrogated per block and per pair, are also available to view at [https:// streets-uk.com/ams/data](https://streets-uk.com/ams/data)



04 SURVEY RESULTS & ANALYSIS

Q1 - Which Block

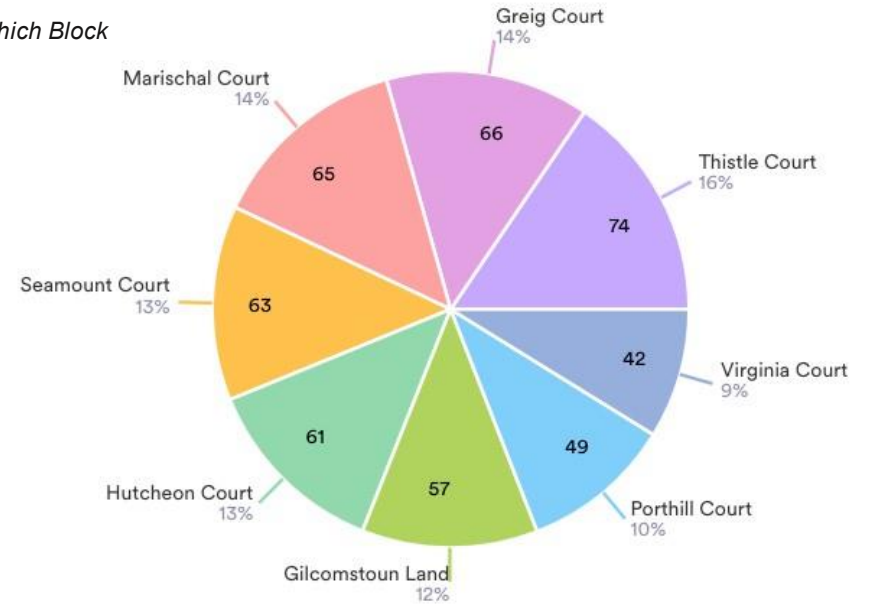
The responses were fairly evenly spread across the eight blocks. As a proportion of the flats in each block, however, Gilcomstoun Land and Virginia Court had the most responses and Greig Court and Hutcheon Court the least.

Q2 - Age Range

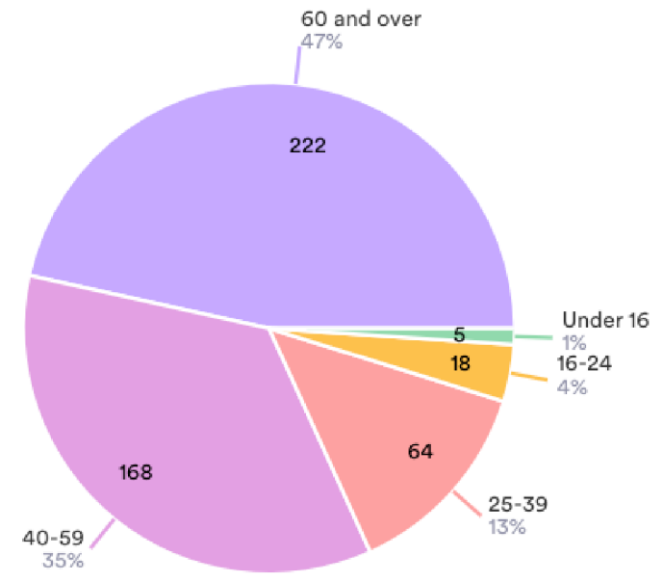
Almost half the respondents (47%) identify as being 60 and over, with another 35% identifying as being 40-59. These figures seem high although we do not have data from ACC as to the actual makeup of residents by age. It may reflect the older generations' greater willingness to participate in surveys and/or their greater levels of concern as to the potential impacts on them.

04 SURVEY RESULTS & ANALYSIS

Which Block

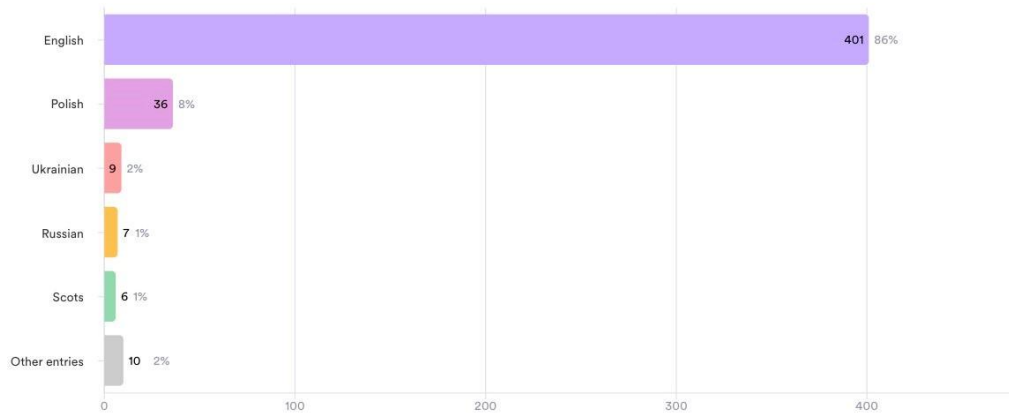


Age Range



04 SURVEY RESULTS & ANALYSIS

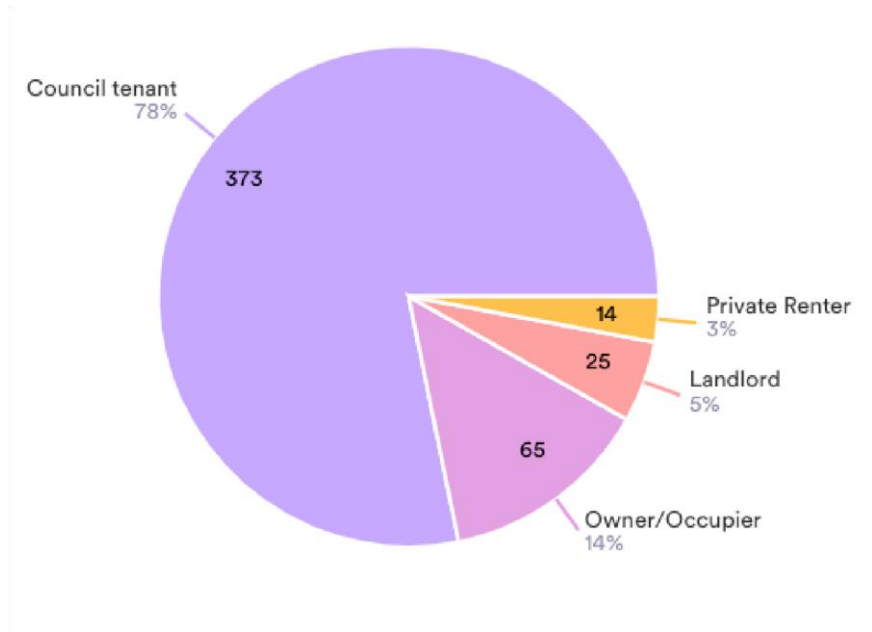
First Language



Q3 - First Language

The number of submissions from first languages other than English seems relatively low, especially from Ukrainian/Russian speakers.

We understand from ACC that they are aware of at least 65 flats across the eight blocks as occupied by Ukrainian/Russian speakers. This is despite the survey and FAQs being fully translated and posters in Ukrainian/Russian/Polish being put up in the blocks and on social media (see Appendix 1.2)



Tenure

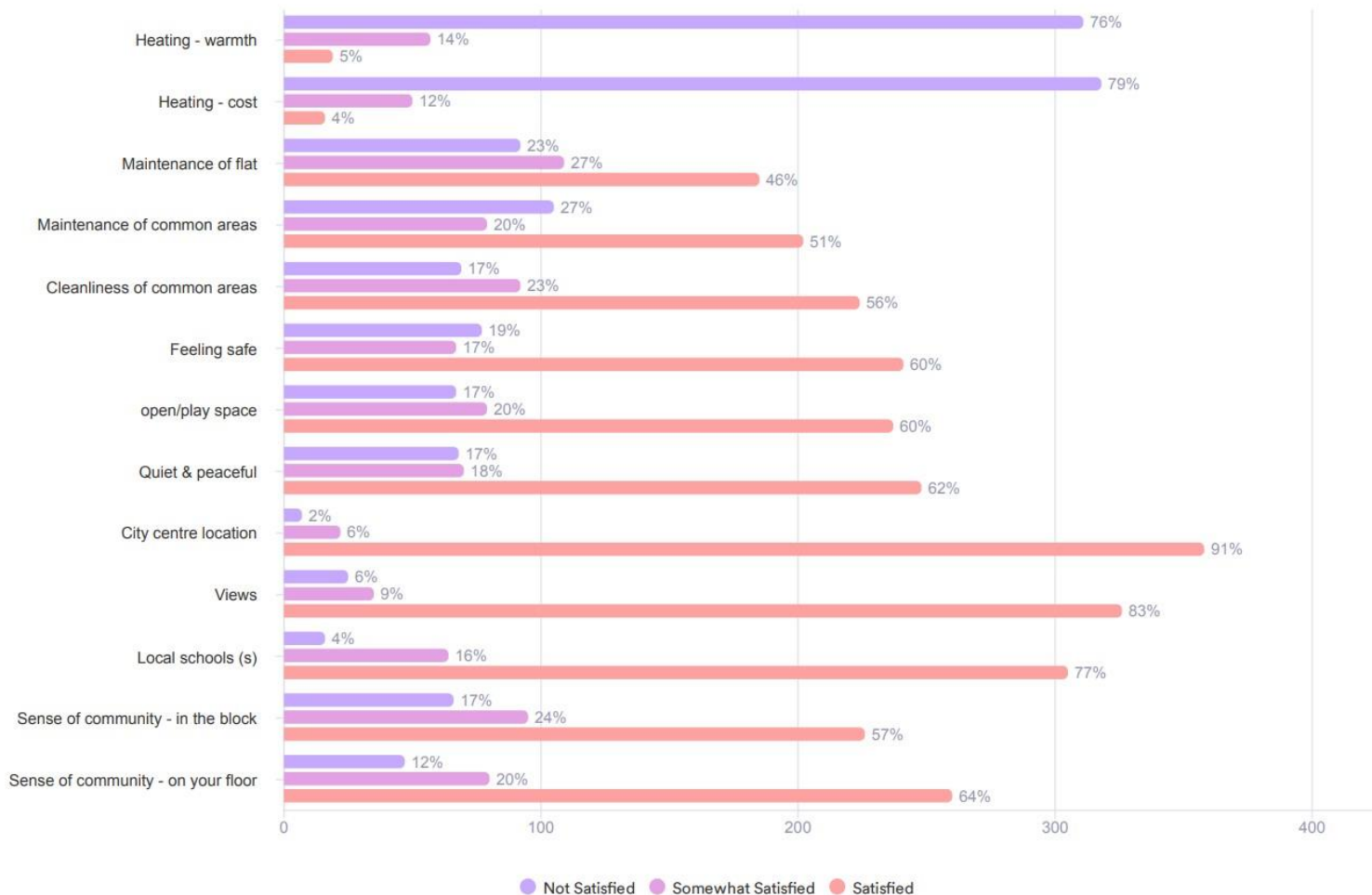
Q4 - Tenure

19% of respondents identified as being either owner/occupiers or landlords. This compares to the actual proportion of privately owned flats of almost 28%.

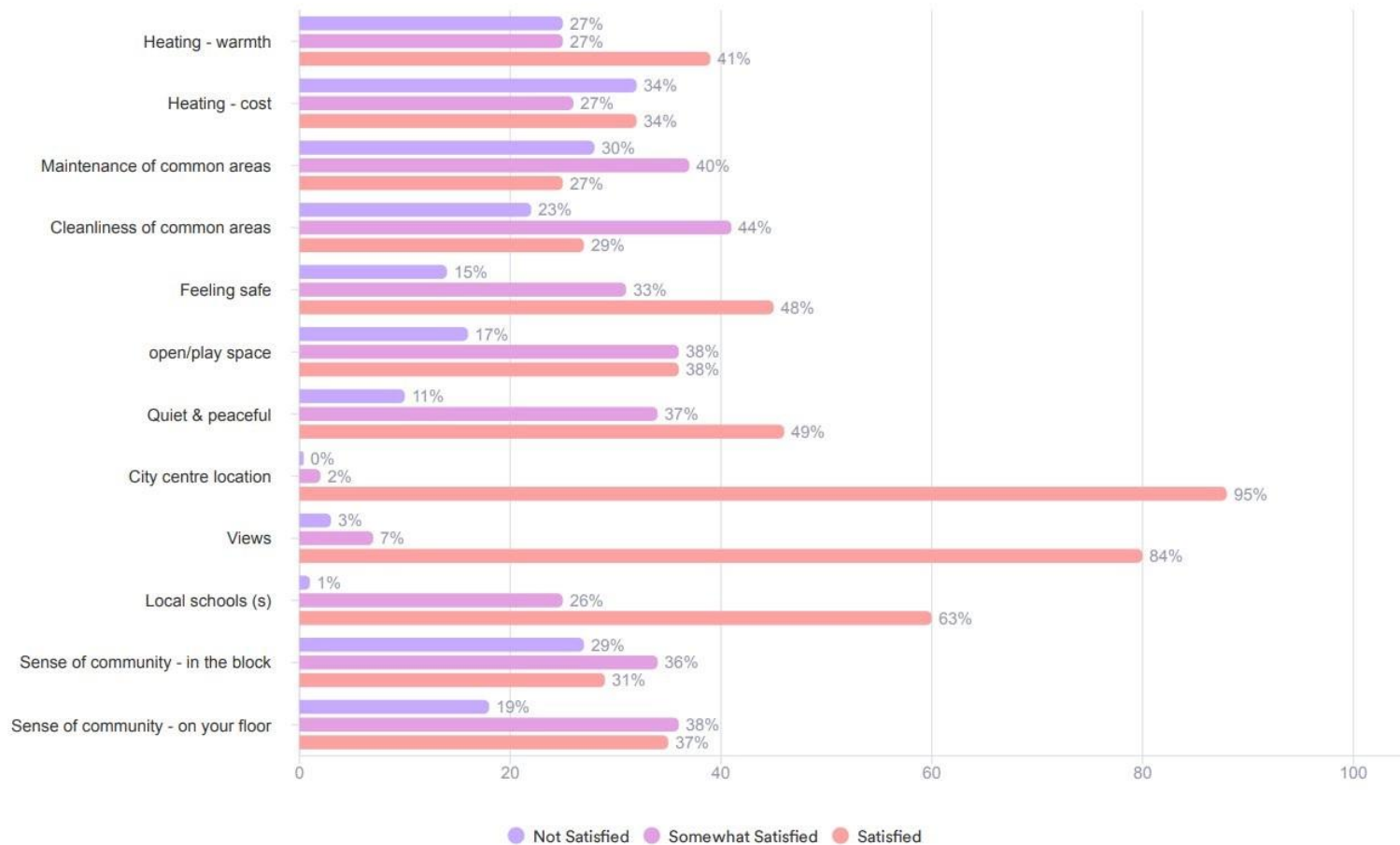
Q5 - Quality of Current Home – Council Tenants

Amenities recording the greatest satisfaction levels were City Centre Proximity, Views, Quiet & Peaceful, Local Schools and Feeling Safe. Those recording the lowest satisfaction levels were Heating Warmth and Heating Cost.

Respondents were also given the opportunity to provide comments against each of these criteria. **These comments are included as Appendix 4.**



04 SURVEY RESULTS & ANALYSIS



Q6 - Quality of Current Home – Privately Owned

There are notable differences in response between tenants and owners with regard to heating – warmth and heating – costs. 76% and 79% of tenants are not satisfied with levels of warmth and costs respectively, whilst the figures for owners are 27% and 34%. This could suggest that owners have upgraded their own heating and/or insulation.

04 SURVEY RESULTS & ANALYSIS

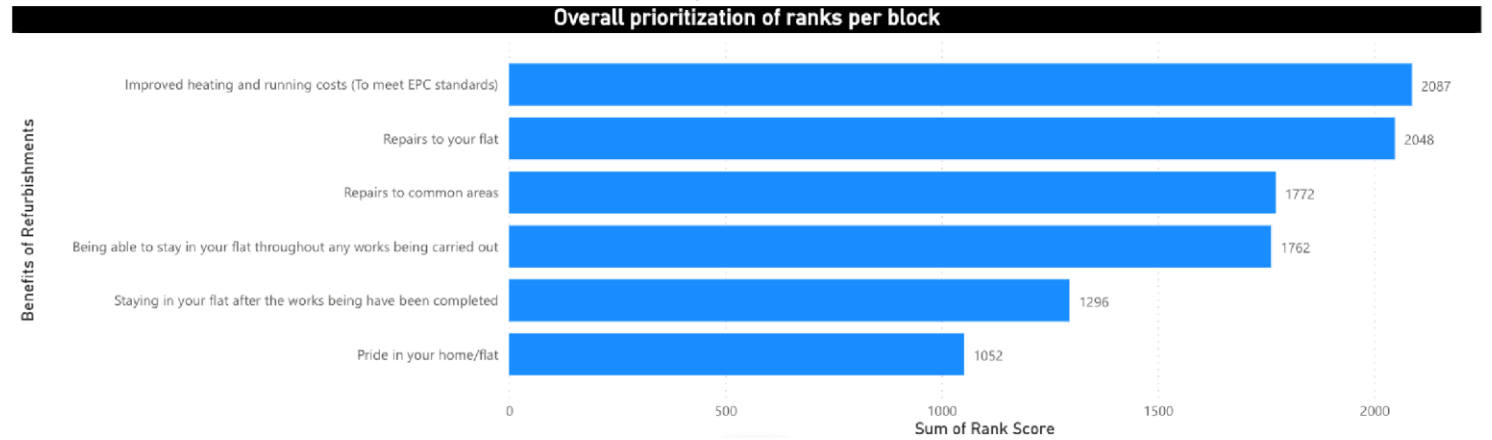
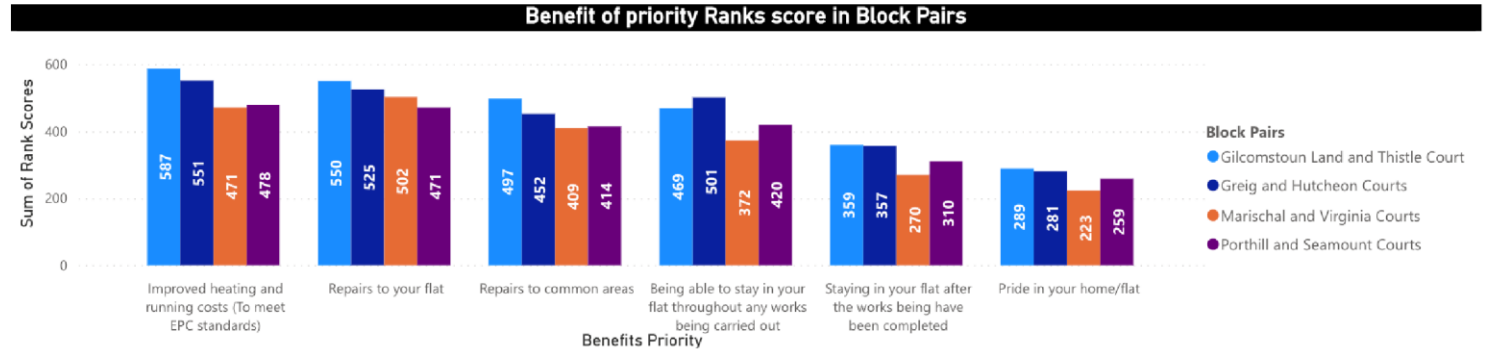
Q7 - Ranking Potential Positive Impacts

The potential positive impacts of refurbishment ranked highest are 'Improved heating and running costs (to meet EPC standards)' 'Repairs to your flat' and 'Being able to stay in home throughout the works being carried out.'

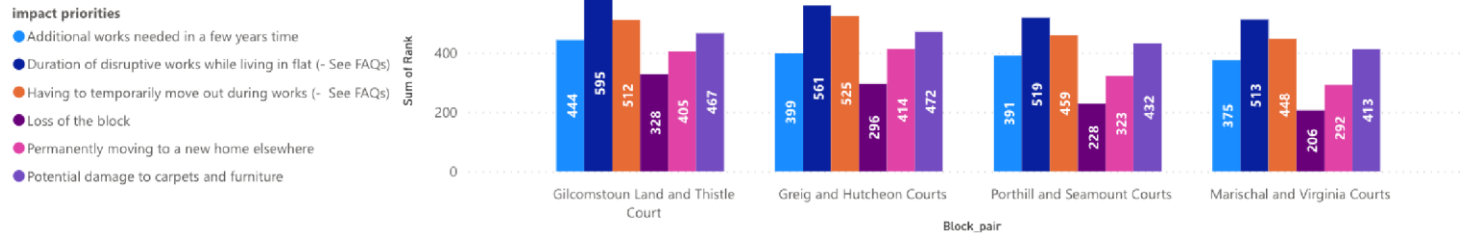
The positive impacts ranked lowest are 'pride in your home' and 'staying in your home after the works have been completed' and 'pride in your home'.

The responses per pair of blocks broadly reflected the overall response and these are detailed in Appendix 2.

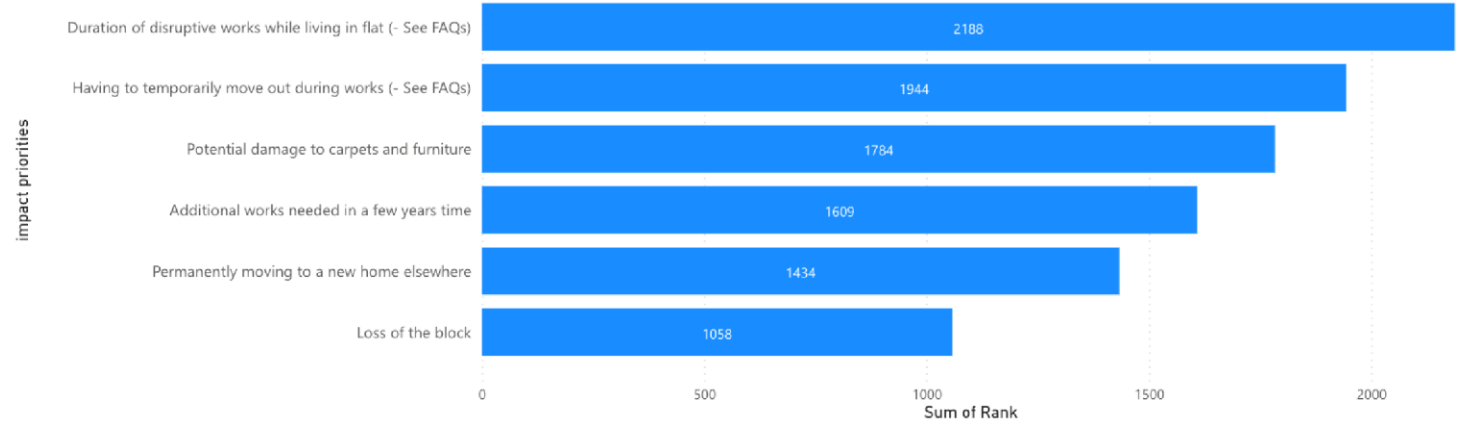
04 SURVEY RESULTS & ANALYSIS



Distribution of response for Impact by Blocks



Distribution of Response for Impact Priorities by Blocks



Q8 - Ranking Potential Negative Impacts

The potential negative impacts causing most concern are 'duration of disruptive works while living in home' and 'having to temporarily move out during works'.

The potential negative impacts causing least concern are 'permanently moving to a new home elsewhere' and 'loss of the block'.

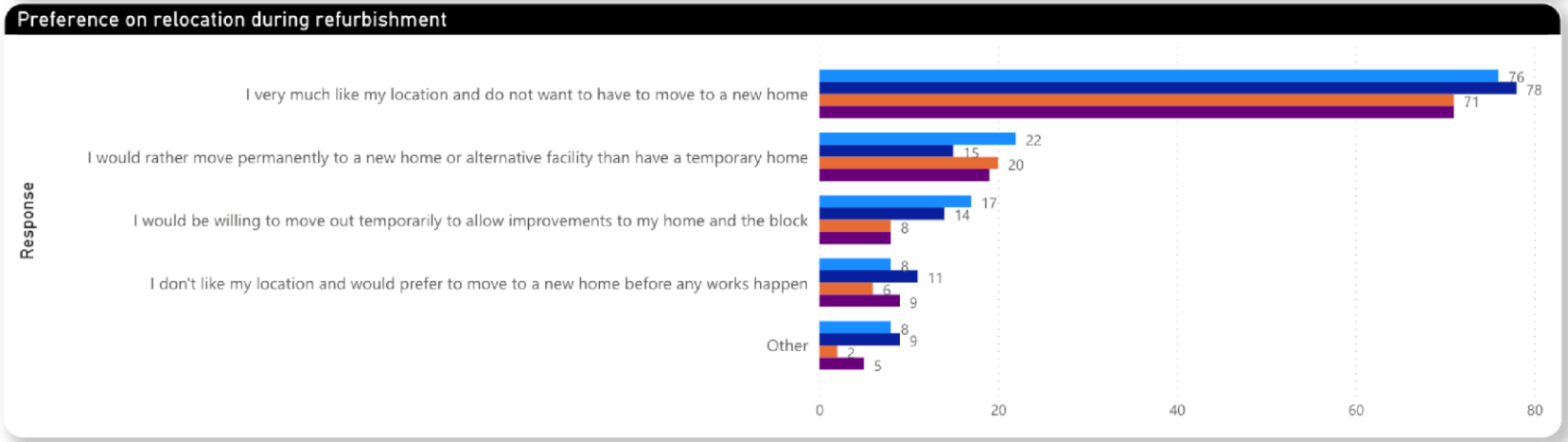
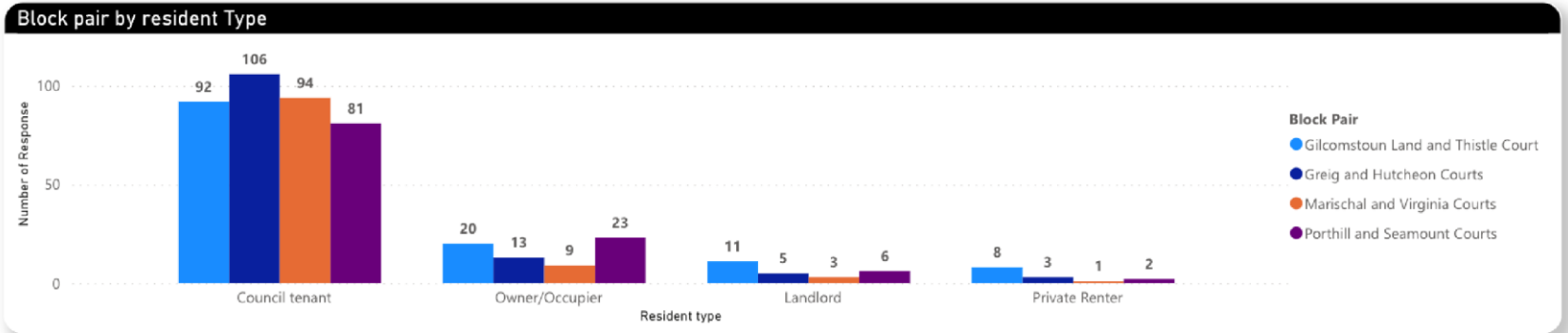
The responses per pair of blocks broadly reflected the overall response and these are detailed in Appendix 2.

04 SURVEY RESULTS & ANALYSIS

04 SURVEY RESULTS & ANALYSIS

Q9 - Preference on relocation during refurbishment

A majority (62%) do not want to have to move at all, either temporarily as a decant or permanently.

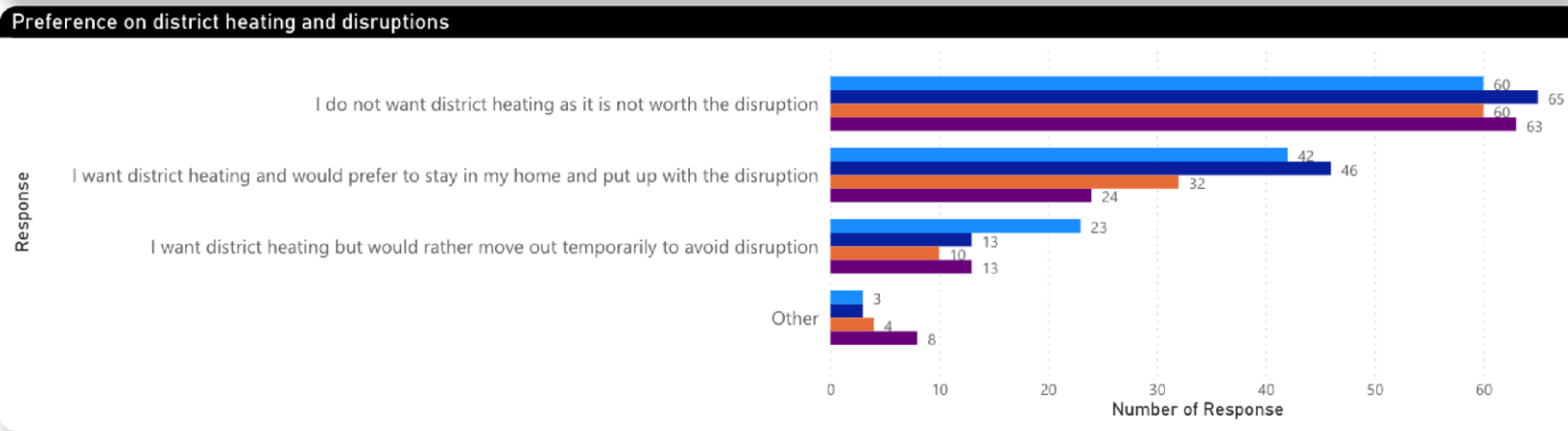
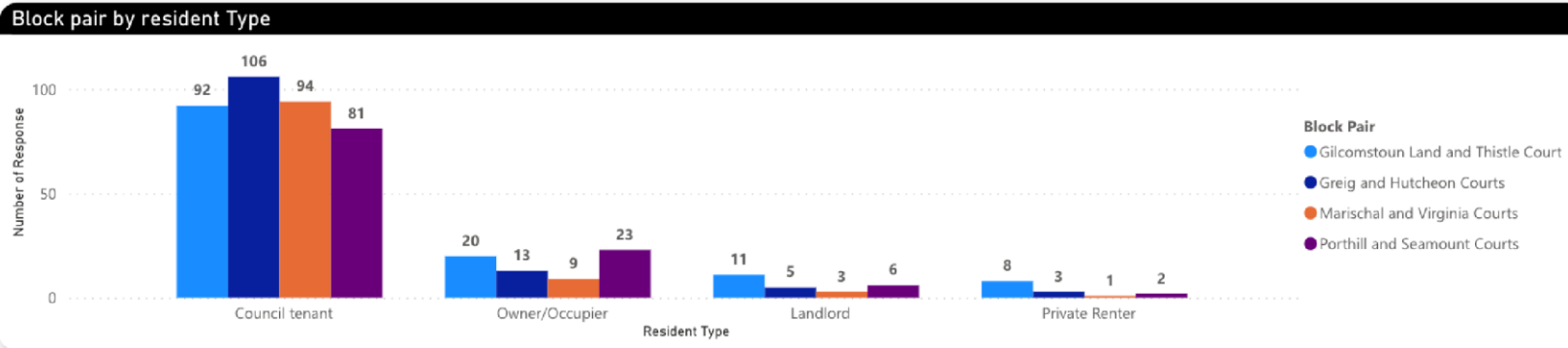


04 SURVEY RESULTS & ANALYSIS

Q10 - Preference on District Heating and Related Disruption

Approximately half (52%) do not want district heating as they do not feel it is worth the disruption. Just below half (44%) want district heating but are split between preferring to stay in their home or move out. These figures may be fluid as consultees found it hard to answer based on the level of information about prospective disruption available at this time.

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04 SURVEY RESULTS & ANALYSIS

Q11 - Owners' Feelings on Costs

The largest proportion (33%) would rather sell than participate.

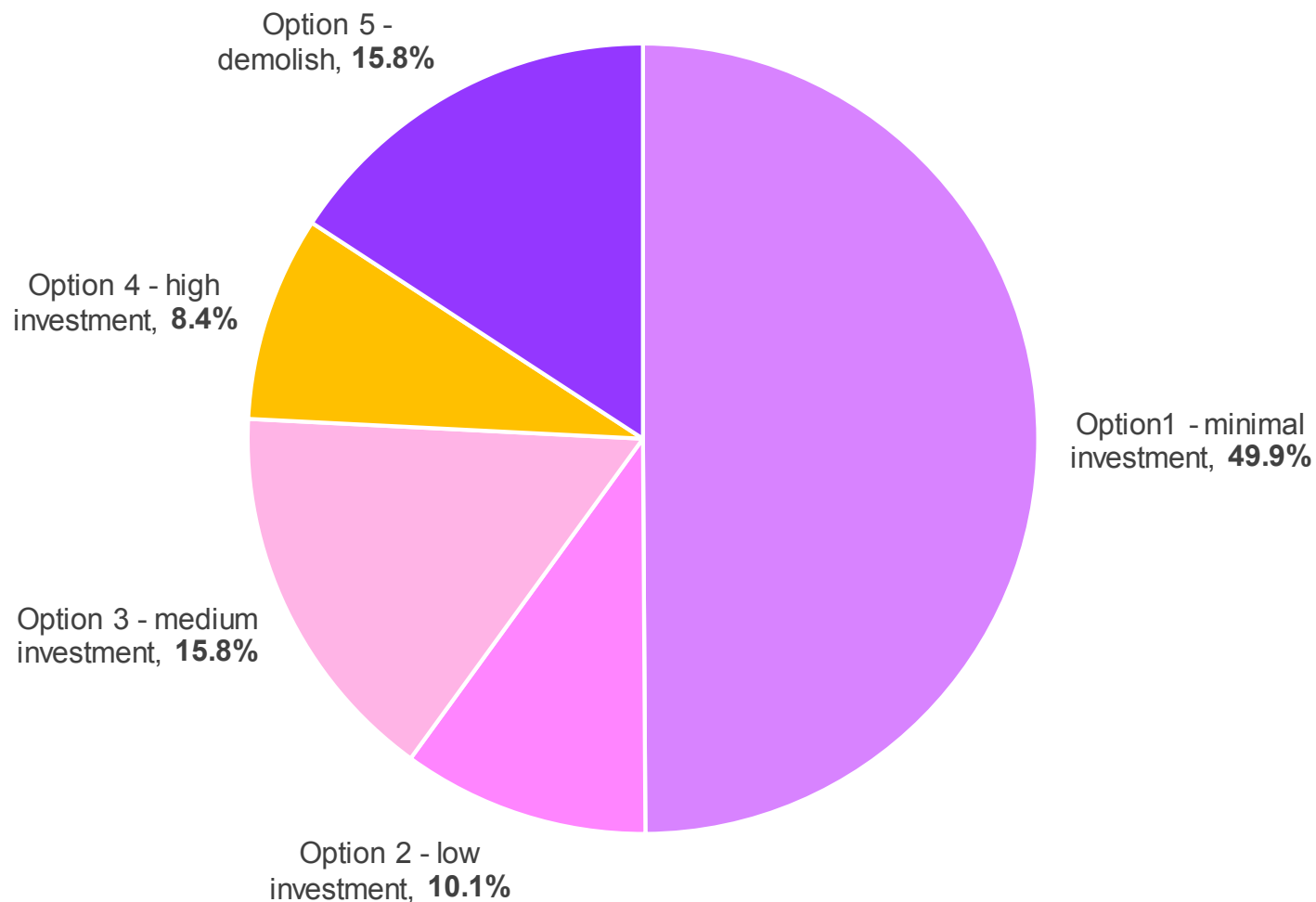
A further 48% are in favour of refurbishment but either cannot or do not want to contribute to costs.

19% are in favour of refurbishment and think it reasonable that owners make a realistic contribution to costs.

In conversation, this realism was in relation to the value of the property rather than the scale of the costs.



04 SURVEY RESULTS & ANALYSIS



Q12 - Which option

Half (49.9%) have selected Option 1, Minimal Investment. This mirrors the answer on feelings regarding district heating and related disruption but is counter to the earlier questions on quality of existing heating which 76% of tenants described as unsatisfactory. This would suggest concern regarding disruption is the most dominant factor.

34.3% selected one of the 3 refurbishment options involving installation of a communal district heating system.

15.8% selected demolition. Anecdotal evidence from the drop-ins suggests some may have chosen this option in the hope that demolition would speed up their desired move to an alternative property but it cannot be confirmed if this is the case.

When the response to this question is analysed by pairs of blocks, the results are very consistent across each pair.

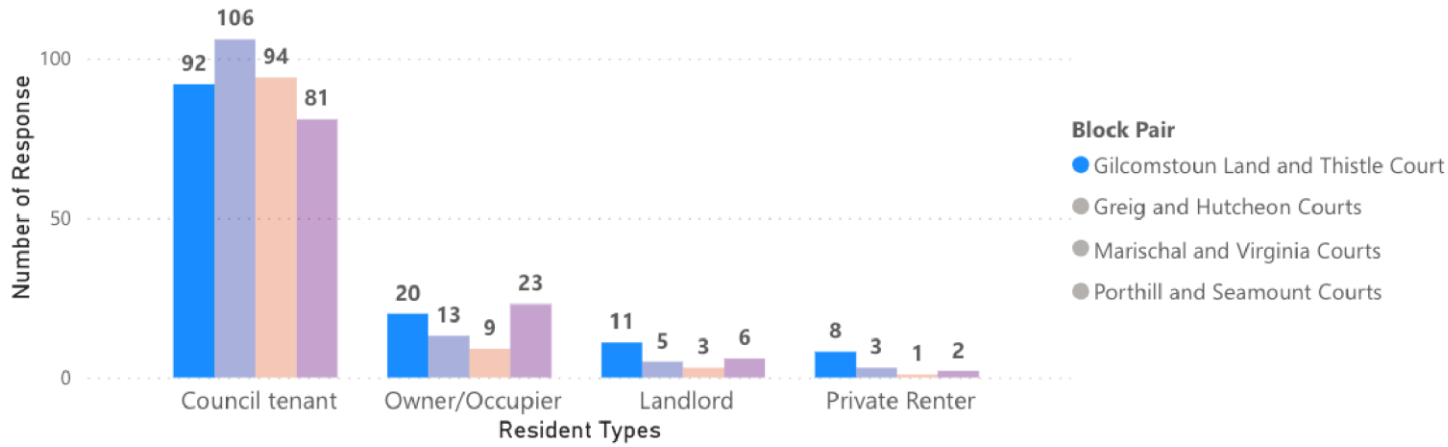
Results are shown by each block pair on the following pages.

04 SURVEY RESULTS & ANALYSIS

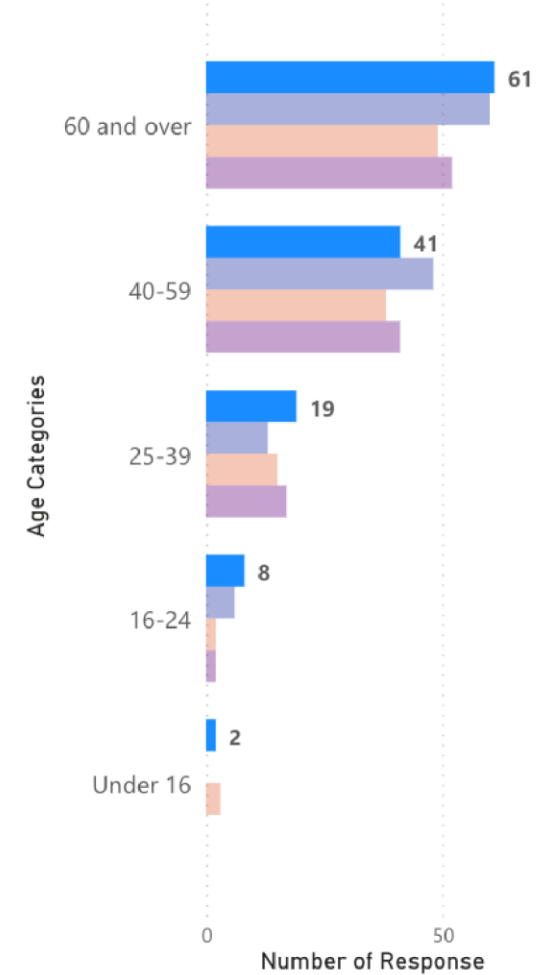
Q12 - Which option - cont.

Investment Preferences - Gilcomstoun Land and Thistle Court

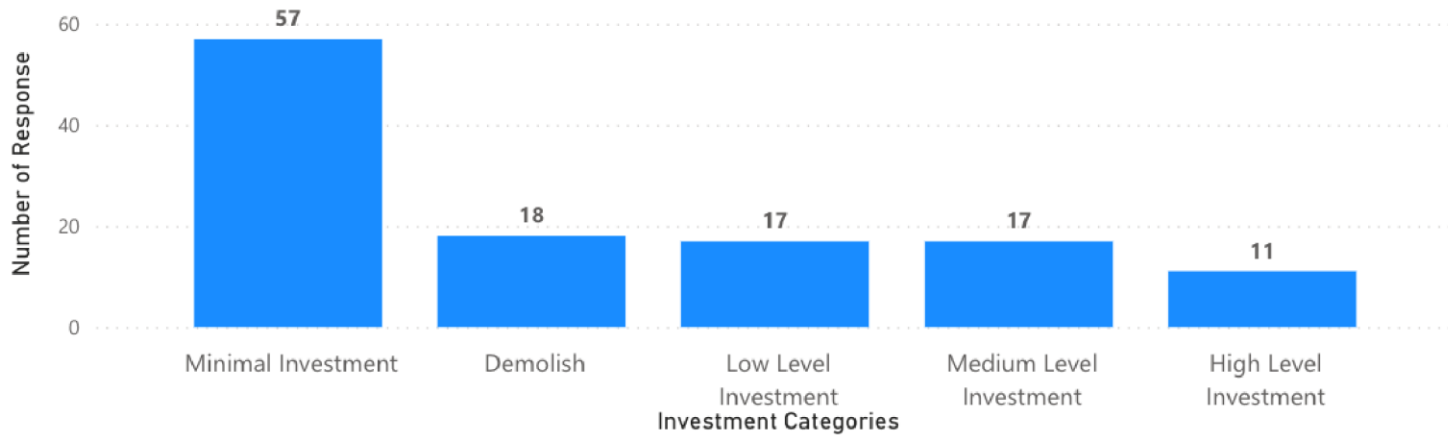
Block pair by resident Type



Age Categories



Investment Categories

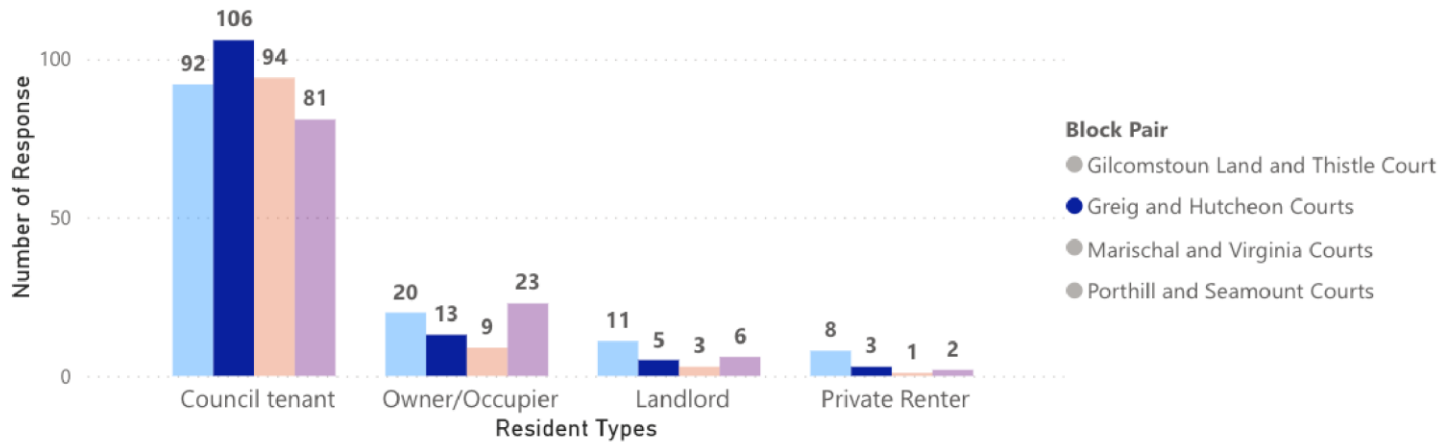


04 SURVEY RESULTS & ANALYSIS

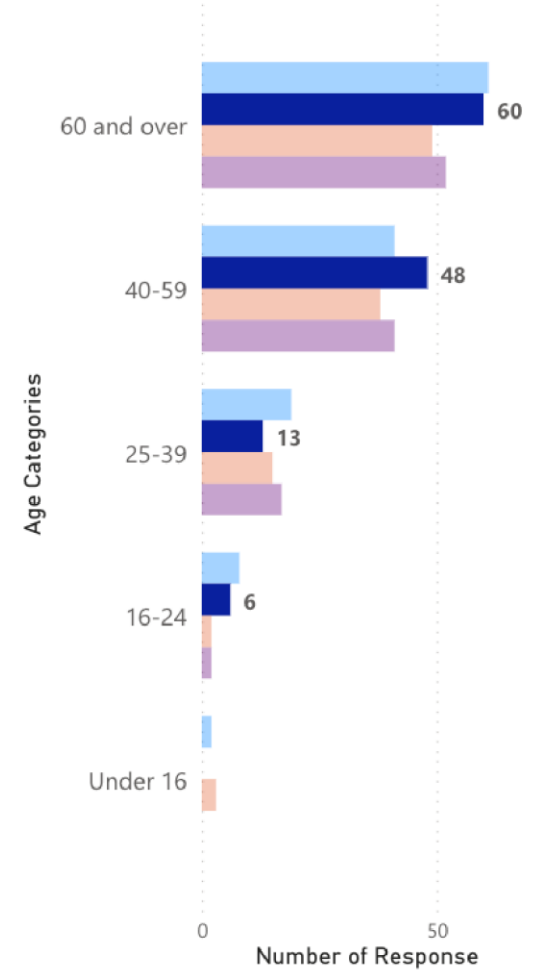
Q12 - Which option - cont.

Investment Preferences - Greig and Hutcheon Courts

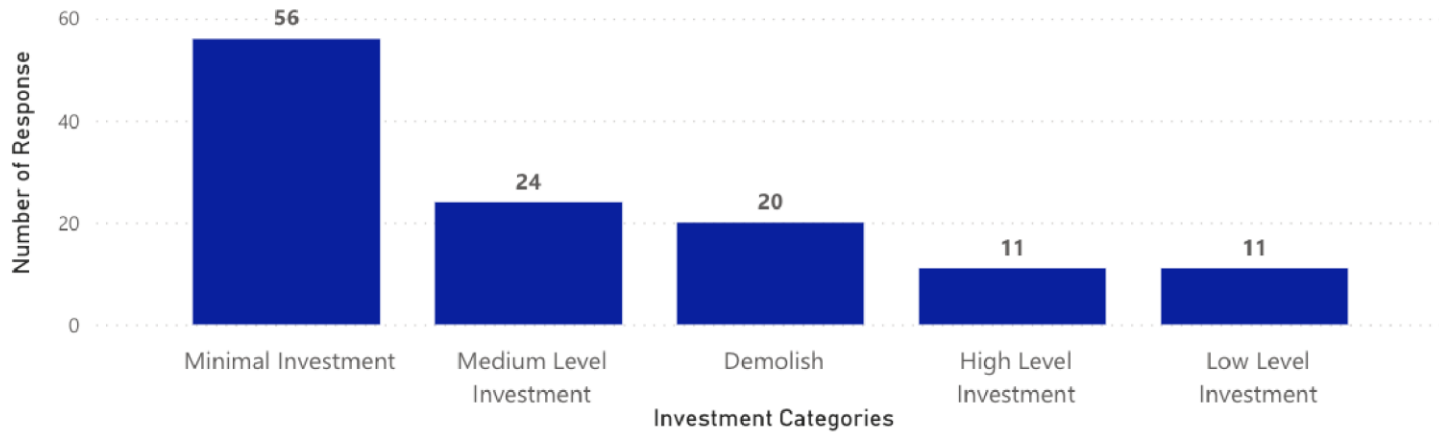
Block pair by resident Type



Age Categories



Investment Categories

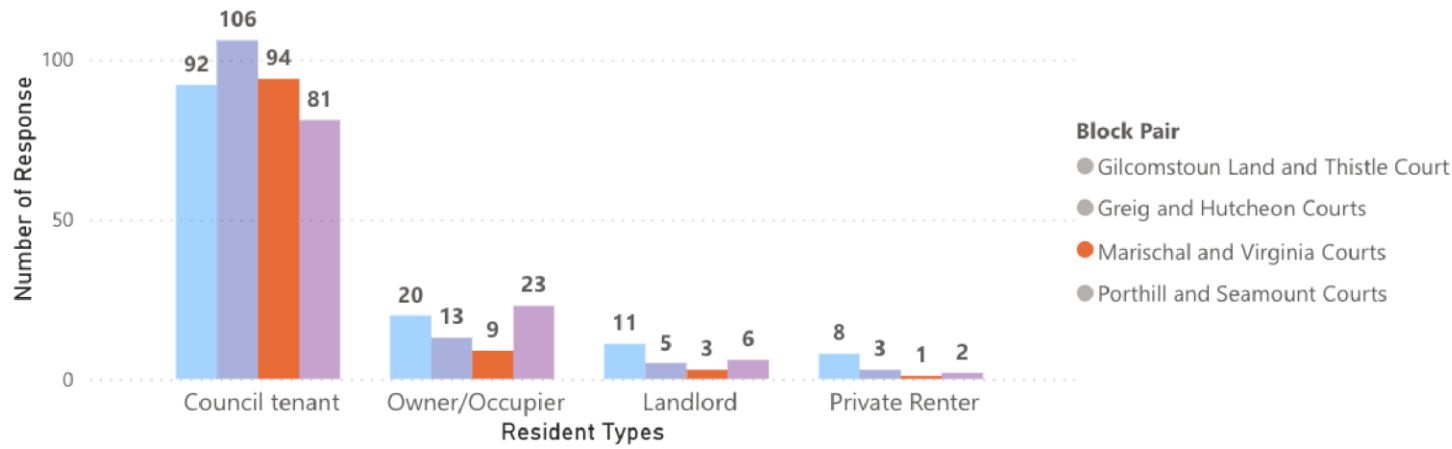


04 SURVEY RESULTS & ANALYSIS

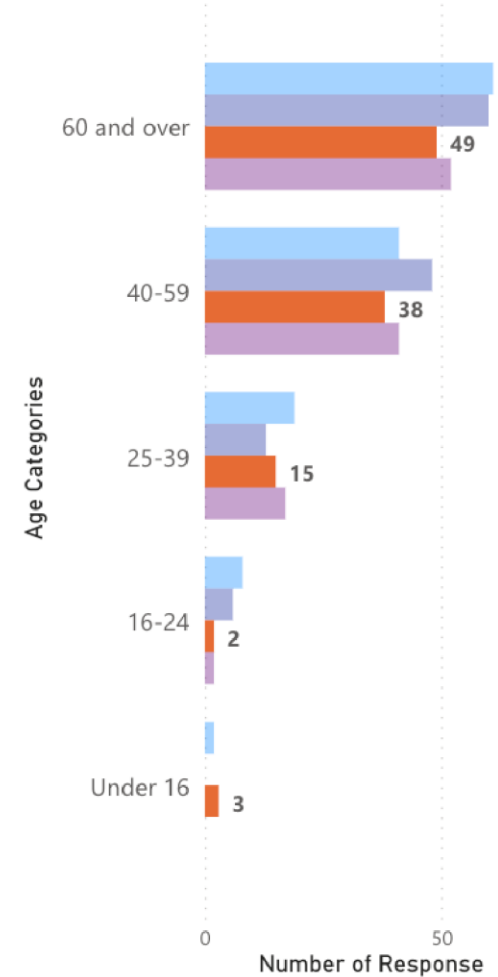
Q12 - Which option - cont.

Investment Preferences - Marischal & Virginia Courts

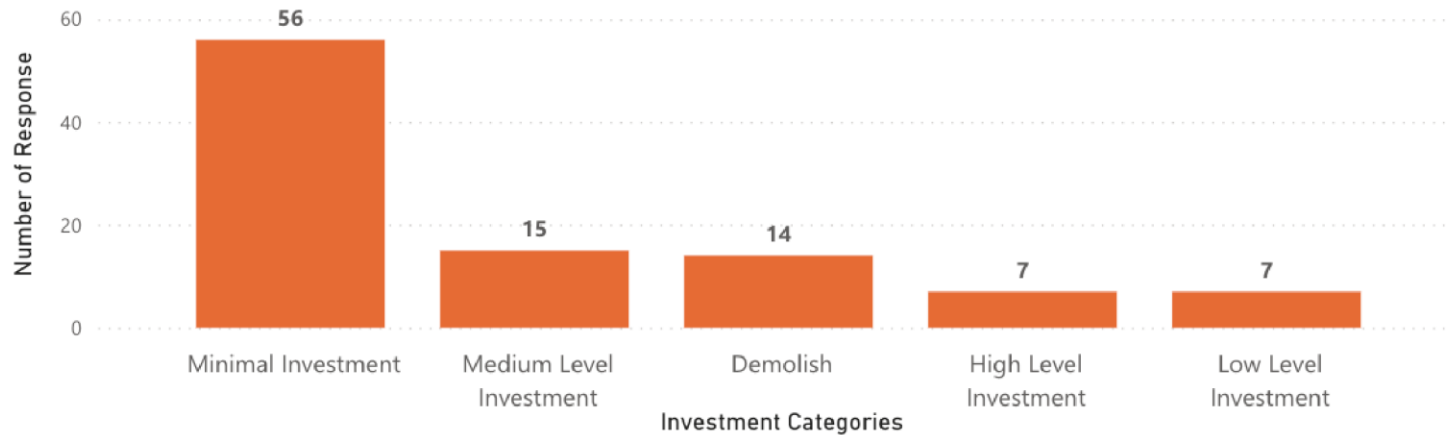
Block pair by resident Type



Age Categories



Investment Categories

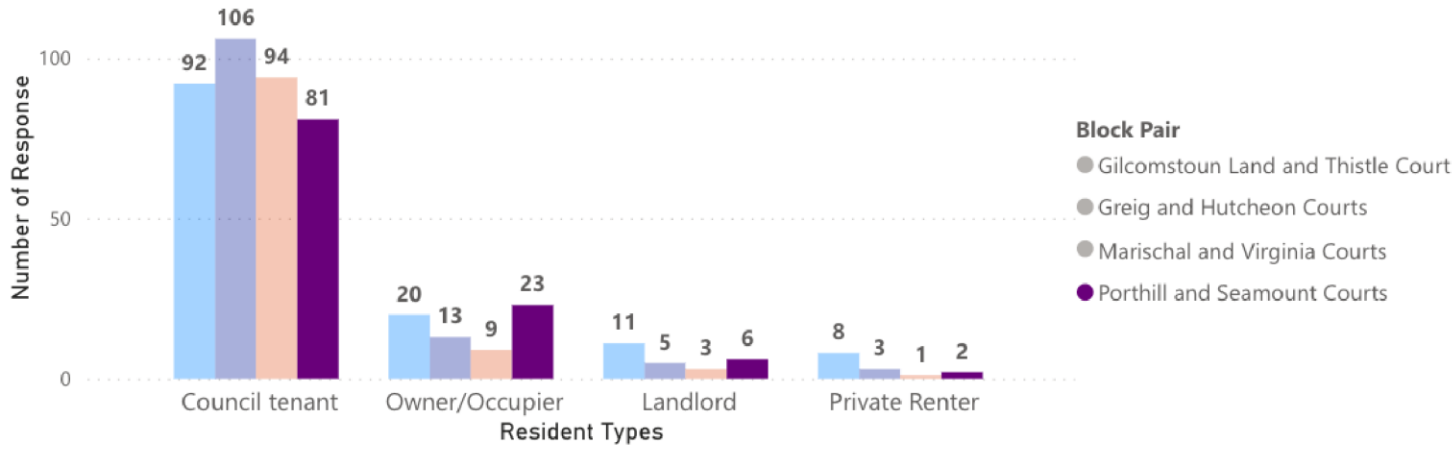


04 SURVEY RESULTS & ANALYSIS

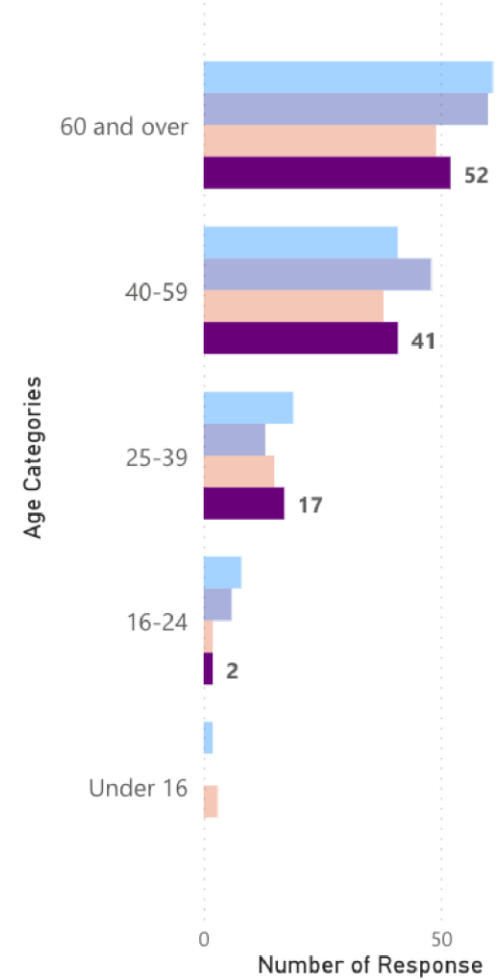
Q12 - Which option - cont.

Investment Preferences - Porthill & Seamount Courts

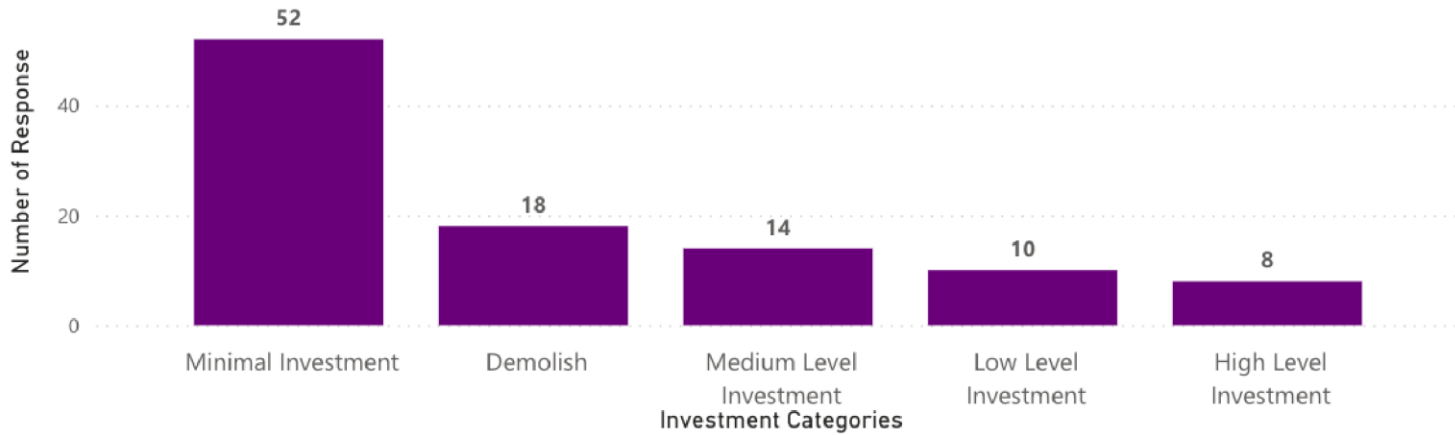
Block pair by resident Type



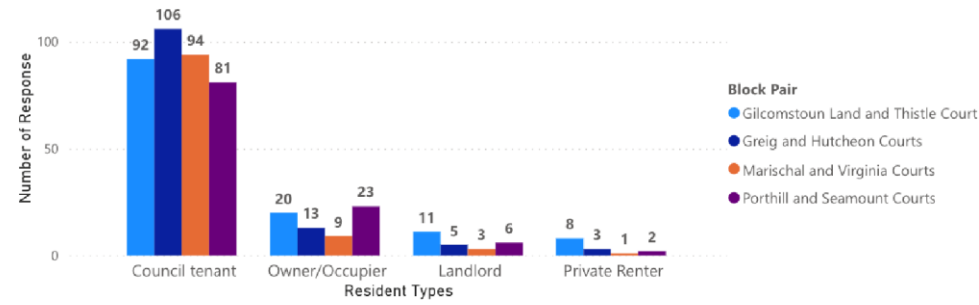
Age Categories



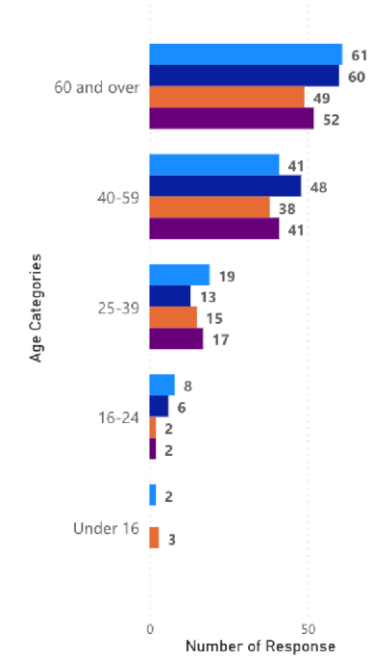
Investment Categories



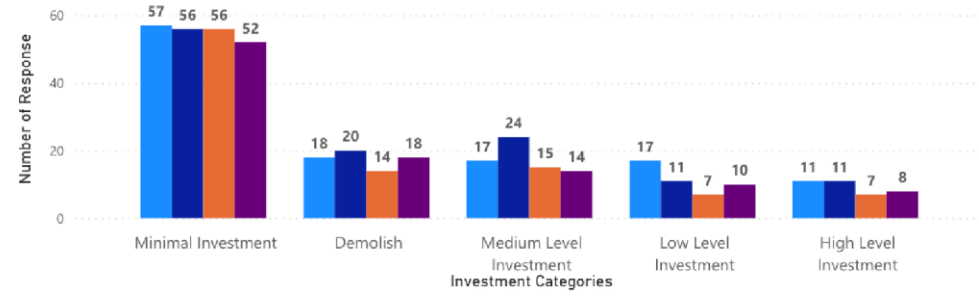
Block pair by resident Type



Age Categories



Investment Categories



04 SURVEY RESULTS & ANALYSIS

Q12 - Which option - cont.

When they are analysed by age group, however, significantly higher proportions of the 60 and over age group selected Option 1. Compared to the overall of 49.9%, the proportions for this age group per pair were 63% for Gilcomstoun and Thistle, 69% for Greig and Hutcheon, 69% for Marischal and Virginia and 71% for Porthill and Seamount.

Graphics of the responses per pair of blocks by age grouping can be seen in Appendix 2.

Q13 - Additional Comments on Choice of Option

The additional comments have been analysed by choice of option and most common themes and topics. **All comments are detailed in Appendix 4**

Investment Preferences - Resident type and age categories

04 SURVEY RESULTS & ANALYSIS

Q14 - Owners' Awareness of Buy Back Scheme

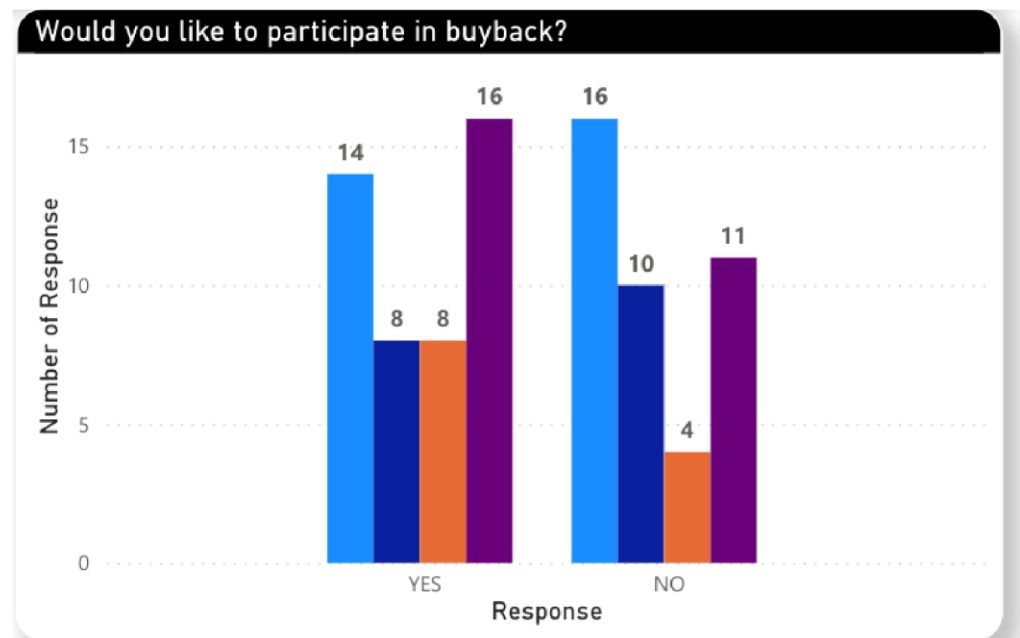
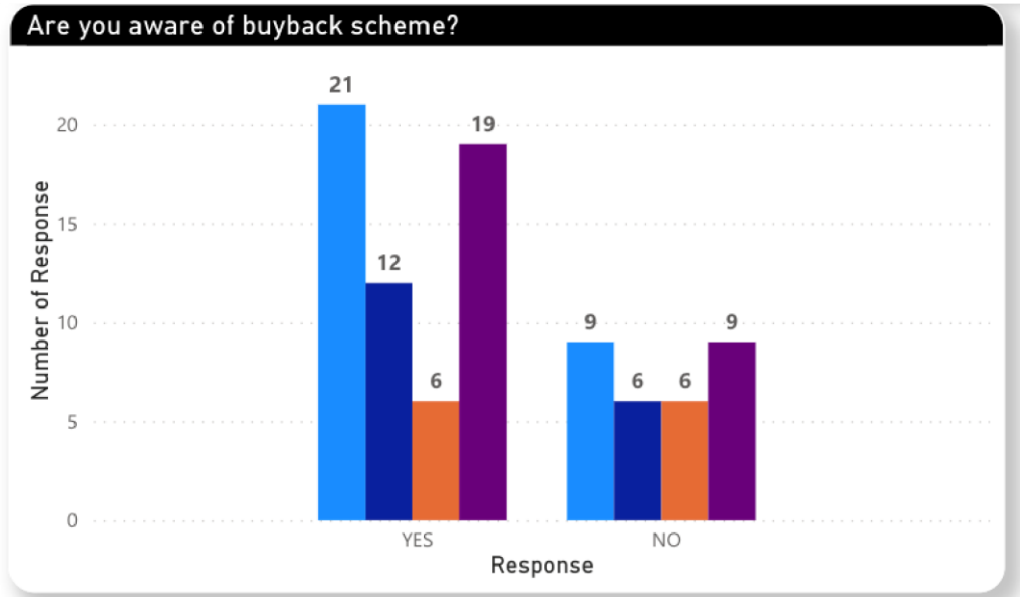
There was good awareness of the Council's buy back scheme, with 66% of owners confirming they had heard of the scheme

Q15 - Owners' Willingness to Participate in Buy Back scheme

A majority (54%) in the online survey confirmed they would want to participate in the scheme however quite a few of the owner occupiers and landlords at the drop-ins suggested their preferred answer would be 'don't know' until further detail of both the preferred option and the buy back scheme specific to the multi storey blocks are known

Q16 - Additional Comments, Concerns or Suggestions

The additional comments have been analysed and categorized by most common themes and topics. **All comments are detailed in Appendix 4**

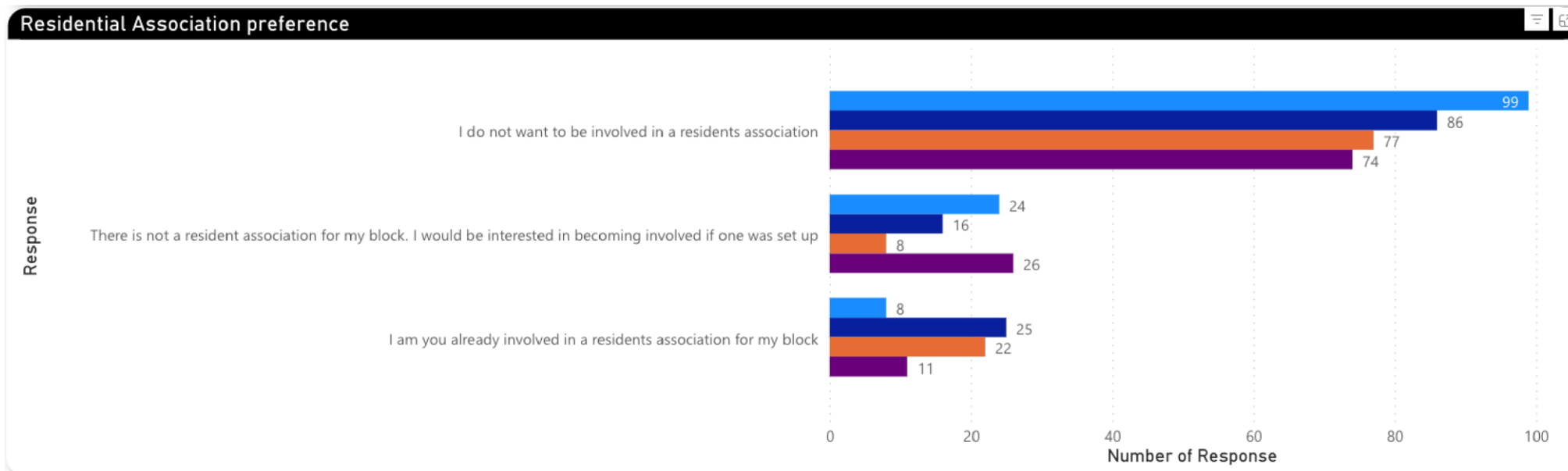


04 SURVEY RESULTS & ANALYSIS

Q17 - Interest in Becoming Involved in Residents' Associations

Although 71% of respondents state they do not want to be involved in a residents' association, 74 individuals across the 8 blocks said that they do.

This gives both ACC and Shelter Scotland opportunity to help establish associations in those blocks that currently do not have one (All apart from Greig Court and Marischal Court).



05 RESIDENT COMMITTEE MEETING & DROP IN SESSIONS

The timings of the drop-in sessions were detailed in the letters issued to all residents and owners as well as being highlighted within the online survey, on posters throughout the blocks and on residents groups' Facebook pages. They were also mentioned in the press release covered by most local media.

Display boards were prepared for all face-to-face sessions which were all attended by housing officers from ACC, streets-UK, TPAS and Shelter Scotland.

Date & Time	Location	Description	No of attendees
1 st Nov 6pm	Greig Court Common Room	Meeting with Greig Court Residents' Committee and chair of Marischal Court Residents' Committee	14
6 th Nov 2-7pm	Marischal Court Common Room	Drop-in session for residents of Marischal Court and Virginia Court	25
7 th Nov 2-7pm	Seamount Court Common Room	Drop-in session for residents of Seamount Court and Porthill Court	65
8 th Nov 2-7pm	Thistle Court Common Room	Drop-in session for residents of Thistle Court and Gilcomstoun Land	65
9 th Nov 2-7pm	Greig Court Common Room	Drop-in session for residents of Greig Court and Hutcheon Court	31

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05 COMMITTEE MEETING & DROP IN SESSIONS

The main aims of the face-to-face events were;

- to provide additional background information around the proposals and the engagement process
- to answer queries from attendees; to listen to attendees thoughts and concerns on both the existing living conditions and on the proposed options • to support completion of the survey either online or in paper form
- to highlight the opportunity for support in establishing additional residents' associations.

The deliberate branding of the engagement materials in bright, non-Council colours and the attendance of independent parties helped to overcome elements of suspicion and cynicism towards the Council amongst the attendees.

This collaborative and 'listening' approach was then very much adopted by the ACC housing staff who were also able to discuss 'operational' issues that were concerning attendees.



Resident drop-in events

05 COMMITTEE MEETING & DROP IN SESSIONS

Notes from the events from both TPAS and Shelter Scotland are included in Appendix 6 however the key themes emerging from the conversations were;

Heating – There was considerable dissatisfaction with the efficiency of the existing heating systems within the flats as well as a lack of effective insulation, leading to cold and damp conditions. This inefficiency meant that heaters would require to be used a lot leading to higher energy bills. A significant proportion expressed their desire for a communal district heating system that would be more effective and better value.

Operational Issues – A significant number of residents complained of necessary repairs and maintenance, both inside flats and in the common areas, not being attended to within a reasonable timescale and with antisocial behaviour issues not being addressed. Although not directly linked to the strategic option proposals, many of the residents believed there is little point refurbishing the fabric of the building if such operational issues are not addressed.

Owner Occupier concerns – Many owner occupiers felt that they could not afford to pay significant contributions towards the costs of refurbishment and would therefore require to opt for the buyback scheme. Their concerns with this outcome were that the market value of their flat would not allow them to buy elsewhere in Aberdeen. In addition, they would not qualify for housing benefit and do not know if they would qualify for social housing. Several elderly owner occupiers expressed considerable anxiety at the position they feel they are now in.

City Centre location – Most residents very much like the central location of their block. As well as being convenient for amenities, residents highlighted the lower costs associated with not needing to run a car or for additional bus journeys to work. Most residents with children appreciated the quality of the local schools and had concerns at not knowing where in the City they might end up if a move was required.

Reluctance to move– Linked to the above theme around city centre location, many residents just don't want to have to move. This may be because of location, existing sense of community, not wanting the disruption and potential cost or not knowing where they may be relocated to. Some residents have lived in their block for decades and are very reluctant to change.

Level of potential disruption – A repeated concern is the lack of specific information at this stage as to the likely level of disruption, per flat, and its duration. Residents felt it hard to choose between the options based on the 'high level' information currently available.

Timescales – Residents were keen to understand what the anticipated timescales are, both for the next stage of the decision-making process around options and also potential start dates for the chosen option(s). Re-assurance was given that their views would be considered by the Committee as part of a wider report before the end of 2023.

Decision making process – A minority of residents expressed the view that there is already a preferred option for the Council and that this is what will be chosen come what may. A greater number wanted assurance that their views would be a key factor in the decision-making process and that this consultation should be the start of constructive engagement and dialogue with residents, not the end. **Individual blocks**– Several residents highlighted the different circumstances of individual blocks in terms of age, condition, listed status, alternative uses of the land and wondered if the decision-making process allowed for different solutions for different blocks.

Desire for a new home – A number of residents expressed the opinion that the blocks were not pleasant to live in and that they very much wanted to move. Some of this group felt that the best solution would be to knock the blocks down and provide better quality new homes to meet the demand.



ABERDEEN CITY CENTRE MULTI-STOREY BLOCKS

Appendices

streets-uk





APPENDICES

1. LETTERS / POSTERS & SOCIAL MEDIA
2. DATA ANALYSIS PER PAIR OF BLOCKS
3. FAQs
4. RESIDENTS' COMMENTS
5. TPAS & SHELTER SCOTLAND OBSERVATIONS



APPENDIX 1.1 - LETTERS

1.1 Resident letter



16 November 2023

The Resident

XXXXXXXXXXXXXXXXXX

ABERDEEN

XXXXXXXXXXXXXXXXXX

Business Services
Housing Assets
Aberdeen City Council
Business Hub 16
3rd Floor West
Marischal College
Broad Street
Aberdeen AB10 1AB

Dear resident,

Consultation on future of the City Centre multi storey blocks
Marischal Court, Virginia Court, Seamount Court, Porthill Court, Greig Court, Hutcheon Court, Thistle Court and
Gilcomston Land

You may have heard that Aberdeen City Council have been considering options for the future of eight
City Centre Multi Storey blocks. Five different options were outlined in a report by Aberdeen City Council's
Communities, Housing and Public Protection Committee in May 2023, where Councillors requested that a consultation
exercise be carried out to gather the opinions of the residents and flat owners within those blocks on the options
contained in the report. (Details of the options are on the other side of this letter.)

The survey, which was co-produced with streets-UK, TPAS Scotland and Shelter Scotland (see enclosed FAQs for
more information) can be accessed online at www.streetsuk.com/aberdeencitymultistoreys or by scanning the QR code
over the page. It will take about 10 minutes to complete.

The consultation survey will be open until 10th November 2023 and can be done online now, or by attending a drop-in
session for residents and flat owners from your block on: Monday 6th Nov at Marischal Court Common Room; Tuesday
7th November at Seamount Court Common Room; 8th
November at Thistle Court common Room and 9th November at Greig Court Common Room all at
2pm to 7pm. Representatives of streets-UK, The Tenant Participation Advisory Service Scotland (TPAS), Shelter
Scotland and Aberdeen City Council will attend the drop-in session to discuss the options and can assist you to
complete the survey form if necessary.

The views and comments collected through the survey will be analysed and shared with you when complete. They will
also be included in a further report to the Council's Communities, Housing and Public Protection Committee in 2024 to
assist its members to reach a decision on the next steps regarding the future of the eight blocks.

I look forward to your participation in the consultation exercise.

Yours faithfully,

Ian Perry
Housing Assets Team Leader

Option 1 – Do Minimum - Minimal investment Backlog repairs and maintenance only.

- No improvement to Energy Performance (see FAQs)
 - minimal disruption

Option 2 – Low Level Investment

- Backlog repairs and maintenance
 - communal district heating
 - modest EPC improvements
- Medium levels of disruption

Option 3 – Medium Level Investment

- Backlog repairs and maintenance
 - communal district heating
 - good EPC improvements
 - upgrading works
- High levels of disruption

Option 4 – High Level Investment

- Backlog repairs and maintenance
 - communal district heating
- Very good EPC improvements
 - upgrading works
- Temporary move out of flat (decanting)

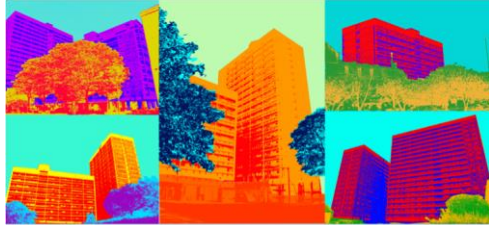
Option 5

- Urgent repairs and maintenance only
- Process of re-allocation to new housing for tenants and buyback from owners
 - Demolition of block and construction of new social housing, or
 - Sale of block to fund other social housing

You can access the survey form by scanning this QR code:



APPENDIX 1.2 - SOCIAL MEDIA & POSTERS



CITY CENTER MULTI STOREY BLOCKS THERE IS STILL TIME TO COMPLETE THE SURVEY!

Complete the short survey by clicking the link or by going to streets-uk.com/aberdeenmultistoreys

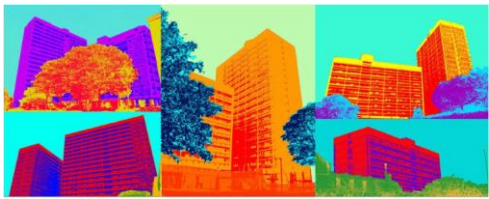
To find out more, come along to the drop in event with Council housing staff, Streets-uk, TPAS, and Shelter Scotland.

MARISCHAL & VIRGINIA
Marischal Court Common Room
Monday 6th November
2pm-7pm

SEAMOUNT & PORTHILL
Seamount Court Common Room
Tuesday 7th November
2pm-7pm

GREIG & HUTCHEON
Greig Court Common Room
Thursday 9th November
2pm-7pm

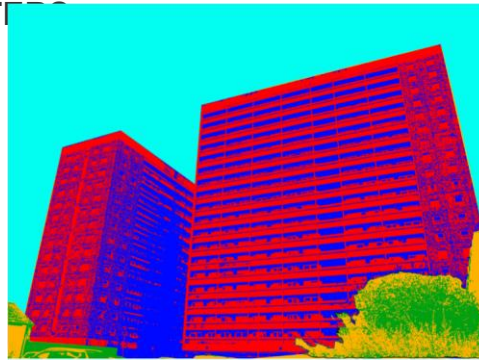
THISTLE & GILCOMSTOUN
Thistle Court Common Room
Wednesday 8th November
2pm-7pm



CITY CENTER MULTI STOREY BLOCKS

THERE IS STILL TIME TO COMPLETE THE SURVEY!

Complete the short survey by clicking the link or by going to streets-uk.com/aberdeenmultistoreys



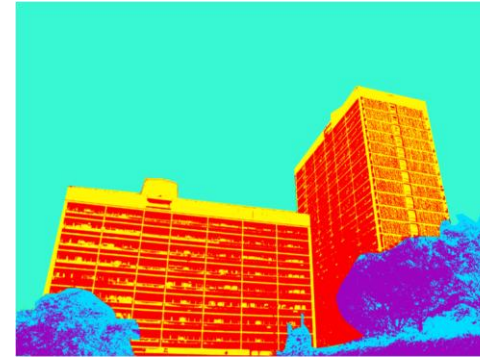
GREIG & HUTCHEON COURTS HAVE YOUR SAY ON FUTURE OPTIONS FOR THE BUILDINGS

Complete the short survey on your phone

Come along to the drop in event with Council housing staff, Streets-UK, TPAS and Shelter Scotland to find out more

Thursday 9th November at Greig Court
Common Room from 2pm to 7 pm

Выскажіть своє мнение о будущем многоэтажных квартир
Висловіть свою думку про майбутнє багатопверхівок
Wyraz swoją opinię na temat przyszłości mieszkań w wieżowcach



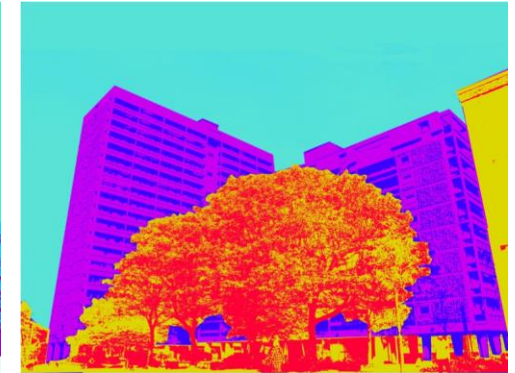
MARISCHAL & VIRGINIA COURTS HAVE YOUR SAY ON FUTURE OPTIONS FOR THE BUILDINGS

Complete the short survey on your phone

Come along to the drop in event with Council housing staff, Streets-UK, TPAS and Shelter Scotland to find out more

Monday 6th November at Marischal Court
Common Room from 2pm to 7 pm

Выскажіть своє мнение о будущем многоэтажных квартир
Висловіть свою думку про майбутнє багатопверхівок
Wyraz swoją opinię na temat przyszłości mieszkań w wieżowcach



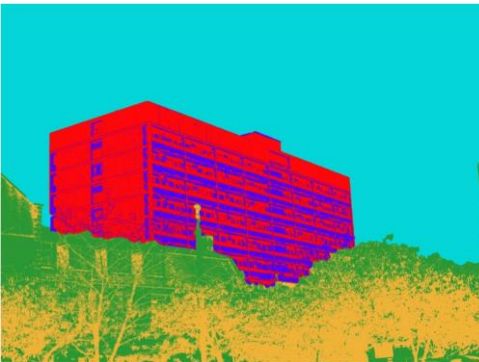
SEAMOUNT & PORTHILL COURTS HAVE YOUR SAY ON FUTURE OPTIONS FOR THE BUILDINGS

Complete the short survey on your phone

Come along to the drop in event with Council housing staff, streets-UK, TPAS and Shelter Scotland to find out more

Tuesday 7th November at Seamount Court
Common Room from 2pm to 7 pm

Выскажіть своє мнение о будущем многоэтажных квартир
Висловіть свою думку про майбутнє багатопверхівок
Wyraz swoją opinię na temat przyszłości mieszkań w wieżowcach



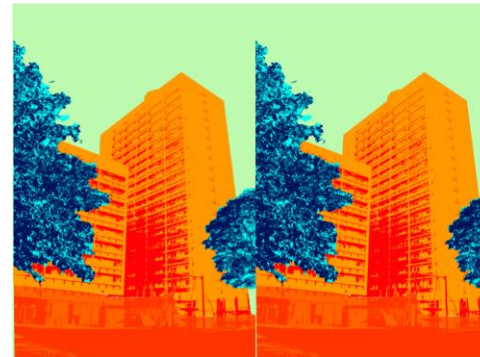
GILCOMSTOUN LAND HAVE YOUR SAY ON FUTURE OPTIONS FOR THE BUILDINGS

Complete the short survey on your phone

Come along to the drop in event with Council housing staff, Streets-UK, TPAS and Shelter Scotland to find out more

Wednesday 8th November at Thistle Court
Common Room from 2pm to 7 pm

Выскажіть своє мнение о будущем многоэтажных квартир
Висловіть свою думку про майбутнє багатопверхівок
Wyraz swoją opinię na temat przyszłości mieszkań w wieżowcach



THISTLE COURT HAVE YOUR SAY ON FUTURE OPTIONS FOR THE BUILDINGS

Complete the short survey on your phone

Come along to the drop in event with Council housing staff, Streets-UK, TPAS and Shelter Scotland to find out more

Wednesday 8th November at Thistle Court
Common Room from 2pm to 7 pm

Выскажіть своє мнение о будущем многоэтажных квартир
Висловіть свою думку про майбутнє багатопверхівок
Wyraz swoją opinię na temat przyszłości mieszkań w wieżowcach



Багатопверхівок будинки в центрі міста...
ЧИ ПРОХОДИЛИ ВИ ЦЕ ОПИТУВАННЯ?

Щоб пройти коротке опитування щодо варіантів розвитку цієї будівлі, відскануйте QR-код за допомогою камери або перейдіть за посиланням www.streets-uk.com/aberdeenmultistoreys.

Опитування повністю перекладено українською мовою і доступне через вилдачне меню. Воно також надасть контекст щодо планів розвитку.




Wielopiętrowe bloki w centrum miasta...
CZY WYPEŁNIŁEŚ TĘ ANKIETĘ?

Aby wziąć udział w krótkiej ankiecie na temat możliwości rozwoju tego budynku, należy zeskanować kod QR za pomocą aparatu lub wejść na stronę www.streets-uk.com/aberdeenmultistoreys.

Ankieta została w pełni przetłumaczona na język polski i jest dostępna poprzez rozwijane menu. Zapewni również kontekst dla planów rozwoju.




Многоэтажные здания в центре города
ЗАПОЛНИЛИ ЛИ ВЫ АНКЕТУ

Чтобы принять участие в коротком опросе о вариантах развития этого здания, отсканируйте QR-код с помощью фотоаппарата или зайдите на сайт www.streets-uk.com/aberdeenmultistoreys.

Опрос полностью переведен на русский язык и доступен через выпадающее меню. Он также позволит определить контекст для планов развития.



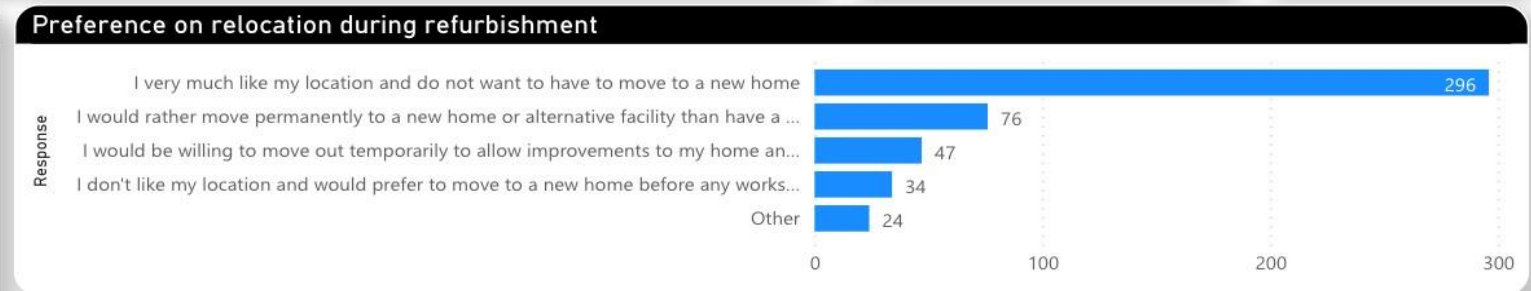
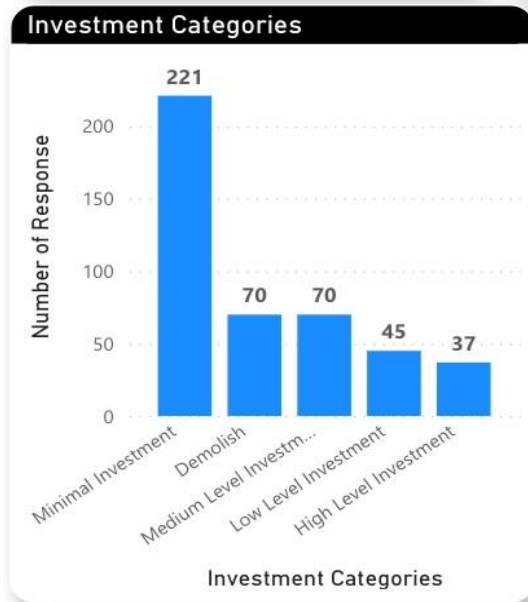
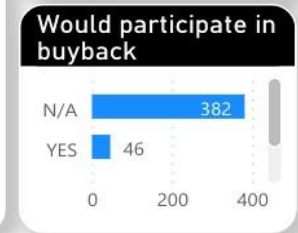
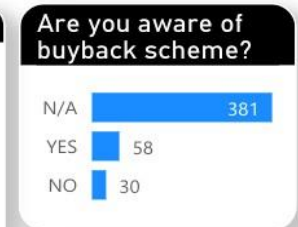
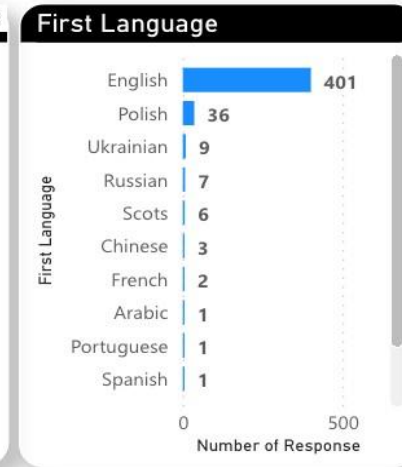
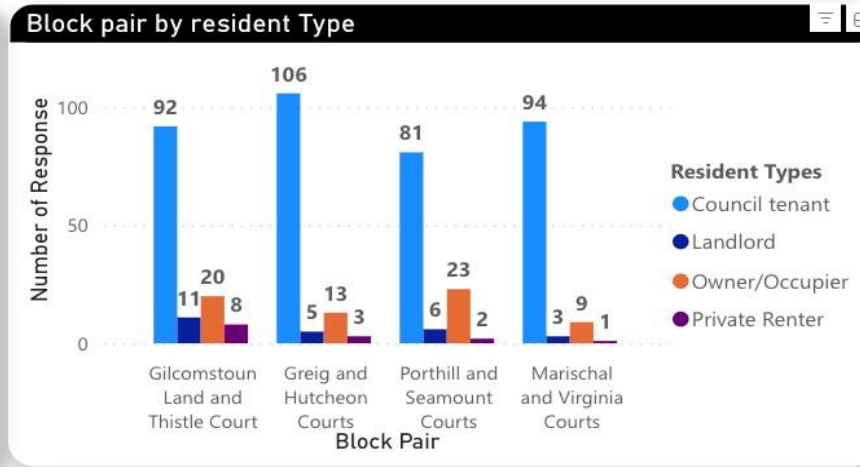
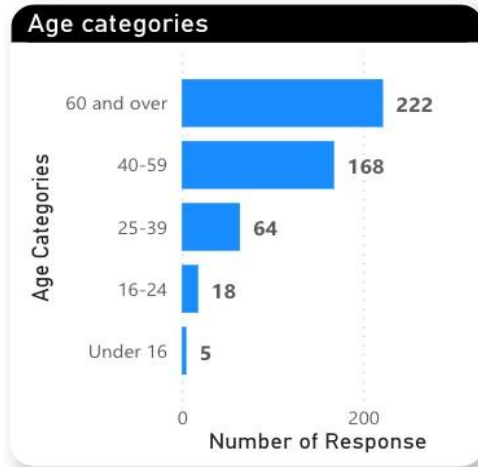

APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS

Facebook posts

Posters in blocks

Dashboard All

APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS



Dashboard Gilcomstoun Land and Thistle Court

APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS



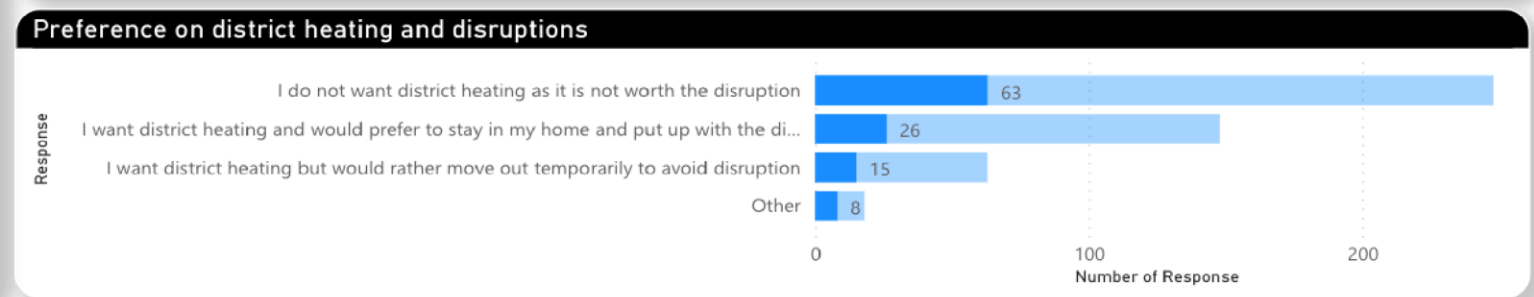
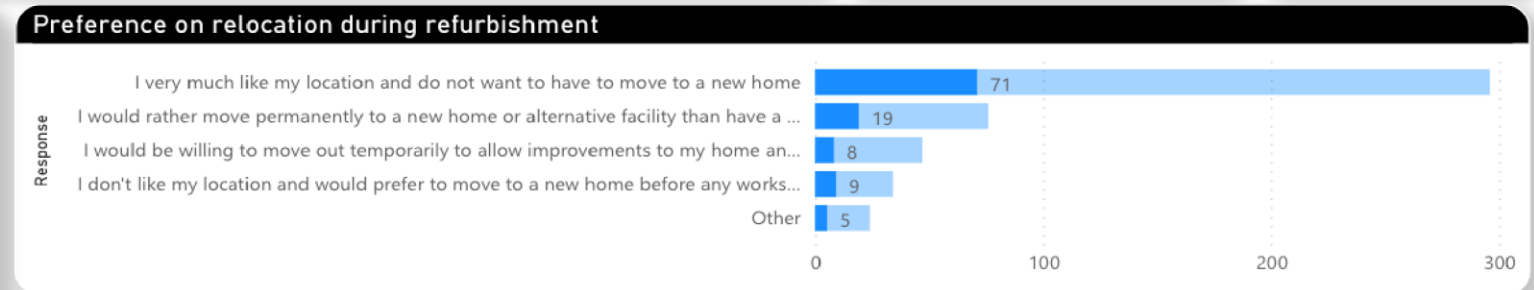
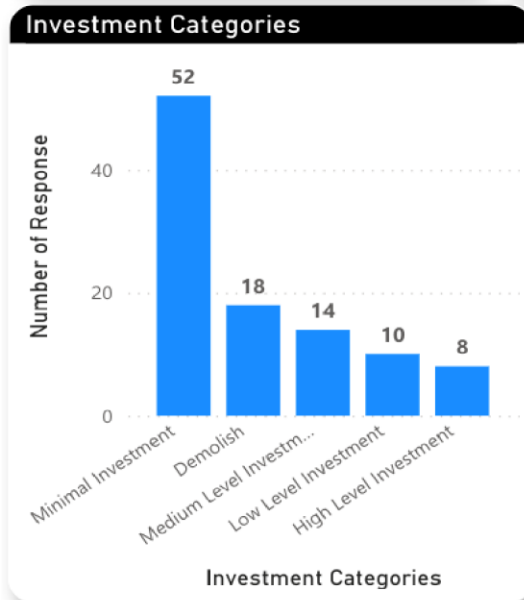
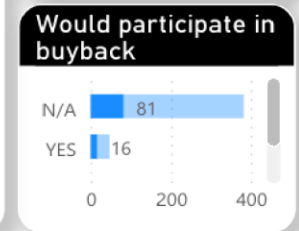
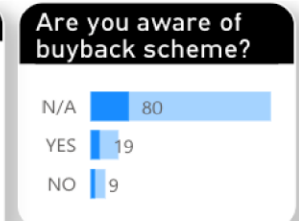
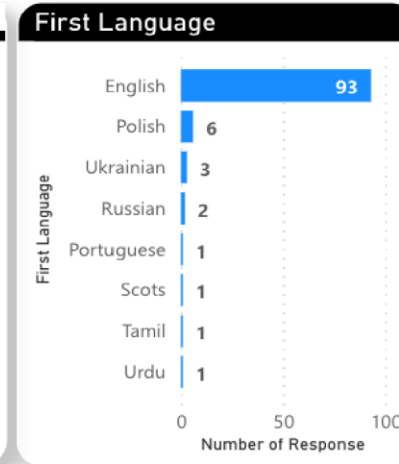
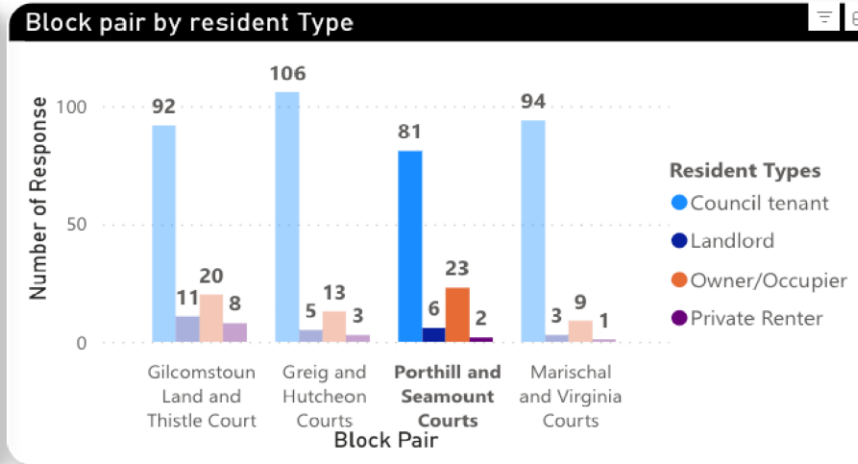
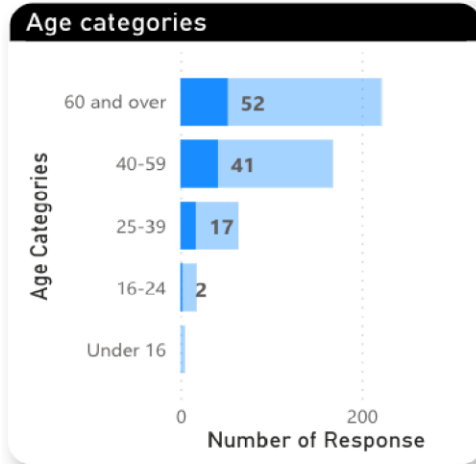
Dashboard Greig and Hutcheon Courts

APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS



Dashboard Porthill & Seamount Courts

APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS



Dashboard Marischal & Virginia Courts

APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS

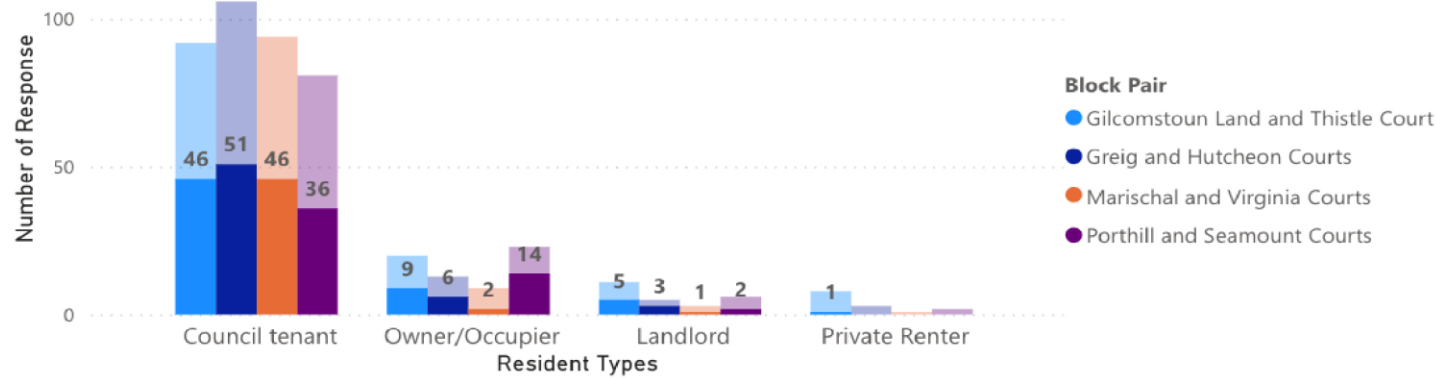


APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS

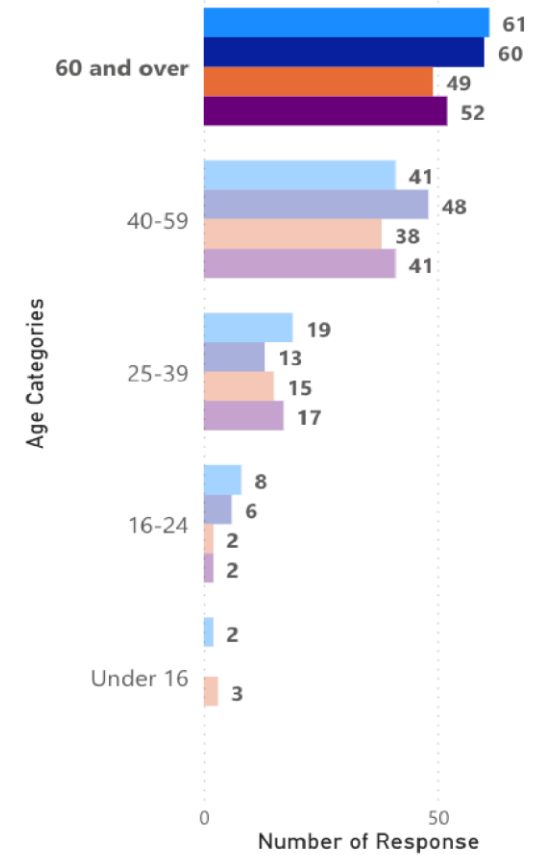
Investment Preferences Per Pair of Blocks – Age 60 and Over (Q12)

Investment preference distribution by block pairs and resident types

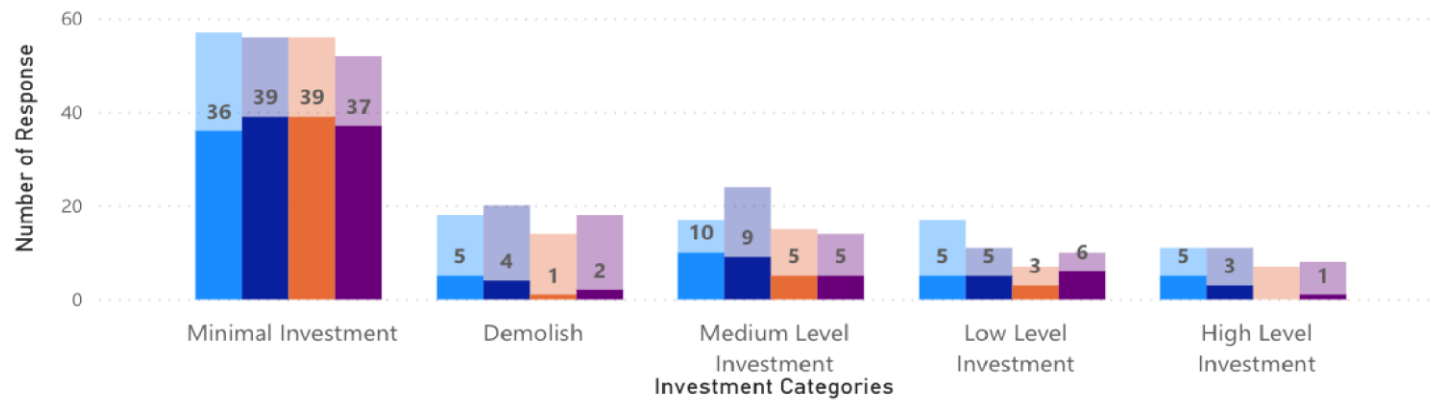
Block pair by resident Type



Age Categories



Investment Categories



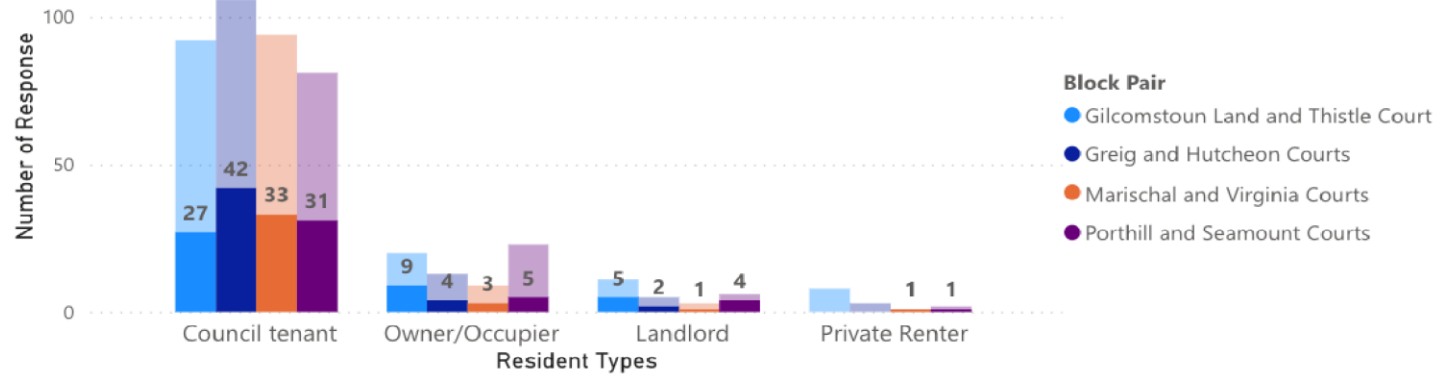
Investment Preferences Per Pair of Blocks – Age 40 - 59 (Q12)

APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS

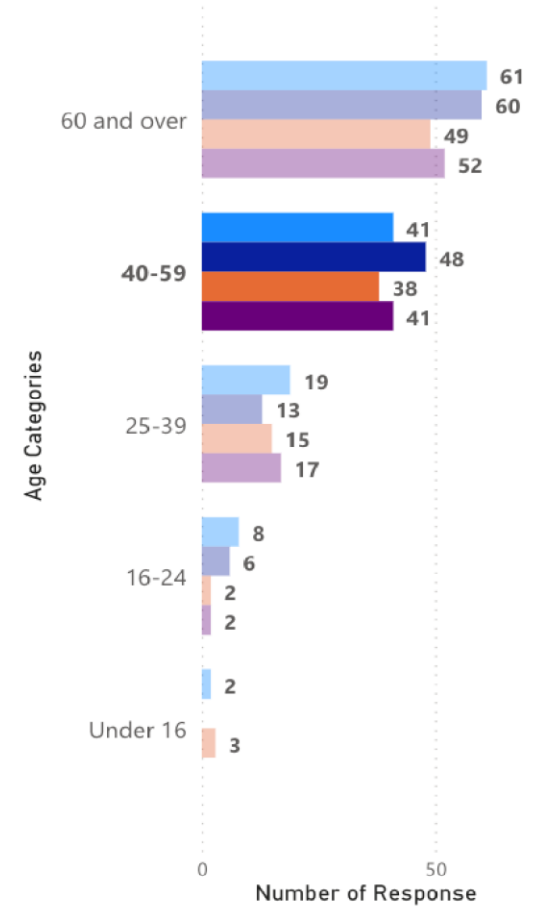
Aberdeen City Centre Masterplan
www.streets-uk.com/aberdeencitycentre/

Investment preference distribution by block pairs and resident types

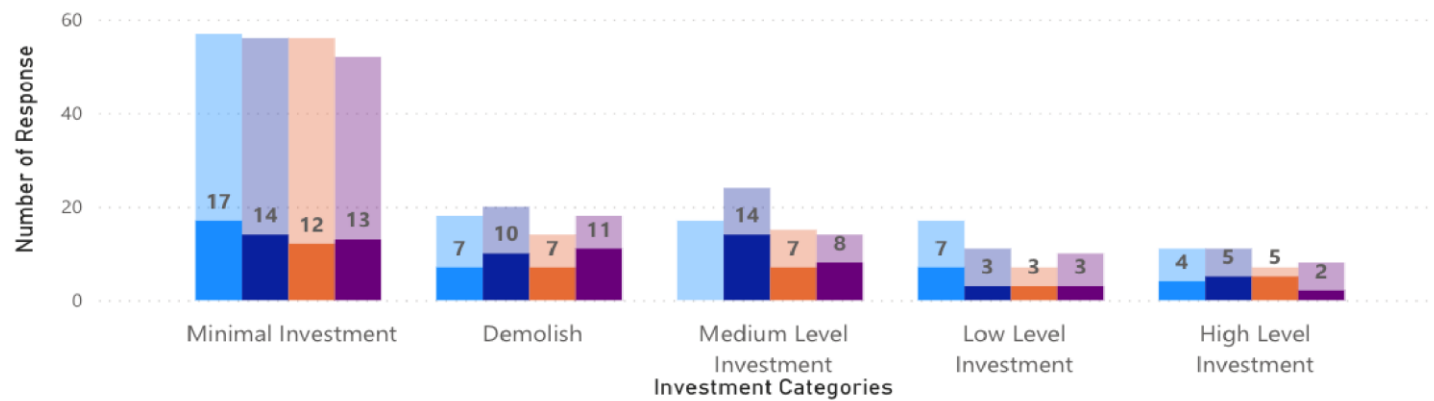
Block pair by resident Type



Age Categories



Investment Categories

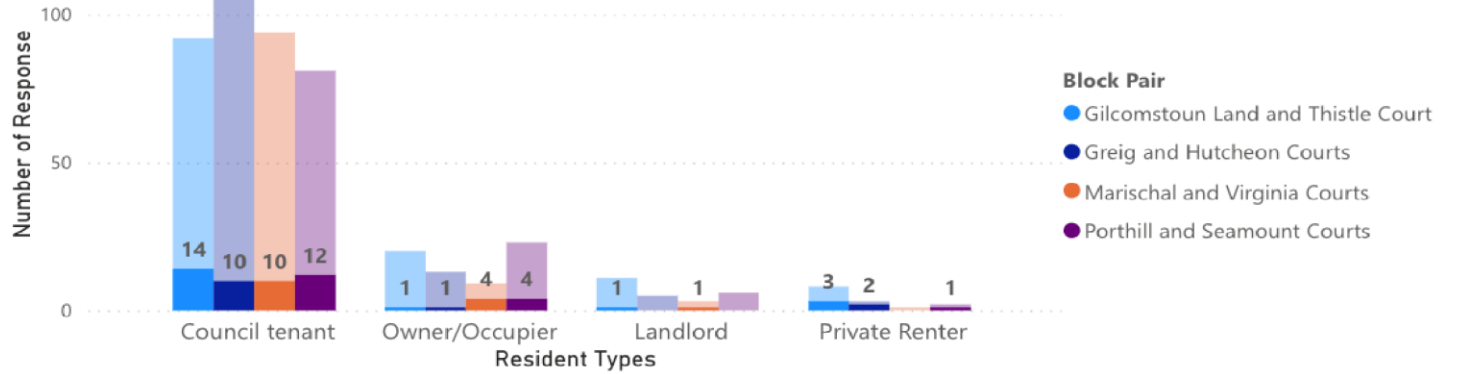


Investment Preferences Per Pair of Blocks – Age 25 - 39 (Q12)

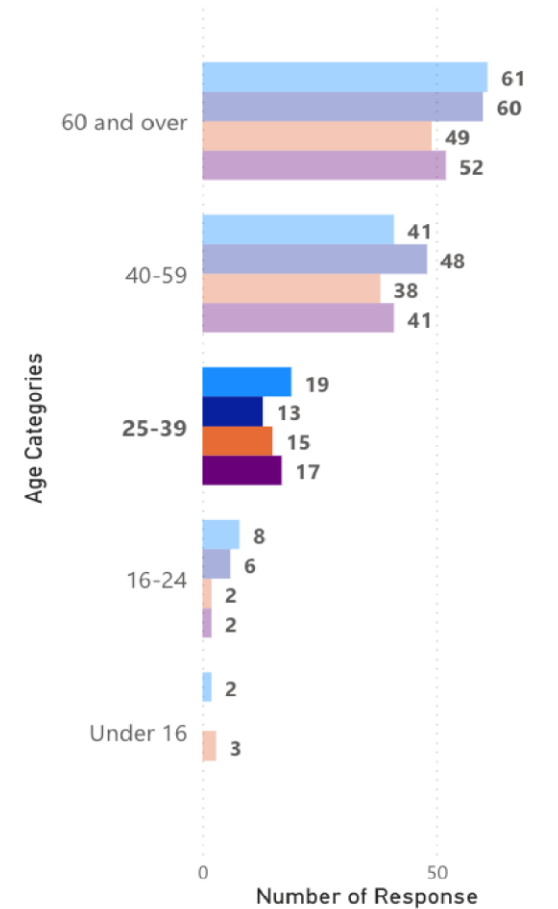
APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS

Investment preference distribution by block pairs and resident types

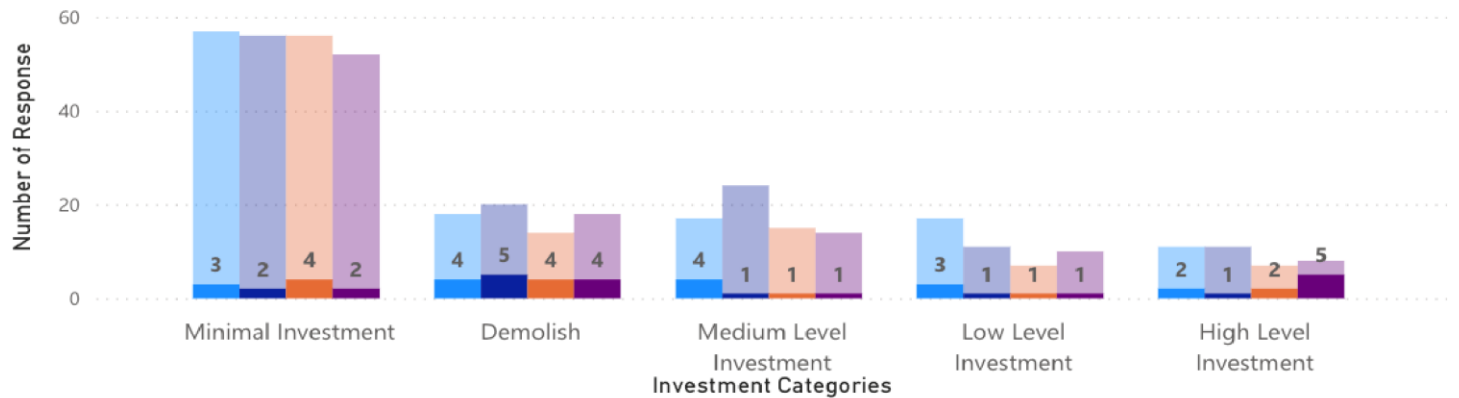
Block pair by resident Type



Age Categories



Investment Categories

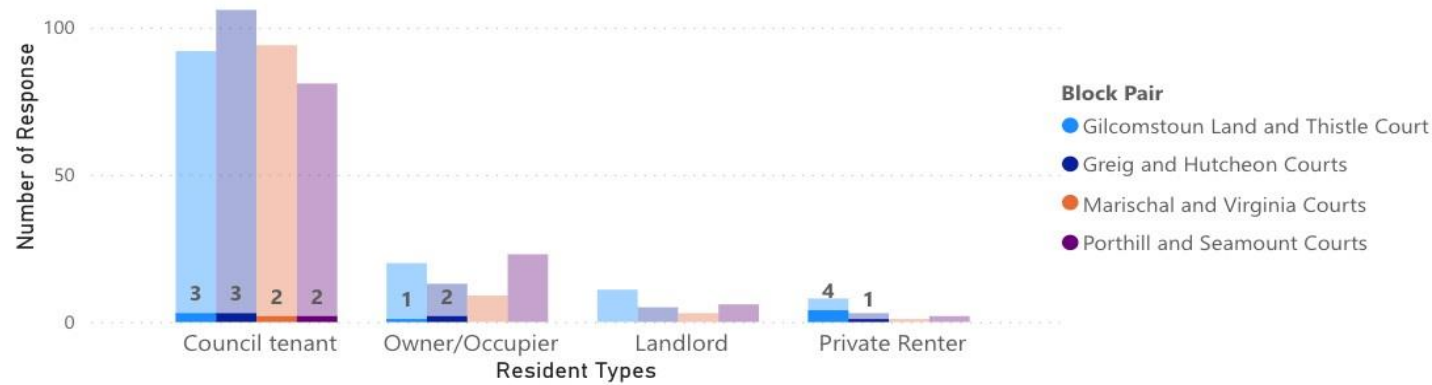


Investment Preferences Per Pair of Blocks – Age 16 -24 (Q12)

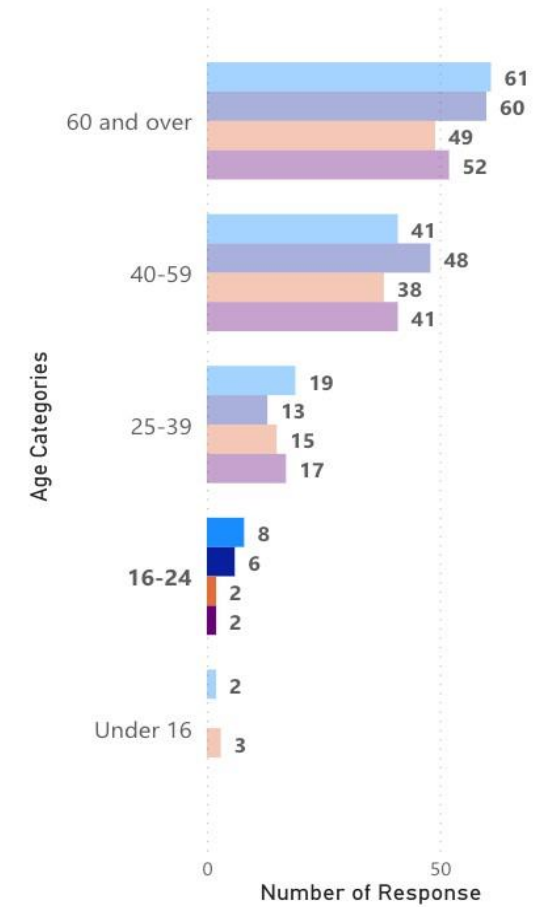
APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS

Investment preference distribution by block pairs and resident types

Block pair by resident Type



Age Categories



Investment Categories



APPENDIX 3 - FAQs

Consultation on the Future of the City Centre Multi Storey Blocks
Frequently Asked Questions
Who are streets-UK, TPAS, and Shelter Scotland?
streets-UK are a Scottish-based company who specialises in community and stakeholder engagement. They have helped organise, facilitate, and report on all the community engagement around the various City Centre and Beach Masterplan projects during the last 18 months.
TPAS Scotland is an independent tenant-led organisation that support tenants, residents and communities to have a strong voice to shape the future of their homes and area. You can contact us at any time at lesley.baird@tpasscotland.org.uk or tony.kelly@tpasscotland.org.uk Freephone 0800 049 5761. You can find out more about us at www.tpasscotland.org.uk
Shelter Scotland exist to defend the right to a safe home and fight the devastating impact the housing emergency has on people and society. We believe that home is everything. To make your voice heard on the housing issues that matter to you and your neighbours, contact Shelter Scotland's Aberdeen community organiser, Jacob, at Jacob_Campbell@shelter.org.uk For more information on your housing rights, please visit https://scotlandshelter.org.uk
Why are the Council wanting to make these decisions just now?
A report went to the Communities, Housing and Public Protection Committee in May 2023 outlining the 5 options and Councillors asked for consultation with residents to allow the options to be explored further with a view to making a recommendation on the preferred option
Is there already a preferred option for the Council?
There is no preferred option at present.
What is Energy Performance Level?
All properties in each block have an energy rating which identifies the energy performance. Some homes which have been let more recently will have an Energy Performance Certificate which states what the levels of energy efficiency and environmental impact are. The more efficient, the less energy is required to heat and light it and the cheaper it is to run. Properties are graded from A to G with A being the best https://www.mygov.scot/energy-performance-certificates
Am I going to have to move out of my home?
For Options 1 it is very unlikely you would need to move out of your home. For Option 2 there is a possibility you may have to move out (decant) for a short time. For option 3 it is likely you will have to decant for a short period. Option 4 would require you to decant for a longer period while the works are completed. Option 5 would require you to move permanently.
How long will the work take?
It is difficult at this stage to estimate exactly how long the work would take. As well as further consultation on the details of any preferred option for the building, planning permissions, designs and scope of works would need to be approved prior to works commencing on the building. Furthermore, infrastructure works for the district heating system would need to be agreed and approved. As such, the initial process could take many months/years before any work to the buildings would begin depending on the complexity of the Option selected.
Where would I go? Would all my things come with me?
Where Council tenants would go would be dependent on the timing of the move and what alternative flatted properties are available at that time.

If this situation were to arise, ACC would have to consider the impact on the works, before deciding on a way forward.
What sort of disruption might there be during the works?
A lot of the work would be to the common parts which would not impact your home directly but would cause some disruption with noise, access etc. Some of the work, however, would be within your home and may cause disruption in terms of being intrusive, dusty or noisy. Option 1 would mostly be restricted to the common parts. Options 2 & 3 would have some disruption to the common parts and within your home whilst works are carried out. Option 4 would be more disruptive in both the common parts and your home and it is likely that you would require to move out for a period while the works are carried out Option 5 does not have disruption caused by works
As an owner, what happens if moving out is required?
If temporary housing is required, owners would be expected to find their own alternative accommodation or accommodation for their tenant if the property is privately rented.
If my block is demolished or sold, where would my new home be?
As an Aberdeen City Council tenant you would be relocated to another Council property in Aberdeen. It would not necessarily be on the same site. This would not apply to private renters
Would I get a better-quality home if I have to move?
This will be dependent on what alternative housing is available at the time
What is a District Heating System?
This is a centralised heating system that provides heating and hot water to a whole block through heavily insulated piping.
How long would it be until a district heating system could be installed?
It is difficult at this stage to estimate exactly how long the work would take. Planning permissions, designs and scope of works, including for the infrastructure, would need to be approved prior to works commencing on the district heating system. As such, the initial process could take some time before any district heating work to the buildings would begin.
How long would the installation take and how disruptive would the work be?
It is estimated that the actual installation of district heating in these blocks would take 2 years per pair of blocks. Work in the individual homes would take less than a week. The direct disturbance to residents would therefore be minimal, though the indirect noise caused by work in the common parts would last longer.
How would the improvement works affect me financially?
Improvements to the properties may have an impact on rental levels for all tenants across the city. This would have to be calculated in potential rent increases in future years. Owners would be expected to pay their share of the costs for Options 1-4. ACC may consider how its buyback scheme will be applied through the various options although Option 5 would require further detailed discussions between ACC and each owner. Legal representation costs would need to be considered for the buy-back process.
Will the Council buy my property?

APPENDIX 4 RESIDENT COMMENTS

APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Would there be a relocation allowance and/or a disturbance allowance? How much would they be?
The Council would cover reasonable removal costs, including storage where necessary and would decorate and carpet any property a tenant is decanted to. Where rehousing is required due to demolition then residents may be entitled to a Home Loss payment. This will be discussed further with residents should the need arise.
What happens if I don't want to move?

ACC have a policy to buy-back ex-Council owned properties. Owners have the opportunity to engage with the Council regarding the buy-back scheme regardless of the final option. For more information please visit the
Why is demolition an option if my block is Grade A listed?
This could only happen if the building was de-listed, or the proposed alterations were not viable. ACC will be working with Historic Environment Scotland in the next Phase to discuss this issue further

APPENDIX 3.1 - FAQ's TRANSLATED

POLISH Konsultacje dotyczące przyszłości wielopiętrowych bloków w centrum miasta
Często zadawane pytania
Kim są streets-UK, TPAS i Shelter Scotland?
streets-UK to firma z siedzibą w Szkocji, specjalizująca się w angażowaniu społeczności i interesariuszy. w ciągu ostatnich 18 miesięcy pomogli organizować, koordynować i raportować wszelkie działania związane z angażowaniem społeczności w różnorodne projekty Masterplanu Centrum Miasta i Plaży.
TPAS Scotland to niezależna organizacja prowadzona przez najemców, która wspiera najemców, mieszkańców i społeczności w aktywnym kształtowaniu przyszłości ich domów i okolic. Można się z nami skontaktować w dowolnym momencie pod adresem lesley.baird@tpasscotland.org.uk lub tony.kelly@tpasscotland.org.uk . Numer telefonu to 0800 049 5761. Więcej informacji o nas można znaleźć na stronie www.tpasscotland.org.uk .
Shelter Scotland istnieje, aby bronić prawa do bezpiecznego domu i walczyć z niszczącym wpływem kryzysu mieszkaniowego na ludzi i społeczeństwo. Wierzymy, że dom to wszystko. Aby Twój głos był słyszany w sprawach mieszkaniowych, które są ważne dla Ciebie i Twoich sąsiadów, skontaktuj się z organizatorem społeczności Shelter Scotland w Aberdeen, Jacobem, pod adresem Jacob_Campbell@shelter.org.uk . Aby dowiedzieć się więcej o prawach mieszkańców, odwiedź stronę https://scotland.shelter.org.uk .
Dlaczego Rada chce podjąć te decyzje właśnie teraz?
Dlaczego Rada chce podjąć te decyzje właśnie teraz? W maju 2023 roku do Komitetu ds. Wspólnot, Budownictwa Mieszkaniowego i Ochrony Publicznej trafił raport przedstawiający 5 opcji, a radni poprosili o konsultacje z mieszkańcami, aby umożliwić dalsze rozważenie opcji w celu przedstawienia rekomendacji dotyczącej preferowanej opcji.
Czy Rada ma już preferowaną opcję?
Obecnie nie ma preferowanej opcji.
Co to jest Poziom Wydajności Energetycznej?
Wszystkie nieruchomości w każdym bloku mają ocenę energetyczną, która określa ich wydajność energetyczną. Niektóre domy, które zostały wynajęte niedawno, posiadają Certyfikat Wydajności Energetycznej wskazujący poziomy efektywności energetycznej oraz wpływ na środowisko. Im wyższa efektywność, tym mniej energii jest potrzebne do ogrzewania i oświetlenia, co sprawia, że jest tańszy w eksploatacji. Nieruchomości są klasyfikowane od A do G, gdzie A jest najlepsze. https://www.mygov.scot/energy-performance-certificates
Czy będę musiał wyprowadzić się z mojego domu?
Dla Opcji 1 jest bardzo mało prawdopodobne, że będziesz musiał opuścić swój dom. Dla Opcji 2 istnieje możliwość, że będziesz musiał tymczasowo wyprowadzić się (przenieść się) na krótki okres czasu. W przypadku Opcji 3 prawdopodobnie będziesz musiał przenieść się na krótki okres czasu. Opcja 4 wymagałaby od ciebie przeniesienia się na dłuższy okres podczas trwania prac. Opcja 5 wymagałaby od ciebie stałego przeniesienia się.
Jak długo potrwać prace?

RUSSIAN Консультация по будущему многоквартирных домов в центре города Часто задаваемые вопросы
Часто задаваемые вопросы
Кто такие streets-UK, TPAS и Shelter Scotland?
streets-UK — это юрлица, базирующаяся в Шотландии и специализирующаяся на работе с общественностью заинтересованными сторонами. За последние 18 месяцев они помогали организовывать, координировать и отчитываться о всех мероприятиях по взаимодействию с общественностью по различным проектам Генерального плана Центра города и Плажа.
TPAS Scotland — это независимая организация, возглавляемая арендаторами, которая поддерживает арендаторов, жителей и общины, давая им возможность активно влиять на будущее своих домов и районов. Вы можете связаться с нами в любое время по адресу lesley.baird@tpasscotland.org.uk или tony.kelly@tpasscotland.org.uk . Бесплатный телефон 0800 049 5761. Подробнее о нас вы можете узнать на сайте www.tpasscotland.org.uk .
Shelter Scotland создана для защиты права каждого на безопасное жилье и борьбы с разрушительным воздействием жилищного кризиса на людей и общество. Мы считаем, что дом — это всё. Чтобы ваш голос был услышан по жилищным вопросам, важным для вас и ваших соседей, свяжитесь с организатором общины Shelter Scotland в Aberdeen, Джейком, по адресу Jacob_Campbell@shelter.org.uk . Для получения дополнительной информации о ваших жилищных правах, пожалуйста, посетите сайт https://scotland.shelter.org.uk .
Почему Совет хочет принять эти решения именно сейчас?
В мае 2023 года на комитет по вопросам общины, жилищного строительства и общественной защиты был представлен отчет, в котором описывались 5 вариантов, и члены совета попросили провести консультации с жителями, чтобы позволить дальнейшее изучение вариантов с целью дать рекомендацию по предпочтительному варианту.
Есть ли уже предпочтительный вариант для Совета?
В настоящее время предпочтительного варианта нет.
Что такое уровень энергетической эффективности?
Все объекты недвижимости в каждом блоке имеют энергетический рейтинг, который определяет энергетическую производительность. Некоторые дома, которые были сданы в аренду недавно, будут иметь Сертификат энергетической производительности, который указывает, каковы уровни энергетической эффективности и воздействия на окружающую среду. Чем выше эффективность, тем меньше энергии требуется для отопления и освещения, и тем дешевле его эксплуатация. Объекты классифицируются от A до G, где A — лучший. https://www.mygov.scot/energy-performance-certificates
Мне придется переехать из своего дома?
По варианту 1 очень маловероятно, что вам придется переехать из своего дома. По варианту 2 есть вероятность, что вам придется временно переехать (временное переселение) на короткое время. По варианту 3 вы, скорее всего, будете вынуждены временно переселиться на короткий срок. Вариант 4 потребует от вас временного переселения на более длительный срок во время проведения работ. Вариант 5 потребует от вас постоянного переезда.
Сколько времени займут работы?

UKRAINIAN Консультація щодо майбутнього багатопверхових будинків у центрі міста Часто задавані питання
Кто такі streets-UK, TPAS і Shelter Scotland?
streets-UK — це компанія, яка базується в Шотландії та спеціалізується на співпраці з громадськістю та зацікавленими сторонами. Протягом останніх 18 місяців вони допомагали організувати, координувати та звітувати про всі заходи залучення громадськості до різних проектів Майстер-плану Центру міста та Плажу.
TPAS Scotland — це незалежна організація, яка очолюється орендарями і підтримує орендарів, жителів та громади, надаючи їм можливість активно формувати майбутнє своїх домів та районів. Ви можете звертатися до нас у будь-який час за адресами lesley.baird@tpasscotland.org.uk або tony.kelly@tpasscotland.org.uk . Безкоштовний телефон: 0800 049 5761. Дізнатися більше про нас можна на сайті www.tpasscotland.org.uk .
Shelter Scotland існує для захисту права на безпечне житло та боротьби з руйнівним впливом житлової надзвичайної ситуації на людей та суспільство. Ми віримо, що дім — це все. Щоб ваш голос було почуто з питань життя, які важливі для вас та ваших сусідів, звертайтеся до організатора громади Shelter Scotland в Абердіні, Якоба, за адресою Jacob_Campbell@shelter.org.uk . Для отримання додаткової інформації про ваші житлові права, будь ласка, відвідайте https://scotland.shelter.org.uk .
Чому Рада хоче прийняти ці рішення саме зараз?
У травні 2023 року до Комітету з питань громад, житлового будівництва та громадського захисту надійшов звіт, в якому було описано 5 варіантів, і радники попросили провести консультації з мешканцями, щоб дозволити подальше вивчення варіантів з метою дати рекомендацію щодо найбільш бажаного варіанту.
Чи є вже бажаний варіант для Ради?
Наразі бажаного варіанту немає.
Що таке рівень енергоефективності?
Усі об'єкти в кожному блоку мають енергетичний рейтинг, який визначає енергоефективність. Деякі будинки, які були здані в оренду нещодавно, матимуть Сертифікат енергоефективності, який вказує на рівні енергоефективності та впливу на довкілля. Чим вища ефективність, тим менше енергії потрібно для опалення та освітлення, і тим дешевше його обслуговування. Об'єкти класифікуються від A до G, де A - найкращий. https://www.mygov.scot/energy-performance-certificates
Чи доведеться мені переїжджати з моєї оселі?
За варіантом 1 дуже мало ймовірно, що вам доведеться переїжджати з вашого дому. За варіантом 2 є можливість, що вам доведеться тимчасово переїжджати (тимчасове переселення) на короткий час. За варіантом 3 ймовірно, що вам доведеться тимчасово переселитися на короткий період. Варіант 4 вимагатиме від вас тимчасового переселення на довший час під час виконання робіт. Варіант 5 вимагатиме від вас постійного переезду.
Скільки часу займуть роботи?

<p>W tym etapie trudno dokładnie oszacować, jak długo potrwać prace. Oprócz dalszych konsultacji w sprawie szczegółów wybranej opcji dla budynku, pozwolenia na budowę, projekty i zakres prac musiałyby zostać zatwierdzone przed rozpoczęciem prac przy budynku. Ponadto prace infrastrukturalne dla systemu ogrzewania miejskiego musiałyby zostać uzgodnione i zatwierdzone. W związku z tym wstępny proces mógłby trwać wiele miesięcy/lata zanim rozpoczęłyby się prace przy budynkach, w zależności od złożoności wybranej Opcji.</p>
<p>Dokąd się przeprowadzę? Czy wszystkie moje rzeczy pojedą ze mną?</p>
<p>Miejsce, dokąd przeniosą się lokatorzy z rady miejskiej, zależy od czasu przeprowadzki i od dostępnych w tym czasie mieszkań.</p>
<p>Czy byłaby dodatkowa opłata za przeprowadzkę i/lub rekompensatę za kłopoty? Jakiej byłyby ich kwoty?</p>
<p>Rada pokryje uzasadnione koszty przeprowadzki, w tym przechowywanie w razie potrzeby, oraz będzie dekorować i wykladać dywan w każdym mieszkaniu, do którego przeniesiony zostanie lokator. W przypadku konieczności przesiedlenia z powodu rozbioru mieszkańcy mogą mieć prawo do rekompensaty za utratę mieszkania. Kwestia ta będzie dodatkowo omawiana z mieszkańcami w razie potrzeby.</p>

<p>На данном этапе сложно точно оценить, сколько времени займут работы. Кроме дальнейшей консультации по деталям любого предпочтительного варианта для здания, необходимо будет утвердить разрешения на строительство, дизайны и объем работ до начала работ над зданием. Кроме того, работы по инфраструктуре системы центрального отопления должны быть согласованы и утверждены. Таким образом, первоначальный процесс может занять много месяцев/лет, прежде чем начнется какая-либо работа над зданиями, в зависимости от сложности выбранного варианта.</p>
<p>Куда я поеду? Все мои вещи поедут со мной?</p>
<p>Куда переедут арендаторы от муниципалитета зависит от времени переезда и от того, какие квартиры будут доступны в этот момент.</p>
<p>Будет ли предоставляться компенсация за переезд/или компенсация за беспокойство? Какова будет их стоимость?</p>
<p>Совет оплатит разумные расходы на переезд, включая хранение при необходимости, и будет обустраивать и ковровать любое имущество, куда переселен арендатор. Если требуется переселение из-за сноса, то жители могут иметь право на выплату за потерю жилья. Этот вопрос будет дополнительно обсуждаться с жителями при необходимости.</p>

<p>На цьому етапі важко точно оцінити, скільки часу займуть роботи. Крім подальшої консультації з деталями будь-якого бажаного варіанту для будівлі, потрібно буде схвалити дозволи на будівництво, дизайни та обсяг робіт до початку робіт над будівлею. Крім того, інфраструктурні роботи для системи центрального опалення повинні бути погоджені та схвалені. Отже, початковий процес може зайняти багато місяців/років, перш ніж розпочнуться які-небудь роботи над будівлями, залежно від складності обраного варіанту.</p>
<p>Куди я поїду? Всі мої речі поїдуть зі мною?</p>
<p>Куди переїжджатимуть орендарі від міської ради залежить від часу переїзду та від того, які квартири будуть доступні в цей час.</p>
<p>Чи буде надаватися доплата за переселення та/або компенсація за збурення? Якою вона буде?</p>
<p>Рада покrije виправдані витрати на переїзд, включаючи зберігання за потреби, і буде декорувати та укладати килим в будь-яке майно, куди переселено орендаря. У разі потреби переселення через</p>

APPENDIX 4 RESIDENT COMMENTS

APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Heating Warmth Heating Warmth
Heating must be on most of the time
New windows were put in a number of years ago and these are nowhere near
Been at the 1st floor with no great insulation, Electrical heaters are too expensive
Tragedy, there should be absolutely no electric heating in any flat in the 21st ce insulation to the buildings! (Translated from Polish)
Electric heating or 1 off monthly payment like other multiris
It is very difficult to heat the flat. The flat cools down quickly, until you can feel t
Heap of nonsense having an electric heater next to the window in the living roo
Passive heating system works well but is expensive. Cement holds heat in well
I still have 1970s storage heaters which I've not used since I moved in on 2001
put in own heaters
we intended to replace our doors and windows but this is on hold until we find o

Heating Cost
Unsure
Electrical heating is the only option thus costly
Electric heaters are ok
Very expensive
Electric heating throughout not storage heaters or option like other multiris to have pay 1 payment per month
The cost of heating is very high and it does not produce results through lack of insulation and proper insulation. (Translated from Polish)
Very expensive
It's too expensive to heat the whole flat so we can only heat the downstairs. We are often able to see our breath during winter
welcome district heating
We are very efficient with our energy use
That's due to utility standing charges.

APPENDIX 4 RESIDENT COMMENTS

APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Maintenance of Flat Comments
Internal mould
Maintenance is ok
Rundown, lift and front door always out of service
Leaky windows, balcony doors, lack of insulation (thin external walls) make the cost of maintenance very high. Furniture, walls through mould and dampness deteriorate, making it a constant cost for tenants to keep it in good condition. (Translated from Polish)
Besides mould due to lack of functional bathroom extractor vents, flat has no maintenance issues to be resolved.
I do my own maintenance
Could have been a better standard for us moving in

Maintenance of Common Areas Comments
New maintenance guy made a big difference
We have had a lot of breakdowns since the new lifts were installed. I am 78 and on the 9th floor and am often worried if I go out I will not be able to get home as I would not be able to climb the stairs in the event the lifts were not working
The lifts are very often broken and there are largely elderly people living there. If the neighbours are normal and keep things tidy then it's fine, unfortunately a large proportion of tenants don't care about anything and even more so when one tenant had a dog and didn't even bother to take it outside and peed in the cage. (Translated from Polish)
Common areas are in very poor condition, entrance hall looks like an abandoned building, carpets dirty and full of stains - not changed, not cleaned. Door plexi scratched - the building looks as if it has no host!!!! (Translated from Polish)
Maintenance of building in relation to keeping flat watertight sadly lacking, issues with water entering flat for four years, still not resolved
The outside of the building needs attention-painting/jetwashing

APPENDIX 4 RESIDENT COMMENTS

APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Cleanliness Comments
Better now Barry and Alison here (Greig)
When we had a janitor in the building, the common areas were kept much cleaner
Smells, some tenant and visitors keep urinating in the stairs
It's good that the lady who cleans the stairwells and lifts is coming, because sometimes you can't even get into the lift (Translated from Polish)
Filthy everywhere!!!! (Translated from Polish)
Full of junkies and piss
The cleaning staff do their best to keep up with the high traffic in the building. Lifts are the only real issue
Council do a reasonable job, some residents let the rest down.
Occasional complaints to Factor but overall good.
it is cleaned regularly but some residents do not treat the property well and make a mess

Feeling Safe Comments
Had called police numerously before two drugies were moved out
Security in the flats is not great and I often hear people shouting in the landings
Police constantly in the block, many drug dealers
Absolutely not!! Dangerous place to live
Smell of cannabis, pee-stained lift - afraid to go out with small children:((Translated from Polish)
The cleaner does amazingly but it does not last with some of the residents and visitors
despite small spikes in antisocial behaviour, I never feel unsafe. I know my community has my back
Its totally not safety building. A massive drunk people. My kids scare to go out.
Security door sometimes doesn't work
There is a drug user across the landing. I notice all front doors have been replaces apart from his. looks like someone had tried to break into it.
Its a nice block and no problems.
Always feel safe
Ok now but would change if a bad neighbour moved in around us.

APPENDIX 4 RESIDENT COMMENTS

APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Open/Play Space Comments

My 2 bicycles standing in front of the CCTV outside were stolen. In addition, residents are often addicted. (Translated from Polish)

Full of sh*t

Very poor and dangerous playground

Play park could be improved in time

Satisfied with Facilities, poorly maintained.

Nice play area for children.

It is poorly maintained by the council. The hardcourt is completely grown over with moss, the playground has old equipment that is not suitable for a range of ages.

City Centre Location Comments

I do like where it is located

Why is it not possible to park in a double storey car park if we are residents and live next to the largest car park in the city? (Translated from Polish)

Fantastic location

The location is excellent- and we are in a good high school catchment

Great

Quiet & Peaceful Comments

Hear the music at club Tropicana at the weekend

Had called police numerously before two drugies were moved out

The flats soundproofing is very bad. Music, banging, shouting can all be heard between flats

Dogs and neighbours

Walls without sound insulation, which affects the comfort of living! (Translated from Polish)

Neighbours party every day

My floors never had any issues. All issues with antisocial behaviour was quickly resolved

Loud noises every day from drilling and hammering to music into the wee small hours to junkies knocking on doors and shouting through letterboxes

Knocking to our door at 2am. Make party all the Time.

For the city centre its a quiet block

although it is city centre, the residents are respectful of one another's peace and quiet in the whole. Sometimes the airBnB unit residents create noise. And if there is works going on in one of the flats where we share walls and floors/ceilings it can be a bit noisy

APPENDIX 4 RESIDENT COMMENTS

APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Views Comments
n/a due to small windows
Views are ok but that is not a priority to me for my home
Been in the 1st floor, no views
Amazing views
Irrelevant
Amazing
Best in Aberdeen!
Great
Schools Comments
None

Floor Community Comments
Know all the neighbours of corridor
Unfortunately, there are a few troublemakers so it is better not to come into contact with such neighbours (Translated from Polish)
Fights all the time
We keep to ourselves in the best way possible
Problems with certain neighbours
Good neighbours
Most of my neighbours have been tenants for 10 years or longer
People have been welcoming to us since we moved in
People look out for each other and knock when needed

APPENDIX 4 RESIDENT COMMENTS

APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Block Community Comments
Only know the neighbors of corridor
I don't think there is any
Excellent community
Everyone is very helpful and kind. I know that if I need assistance, someone will come to my aid. And that was true from the day I moved in. Very welcoming community
Due to a high and diverse non English-speaking population the sense of community no longer exists
Everyone we have spoken to is friendly
I know a lot of people in the block and people rally round each other
Not so much now
People look out for one another

Nice neighbour
Never see them
People look after one another

APPENDIX 4 RESIDENT COMMENTS

APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

Option 1 Minimal Investment
Hard to make a decision with limited information on costs and timescales. Buy back preference depends on what would happen after that, and depends on what option is chosen (how much this will cost).
Worried about repair and refurbishment bills as an owner and any investment and how it would affect me
Lack of repair and maintenance over the past few years probably contributes to current state of the building. Feel I am asked to pay for the council's shortcomings
I want to move nearer my mother who is 91. Empty house Scotstoun Gardens would be ideal, would love to view. Heating is very poor I do not feel safe anymore. Front door always broken. People drug taking on back stairway. Dog poo all over play area. Laundry - 1 tumble dryer working out of 4
Least disruption best
There should be someone who is checking who is entering the building because during the night there are plenty of non residents people who drink and take drugs on stairs.
Would chose 1 or 5 as refurb options make no sense financially for owner occupier
I have autism. Moving from my flat to a new home would cause a severe decline in my mental health. Demolishing my block of flats would be traumatic.
I very much do not wish to leave this housing block & also the area in general. I should also very much prefer to experience minimal disruption. Thank you.
Adding any improvements to homeowners flats won't improve the market value of the flat as its in a tower block. A lot of homeowners have already made improvements to their own heaters and insulation so nothing needed. Owners should be able to opt out of any potential changes.
I have lived here for most of my life. I don't remember living anywhere else, and I don't want to move. This building is my home, and it's the same for many others. While there are issues to be addressed, this isn't just about our buildings. The small shops on our street will be affected, ruining their income. The schools will be affected, moving so many kids to different districts for (how long)? It's not just our

The block is treated with disrespect and that would be something else to vandalise and destroy. Used to be a lovely block with lovely people. Now it just drug addicts and immigrants turning into a dive.
the whole plan should be reconsidered
I do not want to move or building to be demolished. If this goes ahead I will take a civil court action against acc
Feel I don't want to move out
I am an owner/occupier and cannot afford significant costs related to this refurbishment. I am already expecting to receive a hefty bill for my share of the replacement of my block's generator.
My choice is Option One (1) that is the best choice for the Council Tenant who is unable to afford to make any extra payment for any extra infrastructure improvement includes - 1) Aberdeen City Council has to fund or loan with high-rate interest payment for such a new heating system, it's a burden under current economic recession in Britain that is unfair for all stakeholders in Aberdeen City ; 2) This Heating Improvement Scheme is mostly benefit to the Heating Supplier same as gas supplier to gain his profit annually as high oil price; while the Tenants at Hutcheon Court have no choice who have to pay one more extra set of monthly maintenance fee, provider management fee, service charge and VAT - it's rather favorable for a heating supplier's desire than tenant's desire; 3) I-change methodology predicts that there will have given rise a civil conflict of interest in Britain during 2029 according to Liz Truss's phenomenon; while there existed several pairs of the international conflicts over the world, and out of their inter-action spring the World War III.
Option1 is my preferred choice and do not consider that the need for upgrade heating and repairs warrants the building being demolished or heavy costs to fall on the tenants/owners.

APPENDIX 4 RESIDENT COMMENTS

APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

homes, it's the whole community that we're trying to build, with Ukrainian refugees and people from all over the world. Do you really want to start destroying people's homes, to let expensive developers create unaffordable housing for the few, not those that need it? I thought this was Scotland, where we DON'T sell out, where we help those that need it, where community is your family, and the underdog can get a win, now and again.

To stay in my flat

I'm on a state pension and can't afford anything else

Spent a lot of money on my flat and love living here, don't have the money to spend and would not be able to sell as I would lose a fortune

Option 2 Low Level Investment

We are 86 and 82 and are very worried about our house

Improvements to heating system are desperately needed

I'm a full-time carer for my mother as she is housebound. I feel a move would be very disruptive for her

Want to know when things will happen

I really just want repairs taken care of in good time rather than being left until they really need to be taken care of. Energy performance upgrade would be desirable but doesn't have to be a major improvement.

I am concerned about the cost to owner-occupiers, as we are already due to get a bill for the replacement of the Seamount Court generator.

I am retired and my wife is nearing retirement so we have a budget by which we live. We have no savings as such we cannot afford any major costs.

Do not want to move out then back in again Not in a position to pay for works

As a homeowner a gauge on costs would be beneficial. If the costs outweigh the value of the flat. Also if you can opt out of something?

Would flats be bought back at market value? There doesn't seem to be a lot of information for homeowners

would like bungalow or cottage

Just recently moved in and we are very happy. We do not feel the need for refurbishment, but would potentially be willing to contribute a small amount to costs if it meant being able to stay in our home.

I am concerned about costs. I would like to see improvements and investment, but I would really struggle to meet big invoices of 1/140th to be paid within 30 days. If it was possible to add these costs to my current home loan, with Aberdeen City Council, that would put me at ease

I do not think that this platform for consultation allows all residents to have their say. My 80 year old neighbour is not going to be able to use this, nor are they able to attend a meeting in another building. I think that the council has to provide a consultation with owners to discuss the potential for compulsory purchase orders and the price we would get. We cannot reasonably put our house on the market with this hanging over the building. I think that the blocks have been neglected for a long time and the cost of repairs that owners are expected to contribute should reflect the council's neglect. Our building is listed, and as such should not even be considered for demolition. This entire process causes a lot of stress and anxiety and a personal consultation with each resident is the appropriate way to address this to get the real opinions of all in the blocks. This consultation process is not equitable.

As an owner, can you confirm the worst case demolition would see a return on my ownership of the property in cost?

I'm not in a position to contribute to such big costs / renovations!

APPENDIX 4 RESIDENT COMMENTS

APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

I very much want to stay in my flat at Thistle Court. I am concerned that there has been a change to option 5 of the consultative document which now includes an option to sell the building. As a homeowner I am against this option.
I would like to have more information on the running costs of district heating and levels disruption/noise involved during any potential instalment. Also, info on any temporary relocation if required.
My flat is very cold and faces the east. I want a warm and cost efficient flat, but would rather move out to a new home that is warm and cheap to run than move temporarily and back to the same flat, as there are many issues with this flat. It is too small and there is now here for guests to stay or to host visitors as it is a studio apartment. I value the location and the sea and would want to be moved somewhere near here if possible.
I love my home. I planned to live here for all my life if I could. I love this building and the area lets me get around so quickly which is useful for work. I don't want the building to be demolished would break my heart.
The district heating is a must with energy prices this high, but please elaborate how much would it cost monthly to run this and how the system would operate, i.e. would I have a switch in my flat to turn on whenever I feel I need, would I pay on actual usage basis or if this would mean a strict monthly bill, if the latter what is going to be a process of deciding if we need the heating on or not just yet, would we have hot water 24/7 or is it going to be set to certain times during the day as in some boroughs of London.

Some more information on the E.P.C. and other improvements would help.
Being moved out of my home would finish me. I'm already disabled. Without being close to work would mean losing my job, as there's ZERO transport to be able working. And at 58, there's ZERO chance of getting another job that has the same T&C and wages. FORCING PEOPLE OUT OF THEIR HOMES IS MADNESS. UTTER MADNESS. If this council backs this, they are out at the next election. Plus, the £378m cost to replace the homes is only an estimate. Costs on public projects like building mass new homes ALWAYS end up double or more.
I feel the block is in need of a new heating system but would not be keen on higher than low level investment as I think the costs could spiral out of control very quickly. Also I'd rather move permanently than temporarily if it came to that decision. So I'd say option 2. My second choice would be 1 followed by 5
Forcing people out of their homes for any reason is completely awful.

Option 3 Medium Level Investment

need new windows and walkways sorted. Fill in outside walls
I want to get another accommodation like this one near by city centre for relocation pros - i like where i live; central and good views cons - some laundry room machines broken for over 1 yr, not being fixed?!? Temporary flat above me, problems with noisy neighbours. Outdated heating system, also expensive. People throwing stuff out of balconies, random people in stairwells, anti-social people in flats. pigeons living in holes under the building above bin area, that area full of bird poo, not ideal for putting out rubbish
will our comments/opinions actually make a difference?
Need to take into account the needs of owner occupiers.
Unfair that help could be given on repairs just now but isn't. Door is always needing fixed. Laundry is very poor and only 1.5 dryers work
I have lived here since a year after the building opened, I like my flat and most of the people I know, I like the location and don't want to move (PLEASE!)

ACC making decisions about how they intend to spend my money with no figures on which to base a sound decision makes no sense in today's financial climate. You are expecting owners to effectively give ACC an open cheque book and that is not fair. Some idea of cost should be provided to better inform the efficacy of this questionnaire. You expect owners to pay for the upgrade to their property and you are not prepared to fund temporary accommodation to homeowners for works that affect ACC's tenants, the bulk of the property occupancy. Further, Owners need to know that if a decision is made by ACC, that future administrations CANNOT overturn a decision that I agreed on. For example the AWPR rerouting multiple times, city centre development etc wasting millions of Pounds in the process.
Heating is definitely the most prominent issue with living in this building
I have chosen option 3 as I'm not sure where I would go or if there would be support during the move out if this was the chosen option. For potential upgrades I'm unsure what this could mean, new kitchens/bathrooms? would i have to fix items when i can back due to lots of works, would i take all my stuff with me? So i have

APPENDIX 4 RESIDENT COMMENTS

APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

Heating and ventilation - fan in the kitchen, draft from that, wind comes in and spoils heated flat.
Would like best upgrade possible without the upheaval of moving out and back in
Clear weeds Improve cleaning Repair gate Clear moss from north of building
Affects three properties in my case. Have two properties in Thistle Court plus one in Porthill Court only given one survey?
Would like not to move out of area
I have lived in my home coming up 18 years, I love the location and really don't want to move. I would be extremely happy with new heating and any other upgrades that need doing.
I just want to stay in my flat, I don't mind people coming in to do work. I would like my bedroom to be warmer, the windows are very draughty.
I love this block of flats. It has a good community spirit here. Very helpful people too.
I won't move.
Please share how much this district heating system will cost
Don't want to move from flat during upgrading works
Want to stay but if had to move would want same area
I love my flat, location, view and community sense in building. Option 3 is my only choice. I don't want to move home I love it here.

chosen to stay in the flat with option 3 as lots of questions i don't have the answers to
As a tenant of a private let, I am uncertain of what the effects of this process will be for me. That being said, this building is a community stronghold and, regardless of its issues, we love Greig Ct. We would love to see the necessary repairs to our building to bring it up to par and would be devastated to see it go. Please do not make the mistake of displacing hundreds of folks who have made their lives here and raised their children here.
I love my flat and the stress of losing it is making me ill. just sort out the problems and the heating so it's a freezer in the winter
As I only live in the flat part of the time. I'm not sure what the future of the building should be. I really enjoy living in that block, the location, the views, the facilities etc.
I worry about having to move out of my flat, even short term to decant, with having mental health problems & being on benefits. This is very stressful. However I would like district heating. There are also areas within the city that I would not be happy moving to as they are unsafe for me. So therefore I'd like to be given some sort of choice.
We have recently moved to Thistle court with our newborn & would be very sad to have to move out especially after all the work we have put in to the flat.
Why would you A list a building then demolish? Seems time was wasted (and funds) to have it listed?

Option 4 High Level Investment

I would like to see approx costs that I would have to pay, that may influence my decisions ... I like my flat and would like to stay, the insulation and heating within my flat is a massive priority for me. Long term upgrades would be good as I would like to stay here ..improvements within the flats and communal areas should be done to meet with modern fire prevention standards. If people decide to demolish the flat where I live does that leave me as an owner. thank you

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Building needs to be really updated To a high standard , minimal works is just a plaster over the issues and living conditions will only deteriorate, or building needs demolished and new homes rebuilt to a high standard , common sense must prevail
I am mixed between two options 4 and 5 If option 4 did not go ahead I'd prefer to move permanently as I have been on the housing list due physical requirements that the flat I'm in just now has not unless bathroom is replaced.
Concerned about temp moving out of home. Worried about carpets being destroyed. Have had bad experiences with this in the past. Promised which aren't followed through.
Where are all the residents supposed to be moved to with the crisis in the shortage of houses available for council tenants? To demolish home which could be great to live in seems a terrible idea.
I want to change a flat to one bedroom
I would be willing to move if I was offered a suitable property
I would like high efficiency energy and heating. Would consider to relocate temporarily, however I do not wish to move out from this place.
Yes if the options in the letter were giving to me at the time of viewing I don't think I would have moved into the building. As I moved from the central belt (Falkirk area) & didn't know this was on the cards. This has affected my mental health & anxiety a lot and spent most nights worried & in tears.
Do something with this building ASAP. And stop giving flats to junkies.
It's better to keep the existing building and improve it. Much better for the planet.
I would like to stay in a flat only if it's being upgraded and heating is improved
I would be up to improvements to be done to the building but I'm not in a position to contribute to the costs. I don't think Owners should be expected to contribute a lot towards such major repairs
I would rather see a complete overhaul of the building to make it safer and warmer (high investment). Namely, better security, upgrades to heating and communal areas, such as entrance/laundry being refurbished to bring it in to the 21st century. My room contains a lot of damp and mould and despite the landlord trying to rectify this, the problem keeps coming back due to poor heating and poor circulation and heating throughout the building. I think district heating would be a good idea, along with new windows.
These blocks are good for low income people but heating costs are excessive. If the buildings are to be retained they should be upgraded as much as possible to give ACC a large stock of good quality housing in the city centre for those people. I'm not against the demolition option but agree with listed status so, if possible, some blocks should be protected and upgraded to the highest standards allowed.

Option 5 Demolition

Hutcheon Court has become increasingly a dangerous place to bring a child up. Drug dealers are going with their business openly in the ground floor at the front of

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APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

I personally feel these flats are no longer fit for purpose. They are cold, damp, filled with flying beetles and disgusting. Cost of electric for storage heating is ridiculous
Owner of 2 flats. Big concerns as landlord - what would happen to sitting tenants with buy-back? Feel it is hard to sell now - market value should take account of blight
I don't like my location and would prefer to move to a new home before works happen.
Would move in a heartbeat Need more information about how long district heating would take
I've been here seventeen years. Security is bad, the building is getting worse and I feel like the Council has given up on us.
I am council tenant elsewhere but owner in Greig Court. I take rent and pay my rent to the council. If they demolish then my income will be stopped and will lose my house. Is it possible to give my ownership of existing one as relocation programme. I will pay the difference of our house and this tower's flat for this programme
I am currently on the housing list looking to move to amenity housing. However, my health has deteriorated in the past few months and I will be completing a new housing application form for a move to sheltered housing. I no longer want to stay in this block due to my health and I also do not feel safe. I think in the long term these blocks will need to be demolished so I believe it would be unwise of the council to waste money on repairs/refurbishment now and the money would be better spent on demolishing them and rehoming the tenants.
Rather than a long period of uncertainty owners should be given the opportunity to sell flats back to the council now for market value or what they paid (whatever is higher)
Heating is bad it's freezing, always drugs there washing room is sh*t people steal your clothes or use them all for themselves honestly best thing for Aberdeen is to rehome people and knock it down so much risks not enough positive about Greig Court apart from the views the layout of my flat and the size that's all I like about it. There are days I just want to jump off the building I just can't take life no more the money I spend just to keep warm for half an hour is £20, to run a bath I'm £12 honestly you'll find me dead in that flat some day or outside. I hate!!!! It!!!!!!

the lift and at the main entrance to the building. The fetid odours coming from bins and urines at the staircase. Recently an incident occurred in the lift in broad daylight, which the police are investigating. The situation with those neighbours has become very intolerable. The smell of drugs wafts along the 1st floor corridor & in the staircase and we fear for our young kids safety. And not to forget the famous incident: https://www.dailyrecord.co.uk/news/scottishnews/man-arrested-after-faeces-smear-27391920
In order to meet EPC requirements for letting if the costs per flat were to be charged to us individually we would not be able to afford these costs and would need to be considered for the council buy back scheme
I have opted for option 5 due to the ongoing refurbishment that will be required, maintenance that will be ongoing with ever increasing costs - I am not in the position to contribute to any further costs
I'd prefer to move to another city centre two bedroom flat. This building has been ruined by the alcoholics and junkies. I don't feel safe here. I can't even let my kid play in the park next to the building when she is over because the low lifes make it difficult for us to do so. So yes, demolish the building. I'd rather the council put me in a new permanent home in the city centre
Happy to relocate to a higher standard accommodation, worried about potential location & rent costs & relocation costs
Knock the building down
The building is disgusting, it costs a fortune to heat the place and I can't afford it. My flat has damp and mould. I pay full rent and nothing is ever done when I complain. I have junkie neighbours that keep us awake most nights with screaming and shouting and loud music. The lifts are always a problem and vandalism everywhere. Can't have anything new without people wrecking it. I would rather be moved than have to stay here it's disgusting and the council not doing anything about it it's just left to rot
Building nae a guid place to stay, expensive tae heat, people do the toilet in the lifts etc., I, very personally seen human excrement on the stair well!
The blocks are riddled with mould and are a general health hazard, constantly cold, heating costs out the roof.
Love my house and the location and size and the views but if it does get the go ahead to get demolished would be happy depending where

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APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

Why was I given a flat that may in the end be demolished? I just moved back to Aberdeen after taking this flat, but if I was informed of this at viewing I wouldn't have taken it.
I would be happy with 4, but ultimately I think replacing the multi-storeys with better city centre housing is the best choice.
I would prefer the buyback option

I currently have been left my property by a family member who has passed away. I lived in Thistle court when I was younger and it was a great place to stay, now I dread having to go as the building is filthy and disgusting and I do not feel safe at any point. I have been in a lift when there have been a couple fighting with each other, it was terrifying. Going into the stairwells is disgusting with human and animal waste visible. The door is always broken to the point a disabled person would be unable to access the building.

I would like move to new home. It should be central heating like others skyscraper in Aberdeen areas.

Thistle court is at least 30 years outdated and needs major overhaul

The building has long term issues that would require near demolition to fully fix. Therefore I feel demolition is the best option.

I am the owner of the flat, better to sale back to the council, prior getting a heavy bill for the upgrade

Our block is in a really bad condition, it is damp and extremely cold in winter with ridiculously high cost of heating that does not heat the flat at all because it is old and inefficient. If it is decided that the block needs high level investment renovation, we are eager to move out temporarily for the time of renovations. However, from the five options given we have chosen the fifth one of demolition as it is difficult for us even to imagine the amount of work that would have to be done and amount of time needed for it.

Will there be a compulsory order to buy back my flat if you demolish the block?

It is all about cost for me. I pay council tax and I want the most cost effective option regardless if this means to sell or demolish the building then this is the best option and most cost effective. But I don't want this to go on for years without a decision being made.

Thistle court should be knocked down. My flat is riddled with mould on all exterior walls, which the council are only prepared to paint over. The moulds so bad you'd

The building is old, the heating is £30 a week, the neighbours party every day, there's junkies sleeping in the stairwell, piss everywhere, fights and murders constantly. It's a horrible place to stay. It needs pulled down

The building is outdated and some residents don't help keep the flats hygienic and safe so would be beneficial to tenants and council to demolish the flats and build modern ones

unappealing to the eye and the potential savings to the city could be used to support council tenants.

More works will need to be done to flats and the building in years to come, so do not see any point in refurbishing them for it then to be reviewed in a few years then have to demolish them anyway so option 5 seems the best option!

This building is old and in need of repair. I cannot afford to have increased bills because I am, already, very much struggling with money. This isn't helped with my large electricity bills. Even if we get the centralised heating, I'm sure that the cost would come back to me in the form of rent. I think that the centralised heating is a great idea and would be great for the building but the disruption would be too significant. In this case I'd rather move to somewhere else so as to not have the hassle and the future hassle when the building next needs repairing. Although I like my home, which has a great view, the disruption it would cause me wouldn't really be suitable. I work full time, often later on in the evenings and I fear it would stop me from getting to sleep.

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need to knock the whole exterior wall and install brand new fixtures and bricks. It will cost more to repair but it's past repairing anyway so will only be back to square one within a few years. As a rent payer and on no benefits at all I would like to be moved to a new permanent home as I do not feel I should be paying to live in these conditions

District heating, new water/waste systems, new windows are required. New electric wiring from where it comes into the flat, is required to comply with regulations. As it's been done in numerous other blocks who pay the same rent as Seamount, why should the tenants of Seamount be considered 3rd class tenants and option zero, do nothing, is the normal?

I've been on a council waiting list for over 12 years and would rather the council knocked down the building than waste another penny on what is such substandard housing barely fit to call itself a home

After the last works carried out on building with constant drilling it was extremely difficult to work from home & I would not want to stay in flat during any more long term work going on.

I am an owner/landlord and purchased my property for around £60,000. If the council decide to refurbish Thistle Court, I'm unsure how I would be able to pay my share. I'd much rather the building was demolished and I could come to a settlement re the cost. The building is no longer fit for purpose - they're

I chose option five as I don't feel safe in building. There is always something happening, police raids, drug busts, lifts breaking down, doors being smashed in. The building is not well kept, back stairs are a mess, people urinate on them and in lifts. There is black mould in both bedrooms and one member of my family is asthmatic and this can't be good for their health. I would welcome permanent rehoming.

I would like to move out to another place there is a lot of drugs the building needs demolishing

The council seems to be wasting money hand over fist, I got a new door last year which is worse than the old one, air gaps wind blowing in and it hardly locks at times, communal door at bottom always bust, new intercom system doesn't work correctly and they can't fix a water leak at bottom of building for over 2 years. Just some of the problems with this building.

APPENDIX 4 RESIDENT COMMENTS

APPENDIX 4.1 Residents' Additional Comments, Concerns & Suggestions

Do you have any additional comments, concerns, or suggestions regarding the refurbishment options or any other aspect of this survey?
I want relocation or buy back so that I can buy another suitable accommodation nearby my existing one.
I work from home and would not like work to be done on building like it was done during covid as it is soul destroying and impossible
As an elderly owner-occupier, I do not feel I have sufficient information about the potential costs - direct and indirect - to choose an option. I do not feel I have alternative housing options and related costs and want more information before deciding
Going forward I think the tenants should be informed of any proposed changes rather than read it in the local papers.
Knock them down and start again
Would not want to participate in buy back yet - seeking information on sheltered housing
Central heating - main concern.
More information needed before making buyback choice.
More information needed before making buyback choice.
General costs of all the options would have been beneficial. Assuming these works have been carried out in other blocks there must be a gauge for costs
Just to see what the potential costs might look like. improvements regarding insulation and heating needed within flats, washing dryer room badly needs repairs, and if we are to carry out repairs to the building will we be in the same situation in a few years? I hope not
people want to be happy in a warm, cosy home and safe
If selling flat for a realistic price was possible, I would be interested
I am sure most tenants would be willing to pay increased rent if it would help find a solution which does not involve demolition
Lots of dodgers/drunks/drugs in building. I would be happy to move The parking a problem and had car vandalised with pulled wipers - smashed mirror. Paying £200 to park at door is ridiculous
Get laundry fixed - been waiting for years for big tumble dryers repair and replacement
Most occupants would prefer minimum disruption

Would like to have central heating installed as a priority. This would help eradicate permanent mould as neither bleach nor acid helped to prevent mould from reappearing.
If it came to moving out short term while work was getting done I would be willing to do that.
Mostly concerned about work being carried out correctly, to a high standard. Hutcheon court should be of the same standard as Greig court.
No comment until further details given
I would find any sort of repairs/refurbishments stressful as I am 78, live on my own and suffer from severe anxiety. The best option for me would definitely be permanent rehoming.
Owners cannot be expected to contribute to costs as they are too high
Yeah, make sure the work men know the ,me it's not 7am start or 7:30 it's 8am I'm getting real fed up with work men not being able to tell the ,me Have a bit of respect for some people who have mental health or an illness
If you are going to refurbish, it needs to be done properly and to a high standard instead of patch ups. The condition of flats is poor, there are damp problems in many of my neighbours' flats as well as my own, it is not lifestyle, it is poor insulation. The heating system is incredibly expensive and not energy efficient. This becomes an increasing challenge with price increases.
The building is beyond repairs. Aberdeen city council should follow their counterpart in Edinburgh, Glasgow and Dundee and demolish all high-rise buildings. They are not fit for purpose. In my view, it will be cheaper to build and maintain houses for the long run. They are more economically and socially sustained for family's life.
I would like central heating and to have the windows sealed, and wall insulation at a minimum
If the blocks of flats are renovated, the communal areas need to be better planned and the electrical network also needs to be upgraded, like fibre optics. Because even though we live in the centre we still don't have good internet. What will be the inconvenience in renovating as if we were staying in a flat? Which flats in which neighbourhood would we have temporary accommodation? Is there a choice of accommodation? E.g. a particular neighbourhood <i>Translated from Polish with www.DeepL.com/Translator (free version)</i>
Only buy back if options 2-4 as these don't leave an alternative
Another concern, of mine involves carpet damage during works. Because I have health issues I am unable to work and hence have a very low income. this means my carpets/furniture are very old and in poor condition. Any moving or uplifting etc may result in carpets being destroyed/falling apart, and if so would need to know if any replacement carpets would be fitted if necessary.
Very happy with the survey. Some technical issues and issues with translation.

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Council can demolish but consider other programme for the owner as well I will write to the council if decision being made. I am not against any option of the council
Thank you for your help today! We would like to stay in Greig Court. The place is excellent, nice community and I feel the council take care of us so we feel more safe now in this area
Concerned if have to move out. The new door is much narrower than previous and already a neighbour unable to get a 2-seater sofa out without breaking it down! (Greig Court)
Would not like to see another consultation again in the future
Affects three properties in my case.

I could put up with disruption. I work full ,me so wouldn't impact me so much. I don't want to move home or move out temporarily
Don't demolish
I cannot make the drop in meeting arranged for my block but some comments here:- Adding any improvements to homeowners flats won't improve the market value of the flat and it will stay circa £62k What happens to Homeowners who have made their own significant improvements such as kitchens, bathroom and their own heating changes if building is demolished? Will these be taken into account and be compensated on top of the flat value figure? e.g. an owner paid £15k for a new bathroom and heating and don't want any changes so can they opt out of the potential new heating system? What role does ACC as a factoring service have in acting on behalf of all the owners across all 8 blocks? Is there a conflict of interest? Based on the number of flats across the blocks and number of individuals ACC combined with a huge waiting list in a Scotsh Housing Emergency ACC does not have enough housing stock to decant tenants for any period of ,me. ACC have allowed their tower block stock to deteriorate over the last ten years with no improvements and now home owners are expected to stump up for the whole backlog rather than a consistent spend. Where there have been minor improvements such as new flat and balcony doors homeowners weren't given the option to buy into the replacement which would have benefited the block as a whole and communal areas for fire safety for example.
Does create a level of uncertainty in my position as a flat owner and the longer-term decisions being made for the block of flats will impact me significantly.
I think it's unfair for landlords to have to rehome tenants during these works. The council should provide assistance for this.

Better control of an,-social behaviour
Would we to be kept informed of any updates on the decisions being made as it appeared this information was available in the local press a good while before we were advised of the situation and since we do not currently live locally this makes it difficult for us as landlords to keep good communications with our tenants
No, thank you. Just continuing concerns over the outcome of this consultation & its repercussions.
Many concerns regarding the financial burden of refurbishment and maintenance to homeowners. Safety of residents is a huge concern due to the rise of criminal activities in the immediate vicinity e.g. congregating under the building at night, Also, the lids are more oden than not being used as toilets, which is a huge health concern
None. Just worried about where i will be relocated as i don't drive so outside of the city centre is out of the question.
Concerned about standard of refurbishment, had a leak in kitchen ceiling for 2 years due to flat roof issues , been attempted to be fixed & repaired a few , times but water still comes in & I have a hole in my ceiling , if they haven't rectified this in the last 2 years it doesn't give me confidence for future repairs.

EPC B/C minimum!
Waste of money, your just giving junkies another place to hang about in the heat, just leave things as is , I can't afford to sell nor invest any money at my ,me of life , love living here
Demolition
Wasting money as usual
I am concerned about costs. I would like to see improvements and investment, but I would really struggle to meet big invoices of 1/140th to be paid within 30days. If it was possible to add these costs to my current home loan, with Aberdeen city Council, that would put me at ease Also regarding the Council buyback scheme, I answered 'no' based on that, at this ,me I do not wish to sell, I may in the future.
I am afraid this building is not suitable for living any more.
Deep renovation or demolished
Everyone in the building moaning about flats because it's cold either use to heating open always. Many unknown people are coming and everyone's not happy for this about their families and friends.
It would be great to see the outward facing doors of the flats replaced. They are a major source of heat loss in the flats due to the lack of insulation and replacing them would make a huge difference.
The issues we have now are because of no long-term plan for block which has meant Band-Aid style fixes that have just worsened over ,me
disapprove of the scheme

APPENDIX 4 RESIDENT COMMENTS

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What will be exactly the design adder option 4? How will the new Gilcomstoun Land look like?
How does ACC intend to manage property security in the event of temporary accommodation being required to allow works to proceed?
Best thing is to demolish this building and build a new one with energy efficient doors windows heating. Put solar panels on to the roof for free electricity for tenants.
Just hope something good is finally going to happen as spending a fortune in this disaster of a building.
The building to be demolished and the owners and tenants should be compensated for so many years of neglecting this building and allowing it to be in a deplorable state!!! Honour, integrity and responsibility to the residents! <i>Translated from Polish with www.DeepL.com/Translator (free version)</i>
Jeest pull em doon, there nae gonna be cheap tae maintain!
Assuming this is not going to be a lost cause, is it possible at this early stage to obtain an idea of spend versus estimated life expectancy of the multi-storeys? Have we any examples of what other cities have accomplished in similar circumstances?
Please don't make it a Grenfell tower number 2, use fire-safe insulation.
Better verification of people who are living there, stop giving flat to the random people (junkies)
Would the council compensate me for things like the new laminate flooring I've put down? It does say in the letter about decorate and carpet but is that only basic painting what about wallpapering etc? Also if I were to move I would want to move to a newer energy efficient home but the letter says it would only be what's available so that could be any stock even though it's not up to full standard? And do you get a choice in where you move to are you just put somewhere?
Definitely needs heating the storage is so expensive

If you decide to do the work find a way that doesn't mean the residents don't lose part of the car park so containers and the rest of the parking spaces taken up by council and contractors vehicles. I am a blue badge holder and it's so difficult to get parked
Only repairs building is underneath buildings need concrete slapping put back on heating is good and building should be there for ever
Noise generated during refurbishment would be intolerable to anyone staying in flat
I want to know if there is RAAC in the building? We hear about issues with concrete but we don't know how serious this issues are. The issues in our building have had fencing around for 4 months but nothing has been done...in fact the fencing just blew all over the place in the storm
If this was to go ahead, only a minimum of complete new heating system installed along with the best u value internal insulation on all outer walls. Along with external insulated cladding to outer walls and with new triple glazed windows .
If needed I would be willing to move, but have some options before agreeing where
Gonna cost far too much to repair and not worth repairing as the damage is substantial Most efficient solution is to demolish the building and if a new building is developed it needs to be better maintained to ensure it doesn't fall to the poor standards thistle court has succumbed to.
It's ridiculous to think historic Scotland will remove the A listing status to allow for demolition.
I would like to be involved or at least informed about the plans regarding the building. So far I haven't received any correspondence about it, in fact, i found out about this survey from Internet! I would need more information about it to have a say (what happens with landlords, will we have rent guaranteed during the Repairs / how much Owners are expected to contribute to them etc) .
May 2023 councillors requested a consultation, this is now the end of Oct and we get until Nov 10th to do this. Again more information would have been helpful before making decisions about our home.

I'm surprised nobody was in touch with me regarding it! I haven't received any letters or other communication about the plans / this survey/ consultations. I found out about it from Internet..
Kindly do not waste money on these buildings which contain asbestos and may contain raac concrete
too complicated

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<p>Costs of £480,000 over 30 years is £16,000 per year and divided by 75 properties is just around £210 per year. Of course this cost is only an estimate calculated by somebody to justify their favoured treatment and at present we are already paying £600 p.a. In common repairs and maintenance so the scaremongering figures are just that scaremongering.</p> <p>It smacks of the heating pump legislation introduced to fit the flawed SG agenda with carbon reductions that no sensible individual can afford unless they are over wealthy.</p>
<p>I answered no to buy back but I would have said "I don't know" if that had been an option. It is not something that I have looked into.</p>
<p>I love my home and the thought that it might not survive makes me very anxious I feel safe here and lived here for 25 years</p>
<p>The buildings served their ,me, but change is always for the better. Demolition and new build eco friendly housing is definitely the best possible option</p>
<p>I think the council should keep the building</p>
<p>All at building it's old. From kitchen to balcony.</p>
<p>I would like the block and flat to be modernized and carry out the installation of the communal district heating. It would be beneficial if the survey and additional information is also available in Spanish.</p>
<p>My only concern is if there is lots of work planned the costs could be huge to get the block back in its best condition. This could be ongoing for years and very very expensive. The buyback council scheme would appeal to me in that eventuality.</p>
<p>Would be concerned if option 5 was chosen, that we have decorated & carpeted flat in the past 6 months would this be compensated?</p>
<p>What refurbishments?</p>
<p>I am not willing to voluntarily sell my flat.</p>
<p>Why has the council just spent £370000 putting in 2 new lids when the old ones hadn't been breaking down? Currently installing new front doors to council flats when again they have on the same fire doors as my flat has nothing wrong with them and the contractors have already damaged the new lids. Shambles. Seems the council have money to spend/waste.</p>
<p>Get on with it. This should have been done in 2020 when the CHP pipes came past the building. Cladding and windows should have been done years before that.</p>
<p>Stop wasting money on a building that has served its lifespan.</p>
<p></p>

APPENDIX 5 TPAS & SHELTER SCOTLAND OBSERVATIONS



Aberdeen City Centre Multi-Storey Consultation Drop-Ins - Feedback

Author: Jacob Campbell (Aberdeen Community Organiser, Shelter Scotland)

Jacob_Campbell@shelter.org.uk

Please find Shelter Scotland's analysis of the drop-ins around the consultation exercise for the eight city centre multi-storeys in Aberdeen below.

Section 1: Pre-consultation (Page 1)

Section 2: Categories of Residents and Tenants in the Multi-Storeys (Page 3)

Section 3: What's the solution? (Page 5)

Pre-consultation

Shelter Scotland exists to defend the right to a safe home and fight the devastating impact the housing emergency has on people and society. We work in communities to understand the problem and change the system. We run national campaigns to fight for home.

It was welcome that Shelter Scotland were involved in designing the consultation on the future of Aberdeen's city centre multi-storeys and we thank Aberdeen City Council for giving us this opportunity. We also thank representatives from Streets UK and the Tenants Participation and Advisory Service (TPAS) for working collaboratively with us throughout this process.

Representatives from the Council, from the TPAS, from Streets UK and from Shelter Scotland attended the consultation drop-ins between Monday 6th November to Thursday 9th November 2023.

The main purpose of our attendance was to help residents complete the consultation, either digitally or on paper, to try to answer any questions that participants might have had, and to allay any immediate concerns raised. These three actions were generally

APPENDIX 5 TPAS & SHELTER SCOTLAND OBSERVATIONS

5.1 Shelter Scotland Observations

carried out successfully, and representatives from all four organisations worked well as a team to the benefit and assurance of residents and tenants.

Before the consultation began, it was encouraging to have Housing and Support Officers from Aberdeen City Council involving the TPAS and Shelter Scotland in designing Streets UK's consultation as they sought genuine engagement from tenants and residents in the buildings.

Feedback from tenants and residents throughout the drop-ins highlighted that many living in the blocks felt that the consultation already had a predetermined outcome by the city council to demolish the multi-storeys as quickly as possible. Having independent organisations such as Shelter Scotland, TPAS and Streets UK mostly helped to allay these concerns, although it was noted that a prevailing 'anti-Council' mood was still prevalent.

We were encouraged that Shelter Scotland's proposals were accepted by other partners prior to the beginning of the consultation. Namely, to make the consultation more accessible (available in different languages, taking into consideration different reading abilities, paper copies available in common rooms, etc) and to use this exercise as a springboard to restart resident's associations in those tower blocks where there were none.

Shelter Scotland would encourage Aberdeen City Council to build upon the relationships and engagement that has been fostered as part of this initial consultation exercise. Ensuring that residents continue to be consulted and informed through Residents Associations as the consultation progresses can help to ensure maximum buy-in from both residents and from tenants in pursuit of outcomes where everyone is content.

Our community organiser in Aberdeen, **Jacob Campbell**, continues to be on hand to work with the relevant council officers to ensure that Residents Associations are re-established and are genuinely empowered to voice their concerns, to alleviate systemic housing issues, to fight the housing emergency and to and make lives easier and more enjoyable for HSOs, Residents and Tenants.

Our North Community Team continues to enjoy a good relationship with the various Housing teams and officers at Aberdeen City Council.

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5.1 Shelter Scotland Observations cont.

Categories of Residents and Tenant in the Multi-Storeys

It's fair to say that each building we visited had their own distinct 'moods' to them. An overarching theme, though, was that all tenants and residents recognised that 'something' had to

be done about life in the multi-storeys. Another prevalent theme was the amount of money residents were spending on their electricity supplies - some spending close to £300 per month.

There was a good distinction made between 'operational' issues in the blocks (anti-social behaviour, how the building is run, etc) and 'capital' issues (damp, mould, ill-repair of communal areas, etc) that required longer term investment.

APPENDIX 5 TPAS & SHELTER SCOTLAND OBSERVATIONS

On the whole, however, tenants and residents could generally be split into four distinct categories.

Younger council tenants

These were council tenants, still in the workforce, generally younger, who were enthusiastic about potential upgrades to the building and the potential enhancement to their quality, both for them and for their young families.

Many didn't mind the prospect of moving out temporarily if it meant that the end result was a better, cheaper quality of life in the multi-storeys. Cost was not a factor for this group, with many opting for Option 3 or Option 4, with the upgrades to the heating system a major factor for many.

Older council tenants

This group had lived in the buildings for a long time and had made their lives here. Whilst they were quite enthusiastic about potential upgrades to the building making their quality of life better, they weren't keen on the idea of moving out of the block, even for a short period of time.

They were generally happy to put up with short-term disruption in the buildings, whilst staying put and continuing to live there. On the whole, older council tenants felt that if they moved out of the building, this wouldn't be a temporary move and that any move would be permanent to a new, social tenancy. Similar to the younger council tenants, cost was not a factor for this group, with many opting for Option 3 or Option 4.

Many owner occupiers felt that they were stuck between two worst case outcomes and that there was no scenario which benefited them about the consultation. Many felt that if they stayed put they would be liable for costs that they couldn't afford.

If they went down the council's buy back scheme route, they wouldn't be able to afford to buy somewhere else with the same quality of life, size of flat, location or local amenities as their present situation afforded them.

With this in mind, many owner occupiers opted for Options 1 or 2, as they wanted to keep costs low.

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Discontented or potentially misinformed council tenants

There was a minority of council tenants of all ages who didn't enjoy living in the buildings and who wanted to get a move out of the blocks to another council tenancy.

This group were more likely to select Option 5 to 'demolish' the buildings, as they felt it could make them higher priority in the choice-based lettings system that Aberdeen City Council uses to assign council housing.

There was also a small minority who believed that if the buildings were demolished, the original tenants would be returned to similar, new build social tenancies in the same location. However, this could not be guaranteed.

As such, many went for Option 5 on this basis - not enthusiastically because they thought that the buildings required demolition, but out of frustration with Council processes that often meant that they were unable to get moved to a more appropriate social rented accommodation that better suited their needs.

Owner occupiers

The feeling and situation amongst owner occupiers was pretty universal throughout the buildings. Many were either coming up for retirement or were already long-term retired, and had either inherited or bought their unit under the discontinued Right To Buy scheme.

APPENDIX 5 TPAS & SHELTER SCOTLAND OBSERVATIONS

5.1 Shelter Scotland Observations cont.

What's the solution?

Scotland is in the middle of a housing emergency, and it's no secret that there continue to be big pressures on our housing system. Shelter Scotland believes that housing is a human right, and that we need to increase our supply of adequate social housing to ensure that everyone in Scotland has a safe, warm and affordable place to call home. To that end:

Council officers should work with Shelter Scotland's community organiser in Aberdeen to re-establish and strengthen Residents Associations in all the multi-storeys.

Residents association can be used as a clear line of communication between HSOs and Residents on systemic issues in the tower blocks for meaningful and long term discussion. This would help stop the spread of misinformation as the future of the multis continues to be decided, would enable tenants and residents to feel empowered on their futures, and would generally lead to better outcomes for all.

There should be the establishment of a 'Multi-Storey Tenants Federation' for residents in those buildings under consultation to join

This was a popular idea that was floated by residents at the consultations. The establishment of a Residents and Tenants Federation, specifically for the eight multi-stories being consulted on, to bring residents together on the systemic issues they see in their buildings so that consultation on the future of the blocks is continuous and ongoing, rather than 'one-off'.

Aberdeen City Council should call on the Scottish Government to increase the supply of social housing

As things stand, the Scottish Government is not on track to meet its 10 year target of 110,000 affordable homes. Aberdeen City Council must immediately call on the Scottish Government to commit to more funding, not less, for vital social homes in Aberdeen and across Scotland. The Scottish Government has no hope of meeting its statutory child poverty targets if it continues to look to the social housing supply budget for savings at every opportunity.

Fund frontline housing services in Aberdeen effectively

Local authorities cannot continue to be asked to do more with less. Over a decade of austerity and real terms budget cuts have left local authority services stripped to the bone. Aberdeen City Council must call on the Scottish Government to put significant investment into local authority services if we are to ensure that HSOs are able to carry out their work effectively and that people's rights are upheld and enforced.

Continue to involve the third-sector, residents associations and other relevant partners in future decision making around the city centre multi-storeys

This exercise was a good example of collaboration between the City Council, Streets UK, the TPAS and Shelter Scotland. It can also pave the way for better collaborative working between strong residents associations and Council officers.

Where future opportunities arise to conduct this style of cross-organisational working again, it should be strongly encouraged in order to find best possible outcomes for those tenants and residents that are affected.

Shelter Scotland look forward to working with Council officers to re-establish residents associations where possible in order to empower tenants and residents in the multi-storey buildings to make their voices heard in pursuit of safe, warm and affordable housing conditions for all.

Shelter Scotland exist to defend the right to a safe home and fight the devastating impact the housing emergency has on people and society. We believe that home is everything.

For more information about our work, and for advice and support on housing issues, please visit <https://scotland.shelter.org.uk/>

Jacob Campbell is Shelter Scotland's community organiser for Aberdeen. He can be contacted by email at Jacob_Campbell@shelter.org.uk or on 07823 954 565.

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	21 November 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Aberdeen City's Strategic Housing Investment Plan 2025/26 – 2029/30
REPORT NUMBER	F&C/24/320
EXECUTIVE DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Jacqui McKenzie
REPORT AUTHOR	Mel Booth
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 To seek approval of the Strategic Housing Investment Plan (SHIP) for the period 2025/26 – 2029/30, prior to submission to the Scottish Government.

2. RECOMMENDATIONS

That the Committee:

- 2.1 approve the Strategic Housing Investment Plan for 2025/26 – 2029/30 as contained in Appendices 1 and 2; and
- 2.2 instruct the Chief Officer – Housing to report back to Committee with the implications of the resource planning assumptions, when they are made available from Scottish Government as detailed at 3.5.

3. CURRENT SITUATION

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

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

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

- 3.3 All local authorities are required to submit their SHIP to the Scottish Government on an annual basis. The SHIP can be updated as and when required, subject to Committee approval.
- 3.4 Aberdeen City Council, with the involvement of its key partners via the SHIP Working Group, has prepared this SHIP submission. The SHIP illustrates how the Council and its RSL partners will seek to deliver the city's affordable housing investment needs and priorities identified in the Aberdeen City Local Housing Strategy 2024-2029 over a rolling 5-year planning programme, which is currently in draft form and is due to be consulted on in early 2025. The SHIP Working Group is the Council's key working group responsible for development of the SHIP and the ongoing review of new and current projects through collaboration with Scottish Government via quarterly meetings.
- 3.5 The SHIP is usually drafted in accordance with the resource planning assumptions as provided by the Scottish Government. Resource planning assumptions are not yet available beyond 2024/25 so it is difficult to determine exactly what can be delivered and how. Committee is recommended to instruct Chief Officer – Housing to report back to this Committee when they have been issued but meanwhile, Officers have used this year's resource planning assumption as an indicative figure.
- 3.6 Overall, the SHIP shows the potential to deliver 2,485 homes over the next 5 years by the Council and its RSL partners which, if funding were available, would significantly help with the recent housing emergency declared in Aberdeen.
- 3.7 There are projects within the current SHIP with the potential to spend £277m Scottish Government grant over the lifetime of the SHIP. The Scottish Government grant expenditure is limited to the allocated grant, but guidance suggests that a minimum slippage factor, or over-programming to accommodate unforeseen slippage, of 25% should be applied on an annual basis. Affordable Housing Supply Programme Resource Planning Assumptions have not yet been issued beyond 2024/25 which makes detailed planning for the delivery of affordable housing challenging; however, Officers have used the 2024/25 resource planning assumption as an indicative amount for 2025/26. See Section 4 for more detail.
- 3.8 When resource planning assumptions are available, projects will be prioritised, as agreed by Communities Housing and Public Protection Committee in May 2024. The prioritisation methodology is as follows:
- 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.

4. FINANCIAL IMPLICATIONS

- 4.1 Resource planning assumptions have only been provided up to 2024/25, with no certainty of funding beyond that. This makes planning for future delivery difficult in the context of the long lead in times required to bring development forward. This lack of certainty may also risk the delivery of market housing where sites have mixed tenures. This is particularly the case in Aberdeen where there is a number of large strategic master planned sites with long term delivery programmes over the next decade.
- 4.2 A number of these sites are due to deliver affordable housing through Section 75 legal agreements, and Aberdeen City Council are currently unable to confirm which projects can be prioritised. There are a range of sites that are going through the planning process at the moment and some developers are suggesting that affordable housing should be provided in the form of a commuted sum, instead of onsite delivery which will only exacerbate the housing emergency. Local authorities require certainty of funding for 3-5 years to allow effective planning and delivery of affordable homes.

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	Failure to deliver affordable housing.	H	The Council and its RSL partners have ambitious new build programmes to deliver affordable housing across the city through the SHIP but unless adequate grant funding is available, these ambitions will not be realised.
Compliance	Provision of affordable housing ensures compliance with the council's duty to house households. Failure to deliver may result in there being insufficient housing to meet the demand.	H	Adequate funding is required to allow sufficient homes to be delivered to ensure compliance.
Operational	Provision of affordable housing is a priority for residents of Aberdeen City Council. Failure to deliver may result in housing need and demand levels not being met. The delivery of affordable housing identified in the SHIP will significantly increase the supply of affordable housing in the city. In addition to providing new homes, it will provide significant employment opportunities during the construction of the houses.	H	Continue to work with partners and Scottish Government to ensure all funding is obtained to deliver affordable housing continues across the city via the Council and RSL partners through the SHIP.
Financial	<p>Failure to allocate funds through developer obligations may result in funds being paid back to developers.</p> <p>Grant funding is essential to deliver projects through the SHIP.</p>	<p>L</p> <p>M</p>	<p>Ensure robust procedures are in place to monitor developer obligations.</p> <p>Ensure Aberdeen City Council spends all allocated grant funding and is well</p>

			positioned to use underspends from other areas should it become available.
Reputational	The SHIP identifies significant opportunities for the delivery of affordable housing. The delivery of these sites require partnership working across the public and private sector. Failure to fully utilise funds may harm the council's reputation when affordable housing is much needed across the city.	M	The relationships are already well developed to deliver the positive outcomes but lack of certainty around funding is already impacting the Council's reputation. There is a risk that some projects may not progress as quickly as envisaged.
Environment / Climate	Provision of new build affordable housing is built to current building regulations which has a reduced carbon footprint.	L	Ensure the provision of affordable housing continues across the city through the SHIP to deliver energy efficient homes.

8. OUTCOMES

<u>Council Delivery Plan</u>	
	Impact of Report
Aberdeen City Council Policy Statement Working in Partnership for Aberdeen	<p>The proposals within this report support the delivery of the following aspects of the policy statement: We will work with partners to improve the stock and variety of Council and social housing across the city, ensuring it meets the varying needs of our citizens and provides more choice for our older citizens.</p>
<u>Aberdeen City Local Outcome Improvement Plan</u>	
Prosperous Economy Stretch Outcomes	<p>The proposal within this report supports the delivery of LOIP Stretch Outcome 1 – 20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/ or not be able to heat their home by 2026.</p> <p>The provision of new build homes are more energy efficient than existing homes, therefore contributing to Stretch Outcome 1.</p> <p>The affordable housing programme represents significant investment in the city which contributes to a prosperous economy.</p>
Prosperous People Stretch Outcomes	<p>The proposal within this report supports the delivery of Stretch Outcome 10 - Healthy life expectancy (time lived in good health) is five years longer by 2026. The affordable housing programme can</p>

	<p>contribute to this by providing good quality, energy efficient housing that is more accessible to those on lower incomes. Housing is an important social determinant of health, therefore providing affordable housing options helps to ensure better health outcomes and quality of life for those who would struggle to find suitable accommodation elsewhere.</p> <p>The programme also has links to Stretch Outcome 12 - Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief, and non-recurring with a longer-term ambition to end homelessness in Aberdeen City. The provision of new affordable homes through the SHIP will increase the supply of homes which can be allocated to those who are homeless or at risk of being homeless.</p>
Prosperous Place Stretch Outcomes	<p>The proposal within this report supports 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.</p> <p>The paper seeks approval for the allocation of funds which will help to contribute to the delivery of new build housing which is energy efficient.</p>
Regional and City Strategies	<p>The proposals within this report support the City Region Deal, Aberdeen City Local Housing Strategy, and the Strategic Development Plan through the delivery of affordable housing.</p>
UK and Scottish Legislative and Policy Programmes	<p>The report sets detail in relation to affordable housing which fulfils the requirements placed upon the Council by the Housing (Scotland) Act 1987.</p>

9. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	New Integrated Impact Assessment has been completed.
Data Protection Impact Assessment	Not required.

10. BACKGROUND PAPERS

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

- CGR [PLA/18/060](#) 18 September 2018
- CGR [PLA/19/317](#) 26 September 2019
- CGR [COM 20/182](#) 28 October 2020
- CGR [COM 21/245](#) 03 November 2021
- CGR [COM 22/198](#) 21 September 2022
- CGR [COM 23/323](#) 14 November 2023

11. APPENDICES

Appendix 1 – Strategic Housing Investment Plan 2025/26– 2029/30

Appendix 2 – Strategic Housing Investment Plan 2025/26– 2029/30 Tables

12. REPORT AUTHOR CONTACT DETAILS

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

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**Strategic Housing
Investment Plan
2025/26 – 2029/30**

Contents

1. Introduction
2. Strategic Context
3. Aberdeen City SHIP 2025-2030
4. Prioritisation
5. Consultation
6. Resources
7. Wheelchair Accessible Housing
8. SHIP Summary
9. Council Approval of SHIP

1. Introduction

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

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

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

1.3 In 2023/24 there were 806 affordable housing completions delivered in Aberdeen through the Affordable Housing Supply Programme. As of October 2024, 162 affordable housing completions have taken place across the city, with 371 units being projected for completion in 2024/25. The table below shows the location, developer and type of affordable homes completed in 2023/24.

Location	Housing Provider	Type	No. of units
Council Buy Backs	ACC	Social Rent	100
Cloverhill	ACC	Social Rent	174
Summerhill	ACC	Social Rent	183
Tillydrone	ACC	Social Rent	30
Falkland Avenue	Hillcrest	Social Rent	59
Falkland Avenue	Hillcrest	Mid-Market Rent	24
Newton of Charleston	Hillcrest	Mid-Market Rent	10
Countesswells	Osprey	Social Rent	1
Friarsfield Avenue	Places for People	Mid-Market Rent	8
Riverside	Places for People	Mid-Market Rent	14
Donside	Sanctuary	Social Rent	61
North Anderson Drive	Sanctuary	Social Rent	118
Persley Den	Sanctuary	Social Rent	24
Total			806

2. Strategic Context

2.1.1 Local Housing Strategy

2.1.2 The Aberdeen City Local Housing Strategy (LHS) 2024-2029 is currently being refreshed and provides the strategic direction to respond to housing need and demand and informs the future investment in housing and housing related services across the city. The housing supply targets are yet to be identified but will form part of the refreshed LHS.

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

2.1.4 The LHS sets out a framework of actions and investment with partnership working to deliver its strategic outcomes. The LHS is underpinned by the [Housing Need & Demand Assessment 3](#) and reflects the [Aberdeen Local Development Plan](#). The HNDA 3 was approved by the Centre for Housing Market Analysis in January 2024.

2.1.5 The strategic outcomes identified for Aberdeen City Council in the LHS 2024 – 2029 are:

- We will support a sufficient supply of housing to meet the varying needs of the people of Aberdeen.
- We will use a place-based approach to support key decision making across existing and new communities.
- 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.
- 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.
- 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.
- We are committed to improving the condition of existing homes, across all tenures, for the people of Aberdeen.
- 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.

2.1.6 The SHIP is aligned with the strategic outcomes in the LHS, and the investment priorities are consistent with the strategic outcomes. The delivery of affordable housing through the SHIP contributes to all of the strategic outcomes identified in the LHS, with the exception of the Private Rented Sector outcome.

2.2 Empty Homes

2.2.1 Two full-time Empty Homes Officers are in post to reflect the changing requirements of empty homes across the city and to ensure empty homes are brought back into use.

2.2.2 The Empty Homes Officers work with owners to bring empty properties back into use. Since the post was created, 780 empty properties have been brought back into use. Work is ongoing with landlords and letting agents across the city to “match” people from housing waiting lists with owners/letting agents of empty Private Rented Sector properties through the council’s Matchmake to Rent Scheme.

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

	<6-12months	1-2 years	2-5 years	5-10 years	10 years+	Total
2023/24	13	48	26	10	0	97
2022/23	8	32	156	25	4	225
2021/22	6	12	234	3	7	262
2020/21	10	29	21	70	9	139

2.2.4 The Council utilises the Council Tax (Variation for Unoccupied Dwellings) (Scotland) Amendments Regulations 2016 which allow local authorities to charge increased Council Tax on certain homes that have been empty for one year or more without being actively marketed for sale or rent and two years or more if being actively marketed. One of the tools available to encourage owners to bring their property back into use is the additional 100% Council tax levy. The power contained in the Regulations is intended as an additional tool to help local authorities encourage owners to bring empty properties back into use, both to increase the supply of housing for those who need homes and to reduce the blight on communities caused by houses being left empty and allowed to fall into disrepair. To date, £28,642,456 has been generated which is allocated on an annual basis, subject to committee approval, to the council house new build programme which is well underway to provide 2,000 new council homes.

This funding is also used for the Empty Homes Officer posts. See 6.4 below for more detail.

2.3 Gypsy/Travellers

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

2.3.2 In order to address this, the Local Development Plan 2023 has identified sites as part of the 25% affordable housing contribution offering opportunities to the north, west and south of the city. Grandhome, Newhills, and Loirston are considered most appropriate for on-site provision of smaller transit sites with a net area of approximately 0.5 hectares providing six pitches on each site. Provision at the remaining locations will take the form of a commuted sum (equivalent to 15 affordable units) as set out in the Aberdeen Planning Guidance for the Local Development Plan.

2.3.3 The Council has one permanent Gypsy/Traveller site at Clinterty. £3,244,691 was provided through the Scottish Government's Gypsy/Traveller Accommodation Fund to carry out capital works to this site. The site has been demolished and rebuilt to ensure it meets current and future needs of Gypsy/Travellers. The redevelopment was completed in April 2024, increasing caravan capacity, and delivering 21 amenity blocks. Feedback from residents in relation to the new site has been positive with 100% satisfaction.

2.4 Rapid Rehousing Transition Plan (RRTP)

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

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

2.5 Child Poverty Action Plan

2.5.1 The SHIP links with the Local Child Poverty Action Plan and recognises that investment in the provision of affordable housing can reduce the costs of living which can directly impact on child poverty. The SHIP also links with the Local Outcome Improvement Plan 2016-26, which acts as the shared strategic plan to address poverty and inequality of outcomes in Aberdeen City.

2.6 Buy-Back Policy

2.6.1 Aberdeen City Council will, under certain circumstances, purchase ex-council properties sold under the Right to Buy legislation, subject to certain criteria. Each application is judged on an individual case by case basis. All types, sizes and location of property are considered including multi storey and adapted properties. Acquisitions under this scheme were paused as of 31 May 2024 to allow an evaluation of the scheme to be undertaken. This pause does not include properties in Torry which may meet the requirements of RAAC affected tenants. Officers were instructed to bring a report on the Acquisition and Disposal Policy, including buy-backs progress to a future meeting of Communities, Housing and Public Protection Committee which will be presented on 21 November 2024.

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

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

2.6.3 433 properties have been purchased through the buy-back scheme up to 31 March 2024.

2.7 City Centre Masterplan

2.7.1 The long-term ambition is to make the city centre in Aberdeen a more attractive place to live in; a healthy place where people want to live, work, and socialise. The aim is to create a city centre that takes advantage of under-utilised space and brings vitality by creating the conditions for a change in, or new uses for buildings.

2.7.2 Significant investment is taking place in the city centre as part of the City Centre Masterplan. Encouraging city centre living is a key part of this and actions have been taken to stimulate development. One of the actions is an affordable housing waiver zone in the city centre. Since the waiver was introduced, 1,034 homes have been approved, 53 applications are pending a decision and a further 417 homes have been completed. Prior to the introduction of the waiver, 37 homes (1 application) was submitted between January - September 2018,

18 homes (2 applications) during 2017, and 42 homes (1 application) were submitted during 2016. The data therefore shows that there has been a direct increase in the number of applications for homes submitted and consented within the city centre since the introduction of the interventions has resulted in existing buildings being converted into residential use in the city centre.

2.8 Housing Need and Demand Assessment

2.8.1 The HNDA 3 was certified as robust and credible by the Centre for Housing Market Analysis in January 2024. Chapter 3 of the HNDA identified that larger family homes are increasingly in demand on the Council's waiting lists, while Chapter 5 identified that there is a growing trend of resettlement groups and international students requiring larger family accommodation. Chapter 3 of these HNDA also identified that there was a reduced demand for flatted accommodation. Trends identified in the HNDA will be incorporated into the affordable housing developments as part of the SHIP process.

2.9 Specialist Provision Accommodation

2.9.1 The [Complex Care Market Position Statement](#) 2022-2027 identifies the strategic requirement for specialist provision homes. It has identified that 60 individuals with complex care needs require specialist provision accommodation. This will be met, where possible, through the SHIP, however this type of specialist accommodation is expensive and will require additional resources for it to be deliverable.

2.9.2 The draft Independent Living and Specialist Provision Market Position Statement 2024-2034 will identify further requirements for specialist provision accommodation which will also be incorporated into the SHIP when complete.

3. Aberdeen City SHIP 2025 – 2030

3.1 The Aberdeen City Affordable Housing Programme details a range of affordable housing projects including RSL and Council Social Rent. It also includes RSL mid-market rent, as well as Low-Cost Home Ownership (LCHO) which are properties that housing developers will deliver directly.

3.2 In order to monitor the deliverability of projects, the council meets on a regular basis with the Scottish Government and RSLs to ensure projects are progressing and to try to resolve any development constraints that arise which are slowing down or preventing delivery.

3.3 Officers of the council are also consulted on planning applications which presents opportunities to inform developers to contact RSLs at an early stage to discuss the affordable housing requirements. This is helpful because some of the projects coming forward in the SHIP are reliant on Section 75 Agreements being completed. Many of the RSLs in Aberdeen do not have the financial

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

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

3.5 Constraints

3.5.1 A combination of factors including inflation rates and the invasion of Ukraine affecting access to supply markets in Russia, Ukraine, and surrounding area, have led to a cycle of market and price volatility and shortages across many commodities which is having a negative impact on the delivery of capital projects and budgets. Whilst price volatility appears to be levelling off, there is still a significant increase in the cost of materials and contractors.

3.5.2 This market and price volatility led to the decision by Council to pause two of the six council new build housing sites at Craighill and Kincorth. The projects have been through a value engineering process to reduce costs and have been redesigned and resubmitted for planning permission. Planning consent was granted in Q2 2024 for Craighill and is anticipated to be granted for Kincorth in Q4 2024. Craighill began construction on site in September 2024. Kincorth is currently out for tender, and consideration has been given to phasing this development over a longer period to reduce the short-term impact on the capital budget.

3.5.3 There is uncertainty regarding funding sources for future affordable housing projects which has a detrimental effect on the Council's ability to plan affordable housing provision in the coming years. There has also been a reduction in the affordable housing supply programme which has led to the Council being unable to proceed with sites, particularly those that do not fall under a Section 75 legal agreement. There has also been an increase in developers who are reluctant to plan for delivery of affordable housing through Section 75 agreements and would choose to provide a commuted sum which will require careful management and consideration.

3.6 Construction

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

3.6.2 Aberdeen City Council remains committed to the delivery of affordable housing and it will consider different construction methods as market conditions permit.

The Council will collaborate on design and procurement, where possible, to facilitate and support efficient delivery of projects.

3.7 Affordable Rural Homes for Key Workers Fund

3.7.1 There are no rural implications for Aberdeen City Council.

4. **Prioritisation**

4.1 Projects are assessed using the following prioritisation methodology:

- 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.

5. **Consultation**

5.1 Aberdeen City Council, with the involvement of its key partners via the SHIP Working Group has prepared this SHIP submission. The SHIP illustrates how the council and its RSL partners will seek to deliver the city's affordable housing investment needs and priorities identified in the Aberdeen City Local Housing Strategy 2024-2029 over a rolling 5-year programme. The SHIP Working Group is the Council's key working group that is responsible for development of the SHIP and the ongoing review of new and current projects through collaboration with Scottish Government via quarterly meetings.

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

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

6. Resources

- 6.1 Through the Affordable Housing Supply Programme, the Scottish Government has confirmed the Resource Planning Assumptions for 2024/25. Affordable Housing Supply Programme Resource Planning Assumptions have not yet been issued beyond 2024/25 which makes detailed planning for the delivery of affordable housing challenging but meanwhile, Officers have used this year's resource planning assumption as an indicative figure. This lack of certainty may also risk the delivery of market housing where sites have mixed tenures. This is particularly the case in Aberdeen where there is a number of large strategic master planned sites with long term delivery programmes over the next decade.
- 6.2 A number of these sites are due to deliver affordable housing through Section 75 legal agreements, and Aberdeen City Council are currently unable to confirm which projects can be prioritised. There are a range of sites that are going through the planning process at the moment and some developers are suggesting that affordable housing should be provided in the form of a commuted sum, instead of onsite delivery which will only exacerbate the housing emergency. Local authorities require certainty of funding for 3-5 years to allow effective planning and delivery of affordable homes.
- 6.3 The Affordable Housing Supply Programme will seek to maximise the delivery of affordable housing through all available housing streams. Partners will continue to investigate and implement new and innovative delivery mechanisms.
- 6.4 The delivery by the RSL sector is predicated on partnership working with developers. The co-ordination of these developments with availability of grant funding will continue to be a significant challenge and will need to be carefully managed to ensure the deliverability of the programme.
- 6.5 Discretionary Council Tax Discount on Second Homes and Unoccupied Homes
- 6.5.1 Council Tax income generated from second and unoccupied homes falls into two categories:
- Existing powers where income is received from reducing the discount anywhere between 50% and 10% for both long-term empty homes and second homes. Income generated in this category is ring-fenced for affordable housing.
 - Any new income received through reducing the discount on long term empty properties below the previous 10% limit or increasing Council Tax. This income is not ring-fenced and can be used as the local authority sees fit on housing or other priorities.

6.5.2 Aberdeen City Council uses this discretionary power, and the additional income is retained locally and used as grant funding for Aberdeen City Council for the provision of new-build affordable social housing and to fund the Empty Homes Officer posts. The uncommitted balance is subject to a report to Finance and Resources Committee to ensure the uncommitted available balance is used as part of the council new build programme.

6.5.3 Income received and paid up to 31 March 2024 is shown below.

Income received	£28,642,456
Allocated to ACC	£23,503,313
Paid to RSLs	£2,947,784
Empty Homes	£310,873
Uncommitted Available Balance (at 31.3.24)	£ 1,880,486

6.5.4 The Council Tax on second homes and unoccupied homes provided an income of £1,981,176 in 2023/24. Based on current void rates in both the private and public sector, projected annual income is assumed to be around this figure, but shall be closely monitored every year and assumptions adjusted accordingly. These funds are disbursed by Finance and Resources Committee to support the delivery of affordable housing.

6.6 Section 75 Affordable Housing Contributions

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

6.6.2 Such agreements to date have provided an income as detailed at 6.5.3. These payments are linked to completions on site therefore it is difficult to accurately predict the total to be collected during 2024/25.

6.6.3 The table below details the Section 75 Funding to 31 March 2024

Total Received (as at 31.3.24)	£14,452,227.41
Grants previously paid to RSLs	£3,613,801.00
Grants paid to ACC new build	£10,795,962.00
Uncommitted Available Balance (at 31.3.24)	£42,464.41

6.6.4 These funds are disbursed by the Finance and Resources Committee to support the delivery of affordable housing.

6.7 Local Authority Funding

6.7.1 The Council is significantly investing in the delivery of affordable housing using funding from a variety of sources including Council Tax from second homes and unoccupied homes as detailed at 6.6 above, Developer Obligations detailed at paragraph 6.6 above, Council Housing Revenue Account – Capital from Current Revenue and Council Borrowing from Public Works Loan Board. These sources of funding alongside grant which may be available through the Affordable Housing Supply Programme will enable the council to deliver its ambitious new build programme.

7. **Wheelchair Accessible Housing**

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

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

7.2 Evidence Base

7.2.1 The Housing Need and Demand Assessment 3 shows Aberdeen City Council has 223 wheelchair accessible properties in specialist accommodation (including sheltered and very sheltered) and 428 in 'mainstream' housing, accounting for 1.9% of the total stock.

7.2.2 The Housing Needs Assessment Team (HNAT) assess and prioritise applicants with particular needs for council housing. The table below shows the number of applicants and their housing requirements, including those who need fully wheelchair accessible accommodation. It shows that 1,516 households require ground floor accommodation, 169 require level access and 59 require full wheelchair accessible design.

Medical Recommendation	1	2	3	4	5	TOTAL
Ground floor recommendation	1,216	185	94	18	3	1,516
First floor recommendation	99	96	105	27	7	334
Level access required	126	28	12	3	0	169
Wheelchair accessible required	24	19	14	2	0	59
Able for stairlift	0	3	1	0	0	4
Community alarm recommended	36	6	0	0	0	42
Extra bedroom recommended	0	48	56	34	3	141
Any other recommendation	1,235	227	141	40	8	1,651
Total	2,736	612	423	124	21	3,916

Source: Aberdeen City Data – extracted 31 March 2024

- 7.2.3 In 2023/24 there has been a 4.7% increase in the overall number of applicants applying for accessible housing rising from 3,741 to 3,916. This includes a 1.7% increase in applications for those requiring ground floor accommodation, increasing from 1,490 to 1,516 and a 6.9% increase for those applying for level access, rising from 159 to 169. The number of people applying for fully wheelchair accessible housing has increased by 3.5% from 57 to 59 applicants. These figures continue to remain consistent each year, demonstrating the ongoing requirement for accessible housing.
- 7.2.4 Analysis carried out during the development of the Housing Need and Demand Assessment 3 based on the methodology used in the ‘Still Minding the Step’ report estimates there are 3,766 wheelchair households in Aberdeen. This is projected to increase alongside household growth and an ageing population. It is estimated that 737 wheelchair households have an unmet need in the city.
- 7.2.5 The Council is committed to reducing waiting lists for accessible housing by working with its internal design team and RSL partners to ensure that the needs of those who are currently on the housing waiting lists for wheelchair accessible housing are met through the Affordable Housing Supply Programme.
- 7.2.6 There is robust information on the supply and demand for the Council’s wheelchair accessible housing. Work is ongoing to establish the supply and demand for other sectors. Aberdeen City Council are working with registered social landlords, developers, and Disabled Person’s Housing Service (DPHS) to establish a baseline. This work is being overseen by the Independent Living & Specialist Provision Strategic Group that delivers and monitors the Aberdeen City Local Housing Strategy’s Joint Delivery Action Plan in relation to specialist provision housing.

7.3 Approach to Increase Provision

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

7.3.2 Aberdeen City's Health and Social Care Partnership's Strategic Plan identifies the challenges of an ageing population and the desire to support people in a community setting. To meet these challenges an adequate supply of good quality accessible housing needs to be in place. The Housing Contribution Statement is now embedded into the [2022 – 2025 Strategic Plan](#) which is currently being refreshed. Housing's contribution is also articulated in the [Mental Health and Learning Disability Residential and Supported Living Market Position Statements](#) and [The Complex Care Market Position Statement](#). An Independent Living and Special Housing Provision Market Position Statement covering all service user groups is due to be published in 2024 and will be incorporated in the SHIP where necessary.

7.3.3 The intended approach is to increase the overall provision of wheelchair accessible properties and is articulated in the Local Housing Strategy 2024 – 2029. This sets a 15% target for delivery of wheelchair accessible social rented housing.

7.3.4 Scotland's Fourth National Planning Framework Position Statement states policies should reflect diverse housing and accommodation needs, including the housing needs of older people and disabled people. Work with developers will continue to encourage more wheelchair accessible homes through National Planning Framework 4. The Local Housing Strategy 2024 – 2029 will introduce a new 5% target for private sector, which aims to encourage private sector developers to increase the provision of wheelchair accessible housing.

7.4 Number of Wheelchair Accessible Homes

7.4.1 The Local Housing Strategy identifies an affordable housing target with a minimum 15% being fully wheelchair accessible.

7.4.2 Aberdeen City Council has two developments ongoing at Cloverhill and Craighill, which will have at least 15% of the homes as fully wheelchair accessible which will significantly increase the numbers of wheelchair accessible homes across the city.

7.4.3 RSL partners are also encouraged to deliver a minimum 15% as fully wheelchair accessible where this is possible.

7.4.4 Based on the 15% target, there is the potential to provide 376 specialist provision properties which includes a commitment for 317 wheelchair accessible properties and includes 59 specialist provision properties for people

who require supported accommodation through the SHIP by the council and RSL partners by 2029/30.

7.4.5 The table below shows wheelchair accessible housing for the Aberdeen City Council developments which are to be delivered during the lifespan of this SHIP. 14 fully wheelchair accessible units at Kaimhill and 22 at Tillydrone have been delivered before this SHIP cycle begins.

Site	Total Units	Flats		Cottage Flats		Houses		W/C Accessible	
		1 bed	3 bed	1 bed	2 bed	3 bed	4 bed	Total	%
Cloverhill	536	7		10	38		26	81	15
Craighill	99	18	18					36	36
Kincorth	212	49	12			17		78	37
Total	847	74	30	10	38	17	26	195	23

7.4.6 In relation to the private sector, the Council will make the case for greater numbers of accessible homes to be delivered. Engagement with private developers will continue to encourage an increased provision of fully wheelchair accessible housing in the private sector, in line with the requirements of NPF4 and a 5% target for private sector homes is recommended to be included in the refreshed Local Housing Strategy.

8. SHIP Summary

8.1 The SHIP 2024 – 2029 has the potential to provide up to 2,485 new affordable homes. If all homes were delivered, this would significantly help meet housing need and demand across the city and help to address the housing emergency that was declared in Aberdeen in May 2024.

8.2 Table 1 - Years 2025/26 – 2029/30

8.2.1 This table shows there is the potential to complete 2,485 affordable units during this period. If all the projects were to go ahead there would be a requirement for grant subsidy of £277m. As detailed in Section 6 above, resource planning assumptions have not yet been issued beyond 2024/25 which makes detailed planning for the delivery of affordable housing challenging but this year's resource planning assumption will be used as an indicative figure.

8.2 Tables 2 & 3

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

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

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

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

8.4.1 The council continues to raise considerable funding for affordable housing through reducing the Council Tax discounts on empty and second homes and by applying the premium levy on long-term empty homes. In 2023/24, the unallocated Council Tax income on second homes and unoccupied homes is £1,880,486. These funds will be subject to committee approval to be disbursed to the council house new build programme.

8.5 Table - 5.2 Affordable Housing Policies (AHPs) Contributions

8.5.1 As part of Section 75 Agreements, developers can make a commuted payment in lieu of the provision of affordable housing. This funding is used to provide grant for affordable housing to RSL and Council projects. In 2023/24 £42,464.41 was received. These funds will be subject to committee approval to be disbursed to the council house new build programme.

9. Council Approval of SHIP

9.1 The SHIP and the associated spreadsheets 2025/26 – 2029/30 are recommended for approval by the Communities, Housing and Public Protection Committee on 21 November 2024.

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STRATEGIC HOUSING INVESTMENT PLAN 2025/26 - 2029/30

Table 1 - AFFORDABLE HOUSING SUPPLY PROGRAMME - Years 1-5 2025/26-2029/30

LOCAL AUTHORITY: Aberdeen City Council

PROJECT	PRIORITY Low / Medium / High	DEVELOPER	UNITS - TENURE					Total Units	UNITS - BUILT FORM				GN	UNITS - TYPE		Total Units by Type	APPROVAL DATE Financial Year (Estimated or Actual)	2025/26	2026/27	2027/28	2028/29	2029/30	TOTAL SITE STARTS OVER PERIOD OF SHIP	2025/26	2026/27	2027/28	2028/29	2029/30	TOTAL COMPLETIONS OVER PERIOD OF SHIP	2025/26	2026/27	2027/28	2028/29	2029/30	TOTAL AHSP FUNDING REQUIRED OVER SHIP PERIOD	
			Social Rent	Mid Market Rent	Shared Equity	LCHO - Shared Ownership	LCHO - Improvement for Sale		PSR	Rehab	Off the Shelf	NB		Specialist Provision	Type of Specialist Particular Need (If Known)			2025/26	2026/27	2027/28	2028/29	2029/30		2025/26	2026/27	2027/28	2028/29	2029/30								
Cloverhill	High	Aberdeen City Council	266						266			266	266	226	40	Wheelchair Access	266	2020/21	266					266	179	87				266	13.000	13.000				26.000
Kincorth	High	Aberdeen City Council	212						212			212	212	182	30	Wheelchair Access	212	2019/20			212			212		212				212	3.831					3.831
Craighill	High	Aberdeen City Council	99						99			99	99	86	13	Wheelchair Access	99	2020/21E		99				99		99				99					0.000	
City wide Council buy-back	High	Aberdeen City Council	100						100		100	100	100	100			100	2025/26	20	20	20	20	20	100	20	20	20	20	20	100	0.600	0.600	0.600	0.600	0.600	3.000
Stoneywood	High	Aberdeen City Council	8						8			8	8		8	Specialist Provision	8	2024/25	8					8	8				8	1.200					1.200	
Greenferns	Low	TBA	350						350			350	350	298	52	Wheelchair Access	350	2027/28				350						350	350				17.500	17.500	35.000	
Greenferns Landward	Low	TBA	350						350			350	350	298	52	Wheelchair Access	350	2027/28				350						350	350				17.500	17.500	35.000	
Balnagask	High	TBA	364						364			364	364	309	55	Wheelchair Access	364	2027/28				364						364	364		17.500	17.500			35.000	
Pinewood	High	TBA	18						18			18	18	18	0		18	2025/26	18					18	18				18	1.800					1.800	
Craibstone Phase 4	Medium	TBA	68	67					135			135	135	120	15		135	2024/25			135			135		30	40	40	25	135	3.000	3.000	3.000	4.500		13.500
Former Cordyce School	High	Grampian Housing	22						22			22	22	18	4	Wheelchair Access	22	2025/26		22				22		22			22	2.200						2.200
Braeside	Medium	Grampian Housing	30						30			30	30	25	5	Wheelchair Access	30	2025/26		30				30			30			30		3.000				3.000
Countesswells	High	Osprey	20						20		20	20	20				20	2025/26		20				20		20			20	2.000					2.000	
Beech Court, Constitution Street	High	Osprey	6						6	6		6	6				6	2025/26	6					6		6			6	0.638					0.638	
Banks O' Dee Care Home, Abbotswell Road	High	Hillcrest Homes	24						24			24	24	0	24	Specialist Provision	24	2024/25		24				24		24			24	1.200					1.200	
Loriston House	Medium	Hillcrest Homes	27						27	27		27			27	Specialist Provision	27	2025/26		27				27			27			27		2.700				2.700
Oscar Road	High	Hillcrest Homes	18						18			18	18	15	3	Wheelchair Access	18	2024/25		18				18		18			18	1.200					1.200	
Union Street	High	Hillcrest Homes	15						15	15		15	15				15	2023/24						0	15				15	0.132					0.132	
Maberly Street	High	Hillcrest Homes	17						17	17		17	17				17	2023/24						0		17			17		0.845				0.845	
Market St, Stoneywood	Medium	Hillcrest Homes	19						19			19	19	16	3	Wheelchair Access	19	2025/26			19			19			19			19		1.900				1.900
Maidencraig	High	Places for People	16	20					36			36	36	36	0		36	2024/25		36				36	36				36	1.847	1.232				3.079	
Milltimber	High	Places for People	12	8					20		20	20	17	3	Wheelchair Access	20	2024/25	20					20		20				20		0.980	0.980			1.960	
Silverburn	Medium	Places for People	12	4					16			16	16	13	3	Wheelchair Access	16	2024/25	16					16		16			16		0.900	0.900			1.800	
Grandhome Phase 1	High	Places for People	43	41					84			84	84	84	0		84	2023/24	84					84		50	34		84	2.767	2.768	2.767			8.302	
Grandhome Phase 2	High	Places for People	30	30	12				72			72	72	57	15	Wheelchair Access	72	2025/26	72					72			72			72		1.500	2.000	2.000	5.500	
Froghall Road	Low	Places for People	45	25					70			70	70	59	11	Wheelchair Access	70	2022/23	70					70			70			70		1.000	2.000	2.000	5.000	
AECC	High	Sanctuary Scotland	82						82			82	82	69	13	Wheelchair Access	82	2025/26			82			82			82			82		4.100	4.100			8.200
LCHO Buybacks	High	Unknown		5					5		5	5	5				5	2025/26	1	1	1	1	1	5	1	1	1	1	1	5	0.030	0.030	0.030	0.030	0.030	0.150
Total			2273	200	12	0	0	0	2485	65	145	2275	2485	2109	376		2485		581	297	469	1085	21	2453	277	642	395	61	1110	2485	35.445	52.555	32.377	44.130	39.630	277.000

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	21 November 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Aberdeen City Empty Homes Update Report
REPORT NUMBER	F&C/24/319
EXECUTIVE DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Jacqui McKenzie
REPORT AUTHOR	Mel Booth
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 To update members on the progress Council is making in relation to empty homes.

2. RECOMMENDATIONS

That the Committee:

- 2.1 note the progress Aberdeen City Council is making in relation to empty homes, including how they are brought back into use; and
- 2.2 instruct Chief Officer – Housing to include an update on empty homes as part of the Housing Board bi-annual report, replacing the annual update to Committee.

3. CURRENT SITUATION

- 3.1 The Empty Homes Officers work with owners of empty private residential properties to bring them back into use. As can be seen from Table 1 below, 780 empty properties have been brought back into use since the service was introduced in 2018. The target of 90 properties to be brought back into use over 2023/24 has been exceeded.

Table 1: Number of Empty Homes Brought Back into Use 2018/19 – 2023/24

Year	Number of Properties brought back into use
2018/19	7
2019/20	50
2020/21	139
2021/22	262

2022/23	225
2023/24	97
Total	780

- 3.2 The empty homes brought back into use are located across all parts of the city. Table 2 below shows the numbers brought back into use by postcode in 2023/24.

Table 2: Location of Empty Homes Brought Back into Use 2023/24 by Postcode

Postcode	Number of Properties brought back into use
AB10	20
AB11	13
AB12	4
AB14	3
AB15	8
AB16	8
AB21	5
AB22	0
AB23	0
AB24	21
AB25	15
Total	97

- 3.3 One of the tools available to encourage owners to bring their empty property back into use is the additional 100% Council Tax levy. An additional Council Tax levy may be charged to properties that have been empty for one year or more without being actively marketed for sale or rent, and two years or more if being actively marketed. The Council Tax levy will remain applied to a long-term empty property until it is brought back into use. Analysis of the data in relation to the Empty Homes Officers' caseload in 2023/24 indicates that £40,000 was applied and backdated to long term empty properties. The additional 100% Council Tax levy will be applied to each long-term empty property on an ongoing basis until the property is brought back into use.
- 3.4 Some of the highlights of the work carried out by the Empty Homes Service over the last 12 months include:
- Continued success working with landlords and letting agents across the city to "match" people from Council housing waiting lists with owners/letting agents of empty private rented sector properties through the Council's Matchmake to Rent Scheme. Aberdeen City Council is the only local authority in Scotland to utilise a matchmaker scheme in this way with Housing Options Officers promoting the properties as a housing option for people who are seeking housing. To date, 113 landlords have accessed the scheme.

- Working with the Heritage & Place Programme (H&PP) which is an area-based funding programme that aims to contribute to the development of vibrant and sustainable places in Scotland, through community-led regeneration of the historic environment. It supports the development and delivery of heritage focused schemes within conservation areas, or alternatively distinctive heritage areas with local authority recognition. It is intended to link this project in, where possible, with the Empty Homes Team to facilitate long term empty properties being brought back into use in the city centre.
- Ongoing work with genealogists to identify owners of residential properties. This relationship has now been extended and has enabled other partners to access the services to include non-residential long term empty properties as part of the partnership working with Police Scotland and Scottish Fire & Rescue Service.
- Being approached by others, including local authorities and Scottish Empty Homes Partnership, as a best practice example, and this is evidenced by the team's regular invitations to external events and conferences to speak about the work in Aberdeen.
- Partnership working with third sector organisations to allow the Empty Homes Team to assist and help combat youth homelessness in Aberdeen City. Discussions have been ongoing regarding how empty homes can be used to assist with those who are homeless or at risk of being homeless.

3.5 Work will continue with owners of long-term empty properties and the Empty Homes Team will use all available tools to provide support and assistance to homeowners to encourage them to bring their properties back into use.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

6.1 Bringing empty homes back into use has a positive impact on carbon reduction. Creating homes from empty properties saves substantial amounts of material compared to building new homes. It also minimises the amount of land used for development and avoids wasting embedded carbon. Where the home is retrofitted to improve energy performance, it can also help to drive down the cost of heating and reduce the operational carbon emitted.

7. RISK

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

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	The number of empty homes affects the supply of housing.	M	The Empty Homes Officers work with owners of long term empty properties to bring them back into use.
Compliance	Not applicable		
Operational	Provision of housing is a priority for residents of Aberdeen City. Failure to ensure there is an adequate supply may result in more people seeking to be housed by the Council.	M	The Empty Homes Officers work with owners of long term empty properties to bring them back into use and include properties as part of the Housing Options approach through the Matchmake to Rent Scheme.
Financial	Not applicable		
Reputational	Failure to work with owners to bring empty homes back into use may harm the Council's reputation when the property causes housing blight.	M	A cross service group to deal with long standing empty homes has been established and is operational.

Environment / Climate	Bringing existing homes back into use has a positive impact on carbon reduction. Failure to effectively bring empty homes back into use may result in additional homes being built that are not necessary.	L	The Empty Homes Officers work with owners of long term empty properties to bring them back into use.
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8. OUTCOMES

COUNCIL DELIVERY PLAN	
Impact of Report	
Aberdeen City Council Policy Statement	The proposals within this report contribute to the Partnership's aim to seek to transform our city, making it a better place for people to live, work, raise a family and visit.
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The proposal within this report supports the delivery of LOIP Stretch Outcome 2 – Have a 74% employment rate across Aberdeen city- Increasing the number of people in Aberdeen in sustained, fair work by 2026. Having more people in fair employment allows for more ability for repairs and maintenance to homes which contributes to the local economy by keeping people in work and properties in use.
Prosperous People Stretch Outcomes	The proposal within this report supports the delivery of LOIP Stretch Outcome 10 – Healthy life expectancy (time lived in good health) is five years longer by 2026. Living in good quality housing contributes to improved health and wellbeing outcomes.
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 61% by 2026 and adapting to the impacts of our changing climate. It takes more than 50 tonnes of CO2 to build an average UK house, therefore bringing empty homes back into use also contributes to carbon reduction through making better use of existing housing stock.

Regional and City Strategies	The proposals within this report support the Aberdeen City Local Housing Strategy by increasing the supply of housing.
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9. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	No Integrated Impact Assessment required. I can confirm that this has been discussed and agreed with Jacqui McKenzie – Chief Officer – Housing on 29 October 2024.
Data Protection Impact Assessment	DPIA completed for Empty Homes Service.

10. BACKGROUND PAPERS

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

- [CUS/21/189](#) 16 September 2021.
- [CUS/22/153](#) 31 August 2022.
- [COM/23/256](#) 05 September 2023.
- [POL-C-0007](#) 28 March 2024.

11. APPENDICES

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	21 November 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Housing Board Bi-Annual Report (June to November 2024)
REPORT NUMBER	F&C/24/335
EXECUTIVE DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Stephen Booth and Jacqui McKenzie
REPORT AUTHOR	Stephen Booth, Jacqui McKenzie and Eleanor Sheppard
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 At Communities, Housing and Public Protection Committee on 30 May 2024, the Executive Director Families and Communities was instructed to present Committee with bi-annual reports to enable Committee oversight of all housing improvement activity being coordinated by the Housing Board.
- 1.2 On 05 September 2024, the Communities, Housing and Public Protection Committee declared a housing emergency and committed to the creation and implementation of a rights based Housing Emergency Action Plan to align the work of internal and external partners to address the housing emergency. Committee recommended that Council establish a cross-party working group to monitor progress against the Plan in addition to reporting progress bi-annually to Committee.
- 1.3 On 30 May 2024, the Communities, Housing and Public Protection Committee instructed the Chief Officer – Corporate Landlord to pause new applications under the Council House buy-back scheme (with the exclusion of any properties in Torry with potential to meet the requirements of RAAC affected tenants) and bring a report on the Acquisition and Disposal policy and buy-backs progress to this committee no later than 21 November 2024.
- 1.4 At Communities, Housing and Public Protection Committee on 17 January 2023, the Chief Officer – Corporate Landlord was instructed to consolidate and refresh all asset management strategies for the HRA estate and report back to this Committee by late 2024.
- 1.5 This report aims to satisfy all committee instructions.

2. RECOMMENDATIONS

That the Committee:

- 2.1 Note the progress made by the Housing Board from June to November 2024,;
- 2.2 Note the Housing Emergency Action Plan in Appendix A and endorse the areas of focus within the Plan;
- 2.3 Note the evaluations contained in Appendices B and C;
- 2.4 Note the revised Minimum Letting Standard;
- 2.5 Approve the Council Housing Stock Acquisition and Disposal Policy as detailed in Appendix D and instruct officers to review the Policy on a bi-annual basis;
- 2.6 Instruct the Chief Officer - Corporate Landlord to continue with the suspension of the buy-back scheme and to review this again in early 2026, noting that flexibility remains to purchase individual properties to meet specific requirements; and
- 2.6 Note the intention that the Void Member/Officer working group members will form part of the Housing Emergency Cross Party Working Group.

3. CURRENT SITUATION

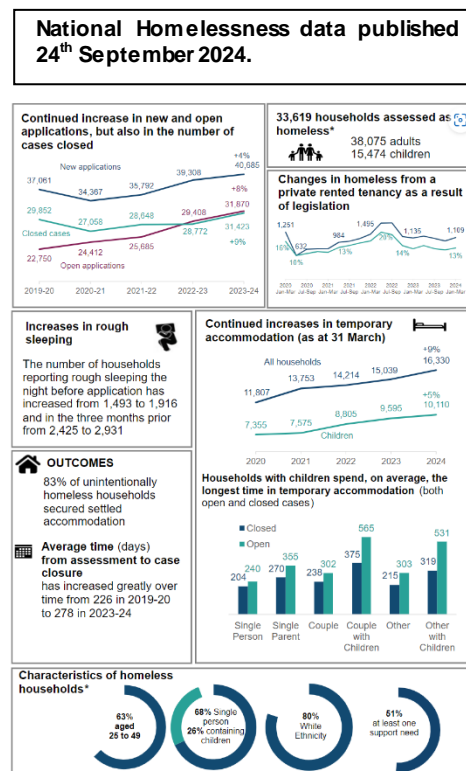
- 3.1 As outlined in [F&C/24/176](#), all housing improvement activity continues to be coordinated by the Housing Board.
- 3.2 The Housing Board has an agreed iterative plan (as shared in the Annual Assurance Statement report in September 2024 ([F&C/24/243](#))) which continues to be updated as the root cause of issues being experienced by the Housing Service and tenants is better understood (Appendix A). This Plan has been refreshed to act as the Housing Emergency Action Plan in order to ensure that the Housing Board drives work against one single Plan. The appropriateness of the Plan is reviewed on a monthly basis to ensure that work is informed and prioritised in light of progress, on-going evaluation and analysis of data.
- 3.3 The Void Property Member / Officer Working Group continues to meet. These meetings have provided a helpful opportunity to share and discuss Housing Board progress. Given the high number of factors contributing to void performance, members of the Voids Working Group agreed to receive updates on progress against the Housing Board Plan. Moving forward, and in line with the Committee's previous recommendation that Council set up a Cross Party Working Group to monitor progress in addressing the housing emergency, the intention is that this Cross Party Working Group will be chaired by the Convenor of Communities, Housing and Public Protection Committee and receive a formal progress report against the Housing Emergency Action Plan to enable monitoring of progress. A provisional terms of reference for the Group has been drafted.
- 3.4 Members will be aware that the Housing Board has structured its plan around key areas of focus and members are asked to endorse these high level themes. Considerable preparatory work has been undertaken over the last few months to ensure that we have the tools in place to help officers drive improvement. Paragraphs 3.5 - 3.46 of this report provide an overview of progress against these key areas of focus since progress was last reported in May 2024.

3.5 Area of Focus: Improved data management through the establishment of a Housing Data Dashboard.

Data needs have been agreed and a draft Power BI data dashboard established by Data Insights. The dashboard is reviewed at each Housing Board meeting so that further refinements can be made. As a result of the considerable investment of time in the development of the dashboard, it can now be used to support improved officer analysis and decision making. It is proposed to remove the actions associated with the development of the dashboard from the Housing Emergency Action Plan to reflect that the dashboard is now operational.

- 3.6 The current products used to support the collection and oversight of housing asset and maintenance data restricts ability to effectively analyse data around housing repairs which is of critical importance in addressing housing voids. Following detailed consideration, it was concluded that expanding NEC Housing, which is the management tool used by the Housing Service, to also include housing repairs and housing asset management capability will provide cost and operational advantages and benefits. Critically it will ensure that different Council Clusters work to a shared data set (rather than the current 4 plus) and are able to collectively interpret trends in order to identify next steps.
- 3.7 The NEC system will support the logging and scheduling of works and provide proactive and real-time communication to tenants. The system will also provide end-to-end job management (from capital planning through to delivery of response repairs, planned maintenance and delivery of capital works). As a result, it will be possible for all property jobs to be managed and tracked via one system with the same information being available in real time to all interested parties. Moving to this system will help strengthen central oversight and decision making and help officers prioritise based on demand. Following approval at the Finance and Resources Committee on 07 August 2024 (procurement reference CONH024), the system has now been commissioned and the first phase should start to be rolled out from April 2025.
- 3.8 The Housing Board has benefited from engagement with NHS Grampian who have secured resource from the Health Foundation through a programme called "Networked Data Lab". The programme aims to address some of the current challenges faced in multi-agency data linkage. It is thought that it might be possible to link housing and health conditions data e.g. respiratory disease, mental health prescriptions, to enable the Housing and Support model to be more targeted.

3.9 Considerable time is being invested in using national and local data sets to determine local priorities. The publication of new national data sets, such as national homelessness data published in late September 2024, is being fully analysed to understand the Council's position relative to other local authorities, other cities and the overall national mean. Undertaking this process as a Housing Board is helping to ensure that all clusters have a shared understanding of performance and a shared moral imperative to drive improvement across a manageable number of priorities. It is also providing valuable national context given that many local authorities are also facing considerable challenges in the provision of services to those experiencing or threatened with homelessness. Any specific actions arising from the analysis will be added to the Housing Emergency Action Plan and/or inform the work of the Homewards programme.



3.10 **Area of Focus: Alignment and interconnectivity of Housing Strategies and Plans to ensure decision making is consistent and helps secure improvement in the longer term.**

Work on the Local Housing Strategy (LHS) has progressed in keeping with the timeline agreed at Committee in May 2024. Part of the evidence base for the LHS is the Independent Living and Specialist Housing Provision Market Position Statement (MPS) 2024 – 2034 which has been agreed by the officer Strategy Board. Considerable work has also been undertaken on the Strategic Housing Investment Plan (F&C/24/320) also being presented to Committee, and this document will help ensure best value as we move forward. The Housing Emergency Action Plan has been updated to reflect the progress that has been made, given that the early actions required to support delivery of the LHS have now been completed.

3.11 Officers will seek approval from Communities, Housing and Public Protection Committee in January 2025 to begin public consultation on the draft Local Housing Strategy. If production of the LHS continues to progress as anticipated, the final Local Housing Strategy should be published in Spring 2025.

3.12 An Interim HRA 30 Year Business Plan was presented to Council in October 2024 ([CORS/24/286](#)) and approval was given to consult with tenants on proposals relating to rent. The consultation sought to obtain an understanding of the impact of the proposals on tenants and will be included as part of the HRA budget 2025/26 presented to Council on 11 December 2024. The 30 Year HRA Plan takes account of learning from recent evaluation activity and the prevalence of RAAC and will be further updated to reflect the agreed Local Housing Strategy and completed Asset Plan when these works are complete. There will be a need to keep the 30 Year HRA Plan under review and the Housing Emergency Action Plan will be updated to reflect this.

- 3.13 Support has been commissioned to enable the development of a robust Asset Management Plan. Five stages to the development of the Plan have been agreed by the Housing Board. These are to:
- Define measure and classify assets
 - Identify asset performance measures
 - Establish an asset scoring system
 - Scrutinise asset performance outcomes
 - Appraise options to inform future investment decisions
- 3.14 Work is progressing well against the first three stages which includes more detailed condition and suitability surveys of non-traditional low-rise housing stock (a sample of over 280 surveys have been undertaken as of autumn 2024). Taking sufficient time to complete these stages well, will support Corporate Landlord to maintain an asset data dashboard to help analyse asset performance more routinely in the years ahead and take decisions/make recommendations based on a firm evidence base.
- 3.15 The alignment of all key documents will help realise full cohesion across strategies and plans. As a result, the HRA 30 year Business Plan will be updated and reported to Council on an annual basis and will take account of the Asset Management Plan and updated Local Housing Strategy, following approval by this Committee. Taking this approach will help satisfy the instruction to consolidate and refresh all asset strategies.
- 3.16 Area of Focus: Improved tenancy management and tenant participation**
- An initial evaluation of the impact of Choice Based Lettings (CBL) has been undertaken with a summary evaluation available in Appendix B. Since its implementation, unexpected demands have significantly shifted the operating context, with over 900 properties being routed away from the CBL standard allocation approach to be allocated to those fleeing conflict in Ukraine and tenants impacted by the discovery of RAAC within their home. This is likely to have impacted on the strength of the evidence available on CBL at this time and triggers the need to undertake on-going evaluation to ensure that any changing context is taken into account and managed effectively.
- 3.17 The evaluation has highlighted differences in the behaviours and outcomes of those who actively engage with the CBL system and those who rely on auto bid. Those who actively participate in CBL:
- are less likely to abandon their property;
 - are considerably more likely to accept the property offered;
 - have shorter homeless journey times: and
 - have a lower level of rent arrears.
- 3.18 The evaluation provides strong evidence of the need to increase the number of applicants participating in the CBL bidding process. Consideration now needs to be given on how to support those with a higher level of vulnerability (who currently have auto bid applied) to determine how best to support more positive outcomes for this group of people. This focus has been added to the Housing Emergency Action Plan. The evaluation also highlights how the use of CBL lengthens the time a property is void, this will require to be carefully monitored. The benefits of the system are thought to outweigh the risks around lengthened void time, but this will continue to be monitored carefully.

- 3.19 A Rent Arrears Improvement Charter has been put in place. Initiatives undertaken between June and November have concentrated on the Rent Assistance Fund and former tenancy arrears. As of 14 October 2024, a total of 92 referrals have been made to the Rent Assistance Fund. Out of these referrals, 50 approvals have been granted, delivering an average award of £1,489.14, bringing total payments to £77,721.00.
- 3.20 Rent Assistance Fund officers also undertook an exercise to look at static balance debts. Initially 91 cases have been awarded a payment from the fund. A further 166 static cases are now being reviewed. Multiple debts due to the Council have also been reviewed to support tenants coming out of debt. A data match with the Policy in Practice system will now be undertaken to progress this area further.
- 3.21 In year collection of rent is currently sitting at 97%, this compares favourably with other local authorities. A benchmarking process with other local authorities was undertaken to identify differences in the former tenancy arrears process. The main difference identified was the lack of write off of debt being undertaken by Aberdeen City Council (below 10% in ACC compared to a 30% average in our Family Group) and steps have been taken to better mirror the process utilised in other local authorities with revised working practices put in place alongside the Council's debt collection provider. All debt written off has been agreed with the Finance Team.
- 3.22 Former tenancy arrears collection has also been analysed. For 2023/24 the average Scottish local authority collection amount was £205,090. Aberdeen City achieved £419,690. For the first 6 months of 2024/25 the figure is £257,563. There is confidence that the collection of monies due is improving.
- 3.23 A number of process changes have already been implemented for current tenancies. Consideration is now focusing on small scale tests of change. One example of proposed activity is to target 5,377 tenants with an arrears balance of £400 and fewer which equates to £800,000 of the overall arrears figure. Pre tenancy activity is also being reviewed to ensure that new tenants begin their tenancies with Universal Credit in place, securing Direct Debit arrangement or payment in advance. This will be quality checked by the teams and monitored through the new tenancy visit.
- 3.24 A series of focus groups have been held with Housing and Support Officers to gain an understanding of some the challenges being faced by the service. High level findings are currently being shared and prioritised, and next steps will be agreed with staff. Actions will be reflected in the Housing Emergency Action Plan when known.
- 3.25 Current tenant engagement has been mapped and is to be evaluated with the participants of the various tenant groups. The Housing Service Review Group which comprises a panel of housing volunteers made up of existing Council tenants has also completed a review of tenant participation as part of tenant scrutiny. A detailed plan has been developed by the housing volunteers to bring all actions together into one place so that learning is more easily shared across groups/Housing Service and actions can be implemented. The Development Officer (Tenant Participation) will review and update the action plan on a quarterly basis with progress against the actions so that it is clear to tenants that their reviews are implemented, and tenant feedback is welcomed and delivered.

3.26 Area of focus: Improvement in stock management to ensure an effective end to end process

Considerable work has been undertaken to understand and agree the different roles, responsibilities and decision making across the Corporate Landlord, Housing and Capital Clusters. New Cluster structures and responsibilities have been agreed and posts will be recruited to where vacancies exist. Revisions to the process of managing voids has been drafted to clarify responsibilities across Corporate Landlord, Capital and Housing Clusters. Now that the data dashboard has been established, weekly meetings have been established between Housing and Corporate Landlord to oversee and direct work on all housing voids in order to maximise available housing stock.

- 3.27 There is considerable movement in void stock over a month. To illustrate the level of movement, in September 2024 there were 265 terminations and 197 properties were relet. This would have included properties in Balnagask which are not to be re-let and also some new build properties. As tenancies are terminated and become void, they are routed from the Housing Service to the repairs and maintenance to be brought up to the Minimum Letting Standard. The process of applying the Minimum Letting Standard has been challenging due to the volume of works required, the availability of trades resource and relies on manual co-ordination of different teams. Work is on-going to make the most efficient use of resource in the short term and the new NEC system, outlined in paragraphs 3.6 and 3.7, will help enable the most efficient use of resource.
- 3.28 When properties have been brought up to standard, they are passed back to the Housing Service and added to the CBL system for re-let along with any new properties that are ready for tenants. The use of this system realises a number of benefits as outlined in para 3.17 and 3.18, but also adds risk of delay as properties are subject to the bidding cycle.
- 3.29 As of 14 October, there were 1,766 housing voids without an offer, of which 509 are ready for occupation, and 221 were completed buy backs. 175 properties were under offer and 42 progressing to lease signing. The total number of housing voids is inclusive of new build properties that are in the process of being let through Choice Based Lettings. As is evident in the evaluations of both Choice Based Lettings and the Minimum Letting Standards (Appendices C and D), both of these policies impact the length of time a property is void and the proposed changes are planned to help this. Given the need to ensure that resources are used to greatest effect (to bring back properties that are quickly relet), it has become necessary to prioritise the use of resource on those properties most likely to be easily re-let in order to prevent considerable investment in properties that are unlikely to re-let easily due to lower demand. There is emerging evidence of modest improvement in housing voids. There has been a 13% reduction in housing voids (2,279 voids as of 15 July 2024 reduced to 1,983 week beginning 14 October 2024). 8.3% of this reduction has resulted from RAAC affected properties coming out of stock. Officers will continue to identify areas for further exploration given the very many factors that impact the void process.
- 3.30 The evaluation of the Minimum Letting Standard is available in Appendix C. Findings highlight how application of the standard lengthens the period of time a property is void. Although there is evidence that fewer tenants refuse

properties based on condition, the associated cost and impact on void length is considerable and not thought to be sustainable given the declared Housing Emergency. Officers will implement a revised standard outlined in Appendix Cand monitor the impact of the key measures outlined at the end of the evaluation.

3.31 The committee should also be aware that a gateway has been introduced to ensure that work that exceeds £20,000 is undertaken only where there is strong demand for properties to ensure that resources are used in the most effective manner at this time. Work is currently underway to reduce turnaround times whenever possible and a number of other improvement projects/ tests of change are being developed..

3.32 **Area of focus: Delivery of Partnership Plan focused on preventing homelessness in Aberdeen.**

The approach regarding homelessness has taken both an inward focus and an outward partnership preventative focus.

3.33 The internal plan focuses on Council processes to concentrate on a reduction in the use of hotel accommodation through the reducing hotel use action plan which covers 3 key areas:

- Increasing temporary accommodation
- Increasing lets to statutory homeless cases
- Reducing homeless demand.

3.34 Since the 31 March 2024, hotel room use has reduced from 123 to 64 rooms (as of 23 October 2024), with a net increase in temporary furnished flats. A continued focus on increasing the number of decisions reached on statutory homeless cases to within 28 days has so far yielded an increase from the year end position of 45.2% to 54.3% of decisions being reached within the 28-day target. This is producing a positive impact on the journey time reducing from the year end position of 160 days to 140 days. Clear and structured weekly monitoring of the management of temporary accommodation and hotel stock is ensuring blockages for move on are resolved.

3.35 Our approach to preventing homelessness is being developed through the city's participation in the Homewards programme. An update on this programme, the formation of the coalition and the progress made on the development of the Local Action Plan was shared in a report to Communities, Housing & Public Protection Committee on 05 September 2024 ([CORS/24/246](#)). The improvement projects identified by partners in the city working in homelessness cover 3 key drivers:

- **Focusing on reframing perceptions of homelessness** – recognising that there are many diverse types of homelessness, beyond street homelessness, including hidden homelessness, progressing towards developing a shared language and understanding.
- **Universal prevention of homelessness and addressing root causes** – reaching people at an earlier stage, prior to a crisis, increasing learning and understanding about the causal factors and touch points for intervention.

- **Ensuring adequate supply of housing across all tenures and homes are the right size, type, and location** – recognising the importance of a safe settled home and the value of choice.
- 3.36 The programme will continue to be governed through Community Planning Aberdeen and has projects that seek to extend prevention activity as well as capture and consider learning for the implementation of the upcoming 'Ask and Act' duties that are to be placed on public bodies, to strengthen a shared responsibility in the prevention of homelessness. In addition, local registered social landlords are keen to establish a routine strategic meeting with senior officers to help identify further opportunities to realise whole system improvement in light of the declared housing emergency. The Group plans to meet for the first time formally in November 2024.
- 3.37 Given the high proportion of those who present as homeless who have experienced domestic violence, the Violence Against Women and Girls Partnership will consider how best to help reduce the proportion of victims presenting as homeless. This work has been added to the Housing Emergency Action Plan.
- 3.38 Area of focus: RAAC**
Council, on 21 August 2024 ([CORS/24/233](#)), considered the future of RAAC affected properties. The Council approved that the optimum option is the demolition and rebuild of homes on site and asked for detail to be brought back to a future committee. It also instructed officers to negotiate with private owners to acquire their properties on a voluntary basis and instructed a detailed masterplanning exercise to determine future development proposals. A verbal update was subsequently provided to Communities, Housing & Public Protection Committee on 05 September 2024.
- 3.39 A dedicated Housing & Support Team continue to engage with those Council tenants who are yet to be rehomed to work towards a positive outcome for them and their families. As of 08 October 2024, 156 leases had been signed (ACC & RSL's) and a further 10 households had sourced alternative accommodation. There were 127 Council tenants awaiting rehoming. Of those, 59 council tenants had signed for their new home and were in the process of moving, leaving 68 households of which 54 were under offer.
- 3.40 External support has been secured to support the voluntary acquisition process with owners should they wish to consider it at this time, and additional support from SAMH has been commissioned for homeowners and tenants. Housing and Support Officers will work with tenants who have been rehomed to enable them to effectively integrate into their new communities. In addition, access to mental health and wellbeing support is being established for owner occupiers.
- 3.41 Area of focus: Capital Programme**
In consideration of the Capital Programme of works, for simplicity, there are currently three distinct groupings of capital expenditure across the Council relating to housing;
1. New build housing
 2. Capital expenditure related to existing stock, and
 3. Future RAAC related expenditure.

- 3.42 Taking these in turn, the delivery of the new build housing is reported to the Communities, Housing and Public Protection Committee on a regular cycle. The latest progress report was considered on 05 September 2024 ([RES/24/246](#)). In summary, the delivery of the new build programme is progressing as currently planned.
- 3.43 With regard to capital expenditure related to the existing housing stock, there has historically been an underspend. This is due to a number of factors, but one of the primary reasons is inconsistent data.
- 3.44 As noted above in paragraph 3.7, following the implementation of the new NEC system, the expectation is that the improved data management will inform and optimise the planning and implementation of capital programme works.
- 3.45 In readiness and looking ahead, the Capital Cluster have implemented a number of services and works frameworks, in preparation for this transformed process. These frameworks have been designed to allow pre-construction activities to be undertaken, in advance of the intended works spend year. These frameworks are also designed to allow for effective information sharing, with contractors being required to provide information in whatever format that ACC might require.
- 3.46 The third and last area of focus is future RAAC related expenditure, refer to paragraph 3.38 above. Following the most recent report to Council on this matter ([CORS/24/233](#)) one of the next steps is to report planned demolition and landscaping works. The quantification and timing of these works is currently under development and will be reported to a future committee.
- 3.47 Council House Stock Acquisition and Disposal Policy and Buy-Backs Progress**
- The current policy for disposal of Council housing stock has been in place since 30 October 2012 and was introduced to manage the disposal of properties, mainly flats in mixed ownership blocks, as they became vacant.
- 3.48 The current policy for acquiring former Council housing to the housing stock was introduced on 07 February 2019. The purpose was to increase the number of properties available for letting and to assist in returning blocks in mixed ownership to majority or full Council ownership.
- 3.49 These policies have operated independently of one another in the past. Linking these policies will ensure that no property is acquired by, or disposed of, from the Housing Revenue Account (HRA) without first being subjected to testing against set criteria.
- 3.50 Under the existing delegated powers, the Chief Officer - Corporate Landlord has authority, following consultation with the Convener of the Finance and Resources Committee, to instruct the Chief Officer – Governance to acquire or dispose of properties where the consideration is less than £250,000 provided that such sale or acquisition represents the land or property's market value. The amended policy sets out clear guidance on the properties meeting the key criteria for consideration for acquisition or disposal (Appendix D).

- 3.51 This amended policy has updated previous policies to ensure they are adequately aligned to meet additional requirements around Scottish Housing Quality Standards (SHQS), Housing for Varying Needs (HFVN), Energy Efficiency Standard for Social Housing (EESH2) and net zero.
- 3.52 The criteria for assessing each property includes a scoring matrix which sets out the following questions:
1. Would the purchase be considered value for money? (Payback Years)
 2. Would the purchase reduce mixed tenure and increase future improvement options?
 3. Would the purchase reduce the pressure on the waiting list?
 4. Would the purchase ensure the energy efficiency targets are met?
 5. Would the purchase meet the strategic housing need?
 6. Would the purchase reduce any outstanding estate management issues?
- 3.53 Committee is asked to approve the updated Council Housing Stock Acquisition and Disposal Policy available in Appendix D.
- 3.54 The Housing Board has made good progress since being established and will continue to meet monthly to help drive improvement.
- 3.55 Publication of any national guidance, in light of the Housing Emergency declared by the Scottish Government, will trigger a review of the Housing Emergency Action Plan.

4. FINANCIAL IMPLICATIONS

- 4.1 Where there are financial implications noted against a particular project these are noted within the commentary. No additional financial requests are identified as a consequence of this report.
- 4.2 Any specialised or additional resource requirement will be identified within the HRA budget setting process.
- 4.3 Over the past 5 years the Council has been able to secure the following sums from the Scottish Government to assist in the buy back of properties.:
- | | | | | |
|---------|---|---------------|---|-------------------|
| 2020/21 | - | 106 x £30,000 | = | £3,18 M |
| 2021/22 | - | 127 x £30,000 | = | £3,81 M |
| 2022/23 | - | 100 x £30,000 | = | £3 M |
| 2023/24 | - | 101 x £30,000 | = | £3,03 M |
| 2024/25 | - | 42 x £30,000 | = | £1,26 M (to date) |

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 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/c control actions	*Does Target Risk Level Match Appetite Set?
Strategic	Quality of housing may reduce without effective maintenance, repairs, and capital improvements	Delivery of the Action Plan outlined in Appendix A.	M	Yes
Compliance	Failure to provide quality housing will breach requirements of legislation and the Scottish Housing Regulator.	Delivery of the Action Plan, which reflects the actions identified as the annual assurance statement was developed outlined in Appendix A, and approval of the Council Housing Stock Acquisition and Disposal Policy.	L	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.	Delivery of the Action Plan outlined in Appendix A.	M	Yes
Financial	Failure to have efficient and effective systems compromises the Council's ability to demonstrate best value	Delivery of the actions in the Action Plan and focus on reducing void times and levels	M	Yes
Reputational	Failure to improve the quality of Council homes may harm the Council's reputation if the properties need repairs.	Delivery of the Action Plan outlined in Appendix A.	L	Yes
Environment / Climate	Improvements to homes have a positive impact on carbon reduction. Failure to effectively implement the proposals may result in increased carbon emissions.	Delivery of the Action Plan outlined in Appendix A.	L	Yes

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
Aberdeen City Council Policy Statement	<p>A number of areas within 'Homes for the Future' will be positively impacted by this report. Of particular impact on the policy statement are:</p> <ul style="list-style-type: none"> • The development of an Asset Management Plan • The number of adaptations made to homes • Work to realise net zero targets • Increasing choice for tenants
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.
Stretch Outcome 12	<i>Aims to 'Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer-term ambition to end homelessness in Aberdeen City'.</i>
Regional and City Strategies	The work of the Housing Board is helping inform the development of our Local Housing Strategy.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	<i>No assessment required. I confirm this has been discussed and agreed with Stephen Booth, Chief Officer Corporate Landlord on 1st October 2024.</i>
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

[Scottish Government Affordable Housing Supply Programme](#)

11. APPENDICES

Appendix A – Housing Emergency Action Plan
 Appendix B – Choice Based Letting evaluation
 Appendix C – Minimum Letting Standard evaluation
 Appendix D – Council Housing Stock Acquisition and Disposal Policy

12. REPORT AUTHOR CONTACT DETAILS

Name	Eleanor Sheppard, Stephen Booth and Jacqui McKenzie
Title	Executive Director Families and Communities, Chief Officer Corporate Landlord and Chief Officer Housing
Email Address	esheppard@aberdeencity.gov.uk Stbooth@aberdeencity.gov.uk jacmckenzie@aberdeencity.gov.uk
Tel	01224 522707

Housing Emergency Action Plan

(New additions to the Plan are shown in red, areas in green are nearing completion and will soon be removed).

Areas of focus	Outcomes sought	Actions required	Progress/by when?
Improved data management through the establishment of a Housing Data Dashboard.	Improved access and oversight of data to enable real time monitoring of performance at city and community level. Improved use of evaluation to amend arrangements based on local learning. Improved ability to predict further demand based on emerging trends.	Agree data requirements for Housing dashboard (including high level voids, evictions, capital programme, planning maintenance, repair and response times, homelessness applications, use of hotels etc.)	Complete – Remove from the Plan
		Identify sources of data for the Housing dashboard, the required frequency of updates and data flows to ensure that this live data feeds the Housing Board Dashboard in real time.	Complete – Remove from the Plan
		Create and publish the Housing dashboard and agree roles and responsibilities for maintaining and monitoring data	Complete – Remove from the Plan
		Commission a digital system that helps to maintain a live profile of the condition, repair history, adaptations and demand of all property stock.	In progress, will start to be rolled out from March 2025.
		Establish a partnership with NHSG to share data across health and housing to help inform targeting of support.	In progress
		Improve the use of national data to help determine local priorities.	In progress
		Monthly review of the Housing Data Dashboard to trigger re-setting the Emergency Action Plan based on local data.	In progress
Alignment and interconnectivity of Housing Strategies and Plans to ensure decision making is consistent and	High quality Local Housing Strategy (LHS) in place which has sufficient detail to support short and longer term planning	Detailed research and consultation with stakeholders to enable the presentation of high level LHS Outcomes to Committee for approval.	Complete – Remove from the Plan
		Supporting information for each of the LHS strategic outcomes drafted, informed by the recent Housing Need and Demand Assessment, IJB Market Position Statement and incorporating the social determinants of health.	Complete – Remove from the Plan

helps secure improvement in the longer term.	Improved information on the current and future needs of our tenants informing our Asset Management Plan and 30 year HRA Plan.	Public consultation on the LHS, subject to Strategy Board and Communities Housing and Public Protection Committee approval.	Jan-Mar 2025
		Final LHS to the Strategy Board and then Communities, Housing and Public Protection Committee for approval in early 2025.	Apr/May 2025
	30 year HRA Plan in place that reflects the known needs of our tenants	Interim HRA 30 Year Business Plan to be presented to Council (the interim Plan will be reviewed following completion of the Housing Asset Management Plan)	Complete – update to reflect annual review cycle
		Commissioning of support to develop a Housing Asset Management Plan	Complete – Remove from the Plan
	Housing Asset Management Plan in place to guide decision making	Housing Board session to help shape the product ACC requires	Complete – Remove from the Plan
		Session planned for Elected Members on Asset Plan	Oct 2024
		Data collection and interpretation: <ul style="list-style-type: none"> • Define measure and classify assets • Identify asset performance measures • Establish an asset scoring system • Scrutinise asset performance outcomes • Appraise options to inform future investment decisions 	In progress
		Presentation of draft Asset Management Plan to Strategy Board, Housing Board and then to Communities, Housing and Public Protection Committee for approval.	TBC
Improved tenancy management and tenant participation.	Maximise the impact of Choice Based Letting	Evaluate the impact of Choice Based Lettings to determine next steps	Complete – Remove from the Plan
	Reduced levels of rent arrears	Test approaches to increasing the number of more vulnerable tenants engaging in Choice Based Lettings	In progress
	Increased tenancy sustainment	Develop and implement an improvement charter on Rent Arrears	In progress

	Improved tenant participation and satisfaction	Develop, secure approval for and implement a Rent Assistance Fund and keep the eligibility criteria under routine review	Complete, but continue to monitor impact
		Evaluate the impact of the Housing & Support Model to inform next steps	In progress
		Map and evaluate the impact of existing tenant participation / engagement activity and determine next steps with tenants (including approach to surveys)	In progress
Improvement in stock management to ensure an effective end to end process	Reduction in void rent loss	Evaluate impact of Minimum Letting Standard to conclude whether benefits are proportionate to cost and determine next steps.	Complete - Remove from the Plan
		Clarify roles and responsibilities in decision making (Corporate Landlord, Housing and Capital Clusters)	Complete - Remove from the Plan
	Utilisation of small scale testing prior to full implementation helps mitigate against risks	Responsibility for voids risk management is recognised as a joint risk between Housing and other relevant clusters in the risk register	Complete - Remove from the Plan
		Create and agree end-to-end processes for work undertaken to Housing stock i.e. response repairs; planned maintenance, capital works; void work to be consistent with new asset system	In progress
		Develop a strategic outline case for non-traditional property types and then full business case, for submission to committee	Dec 2024
		Review of refusals to capital work upgrades and develop an action plan to improve take up	In progress
		Differentiation in policy and process around the different types of Buy Backs and what happens to them going forward. Acquisition and disposal policy part of this report.	In progress
		Put a clear plan in place to work towards net zero targets and include on-going reporting of progress to the Regulator with EICR implementation.	In progress
		Review leadership structures of both Housing and Corporate Landlord to ensure effective joint leadership of operational teams to improve void performance	Complete – to be recruited to when approvals are in place

		Culture and team building exercises for teams to build relationships and establish collaborative working	TBC
		Review of process to engage with private owners for upgrade to communal areas etc.	TBC
		Evaluate the impact of approach to current checks prior to transfers to determine next steps	TBC
		Development of a void management approach to support demand led prioritisation of voids work.	TBC
Delivery of Partnership Plan focused on preventing homelessness in Aberdeen.	Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer-term ambition to end homelessness in Aberdeen City	Form the Homewards Coalition	Complete – Remove from the Plan
		Agree primary drivers for work around homelessness	Complete - Remove from the Plan
	Reframing perceptions of homelessness	Develop, in partnership, Project Charters, for each of the improvement projects subject to approval by the Homewards Steering Group and Community Planning Aberdeen Management Board.	In progress
	Universal prevention of homelessness and addressing root-causes	Develop, test and refine change ideas included within each of the project charters.	TBC
	Ensuring adequate supply of housing across all tenures and homes are the right size, type and location	Work with the Violence against Women and Girls Partnership to consider how best to prevent victims presenting as homeless	In progress
RAAC	Delivery of person-centred support and keep tenants safe	RAAC Governance Board in place	Established and on-going
		Engagement with tenants to progress through the rehoming process	On-going

		Options appraisal commissioned to help determine long term plans	Complete - Remove from the Plan
		Presentation of options to Council for decision	Complete – Remove from the Plan
		Implement Council decision through: <ul style="list-style-type: none"> • Making use of Valuation Office to ensure impartial advice to owners • Commissioning and overseeing a programme plan in keeping with Council instruction 	In progress
		Commission additional mental health support for owners/tenants	In progress
Capital works	Successful delivery of capital programme	Deliver approved capital programme	In progress
	Successful delivery of new build programme	Deliver approved new build programme	In progress

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APPENDIX b - CHOICE BASED LETTING EVALUATION SUMMARY

This evaluation was undertaken to determine, through the examination of available evidence, if Aberdeen City Council's Choice Based Letting scheme:

- was implemented effectively and as intended;
- is achieving its anticipated outcomes;
- represents value for money; and
- if the scheme should continue and, if so, what potential improvements might be made.

WHAT DID WE LEARN ABOUT THE IMPLEMENTATION?

The system was carefully monitored when first launched to identify any unintended consequences of the new system. As a result:

- an upgrade was undertaken in August 2023 to move all transfer and waiting list applicants to have all areas and house types on their application to reduce the number of failed bids; and
- to add properties on the cycle up until 5pm on a Thursday rather than properties only being added up until 12 noon on a Tuesday to prevent void properties from having to be held for up to 7 days before they could be placed on a cycle.

When developing CBL it was anticipated that all mainstream void properties would be advertised on the platform. The need to provide housing for 500 households fleeing conflict and prioritisation of those living in RAAC affected homes was not anticipated. As a result of these significant changes to our context, not all properties have been advertised on the system as initially planned and this is likely to have impacted on the strength of evaluative evidence available for review.

HAS THE SYSTEM ACHIEVED ITS STATED OUTCOMES?

Reduction in refusals: The introduction of CBL has not yet produced a 30% reduction in refusal rates as initially thought. However, the rate of refusals from offers generated through applicant placed bids is 8% lower than auto bid offers. Increasing the number of applicants on the Urgent Housing list making bids, rather than having auto bid applied, would likely decrease the number of refusals further. The journey time for those bidding on the system is 26 days shorter than for those who have auto bid applied. There is early evidence that giving applicants greater control through CBL is helping reduce the number of refusals.

Void rent loss reduction: The introduction of CBL has not produced a reduction in void rent loss in part because of the various factors that can influence this measure. Aberdeen City Council has experienced a growing trend against this indicator, however there has been a slight reduction in the average number of offers generated per void, and this might be a more appropriate measure for on-going evaluation of CBL. There is an increase in lets of 2-bedroom properties to single applicant households since the introduction of CBL which is positive, as we have an oversupply of this stock and this will continue to be promoted where it is financially sustainable for an applicant.

Tenancy sustainment: There has been no significant change in overall tenancy sustainment rates since the introduction of CBL. However, data suggests that those who place bids on properties compared to those applicants who have auto bid applied are more likely to stay within a tenancy (only 3.1% terminated their home compared to 6.5% of those where auto bid is applied). When considering rent arrears, the percentage of rent loss is lower for those who bid for properties compared to those where auto bid is applied (11% in those who secured a property by bidding compared to 21% of those where auto bid was applied). The value of rent arrears is almost £200 lower for those who bid for properties in addition the number of cases escalating towards court action is higher amongst auto bid placed applicants suggesting a need to increase the level of support offered to this group.

Accessibility: Applicants who engage with CBL generally find it easy to navigate. 69% of staff who completed the CBL staff survey felt that the introduction of the CBL platform was an improvement when compared to the previous process.

DOES THE SYSTEM REPRESENT VALUE FOR MONEY?

The direct costs of CBL are relatively low. A spend to save cannot be directly evidenced at this time given the changed circumstances, however there is potential for this impact to be realised over a longer period of time.

SHOULD THE SCHEME CONTINUE AND ARE ANY IMPROVEMENT REQUIRED?

CBL was presented as an opportunity to improve measures that are impacted by a number of wide-ranging factors. Since its implementation we have had unexpected demands which have shifted our initial planned operating context, with approximately 900 properties being routed away from the standard allocation approach to be allocated to people fleeing conflict in Ukraine and tenants impacted by the discovery of RAAC within their home.

It is clear from this initial evaluation that CBL has not significantly improved void rent loss rates, tenancy sustainment or refusal rates when looking at city wide data, however the evaluation has highlighted clear differences in outcomes for those who directly bid for properties compared to those who have auto bid applied. There are indications that those who directly engage with the bidding process are less likely to refuse properties, are more likely to sustain their tenancies and also have lower levels of rent arrears.

Officers will proactively respond to the findings of this initial evaluation and test means of engaging a higher proportion of applicants in the bidding process. An evaluation framework has been developed to support on-going evaluation. The on-going monitoring of the system and testing of change ideas in this space will help to increase our understanding of the fuller potential of this system.

Choice Based Letting On-going Evaluation						
Context	Outputs		Outcomes - Impact			
	Activities	Outputs	Baseline Sept 24	April 2025	Oct 2025	Apr 2026
<p>Tenants who engage with Choice Based Lettings are more likely to accept an offer and sustain their tenancy than those applicants on auto bid.</p> <p>Those on the urgent list who place their own bids have a shorter journey time than those where auto bid is applied.</p> <p>CBL provides a greater level of transparency regarding available properties than the previous system.</p> <p>There are still a number of applicants with housing need who have not placed bids on properties.</p> <p>All properties included in CBL attract bids.</p>	<p>Test different approaches to ensuring appropriate support is in place to support vulnerable applicants/groups to place bids (Improvement Projects).</p> <p>Texting/Email notifications for those on the Urgent list to encourage bidding when new properties are added.</p> <p>Amplify transparency by providing annual summary/statement to active Housing Online users and promotion of CBL system.</p> <p>Targeted communication for those on the waiting/transfer list with a housing need who have not yet placed a bid.</p>	<p>Increased applicant placed bids, increasing applicant autonomy and choice.</p> <p>Reduced refusal rates.</p> <p>Reduced withdrawal rates.</p> <p>Less time in unsuitable accommodation.</p> <p>Reduced abandonments.</p> <p>Increased number of applicants with a housing need placing bids on properties available on CBL.</p>	<p>% range of applicant placed bids by people on the Urgent List (highest – 33.6% and lowest – 9.1%)</p> <p>Refusal rate on all CBL offers – 28.74% (applicant bid 24.96% and auto-bid 33.38%)</p> <p>Homeless Journey time 140.8 days</p> <p>Termination rates for applicant placed bid – 3.1% compared to 6.5% for tenancies created following auto bid.</p> <p>Abandonments – 70 in year to date (up to 30/9) - of these 10 had been rehoused following an CBL auto bid offer, the other 60 were rehoused pre CBL.</p> <p>Percentage of Live Applicants on waiting or transfer list with no bid on CBL – 65%</p>			

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MINIMUM LETTING STANDARD EVALUATION SUMMARY

An evaluation was undertaken to determine, through the examination of available evidence, if Aberdeen City Council's Minimum Letting Standard:

- was implemented effectively and as intended
- achieved its stated outcomes
- represents value for money
- if the policy should continue and, if so, what potential improvements might be made.

CONTEXT

Changes to the Minimum Letting Standard (MLS) were introduced in January 2022 through the Housing Improvement Group. Factors driving the changes made included:

- a high number of refusals for properties and abortive offers being made
- an awareness that a number of properties were being returned to the Council in very poor condition, which may have been reflected by the condition that properties were initially let.
- a desire to improve the condition of properties particularly in 'wet' areas, kitchen and bathrooms.
- the amount of property inspectors time that was being spent dealing with newly let properties in the first month of occupation.
- improving the staff experience in letting properties, staff were often having to be apologetic over the standard that the property was let.
- high levels of refusals for capital upgrades when properties are tenanted, particularly kitchen and bathrooms.
- The need for amendments to start dates for rent (effective rent free periods for tenants because upgrade works had to be carried out to properties)

MLS established in 2015	MLS 2022
If the decorative standard within the property is reasonable, no further decoration will be carried out. Ceilings will be free of polystyrene tiles and timber linings. Walls will be free of timber linings and textured coatings.	All internal walls and woodwork will be repaired, if required, and painted in a neutral colour.
No allowance made in MLS of 2015	Vinyl floor coverings will be fitted in the kitchen and bathroom and all other floor surfaces will be prepared to allow the application of tenant's own floor coverings.
Not referenced in MLS of 2015	Gardens will be presented in a condition where the grass, bushes and hedges are cut to a maintainable height.
Not referenced in MLS of 2015	The external condition of the property will have: <ul style="list-style-type: none"> • boundary walls, fencing or gates which are in a safe condition • gates which will have working hinges and latches • paths, steps and driveways which will be in a safe condition • drying areas, clothes poles or rotary dryers which are in a good condition. For flats, these may be within a shared drying area. • Where installed, communal door entry systems will be functional.
Not referenced in MLS of 2015	The shared areas, stairwells and passageways for the property will:

	<ul style="list-style-type: none"> • have adequate lighting. • be free from graffiti.
We will complete all essential repairs before you move in, however we may have to carry out some repair work afterwards, which may include upgrades to kitchen or bathrooms. This is to make sure that you are not delayed in moving in and that your home is not left empty for longer than necessary.	Repair works undertaken during void period.
If major works are necessary your co-operation in allowing access to your new home is essential and would be greatly appreciated. We will aim to complete the work within the first 4 weeks of your tenancy and Building Services will contact you directly to arrange this	Due to access issues capital works undertaken during void period.

WHAT DID WE LEARN ABOUT THE IMPLEMENTATION?

The revised MLS was implemented as planned in January 2022. Implementation of the revised MLS coincided with the implementation of Choice Based Letting (CBL) and the need to post internal photographs to support applicant bidding. When implementing the refreshed MLS, the need to provide housing for 500 households fleeing conflict and prioritisation of those living in RAAC affected homes was not anticipated, key issues in securing qualified trades were also not fully appreciated at this time. These changes impacted on the speed at which the MLS could be applied as resource was directed to other priority areas and this contributed to elongated void times.

HAS THE SYSTEM ACHIEVED ITS STATED OUTCOMES?

Reduction in refusals for properties and abortive offers being made: There has been a decline in the number of abortive offers refused albeit with a number of other measures being undertaken in this area (such as the implementation of CBL and associated use of internal photographs). Since January 2022, the percentage of refusals based on poor condition has reduced. Over 2023/24 there were 12 offers refused based on condition (1.5% of the 1733 refusals) compared to 42 refusals based on condition (3% out of 1396 total refusals) in 2018/19. We can conclude that application of the standard, in tandem with the implementation of CBL, does help reduce the number of properties refused based on condition.

Reduction in the number of properties being returned to the Council in very poor condition: 4764 properties that have become void since January 2022 have been relet. Of those 4,764 relets, 950 were New Builds (896 properties) and 54 were homeless temporary flipped tenancies. This indicates that 372 (8.6%) properties (excluding the 54 flipped tenancies) were let then terminated and relet again between Jan 2022 and Sept 2024, some of those properties have required significant investment prior to being relet. Given the limited turnaround of properties let to the new standard, we can't yet claim to have evidence of a reduction in the number of properties being returned in a poor condition. Officers continue to receive a number of properties in very poor condition which require to be void for a significant period of time and require considerable financial investment and staff resource to be prepared for re-let.

Improve the condition of properties particularly in ‘wet’ areas, kitchen and bathrooms: All properties made available through our CBL system have been let to a higher standard, the impact of the life of asset is difficult to assess at this point. Properties are now only advertised once they are ready to let and wet areas are in very good condition. Holding properties until they meet the new MLS has elongated the time properties are sitting as void as appropriately qualified trades are secured. As a result, the average length of time a property is with repairs has increased from around 50 days in 2021/22 to over 180 days as of 14th October 2024, the high level of stock turnaround (1260 properties between April 2024 and 14th October 2024, with 265 in September alone) presents significant challenges. The application of the standard is significantly impacting on the length and volume of housing voids.

Property inspectors time dealing with newly let properties in the first month of occupation: A review of inspectors' diaries at the time of implementation showed approx., 50% of time dealing with new tenancies. This has reduced to a very low percentage.

Improving the staff experience in letting properties: Housing and Support Officers report that the experience has improved. As is shown in the CBL evaluation, all properties advertised on the system now receive bids.

High levels of refusals for capital upgrades when properties are tenanted, particularly kitchen and bathrooms: Given the limited turnaround in properties since the new MLS was applied, and the fact that those properties had the required capital upgrades, this cannot be evidenced at this stage. Officers continue to face considerable challenges in the number of refusals for capital improvements and this impacts on the efficiency of staff/contractor deployment. Whilst it makes sense to do these works during the void period this is impacting on turnaround times. There is a need to find another solution to address the issue of refusals.

The need for amendments to start dates for rent (effective rent free periods for tenants because upgrade works had to be carried out to properties): Prior to the implementation of the new minimum letting standard, approx. 10 properties per year had delayed rent starting due to property condition. This has not been required since the new lettings standard has been applied. However, there has been a corresponding increase in void rental loss and gross rent arrears which is impacting on the health of the Housing Revenue Account.

DOES THE SYSTEM REPRESENT VALUE FOR MONEY?

The revised MLS had a significant impact in the appearance of properties, for the benefit of the CBL process, but as highlighted in the HRA 30 year Plan it has also contributed to a significant increase in spending on repairs and maintenance from circa £26.105m in 2019/20 to £43.855m in 2023/24 (figures for 2019/20 however may be artificially low due to the pandemic). Average additional costs per property to improve the standard include:-

MINIMUM LETTING STANDARD	
Cost for vinyl floorcovering to kitchen and bathroom.	£800 approx. per property
Costs to do full re-decor	£4k to £5k per property
Costs to garden areas (where applicable)	£200 approx. per property
CAPITAL UPGRADES – During void period	
Full bathroom refurbishment/ Full Bathroom Refurb – Level Access Tray	£5300/£8400 approx per property
Full kitchen refurb	Approx £6000 for Flat and £7500 for House
Complete Rewire	Approx £3800 for Flat and £4500 for House
Full LD2 SD installation	Approx £350 per property
Test SD System	Approx £125 per property

Complete Central Heating	Approx Traditional system - £5500 per property
Boiler only install	Approx £2000 per property

Given the challenges faced in securing entry to tenanted properties, capital works required (including those required on health and safety grounds) have been undertaken during the voids period where required. Carrying out these capital works (shown in blue above) has extended the time period for some void turnarounds and in addition it has incurred significant cost implications both in terms of the cost to carry out the work but also in lost rental income due to the longer void period. This is considered to be unsustainable in the short to medium term.

Due to these and other pressures around condition, officers have introduced a gateway to ensure that properties that are in demand are prioritised and properties where demand is considered low and which require significant works to be carried out, are set side.

The time and costs in bringing properties to the standard and unintended impact on void times lead us to conclude that the MLS is not sustainable at this time given the recently announced housing emergency.

SHOULD THE SCHEME CONTINUE AND ARE ANY IMPROVEMENTS REQUIRED?

Along with the introduction of CBL, the implementation of an improved MLS has made properties easier to rent, and there are now less refusals. There has been a reduction in the amount of time property inspectors spend dealing with newly let properties in the first month of occupation. There is no evidence of a significant reduction in the number of properties returned from tenants in a poor condition. There continues to be a high level of refusals for capital works from Council tenants who have not recently let properties. Officers have not had to apply rent free periods, however, there has been a corresponding increase in void rental loss in part due to the standard elongating void times, this is impacting on the health of the Housing Revenue Account. The impact of the improved MLS on the volume and length of voids and labour market challenges in securing in particular painters and decorators trigger a need to review the standard. The proposed changes are noted below.

Minimum letting standard	Proposal
Install vinyl flooring (LVT) to kitchen and bathrooms	No change proposed.
Full Decoration	<p>Stop</p> <p>Provide Paint Pack (at a cost of £350 – TBC following engagement with other LA's) to allow tenants to carry out own decoration.</p> <p>Establish a process to allow Housing and Support Officers discretion for works:</p> <ul style="list-style-type: none"> - For properties with particularly poor decor condition consider full decor to allow ease of Let. - For properties where the proposed ingoing tenant may be vulnerable or in need of additional support. <p>Anticipated impact: Reduction in costs and time properties are vacant.</p>

Capital Upgrades	Proposal
Full Bathroom Refurb	<p>If in serviceable condition leave as it is and add to the Capital Programme for future upgrade whilst property is tenanted. Ensure timescales for the works are communicated clearly through Housing and Support Officers, in the immediate term, and through the newly procured NEC system when in place</p> <p>Anticipated impact: Reduction in length of time properties are void.</p>
Full Bathroom Refurb – Level Access Tray	<p>If in serviceable condition leave as is and add to Capital Programme for future upgrade whilst property is tenanted. Ensure timescales for the works are communicated clearly through the newly procured NEC system.</p> <p>Anticipated impact: Reduction in length of time properties are void.</p>
Full Kitchen Refurb	<p>If in serviceable condition leave as is and add to Capital Programme for future upgrade whilst property is tenanted. Ensure timescales for the works are communicated clearly through the newly procured NEC system.</p> <p>Anticipated impact: Reduction in length of time properties are void.</p>
Complete Rewire	<p>If the property has passed the Electrical Safety Check (EICR), any rewire is undertaken under Capital Project when property is tenanted. Ensure timescales for the works are communicated clearly through the newly procured NEC system and establish and monitor the impact of agreed protocol to address issues gaining entry.</p> <p>Those that fail the Electrical Safety Check (EICR) to be rewired during Void Period.</p> <p>Anticipated impact: Reduction in length of time properties are void.</p>
Full LD2 SD installation	No change proposed – Legislative requirement
Test SD System	No change proposed – Legislative requirement
Complete Central Heating	<p>Consider if current system requires to be completely refurbished.</p> <p>Let property out with current CH system and include CH upgrade in Capital Programme. Ensure timescales for the works are communicated clearly through the newly procured NEC system and establish and monitor the impact of agreed protocol to address issues gaining entry to install district heating and other thermal improvements.</p> <p>Anticipated impact: Reduction in length of time properties are void.</p>
Boiler only install	Consider if current system requires to be completely refurbished. Let property out with current Boiler and include Boiler upgrade in Capital Programme.

Anticipated impact: Reduction in length of time properties are void.

Officers proposed to review the revised standard on a bi-annual basis against the following criteria and baseline information to ensure on-going monitoring of impact.

Minimum Letting Standard On-going Evaluation

Context	Outputs		Outcomes - Impact			
	Activities	Outputs	Baseline Oct 24	April 2025	Oct 2025	April 2026
<p>There is a need to monitor the impact of any change in standard on our ability to let properties</p> <p>Page 286</p> <p>Properties are void for longer due to the level of works to be completed, this impacts on the level of void rent lost</p> <p>In the past, start dates had to be amended to reflect that work was still required</p>	<p>Amend the MLS to support an increase in voids but monitor impact on abortive offers</p> <p>Establish a means of measuring the impact of this change on tenants</p> <p>Monitor the number of jobs raised within the first month of tenancy</p>	<p>Improve no of abortive offers made</p> <p>Reduction in void time and total number of voids</p> <p>Maintain low levels of demand on property inspectors</p> <p>Effective mechanism in</p>	<p>No of properties receiving no bids on CBL - 0</p> <p>Refusal rate on all CBL offers – 28.74% (applicant bid 24.96% and auto-bid 33.38%)</p> <p>Percentage of tenants who have had repairs or maintenance carried out satisfied with the repairs and maintenance service 86.5%</p> <p>Satisfaction of new tenants with the overall service received 87.7%</p> <p>266 days average a void is with repairs as of 14th October</p> <p>1983 total voids as of 14th October (509 full set of keys voids of those 328 not under offer)</p> <p>Total number of job raised for new tenancies per month (average 5 per month as of Oct 2024)</p>			

Number of refusals for capital works during 1st 12 months of tenancy

Establish and monitor agreed protocols to address refusals for capital works.

place to address refusals

% of refused offers based on poor condition of property 1.5% 2023/24

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Council Housing Stock Acquisition and Disposal Policy

Approved by Committee on
20xx with an implementation date of 20xx



Document Control

Approval Date Calibri bold 12pt	- Calibri Regular12pt
Implementation Date	2024
Policy Number	
Policy Author(s) and Owner	Housing Asset Team Leader, Corporate Landlord
Approval Authority	Chief Officer, Corporate Landlord
Scheduled Review	2029
Date and Changes: 15/01/23 – Previous policy document updated to reflect Corporate Template 1/3/2023 – CO-CL – changes and updates	

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1 Why does the Council need this Policy?

- 1.1 This policy document is being taken forward to ensure that the existing stand-alone policies for the acquisition of former Council housing (Buy Back scheme) and disposal of existing Council housing are linked and consistent with each other. These policies require to operate in tandem so that they have the flexibility and adaptability to meet existing housing need and demand, yet still reflect current local and national outcomes.
- 1.2 Linking these policies will ensure that no property is acquired by or disposed of from the Housing Revenue Account (HRA) without first being subjected to rigorous testing against set criteria. Properties will only be acquired or disposed of where this links to housing need and demand.

2 Application and Scope Statement

2.1 The policy will affect:

- Private owners who are applying to sell their property to the Council
- Officers involved in the management of the Council's HRA assets
- Officers involved in the allocation of Council homes
- Prospective and current Council tenants
- Elected Members

- 2.2 This policy applies to properties being re-acquired under the Council House Buy Back scheme or for disposal under the Strategic Disposal policy, but also introduces flexibility to consider special identified needs.

3 Responsibilities

- 3.1 The Chief Officer Corporate Landlord has overall responsibility for this document. The document owner is the Housing Assets Team Leader.

4 Supporting Procedures & Documentation

- 4.1 Links to supporting documentation have been provided at section 13 below. Procedures will be drafted/amended following the policy submission to committee.

5 About this Policy

- 5.1 The policy will ensure that when considering either acquisition or disposal officers are referring to the latest statutory requirements regarding the needs of future tenants (Scottish Housing Quality Standard (SHQS)/ Housing for Varying Needs (HFVN)), Net Zero aspirations, Energy Efficiency Standards for Social Housing (EESH2), Aberdeen City Local Housing Strategy and Housing Need and Demand Assessment.

- 5.2 The policy will also ensure that local issues such as lettable, affordability and the Council's other duties with regard to homelessness and other areas of housing need and demand are considered during decision making.

- 5.3 On 30 October 2012 the then Housing & Environment Committee approved a policy which allowed individual properties within the Council's housing stock, which were in mixed ownership blocks, to be considered for disposal when they became vacant.
- 5.4 On 7 February 2019 the then Community and Resources Committee approved a policy to buy back former Council owned properties where they met a strategic need.
- 5.5 In addition to these policies the Chief Officer – Corporate Landlord has the delegated power, following consultation with the Convener of the Finance and Resources Committee, to instruct the Chief Officer - Governance to purchase properties on the open market where the consideration is less than £250,000. This allows for the purchase of properties which may not be former Council housing, but which meet a specific demand not provided for within the current Council housing stock, such as properties for larger families or properties that have specific facilities.
- 5.6 This document reviews these policies to ensure they are adequately aligned and meet additional requirements around SHQS, HFVN, EESSH2 and net zero, the Aberdeen City Local Housing Strategy and Housing Need and Demand Assessment.
- 5.7 This policy intends to give clear guidance on the properties meeting the key criteria for consideration for acquisition or disposal that:

Acquisition should only be pursued where:

- There is an identified specific demand that requires a property of a particular size or type.
- There is demonstrable demand for the property type: and
- The property gives the HRA a majority interest in a building or full ownership of a block
- The Property has not been subject to a tenancy which has been brought to an end to allow a sale.
- Vacant possession is available.
- The property can be brought to minimum letting standard/ meets HFVN, SHQS and EESSH 2 requirements at reasonable costs.
- The purchase is affordable for the HRA in both capital and revenue (maintenance and management) costs.
- There is a proven urgent need for a property size, or property with specific adaptations/facilities, which cannot be currently met from the existing housing stock

A property that does not meet any one of these requirements should be refused automatically and the owner should be advised their application is being declined.

Properties should be considered for disposal only when:

- There is no demonstrable need and demand for the property size and type; and
- ACC are a minority owner in a block; and
- There is a level of repair or maintenance required to meet SHQS and EESSH2 that does not constitute value for money to the HRA, or
- The property is unable to meet future energy or performance requirements

- 5.8 The Delegated Power to instruct the Chief Officer – Governance to acquire or dispose of properties, where the consideration is less than £250,000, rests with the Chief Officer – Corporate Landlord following consultation with the Convener of the Finance and Resources

Committee. Any purchases/disposals above this level will be reported to the appropriate Committee for a decision.

6 Risk

6.1 Strategic Risks

The application of this policy will ensure that properties will be acquired or disposed of in conjunction with the Council's strategic requirements.

Operational Risks

The application of this policy will ensure that when properties are being considered for acquisition or disposal consideration will be given to operational issues such as housing need and demand, management and maintenance costs

Financial Risks

The financial assessments currently in use in conjunction with this policy will ensure that when acquiring or disposing of an HRA property the risk of financial damage will be reduced and there will be no unexpected financial outlays.

Reputational Risks

The policy sets out the principles/terms/standards required in order to reduce the risk of inconsistent decision making that could lead to reputational damage.

Environment/Climate Risks

Surveys to establish a property's compliance with ESSH 2 will reduce the risk of not meeting the Council's environmental and climate change targets for its housing stock.

7 Environmental Considerations

7.1 The policy clearly addresses the environmental performance of property as a key consideration in both the acquisition and disposal process.

8 Policy Performance

8.1 The effectiveness of this policy will be determined by continually monitoring the demand for properties acquired through the buy back process to ensure that demand remains for the type of property, the number of future void events the property experiences and the length of each future void period when compared to similar property types in the same or similar letting areas.

8.2 This will be managed through the asset management plan for the HRA.

8.3 Long term empty residential properties will also be considered through the acquisition process

9 Design and Delivery

9.1 The policy is aligned with the strategic objectives contained within the LOIP

- Council's Strategic Priority of Energy Transition and Net Zero Council's Statutory Obligations, Aberdeen City Local Housing Strategy and Housing Need and Demand Assessment

10 Housekeeping and Maintenance

10.1 The policy will be reviewed every five years or when a change in legislation requires or where major humanitarian events which impact on the demand for housing occurs

11 Communication and Distribution

11.1 This policy will be available to internal users on the Council's intranet. External parties will be able to access it on the Council House Buy Back section of the Council's website.

12 Information Management

12.1 Data and information related to applicants interested in either selling their property to the Council, or interested in a property being disposed of, will be managed in line with the Corporate Information Policy and supporting procedures.

13 Definitions and Understanding this Policy

13.1 Provide clear definitions for any terms, technical terms and concepts included within the policy.

SHQS - <https://www.gov.scot/publications/shqs-technical-guidance-for-social-landlords/>

EESH2 -

<https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2020/11/draft-guidance-for-the-energy-efficiency-standard-for-social-housing-post-2020/documents/draft-eesh-2-document/draft-eesh-2-document/govscot%3Adocument/EESH%2B2%2BGuidance%2B-%2Bdraft%2B-%2B2.2%2B-%2BNovember%2B2020.pdf>

HFVN - <https://www.viva-access.com/wp-content/uploads/2020/06/Housing-for-Varying-Needs-1998-Scotland.pdf>

Aberdeen City Local Housing Strategy and Housing Need and Demand Assessment (Appendix 7) – <https://www.aberdeencity.gov.uk/services/housing/local-housing-strategy>

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	21 November 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Family Support Model Implementation Plan
REPORT NUMBER	F&C/24/327
EXECUTIVE DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Shona Milne and Graeme Simpson
REPORT AUTHOR	Eleanor Sheppard
TERMS OF REFERENCE	General Delegation 8.7

1. PURPOSE OF REPORT

- 1.1 At the Communities, Housing and Public Protection meeting of 5th September 2024 (F&C/2/4240), officers were instructed to present a detailed phased Implementation Plan reflecting plans for internal zoning of the Central Library and testing of the Library and Information Service as an integral part of the emerging model. The report aims to satisfy that instruction.

2. RECOMMENDATIONS

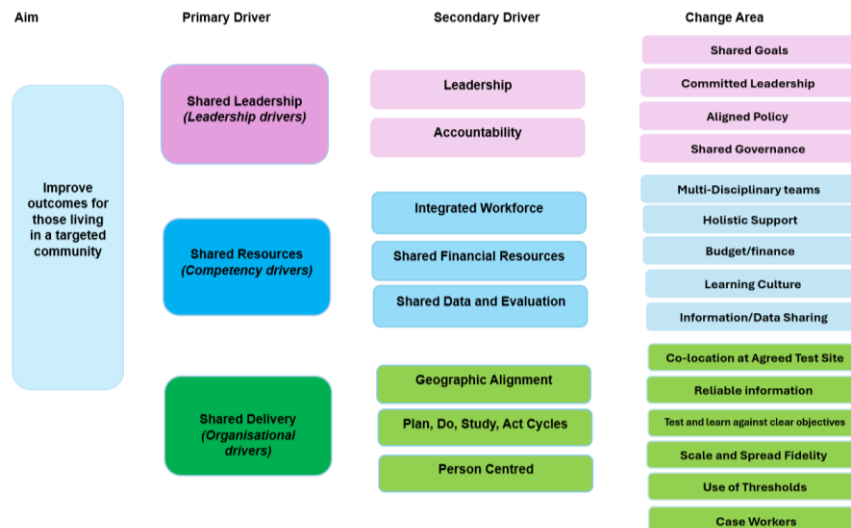
That the Committee:-

- 2.1 Endorse the Fairer Futures Implementation Plan available in Appendix A;
- 2.2 Note the Job Profile for the Fairer Futures Partnership Lead post in Appendix B;
- 2.2 Endorse the aligned Future Libraries Plan in Appendix C;
- 2.2 Recommend to Council the establishment of an Elected Member Working Group for the target locality(ies); and
- 2.4 Instruct the Executive Director Families and Communities to report back on progress within one calendar year and make any reports presented to the Education and Children's Services Committee available to members of Communities, Housing and Public Protection through a Service Update.

3. CURRENT SITUATION

- 3.1 Following the instruction from the Communities, Housing and Public Protection Committee in September 2024, our emerging model of Family Support was named as a Fairer Futures Partnership in the updated Programme for Government.

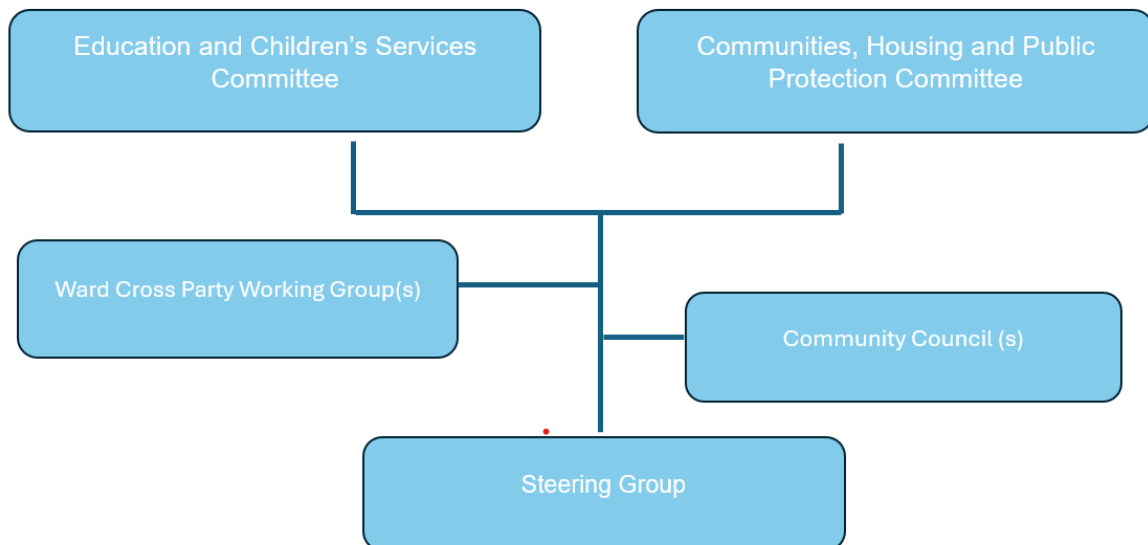
- 3.2 As a result, we will benefit from support and challenge from colleagues nationally and be able to learn from other Partnerships across Scotland.
- 3.3 The theory of change endorsed by the Education and Children’s Services Committee in June 2024 has been slightly amended to reflect the instruction to align work on the Future Libraries Model with our Family Support Model.



- 3.4 In developing this detailed Implementation Plan (Appendix A), consideration has been given to what is known about effective implementation (the science of implementing cultural change) and improvement (the science of utilising the knowledge of operational teams to develop, test and learn from small scale tests of change to realise improvement). Although methodologies differ slightly, both have been utilised to support comprehensive planning given the potential scale and impact of the work.
- 3.5 The Community Planning Partnership (CPP) adopted the Institute for Health Improvement (IHI) scientific based methodology for improvement many years ago, and this practice is very well established across the entirety of the CPP’s work. As a result, the IHI methodology will be utilised to support our tests of change with Operational Teams. Implementation Science, particularly the “Active Implementation Framework” has been used to help guide the phasing of this plan to ensure that gains are more likely to be firmly embedded at the end of this long term change programme.
- 3.6 A draft of the Implementation Plan was shared with senior officers across the Community Planning Partnership and with Scottish Government links. The Plan has been updated in light of feedback. Officers have progressed plans to appoint a programme lead in keeping with an instruction from the Education and Children’s Services Committee. The job profile is available in Appendix B for noting.
- 3.7 Appendix C provides a linked Plan to illustrate how officers intend to progress the Future Libraries model as part of the Fairer Futures Pathfinder.
- 3.8 Partnership governance will be through Community Planning Aberdeen structures.



- 3.9 The multi-agency Steering Group, including representation from the Community Safety Hub, will drive this ambitious change programme and ensure that the Children's Services Board (who will continue to drive improvement in the current paradigm) are sighted on progress to ensure that cognisance of progress is taken as partnership plans and reports are developed.
- 3.10 The Steering Group will also report progress (including any risks and issues) to the Multi-agency Transformation Management Group to enable the rapid removal of barriers and blocks.
- 3.11 Given that both the Education and Children's Services Committee, and the Communities, Housing and Public Protection Committee will have a keen interest in the programme, dual reporting is proposed. It is proposed that a yearly report on progress be provided to Education and Children's Services immediately before the summer recess (June/July 2025) to outline progress made in the first phase of the programme, and that a further report be made available at the end of the year to the Communities, Housing and Public Protection Committee to offer a further update on progress made. This reporting schedule may have to be amended when the national evaluation timeline is known. Documents prepared by the Steering Group to evidence progress in communities will be shared with the Ward Cross Party Working Groups.



3.12 In order to ensure both Committees are able to scrutinise and inform the change programme, a Ward Cross Party Working Group(s) is proposed for targeted communities. It is proposed that these Groups will meet 4 times a year and at times hear directly from the locality based teams delivering the changes. This will ensure that the valuable insight from Elected Members is utilised to shape the programme.

4. FINANCIAL IMPLICATIONS

4.1 Programme Management resource has been secured from the Tackling Child Poverty & Social Justice Directorate of Scottish Government. Resource from the Whole Family Wellbeing Fund will be utilised and officers will also work to secure appropriate grants.

5. LEGAL IMPLICATIONS

5.1 Under section 163(2) of the Local Government (Scotland) Act 1973, the Council has a duty to secure the provision of adequate library facilities for all persons resident in the Council area.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Risk that the Fairer Futures Partnership does not deliver against agreed aims to improve outcomes	Research has guided the development of the proposed plan. The use of a 'testing' phase will enable consideration of the effectiveness of the model prior to scaling up.	L	Yes
Compliance	None identified			
Operational	Failure to get operational teams working to a new model restricts impact.	A pre-launch period will enable operational teams to come together around a common purpose and take ownership of implementation.	L	Yes
Financial	Potential for the model to exceed available resource	The use of WFW fund resource will support the testing phase, with opportunities for efficiencies to be realised in the longer term to aid the sustainability of the model.	L	Yes
Reputational	None identified			
Environment/Climate	No significant risks identified			

8. OUTCOMES

COUNCIL DELIVERY PLAN 2023-2024	
	Impact of Report
Aberdeen City Council Policy Statement	<p>This policy would positively contribute to the majority of commitments in the Aberdeen City Policy Statement.</p> <p>Supporting people with the cost of living – through providing access to financial inclusion services through the proposed model.</p> <p>A city of opportunity – through providing access to employability services and support through the proposed model.</p> <p>A vibrant city - through providing access to increased opportunities to be creative and access the cultural offer the proposed model.</p> <p>Building a greener and sustainable city – by exploring co-location which will allow the estate to be rationalised in the longer term.</p> <p>Empowering communities- by giving them a strong voice in what is offered through Community Hub programmes.</p> <p>A prosperous city – by providing employment opportunities.</p> <p>An active city – by providing locally based community services which can be easily accessed.</p> <p>A caring city – by prioritising and supporting those most at risk of poor outcomes</p> <p>A council that listens and works – by working with the Northfield community to design the local offer they need and want.</p>
Aberdeen City Local Outcome Improvement Plan 2016-26	
Economy	Stretch outcome 1 (poverty) and 2 (employment) will be supported through this policy.
Children and young people	All stretch outcomes for children and young people could be positively impacted by delivery of this policy.
Adults	All stretch outcomes for adults could be positively impacted by delivery of this policy
Community empowerment	Stretch outcome 16 (Community Empowerment) will be positively impacted by this policy.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Assessment	Impact The IIA in place has been reviewed and no changes are required at this stage.

Data Protection Impact Assessment	Not required.
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10. BACKGROUND PAPERS

11. APPENDICES

Appendix A –Implementation Plan

Appendix B – Fairer Futures Partnership Lead Job Profile

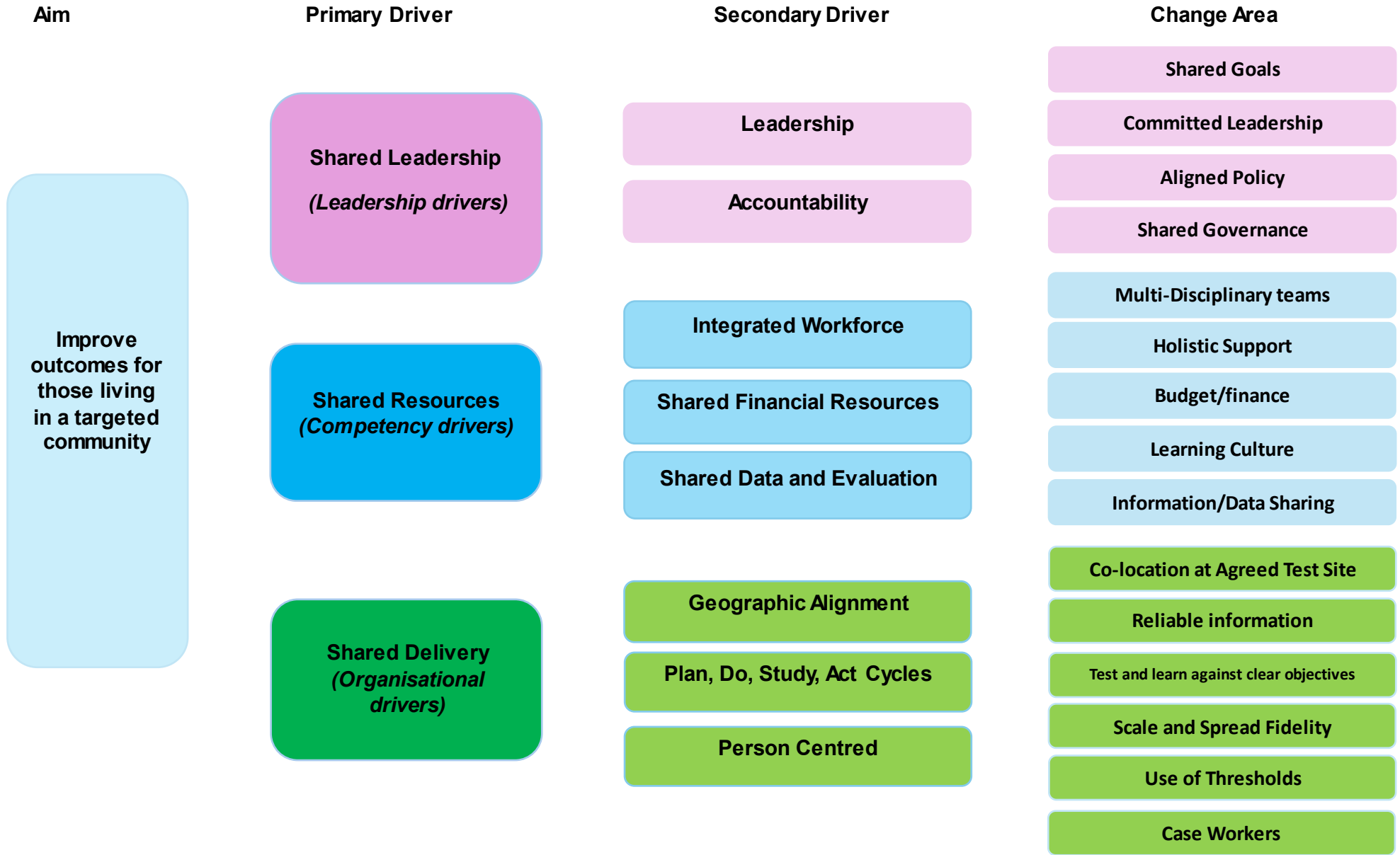
Appendix C – Aligned Libraries Plan

12. REPORT AUTHOR CONTACT DETAILS

Name	Eleanor Sheppard
Title	Executive Director Families and Communities
Email Address	esheppard@aberdeencity.gov.uk

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Theory of change



Implementation

Implementation and Improvement Science

In developing this plan, consideration has been given to what is known about implementation (the science of implementing cultural change) and improvement (the science of utilising the knowledge of operational teams to develop, test and learn from small scale tests of change to realise improvement). Although methodologies differ slightly, both have been utilised to support planning.

The Community Planning Partnership (CPP) adopted the Institute for Health Improvement (IHI) scientific based methodology for improvement many years ago, and this practice is well established across the entirety of the CPP's work. As a result, the IHI methodology will be utilised to support our tests of change with Operational Teams. Implementation Science, particularly the "Active Implementation Framework" has been used to help guide the phasing of this plan to ensure that gains are more likely to be institutionalised and mainstreamed across partner organisations at the end of this long term change programme.

Phasing implementation

There are various stages to consider when implementing an ambitious programme of cultural change. Selecting the innovation and creating readiness (**exploration**), preparing organisation and implementation resources (**installation**), beginning to use the innovation (**initial implementation**) and having at least half of the practitioners using the innovation with fidelity (**full implementation**). The different change ideas in the programme are likely to progress through these stages at slightly different rates and times, but there are some drivers that require consideration in our planning. The use of an innovation always requires behaviour change for practitioners, managers and directors. We need to change both what people do and our enablers, therefore, we need to understand what's going to make that happen and what the barriers are?

Implementation Drivers

The Competency Drivers – (selection, training, coaching and fidelity (the extent to which a change can be taught and replicated) are the methods for establishing and supporting change.

The Organisational Drivers – (facilitative administration, decision support, data systems and system intervention) are the drivers to help manage change across organisation(s).

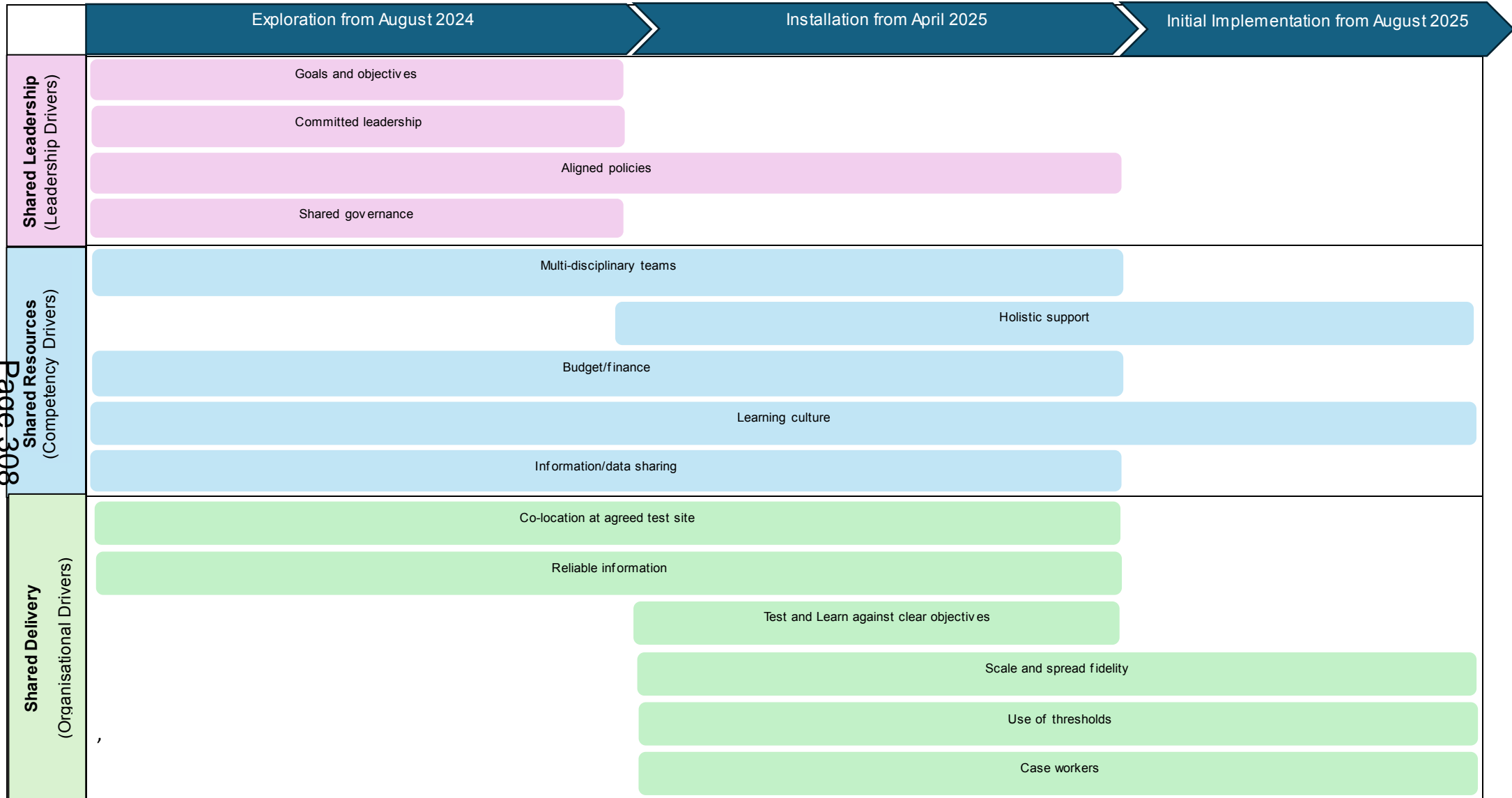
The Leadership Drivers (technical, adaptative) to help lead the programme.

Organisational and Leadership drivers establish new organisation roles, functions and structures to eliminate barriers and to support the use of competency drivers and the use of innovation with fidelity by practitioners.

Changes (or innovations) must be defined and operationalised so they are teachable, learnable, doable and assessable if they are to be scaled to produce socially significant outcomes. Usable innovations require to have an 'assessment of fidelity' that directly links the innovation to highly correlated intended outcome data. Plan, Do, Study, Act (PDSA) cycles require to be continually employed to identify and resolve problems and assure steady progress towards the next set of goals. IHI methodology is well embedded across the Community Planning Partnership and will be utilised. There will be a need to consider how we record our learning through the testing phase to ensure that it is 'teachable' and can be scaled up and spread with fidelity, from one part of the city to another. We will, of course, have to recognise that each community is distinct and different.

National and local policies, funding requirements, accreditation and certification standards, professional association standards, oversight routines and so on have been established to support the current model of delivery. Systemic change includes practice-policy communication cycles to change the current arrangements in order to improve their suitability for current and future needs. There will be a need for widespread engagement with a range of key stakeholders as we consider the changes required to policies, funding, standards and oversight routines. The inclusion of our work within the Scottish Government Fairer Future's pathfinder programmes, provides a vehicle for discussion with key national stakeholders

High level Overview



Shared Leadership (Core team: CEOs, E Sheppard, M Murchie, Programme Manager and OD Lead)

Outcome	Actions	Evaluation evidence	Stage of implementation
Prevention & Early Intervention Goals and objectives formally agreed by the Community Planning Partnership	<ul style="list-style-type: none"> All partners to secure commitment to the pathfinder through single system governance arrangements Multi Agency Transformation Management Group (MATMG) support to be secured CPA Management Group and Board support to be secured 	Agreed goals and objectives in place and informing the evaluation framework	Exploration. From August 2024.
Implementation Architecture in place Lead: E Sheppard	<ul style="list-style-type: none"> Partners to sign off the Programme Plan Explore and agree elected member governance, and how ward members will be involved in supporting the work in communities as well as providing appropriate oversight Partners to identify members of a Steering Group to help shape the Programme Plan and monitor progress. Establish 'Lived Experience' architecture to guide the work of the pathfinder in collaboration with the HDRC Terms of Reference for the Steering Group to be drafted. Members of the Steering Group to document linkage back into single system governance arrangements to ensure arrangements are in place to address blocks and emerging risks. Steering group to review the adequacy of the Plan at each meeting of the Group to ensure its responsiveness Agree and appoint an Implementation Team and have agreed Programme Management arrangements (including reporting arrangements and schedule of reporting) in place. Agree how the team will be freed up to work on reform. Agree reporting frequency and arrangements, including to our test communities Explore and agree community governance, how will the community hold us to account? 	Effective and adaptive governance and programme management arrangements are in place and progress is being made against the programme plan. External validation of arrangements secured.	Exploration From November 2024.
An evaluation framework is in place Lead: Programme Lead	<ul style="list-style-type: none"> Establish a baseline of data for targeted community against macro/micro position to enable tracking of progress Secure support from the HDRC/CELCIS to provide evaluation from an agreed baseline and agree interface with Scottish Government commissioned resource Agree how best to measure progress against individual wants and needs, the health determinants and public protection data sets and consider the 	An agreed evaluation framework and associated baseline is in place with agreed data collection schedule.	Exploration From November 2024

	<p>implications of this on our tracking of individuals (ensure we are capturing voice, progress and agency and the cultural shift in staff)</p> <ul style="list-style-type: none"> Document an evaluation framework (and associated baseline) and seek approval from Scottish Government 	External validation of framework secured.	
<p>Good awareness of our goals, aspirations and learning</p> <p>Lead: Programme Manager/ E Sheppard</p>	<ul style="list-style-type: none"> Steering Group to develop and deliver a communications and engagement plan to raise awareness of the changes we are trying to make at community, system and city level to secure commitment and collaboration Face to face engagement to explore the themes of the health determinants, public protection trends, rights based practice and the need for a sustainable model of support for our citizens. Use of service design principles/co-design tools to explore the art of the possible with multi-disciplinary staff, communities (and community groups) and targeted SIMD 1 groups. 	<p>Communications and engagement Plan in place and being delivered against.</p> <p>Pulse surveys of workshop participants</p>	<p>Exploration</p> <p>From January 2025.</p>
<p>Leaders are committed to the pathfinder and remove blocks</p> <p>Lead: E Sheppard</p>	<ul style="list-style-type: none"> The work of the pathfinder is detailed in single system and multi-agency plans Escalation mechanisms are developed by the Steering Group and through single system governance arrangements to ensure that blocks are captured and escalated where they cannot be addressed locally Explore how leadership will be visible through the course of the pathfinder and gain commitment to visible leadership 	<p>Published plans outline the pathfinder.</p> <p>Escalation procedures in place and tested, test successfully removed block.</p>	<p>Exploration</p> <p>From March 2025.</p>
<p>A learning culture is established</p> <p>Lead: Programme Manager/M Crombie/ OD Lead</p>	<ul style="list-style-type: none"> Leaders (and members of the Steering Group) undertake a workshop to agree how best to utilise 'radical candour' to ensure there is clarity on how to address blockages (top down support to address bottom up issues) Programme of learning to be developed and delivered to explore what we know about taking a creative person centric approach After each Test of Change, consider...what have we learned? What does this mean for our policies? Agree how we will share our learning (positive and negative) widely in order to model a Learning System (to include Chief Officers Group for Public Protection, Corporate Parenting Board, Alcohol & Drug Partnership and Child Protection Committee) 	<p>Pulse check of leaders</p> <p>Arrangements for sharing our learning are documented and arrangements being followed.</p>	<p>Exploration</p> <p>From February 2025</p>
<p>Policies are aligned to enable the pathfinder</p> <p>Lead: G Simpson/Programme Manager</p>	<ul style="list-style-type: none"> Secure agreement through the Steering Group on the flexibilities we will permit (financial, resources and thresholds) Consider any implications on our current policies in the short term What needs to be done to ensure that those in need only have to tell their stories once? Work through the implications of this. 	<p>Agreement in place and being adhered to.</p> <p>The linkage with Locality Plans documented.</p>	<p>All phases</p> <p>From February 2025 and on-going</p>

	<ul style="list-style-type: none"> • Explore how our agreed Locality Plans are aligned with this work and align evaluation and monitoring where possible to do so • Agree and document mechanism for triggering a review of single system policies as a result of shared learning from the pathfinder. 		
<p>Our innovations are 'teachable'</p> <p>Lead: Programme Manager</p>	<ul style="list-style-type: none"> • Steering group to agree our test of fidelity in advance of installation to ensure we have a 'teachable' innovation • Steering group to agree approach to the recording of written procedures and document how these will be approved through single system and multi-agency governance structures 	Teachable innovations are successfully spread and scaled with no impact on their fidelity.	<p>Installation and Initial Implementation</p> <p>From August 2025</p>
<p>Shared governance arrangements in place and kept under regular review</p> <p>Lead: Chief Executives</p>	<ul style="list-style-type: none"> • Leaders across the Community Planning Partnership are committed to the programme • ToR for the Steering Group is agreed through single systems and thought multi-agency governance structures • Workstream ToR are agreed through single systems and through multi-agency governance structures • Mechanism agreed to report preparedness and progress though single systems and multi-agency governance arrangements. • Shared commissioning governance is reviewed 	Governance structures are agreed and effective	<p>Exploration.</p> <p>From November 2024</p>

Shared Resources (Core team: Steering Group. Members to include HDRC, Programme Manager, Scottish Government, CO Aberdeen Health and Social Care Partnership, CO Social Work and Adults, Education and lifelong Learning, Housing and Public Health, Community Safety and City Warden Manager).

Outcome	Actions	Evaluation evidence	Stage of implementation
<p>Multi-disciplinary teams established and preventing risk and harm to our citizens</p> <p>Lead: Programme Manager and Steering Group Members</p>	<ul style="list-style-type: none"> • Programme of learning to be delivered to explore what we know about taking a creative person centric approach and the baseline data to build a strong and compelling reason (and vision) for change • As a CPP, explore bias, the research and local evidence to support the change as part of our reporting progress • Align work currently being progressed by the Community Safety Hub and this Partnership Plan to ensure cohesion • Seek expressions of interest from operational teams serving agreed target community to help drive the change • Secure agreement on how to ensure the Operational Team have the capacity to drive the pathfinder with partners • Identify and engage with local members, Third Sector organisations and active organisations supporting identified communities and secure their collaboration. 	<p>Common understanding of the traits we need in the Operational Team</p>	<p>Exploration and installation</p> <p>From February 2025</p>
<p>Skilled operational team in place</p> <p>Lead: Programme Manager and Steering Group Members</p>	<ul style="list-style-type: none"> • Appoint person centred operational team and ensure that they have the time to focus on the reform and good access to leaders • Ensure a highly effective feedback loop is in place (to the operational team and the communities they are serving) • Explore personas with Operational Team to challenge perceptions, bias and start to scope what change might look like • Secure IHI learning and development for the Operational Team • Establish suitable line management and coaching support for Operational Teams (including some support from Public Health) • Steering Group to make recommendations to single system HR departments around the skills required so that job profiles can be amended to support change in the longer term • Operational Team to explore and agree means of tracking their own job satisfaction and growth 	<p>A skilled and well connected Operational Team are in place.</p>	<p>Installation</p> <p>From April 2025</p>

	<ul style="list-style-type: none"> Work with the Operational Team to determine how they will capture the voices of the community to build relationships at local level and take account of Lived Experience. 		
<p>Clear vision of what holistic support being realised will look like</p> <p>Lead: Programme Manager and Steering Group Members</p>	<ul style="list-style-type: none"> Develop and deliver a programme of learning and development based on self-reported needs and to cover the health determinates, public protection learning, national research and local evidence Develop and deliver learning and development opportunities to encourage creativity and ‘unlearning’ of some institutional norms Establish a clear vision of holistic support aligned to our Future Libraries Model...what is our working hypothesis? Encourage creative means of capturing voice and co-design output Ensure alignment with the evaluation framework in place 	A clear working hypothesis is agreed with those we are serving.	<p>Installation and initial implementation</p> <p>From April 2025</p>
<p>Procedures in place to enable the testing of more holistic support</p> <p>Lead: Programme Manager and Steering Group Members</p>	<ul style="list-style-type: none"> Agree skeletal procedures for testing on the ground and mechanisms to trigger a review (seek some support and challenge from Internal Audit around the procedures) Ensure Operational Team has access to an improvement coach Ensure that effective changes are recorded in an agreed format to ensure fidelity Ensure 1-1 arrangements are in place and help the Operational Team to feel well supported and empowered to, ‘be the change’ Ensure effective arrangements are in place to capture the learning from the operational team, both good and bad! Agreed governance around innovations with fidelity – at what point do we bank a successful approach (end the Test of Change), maintain it and move onto the next? Decide when we will know there are sufficient interventions with fidelity to enable preparation to scale and spread Utilise the Operational Team to help repeat all stages in the second targeted community 	The learning from Tests of Change are providing a blueprint for scaling and spread	<p>Installation and initial implementation</p> <p>From October 2025</p>
<p>Budget/ finance in place to support the pathfinder</p> <p>Lead: CFOs</p>	<ul style="list-style-type: none"> Agree multi-agency change management resources Identify test site (building linked to our Future Libraries Model) and gain agreement on how to resource the team and any adaptations to the building Agree financial flexibilities required to enable the pathfinder and document arrangements with CFOs following sign off with Internal Audit Seek support and challenge from Internal Audit on proposed approach and document procedures 	Appropriate flexible financial arrangements are in place and approved by Internal Audit.	<p>Exploration and installation</p> <p>From November 2025</p>

<p>Confidence in assumptions made to support longer term resourcing</p> <p>Lead: CFOs</p>	<ul style="list-style-type: none"> • Baseline costs and impact of current delivery model • Establish CFO group to ensure that questions are answered through the pathfinder • Ensure evaluation framework monitors resource and impact of resource, and the value of co-location on use of finance • Establish mechanisms for routinely reporting financial impact 	<p>Learning from the pathfinder is supporting longer term financial planning</p>	<p>Installation</p> <p>From August 2025</p>
<p>Multi-agency buildings serving communities</p> <p>Lead: Programme Manager and Estates Leads</p>	<ul style="list-style-type: none"> • Establish baseline of costs from current single system approach to estate • Convene estate leads to align estate strategies where possible to find the common ground for this pathfinder (include ALEOs) • Agree location of first Community Hub, and agree practicalities of using a shared resource (including learning from those who have already co-located through Fit Like, Links Hub and Bairns Hoose) • Explore the need for any required formal documentation and action • Identify a single building in our targeted community to support the first phase of this pathfinder • Identify and explore any light adaptations required and commission the work to the first Community Hub • Establish mechanism to openly air challenges with Co-Location so that issues can be resolved timeously (huddles?) • Report progress on a 6 monthly basis to estates leads so that the Estates Leads can consider the implications of the pathfinder on longer term plans and quantify benefits 	<p>Co-location is informing longer term financial planning</p>	<p>Installation</p> <p>From January 2025</p>
<p>A learning culture is established and can be evidenced.</p> <p>Lead: Programme Manager/E Sheppard</p>	<ul style="list-style-type: none"> • Encourage engagement with Human Learning Systems research and professional learning opportunities • Encouragement and celebration of curiosity and candour • Design pulse surveys to help measure the cultural change (eye on the prize of institutional change) • Secure comms resource to help document and routinely push out the learning • Work with comms teams to regularly and routinely report our learning (good and bad) through more creative means 	<p>Notable shift in culture evident</p>	<p>All phases</p> <p>From November 2024</p>
<p>Our story is clearly documented</p> <p>Lead: Programme Managers and HDRC</p>	<ul style="list-style-type: none"> • Work with Scottish Government colleagues to determine how best to capture our journey and the role of the HDRC in supporting our use of a Human Learning Systems approach • Work with Scottish Government to share our journey and our story • Attend nationally coordinated events linked to the Fairer Futures Partnerships 	<p>Clear articulation of our journey in place</p>	<p>All phases</p> <p>From November 2024</p>

<p>Effective information/data sharing arrangements are in place</p> <p>Lead: HDRC and Digital & Technology</p>	<ul style="list-style-type: none"> • Secure commitment to roll out D365 across the Operational Team • Work with data controllers to map and align data sources • Work with data controllers to develop operational and strategic data dashboards • Formalise any data sharing agreements • Establish a blog post • Explore further opportunities to link data to act as an early warning system • Ensure sufficient levels of data literacy in the operational team and Steering Group and common interpretation of language • Establish a mechanism to report cultural transformation and capture incidental learning • Develop a visual and accessible rationale for change • As soon as possible, develop a visual representation of triangulated impact data to help build confidence and appetite for scale and spread. 	<p>Effective data sharing arrangements in place and helping to mitigate risks</p>	<p>Exploration and installation</p> <p>From November 2024</p>
<p>Establish a more responsible allocations approach</p> <p>Lead: Chief Officer Social Work/E Sheppard/Programme Manager</p>	<ul style="list-style-type: none"> • Amend request for assistance processes to ensure it enables the provision of wider family support • Establish outcome data dashboard (strategic and operational) to help monitor the impact of changed arrangements • Agree mechanism (broadly based on Newport example) with leaders and confirm the flexibilities that will be afforded to pilot • Take a test and learn approach to the development but working on one areas of challenge, banking fidelity and then moving onto the next. • Document procedures to enable spread and scale • Articulate the relationship between the Hub and our new allocations approach 	<p>Effective arrangements are in place and helping to mitigate risks. There is evidence that outcomes are improving.</p>	<p>Exploration and installation</p> <p>From November 2024</p>
<p>Aligned reporting arrangements in place</p> <p>Lead: Chief Officer Social Work</p>	<ul style="list-style-type: none"> • Align criminal justice partners to work together in its decision making to ensure all decisions are consistent with holding the risk and supporting the family rather than punishing family. • Consider the implications of reporting to COG, CPC etc...how can we limit duplication? • How will progress of this programme be efficiently and effectively reported to all interested parties? 	<p>Effective and streamlined arrangements are in place.</p>	<p>Exploration and installation</p> <p>From November 2024</p>

Shared Delivery

Outcome	Actions	Evaluation evidence	Stage of implementation
Partners Co-locate at agreed test site Lead: HDRC/Programme Manager	<ul style="list-style-type: none"> • Identify test site based on need and prevalence of SIMD 1 (linked to our Future Libraries Model) • Explore any physical adaptations required to enable partnership delivery in an accessible space • Commission Corporate Landlord and Capital to make the adaptations required • Work with community to help shape the internal feel of the building (furnishings) to ensure a welcoming space • Collate baseline data for community 	Test site agreed and adaptations made	Exploration and installation From November 2024
Programme is co-created with the community Lead: Programme Manager	<ul style="list-style-type: none"> • Engage with communities (including Community Council, active organisations and community groups to establish appropriate community oversight of the programme and access appetite for change • Engage with all parties active across the community (schools, groups, churches etc) to co-construct a high level ambition to be realised • Engage with ward Members to gain their insight into the challenges facing the community • Raise awareness of the pathfinder across the community and establish focus groups based on data to explore wants and needs • Establish the best means of the community shaping the programme(participatory budgeting) • Consider the use of Community navigators to help citizens navigate the supports available • Establish mechanisms to enable local people to raise local issues, help devise solutions and deliver on a local plan • Generate programme based on needs and wants (and linked Locality Plan) • Advertise programme and monitor engagement. • Take an agile approach to making adaptations based on local intelligence 	Programme for delivery is co-created with the community	Exploration and installation From November 2024
Multi-agency partners working together to address identified	<ul style="list-style-type: none"> • In collaboration with the Health Improvement team, Sport Aberdeen, Aberdeen Sports Village and community representatives, consider the reliable information needed at both the Central Library and in the first Community Hub, including planned programmes of support (for example diabetes, healthy diet). 	Means of improving health literacy in place in the Central Library	Exploration and Installation

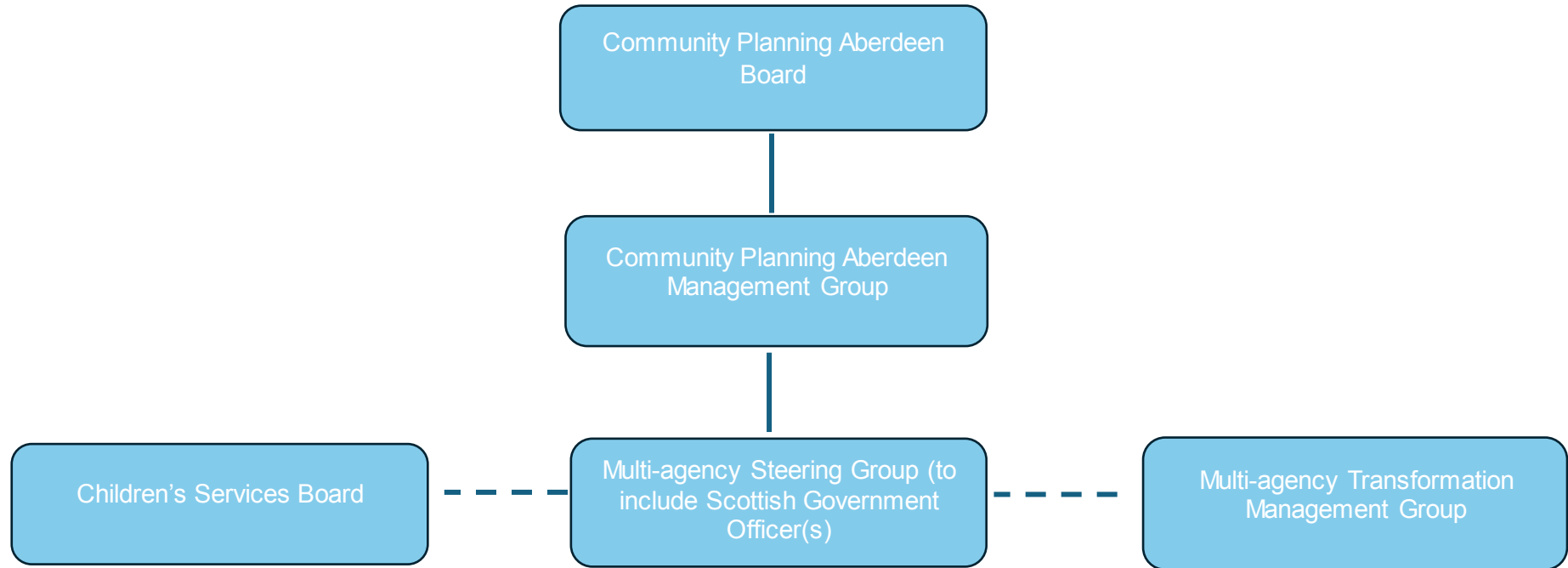
<p>health needs at community level</p> <p>Lead: NHS Grampian and Public Health</p>	<ul style="list-style-type: none"> • Consider a shared approach to enablement and reablement • Consider and develop the digital information to support universally and consider how to overcome barriers to digital access • Develop and secure agreement on an Implementation Plan • Implement plans • Agree what can be spread and scaled with fidelity 	<p>and targeted community</p>	<p>From November 2024</p>
<p>Multi-agency partners working together to address healthy weight through taking a whole system approach</p> <p>Lead: Public Health and NHS Grampian</p>	<ul style="list-style-type: none"> • All 6 phased on the whole system approach to healthy weight in place: Phase 1: set up Phase 2: building the local picture Phase 3: mapping the local system Phase 4: action Phase 5: managing the system network Phase 6: reflect and refresh 		
<p>Multi-agency partners working together to address isolation and build agency at community level</p> <p>Lead: CEO Aberdeen Performing Arts, CO ACHSCP and Chief Officer Education and Lifelong Learning</p>	<ul style="list-style-type: none"> • In collaboration with Community Learning and Development, consider how best to build frequent opportunities to connect with others to build agency, voice and a sense of control both universally in the Central Library and in a more targeted way in our Community Hub (collaboration with Third and voluntary sector). • Consider and develop the digital information to support universally • Work with Cultural partners to explore how we can use creativity and culture to build agency in our central library and first Community Hub. and the insight gleaned used to inform the local programme, develop participation and a sense of community connection/activism. • Develop and secure agreement on an Implementation Plan • Implement plans • Agree what can be spread and scaled with fidelity 	<p>Means of reducing social isolation in place in the Central Library and targeted community</p>	<p>Exploration and Installation</p> <p>From November 2024</p>
<p>Multi-agency partners working together to address mental health and wellbeing</p> <p>Lead: Chief Officer ACHSCP, Police Scotland and SAMH</p>	<ul style="list-style-type: none"> • In collaboration with community partners, take account of current provision of mental health and wellbeing support to help strengthen through a universal offer in the Central Library and in our first targeted Community Hub (consider the linkage with Link workers) • Consider and develop the digital information to support universally • Develop and secure agreement on an Implementation Plan • Implement plans • Agree what can be spread and scaled with fidelity 	<p>Means of improving access to mental health and wellbeing support in place in the Central Library and targeted community</p>	<p>Exploration and Installation</p> <p>From November 2024</p>
<p>Multi-agency partners working together to</p>	<ul style="list-style-type: none"> • In collaboration with Education partners, consider the education and skills information, support and programmes, with a particular focus on literacy and 	<p>Means of improving health literacy in place</p>	<p>Exploration and Installation</p>

<p>address identified education and skills needs at community level Lead: CO Education and Lifelong Learning</p>	<p>digital skills, for universal delivery in the Central Library and in our first targeted Community Hub.</p> <ul style="list-style-type: none"> • Consider and develop the digital information to support universally • Develop and secure agreement on an Implementation Plan • Implement plans • Agree what can be spread and scaled with fidelity 	<p>in the Central Library and targeted community</p>	<p>From November 2024</p>
<p>Multi-agency partners working together to address identified employability needs at community level Lead: SDS</p>	<ul style="list-style-type: none"> • In collaboration with employability partners, consider the information, support and programmes required to deliver universal support in the central library and more targeted support in our first Community Hub. • Consider and develop the digital information to support universally • Develop and secure agreement on an Implementation Plan • Implement plans • Agree what can be spread and scaled with fidelity 	<p>Means of employability in place in the Central Library and targeted community</p>	<p>Exploration and Installation From November 2024</p>
<p>Multi-agency partners working together to address income maximisation needs at community level Lead: Financial Inclusion</p>	<ul style="list-style-type: none"> • In collaboration with income maximisation partners, consider the information, support and programmes required to deliver universal support in the central library and more targeted support in our first Community Hub. • Consider and develop the digital information to support universally • Develop and secure agreement on an Implementation Plan • Implement plans • Agree what can be spread and scaled with fidelity • 	<p>Means of improving income maximisation in place in the Central Library and targeted community</p>	<p>Exploration and Installation From November 2024</p>
<p>Multi-agency partners working together to address identified housing needs at community level Lead: CO Housing</p>	<ul style="list-style-type: none"> • In collaboration with housing partners, consider the information, support and programmes required to deliver universal support in the central library and more targeted support in our first Community Hub. • Consider and develop the digital information to support universally • Develop and secure agreement on an Implementation Plan • Implement plans • Agree what can be spread and scaled with fidelity 	<p>Means of improving housing support in place in the Central Library and targeted community</p>	<p>Exploration and Installation From November 2024</p>
<p>Long term implications for the library and information service known Lead: CO Education and Lifelong Learning</p>	<ul style="list-style-type: none"> • As programmes emerge, explore the implications on the stock and offer from the library and information service • Programme of professional learning in place to take account of programmes being delivered • Exploration of the need for a Central Library and community navigator • What does this mean for services such as the home service, for example the offer for residents in care homes etc. 	<p>Means of improving health in place in the Central Library and targeted community</p>	<p>Exploration and Installation From November 2024</p>

<p>Access to reliable information is increased</p> <p>Lead: Public Health</p>	<ul style="list-style-type: none"> • In collaboration with the Health Improvement team and community representatives, consider the reliable information needed at both the Central Library and in the first Community Hub, including planned programmes of support (for example diabetes, healthy diet). • Consider and develop the digital information to support universally • Develop and secure agreement on an Implementation Plan • Implement plans • Programme of professional learning for staff • Test and learn new arrangements • Remove excess information • Strong digital presence ...info in GP practice etc. • Agree what can be spread and scaled with fidelity • Consider implications for Job profiles and staffing model in the longer term 	<p>Means of improving health literacy in place in the Central Library and targeted community</p>	<p>Exploration and Installation</p> <p>From November 2024</p>
<p>Reimagined central library providing universal support</p> <p>Lead: Library Service</p>	<ul style="list-style-type: none"> • Establish a group of library users and mixed stakeholders to review the floor plan of the central library with a view to rezoning the space in order to build agency and establish a Civic Hub, provide more family friendly and welcoming social spaces, spaces to encourage creativity and spaces to support partnership delivery. • Translate the work of the group into a costed plan and consider the staging of implementation • Explore funding streams and secure approvals • Explore the appetite for a community Navigator in the Central Library • Establish a proposed programme of activity and support for delivery • Implement the programme and monitor impact carefully to inform next steps. 	<p>Operational programme in place at the Central Library</p>	<p>Exploration and Installation</p> <p>From November 2024</p>
<p>Strong digital universal offer of support to families</p> <p>Lead: Library Service, Digital Lead</p>	<ul style="list-style-type: none"> • Convene digital expertise to explore the art of the possible with regard to a dynamic on-line offer that supports improvement across all of the health determinates, including training opportunities, signposts to support and clarifies how the supports in the central library (and Community Hub) dovetail. • Develop an implementation plan for approval • Following approval, implement the plan 	<p>Dynamic digital platform in place</p>	<p>Exploration and Installation</p> <p>From November 2024</p>
<p>Test and learn against clear objectives</p>	<ul style="list-style-type: none"> • Agree documentation that will be used to support our tests of change • Ensure sufficient understanding of IHI methodology is in place • Establish the first tests of change with operational team 	<p>Effective test and learn approach in place</p>	<p>Installation</p> <p>From April 2025</p>

Lead: Programme Manager and M Crombie	<ul style="list-style-type: none"> • Be agile in the length of tests...when we have confidence record to ensure fidelity • Consider feedback loop to communities with communities 		
Scale and spread fidelity Lead: Programme Manager and M Crombie	<ul style="list-style-type: none"> • Agree protocols around fidelity...how will we know when it is good enough to spread? • Ensure effective arrangements are in place to support the Learning and development needs of the operational team and effective supervision 	Agreed approach in place to guide spread and scale	Installation and initial implementation From April 2025
Use of thresholds Lead: CO CSW/E Sheppard/CO ACHSCP	<ul style="list-style-type: none"> • Test allocation process through a test and learn approach • Amplify the voices of social work teams • Track a small number of cases to capture the learning • Consider the implications for policies as we get ready to spread with fidelity 	Agreed approach in place	Installation and initial implementation From April 2025
Case workers Lead: CO Education and Lifelong Learning	<ul style="list-style-type: none"> • Commission Community Learning and Development to develop (community capacity building) peer support programme designed to build agency (including community navigators, befriending and volunteering, networks and Peer roles) and establish appetite for the establishment of Community Case workers • Establish training programme for Case Workers and effective supervision arrangements • Start small, one case each for case workers and capture the learning • Document arrangements to help inform a Case Workers Handbook 	Case Workers in place with evidence of impact on those they support	Installation and initial implementation From April 2025

Partnership Governance

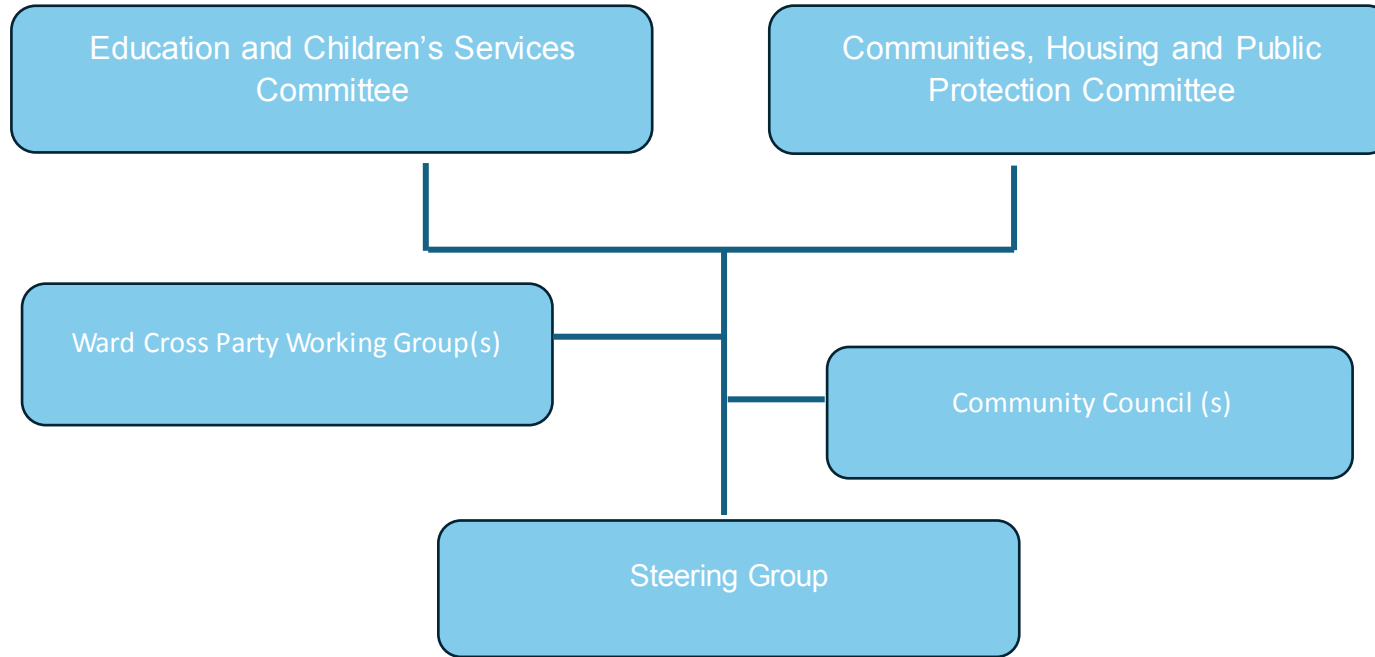


Partnership governance will be through Community Planning Aberdeen structures.

The multi-agency Steering Group will drive this ambitious change programme and ensure that the Children's Services Board (who will continue to drive improvement in the current paradigm) are signed on progress to ensure that cognisance of progress is taken as partnership plans and reports are developed. There will be some cross over in the membership of these two groups.

The Steering Group will also report progress (including any risks and issues) to the Multi-agency Transformation Management Group to enable the rapid removal of barriers and blocks.

ACC Governance



Given that both the Education and Children's Services Committee, and the Communities, Housing and Public Protection Committee will have a keen interest in the programme, dual reporting is proposed. It is proposed that a yearly report on progress be provided to Education and Children's Services immediately before the summer recess, and that a further report be made available at the end of the year to the Communities, Housing and Public Protection Committee. This reporting schedule may be amended when the national evaluation timeline is known.

In order to ensure both Committees are able to scrutinise and able to inform the change programme, a ward cross party working group is proposed for targeted communities. These groups will meet 4 times a year and will at times hear directly from the locality based teams delivering the changes.



Aberdeen City Council
Job Profile

Fairer Futures Partnership Lead

About Aberdeen City Council

Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.

The [Local Outcome Improvement Plan 2016 – 2026](#) (LOIP) identifies how Aberdeen City Council, together with our [Community Planning Partners](#), will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen:

- **Prosperous Economy** - Aberdeen has a flourishing, thriving and successful local economy.
- **Prosperous People** - People in Aberdeen are happy, healthy and enjoy positive life outcomes.
- **Prosperous Place** - People experience Aberdeen as the best place to invest, live and visit.
- **Enabling Technology** - Innovative, integrated and transformed public services.

To deliver our promises to the city of Aberdeen, our focus is on:

- Empowering staff to meet priority outcomes aligned to the determinates of good health
- Empowering the communities we serve to be self-sufficient
- Early intervention and prevention of harm to the people, place and economy of Aberdeen
- Connecting with citizens, customers and partners through our use of digital
- Using data and information to help us understand the demand on the Council and how we can better improve outcomes
- Being entrepreneurial - creative and innovative in how we do our business.

We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.

Aberdeen City Council is arranged into three functions, two of which are aligned to the wider determinates of good health and the final function focussed on good governance. Each function is divided into clusters, and within each cluster are service areas/teams. Teams from across the Council prioritise working together with local and regional partners to ensure a collective focus on improving outcomes for our citizens in keeping with the wider determinates of good health.

About the Families and Communities Function

This function leads the development and delivery of a Family Support Model to enable delivery of The Promise and closer multi-disciplinary working at locality and neighbourhood level. It will provide vision, leadership, strategic direction and professional advice to enable successful delivery the council's and Community Planning Partnership's priorities for children, families and our communities. The function will facilitate multi-agency working at the most local level to support children and families; and ensure readiness and effective implementation of anticipated reforms to further strengthen the model of Family Support.

The function comprises of Education & Lifelong Learning, Children's Social Work & Family Support, Corporate Landlord, and Housing. The function will ensure that services are delivered in an integrated manner to achieve better outcomes for people in Aberdeen City, within the framework of statutory responsibilities and consistent with the Council's strategic objectives. The function is supported by the Data and Insights cluster (and health Determinates Research Collaborative) to ensure that the Fairer Futures Programme is guided by available evidence.

Although the post holder will report to the Chief Officer Data and Insights, they will work closely with the staff at all levels across the Families and Communities Function and will be working on behalf of a range of Community Planning partners including Aberdeen City Health and Social Care Partnership, NHS Grampian, Police Scotland, Scottish Fire and Rescue and Public health.

About the Role

The role leads on delivering the cultural transformation required to deliver an effective partnership model of Family Support as part of our Fairer Futures Partnership with Scottish Government. The initial phase will focus on a community with a high proportion of families living in SIMD 1.

Job Title	Fairer Futures Lead
Pay Grade	Point SCP27
Job Family	Chief Officer
Location	Marischal College

The post holder will lead on the development, implementation, and on-going evaluation of the Fairer Futures pathfinder which focusses on prevention, early intervention and long term sustainability. This will include driving a number of interconnected workstreams and empowering multi-disciplinary locality based teams to develop, implement, and take account of learning from a range of improvement projects designed to help find more person centred ways of addressing the challenges facing our citizens, families and communities.

The role is also responsible for the design, development and maintenance of strategic performance management and evaluation arrangements and ongoing, regular reporting of progress to a range of stakeholders including Community Planning Partners, citizens and Scottish Government. Although the post is hosted by Aberdeen City Council, the post holder will be accountable to Executive teams across NHSG, Public Health and ACHSCP, and will regularly report progress to Scottish Government.



Key Outcomes and Task Examples

The post holder will deliver the following outcomes:

Examples of related tasks:

Working within the Target Operating Model (Corporate Outcome)

- Provide the leadership to bring a range of services and cultures into one unified function which works together to address the wider determinates of good health by taking a whole population approach.
- Develop and strengthen the relationship with other functions and clusters and support transformation in order to maximise the impact of available resource.
- Ensure the cluster is appropriately designed and organised to meet the ongoing needs of the Target Operating Model and population based on analysis of need.
- In conjunction with other functions and clusters, and as part of the Target Operating Model, facilitate greater collaboration with communities, offering greater ownership of services in their areas and strengthening their voice in decision-making through community empowerment.
- Use data and intelligence in relation to the services the function provides to anticipate customer needs and shift resources to prevent unnecessary demand coming into the

	<p>system in keeping with the wider determinates of good health.</p>
<p>Being a Digitally Led Organisation (Corporate Outcome)</p>	<ul style="list-style-type: none"> • Work with digital partner(s) to exploit emerging technologies to enhance services. • Work with other functions and digital partner(s), using business intelligence, to continue to digitise services. • Create digital experiences for internal and external customers that are completely end-to-end, allowing more self-service options.
<p>Developing the Workforce for a 21st Century Council (Corporate Outcome)</p>	<ul style="list-style-type: none"> • Support the alignment of culture with the vision of the target operating model. • Contribute to the development and implementation of a workforce development strategy to support the 21st century Council.
<p>Risk Management</p>	<ul style="list-style-type: none"> • Identify, mitigate and manage key risks associated with the objectives and wider implications of the Council and functional plans. • Monitor and review processes both corporately and across services to ensure risk and compliance arrangements are in place.
<p>Financial Management & Stewardship</p>	<ul style="list-style-type: none"> • Continually and actively look for ways to improve and transform the function and the organisation, balancing the need for the provision of services with the need for ensuring cost effective service delivery and value for money activities. • Secure value for money and manage, monitor and control budgets in compliance with the Council's financial management framework.
<p>Information Governance</p>	<ul style="list-style-type: none"> • Working with the Governance Cluster to ensure the integrity of data and information within the function meets regulatory requirements.
<p>Develop and coordinate the delivery of the Fairer Futures Programme Plan designed to improve the long term outcomes of our citizens.</p>	<ul style="list-style-type: none"> • Provide a leadership and coordination role in the development of the Fairer Futures Partnership Programme Plan and associated evaluation framework in keeping with the aim to improve the determinates of health. • Deliver regular progress reports against an agreed schedule that meet the needs of a range of stakeholders including citizens, staff, partners and Scottish Government. • Utilise learning from the programme to lead the review of partners organisational policies to better support families and communities • Identify, mitigate, and manage key risks associated with the delivery of the Fairer Futures programme. • Establish and oversee governance arrangements that align with partnership arrangements to enable effective decision making arrangements Undertake Horizon Scanning to ensure the Community Planning Partnership are sighted on, and appropriately prepared for, all policy and legislative developments that will impact on the change programme.

This job profile provides indicative information about outcomes, tasks and activities that may be undertaken as part of this role. It is not intended to be an exhaustive list due to the need for agility and flexibility in our workforce and to be responsive to change and meet business needs.

JP Template: 12 May 2023

<p>Service Transformation</p>	<ul style="list-style-type: none"> • Support a core group of front line staff working within a locality to take responsibility for designing and implementing the change ideas required to deliver on the strategic aims and objectives of the pathfinder • Working with this initial core group and ACC's Digital function, exploit the adoption of Dynamics 365 for managing the Family Support Case load at the locality level and use the data analytics capability within ACC to identify scope for earlier intervention • Build on the foundation of the initial core group, by empowering further core group's across other localities in the city • Raise awareness of the programme of change with all key inspection and regulatory bodies • Manage, deploy, and coordinate resources and commissioned resources in a well-planned manner ensuring that resources are matched to service and system requirements as they develop. • With the support of Aberdeen's HDRC, Undertake/model evaluation at programme, workstream and improvement project level to clearly demonstrate and document the impact of change
<p>Routine reporting of progress</p>	<ul style="list-style-type: none"> • Lead the on-going capture of learning from staff involved in the change programme and from citizens in communities being supported to help track the impact of changes made and inform next steps • Share accessible learning from a range of sources with key stakeholders including with Community Planning Partners, communities and national partners as required according to an agreed schedule • Track the impact of changes on the social determinates of health(macro and micro) and make recommendations to Community Planning Partners on the changes required to secure further improvement. • Work with Data and Insights to ensure that learning is shared through the full range of public protection governance arrangements to ensure efficiency and effectiveness • Work with Scottish Government evaluation partners to distil learning to inform national policy • Work in collaboration with Chief Officers to identify, analyse, and utilise data and evaluation information to support evidence-based decision making in the short and longer term. Support the Community Planning Partnership to develop operational performance arrangements that ensure the efficient running of the services and continuous improvement is achieved.
<p>Services are planned and led locally</p>	<ul style="list-style-type: none"> • Working with the initial core group of front line workers, take a deliberate approach to involving those with relevant lived experience in the implementation of the tests of change.

	<ul style="list-style-type: none"> • Support the development and delivery of Locality Plans ensuring these are aligned to the Local Outcome Improvement Plan • Lead the co-location of multi-agency services within assets in the community • Lead work to support the development of agency and voice at community level <p>Oversee the development of the tests of change so they can be scaled up and ensure that they are 'teachable' to other core groups of front line staff working in other localities</p>
Services take account of people's needs	<ul style="list-style-type: none"> • Lead the exploration and adoption of an agreed definition of 'holistic support' to ensure that the Community Planning Partnership work to a common purpose • Lead the exploration, with the Chief Social work officer, of how best to remove existing thresholds of support • Ensure demographic and condition specific data is available for the long-term prediction of future demand shaping the development of future service provision • Provide mechanisms to capture the views of staff, service users, carers, and the general public to identify current and future needs.
Services take account of the particular characteristics and circumstances of different service users in different parts of the city	<ul style="list-style-type: none"> • Provide a framework, guidance, support, and training to ensure that the Community Planning Partnership meet their duties under the Equality Act 2010, and the Scottish Specific Duties contained within the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 • Foster relationships with representatives from the various groups in Aberdeen representing those with Protected Characteristics ensuring two-way links are made and seldom heard voices are represented.
Services respect the rights and dignity of service users	<ul style="list-style-type: none"> • Ensure all new policies and service change decisions are subject to a Health Inequality Impact Assessment and that the analysis of the findings from these are appropriately reflected in final decisions. • Use technology to help ensure that service users only have to tell their stories once
Relationships with communities and partners are developed and maintained	<ul style="list-style-type: none"> • Facilitate positive collaboration and co-design with communities, ensuring local ownership of services and that the voices of lived experience are heard in service design and delivery through community empowerment • Facilitate positive collaboration and co-design with ward members across targeted communities • Establish lived experience architecture • Work in collaboration with communities to establish an agreed communications plan • Communicate effectively within a variety of forums. • Deliver challenging information to stakeholder groups within the organisation and within the community that may be unpopular. • Develop linkages and greater collaborative working with strategic partners

This job profile provides indicative information about outcomes, tasks and activities that may be undertaken as part of this role. It is not intended to be an exhaustive list due to the need for agility and flexibility in our workforce and to be responsive to change and meet business needs.

JP Template: 12 May 2023

High performing services	<ul style="list-style-type: none"> • Ensure effective deployment of employees and commissioned resources to achieve high individual, team, service and partnership performance • Build capacity and capability in locality teams to take a person centred approach and track their journey to enable spread • Continually and actively look for ways to improve and transform the service and the partnership, balancing the need for the provision of services with the need for ensuring cost effective service delivery and value for money activities
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Role Requirements	
This section includes what the post holder needs to carry out the role or, for recruitment purposes, enables applicants to decide whether they meet these requirements.	
Minimum Qualification(s) / Certificates / Memberships etc. required	<ul style="list-style-type: none"> • Degree in relevant field and extensive experience of leading complex change.
As a minimum, demonstrate skills and experience in	<ul style="list-style-type: none"> • Demonstrable and extensive experience in: <ul style="list-style-type: none"> ○ Developing and delivering strategies within a complex, public sector environment ○ Experience of delivering complex change at scale ○ Improvement methodologies and implementation science ○ Managing a complex range of programmes and projects ensuring outcomes are delivered to challenging deadlines and within budget ○ Developing and managing a diverse team, motivating them to succeed in often challenging circumstances. ○ Strategic policy development and implementation. ○ Developing/managing strategic partnerships. ○ Service transformation and improvement. ○ Developing integrated services. ○ Delivering compliance with various legislative duties particularly in relation to the integration of services, Human Rights, Equality, Fairer Scotland, Community Empowerment • Working as part of a multifunctional whole system • Managing consultation forums and relationships with partners and communities. • Fostering innovation and encouraging brave decision making • Infrastructure developments and best use of buildings to achieve strategic aims • Risk analysis, risk awareness, monitoring and management of risk. • Embracing new technology to deliver services in an innovative way.
As a minimum, demonstrate an understanding of	<ul style="list-style-type: none"> • Human Rights Act 1998, • The Equality Act 2010, the Scottish Specific Duties contained within the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 • Community Empowerment (Scotland) Act 2015 • Fairer Scotland Duty 2018
Demonstrate commitment to	<ul style="list-style-type: none"> • The Local Outcome Improvement Plan • The principles and aims of Aberdeen City Council

This job profile provides indicative information about outcomes, tasks and activities that may be undertaken as part of this role. It is not intended to be an exhaustive list due to the need for agility and flexibility in our workforce and to be responsive to change and meet business needs.

Other requirements	<ul style="list-style-type: none"> • Ability to work outwith normal office hours if necessary. • Ability to travel to other locations within and outwith the City when required .
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Our Guiding Principles	
We are all responsible for the culture we work in, and our Guiding Principles help guide what we expect from each other:	
Purpose	We care about our purpose, our people and our city
Pride	We take pride in what we do and work to make things better
Team	One team, one council, one city
Trust	We trust each other and take responsibility
Value	We value each other and recognise a job well done

Five Core Capabilities form the basis of the Capability Framework for Chief Officers:	
Delivering outcomes for our customers	<p><i>We focus on our communities and customers first to provide the highest standards of service</i></p> <ul style="list-style-type: none"> • Demonstrates visionary and strategic thinking • Engages and influences stakeholders • Considers the wider context and the long-term impact of a decision • Communicates clearly and in a structured way, persuading others effectively • Consistently demonstrates exemplary standards of integrity, honesty and fairness, acts with moral courage and ensures the decent thing is done. • Connects and inspires others behind shared strategic outcomes
Change & Improvement	<p><i>We embrace the need for change and flexibility, seeking out opportunities to create effective change and suggesting ideas for improvement</i></p> <ul style="list-style-type: none"> • Shows personal initiative in transformation and digital leadership • Makes confident evidenced based decisions on data • Analyses and mitigates against risk when exploring opportunities and making decisions. • Demonstrates original thought, seeks and identifies opportunities for creative solutions, is willing to consider radical solutions to break new ground in striving for opportunities to improve council performance
Working with Others	<p><i>We work together effectively, building and maintaining positive relationships and partnerships, as well as encouraging and coaching others</i></p> <ul style="list-style-type: none"> • Understands and adapts to the political environment in which they work • Builds effective relationships with partners to achieve shared outcomes • Takes a collaborative approach to problem-solving and decision making • Provides constructive feedback and uses radical candour to challenge and support others
Accountability	<p><i>We take responsibility for compliance with the legal and ethical duties of the council</i></p> <ul style="list-style-type: none"> • Ensures compliance with governance • Demonstrates sound financial management of balancing the budget • Reacts to issues as they arise and decisively deals with crisis situations

Care	<p><i>We value diversity and champion equality, diversity and inclusion. We are representative of the people that we are here to serve.</i></p> <ul style="list-style-type: none">• Empowers and encourages others to increase their capability and confidence• Notices, recognises and celebrates the good work of the council and colleagues• Displays empathy and genuine concern - takes time to find out how challenges and pressures feel from the perspective of others• Shows self-awareness, is committed to their own personal development• Sets high personal goals and is ambitious for progression• Demonstrates personal resilience in the face of adversity
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Library Service - Shared Leadership

Outcome	Actions
Implementation Architecture in place	<ul style="list-style-type: none"> • Service Manager Libraries to join the Steering Group • Libraries Implementation Group comprising library staff to oversee implementation of the changes. Agree how the team will be freed up to work on reform. • Establish Group(s) of Library Users, including children and young people, to help guide the work of the Libraries Implementation Group • Terms of Reference for the 2 Groups above to be drafted, with clear linkage to the Steering Group.
An evaluation framework is in place	<ul style="list-style-type: none"> • Help to establish a baseline of data for targeted community against macro/micro position to enable tracking of progress • Agree and document how the library service will feed into the agreed evaluation framework (and associated baseline). • Use How Good Is Our Library Service as part of baseline data gathering
Good awareness of our goals, aspirations and learning	<ul style="list-style-type: none"> • Support delivery of the communications and engagement plan through libraries • Workshops with both established Groups to explore the themes of the health determinants, public protection trends, rights based practice and the need for a sustainable model of support for our citizens. • Use of service design principles/co-design tools to explore the art of the possible with multi-disciplinary staff, communities (and community groups) and targeted SIMD 1 groups.
Leaders are committed to the pathfinder and remove blocks	<ul style="list-style-type: none"> • The work of the pathfinder is detailed in library plans • There is a clear mechanism to escalate blocks where they cannot be addressed locally
A learning culture is established	<ul style="list-style-type: none"> • The Libraries Implementation Group undertake IHI professional learning and agree how best to utilise 'radical candour' • Library service engages in a programme of learning to explore what taking a creative person centric approach looks like • Libraries Implementation Group to establish a local mechanism to capturing learning (to feed into overarching evaluation)
Policies are aligned to enable the pathfinder	<ul style="list-style-type: none"> • Consider any implications on our current policies in the short term (such as fines etc.) • Evaluation of the impact of the current zones available in the Central Library • Exploration of agreed Locality Plans to ensure alignment
Shared governance arrangements in place and kept under regular review	<ul style="list-style-type: none"> • ToR for two Groups are agreed through multi-agency governance structures

Library Service - Shared Resources

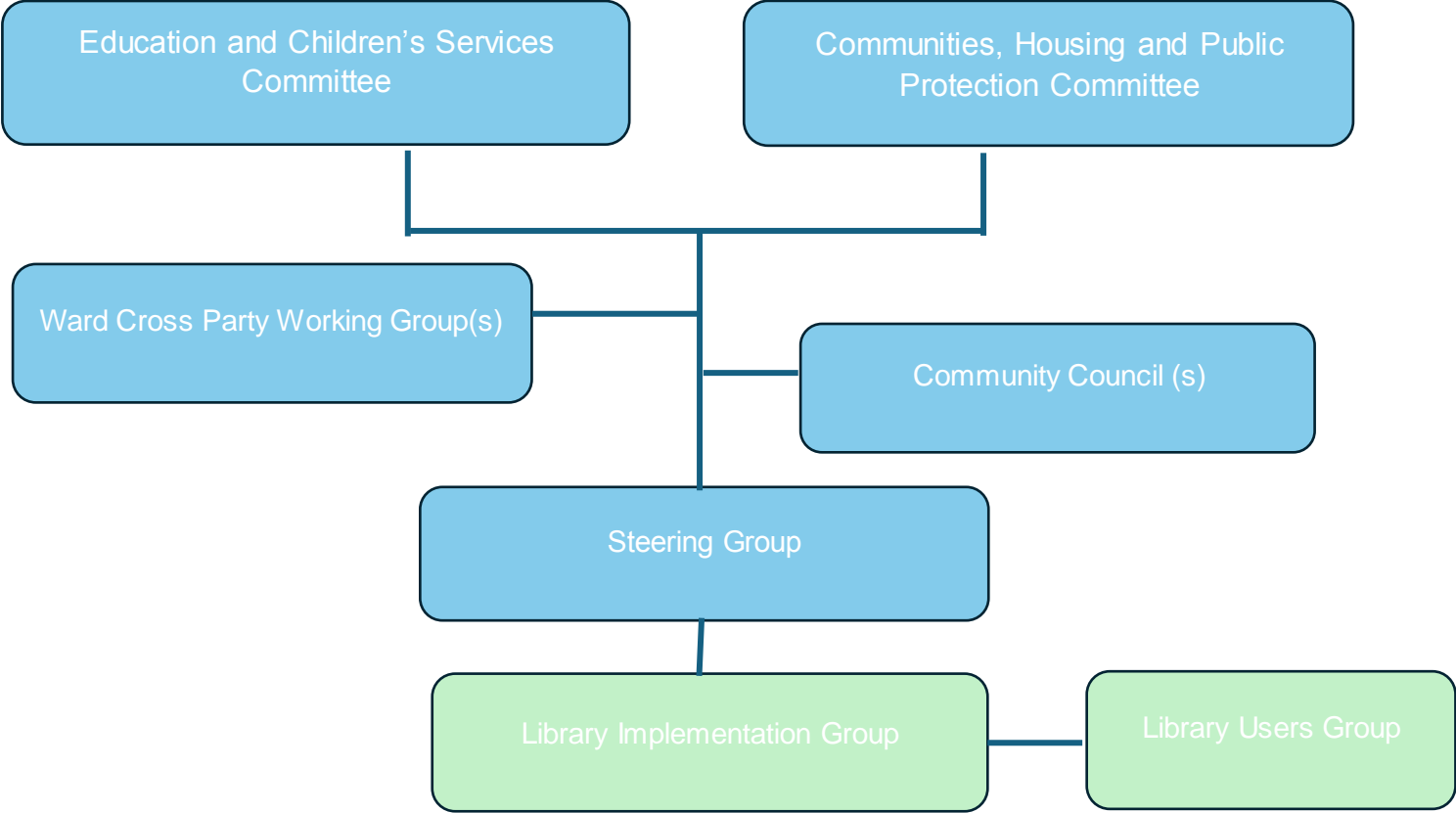
Outcome	Actions
Multi-disciplinary teams established and preventing risk and harm to our citizens	<ul style="list-style-type: none"> • Explore bias, the research and local evidence to support the change • Seek expressions of interest from operational teams to help drive the change • Secure agreement on how to ensure the Operational Team have the capacity to drive the pathfinder with partners
Skilled operational team in place	<ul style="list-style-type: none"> • Appoint person centred operational team from staffing complement and ensure that they have the time to focus on the reform and good access to leaders, ensure suitable line management and coaching is in place • Ensure a highly effective feedback loop is in place (to the operational team and the communities they are serving) • Explore personas with Operational Team to challenge perceptions, bias and start to scope what change might look like • Work with the Operational Team to determine how they will capture the voices of the community.
Clear vision of what holistic support being realised will look like	<ul style="list-style-type: none"> • Engage in a programme of learning and development based on self-reported needs and to cover the health determinates, public protection learning, national research and local evidence and opportunities to encourage creativity and 'unlearning' of some institutional norms • Encourage creative means of capturing voice and co-design output and ensure alignment with the evaluation framework in place
Procedures in place to enable the testing of more holistic support	<ul style="list-style-type: none"> • Ensure that effective changes are recorded in an agreed format to ensure fidelity • Ensure effective arrangements are in place to capture the learning from the operational team, both good and bad!
Budget/ finance in place to support the pathfinder	<ul style="list-style-type: none"> • Identify test community site(s) • Identify opportunities to pool resource from co-located partners
Multi-agency buildings serving communities	<ul style="list-style-type: none"> • Inform the location of first Community Hub in our targeted community to support the first phase of this pathfinder • Explore the art of the possible for the central library and research and seek funding to enable delivery • Identify and explore any light adaptations required and commission the work to the first Community Hub • Implement mechanism to openly air challenges with Co-Location so that issues can be resolved timeously (huddles?)
A learning culture is established and can be evidenced.	<ul style="list-style-type: none"> • Implement pulse surveys to help measure the cultural change (eye on the prize of institutional change) • Support the capturing and sharing of learning of learning

Library Service - Shared Delivery

Outcome	Actions
Partners Co-locate at agreed test site	<ul style="list-style-type: none"> • Input to test site location and advise of any physical adaptations required to enable partnership delivery in an accessible space • Work with community to help shape the internal segregation and feel of the building (furnishings) to ensure a welcoming space • Help to collate baseline data for community
Programme is co-created with the community	<ul style="list-style-type: none"> • Establish the best means of the library users/community shaping the programme • Explore how to realise the use of Community navigators to help citizens navigate the supports available • Generate, advertise and delivery programme based on needs and wants (and linked Locality Plan) and monitor the impact making adaptations based on local intelligence
Multi-agency partners working together to address identified health needs at community level	<ul style="list-style-type: none"> • With partners identify the reliable information needed at both the Central Library and in the first Community Hub and associated programmes of support (for example diabetes, healthy diet). • Contribute to the development and delivery of digital information to support universally and explore how to overcome barriers to digital access
Multi-agency partners working together to address community risks	<ul style="list-style-type: none"> • Contribute to the whole systems approach to health weight • Contribute to the whole systems approach to addressing isolation and building agency • Contribute to the whole systems approach to support positive mental health and wellbeing • Contribute to the whole systems approach to address the development of attainment and skills development • Contribute to the whole systems approach to income maximisation • Contribute to the whole systems approach to addressing housing needs
Long term implications for the library and information service known Lead: CO Education and Lifelong Learning	<ul style="list-style-type: none"> • As programmes emerge, explore the implications on the stock and offer from the library and information service • Programme of professional learning in place to take account of programmes being delivered • Exploration of the need for a Central Library and community navigator • What does this mean for services such as the home service, for example the offer for residents in care homes etc.
Reimagined central library providing universal support Lead: Library Service	<ul style="list-style-type: none"> • Establish a group of library users and mixed stakeholders to review the floor plan of the central library with a view to rezoning the space in order to build agency and establish a Civic Hub, provide more family friendly and welcoming social spaces, spaces to encourage creativity and spaces to support partnership delivery. • Translate the work of the group into a costed plan and consider the staging of implementation

	<ul style="list-style-type: none"> • Explore funding streams and secure approvals • Explore the appetite for a community Navigator in the Central Library • Establish a proposed programme of activity and support for delivery • Implement the programme and monitor impact carefully to inform next steps.
<p>Strong digital universal offer of support to families</p> <p>Lead: Library Service, Digital Lead</p>	<ul style="list-style-type: none"> • Convene digital expertise to explore the art of the possible with regard to a dynamic on-line offer that supports improvement across all of the health determinates, including training opportunities, signposts to support and clarifies how the supports in the Central Library (and Community Hub) dovetail. • Develop an implementation plan for approval • Following approval, implement the plan

Library Service Governance



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