

# Public Document Pack



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

Town House,  
ABERDEEN 06 January 2025

## **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 **TUESDAY, 14 JANUARY 2025 at 10.00 am**. This is a hybrid meeting and Members may also attend remotely.

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

ALAN THOMSON  
INTERIM CHIEF OFFICER – GOVERNANCE

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

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

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

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

2. Determination of Exempt Business

#### **DECLARATIONS OF INTEREST**

3. Members are requested to intimate any declarations of interest

#### **REQUESTS FOR DEPUTATION**

4. There are no requests for deputation at this time

## **MINUTE OF PREVIOUS MEETING**

5. Minute of the Previous Meeting of 21 November 2024 (Pages 5 - 14)

## **COMMITTEE PLANNER**

6. Committee Business Planner (Pages 15 - 22)

## **NOTICES OF MOTION**

7. There are no reports under this heading

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

- 8.1. Notice of Motion by Councillor Watson - referred by 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.

- 8.2. Notice of Motion from Councillor Kuszniir - referred from Council on 11 December 2024

That the Council:

- (1) Notes with regret that new British citizens are not able to bring along guests to group citizenship ceremonies held by Aberdeen City Council;
- (2) Understands that group ceremonies are held approximately every 3 weeks in the Grant Room at Marischal College to meet demand, yet individuals' guests cannot routinely attend and need to wait outside due to capacity in the Grant Room, unless they book a private ceremony;
- (3) Is aware from Officers that refreshments are no longer provided due to concerns over cost and waste, yet notes the cost is £3.50 per head for tea, coffee and biscuits plus £50 delivery fee per event, and considers this is a small cost as part of welcoming new citizens in Aberdeen;
- (4) Considers not allowing guests at group ceremonies nor providing refreshments is a penny-pinching attitude, which fails to properly respect and promote the effort to become a British citizen and presents an unnecessarily unwelcoming attitude to new citizens;
- (5) Recognises the contribution of naturalised Brits and believes the small expenditure on recognising their citizenship represents value for money for the City of Aberdeen;
- (6) Therefore, directs the Chief Officer - People and Citizen Service from 2025/26 to:
  - (a) reinstate refreshments of tea, coffee, water and biscuits and provision for any other dietary requirements to ensure inclusion;
  - (b) allow citizenship applicants to invite two guests to group citizenship ceremonies;
  - (c) change the room as required to meet the required increased capacity;
- (7) Confirms that any expenditure (estimated by Officers to be in the region of £5,000 per annum) and loss of income (estimated by Officers to be in the region of up to £20,000 per annum) associated with this change will be referred to the 2025/26 Budget process."

### 8.3. Notice of Motion from Councillor Bonsell - referred from Council on 11 December 2024

That the Council:

- (1) Notes with concern that the "A" Listed Building Aberdeen Royal Infirmary, latterly known as Woolmanhill Hospital, has fallen into a state of disuse; and
- (2) Instructs the Chief Officer - Strategic Place Planning to:-
  - (a) identify the current owners;
  - (b) contact the owners to seek assurances in respect of making the buildings safe, secure, and watertight in the first instance;
  - (c) ascertain what are the owners' plans and timescales for the redevelopment of the site in a manner compatible with its "A" listed status;
  - (d) identify the enforcement powers available to the Council should the owners fail to co-operate;
  - (e) seek the support and advice of Historic Environment Scotland, the Scottish Government and the King's Trust in relation to the restoration of what is a building of national importance; and
  - (f) report to the relevant committee(s) in relation to the instructions within no more than two meeting cycles."

## **PUBLIC PROTECTION**

### 9.1. Police Scotland Performance Report - POL/25/004 (Pages 23 - 54)

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

10.1. Performance Report - CORS/25/003 (Pages 55 - 80)

**COMMUNITIES AND HOUSING**

11.1. Space Within Libraries for Post Offices - F&C/25/005 (Pages 81 - 84)

11.2. 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](http://aberdeencity.gov.uk)

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

## Communities, Housing and Public Protection Committee

ABERDEEN, 21 November 2024. Minute of Meeting of the COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE. Present:- Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; and Councillors Cross, Davidson, Delaney (as substitute for Councillor Bouse for items 1 to 9) , Graham, Greig (as substitute for Councillor Bouse for items 10 to 15), McLellan and Tissera.

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

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

### MINUTE OF THE PREVIOUS MEETING OF 5 SEPTEMBER 2024

1. The Committee had before it the minute of the previous meeting of 5 September 2024, for approval.

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

to approve the minute as a correct record.

### COMMITTEE BUSINESS PLANNER

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

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

- (i) to note the reasons for delay for items 14 (Housing (Cladding Remediation) (Scotland) Bill and 17 (Notice of Motion from Councillor Boulton); and
- (ii) to otherwise note the committee business planner.

### NOTICE OF MOTION BY COUNCILLOR WATSON - REFERRED FROM COUNCIL ON 11 OCTOBER 2024

3. It was noted that Councillor Watson would not be in attendance at the meeting to move his Notice of Motion.

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

to note that the Notice of Motion would be considered at the next meeting on 14 January 2025, in accordance with Standing Order 12.12.

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**ADULT PROTECTION COMMITTEE BIENNIAL REPORT - ACHSCP/24/336**

4. The Committee had before it a report by the Chief Officer – Adult Social Work, which presented 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.

**The report recommended:-**

that the Committee note the Aberdeen Adult Protection Committee’s Biennial report for 2022-24 which had been prepared as required by the Adult Support and Protection (Scotland) Act 2007, and which provided assurance about progress made over the period.

The Committee heard from Campbell Thomson, Independent Chair for Adult Protection Committee, who spoke in furtherance of the report and answered questions from Members.

**The Committee resolved:-**

to note the report.

**SCOTTISH FIRE AND RESCUE PERFORMANCE REPORT - SFR/24/343**

5. The Committee had before it a report by Scottish Fire and Rescue Service, which presented the six monthly performance from April to September 2024, of Scottish Fire and Rescue Service (SFRS), against the objectives contained within the Aberdeen City Local Fire and Rescue Plan.

**The report recommended:-**

that the Committee consider and note the performance data provided within the Aberdeen City six monthly performance report April – September 2024 contained in Appendix A.

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 Committee resolved:-**

to note the performance report.

**POLICE SCOTLAND THEMATIC REPORT - HATE CRIME - POL/24/351**

6. The Committee had before it a report by Police Scotland, which provided Members with an overview of the Police Scotland response to the implementation of the Hate Crime and Public Order (Scotland) Act 2021.

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The report noted that Hate Crime was a term used to describe behaviour which was both criminal and rooted in prejudice, and this meant that the law had been broken, and the offender's actions had been driven by hatred towards a particular group.

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

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

The Committee heard from Superintendent Jason Carrigan and Inspector Kirsten Douglas, Police Scotland, who spoke in furtherance of the report and answered various questions from Members.

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

- (i) to request that Police Scotland provide further details on the 200 Hate Crimes reported in 2024, to include if any cases had proceeded to Court or if any warnings had been issued and to note that the clerk would circulate this information to Members; and
- (ii) to note the contents of the report.

## **BUILDING STANDARDS ACTIVITY REPORT - CR&E/24/325**

7. The Committee had before it a report by the Chief Officer – Strategic Place Planning, which provided 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.

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

that the Committee –

- (a) note the contents of the report; and
- (b) agree to receive a further Building Standards Activity Report at the meeting of the Communities, Housing and Public Protection Committee on 27 May 2025.

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

to approve the recommendations.

## **PERFORMANCE REPORT - CORS/24/316**

8. The Committee had before it a report by the Chief Officer – Data Insights, which presented Committee with the status of appropriate key performance measures relating to 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.

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The Convener moved, seconded by the Vice Convener:-

That the Committee note the contents of the report.

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

That the Committee:-

1. notes Appendix A forming part of the Performance Report;
2. agrees the Council was failing to meet the national 28 day target for making statutory homeless decisions, as only 55.5% of decisions made locally were within 28 days;
3. requests that the Chief Officer - Housing brings forward to the next meeting of this Committee a comprehensive plan as to how the Council intends to meet its target for making statutory homeless decisions within the stipulated 28-day period;
4. agrees the number of Void properties awaiting/undergoing preparation for re-let had increased between August 2024 and September 2024; and
5. agrees Void Properties have had a huge impact on the rent of Council tenants who were forced to pay higher rents to compensate for the SNP's failure to bring Void properties back into proper use for Council tenants, which had resulted in hundreds unnecessarily being on the Council waiting list rather than in their new home.

On a division, there voted – for the motion (5) – the Convener, the Vice Convener and Councillors Davidson, Delaney and McLellan – for the amendment (3) – Councillors Cross, Graham and Tissera.

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

- (i) in relation to crisis and grant applications processed within two working days at page 109 of the agenda pack, to request that a service update be issued to Members once the data was available from Scottish Government;
- (ii) in regards to people selling tobacco on the street, to request that information be provided to the Vice Convener with contact details of who to contact with any information; and
- (iii) to otherwise adopt the motion.

### **ANNUAL EFFECTIVENESS REPORT - CORS/24/300**

9. The Committee had before it a report by the Interim Chief Officer – Governance, which presented the annual report of the Communities, Housing and Public Protection Committee to enable Members to provide comment on the data contained within.

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

that the Committee –

- (a) provide comments and observations on the data contained within the annual report; and



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- (b) note the annual report of the Communities, Housing and Public Protection Committee.

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

to note the annual effectiveness report.

### **UPDATE ON CONSULTATION EXERCISE FOR CITY CENTRE MULTI STOREYS - F&C/24/324**

10. The Committee had before it a report by the Chief Officer – Corporate Landlord, which updated Members on the outcome of the consultation exercise undertaken in November 2023.

The report noted that 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.

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

that the Committee –

- (a) note the report on the outcomes of the consultation exercise appended to the report which noted that 49% of residents would prefer a do-minimum option for the blocks;
- (b) note that all options highlighted within the original case required significant financial spend on the properties, all of which may not be affordable; and
- (c) 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 11<sup>th</sup> March 2025.

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

- (i) to approve recommendations (a) and (b); and
- (ii) to 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 a future meeting of this committee and to reflect the future risk and financial requirements for these buildings in the Housing Revenue Account budget process for 2025/26.

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### **ABERDEEN CITY'S STRATEGIC HOUSING INVESTMENT PLAN 2025/26 - 2029/30 - F&C/24/320**

11. The Committee had before it a report by the Chief Officer – Housing, which sought approval of the Strategic Housing Investment Plan (SHIP) for the period 2025/26 – 2029/30, prior to submission to the Scottish Government.

The report noted that the core purpose of the SHIP was 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 reinforced the local authority as the strategic housing authority and detailed how investment priorities would be delivered.

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

that the Committee –

- (a) approve the Strategic Housing Investment Plan for 2025/26 – 2029/30 as contained in Appendices 1 and 2; and
- (b) instruct the Chief Officer – Housing to report back to Committee with the implications of the resource planning assumptions, when they were made available from Scottish Government as detailed at 3.5.

The Convener moved, seconded by the Vice Convener:-

That the recommendations be approved.

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

That the Committee -

1. Notes the contents of the report; and
2. Notes the SHIP was usually drafted in accordance with the resource planning assumptions as provided by the Scottish Government. Agrees the SNP had once again let down those desperate for social housing by failing on its resource planning which defies the so-called housing emergency called by Aberdeen Labour and supported by this Committee.

On a division, there voted – for the motion (5) – the Convener, the Vice Convener and Councillors Davidson, Greig and McLellan – for the amendment (3) – Councillors Cross, Graham and Tissera.

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

to adopt the motion.

### **EMPTY HOMES UPDATE REPORT - F&C/24/319**

12. The Committee had before it a report by the Chief Officer – Housing, which updated Members on the progress Council was making in relation to empty homes.

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The report noted that the Empty Homes Officers worked with owners of empty private residential properties to bring them back into use. 780 empty properties had been brought back into use since the service was introduced in 2018, with the target of 90 properties to be brought back into use over 2023/24, exceeded.

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

that the Committee –

- (a) notes the progress Aberdeen City Council was making in relation to empty homes, which included how they were brought back into use; and
- (b) instructs the Chief Officer – Housing to include an update on empty homes as part of the Housing Board bi-annual report, which would replace the update to Committee.

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

to approve the recommendations.

## **HOUSING BOARD BI ANNUAL REPORT - F&C/24/335**

13. The Committee had before it a report by the Executive Director – Families & Communities, which advised that the report sought to satisfy various committee instructions, which were listed below.

At the meeting of this 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.

On 05 September 2024, the 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.

On 30 May 2024, this 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.

At this 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.

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

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that the Committee –

- (a) note the progress made by the Housing Board from June to November 2024;
- (b) note the Housing Emergency Action Plan in Appendix A and endorse the areas of focus within the Plan;
- (c) note the evaluations contained in Appendices B and C;
- (d) note the revised Minimum Letting Standard;
- (e) 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;
- (f) 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 remained to purchase individual properties to meet specific requirements; and
- (g) note the intention that the Void Member/Officer working group members would form part of the Housing Emergency Cross Party Working Group.

The Convener moved, seconded by the Vice Convener:-

That the Committee approve the recommendations.

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

That the Committee -

1. notes the contents of the report;
2. agrees the Housing Revenue Account 30 year business plan presented by the SNP did not propose building one single new council home, noting the SNP refused to work cross party to deliver a further 1,000 Council homes within the next 4 years, which reflects badly on the SNP whose actions defy the agreed housing emergency;
3. agrees the number of Void properties awaiting/undergoing preparation for re-let is too high and that the Chief Officer - Housing, in collaboration with the Chief Officer - Corporate Landlord, bring forward an improvement plan within 2 committee cycles to deal with getting Voids down to the hundreds rather than the thousands;
4. notes the decisions by the Council on RAAC, approved by only 4 Council members at an Urgent Business Committee Meeting on 29<sup>th</sup> February 2024;
5. notes the success of the previous Aberdeen Labour-led administration in obtaining monies from the Scottish Government to buy back properties against the dismal monies obtained by the SNP as outlined at 4.3 of the report; and
6. instructs the Chief Officer – Housing and Chief Officer – Corporate Landlord to reconsider the Council’s Housing Emergency Action Plan and develop a plan like that of the City of Edinburgh Council and/or other local authorities who have declared a housing emergency.

On a division, there voted – for the motion (5) – the Convener, the Vice Convener and Councillors Greig, Davidson and McLellan – for the amendment (3) – Councillors Cross, Graham and Tissera.

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

to adopt the motion.

### **FAMILY SUPPORT MODEL IMPLEMENTATION PLAN - F&C/24/327**

14. With reference to article 14 of the minute of the meeting of 5 September 2024, the Committee had before it a report by the Executive Director – Families & Communities, which presented 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 recommended:-**

that the Committee –

- (a) endorse the Fairer Futures Implementation Plan available in Appendix A;
- (b) note the Job Profile for the Fairer Futures Partnership Lead post in Appendix B;
- (c) endorse the aligned Future Libraries Plan in Appendix C;
- (d) recommend to Council the establishment of an Elected Member Working Group for the target locality(ies); and
- (e) 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.

The Convener moved, seconded by the Vice Convener:-

That the recommendations be approved.

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

That the Committee –

1. Notes the report;
2. Agrees the SNP had no credibility when it comes to libraries, noting the unnecessary closing of 6 of our beloved libraries across Aberdeen;
3. Agrees the establishment of an Elected Member Working Group for the target locality(ies) was unworkable due to the intrigant position adopted by the SNP when it comes to library provision within Aberdeen.

On a division, there voted – for the motion (5) – the Convener, the Vice Convener and Councillors Davidson, Greig and McLellan – for the amendment (3) – Councillors Cross, Graham and Tissera.

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

to adopt the motion.

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### RAAC UPDATE - VERBAL UPDATE AT COMMITTEE

**15.** 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 began the update by advising that in relation to offers accepted as of 19 November 2024, 198 leases had been signed and a further 10 households had sourced alternative accommodation. 96 Council tenants were awaiting rehoming, with 52 of these tenants, signed for their new homes and in the process of moving, which left 44 households to be rehomed, with 37 of these currently under offer.

In terms of the next steps, Mrs McKenzie 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. The Housing & Support Officers aligned to a household's new home would support them in effectively integrating into their new communities.

In terms of private owners, Mrs McKenzie explained that initial engagement between owners and Aberdeen City Council's appointed consultant, Atkins Realis, was ongoing. There was initial engagement with over 65% of owners and following this engagement, the Valuation Office Agency were undertaking valuation inspections of properties, at an owner's request. Officers were continuing to support owners and private tenants who wish to seek housing with the Council. Officers were currently working with Scottish Action for Mental Health (SAMH) to provide mental health and wellbeing support and there had also been engagement with Torry Community RAAC Campaign Management Committee, which was ongoing.

The Committee then heard from the Chief Officer – Capital, who provided an update on the masterplanning and demolition of the site. Mr Wilson advised that officers were considering phasing and a preparation programme of demolition, which was interdependent with vacant properties. In regards to masterplanning, a feasibility study was underway and onsite survey works, desk based analysis and statutory notifications were expected to commence in the coming weeks.

Mr Wilson indicated that meetings with key stakeholders and individuals were also taking place, and in relation to funding, approaches had been made to both the UK and Scottish Governments .

Members then asked a number of questions in regards to the update.

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

to note the verbal update provided.

- **Councillor Miranda Radley, Convener**

	A	B	C	D	E	F	G	H	I
1	<b>COMMUNITIES HOUSING AND PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER</b> 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	<b>14 January 2025</b>								
4	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non Education).	On agenda	Louise Fox	Data Insight	Corporate Services	1.1.3		
5	Police Scotland - Performance Report	To provide a six monthly performance report	On agenda	Police Scotland	Police Scotland		2.20		
6	Notice of Motion from Cllr Boulton - Post Offices	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.	On agenda	Eleanor Sheppard	Families & Communities	Families & Communities	1.1.1		
7	Aberdeen Local Housing Strategy	To seek approval to begin public consultation on the draft Local Housing Strategy		Mel Booth	Housing	Families & Communities	1.1.1	D	To allow for co-ordinated consultation with other strategic documents. Will be reported to March committee.
8	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 to be provided	Jaqui McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	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	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"> <li>1.Reiterates our call for a permanent ceasefire;</li> <li>2.Calls on the Lord Provost to fly the Palestinian Flag on 29 November 2024, International Day of Solidarity with the Palestinian People;</li> <li>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;</li> <li>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;</li> <li>5.Recognises the UK Labour Government's suspension of 30 licences for arms sales to Israel;</li> <li>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</li> <li>7.Instructs the Chief Executive to write to other Scottish Local Authorities informing them of this motion, and encouraging them to take similar actions.</li> </ol>							
9	Notice of Motion from Kuszniir - referred from Council on 11 December 2024	<p>At the Council meeting on 11 December 2024, the following Notice of Motion was referred to this Committee:- That the Council:</p> <ol style="list-style-type: none"> <li>(1)Notes with regret that new British citizens are not able to bring along guests to group citizenship ceremonies held by Aberdeen City Council;</li> <li>(2)Understands that group ceremonies are held approximately every 3 weeks in the Grant Room at Marischal College to meet demand, yet individuals' guests cannot routinely attend and need to wait outside due to capacity in the Grant Room, unless they book a private ceremony;</li> <li>(3)Is aware from Officers that refreshments are no longer provided due to concerns over cost and waste, yet notes the cost is £3.50 per head for tea, coffee and biscuits plus £50 delivery fee per event, and considers this is a small cost as part of welcoming new citizens in Aberdeen;</li> <li>(4)Considers not allowing guests at group ceremonies nor providing refreshments is a penny-pinching attitude, which fails to properly respect and promote the effort to become a British citizen and presents an unnecessarily unwelcoming attitude to new citizens;</li> <li>(5)Recognises the contribution of naturalised Brits and believes the small expenditure on recognising their citizenship represents value for money for the City of Aberdeen;</li> <li>(6)Therefore, directs the Chief Officer - People and Citizen Service from 2025/26 to:             <ol style="list-style-type: none"> <li>(a)reinstate refreshments of tea, coffee, water and biscuits and provision for any other dietary requirements to ensure inclusion;</li> <li>(b)allow citizenship applicants to invite two guests to group citizenship ceremonies;</li> <li>(c)change the room as required to meet the required increased capacity;</li> </ol> </li> <li>(7)Confirms that any expenditure (estimated by Officers to be in the region of £5,000 per annum) and loss of income (estimated by Officers to be in the region of up to £20,000 per annum) associated with this change will be referred to the 2025/26 Budget process."</li> </ol>							
10									



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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
11	Notice of Motion from Councillor Bonsell - referred from Council on 11 December 2024	<p>At the Council meeting on 11 December 2024, the following Notice of Motion was referred here:- That the Council:</p> <p>(1)Notes with concern that the "A" Listed Building Aberdeen Royal Infirmary, latterly known as Woolmanhill Hospital, has fallen into a state of disuse; and</p> <p>(2)Instructs the Chief Officer - Strategic Place Planning to:-</p> <p>(a)identify the current owners;</p> <p>(b)contact the owners to seek assurances in respect of making the buildings safe, secure, and watertight in the first instance;</p> <p>(c)ascertain what are the owners' plans and timescales for the redevelopment of the site in a manner compatible with its "A" listed status;</p> <p>(d)identify the enforcement powers available to the Council should the owners fail to cooperate;</p> <p>(e)seek the support and advice of Historic Environment Scotland, the Scottish Government and the King's Trust in relation to the restoration of what is a building of national importance; and</p> <p>(f)report to the relevant committee(s) in relation to the instructions within no more than two meeting cycles."</p>							
12			11 March 2025						
13	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non Education).		Louise Fox	Data Insight	Corporate Services	1.1.3		
14	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		
15	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		
16	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		
17	Justice Social Work Service Annual Performance Report 2023-24	To provide assurance on the Council's duty to deliver an effective adult justice service.		Val Vertigans	AHSCP		2.1		

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2									
18	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		
19			<b>27 May 2025</b>						
20	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non Education).		Louise Fox	Data Insight	Corporate Services	1.1.3		
21	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		
22	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		
23	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		
24	Building Standards Activity Report	At the meeting on 21 November 2024, it was agreed to A to receive a further Building Standards Activity Report at the meeting of the Communities, Housing and Public Protection Committee on 27 May 2025.		Grant Tierney	Strategic Place Planning	City Regeneration & Environment	2.7 and 2.8		
25	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		
26			<b>26 August 2025</b>						
27	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non Education).		Louise Fox	Data Insight	Corporate Services	1.1.3		
28	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		
29	Affordable Housing Update	To provide an update on affordable housing		Mel Booth	Housing	Families & Communities	1.1.1		

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2									
30	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		
31	Annual Assurance Statement	Annual submission required to the Scottish Government Oct/Nov 2025		Jacqui McKenzie	Housing	Families & Communities	1.1.1		
32	Cluster Risk Registers and Assurance Map Reporting 2025	To provide cluster risk registers and assurance maps.		Various	Various	Various	1.1.4		
33			<b>11 November 2025</b>						
34	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non Education).		Louise Fox	Data Insight	Corporate Services	1.1.3		
35	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.		Jacqui McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	1.1.1		
36	Strategic Housing Investment Plan	To approve the Strategic Housing Investment Plan.		Mel Booth	Housing	Families & Communities	1.1.1		
37	Scottish Fire and Rescue Service	To provide a six monthly performance report		Andy Wright	Scottish Fire and Rescue	Scottish Fire and Rescue	2.20		
38	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		
39	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		
40			<b>Future reports</b>						
41	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		

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2	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		
42									
43	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		
44	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		
45	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			
46	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			
47	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			

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2									
48	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			
49	Housing (Cladding Remediation) (Scotland) Bill	To provide an update on the Housing (Cladding Remediation) (Scotland) Bill	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.	Stephen Booth	Corporate Landlord	Families & Communities			
50	Update on Consultation Exercise for City Centre Multi Storeys	At the meeting on 21 November 2024, it was agreed to 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 a future meeting of this committee and to reflect the future risk and financial requirements for these buildings in the Housing Revenue Account budget process for 2025/26.		Stephen Booth	Corporate Landlord	Families & Communities	1.1.1		
51	Aberdeen City's Strategic Housing Investment Plan 2025/26 - 2029/30	At the meeting on 21 November 2024, it was agreed to instruct the Chief Officer – Housing to report back to Committee with the implications of the resource planning assumptions, when they were made available from Scottish Government as detailed at 3.5.		Jacqui McKenzie	Housing	Families & Communities	1.1.1		
52			<b>Service Updates</b>						
53	Crisis and Grant Applications	At the meeting on 21 November 2024, it was agreed that a service update be issued to Members once the data was available from Scottish Government in relation to crisis and grant applications.		Wayne Connell	People & Citizen Services	Corporate Services			
54	Family Support Model Implementation Plan	At the meeting on 21 November 2024, the Committee agreed to 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		Eleanor Sheppard	Families & Communities	Families & Communities			

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**OFFICIAL**

**ABERDEEN CITY COUNCIL**

<b>COMMITTEE</b>	Communities, Housing and Public Protection
<b>DATE</b>	14 January 2025
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Police Scotland Performance Report April - September 2024 (Appendix A)
<b>REPORT NUMBER</b>	POL/25/004
<b>DIRECTOR</b>	
<b>CHIEF OFFICER</b>	
<b>REPORT AUTHOR</b>	Chief Superintendent Kate Stephen, North East Division, Police Scotland
<b>TERMS OF REFERENCE</b>	2.20

**1. PURPOSE OF REPORT**

- 1.1 To present the Police Scotland Performance Report covering April - September 2024 for Committee scrutiny.

**2. RECOMMENDATION(S)**

That the Committee:-

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

**3. CURRENT SITUATION**

- 3.1 The report, attached as **Appendix A** provides a detailed account of Police Performance in Aberdeen City in support of agreed priorities, both local and national for April - September 2024.
- 3.2 Much of the content of the report reflects on the collaborative methods in which Police Scotland operate across the city. The report demonstrates how communities can benefit when Community Planning Partners work within both the Local Outcome Improvement Plan and Locality Plans.
- 3.3 The report covers a wide range of police activity including corporate governance; recorded crime; detection rates; and operations. The report provides both 5 year and year on year comparisons to allow the Committee to evaluate trends in performance.

**OFFICIAL**

**4. FINANCIAL IMPLICATIONS**

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

**5. LEGAL IMPLICATIONS**

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

**6. ENVIRONMENTAL IMPLICATIONS**

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

**7. RISK**

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



**8. OUTCOMES**

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

**9. IMPACT ASSESSMENTS**

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

**10. BACKGROUND PAPERS**

10.1 Not applicable

**11. APPENDICES**

11.1 A - Police Scotland Performance Report April - September 2024

**12. REPORT AUTHOR CONTACT DETAILS**

<b>Name</b>	Kate Stephen
<b>Title</b>	Chief Superintendent, North East Division, Police Scotland
<b>Email Address</b>	
<b>Tel</b>	

# Performance against Local Policing Plan 2023-26



**POLICE  
SCOTLAND**  
Keeping people safe



## North East Division Aberdeen City

April - September 2024

## Introduction by the Divisional Commander



I am delighted to be able to share the latest Communities, Housing & Public Protection Committee report on behalf of North East Division. This report details performance in Aberdeen City aligned to the agreed priorities at local and national level from the period 1 April to 30 September 2024.

I am very pleased to return to the North East as Divisional Commander, having served here for the majority of my career. The Division has a strong legacy of collaboration and close ties with our communities, and I sincerely look forward to strengthening our bonds and delivering an effective and modern Police service, evolving to the changing needs of the city.

Our dedicated Community Policing Teams are our key to delivering a community focused Policing service. Having Officers in every community throughout Aberdeen is vital to build close ties, understand specific community needs and bring a consistent and visible Policing presence.

It is important we listen to our communities and through local engagement we actively seek feedback. In the review period, 66.5% of people surveyed were satisfied they were provided with an appropriate response by Police Scotland. Significantly, 85.7% were satisfied with the Officers who attended their calls. We believe our approach to Community Policing, our presence and our visibility, underpins our relationship with the public and in the same period, 77% of those surveyed told us they felt safe.

Crimes of violence and antisocial behaviour damage community wellbeing and it is important we address these harms. Our performance has been strong with serious crimes of violence, such as Robbery, often complex in terms of investigation, reduced and with rising detection rates.

Knowing the causes of offending are often complex and require close collaboration with partners to address underlying causes, the foundations of our now holistic approach are in place. However, we must continue to pull support towards issues such as antisocial behaviour and acquisitive crimes which are more prevalent in areas of deprivation.

As society changes, so does our role. More than ever before, we are protecting vulnerable people, either in mental health crisis, or safeguarding people who may become or have been victims of Domestic and Sexual offences. We understand our role in responding to those in mental health crisis and are working with partner agencies to ensure they can provide the specialist support often required.

As society increasingly uses the digital space, so do criminals, often preying on the vulnerable. In response our Divisional Cyber-Enabled Crime Team is now fully in place, supporting victims, educating the public about dangers, and investigating crimes. The team have had significant success in terms of bringing fraudsters to justice as well as being considered an exemplar nationally.

Policing is a challenging role, and the city is well served by our Community Policing Teams, Police Staff, Special Constables, and Police Scotland Youth Volunteers all of whom have contributed significantly. I am extremely grateful for the support from our colleagues right across Aberdeen and those in specialist roles and national teams supporting the North East.

**Kate Stephen**

Divisional Commander

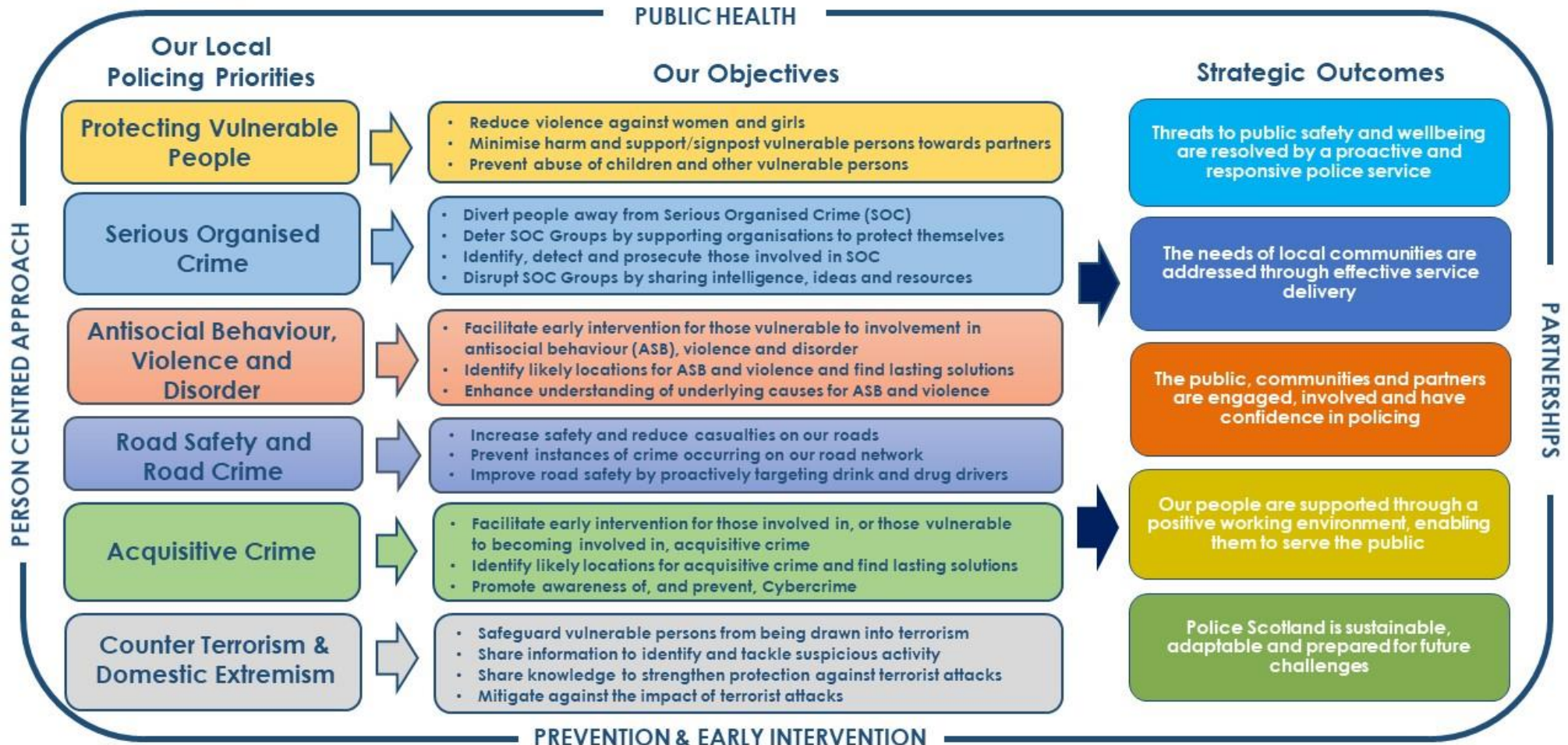
North East Division





Plan on a Page  
Aberdeen City

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



# Executive Summary



## Protecting Vulnerable People

Committed to protecting the most vulnerable in our communities, our Protecting Vulnerable People (PVP) Governance Group is now well established and embedded within the Division, providing a platform for enhanced scrutiny and oversight of Sexual and Domestic related crime, along with issues pertaining to Adult Support & Protection.

As part of our work to reduce violence against women and girls (VAWG), local governance and scrutiny of domestic crime remains robust. Realignment of specialist Domestic Abuse Officers under the Public Protection structure has allowed for greater oversight of victim safeguarding and, as a result of a newly implemented Quality Assurance process, improvements in investigative standards. Increased focus on enquiry progression has also been enhanced through the provision of routine data, resulting in the number of 'live' undetected enquiries having been reduced by approximately 25% during the period under review.

We continue to carefully balance enforcement and preventative tactics including the Disclosure Scheme for Domestic Abuse Scotland (DSDAS), Multi-Agency Tasking & Coordinating (MATAC) and Multi-Agency Risk Assessment Conference (MARAC). These forums facilitate multi-agency discussion through which we target the behaviour of perpetrators and support/safeguard victims and their families. Supporting the wider agenda, we continue to support the Aberdeen City Violence Against Women Partnership, delivering positive outcomes through activity aligned to the partnership's Improvement Plan.

Our knowledge and response to Adult Support & Protection matters within our communities continues to develop. In recognition that this is an emerging area of business, investment has been made in terms of appropriate resource and realignment of portfolio ownership, successfully enhancing our service delivery to not only individuals but partner agencies. We continue to actively lead and participate in work streams via the Aberdeen Adult Protection Committee.

Our commitment to the highest levels of service delivery is replicated within Child Protection forums. We have worked hard supporting the design phase of the Aberdeen Bairns' Hoose which is scheduled for delivery next year and are excited by the opportunity this has presented. Notably, our multi-agency processes and procedures in respect of the Scottish Child Interview Model (SCIM) and Inter-Agency Referral Discussions will be pivotal in delivery, both of which are held in high regard nationally.

As is well known, calls to Police relating to mental health crisis have increased year on year for several years. During this reporting period, our collaboration with partners has seen innovative problem-solving take place and the introduction of changes to Police and partner practices. Early indications are of positive time saving benefits to policing which can allow Police Officers to be visible and present within communities.

New Hate Crime legislation was also introduced in this reporting period. The challenge for policing has been to maintain confidence in reporting of Hate Crime against the back drop of negativity, seen nationally, which surrounded the introduction of same. We believe our links with partners and into

our communities is continuing to maintain and grow public confidence around the reporting of hate related crimes.

### **Serious Organised Crime**

Those involved in Serious Organised Crime (SOC) and specifically County Lines criminality target the vulnerable and devastate communities, driving antisocial behaviour and violence. The perpetrators distance themselves from the activity by manipulating others and exploiting the most vulnerable members of society. As part of the 4D's approach (Disrupt, Detect, Deter + Divert) 'Operation Protector' continues to be a multifaceted approach providing support and diversion to the vulnerable whilst ensuring disruption and detection methods are employed against those responsible for organised crime.

Significant disruption tactics have been employed over the period involving the arrest of multiple individuals involved in or facilitating the movement of controlled drugs in Aberdeen. The investigation and detection of those involved in drug supply continues in a positive trend year to date with an increase in those reported for supply offences, consistent detection of drug offences and increased seizure of money under the Proceeds of Crime Act.

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

Performance in terms of Antisocial Behaviour (ASB) and Violence across Aberdeen remains strong with a significant overall reduction in Group 1 crimes of more than 10 percent at this stage in the year. Our reductions and detection rates are above the force average performance levels.

Underpinned by governance through our Violence Prevention Board and delivered by our Community Policing Teams, Community Investigation Unit and specialist resources, our performance levels have remained strong throughout the reporting period.

Significant enforcement and multiagency prevention strategies have seen a reduction in Robberies of 33.8% whilst our detection rate is up by nearly 9% on that of last year. Despite the challenges of often complex Robbery investigations our detection rate is at 92.9%, demonstrating our commitment to reducing serious violence and protecting the public from harm.

Our performance in terms of ASB is comparable to that of the previous year. Despite our efforts across the city, we recognise that ASB is complex and requires a multiagency approach to intervene and tackle the underlying causes upstream. This is why our Local Policing Plan is supported by a clear strategy that prioritises this approach.

We understand that violence of any nature is important to our communities and Common Assaults although less serious, can occur more frequently and be damaging to a sense of safety in our city. For that reason, our approach to Common Assault investigation has been robust achieving an impressive reduction of 16.5% across the city. Despite the challenges these investigations bring, often perpetrated in doors, we have ensured our robust approach is augmented by the city's Community Safety Partnership. This multiagency approach helps deescalate, mediate or support further enforcement to reach sustainable solutions.

The Community Safety Partnership remains key in the fight against violence and has helped lead our multiagency approach against city centre violence and antisocial behaviour helping to inform, direct and draw in support against the issues affecting those living, working or socialising in the city centre. The renewed Community Safety Partnership structure will help ensure our approach evolves



to meet the changing needs of the city centre as the area continues to develop in line with the Masterplan.

### **Road Safety and Road Crime**

We continue to collaborate with our partners across Aberdeen city and North East Division, dedicated to road safety and reducing road casualties. With our focus throughout the year aligned with the Fatal Five Campaign, targeting key offences identified as contributory factors associated with fatal and serious injury collisions, we have recorded successes in identified increased offending in many key areas.

Our Officers and colleagues from Roads Policing and Community Policing Teams have maintained a visible presence on the road network across Aberdeen supported by delivery of targeted campaigns and initiatives throughout the year.

### **Acquisitive Crime**

Acquisitive crime has continued to see a reduction in key crime types year to date. Housebreakings and Fraud offences have seen a notable decrease. There has been an increase in motor vehicle related crime which has primarily involved the increase in thefts from insecure vehicles. Targeted preventative strategies, media engagement and the apprehension of recidivist criminals have curtailed this increase with an evident decline in the offences. The Crime Reduction team have carried out several engagements and presentations to partners and groups providing advice and training across the city.

During the period, the Crime Reduction Team have continued working alongside Officers from the Divisional Cyber Enabled Crime Team and partners inclusive of financial institutions to provide inputs on current scams and frauds along with promotion of Fraud Prevention amongst different demographics.

### **Counter Terrorism & Domestic Extremism**

We aim to reduce the risk of terrorism so people can go about their lives freely and with confidence by focusing on the local delivery of the CONTEST strategy using four key objectives: PROTECT, PREPARE, PURSUE and PREVENT. Partners in Aberdeen continue to contribute to the local CONTEST delivery plan and significant work continues to ensure the city is protected against the threat of terrorism.

# Protecting Vulnerable People



## **Objective: Work with statutory and third sector partners to reduce violence against women and girls**

Locally, North East Division continues to support the Aberdeen City Violence Against Women Partnership, supporting key activities in furtherance of the Partnership's two-year delivery plan. Officers are also key in facilitating the pan-Grampian VAWP data sub-group, ingathering and assessing data to identify trends and better inform improvement activities.

Through the work of the Partnership, specialist officers have also undertaken key Safe & Together training, effectively enhancing their knowledge, skills and service delivery in respect of domestic abuse.

On 1<sup>st</sup> April 2024, our Partnership Coordination Unit with responsibility for Domestic Abuse safeguarding was realigned under Public Protection structures. The unit is now led by a Detective Inspector with responsibility for the divisional Domestic Abuse portfolio and has been re-titled the Domestic Abuse Safeguarding Team, providing clarity in respect of role and purpose. Since implementation the team have undertaken a review of our primary safeguarding functions such as Multi-Agency Risk Assessment Conferences (MARAC), Multi-Agency Tasking and Coordination (MATAC) and the Disclosure Scheme for Domestic Abuse Scotland (DSDAS), enhancing governance and providing assurances that our processes are robust with victim safety the driving focus.

We continue to lead and administrate the MARAC process on behalf of all partners, ensuring those victims deemed High Risk are subject of robust safety planning along with professional and specialist support. Notably, over the last five years, MARAC referrals have increased 99% across the division with the process currently working to capacity. As a result, further work is required, along with partners, to maximise effective outcomes for victims whilst balancing against ever increasing capacity and financial constraints.

Further supporting our efforts to safeguards individuals is our continued commitment to DSDAS, with an approximate 50% increase in applications, year to date, across the division. DSDAS is a highly effective tool which provides a formal way of sharing information about a partner's abusive past with a potential victim. Disclosures are discussed and agreed through a multi-agency forum, allowing for wider safeguarding and support measures to be considered. The increase in referrals is welcomed and evidences our proactive efforts to raise awareness of same.

Supported by multi-agency partners, we also continue to proactively target domestic abuse perpetrators through our MATAC process. The key aims of MATAC include the identification of individuals who present the greatest risk, proactive enforcement/active targeting of offenders, and the sharing of information for intelligence development, prevention, or enforcement as appropriate. During the review period, over eight perpetrators were proactively targeted by means of specialist enhanced investigation within Aberdeen.

The period under review encompassed the national Stalking Awareness Campaign, in support of which, revised guidance and refreshed communications were issued across the Division. Whilst not

always domestic related, our approach to such offences is similarly robust with safeguarding implemented at the highest levels.

**Objective: Drive the development of multi-agency agendas to minimise harm and support / signpost those we identify as vulnerable towards partners**

Working in collaboration with partners, our knowledge and response to Adult Support & Protection matters continues to develop. Alert to the ever-increasing demand and complexities of this business area, we have successfully realigned our structures and increased specialist resource at managerial level to enhance service provision. This has allowed us to continue to support the Aberdeen City Adult Protection Committee (APC) and its varying sub-groups, effectively delivering positive outcomes through multi-agency improvement activity. Notably, a senior officer within the Public Protection Unit chairs the Learning Review sub-committee and has been pivotal in refining and maximising the efficiency of this process, ensuring that multi-agency learning is identified and acted upon timeously and effectively.

We also continue to drive and support positive change through our chairing and representation at the Grampian Wide Adult Protection Group with specialist officers, through effective collaboration, devising multi-agency information sharing guidance and a financial harm strategy.

**Objective: Raise awareness of and prevent abuse of children and other vulnerable persons, ensuring a victim centred approach**

As outlined in this report, specialist officers and senior leaders within North East Division continue to actively support both Aberdeen City's Child and Adult Protection Committees and their varying sub-group structures, effectively delivering positive outcomes through multi-agency improvement activity. Recognising the importance of the ever-increasing demand in this area of business, we have positively responded, re-aligning our internal structures and increasing our capacity at a managerial level.

Evidencing our commitment to robust, trauma-informed child protection investigations, the Scottish Child Interview Model (SCIM) is now fully embedded across the North East with 95% of all Joint Investigative Interviews (JIIs) of children being conducted by the specialist team. Notably, during the period under review, we saw a reduction of approximately 33% in the number JIIs completed across Grampian against the previous year. However, it is positively evaluated that as our approach has matured, we are better assessing the requirement to conduct a JII, ensuring a more child centred, trauma informed approach.

Closely aligned to the SCIM is the development of the Aberdeen City Bairns' Hoose pathfinder programme, of which we continue to be a key stakeholder. A number of specialist officers continue to heavily support the design phase, ensuring our multi-agency practices and procedures are appropriate, robust and most importantly meet the needs of children within our communities. Coordination on a national basis to support local delivery continues to develop.

National support also continues in the form of the Online Child Sexual Abuse and Exploitation (OCSAE) Unit which was formed as part of Police Scotland's response to the investigative challenges of online child sexual abuse and provides a proactive response to this significant issue mainly through enforcement of National Online Child Abuse Prevention (NOCAP) packages.

The premise of NOCAP is to prevent child abuse by targeting individuals who are suspected to have a sexual interest in children. This is achieved by developing intelligence from a number of sources and creating a NOCAP intelligence package to target the individual concerned.

During the review period, ten such individuals were proactively targeted by our teams.

Ever committed to improving working practices across the multi-agency partnership, our Public Protection specialist officers have delivered training inputs across a variety of professional platforms, including Consultants and frontline health staff at Royal Aberdeen Children's Hospital and trainee nurses at Robert Gordon's University. Nine officers from across different departments also took part in a short life working group relating to Child Neglect in support of the Local Outcome Improvement Plan.

Supporting victims of sexual crime, we also continue to collaborate positively with Grampian Rape Crisis supporting training and developing a sound understanding of respective roles in order to maximise the level of service provided to survivors.

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.

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. Police Scotland developed and delivered a programme of training to support our implementation of the new legislation.

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. Within North East Division there were 200 Hate Crimes reported between 1 April and 30 September 2024. This compares to 191 in the same period last year.

Although the (slight) increase in Hate Crime within Aberdeen was less than other areas, we have worked hard to ensure we are linked together with communities and partners to ensure there is trust and confidence that encourages the reporting of crimes. The Hate Crime Improvement Group has recently been reestablished by GREC and partners, which our Equality, Diversity and Inclusion Officers 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 and to increase confidence in reporting Hate Crime.

We also understand the feeling of stigma for many victims. With partners, we have set up Third-Party Reporting Centres operated by partner organisations who can take reports of crimes, support victims with whom they may be working, and direct details towards Police for engagement and investigation.

The Third-Party Reporting Centre Network was established and oversees the expansion of training to members of staff within partner organisations. Partners include Aberdeen City Council, NHS Grampian, Four Pillars and Grampian Regional Equality Council.

Reported Hate Crime since the implementation of the legislation follows trends of previous years with race, sexual orientation and disability being most affected.

Our work with Aberdeen's Health and Social Care partnership is exploring means to direct people in crisis towards trained mental health practitioners. The Well service, now named Penumbra 365, was established in partnership with Penumbra who are available to provide telephone-based support to Officers 'at scene' and with those who are in crisis. The aim is to help manage a person's situation

by providing mental health support at that time and putting follow up steps in place to support that person out of crisis and into a pathway to avert future crisis. Often managing down, the immediate crisis for that person, this service is providing an alternative to taking people towards our hospitals for that support. During the period April to September 2024, there were 60 referrals made by Police with 43 being de-escalated at scene. Of those, 37 continued to work with the service beyond the crisis situation.

The Mental Health Unscheduled Care Access Pilot began during the second half of this reporting period and now allows Police access to an assessment from a senior Royal Cornhill Hospital Mental Health Officer at the time of significant mental health crisis. Differing from Well, this can be used for persons already being supported by NHS services for mental health or those where the extent of the mental health crisis is greater. It is assessed that during September 2024, 144 Police hours were saved through the support of this service. Where there is still the requirement to take people towards an NHS setting for support, Police time is still significantly reduced as a result of advanced notification and initial telephone assessment having taken place.

# Serious Organised Crime



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**Objective: DETER - Support private, public and third sector organisations to protect themselves and each other. Understand the drivers and emerging risks in respect of Serious Organised Crime and encourage a multi-agency approach to protect those vulnerable in our communities**

Operation Protector 'Days of Action' were undertaken in Aberdeen in July and September, in conjunction with British Transport Police (BTP) and various partners. Multi-agency staff, including Police (PP&IE, Community Policing Teams, CID Proactive and Organised Crime Group Team), BTP, including their County Lines Task Force (CLTF), together with partners from Aberdeen City, ADA and NHS Grampian carried out collaborative engagement and enforcement work. Assertive outreach visits were carried out to vulnerable people at multiple addresses city-wide resulting in a number of positive engagements and service referrals. Multi-agency staff were deployed to a community hub in the city centre where there were over 150 engagements with members of the public.

**Objective: DIVERT - Build an effective pan-Grampian partnership, with a view to diverting people away from involvement in Serious Organised Crime, making Aberdeen City a hostile environment for those who seek to exploit our communities**

In June 2024, Police Scotland and the DSM Foundation, supported by Aberdeen University and Aberdeen City, Aberdeenshire and Moray Local Authorities hosted an end of pilot presentation event at Aberdeen University to showcase the work undertaken by the partnership during the pilot term. The event was attended by several senior Police Officers, as well as representatives from Scottish Government, nationwide Alcohol and Drug Partnerships, nationwide local authorities and third sector agencies. The event was successful, and the work has moved forward with a 3-year research project being planned for the North East.

## Case Study

In April intelligence was received that an OCG were attempting to establish themselves in Aberdeen and customers were being directed to an address in the north of the city. Enquiries established this to be supported accommodation, with the occupant and neighbours requiring a variety of support from care teams and social work. Officers attended and gained entry with nominals from the north of England found within along with quantities of diamorphine, crack cocaine and cash. The occupant was traced, provided testimony and relevant social work and care teams informed. Enquiries indicated the group had been 'cuckooing' the address for 2-3 days. The perpetrators were arrested and charged regarding being concerned in the supply of controlled drugs. They were held in custody to appear at Aberdeen Sheriff Court where one was remanded in custody and another bailed to leave Scotland within 72 hours.



**Objective: DETECT - Work collaboratively with others to provide a coordinated response to identify, detect and prosecute those involved in serious organised crime**

As part of the 4D strategy, actions under the 'Detect' and 'Disrupt' strands continue through proactive enforcement and disruption of Organised Crime Groups by our Local Policing; Pro-Active and Organised Crime Teams, supported by national resources. There have been over 70 Drug Search Warrants executed across Aberdeen in this reporting period with over 30 specifically in relation to County Lines.

During this time over £70,000 worth of Heroin and over £370,000 of Cocaine, along with several other substances, were seized as we continued to ensure the north east remains an inhospitable environment for those who blight our communities with controlled drugs.

The number of persons charged with supplying controlled drugs has also increased on the same period last year. This provides evidence of our continual enforcement against those involved in supplying drugs and causing harm to our communities.

The case study below is one of our many positive enforcement successes and highlights the many approaches utilised to dismantle SOC.

## Case Study

Intelligence received indicated a number of males were operating as an OCG in Aberdeen with links to a London based crime group. In July Pro-Active Team Officers on patrol observed a vehicle linked to the group and with assistance of the Community Policing Team stopped the vehicle and secured the occupants. 3 males were traced within. A search of the vehicle recovered quantities of cocaine and as such all persons were arrested. While in custody subsequent enquiries resulted in the further recovery of controlled drugs from a linked address inclusive of 91.1g of cocaine, 77.3g MDMA, 1020 ecstasy tablets, 1.7kg ketamine, 2g diamorphine and £1950 cash recovered. All were kept in custody to appear at Aberdeen Sheriff Court.

**Objective: DISRUPT - Deliver a collaborative multi-agency response to disrupt Organised Crime Groups by sharing intelligence, ideas and resources**

As part of our Disrupt strand to focus on and dismantle OCG's, strong working relationships have been made with Police forces across the UK allowing support for enforcement, sharing of intelligence and new practices and collaboration to cause significant disruption to OCG operations. During the reporting period a number of Cannabis cultivations were uncovered, seized and dismantled across the north east. Although Cannabis related crime can often be thought of as 'lower level' the financial gain for such crime groups should not be underestimated and the networks involved in such cannabis production are also linked to involvement in the supply of other drugs, drug importation, modern slavery and exploitation. Cannabis factories also present a very real local threat with damage often caused to properties and the bypassing and abstraction of electricity supplies creating significant fire risks. Unoccupied private and commercial properties are often the target of such groups. National intelligence sharing and disruption action assists in

removing a key income resource for these crime groups whilst apprehending those involved and safeguarding exploited individuals.

The below is a short case study providing an example of one of such a cultivation.

## **Case Study**

In May 2024, a tradesman attended at an unused business premises, in Bridge of Don, Aberdeen, to replace a door. While in attendance, three unidentified males exited the locus. Police were called and found that the locus was a large warehouse with work being undertaken to split it into various rooms using sheeting and wooden poles. At the rear of the unit, one of the rooms was fully constructed and converted into a growing area which was housing about 499 juvenile plants. The electricity meter had been bypassed.



## Antisocial Behaviour, Violence and Disorder



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### **Objective: Reduce antisocial behaviour, violence and disorder by working with partners to facilitate early interventions for those involved in, or those vulnerable to becoming involved in, such behaviours**

Partnership working is essential in our approach to tackling antisocial behaviour (ASB) and violence. Within Aberdeen's Community Planning Partnership, Police Scotland play a key role in helping plan and deliver across a spectrum of improvement projects including those to tackle ASB and violence. The Project Charter in respect of Youth ASB is well established and is a collaboration between Police, youth workers and other partners. This delivers interventions where community feedback, feedback from young people, and our analysis tells us we need to direct support and activities to divert young people away from harmful behaviours.

The Denis Law Legacy Trust is an invaluable organisation operating across the city and engaging with hundreds of young people each week. Using football as a platform to get young people involved, the numbers attending sessions continues to grow. With many positives such as health benefits, team working and respect, the Trust workers engage with young people providing them with life skills beyond football, to help them make the right choices. Analysis continues to show the positive impact of their presence on communities.

We know that Aberdeen's city centre remains an attractive place for young people to socialise in a positive way. An antisocial element can exist, and it is vital we take a similar multiagency approach. In this reporting period, Aberdeen City Council youth workers have been helping to engage and draw young people towards locations where activities are taking such as the City Library. The Community Learning and Development team are offering activities there as a means to engage and divert young people away from ASB. This project is early in its inception with monitoring in place to evaluate and expand if this is the right approach.

### **Objective: With partners, identify locations where antisocial behaviour and violence is most likely to occur and work with communities and other agencies to find lasting solutions and enhance community safety**

Collaboration alongside the Community Safety Partnership has seen the implementation of preventative tactics such as the introduction of 'redeployable' CCTV cameras, located at 'Hot Spots' giving the advantages of early identification of issues, confidence in the community and gathering of evidence where a crime has occurred. Work has commenced to identify a suitable location for CCTV installation in Adelphi, where higher levels of ASB are being reported.

Community feedback tells us a visible Policing presence in the city centre is wanted. The Adult ASB Charter has been approved by the Community Planning Partnership with an agreement to concentrate enforcement and partner resource within the city centre in relation to 'Street Drinkers' and in Seaton where 'Disturbance' calls are unusually elevated. We have enhanced our city centre resourcing, understanding that enforcement also plays a key part in the reduction of ASB and violence, with an increased focus in the Merchant Quarter, Adelphi and Castlegate using Officers from across the city.

This work is being highlighted under the banner of, 'Operation Galaxite'. Enforcement activity has seen a positive response from city centre businesses and residents. As well as enforcement, resources will be deployed to divert people towards help to tackle underlying causes of ASB.

Our multiagency Operation Begonia patrols continue within areas traditionally associated with 'sex work'. ASB is often present in these areas as a result of those attending to exploit women. Our approach is to ensure enforcement as a deterrent to those wishing to exploit sex workers, who are often vulnerable.

We know that serious crimes, such as Robbery, can have a significant impact on its victims, and are extremely damaging to public confidence. We have ensured our specialist resource is aligned to our greatest threats and every Robbery that occurs is investigated by the CID. Victims and communities are supported in the aftermath of these often-traumatic crimes. Our detection rate is over 92%, up over 8% on last year's corresponding period. As with ASB, we also align our prevention activities in the areas most vulnerable to Robberies occurring. Enforcement and stop search activity is helping lead a reduction in such crimes with 49 occurring during this reporting period compared to 74 in the same period last year. This is a significant reduction and below our 5-year average.

## Case Study

Within the reporting period, the Stockethill area was impacted significantly over a short period of time as a result of young people, displaced from the city centre, attending there. In response, our Community Investigation Unit gave focus to this area, over several weeks. Actions included high visibility patrols, placement of our mobile Police office to engage and reassure the public and plain clothes patrols.

Evidence was gathered from a range of sources including local businesses who reported damage. This resulted in specific 'days of action' where those creating the greatest harms were taken into custody. Partner interventions to engage and address significant underlying issues for these young person's saw a reduction of over 90% in calls relating to ASB in the Stockethill area. Additionally, the individuals concerned have significantly reduced their offending.

### **Objective: Working with partners, we will enhance our understanding of the underlying causes of antisocial behaviour and violence and develop public health approaches to prevent these harms**

We know that across Aberdeen, those perpetrating ASB and violence often have multiple complex needs and whilst enforcement is an effective deterrent, it does not work in isolation.

Street based approaches are taking place in our 'Hot Spot' areas which has seen partners, including 3<sup>rd</sup> Sector and health, offering support to those who may benefit such as addiction related support, and support towards accommodation. These approaches are necessary in our city centre where we know that communities and businesses are impacted by people consuming alcohol and resultant ASB. We know that during this reporting period, levels of ASB were comparable to the previous year but we are confident that the foundations and partnerships we have in place will support our city centre.

Aberdeen's night time economy sees thousands of people enjoy the city centre each weekend. Long established links with Aberdeen City Council's Licensing Team, and strong engagement with licensed premises helps drive standards, maximising safety and minimising risk to the public. Our evolving resource deployment plans ensure we have a visible presence in the right places. Our continued thanks go to the Street Pastors, who tirelessly support those who are or may become vulnerable in the city centre.

We know that alcohol provision at any event can lead to ASB and violence. Therefore, our work alongside Public Health Scotland and Aberdeen City Council helps ensure events in the city are, more so than ever, considering their own role to safeguard people. During this reporting period, multiple large-scale events took place across the city, including those occurring in the Duthie Park, where this approach saw reduced levels of over intoxication and violence.

# Road Safety and Road Crime




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## **Objective: With partners on the North East Safety Strategy Partnership (NESSSP), increase safety and reduce casualties on our roads**

The Priority Routes for Aberdeen remain the A90, A92, and the A96. In response to collision data and from local concerns in relation to speeding, two new fixed speed cameras have been installed at North Anderson Drive near Mastrick Road, and the A944 near Kingswells, respectively.

Speed remains the most significant determinant of injury severity / survivability for collisions involving children and other vulnerable road users. During August this year, the 'Return to School' campaign was delivered across the city. Speed enforcement, including in the vicinity of schools and on high active travel routes, took place during this campaign, which was a new addition to the National Calendar of Road Safety Activity for this year. A number of offences were detected during this initiative with local Officers supported by the Camera Safety Unit.

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The Road Safety Framework (RSF) with interim targets to 2030, has reductions in the number of adults and children killed and seriously injured from a 2014/18 baseline, working towards the Vision Zero target of no deaths and no serious injuries on Scotland's roads by 2050.

## **Objective: Improve road safety by proactively targeting drink and drug drivers**

The Fatal Five Campaign was produced following in depth analytical work around the key contributory factors linked to Fatal and Serious Injury Collisions, including Drink/Drug Driving offences. With the investment in improved roadside capabilities to detect impairment through drugs, the detection rates in relation to driving under the influence has increased by 6.3 % against the 2023/24 period. Officers from Road Policing Division and from our Community Policing Teams continue to focus on this objective through intelligence led targeting of offenders and proactive stop/checks as part of planned activities.



The below case study is an example of such action.

## **Case Study**

During July 2024, Officers from Road Policing detected a motorist travelling at excessive speed on the A90 near Cove, Aberdeen. The driver was stopped and subject to a roadside 'drug wipe' sample which provided a positive result for impairment through drugs.

The driver was arrested and was later disqualified from driving for a 12-month period and referred into Substance Misuse support.

## Acquisitive Crime



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### **Objective: Reduce acquisitive crime, by working with partners to facilitate interventions for those involved in, or those vulnerable to becoming involved in, acquisitive crime**

Acquisitive crime continues to account for a large volume of all reported crime in Scotland with some 40% of all crimes reported falling under this category. Nationally there are ongoing projects and partnerships to achieve long lasting positive outcomes taking national acquisitive groups, rural and acquisitive prevention into local, regional and national spheres to ensure collective working to tackle this crime type.

Notable reductions in crimes of dishonesty compared against the previous year, include Housebreaking, Fraud and Theft by Shoplifting. Motor vehicle offences have shown an increase across varied crimes relative to motor vehicles and this is replicated nationally.

Operation Protector continues to provide support and interventions to those involved in substance misuse who are vulnerable to becoming involved in acquisitive crime.

Detection rates for acquisitive crime have broadly increased. This is clear evidence of Police Scotland's commitment to pursuing offenders and bringing them to justice.

### **Objective: Reduce acquisitive crime, by identifying locations where acquisitive crime is most likely to occur and work with communities and partners to find lasting preventative solutions**

The Crime Reduction Unit (CRU) have a key role to play in this area to engage with partners and the public to highlight crime types and locations where acquisitive crime may occur and provide appropriate guidance to put a stop to such opportunistic crimes.

Significant crime reduction prevention messaging took place because of a spike in vehicle related crime inclusive of thefts from motor vehicles and opening a lockfast place - motor vehicle (breaking into). This predominantly affected the south of the city and through combined enforcement activity against two nominals engaged in criminality independently, and reactive crime prevention messaging, this allowed the increase to be levelled. Although still higher than last year, this has seen a marked decrease from being more than double at one period. This increase in crime type is recognised nationally and is affecting various areas of Scotland comparative to the previous year.

### **Objective: Raise public awareness, and prevent instances, of cyber enabled and cyber dependent acquisitive crime**

As with other crime types the methodologies used to commit certain crime types inclusive of acquisitive crime, namely Fraud, continues to evolve.

The formation of the Fraud Crime Triage Hub (FCTH) within the Divisional Cyber Enabled Crime team (DCECT) has provided earlier identification of emerging trends, risk areas/individuals and the sharing of data across statutory and third sector organisations. This has allowed more positive direction and

focus for crime reduction and supportive measures, such as referrals to partners - including Adult Support & Protection Social Work. Such referrals can relate to local emerging crime trends as well as directed alerts circulated to raise awareness and target harden against specific tactics employed by criminals.

The FCTH ensures proportionate response and action not only for higher level Fraud and Cyber enabled crimes but also crimes that may previously have been viewed as lower level in isolation. The FCTH ensures such crimes are identified, any pattern or trend correlated, and appropriate enforcement action is taken. The following case studies are examples of a higher level and an identified trend.

## Case Study

An Aberdeen nominal previously employed as a driving instructor began taking direct payments in advance to secure his services. However, after this the contact with victims would cease. No monies were returned and the taking of payments continued. The Triage Hub identified the local crime trend at an early juncture and DCECT progressed a 'roll-up' of several crimes across the city with further additional victims identified through financial intelligence.

Enforcement action was taken against the perpetrator, relevant information was shared with partner agencies and preventative measures put in place for further offending.

This emphasised the importance of identification of local criminal trends and patterns to protect the community.

## Case Study

During September, the FCTH identified linked incidents reported by bank staff in Aberdeen involving an OCG fraudulently obtaining money through forgery.

The FCTH, supported by DCECT investigations and local policing, charged a 40-year-old male and 36-year-old female with various offences relating to these incidents.

The FCTH connected the accused to 8 further offences across Scotland and following liaison with colleagues nationally, the male and female were charged in relation to engaging in a Scotland-wide fraudulent scheme with a confirmed criminal benefit of over £30,000.



## Counter Terrorism & Domestic Extremism



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The North East CONTEST Multi-Agency Board and associated subgroups continue to deliver the UK CONTEST Strategy across the North East of Scotland, aiming to reduce the risks of terrorism using the Prevent, Pursue, Protect and Prepare principles.

- **PROTECT** – strengthening our borders, infrastructure, buildings, and public spaces against attack.
- **PREPARE** – where an attack cannot be stopped, to reduce its impact and ensuring we can respond effectively.
- **PURSUE** – to disrupt or stop terrorist attacks.
- **PREVENT** – to stop people becoming terrorists or supporting terrorism.

In line with the Aberdeen City Local Policing Plan, we aim to reduce the risk of terrorism so people can go about their lives freely and with confidence by focusing on the local delivery of the CONTEST strategy using four key objectives:

### **PROTECT – with partners we will share knowledge so that our communities and businesses can strengthen protection against terrorist attacks**

In this reporting period, Counter Terrorism Security Advisors (CTSA's) conducted thirty security inspection visits to sites of a sensitive nature across a number of industries. They also conducted fifty security presentations to key organisations and partners in Aberdeen which includes the Action Counters Terrorism (ACT) suite of products and See Check and Notify (Scan) training.

CTSA's also continue to work closely with key organisations including those in the transport, oil, retail, and events industries, also providing mail handling training and document validation. In this period, presentations have been delivered to over 250 attendees representing organisations across various sectors in the north east.

Borders Policing Command Officers continue to conduct operations at Aberdeen International Airport and at Aberdeen's Harbours to proactively identify and deal with the illegitimate passage of persons and goods. This has extended to include operations related to an increase in cruise ships docking at the Aberdeen South Harbour.

### **PREPARE – with partners we will mitigate against the impact of terrorist attacks**

Counter Terrorism Planning Officers and CTSA's are engaged in the planning for the Tall Ships Races Event in Aberdeen in 2025, providing expert advice and guidance to event organisers.

Along with Aberdeen City Council and other key partners, we will start preparing for Exercise Shopboard which will see us hold a table-top exercise in Summer 2025, simulating a crowded space terrorist related scenario.



There have been eleven Project Servator deployments in Aberdeen, helping build vigilance among a network of business and community partners, alongside the public, focused in this period on the city centre, harbour and airport.

### **PURSUE – with partners encourage and share information to identify and tackle suspicious activity**

The PURSUE strategy allows national Counter Terrorism structures within Police Scotland to provide information and assessments to North East Division's CONTEST Multi-Agency Board. This process informs city policing teams and local partners on emerging themes and other relevant matters.

All information and intelligence relevant to Counter Terrorism is assessed and actioned appropriately by Counter Terrorism resources based within North East Division.

There has been no significant deviation in terms of expected volume or trends during this period within Aberdeen. However, the Local CONTEST Board, Local Contest Liaison Officers (LCLO's) and national Police structures are in place to monitor and respond appropriately.

### **PREVENT – with partners safeguard vulnerable persons from being drawn into Terrorism**

Within Police Scotland a 'Prevent' referral process is in place which allows Police and partners to assess and respond to information and intelligence which may require early intervention and safeguarding from potential harm which could be caused by individuals. This process is well established across the north east with representation from relevant partners to ensure wide ranging professions are present and perspectives gained to collectively manage people who are vulnerable to radicalisation. Referrals coming from various agencies demonstrates our approach is working well. There has been no significant deviation or trends in this area which cause concern.

# Performance statistics



These statistics can be found in their expanded form at: [How we are performing - Police Scotland](#)

Aberdeen City - Recorded Crime	2023/24	5 Year Average	2024/25	% Chng / 5yr Avg	% Chng / Prev Year
<b>Group 1 - Non-Sexual Crimes of Violence</b>					
Murder (excluding culpable homicide at common law)	1	1.6	2	25.0	100.0
Culpable homicide (common law)				0.0	0.0
Culpable homicide (other)				0.0	0.0
Attempted murder	12	9.6	4	-58.3	-66.7
Serious Assault (of an emergency worker)			3	0.0	0.0
Serious Assault (inc. FGM, culpable & reckless conduct - causing injury)	88	81.8	83	1.5	-5.7
Common Assault (of an emergency worker)	225	227.6	223	-2.0	-0.9
Common Assault	1,404	1,248.6	1,172	-6.1	-16.5
Robbery (including assault with intent to rob)	74	56.2	49	-12.8	-33.8
Domestic Abuse (of male)	4	4.0	6	50.0	50.0
Domestic Abuse (of female)	62	64.6	52	-19.5	-16.1
Stalking	17	16.0	24	50.0	41.2
Cruel & Unnatural treatment of children	5	13.6	12	-11.8	140.0
Threats and extortion	47	31.8	44	38.4	-6.4
Other group 1 crimes	25	15.6	22	41.0	-12.0
<b>Group 2 - Sexual Crimes</b>					
Rape	46	46.0	65	41.3	41.3
Attempted rape	3	3.2	1	-68.8	-66.7
Sexual assault	132	116.4	145	24.6	9.8
Crimes associated with Prostitution	13	10.0	8	-20.0	-38.5
Indecent photos of children	23	16.4	12	-26.8	-47.8
Communicating indecently	28	33.0	29	-12.1	3.6
Causing to view sexual activity or images	59	51.8	45	-13.1	-23.7
Threatening or Disclosure of intimate image	16	19.6	20	2.0	25.0
Other Group 2 crimes	44	45.2	37	-18.1	-15.9
<b>Group 3 - Crimes of Dishonesty</b>					
Housebreaking (incl. attempts) - dwelling house	69	78.2	63	-19.4	-8.7
Housebreaking (incl. attempts) - non-dwelling	61	70.8	28	-60.5	-54.1
Housebreaking (incl. attempts) - other premises	47	50.4	63	25.0	34.0
Opening Lockfast Places - Motor Vehicle	23	31.0	46	48.4	100.0
Theft of a motor vehicle	109	100.0	112	12.0	2.8
Theft from a Motor Vehicle, Insecure etc	97	102.2	137	34.1	41.2
Attempt theft of motor vehicle	10	8.2	11	34.1	10.0

**OFFICIAL**

Opening Lockfast Places - NOT Motor Vehicle	30	29.6	46	55.4	53.3
Common theft	671	616.6	687	11.4	2.4
Theft by shoplifting	1,130	927.4	1,041	12.2	-7.9
Fraud	430	377.8	383	1.4	-10.9
Other Group 3 crimes	173	249.8	208	-16.7	20.2
<b>Group 4 - Damage and reckless behaviour</b>					
Fireraising	56	64.8	48	-25.9	-14.3
Vandalism (incl. reckless damage, etc.)	888	895.2	867	-3.2	-2.4
Reckless conduct (with firearms)			1	0.0	0.0
Culpable & reckless conduct (not firearms)	32	46.8	40	-14.5	25.0
Other Group 4 crimes	1	2.4		-100.0	-100.0
<b>Group 5 - Crimes against society</b>					
Possession firearm/offensive weapon/knife in prison (not used in crime)				0.0	0.0
Possession offensive weapon/knife in school (not used in crime)	1	1.8	4	122.2	300.0
Possession offensive weapon/knife in a private place (not used in crime)	7	1.4	2	42.9	-71.4
Possession of a corrosive substance (not used in crime)				0.0	0.0
Other possession of offensive weapon/knife (not used in crime)	71	77.4	95	22.7	33.8
Possession firearm/offensive weapon/knife in prison (used in criminal activity)				0.0	0.0
Possession offensive weapon/knife in school (used in criminal activity)	4	1.4	5	257.1	25.0
Possession offensive weapon/knife in a private place (used in criminal activity)				0.0	0.0
Possession of a corrosive substance (used in criminal activity)				0.0	0.0
Other possession of offensive weapon/knife NEC (used in criminal activity)	132	112.4	145	29.0	9.8
Production, manufacture or cultivation of drugs	12	14.0	9	-35.7	-25.0
Supply of drugs (incl. possession with intent)	121	121.6	176	44.7	45.5
Bringing drugs into prison		0.8		-100.0	0.0
Other drugs offences (incl. importation)		3.6	1	-72.2	0.0
Possession of drugs	664	768.4	586	-23.7	-11.7
Offences relating to serious and organised crime	1	0.4	2	400.0	100.0
Bail offences (other than absconding)	282	236.0	308	30.5	9.2
Other crimes against public justice	277	300.2	327	8.9	18.1
Other crimes against society	5	3.6	4	11.1	-20.0
<b>Group 6 - Antisocial offences</b>					
Breach of the Peace	64	87.6	66	-24.7	3.1
Threatening or abusive behaviour	758	805.8	736	-8.7	-2.9
Hate aggravated conduct (incl. stirring up hatred)	40	48.4	70	44.6	75.0
Drunk and incapable	4	1.0		-100.0	-100.0

**OFFICIAL**

Consume alcohol in designated place (local bye-laws)	92	52.0	49	-5.8	-46.7
Other alcohol related offences	20	27.4	16	-41.6	-20.0
Urinating	77	95.6	68	-28.9	-11.7
<b>Group 7 - Miscellaneous Offences</b>					
Wildlife offences	2	2.0	1	-50.0	-50.0
Offences involved animals (not wildlife)	44	30.2	31	2.6	-29.5
Community and public order offences	183	200.0	223	11.5	21.9
Licensing offences	17	14.2	12	-15.5	-29.4
<b>Group 8 - Road traffic offences</b>					
Dangerous driving offences	64	70.6	82	16.1	28.1
Driving Carelessly	282	254.0	259	2.0	-8.2
Driving under the influence	168	184.6	183	-0.9	8.9
Speeding offences	201	463.2	247	-46.7	22.9
Seat belt offences	47	55.8	52	-6.8	10.6
Mobile phone offences	50	56.4	89	57.8	78.0
Unlawful use of motor vehicle	650	818.8	725	-11.5	11.5

Aberdeen City - Detection Rates %	2023/24	5 Year Average	2024/25	% Chng / 5yr Avg	% Chng / Prev Year
<b>Group 1 - Non-Sexual Crimes of Violence</b>					
Murder (exc. culpable homicide at common law)	100.0	91.7	100.0	8.3	0.0
Culpable homicide (common law)	50.0	100.0	-	-100.0	-50.0
Culpable homicide (other)	100.0	100.0	25.0	-75.0	-75.0
Attempted murder	100.0	96.4	91.7	-4.8	-8.3
Serious Assault (of an emergency worker)	-	-	100.0	100.0	100.0
Serious Assault (inc FGM, culpable & reckless conduct causing injury)	92.0	91.3	91.7	0.3	-0.3
Common Assault (of an emergency worker)	97.6	98.3	98.7	0.3	1.0
Common Assault	69.1	67.9	70.8	2.9	1.6
Robbery (including assault with intent to rob)	84.1	88.9	92.9	4.0	8.8
Domestic Abuse (of male)	60.0	67.3	70.6	3.2	10.6
Domestic Abuse (of female)	75.7	70.7	59.3	-11.5	-16.5
Stalking	79.1	81.6	69.5	-12.1	-9.6
Cruel & Unnatural treatment of children	116.7	81.1	146.2	65.1	29.5
Threats and extortion	3.4	9.8	9.0	-0.9	5.6
Other group 1 crimes	90.0	73.9	63.6	-10.3	-26.4
<b>Group 2 - Sexual Crimes</b>					
Rape	43.0	50.3	52.7	2.4	9.7
Attempted rape	50.0	46.7	66.7	20.0	16.7
Sexual assault	53.9	54.9	65.3	10.4	11.4
Crimes associated with Prostitution	84.6	92.0	87.5	-4.5	2.9
Indecent photos of children	86.0	88.6	75.6	-13.1	-10.4
Communicating indecently	57.8	53.9	49.2	-4.7	-8.6

Causing to view sexual activity or images	50.7	54.5	53.9	-0.5	3.2
Threatening or Disclosure of intimate image	31.1	36.9	33.3	-3.6	2.2
Other Group 2 crimes	36.8	42.4	30.4	-11.9	-6.4
<b>Group 3 - Crimes of Dishonesty</b>					
Housebreaking (incl. attempts) - dwelling house	41.7	40.0	47.6	7.6	5.9
Housebreaking (incl. attempts) - non-dwelling	27.7	30.4	27.3	-3.1	-0.4
Housebreaking (incl. attempts) - other premises	49.0	41.0	47.1	6.2	-1.9
Opening Lockfast Places - Motor Vehicle	9.7	22.4	37.7	15.4	28.1
Theft of a motor vehicle	53.6	57.3	47.3	-10.0	-6.4
Theft from a Motor Vehicle, Insecure etc	19.3	24.1	35.2	11.1	15.9
Attempt theft of motor vehicle	43.5	45.3	66.7	21.4	23.2
Opening Lockfast Places - NOT Motor Vehicle	14.3	24.3	39.3	15.0	25.0
Common theft	24.5	28.5	28.4	-0.2	3.9
Theft by shoplifting	52.7	64.8	55.1	-9.7	2.4
Fraud	12.6	20.3	20.2	-0.1	7.6
Other Group 3 crimes	34.9	38.9	38.5	-0.5	3.6
<b>Group 4 - Damage and reckless behaviour</b>					
Fireraising	18.0	32.8	35.2	2.5	17.2
Vandalism (incl. reckless damage, etc.)	27.7	29.3	28.1	-1.2	0.4
Reckless conduct (with firearms)	100.0	42.9	75.0	32.1	-25.0
Culpable & reckless conduct (not firearms)	56.9	63.5	59.1	-4.4	2.2
Other Group 4 crimes	100.0	27.3	200.0	172.7	100.0
<b>Group 5 - Crimes against society</b>					
Possession firearm/offensive weapon/knife in prison (not used in crime)	80.0	97.7	100.0	2.3	20.0
Possession offensive weapon/knife in school (not used in crime)	100.0	92.5	100.0	7.5	0.0
Possession offensive weapon/knife in a private place (not used in crime)	100.0	100.0	38.5	-61.5	-61.5
Other possession of offensive weapon/knife (not used in crime)	93.7	94.8	91.0	-3.8	-2.7
Possession firearm/offensive weapon/knife in prison (used in criminal activity)	100.0	116.7	66.7	-50.0	-33.3
Possession offensive weapon/knife in school (used in criminal activity)	90.0	100.0	92.3	-7.7	2.3
Other possession of offensive weapon/knife NEC (used in criminal activity)	77.3	80.4	77.9	-2.5	0.6
Production, manufacture or cultivation of drugs	108.0	100.7	74.1	-26.7	-33.9
Supply of drugs (incl. possession with intent)	88.7	93.9	83.3	-10.5	-5.4
Bringing drugs into prison	100.0	33.3	-	-33.3	-100.0
Other drugs offences (incl. importation)	-	83.7	50.0	-33.7	50.0
Possession of drugs	99.0	98.5	95.9	-2.5	-3.1
Offences relating to serious and organised crime	-	20.0	150.0	130.0	150.0
Bail offences (other than absconding)	97.8	99.0	96.6	-2.4	-1.2
Other crimes against public justice	97.7	99.1	96.2	-2.9	-1.5

Other crimes against society	100.0	103.7	71.4	-32.3	-28.6
<b>Group 6 - Antisocial offences</b>					
Breach of the Peace	96.1	99.1	96.5	-2.7	0.3
Threatening or abusive behaviour	74.3	79.0	80.1	1.1	5.8
Hate aggravated conduct (incl. stirring up hatred)	73.3	86.6	80.4	-6.2	7.1
Drunk and incapable	100.0	118.2	75.0	-43.2	-25.0
Consume alcohol in designated place (local bye-laws)	100.0	98.2	100.0	1.8	0.0
Other alcohol related offences	100.0	101.4	100.0	-1.4	0.0
Urinating	99.0	98.5	94.8	-3.7	-4.2
<b>Group 7 - Miscellaneous Offences</b>					
Wildlife offences	55.0	54.1	25.0	-29.1	-30.0
Offences involved animals (not wildlife)	62.5	67.7	66.7	-1.0	4.2
Community and public order offences	57.1	59.5	56.8	-2.7	-0.3
Licensing offences	102.4	93.5	91.5	-2.0	-10.9
<b>Group 8 - Road traffic offences</b>					
Dangerous driving offences	76.2	82.6	74.1	-8.5	-2.1
Driving Carelessly	89.3	90.6	85.6	-5.0	-3.7
Driving under the influence	93.5	93.8	99.8	6.0	6.3
Speeding offences	99.7	99.8	100.2	0.4	0.5
Seat belt offences	99.2	99.6	100.0	0.4	0.8
Mobile phone offences	100.6	98.8	98.7	-0.1	-1.9
Unlawful use of motor vehicle	100.0	100.0	98.3	-1.7	-1.7

<b>COMMITTEE</b>	Communities, Housing and Public Protection Committee
<b>DATE</b>	14 January 2025
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Communities, Housing and Public Protection Performance Report
<b>REPORT NUMBER</b>	CORS/25/003
<b>DIRECTOR</b>	Andy MacDonald
<b>CHIEF OFFICER</b>	Martin Murchie
<b>REPORT AUTHOR</b>	Louise Fox
<b>TERMS OF REFERENCE</b>	1.1.3

**1. PURPOSE OF REPORT**

1.1 To present Committee with the status of appropriate key performance measures relating to services falling within its remit.

**2. RECOMMENDATION(S)**

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

**3. CURRENT SITUATION**

**Report Purpose**

3.1 This report is to provide members with appropriate key performance measures in relation to certain 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.

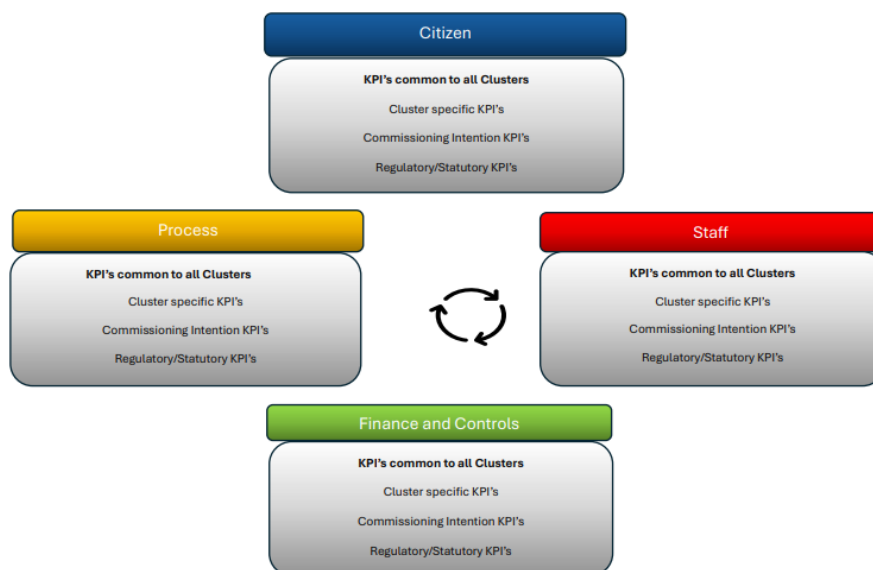
3.3 The Council's Performance Management Framework, supporting and enabling scrutiny against progress of the Council Delivery Plan and its key measures, establishes a robust performance management and reporting system which encompasses single and multi-service inputs, outputs and outcomes.

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 October 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?
<b>Strategic</b>	None	NA	NA	NA
<b>Compliance</b>	No significant legal risks.	Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting.	L	Yes

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

## 8. OUTCOMES

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

	to environmental issues allowing the Committee to measure the impact of any current action.
<b>Regional and City Strategies</b>	None

## 9. IMPACT ASSESSMENTS

Assessment	Outcome
<b>Integrated Impact Assessment</b>	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 <sup>th</sup> August 2024
<b>Data Protection Impact Assessment</b>	Not required
<b>Other</b>	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

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

## Corporate Landlord

## Building Services

## 1. Citizen – Building Services

Performance Indicator	Aug 2024		Sep 2024		Oct 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).	85.33%		86.52%		85.87%		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	Aug 2024		Sep 2024		Oct 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.				3.74		4.1	
The year to date average length of time taken to complete non-emergency repairs (days)					8.03		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)					96%		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	Aug 2024		Sep 2024		Oct 2024		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
*Sickness Absence – Average Number of Days Lost - Building Services	5.3		5		4.8		4.8	
**Average number of working days lost due to sickness absence per FTE employee, monthly	1.02		0.88		0.97			
Establishment actual FTE	420.1		420.23		401.1			

\*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	Aug 2024		Sep 2024		Oct 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	43%		53.4%		61.1%		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
<b>All meals served to children and young people in our schools will meet The Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020</b>		100%
The Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020 came into effect from April 2021. Our School Catering service aims for 100% compliance with the regulations to ensure that whilst in school, our children and young people are receiving the nutrition they require to be effective learners. We have set this as a service standard particular to Aberdeen City Council's school Catering Service and there is no comparative benchmarking information which we can use to compare performance with other local authorities. Performance is not reported as a metric, but the intention of the measure is to highlight to Committee any reports received on nutritional non-compliance from Education Scotland's school inspection visits.		

## 2. Processes – Facilities Management

Performance Indicator	Aug 2024		Sep 2024		Oct 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%		95%		100%		100%	
*% Void cleaning alerts responded to within priority timescales	96.8%		69.8%		84.1%		100%	

**\*Service Commentary - % Void cleaning alerts responded to within priority timescales**

As advised at November's Committee meeting, Flytipping, Response and Void cleaning alerts are all responded to by the same team.

The number of fly tipping alerts increased from 21 in September to 34 in October and saw the percentage responded to on time remain at 100%. It should be noted that this indicator relates to fly tipping at multi-storey blocks, where alerts are given appropriate priority because of fire safety concerns.

The number of response cleaning alerts fell from 20 in September to 7 in October and saw the percentage responded to on time increase to 100%. It should be noted that this indicator generally relates to alerts which require emergency response (blood spillages, glass breakages, drug paraphernalia, etc.) where alerts are given appropriate priority because of health and safety concerns.

The number of Void cleaning alerts fell from 60 in September to 53 in October but this saw the percentage responded to on time increase to 84.1% as, overall, there were less alerts received in the month.

The total number of alerts responded to on time across the three alert types in October was 94 (from 104 total alerts) 90.4%, in September was 100 (from 127 total alerts) 78.7%, and in August was 75 (from 77 total alerts) 97.4%.



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
<b>We will deliver 39 weeks contracted school cleaning to the standards set in our generic specification.</b>		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
<b>We will deliver cleaning services within all (non-school) operational properties to the standards set in our generic specification.</b>		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
<b>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.</b>		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
<b>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.</b>		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	Aug 2024		Sep 2024		Oct 2024		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost - Facilities	10.9		9.6		8.4		4.8	↑
Average number of working days lost due to sickness absence per FTE employee, monthly	2.13		2.23		2.21			▬
Establishment actual FTE	523.86		522.24		521.37			▬
Establishment actual FTE (Catering)	174.62		174.78		173.74			▬
Establishment actual FTE (Cleaning)	234.55		233.97		233.43			▬
Establishment actual FTE (Janitorial)	65		64.31		63.62			▬
Establishment actual FTE (Office & Building Management)	14.89		14.89		15.89			▬
Establishment actual FTE (Passenger Transport Unit)	32.7		32.4		32.19			▬

## 4. Finance & Controls - Facilities Management

Performance Indicator	Aug 2024		Sep 2024		Oct 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)	44.7%		53.6%		62.6%		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%		76.3%		80%	
*% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	48.6%		11.3%		22%			

Performance Indicator	Q4 2023/24		Q1 2024/25		Q2 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*% 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).

Performance Indicator	Aug 2024		Sep 2024		Oct 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Non-Domestic Noise % responded to within 2 days	100%		100%		96%		100%	
High Priority Pest Control % responded to within 2 days	98.6%		98.5%		98.6%		100%	
High Priority Public Health % responded to within 2 days	100%		98.8%		97.4%		100%	
Dog Fouling - % responded to within 2 days	100%		89.7%		100%		100%	

## 2. Processes – Community Safety

Performance Indicator	Aug 2024		Sep 2024		Oct 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
YTD Percentage of anti-social behaviour cases reported which were resolved	92.9%		93.6%		93.6%		100%	
YTD % of calls attended to by the ASBIT Team within 1 hour	94.7%		92.6%		93.9%		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	Aug 2024		Sep 2024		Oct 2024		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Protective Services	4.2		4		4.2		4.8	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.2		1.13		0.53			
Establishment actual FTE	63.08		63.08		62.15			

### 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	Aug 2024		Sep 2024		Oct 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	36.9%		44.3%		51.8%		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	Aug 2024		Sep 2024		Oct 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Financial Inclusion - No of open cases per month	182		179		230			
Financial Inclusion - No of enquiries per month	122		129		183			

\*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	Aug 2024		Sep 2024		Oct 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Average number of days to process new Housing Benefit claims	14.9		15.15		15.18		25	
Average number of days to process change of circumstances in relation to Housing Benefit claims	6.32		6.95		7.49		12	
Correct amount of Housing Benefit paid to customer (monthly)	94.51%		96.94%		97.08%		95%	
% Customer Contact Centre calls answered within target timescale (180 seconds)	77.21%		76.7%		76.9%		80%	
% Copy birth, death, marriage and civil partnership certificates issued within target timescale (7 days)	98.68%		99.66%		100%		100%	
Welfare Rights - % of Successful Appeals	50%		100%		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%		98.38%		100%	
*% Community Care Grant applications processed within 15 working days	67.8%		66.2%		73.04%		100%	

### \*Service Commentary – Community Care Grants

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 73% processed within this timescale -Q2 2024/25. This is an increase from 66.2% in Q2 2024/25. This is despite the team being 1 FTE down for the whole of Q2. This equates to 14% of our staffing and staffing levels were also impacted by School Holiday period July/August. The Scottish average for Q2 2024/25 was 94% 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.

To improve the performance for Community Carte Grants, additional hours are being worked by the team to target Community Care Grants and recruitment is ongoing to fill the 1 FTE vacancy.

### 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			
*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	Aug 2024		Sep 2024		Oct 2024		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – People & Citizen Services	3.9		3.7		3.4		4.8	
Average number of working days lost due to sickness absence per FTE employee, monthly	0.87		1.08		1.2			
Establishment actual FTE	360.16		355.56		352.91			

### 4. Finance & Controls – People & Citizen Services

Performance Indicator	Aug 2024		Sep 2024		Oct 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Council Tax Cash Collected (In Year) - monthly	£66.4m		£78.7m		£92.1m		£93.3m	
Staff Costs - % Spend to Date (FYB)	39.3%		47%		54.9%		100%	



Performance Indicator	Aug 2024		Sep 2024		Oct 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Financial Inclusion - Total Financial Gains Achieved per month	£400,121		£317,018		£397,582			

## 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	Aug 2024		Sep 2024		Oct 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	79.3%		75.9%		76.2%		70%	
*% Priority 1 and 2 incidents closed in timescale	100%		85.7%		57.1%		99.5%	
*% Priority 3 – 5 incidents closed in timescale	81.7%		79.1%		75.4%		95%	

#### \*Service Commentary – Incidents closed in timescale

Priority 3-5 incident performance in September and October was impacted by normal peak seasonal demand in Education and was exacerbated by 3 instances of long-term sickness absence within the team responsible. Monitoring for the current period indicates performance levels are improving and the management team is working proactively to

ensure a path back to target. Priority 1 and 2 incidents include details of national or global services such as SWAN or Microsoft 365 and it is not always possible to guarantee incident closure. In all cases Digital and Technology will seek to mitigate any adverse impacts.

### 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	Aug 2024		Sep 2024		Oct 2024		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Digital & Technology	1.5		1.1		1.1		4.8	
Average number of working days lost due to sickness absence per FTE employee, monthly	0.25		0.06		0.78			
Establishment actual FTE	91.35		91.75		93.85			

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

Performance Indicator	Aug 2024		Sep 2024		Oct 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	37.4%		44.8%		51.7%		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	Aug 2024		Sep 2024		Oct 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	84.2%		Data unavailable				75%	
Satisfaction of new tenants with the overall service received (Year To Date)	87.7%		Data unavailable				85%	

#### 2. Processes – Housing

Performance Indicator	Aug 2024		Sep 2024		Oct 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	Aug 2024		Sep 2024		Oct 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*YTD % of statutory homeless decisions reached within 28 Days Unintentional RRTP	54.3%		55.5%		58%		100%	
*YTD Average length of journey in days for applicants assessed as unintentionally homeless (RRTP)	140.8		141.1		140.4		100	
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	406		384		399			
The YTD number of Legal repossessions following decree (Arrears) - Citywide	22		29		37			
Housing Applications processed 28 days YTD %	97.36%		97.17%		95.91%		100%	
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	90.4%		89.2%		87.8%		100%	
**The YTD Average time taken to re-let all properties (Citywide - days)	240.7		249.1		257.5		210	
**Void properties awaiting / undergoing preparation for relet	1,933		1,959		1,994			

**\*Service Commentary – Homelessness**

Since the previous update, progress continues to be made regarding homelessness, applications have fallen for the first time this year, including those from young people. The number of decisions reached within 28 days continues to rise with 58% reached within 28 days which is up 13% on 2023/24. The average time taken to reach a decision has fallen to 31.9 days ( a decrease on the 33.5 days) reported in the last update, and down 7.4 days on 2023/24. Focusing on the month of October alone 74% of statutory decisions reached met the 28 day target up 32% on October 2023. The average time to reach a decision was 21.7 days more than half the time it took in October 2023, when it was 49.3 days.

Locally a 100 day journey target has been set, the journey time has remained relatively stable at 140 days. However there is continued focus on improving performance further in this area, with the focused activity on our voids and continued working with RSL partners.

**\*\*Service Commentary - Voids**

Within the HRA budget report void levels at 14 October were stated as being 1,766 housing voids without an offer, of which 509 were ready for occupation, 175 were under offer, 42 were progressing to lease signing with 221 completed buy backs awaiting work.

At 20 December 1621 housing voids without an offer are reported. 427 are available for occupation of which 58 are progressing to lease signing and 223 are under offer. 225 buy-back await works.

Recent changes to minimum letting standards will impact turnaround times in coming months as well instructions to change the delivery of external contractor support, which will be progressed early in the new year. Following the updating of the acquisition and disposals policy and process for declaring properties surplus has been agreed and a number of longer term voids have been moved to NTBR. this may have a short term impact on statistics for turning around properties but will have a long term benefit.

Other improvement projects are ongoing between respective teams to improve process particular in relation to the advance ordering of materials, cleaning process, ongoing delays around utility contracts and withdrawn offers.

### 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	Aug 2024		Sep 2024		Oct 2024		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Housing	5		4.2		3.2		4.8	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.33		1.19		1.51			
Establishment actual FTE	86.22		88.69		88.65			

### 4. Finance & Controls – Housing

Performance Indicator	Aug 2024		Sep 2024		Oct 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	49.5%		58.5%		67.1%		100%	
Gross rent Arrears as a percentage of Rent due	18.85%		17.63%		18.11%		9.5%	
**Rent loss due to voids - Citywide - YTD average	8.5%		8.48%		8.47%		4.62%	

**\*Service Commentary – Gross Rent Arrears**

There has been a slight fall in rent arrears since the start of 2024. As a service, our performance is benchmarked against other local authorities and we have met with the Scottish Housing Network to review 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. A new process for small balance cases is due to go live in January. This will mean that tenants with small balances who are currently not contacted regarding their arrears will be, using new letters and text messages requesting payment to be made or for the tenant to get in touch to discuss a suitable payment arrangement. 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. A significant amount of uncollectable debt was written off during November.

\*\* See above for Voids Service Commentary

**Housing Revenue Account**

**3. Staff – Housing Revenue Account**

Performance Indicator	Aug 2024		Sep 2024		Oct 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Establishment actual FTE	186.38		185		189.34			

**4. Finance & Controls – Housing Revenue Account**

Performance Indicator	Aug 2024		Sep 2024		Oct 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	40.2%		48.2%		58.2%		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

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Communities, Housing and Public Protection
<b>DATE</b>	14 <sup>th</sup> January 2025
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Space within libraries for Post Offices
<b>REPORT NUMBER</b>	F&C/25/005
<b>DIRECTOR</b>	Eleanor Sheppard
<b>CHIEF OFFICER</b>	Stephen Booth
<b>REPORT AUTHOR</b>	Stephen Booth
<b>TERMS OF REFERENCE</b>	1.1.1

### 1. PURPOSE OF REPORT

- 1.1 At Council on 21 August 2024 the Executive Director of Families and Communities was instructed 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. The report aims to satisfy that instruction.

### 2. RECOMMENDATIONS

That the Committee:-

- 2.1 Note the contents of this report and take no further action at this time.

### 3. CURRENT SITUATION

- 3.1 At Council on 21 August 2024 the Executive Director of Families and Communities was instructed 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.
- 3.2 Officers met with two representatives from the Post Office in November 2024 to explore the possibility of the Post Office utilising library spaces for the provision of services at Cults and Peterculter. Post Office representatives shared that they intended to address closures in areas they consider to be high priority, with interim measures to ensure continuity of service where deemed most appropriate. This will most likely be through provision of a mobile post office service or by nearby host Post Office branches. Neither Cults nor Peterculter have been identified as high priority branches.
- 3.3 The Post Office has advertised the opportunity to run a Post Office in Peterculter and Cults. A link to the opportunity is attached [link](#). Both have

closing dates in Q1 2025. It is notable that the Post Office is looking for a successful retailer to either purchase the current business or incorporate a Post Office Local into their existing or proposed business.

- 3.4 Officers explored the mechanism for Post Offices to operate in public buildings and the delivery model used in other areas. Officers were advised that where Post Office facilities have been established they have been operated by an individual taking a sub lease of space from building owners. they were unable to offer any experiences where a council would have taken on this role or whether this was possible.
- 3.5 Peterculter and Cults Post Offices do not have any form of guaranteed income and anyone taking on these facilities would require to make the investment to set it up from their own resources.
- 3.6 Officers are of the view that a Post Office could be established within a public building, the most common and straightforward option would be where an operator is identified who would be willing to enter into a lease agreement for part of a building with the council on appropriate terms and then be in a position able to meet set-up costs without any guaranteed return. It is considered unlikely that there would be anyone in this position.
- 3.7 Consideration has also been given to whether the Council could operate as a subpostmaster. Section 20 of the Local Government in Scotland Act 2003 covers the Councils power to do things which advance wellbeing and there is nothing in legislation governing the Post Office which explicitly prohibits a local authority from being a subpostmaster. Should there be a desire to take this forward in future it will be a question of Post Office policy and contractual requirements which would therefore require discussion with the Post Office. Further details can be found here - [FAQs - Run a Post Office](#).
- 3.8 Post Office Guidance confirms that they do permit partnerships and companies to enter into this relationship with the Post Office, so I see no reason in principle why a local authority could not do the same. However, the Post Office appear to still want a named individual to take on the responsibility and meet their standards, which might make it difficult for them to accept a corporate body without a clear individual in control. The Post Office contract also includes other requirements, such as non-compete provisions, which could potentially interfere with other services the Council offers.

#### **4. FINANCIAL IMPLICATIONS**

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

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

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

#### **6. ENVIRONMENTAL IMPLICATIONS**

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

## 7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H)  *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	NA			
Compliance	NA			
Operational	NA			
Financial	NA			
Reputational	NA			
Environment/Climate	NA			

## 8. OUTCOMES

<b>COUNCIL DELIVERY PLAN 2023-2024</b>	
	<b>Impact of Report</b>
<b>Aberdeen City Council Policy Statement</b>	No impact
<b>Aberdeen City Local Outcome Improvement Plan 2016-26</b>	
Economy	No impact
Children and young people	No impact
Adults	No impact
Community empowerment	No impact

## 9. IMPACT ASSESSMENTS

Assessment	Outcome

<b>Integrated Assessment</b>	<b>Impact</b>	No assessment required. I confirm this has been discussed and agreed with Stephen Booth, Chief Officer Corporate Landlord on 25 <sup>th</sup> November
<b>Data Protection Assessment</b>	<b>Impact</b>	Not required

**10. BACKGROUND PAPERS**

**11. APPENDICES**

**12. REPORT AUTHOR CONTACT DETAILS**

<b>Name</b>	Stephen Booth
<b>Title</b>	Chief Officer Corporate Landlord
<b>Email Address</b>	sbooth@aberdeencity.gov.uk