Public Document Pack

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

Town House,
ABERDEEN 04 March 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, 11 MARCH 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 AND TRANSPARENCY STATEMENT

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 14 January 2025 (Pages 5 - 12)

COMMITTEE PLANNER

6. Committee Business Planner (Pages 13 - 18)

NOTICES OF MOTION

7. None at this time

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

8. There are no reports under this heading

PUBLIC PROTECTION

9.1. Scottish Fire and Rescue Service Thematic Report - Special Service Gaining Entry Incidents in Aberdeen City - SFR/25/068 (Pages 19 - 34)

9.2. Community Safety Partnership System Awareness - CORS/25/039 (Pages 35 - 60)

9.3. Resilience Annual Report - CORS/25/014 (Pages 61 - 100)

9.4. Justice Social Work Service Annual Performance Report 2023-24 - ACHSCP/25/040 (Pages 101 - 132)

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

10.1. Performance Report - CORS/25/033 (Pages 133 - 158)

COMMUNITIES AND HOUSING

11.1. Reinforced Autoclaved Aerated Concrete (RAAC) - Phasing of Demolition and Landscaping - CR&E/25/057 (Pages 159 - 272)

11.2. Residential Caravan Site Licensing Renewal - CORS/25/034 (Pages 273 - 286)

11.3. Draft Aberdeen Local Housing Strategy - F&C/25/043 (Pages 287 - 328)

11.4. Resettlement Delivery Plan - F&C/25/050 (Pages 329 - 372)

Integrated Impact Assessments related to reports on this agenda can be viewed here

To access the Service Updates for this Committee please click here

Website Address: aberdeencity.gov.uk

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

This page is intentionally left blank

Communities, Housing and Public Protection Committee

ABERDEEN, 14 January 2025. Minute of Meeting of the COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE. Present:- Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; and Councillors Davidson, Delaney (as substitute for Councillor Bouse), Graham, Kusznir (as substitute for Councillor Cross), Malik (as substitute for Councillor Tissera), McLellan and Mrs Stewart.

In attendance - Councillor Watson for item 7 and Councillor Bonsell for item 9.

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 21 NOVEMBER 2024

1. The Committee had before it the minute of the previous meeting of 21 November 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 request that the Chief Officer – Corporate Landlord, circulate to members by way of email, the intended timeline for various reports coming to Committee in regards to Reinforced Autoclaved Aerated Concrete (RAAC);
(ii) to note the reason for delay for item 7 (Aberdeen Local Housing Strategy); and
(iii) to otherwise note the committee business planner.

POLICE SCOTLAND PERFORMANCE REPORT - POL/25/004

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

The report advised that Appendix A provided a detailed account of Police Performance in Aberdeen City in support of agreed priorities, both local and national for April to September 2024. Much of the content of the report reflected on the collaborative methods in which Police Scotland operated across the city. The report demonstrated how

communities could benefit when Community Planning Partners worked within both the Local Outcome Improvement Plan and Locality Plans.

The report also covered a wide range of police activity which included corporate governance, recorded crime, detection rates and operations. It also provided both 5 year and year on year comparisons to allow the Committee to evaluate trends in performance.

The Committee heard from Divisional Commander Kate Stephen and Chief Inspector Andy Scott who provided an overview of the report and answered various questions from Members.

The Committee resolved:-

(i) to welcome Divisional Commander Kate Stephen to her new role and to thank Chief Inspector Andy Scott for his work with members over the last 19 months, as he would now be moving on to a new post within Police Scotland;

(ii) in terms of the number of Hate Crime complaints recorded since the introduction of the Hate Crime Bill, and also information on Proportionate Response to Crime (pilot and implementation) to request that Police Scotland circulate this information to members via the clerk;

(iii) to note that the Convener would liaise with the Divisional Commander on topics to be reported at future committee meetings, which might include local police officer numbers, the local estate plan and also actions undertaken around mental health and wellbeing support for police officers, with the timeline for reporting to be agreed with the Convener and the Divisional Commander;

(iv) in regards to information available to members of the public on Acquisitive Crime and measures that could be undertaken to help prevent crime, to request that a Service Update be issued to members of the committee, so members could share the information with constituents; and

(v) to otherwise note the report.

PERFORMANCE REPORT - CORS/25/003

4. The Committee had before it a report by the Chief Officer – Data Insights, which presented Committee with the status of appropriate key performance measures relating to services falling within its remit.

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

The Committee resolved:-

(i) in regards to re-let figures, to request that the Chief Officer – Corporate Landlord, circulate to members by way of email, clarity on NTBR and UTBR figures;

(ii) to request that the Chief Officer – Digital and Technology, send information to Councillor van Sweeden by way of email, in regards to any recruitment challenges within the service; and
(iii) to otherwise note the report.

SPACE WITHIN LIBRARIES FOR POST OFFICES - F&C/25/005

5. The Committee had before it a report by the Chief Officer – Corporate Landlord, which advised that 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 were closing to be set up in local libraries and to report back to the Communities, Housing and Public Protection Committee as soon as possible.

The report recommended:-
that the Committee note the contents of the report and take no further action at this time.

The Committee resolved:-
to approve the recommendation.

RAAC UPDATE - VERBAL UPDATE AT COMMITTEE

6. 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 terms of offers accepted, 221 leases had now been signed with 27 households outstanding, however 24 out of the 27 were currently under offer. In terms of next steps, the dedicated Housing and Support Team were continuing to engage with those individuals/families yet to be rehomed, to work towards a positive outcome for them and their families. The Housing and Support Officers aligned to a household's new homes would support them in effectively integrating into their new communities. Mrs McKenzie noted that regular visits were being carried out to monitor and respond to any security, fly-tipping and anti-social behaviour concerns.

In terms of private owners, Mrs McKenzie explained that engagement between owners and Aberdeen City Council's appointed consultant, Atkins Realis was ongoing and there was initial engagement undertaken with over 70% of owners. Following the initial engagement the Valuation Office Agency had commenced valuation inspections of properties at an owner's request. 50 valuations had been carried out with a further 4 due to be undertaken.

Mrs McKenzie advised that officers were continuing to support owners (and private owners) who wish to seek housing with the Council, and they were working with Scottish

Action for Mental Health (SAMH) to provide mental health and wellbeing support. There was also ongoing engagement with Torry Community RAAC Campaign Management Committee.

The Committee then heard from the Chief Officer – Capital, who provided an update on the masterplanning and demolition of the site. Mr Wilson intimated that in terms of demolition, they were considering phasing and a preparation programme of demolition, which would be interdependent with vacant properties and they were aiming to report to this Committee in March 2025.

In relation to masterplanning, a feasibility study was underway and onsite survey works, desk based analysis and statutory notifications were also underway. In regards to funding, approaches had been made to both the UK and Scottish Governments, as instructed, however there was no change at this stage to be reported.

The Committee resolved:-
to note the verbal update provided.

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

7. The Committee had before it a Notice of Motion from Councillor Watson, referred from Council on 11 October 2024, in the following terms:-

That the Council –

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:

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE
14 January 2025

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.

Councillor Watson spoke in support of his Notice of Motion and in accordance with Standing Order 12.16, amended his Notice of Motion with revised dates, namely that 29 November 2024 would change to 29 November 2025 and that point 3 be amended to as soon as possible.

Councillor Watson moved, seconded by Councillor Malik:-
That the Committee approve the Notice of Motion.

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

(i) note that this Council was proud of its first mission of serving local people, but also of its international solidarity in holding out a helping hand to those in need elsewhere, and hosting many refugees;
(ii) note that the conflict in the State of Palestine, the State of Israel and the Republic of Lebanon had caused huge suffering and following the horrific acts of terror by Hamas on 7th October 2023, the escalation of violence in Gaza and Lebanon has led to the death and suffering of many civilians;
(iii) note that Aberdeen City Council recognises the need for justice to underly a sustainable peace, and the internationally accepted need for a two-state solution to be implemented. All human lives should be valued equally, and human rights respected for all; and
(iv) call for an immediate cessation of all hostilities in the State of Palestine, State of Israel and Republic of Lebanon, the immediate release of hostages, and for international support for huge and urgent UN-led humanitarian relief for citizens of Gaza.

On a division, there voted – for the motion (2) – Councillors Graham and Malik – for the amendment (6) – the Convener, the Vice Convener and Councillors Delaney, Davidson, Kusznir and McLellan – declined to vote (1) – Councillor Mrs Stewart.

The Committee resolved:-
to approve the amendment.

NOTICE OF MOTION FROM COUNCILLOR KUSZNIR - REFERRED FROM COUNCIL ON 11 DECEMBER 2024

8. The Committee had before it a Notice of Motion from Councillor Kusznir, referred from Council on 11 December 2024, in the following terms:-

That the Committee:

(1) notes with regret that new British citizens were not able to bring along guests to group citizenship ceremonies held by Aberdeen City Council;
(2) understands that group ceremonies were 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) was aware from Officers that refreshments were 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 was a small cost as part of welcoming new citizens in Aberdeen;
(4) considers not allowing guests at group ceremonies nor providing refreshments was a penny-pinching attitude, which failed 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 Services from 2025/26 to:
    (a) reinstate refreshment 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."

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE
14 January 2025

Councillor Kusznir spoke in furtherance of his Notice of Motion.

Councillor Kusznir moved, seconded by Councillor Malik:-
That the Committee approve the Notice of Motion.

The Convener moved as an amendment, seconded by the Vice Convener:-
That the Committee –
(1) note the Grant Room at Marischal College was used to facilitate civil marriages, civil partnerships and British Citizenship ceremonies by Aberdeen City Council;
(2) understand that group ceremonies were held approximately every 3 weeks in the Grant Room at Marischal College to meet demand and notes that there was an option for a private ceremony, at cost, which allowed for up to 50 guests to attend; and
(3) recognise the effort and commitment required to become a British citizen and welcomes the contribution of all who choose to live in Scotland, including naturalised British citizens, to society both locally and nationally.

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

The Committee resolved:-
to approve the amendment.

NOTICE OF MOTION FROM COUNCILLOR BONSELL - REFERRED FROM COUNCIL ON 11 DECEMBER 2024

9. The Committee had before it a Notice of Motion from Councillor Bonsell, referred from Council on 11 December 2024, in the following terms:-

That the Committee:
(1) notes with concern that the "A" Listed Building Aberdeen Royal Infirmary, latterly known as Woolmanhill Hospital, had 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 were 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."

The Committee resolved:-

(i) to note the Woolmanhill Hospital, Skene Street site was not owned by Aberdeen City Council;
(ii) to note that planning permission was granted by the planning authority in 2019 (reference: 160801) for residential and hotel development on the site; and
(iii) to instruct the Chief Officer – Strategic Place Planning to liaise with the developer around site security and development progress and to provide a service update to this Committee by August 2025.

- **COUNCILLOR RADLEY, Convener**

	A	B	C	D	E	F	G	H	I
1	**COMMUNITIES HOUSING AND PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER** The Business Planner details the reports which have been instructed as well as reports which the Functions expect to be submitting for the calendar year.								
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**	**Report Author**	**Chief Officer**	**Director**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
3			**11 March 2025**						
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).		Louise Fox	Data Insight	Corporate Services	1.1.3		
5	Residential Caravan Licensing	Council on 17/4/24 agreed to instruct the Chief Officer - Governance to report back to the Licensing Committee before November 2024 outlining additional site licence conditions as necessary and required as result of residential caravan licence renewal site inspections and to include consideration of a mandatory condition		Hazel Stevenson	Governance	Corporate Services	2	**T**	The Licensing Committee agreed on 19 February 2025, to transfer this item to this Committee.
6	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		
7	Aberdeen Local Housing Strategy	To seek approval to begin pubic consultation on the draft Local Housing Strategy	At the meeting on 14 January 2025, it was noted that this item would be presented to March Committee. This was to allow for co-ordinated consultation with other strategic documents.	Mel Booth	Housing	Families & Communities	1.1.1 and 1.1.5		
8	Community Safety Partnership System Awareness	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	Corporate Services	1.1.1, 2.20 and 2.21		
9	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		
10	Reinforced Autoclaved Aerated Concrete (RAAC)	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 Regernation & Environment	1		
11	Resettlement Delivery Plan	To seek approval for the Resettlement and Delivery Plan.		Gill Strachan	Housing	Families & Communities	1.1.1 and 1.1.5		

	A	B	C	D	E	F	G	H	I
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**	**Report Author**	**Chief Officer**	**Director**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
12	Scottish Fire and Rescue Thematic Report - Special Service Gaining Entry Incidents in Aberdeen City	That the Committee consider and note the performance data provided within the Scottish Fire & Rescue Service Thematic Report - Special Service Gaining Entry Incidents in Aberdeen City		Andy Wright	SFRS		2.20		
13	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.		Jaqcui McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	1.1.1	R	Report on the agenda in regards to RAAC, recommends that no further verbal updates are required with regards to rehoming numbers, given the current stage of delivery.
14			**27 May 2025**						
15	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non Education).		Louise Fox	Data Insight	Corporate Services	1.1.3		
16	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		
17	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		
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.		Jaqcui McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	1.1.1	R	Report on the agenda in regards to RAAC, recommends that no further verbal updates are required with regards to rehoming numbers, given the current stage of delivery.
19	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 Regernation & Environment	2.7 and 2.8		
20	Protective Services Food Regulatory Service Plan 2025-26	To seek approal for the Food Regulatory Service Plan 2025-26		Andrea Carson	Governance	Corporate Services	2.3		
21	Aberdeen City Council Protective Services Occupational Health and Safety Intervention Plan	To seek approval for the Protective Services Occupational Health and Safety Intervention Plan		Alison Robertson	Governance	Corporate Services	2.3		
22	Affordable Housing Update	To provide an update on affordable housing		Mel Booth	Housing	Families & Communities	1.1.1		
23			**26 August 2025**						

	A	B	C	D	E	F	G	H	I
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**	**Report Author**	**Chief Officer**	**Director**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
24	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non Education).		Louise Fox	Data Insight	Corporate Services	1.1.3		
25	Reinforced Autoclaved Aerated Concrete (RAAC)	At Council on 21 August 2024, it was agreed to 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			
26	Aberdeen Local Housing Strategy	Following consultation, the final Local Housing Strategy will be produced and published in Spring 2025.		Mel Booth	Housing	Families & Communities	1.1.1		
27	RAAC Interventions	At the meeting on 30 May 2024, it was agreed to instruct that a verbal update should be provided to each meeting of the Committee and that such an update should be included as a standing agenda item until the Committee otherwise instructs.		Jaqcui McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	1.1.1	R	Report on the agenda in regards to RAAC, recommends that no further verbal updates are required with regards to rehoming numbers, given the current stage of delivery.
28	Strategic Housing Investment Plan	To approve the Strategic Housing Investment Plan.		Mel Booth	Housing	Families & Communities	1.1.1		
29	Cost Neutral Environmental Enforcement	At the meeting on 6 July 2023, the Committee resolved:(i) to agree the implementation of a 12-month pilot programme with the selected supplier for the enforcement of Littering, Dog Fouling and Fly Tipping legislation; and (ii) to instruct the Chief Officer - Early Intervention and Community Empowerment to monitor and evaluate the pilot and prepare a report for Communities Housing and Public Protection Committee on conclusion of the pilot in 2024.		Mark Wilson	Governance	Corporate Services	1.1.1 and 1.1.2	**D**	The pilot commenced on 12 February 2025 and a report will be brought back end of 2025/ start of 2026
30	Annual Assurance Statement	Annual submission required to the Scottish Government Oct/Nov 2025		Jacqui McKenzie	Housing	Families & Communities	1.1.1		
31	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		

	A	B	C	D	E	F	G	H	I
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**	**Report Author**	**Chief Officer**	**Director**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
32	Cluster Risk Registers and Assurance Map Reporting 2025	To provide cluster risk registers and assurance maps.		Various	Various	Various	1.1.4		
33			**11 November 2025**						
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.		Jaqcui McKenzie/ John Wilson/ Stephen Booth	Housing/ Capital/ Corporate Landlord	Various	1.1.1	**R**	Report on the agenda in regards to RAAC, recommends that no further verbal updates are required with regards to rehoming numbers, given the current stage of delivery.
36	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.		Stephen Booth	Corporate Landlord	Families & Communities	1.1.1	**D**	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. We now anticipate that this work will be aligned to the Housing Asset Model/Plan.
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	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		

	A	B	C	D	E	F	G	H	I
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**	**Report Author**	**Chief Officer**	**Director**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
41	Annual Effectiveness Report	To report on the annual effectiveness of the committee.		Lynsey McBain		Governance	GD 8.7		
42			**Future reports**						
43	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		
44	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		
45	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		
46	Reinforced Autoclaved Aerated Concrete (RAAC)	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			
47	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			
48	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			

	A	B	C	D	E	F	G	H	I
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**	**Report Author**	**Chief Officer**	**Director**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
49	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		
50	February 2025 RAAC Update - F&C/25/030	At the Council meeting on 17 February 2025, it was agreed to note the alternative options proposed by the Torry RAAC Campaign Group Management Committee and instruct officers to explore the feasibility, benefits and risks associated with each option, alongside any other identified opportunities to support owners, and report the findings to a future meeting of the Communities Housing and Public Protection Committee;		Stephen Booth	Corporate Landlord	Families & Communities	1.1.1		
51			**Service Updates**						
52	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			
53	Woolmanhill Hospital	At the meeting on 14 January 2025, the Committee agreed to instruct the Chief Officer – Strategic Place Planning to liaise with the developer around site security and development progress and to provide a service update to this Committee by August 2025		David Dunne	Strategic Place Planning	City Regernation & Environment			

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	11 March 2025
EXEMPT	No .
CONFIDENTIAL	No
REPORT TITLE	Scottish Fire & Rescue Service Thematic Report - Special Service Gaining Entry Incidents in Aberdeen City
REPORT NUMBER	SFR/25/068
DIRECTOR	Andrew Wright, Local Senior Officer, SFRS
CHIEF OFFICER	Andrew Wright, Local Senior Officer, SFRS
REPORT AUTHOR	Michael Rumgay, Group Commander, SFRS
TERMS OF REFERENCE	2.20

1. PURPOSE OF REPORT

The main purpose of this report is to present the current figures for Special Service Gaining Entry Incidents in Aberdeen City and to highlight the additional work now undertaken by the SFRS within Aberdeen City in line with the current objectives contained within the Aberdeen City Local Fire and Rescue Plan

2. RECOMMENDATION(S)

2.1 That the Committee consider and note the performance data provided within the Scottish Fire & Rescue Service Thematic Report - Special Service Gaining Entry Incidents in Aberdeen City (Appendix A)

3. CURRENT SITUATION

3.1 This report invites Committee members to review the Scottish Fire and Rescue Service Aberdeen City Performance in this category

3.2 This update shows the progress being made by the SFRS locally against the priorities and objectives for Aberdeen City.

3.3 This report allows scrutiny from Local Authority Partners to ensure that the priorities of the SFRS Strategic Plan, and the Aberdeen City Local Outcome Improvement Plan are being delivered.

4. FINANCIAL IMPLICATIONS

4.1 There are no significant financial implications for the Council.

5. LEGAL IMPLICATIONS

5.1 There are no significant legal implications for the Council.

6. ENVIRONMENTAL IMPLICATIONS

6.1 ***Not applicable***

7. RISK

Not applicable

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

8. OUTCOMES

COUNCIL DELIVERY PLAN 2024-2025	
	Impact of Report
Aberdeen City Council Policy Statement **Working in Partnership for Aberdeen**	n/a
Aberdeen City Local Outcome Improvement Plan 2016-26	
Prosperous Economy Stretch Outcomes	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.
Prosperous People Stretch Outcomes	The proposals within this report support the delivery of the following LOIP Stretch Outcomes

	11. Healthy life expectancy (time lived in good health) is five years longer by 2026.
Prosperous Place Stretch Outcomes	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.
Regional and City Strategies	n/a

9. IMPACT ASSESSMENTS

Not applicable

Assessment	**Outcome**
Integrated Impact Assessment	
Data Protection Impact Assessment	
Other	

10. BACKGROUND PAPERS

10.1 none

11. APPENDICES

11.1 Scottish Fire and Rescue Service –Thematic Report - Special Service Gaining Entry Incidents in Aberdeen City (Appendix A)

12. REPORT AUTHOR CONTACT DETAILS

Name	Michael Rumgay
Title	Group Commander
Email Address	Michael.Rumgay@firescotland.gov.uk
Tel	07815161467

This page is intentionally left blank

Working together for a safer Scotland

SCOTTISH FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Scottish Fire & Rescue Service
Thematic Report

Special Service Gaining Entry Incidents in Aberdeen City

Scottish Fire and Rescue Service
Aberdeen City, Aberdeenshire & Moray (ACAM)

1. Background

This report has been brought forward as a Thematic Report for the Aberdeen City Communities, Housing and Public Protection Committee. This was in response to statistics highlighted in the Scottish Fire & Rescue Service (SFRS) performance reports on Special Service Gaining Entry Incidents within the Aberdeen City area.

2. Overview

The SFRS will be called to attend a Gaining Entry Incident often to support partner agencies such as Police Scotland, Scottish Ambulance Service, NHS and Health & Social Care Services. Predominately this is due to a concern for the welfare of the occupier and the attending agency receiving no response when attending the location.

There can be many reasons for these types of incidents where an occupier cannot open the door to a responding agency. Instances include an accident/fall, medical events, being stuck/trapped, immobilisation due to health reasons, mental health issues and death.

3. Scottish Fire and Rescue Service Gaining Entry Attendance

A core part of the SFRS activity locally is responding to non-fire emergencies such as Gaining Entry Incidents.

Firefighters are trained to a high standard in Gaining Entry Techniques such as forcible door entry, lock breaking, window removal, access via ladder, cutting and spreading. Crews are also well trained in trauma care and basic life support for dealing with casualties.

The SFRS fire appliances are kitted with a range of specialist and regular tools and equipment to support the operational crews dealing with gaining entry incidents. The Training Safety and Assurance directorate (TSA) are in the process of refreshing all of the Methods of Entry training that our crews receive. This will allow to incorporate new techniques along with future proofing for equipment that will come in the near future.

The SFRS appliances carry a range of trauma care equipment including defibrillators, airways, bag/valve/mask, oxygen, frac-straps, bandages, aspirators, extrication boards and many other items. This allows us to augment the provision from the Scottish Ambulance Service and support them should the Gaining Entry Incident require casualty care.

The SFRS does not attend every Gaining Entry Incident in the Aberdeen City area. There are incidents where access has been gained prior to the attendance of the SFRS.

For many of the Gaining Entry Incidents our crews attend sadly, these can often involve a fatality or casualty. Our crews work with partners to rescue and treat casualties. We also work with partners to ensure the dignity of any deceased and will often provide screening to assist, preventing exposure to members of the public.

The table below shows the gaining entry incidents attended by the SFRS in the Aberdeen City Area year on year since 2021: -

Special Service Gaining Entry					
Ward	**2021/22**	**2022/23**	**2023/24**	**2024/25 (YTD)**	**TOTAL**
Torry & Ferryhill	16	19	22	19	76
Tillydrone, Seaton & Old Aberdeen	16	22	28	22	88
Airyhall, Broomhill & Garthdee	12	8	15	11	46
Midstocket & Rosemount	15	25	22	10	72
Dyce, Bucksburn & Danestone	13	8	13	11	45
Kincorth, Nigg & Cove	4	9	11	13	37
Northfield & Mastrick North	11	11	19	16	57
Kingswells, Sheddocksley & Summerhill	10	14	7	21	52
George St & Harbour	30	26	42	27	125
Hilton, Woodside & Stockethill	21	13	20	22	76
Hazlehead, Queens Cross & Countesswells	15	6	13	14	48
Lower Deeside	2	7	5	2	16
Bridge of Don	5	7	5	7	24
TOTAL	170	175	222	195	762

The table below shows the number of Non-Fatal Casualties from Gaining Entry Incidents, where the SFRS had involvement with the casualty, in the Aberdeen City Area year on year since 2021: -

Gaining Entry Casualties					
Ward	**2021/22**	**2022/23**	**2023/24**	**2024/25 (YTD)**	**TOTAL**
Torry & Ferryhill		1	3	1	5
Tillydrone, Seaton & Old Aberdeen	2	2	1		5
Airyhall, Broomhill & Garthdee	2		1	1	4
Midstocket & Rosemount	1	2	3	1	7
Dyce, Bucksburn & Danestone				1	1
Kincorth, Nigg & Cove	1	1	1	2	5
Northfield & Mastrick North			4	1	5
Kingswells, Sheddocksley & Summerhill		2	1	1	4
George St & Harbour	2		2	1	5
Hilton, Woodside & Stockethill	2	1	1		4
Hazlehead, Queens Cross & Countesswells	1	1	2		4
Lower Deeside		1		1	2
Bridge of Don			1		1
TOTAL	11	11	20	10	52

The table below shows the age range and number of Non-Fatal Casualties involved in the Gaining Entry Incidents, where the SFRS have had involvement with the casualty, in Aberdeen City in the last 4 years: -

Age Range of Casualties	Number
0-9	0
10-19	0
20-29	2
30-39	0
40-49	1

50-59	0
60-69	4
70-79	18
80-89	13
90-99	6
Not Known	8

The table below shows the casualty details from the Non-Fatal Gaining Entry Incidents, where the SFRS have had involvement with the casualty, in Aberdeen City in the last 4 years: -

Casualty Details	Number
Male	18
Female	34

The table below shows the number of Fatal Casualties from Gaining Entry Incidents, where the SFRS have had involvement with the fatality, in the Aberdeen City Area year on year since 2021: -

Gaining Entry Fatal Casualties					
Ward	**2021/22**	**2022/23**	**2023/24**	**2024/25 (YTD)**	**TOTAL**
Torry & Ferryhill		1		1	2
Tillydrone, Seaton & Old Aberdeen	2				2
Airyhall, Broomhill & Garthdee	1			1	2
Midstocket & Rosemount	1	1	2		4
Dyce, Bucksburn & Danestone					0
Kincorth, Nigg & Cove	1	1			2
Northfield & Mastrick North			1	1	2
Kingswells, Sheddocksley & Summerhill		2	1		3
George St & Harbour	1				1
Hilton, Woodside & Stockethill			1		1

Hazlehead, Queens Cross & Countesswells					0
Lower Deeside					0
Bridge of Don			1		1
TOTAL	6	5	6	3	20

The table below shows the age range and number of Fatal Casualties involved in the Gaining Entry Incidents, where the SFRS have had involvement with the Fatality, in Aberdeen City in the last 4 years: -

Age Range of Fatalities	Number
0-9	0
10-19	1
20-29	1
30-39	1
40-49	2
50-59	2
60-69	1
70-79	3
80-89	1
90-99	0
Not Known	8

The table below shows the casualty details from the Fatal Gaining Entry Incidents, where the SFRS have had involvement with the fatality, in Aberdeen City in the last 4 years: -

Fatality Details	Number
Male	13
Female	7

4. How the Scottish Fire and Rescue Service Contributes to Reducing Gaining Entry Incidents in Aberdeen City.

The Scottish Fire and Rescue Service, as well as providing Operational Response, a key workstream for the SFRS is Prevention. Across Aberdeen City, relating to Gaining Entry Incidents, our crews and in particular our Community Action Teams work closely with our partners.

Through our community safety work, the SFRS looks to identify the most vulnerable people within our communities and ensure that they receive the support required. We have a good reporting mechanism with partner agencies to ensure that any identified persons can be made aware of to our partners. Our staff are in the community on a daily basis providing post domestic incident response and our regular home fire safety visits. Where we identify people who require that bit more of a support, we have appropriate forms we can complete and submit to the relevant partner agency.

This area of community safety work has been very beneficial and has resulted in initiatives with partners, such as the installation of key safe boxes, to allow the relative agencies quick access to vulnerable persons or those with mobility issues. This also gives minimal property damage from some of the more robust gaining entry methods the SFRS may have to adopt in an emergency situation.

Our personnel continue to work closely within the communities, along with our partners, in Aberdeen City to identify, support and protect the members of the public who require help.

5. Additional Training for Crews

The SFRS continues to invest heavily in the training and preparedness of our staff. In particular, for these types of Incidents, the crews undertake additional training. This can be in the partnership referral pathways, which allows us to ensure that vulnerable people within our communities are referred to the most appropriate public services for support.

We undertake Mental Health Awareness Training. At Gaining Entry Incidents our crews frequently encounter members of the public who have challenges with their mental health. Our training covers how our crews can best interact and support these people to safely resolve an incident and ensure that the individuals are able to receive support going forward.

Additionally, we have mental health champions on our crews who are specifically trained to support our own staff. The SFRS as an organisation puts a huge emphasis on looking after the wellbeing of our staff. This training roll-out ensures that our staff are considered following the challenging incidents and environments that we can often face.

To support this the SFRS have a Post Incident Support Policy. This is implemented by an Officer in Charge (OIC) following an incident involving a fatality, particularly traumatic incident or discretionary for any other distressing incident or event where our staff have been under particular duress. Following this being logged, our Health and Wellbeing team mail the affected staff to complete a confidential questionnaire and use the opportunity to highlight the support mechanisms available. This ensures that our staff are sufficiently supported, and any traumatic incidents / events are included in on-going health monitoring. We see the huge

benefits of this with staff engaging with the support available and the building of a culture where our staff look out of each other's mental wellbeing.

6. Conclusion

This report provides the Committee with a briefing on the Gaining Entry Incidents attended by the Scottish Fire and Rescue Service within the Aberdeen City Area.

The Scottish Fire and Rescue Service will continue to contribute towards reducing the number of Gaining Entry Incidents within the Aberdeen City Area by supporting partner agencies such as the Aberdeen City Council, Health and Social Care, NHS, Scottish Ambulance Service and Police Scotland. Our Community Action Team will continue to be actively involved in initiatives and raising awareness throughout our communities.

The Scottish Fire and Rescue Service will continue to improve on prevention, protection and response, to ensure the safety and wellbeing of people throughout Scotland.

SFRS New Scrutiny Reporting Format

The following pages of this report are dedicated to showcasing the new Scrutiny reporting format that the SFRS will be adopting from the 1st of April.

This updated structure is designed to enhance clarity, streamline data presentation, and improve overall report content. Additionally, key issues will be accompanied by additional narrative to provide deeper context and insights.

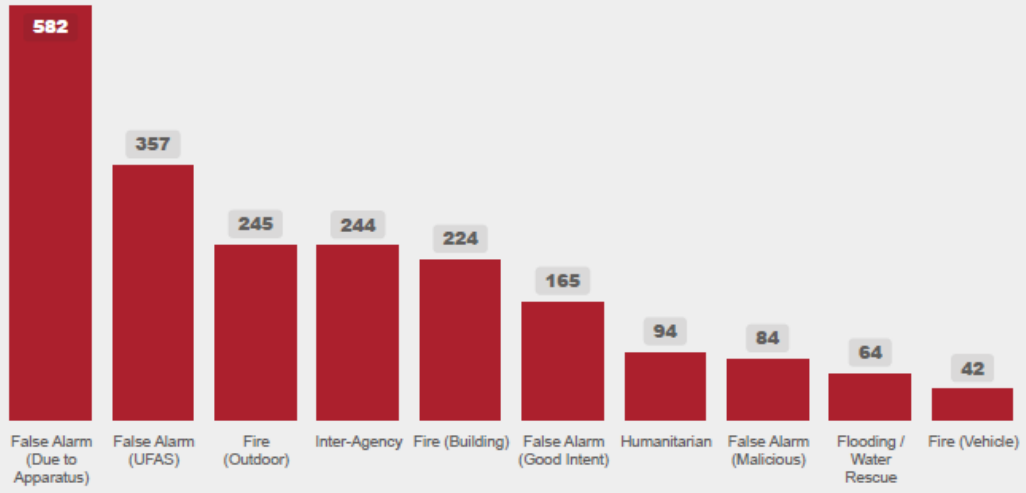
By adopting this format, we aim to facilitate more efficient decision-making for Aberdeen City and ensure that key trends and issues are easily identifiable so that as a Service we are in a position to make more informed decision-making focusing on critical actions.

1. Summary

2024-25 Q1, Q2, Q3

2,202 Total Incidents (Incl. Incompletes)	**511** Fires	**499** Non-Fire Incidents	**1,188** False Alarms	**357** UFAS
128 People Rescued by Firefighters	**19** People Receiving First Aid or Hospital Treatment (Fires)	**2** Fire Fatalities	**28** People Receiving First Aid or Hospital Treatment (Non-Fire)	**7** Non-Fire Fatalities
1,112 Home Fire Safety Visits	**303** Fire Safety Audits			

Top 10 Incident Types



Type Narrative here

Report generated on 03/03/25

© Scottish Fire & Rescue Service 2025

6. Deliberate Fires

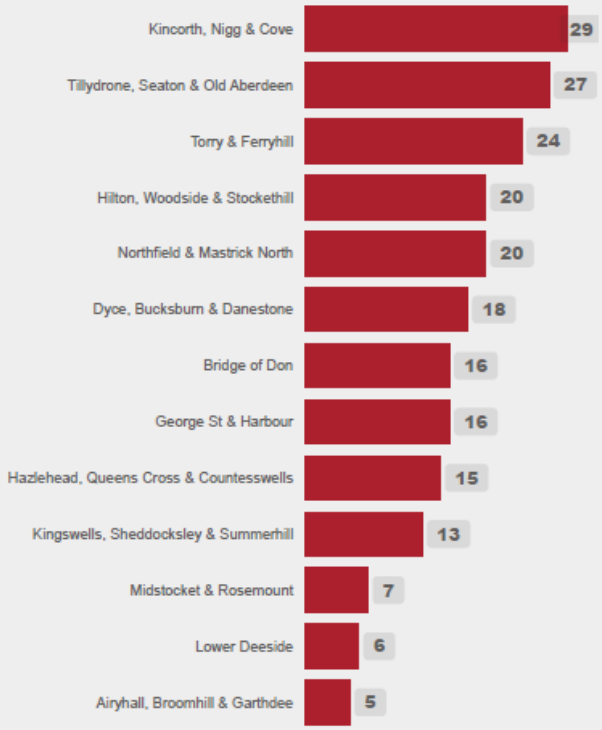
2024-25 Q1, Q2, Q3

Trend by Quarter (4 years)



Property Type	Incident
Grassland, woodland and crops	68
Refuse	54
Other outdoors (including land)	42
Dwelling	19
Road Vehicle	14
Non Residential	12
Outdoor structures	6
Outdoor equipment and machinery	1

Incidents by Ward



216 **Deliberate Fires in this period**

Hour of Day



Type Narrative here

Report generated on 03/03/25

© Scottish Fire & Rescue Service 2025

This page is intentionally left blank

ABERDEEN CITY COUNCIL

COMMITTEE	Communities Housing and Public Protection
DATE	11 March 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Community Safety Partnership System Awareness
REPORT NUMBER	CORS/25/039
EXECUTIVE DIRECTOR	Andy MacDonald
CHIEF OFFICER	Vikki Cuthbert
REPORT AUTHOR	Mark Wilson, Community Safety and City Warden Manager
TERMS OF REFERENCE	1.1.1, 2.20 and 2.21

1. PURPOSE OF REPORT

1.1 To provide the Committee with an update on the current efforts undertaken by the Community Safety Partnership to manage antisocial behaviour in the city centre, as well as to enhance the wider system's awareness. This report details the existing operational framework and functions of the Community Safety Partnership. By outlining the mechanisms and strategies in place, the report aims to offer a comprehensive understanding of the partnership's role in promoting community safety and public protection.

2. RECOMMENDATION

That the Committee:-

2.1 notes the update from the Community Safety Partnership including the multi-agency governance model and the collaborative approach between various agencies and stakeholders.

3. CURRENT SITUATION

3.1 The Communities, Housing and Public Protection Committee on 05 September 2024 considered a Notice of Motion by Cllr Macdonald and Cllr Malik thereby instructing 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.

3.2 The Community Safety Partnership has recently undertaken a review of the governance structure and began to implement the new model.

3.3 The new model operates through a structured framework of thematic groups, each focusing on specific areas of community safety. These groups work collaboratively to address various issues, develop strategies, and implement interventions to enhance safety and well-being in the community.

Effective governance is integral to this model, ensuring that all issues are identified and addressed promptly and effectively. By maintaining clear and accountable governance structures, the Community Safety Partnership ensures that no incident or concern goes unnoticed. This commitment fosters transparency, accountability, and continuous improvement in our community safety efforts.

Each thematic group and sub-group is supported by data and insights gathered across the partnership and analysed by our Community Safety Analyst. This ensures that interventions are evidence-based and targeted effectively. By leveraging comprehensive data analysis, we can identify trends and patterns that inform our approach, allowing us to address community safety concerns proactively and efficiently.

Appendix 11.1 Community Safety Partnership Governance Model sets out the governance structure currently in place and aims to provide the committee with wider system awareness and how issues may be identified and addressed through the partnership approach.

3.4 In response to the number of young people accessing the city centre during school holidays, a partnership was formed between the Community Safety Partnership and Youth Work Services to address instances of youth disturbance and anti-social behaviour. In Aberdeen, the vast majority of young people who live in and visit the city centre behave well and respectfully, with a decrease in the overall instances of youth disturbances reported over a 3 year period.

3.5 A review of available data has shown that Aberdeen City has continued to record fewer antisocial offences when compared to the national average in Scotland over the last 6 years.

3.6 The City Centre Manager job role has now been filled with in the City Development and Regeneration Cluster. The City Centre Manager has begun work on preparing the council's submission for 2025 purple flag accreditation.

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 financial implications arising from the recommendations of this report.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

8. OUTCOMES

Council Delivery Plan 2024	
	Impact of Report
Aberdeen City Council Policy Statement **Working in Partnership for Aberdeen**	Improve community safety by continuing to invest in the Council's Anti-Social Behaviour Investigations Team, in City Wardens, in community safety projects. Promote and develop city centre community safety through sustained partnership work with Street Pastors, the private sector and others and by continuing effective measures including Taxi Marshalls Tackle fly-tipping and establish a squad to tackle illegal graffiti across the city

	Support, encourage and assist the city's Community Policing Teams, Scottish Fire and Rescue Service and other community safety partners.
Local Outcome Improvement Plan 2016-2026	
Prosperous People Stretch Outcomes	The Community Safety Partnership contribute to the shared vision for 2026 that 'Aberdeen is a place where all people can prosper' and towards the achievement of the LOIP theme which aims to make people more resilient and protect them from harm; where every child, irrespective of their circumstances, is supported to grow, develop and reach their full potential; and where all people in Aberdeen are entitled to live within our community in a manner in which they feel safe and protected from harm, supported when necessary and fully included in the life of the city
Prosperous Place Stretch Outcomes	The Community Safety Partnership contribute to the shared vision for 2026 that 'Aberdeen is a place where all people can prosper' and towards the achievement of the LOIP theme which aims to support individuals and communities to live in healthy, sustainable ways.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Vikki Cuthbert, Interim Chief Officer Governance (Assurance) on 31 January 2025.
Data Protection Impact Assessment	Not required
Other	N/A

10. BACKGROUND PAPERS

10.1 CUS/23/299 - Antisocial Behaviour – Aberdeen City Centre

11. APPENDICES

11.1 Community Safety Partnership Governance Model

12. REPORT AUTHOR CONTACT DETAILS

Name	Mark Wilson
Title	Community Safety and City Warden Manager
Email Address	MarkWilson@aberdeencity.gov.uk
Tel	01224 067418

This page is intentionally left blank

ABERDEEN
COMMUNITY
SAFETY
PARTNERSHIP

COMMUNITY SAFETY GOVERNANCE MODEL

Contents

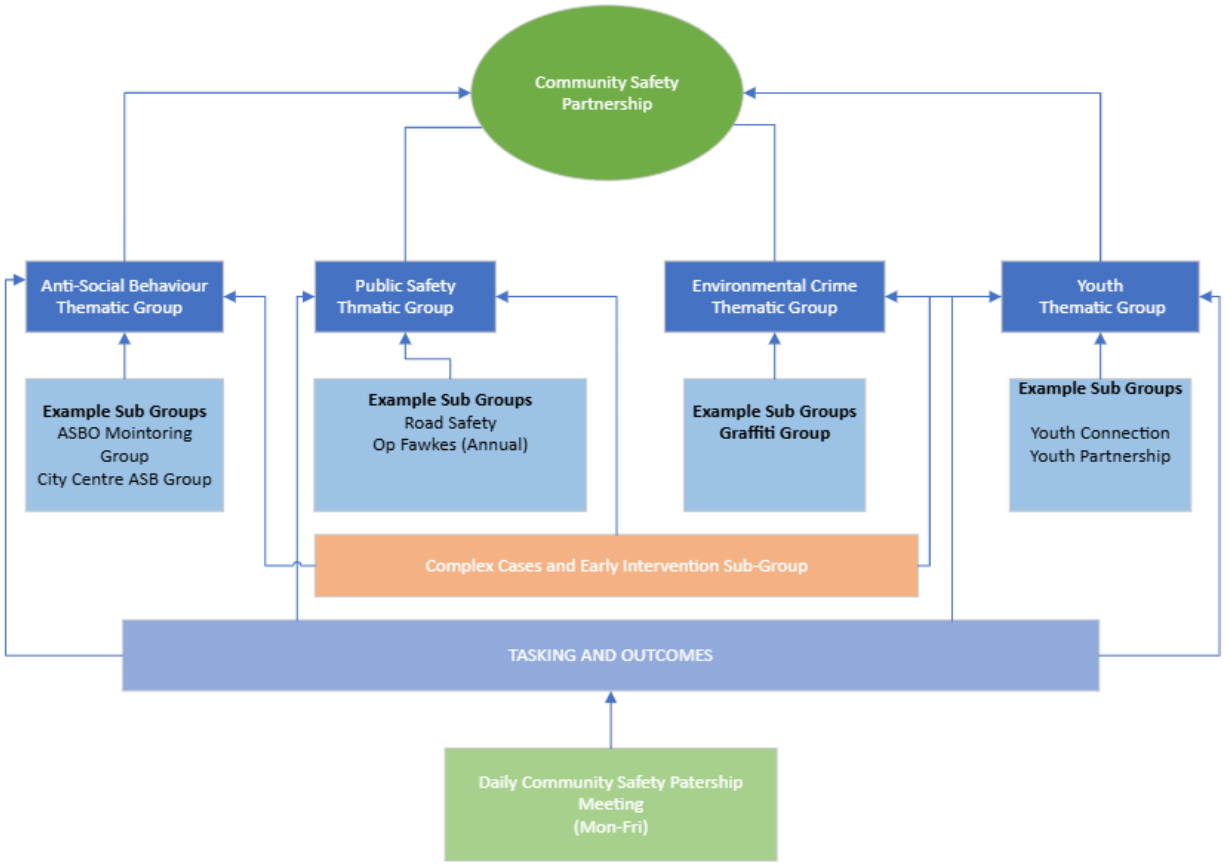
1. Introduction 2
2. Thematic Groups 3
   2.1 Anti-Social Behaviour Thematic Group 4
   2.2 Public Safety Thematic Group 5
   2.3 Environmental Thematic Group 6
   2.4 Youth Thematic Group 7
3. Community Safety Sub-Groups 8
   3.1 Daily Meeting 9
   3.2 City Centre ASB Group 10
   3.3 Complex Cases and Early Intervention 10
   3.4 ASBO Monitoring Group 11
   3.5 Firework Control Zone (FCZ) 12
4 ShopSafe Schemes 12
5 Data and Insights 13
6 Operations Control Centre (CCTV) 15
7 City Wardens 15
8 Community Safety Team 16
9 Police Scotland – Community Action Team 17
10. Frontline Joint Operations 17
   10.1 Weekend Policing Partnership (WPP) 17
   10.2 Youth Connect Group 18
11. Taxi Marshals 18

1. Introduction

The Community Safety Partnership (CSP) in Aberdeen City operates through a structured framework of thematic groups, each focusing on specific areas of community safety. These groups work collaboratively to address various issues, develop strategies, and implement interventions to enhance safety and well-being in the community.

Effective governance is integral to this model, ensuring that all issues are identified and addressed promptly and effectively. By maintaining clear and accountable governance structures, the Community Safety Partnership ensures that no incident or concern goes unnoticed. This commitment fosters transparency, accountability, and continuous improvement in our community safety efforts.

Below is a diagram of the governance structure:



Each thematic group and sub-group is supported by data and insights gathered across the partnership and analysed by our Community Safety Analyst. This ensures that interventions are evidence-based and targeted effectively. By leveraging comprehensive data analysis, we can identify trends and patterns that inform our approach, allowing us to address community safety concerns proactively and efficiently.

2. Thematic Groups

2.1 Anti-Social Behaviour Thematic Group

The Anti-Social Behaviour (ASB) Thematic Group is dedicated to enhancing community safety and well-being by addressing issues related to anti-social behaviour. Operating within the Community Safety Partnership framework, the group collaborates with various stakeholders to identify the root causes of ASB, develop preventions, and implement effective responses.

A key component of the group's strategy is the use of data and the expertise of the Community Safety Analyst. The Analyst plays a crucial role in collecting, analysing, and interpreting data on ASB . Their insights help identify patterns and trends, enabling the group to develop evidence-based strategies and interventions. With a view to establish predictive analytics by widening some of the datasets available including observations by CCTV and information reported by business via the Alert! app (**See SaferAberdeen Section**). Using this information can ensure partner agencies can proactively address potential ASB hotspots and allocate resources more effectively.

The group also monitors the case management of persistent anti-social behaviour taking place within a property, which has not been resolved following other early intervention methods. The group allows for cases to be discussed, ensures partners are aware of the latest updates of the case and highlights any outstanding actions for their team or partner agency. **See section 8 Community Safety Team**

To address specific challenges, the ASB Thematic Group can establish sub-groups focused on particular tasks or areas experiencing increased levels of ASB. For example, the first sub-group under this model focuses on Anti-Social Behaviour in the City Centre. This new approach includes both open and closed sessions, during the open part, external partners such as business representatives, Aberdeen Inspired and Street Pastors participate and share insights, creating valuable opportunities for collaboration and information sharing. This inclusive approach allows for a diverse range of perspectives and feedback, which can then significantly influence the discussions in the closed session. **See section 3.3 City Centre ASB Group**.

Example Scenario: *Increases in reports of Anti-social behaviour in neighbourhood.*

Response: *The thematic group instructs a Community Safety Officer to establish a multi-agency sub-group. The sub-group is established with key partners and local services operating in the area, the Community Safety Analyst is provided data from partners and sources to better inform the group*

Example Scenario*: Reporting of increased ASB with no trace of incidents*

Response: *During the a meeting of the ASB Thematic Group it was noted that an increase had occurred within a particular neighbourhood. Discussion around partners noted that local residents had corroborated incidents however, neither Police or City Wardens previous increases in patrols had identified any incidents. Given the level of reports it is deemed proportionate to instruct the utilisation of redeployable CCTV to allow the Operations Control Centre to monitor any incidents and report back to the group.*

2.2 Public Safety Thematic Group

The Public Safety Group collaborates with partners and external stakeholders to develop and implement strategies to address public safety concerns. The group works to identify concerns including but not limited to the development and monitoring of strategies to address issues such as street drinking, drug misuse, firework safety, firework control zones (FCZs), ShopSafe/Night Safe, Taxi Marshalls and road safety.

In addition to these core areas, the group also addresses other significant public safety issues such as rough sleeping, hate crime, and joint operations. By tackling these diverse challenges, the group aims to create a safer and more secure environment for all community members.

The group also can stand up sub-groups when required to tackle specific issues for example a well-established group is Operation Fawkes. This sub-group is composed of officers from Scottish Fire and Rescue, City Wardens, Community Safety, Waste Management, Environmental Service, and Housing. Operation Fawkes has an operational aim of tackling unauthorised bonfires, fireworks, fire hazards, anti-social

behaviour (ASB), community engagement, and preventative activity on the days and weeks leading up to Guy Fawkes.

One focus is on expanding key safety messages to the community, including schemes like the "Ask for Angela" campaign, which discreetly helps individuals feeling unsafe in nightlife settings. Combating door step crime, where criminals exploit residents in their homes and general fraudulent practices.

***Example Scenario**: reports of increases of bogus callers to addresses*

***Response:** Police Scotland and City Wardens work with Trading Standards to establish a campaign raising public awareness. This includes social media posting through organisation channels and engagement with local banks giving advice on what to be on the lookout for and how to report a concern.*

2.3 Environmental Thematic Group

The Environmental Thematic Group is dedicated to identifying, developing, and implementing initiatives that address various environmental aspects of community safety. By collaborating with other thematic groups and stakeholders, the Environmental Thematic Group ensures a comprehensive approach to tackling environmental issues that impact communities. This includes addressing problems such as littering, dog fouling, Fly Tipping and waste management. By developing targeted initiatives, the group aims to mitigate these issues and promote a cleaner and safer environment for all residents.

Collaboration with stakeholders is a key component of the group's strategy. By working closely with representatives from Environmental Health, Waste Management, Scottish Fire and Rescue, Parks and Open Spaces, City Wardens, and other relevant partners, the group can effectively address environmental safety concerns. This collaborative approach ensures that all perspectives are considered and that the initiatives developed are both practical and impactful.

In addition the group will support raising awareness of environmental crime within the community. Through community-focused campaigns, the group aims to educate residents about the importance of environmental safety and encourage them to take an active role in maintaining a clean and safe environment.

The group meets at least quarterly, or more frequently if needed, to discuss progress, share updates, and plan future initiatives.

A sub-group reporting to the Thematic Group has recently been established to focus on the graffiti in the city. These concerns were originally raised by Police Scotland who indicated it was challenging for them to identify potential culprits spraying graffiti, recognising that citizens and visitors have different avenues to report these incidents, opportunities have been identified to improve that reporting allowing for analysis of different datasets to start to build an intelligence picture to support Police in identification of individuals committing these offence types.

The group will also oversee a new initiative to increase our ability to respond to environmental crime with our City Wardens having recently rolled out a new digital enforcement system allowing them to process and issue Littering, Dog Fouling and Fly Tipping notices from the same handheld devices and printers used for parking Penalty Charge Notices. Community Safety Officers are also in the process of being trained to undertake Fly Tipping investigations utilising there established investigatory skills, the team will typically be utilised where multiple lines of enquiry may need to be exhausted such as speaking with witnesses or reviewing CCTV incidents. In addition to these changes a pilot scheme has now been launched that will see a dedicated team provide additional resource to respond to concerns regarding littering and dog fouling, this service is being provided by National Enforcement Solutions and include a team leader and 5 Environmental Officers.

***Example Scenario**: Reports of increases in Fly Tipping at a location.*

***Response:** Following review of incidents Community Safety Officers are requested to review CCTV to try and identify anyone that may have dumped the waste. A car registration is identified as part of the checks and a request for vehicle registered keeper information. Officers visit the registered keepers address and identify the individual witnesses in footage issuing a Fixed Penalty Notice for Fly Tipping.*

2.4 Youth Thematic Group

The primary purpose of this group is to engage with young people in the community to promote their safety and well-being, while supporting their positive development. By collaborating with council services and external stakeholders, the group aims to address the various needs and issues faced by young people.

One of the key objectives of the group is to engage with young people and build positive relationships with them. This involves supporting existing strategies to tackle

issues such as youth violence, substance misuse, and mental health challenges. By promoting collaboration between partners, the group seeks to create a supportive environment where young individuals can thrive. The group aims to promote youth engagement in community, encouraging young individuals to take an active role in creating a safer community.

The membership of the group includes representatives from council services, youth services, Police Scotland and schools. This diverse membership ensures that a wide range of perspectives and expertise are brought to the table, enhancing the group's ability to address the needs of young people effectively.

Meetings are held quarterly or as needed, providing a regular platform for members to discuss progress, share updates, and plan future activities. The group also includes Community-based Youth Engagement Sub-Groups, which focus on specific areas of youth engagement within the community.

Reporting to the Community Safety Partnership Group, the group provides updates on its activities, progress, and outcomes. This ensures that the work of the group is transparent and accountable, and that the broader community services are kept informed of the efforts being made to promote youth safety and well-being.

In conclusion, this group plays a vital role in promoting the safety and well-being of young people in the community. Through collaboration, strategic interventions, and active engagement, the group strives to create a supportive environment where young individuals can develop positively and contribute to a safer community.

Example Scenario: *Young people have expressed that they feel uncomfortable connecting with uniformed services.*

Response: *Partners are to engage with youth participation groups to better understand young people's lived experiences. By working together, they can develop approaches to improve relationships and demonstrate how these services are there to support and protect them*

---

3. Community Safety Sub-Groups

To effectively address the diverse needs and issues within the community, the Community Safety Partnership has established specialised sub-groups. Each sub-group focuses on a specific area of community safety, ensuring that targeted interventions and strategies are developed and implemented. This section sets out some of the sub-groups that are currently in operation.

3.1 Daily Meeting

Our Community Safety Partners convene daily to review incident data from the previous 24 hours. Information sharing is a key component of these meetings. Each partner contributes insights regarding incidents and the individuals involved. This collaborative effort allows for greater understanding of each incident, the assignment of specific tasks to various stakeholders, ensuring a coordinated response.

Task outcomes are monitored and updated daily, with a weekly review to track any outstanding actions. This systematic approach helps maintain accountability and ensures that all tasks are completed in a timely manner.

Additionally, these meetings provide an opportunity to identify trends and patterns in incident data, enabling proactive measures to enhance community safety.

***Example Scenario**: A fire occurs at a council property.*

***Response:** During the daily meeting, Scottish Fire and Rescue Service (SFRS) shares information about the cause of the fire and updates housing services on when the tenant can regain access to the property. Social work checks if the tenant is known to them and prepares to receive the relevant adult protection form from SFRS once submitted. If the fire is suspected to be deliberate or if there have been multiple fire incidents in the area recently, tasks are assigned to Police Scotland and City Wardens to provide increased surveillance and gather further information.*

***Example Scenario**: ASB is reported at a property suspected to be abandoned.*

***Response:** SFRS is tasked with inspecting the property to assess its condition and ensure it is added to their void property list for regular checks. Police Scotland and City Wardens are assigned to monitor the property, gather information, and deter further ASB. An investigation is initiated to identify the property owner and determine if additional security measures are needed to prevent unauthorised entry.*

3.2 City Centre ASB Group

The City Centre ASB group is a group, designed to include both external and internal partners. This ensures that organisations such as Aberdeen Inspired can participate in initiatives and provide valuable feedback from the business community.

The group's meetings are structured into open and closed parts. During the open part, external partners participate and share insights, creating valuable opportunities for collaboration and information sharing. Our Community Safety Analyst also prepares a high-level report that is presented and discussed with external participants at the group. This inclusive approach allows for a diverse range of perspectives and feedback, which can significantly influence the discussions in the closed session.

When the meeting transitions into the closed part, core Community Safety Partners can delve into sensitive details that cannot be shared with external parties. This includes specifics of incidents, individuals who frequently come to our attention, and the potential use of enforcement tools such as Anti-Social Behaviour Orders. The insights and feedback gathered during the open session can help identify patterns and inform more effective responses in the closed session, ensuring a comprehensive and coordinated approach to addressing ASB in the City Centre.

3.3 Complex Cases and Early Intervention

The Complex Cases Sub-Group plays a role in identifying and assessing individual complex cases that would benefit from early intervention. The establishment of this type of group in recognition that not all individuals may not come to our attention through other routes of detection. The group therefore operates a referral system for

a concern about an individual to be shared and assessed for a specific multi-agency group to be established with a view of working across partners to provide early intervention opportunities and to support the individual.

One of the primary objectives of the sub-group is to conduct in-depth assessments of complex cases involving multiple and interconnected challenges such as domestic violence, substance abuse, mental health issues, community integration, or homelessness. Through these assessments, the sub-group aims to identify key risk factors and underlying issues contributing to the complexity of each case.

To address the specific needs and circumstances of each complex case, the sub-group develops and implements tailored intervention plans. Ensuring effective coordination and communication between agencies involved in complex cases is essential to the success of these plans. The sub-group also establishes ongoing case conferences to support individuals or families and report back to the group on progress and challenges.

Understanding individual circumstance and needs can often lead to successful transitions to standard support services is another important objective.

Meetings are held as determined by the designated lead, who is responsible for setting agendas, recording minutes and actions, and distributing information to members. The sub-group reports to the parent thematic group on a regular basis, providing updates on progress and any issues or challenges that have arisen.

3.4 ASBO Monitoring Group

The ASBO Monitoring Group is tasked with the continuous review and monitoring of individuals who are subject to Anti-Social Behaviour Orders (ASBOs). This ongoing review process is crucial for assessing the effectiveness of current ASBOs and determining whether any adjustments are necessary. By closely monitoring these individuals, the group ensures that the measures in place are effective in curbing anti-social behaviour and promoting community safety.

One of the primary responsibilities of the ASBO Monitoring Group is to understand the effectiveness of the ASBOs that have been issued. This involves evaluating whether the current orders are achieving their intended outcomes and making any necessary adjustments to improve their efficiency. The group also monitors breaches of ASBOs and determines the appropriate enforcement actions to address these violations. This ensures that individuals who do not comply with the terms of their ASBOs are held accountable and that the community remains protected from their disruptive behaviour.

Collaboration with various partners is a key aspect of the ASBO Monitoring Group's work. The group works closely with stakeholders such as Housing, Social Work, and Adult Protection to gather inputs and prepare for ASBO applications. This multi-

agency approach ensures that all relevant information is considered when making decisions about ASBOs and that the most effective strategies are implemented.

Legal compliance is another critical responsibility of the ASBO Monitoring Group. The group ensures that all ASBOs are prepared and managed in accordance with legal requirements. This involves overseeing the preparation of ASBOs to ensure they are comprehensive and legally sound, thereby minimising the risk of legal challenges and ensuring that the orders can be effectively enforced.

Overall, the ASBO Monitoring Group plays a vital role in managing anti-social behaviour within the community. By continuously reviewing and monitoring ASBOs, the group ensures that these measures remain effective and that any necessary adjustments are made promptly. Through collaboration with partners and a focus on legal compliance, the group works to maintain community safety and address the challenges posed by anti-social behaviour.

3.5 Firework Control Zone (FCZ)

The FCZ group was established as part of the introduction of the Fireworks and Pyrotechnic Articles (Scotland) Act 2022, the FCZ group. These zones are not intended to be a catch-all solution for fireworks issues but are considered where preventative and enforcement tools have been ineffective.

The group primarily works between the council Community Safety Team, Police Scotland and Scottish Fire and Rescue. The group reviews data analysis on firework issues from previous firework periods to make informed decisions about the need for any FCZ. One of the key roles of the FCZ group is to support the community in managing fireworks-related issues. This involves responding to community requests for firework control zones and ensuring that these requests are processed efficiently.

To date it has not been deemed necessary to implement any FCZ with in Aberdeen City. If a zone was to be considered the group would arrange public consultation and consider feedback from the wider community. If a zone was deemed necessary the group would collaborate on a paper to committee with a recommendation for the establishment of a FCZ and seek permission to implement.

4 ShopSafe Schemes

ShopSafe offers a suite of security solutions, including smart radios, body-worn cameras, and the Alert crime intelligence platform. Alert serves as the backbone of this ecosystem, providing businesses in Aberdeen City Centre with a secure and efficient incident reporting tool to enhance safety and security. Alert is offered free of charge to businesses in Aberdeen giving access to raise awareness of incidents and receive important information.

The data collected gives community safety partners valuable insight into crime trends, supporting targeted interventions and proactive awareness bulletins to keep businesses informed. A dedicated analyst reviews this information, focusing on high-risk offenders to improve crime prevention. Engaging with Police Scotland remains a priority, ensuring that this collaboration delivers meaningful outcomes for businesses.

In 2025, ShopSafe's focus is to strengthen business engagement with Alert, demonstrating its benefits and working towards a safer, more secure city centre.

As members of Aberdeen & Grampian Chamber of Commerce, ShopSafe will use this platform to promote its services through website features, blogs, and article in their Business Bulletin web and print publication. In addition ShopSafe are looking to build on previously successful retail forums that provide a place for retailers to meet and engage with services on commonly faced issues.

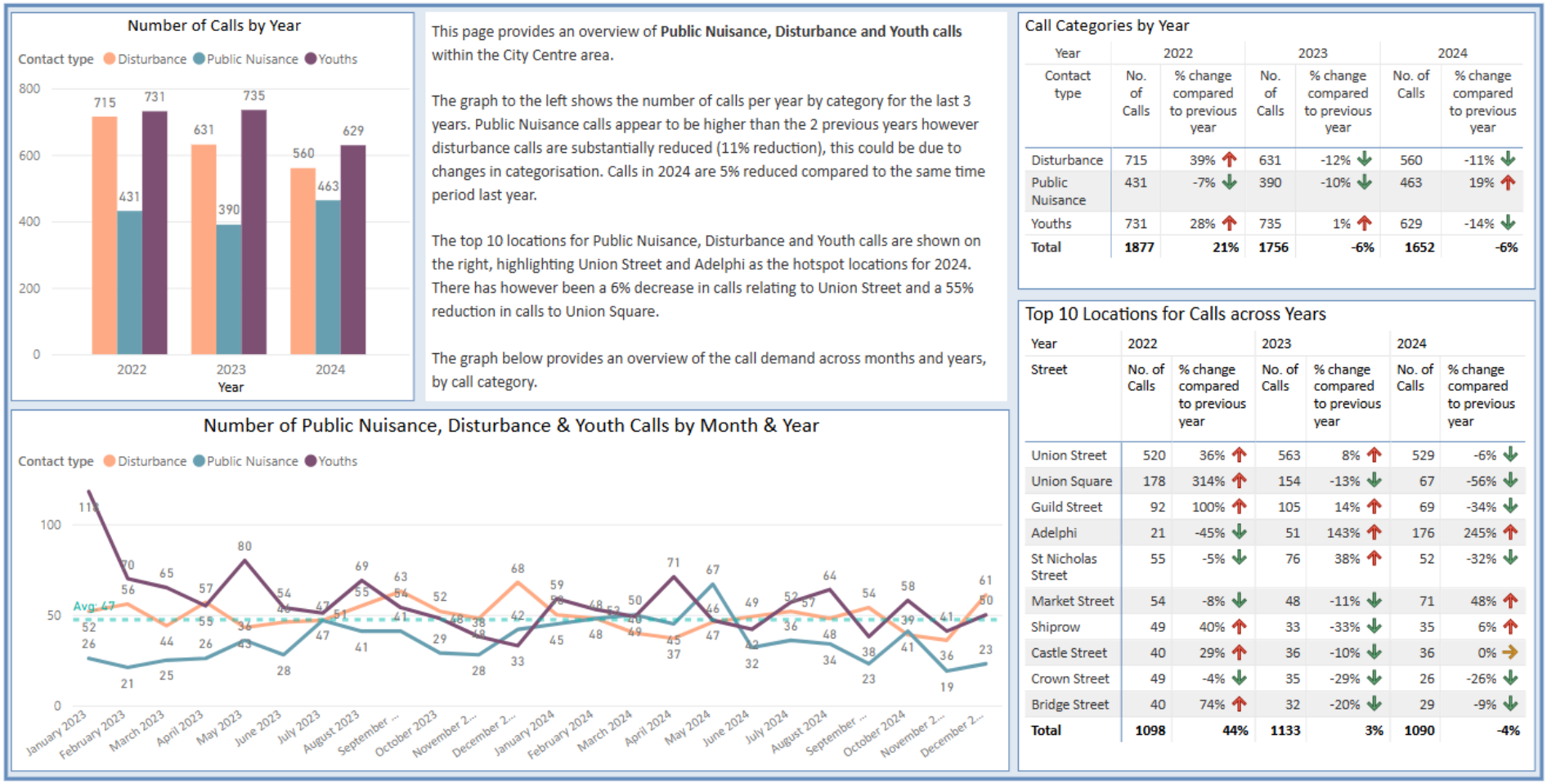
ShopSafe have been engaging with Aberdeen City Council on its proposal to establish a new City Centre Ambassador post and recognise the vital role this could play in offering on the ground support for businesses.

5 Data and Insights

The Community Safety Partnership (CSP) leverages data and insights to enhance its strategic planning and operational effectiveness. Our analyst supports all four thematic groups and the individual sub-groups.

A dedicated Community Safety Analysts play a crucial role in the CSP by collecting, analysing, and interpreting data on community safety incidents across multiple agencies. Their insights help identify patterns and trends, enabling the CSP to develop evidence-based strategies and interventions. The analyst also explores opportunities to establish predictive analytics by widening the datasets available, including current work to interpret observations by CCTV and information reported by businesses directly via the Alert! app. This proactive approach ensures that partner agencies can address potential hotspots and allocate resources more effectively.

The below snapshot is taken from high level data showing some of the trends in the City Centre over the last three years with an overall decrease in Anti-Social Behaviour, disturbance and youth related calls.



6 Operations Control Centre (CCTV)

The Operations Control Centre (OCC) plays a pivotal role in ensuring the safety and well-being of our community. By leveraging advanced technology and a dedicated team, the OCC provides a comprehensive approach to managing and responding to various safety concerns. The OCC is a joint facility between Aberdeen City Council and Police Scotland. This partnership has led to significant successes, with both teams working together to support incidents on the ground, trace missing people, and support investigations without the need for officers to leave the scene of any incident.

The OCC is equipped with state-of-the-art CCTV systems that allow for real-time monitoring of public spaces. This enables quick identification and response to incidents, ensuring that any potential threats to community safety are addressed promptly. The OCC also provides essential support for lone workers through GPS tracking and panic alarm systems, ensuring that employees working in isolated or high-risk environments can receive immediate assistance if needed.

Community Safety has the use of three rapidly deployable CCTV cameras that can be deployed in response to anti-social behaviour (ASB). These cameras capture a full 360 degrees with real-time feeds to the control room, enhancing the ability to monitor and respond to incidents effectively. Additionally, these redeployable units will support efforts in detecting fly-tippers by being deployed in hotspot areas to identify any potential culprits and arrange onwards investigation.

Collaboration is key to the success of the OCC. The centre works closely with various community safety teams, including the City Wardens and the Community Safety Partnership, ensuring a coordinated approach to addressing safety concerns and implementing effective interventions.

By continuously monitoring public areas and analysing data, our analyst can begin to identify patterns and trends that may indicate allowing possible early intervention opportunities. This proactive approach allows for the implementation of preventive measures, reducing the likelihood of crime and enhancing overall community safety. The OCC also serves as a central hub for coordinating emergency responses. In the event of an incident, the OCC can quickly mobilise resources and communicate with relevant agencies to ensure a swift and effective response.

7 City Wardens

City Wardens patrol the city to detect and deter parking contraventions, Anti-Social Behaviour, Dog Fouling, Littering, and Fly Tipping/Trade Waste concerns. Their presence is crucial in maintaining order and ensuring a clean and safe environment for all residents. The City Wardens' patrol outcomes are recorded on their smart devices while undertaking patrols, which contribute to the Community Safety Partnership (CSP) analysis**.**

City Wardens carry out patrols related to Anti-Social Behaviour on a daily basis. These patrols are an integral part of efforts to address and mitigate issues that affect the quality of life for its residents. By actively monitoring and addressing these concerns, City Wardens play a role in enhancing community safety and well-being. Tasks are generated for the service from online request from citizens, elected member enquiries and directly from the daily CSP meeting.

The data collected from these patrols is analysed to identify trends and patterns, allowing for targeted interventions and more effective resource allocation. This proactive approach ensures that we can address potential hotspots and prevent issues from escalating. The collaboration between City Wardens and other community safety partners is essential in creating a coordinated and comprehensive response to the various challenges faced.

8 Community Safety Team

The Community Safety Team can be contacted to attend to on-going domestic noise disturbances by calling out to the affected property, to record information regarding anti-social behaviour, and to offer appropriate advice relating to anti-social behaviour concerns. Where appropriate and when there are two Officers available, they will attend at their property and witness the disturbances for themselves taking any appropriate action where necessary.

The Community Safety Team provide case management of persistent anti-social behaviour taking place within a property, which has not been resolved following other early intervention methods. This case management service conducted by the Community Safety Team is not limited to Council tenancies only, and a referral for case management can be made regardless of the tenure type of housing of the alleged perpetrator.

Once a case has been referred to the Team and an Officer assigned, the Officer will gather information and evidence relevant to the case, provide advice to citizens involved, and consult partner teams and agencies in order to assess the best course of action to prevent anti-social behaviour from occurring. Potential action taken to address anti-social behaviour could include; warning letters, joint visits between Community Safety and other partners such as Housing or Police Scotland, anti-social behaviour contracts or if necessary, anti-social behaviour orders (ASBOs). The Community Safety Team are also available to facilitate multi-agency case conferences for complex cases. **See section 3.3 Complex Cases and Early Intervention.**

The Community Safety Team facilitates the Community Safety Partnership daily meetings which take place daily, in order to review incident data and share information between partners. **See section 3.1 Daily Meeting.**

Community Safety will also be able to utilise their investigatory skills to undertake Fly Tipping investigations. **See section 2.3 Environmental Thematic Group.**

9 Police Scotland – Community Action Team

The Community Action Team are a team of officers deployed both reactively and proactively, predominantly in the City Centre and George Street areas, to combat the issues most affecting our community, including antisocial behaviour.

The team adopt the foundations of community policing including collaboration, problem-solving, and trust-building. Officers work closely with community members to identify and address community concerns, fostering a sense of shared responsibility.

The team support the North East Division's mission to ensure community safety by addressing the root causes of crime and disorder. By engaging with residents, businesses, and local organisations, the Community Action Team seeks to create a safer, more cohesive community environment, and ensures proactive enforcement action is deployed appropriately

10. Frontline Joint Operations

This section sets out some examples of frontline operational groups operating within the multi-agency partnership space.

10.1 Weekend Policing Partnership (WPP)

The WPP operates as a multi-agency initiative aimed at ensuring the safety and well-being of our community, particularly in relation to the night-time economy. This partnership is chaired by Police Scotland and includes representatives from various agencies such as Street Pastors, Ambulance Services, Taxi Marshals, Licensing Standards Officers, and Community Safety teams.

The governance structure of the WPP is designed to enhance collaboration and coordination among the participating agencies. Police Scotland chairs the meetings, providing leadership and ensuring that all agencies work together effectively to address any challenges that may arise during the weekends. Agencies collaborate to increase patrols in key areas, deterring anti-social behaviour and ensuring public safety. The partnership emphasises the importance of coordination between agencies to address specific incidents and provide timely support where needed.

Ongoing engagement with local businesses and community groups is a key focus, fostering a safer and more welcoming environment for all.

This governance arrangement ensures that the WPP operates efficiently and effectively, playing a crucial role in maintaining the safety and vibrancy of our night-time economy.

10.2 Youth Connect Group

This is an operational multi-agency group that meets regularly, with Police Scotland, City Wardens, and Youth Work Teams. The group is focused on youth activity in the City Centre. The Community Safety Analyst provides data to the group on previous trends and times of peak demand.

The group plans the deployment of City Wardens and Police during identified peak periods, with regular debriefs and information sharing between the two services. These briefings allow for the identification of opportunities for joined-up working and for information to be shared regarding each partner's operational activity throughout periods of perceived increases in activity.

Additionally, through the engagement with youth work teams the group discuss the best approaches and looks at opportunities for them to engage with individuals. Where suitable, individuals may be linked to existing youth work provisions.

11. Taxi Marshals

The Taxi Marshals service is deployed to ensure the safety and security of ranks users primarily on Friday and Saturday nights. In consultation with Police Scotland the services deployment can change to meet additional demand for example key events during the festive period.

Taxi Marshals are strategically deployed at the night time taxi ranks during peak demand in the City Centre, where their presence helps manage taxi queues, reduce conflicts, and provide assistance to the public.

One of the primary responsibilities of Taxi Marshals is to manage taxi queues efficiently. By organising and overseeing the queues, they ensure an orderly process for passengers waiting for taxis. This not only helps reduce conflicts among passengers but also ensures a smooth flow of traffic, contributing to a safer and more pleasant environment for everyone.

In addition to queue management, Taxi Marshals play a significant role in enhancing public safety. Their visible presence acts as a deterrent to anti-social behaviour, providing a sense of security for both passengers and taxi drivers. Taxi Marshals are trained to handle various situations, including dealing with intoxicated individuals and

diffusing potential conflicts. Their ability to manage such situations effectively is crucial in maintaining a safe environment during peak hours.

This page is intentionally left blank

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	11th March 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Resilience Annual Report
REPORT NUMBER	CORS/25/014
CHIEF OFFICER	Vikki Cuthbert, Interim Chief Officer – Governance
REPORT AUTHOR	Fiona Mann
TERMS OF REFERENCE	2.12

1. PURPOSE OF REPORT

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

2. RECOMMENDATION(S)

That the Committee -

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

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

3. BACKGROUND

3.1 The Council has emergency planning responsibilities to fulfil as a Category one responder, as defined by the Civil Contingencies Act 2004. The Committee has oversight of the following areas:

- to monitor compliance with the Council's duties relating to resilience and local emergencies;

- concerning relevant local, regional and national 'lessons learnt' reports and recommendations in respect of civil contingency matters and monitor their implementation;
- to monitor the Council's preparedness in relation to the National CONTEST strategy and associated plans relating to Counter Terrorism;

3.2 Officers last reported to the Communities, Housing and Public Protection Committee on 28th March 2024, summarising all resilience activity for the 12 months prior. The period since then has focused largely on our response to and recovery from a variety of emergencies and incidents and less weather related matters than previous years. We have continued to plan and prepare for new, emerging and concurrent risks as well as well as improving emergency response team capabilities for the Council.

3.3 This report provides the annual position statement on the Council's response activity and preparedness, including details of further planned improvements to ensure that the Council is in as strong a position as possible to respond to emergencies and incidents affecting the public. We recognise the number of acronyms used in relation to emergency planning is extensive and for ease of reading of this report, this summary should be helpful:

DERC	Duty Emergency Response Coordinator
CIO	Council Incident Officer
EP&R	Emergency Planning and Resilience
GLRP	Grampian Local Resilience Partnership
SMOCS	Senior Manager On Call
CMT	Corporate Management Team
RCC	Regional Communication Centre
MAIRG	Multi Agency initial response guide
SFRS	Scottish Fire and Rescue Service
BAU	Business as Usual
ALEOs	Arm's Length Organisation
PARD	Persons at Risk Database
NPO	National Power Outage - A National Power Outage is an unplanned prolonged power outage affecting the whole of the UK, or the whole of Scotland
GEP	Generic Emergency Plan

3.4 An annual review (September 2024) has been undertaken and minor alterations made to the Council's Generic Emergency Plan – i.e. the plan which is activated upon an emergency as defined by the 2004 Act. A copy is appended for reference purposes.

CATEGORY ONE RESPONSIBILITIES

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

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

Assessment of Risks

3.6 The Risk Board retains oversight of our preparedness and response to incidents and emergencies, including assessment of risk and management of mitigations. This provides an escalation route to the Corporate Management Team. The City Resilience Group which has been disbanded has been replaced with a process between the Corporate Risk Lead and Emergency Planning & Resilience officers whereby a monthly meeting is held to:

- Monitor the place-based (City) risks on the Corporate, Cluster and Operational Risk Registers, ensuring that these align with the risks managed by the Grampian Local Resilience Partnership. Monitoring will include the identification of any gaps in the risk register or assurance maps.
- Keep the incident / action log up to date
- Ensure all actions are delivered and will escalate to Risk Board any outstanding actions
- Report to the Risk Board twice a year providing assurance on the Council's resilience arrangements to protect the city and its citizens from harm.



3.7 The Council continues to monitor and manage risks and learnings from the ongoing UK and Scottish Government COVID-19 inquiries. This will ensure Community Housing and Public Protection committee abides by its remit of capturing relevant local, regional and national 'lessons learnt' reports and

recommendations in respect of civil contingency matters and monitor their implementation.

3.8 Key members of the councils emergency response team meet regularly for debriefs, both internal and multi-agency. The following priority actions have been identified based on an assessment of risk to the city. These have been progressed throughout the year and remain as ongoing for 2025/26. Further detail is included later in this report:

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

3.9 All emergencies and incidents this year have captured lessons learned and resulting actions which will be monitored to conclusion, however this past year did see fewer incidents which allowed for greater emphasis on training, exercising and developing and reviewing processes.

3.10 The Council's Corporate Risk Register, monitored by the Risk Board, ensures that the risk of non-compliance with our civil contingencies responsibilities is effectively managed. This is reported to the Audit, Risk and Scrutiny Committee along with the relevant assurance map. This provides assurance that the required controls are in place and will complement the scrutiny of risks at the Grampian Local Resilience Partnership Working Group. The most recent report was issued in February 2024.

3.11 The Emergency Response Team structure is very well embedded and tested. The three-tier approach of Strategic (Duty Emergency Response Coordinator – DERC), Tactical (Council Incident Officer) and Operational has continued to prove extremely effective throughout the year in enabling us to discharge our role as a Category One responder, in tandem with utilising the Generic Emergency Plan. In addition over the past twelve months we have developed a pool of trained ACC Loggists *(a Loggist is someone dedicated to accurately recording salient points, decisions and keeping an action log from any Incident Management team meetings during a response*). We have also engaged with the ACCs wider Volunteer pool and deployed them at rest centres during emergencies.

3.12 During 2024 we saw some changes to our Emergency Response trained officers. We have one new DERC giving us 14, one new Council Incident Officer taking us to 12, Support Centre Managers we have 14 which keeps us as per last year. As mentioned above the ACC Loggists pool has been established to enhance our compliance with the Civil Contingencies Act 2004. A pool of 10 trained staff receive two training sessions per year and have been utilised in some recent emergencies in the city receiving positive feedback from the DERC.

3.13 The established ACC Volunteer pool previously used for delivering events such as Operation Unicorn has been developed further and extended to supporting the Emergency Response Team in particular resourcing rest centres in an

emergency. This role provides support for the Support Centre Manager and resources enabling the registration of evacuees and providing any welfare support as required. In addition to the ACC volunteers we have re-engaged with the British Red Cross who have provided additional resources at recent rest centres.

3.14 It should be noted that the CIO's, Support Centre Managers, Loggists and ACC Volunteer pool are all voluntary roles for council employees who have day jobs and other responsibilities meaning that their availability is not guaranteed and they receive little or no financial compensation or payment. These roles rely on goodwill, availability and support from their immediate line management. 2024/25 did see fewer incidents as mentioned however we need to be mindful of the increase in incidents, climate-related and otherwise and of the resource required to maintain "business as usual" balanced against the number of unpredictable emergencies / responses.

3.15 Emergency Planning officers have spent time this past year ensuring the Council's Emergency Response teams are prepared and have the equipment to be ready to manage a response. Kittybrewster depot has become the Logistics base and holds stock for Support Centre Managers to use if a rest centre is required. Also if we find ourselves in an National Power Outage (Kittybrewster is the meeting point for key staff and there is additional equipment held for this eventuality.







3.16 As well as ensuring that equipment is available a full assessment of venues for use in an emergency response has taken place. We have selected 6 centres across the city rather than having numerous options so we can ensure their suitability and readiness. Transportation partners are on board for moving our citizens to these centres if required.

Support Centres

- Aberdeen Sports Village, Linksfield Road, Aberdeen, AB24 5RU
- Get Active @ Jesmond, Jesmond Drive, Bridge of Don, Aberdeen, AB22 8UR
- Get Active @Sheddocksley, Springhill Road, Aberdeen, AB16 6QJ
- Get Active@ Peterculter, Coronation Road, Peterculter, Aberdeen, AB14 0RQ
- Get Active @ Kincorth, Corthan Crescent, Aberdeen, AB12 5BB
- Get Active @ Beacon, Kepplehills Road, Bucksburn, Aberdeen, AB21 9DG

3.17 The Council has responded to a number of incidents / events and effectively managed these through the Council's emergency response structures, including subsequent de-briefs. Improvement actions are identified and overseen by the Emergency Planning and Resilience team and council Risk lead.

Date	Incident	Activity
June 2024	Storms Isha & Jocelyn	• BAU response • Incident Management Team stood up
June 2024	Kemp Street Suspected unexploded WW2 grenade	• Incident Management Team • Multi agency meetings with Police, Fire, Ambulance and Ministry of Defence
June 2024	Bruce House electrical fault	• BAU response • Incident Management Team stood up

		• ACC Operational response and repair
July 2024	Climate Camp at St Fitticks Park	• Pre-planning with multi agency partners • BAU response
July 2024	Seamount Court electrical/alarm fault	• BAU response • ACC Operation response and repair
July 2024	Bressay Brae unexploded ordnance	• DERC activated • Support Centre Manager activated • Multi agency meetings with Police, Fire, Ambulance and Ministry of Defence • Rest Centre at Sport Aberdeen Sheddocksley opened
November 2024	Lemon Place Suspicious device/package	• DERC activated • Incident Management Team stood up • Support Centre Manager activated • Multi agency meetings with Police, Fire, Ambulance and Ministry of Defence • Rest Centre at Aberdeen Sports Village opened • Support provided at Rest Centre by British Red Cross
December 2024	Aulton Court damage/vandalism to alarm system	• BAU response • Incident Management Team stood up • ACC Operation response and repair
January 2025	Merkland Road East fire	• DERC activated • Incident Management Team stood up • Support Centre Manager activated

		• Multi agency meetings with Police, Fire, Ambulance • Rest Centre at Aberdeen Sports Village opened • Support provided at Rest Centre by British Red Cross
January 2025	Storm Eowyn	• BAU response • Incident Management Team stood up • ACC Services suspended • All city schools closed due to high winds and danger to life from flying debris forecast

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

Incident	Improvements identified	Status
Lemon Place Suspicions device /package	IMT structure refresher training for all DERCs in structure of meeting and process to follow while utilising the new Loggists	Retraining session will be held as a lunch and learn before end of March 2024
Bressy Brae Unexploded Ordnance	Review of ACC Volunteer pool and process for Out of Hours call outs	Ongoing work, full review complete, survey of staff complete, availability of staff clarified and call out processes to be amended by end March 2025.
Merkland Road East fire	Refresh emergency credit card arrangements for DERCs	EP&R and Finance to make arrangements – before end March 2024
Merkland Road East fire	Refresh Police and SFRS on ACCs Emergency Response Capabilities and the notification process	EP&R attending presentation at both organisations in the next few months.
Storm Eowyn	Training required for Education & Lifelong Learning in understanding of Met Office	Met Office free online training prospectus shared with Education & Lifelong

Incident	Improvements identified	Status
	Severe Weather Warnings and forecast weather impacts when considering school closures.	Learning to allow CO's and Head Teachers to attend - February 2025. Open offer to Education from EP&R to provide a guidance session and review their current planning assumptions for weather events – February 2025
Storm Eowyn	Internal ACC staff messaging for Severe Weather guidance requires refresh to reflect Met Office Severe Weather Warnings and forecast weather impacts.	EP & R to work with People & OD Services ensuring pre prepared messages giving clarity on closures i.e. are they public only or staff and public – March 2025
Storm Eowyn	ACC has a duty of care under the Health and Safety at Work etc. Act 1974 – the decision to close/ stop or partially close/ stop council services due to weather impacts should be part of a standard task risk assessment. The EP&R team will review and instruct amendments if required to take account how the weather impacts on tasks. Therefore allowing for swifter action and decision making during weather events and forgoing dubiety or individual interpretation.	EP&R to meet with Waste and Environmental Services- by end of March 2025

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

Training topics	**Completed**	**Agency/ staff involved**
NPO presentation	Yes – March 2024	ECMT, DERCs, SMOCs & CIOs and other key services such as Education and Corporate Landlord
Emergency Services Presentation regarding ACC emergency response structure	Yes – May 2024	Police, Fire and Ambulance Service
Operation Unicorn table Top	Yes – June 2024	CIOs, ACC Media, DERCs, Police Scotland, Civic, City Events and Aberdeenshire Council.
Bon Accord Care - Emergency Planning, Resilience and Business Continuity information session / presentation	Yes – August 2024	Strategic and Tactical staff from Bon Accord Care
DERC SMOC and CIO Winter refresher session	Yes – October 2024	DERCs, SMOCs and CIOs
Community Resilience Conference	Yes – October	Existing community groups and potential community groups – Aberdeenshire council and other Category One responders.
ALEOs refresher Emergency Planning and Resilience	Yes – July	All ALEOs
Elected Members Winter Presentation	Yes – November	Elected Members
Support Centre Manager training	Yes- April 2024 on line and October 2024 in person at a rest centre venue Peterculter	Support Centre Managers, Red Cross volunteers and Aberdeenshire Council

Loggist training	Yes - April and October 2024 on line	Loggists
New DERCs, CIOs and SCM individual training	Yes – throughout year	
RCC - Presentation regarding ACC emergency response structure – How RCC is integral to this	Yes – Feb 2025	RCC staff
Lunch and Learn for DERCs and SMOCS – refresher regarding changes in Scot Gov process – how to activate GLRP – IMT process and intro to Loggists	Yes – Feb 2025	DERCs SMOCs Loggists

3.20 EP&R officers attendance at training:

1. In Peterhead a 'live play' Harbour Pollution incident sponsored by China National Offshore Oil Corporation (CNOOC)
2. Port of Aberdeen live play incident to test their update Harbour emergency plan;
3. Scottish Health Protection Network EPR delivered training on severe weather and flood response from a local authority perspective as part of a larger event;
4. Unicorn Strategic leads Edinburgh – Scottish partners planning assumptions

3.21 Training and development continued throughout 2024 and into 2025 to ensure that the Council's emergency response teams, ALEOs and community groups were clear on their roles and how to execute these in the event of risks manifesting, individually or concurrently. This was done through a combination of:

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

3.22 The continued use of the internal Resilience Hub, a SharePoint site which provides a toolkit for the Council's emergency response teams, has continued with a strong focus over the past year with its content steadily growing. This assists with situational awareness, sharing of historical data and lessons learned, partnership contacts, relevant legislation and regulation reference documents. The Resilience Hub is also a central place to share information and

updates on incidents and acts as the single point of contact for current information.

- Emergency plans and activation packs
- Sharing of partner organisation rotas i.e. AHSCP, NHS etc.
- Weather updates, official warnings as well as operational updates
- DERC and SMOC files to allow the sharing of information between the council and partnership colleagues and the SMOC
- Also files are in place for all Support Centre Manager processes and documentation and similar for the Loggists function
- Templates for managing incidents and debriefs from incidents
- Media reports of interest
- Changes in legislation or guidance
- Library of training materials
- Training opportunities from other partners

3.23 Risks are also assessed and monitored regularly through the GLRP which manages a risk register and resulting workplan. The Emergency Planning, & Resilience team represents the Council on the GLRP Working Group which meets every six weeks. The EPR works closely as Civil Contingency advisors with Chief Officers when in their role as DERC to assist them in their participation to emergency response.

3.24 **Arm's Length External Organisations** support the Council to carry out our Category One responder duties in a number of ways, for example agreed use of premises, staff and equipment as a rest centre in an emergency. ALEOs emergency powers, public liability insurance and business continuity plans are reviewed annually by the ALEO Assurance Hub. These relationships allow additional resilience for the emergency response plans.

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

Emergency and Business Continuity Plans

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

3.26 The Council and the ACHSCP continue to work closely on all civil contingency matters. The Chief Officer of the ACHSCP (and staff) have been involved in meetings of the GLRP and have also participated in the response to a number of incidents in the past year. The **Care for People Plan** was reviewed and updated then approved by the Care for People Group in October 2024. In terms of governance, representatives from the Partnership are members of various Council groups and boards which helps to further enhance the working arrangements.

3.27 Preparation continues for the Council's National Power Outage Plan formerly known as National Electricity Transmission System. A National Power Outage is an unplanned prolonged power outage affecting the whole of the UK, or the whole of Scotland. This is a significant piece of work being progressed through a GLRP Task and Finish Group, a separate Resilient Telecommunications Group, and internally at the Council by the NPO Preparedness Group. The NPO PG aims to have an updated draft plan by the end of 2025, however this is a complex piece of work involving many services and external partners such as Scottish Government and timelines are difficult to guarantee.

3.28 There have been some positive moves forward in the NPO planning during 2024, such as preparation of NPO grab boxes for use at information hubs (like rest centres) during an outage, setting up of a logistic base at Kittybrewster and most recently confirmation of a generator being fitted to Kittybrewster to allow for ACC to have one building with power and light that can operate during an NPO incident with some space for AHSCP responders alongside key ACC response staff.

3.29 It has also been confirmed that 'Starlink' (Starlink is a compact, portable kit that can easily fit in a backpack, designed to provide high-speed, low-latency internet on the go. It includes a built-in WiFi router, lower power consumption, DC power input, and max download speeds over 100 Mbps.) is the product that the Scottish Government are agreeing that Cat one responders should procure for an NPO therefore allowing communication between us in the event of NPO, funding opportunities are being explored but there are no funds from government.

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

- Creation of generic numbers for all emergency teams thus reducing risk of wrong person being called or time delay in response. Facilities, Resettlement, Housing, Communications, DERC, Council Incident Officers, Support Centre Managers, and Flooding all have 24 hour emergency on-call rotas in place.
- Regular catch ups with EP&R and RCC managers / supervisors and invitation to incident debriefs where the RCC has taken the call and passed to DERC or if the RCC has been the team in an incident.
- At the end of 2024 the EP&R officers made an in person visit to the RCC to see how they work and how the process for activation of the DERC is embedded. This visit which was most useful led to agreement for EP&R to create a short training video explaining the importance of RCC in the wider council emergency response structure.

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

Plan	Status	Notes
Fuel Plan (GLRP Plan)	Due for review by Police Scotland as plan owner	Review underway Q1 2025
TECA multi agency initial response guide (MAIRG)	Version 2 agreed in advance of Offshore Europe 2023 by all partners	Compile and reviewed for v 2 by ACC as owner of the MAIRG Q1 2025
Aberdeen Football Club multi agency initial response guide (MAIRG)	New version agreed and issued December 2024 by all AFC & GLRP partners	Update version was led by ACC - encouraging reengagement of AFC with GLRP
Care for People Plan (AHSCP)		Reviewed October 2024 Annually review
Cyber	On-going	Robust BCPs are in place. A specific Cyber plan for ACC is not held by Emergency Planning and Resilience but by Digital and Technology – the Generic Emergency Plan would activate if a significant Cyber incident took place
Plans covering other events and ceremonial occasions (Operation Unicorn)	Scottish Government supplied new plan end of Feb 2024	ACC plans are in place with some non-essential information required from partners (NHS and Scottish Government) – if this plan was to activate ACC can deliver. Annual exercise of the plan will took place in June 2024 Awaiting Scottish Government feedback to a number of questions raised by ACC regarding their

Plan	Status	Notes
		concept of operation plan.
City Centre Lock Down plan (CONTEST) Title of plan to change going forward to name of building lockdown plan i.e. Aberdeen Art Gallery lockdown plan, Town House lockdown plan etc.	Intention had been to complete this work in 2024 but with the slow progress of Martyn's Law through UK parliament progress has been slow Intention is that 2025 will see the legislation become law and with that guidance will be available allowing ACC to move forward the plans in this area	We at ACC will move to using MAIRGs and individual public building security plans. A full city centre lockdown plan is unlikely to be required. It is not reasonably practicable to lock down an entire city centre. Therefore ACC will develop a suite of dynamic lockdown for certain buildings, schools, event spaces or crowded places using incoming legislation Martyn's Law to give parameters.
Coastal Pollution Plan (Oil)	By way of assurance there is an GLRP plan valid from 2019 Jan – 2024 that would be activated. And the new updated plan is due for publication.	Other mitigation in place - Briggs marine retainer through Operations and Protective Services ACC officers took part with other Grampian Local Resilient Partnership members in an exercise being hosted by CNOOC Petroleum Europe in April 2024
Pipeline Activation Pack	This is not a priority plan as there is an overarching Forties pipeline GLRP plan. Sections of AWPR and Dyce roads have small section of pipeline running beneath – arrangements to be reviewed.	ACC are part of the Grampian Local Resilience Partnership which has a Pipelines Group which ACC are part of and meets quarterly Up to date plan (approved Aug 2024) is available to us on Resilience Direct

Plan	Status	Notes
		Exercise due Q1 of 2025
National Power Outage Plan formally known as National Electricity transmission system	Draft Plan to be available Q3 2025	See 3.21, 3.22 above
Managing Recovery phase of incident plan	Due for review October 2025	Accessible in Resilience hub for DERCs in their activation pack

Warning and Informing the Public

3.32 The Council's External Communications team operates a 24/7 – 365 days on-call rota as part of which they will inform the public and media of an emergency situation. There is an agreed Emergency Incident Response Protocol which sets out a clear pathway for how the public are informed. Our External Communications team are members of the GLRP Public Communications Group – this group plays a crucial role in coordinating of public communications.

3.33 A Winter Resilience 2024/25 campaign was utilised again, including pdf flyers, printed leaflets and social media campaign as well as a web presence on ACC site.

Working with Local Responders

3.34 The Council has continued to work closely with all local Category One and Two responders during the year, although significant incidents/ emergencies have been less compared to previous years.

Supporting Business and Voluntary Organisations

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

3.36 **Community Resilience** has been a priority since 2021 headed up and led by Emergency Planning and Resilience to help discharge our duty to provide advice and assistance to the public in connection with the making of arrangements and integrating arrangements into the local authority emergency planning process for the City.

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

3.36 Key activities of the project:

1. **New Community Resilience Volunteer Groups** – Currently we have three active Resilience groups in the city. We have been talking with a number of groups and potential group members and listening to their concerns. Finding out what stops them setting up a community resilience group. They have explained that they don't feel they can manage all that a full resilience group entails but would be willing to set up a single task groups, for example; Footdee may focus on flooding / overtopping and Stockethill, Tillydrone or Torry would look to focus on winter work clearing and gritting pavements. It has been agreed we will look at progressing this format of resilience groups and by the end of 2025 it is hoped that we will see an increase in community resilience groups and plans across the city.

2. **Media campaign** that originally launched in December 2022 continues to be used successfully. The community resilience brand that was created is now recognisable and used on our social media platforms, printed material as well as web presence on ACC site.

3. **The previously secured £125k grant from SSEN** for use in the City for community resilience purposes continues to be carefully spent:

    - Portable power packs x 40 gifted to AHSCP for use with their high priority clients who are dependent on powered medical equipment these where delivered end of January 2025

    - The three established Community Resilience groups; Cults, Peterculter, Bridge of Don & Danestone will each receive Portable power packs to ensure their rest centres can be powered in an emergency. Delivery will be before end of March 2025.

    - Three community groups currently applying to receive small grant (from the ACC Emergency Planning team who utilise the SSEN grant held by EP&R) funding to set up their own community 'Ice Crews' (pavement gritting teams for next winter); Torry, Kincorth and Tillydrone. To be finalised in advance of October 2025. These areas have been identified as having a high number of slips and falls leading to visits to ARI so numerous benefits of these groups for the city and NHS.

    - Funded 50 % of the second (Oct 2024) community resilience conference and will fund the third in (Oct 2025) it's free to all and we delivery it in partnership with Aberdeenshire Council

    - 2025 will sees a balance from the grant still available. The current thinking is to purchase Starlink (as mentioned above in 3.23) for

our established community resilience groups (3) as well as ensuring ACC has one as a solution for the NPO plan allowing communications across category ones, community resilience groups and our public information hubs.

- Reprint of leaflets 'Preparing for Winter'

4. **Presentations** given on the benefits of Community Resilience Volunteer Groups throughout 2024/25 and explaining what ACC can do to support the initiative.
    - Sustainable Cities Working Group
    - Locality Empowerment Group – North, South and Central
    - City and Shire Annual Community Resilience Conference

3.37 **Business Resilience** promotion, advice and guidance is part of the Council's duties under the Civil Contingencies Act. During 2024 we shared information via Aberdeen Inspired and Aberdeen Grampian Chamber of Commerce member newsletter.

ADDITIONAL PRIORITIES

Persons at Risk Database (PARD)

3.38 Considerable efforts continue to be directed at the development of our Persons at Risk Database. This will allow responders to easily and accurately access and assess the vulnerability of persons affected by an emergency. Officers continue to work on an Aberdeen City PARD. As well as being part of the GLRP PARD working group activities in 2024. Officers are ensuring Aberdeen City, Aberdeenshire and Moray Councils vulnerability categories align to make things more efficient for the responders.

CONTEST

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

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

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

3.41 **Prevent –** Refreshed duty guidance has been issued this year by the Scottish Government, no major impacts have been identified and work has been undertaken to ensure existing operational practice and guidance internally has been updated to reflect the recent changes.

3.42 **Protect –** The draft Terrorism (Protection of Premises) Bill sets out the requirements that, under Martyn's Law, venues and other organisations will have to meet to ensure public safety. 'Martyn's Law' is a tribute to Martyn Hett who was killed alongside 21 others in the Manchester Arena terrorist attack in 2017.

3.43 As a council we will have a legal duty to comply and this will impact on our schools, public venues; such as Art Gallery, Beach Ballroom. Our ALEOs will also need to give assurance they are compliant as will any operators running council venues, e.g. P&J Live. Venues hosting more than 200 people will have to have plans for an attack on their premises, with those housing over 800 having an enhanced duty. The bill puts the onus on those responsible for certain publicly accessible premises and events, organisations rather than individuals, to take 'reasonably practicable' steps to reduce the threat to the public from terrorist attacks.

3.44 We have added a corporate level risk that relates to Civil Contingencies legislation where ACC as a category one responder must ensure we are compliant to our responsibilities under this law. One of the mitigations on our risk register entry is to appraise the councils HVM equipment requirements in order to adopt a corporate consolidated approach to the councils HVM requirements. Whilst some HVM measures have been purchased, the current stock is insufficient for many of our larger events and certainly as we expand the councils event space opportunities within the redevelopment of our city we would not be able to cost effectively and safely deliver some events or concurrent events. Officers have a task and finish group set up to look at the financing of more HVM fixed and mobile using existing funding streams.

3.45 The Terrorism (Protection of Premises) Bill also known as Martyn's Law has passed through Parliament and awaits Lords scrutiny. Currently hoped that Martyn's Law will receive Royal Assent in spring 2025. The enforcement authority has now been announced and is the Security Industry Authority (SIA).

3.46 Officers have an internal subgroup specific to Protect and Prepare as part of the already in place Contest working group. We (ACC) also chair the North East multi-agency Protect and Prepare sub group which gives a strong network of partners across Grampian to discuss impact, guidance on delivery and training opportunities coming from the Bill.

3.47 Emergency Planning officers are talking to PO&D about adding ACT awareness training as part of the mandatory training for all Council staff. It takes one hour and is an entry level, interactive, online product designed to provide CT guidance to help mitigate against current terrorist methodology. We are also promoting the PRTOECT UK website to all. www.protectuk.police.uk

3.48 Priorities over the coming year will also include; and these will be reported to the relevant committee

- Actions arising from the Regional Scottish and Local Resilience Partnerships in relation to both Covid inquiries.

- Actions arising from the Grenfell Tower Inquiry phase one and phase two report. The phase two report issued in September investigates the causes and response to the 2017 Grenfell Tower fire, detailing the actions of various organisation and individuals involved, and providing comprehensive recommendations for all parties involved to prevent similar future tragedies. The EP&R officers will highlight via the Grenfell in-house working group and back to this committee the key recommendations for phase two report and ensure that council meets the standards as set out in the report.

- 'Recovery' from an emergency – officers will work to align with the national work ongoing regarding recovery standards.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications arising from the recommendations of this report. The establishment of response structures in accordance with the Generic Emergency Plan has helped to ensure compliance with legislation and guidance.

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

5.3 As the Terrorism (Protection of Premises) Bill (known as Martyn's Law) progresses through Parliament and becomes law, officers will update the committee.

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. MANAGEMENT OF RISK

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

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	None		L	**Yes**
Compliance	Compliance with statutory guidance and legislation is necessary to ensure the Council is not exposed to legal challenge.	Corporate level risk register in place with control actions to ensure compliance with our legal responsibilities. The continued use of the Generic Emergency Plan and strategic tactical and operational structure supports the Council to meet its civil contingencies duties and to identify and respond to concurrent risks.	L	**Yes**
Operational	Operational services are not adequately resourced to respond to emergencies.	Duty Emergency Response Coordinator (DERC) and other key emergency response staff rotas in place 24/7, 365 days a year.	L	**Yes**
Financial	None		L	**Yes**
Reputational	Risk of negative publicity in media/social media around	Legal duty to warn and inform the public and businesses.	L	**Yes**

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
	the Council's response to emergencies.	Comms plan in place during incidents to ensure appropriate sharing of information.		
Environment / Climate	Risk to the city's external spaces.	Managed through the Place Risk Register overseen by the City Resilience Group. Reviewed by the working groups (IMT) from each incident via the debrief process.	L	**Yes**

8. OUTCOMES

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

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	A Full IIA not required I confirm this has been discussed and agreed with Vikki Cuthbert, Interim Chief Officer Governance (Assurance)
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

UK Covid-19 Inquiry - Module 1 report: Scottish Government response - gov.scot

www.protectuk.police.uk

https://www.gov.uk/government/publications/quarterly-thematic-update-on-progress-against-the-grenfell-tower-inquiry-phase-1-recommendations/progress-against-the-grenfell-tower-inquiry-phase-1-recommendations-february-2024-accessible

https://www.gov.uk/government/publications/publication-of-the-grenfell-tower-inquiry-phase-2-report

10. APPENDICES

Appendix A - Generic Emergency Plan

11. REPORT AUTHOR CONTACT DETAILS

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

This page is intentionally left blank

Aberdeen City Council Generic Emergency Plan

September 2024

ABERDEEN CITY COUNCIL

Table of Contents

Section Number	Section Heading	Page Number
1	Introduction	4
2	Scope	4
3	Legislation and Guidance	5
4	Supporting Procedures and Documentation	7
5	Partnership Structure	7
6	Aberdeen City Council Emergency Response Structure	11
7	Generic Emergency Plan Performance	15
8	Housekeeping and Maintenance	15
9	Communication and Distribution	16

Document Control

Approval Date	4th December 2019
Implementation Date	31st January 2020
Author(s) and Owner	Chief Officer – Governance
Approval Authority	Public Protection Committee
Scheduled Review	Annually in September
Amendments	Public Protection Committee 2nd December 2020
	Public Protection Committee 7th December 2021
	Delegated Powers December 2022
	Tactical Lead amended to Council Incident Officer December 2023
	Amendments approved under Delegated Powers January 2024
	Inclusion of Support Centre Managers, Loggists and updated reference to Scottish Government Civil Contingencies Liaison Team September 2024. Addition of reference to a major incident.
	Amendments approved under Delegated Powers October 2024

1. Introduction

1.1 Purpose of Plan

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

1.2 Objectives of Plan

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

2. Scope

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

3. Legislation and Guidance

3.1 Civil Contingencies Act 2004

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

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

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

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

Part 1 - Local arrangements for civil protection

Part 2 - Emergency Powers for UK Government and devolved administrations

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

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

The full Civil Contingencies Act 2004 can be viewed here.

The Regulations and Guidance can be viewed here.

3.1.1 Definition of a Major Incident

For the purpose of shared understanding and awareness, the definition of a major incident as used by the emergency services and recognized by Grampian Local Resilience Partnership is:

An event or situation with a range of serious consequences which requires special arrangements to be implemented by one or more emergency responder agency.

This may include –

- The initial treatment, rescue and transport of a large number of casualties.
- The involvement either directly or indirectly of large numbers of people
- The handling of a large number of enquiries likely to be generated both from the public and news media, usually to the Police.
- The need for the large scale combined resources of two or more of the category 1 and 2 Responders.
- The mobilisation and organisation of the Emergency Services and supporting organisations to cater for the threat of death, serious injury or homelessness to a large number of people

It is important to note that some incidents may attract a co-ordinated multi-agency response but may not be declared as a major incident but can apply to any incident requiring multi-agency co-ordination whether or not the circumstances meet the criteria for declaring a major incident (or emergency).

While some other Category 1 responders recognise and use the declaration of a *Major Incident* in their language, planning and structures as this allows them to access additional resources or make organisational decisions they otherwise would not be able to , **Aberdeen City Council DOES NOT USE Major Incident in any of its emergency response plans and treats all potential incidents under the CCA 2004 definition of an emergency.**

3.2 Preparing Scotland

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

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

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

The full Preparing Scotland Guidance can be viewed here.

4. Supporting Procedures and Documentation

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

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

5. Partnership Structure

5.1 Resilience Partnership Structure

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

- Strategic;
- Tactical.

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

The Tactical tier of GLRP is made up of emergency planners, civil contingencies advisors and equivalent roles from each of the Category 1 Responder agencies who implement the requests of the Strategic tier and work collaboratively on multi-agency plans. The Tactical tier meets as the GLRP Working Group every 6 weeks. Category 2 Responders are also routinely invited to participate in the GLRP meetings.

The main purpose of the GLRP and Working Group at local level is to ensure that all Category 1 Responders can effectively and efficiently discharge their duties as defined under the Civil Contingencies Act 2004. The GLRP routinely activates at the Tactical tier as the primary forum for multi-agency emergency response, with officers acting under delegated powers for their agency, emergency planners, civil contingencies advisors and equivalent roles providing

regular updates to Strategic Leads. The GLRP would activate at Strategic tier in the event of a Regional or National wide emergency which was out with the capability of the Tactical tier response.

5.2 Category 1 and 2 Responders

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

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

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

- Utilities Companies;
- Transport Authorities; and
- The Health and Safety Executive.
- The Coal Authority
- The Met Office

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

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

The Scottish Government is not classified as a Category 1 or 2 Responder under the Civil Contingencies Act 2004. This is to ensure that in the event of an emergency occurring which

should impact Scotland nationally, there remains one neutral overall coordinator. Any emergency deemed as requiring the Scottish Government to take primary lead will be coordinated via the Scottish Government Resilience Room with the conduit to the Local Resilience Partnerships being provided by the Scottish Government Civil Contingencies Liaison Team.

5.3 Roles and Responsibilities of Category 1 Responders

Police Scotland

- Co-ordinate the activities of local responders and others acting in support at the scene of an incident except when MCA co-ordinate search and rescue in a maritime incident;
- Treat the affected area as a crime scene, the requirements for which must be considered in parallel to the general response, unless it is obvious that the emergency is caused by a natural event;
- Act under the direction of the Procurator Fiscal and, where appropriate;
- Facilitate the inquiries conducted by bodies such as the Health and Safety Executive, Rail, Air or Marine Accident Investigation Branches of the Department for Transport;
- Process casualty information including the identification of deceased; and
- Removal of the dead on behalf of the Procurator Fiscal who has the legal responsibility for investigating the cause and circumstances of deaths in Scotland; and
- As host force, co-ordinates the response to, and investigation of major accidents on the rail network in Scotland.

Scottish Fire and Rescue Service

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

Scottish Ambulance Service (SAS)

- Save life and provide immediate care for patients at the scene of the incident and in transit to hospital;
- Alert hospital services and other relevant NHS agencies;
- Manage decontamination of people affected by hazardous substances prior to evacuation from the scene;
- Evacuate the injured from the scene in order of medical priority;
- Arrange and ensure the most appropriate transport for the injured to the receiving hospital;
- Supply patient care equipment to the scene of an emergency;
- Transport vital medical staff and their equipment to the scene of an emergency;

- Alert the Red Cross and St Andrew's Ambulance Association and coordinate their work in support of SAS; and
- Provide and maintain communications equipment for medical staff and voluntary organisations at the scene of an emergency; and restore normality.

National Health Service Grampian

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

Maritime Coastguard Agency (MCA)

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

Scottish Environment Protection Agency

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

Aberdeen City Council

- Support the emergency services and those assisting them;
- Provide a variety of support services for the local and wider community;
- Maintain normal services at an appropriate level;
- Provide a wide range of social care and welfare services, working alone or with public, private and voluntary organisations. Services include care for people, support centres, temporary accommodation, re-housing and practical support for victims;
- Access a wide variety of specialist, scientific, environmental and communications expertise;

- Represent the diverse interests of local people and, in so doing, maintain close links with communities through elected members, Community Councils, Community Planning and other formal partnerships;
- Have powers to take action to preserve community wellbeing; and
- Lead the longer-term recovery and regeneration of affected communities.
- Communicate with arms-length external organisations (ALEOs) to ensure an understanding of the need to support the Council in delivery of its Category 1 obligations.

Aberdeen City Health and Social Care Partnership

- Support the emergency services and those assisting them;
- Provide a variety of support services for the local and wider community, specifically in relation to community health and social care matters;
- Maintain normal services at an appropriate level;
- Provide a wide range of health and social care services, working alone or with public, private, and voluntary organisations, including taking a lead with Aberdeen City Council on care for people matters; and
- Lead the longer-term recovery and regeneration of affected communities.

.

6. Aberdeen City Council Emergency Response Structure

6.1 Emergency Response Structure

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

The DERC is supported by a Council Incident Officer and Support Centre Manager who also operate on a rota. Trained Loggists are available to support Incident Management Teams.

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

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

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

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

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

Duty Emergency Response Coordinators, Council Incident Officers, Support Centre Managers and Loggists are trained and exercised regularly by the Emergency Planning and Resilience team.

6.2 Aberdeen City Council Emergency Response Roles and Responsibilities

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

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

- Ensure the Chief Executive and elected members of Aberdeen City Council are informed, and regularly updated as appropriate. The role of elected members should be considered and determined in the context of the incident or emergency; and
- Operate with the powers of the Chief Executive under the Powers Delegated to Officers, including the authorising of spend.

The Council Incident Officer , supported by the IMT, will provide the Tactical level of response to an emergency by:

- Determining the extent of the emergency;
- Deem if there is an existing emergency response plan appropriate for the handling of the incident and advice on implementation;
- Ensure a continuous flow of information between the DERC, Tactical, Operational teams and multi-agency partners;
- Attend at the scene of an incident or emergency as the Council representative and liaise with emergency services, other responders, and participate in at scene multi-agency meetings as required;
- Ensure actions taken at the operational level are coordinated, coherent and integrated to maximise effectiveness and efficiency;
- Plan and co-ordinate how and when tasks will be undertaken in partnership with the DERC and Local Resilience Partnership partners;
- Determine priorities for allocating available resources in partnership with the DERC and Local Resilience Partnership partners;
- Obtain additional resources if required with approval from the DERC and in partnership with relevant Local Resilience Partnership partners, community groups and suppliers. This may also include the use of arms-length external organisations and any resources they have available which can support the response;
- Assess significant risks and use this to inform tasking of operational responders;
- Mitigate risks to the Health and Safety of the public and personnel;
- Activate incident specific plan, scaling up or down to fit with the scale of the incident;
- Advice on DERC strategy and implementation;
- Initiate response, agreeing local actions and monitor response in partnership with the Emergency Planning & Resilience team . ;
- Prepare to take over the emergency response co-ordination role after the on-scene responders have concluded their part in the incident response;
- Provide regular briefings to DERC, requesting authorisation to spend;
- Record all costs associated with the incident response.

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

- Take immediate steps to assess the nature and extent of the problem as identified by Council Incident Officer;
- To cooperate and share information with LRP partner agencies;
- Concentrate efforts and resources on specific tasks within areas of responsibility;

- To ensure an integrated effort by allowing temporary transfer of one LRP organisation's personnel or assets to the control of another to mitigate the effects of the incident;
- Implement the Tactical response requests from the DERC, Council Incident Officer or the IMT; and
- Co-ordinate health and safety requirements on-scene.
- Liaison with the Council Incident Officer.

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

6.3 Recovery

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

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

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

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

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

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

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

As we navigate through an emergency from Response to Recovery the organisation will adhere to the principles of Integrated Emergency Management:

Focus on consequences, not cause

- Adaptability
- Direction

- Subsidiarity
- Continuity
- Responsibility
- Integration
- Communication

The Aberdeen City Council Managing the Recovery and Restoration of Normality Phase of an Emergency should be read in conjunction with Grampian LRP Response and Recovery Arrangements.

6.4 De-briefing Process

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

De-briefs and incident reports are conducted by the Emergency Planning and Resilience team. Incident reports, actions and recommendations are recorded on the Emergency Planning & Resilience Action Tracker – Place Based Risks Register to ensure the implementation of any agreed actions and learning within the organisation. Any identified gaps which require additional mitigation or pose risk to Aberdeen City Council are escalated to the Corporate Management Team.

7. Plan Performance

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

8. Housekeeping and Maintenance

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

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

9. Communication and Distribution

9.1 This Plan and supporting documentation will be shared directly with the Chief Executive, Extended Corporate Management Team, and the wider emergency response teams.

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

This page is intentionally left blank

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing & Public Protection Committee
DATE	11 March 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Justice Social Work Service Annual Performance Report 2023-24
REPORT NUMBER	ACHSCP/25/040
EXECUTIVE DIRECTOR	Fiona Mitchelhill, Chief Officer HSCP
CHIEF OFFICER	Claire Wilson, Chief Officer Adult Social Work
REPORT AUTHOR	Val Vertigans, Strategic Service Manager Justice Social Work service
TERMS OF REFERENCE	2.1

1. PURPOSE OF REPORT

1.1 To share the Justice Social Work Service Annual Performance Report for 2023-24 in line with the Communities, Housing & Public Protection Committee's remit.

2. RECOMMENDATION

That the Committee:-

2.1 notes the Justice Social Work Service Annual Performance Report 2023-24 (at Appendix 1), which provides assurance about progress made over the period.

3. CURRENT SITUATION

3.1 The Justice Social Work (JSW) service continues to be diverse, complex and busy, albeit demand is now returning to pre-pandemic levels. Examples, in relation to the year 2023-24, include:

- the number of Justice Social Work Reports requested continues to surpass pre-pandemic levels;
- Diversions from Prosecution increased significantly, with Aberdeen City having the highest number of Diversions per 100,000 population of any area in Scotland in 2023-24;
- the number of Bail Supervision cases commenced also continued to increase, potentially reflecting the commitment to reducing the number of people remanded in custody;
- numbers undertaking the Caledonian Programme for perpetrators of domestic abuse continue to increase.

3.2 In relation to Community Payback Orders, although numbers of Orders imposed have not reached pre-covid levels, the complexity and length of Orders have increased. As of 31st March 2024, there were 1,258 active CPOs. Supervision of individuals on CPOs focuses on attending to needs such as benefits/housing/health/stabilising drug and alcohol use as early as possible into the Order (or ideally from first contact with the Service) to support them to concentrate on offence focussed work and Cognitive Behavioural Therapy (CBT) interventions.

3.3 As set out in the Annual Report, the Unpaid Work Service has continued to face challenges in terms of suitable premises, access to vehicles, and reduction in individual placements offered by charitable organisations. Notwithstanding, the Service has continued to cope well, without a significant impact on service users or service delivery, for example through the use of Learning Packs and home working projects for those where their health precludes them from participating in a work party or craft workshop environment. The CPO Annual Report at the Appendix to the Annual Report provides more information about the delivery and impact of our Unpaid Work Service during the course of the year. The CPO Annual Report has been submitted to Community Justice Scotland as required by the Criminal Procedure (Scotland) Act 1995 (as amended).

3.4 As with other areas, demand on the Service in terms of the number of individuals in custody also remains high. On 31st March 2024, the number of individuals where the JSW Service have Throughcare supervision responsibility increased to 137 (up from 121 the previous year). Individuals are supervised and supported, in conjunction with partners as required, to meet licence requirements, improve outcomes and reduce the likelihood of reoffending.

3.5 The commitment of staff across the service has not faltered, and the report demonstrates our continued drive to fulfil the JSW Delivery Plan's vision that "Every person that we work with achieves the best possible individual and statutory outcomes".

3.6 Justice Social Work cannot operation in isolation, and continues to work closely with partner organisations and services, including:

- as part of the Multi Agency Public Protection Arrangements (MAPPA), and MARAC (multi agency working around the safety of those harmed by or at risk of domestic abuse);
- as part of the Scottish Prison Service's regular Case Management Board and Integrated Case Management pre-release processes;
- regular working with services including Health, Housing, Substance Use, Employability, and a range of third sector partners, to provide person-centred supports to clients;
- the Court and Procurator Fiscal Services;
- as part of Community Planning Aberdeen's multi agency Community Justice Group, and the related Local Outcome Improvement Plan projects.

3.7 As referenced in section 9 of the Annual Report, in terms of moving forwards, planned improvement and developmental work will include:

- review of the Delivery Plan, with the new Plan expected to be in place for 2025-2029, in line with the Health and Social Care Partnership Strategic Plan timescales;
- related review of the Service's Performance Framework;
- completion of the Self Evaluation required by the Care Inspectorate in relation the current National Thematic Review of Performance and Quality Assurance, and progression of resulting improvement work *(NB this has now been completed)*;
- involvement in multi agency 'Community Justice' projects, including increasing numbers of exit questionnaires completed, improving supports for individuals where there are concerns with substance use, and improving confidence in Community Justice;
- ensuring adherence to revised National Outcomes and Standards, once published; and
- exploring the possibility of developing and piloting a lower-level Domestic Abuse programme.

3.8 In addition to the above, the Scottish Government, in response to the rapid rise in the prison population, took emergency measures to release prisoners early across the prison estate. In collaboration with Scottish Prison Service and other relevant services, the release of 19 'Aberdeen' individuals was successfully coordinated, in June 2023, to ensure, that those transitioning from prison to the community have access to housing, healthcare, financial support, in the same way as we would seek to deliver for those being released from prison on a routine basis. Detailed plans are now being made in light of the passing, by Scottish Parliament, of the Prisoners (Early Release) (Scotland) Bill in November 2024, which will take effect in February 2025, with prisoners being released in three tranches between mid-February and mid-March 2025.

4. FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications arising from the recommendations of this report. Justice Social Work is funded primarily via ring-fenced funding based on service volumes as reported to Scottish Government on a regular basis.

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications arising from the recommendations of this report. JSWS undertakes statutory functions and legal advice is sought as required.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	No significant risks identified in relation to this report			**N/A**
Compliance	No significant risks identified in relation to this report			**N/A**
Operational	No significant risks identified in relation to this report	Assessment and mitigation of risk relating to individual clients forms the basis of JSW's fundamental ongoing service delivery across the piece. Arrangements are in place for escalation, in conjunction with partners as required, including as part of MAPPA.		**N/A**
Financial	No significant risks identified in relation to this report			**N/A**
Reputational	No significant risks identified in relation to this report			**N/A**
Environment / Climate	No significant risks identified in			**N/A**

	relation to this report			

8. OUTCOMES

Council Delivery Plan 2024	
	Impact of Report
Aberdeen City Council Policy Statement **Working in Partnership for Aberdeen**	The proposals within this report support the delivery of aspects of the policy statement under the following headings:- • Supporting People with the Cost of Living • Caring for Each Other • A Safer Aberdeen
Local Outcome Improvement Plan 2016-2026	
Prosperous People Stretch Outcomes	***The proposals within this report support Prosperous Adults section of the LOIP, specifically in relation to Stretch Outcome 9:*** 10% fewer adults (over 18) charged with more than one offence by 2026

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Claire Wilson, Chief Officer Adult Social Work.
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

10.1 N/A

11. APPENDICES

11.1 Appendix 1 – Justice Social Work Service Annual Performance Report 2023-24.

12. REPORT AUTHOR CONTACT DETAILS

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

Justice Social Work

Annual Performance Report 2023-24

1) Introduction

The Justice Social Work (JSW) service continues to be diverse, complex and busy and consists of Caledonian, Community Payback Orders (CPO), Unpaid Work, Women's Service, Pre-Disposal team based at the Court, Throughcare, Support Work and Admin. teams. Its primary remit is to provide statutory supervision and support to individuals who have offended, using interventions which are proportionate to risk and need. This supervision ranges from low level for those on Diversion from Prosecution to very high level, and with support from Multi Agency Public Protection Arrangements (MAPPA) for the "critical few" who pose significant public protection concerns.

The individuals with whom the service works may have mental health problems, learning difficulties, personality disorders, drug and/or alcohol problems, behavioural/anger management problems, neurodiversity issues etc., often undiagnosed, and a poverty of aspiration for themselves. JSW staff are responsive to these increasingly complex needs and risks and accept their professional responsibilities to respond accordingly in a person-centred and trauma-informed manner in order to deliver individual and statutory outcomes.

Our Justice service experienced challenges in meeting the demand for increasing statutory supervision orders because of the court backlog following the COVID-19 pandemic, however we are now seeing this return to pre-pandemic levels. The increased prison population has reached crisis levels during this year with an increasing percentage of remand prisoners. Scottish Government and the Scottish Prison Service continue to endeavour to reduce numbers by promoting Supervised Bail as an appropriate alternative. There is evidence that the use of Bail Supervision, whilst not reducing the number of Aberdeen remand prisoners, is preventing an increase.

2023-24 has been a challenging year in many respects, with the Service continuing to see high levels of demand, in common with public sector services across the piece. Other challenges have included:

- the aftermath of the reinstatement of the national LSCMI risk/needs assessment database which had been withdrawn from March 2022 until August 2023 due to glitches. Paper based risk/needs assessments then had to be retrospectively input onto the system on a phased basis as agreed nationally;
- ongoing challenges relating to the relocation of our Unpaid Work Team during 2022-23 and associated issues for continued service delivery with minimal impact on individuals;

- the ongoing adjustments required to the social work D365 recording system, which was implemented in October 2022, in order to meet the needs of the Service, including in relation to national reporting requirements.

In spite of these challenges, the commitment of staff across the service has not faltered, and the report demonstrates our continued drive to fulfil the JSW Delivery Plan's vision that "Every person that we work with achieves the best possible individual and statutory outcomes". The Service does not operate in isolation, of course, and our relationships and collaborations with multi agency organisations and services, in delivering our functions, remain strong.

2) Strategic Context

Justice social work is delegated by Aberdeen City Council to the Integration Joint Board (IJB) as set out by the Public Bodies (Joint Working) (Scotland) Act 2014. The Aberdeen City Health & Social Care Partnership's Strategic Plan 2022-25 sets out the priority objectives for all of the delegated functions and services. In addition, the Scottish Government have outlined those national health and wellbeing outcomes which all partnerships must strive towards.

The community justice model in Scotland is underpinned by the Community Justice (Scotland) Act 2016, and ACHSCP is a statutory community justice partner under the Act. The national strategic context has changed during the course of the year, with an updated Community Justice Performance Framework being published in March 2023, followed by a refreshed National Strategy for Community Justice in December 2023.

At a local level, ACHSCP is also a statutory member of Community Planning Aberdeen. There is a strong alignment between the integration partnership's Strategic Plan and the community planning partnership's Local Outcome Improvement Plan 2016-26, which was refreshed in April 2024. The LOIP contains a number of improvement projects under Stretch Outcome 9 - *10% fewer adults (over 18) charged with more than one offence by 2026* - in which the JSW Service is playing a key part due to its central role within Community Justice.

3) Governance

The Service's Performance Management Board (PMB), chaired at Chief Officer level and with Senior representation from across the Service, has continued to meet on a quarterly basis and maintain oversight of progression of the Delivery Plan, performance management, learning and development, digital developments, and informed by findings from quality assurance, reviews and exit questionnaires, to drive forward continuous improvement across the Service.

The scheduled Service Quality Assurance programme has, for the most part, been progressed during the year, although service demands did impact on completions in some areas. This forms part of the JSW Performance Framework, and there are targets which Senior Social Workers should meet which are reported in to each meeting of the PMB. The

PMB also listens to the 'voice' of staff throughout the Service, through its 'Best Practice' sub group.

4) Headlines

Demands on Justice Social Work Service: Table 1 below gives an indication of the demands on some aspects of the JSW workload, with 2019/20 as the pre-Covid benchmark (see also Appendix 1 for the 2023-24 CPO Annual Report, which provides further information about impact and work undertaken as part of CPOs).

Table 1: Service Volumes

	2019/20	2020/21	2021/22	2022/23	2023/24
Justice Social Work Reports	1,126	715	935	1271	1286
Community Payback Orders imposed	1,055	506	667	909	851
Diversion commenced	114	150	168	149	287
Bail Supervision commenced	45	4	26	117	126
Structured Deferred Sentence	25	11	30	40	34
Throughcare cases commenced in the community	32	38	40	39	47
Total no. of hours of Unpaid Work completed	52,854	32,153	36,683	33,857	36,460

*Not yet available.

As these figures indicate:

- the number of Justice Social Work Reports requested continues to surpass pre-pandemic levels;
- Community Payback Orders has reduced slightly from the previous year, albeit there has been an increase in terms of length and complexity;
- Diversions from Prosecution increased significantly, with Aberdeen City having the highest number of Diversions per 10,000 population of any area in Scotland in 2023-24;
- the number of Bail Supervision cases commenced also continued to increase, potentially reflecting the commitment to reducing the number of people remanded in custody; and
- the number of Structured Deferred Sentences remained consistent with the two prior years.

The Scottish Government's allocated additional funding to JSW in May 2021 to address Covid backlogs and support recovery will continue until 2026, a staffing recruitment drive during 2022/23 resulted in the service being almost fully staffed and this is ongoing.

Diversion from Prosecution: the increase in numbers is considered to be very positive. While it may be indicative of the need to reduce court backlogs by using alternatives to prosecution, it enables individuals who have committed offences and have significant

underlying needs to be diverted into support and, ideally out of offending and Court processes, at an early stage. This disposal, particularly when imposed by the Problem-Solving Court, is again intended both as a lower level, albeit intensive, intervention and as a diversion from custody.

Bail Supervision: the increase in Bail Supervision is significant when compared to pre pandemic levels and the additional service demands are being met by an increase in staffing levels to support this service. This offers a robust and credible alternative to remand in custody, whereby people accused or convicted of an offence (or offences) are assessed as requiring a level of supervision, monitoring, and support to adhere to bail conditions. Those who the court may decide would otherwise be held on remand pending trial or for reports after conviction are instead released on bail on the condition that they meet with a bail supervisor (or nominated worker from a relevant agency) three times per week, subject to an assessment of suitability and compliance management. The overarching aim of bail supervision is therefore to reduce the use of remand by giving confidence to the court that people bailed in the community will be supported to comply with the conditions of bail, and that any non-compliance will be robustly managed. Bail supervision involves Bail Supervision assessments being provided to the Court with a proposed a package of supervision and support to the person. This can include the provision of direct support, as well as signposting and assistance to access relevant support services, including accommodation, employability, drug and alcohol services, or mental health support. Access to appropriate support services whilst subject to bail supervision is dependent on statutory and third sector services provided in local areas. As such, local collaboration between community justice partners is critical.

Caledonian Programme: Domestic abuse permeates much of our work and Caledonian assessments and resulting orders are now above pre-pandemic levels. 138 Caledonian assessments were undertaken for suitability of the programme, following which 41 Caledonian Programme requirements were imposed as part of Community Payback Orders, and we had an average of 90 men undertaking the programme during the year. This is an increase from an average of 80 the previous year meaning just over 10% increase. The service completes Caledonian assessments for most cases of domestic offending and victims are referred to the Caledonian Women's Service for support from a Women's Worker. We are exploring the possibility of developing and piloting a lower-level Domestic Abuse programme.

Justice Social Work Reports: The JSW service was involved in the piloting of a new Court Report template for shorter and more concise reports which has now been rolled out nationally.

5) Working in Partnership

Justice Social Work cannot operate in isolation, and continues to work closely with partner organisations and services, including:

- as part of the Multi Agency Public Protection Arrangements (MAPPA), and MARAC (multi agency working around the safety of those harmed by or at risk of domestic abuse);

- as part of the Scottish Prison Service's regular Case Management Board and Integrated Case Management pre-release processes;
- regular working with services including Health, Housing, Substance Use, Employability, and a range of third sector partners, to provide person-centred supports to clients;
- the Court and Procurator Fiscal Services; and
- as part of Community Planning Aberdeen's multi agency Community Justice Group, and the related Local Outcome Improvement Plan projects.

6) Delivery Plan Objectives

The JSW Delivery Plan 2021-2024 has four key objectives which seek to make Aberdeen a safer place in which to live, and which the service is working towards:

- To contribute to the creation of safer and fairer communities;
- To fairly, effectively and proportionately implement court orders and release licences;
- To reduce offending by promoting desistance;
- To promote the social inclusion of people with convictions.

These four objectives also form the basis of the Service's Performance Framework together with a number of relevant, objective-specific metrics to enable the service to reflect on how well it is meeting or progressing towards each particular objective.

To contribute to the creation of safer and fairer communities

One of the wider outcomes from supporting individuals with their assessed needs, helping them complete their orders and in doing so, assessing, and managing any risks that present themselves is the positive impact on our communities with the result that Aberdeen is a safer place to live and work.

A) We continue to focus on attending to needs such as benefits/housing/health/stabilising drug and alcohol use as early as possible into an individual's **Community Payback Order** (or ideally from first contact with the service) to support them to concentrate on offence focussed work and Cognitive Behavioural Therapy (CBT) interventions, including relating to domestic abuse, sexual offending, drug and alcohol interventions, anger management, and bespoke programmes of work responsive to risk/needs of individual clients. Referrals are also made to JSW support work, Venture Trust and any other agency which will provide specific person-centred support.

   Our Development Officer for Justice Social Work and Alcohol and Drugs continues to support our service users to access the Assertive Outreach Service which can offer support to those who are struggling with substance use to receive appropriate support at the time they most need it. This enables service users to stabilise the issues affecting them which improves their ability to engage with their Supervision and reduces their likelihood of further offending.

   There was a 52% drop in CPO numbers between 19/20 and 20/21. Although numbers of Orders imposed has not reached pre-covid levels, the complexity and length of Orders

have increased. As of 31st March 2024, there were 1,258 active CPOs. See also Table 5: Exit Questionnaires.

Table 2: Number of Community Payback Orders imposed

	Aberdeen				
	19/20	20/21	21/22	22/23	23/24
Orders	1,055	506	669	909	851
Male	894	441	570	798	590
Female	161	65	99	136	145
Under 18	17	7	5	6	2

B) The **Unpaid Work Service** had to vacate their premises at the end of January 2023 and relocate to other council buildings on a temporary basis. Efforts continue to find suitable replacement premises. There has also been a reduction in individual placements available (since Covid and the withdrawal of some charitable organisations). The consequence of this is that over the last 12 months approximately 35 placements per week have been lost, (from loss of workshop space only - equivalent to 1820 placements, or 12000 unpaid work hours, over the course of the year). Notwithstanding, the Service has continued to cope well, without a significant impact on service users or service delivery, for example through the use of Learning Packs and home working projects for those where their health precludes them from participating in a work party or craft workshop environment. See also Table 5: Exit Questionnaires.

C) The number of individuals in custody on 31st March 2024 where Aberdeen have **Throughcare** supervision responsibility was 137 (up from 121 the previous year) and those in the community subject to licence conditions and Supervised Release Orders was 61 (52 as at 31st March 2023). There has been a high percentage of remand prisoners and the Government's introduction of Bail Supervision and Electronic Monitoring in May 2022 as a direct alternative to remand does not appear to have had a significant impact on this as SPS indicate that remands have not reduced significantly during this period. On the other hand, the number of Supervised Bail Orders imposed in Aberdeen continues to increase, from 117 in 2022/23 to 126 in 2023/24, and would appear to be supportive of preventing the number of remands being significantly higher. Table 3 below sets out the number of individuals released on licence during the year.

Table 3: Number of Individuals Released on Licence during year

	2019/20	2020/21	2021/22	2022/23	2023/24
Female	1	1	1	1	2
Male	37	39	32	39	45

The total number of individuals being supervised on Licence in the community as at 31st March 2024 was 66. This excludes the 65 individuals who were provided with Voluntary Throughcare support during the year.

D) **Multi-Agency Public Protection Arrangements (MAPPA)** places a statutory duty on the responsible authorities in a local authority area to jointly establish arrangements for assessing and managing the risk posed by certain categories of offenders. This includes all registered sex offenders under MAPPA Category 1 and those assessed as presenting a high risk of serious harm under MAPPA Category 3 for violent offenders.

Justice Social Work continue to work in close collaboration with the MAPPA Co-ordination Unit and with our partner internal and external agencies such as Health, Housing, Police Scotland, Scottish Prison Service, Care Management and Children's Services. The revised national guidance implemented in May 2022 has been incorporated into practice resulting in clearer processes and co-ordination of multi-agency services being taken forward. Thus, ensuring that access to appropriate housing and primary care services are in place when prisoners are released.

Throughout the year 2023/24, Justice Social Work reported 10 initial notifications of potentially serious incidents between MAPPA and the Care Inspectorate with none of those reported proceeding to a Serious Case or Learning Review which indicates the ongoing appropriateness of our interventions and balancing statutory obligations, public protection and the needs and rights of those we work with.

To fairly, effectively, and proportionately implement court orders and release licences

Although it is an extremely diverse, complex, and busy service, JSWS is efficient and effective in terms of the achievement of positive individual and statutory outcomes, as demonstrated below.

E) In 2022/23, 659 **Community Payback Orders** (CPOs) were completed successfully and 131 were returned to Court under Breach Proceedings. The number of CPO completions for 2023/24 is not as yet available.

F) The Court and associated **Pre-Disposal Team** is effectively the front door to the Justice Social Work service. Virtual Courts continue to be used in some cases which impacts on our ability to meet with service users within required timescales (as per National Standards) as they are often released from custody late in the day or they can be released from prisons across Scotland with lengthy travel requirements for the individual to return to Aberdeen. We work with prison based social work and SPS on an ongoing basis in order to maintain some contact with individuals who are released from custody under statutory supervision or who require a voluntary service to ensure they have the support they need and to offer appointments at the earliest opportunity.

G) JSW in Aberdeen is accredited to deliver the **Caledonian System** which includes a Men's Programme for higher risk perpetrators of domestic abuse in tandem with a support service for women and children harmed. The majority of Justice Social Work reports to court for offences of a domestic nature are assessed for Caledonian with approximately a third resulting in the imposition of Community Payback Orders with 2-year Caledonian Requirements. Where a Supervision Requirement is imposed without a Caledonian

requirement the individual will still be supervised by Caledonian trained workers because of the nature of the offence.

Table 4 shows annual number of Caledonian assessments and Orders imposed. This appears to have reduced in 2022/23 and again in 2023-24 and it may be that the increase seen in 2021/22 was reflective of the Court prioritising these cases within the Court backlog following the pandemic. Domestic abuse accounts for a significant amount of the workload across the service for Admin, support work, social work, MARAC, MAPPA and Throughcare, in conjunction with partners as relevant. The average number of individuals subject to a CPO with a Caledonian Programme requirement at any one time during 2023/24 is 90.

Table 4: Number of Caledonian Assessments undertaken, and Requirements imposed

	2020/21	2021/22	2022/23	2023/24
Assessments	171	202	161	138
Orders	49	64	49	41

H) We have continued to provide the **Moving Forward Making Changes** (MFMC) programme for sex offenders which involves a 3 year CPO Programme Requirement. This programme is currently transitioning to the 'Moving Forward 2 Change' (MF2C) Programme which has required training for all practitioners who deliver this and which has now been completed and will continue to be provided on an ongoing basis for new workers. On average we have between 30 and 35 people on the MFMC programme at any time due to it being a three year programme and people joining and leaving the programme throughout the year. The MF2C Programme will largely be provided to perpetrators of contact offences, however, consideration will be given to the appropriateness of this for non contact offences where there is an indication that there may be a risk of serious harm to the public. The majority of lower level/non-contact sexual offending will not meet the criteria for the MF2C programme and, where this is the case, the lower level/shorter programme, the 'Aberdeen Sex Offender Programme' will be proposed to the Court.

I) The computer based **LS/CMI risk/needs assessment** tool is utilised by JSW across the country from Justice Social Work Report stage to ongoing assessment and case/risk management planning throughout the statutory supervision process. The tool was withdrawn from use in March 2022 due to glitches in the system resulting in incorrect risk/needs scoring outcomes and staff were required to utilise paper based assessments until it's reinstatement in August 2023. This impacted on the time taken to complete these as well as to upload the paper based assessments in line with nationally agreed procedures and timescales once reinstated.

To reduce offending by promoting desistance

The essence of this objective is our JSW value base. This is what we do every day to the best of our ability and in collaboration with partner agencies.

We have continued to pursue what we did well during covid, including virtual contact where appropriate, for example we continue to support those affected by physical and mental health issues by providing the home learning and craft home working packs to undertake their unpaid work. We continue to have positive relationships with housing colleagues and where necessary we can now provide support to prepare tenancies with basic supplies and identify potential issues with utility connections prior to the service user being released from custody. We also continue working closely alongside SPS, Housing and Substance Misuse services to ensure that everyone leaving prison has suitable accommodation, medication, and support.

"Desistance is the process of abstaining from crime amongst those who previously had engaged in sustained offending." It is neither quick nor easy and can take a considerable time to change thinking, behaviours and underlying problems. Desistance research emphasises the need to: adopt an individualised approach; develop positive relationships as individuals are influenced to change by those whose advice they respect and whose support they value; recognise and build on people's strengths.

It is important that individual outcomes as well as statutory outcomes are achieved as a result of the engagement between our staff and the individuals that they supervise and support. Justice Social Work staff have undertaken trauma informed practice training to support their practice, approach and knowledge. We know that many, if not most of our clients have experienced bereavement and adversity in childhood which has significantly impacted on their thinking and behaviour. We are very aware of the need to listen to our clients as to what works for them and seek their views on how they think services could be improved. We are also very mindful of the factors that have led people to offend and seek to reduce the influence of these on an individual's behaviour. Getting feedback about what has worked is beneficial to the ongoing improvement of our person-centred service delivery.

J) Feedback is sought via **Exit Questionnaires** from those we supervise, including individuals on Diversion from Prosecution. Highlights are below:

- Number of Supervision Questionnaires increased from 53 in 2022-23 to 93 in 2023-24;
- People reporting improvement in at least one area was 100% in both 2022-23 and 2023-24;
- In 2023-24, 58% of respondents reported having mental health issues, with 58% of these reporting improvement during Supervision;

Responses reflect both local and national issues associated with severe and multiple disadvantage (SMD). Many individuals reported significant improvements in all domains about which information was sought: Housing, Education and Employment, Drugs, Alcohol, Personal Relationships, Self Esteem, Mental Health, Physical Health, Money Issues and Coping Skills. These positive outcomes are perhaps reflective of the person-centred service they get from JSW.

Table 5: Number of Exit Questionnaires and comparison of 'Before' and 'After' Supervision Improvements

	2021-22		2022-23		2023-24	
Responses	56		53		93	
	People/ Improvement					
People reporting improvement in at least one area	42	88%	53	99%	93	100%
Housing	20	65%	12	95%	29	79%
Education and Employment	17	70%	15	82%	29	86%
Drugs	13	77%	12	92%	25	92%
Alcohol	8	75%	19	100%	24	88%
Personal Relationships	25	62%	20	93%	37	81%
Self Esteem	23	79%	22	100%	32	94%
Mental Health	33	82%	29	95%	54	87%
Physical Health	11	59%	11	81%	23	87%
Money Issues	17	41%	16	100%	33	70%
Coping Skills	25	89%	22	97%	48	92%

In addition to the above, 131 Exit Questionnaires were completed by clients who completed Unpaid Work during the year (157 in 2022/23), and 23 were completed for those on Diversion from Prosecution, following their introduction during the year. It is recognised that improvement is required in terms of increasing the amount of service user feedback in order to effectively evaluate our service on an ongoing basis, identifying what we are getting right and what we need to improve in order to provide the best service to those working with us. Exit questionnaires are a valuable resource for achieving this, and increasing the number of Exit questionnaires it the focus of one of the Community Justice projects included in CPA's LOIP for 2016-26.

To promote the social inclusion of people with convictions

This objective is about improving outcomes for people in the justice system by intervening at the lowest possible level, providing both supervision and support, linking into other services and agencies as appropriate and, ideally, linking individuals into community supports in the longer term.

K) A **Fiscal Work Order** is a Direct Measure offered by the Procurator Fiscal as an alternative to Court and the numbers of these tend to fluctuate, however, have remained consistently low in recent years.

L) **Diversion from Prosecution** is also an alternative to attending Court and in Aberdeen all 16/17 year olds are referred to Barnardo's while individuals aged 18 and over are offered a bespoke service tailored to their individual needs. This is overseen, and is largely delivered by JSW however, clients are at times referred on to whatever service best meets their needs e.g. mental health, Children's services, ADA, Housing. Figures have increased significantly from 149 Diversion cases commenced in 2022-23 to 287 in 2023-24. In trying to reduce court backlogs, individuals with slightly higher risk/ needs offending than previously are increasingly being referred for Diversion thus allowing us to assess and address underlying needs at an early stage.

M) The use of **Structured Deferred Sentences** reduced by six to 34 in 2023/24. This disposal, particularly when imposed by the Problem-Solving Court, is again intended both as a lower level, albeit intensive, intervention and as a diversion from custody.

N) There has been a further increase in the use of **Bail Supervision** due to efforts to reduce numbers remanded, where possible and appropriate, and also as a result of the legislation imposed for Bail Supervision and Electronic Monitoring in May 2022. Intensive intervention and support services are provided to individuals on Bail Supervision.

Table 6: Other Interventions

	20/21	21/22	22/23	23/24
Fiscal work orders	16	7	12	1
Diversion From Prosecution	150	168	149	287
Structured Deferred Sentence	11	30	40	34
Bail Supervision	4	26	117	126

O) We continue to build on positive working **relationships with wider partners and services**. Our dedicated Development Officer liaising between Justice Social Work and substance use services has been involved in the progression of a number of initiatives, including:

- Leading a LOIP project to increase the number of Justice clients offered or accessing support with their substance use;
- Improving information sharing in relation to individuals released from prison, to support their attendance at appointments with substance use services;
- JSW single point of contact for the Assertive Outreach Team and the Substance Use Related Death work;
- Staff learning and development and awareness, including in relation to Naloxone and overdose.

We also commission services from Aberdeen Foyer to deliver Other Activity and Employability services and there are opportunities for wider collaboration and development through this service as well as Adult Learning and Community Education.

7) Learning & Development

Training and development of staff is prioritised to ensure we have a motivated and effective workforce, with training being centrally monitored. Secondments are welcomed, both into and out of the Service, and our Practice Educator runs a regular programme for Social Workers in Training, in conjunction with Robert Gordon University. We aim to develop a Learning & Development Framework during the course of the current year, to clearly set out training requirements – both essential and desirable – for different staff cohorts, alongside development pathways, in recognition that our staff are our greatest asset.

8) Conclusion

As this report shows, we continue to be committed to improving service delivery, including through our close working relationships with partner agencies. In line with our Vision, we continue to prioritise individuals with the highest risk and greatest vulnerability, and to adopt a meaningful, person centred approach to all.

9) Looking Forward

Delivering our core functions to the highest level possible – providing the most effective service to the Courts, undertaking statutory supervision of those on Orders and Licences in the community, and supporting those we work with to improve their outcomes and reduce the likelihood of reoffending – remains our priority, but we always have an eye to improvement. Going forward this will be led to a significant degree by our new Strategic Service Manager. Improvement and developmental work will include:

- review of the Delivery Plan, with the new Plan expected to be in place for 2025-2029, in line with the Health and Social Care Partnership Strategic Plan timescales;
- related review of the Service's Performance Framework;
- completion of the Self Evaluation required by the Care Inspectorate in relation the current National Thematic Review of Performance and Quality Assurance, and progression of resulting improvement work;
- involvement in multi agency 'Community Justice' projects, including increasing numbers of exit questionnaires completed, improving supports for individuals where there are concerns with substance use, and improving confidence in Community Justice;
- ensuring adherence to revised National Outcomes and Standards, once published;
- exploring the possibility of developing and piloting a lower-level Domestic Abuse programme;
- implementation of the Children's (Care & Justice) (Scotland) Act 2024, in conjunction with wider partners and services;
- etc …

In addition to the above, the Scottish Government, in response to the rapid rise in the prison population, took emergency measures to release prisoners early across the prison estate. In collaboration with SPS and other relevant services, the release of 19 'Aberdeen' individuals was successfully coordinated, in June 2024, to ensure, that those transitioning from prison to the community have access to housing, healthcare, financial support, in the same way as we would seek to deliver for those being released from prison on a routine basis. The Scottish Prison Service advised at the October 2024 Justice Social Work Scotland Standing Committee that the prison population continues to rise and expected to reach crisis levels in the coming months, therefore, it is anticipated that there are likely to be more such emergency release measures proposed during this period also.

COMMUNITY PAYBACK ORDER (CPO)

ANNUAL RETURN

FINANCIAL YEAR**: 2023/24**
LOCAL AUTHORITY**: Aberdeen City**
TEMPLATE RETURN DATE: **29th of September 2024**

Please return all completed templates to CJS at CJSImprovement@communityjustice.scot and copy the Scottish Government at cpo@gov.scot

1) Background

Under the Community Justice (Scotland) Act (2016), local authorities have a statutory duty to report on the operations of Community Payback Orders (CPO) within their area on an annual basis to Community Justice Scotland (CJS). CJS will then collate these returns and summarise them in a report which is laid before Scottish Parliament.

To assist with this reporting duty, CJS, in collaboration with representatives from Justice Social Work, the Scottish Government, and Social Work Scotland, has developed a template of questions for local areas to complete. This template is designed to support the reporting requirement.

2) Completing the template

Please answer the following questions contained in this year's CPO template. When answering the questions, please ensure that all case studies and feedback are anonymised. We understand that maintaining anonymity may be more challenging for some local authorities. If this applies to your area, you may provide a more general response to the questions.

Please ensure all answers are relevant to your local area within the 2023 to 2024 reporting year.

If you need any support in completing this template and or have any questions, please do not hesitate to get in contact with CJS. Contact details can be found on the title page of this form.

Thank you for taking the time to answer the questions in this template.

3) Questions to answer

4) Reducing risk of reoffending

Please provide a case study or examples of your work with people subject to a Community Payback Order (CPO), focusing on how you work to address their offending behaviours and reduce the risk of reoffending.

Case study EF, aged 20, 2 back-to-back CPOs both for supply of drugs and road traffic offences, one summary and one solemn, both with Supervision and Unpaid work requirements. No family support in UK. At the start of the orders E had very pro-criminal attitudes but his supervising social worker used consequential thinking and motivational work to encourage him to think differently. This included listening to a radio programme where a man who had committed a number of offences, for which he had served prison sentences, spoke about how he had got into offending and how he got out of it. His worker supported him to see things differently and change his narrative and build on small successes. E started going to the gym which helped him establish a routine and has now started college. He the continues to engage well with his orders and says he has gone from "I want to sell drugs, to, I want to train as a personal trainer"

5) Support for underlying needs

Please provide a case study or examples of your work with people subject to a CPO, focussing on how you work to address their underlying needs (e.g., mental health, substance use).

The specialist knowledge, people skills and sheer tenacity of JSW Support Workers are vital in supporting individuals to successfully complete their orders through addressing their underlying needs. In 2023-24 Support Workers report an increase in referrals for support with accessing accommodation and benefits reflecting national trends.

Support Work Case Study AB

AB, aged 60, CPO x 2 with supervision requirements. Mr B presents with "schizoaffective disorder and alcohol misuse". His alcohol problems are longstanding, he frequently presents as volatile and is now subject to an ASBO which bars him from the city centre and direct access to many services. In order to reduce his risk of reoffending, including breaching his ASBO, his Social Worker maintains contact as per NOS while JSW support workers make regular home visits (at 9.30 am pre-alcohol) and support him to access Alcohol services, GP/ health, housing and DWP by whatever means possible (phone, email, accompanying him to appointments, changing his GP to an accessible location, advocating on his behalf). Workers have good relationships with Mr B and, having identified triggers to volatility, have solutions in place to avoid them. As a result, Mr B's offending has decreased, he has been supported to engage with his order, he has been able to access services he and assessments undertaken to ensure that he has appropriate support in place post-CPO.

6) Unpaid work

Please describe a case study or provide examples of unpaid work activity.

Outdoor/ indoor Placements for more able Unpaid Workers

Community Garden Assistance: One of the more notable unpaid work projects over the last few years involves assisting in the establishment and maintenance of community gardens

across the city, utilising disused green spaces. The number has grown year-on-year and we are currently providing a service to seven community gardens. Individuals on unpaid workers work alongside volunteers cultivate and maintain these spaces, fostering a sense of ownership and community pride. The benefits of this initiative include helping to address food insecurity by providing nutritious food to vulnerable individuals; workers acquire gardening knowledge; community interaction and integration.

Park Maintenance: UPW teams participated in ongoing park maintenance activities, ensuring these public spaces remain clean, safe, and enjoyable for all. This includes litter-picking, rubbish removal, strimming/raking grass, weeding, planting, leaf removal, painting park structures and whatever other work needs to be done to improve the environment.

Painting Projects: Community Centres/Sheltered housing/ supported accommodation/ Graffiti tags

Fly-tipped rubbish removal: Unpaid Workers collecting fly-tipped rubbish from the city streets enhancing the appearance and accessibility of public spaces and fosters a sense of civic pride.

Regular litter picking and Beach Clean-ups

Indoor placements for those who need seated or lighter duties

Upcycling and smaller woodwork projects

Crafts – wood burning, model making, painting

Unpaid workers support sheltered housing residents to get their weekly supermarket shopping. This project has very positive feedback from both recipients and unpaid workers. Examples of feedback received:

- *"Respecting the work that goes into helping the elderly do their shopping"*
- *"Taking the elderly to do their shopping was a great way of interacting with them and giving back to the community"*
- *"Enjoyed clearing the beach and taking the elderly for their shopping. Think shopping with the seniors is a great idea, and the beach needs all the help it can get"*

Individual Placements

We have a number of individual placements across Aberdeen. These include charity shops, churches, community centres, golf courses, and food banks. We have unfortunately seen however that since covid the number of suitable and available individual placements has reduced significant, and we are proactively trying to increase these by reaching out to organisations and communities.

Women at Unpaid work

While women may have placements in any of the above, in our experience they prefer women only placements. Many are traumatised and vulnerable and have difficulties in sustaining whole day placements. We therefore have a dedicated female task supervisor/support worker who delivers workshops and work parties for women. Her approach involves assertive outreach when women fail to attend plus a range of activities and placements to keep them interested. This can be anything from making jewellery for sale in charity shops to cooking in the women's centre to working in a baby bank which provides

essential and necessities to disadvantaged families. Adult Learning also provide other activity input. The UPW women's service requires intensive resource, but outcomes are positive for this otherwise hard to reach group.

7) Other activity

Please describe the main types of "other activity" carried out as part of unpaid work or other activity requirement.

Good New story from Aberdeen Foyer from whom we commission an Employability Service

"GH, was referred with 30hrs of other activity, aged 17. He obtained his CSCS card and wanted to work in construction. He had never worked before. We sourced a work placement with a construction company which gave GH the experience of different trades. The company was so impressed with him, but they could not employ him, so they asked the agency who recruited on their behalf, to employ him so they could keep him. The feedback from the company was that they were so impressed with someone so young. He completed all his hours and is still working".

The broader spectrum

Aberdeen Foyer offer: CSCS, Forklift, Banksman Slinger, Asbestos Awareness and City and Guilds Training; job application and interview training; links to work placements (30 hours of work-related activity with employer; additional support, mentoring and much more.

Learning/Training offered: Blended Learning and Woodwork Design Packs; Adult Learning (English, Maths, Computer Studies, certificated work courses); First Aider Course, Driving Theory Test; Colin's Historical Walks; Tool-Box Talks

Volunteering: Wildlife Trust, Churches, community centres, cancer research, 4x4 support for emergency services, football coaching, teaching guitar, charity shops

Drug/ Alcohol Counselling, Drug Awareness and Women's Learning Pack is also offered.

8) Feedback

Please provide a summary of quotes or feedback on the impact of supervision requirements and or unpaid work or other activity requirements from the following perspectives:

People subject to a supervision requirement

The comments below are from Exit Questionnaires in relation to individuals' experience of Supervision. Almost all are positive and emphasise the importance of both the relationship with their social worker, and how that helped them change thinking and behaviour.

- "Over the last three years my SW has helped me turn around and move forward, coached me to recognise my resilience, encouraged me to engage with my interests and guided me to meditation practices that are now part of my daily routine. My SW

brought her attitude, experience and importantly herself to help me that goes far beyond procedures and policies. Improved and balanced self-worth, self-esteem and mental health which has resulted in a positive attitude. I have not offended since before my arrest but the unhealthy coping strategy that I had used my whole life can be put in the past and I now have a range of healthy coping skills which means that my offending behaviour is now firmly behind me"

- "Speaking only for myself – I have found the Women's Centre to be helpful for me by helping me to navigate around Aberdeen City as I am a "Newcomer" to Aberdeen of 4 years. Very supportive and encouraging me to steer away from alcohol as this has become an issue. The Centre has also helped me with housing, taking back control of my finances, budgeting, more importantly ensuring I attend my medical appointments."
- "I realise it, and I work on it. I will leave a situation if it is toxic. But if I can cope then I will reply to a person and tell them they are wrong then walk away or just give a big smile and a thumbs up."
- "I am just a better person all around. My anger is kept more under control, and I recognise triggers easily. I have grown up and matured more. I was linked in to support work and drug counselling. Thank you for helping me become a better person."
- "I think more positively. I am trying to see things differently and more positively and challenging negative thoughts. I found the group beneficial, it was engaging. Group work was powerful, especially 3 chairs exercise. 1:1 helped a lot with changing my thought pattern and thinking more positive."
- "My SW has been there for me since day 1. Her door has always been open and any problems I've had. I've been a thief my whole life however I've been out a year without offending."
- "The Women's Centre has been a great help to me and many others. It is somewhere to go when you need help with housing problems, money matters and it is so much nicer to have appointments with social workers to do with Court Orders in a nice, homely environment, where we can make tea or coffee and get something to eat if we want."
- "Thank you so much. This has changed my life, I'm so grateful to my SW and everyone who helped me."
- "Lets hope this is the first and last time I have to fill in this form"

People undertaking unpaid work or other activity requirement

Once again feedback from clients about the support they received from Task and Order Supervisors is universally positive.

- "The people supervising were extremely helpful. Always kind and helpful and was importantly open to work without judgement or prejudice. Amazing stuff"
- "Supervisor was excellent, very health and safety aware and very friendly and easy to work with. Also A for having time with him and patience as had a few issues while on CS and he helped."

Unpaid workers report the following achievements:

- "Got put on a placement and got a job out of it."
- "I was able to get a job as CS put me back in working mind".

- My achievements were that I was able to commit to my Order and complete it well within my time limit.
- Seeing to go every week to finish the order
- Stayed out of prison. Keep my personal possessions and my accommodation
- Socialising, learning about other people's difficulties, feel good to give back to the community.
- I addressed mental health issues during my work order and managed to gain employment.
- Keeping the streets free from rubbish
- I was placed at Aberdeen Mosque I felt like I helped the Muslim community a lot
- yes, crystal chains art made for charity shop, fairy doors drawn and painted for social work.
- I really enjoyed what I did to the point that I would volunteer to do it again

The community and beneficiaries of unpaid work

Our Assisted Shopping service for sheltered housing residents covers 38 sheltered house complexes, supports an average of average 170 - 190 senior service users per fortnight by providing transport and carrying shopping. This project is mutually beneficial for both recipients of the service and the unpaid workers.

Assisting senior citizens with transportation and shopping helps them maintain their independence and mobility, fosters social connections and reduces feelings of isolation and loneliness.

Feedback from Unpaid Workers suggests that they really enjoy interacting with the Sheltered Housing residents, even when they're being held to account by them for their offending behaviour!

- "Taking the elderly to do their food shopping. Was a great way of interacting with them and giving back to the community."
- "Did many work activities but the shopping trips were enjoyable and really liked helping the older people
- "Worth doing it to get out and about especially shopping was a great experience that i enjoyed."

Feedback from recipients who we undertook work projects for

1. What kind of work was carried out?
Furniture lifting, removals, disposals, dismantling and assembly of office furniture.

How would you rate the quality of work carried out?
The Task Supervisor has been consistently professional, approachable and communicates well with our staff on the requirements and needs of the service and confidently guides the team of unpaid workers on tasks required. They attend when arranged and perform duties swiftly and to a great standard

How would you rate the attitude and behaviour of the person(s) who carried out the work?

The Task Supervisor communicates well with our staff, and to the team present and I believe the way he treats the unpaid workers respectfully sets the tone for the job. The attitude and behaviour of all has been professional, and we have no complaints. Even though the workers change each time they have been respectful and always listen to instructions whilst on the premises.

Do you think you have benefited from the work carried out?
Yes, absolutely. As a third sector charity we have been quoted hundreds of pounds for similar services and having the support from the unpaid workers team has been a fantastic support. They can give back some of their time whilst helping a charity in Aberdeen and it works out well.

2. What kind of work was carried out?
Cutting grass, digging garden beds, moving bushes, tidying up garden and refuse area, building wooden garden beds, moving soil, and un-wanted large items. This is work the staff at the day centre just don't have time to do so it was a massive help to us.

How would you rate the quality of work carried out?
Work done promptly, quickly and reliably, good communication between Unpaid Team and centre staff that deal with the garden. There was a team's chat set up that also help the team know exactly what they were doing and kept all managers up to speed too. They have been a big help to our service this year.

How would you rate the attitude and behaviour of the person(s) who carried out the work?
Good workmanship and professional attitude.

Do you think you have benefited from the work carried out?
Yes, we have benefitted very much from all work done. There has been a flexible can-do attitude. There have been big improvements to our garden and that is down to the workers that came and completed the work. The staff team really appreciate all the time and work that was done as the small garden team would not be able to do this on their own. We are really happy with the service provided by unpaid work team.

How would you rate the attitude and behaviour of the person(s) who carried out the work?
Friendly, helpful and respectful

9) Benefits and challenges of other CPO requirements

Please mark with a cross the requirements that were imposed by courts in 2023 to 2024.

☒Compensation requirement

☒Programme requirement

☐Residence requirement

☒Restricted movement requirement

☒Conduct requirement

☐Alcohol treatment requirement

☒Drug treatment requirement

☒Mental health treatment requirement

For each of the requirements that were imposed (up to a maximum of 300 words) please describe innovative and best practice, challenges, and impact associated with each.

Compensation. There is an issue sometimes that the requirement detail is written on orders in a way which is hard to interpret. This gives challenges when trying to support someone to comply, but we liaise with courts and solicitors to ensure that we are clear on the detail of the requirement.

Programme. Generally imposed following assessment of suitability. Some issues where court imposes a programme requirement without an assessment having been completed or when we have assessed them as unsuitable.

Overall, the Caledonian Programme works well, both Men's Programme and Women's/ Children's service. There is undoubtedly an information sharing benefit in having all elements of the system under one roof. Feedback from the women's service is that they feel that their voices are heard, they are well-supported and safety plans are in place. Children also receive individualised support and safety planning suitable to age and stage.

The groupwork element of Moving Forward Making Changes is delivered by the Aberdeenshire Joint Sex Offenders Project team and, for lower-level sexual offending, Aberdeen City social workers deliver the Aberdeenshire Sex Offender Programme (ASOP)

Conduct. Primarily used for: RSOs who require police to check mobile devices; to attend drug/ alcohol/ mental health/ counselling/other services as directed by supervising officer.
Restricted Movement. Only one this year and no issues.

Drug Treatment. Rarely used as many are usually already known to drug services; SWs will refer to other agencies as appropriate and those higher risk are assessed for Drug Treatment and Testing Orders.

Mental Health Treatment. Rarely used as the majority of people with mental illness are already in treatment.

Others of interest. Requirement imposed: "*for a period of 6 months from the date of this requirement, that the offender contributes the sum of £300 to a local children's charity; refrain from owning of possessing imitation firearms or projectile propelling sports items used for recreational purposes such as starting pistols or air−soft guns; for a period of 2 years*

from the date of this requirement, does not contact the emergency services unless for a genuine emergency, and accepts assistance from Social work in regards to alcohol misuse"

The Court sometimes imposes unmanageable requirements e.g. to undertake *"elements of the Caledonian Programme"* and "*Requires the offender, for a period of 1 year from the date of this requirement, to refrain from consuming alcohol and admit to being breathalysed by Police or Social Work"*, the latter being impossible as the individual was alcohol dependent and to withdraw all alcohol immediately was likely to be life threatening. Such orders are returned to the court for amendment.

10) Organisational improvements and ongoing challenges

Looking back at last year (2022-2023), have there been any improvements to the challenges you noted? Are there any challenges you are still facing this year (2023-2024)?

- Issues around LSCMI are now resolved.
- We previously reported on the challenges posed by the move of our social work recording system, Carefirst in October 2022 and the building and introduction Microsoft Dynamic 365. The new system gives improvement as a case recording tool and for data management purposes, however with any new system, the implementation required significant work and change to practice. The ongoing building of the system to ensure enhanced data management has been challenging in relation to the allocation of resources.
- Production of Aggregate and CPO returns has now confirmed that our previously anecdotal evidence of an increase in Justice Social Work Report referrals and CPOs was correct, with the result of workers feeling stretched to meet the demands. Therefore, as a potential means of giving staff more time with their clients, we are working in collaboration with Sheriffs in Aberdeen Sheriff Court to pilot shorter and more succinct JSW Reports (see below).
- Loss of joinery workshop remains a very considerable challenge in those clients working in joinery tended to be more able, often in employment, and more likely to get through their orders more quickly. While we have attempted to compensate by increasing outdoor placements, many of these are in parks where we would have previously refurbished benches, play park equipment etc. in our joinery workshop. It was also a good resource in poor weather. We are continuing to seek suitable premises and looking at other options. Loss of the joinery workshop with the significant reduction in the number of placements we are able to offer is likely to have had a significant impact on the average length of time taken to complete UPW orders. This is further compounded by the loss of a number of individual placements in charity shops etc. UPW staff have been working creatively in trying circumstances to continue to deliver a quality service to clients but as yet have neither performance nor completion data.
- We have an aging vehicle fleet (incompatible with LEZ restrictions), difficulty in sourcing new vehicles to meet our needs and, even if we get new electric vehicles, there is a lack of charging points across our communities. These issues are likely to take some time to resolve and, in the meantime, we are reliant on "work arounds".
- Some concerns about use of ASBOs particularly for people with mental health problems, learning problems etc. who will be unable to comply and therefore

criminalised. Within the Community Justice Improvement Plan, we have a project to review ASBO guidance and implement change ideas to how we respond and manage anti-social behaviour in our city centre and communities and only use Orders when it is deemed the best course of action.

- Increasing numbers of people with no recourse to public funds is putting additional strain on resources and we have increasingly seen this year that bail and community orders and are being imposed which results in social work securing housing and providing living expenses. We have reached out to the justice network across Scotland to determine how other areas are dealing with this challenge and we will continue to raise this nationally to ensure a consistent response and approach across the country.

11) Collaborative working across justice partnerships

Please provide any examples of work with community justice partners, including the third sector, to effectively deliver CPOs.

Aberdeen Foyer currently delivers our Employability Service, primarily in respect of the Other Activity element of Unpaid Work. They provide a wide range of services outlined above and continued support for people beyond the end of their orders. Similarly Adult Learning links individuals into longer term services such as college courses, language classes et.
By and large we, especially our Support Works, have good knowledge and links with statutory and non-statutory services across the city. They are therefore able to provide "bespoke" support, referral and signposting to the most appropriate services to meet client's needs.

12) Additional information

Is there any other relevant information you wish to highlight? This may include:

- Areas for improvement and planned next steps.
- New ways of working and benefits achieved from these.

Involvement in Community Justice Improvement Projects

Over this reporting period Aberdeen City's Community Justice Partnership has aligned the new National Strategy with the needs of the citizens of Aberdeen to develop a suite of improvement projects. These projects are the Community Justice Outcome Improvement Plan for 2024-2026 and they outline the next steps in terms of tangible improvement for Community Justice in Aberdeen. Justice Social Work will have a role in these, in relation to Community Payback Orders, including:

- Exit Questionnaires - leading a project to continue our focus on ensuring the voice of those we work with is central to informing our approach by looking at how we can further increase the completion of CPO Exit Questionnaires by clients when the come to the end of Orders;

- Support where concerns with substance use - contributing to a project which aims to increase the proportion of individuals who have concerns with their substance use who are offered or accessing support, including those on CPOs;

- Improving Confidence in Community Justice - contributing to a project which aims to increase confidence in Community Justice including via awareness-raising in relation to CPO Unpaid Work. The project will aim to
  - Increase the number of cross sector organisations signing up to offer individual placements to those on unpaid work,
  - Obtain and incorporate local community suggestions as to potential projects,
  - Compile a tangible record of projects – as a legacy of work done and impact made, and
  - Create a definitive guide to what UPW/CPO actually is and the benefits of it.

National Care Inspectorate Thematic Review of Performance and Quality Assurance

JSWS in Aberdeen welcomes the opportunity, as part of the current national review, to consider the current capacity and ability of our service to confidently and robustly evidence performance, quality and outcomes in relation to community-based sentences, including CPOs. The findings of this self-evaluation and review will inform how we can build on and improve in this area and reviewing our Service Delivery Plan and Performance Framework are early priorities for us, in the coming period.

This page is intentionally left blank

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	11 March 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Communities, Housing and Public Protection Performance Report
REPORT NUMBER	CORS/25/033
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1.1.3

1. PURPOSE OF REPORT

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

2. RECOMMENDATION(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.

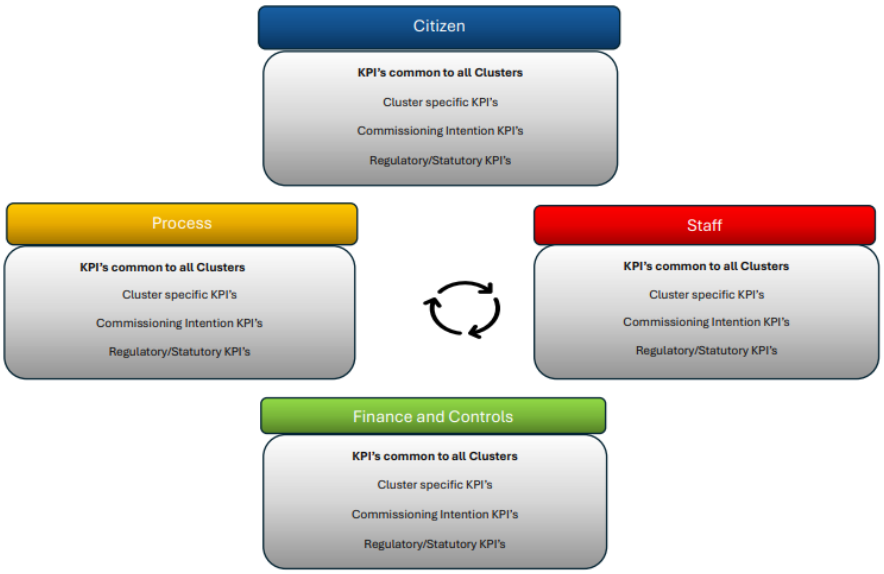
3.4 The refreshed Performance Management Framework for 2024/25 was approved at the meeting of Council on 21 August 2024.

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 January 2025 or Quarter 3 2024/25, as appropriate.

3.9 Appendix A provides an overview of performance across certain appropriate services, with reference to recent trends and performance against target. Further analysis is also provided of several performance measures which have been identified as of potential interest in terms of either performance implications or data trends.

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

Performance Measures

Traffic Light Icon

On target or within 5% of target

Within 5% - 20% of target and being monitored

More than 20% below target and being actively pursued

 Data only – target not appropriate

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

RAG Status

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

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic	None	NA	NA	NA
Compliance	No significant legal risks.	Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting.	L	Yes

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

8. OUTCOMES

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

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

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No Assessment is required for this report. I confirm this has been discussed and agreed with Martin Murchie, Chief Officer, Data Insights (HDRCA) on 4th February 2025.
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

Council Delivery Plan 2024/25 – COM/24/060
Local Outcome Improvement Plan 2016-2026 (April 2024 Refresh)
Performance Management Framework – COM/23/168

11. APPENDICES

Appendix A – Performance Summary Dashboard

12. REPORT AUTHOR CONTACT DETAILS

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

This page is intentionally left blank

Communities, Housing and Public Protection Committee Performance Report Appendix A

Corporate Landlord

Building Services

1. Citizen – Building Services

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*The year to date percentage of repairs appointments kept	Data unavailable				93.59%		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).	85.87%		87.13%		87.13%		80%	

***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 be rolled out from March 2025.**

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Building Services	96		93		72			
% of complaints resolved within timescale stage 1 and 2) - Building Services	89.6%		82.8%		73.6%		75%	
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	26%		15.1%		20.8%			
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	0		0		1			

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

2. Processes – Building Services

Performance Indicator	Oct 2024		Nov 2024		Dec 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)	3.74		Data unavailable		4.16		4.1	
*The year to date average length of time taken to complete non-emergency repairs (days)	8.03				7.76		8.3	
*The year to date percentage of reactive repairs carried out in the last year completed right first time					90.9%		90%	
*The percentage of Repairs Inspections completed within 20 working day target (year to date)	96%				96%		100%	

***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 be rolled out from March 2025.**

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
YTD How many times in the year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked.	0		0		0		0			

3. Staff – Building Services

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter - Building Services)	0		1		2			
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	3		3		4			

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
*Sickness Absence – Average Number of Days Lost - Building Services	4.8		4.7		4.7		4.4		4.7	
**Average number of working days lost due to sickness absence per FTE employee, monthly	0.96		1.38		1.05		1.25			
Establishment actual FTE	419.41		416.48		413.57		410.76			

***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	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	61.1%		69.6%		79.1%		86.9%		100%	

Facilities Management

1. Customer – Facilities Management

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Facilities	2		4		1			
% of complaints resolved within timescale (stage 1 and 2) - Facilities	100%		75%		100%		75%	

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	50%		0%		100%			
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		0		0			

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 2024/25		2024/25 Q3 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*Number of school lunches served in the year - Primary (YTD)	588,741		927,735		1,463,952		1,408,000	

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

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

2. Processes – Facilities Management

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
% Fly tipping alerts at housing multi-storey blocks responded to within 60 hours	100%		100%		88.9%		90.9%		100%	
% Response cleaning alerts responded to within priority timescales	100%		100%		100%		100%		100%	
% Void cleaning alerts responded to within priority timescales	84.1%		86.4%		85.7%		87%		100%	

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 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%	✓	83.3%	⚠	100%	✓	100%	–
% Mainstream Transport Applications assessed within target timescale	98.9%	✓	100%	✓	100%	✓	100%	–
% ASN/Exceptional Applications processed within target timescale	100%	✓	100%	✓	100%	✓	100%	–
% School Transport Contracts Spot Checked within time period	14.5%	✓	29.3%	✓	59.3%	✓	37.5%	–

Performance Indicator	Current Status	2024/25 Target
We will deliver 39 weeks contracted school cleaning to the standards set in our generic specification.		100%
Cleaning service is delivered by the in-house team at all non-3Rs schools in the city, for the 190 days of the school session plus the 5 annual in-service days. We will use this measure to highlight any instances where a school has been unable to open due to our inability to provide a satisfactory cleaning service.		

Performance Indicator	Current Status	2024/25 Target
We will deliver cleaning services within all (non-school) operational properties to the standards set in our generic specification.		100%
Cleaning service is delivered by the in-house team throughout the year at all other operational properties across the city, on all weekdays minus public holidays (a limited number of properties also receive service over weekends). We will use this measure to highlight any instances where a property has been unable to open due to our inability to provide a satisfactory cleaning service.		

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

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

3. Staff – Facilities Management

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter)	1		2		1			
Accidents - Non-Reportable - Employees (No Quarter)	3		2		9			

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost - Facilities	8.4		7.8		7.7		7.8		4.7	
Average number of working days lost due to sickness absence per FTE employee, monthly	2.21		2.13		2.42		2.88			
Establishment actual FTE	520.16		522.35		522.57		518.08			
Establishment actual FTE (Catering)	173		175.39		174.6		173.65			
Establishment actual FTE (Cleaning)	233.46		232.45		232.9		230.93			
Establishment actual FTE (Janitorial)	64.61		64.54		65.1		64.34			
Establishment actual FTE (Office & Building Management)	15.47		15.89		15.89		15.89			
Establishment actual FTE (Passenger Transport Unit)	32.19		32.19		32.19		31.37			

4. Finance & Controls - Facilities Management

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Inspection - Number of overdue corrective actions requests as at month end	0		0		0		0		0	
Staff Costs - % Spend to Date (FYB)	62.6%		71.6%		80.7%		89.8%		100%	

Governance

Protective Services

1. Citizen – Protective Services

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received - Protective Services	2		3		8			
% of complaints resolved within timescale - Protective Services	100%		100%		100%		75%	
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	0%		0%		12.5%			
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0		0		0			

2. Processes - Protective Services

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
**% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	74.4%		76.3%		Data unavailable		80%	

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	11.3%		22%		28.7%			
*% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	0%		2%		6.7%			
*% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	11.7%		22.8%		28.3%			
*% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	0%		5.6%		12.2%			
% 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%	

**Q3 Data relating to turnaround times for Aberdeen Scientific Services Laboratory is currently unavailable due to the 6 week turnaround times applied to certain categories of samples.

*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	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
*Non-Domestic Noise % responded to within 2 days	96%		96.2%		88.9%		100%		100%	
*High Priority Pest Control % responded to within 2 days	98.6%		100%		84.9%		97.8%		100%	
*High Priority Public Health % responded to within 2 days	97.4%		100%		89.1%		100%		100%	
*Dog Fouling - % responded to within 2 days	100%		100%		75.9%		100%		100%	

*Performance for these measures in December was negatively impacted as there were no Protective Services staff working between 25th and 31st December. All requests received between 1st and 23rd December were responded to within 2 days.

2. Processes – Community Safety

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
YTD Percentage of anti-social behaviour cases reported which were resolved	93.6%		94.7%		95.5%		95.8%		100%	
YTD % of calls attended to by the ASBIT Team within 1 hour	93.9%		95%		95.5%		95.9%		95%	

3. Staff - Protective Services

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 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	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Protective Services	4.2		4.4		4.6		4.9		4.7	
Average number of working days lost due to sickness absence per FTE employee, monthly	0.53		0.53		0.62		0.61			
Establishment actual FTE	63.77		63.88		62.81		60.33			

4. Finance & Controls - Protective Services

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 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)	83.9%		94.7%		96.6%		95%	

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	51.8%		59.5%		66.9%		74.5%		100%	

Corporate Services

People & Citizen Services

1. Citizen – People & Citizen Services

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – People & Citizen Services	121		97		132			
% of complaints resolved within timescale – People & Citizen Services	94.2%		90.7%		94.7%		75%	
% of complaints with at least one point upheld (stage 1 and 2) – People & Citizen Services	29.8%		29.9%		40.2%			
Total No. of lessons learnt identified (stage 1 and 2) – People & Citizen Services	2		4		6			

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Financial Inclusion - No of open cases per month	230		232		222		329			

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Financial Inclusion - No of enquiries per month	183		216		155		135			

2. Processes – People & Citizen Services

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Average number of days to process new Housing Benefit claims	15.18		14.85		14.81		15.09		25	
Average number of days to process change of circumstances in relation to Housing Benefit claims	7.49		7.86		8.14		7.76		12	
Correct amount of Housing Benefit paid to customer (monthly)	97.08%		96.84%		96.63%		97.14%		95%	
% Customer Contact Centre calls answered within target timescale (180 seconds)	76.9%		77.34%		83.65%		80.21%		80%	
% Copy birth, death, marriage and civil partnership certificates issued within target timescale (7 days)	100%		100%		95.79%		94.83%		100%	
Welfare Rights - % of Successful Appeals	100%		100%		100%		50%			

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*% Crisis Grant applications processed within 2 working days	99.3%		98.38%		Data unavailable		100%	
*% Community Care Grant applications processed within 15 working days	66.2%		73.04%				100%	

***Data not yet released by the Scottish Government.**

3. Staff – People & Citizen Services

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 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			

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – People & Citizen Services	3.6		3.6		3.7		3.7		4.7	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.3		1.3		1.28		1.17			
Establishment actual FTE	352.52		352.12		356.53		353.02			

4. Finance & Controls – People & Citizen Services

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Council Tax Cash Collected (In Year) - monthly	£92.1m		£105.5m		£119.4m		£132m		£133m	
Staff Costs - % Spend to Date (FYB)	54.9%		61.4%		69%		76.7%		100%	
Financial Inclusion - Total Financial Gains Achieved per month	£427,912		£449,049		£535,643		£285,086			

Digital and Technology

1. Citizen – Digital and Technology

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – Digital and Technology	1		0		0			
% of complaints resolved within timescale – Digital and Technology	100%		No complaints Q2/Q3				75%	
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology	0%							
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology	0							

2. Processes – Digital and Technology

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Percentage of Critical system availability - average (monthly)	99.5%		99.5%		99.5%		99.5%		99.5%	
% Incidents logged by IT Helpdesk (including Self-Serve) resolved right first time	76.2%		78.1%		75.6%		77.3%		70%	
*% Priority 1 and 2 incidents closed in timescale	57.1%		100%		No data		50%		99.5%	
*% Priority 3 – 5 incidents closed in timescale	75.4%		78.4%		80.4%		75.6%		95%	

***Service Commentary % Priority 1 and 2/3 – 5 incidents closed in timescale**

There were eleven Priority 1-2 incidents during the four months reported. Four were not closed within timescale - each was under investigation by an external vendor.

The percentage of Priority 3-5 incidents closed in timescale rises and falls in line with the number of incidents reported (that is, the more incidents logged during the period, the fewer that there is capacity to close within timescale). In addition, January is always a busy month with both corporate and education users returning to work after the holidays. Looking at the last 3 years data, there was an increase of 600-700 incidents reported from December to January in all instances.

A significant proportion of the incidents not closed within timescale are requests wrongly logged by users as incidents (faults) as opposed to service requests (customer need for new hardware, access to a system or piece or software or similar), and repairs/replacements and investigations awaiting responses from external vendors and contractors and as such subject to their contractual timescale.

Priority 1 and 2 incidents – There is no data for this measure for December as no Priority 1 or 2 incidents were reported during this period

3. Staff – Digital and Technology

Performance Indicator	Q1 2023/24		Q2 2024/25		Q3 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)	0		0		0			

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Digital & Technology	1.1		1		1.2		1.2		4.7	
Average number of working days lost due to sickness absence per FTE employee, monthly	0.78		0.93		1.1		0.92			
Establishment actual FTE	91.59		90.3		90.01		89.2			

4. Finance & Controls – Digital and Technology

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	51.7%		59%		66.4%		73.8%		100%	

Families & Communities

Housing

1. Citizen – Housing

Performance Indicator	Q1 2023/24		Q2 2024/25		Q3 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*Total No. complaints received – Housing	73		82		65			
*% of complaints resolved within timescale - Housing	78.1%		80.5%		75.4%		75%	
*% of complaints with at least one point upheld (stage 1 and 2) - Housing	26%		34.1%		40.0%			
*Total No. of lessons learnt identified (stage 1 and 2) - Housing	1		1		2			

2. Processes – Housing

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	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%		3.9%		4%	
*YTD % of statutory homeless decisions reached within 28 Days Unintentional RRTP	58%		59.6%		59.3%		58.6%		100%	
*YTD Average length of journey in days for applicants assessed as unintentionally homeless (RRTP)	140.4		138.6		138.8		137.7		100	
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	399		412		405		406			
The YTD number of Legal repossessions following decree (Arrears) - Citywide	37		43		46		50			
Housing Applications processed 28 days YTD %	95.91%		95.54%		94.38%		92.8%		100%	

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	87.8%		87.4%		88.5%		88.1%		100%	
**The YTD Average time taken to re-let all properties (Citywide - days)	257.5		258.6		262.9		270.1		210	
Void properties awaiting / undergoing preparation for relet	1,994		1,924		1,866		1,840			

***Service Commentary - Homelessness**

Overall improved performance across the indicator of the number of statutory homeless decisions reached within 28 days continues when compared to the same period last year, despite a slight dip in December and January, like many services there is increased leave at this time of year.

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

MONTHLY	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Average Time To Reach Decision	41.9	34.3	35.0	36.5	23.1	28.7	21.7	23.4	33.8
% Met 28 Day Target	47.9%	53.0%	48.7%	52.4%	71.2%	61.2%	73.0%	72.6%	56.8%

In terms of journey time, 47% of cases closed up until 31st December have met the 100-day journey target set, up 15% on the same period last year. The increase in case closure rates this year has been driven by a 46% increase in applications securing a local authority tenancy, there has also been a 28% increase in applicants securing a tenancy with a Registered Social Landlord in the city.

****Service Commentary for Voids – See below**

3. Staff – Housing

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 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)	0		1		1			

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Housing	3.2		2.9		3.1		3.2		4.7	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.51		1.38		1.66		1.90			
Establishment actual FTE	88.16		85.78		85.45		85.13			

4. Finance & Controls – Housing

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	67.1%		76%		84.9%		93.9%		100%	
*Gross rent Arrears as a percentage of Rent due	18.11%		19.04%		19.51%		19.24%		9.5%	
**Rent loss due to voids - Citywide - YTD average	8.48%		8.47%		8.45%		8.42%		4.62%	

***Service Commentary – Gross Rent arrears as a percentage of Rent Due**

There has been a slight fall in rent arrears in January 2025 (19.24%) compared to December 2024 (19.51%). As a service, our performance is benchmarked against other local authorities and we have met with the Scottish Housing Network to review at our overall performance. The national average for rent arrears is 9.5% which has been set as our target for 2024/25.
In conjunction with Housing, we continually work to review the escalation 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 went live during February 2025. 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 and a significant amount of uncollectable debt was written off during November of 2024.

****Service Commentary – Voids**

The data shows that we have let 220 more properties when compared to last year and the percentage of lets to those who are homeless has increased to 39%. Relets are up on last year and are now exceeding terminations.

At Housing Board level, we have agreed to look at moving the Sheltered and Amenity voids forward and in addition to this, we have undertaken a review of the 20 voids that have been empty for the longest period of time. The Board agreed the need to bottom out the process to follow when major capital works are required (when this is beyond Building Services only) and in keeping with national guidance, take properties off charge for major works. We will revisit this report at the next meeting of the Board.

We continue to monitor the impact of the recent changes to the minimum letting standards as this should impact positively on turnaround times in coming months as well instructions to change the delivery of external contractor support, which have been progressed.

We will continue to implement change ideas and monitor the impact of changes made on the void process.

Housing Revenue Account

3. Staff – Housing Revenue Account

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Establishment actual FTE	182.91		184.9		186.32		183.39			

4. Finance & Controls – Housing Revenue Account

Performance Indicator	Oct 2024		Nov 2024		Dec 2024		Jan 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	58.2%		66.9%		75.1%		83.2%		100%	

Corporate

1. Citizen – Corporate

Performance Indicator	Q1 2024/25		Q2 2024/25		Q3 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
No. of Non-complex Subject Access Requests received	110		89		76			
% Non-complex Subject Access Requests responded to within 1 month	90.9%		84.3%		89.5%		80%	
No. of Complex Subject Access Requests received	13		6		11			
% Complex Subject Access Requests responded to within 3 months	53.8%		83.3%		27.3%		70%	
No. of Environmental Information Regulation requests received	98		81		102			
% of Environmental Info Requests replied to within 20 working days - Corporate	85.7%		71.6%		80.4%		85%	
No. of Freedom of Information requests received	300		315		342			
% of Freedom of Information requests replied to within 20 working days - Corporate	83.3%		85.1%		80.1%		85%	
No. of Access to School Records requests received	4		7		1			
% Access to School Records requests responded to within 15 school days	100%		100%		100%		100%	
No. of Data Protection Right requests received	3		7		1			
% 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

Data Trend Directions: Unless stated to the contrary, Long-Term Trends are based against the average of 3 monthly, quarterly and annual consecutive periods, respectively

This page is intentionally left blank

ABERDEEN CITY COUNCIL

COMMITTEE	Communities Housing and Public Protection
DATE	11 March 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Reinforced Autoclaved Aerated Concrete (RAAC) – Phasing of Demolition and Landscaping
REPORT NUMBER	CR&E/25/057
DIRECTOR	Andy MacDonald/Eleanor Shepperd/Gale Beattie
CHIEF OFFICER	Stephen Booth/Jacqui McKenzie/John Wilson
REPORT AUTHOR	Stephen Booth/Jacqui McKenzie/John Wilson
TERMS OF REFERENCE	1

1. PURPOSE OF REPORT

1.1 At the meeting of 21 August 2024 (CORS/24/233), the Council considered the findings from an options appraisal of various RAAC mitigation actions and agreed that the optimum option is the demolition and rebuild of homes on site. Committee instructed the Chief Officer - Capital to proceed with the demolition aspect of this, and report back to the next appropriate meeting of the Communities, Housing and Public Protection Committee on the proposed initial phasing of demolition and landscape details. This report outlines the proposed initial phasing of demolition and landscaping.

1.2 In addition, Council instructed the Chief Officer - Capital, following consultation with the Convener of the Finance and Resources Committee, and the Chief Officer - Procurement, to procure appropriate works and services, and enter into any contracts necessary for the delivery of the demolition, masterplanning and landscaping works without the need for further approval from any other Committee of the Council subject to due diligence, consistency with the financial model and affordability and regular update on progress of project delivery to the Communities, Housing and Public Protection Committee. This report provides an update on that instruction.

1.3 At the meeting of 5th February 2025, Council noted the alternative options proposed by the Torry RAAC Campaign Group Management Committee and instructed officers to explore the feasibility, benefits and risks associated with each option, alongside any other identified opportunities to support owners, and report the findings to a future meeting of the Communities Housing and Public Protection Committee. The recommendations in this report reflect the flexibility required to both respond to the instruction from the 21st August 2024 around demolition and landscaping and fully explore the viability of options with the Torry RAAC Campaign Group Management Committee.

2. RECOMMENDATION(S)

That the Committee:

2.1 Note that officers continue to try and find the balance between applying our professionalism to the workstreams associated with the council's response to the discovery of RAAC in properties and our empathy for those tenants and homeowners, in particular affected by the discovery of RAAC in their homes. The proposed plans included within this report will continue to adapt in light of changing circumstances. Throughout the process officers will continue to endeavour to respond to the needs of residents and homeowners wherever possible.

2.2 Note that AtkinsRéalis have been procured to manage and deliver the demolition phase.

2.3 Approves the indicative demolition proposals and sequence of phases, noting that only vacant terraces/blocks will be demolished.

2.4 Agree that to deliver the demolition in the indicative sequence there are interdependencies on items such as utility disconnections, property ownership and asbestos surveys. As a result, the indicative sequence may be subject to change and will not commence until all interdependencies are resolved.

2.5 Note the budget in relation to RAAC at Balnagask forms part of the Council budget held on Wednesday 5 March 2025.

2.6 Agrees that any changes to the indicative phases of demolition be shared with Elected Members via a Service Update and of course, with the affected communities.

2.7 Approves the 'Demolition Engagement Plan' as shown in Appendix F.

2.8 Notes the landscaping options available in Appendix E and instructs the Chief Officer Capital to engage with the community on the landscaping options.

2.9 Instructs Chief Officers Housing, Capital and Corporate Landlord to consider the landscaping options more fully when they report back to Committee on the outcomes of the viability of the alternative options presented by the Torry RAAC Campaign Group Management Committee.

2.10 Agree that no more verbal reports are required to be presented by the Chief Officer – Housing at this committee, regarding rehoming numbers, given the current stage of delivery.

3. CURRENT SITUATION

3.1 At the Council meeting held on 24 August 2024 a report was presented (CORS/24/233) which considered the future options to mitigate the RAAC panel impact for all the residential properties, both Council and privately owned.

3.2 Council concluded that the demolition and rebuild of homes on site was the preferred option and instructed the Chief Officer - Capital to proceed with the demolition aspect of this (Option 4a from the options appraisal), 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.

3.3 Since August 2024, Officers have been progressing a number of key workstreams, which to various extents have an impact on the demolition proposals. Given the unprecedented logistical challenges, it was determined that external professional support to deliver and project manage necessary and related workstreams would be advantageous. Through an existing framework, AtkinsRéalis were appointed. Their appointment includes, but is not limited to, the following:

- Project Management across all workstreams
- Homeowner and stakeholder engagement
- Demolition proposals and landscaping options
- Masterplanning and Development
- Collaboration across professional teams
- Maintaining the data library

AtkinsRéalis are acting in a programme management capacity under the direction and instruction from the councils following Chief Officers – Capital, Corporate landlord, Housing and Planning. AtkinsRéalis further appoint subconsultants with specialism (such as structural engineering, planning, etc) through a competitive pricing process or other pre-tendered framework mechanisms.

3.4 Consideration of work across these various workstreams has helped formulate the demolition proposals and landscaping options presented within this report.

3.5 The following sections and supporting information summarise these workstreams along with their current status.

RAAC Impacted Area

3.6 The 372 buildings which form the estate contain a variety of property types, including two-storey one-bedroom flats and a mix of 3 or 4 bedroom terraced houses. Refer to Appendix A. For the purposes of developing a proposed demolition plan, the planning assumption is that all RAAC affected properties (both council and privately owned) will be demolished. This current planning assumption will continue to be reviewed by the councils Chief Officers, informed by the progress on the voluntary engagement with private homeowners and our on-going engagement with the Torry RAAC Campaign Group Management Committee to explore the roof replacement and House ex-cambion (swap) proposals outlined in the report to Council on 5th February 2025 (F&C/25/030).

3.7 A demolition location plan showing all the RAAC impacted properties is included as Appendices B1 and B2. This shows that the impacted area is elongated and extends to approximately 11.5ha. As the impacted area designated for demolition is greater than 0.5ha it was necessary to determine whether an Environmental Impact Assessment (EIA) was required or not. Refer to paragraphs 3.9 - 3.12 below.

3.8 It is also important to note that within the designated demolition area there are number of low-rise stub blocks which are not impacted by RAAC and these will be retained. For clarity, the low-rise stub blocks are not in scope for demolition. The low-rise stub blocks are coloured blue on the plan shown in Appendix B-2.

Environmental Impact Assessment (EIA)

3.9 In accordance with Schedule 2 of the Environmental Impact Assessment (EIA) (Scotland) Regulations 2017, the designated area for development is greater than 0.5ha and as such the requirement for an EIA must be considered based on the potential for such developments to have significant environmental effects.

3.10 A screening opinion was sought from the Planning Authority on 19 December 2024. Members are asked to note that there is no statutory public consultation carried out as part of this type of statutory application. For information, the planning process and other statutory application next steps have been set out in Appendix C.

3.11 On 8 January 2025, the Planning Authority determined that the proposed demolition is unlikely to have significant effects on the environment and therefore an EIA report is not required.

3.12 The opinion sought at this stage was only related to the demolition and landscaping options. Any future new development on the site will follow a separate statutory planning application process.

Other Ongoing Investigations to Inform the Demolition

3.13 As has been verbally reported to other committees, a number of preliminary works/investigations have or are being carried out to inform the demolition. These are as follows;

- Asbestos survey and removal
- Topographical surveys
- Existing utilities search surveys, desk top investigations
- Statutory undertaker plant trial-dig investigations
- Ground investigations

For awareness, as part of our RAAC mitigation strategy, we are also carrying out a re-inspection of a sample of RAAC affected properties to determine if their status has changed.

3.14 A demolition phasing plan has been prepared, refer to Appendix D. This plan takes cognisance of the extent of the dispersal of privately owned properties and the complexity of the mixed tenure arrangements across the affected area. The demolition strategy adopts a phased approach whereby the first phase encapsulates terraces or individual groups of properties which are fully owned by the Council. For clarity, only vacant terraces or individual groups of properties will be demolished.

3.15 The demolition phasing plan has been determined by the information collated from the above work, but the most important factor in planning the demolition sequencing is consideration of vacant properties, private ownership, and where the privately owned properties are located. The planned phased programme for demolition and its timing is primarily determined by the success or not of the Council acquiring private properties through voluntary agreement or alternative mechanisms such as through the roof replacement or House ex-cambion (swap) proposals outlined in the report to Council on 5th February 2025 (F&C/25/030).

3.16 For the avoidance of doubt, in order to be able to demolish all the RAAC affected properties, the Council needs to achieve ownership of the properties which are currently privately owned.

Phased Demolition

3.17 Bearing in mind all of the above, and in response to the instruction of 21st August 2024 to present demolition proposals, it is proposed that the demolition is taken forward in 4 distinct phases, refer to Appendix D;

Phase 1

Undertake demolition works of those terraces / groups of buildings which are fully council owned and have no dependency on the ownership of private properties.

Phase 2

Undertake demolition works of those terraces which as of 5th February 2025 have dependency on the Council acquiring 1, 2 or 3 private properties within a terrace. Building these into Phase 2 would give some time for the properties to be purchased by the Council.

Phase 3

Undertake demolition works of those terraces which have dependency on the Council acquiring 4 or more private properties within a terrace. Building these into Phase 3 would give further time for the properties to be purchased by the Council.

Phase 4

Undertake demolition works of those terraces which have dependency on the Council acquiring 4 or more private properties within a terrace, where the Council have no adjoining ownership within the terrace. Building these into Phase 4 would give most time for the properties to be purchased by the Council.

3.18 Members should also note, as reported previously, within Phases 2, 3 and 4 there are some groupings of buildings within the wider site where there is no council interest. The Council have previously agreed to engage owners to purchase their properties on a voluntary basis to give all affected owners parity. In addition, officers are currently working in collaboration with the Torry RAAC Campaign Group Management Committee to explore the feasibility, benefits and risks associated with alternative options presented by the Group. Members should note however, that private owners can pursue their own solutions to mitigate the RAAC impact on their properties. The master planning work which is currently underway assumes that these properties will be purchased by the Council and demolished, this assumption may have to be reviewed as masterplanning progresses.

3.19 We are, of course, sensitive to the voluntary acquisition process which is underway and will keep the later phases under review. Officers recognise that on-going work to explore alternative options presented by owners could significantly change circumstances and trigger a need for a review of homes within different phases. It is proposed that any change to the proposed sequence of demolition will be shared with Elected Members via a Service Update and of course, with the affected communities.

Demolition Methodology

3.20 What follows is a description of the methodology that will be adopted towards the demolition of properties. Whilst the description is professional, Officers would like to give members reassurance that they are sensitive to the fact that these were residents homes with many family life events and memories associated with these buildings.

3.21 A typical building configuration consists of a two-storey structure with load-bearing masonry walls. These walls support two sets of RAAC roof panels and a timber-suspended first floor. The structure is founded on traditional strip foundations.

3.22 Following the removal of any asbestos and the disconnection of any utilities it is envisaged that the demolition works can proceed. It is expected that this will follow a top/down approach.

The anticipated sequence is as follows;

- Remove roof but retain adjacent vertical supports
- Remove vertical supports above first floor level
- Remove first floor
- Remove vertical supports at ground floor level
- Remove ground floor slabs

- Allow for stable side slopes to excavations, as required
- Leave foundations in situ
- Backfill and compact voids with crushed granular material to a specified grading
- Trim and level ground adjacent to demolished areas to the required profiles
- Implement landscaping option.

Consideration of the potential options for demolition and landscaping is outlined within Appendix E. Although Option 2 is recommended within Appendix E, Officers would suggest that this decision is not approved at this time but rather that a recommendation on a preferred landscaping option be presented following further engagement with the local community. It will also be important to discuss landscaping as officers explore the viability of options presented by the Torry RAAC Campaign Group Management Committee as the options may influence landscaping plans.

3.23 For the avoidance of doubt, a more detailed Method Statement shall be prepared by the appointed Principal Contractor as part of the pre-works commencement preparatory work.

3.24 Building warrant approval will be required to demolish the buildings, the application will be submitted and approval will require to be granted prior to Phase 1 demolition works starting. Each phase will be subject to a separate warrant application

3.25 At this time, preparation of demolition tender documentation is underway, and it is envisaged that the appointed Principal Contractor will be selected through an open tender procurement process. The tender documentation will incorporate all the standard mitigation measures for this type of work to ensure the appointed Principal Contractor follows best practices.

3.26 For example, vibration monitoring will be implemented throughout the demolition phase to ensure that vibrations remain within acceptable limits, preventing damage to nearby structures and minimising disruptions to the surrounding area. Similarly, noise and dust impacts will also be mitigated by ensuring best practices are adopted.

3.27 It is also the intention to try and maximise sustainable material reuse such as reuse of the existing topsoil and clean spoil excavated during the project, along with the reuse of demolition materials. Refer to paragraph 3.29, where consideration is also being given to crushing granular material to achieve a 'grading curve' classification such that it could be used to adjust levels for new landscaping around the site

Building Foundations

3.28 The current proposal is to retain the buildings foundations in the ground, which will reduce initial demolition costs, shorten the demolition programme, and reduce material removal and excavation. It is noted that this will mean that the burden of removing the foundations and extra cost to carry out this work this will be part of the future development costs. However, given the phased nature of the demolition programme and the fact that large numbers of surrounding properties will continue

to be occupied during the demolition there is an overriding requirement to provide continuity of provision via common utilities, shared drainage etc. Retaining foundations in place will minimise the impact on adjacent and below ground conditions and infrastructure thereby mitigating the risk of breaking of services.

Landscaping Proposals

3.29 It is accepted that the demolition works will be carried out over an extended period of time. As the demolition phasing works progress the scenario will be that across the impacted area, refer to Appendix B2, there will be areas that are cleared and there will be areas which are still occupied by residents. It is therefore important to consider what landscaping should be carried out over this period and be included within the tender information. Refer to Appendix E.

3.30 As described in Appendix E, consideration was given to a number of landscaping options. Given the range of costs associated with the different options, officers recommend that engagement be carried out with the community regarding the landscaping options in tandem with exploration of the alternative proposals tabled by the Torry RAAC Campaign Group Management Committee. It is recognised that this exploration could change the shape of ownership across the site and influence the preferred landscaping solution. It is proposed that officers present a recommended landscaping option when exploration of the 2 alternative options from the Torry RAAC Campaign Group Management Committee has concluded.

Demolition Engagement Plan

3.31 In regard to the demolition and possible landscaping options, the project team have developed a demolition engagement plan to update residents and the local community on the proposed phasing and next steps. This will incorporate information stressing that health and safety is of paramount importance, that mitigations will be put in place before, during and after demolition takes place across each of the phases, along with a brief update on proposed interim site restoration post demolition. Please refer to Appendix F. As part of that engagement an Information Leaflet will be prepared providing key information for the community.

3.32 If Committee approve the indicative demolition and phasing plan, Officers will work with the Torry RAAC Campaign Management Committee to share indicative demolition proposals and landscaping options, afford residents a level of contribution and work with them on longer term master planning.

3.33 Members will be aware that there have been regular verbal updates presented to this Committee since August 2024. Since the rehoming process for council tenants is nearing completion, it is proposed that the regular verbal updates (rehoming numbers) now be replaced with Service Updates on demolition and landscaping key milestones.

Next Steps

3.34 An indicative timeline for all of the above is shown in Appendix G.

Ongoing Inspection of RAAC Panels

3.35 Members will be aware that the condition of the RAAC roof panels is categorised as high-risk in accordance with guidance by The Institution of Structural Engineers (IStructE) within their publication 'Reinforced Autoclaved Aerated Concrete (RAAC) Investigation and Assessment - Further Guidance - April 2023'.

3.36 To date, Officers have shared their findings with private owners and have provided extensive advisory information to private owners, encouraging them that they should carry out similar investigations.

3.37 Given the passing of time, our independent structural engineers have revisited a sample of council owned properties that were previously inspected to review if there are any changes to the RAAC panels. The findings from these re-inspection surveys indicate that the risk remains 'high'. Refer to Appendix H.

3.38 Officers do not hold the same level of RAAC survey data with regard to properties which are in private ownership. However it is reasonable to conclude that as they were all built at the same time, to the same methodology, such that there is a strong expectation that the privately owned properties will exhibit similar faults and deterioration as the Council owned properties containing RAAC.

3.39 Members will be aware that a small number of private owners have agreed to have their property purchased by voluntary agreement. Once these properties are vacated, it is proposed that visual and intrusive survey inspections are carried out on a sample of them to substantiate our understanding.

3.40 The outcome of these surveys (regarding the condition of the RAAC panels within the roofs) may lead to other mitigation measures and actions having to be adopted. To date, Officers have restated on a number of occasions that building owners are responsible for maintaining and ensuring the safety of their buildings and preventing them from falling into a dangerous condition.

4. FINANCIAL IMPLICATIONS

4.1 An indicative estimate of the demolition and landscaping works across the whole of the affected area is approximately £10m (for example, in the landscaping scenario where topsoiling was applied, refer to Appendix E), and as noted above it is anticipated that this will be spent over a number of years. The spend rate is dependent on the demolition and landscaping phasing which is linked to the extent of empty properties. As the affected area comprises of both HRA and owner properties, with an approximate split of 73:27 as such the HRA would incur £7.3m with the General Fund £2.7m of the £10m demolition and landscaping costs.

4.2 The Council on 12 December 2024 approved as part of the HRA Budget 2025/26 to delegate authority to the Chief Officer - Corporate Landlord, following consultation with appropriate Chief Officers, to vire monies from the Capital Plan to support any works that may be required for RAAC interventions across the estate, retrospectively reporting any actions to the next available meeting of the

Communities, Housing and Public Protection Committee. In 2025/26 it is proposed a virement of £2m is undertaken in the Housing Capital Budget for the first phase of the demolition for the fully owned council properties. Further budgets will be allocated in 2026/27 as part of the HRA Budget.

4.3 Note the report to Council on 17 February 2025 states that voluntary acquisition is entirely a matter for the Council's General Fund, for which there is currently no budget approved. This will require to be considered as part of the budget setting process on 5 March 2025. The 5 March 2025 Budget Report recommends General Fund Revenue Expenditure through the capital fund of approximately £12.75m from financial year 2025/26 for the RAAC – Home Owners acquisition/compensation.

4.4 Note the current indicative budget encapsulating the Council instructions to date are in the order of £25m - £30m. For clarity, this would deliver a cleared but undeveloped site.

5. LEGAL IMPLICATIONS

5.1 The Council's agreed strategy is to pursue voluntary acquisition of privately owned RAAC-affected properties at market value based on independent valuation. This approach aligns with established property acquisition principals. There is no statutory requirement under the Compulsory Purchaser Order (CPO) procedure to offer pre-RAAC values, and this is not standard practice in property acquisitions generally. Any deviations from market valuation would have significant financial implications for the Council and could establish precedent.

5.2 Where private owners do not take action to address the safety of their properties, the Council has statutory powers under the Building (Scotland) Act 2003 and the Housing (Scotland) Act 2006 to intervene.

5.3 Building (Scotland) Act 2003: The Council may issue Dangerous Building Notices (Section 29 or 30) or Defective Building Notices (Section 28) requiring owners to undertake necessary works. In cases of critical risk and immediate danger, evacuation notices can be served, and the Council has powers to carry out emergency works and recover costs.

5.4 Housing (Scotland) Act 2006: The Council may issue Works Notices (Section 30) where a property is below the tolerable standard or in serious disrepair. Owners would be required to undertake remedial works, failing which the Council could step in and seek cost recovery.

5.5 While there may be a reasonable presumption that all RAAC-affected properties, whether Council or privately owned, exhibit similar RAAC-issues, the Council intends to substantiate this by undertaking additional inspections of voluntarily acquired properties. The Council must balance any use of enforcement powers with the demolition decision agreed by Council. Where private owners choose or become obligated to undertake remedial works to their properties rather than voluntarily sell to the Council, this is likely to create conflicts and additional complexity with the Council's wider demolition and redevelopment objectives.

6. ENVIRONMENTAL IMPLICATIONS

6.1 Refer to paragraphs 3.9 – 3.12 above.

7. RISK

7.1 The primary risk for RAAC panels at Balnagask is whether or not a RAAC panel within the roof of the property will fail.

7.2 When considering the condition of the RAAC panels there are a number of risk factors that need to examined;

- End bearing;
- Anchorage reinforcement;
- Cut panels;
- Cracking;
- Builder's works / building modifications;
- Water ingress;
- Deflection measurements;
- Adverse or changes in loading.

7.3 Taking account of the above, the assessment of risk contained within the table below is considered to be consistent with the Council's Risk Appetite Statement.

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Failure of a RAAC panel.	Continue to carry out further surveys to manage risk. Current findings have found that that the council owned void and council owned occupied properties surveyed will require remedial action. To mitigate the risk of failure in occupied properties, affected tenants are being rehomed. Communication with all stakeholders and sharing of relevant reports. Updating of the FAQ.	M	Yes

Compliance	Failure of a RAAC panel.	This is a health and safety issue. As above, affected tenants are being rehomed. A short-term management strategy has been applied to properties containing RAAC panels until such time as the property is decanted. Communication with all stakeholders and sharing of relevant reports. Updating of the FAQ. ACC has powers under the Building (Scotland) Act 2003 where there is the potential enforcement in regard to a dangerous and defective building - ACC are acting responsibly following advice of the independent structural engineering advice and are rehoming tenants	L	Yes
	Legal process and housing regulator	Legal advice is being taken at all parts of the process. Officers have written to the Housing Regulator advising them of the impact of the identification of RAAC within our housing stock and the subsequent steps required to manage it, will have on our wider housing performance standards. Officers will also seek to engage with the Housing Regulator on our proposed approach and will keep them informed around all decisions (as appropriate). ACC have written to private owners reminding them of their responsibility and shared structural reports.	L	Yes
Operational	Failure of a RAAC panel.	This is a health and safety issue. As above, affected tenants are being rehomed. A short-term management strategy has been applied to properties containing RAAC panels until such	L	Yes

		time as the property is decanted.		
	Wider pressure on housing stock.	Housing team to manage and monitor and report to the Board where there is significant change.	M	Yes
Financial	The current financial burden to mitigate the RAAC impact is currently unknown and still to be quantified.	Work with housing, legal, finance and external advisor teams to understand and address the RAAC impacts and inform the Options. As new information comes forward Members will be advised for any decision-making if required.	M	No
Reputational	Failure of a RAAC panel.	This is a health and safety issue. As above, affected tenants are being rehomed. A short-term management strategy has been applied to properties containing RAAC panels until such time as the property is decanted.	L	Yes
	Failure to engage effectively with tenants and owners	Implement communication and engagement plan.	L	Yes
Environment / Climate	Targeting Net Zero	Mitigating climate risks requirements by ensuring consideration is given to targeting net zero requirements within any planned works.	L	Yes

8. OUTCOMES

8.1 The Option Appraisal considers how each option relates to social and economic outputs and this forms part of the appraisal.

Council Delivery Plan 2025	
	Impact of Report
Aberdeen City Council Policy Statement	The issues arising with the occurrence of RAAC in our housing stock requires us to work collaboratively

Working in Partnership for Aberdeen	across clusters to ensure the housing stock is safe and meets the varying needs of our citizens. The goal is to ensure that our current housing stock is fit for the future and brought up to the highest standards where possible.
Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The actions from this report will help mitigate the immediate impact on affected tenants ensuring that they are prioritised for rehoming and are supported financially throughout the process but within the capped limits set by current legislation.
Prosperous People Stretch Outcomes	Taking early intervention action as outlined within this report will help mitigate any negative impact on people's physical and mental wellbeing.
Prosperous Place Stretch Outcomes	This report makes recommendations on the viability of the affected housing stock along with any wider implication this may have on the place.
Regional and City Strategies	This report has collated information from various workstreams including stakeholder engagement sessions to inform recommendations to mitigate the occurrence of RAAC in Council housing stock at Balnagask. Future reports and actions will take account of the Regional and City Strategies to formulate any further recommendations.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	New Integrated Impact Assessment has been completed for the proposed phased demolition.
Data Protection Impact Assessment	Required and completed.
Other	Environmental Impact Assessment (EIA) screening opinion sought from Planning Authority submitted as part of statutory applications. No EIA required.

10. BACKGROUND PAPERS

10.1 Report to Communities, Housing and Public Protection on 30 May 2024 - RAAC Funding Update - May 2024, F&C 24/154

10.2 Council on 3 July 2024 (RES/24/204)
10.3 Council 21 August 2024 (CORS/24/233)

11. APPENDICES

11.1 Appendix A - Property Ownership and Housing Mix

11.2 Appendix B1 - Demolition Location Plan

11.3 Appendix B2 - Demolition Site Plan

11.4 Appendix C - Statutory Applications

11.5 Appendix D - Demolition Phasing Plan

11.6 Appendix E - Demolition and Landscaping Options

11.7 Appendix F - Proposed Demolition Engagement Plan

11.8 Appendix G - Next Steps Indicative Timeline

11.9 Appendix H - RAAC Re-inspection Reports

12. REPORT AUTHOR CONTACT DETAILS

Name	John Wilson
Title	Chief Officer - Capital
Email Address	JohnW@aberdeencity.gov.uk

Name	Stephen Booth
Title	Chief Officer – Corporate Landlord
Email Address	StBooth@aberdeencity.gov.uk

Name	Jacqui McKenzie
Title	Chief Officer - Housing
Email Address	jacmckenzie@aberdeencity.gov.uk

This page is intentionally left blank

PROPERTY OWNERSHIP AND HOUSING MIX

There are 504 individual addresses in the Balnagask Area of Aberdeen which have been identified as potentially having RAAC panels within their roofs. The 504 addresses are a combination of both houses and flats with mixed ownership across 372 individual building units.

The mix of ownership and property type is as follows;

Property Type	ACC owned Properties	Private Owned Properties
House, 3 Bed	111	86
House, 4 Bed	27	15
House, 7 Bed	1	0
Ground Floor flat, 1 Bed	114	18
First Floor Flat, 1 Bed	113	19
TOTAL	366	138

This page is intentionally left blank



This page is intentionally left blank

© This drawing and its contents remain the Copyright of Aberdeen City Council



Location plan
1.1000

One strorey - 1 bed flat
Lower numbered address is situated on upper floor
(excluding Farquhar Brae addresses)

Two storey 3 bed house

Two storey 4 bed house

Pend / extra bedroom in demise
of lower address

Low rise residential block to be
retained - no RAAC

Rev.	Date.	Description.	A0	Initls.

ABERDEEN CITY COUNCIL

Marischal College
Broad Street
Aberdeen, AB10 1AB

Client.

Project.
Balnagask mono-pitch

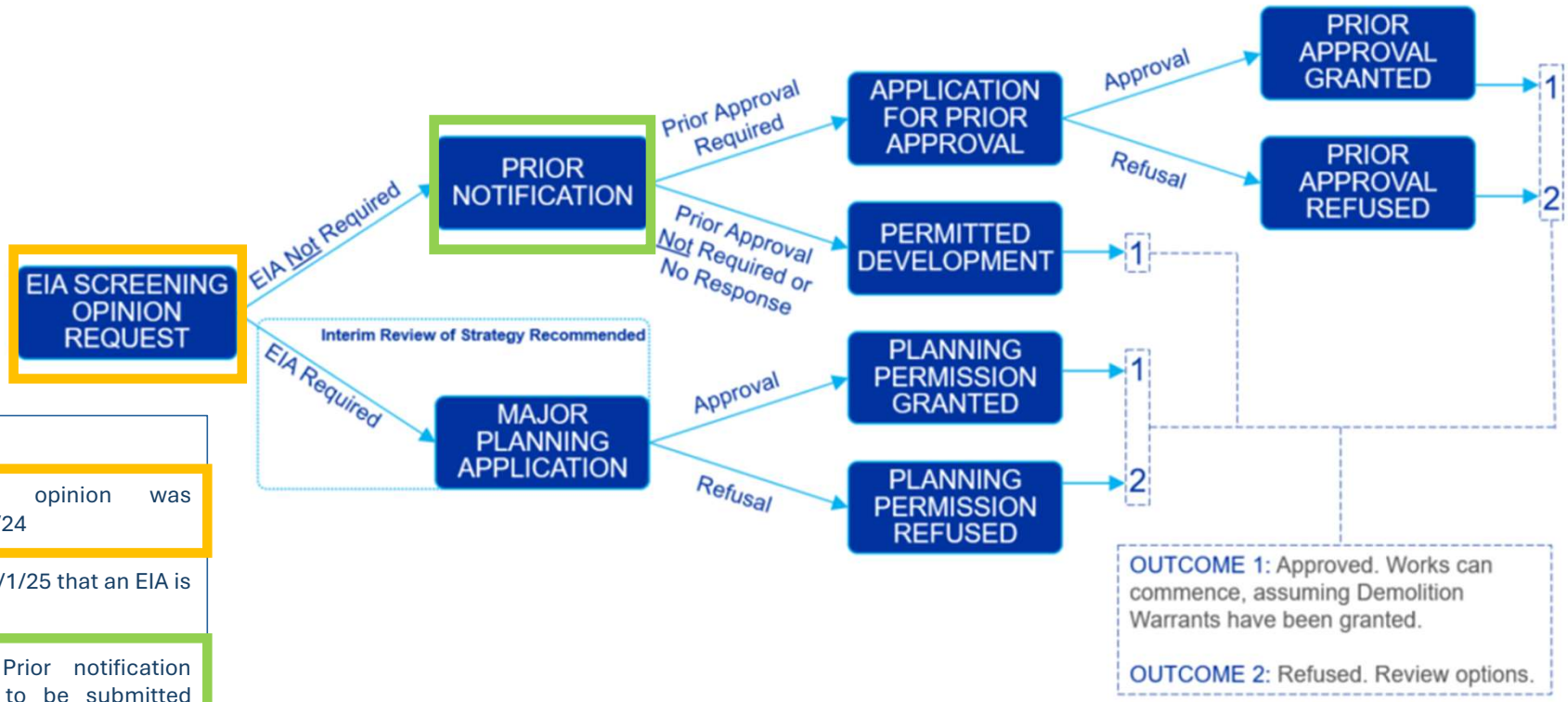
Title.
Appendix B - Demolition location plan

Date.	Scale@A0.
FEB 25	1.1000
Drawn.	File Ref.
Checked By	Drawing No.

A0 Sheet

This page is intentionally left blank

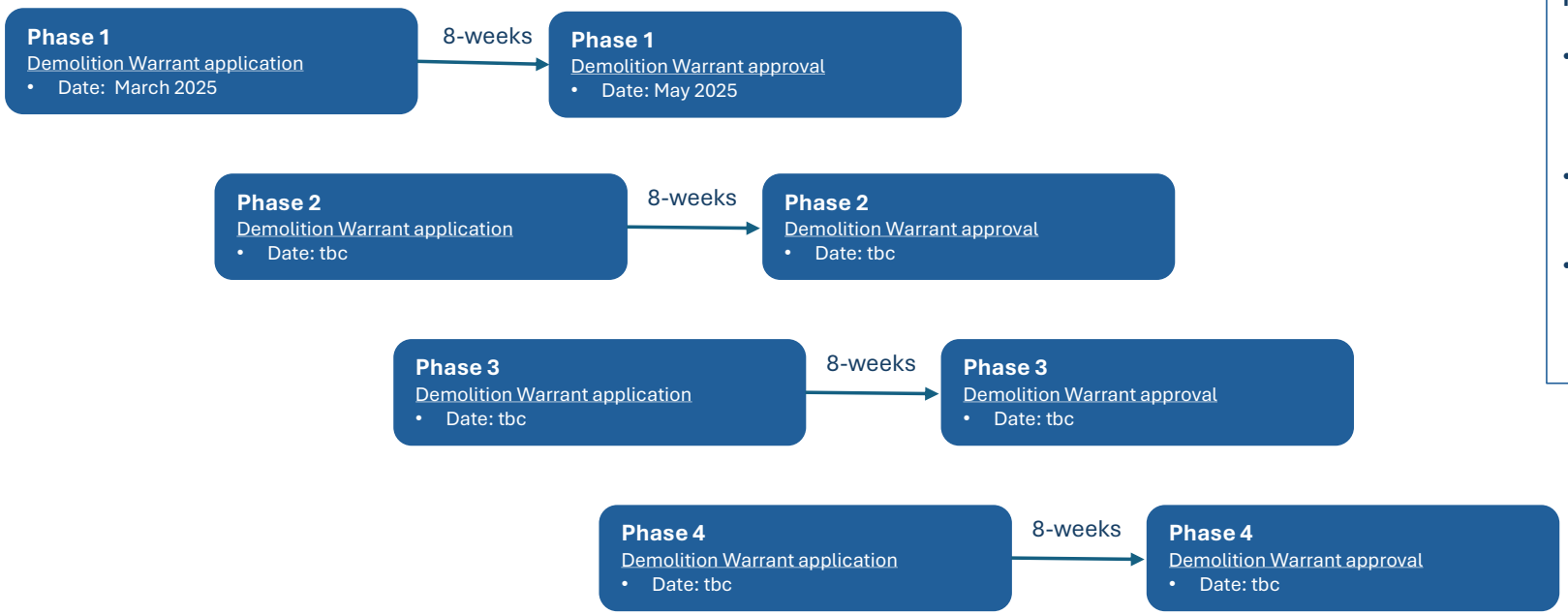
Statutory applications relating to Planning



Notes:

- EIA screening opinion was submitted 19/12/24
- Opinion issued 8/1/25 that an EIA is not required
- Next steps - Prior notification application set to be submitted March 2025

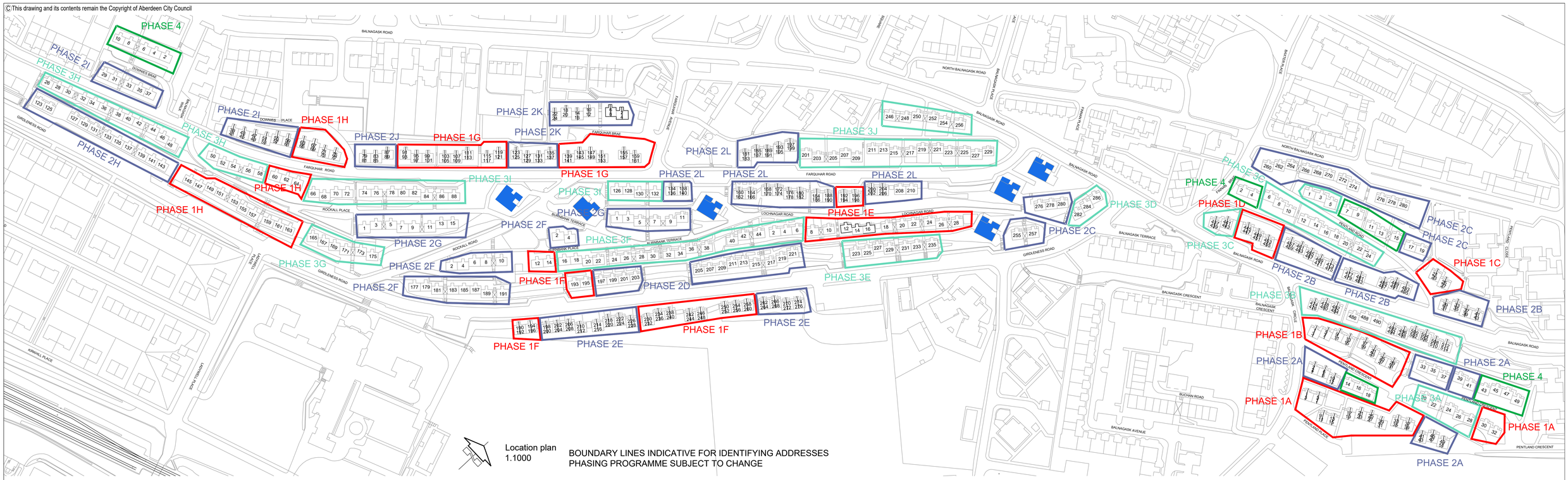
Statutory applications relating to Building Standards



Notes:

- 4 separate demolition warrant applications are scheduled to be lodged
- Phase 1 considers properties that are fully council owned
- Phases 2, 3, and 4 are all dependent on the acquisition of privately owned properties.

© This drawing and its contents remain the Copyright of Aberdeen City Council



Location plan
1.1000

BOUNDARY LINES INDICATIVE FOR IDENTIFYING ADDRESSES
PHASING PROGRAMME SUBJECT TO CHANGE

DEMOLITION

PHASE 1

UNDERTAKING DEMOLITION WORKS HAVE NO DEPENDENCY ON THE PURCHASING OF PRIVATE PROPERTIES

PHASE 1Al

PHASE 1B

PHASE 1C

PHASE 1D

PHASE 1E

PHASE 1F

PHASE 1G

PHASE 1H

PHASE 2

UNDERTAKING DEMOLITION WORKS HAVE A DEPENDENCY ON THE PURCHASING OF 1 , 2 or 3 PRIVATE PROPERTIES IDENTIFIED WITHIN A TERRACE.

PHASE 2A

PHASE 2B

PHASE 2C

PHASE 2D

PHASE 2E

PHASE 2F

PHASE 2G

PHASE 2H

PHASE 2I

PHASE 2J

PHASE 2K

PHASE 2L

PHASE 3

UNDERTAKING DEMOLITION WORKS HAVE A DEPENDENCY ON THE PURCHASING OF 4 OR MORE PRIVATE PROPERTIES IDENTIFIED WITHIN A TERRACE.

PHASE 3A

PHASE 3B

PHASE 3C

PHASE 3D

PHASE 3E

PHASE 3F

PHASE 3G

PHASE 3H

PHASE 3I

PHASE 3J

PHASE 4

UNDERTAKING DEMOLITION WORKS HAVE A DEPENDENCY ON THE PURCHASING OF 4 OR MORE PRIVATE PROPERTIES IDENTIFIED WITHIN A TERRACE OR THE COUNCIL CURRENTLY HAVE NO ADJOINING OWNERSHIP WITHIN A TERRACE.

PHASE 4

Council and private figures noted refer to ownership of individual addresses. For clarity, only vacant terraces or individual groups of properties will be demolished.

25/27 One storey - 1 bed flat
Lower numbered address is situated on upper floor (excluding Farquhar Brae addresses)

25 Two storey 3 bed house

25 X Two storey 4 bed house

25 X 27 Pend / extra bedroom in demise of lower address

Low rise residential block to be retained - no RAAC

Rev.	Date.	Description.	A0	Inits.

Marischal College
Broad Street
Aberdeen, AB10 1AB

Client.

Project.
RAAC Balnagask mono-pitch Demolition

Title.
Appendix D - Demolition phasing plan

Date.	Scale@A0.
FEB 25	1.1000
Drawn.	File Ref.
Checked By	Drawing No.

A0 Sheet

This page is intentionally left blank

Appendix E

Balnagask - Demolition and Landscaping Options

1.0 Objective

1.1 There are two proposed options in relation to the foundation removal works associated with the demolition of the RAAC affected homes, and how the local areas can be conditioned after demolition takes place (landscaping).

1.2 This paper reviews options on demolition and landscaping, setting out the impact on costs, investment, residents and the local community. The paper then provides a recommendation on which option to take going forward.

1.3 Demolition options include:

- **Demolition Option 1:** Demolition of RAAC affected homes and the building foundations at the same time
- **Demolition Option 2:** Demolition of RAAC affected homes and leave the foundations in the ground until the area is redeveloped in the future

1.4 Landscaping options include:

- **Landscaping Option 1:** Locally re-grade the ground with 6F1 and enclose areas with security fencing
- **Landscaping Option 2:** Locally re-grade the ground with 6F1, install topsoil and grass seed to allow finished and accessible areas
- **Landscaping Option 3:** Locally re-grade the ground with 6F1 and apply compacted fine material to the areas
- **Landscaping Option 4:** Mixed approach, which includes re-grade with 6F1, topsoil and grass seed, alongside the creation of pathways through covering topsoil over with compacted fine materials

2.0 Impact on options

2.1 The paper sets out the key differences each of the options bring in terms of costs, investment opportunities and impact to residents living within the red-line boundary and neighbouring community. Please see Table 1.1 Impact of Demolition Options, and Table 1.2 Impact of Landscaping Options.

3.0 Recommendation

3.1 For phased demolition, it is recommended that **Demolition Option 2** is taken forward; Demolition of RAAC affected homes and leave the foundations in the ground until the area is redeveloped in the future. It is anticipated that this will have the least impact to both residents living in RAAC affected homes and those within the retained tower blocks. Full excavation of the foundations would

be undertaken at a later date as part of the site preparation works associated with the redevelopment of the site. It is anticipated that this approach will be less disruptive to local residents given there will be a shorter demolition works programme in the initial demolition phase. In addition, the overall resident decant should be further progressed by the time the redevelopment works commence, minimising impact from future preparatory works.

3.2 For landscaping, it is recommended **Landscaping Option 2** is taken forward; Locally re-grade the ground with 6F1, topsoil and grass seed.

3.3 This should support the reduction of anti-social-behavioural issues and crime with demolition activities being completed with fully secured construction area protected during the demolition programme and fully landscaped areas following completion of the landscaping works. In addition, residents are able to make use of the area, which aligns with Priority 5 of the South Locality Plan.

3.4 Please note the paper takes into consideration that the recommended approach may lead to higher future removal costs (during redevelopment) and affect localised landscaping growth. It is not anticipated that prospective investors / venture partners will be discouraged from investing on the basis of this recommendation. In addition, mitigation will be put in place to ensure the impact on localised landscaping growth is minimised.

3.5 Regarding the recommended options, future costs to remove foundations and soft landscaping will be covered by the developer, however, in the event of a land sale, such costs will be accounted for within the residual land valuation. Please note project costs are in relation to construction only, therefore associated costs including procurement, design and professional fees, surveys etc. are not considered as part of this brief.

Table 1.1 Demolition options

Demolition option	Project Cost	Investment options	Impact on residents living in RAAC affected homes and those in the retained tower blocks	Impacts on local community (30-metres from the red-line boundary)
Demolition Option 1 **Demolition of RAAC affected homes and their foundations at the same time.**	Initial cost: £4.93m	Reduced cost and programme for the future developer.	Worsens the potential impact on neighbouring homes, including roads and existing footways. Increases the length of the demolition programme and therefore the impact on residents living within the red-line boundary in terms of air quality and noise pollution.	Increases the length of the demolition programme and therefore the impact on residents living within the red-line boundary in terms of air quality and noise pollution.

Demolition Option 2 **Demolition of RAAC affected homes and leave foundations in place until area is redeveloped.**	Initial cost: £4.19m Cost for foundation removal 3 years post demolition: £883k Total: £5.07m Cost for foundation removal 5 years post demolition: £963k Total: £5.15m	Increased cost and length of programme for the future developer. Cost is not thought to be too great to impede on investment appetite.	Minimises the potential impact on neighbouring homes, including roads and existing footways. Shortens the demolition programme and therefore lessons impact on the residents living within the red-line boundary in terms of air quality and noise pollution.	Shortens the demolition programme and therefore lessons impact on the community in terms of air quality and noise pollution.

Table 1.2 Landscaping options

Landscaping option	Project Cost	Investment options	Impact on residents living in RAAC affected homes and those in the retained tower blocks	Impacts on local community (30 metres from the red-line boundary)
Option 1 **6F1 and fencing**	£435k	No Impact	Could lead to an increase of ASB issues. Residents displeased due to lack of access to the area.	Could lead to an increase of ASB issues. Residents displeased due to lack of access to the area.
Option 2 **6F1, topsoil and grass seed**	£5.05m	No Impact	Residents are able to use the area. Supports Priority 5 – South Locality Plan.	Residents are able to use the area. Supports Priority 5 – South Locality Plan.
Option 3 **6F1 and cover over with compacted fine materials**	£3.22m	No Impact.	Unsightly finish: area provides limited use for local residents.	Unsightly finish: area provides limited use for local residents.
Option 4 **Mix of topsoil, grass seed and compacted fine materials creating pathways.**	£6.58m	Developers may wish to incorporate provisions as part of future developments.	Residents are able to use the area. Supports Priority 5 – South Locality Plan.	Residents are able to use the area. Supports Priority 5 – South Locality Plan.

4.0 Basis of Costing

4.1 Demolition – Basis of Costing

- **Demolition Option 1:** full demolition of homes including foundation removal at an estimated cost of £4.93m.

- **Demolition Option 2:** demolition of homes with foundations left in ground until later date.

    - The estimated cost to demolish the homes with the foundations remaining in situ is £4.19m, which is £744k less than the full demolition of homes and foundations undertaken at the same time

    - The estimated cost to remove these foundations 3 years after the initial demolition is £883k giving a total estimated demolition cost of £5.07m, which is £139k more than undertaking all works at the same time

    - The estimated cost to remove these foundations 5 years after the initial demolition is £963k, giving a total estimated demolition cost of £5.15m which is £219k more than undertaking all works at the same time.

4.2 Landscaping – Basis of Costing

- **Landscaping Option 1:** 6F1 cost included in demolition allowance. Cost for installation of heras fencing only. Ongoing maintenance/security costs are excluded as programme not known at this time

- **Landscaping Option 2:** 6F1 cost included in demolition allowance. Allowance for topsoil and grass seeding. Once grass is established – heras fencing can be removed

- **Landscaping Option 3:** 6F1 cost included in demolition allowance. Allowance for whin dust or similar.

- **Landscaping Option 4:** 6F1 cost included in demolition allowance. Combination of Option 2 and 3, however whin dust to be applied on topsoil, so allowance for topsoil covers whole site.

- No allowance(s) have been made in association with the maintenance costs of each landscaping option.

Appendix F

Proposed Demolition Engagement Plan

Introduction

The Demolition Engagement Plan sets out how the Council plans to engage with key stakeholders throughout the demolition and landscaping programme. Key stakeholders include residents that continue to live in RAAC affected homes, those who will continue to live in the retained low-rise stub blocks within the red-line boundary, the local community, service providers and Elected Members.

With consideration of the sensitivities around demolishing what used to be homes of residents, and the impact works can have on residents and the local community, the plan advocates for a person-centred communication approach that is:

- **Effective**: residents are able to understand the demolition and landscaping programme, the impact it may have on them and what support is available. Providing informative, clear and jargon free communication materials. Whilst providing opportunities for residents to meet with the professional management team in-person (Council/Appointed Principal Contractor) to discuss details of the programme and their concerns.
- **Reassuring**: residents are to be reassured on the process and that mitigations will be put in place, helping to reduce the local disruption caused by the demolition works (such as dust, noise, congestion and the like). Residents feedback, will be taken into account in the development of the 'Demolition and Landscaping' tender documentation, thereby improving programme delivery and work practices.
- **Inclusive**: residents are not to be at a disadvantage when engaging and providing feedback and/or using a complaints procedure. By ensuring the communication approach provides diverse ways of engaging with residents, including in-person, online, telephone, home-visits, if appropriate, for those that are vulnerable, and through use of written materials.
- **Empathetic**: provide a compassionate and person-centred approach, ensuring residents are supported throughout the process. This includes the provision of tailored mental health and wellbeing support services for residents impacted by the demolition programme.

Content

1. Objective of the Demolition Engagement Plan
2. Overview of the development
3. Public engagement approach
    - 3a. Stakeholder identification
    - 3b. Programme of engagement

---

1. Objective of the Demolition Engagement Plan

1.1. The plan sets out how residents, the local community, service providers and Elected Members will be informed throughout the demolition and landscaping process. The programme includes planning, construction and phase end. Please note that the same engagement process will take place for each of the phases, therefore there will be opportunity for a lesson learnt piece at the end of each phase, supporting continuous improvement. The plan advocates for residents to provide feedback to inform the tender documents, helping to improve processes and delivery of works. Along with the provision of tailored mental health and wellbeing support made available to residents in Torry who are affected by the demolition and landscaping programme.

---

2. Overview of the Development

2.1. **Project Summary:** Redevelopment of Balnagask red line boundary, involves the phased demolition of RAAC affected homes when vacant. There are currently four phases, of which prior notification is to be submitted for phase 1 out of 4. Phase one consists of 135 Council owned properties.

2.2. Once RAAC affected homes are demolished the area is to be landscaped to ensure for health and safety of residents and the local community. For more information on demolition and landscaping options and recommendations, refer to Appendix E.

3. Public Engagement Approach

3.1. This report sets out the grouping of key stakeholders who have been identified to be engaged with throughout the demolition and landscaping programme. Within each stakeholder group a standard engagement approach is detailed, alongside a tailored engagement approach for specific causes.

3.2. Group A - Directly Impacted Residents

Standard Engagement Approach: Residents will be engaged with throughout the programme.
During the tender preparation stage, all impacted residents will be invited to provide feedback on the proposed plans, which will help inform the tender documentation. To assist understanding, it is envisaged that local drop-in sessions will be arranged in March/early April 2025, where Council and Atkins Réalis Officers will be available to explain the proposals and answer questions.
These sessions will also be attended by mental health and wellbeing services to provide necessary support.

Tailored Engagement Approaches:

Residents that continue to live in RAAC affected homes out with Phase 1, will be supported directly by the Council to understand their rehoming status, and what further support is needed to help relocate residents.
Throughout the demolition and landscaping works it is envisaged that the appointed Principal Contractor will provide a liaison service with those affected to help mitigate any works impacts.

Residents living in the low-rise stub blocks that remain in situ, will be communicated with throughout the phased demolition programme, and where applicable referred to support

services. As above, these residents will also be invited to provide feedback on the proposed plans, which will help inform the tender documentation.

3.3. Group B – Local Community

Standard Engagement Approach: The local community will be engaged throughout the programme, depending on their residency, this will include statutory planning notifications, information packs, drop-in sessions and the invitation to access health and wellbeing support services.

Tailored Engagement Approaches:

Residents living 20m from the red line boundary: Once the prior notification has been submitted to demolish RAAC affected homes in Phase 1, the Council's Planning Team have a statutory obligation to notify residents living 20m from the red-line boundary.

Residents living within the red line boundary and 30m from the red line boundary: Residents will be engaged with throughout the programme.
Residents will be communicated with throughout the phased demolition programme, and where applicable referred to support services. As above, these residents will also be invited to provide feedback on the proposed plans, which will help inform the tender documentation.

RAAC Impacted Groups: The Council will continue to communicate information to RAAC Impacted Groups and support them in helping to inform, where applicable, the tender documentation. In addition, where possible, the Council will review the Engagement Plan and materials with residents.

Residents living in Torry: Residents impacted by the demolition programme will be able to refer themselves to mental health and wellbeing support services. In addition, residents will have access to information displayed on the Council's website regarding the demolition programme.

3.4. Group C – Local Businesses and Service Providers

Local Businesses and service providers within Torry will be contacted when the demolition programme may interfere with their activities, such as road works and impact to utility services. In addition to direct engagement, hoardings and road signs will be used to help inform local businesses and service providers of temporary works. The intention is to capture these requirements within the tender documentation.

Community Groups and Council identified groups will have the opportunity to provide feedback on the demolition and landscaping programme that, where applicable, will help inform the tender documentation, helping to improve processes and service delivery.

Local Partners and Providers the Council will work closely with the likes of Scottish Action for Mental Health (SAMH) to provide tailored referral pathways for residents within Torry that are impacted by the demolition programme. This includes residents whose family members and friends have had to move out of the area.

Service providers will be made aware of the key vulnerable groups highlighted by the Integrated Impact Assessment – those who are pregnant on maternity leave, those who are elderly and young children, along with those who have long term health conditions and/or disabilities.

3.5. Group D – Elected Members and Ward Councillors

Elected Members will be informed of progress, risks and mitigations, and resident involvement, through committee reports and service updates.

Ward Councillors will be invited to attend drop-in sessions and be encouraged to provide feedback to help inform the tender documentation.

3.6. Group E – Media

All media groups: Formal statements and responses will be provided; a designated Council spokesperson will be put forward to take responsibility for engagement.

4. Programme of Engagement

4.1. This section highlights the programme of engagement to take place throughout the stages of demolition in the case where approval for demolition and landscaping is granted. Stages of demolition and landscaping to include:

- Table A – Prior Notification submitted for demolition and landscaping proposal.
- Table B – Approval granted for demolition and landscaping
- Table C – During demolition and landscaping works
- Table D – Post-phased demolition and landscaping

Table A – Prior notification submitted for demolition and landscaping proposal.

Stakeholder Group	Communication material	Engagement approach	Proposed dates
Residents living 20m from the red line boundary only.	Statutory formal letter	Residents will receive a statutory letter from the Council Planning Team informing them of the works to be carried out, including links to a site plan, along with an indicative demolition method statement and a landscaping plan.	Spring 2025
A , B	Formal letter	Formal letters will be issued by the Council, at the same time prior notification is submitted, providing residents with an easy read summary of demolition methods, landscaping plan and providing the links to technical documents. The letters will also detail mental health and wellbeing support, along with opportunities to engage prior to the commencement of any works.	Spring 2025

Table B – Approval granted for demolition and landscaping

Stakeholder Group	Communication material/approach	Engagement approach	Proposed dates
A, B	Information Leaflet (collateral)	An information leaflet will be issued to residents, providing further details of the demolition programme including indicative timelines, approved complaints procedure, support made available and opportunities for residents to engage. Residents will be informed of mitigations in place to minimise impact such as but not limited to noise, air quality, and vibration.	Spring 2025
A, B, C	In person drop-in sessions	Residents will be invited to drop-in sessions where they will be presented with the proposed Phase 1 demolition plan, preliminary designs, and environmental and social considerations. Residents will have the opportunity to provide feedback back to inform, where applicable, tender documentation. Service providers are to attend in-person to advice residents of available support.	Spring 2025
A, B	Information Leaflet (collateral)	Information set out in the drop-in sessions will be made available in the form of a leaflet and where applicable, made available on the Council's website.	Late Spring 2025
D	Briefing paper	A briefing paper, setting out information provided in the information leaflet, along with resident feedback that helped inform the tender documentation will be shared with Elected Members via a Service Update.	Late Spring 2025
E	Statement (spokesperson)	A statement will be written to inform the media on how residents are being engaged with and supported.	Summer 2025

Table C – During demolition and landscaping works

Stakeholder Group	Communication material/approach	Engagement approach	Proposed dates

A, B, C	Formal letters Temporary road signs Information displayed at appropriate locations such as, on hoardings, digital screens. Email address provided for residents to raise complaints/concerns.	Information on specific works (within a particular period) to take place and the potential impact works may have to surrounding infrastructure, access points. The appointed Principal Contractor will provide updates to Residents regarding works being undertaken and any major changes to timeline/programme. The Appointed Principal Contractor/Council will continue to gather feedback whilst helping to address complaints/concerns.	Phase 1 Demolition
A, B	Wellbeing drop-in sessions, information packs.	Residents will have pathways to support services and the ability to meet with service providers/wellbeing practitioners in-person, using local public spaces that have area for confidential conversations.	Phase 1 Demolition
D	Briefing paper	A briefing paper, on key risks, mitigations, complaints and responses.	Phase 1 Demolition
E	Statement (spokesperson)	A statement will be written, informing the media of ongoing works and how residents are engaged/supported.	

Table D – Post-phased demolition and landscaping

Stakeholder Group	Communication material/approach	Engagement approach	Proposed dates
A, B, C	Completion reports	Inform residents and local services of completion, consult with stakeholder groups to be involved in lessons learnt, highlight issues that may have arisen during demolition period to help improve following phases.	End Phase 1
D	Committee reports and service updates	Provide an end of phase report on engagement and impact – lessons learnt and renewed approaches.	End Phase 1

5. Notes

5.1. A detailed roles and responsibilities table will be actioned by the Council before engagement takes place, this will include roles of the professional management team, internal teams, and service providers.

5.2. The Council are also working with the Principal Contractor to include engagement provisions as part of the Employers Requirements in tender documentation for demolition and landscaping contracts. Ensuring contractors play a role in engaging with key stakeholders.

This page is intentionally left blank

Appendix G - Next steps timeline

March 2025

Committee decision

Engagement – Refer to Appendix F

March / April 2025

Statutory approval – Prior notification submission to Planning Authority

Statutory approval – Building Warrant submission to Building Standards

Preparation of demolition and landscaping tender documents

May / June 2025

Update to Communities, Housing and Public Protection

Indicative tender start period for up to 6 weeks

Tender assessment and contract award

Summer 2025

Site mobilisation

Site start – contract duration to be determined

This page is intentionally left blank

FAIRHURST

Aberdeen City Council

Balnagask

Re-inspection Reports

February 2025







ABERDEEN CITY COUNCIL

Executive Summary

1. Fairhurst have been appointed by Aberdeen City Council (ACC) to carry out inspections to assess the condition of the Reinforced Autoclaved Aerated Concrete (RAAC) roof panels at the Balnagask mono-pitched type residential properties in Aberdeen.

2. Following intrusive inspections undertaken over the course of 2024, ACC requested re-inspections, as part of the short-term management strategy for the properties, in order to monitor the condition of the RAAC panels over time and re-assess the risk. To date, the following properties have been re-inspected:

   - 276 Balnagask Road
   - 461 Balnagask Road
   - 12 Burnbank terrace
   - 9 Burnbank Terrace
   - 36 Burnbank terrace
   - 38 Burnbank Terrace
   - 26 Farquhar Road
   - 33 Farquhar Road
   - 51 Farquhar Road
   - 16 Lochnagar Road
   - 264 North Balnagask Road
   - 25 Pentland Crescent

3. This report provides a summary of the findings from the re-inspections and our re-assessment of the condition and recommendations and / or management strategies for the above properties.

4. As before, the re-inspection scope and procedure follows the guidance by The Institution of Structural Engineers (IStructE) - Reinforced Autoclaved Aerated Concrete (RAAC) Investigation and Assessment - Further Guidance - April 2023, assessing the following risk factors:

   - End bearing;
   - Anchorage reinforcement;
   - Cut panels;
   - Cracking;
   - Builder's works / building modifications;
   - Water ingress;
   - Deflection measurements;
   - Adverse or changes in loading.

5. The re-inspections consisted of re-visiting the affected properties, and undertaking a visual inspection through all previously installed loft hatches, assessing previously identified defects for signs of deterioration, and identifying new defects. The end bearings and anchorage reinforcement were not assessed during the re-inspections, as these were complete at the intrusive inspection stage and are not liable to change over time.

6. Following a review of the survey findings, there has been no significant deterioration within these properties over the previous 6-12months, as seen within the individual property reports appended.

7. While the re-inspections show minimal deterioration, the risks associated with the panels remain constant, as noted below.

Risk Factors	Assessment
End bearing	External wall supports all exceeded 75mm bearing
	Internal wall supports ranged between 40mm - 60mm bearing, with 1No. panel noted to be as low as 10mm
Anchorage/longitudinal reinforcement	Anchorage reinforcement missing to at least 1No. panel
Cut panels	None
Cracking	Transverse cracking found along full length of panel and within 500mm of the support. Spalling and corrosion of rebar also observed
Builder's works / building modifications	Damaged units from cable conduits and SVPs
Water ingress	Dampness has been noted to underside of panels
Deflection measurements	Lowest measurement span / 133, but with major cracking and spalling
Adverse or changes in loading	Replacement roofing systems with additional insulation

Red – Critical or High Risk
Amber – Medium Risk
Green – Low Risk

8. As the RAAC panels will continue to deteriorate over time, the following short-term management strategy should continue to be applied to properties containing RAAC panels until such time as the properties are decanted:

- Visual re-inspections of occupied properties should continue to be undertaken to continually monitor and assess the condition of the RAAC panels;
- The awareness campaign should continue for all owners and occupants;
- No additional loads are to be applied to any RAAC roof panel. Roof to be treated as a fragile roof by those requiring access to the roof;
- Building owner / occupant to report any changes of condition (water leaks, cracks, debris etc.);
- Significant weather events to be monitored by the building owner inc. heavy snowfall, heavy rainfall and storms, at which point, properties still in use should be re-inspected.

Property Reports

See overleaf

Job Number: 165151	Project : ACC - 276 Balnagask Road RAAC Re-Inspection	Date of Site Visit: 27/01/2025
Present: Fairhurst (FH)	Prevailing Weather: Overcast	Time: (Arrival) 11:35
	Purpose of visit: Re-inspection of RAAC panels	Time: (Departure) 12:30

Introduction
An inspection was carried out at 276 Balnagask Road on 29th January 2024, during which an intrusive survey was conducted. As part of this survey, three loft hatches were installed (see Fig. 1 for locations), exposing six RAAC panel bearings across three locations. These areas were broken out to assess RAAC-related risks in accordance with Table 1 of the IStructE guidelines, including:

- End bearing
- Transverse reinforcement location
- Cracking/spalling
- Cut panels
- Builder's works/modifications
- Water ingress
- Deflections
- Adverse/changes in loading

A follow-up survey was conducted on 27th January 2025 to assess whether any deterioration had occurred in the RAAC panels since the initial inspection.

Observations
All previously inspected areas were reviewed through the three loft hatches installed during the initial site visit. Any defects were recorded and compared to the original survey findings. No deterioration was observed in the RAAC panels since the original inspection.

Photographs taken during the inspection can be found in the appendix.

Conclusion
While the RAAC panels in this property show no signs of further deterioration, the IStructE guidelines remain unchanged, and the RAAC risk profile continues to be classified as high risk due to the following factors:

- End bearing
- Cracking/spalling
- Cut panels
- Builder's works/modifications

To manage these risks while tenants are being relocated, ACC has implemented the short-term mitigation strategy of undertaking an inspection regime over the past year.

Follow up Action Required:

Distribution: Internal file, Aberdeen City Council	Date: 25/02/2025

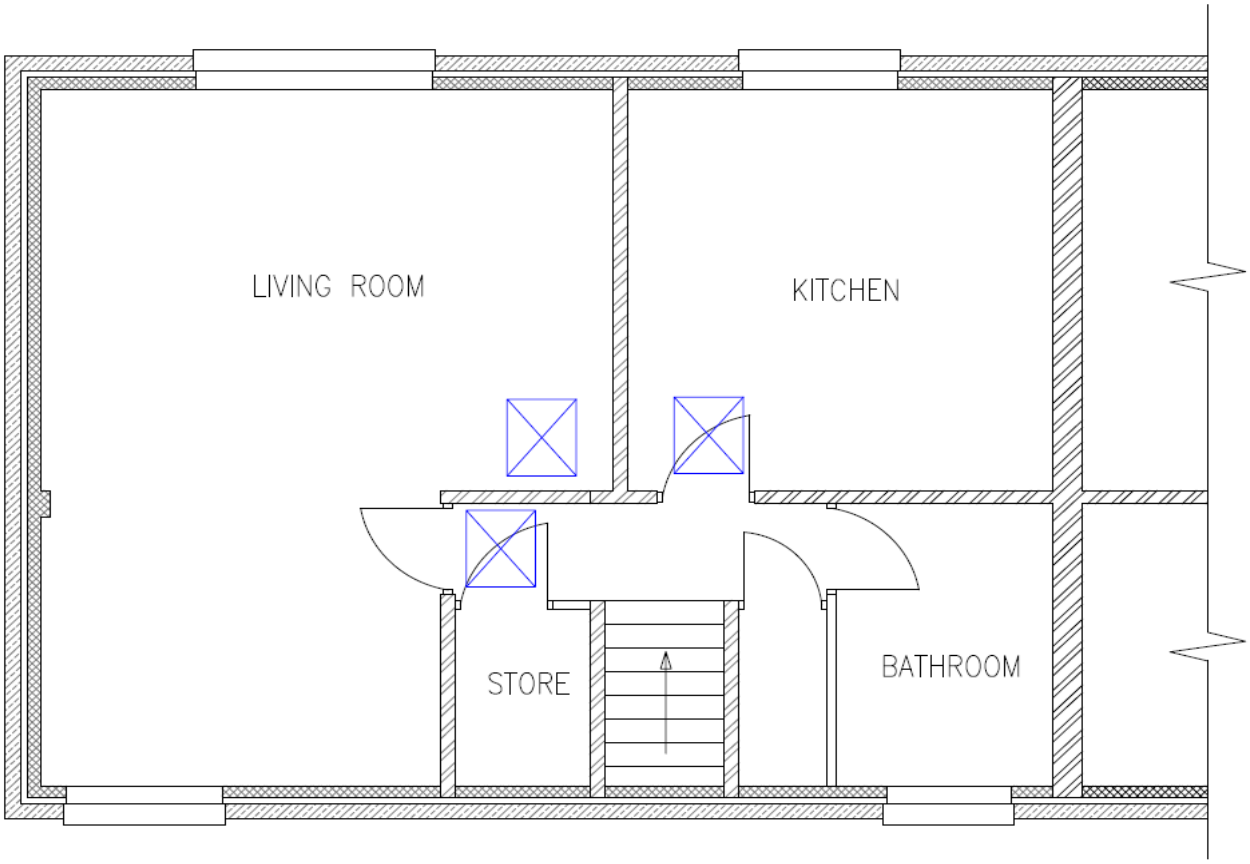


Fig1: Two-Storey House - First Floor Layout

Assessment category	Risk category	
Red	Critical risk	Requires urgent remedial works which may include taking out of use or temporary propping to allow the safe ongoing use of a building. Depending on the extent, this may be part or all of the building. Combined with awareness campaign for occupants including exclusion zones.
	High risk	Requires remedial action as soon as possible. Combined with awareness campaign for occupants, which may include exclusion zones, signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, change in loading, etc.
Amber	Medium risk	Requires inspection and assessment on a regular basis, eg, annually. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.
Green	Low risk	Requires inspection and assessment occasionally, say three year period depending on condition. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.

Table 1 – Risk categories

Table 1 - IStructE Risk Categories

Risk Factors	Typical Survey Photographs
Cut panels (Low Risk) – We did not identify any cut panels within the property via our hatch inspections. – No changes noted during inspection dated 27/01/2025.	
Cracking (High Risk) – Transverse cracking found along full length of panels and within 500mm of the support. – No changes noted during inspection dated 27/01/2025.	 

Builder's works / building modifications (High Risk) – Typically cored on site during construction for penetration of conduits and SVP with damage to units. – No changes noted during inspection dated 27/01/2025.	 
Water ingress (Low Risk) – We did not identify any water ingress within the property via our hatch inspections. – No changes noted during inspection dated 27/01/2025.	

Deflection measurements (Medium Risk) – No deflection measurements taken through the hatches, however, no excessive deflections noted from visual inspection. – No changes noted during inspection dated 27/01/2025.	 
Adverse or changes in loading (Medium Risk) – Replacement roofing system with additional insulation noted. – No changes noted during inspection dated 27/01/2025.	

Job Number: 165151	Project : ACC - RAAC Balnagask Mono-Pitches	Date of Site Visit: 27/01/2025
Present: Fairhurst (FH)	Prevailing Weather: Overcast	Time: (Arrival) 15:30
	Purpose of visit: Re-inspection to record current condition	Time: (Departure) 16:00

Observations\Queries\Comments:

Introduction
An inspection was carried out at 461 Balnagask Road on 29th September 2023, during which an intrusive survey was conducted. As part of this survey, all ceiling finishes were removed, exposing all panels. Several panel bearings were broken out to assess RAAC-related risks in accordance with Table 1 of the IStructE guidelines, including:

- End bearing
- Transverse reinforcement location
- Cracking/spalling
- Cut panels
- Builder's works/modifications
- Water ingress
- Deflections
- Adverse/changes in loading

A follow-up survey was conducted on 27th January 2025 to assess whether any deterioration had occurred in the RAAC panels since the initial inspection.

Observations
All previously inspected areas were reviewed. Any defects were recorded and compared to the original survey findings. No deterioration was observed in the RAAC panels since the original inspection.

Photographs taken during the inspection can be found in the appendix.

Conclusion
While the RAAC panels in this property show no signs of further deterioration, the IStructE guidelines remain unchanged, and the RAAC risk profile continues to be classified as high risk due to the following factors:

- End bearing
- Cracking/spalling
- Cut panels
- Builder's works/modifications

To manage these risks while tenants are being relocated, ACC has implemented the short term mitigation strategy of undertaking an inspection regime over the past year.

Follow up Action Required:

Distribution: Internal file, Aberdeen City Council	Date: 25/02/2025

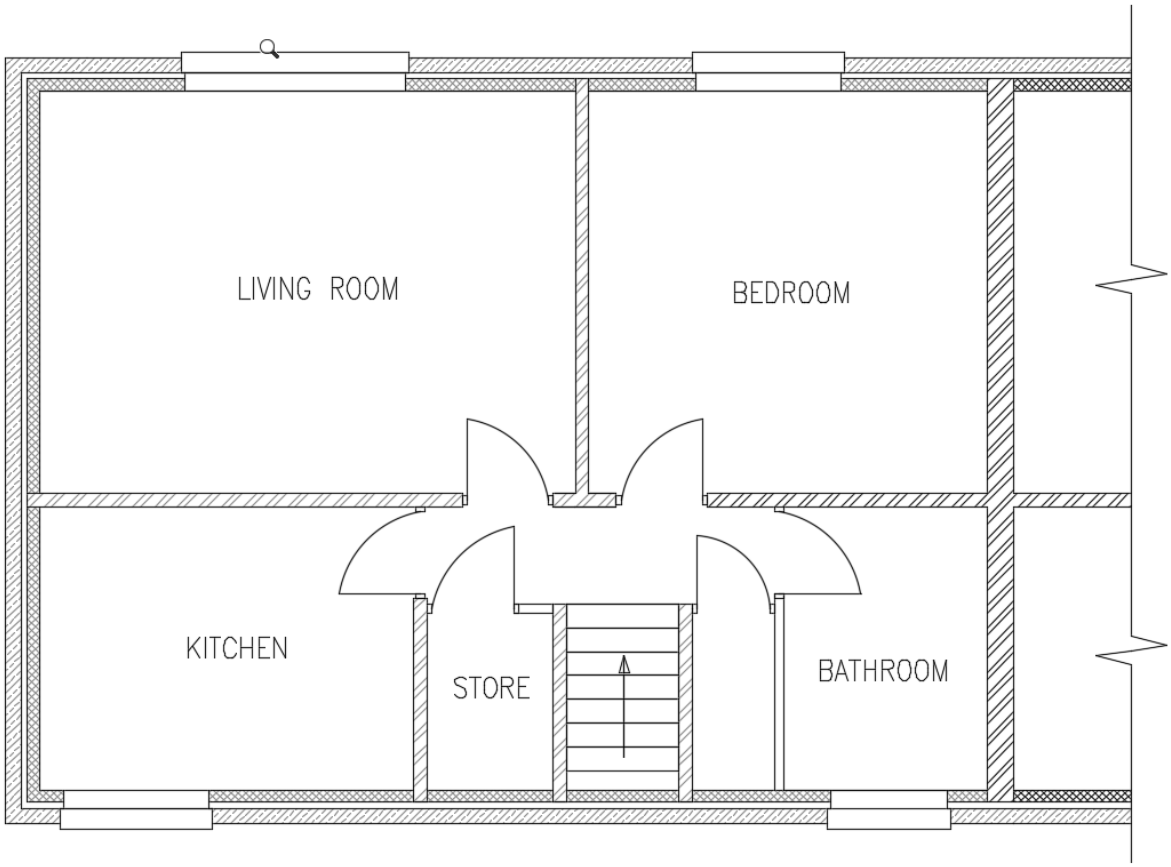


Fig1: Flat - First Floor Layout

Assessment category	Risk category	
Red	Critical risk	Requires urgent remedial works which may include taking out of use or temporary propping to allow the safe ongoing use of a building. Depending on the extent, this may be part or all of the building. Combined with awareness campaign for occupants including exclusion zones.
	High risk	Requires remedial action as soon as possible. Combined with awareness campaign for occupants, which may include exclusion zones, signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, change in loading, etc.
Amber	Medium risk	Requires inspection and assessment on a regular basis, eg, annually. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.
Green	Low risk	Requires inspection and assessment occasionally, say three year period depending on condition. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.

Table 1 – Risk categories

IStructE Table 1 - Risk Categories

Risk Factors	Typical Survey Photographs
Cut panels (High Risk) – Cut panel noted within the bathroom in the property.	
Cracking (High Risk) – Multiple areas of transverse cracking found along full length of panels and within 500mm of the support.	  















Builder's works / building modifications (High Risk)

- Typically cored on site during construction for penetration of conduits and SVP with damage to units.











Water ingress (Low Risk) – We did not identify any water ingress within the property	
Deflection measurements (Medium Risk) – Deflection measurements were taken during the initial inspections, with no issues present. – Areas were visually inspected during this follow up inspections, with no issues noted.	 
Adverse or changes in loading (Medium Risk) – Replacement roofing system with additional insulation noted.	

Job Number: 165151	Project : ACC - RAAC Balnagask Mono-Pitches	Date of Site Visit: 23/01/2025
Present: Fairhurst (FH)	Prevailing Weather: Overcast	Time: (Arrival) 14:00
	Purpose of visit: Re-inspection within hatches to record current condition	Time: (Departure) 14:45

Observations\Queries\Comments:

Follow up Action Required:

Introduction
An inspection was carried out at 12 Burnbank Place on 12th February 2024, during which an intrusive survey was conducted. As part of this survey, three loft hatches were installed (see Fig. 1 for locations), exposing six RAAC panel bearings across three locations. These areas were broken out to assess RAAC-related risks in accordance with Table 1 of the IStructE guidelines, including:

- End bearing
- Transverse reinforcement location
- Cracking/spalling
- Cut panels
- Builder's works/modifications
- Water ingress
- Deflections
- Adverse/changes in loading

A follow-up survey was conducted on 23rd January 2025 to assess whether any deterioration had occurred in the RAAC panels since the initial inspection.

Observations
All previously inspected areas were reviewed through the three loft hatches installed during the initial site visit. Any defects were recorded and compared to the original survey findings. No deterioration was observed in the RAAC panels since the original inspection.

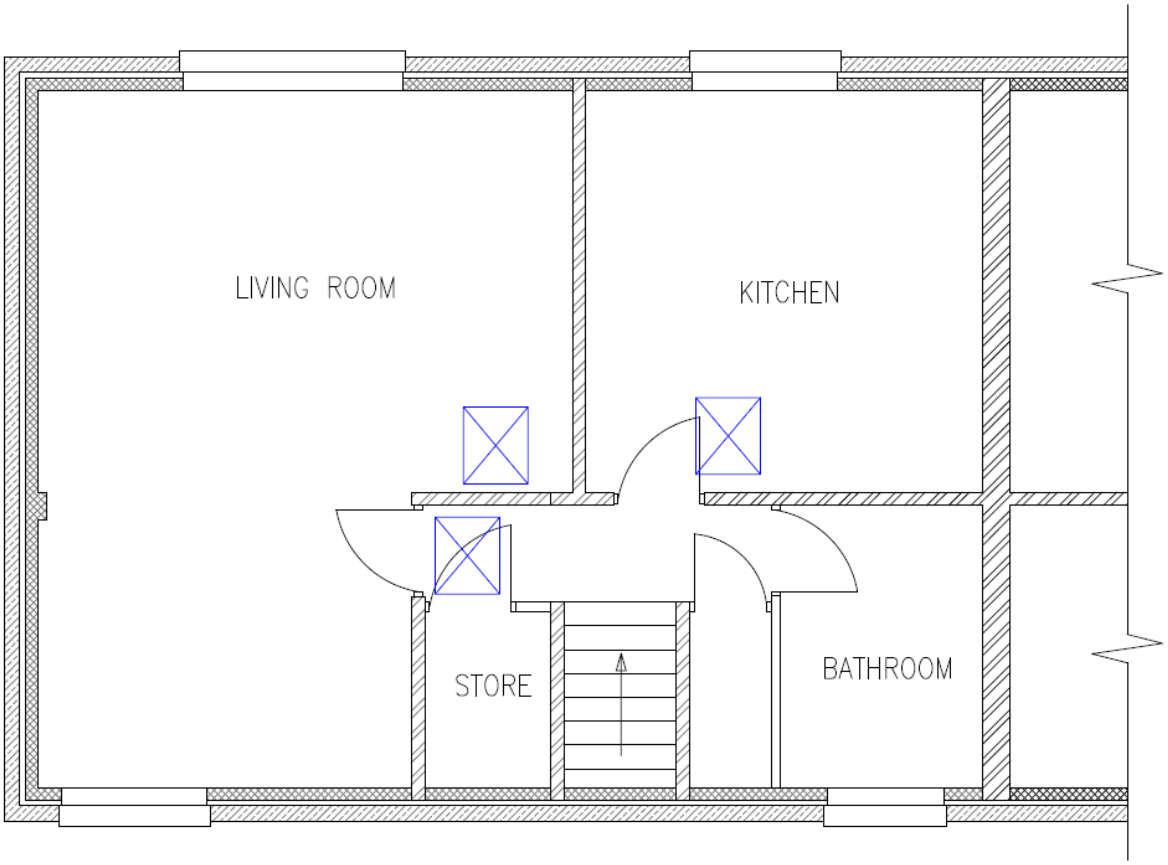
Photographs taken during the inspection can be found in the appendix.

Conclusion
While the RAAC panels in this property show no signs of further deterioration, the IStructE guidelines remain unchanged, and the RAAC risk profile continues to be classified as high risk due to the following factors:

- End bearing
- Cracking/spalling
- Cut panels
- Builder's works/modifications

To manage these risks while tenants are being relocated, ACC has implemented the short term mitigation strategy of undertaking an inspection regime over the past year.

Distribution: Internal file, Aberdeen City Council	Date: 25/02/2025



Two-Storey House - First Floor Layout

Assessment category	Risk category	
Red	Critical risk	Requires urgent remedial works which may include taking out of use or temporary propping to allow the safe ongoing use of a building. Depending on the extent, this may be part or all of the building. Combined with awareness campaign for occupants including exclusion zones.
	High risk	Requires remedial action as soon as possible. Combined with awareness campaign for occupants, which may include exclusion zones, signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, change in loading, etc.
Amber	Medium risk	Requires inspection and assessment on a regular basis, eg, annually. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.
Green	Low risk	Requires inspection and assessment occasionally, say three year period depending on condition. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.

Table 1 – Risk categories

IStructE Table 1 - Risk Categories

Risk Factors	Typical Survey Photographs
Cut panels (Low Risk) – We did not identify any cut panels within the property via our hatch inspections. – No changes noted during inspection dated 23/01/2025.	
Cracking (High Risk) – Transverse cracking found along full length of panels and within 500mm of the support. – No changes noted during inspection dated 23/01/2025.	 

Builder's works / building modifications (High Risk) – Typically cored on site during construction for penetration of conduits and SVP with damage to units – No changes noted during inspection dated 23/01/2025.	 
Water ingress (Low Risk) – We did not identify any water ingress within the property via our hatch inspections. – No changes noted during inspection dated 23/01/2025.	

Deflection measurements (Medium Risk) – No deflection measurements taken through the hatches, however, no excessive deflections noted from visual inspection. – No changes noted during inspection dated 23/01/2025.	 
Adverse or changes in loading (Medium Risk) – Replacement roofing system with additional insulation noted. – No changes noted during inspection dated 23/01/2025.	

Job Number: 165151	Project : ACC - RAAC Balnagask Mono-Pitches	Date of Site Visit: 23/01/2025
Present: Fairhurst (FH)	Prevailing Weather: Overcast	Time: (Arrival) 14:50
	Purpose of visit: Re-inspection within hatches to record current condition	Time: (Departure) 15:30

Observations\Queries\Comments:

Introduction
An inspection was carried out at 9 Burnbank Terrace on 14th March 2024, during which an intrusive survey was conducted. As part of this survey, three loft hatches were installed (see Fig. 1 for locations), exposing six RAAC panel bearings across three locations. These areas were broken out to assess RAAC-related risks in accordance with Table 1 of the IStructE guidelines, including:

- End bearing
- Transverse reinforcement location
- Cracking/spalling
- Cut panels
- Builder's works/modifications
- Water ingress
- Deflections
- Adverse/changes in loading

A follow-up survey was conducted on 23rd January 2025 to assess whether any deterioration had occurred in the RAAC panels since the initial inspection.

Observations
All previously inspected areas were reviewed through the three loft hatches installed during the initial site visit. Any defects were recorded and compared to the original survey findings. No deterioration was observed in the RAAC panels since the original inspection.

Photographs taken during the inspection can be found in the appendix.

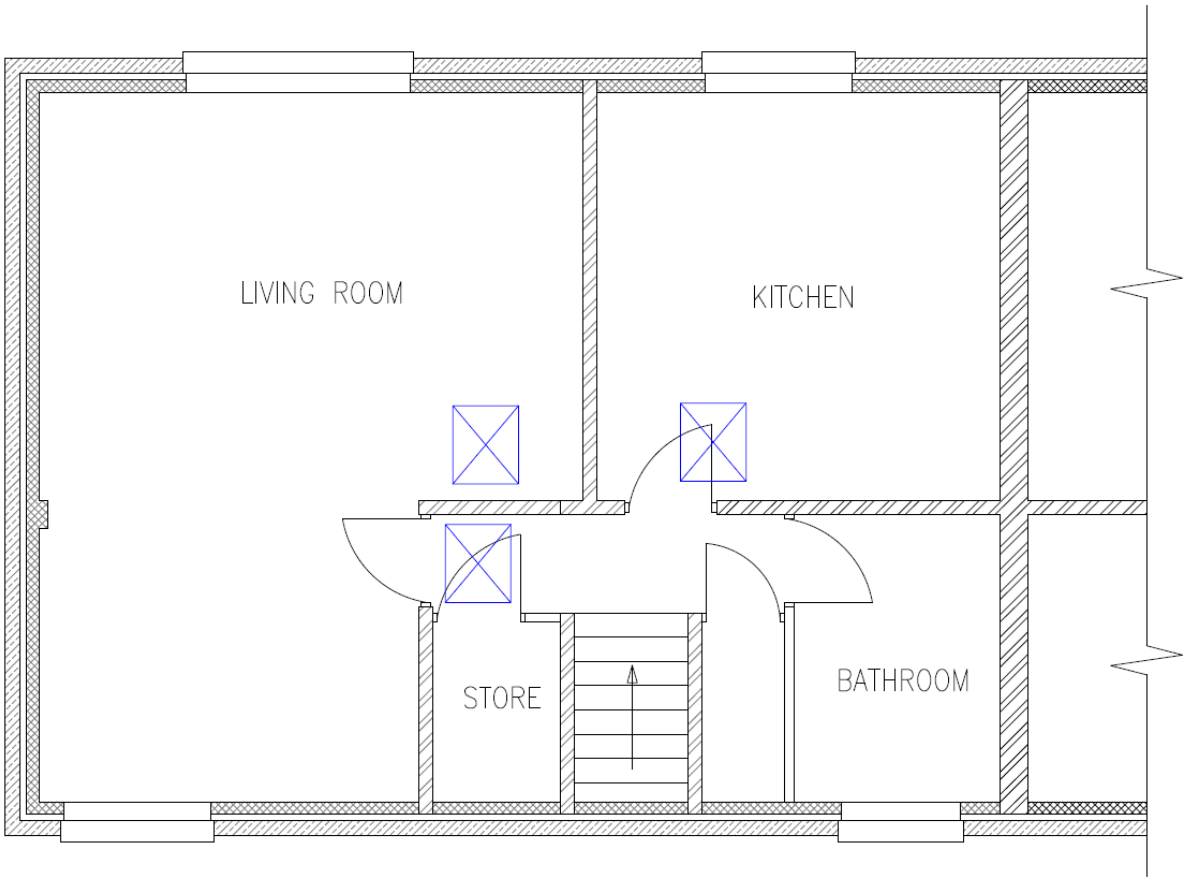
Conclusion
While the RAAC panels in this property show no signs of further deterioration, the IStructE guidelines remain unchanged, and the RAAC risk profile continues to be classified as high risk due to the following factors:

- End bearing
- Cracking/spalling
- Cut panels
- Builder's works/modifications

To manage these risks while tenants are being relocated, ACC has implemented the short term mitigation strategy of undertaking an inspection regime over the past year.

Follow up Action Required:

Distribution: Internal file, Aberdeen City Council	Date: 25/02/2025



Two-Storey House - First Floor Layout

Assessment category	Risk category	
Red	Critical risk	Requires urgent remedial works which may include taking out of use or temporary propping to allow the safe ongoing use of a building. Depending on the extent, this may be part or all of the building. Combined with awareness campaign for occupants including exclusion zones.
	High risk	Requires remedial action as soon as possible. Combined with awareness campaign for occupants, which may include exclusion zones, signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, change in loading, etc.
Amber	Medium risk	Requires inspection and assessment on a regular basis, eg, annually. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.
Green	Low risk	Requires inspection and assessment occasionally, say three year period depending on condition. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.

Table 1 – Risk categories

IStructE Table 1 - Risk Categories

Risk Factors	Typical Survey Photographs
Cut panels (Low Risk) – We did not identify any cut panels within the property via our hatch inspections. – No changes noted during inspection dated 23/01/2025.	
Cracking (High Risk) – Transverse cracking found along full length of panels and within 500mm of the support. – No changes noted during inspection dated 23/01/2025.	 

Builder's works / building modifications (High Risk)

- Typically cored on site during construction for penetration of conduits and SVP with damage to units
- No changes noted during inspection dated 23/01/2025.









Water ingress (Low Risk) – We did not identify any water ingress within the property via our hatch inspections. – No changes noted during inspection dated 23/01/2025.	
Deflection measurements (Medium Risk) – No deflection measurements taken through the hatches, however, no excessive deflections noted from visual inspection. – No changes noted during inspection dated 23/01/2025.	  

	
Adverse or changes in loading (Medium Risk) – Replacement roofing system with additional insulation noted. – No changes noted during inspection dated 23/01/2025.	

Job Number: 165151	Project : ACC - RAAC Balnagask Mono-Pitches	Date of Site Visit: 23/01/2025
Present: Fairhurst (FH)	Prevailing Weather: Overcast	Time: (Arrival) 15:35
	Purpose of visit: Re-inspection within hatches to record current condition	Time: (Departure) 16:15

Observations\Queries\Comments:

Introduction
An inspection was carried out at 36 Burnbank Terrace on 14th March 2024, during which an intrusive survey was conducted. As part of this survey, four loft hatches were installed (see Fig. 1 for locations), exposing six RAAC panel bearings across three locations. These areas were broken out to assess RAAC-related risks in accordance with Table 1 of the IStructE guidelines, including:

- End bearing
- Transverse reinforcement location
- Cracking/spalling
- Cut panels
- Builder's works/modifications
- Water ingress
- Deflections
- Adverse/changes in loading

A follow-up survey was conducted on 23rd January 2025 to assess whether any deterioration had occurred in the RAAC panels since the initial inspection.

Observations
All previously inspected areas were reviewed through the four loft hatches installed during the initial site visit. Any defects were recorded and compared to the original survey findings. No deterioration was observed in the RAAC panels since the original inspection.

Photographs taken during the inspection can be found in the appendix.

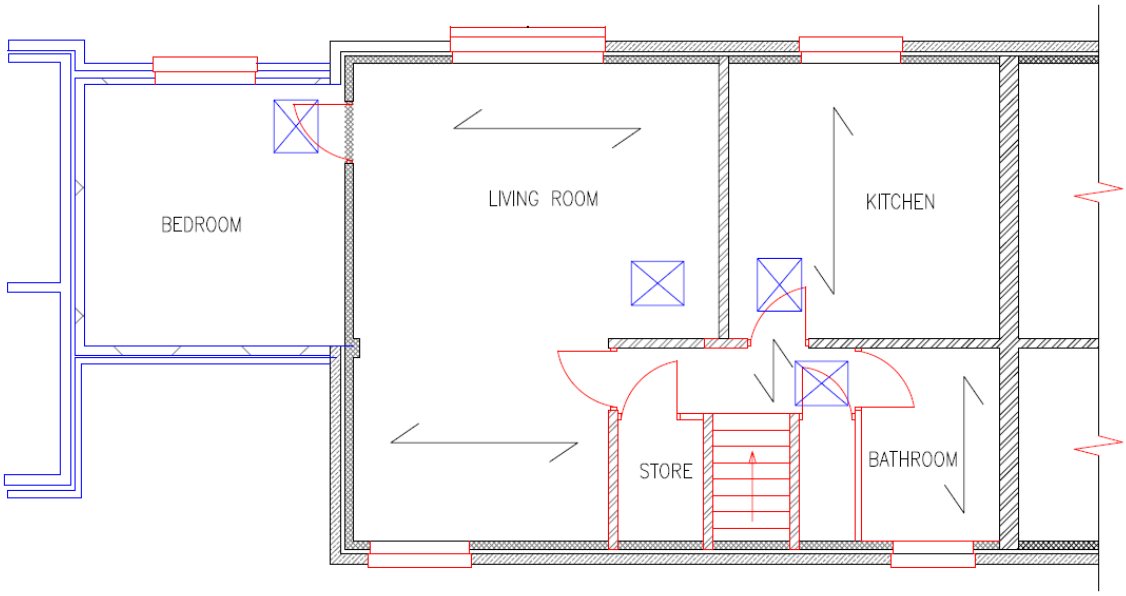
Conclusion
While the RAAC panels in this property show no signs of further deterioration, the IStructE guidelines remain unchanged, and the RAAC risk profile continues to be classified as high risk due to the following factors:

- End bearing
- Cracking/spalling
- Cut panels
- Builder's works/modifications

To manage these risks while tenants are being relocated, ACC has implemented the short term mitigation strategy of undertaking an inspection regime over the past year.

Follow up Action Required:

Distribution: Internal file, Aberdeen City Council	Date: 25/02/2025



2-Storey House with Pend - First Floor Layout

Assessment category	Risk category	
Red	Critical risk	Requires urgent remedial works which may include taking out of use or temporary propping to allow the safe ongoing use of a building. Depending on the extent, this may be part or all of the building. Combined with awareness campaign for occupants including exclusion zones.
	High risk	Requires remedial action as soon as possible. Combined with awareness campaign for occupants, which may include exclusion zones, signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, change in loading, etc.
Amber	Medium risk	Requires inspection and assessment on a regular basis, eg, annually. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.
Green	Low risk	Requires inspection and assessment occasionally, say three year period depending on condition. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.

Table 1 – Risk categories

IStructE Table 1 - Risk Categories

Risk Factors	Typical Survey Photographs
Cut panels (Low Risk) – We did not identify any cut panels within the property via our hatch inspections. – No changes noted during inspection dated 23/01/2025.	
Cracking (High Risk) – Transverse cracking found along full length of panels and within 500mm of the support. – No changes noted during inspection dated 23/01/2025.	 
Builder's works / building modifications (High Risk) - Typically cored on site during construction for penetration of conduits and SVP with damage to units - Damage to units including exposed and affected reinforcement - No changes noted during inspection dated 23/01/2025.	

Water ingress (Medium Risk) – Damp / mould noted to underside of panels within pend only, however, no visible signs of water penetration. – No changes noted during inspection dated 23/01/2025.	
Deflection measurements (Medium Risk) – No deflection measurements taken through the hatches, however, no excessive deflections noted from visual inspection. – No changes noted during inspection dated 23/01/2025.	 
Adverse or changes in loading (Medium Risk) - Replacement roofing system with additional insulation noted. - No changes noted during inspection dated 23/01/2025.	

Job Number: 165151	Project : ACC - RAAC Balnagask Mono-Pitches	Date of Site Visit: 23/01/2025
Present: Fairhurst (FH)	Prevailing Weather: Overcast	Time: (Arrival) 16:20
	Purpose of visit: Re-inspection within hatches to record current condition	Time: (Departure) 16:55

Observations\Queries\Comments:

Introduction
An inspection was carried out at 38 Burnbank Terrace on 5th February 2024, during which an intrusive survey was conducted. As part of this survey, three loft hatches were installed (see Fig. 1 for locations), exposing six RAAC panel bearings across three locations. These areas were broken out to assess RAAC-related risks in accordance with Table 1 of the IStructE guidelines, including:

- End bearing
- Transverse reinforcement location
- Cracking/spalling
- Cut panels
- Builder's works/modifications
- Water ingress
- Deflections
- Adverse/changes in loading

A follow-up survey was conducted on 23rd January 2025 to assess whether any deterioration had occurred in the RAAC panels since the initial inspection.

Observations
All previously inspected areas were reviewed through the three loft hatches installed during the initial site visit. Any defects were recorded and compared to the original survey findings. No deterioration was observed in the RAAC panels since the original inspection.

Photographs taken during the inspection can be found in the appendix.

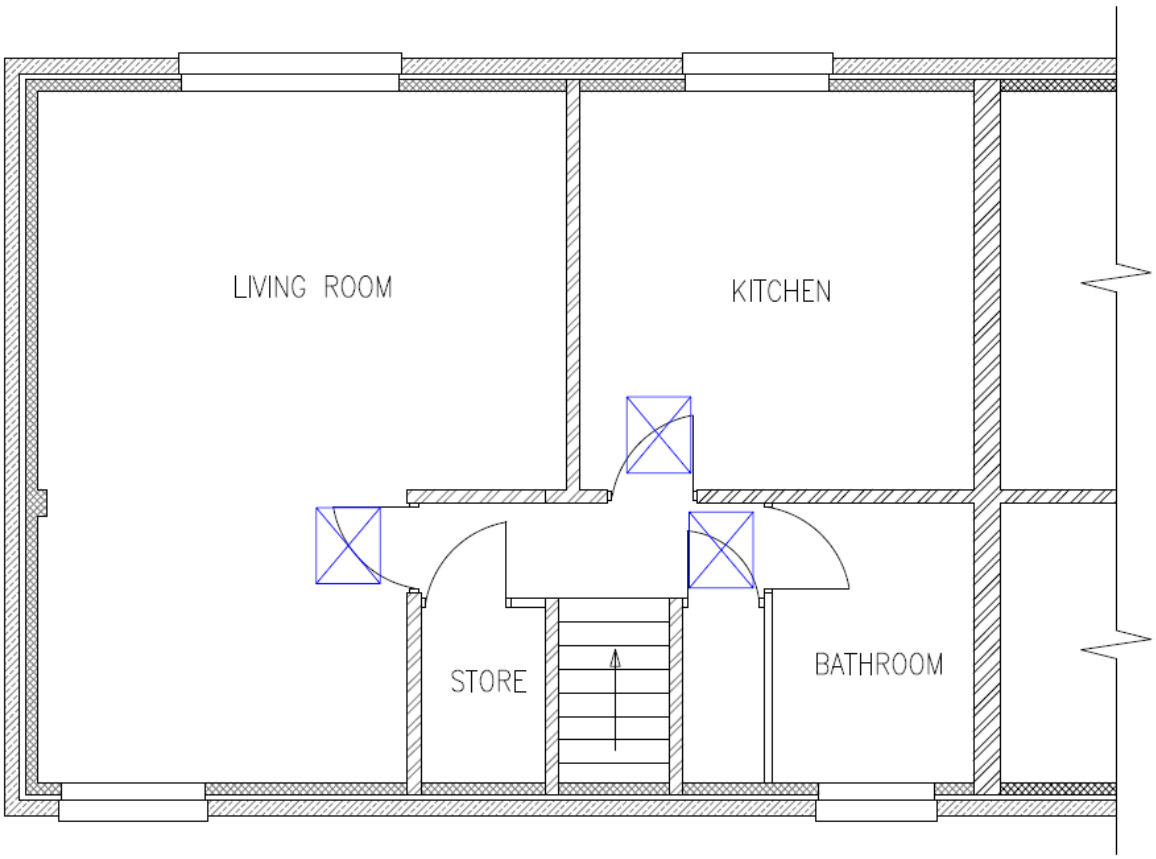
Conclusion
While the RAAC panels in this property show no signs of further deterioration, the IStructE guidelines remain unchanged, and the RAAC risk profile continues to be classified as high risk due to the following factors:

- End bearing
- Cracking/spalling
- Cut panels
- Builder's works/modifications

To manage these risks while tenants are being relocated, ACC has implemented the short term mitigation strategy of undertaking an inspection regime over the past year.

Follow up Action Required:

Distribution: Internal file, Aberdeen City Council	Date: 25/02/2025

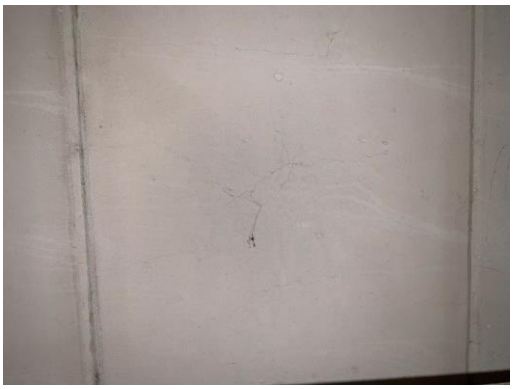


2-Storey House - First Floor Layout

Assessment category	Risk category	
Red	Critical risk	Requires urgent remedial works which may include taking out of use or temporary propping to allow the safe ongoing use of a building. Depending on the extent, this may be part or all of the building. Combined with awareness campaign for occupants including exclusion zones.
	High risk	Requires remedial action as soon as possible. Combined with awareness campaign for occupants, which may include exclusion zones, signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, change in loading, etc.
Amber	Medium risk	Requires inspection and assessment on a regular basis, eg, annually. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.
Green	Low risk	Requires inspection and assessment occasionally, say three year period depending on condition. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.

Table 1 – Risk categories

IStructE Table 1 - Risk Categories

Risk Factors	Typical Survey Photographs
Cut panels (Low Risk) – We did not identify any cut panels within the property via our hatch inspections.	
Cracking (High Risk) – Transverse cracking found along full length of panels and within 500mm of the support. – Spalling to edge of 1no. panel.	  





Builder's works / building modifications (High Risk) – Typically cored on site during construction for penetration of conduits and SVP with damage to units	
Water ingress (Low Risk) – We did not identify any water ingress within the property via our hatch inspections.	
Deflection measurements (Medium Risk) – No deflection measurements taken through the hatches, however, no excessive deflections noted from visual inspection.	 

	 
Adverse or changes in loading (Medium Risk) – Replacement roofing system with additional insulation noted	

Job Number: 165151	Project : ACC - RAAC Balnagask Mono-Pitches	Date of Site Visit: 23/01/2025
Present: Fairhurst (FH)	Prevailing Weather: Overcast	Time: (Arrival) 11:45
	Purpose of visit: Re-inspection within hatches to record current condition	Time: (Departure) 12:25

Observations\Queries\Comments:

Introduction
An inspection was carried out at 26 Farquhar Road on 17th January 2024, during which an intrusive survey was conducted. As part of this survey, three loft hatches were installed (see Fig. 1 for locations), exposing six RAAC panel bearings across three locations. These areas were broken out to assess RAAC-related risks in accordance with Table 1 of the IStructE guidelines, including:

- End bearing
- Transverse reinforcement location
- Cracking/spalling
- Cut panels
- Builder's works/modifications
- Water ingress
- Deflections
- Adverse/changes in loading

A follow-up survey was conducted on 23rd January 2025 to assess whether any deterioration had occurred in the RAAC panels since the initial inspection.

Observations
All previously inspected areas were reviewed through the three loft hatches installed during the initial site visit. Any defects were recorded and compared to the original survey findings. No deterioration was observed in the RAAC panels since the original inspection.

Photographs taken during the inspection can be found in the appendix.

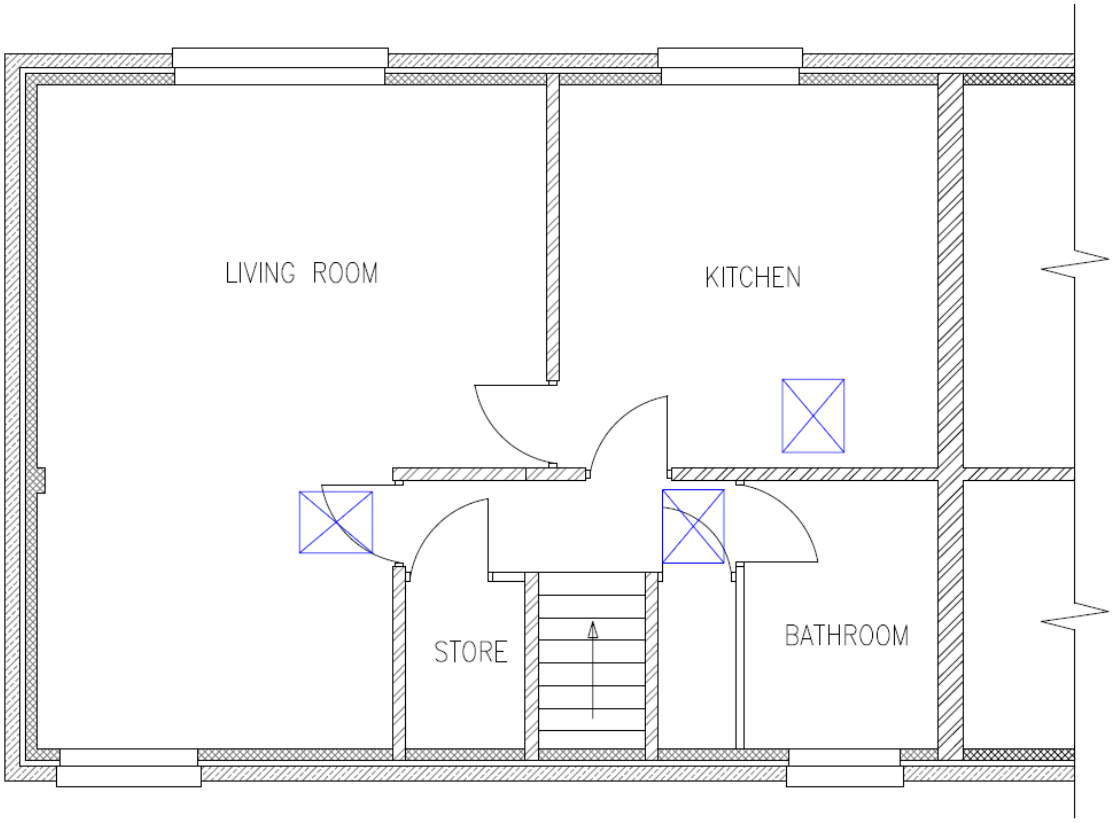
Conclusion
While the RAAC panels in this property show no signs of further deterioration, the IStructE guidelines remain unchanged, and the RAAC risk profile continues to be classified as high risk due to the following factors:

- End bearing
- Cracking/spalling
- Cut panels
- Builder's works/modifications

To manage these risks while tenants are being relocated, ACC has implemented the short term mitigation strategy of undertaking an inspection regime over the past year.

Follow up Action Required:

Distribution: Internal file, Aberdeen City Council	Date: 25/02/2025



2-Storey House - First Floor Layout

Assessment category	Risk category	
Red	Critical risk	Requires urgent remedial works which may include taking out of use or temporary propping to allow the safe ongoing use of a building. Depending on the extent, this may be part or all of the building. Combined with awareness campaign for occupants including exclusion zones.
	High risk	Requires remedial action as soon as possible. Combined with awareness campaign for occupants, which may include exclusion zones, signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, change in loading, etc.
Amber	Medium risk	Requires inspection and assessment on a regular basis, eg, annually. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.
Green	Low risk	Requires inspection and assessment occasionally, say three year period depending on condition. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.

Table 1 – Risk categories

IStructE Table 1 - Risk Categories

Risk Factors	Typical Survey Photographs
Cut panels (Low Risk) – We did not identify any cut panels within the property via our hatch inspections. – No changes noted during inspection dated 23/01/2025.	
Cracking (High Risk) – Transverse cracking found along full length of panels and within 500mm of the support. – Minor concrete spalling to edge of 1no. panel – No changes noted during inspection dated 23/01/2025.	  

Builder's works / building modifications (High Risk) – Typically cored on site during construction for penetration of conduits and SVP with damage to units – Expanding foam material noted in roof space – No changes noted during inspection dated 23/01/2025.	  
Water ingress (Low Risk) – We did not identify any water ingress within the property via our hatch inspections. – No changes noted during inspection dated 23/01/2025.	

Deflection measurements (Medium Risk) – No deflection measurements taken through the hatches, however, no excessive deflections noted from visual inspection. – No changes noted during inspection dated 23/01/2025.	  
Adverse or changes in loading (Medium Risk) – Replacement roofing system with additional insulation noted – No changes noted during inspection dated 23/01/2025.	

Job Number: 157606	Project : ACC - RAAC Balnagask Mono-Pitches	Date of Site Visit: 27/01/2025
Present: Fairhurst (FH)	Prevailing Weather: Overcast	Time: (Arrival) 14:00
	Purpose of visit: Re-inspection within hatches to record current condition	Time: (Departure) 14:40

Observations\Queries\Comments:

Introduction
An inspection was carried out at 33 Farquhar Road on 15th January 2024, during which an intrusive survey was conducted. As part of this survey, three loft hatches were installed (see Fig. 1 for locations), exposing six RAAC panel bearings across three locations. These areas were broken out to assess RAAC-related risks in accordance with Table 1 of the IStructE guidelines, including:

- End bearing
- Transverse reinforcement location
- Cracking/spalling
- Cut panels
- Builder's works/modifications
- Water ingress
- Deflections
- Adverse/changes in loading

A follow-up survey was conducted on 27th January 2025 to assess whether any deterioration had occurred in the RAAC panels since the initial inspection.

Observations
All previously inspected areas were reviewed through the three loft hatches installed during the initial site visit. Any defects were recorded and compared to the original survey findings. No deterioration was observed in the RAAC panels since the original inspection.

Photographs taken during the inspection can be found in the appendix.

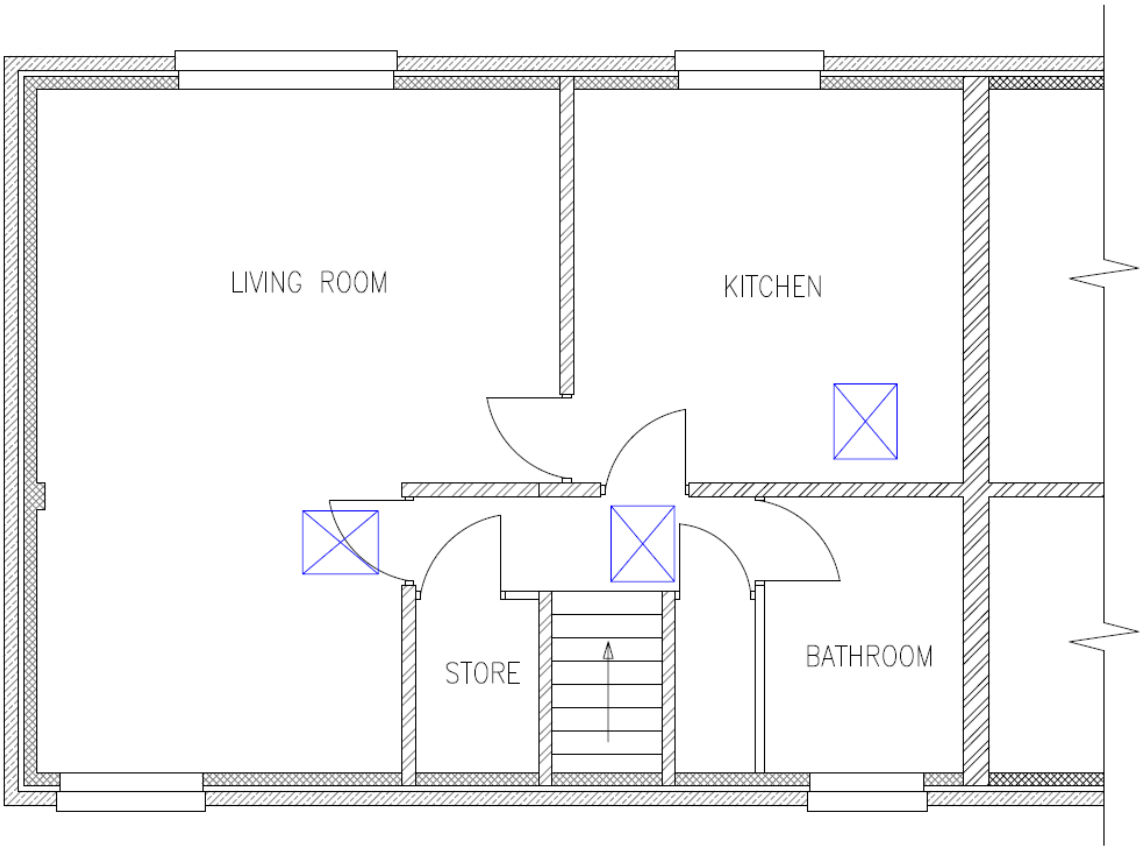
Conclusion
While the RAAC panels in this property show no signs of further deterioration, the IStructE guidelines remain unchanged, and the RAAC risk profile continues to be classified as high risk due to the following factors:

- End bearing
- Cracking/spalling
- Cut panels
- Builder's works/modifications

To manage these risks while tenants are being relocated, ACC has implemented the short term mitigation strategy of undertaking an inspection regime over the past year.

Follow up Action Required:

Distribution: Internal file, Aberdeen City Council	Date: 25/02/2025



Two-Storey House - First Floor Layout

Assessment category	Risk category	
Red	Critical risk	Requires urgent remedial works which may include taking out of use or temporary propping to allow the safe ongoing use of a building. Depending on the extent, this may be part or all of the building. Combined with awareness campaign for occupants including exclusion zones.
	High risk	Requires remedial action as soon as possible. Combined with awareness campaign for occupants, which may include exclusion zones, signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, change in loading, etc.
Amber	Medium risk	Requires inspection and assessment on a regular basis, eg, annually. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.
Green	Low risk	Requires inspection and assessment occasionally, say three year period depending on condition. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.

Table 1 – Risk categories

IStructE Table 1 - Risk Categories

Risk Factors	Typical Survey Photographs
Cut panels (Low Risk) – We did not identify any cut panels within the property via our hatch inspections. – No changes noted during inspection dated 27/01/2025.	
Cracking (High Risk) – Transverse cracking found along full length of panels and within 500mm of the support. – No changes noted during inspection dated 27/01/2025.	  

Builder's works / building modifications (High Risk) – Typically cored on site during construction for penetration of conduits and SVP with damage to units – No changes noted during inspection dated 27/01/2025.	 
Water ingress (Low Risk) – We did not identify any water ingress within the property via our hatch inspections. – No changes noted during inspection dated 27/01/2025.	

Deflection measurements (Medium Risk) – No deflection measurements taken through the hatches, however, no excessive deflections noted from visual inspection. – No changes noted during inspection dated 27/01/2025.	 
Adverse or changes in loading (Medium Risk) – Replacement roofing system with additional insulation noted – No changes noted during inspection dated 27/01/2025.	

Job Number: 165151	Project : ACC - RAAC Balnagask Mono-Pitches	Date of Site Visit: 23/01/2025
Present: Fairhurst (FH)	Prevailing Weather: Overcast	Time: (Arrival) 12:30
	Purpose of visit: Re-inspection within hatches to record current condition	Time: (Departure) 13:15

Observations\Queries\Comments:

Introduction
An inspection was carried out at 51 Farquhar Road on 15th January 2024, during which an intrusive survey was conducted. As part of this survey, three loft hatches were installed (see Fig. 1 for locations), exposing six RAAC panel bearings across three locations. These areas were broken out to assess RAAC-related risks in accordance with Table 1 of the IStructE guidelines, including:

- End bearing
- Transverse reinforcement location
- Cracking/spalling
- Cut panels
- Builder's works/modifications
- Water ingress
- Deflections
- Adverse/changes in loading

A follow-up survey was conducted on 23rd January 2025 to assess whether any deterioration had occurred in the RAAC panels since the initial inspection.

Observations
All previously inspected areas were reviewed through the three loft hatches installed during the initial site visit. Any defects were recorded and compared to the original survey findings. No deterioration was observed in the RAAC panels since the original inspection.

Photographs taken during the inspection can be found in the appendix.

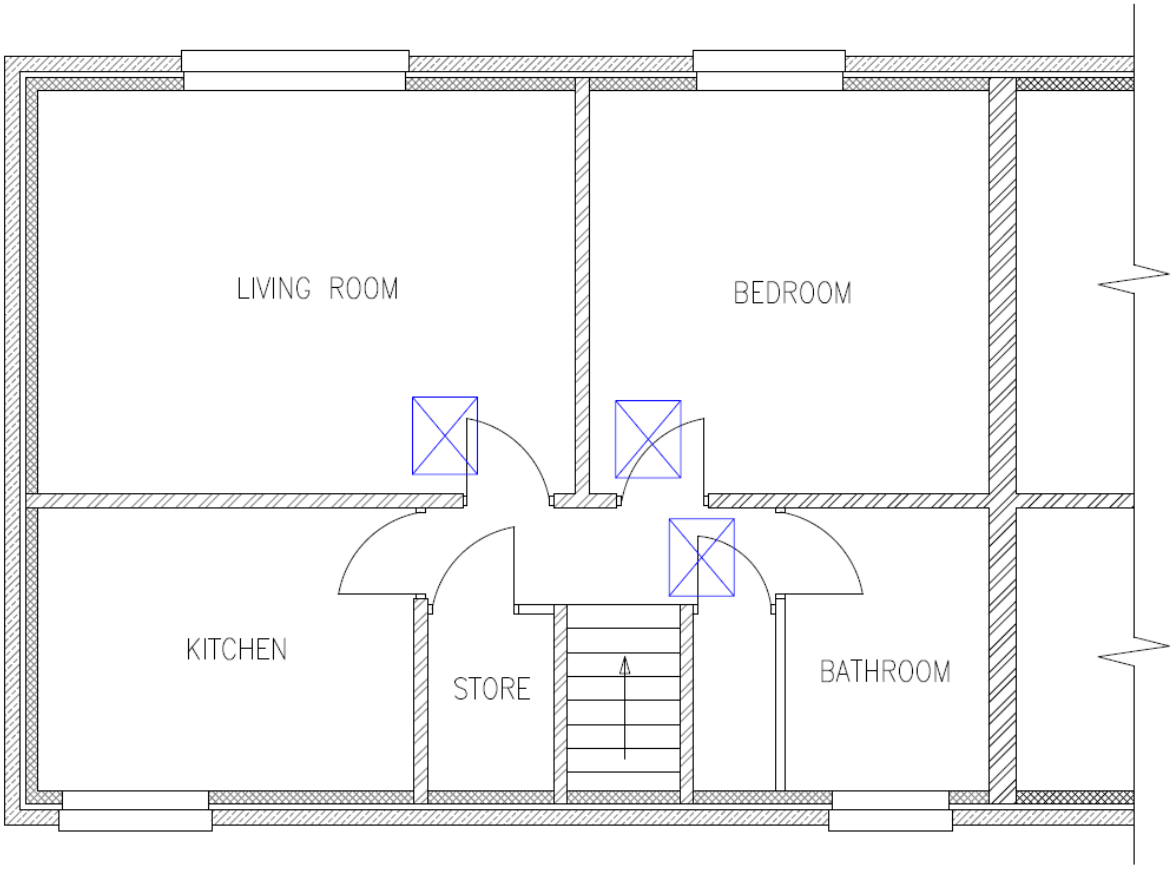
Conclusion
While the RAAC panels in this property show no signs of further deterioration, the IStructE guidelines remain unchanged, and the RAAC risk profile continues to be classified as high risk due to the following factors:

- End bearing
- Cracking/spalling
- Cut panels
- Builder's works/modifications

To manage these risks while tenants are being relocated, ACC has implemented the short term mitigation strategy of undertaking an inspection regime over the past year.

Follow up Action Required:

Distribution: Internal file, Aberdeen City Council	Date: 25/02/2025



Flat - First Floor Layout

Assessment category	Risk category	
Red	Critical risk	Requires urgent remedial works which may include taking out of use or temporary propping to allow the safe ongoing use of a building. Depending on the extent, this may be part or all of the building. Combined with awareness campaign for occupants including exclusion zones.
	High risk	Requires remedial action as soon as possible. Combined with awareness campaign for occupants, which may include exclusion zones, signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, change in loading, etc.
Amber	Medium risk	Requires inspection and assessment on a regular basis, eg, annually. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.
Green	Low risk	Requires inspection and assessment occasionally, say three year period depending on condition. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.

Table 1 – Risk categories

IStructE Table 1 - Risk Categories

Risk Factors	Typical Survey Photographs
Cut panels (Low Risk) – We did not identify any cut panels within the property via our hatch inspections. – No changes noted during inspection dated 23/01/2025.	
Cracking (High Risk) – Transverse cracking found along full length of panels and within 500mm of the support. – No changes noted during inspection dated 23/01/2025.	  





Builder's works / building modifications (High Risk)

- Typically cored on site during construction for penetration of conduits and SVP with damage to units
- No changes noted during inspection dated 23/01/2025.





Water ingress (Low Risk) – We did not identify any water ingress within the property via our hatch inspections. – No changes noted during inspection dated 23/01/2025.	
Deflection measurements (Medium Risk) – No deflection measurements taken through the hatches, however, no excessive deflections noted from visual inspection. – No changes noted during inspection dated 23/01/2025.	 
Adverse or changes in loading (Medium Risk) – Replacement roofing system with additional insulation noted – No changes noted during inspection dated 23/01/2025.	

Job Number: 165151	Project : ACC - RAAC Balnagask Mono-Pitches	Date of Site Visit: 27/01/2025
Present: Fairhurst (FH)	Prevailing Weather: Overcast	Time: (Arrival) 10:50
	Purpose of visit: Re-inspection within hatches to record current condition	Time: (Departure) 11:20

Observations\Queries\Comments:

Introduction
An inspection was carried out at 16 Lochnagar Road on 5th February 2024, during which an intrusive survey was conducted. As part of this survey, three loft hatches were installed (see Fig. 1 for locations), exposing six RAAC panel bearings across three locations. These areas were broken out to assess RAAC-related risks in accordance with Table 1 of the IStructE guidelines, including:

- End bearing
- Transverse reinforcement location
- Cracking/spalling
- Cut panels
- Builder's works/modifications
- Water ingress
- Deflections
- Adverse/changes in loading

A follow-up survey was conducted on 27th January 2025 to assess whether any deterioration had occurred in the RAAC panels since the initial inspection.

Observations
All previously inspected areas were reviewed through the three loft hatches installed during the initial site visit. Any defects were recorded and compared to the original survey findings. No deterioration was observed in the RAAC panels since the original inspection.

Photographs taken during the inspection can be found in the appendix.

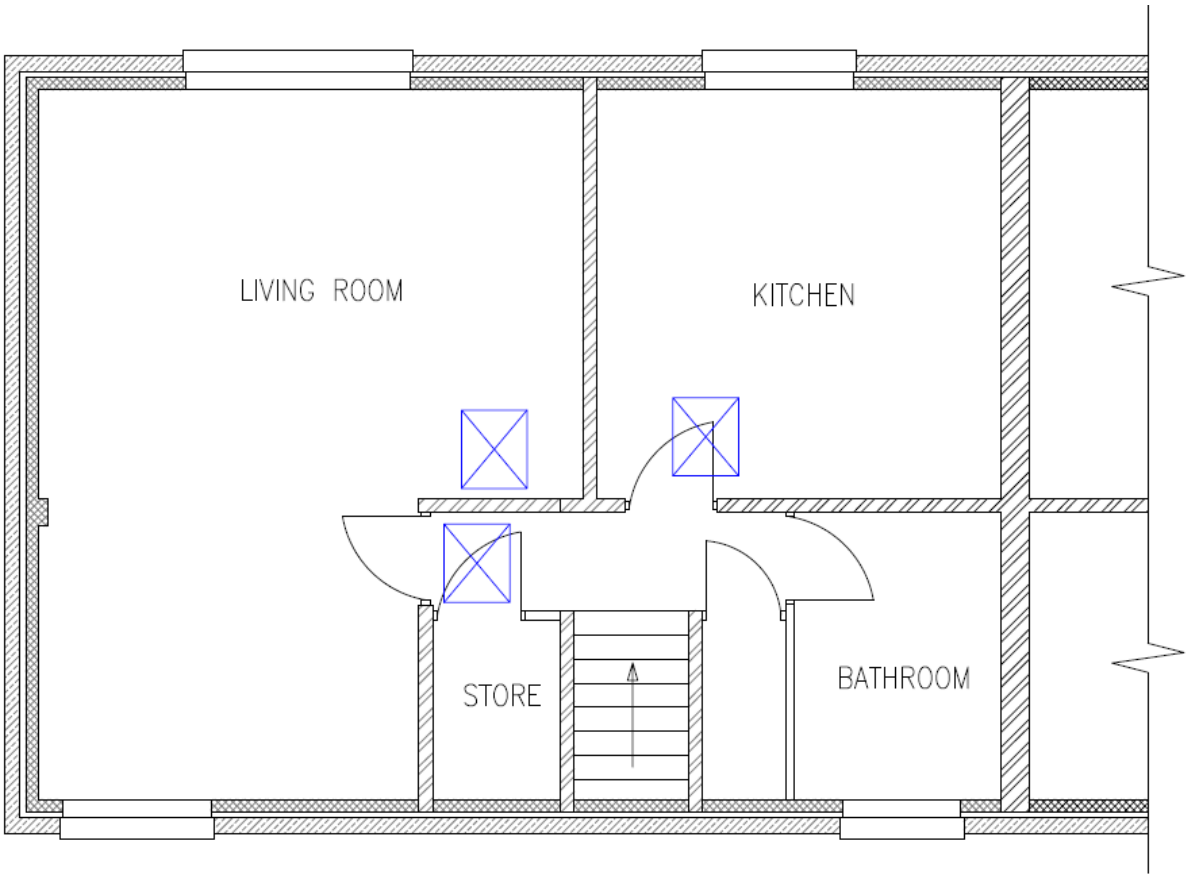
Conclusion
While the RAAC panels in this property show no signs of further deterioration, the IStructE guidelines remain unchanged, and the RAAC risk profile continues to be classified as high risk due to the following factors:

- End bearing
- Cracking/spalling
- Cut panels
- Builder's works/modifications

To manage these risks while tenants are being relocated, ACC has implemented the short term mitigation strategy of undertaking an inspection regime over the past year.

Follow up Action Required:

Distribution: Internal file, Aberdeen City Council	Date: 25/02/2025



Two-Storey House - First Floor Layout

Assessment category	Risk category	
Red	Critical risk	Requires urgent remedial works which may include taking out of use or temporary propping to allow the safe ongoing use of a building. Depending on the extent, this may be part or all of the building. Combined with awareness campaign for occupants including exclusion zones.
	High risk	Requires remedial action as soon as possible. Combined with awareness campaign for occupants, which may include exclusion zones, signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, change in loading, etc.
Amber	Medium risk	Requires inspection and assessment on a regular basis, eg, annually. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.
Green	Low risk	Requires inspection and assessment occasionally, say three year period depending on condition. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.

Table 1 – Risk categories

IStructE Table 1 - Risk Categories

Risk Factors	Typical Survey Photographs
Cut panels (Low Risk) – We did not identify any cut panels within the property via our hatch inspections. – No changes noted during inspection dated 27/01/2025.	
Cracking (High Risk) – Transverse cracking found along full length of panels and within 500mm of the support. – Longitudinal cracking noted along 1no. panel. – Minor spalling noted with reinforcement noted in 1no. location. – No changes noted during inspection dated 27/01/2025.	  









Builder's works / building modifications (High Risk) – Typically cored on site during construction for penetration of conduits and SVP with damage to units – Previous repair noted to panel – No changes noted during inspection dated 27/01/2025.	 
Water ingress (Low Risk) – We did not identify any water ingress within the property via our hatch inspections. – No changes noted during inspection dated 27/01/2025.	

Deflection measurements (Medium Risk) – No deflection measurements taken through the hatches, however, no excessive deflections noted from visual inspection. – No changes noted during inspection dated 27/01/2025.	 
Adverse or changes in loading (Medium Risk) – Replacement roofing system with additional insulation noted. – No changes noted during inspection dated 27/01/2025.	

Job Number: 165151	Project : ACC - RAAC Balnagask Mono-Pitches	Date of Site Visit: 27/01/2025
Present: Fairhurst (FH)	Prevailing Weather: Overcast	Time: (Arrival) 12:30
	Purpose of visit: Re-inspection within hatches to record current condition	Time: (Departure) 13:10

Observations\Queries\Comments:

Introduction
An inspection was carried out at 264 North Balnagask Road on 7th February 2024, during which an intrusive survey was conducted. As part of this survey, four loft hatches were installed (see Fig. 1 for locations), exposing six RAAC panel bearings across three locations. These areas were broken out to assess RAAC-related risks in accordance with Table 1 of the IStructE guidelines, including:

- End bearing
- Transverse reinforcement location
- Cracking/spalling
- Cut panels
- Builder's works/modifications
- Water ingress
- Deflections
- Adverse/changes in loading

A follow-up survey was conducted on 27th January 2025 to assess whether any deterioration had occurred in the RAAC panels since the initial inspection.

Observations
All previously inspected areas were reviewed through the four loft hatches installed during the initial site visit. Any defects were recorded and compared to the original survey findings. No deterioration was observed in the RAAC panels since the original inspection.

Photographs taken during the inspection can be found in the appendix.

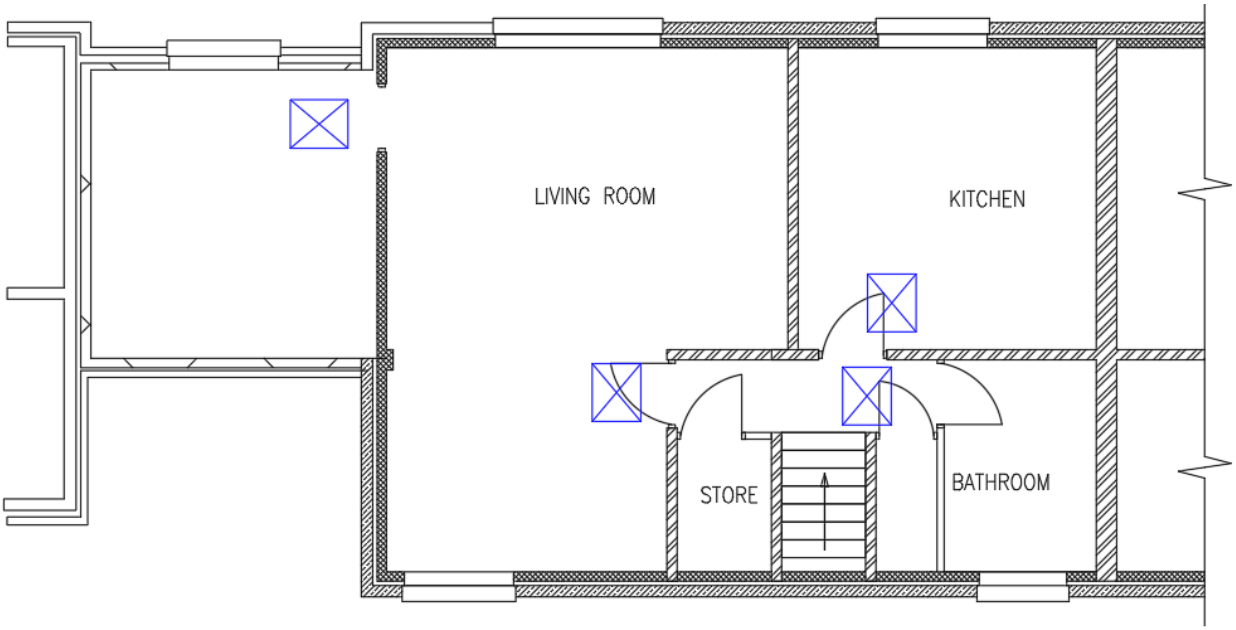
Conclusion
While the RAAC panels in this property show no signs of further deterioration, the IStructE guidelines remain unchanged, and the RAAC risk profile continues to be classified as high risk due to the following factors:

- End bearing
- Cracking/spalling
- Cut panels
- Builder's works/modifications

To manage these risks while tenants are being relocated, ACC has implemented the short term mitigation strategy of undertaking an inspection regime over the past year.

Follow up Action Required:

Distribution: Internal file, Aberdeen City Council	Date: 25/02/2025



Two-Storey House with pend - First Floor Layout

Assessment category	Risk category	
Red	Critical risk	Requires urgent remedial works which may include taking out of use or temporary propping to allow the safe ongoing use of a building. Depending on the extent, this may be part or all of the building. Combined with awareness campaign for occupants including exclusion zones.
	High risk	Requires remedial action as soon as possible. Combined with awareness campaign for occupants, which may include exclusion zones, signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, change in loading, etc.
Amber	Medium risk	Requires inspection and assessment on a regular basis, eg, annually. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.
Green	Low risk	Requires inspection and assessment occasionally, say three year period depending on condition. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.

Table 1 – Risk categories

IStructE Table 1 - Risk Categories

Risk Factors	Typical Survey Photographs
Cut panels (Low Risk) – We did not identify any cut panels within the property via our hatch inspections. – No changes noted during inspection dated 27/01/2025.	
Cracking (High Risk) – Transverse cracking found along full length of panels and within 500mm of the support. – No changes noted during inspection dated 27/01/2025.	  

	
Builder's works / building modifications (High Risk) – Typically cored on site during construction for penetration of conduits and SVP with damage to units – No changes noted during inspection dated 27/01/2025.	 
Water ingress (Low Risk) – We did not identify any water ingress within the property via our hatch inspections. – No changes noted during inspection dated 27/01/2025.	

Deflection measurements (Medium Risk) – No deflection measurements taken through the hatches, however, no excessive deflections noted from visual inspection. – No changes noted during inspection dated 27/01/2025.	 
Adverse or changes in loading (Medium Risk) – Replacement roofing system with additional insulation noted – No changes noted during inspection dated 27/01/2025.	

Job Number: 165151	Project : ACC - RAAC Balnagask Mono-Pitches	Date of Site Visit: 27/01/2025
Present: Fairhurst (FH)	Prevailing Weather: Overcast	Time: (Arrival) 16:05
	Purpose of visit: Re-inspection to record current condition	Time: (Departure) 16:40
Observations\Queries\Comments: **Introduction** An inspection was carried out at 25 Pentland Crescent on 25th October 2023, during which an intrusive survey was conducted. As part of this survey, all ceiling finishes were removed, exposing all panels. Several panel bearings were broken out to assess RAAC-related risks in accordance with Table 1 of the IStructE guidelines, including: • End bearing • Transverse reinforcement location • Cracking/spalling • Cut panels • Builder's works/modifications • Water ingress • Deflections • Adverse/changes in loading A follow-up survey was conducted on 27th January 2025 to assess whether any deterioration had occurred in the RAAC panels since the initial inspection. **Observations** All previously inspected areas were reviewed. Any defects were recorded and compared to the original survey findings. No deterioration was observed in the RAAC panels since the original inspection. Photographs taken during the inspection can be found in the appendix. **Conclusion** While the RAAC panels in this property show no signs of further deterioration, the IStructE guidelines remain unchanged, and the RAAC risk profile continues to be classified as high risk due to the following factors: • End bearing • Cracking/spalling • Cut panels • Builder's works/modifications To manage these risks while tenants are being relocated, ACC has implemented the short term mitigation strategy of undertaking an inspection regime over the past year.		Follow up Action Required:
Distribution: Internal file, Aberdeen City Council		Date: 25/02/2025

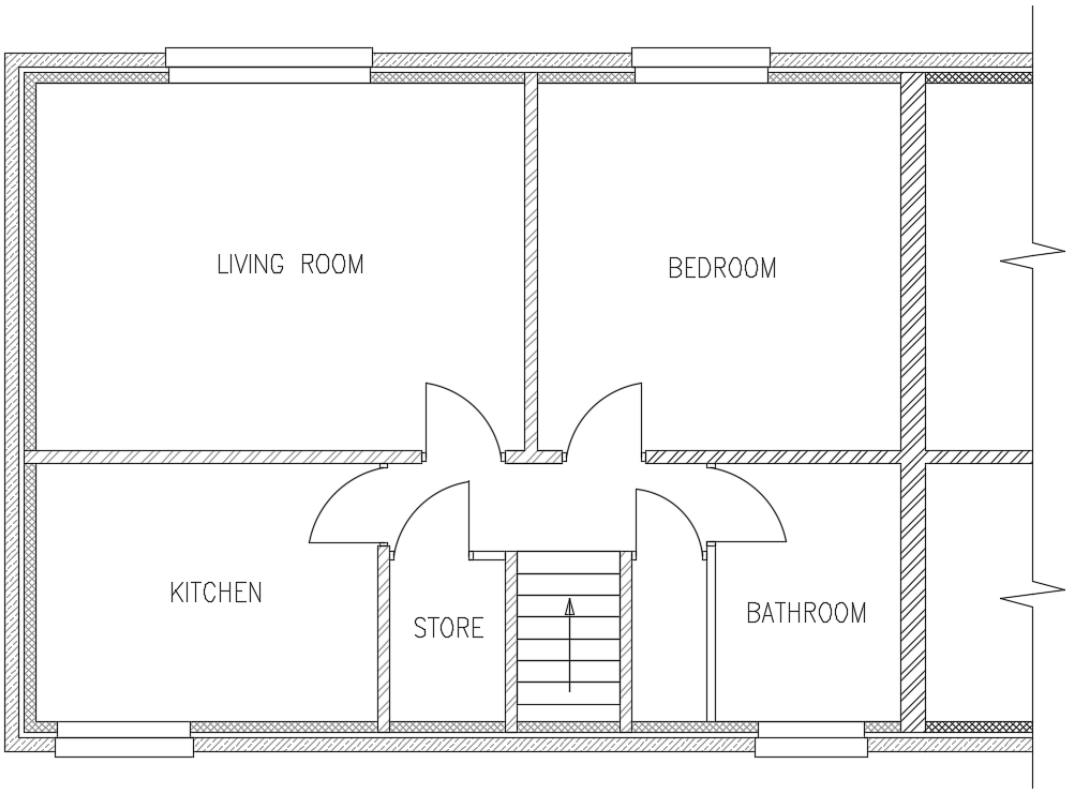


Fig1: Flat - First Floor Layout

Assessment category	Risk category	
Red	Critical risk	Requires urgent remedial works which may include taking out of use or temporary propping to allow the safe ongoing use of a building. Depending on the extent, this may be part or all of the building. Combined with awareness campaign for occupants including exclusion zones.
	High risk	Requires remedial action as soon as possible. Combined with awareness campaign for occupants, which may include exclusion zones, signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, change in loading, etc.
Amber	Medium risk	Requires inspection and assessment on a regular basis, eg, annually. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.
Green	Low risk	Requires inspection and assessment occasionally, say three year period depending on condition. Combined with awareness campaign for occupants, which may include signage, loading restrictions and the need to report changes of condition, eg, water leaks, debris, etc.

Table 1 – Risk categories

IStructE Table 1 - Risk Categories

Risk Factors	Typical Survey Photographs
Cut panels (High Risk) - We did not identify any cut panels within the property	
Cracking (High Risk) – Multiple areas of transverse cracking found along full length of panels and within 500mm of the support.	  

















Builder's works / building modifications (High Risk)	

- Typically cored on site during construction for penetration of conduits and SVP with damage to units.











Water ingress (Low Risk)

- We did not identify any water ingress within the property, however we did note the presence of black mould present to the panels within the bedroom









Deflection measurements (Medium Risk)

- Deflection measurements were taken during the initial inspections, with no issues present.
- Areas were visual inspected during this follow up inspections, with no issues noted.







Adverse or changes in loading (Medium Risk) – Replacement roofing system with additional insulation noted.	

www.fairhurst.co.uk

Aberdeen
Bristol
Dundee
Edinburgh
Elgin
Glasgow
Inverness
Leeds
London
Manchester
Newcastle upon Tyne
Sheffield
Watford
Westhill

CIVIL ENGINEERING • STRUCTURAL ENGINEERING • TRANSPORTATION • ROADS & BRIDGES PORTS & HARBOURS • GEOTECHNICAL & ENVIRONMENTAL ENGINEERING • PLANNING & DEVELOPMENT • WATER SERVICES • CDM COORDINATOR SERVICES

FAIRHURST

This page is intentionally left blank

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	11th March 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Residential Caravan site Licensing Renewal
REPORT NUMBER	CORS/25/034
EXECUTIVE DIRECTOR	Andy MacDonald
CHIEF OFFICER	Vikki Cuthbert
REPORT AUTHOR	Hazel Stevenson
TERMS OF REFERENCE	2

1. PURPOSE OF REPORT

1.1 At the Council meeting on 17 April 2024, it was agreed to instruct the Interim Chief Officer - Governance to report back to the Licensing Committee outlining additional site licence conditions as necessary and required, as a result of residential caravan site licence renewal inspections. However it was felt that the report fell under the Terms of Reference for this Committee rather than Licensing Committee.

2. RECOMMENDATIONS

That the Committee:-

2.1 Notes the work carried out by Environmental Health officers regarding the renewal of the site licenses of seven residential caravan sites within Aberdeen City;

2.2 Notes that these seven residential caravan sites have successfully had their licenses renewed for the next five years; and

2.3 Notes the additional site license conditions in the renewed licenses.

3. CURRENT SITUATION

3.1 Following amendments to the Caravan Sites and Control of Development Act 1960 ("the Act") by the Housing (Scotland) Act 2014, a new system for licensing and controlling permanent residential sites was introduced by the Licensing of Relevant Permanent Sites (Scotland) Regulations 2016 ("the Regulations"). The key measures of the new system:

- provide local authorities with a range of powers, and appropriate discretion in deciding how to use them, in relation to the granting, management, and revocation of licences;
- introduce a 5 year licensing period;
- introduce the requirement that a site licence holder (and anyone directly managing the site) is a fit and proper person.
- provide an effective process for site owners and site licence applicants to appeal against any decisions by the authority.

3.2 Any site owner who had a licence in terms of the Act had until 1 May 2019 to apply for and obtain a new site licence otherwise the site would no longer be licensed. This new regime was a significant change from the previous scheme where there was no requirement for licence renewal. Under the previous scheme, once a licence was granted there were limited powers for local authorities to address any failures to comply with site licence conditions, except through reporting the matter to the Procurator Fiscal. The new provisions require the owner of a site to apply for a renewal of the licence every 5 years. These new provisions will additionally provide local authorities with more options to enable the resolution of any breaches in site licence conditions through a range of enforcement powers. November 2024 was when the majority of sites within Aberdeen City required to apply for renewal of license.

Licensing Application and Renewal

3.3 The process for considering new applications for site licences, and any subsequent licence renewal, transfer or revocation, are set out in the Act, the Regulations, and accompanying guidance issued by the Scottish Government. A key element is the introduction of a Fit and Proper Person Test. The purpose of the test is to ensure that the person holding the site licence and the person managing the site (if they are not the same person) is an appropriate person to do so. The Act sets out the fit and proper person test considerations.

3.4 The determination of any application or renewal is to be made by Environmental Health Officers working within the Protective Services team of Governance. Determinations will remain objective and will consider information and evidence from other appropriate enforcement bodies and interested parties. Any recommendation to refuse an application or renewal will be reported to the Licensing Committee for consideration and determination. Applicants have the right to appeal to the sheriff against a local authority's decision to refuse to grant or renew a licence. The Act states local authorities can charge a fee for handling new licences and renewals.

3.5 There were eight residential caravan sites within Aberdeen City that had a license which was issued under the new regime in 2019/2020.The majority of these sites were due to apply for renewal of license from November 2024 onwards. Seven of these sites applied for renewal of site license, with one site having an expired license but no longer in operation. On site inspections were carried out on all sites by officers from Environmental Health and all sites have successfully had their license renewed for the next five years.

License Conditions

3.6 Appendix 1 shows an example of the licensing conditions which are included in the site licences . The site owner and/or manager should ensure these are adhered to. Condition numbers 56 and 57 are in addition to the conditions previously issued. It was felt necessary and proportionate to add these to ensure the residents were being issued with the relevant written statements. This is a condition that is included in most other Local Authority site licenses in Scotland.

Conclusion

3.7 Over a period of three months from November 2024, officers from Environmental Health visited the seven residential caravan sites that applied for renewal of license, and found the conditions and all necessary documentation to be suitable to allow the renewal of license to be issued. Two additional conditions has also been added to the site license.

4. FINANCIAL IMPLICATIONS

4.1 There are provisions in the Act and associated guidance to allow local authorities to charge a fee for the handling of a first site licence application, and for a licence renewal.

5. LEGAL IMPLICATIONS

5.1 Statutory duties and powers for local authorities to licence permanent caravan sites are prescribed in the Act and the Regulations.

6. ENVIRONMENTAL IMPLICATIONS

6.1 There are no environmental implications.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	N/A			
Compliance	The Caravan Sites and Control of Development Act 1960	Officers will follow this process for determining licences. Enforcement action would only be considered when	L	**Yes**

	states that local authorities will determine applications for site licences and the Act provides a process for local authorities to manage any non - compliance with site licence conditions	informal action has failed to address concerns and in liaison with legal services.		
Operational	Competency of staff to inspect caravan sites and process licensing regime.	Staff are trained on the legislation and guidance. Procedures within national guidance and Model Standards will be followed when processing applications for renewals.	L	**Yes**
Financial	Cost of carrying out renewal inspections and issuing license	the Regulations and guidance allows for Local authorities to charge fees to cover costs it reasonably expects to occur in relation to the criteria set out in Regulation 6 of the Regulations which includes, but is not limited to, carrying out a single inspection of a site in connection with an application, including the cost of travelling to and from a site and drafting, revising and finalising a licence.	L	**Yes**
Reputational	Failure to implement the licensing regime could result in	Procedures and guidance for carrying out the license inspection are in line	L	**Yes**

	reputational damage	with national guidance and legislation.		
Environment / Climate	N/A			

8. OUTCOMES

Council Delivery Plan 2024	
	Impact of Report
Aberdeen City Council Policy Statement **Working in Partnership for Aberdeen**	The proposals within this report support the delivery of the economic strategy by creating a prosperous city delivering a licensing programme that assists stimulate sustainable economic development in the residential caravan sites business sector. :
Local Outcome Improvement Plan 2016-2026	
Prosperous People Stretch Outcomes	The licensing scheme will protect the health, safety and living conditions of the public living in permanent mobile homes sites
Prosperous Place Stretch Outcomes	The licensing scheme supports the continued provision of residential caravan sites in Aberdeen City

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Vikki Cuthbert, Interim Chief Officer - Governance (Assurance) on 6/2/2025
Data Protection Impact Assessment	Not required
Other	N/A

10. BACKGROUND PAPERS

10.1 None

11. APPENDICES

11.1 Appendix 1 License Conditions

12. REPORT AUTHOR CONTACT DETAILS

Name	Hazel Stevenson
Title	Protective Services Manager
Email Address	hstevenson@aberdeencity.gov.uk
Tel	01224 053430

Caravan Sites and Control of Development Act 1960

Mobile Home Sites with Permanent Residents

Site Licence Conditions (Site Name)

Number of Mobile Homes, Site Plans and Boundaries

1 The maximum number of mobile homes to be stationed on the site is (number).

2 The boundaries of the site and each pitch must be clearly marked by the appropriate man-made or natural features.

3 A plan of the site of a suitable level of quality and detail (not less than !:500) must be supplied to the local authority whenever there is a material change to the boundaries or layout of the site. The location and boundaries of each pitch must be clearly marked.

Amenity and Privacy

4 For amenity and privacy reasons:

- The distance between any two units should be not less than 6 metres where reasonably practicable

- The density of mobile homes on a site must not exceed the density stated in the planning consent conditions, or if none is stated, 50 mobile homes per hectare of usable area.

Roads, Gateways and Traffic Routes

5 Roads must be constructed of hard durable materials (such as bitumen, macadam or concrete with a suitable compacted base) and must be provided so that no mobile home is more than 45 metres from a road. Roads must be capable of carrying vehicles with an axle loading of 14 tonnes as a minimum.

6 Roads must be designed to provide adequate access for emergency vehicles. Routes for emergency vehicles must be kept clear of obstructions at all times. Where necessary, suitable vehicle turning areas should be provided.

7 All roads must have adequate surface water/storm drainage. Roads must not be less than 3.7 metres wide unless they are designed for, and used by, one way traffic in which case they must not be less than 3 metres wide.

8 One-way systems must be clearly signposted.

9 Where existing two-way roads are less than 3.7 metres wide, passing places or a one-way system must be provided.

10 All gateways/entrance/exits to the site must be a minimum of 3.5 metres wide and have a minimum height clearance of 3.7 metres for vehicular access and be accessible at any time.

11 Roads must be maintained to a good standard.

12 Cable overhangs must meet the relevant statutory requirements

13 Salt or grit should be provided in conveniently located containers, for use to allow the safe movement of vehicles in icy conditions.

14 Where appropriate, suitable measures (e.g. signage or speed bumps) to control the speed of vehicles on the site should be provided.

Pedestrian Routes

15 Every hard standing must be connected to a road by a footpath at least 0.9 metres wide with a hard surface which must be maintained in good condition.

16 Communal pedestrian routes should not be less than 0.9 metres wide. The route should be made of a hard surface and must be maintained in good repair and in a safe condition.

17 All pedestrian routes must have adequate surface and storm water drainage.

18 Salt or grit should be provided in conveniently located containers, for use to allow for safe movement of pedestrians in icy conditions

19 The surface and gradient of roads and all pedestrian routes should be designed and maintained to take into account the requirements of disabled households.

Parking

20 Suitable and sufficiently located parking spaces shall be provided to meet the requirements of residents and their visitors.

Bases and Hard Standings

21 Every mobile home must be sited safely and securely on a hard-standing or solid base.

22 The base must extend over the whole area occupied by the mobile home, and must where possible project at least 0.9 metres outwards from its entrance to enable occupants to enter and leave safely. The hard standings must be constructed to the industry guidance current at the time of construction, and kept in a suitable condition with any necessary maintenance.

Supply and Storage of Gas

23 Gas supply (liquefied petroleum gas (LPG) and natural) to the site and each caravan and the storage of LPG gas cylinders must meet relevant statutory requirements, and relevant Standards and Codes of Practice.

24 Any gas installations must be designed, installed, tested, inspected and maintained in accordance with relevant statutory requirements. Any work on gas installations and appliances on the site must only be carried out by persons who are competent to do the particular type of work being undertaken.

Electrical Installations

25 The site must be provided with an electricity supply and distribution network of adequate capacity to safely meet the reasonable demands of the mobile homes and other facilities and services within it. The electrical system on the site, including the distribution network and supplies to mobile homes and site buildings, must be designed, installed, tested, inspected and maintained in accordance with relevant statutory requirements.

26 Any works on the electrical distribution network by persons who are competent to do the particular type of work being undertaken.

Oil Storage Tanks

27 Oil storage tanks must be designed, constructed and located so as to comply with the relevant statutory requirements and British and/or European Standards.

Water Supply

28 All pitches on the site must be provided with a water supply sufficient in all respects to meet the reasonable demands of the mobile homes situated on them, and all water supplied for human consumption must be of the quality required by relevant statutory requirements and British and/or European Standards.

29 The water distribution network and installations must be designed, installed, tested, inspected and maintained in accordance with the provisions of the relevant statutory requirements and British and/or European Standards.

30 All repairs and improvements to water supplies and installations must be carried out to conform to relevant statutory requirements and British and/or European Standards.

31 Work on water supplies and installations must be carried out only by persons who are qualified in the particular type of work being undertaken and in accordance with relevant statutory requirements and British and/or European Standards.

32 Water supplies should be adequately protected from frost damage.

Drainage and Sanitation

33 The mobile home site, including every hard standing, must be provided with a suitable drainage system for the hygienic disposal of foul, rain and surface water from the site, buildings, mobile homes, roads and footpaths.

34 The surface and foul drainage network and installations must be designed, installed, tested, inspected and maintained in accordance with relevant statutory requirements.

35 Each mobile home and site building must be connected to a foul drainage system. The connection should be capable of being made air-tight when not in use.

36 Provision must be made for foul drainage either by connection to a public sewer, a sewage treatment facility or to an appropriate septic tank or treatment system approved by the local authority or, where appropriate, the Scottish Environment Protection Agency (SEPA). Septic tanks and treatment systems should be registered with SEPA in accordance with their requirements.

Flooding

37 The site licence holder should establish whether the site is at risk from flooding by referring to SEPA's Flood Maps.

38 Where the site is at risk of flooding the licence holder should sign up to SEPA's Flooding service, establish an evacuation plan, and display notices prominently on the park with all the relevant information.

Lighting

39 Roads and pedestrian routes must be provided with an adequate working artificial lighting system between dusk and dawn to allow the safe movement of pedestrians and vehicles around the site during the hours of darkness.

40 Where appropriate, communal buildings should have adequate working artificial internal and external lighting.

41 The lighting systems and installations must be designed, installed, tested, inspected and maintained in accordance with relevant statutory requirements.

Domestic Waste

42 Each mobile home must be provided with, or have ready access to, appropriate facilities for the recycling of waste material and for the disposal of residual waste. Communal arrangements may be provided. Such facilities must be to the satisfaction of Aberdeen City Council, in consultation with the licensee, and located on a suitable stance. The bin(s) and stance shall be cleaned on a regular basis.

43 The licence holder shall ensure the site is maintained free of litter and any debris.

Notices and Information

44 The following information displayed in a prominent place:

i. details of how to contact the Police, the Fire and Rescue Service, and emergency and local medical services;

ii. the name, contact address and telephone number of the site licence holder or the site manager (if different from the site licence holder) and their emergency contact details;

iii. a copy of the Site Rules. If the site rules are more than one page long the first page can be displayed, along with details of a specific place on the site that the full site rules can be inspected on request;

iv. A copy of the Site Licence

All notices must be suitably protected from the elements

45 The site licence holder shall obtain and maintain sufficient and appropriate public liability insurance.

Site Maintenance

46 The site licence holder should ensure that the site and all the facilities on it are maintained in a good order and condition, and function as intended.

47 Grass and vegetation shall be cut and removed at frequent and regular intervals.

48 Trees (subject to the necessary consents) within the site shall be maintained to prevent the damage from roots or falling branches.

49 The licence holder shall establish and maintain suitable arrangements to remedy, as soon as reasonably practicable, any disruption to the services of the site such as loss or interruption of electricity or water supply of blocked drainage; and to deal with any foreseeable emergency on the site.

50 Other relevant information should be provided to the local authority if requested, including a copy of documents showing the on-going maintenance and inspection of the site and its facilities.

Additional Structures and Alterations to Existing Structures

51 New structures on the site and buildings or structures undergoing a change of use, alteration or adaption must comply with relevant building standards Regulations. Planning Permission may also be required and any conditions complied with.

Mobile Homes Let by the Site Licence Holder for Permanent Accommodation

52 Each mobile home let by the site licence holder must be maintained in a good state of repair by the site operator, be weatherproof, free from damp, and comply with the relevant British Standard at the time of manufacture (at time of publication BS 3632:2015). The standard covers the manufacture of mobile homes, for use as permanent places of residence.

53 Every caravan let by the licence holder shall be provided internal with:

i. a w.c with an efficient flushing mechanism, properly connected to the site water and drainage systems;

ii. a hand wash basin with adequate piped supplies of hot and cold water located in the same apartment as the w.c. and properly connected to the site water and drainage systems;

iii. a fixed bath or shower provided with adequate piped supplies of hot and cold water and properly connected to the site water and drainage systems;

iv. a suitably located sink with adequate piped supplies of hot and cold water, of sufficient size to enable the washing of cutlery and crockery and the preparation of food to be carried out and suitably connected to the drainage systems;

v. an adequate and safe water heating system which will be connected to the wash hand basin, the bath or shower and the sink mentioned in i), ii), iii) and iv).

vi. adequate cooking and food storage facilities.

vii. a suitable and sufficient means of providing adequate space heating.

54 Every rented caravan that is rented as a unit of accommodation shall be fitted with a smoke detector alarm to the satisfaction of the Fire Authority. If gas appliances are provided a carbon monoxide monitor and alarm must also be fitted.

55 The licence holder will ensure that periodic inspection of the electrical and gas installation is carried out at intervals recommended by the competent persons. In the case of gas installations these shall be inspected at a minimum of 12 monthly intervals.

"Protected Sites"

56 If the site is a 'Protected Site' as defined in the Mobile Homes Act 1983, the Licence Holder must give each occupier of a mobile home a Written Statement conforming with the requirements of the Mobile Homes (Written Statement) (Scotland) Regulations either:

(a) before the occupation starts, or
(b) if not previously given, within 30 days after the license takes effect

57 The Licence Holder must at all times maintain the obligations owned by the owner of the Protected Site to the Occupiers of pitches by the Protected Site Agreements.

This page is intentionally left blank

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	11 March 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Draft Aberdeen City Local Housing Strategy
REPORT NUMBER	F&C/25/043
EXECUTIVE DIRECTOR	Eleanor Shepherd
CHIEF OFFICER	Jacqui McKenzie
REPORT AUTHOR	Mel Booth
TERMS OF REFERENCE	1.1.1 and 1.1.5

1. PURPOSE OF REPORT

1.1 This report seeks permission to consult with the public and key stakeholders on the draft Aberdeen City Local Housing Strategy as found in Appendix 1.

2. RECOMMENDATION(S)

That the Committee:

2.1 Note the draft Aberdeen City Local Housing Strategy in Appendix 1;

2.2 Approve the minor changes made to the seven strategic priorities following further analysis of data, consideration of research, and engagement with partners and stakeholders as outlined at paragraph 3.8;

2.3 Instruct the Chief Officer - Housing to consult with the public and key stakeholders on the draft Local Housing Strategy between 24 March 2025 and 18 May 2025, as outlined at paragraphs 3.11 – 3.20, including academics linked to the Health Determinants Research Collaboration; and

2.4 Instruct the Chief Officer - Housing to report the findings of the consultation, alongside a revised Local Housing Strategy and Delivery Plan which will be updated to incorporate any necessary changes following the review of the consultation responses, to the August meeting of the Communities, Housing and Public Protection Committee for formal approval and implementation.

3. CURRENT SITUATION

Local Housing Strategy

3.1 As per the Housing (Scotland) Act 2001, when required to do so by the Scottish Ministers, a local authority must prepare a Local Housing Strategy (LHS). The LHS sets out the strategy, priorities and plans for the delivery of housing and related services over a 5 year period.

3.2 The importance of the LHS cannot be overstated. Living in poverty is known to be damaging for health and is one of the main causes of health inequalities. Housing affordability is a key driver of poverty and inequality in Scotland. Increasing the supply of affordable housing is key to addressing housing need and tackling child poverty. Low-income households are more likely to be impacted by fuel poverty and living in cold and damp homes is associated with higher mortality rates and cold-related ill health, illustrating how an effective LHS can impact on the lives of citizens across the city.

3.3 Our ambition is for Aberdeen to be "a place where all people can prosper, regardless of their background." At the heart of this, is a commitment to tackling poverty and inequality and supporting the city's people to live healthy lives.

3.4 To ensure that this LHS helps to address health inequalities, we have taken the time to reflect on what we know about our citizens and what can be learned from published research to help shape the LHS to help tackle inequality and improve the health of our citizens.

3.5 Our exploration of need has been structured under the five themes of the social determinants of health:

- Education & Lifelong Learning
- Economic Stability
- Communities & Housing
- Neighbourhood & Environment
- Health & Social Care

3.6 A clear summary of findings is outlined within the draft Strategy.

3.7 In addition to exploring needs through the social determinants, consideration has been given to the complexity of need experienced by some citizens. Exploring needs through a range of 'personas' has helped Officers shape a draft Strategy which is better designed to mitigate some of the risks that result from complexity of need. As a result of the changes made in the approach, the draft Local Housing Strategy is more firmly focussed on the needs of the people and what this means for the housing stock in the city.

3.8 Members will note that initial strategic priorities were approved by the Communities, Housing and Public Protection Committee on 30 May 2024. Following further consideration of need, both through the social determinants of health and through our personas, a few minor changes are proposed to better reflect our use of housing to promote health and simplify our language. The revised strategic priorities are:

- Adequate Supply of Housing - We will support a sufficient supply of housing to meet the varying needs of the people of Aberdeen.
- Placemaking with Communities - We will use a place-based approach to encourage lesser heard voices to shape their communities and the

community offering, focusing on the unique circumstances of a particular place and involving local people in decision making.

- Homelessness - We will support a proactive housing options approach and will work collaboratively to provide a person-centred service to make homelessness rare, brief, and non-recurring.
- Promote Independent Living in Communities - We will use a multi-agency approach, technology and other innovations to enable the people of Aberdeen to live as independently as possible, for as long as possible in their community.
- Promote Health Through Housing - We are committed to reducing health inequalities by providing affordable, accessible, high quality and energy efficient homes that enhance people's health and wellbeing.
- Housing Quality and Energy Efficiency - We will improve the condition of existing homes across all tenures and improve their energy efficiency to help to alleviate fuel poverty and address climate change and support a just transition to net zero.
- Private Rented Sector – Support a well managed private rented sector.

3.9 The changes can be summarised as, an additional strategic priority to specifically focus on health and housing, with housing quality and energy efficiency being combined into one strategic priority. Minor changes have been made to the wording of the strategic priorities for the reasons described in 3.8.

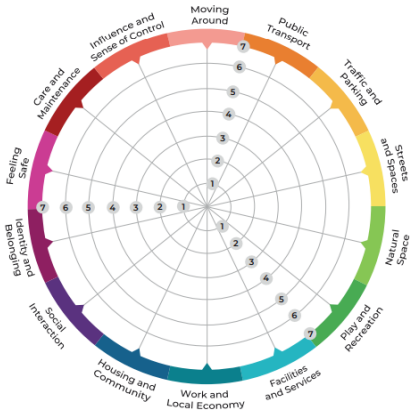
3.10 The LHS has been developed in partnership with all relevant internal and external partners and stakeholders. Members are asked to note the draft Local Housing Strategy available in Appendix 1, and instruct the Chief Officer Housing to consult with the public and key stakeholders on the draft Strategy, including with Professor Marmot, given our work to become a Marmot city, so that a finalised Strategy and Delivery Plan can be presented to Committee in August for formal approval and implementation.

Consultation and Engagement

3.11 As a key Strategy, it is important to recognise the links between this and other Strategies and Plans under development. As a result, it is proposed that a joint approach is taken with learning from the consultation informing the development of the Aberdeen City Health & Social Care Strategic Plan, Community Learning and Development Plan and the Local Development Plan.

3.12 The use of the Place Standard tool effectively helped shape the development of Locality Plans over 2024. The baseline data gleaned from the 2024 consultation has already been utilised to shape the draft LHS presented to Committee, and will prove a helpful baseline against which we can measure the impact of our work.

3.13 The Place Standard tool provides a framework for place-based conversations to support communities, public, private and third sectors to find those aspects of a place that need to be targeted to improve people's health, wellbeing and quality of life and deliver high quality, sustainable places.



3.14 All 14 themes in the Place Standard tool align in some way to all Aberdeen City Council strategies. The use of scoring allows results to be compared over time and between our localities/priority neighbourhoods/groups with protected characteristics giving us an insight into how services are received by different groups and the extent to which our strategies are helping address inequality. As such, there would be significant value in tracking scores against each of the themes over time in order to determine if our Strategies and Plans are making a difference.

3.15 In summary, it is thought that use of the tool would help:

- Align priorities across all Strategies/Plans resulting in greater cohesion across our Strategies and Plans;
- Empower communities to engage through the consistent use of a single tool;
- The wider Aberdeen Group respond to community insights in a more joined up way;
- Inform our knowledge of where to dig a bit deeper and provide targeted, deep dive sessions responding to the initial results; and
- Confirm strategies are focussed on the correct areas, or re-direct them.

3.16 In addition to inviting comment on each of the 14 Indicators, we will lay out what the draft Local Housing Strategy proposes and invite comment on the appropriateness of the actions we have identified.

3.17 It is important that the consultation reaches as many people in the community as possible, and that they are enabled to participate in a way that best suits their needs and circumstances. As a result, the following methods are proposed:

- **Digital engagement** – This will take place through Commonplace and will include the Place Standard tool. Consultees will be invited to score all themes and say what they think is good at the moment and what could be improved. This learning will be used to help check the appropriateness of the draft Strategy and other developing plans, such as the Community Learning and Development Plan. Detail on what the draft LHS currently proposes will also be provided and consultees will be invited to comment on the appropriateness of the identified actions and any areas we require to consider.

- **Locality Events/Outreach** - Six locality events, led by Locality Empowerment Groups/Priority Neighbourhood Partnerships, will be held. The sessions will be world café type events replicating the questions on the digital platform, however with visuals to ease participation and engagement. There will be children and young people specific engagement at each event.

- **Targeted Engagement - Face to Face**. Relevant groups will be advised of the engagement and will be given the opportunity to ask for a session with their clients/customers etc. or they will be asked to run a session and promote the engagement. Those groups identified as being most vulnerable in the draft Local Housing Strategy will also be prioritised.

3.18 An Engagement Plan has been produced which details how people with protected characteristics, people we need to focus on more, and people experiencing trauma will be consulted. Targeted sessions are to be held/offered to promote engagement.

3.19 The HDRC Public Involvement & Engagement workstream are also involved to assist with outreach. SHMU are also being engaged with to discuss creative opportunities for engagement.

3.20 Once the consultation is complete, all feedback will be reviewed and will be incorporated, where appropriate, into the final draft which is to be submitted for approval to the August meeting of Communities, Housing and Public Protection Committee.

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

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

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Failure to produce Local Housing Strategy is a breach of Housing (Scotland) Act 2001	Review and implementation of Local Housing Strategy will ensure no breach of legislation occurs.	Low	Yes
Compliance	Local Housing Strategy ensures compliance with legislation	Review and implementation of Local Housing Strategy will ensure compliance with legislation and associated housing plans.	Low	Yes
Operational	Failure to review Local Housing Strategy impacts on operational activities	Review and implementation of Local Housing Strategy will ensure operational activity is aligned to strategy.	Low	Yes
Financial	Risk that all projects are unable to be delivered due to resources	Housing Strategy Team will ensure they are well positioned to be able to obtain any additional resources that may become available to deliver on Local Housing Strategy.	High	Yes
Reputational	Failure to review Local Housing Strategy impacts on reputation of Council	Review and implementation of Local Housing Strategy will mitigate reputational harm to the council.	Low	Yes
Environment / Climate	Failure to review Local Housing Strategy may impact on ability to deliver new energy efficient homes across the city	Review and implementation of Local Housing Strategy will allow for additional energy efficient homes to be delivered across the city.	Low	Yes

8. OUTCOMES

Council Delivery Plan 2024	
	Impact of Report
Aberdeen City Council Policy Statement **Working in Partnership for Aberdeen**	The proposals within this report support the delivery of the following aspects of the policy statement: • Homes for the Future.
Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The proposal within this report supports the delivery of LOIP Stretch Outcome 1 – 1. No one will suffer due to poverty by 2026. The report seeks approval of the draft Local Housing Strategy. The Local Housing Strategy will detail how affordable housing can be delivered which can assist with reducing poverty.
Prosperous People Stretch Outcomes	The proposal within this report supports the delivery of Stretch Outcome 11 - Healthy life expectancy (time lived in good health) is five years longer by 2026. The provision of good quality, safe, sustainable, and affordable homes in thriving communities that meet their needs can contribute to healthy life expectancy.
Prosperous Place Stretch Outcomes	The proposals within this report support the delivery of LOIP Stretch Outcome 13 - Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate. The Local Housing Strategy allows for the provision of new affordable housing which is energy efficient.
Regional and City Strategies	The proposals within this report support the City Region Deal, Net Zero Routemap, and the Local Development Plan through the delivery of housing and housing related services.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Jacqui McKenzie, Chief Officer Housing on 06 February 2025. IIA will be updated post consultation and engagement on the draft Local Housing Strategy.

Data Protection Impact Assessment	No separate DPIA is required for the LHS, as it is part of a wider consultation with three other major strategies, an overarching DPIA is being drafted.
Other	Not applicable

10. BACKGROUND PAPERS

10.1 Communities, Housing and Public Protection Committee, 30 May 2024, F&C/24/142

11. APPENDICES

11.1 Appendix 1 - Draft Local Housing Strategy.

12. REPORT AUTHOR CONTACT DETAILS

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

Local Housing Strategy 2025 -2030



Foreword

I am delighted to introduce Aberdeen City Council's refreshed Local Housing Strategy (LHS) which covers the five-year period from 2025 to 2030.

Living in poverty is known to be damaging for health and is one of the main causes of health inequalities. Housing affordability is a key driver of poverty and inequality in Scotland. Increasing the supply of affordable housing is key to addressing housing need and tackling child poverty. Low-income households are more likely to be impacted by fuel poverty and living in cold and damp homes is associated with higher mortality rates and cold-related ill health, illustrating the importance of this Local Housing Strategy.

The Aberdeen City Local Housing Strategy 2025-2030 is based on what is known about the housing and health needs of the people of Aberdeen and has been developed in partnership with key stakeholders including registered social landlords (RSL), service providers, private sector, statutory bodies as well as tenants and residents. This Local Housing Strategy takes full account of the changing needs of our citizens and sets out of how these challenges might be overcome.

This Local Housing Strategy builds on our previous success in increasing the number of affordable homes by Aberdeen City Council and our RSL partners. Aberdeen has also become one of the six flagship locations for Homewards which is part of HRH Prince and Princess of Wales Royal Foundation to end homelessness, and we can see some homelessness measures improving. The supply of specialist provision homes has increased through the affordable housing supply programme, in response to the high level of demand in the city, as identified in the Aberdeen City Health & Social Care Partnership's Market Position Statements.

Progress towards delivery of this Local Housing Strategy will be monitored and regularly reported over the next five years to ensure that targets are being met, outcomes are being delivered and responses to further changes are made, as appropriate. This will help us to continue to deliver positive housing outcomes, across all tenures for all citizens in Aberdeen.

Miranda Radley

Housing Spokesperson and Convener of Communities, Housing and Public Protection Committee.

Introduction

Aberdeen Context

Our ambition is for Aberdeen to be “a place where all people can prosper regardless of their background.” At the heart of this, is a commitment to tackling poverty and inequality and supporting the city’s people to live healthy lives.

Through an understanding of the needs of the city and its people, as well as the services and interventions that are provided, the Council’s suite of strategies aims to identify the things that will bring benefit to people and commit to evidence based and effective future actions.

The focus for our strategies and actions is on improving outcomes across five themes of the social determinants of health:

- Education & Lifelong Learning
- Economic Stability
- Communities & Housing
- Neighbourhood & Environment
- Health & Social Care

The Population of Aberdeen

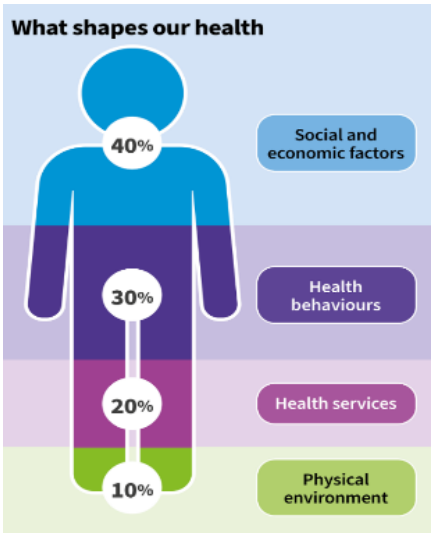
The population of Aberdeen City is estimated to be 227,750. The overall population had been declining from 2015 to 2023, primarily due to a falling birth rate and fluctuating net migration. In the coming years, Aberdeen is projected to have fewer people of working age and will see a rise in the number of older people, particularly those over 75.

A falling and ageing population pose a number of challenges to an area and can lead to a cycle of economic decline. It can also increase pressure on public services by reducing the overall tax base, whilst increasing the need to provide services and care, specifically for children and older people. Given that the falling birth rate has been a reality for a number of years, if the city’s population is to be sustained, or grow in the short and medium term, this must be driven by migration; by attracting people to and keeping them in the city. Like many other areas, a growing number of people in the city are recorded as having a limitation to work, exacerbating the balance between those in work, and those who are not.

Our focus, therefore, must be to ensure Aberdeen is a place where people want to come to live and work, and to support the people who do live here to play a full social and economic part in the city’s future.



The Social Determinants of Health



The social determinants of health contribute to the unfair and avoidable differences in outcomes seen across our city.

To ensure that this Local Housing Strategy helps to address health inequalities, we have taken the time to reflect on what we know from published research and what we know about our citizens. Taking this approach has helped us identify areas of focus for this Local Housing Strategy to ensure that it is focussed on tackling inequality.

Children, Families and Lifelong Learning



It is clear that the life circumstances of children affect their educational attainment, and that educational inequality can lead to inequalities of health and wellbeing in early adulthood and beyond. We also know that the circumstances of parents and carers directly impacts on children and young people.

In Aberdeen there is evidence of increased numbers of children living in poverty; having a disability; with additional support needs; and entering school with at least one developmental concern. One in three school pupils are of ethnic minority background. Whilst across a range of measures, attainment shows a positive trend, the most striking feature is the impact of family affluence/deprivation on children's experiences and outcomes, including educational attainment and positive destinations.

The city has a large student population based over several university and college campuses. An increase in the number of students studying online may have contributed to an overprovision of purpose-built student accommodation. A recent report also suggested 35% of full-time students were owner occupiers in Aberdeen which is significantly higher than in Glasgow, Dundee and Edinburgh.

Consistent youth homelessness presentations suggests that we need to take a more holistic approach to supporting families facing adversity. This will be progressed through our Family Support Model which is being developed.

Schools and further/higher education partners must be alert to the signs of homelessness so that they can take early preventative action to prevent and end youth homelessness. It is important that young people understand their rights and know how to sustain a tenancy.

Aberdeen continues to welcome many displaced families and young people from around the world and those seeking refuge in the city will continue to require essential support, including accommodation, and help into training and employment to enable them to join the labour market.

The **Local Housing Strategy** has a key role in helping ensure that:

- Families with children can access housing and support that meets their housing and wider needs.
- Those supporting young people understand how to identify and support those at risk of homelessness.
- Accessible information is available to help young people to sustain their tenancy.
- The housing needs of those seeking refuge in the city are planned for.
- Our Local Development Plan takes account of the shifting trends in student behaviour and student numbers.



Economic Stability

A healthy economy is inextricably linked to the health and wellbeing of a population. Simply put, people who experience economic inequalities have poorer health and wellbeing. People who are economically secure have better health and wellbeing.

Aberdeen is experiencing an economic transition toward a low-carbon economy, with a clear focus on developing greater diversity across business sectors. Energy remains a key component in this, though more is needed on developing the renewables sector, with tourism, and financial and business services sectors also being important in the mix. Even if the wealth gap between the region and Scotland as a whole is narrowing, in 2023 people in Aberdeen were still wealthier per head of the population than Scotland.

The estimated unemployment rate in the city in June 2024 was 4.4%, which is above the Scottish level of 3.5%, whilst the number of people claiming unemployment-related benefits matched the Scotland figure. In 2023, it was estimated that almost 1 in 6 households had no-one within the household working, but households with low income, or likely to be experiencing financial instability, are also important. It is estimated that 3 out of 5 (57%) households experiencing relative poverty will be within working households.

The ability for the local economy to help create and maintain health and wellbeing is important from a population health perspective. This means that it can sustain high quality employment that helps people to live in homes suitable to their needs, and which can be kept warm and dry. It is essential that there is a local economy that can help people and families maintain the types of financial security to put food on the table, pay their housing costs, and to afford the other necessities of everyday life. To prevent loss of health and wellbeing we must continue to address the economic inequalities and support financial security. The accessibility of financial inclusion services will continue to be important, as will the utilisation of initiatives such as Aberdeen City Council's Rent Assistance Fund.

The **Local Housing Strategy** has a key role in:

- Ensuring that the availability, quality, and affordability of housing is a key element in positively attracting people to live and remain in the city.
- Ensuring that those who suffer from economic inequalities are supported to find a good quality, affordable and sustainable home as quickly as possible.
- Ensuring that citizens know where and how to access financial inclusion services and benefit from targeted initiatives, such as the Rent Assistance Fund.



Communities & Housing

Having somewhere to live which is affordable, warm, and secure is an essential part of wellbeing. The availability, location, type, and quality of housing is also important. So too are the housing challenges that many people face, including households that are experiencing fuel poverty; those who require specialist provision housing as a result of ill-health or disability; and those who, for a range of reasons, are without a secure place to live.

Feeling safe within your home, your place and your community are important factors in wellbeing too, so crime and anti-social behaviour, risk of house fires and being safe when using roads are also important. An ability to participate within one's community is a key element in creating and maintaining wellbeing.

Along with other local authorities across the UK, Aberdeen has strived to meet the challenges presented by the rapid influx of displaced people seeking support and refuge, and is currently home to around 2,000 displaced people, which is a ten-fold increase in arrivals over the last 3 years. Resettled families can face isolation on arrival to the UK. Such isolation can be reinforced by language barriers and varying cultural perceptions of appropriate interactions. The opportunity to build social connections is critical to support integration into local communities but there can be comfort in engaging mainly with others who share the same language and culture. This can restrict chances to make friends and to benefit from the exchange of regular information which generally supports assimilation to UK culture. Equally, host communities and services should be actively supported to foster integration through shared community events, the celebration of cultures and positive neighbourliness.

Having a safe and suitable place to live is at the core of integration of housing, health, and social care. Being able to provide this within the context of a housing shortage has led to a range of housing options being utilised for settled accommodation beyond initial transitional arrangements, including host sponsorship, procured Ministry of Defence properties, private-sector tenancies, Aberdeen City Council and other social rented sector housing providers, and procured Home Office properties. The mismatch between available housing stock and the size of accommodation affects the resettled population, along with others on the mainstream waiting list. There is a shortage of single person accommodation as well as a need for larger properties to house UK Refugee Scheme and Afghan families.

Through our use of the Scottish Place Standard Tool (SPST), we know that housing and community is viewed positively across the city. However, 10% of those living in Scottish Index of Multiple Deprivation (SIMD) 1 and 22% of those living in SIMD 2 identify housing and community as an issue. Of particular concern is that those living in SIMD 1 raise concerns about their sense of influence and control, and also express concerns about feeling unsafe. Housing and community is of particular concern in the North and South Priority Neighbourhoods. Those aged under 24 had most concerns about housing and community. Mean scores by ethnicity showed little variation from the city averages.

We know that a good landlord-tenant relationship helps tenancy sustainment. We also know that tenants who can make their house a home have more positive mental health. Given the different views held across communities and groups, it will be important to refresh our tenant participation groups to ensure that we can hear and address the concerns of our younger tenants and those living in priority neighbourhoods. Strengthening participation and agency will be essential to building better, healthier places and communities across Aberdeen and this should be considered as we develop our Future Libraries Model.

Many citizens of Aberdeen face barriers accessing good quality, safe, sustainable, and affordable homes. Housing providers are facing increased demand for affordable housing alongside the rising costs of repairs and delivery of new build homes. To compound the challenges, the mental health needs of some citizens result in expensive repairs being necessary when tenancies are ended, lengthening the time and resource required to re-let a property. New properties attract significant interest from prospective tenants, with some older homes proving harder to let.

We understand that there are multiple factors that can cause a household to experience homelessness. We also understand that in becoming homeless the risk of disruption, destabilisation and harm can increase. A high proportion of households experiencing homelessness in Aberdeen have experienced a mental health support need (13%), and 3.7% have difficulties with substance use which is very often combined with poor mental health, a physical disability or a learning disability. These factors can contribute to the loss of a person's home particularly when combined with financial difficulties or perhaps already being in a place of housing insecurity, such as staying with friends or relatives.

In Aberdeen we know that the main reason for homeless presentations is due to the person or household being asked to leave their current accommodation, and this accommodation is often either the parental or another relative's home, or a friend or partner's home. As of December 2024, we also know that 11.8% of people presenting as homeless in the city gave a reason of there being a violent or abusive dispute within the household, and a further 15.4% stated that there was a non-violent conflict within the household or a relationship breakdown. Households presenting as homeless in the city identify a lack of support as an issue, either from family or more widely, and difficulties managing on their own. We need to continue working with the Homewards Coalition to help make homelessness rare, brief and non-recurring.

Aberdeen City Council works closely with the Scottish Prison Service to prevent homelessness and provide support to prisoners on their release. The SHORE standard is followed to prevent prisoners from becoming homeless on release.

Aberdeen City Council and its partner organisations must maximise the delivery of affordable housing to ensure a sufficient supply of housing in the city, including wheelchair accessible homes and homes for those living with complex care needs. There is also a need to ensure sufficient investment in older properties. The varying and evolving needs of the citizens of Aberdeen need to be met through the delivery of person-centred approach which promotes independent living.

We also know that there are a range of ways in which housing can be modified to improve health outcomes for households, including improved energy efficiency and increasing the provision of affordable housing. Several factors make homes less comfortable, including limited indoor space and no access to private or shared outdoor space. Knowledge of these factors will directly inform our plans.

The **Local Housing Strategy** has a key role in:

- Ensuring that our tenant participation arrangements are representative of our population and take account of what is known about more vulnerable groups.
- Working more closely with other services and agencies to offer more preventative support, and early help with complex issues through our emerging model of Family Support.
- Ensuring that homes are of good quality and are energy efficient.
- Increasing the supply of affordable housing that has sufficient indoor and external space.
- Aligning the work of the Housing Service with our Future Libraries Model.



Neighbourhood & Environment

We know that where we live, where we work, and where we spend our time has an important influence on our health and wellbeing. The design, development and maintenance of a place is important in promoting good health and sustaining wellbeing for individuals, families, and communities.

For good health and wellbeing, people need to be able to access a green space within 300m of their home, and Aberdeen City Council has a key role in ensuring access to greenspaces and woodland, and in protecting the quality of local blue spaces (water and river sides).

The natural environment, sustainability and climate change also do, and increasingly will, impact on life in the city. Direct effects associated with climate change include increased mortality and ill-health associated with excess heat and cold, and loss associated with flooding and damage to properties. Climate change is also likely to exacerbate inequalities associated with air pollution, access to greenspaces, fuel, and food poverty. We know, for example, that the number of children hospitalised due to asthma is increasing locally and is at odds with a declining national trend.

A survey of children and young people, aligned to the Place Standard Tool indicators, asked about the same 14 themes included in the Scottish Place Standard Tool. The themes with the highest proportion of 'Not Good' responses were facilities and services (35.2%), play and recreation (34.7%) and care and maintenance (33.7%) which shows that over a third of respondents chose these options as areas for improvement.

We know that place-based approaches can improve the quality of homes and neighbourhoods and support the health and wellbeing of communities. Quality placemaking has been at the core of planning in Aberdeen for a number of years. All developments must ensure high standards of design, with biodiverse open space, sustainable transport options and a distinctive sense of place. We will involve local people in decision making about the places that they live in to allow us to shape communities in a way that people want.

The **Local Housing Strategy** has a key role in:

- Ensuring that housing forms part of a diverse and enriching local environment which helps people to enjoy their neighbourhood; and
- Working towards net zero targets to address climate change
- Helping to reduce fuel poverty.



Health & Social Care (Children and Young People)

Giving every child the best start in life and ensuring they are supported as they grow into adults is essential in creating good population health and wellbeing throughout life. Children who are born into families impacted by deprivation may be at a higher risk of suffering from health inequalities.

Challenges exist during the period from before birth to the start of school, including maternal drug and alcohol use, and smoking at the beginning of pregnancy which remains around 1 in 8 pregnancies. Premature births in Aberdeen are similar to the levels seen in Scotland and overall, 85% of children are born at a healthy weight. Rates of pre-school immunisation by 24 months remain below the national target.

As for many other issues, the physical health of school age children, including healthy weight, physical activity, oral health, and early pregnancies varies across communities. Outcomes are largely determined by levels of deprivation.

Variation is also clear in the self-reported mental health and wellbeing of school-age children. Of primary 6 & 7 pupils surveyed, whilst, on the whole they feel that they are healthy and that this is improving, affluence within the family is clearly a factor, as the more affluent the family, the more likely the child reported being healthy and self-confident.

A growing number of unaccompanied asylum-seeking children are making Aberdeen their home. There is a need to now consider our provision of homes for those who are in our care to ensure adequate and appropriate provision.

We know that some groups are more likely to experience childhood adversity including those from ethnic minorities, those with a disability, and those who are care experienced. The health outcomes for these groups remain persistently below those of their peers.

Health & Social Care (Adults)

For both women and men, healthy life expectancy is declining in the city. People living in more deprived areas have shorter lives and are more likely to live with poorer health for longer. 1 in 4 adults describe themselves as having a limiting, long-term illness.

As we get older, we tend to need more health and social care support, and the support of dependants to help us manage long-term conditions or diseases. There is a rising number of adults choosing not to have children, and this is likely to require very different housing models in the longer term. Preventing disease progression and encouraging the adoption of healthier behaviours are important elements for improving health outcomes.

Over half of the deaths in Aberdeen City in 2022 were associated with cancers and circulatory diseases, for which smoking, obesity, and physical inactivity are risks. It is clear that there is still work to be done promoting healthier lifestyles and this will be progressed through our Future Libraries Model.

Whilst the rates at which people are being admitted to hospital due to alcohol and the rate of alcohol-related deaths has been declining or has been relatively stable over the last few years, the drug-related death rate has increased substantially. Continuing to reduce the serious consequences of alcohol and drug use remains a priority which will result in improved health outcomes for those affected, meaning that we now need to look far more holistically at how best to support our citizens to overcome the many different challenges they face by taking a family centric approach to the delivery of services.

Data suggests that more people are being prescribed drugs for anxiety and depression than ten years ago, though the rate of people being in hospital for mental illness has fallen. Deaths from suicides have risen and the effects of the cost-of-living crisis suggest that mental health and wellbeing may further deteriorate in the near future. Early intervention should be a focus, addressing, for example, the number of people feeling socially isolated in our communities. It will be important to integrate our Future Libraries Model with our Local Housing Strategy.

As part of their focus on prevention and early intervention Aberdeen City Health and Social Care Partnership's Public Health and Wellbeing Teams promote healthy lifestyles and deliver a Stay Well Stay Connected programme of events designed to encourage physical activity and better dietary choices as well as improving digital skills and social connections.

We know that financial, spatial and relational factors are associated with housing insecurity and mental health. We also know that overcrowded homes can be associated with stress, anxiety and the spread of respiratory illness and we will seek to address these areas in our Local Housing Strategy.

The **Local Housing Strategy** has a key role in:

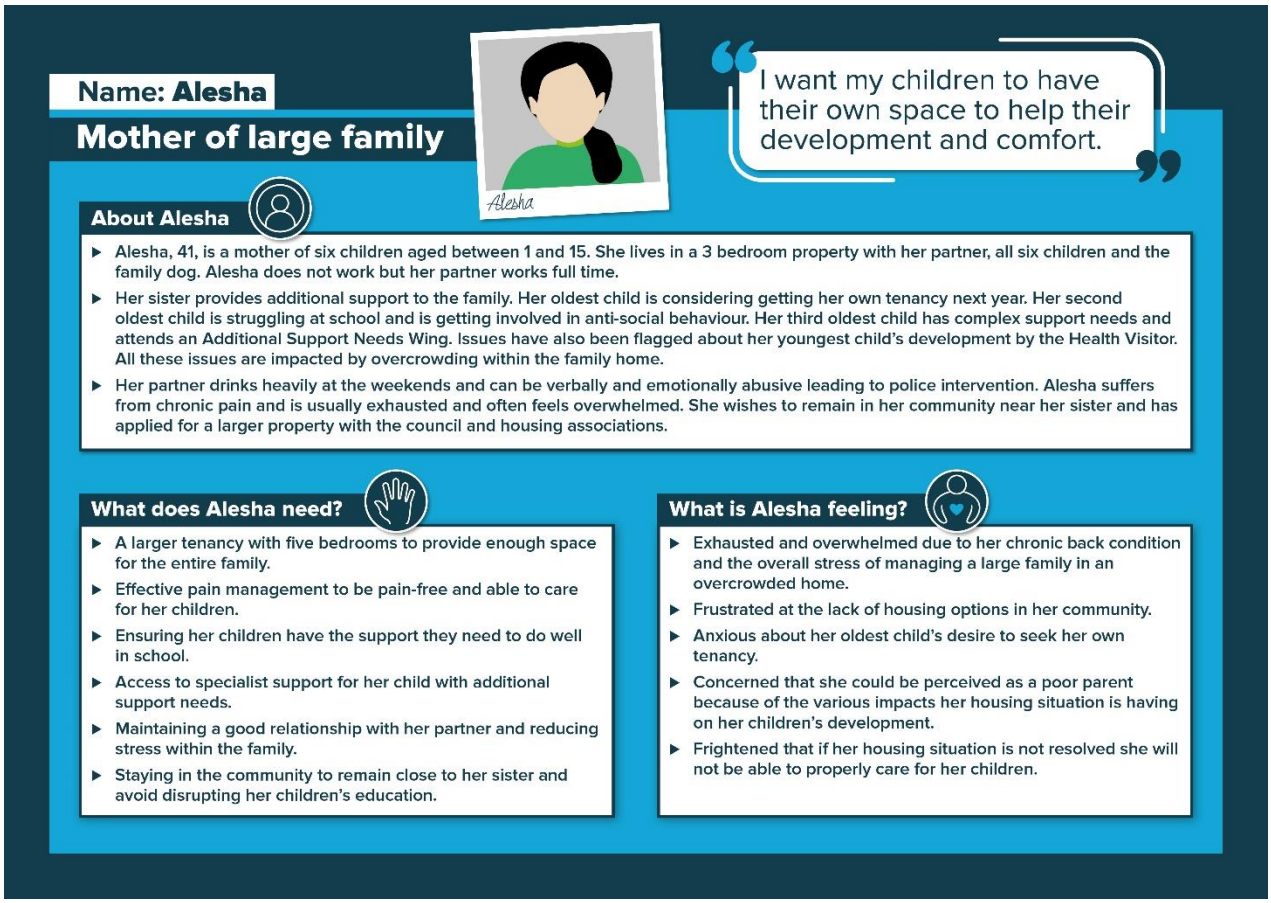
- Ensuring that everyone in Aberdeen, particularly those with mental or physical health needs, receive housing and support which meets their housing and wider needs to support them to live a healthy life;
- Providing good quality, affordable and energy efficient homes which lead to improved health outcomes for the people of Aberdeen;
- Aligning work to support healthy behaviours and a sense of community and belonging through our Future Libraries Model;
- Ensuring that our housing policies allow our citizens to have sufficient space in their home and are not overcrowded;
- Planning for longer term changes, such as our knowledge about the increasing number of citizens who choose not to have children and the implications of this on meeting care needs in the future;
- Continuing to work with partners to ensure access to education and employment, and opportunities for connection are available for New Aberdonians.



The problems facing our citizens

Those who experience the most disadvantage, tend to experience challenges across a range of social determinants. It is important that our Local Housing Strategy takes account of the complexity faced by some individuals and families across the city, as increasing complexity of needs tends to result in even poorer health outcomes.

To support the development of the Local Housing Strategy, a range of personas, based on the known needs of some of the more complex needs of our citizens, have been considered.



Name: Amara

Frail person



> I want to live as independently as I can.

About Amara

- Amara, 83, is a retired widow who lives in sheltered housing and relies on her state pension and benefits for income.
- Her three children and two grandchildren live nearby and help her with transport and shopping now that she is too frail to use public transport.
- She lives independently within sheltered housing, socialising with neighbours, and has no need of any social care. She has a tablet and smartphone but relies on her family to help her with these technologies.
- She would like to be able to use them independently to find out what other benefits she may be entitled to and to interact with services but is underconfident.

What does Amara need?

- Support to use and understand digital technology.
- Access to groups of likeminded people with similar aspirations.
- Proactive communication from authorities on what support is available to her.

What is Amara feeling?

- Like a burden to her family because she relies on their help.
- Underconfident about her abilities to navigate digital services.
- Concern about being a victim of online fraud.
- Hopeful of being able to enhance her skills and to live as independently as she can for as long as possible.

Name: Baran

Asylum refugee



> I am determined to build a better life for my family and myself in Aberdeen.

About Baran

- Baran, 24, is an asylum seeker from Sudan living alone in a council bedsit, having spent a year in an asylum hotel.
- His wife is still in Sudan and due to communication problems there, they only manage to talk once a month. His parents and two siblings are also still in Sudan.
- He previously worked as a mechanic and wishes to explore opportunities to do the same in Aberdeen. He is taking online English classes while he waits for a place on a language course at an Aberdeen College.
- He is currently still learning about his rights and responsibilities and needs support to manage his tenancy, finances and understanding the laws to keep himself safe and protected.

What does Baran need?

- To reunite with his wife and his family and build a positive life together in the UK.
- Continued support in studying English.
- Opportunities to pursue a career as a car mechanic in Aberdeen.
- Assistance in becoming independent and confident in living in the UK.

What is Baran feeling?

- Frustration at the long waiting times for English classes, which are essential for his integration and career aspirations.
- Longing and sadness as he is separated from his wife and family, with limited communication opportunities.
- Loneliness and isolation as he navigates his new life in Aberdeen on his own.

Name: Dave

Substance user



> I want to live somewhere I feel safe in my home and in the community.

About Dave

- Dave, 52, has used substances for a long time and is unemployed and lives in a flat. People regularly come into his flat to steal money and food and he doesn't sleep well due to being scared.
- He was in care when younger because his parents had alcohol problems, and his father was violent.
- Dave used substances from a young age, but things escalated when he left a short spell in the army with a back injury. A recent leg amputation has meant Dave is confined to a wheelchair.
- He is having treatment for his substance use but still uses substances and has overdosed in the past. His lack of mobility has increased his social isolation and his interest and ability in his self-care is declining.
- He has difficulty reading and understanding technology. He has a sister and nephew who he would like to reconnect with.

What does Dave need?

- Support to move around his flat more easily.
- A safe living environment and access to some outdoor space where he can feel secure and comfortable.
- Support to feel more confident and less scared when he is outside.
- To engage in recreational activities that he enjoys and can help improve his quality of life.
- To establish social connections and reconnect with his family. Assistance with managing his money.
- To improve his physical fitness. To continue his treatment for substance abuse.

What is Dave feeling?

- Isolation and loneliness due to his lack of mobility.
- Fear and anxiety because people come into his flat to steal.
- Frustration due to his lack of reading ability and understanding of technology.
- Lack of self-worth due to mobility issues and substance abuse.

Name: Frank

Complex Mental Health



> I don't want to live in this service. I want to be supported in the community.

About Frank

- Frank, 35, has lived in a residential facility to support him with his long-term complex mental health problems, having previously spent time as a hospital inpatient.
- The shared housing, living with others with mental health problems is causing Frank difficulties. He finds the home noisy and is unhappy at sharing his living space with people he doesn't like.
- His parents have seen a deterioration in his presentation and wellbeing as a result of his living conditions.
- The staff at the facility have also expressed concerns and, although they provide support for his health and independence, this support is not consistently applied due to frequent changes in staff.
- His parents fear he will be admitted to hospital again if his living conditions do not change.

What does Frank need?

- A living space that is quieter and feels like home, where he can choose his housemates and be closer to his family.
- Access to support within the community rather than hospital-based care.
- Consistency of support from healthcare team.
- Opportunities to make more friends to enhance his social life.
- Access to hobbies and interests that support his mental health.
- An effective and clear recovery plan is essential for Frank to manage his condition.

What is Frank feeling?

- Frustration and anger due to the lack of suitable accommodation and services that meet his needs locally and the long wait time for a more suitable environment.
- Anxiety and worry about the possibility of being detained in the hospital if his situation reaches a crisis point.
- Unhappiness with his current noisy living environment and sharing space with people he wouldn't choose to live with.
- Fear that the frequent staff changes, and inconsistent support may lead to his behaviour making the placement unsustainable, potentially resulting in another hospital admission.
- Desire for independence and connection to live independently in a quieter, homely environment close to his family, where he can access community support and engage in hobbies that support his mental health.

Name: Nicola

Recovering substance user/unemployed



> I just want a safe and secure home so I can care for my children again and get my life back on track.

About Nicola

- Nicola, 42, is an unemployed mother of three in receipt of benefits. She and her children's father have a history of substance use and domestic violence. Her children were placed in kinship care after her imprisonment. She was given temporary accommodation on her release from prison but found it unsuitable because of the presence of substance users nearby.
- She has been living off and on with her partner but has reported being a victim of domestic violence five times. Efforts to support her are difficult because she doesn't stay in touch regularly and doesn't trust the authorities.
- After she was released from prison, she found the temporary accommodation was not suitable for her because of those around her using substances. Since then, she has lived with her partner but has reported domestic violence five times. She does not trust those in authority which is hindering the support that is offered to her.

What does Nicola need?

- Assistance in understanding her housing options and accessing available support to build a home for herself and her children.
- Someone reliable to help her navigate her housing options and support systems.
- Regular contact with her children.
- A safe and secure place to live away from her ex-partner.
- Support to reduce her substance use and the risk of reoffending.
- Support to ensure she is no longer a victim of domestic violence.

What is Nicola feeling?

- Distrustful of the authorities due to her children being placed in care and being provided with accommodation that she felt was unsuitable for recovering substance users.
- Threatened by her abusive ex-partner who is always able to find her due to shared acquaintances.
- Hopeful that securing a 3-bedroom house will improve her chances of having her children returned to her care.

Name: Lena

Expectant first-time mother



> I want to give my baby the safe and comfortable childhood I never had.

About Lena

- Lena, 19, is a part-time shop assistant who is expecting her first child. The father of her child is in prison, and she doesn't plan to get back together with him when is released.
- She currently lives with her cat in a privately rented bedsit in an area plagued by anti-social behaviour and drug supply and use.
- Her accommodation is small and damp with no access to an outside area to enjoy.
- She was neglected as a child, spent most of her childhood in foster care and didn't do well in school. Her foster carers are a big support for her. She suffers from bouts of anxiety and depression.
- She has applied for a council house because her current accommodation is not a safe or comfortable environment for a mother and baby.

What does Lena need?

- A stable and safe living environment, with access to an outside space for her child and ideally near to her foster carers.
- To give her baby the happy childhood she didn't experience.
- Advice on childcare and benefits.
- To live in a community with other young mothers.
- To develop her employment opportunities.

What is Lena feeling?

- Anxiety and uncertainty about her current living situation not being resolved before the birth of her child.
- Frustration and helplessness because she feels her housing application is not being taken seriously.
- Desire to provide a safe and loving home for her child.
- Desire to develop herself socially and professionally.

Name: Lillia

Refugee mother with large extended family



> I need help caring for all my relatives.

About Lillia

- Lillia, 32, she is a stay-at-home single mother living in a 2-bedroom council flat with her two sons. Nearby, her parents live in another 2-bedroom council house with her younger sister, while her grandfather lives in a 1-bedroom adapted bungalow.
- The family all arrived in Aberdeen in 2022 as refugees from Ukraine and were homed in temporary accommodation before getting secure tenancies.
- Lillia is estranged from the fathers of her children and receives no financial contribution from them. She used to work part-time but gave that up on the birth of her youngest child.
- Her father is being treated for a terminal illness and is in poor mental and physical health and cannot work. Her mother works part-time, and her sister is a student. Her grandfather is in poor physical health and socially isolated due to mobility and lack of English, requiring round the clock company from the family for her wellbeing.
- Her parents' home has a mould issue affecting their physical and mental health. Lillia is the only member of her family who speaks English, which adds to her feelings of stress and responsibility for her extended family.

What does Lillia need?

- Access to timely and effective healthcare for her father.
- Support to ensure her grandfather, can live pain-free and maintain as much independence as possible.
- A safe and healthy living environment for all her family members in close proximity to each other.
- Access to opportunities for her children to prosper and live a normal life.
- Emotional and practical support, including assistance with caregiving duties and help with managing the household.

What is Lillia feeling?

- Stress and anxiety due to her multiple caregiving responsibilities and the health issues affecting her family.
- Determination and resilience to do everything she can for her family.
- Frustration with the healthcare system in the UK, particularly the long waiting times for her father's treatment.
- Frustration with the unresolved mould issues in her parents' home, which are affecting their physical and mental health.
- Overwhelmed with her role as the primary caregiver and the only English speaker in the family.

Name: Margaret

Elderly person who will soon need care



> I love my home because it's full of memories, but I'm finding it harder to keep it clean and tidy.

About Margaret

- Margaret, 78, lives alone in a bungalow. Her husband died seven years ago. She has a son and grandson who live in England.
- Margaret struggles with household chores because of her mobility issues, frequent infections, and weight problems.
- She needs to visit her GP regularly. Her friends have noticed she is not coping well at home.
- Her kitchen is often untidy, and there is an unpleasant smell because she has trouble getting to the toilet on time.
- This discourages visitors, and she feels lonely. She orders groceries online and buys easy-to-make ready meals.

What does Margaret need?

- Support to lose weight, which would help her become more mobile and better able to manage her household chores and personal hygiene.
- To improve her knowledge about nutritious foods to make healthier choices and reduce the frequency of infections.
- To Increase her levels of physical activity to enhance her overall health and mobility.
- To be part of a community group to reduce her loneliness and provide social interaction.
- Assistance with household chores.
- To be able to get on the train to visit her family, which would require improved mobility and confidence in traveling.

What is Margaret feeling?

- Lonely and isolated.
- Frustrated and overwhelmed because she is aware that she is not coping as well as she used to.
- Embarrassed that the state of her home is discouraging visitors.
- Frustrated by her financial constraints, as she relies on a state pension and has little savings, making it challenging to buy nutritious food.
- Motivated to improve her health so she can be more mobile and better able to cope on her own.

Name: Sarah

Unpaid carer



> I need an accessible home that can accommodate my daughter's needs, within a community that has support for people with learning disabilities.

About Sarah

- Sarah, 41, is a single parent working 30 hours a week as a supervisor in a supermarket.
- She has a 16-year-old daughter with a learning disability who needs support with communication, mobility, personal care, and eating. Sarah receives help from paid carers and her sister and mother.
- Her sister's availability will soon decrease, and her mother is being assessed for dementia, meaning she may no longer be able to support Sarah, and may need support herself at some point in the future.
- Sarah relies on her smartphone for communication. She has a driving licence but relies on public transport to get around the city.

What does Sarah need?

- To maintain her flexible working hours and income.
- To ensure her daughter's health and wellbeing and develop her independent living skills.
- To undertake the guardianship process for her daughter and make decisions on her behalf as she transitions to adulthood.
- To find supportive groups for her daughter and improve her daughter's communication abilities.
- To secure alternative care for her daughter and develop a contingency plan for emergencies.
- To increase her savings for a suitable vehicle.

What is Sarah feeling?

- Concern that the support network provided by her mother and sister will be reduced.
- Concern that she may now be required to support her mother should she be diagnosed with dementia.
- Frustration at the lack of support for single parents whose children have additional support needs.
- Frustration that there is a lack of groups and activities that could support her daughter's wellbeing.
- Frustration at the lack of continuity in the people providing paid-for care.
- Frustration at the complex nature of healthcare and guardianship processes.
- Anxiety about everything she must have in place for the care of her daughter.

It is clear that there are key and recurring vulnerabilities that our policies need to take account of. These include those who are:

- Care experienced.
- Living with a disability.
- Older and frail.
- Living in single parent households.
- Socially isolated, particularly as a result of a long-term health condition.
- Experiencing, or have experienced domestic violence.
- Substance users.
- In need of long-term support for their mental health.
- Fearful as a result of repeated anti-social behaviour.
- Released from prison.
- Fleeing conflict.
- Living with trauma, particularly those who seek refuge in the city.
- Experiencing financial vulnerability.

The **Local Housing Strategy** has a key role in:

- Ensuring that those most at risk of poorer outcomes (the groups identified above) are prioritised for housing and the wider support they need to be well, and checking the adequacy of our current arrangements.
- Working with others to safely share data so that the likes of Sarah and Margaret do not have to repeatedly tell their story, and are supported to maximise their benefit entitlements.
- Making sure that the Future Libraries Model helps address the social isolation felt by Amara, Dave and Frank, and encourages the healthy behaviours they are keen to realise, along with the development of their digital skills.
- Ensuring that our staff and systems recognise that a lack of engagement can be an indication of a lack of trust, as in Nicola's case, and not a lack of need.
- Commit to changing our relationships with the most vulnerable people to be more person centred to reduce the risk of disengagement.
- Improving our response to domestic violence by reviewing our arrangements and working on the Homewards Innovative Housing Project to help those like Nicola.
- Carefully placing and supporting the care experienced young people, like Sarah, so that they can be the Mum they want to be.
- Ensuring that there are progression pathways for those who need long term mental health support like Frank.
- Working to reduce the prevalence and impact of anti-social behaviour.
- Working with families to fully understand the needs of those supporting disabled children and adults in order to better plan for their long term needs.
- Fully understanding the implications of the SHORE Standards on our Health and Social Care delivery models and the implications of any 'secure' models in the future.
- Working to increase the provision of larger homes for families like the Mansons.

Vision

This Local Housing Strategy sets out a vision and priorities for the future delivery of housing and housing related services.

The vision for this Local Housing Strategy is that:

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

Recognising the Challenges

Consideration of the evidence papers in Appendix A, and exploration of the social determinants of health have helped identify the key challenge and action needed to deliver our vision.

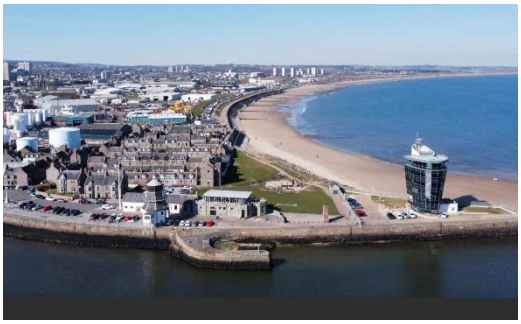
Our Key Challenge – Many citizens of Aberdeen face barriers accessing good quality, secure and affordable homes with support services which meet their needs, and are in locations they want to live in. This can contribute to poor health outcomes, particularly for those who are more vulnerable.

Our Response – We must ensure that there is a sufficient supply of good quality and affordable housing, and more integrated services that provide appropriate support to meet the evolving and varying needs of Aberdeen's citizens, and to promote better, healthier places and communities.

Based on the evidence base we have identified 7 priorities for action:

- Adequate supply of housing - We will support a sufficient supply of housing to meet the varying needs of the people of Aberdeen.
- Placemaking with communities - We will use a place-based approach to encourage lesser heard voices to shape their communities and the community offering, focusing on the unique circumstances of a particular place and involving local people in decision making.
- Homelessness - We will support a proactive housing options approach and will work collaboratively to provide a person-centred service to make homelessness rare, brief, and non-recurring.
- Promote independent living in communities - We will use a multi-agency approach, technology and other innovations to enable the people of Aberdeen to live as independently as possible, for as long as possible in their community.
- Promote health through housing - We are committed to reducing health inequalities by providing affordable, accessible, high quality and energy efficient homes that enhance people's health and wellbeing.
- Housing quality and energy efficiency - We will improve the condition of existing homes across all tenures and improve their energy efficiency to help to alleviate fuel poverty and address climate change and support a just transition to net zero.
- Private rented sector – We will support a well managed private rented sector.

Each priority is supported by a number of key actions that Aberdeen City Council and our partners will take to ensure that our vision is realised. Each priority is also accompanied by targets and outcomes that will help us to monitor change and measure success.



Adequate supply of housing

Why is this a Priority?

Despite the recent downturn in the housing market, demand for social housing remains high. Increasing the supply of affordable housing is key to addressing housing need and tackling child poverty. We need to make sure that we have sufficient homes to attract people to come and stay in the city which means that we need the new affordable homes that are provided to meet housing need and demand. The Housing Need and Demand Assessment is the evidence base and shows that one-bedroom homes and larger family homes are required.

What does the evidence say?

There has been an increase in the level of homelessness in the city, as well as increased arrivals from refugee, asylum seeking and resettlement groups, some of whom are placed in restrictive hotel accommodation on a temporary basis, which negatively impacts on mental wellbeing.

There is evidence to suggest there is an over supply of purpose-built student accommodation. We will enhance partnerships with the local universities and colleges to ensure the supply of purpose-built student accommodation meets current levels of need and consider this issue as part of the production of the next Local Development Plan.

Population projections for older people show that by 2028, the number of people in the 65-74 age group is expected to rise by over 10%, reaching 14.4%. The number of those aged 75 and older is projected to increase to 16.1%. This means that we need to ensure that we have housing that is suitable for older people.

New homes have that have been built by Aberdeen City Council are designed to Gold Standard, meaning that they meet all building regulations, are spacious and well equipped. As a result, Aberdeen City Council's new homes are more energy efficient and more accessible than older homes and are in high demand. We have an ongoing commitment to increase the supply of accessible new homes, but we also recognise the need for investment in older properties that are more difficult to relet.

3,097 affordable homes were delivered over the course of the previous Local Housing Strategy. Current proposals suggest that 2,427 affordable homes could be delivered during the lifetime of this Local Housing Strategy if sufficient resources are available.

Almost 800 properties have been brought back into use by the Empty Homes Officers since 2020 but there is still a high level of empty private sector properties in the city, which, if brought back into use, would greatly increase the number and variety of homes available across the city. The work of the Empty Homes Officers relies on engagement with the owners of long-term empty properties and strong working relationships with internal departments and our partners such as Police Scotland and Scottish Fire and Rescue. The strong working

What will we do? relationships allows the Empty Homes Officers to utilise as many enforcement powers as possible to ensure long-term empty properties are brought back into use. The Scottish Government are planning to introduce Compulsory Sales Orders which may assist with bringing further long-term empty properties back into use, however there is no clear indication when this will take place.

- Subject to available resources, we will increase the supply of affordable housing, including homes for those with particular needs to meet the requirements of our ageing population and for larger families.
- Reduce the level of Aberdeen City Council voids.
- Balance our investment in new homes with investment in older homes to improve the demand of our older stock.

Outcome to be achieved

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

Targets for the Delivery Plan

- At least 15% of the new affordable housing development homes built by the Council and RSL partners will be wheelchair accessible by 2030.
- A housing supply target has been set at 700 homes per year, with 25% (175) affordable and 75% (525) market.
- Invest a minimum of 30% of available resource in older homes by 2030.
- Reduce void rent loss to 4.6% by 2030.
- Work with homeowners of empty homes to bring 500 empty homes back into use by 2030.



Placemaking with Communities

Why is this a Priority?

We need to engage with the groups and communities we have identified as being more vulnerable and help support them to make sure they have the opportunity to participate in decision making to ensure that new developments are tailored to their specific circumstances.

What does the evidence say?

Housing Services, the Community Safety Hub, Community Learning and Development and Criminal Justice teams play a critical role in responding to incidents of antisocial behaviour. This supports those living in communities to feel safe and minimises the community impacts of anti-social behaviour and maximises community cohesion. The total number of anti-social behaviour complaints reported to Aberdeen City Council was 3,462 in 2023/24, slightly down from 3,685 in 2022/23. There were 1,956 anti-social offences that led to a police charge in Aberdeen in 2023/24. This is slightly down from 1,986 in 2022/23. The rate per population is the same as the national figure.

Diverse communities are vibrant communities. The housing sector has an important role in promoting diversity and inclusion by supporting minority communities, including asylum seekers and refugees, and minimising community tensions.

Currently information for those who are more vulnerable can sit across a range of different data management systems, resulting in delays in sharing some important information. It is therefore important to strengthen integration between services further to ensure as much efficiency as possible in order to provide more timely support, and work towards more consistently aligned data sets and systems wherever possible.

Use of the Place Standard Tool with communities has evidenced that local people are generally happy with the range and mix of housing, availability of local facilities and the sense of community spirit. However, those aged under 26 and those living in areas of deprivation were less positive and we need to better understand this. We will ensure that our tenancy engagement groups are reflective of those we support.

Engagement through the Place Standard tool highlighted a number of areas for improvement, including increasing the availability of affordable housing, enhancing housing quality, a desire for more green and community spaces and a need to improve the appearance of some neighbourhoods.

What will we do?

- Use technology to support improved information sharing with our citizens and across a more integrated workforce.
- Target engagement activity and participation opportunities with identified vulnerable groups and utilise the Place Standard tool to track progress. Explore what it takes to make a house a home.
- Continue to support the delivery of the City Centre and Beach Masterplan.
- Have community-led resilience plans in place for areas of the city that are vulnerable to severe weather events such as flooding.

- Support the development of our Future Libraries Model to help build the agency of those whose voices are often unheard and ensure that information on housing options is accessible.
- Work with Friends Groups and partners to help maximise the benefits of local green space.
- Continue to focus on the provision of holistic support for New Aberdonians.
- Support the establishment of Scottish Government funded drug and alcohol residential/day services.
- Support SAMH to establish their upstream mental health hubs based within localities.

Outcome to be achieved

We will use a place-based approach to encourage lesser heard voices to shape their communities and the community offering, focusing on the unique circumstances of a particular place and involving local people in decision making.

Targets for the Delivery Plan

- Reduce the number of separate data managements systems by 50% by 2030.
- Improve the scoring of housing and community in the Place Standard tool from 4.0 to 5.0 by 2030. (Maximum score 7)
- Increase mean scores for natural space (Place Standard tool) from 4.7 to 5.5 by 2030. (Maximum score 7)
- Improvement in wellbeing (to be agreed with SAMH)



Make homelessness rare, brief, and non-recurring

Why is this a Priority?

People at risk of homelessness are significantly more likely to have poor health outcomes. To make homelessness rare, brief and non-recurring we need identify and ensure that those at risk of homelessness are provided the support they need to find a settled home.

What does the evidence say?

Since 2020, there has been an increase in the number of people experiencing homelessness in Aberdeen. This means that there is a higher demand on support services, social housing supply and the provision of temporary accommodation.

Housing and financial insecurity, domestic violence, declining mental health, substance use, and physical or learning disability may all contribute to local homelessness. Households presenting in the city as homeless tell us they feel unsupported, either by family or more widely, and experience difficulties managing on their own. This priority recognises that eradicating homelessness, and specifically rough sleeping, is not only about a lack of accommodation. Offering accommodation without addressing someone's health and wellbeing needs can lead to tenancy breakdown, repeat homelessness and an already disadvantaged client becoming more disadvantaged. We need to review our current provision of health and wellbeing support and work with partners to further integrate our arrangements through our developing model of Family Support.

Domestic violence and abuse require a co-ordinated and pragmatic partnership response. Housing organisations have an important role in identifying suspected abuse and ensuring that homes are available and accessible to victims-survivors, to support them and their children to access appropriate housing and support options and work to support and challenge individuals that cause harm. There are signs that our approach is not yet reducing the number of victims/survivors presenting as homeless.

As part of our commitment to delivering on the Scottish Government SHORE standards, a project is being developed with the aim of reducing, by 90%, the number of people released from prison into Aberdeen City without suitable accommodation by 2026. This builds on the existing process which aims to reduce use of temporary accommodation stock and have persons released from custody signing for a mainstream tenancy once their sentence ends.

Poverty is a significant issue for many. Aberdeen City Council and our Registered Social Landlords partners have an important role in working with local residents and tenants to support communities to improve housing quality and affordability, reduce fuel poverty, and to maximise financial and digital inclusion to help to reduce deprivation.

There is limited availability of social homes, particularly 1-bed properties. Uncertainty around the future of affordable housing funding has impacted on our ability to plan for further increases of the supply of new affordable homes.

What will we do?

- Increase our supply of good quality temporary accommodation.
- Use a Housing First approach to support people in secure tenancies rather than unsecure accommodation and a Housing Options approach focussed on early intervention to prevent homelessness from occurring.
- Explore funding opportunities for the building of more affordable homes to help meet this demand and reduce the homeless journey.

- Offer learning and development opportunities to Aberdeen City Council and partner staff to ensure they can identify those at risk of homelessness and know how to take action to prevent homelessness.
- Deliver against our Rapid Rehousing Transition Plan.
- Continue to collaborate as part of the Royal Foundation's Homewards programme in order to reduce the level of homelessness in the city and understand the underlying causes of homelessness.
- Work with partners such as NHS Grampian and the Scottish Prison Service to implement agreed SHORE standards to ensure there is suitable accommodation and support for prison leavers.
- Monitor the implications of the 'ask and act' duty that forms part of the Housing (Scotland) Bill currently progressing through parliament.
- Work with partners to ensure a wide range of facilities and services are easy to access locally to support people to live independent, health and fulfilling lives. This could include schools, shops, doctors, libraries , support services, food banks and pantries.
- Move to a more integrated model of Family Support to help reduce the level of family breakdowns which can lead to homelessness presentations.

Outcome to be achieved

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

Targets for the Delivery Plan

- Reduce the proportion of homeless applications by 16/17-year-olds to below national levels by 2030.
- Reduce the number of people reporting rough sleeping as part of their homeless assessment by 20% by 2030.
- Increase the percentage of people affected by homelessness into permanent accommodation by 20% by 2030.
- Increase the percentage of those at risk of homelessness from the private rented sector sustaining their tenancy.
- Reduce the number of people released from prison into Aberdeen without suitable accommodation by 90% by 2026.
- No breaches of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order will take place.
- Reduce the average homeless journey time to 100 days by 2026/27.
- Reduce the number of homeless presentations who report family breakdown as the key factor.



Promote Independent Living in Communities

Why is this a Priority?

We need to provide the right type of housing and support to enable people to live independently in their community for as long as possible. We also know that digital technology has an important role in supporting people to be healthy and independent in their home.

What does the evidence say?

We know that people want to stay at home for as long as they can but often don't plan for their future housing needs until into old age. We know there is a shortage of adapted and wheelchair accessible homes for older people and for those who have particular needs, and that the current provision will not meet our needs in the future.

We also know that some people are unable to go back home after a stay in hospital, which can result in a 'delayed discharge'. An increasing number of adults do not have children which has the potential to impact on arrangements for care in the longer term as the population of the city ages. Technology Enabled Care (TEC) can play a significant role in help in maintaining a person's safety and independence.

The housing sector has an important corporate parenting role in supporting children and young people in care and helping to support care leavers.

The wider needs of families can result in family breakdown and in the most challenging of cases, a child being accommodated out with the family home. Housing services, in collaboration with other key partners, now need to explore more family centric and integrated arrangements to help ensure that families are living in suitable homes with sustainable tenancies which enable a family to thrive to prevent any risk of out of authority placements.

What will we do?

- We will work in partnership to monitor and review the need for specialist and support accommodation in keeping with the Aberdeen City Health and Social Care Partnership's Independent Living and Specialist Housing Provision, Market Position Statement 2024 – 2034.
- We will increase provision of interim/temporary housing options for those at risk of delayed discharge.
- We will make sure that TEC is considered in the design of specialist housing and monitor the implications of the analogue to digital switchover.
- We will work with partners to understand the needs of minority groups, key workers and members of the armed forces to ensure that a range of housing options and support services are available to meet their needs.
- We will work with partners to improve data sharing and referral pathways across the sectors.
- We will consider the implication of the increasing number of adults do not have dependents to inform longer term planning.
- We will review the adequacy of the arrangements in place to support those who have experienced care.
- Monitor the demand for adaptations and work with partners to ensure they are available to support people to live independently.

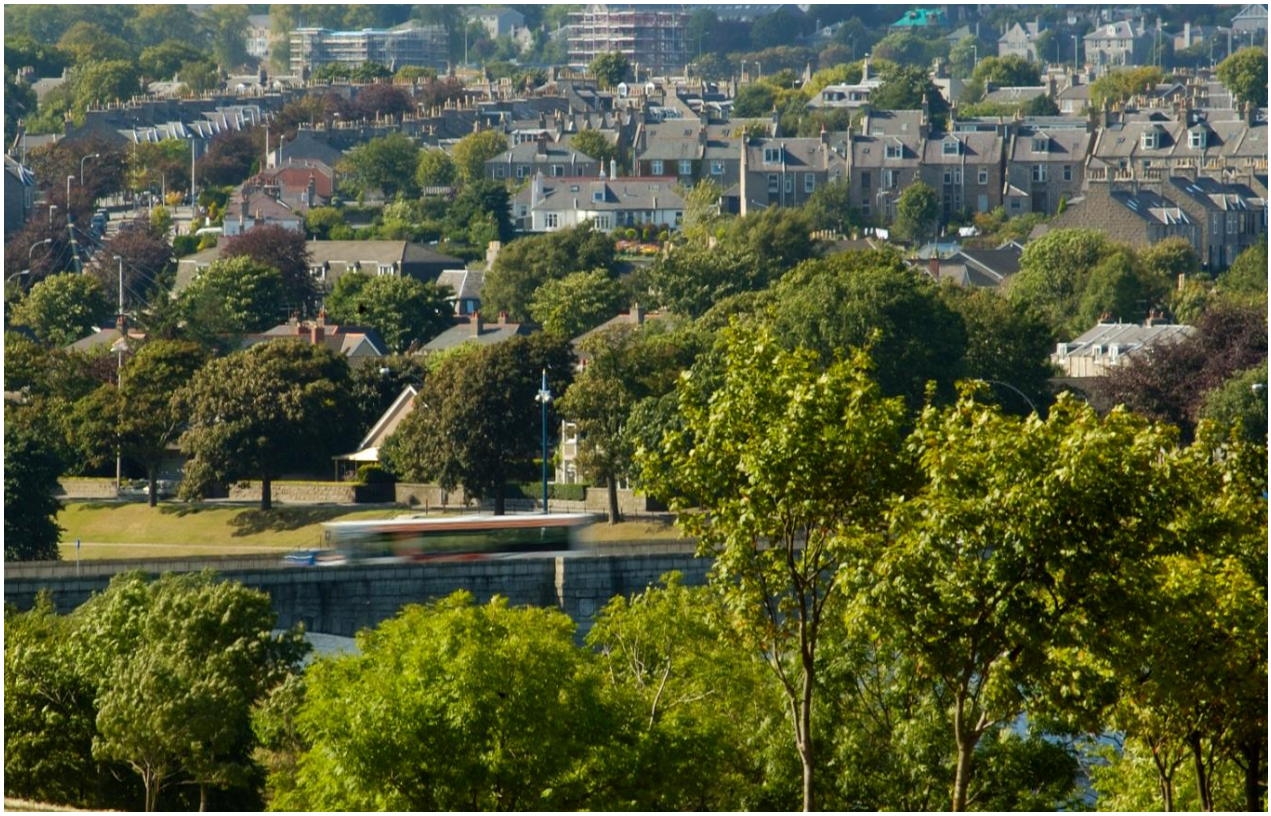
- We will explore opportunities to implement a partnership model that seeks to expand preparations by households to support them remaining in their homes.

Outcome to be achieved

We will use a multi-agency approach, technology and other innovations to enable the people of Aberdeen to live as independently as possible, for as long as possible in their community.

Targets for the Delivery Plan

- Increase the number wheelchair accessible properties delivered by implementing the 15% target for new build affordable housing by 2030.
- Increase the number wheelchair accessible properties delivered by introducing a 5% target for new build housing in the private sector by 2030.
- Deliver up to 30 units of specialist housing designed for people who need specialist housing or have complex care needs by 2030.
- Reduce the backlog for occupational therapy assessment for adaptations from 400 to 200 by 2030.



Promote health through housing

Why is this a Priority?

Aberdeen, as a Marmot city, has set out its commitment to addressing health inequalities and putting wider determinants of health at the centre of what we do. Housing is a key determinant of health, and as such the housing sector has a critical role in contributing towards the reduction of health inequalities in Aberdeen. The focus of this theme is on how housing and the health and social care sectors can work together to minimise health inequalities through housing.

What does the evidence say?

The housing sector has a key role in working with the health and social care sectors as part of the integrated care system to improve housing standards and ensure that the housing impacts on the physical and mental health of individuals are effectively managed.

We know that some health conditions can be directly impacted by housing, including respiratory diseases such as chronic obstructive pulmonary disease (COPD) and asthma. Housing quality can impact the risk and severity through indoor air quality caused by poor ventilation, exposure to pollutants like smoke, mould, and dust. The type of housing along with the location and the structural conditions of homes are also important. Homes that lack proper insulation, have dampness, or are in poor repair can exacerbate respiratory conditions.

Whilst the rate of COPD in Aberdeen is just below the national average, there are evident differences in rates of hospitalisations across areas of the city, with those in the most deprived more likely to be hospitalised. The picture is similar for asthma.

With regards to mental health, the percentage of people prescribed drugs for anxiety, depression or psychosis both locally and nationally has been increasing over the last decade but has remained stable in each of the last two reporting periods. The rate in Aberdeen (17.4%) is lower than the Scottish average (20.9%). By contrast, rates of deaths by probable suicides have been falling over the last decade with the exception of the last two years, which have seen an increase from 11.6 per 100,000 population to 12.3.

It is important that the housing sector has proactive and preventative housing solutions in place to support people to live independently and minimise preventable health and social care interventions, and this extends to those who have a long-term mental health difficulties. This includes ensuring that adaptations are maximised to support people with mobility needs, sensory needs or cognitive impairments to live independently, minimising hospital admissions and streamlining hospital discharges linked to housing needs. It will also include ensuring that key referral pathways, for example, homelessness and mental health support are efficient and collaborative.

Effective operational collaboration will be achieved through the housing, health and social care sectors having a basic awareness of assessments and referral pathways of each other's sector and strong partnership links, and it is important that this is seen as a shared endeavour. As a service which routinely visits people in their homes, landlords and repairs operatives have a key role in identifying and responding to safeguarding concerns relating to both children and adults.

It is a priority through this Local Housing Strategy for the housing sector to be closely aligned to our public protection arrangements. Self-neglect and hoarding are safeguarding issues which are often very visible in the home. The housing sector has an important role in working with partner agencies to ensure that people are supported in keeping with local guidance.

What will we do?

- Maximise the role of housing as part of the health and social care system.
- Improve effective data collection and sharing across housing, health, and social care system.
- Increase the percentage of adaptations completed within a target timescale.
- Work to improve the quality of housing in both the private and social sector to contribute to better health outcomes.
- Strengthened housing and health pathways for hospital discharge, and those experiencing mental health difficulties, taking the learning from the adopted SHORE (Sustainable Housing On Release for Everyone) standards.
- Provide learning and development opportunities to ensure that the housing sector minimises safeguarding risks to residents.
- Ensure easy access to financial support to enable citizens to maximise their benefits entitlement and continue to evaluate the impact of the Rent Assistance Fund.
- Embed the provision of housing support in our Future Libraries Model to help encourage healthy behaviour, develop digital skills and enable access to reliable information.
- Review the adequacy of current prioritisation policies, to ensure that the groups identified as being most vulnerable are given due consideration.
- Review the adequacy of current arrangements in place to offer progressive support to those with long term mental health difficulties.

Outcome to be achieved

We are committed to reducing health inequalities by providing affordable, accessible, high quality and energy efficient homes that enhance people's health and wellbeing.

Targets for the Delivery Plan

- Complete an evaluation of the Rent Assistance Fund in 2025.
- Reduction in the number of housing related delayed hospital discharge cases to zero by 2030.
- Reduce the waiting time from referral to occupational therapy assessment for adaptations, baseline currently within 6 weeks for high priority and up to 6 months for medium priority to 4 weeks for high priority and 4 months for medium priority by 2030.



Improve housing quality and energy efficiency

Why is this a priority?

We need to improve the condition of existing homes and ensure new-build homes are built to a high standard. Living in good quality homes is linked to better health and life outcomes and helps people to feel a sense of pride in their home and communities. We need homes that are energy efficient to help alleviate fuel poverty and contribute to a reduction in carbon emissions. This will help to mitigate the impact of climate change and support the just transition to net zero.

What does the evidence say?

Aberdeen City Council and Registered Social Landlords (RSLs) in the city are expected to provide good quality, energy efficient homes. All social housing providers have a high level of compliance with the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (EESSH).

Most Aberdeen City Council homes were built before 1982 and may require higher levels of maintenance as they age. We also have a high percentage of multi-storey flats and numerous older tenement homes which can be more expensive to maintain. RSL stock tends to be more modern and is less likely to have the same maintenance issues. The Scottish Housing Quality Standard and Energy Efficiency Standard for Social Housing standards are expected to continue to change and are likely to promote even higher standards from social housing providers.

One challenge faced by all landlords in improving compliance with the standard is the resistance from some tenants to accept necessary upgrades that will improve fuel efficiency and reduce ongoing maintenance costs.

To help reduce fuel poverty and provide low-cost heating to citizens in the city, Aberdeen has a series of district heating systems to provide heating to domestic homes in the city. Since its launch in 2002, 3,977 properties have been connected to the district heating system, this includes 3,684 Aberdeen City Council homes and 293 owners.

The majority of homes in Aberdeen are in the private sector, where the standards for house condition are not as high. This can mean that private sector homes are more likely to be in poor condition than social housing stock.

What will we do?

- Monitor additions to Scottish Housing Quality Standard and Energy Efficiency Standard for Social Housing criteria to ensure our stock remains of a high standard and establish a procedure to follow when capital works are refused by tenants.
- Publish an Asset Management Plan to detail how we will invest resources in improving and maintaining our homes.
- Investigate and take action where issues with housing are found, for example, due to the presence of RAAC in some homes we are rehousing tenants who have been affected by this.
- Work with private owners to educate them on the required standard where properties are sub-standard and use enforcement options where engagement fails.
- Implement the recommendations of the Local Heat and Energy Efficiency Strategy (LHEES)

- Support the delivery of Net Zero Aberdeen and Aberdeen Adapts to assess and monitor climate-related risks to residential properties.
- Actively seek funding through Scottish and UK Government initiatives to reduce fuel poverty and improve energy efficiency and collaborate with external partners to ensure any funding is fully utilised.
- Continue to support the further expansion of district heating schemes across the city.

Outcome to be achieved

We will improve the condition of existing homes across all tenures and improve their energy efficiency to help to alleviate fuel poverty and address climate change and support a just transition to net zero.

Targets for the Delivery Plan

- Refresh Housing Revenue Account 30-year Business Plan by end August 2025.
- Support the implementation of the minimum energy efficiency standard for private landlords by the end of 2028, and for owner-occupiers by 2033.
- Reduce reliance on polluting heating systems including gas, oil and LPG and support the transition to clean energy in city homes by 2045.
- By 2030 no more than 15% of households in Scotland are in fuel poverty and no more than 5% are in extreme fuel poverty.
- Reduce city emissions from the domestic sector by 61% by 2026.
- Reduce the number of people who are seeking fuel poverty support by 10%.



Support a well-managed Private Rented Sector

Why is this a Priority?

We need to work with private landlords and tenants to support a well-managed private rented sector (PRS). The PRS has an important role to play in providing homes to the people of Aberdeen. It is a key housing option for those who are not in a position to purchase their own home, and for those who are not able to access social rented housing.

What does the evidence say?

Around 1 in 5 households in Aberdeen belong to the PRS, which is higher than the national trend. This means the PRS plays a more important role in Aberdeen than in other parts of Scotland.

Despite this, the number of PRS properties in the city has dropped by almost 20% since 2019, with evidence suggesting that landlords are reducing their property portfolios or exiting the sector entirely.

Rent levels in the city have fluctuated following the economic downturn in Aberdeen in 2015, meaning the sector is potentially less reliable for tenants and landlords alike.

The Scottish Government is proposing new legislation which could see the introduction of rent control measures as well as enhancing tenant rights. The property standards expected of landlords are also expected to be raised.

What will we do?

- We will support landlords to provide accommodation that meets the needs of the rented sector by providing educational training to landlords on latest developments in the sector and the standards expected of them.
- Where disputes arise between landlords and tenants, we will provide support by responding to tenant complaints and helping to find a solution.
- We will monitor the impact of any new rent control measures introduced nationally. We are participating in consultation regarding the proposed measures and where there are concerns, we have made the Scottish Government aware. Further information is needed as to how these measures would be implemented.

Outcome to be achieved

We will work with landlords and tenants to support a well-managed PRS that provides good quality homes for the people of Aberdeen.

Targets for the Delivery Plan

- Reduce the number of private rented properties in Aberdeen which are in disrepair, using the latest Scottish House Condition Survey data for evidence when available.
- Host annual information sessions for landlords with the aim of delivering training to landlords from key stakeholders within the private rented sector.
- Ensure 10% document sampling of every tenth Landlord Registration application in relation to privately rented property.
- Continue to target unregistered private landlords. This raises awareness within the sector of standards required to be met when letting private property.
- Continue to have high engagement rates with private tenants and landlords through tenant complaint forms and the Private Landlord Support Officer role.
- Continue to successfully mediate disputes between private landlords and tenants, evidenced by our low referral rate to the First-tier Tribunal for Scotland.



Delivering the Strategy

Who are our partners?

The strategy will be delivered in conjunction with our partners. The range of partners is wide ranging and include registered social landlords, service providers, statutory bodies, such as Aberdeen City Health Social Care Partnership, NHS Grampian, Police Scotland, Scottish Fire and Rescue Service, Scottish Prison Service, Registered Social Landlords, Scottish Government, private landlords, developers, tenants, and citizens of Aberdeen.

The Local Housing Strategy has strong links to several other local strategies and delivery plans and can contribute to the achievement of their targets and objectives. For example:

Aberdeen City Health and Social Care Partnership's Strategic Plan and Housing Contribution Statement –. Having somewhere to live that is affordable, warm, and secure is an essential part of wellbeing. The availability, location, type, and quality of housing is also important. So too are the housing challenges that many people face, including households that are experiencing fuel poverty; those who require specialist provision housing as a result of ill-health or disability; and those who, for a range of reasons, are without a secure place to live.

Aberdeen Violence Against Women and Girls Partnership – housing has an important role to play in improving outcomes for women and girls affected by violence, such as through the provision of safe and accessible emergency accommodation and support.

Aberdeen City Alcohol and Drugs Partnership – a key theme of the ADP delivery framework is ensuring those recovering from alcohol and drug use live in communities which support their recovery. We can contribute to this through the creation of vibrant, diverse and inclusive communities.

Scottish Fire and Rescue Service – one of the objectives of the SFRS strategy is to safeguard those who are vulnerable through preventative work. We have a role to play in this by ensuring that new and existing homes are good quality and safe, and that risk assessments are in place where necessary.

How will we monitor our progress and evaluate the impact of this strategy?

We will monitor progress using our Delivery Plan. The Delivery Plan will be co-produced with our partners to ensure that we capture all of the key actions needed to help us deliver on our strategic priorities.

We will also set up groups of key stakeholders who will meet regularly throughout the life of the strategy to monitor, review, and evaluate the Local Housing Strategy to ensure the Local Housing Strategy is a fluid document that can respond to changes as required.



ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	11 March 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Resettlement Delivery Plan
REPORT NUMBER	F&C/25/050
EXECUTIVE DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Jacqui McKenzie
REPORT AUTHOR	Gill Strachan
TERMS OF REFERENCE	1.1.1 and 1.1.5

1. PURPOSE OF REPORT

1.1 This report seeks approval for the Resettlement Delivery Plan as found in Appendix B.

2. RECOMMENDATION(S)

That the Committee:

2.1 Note the analysis of Resettlement in Appendix A has informed the development of the draft Resettlement Delivery Plan;

2.2 Approve the draft Resettlement Delivery Plan in Appendix B;

2.3 Instruct the Chief Officer - Housing to seek feedback from key stakeholders including academics linked to the Health Determinates Research Collaboration in advance of refreshing the Resettlement Delivery Plan in 2026 and undertaking a wider analysis in 2027; and

2.4 Instruct the Chief Officer - Housing to report progress against the Plan, and any proposed changes to the Plan in light of changing circumstances, to the Communities, Housing and Public Protection Committee on a yearly basis.

3. CURRENT SITUATION

3.1. The UN Refugee Agency (UNHCR, 2023) reported that in 2023, more than 117 million people worldwide fled their homes due to conflict, persecution and human rights violations, which was an increase of 9 million compared to the previous year**.**

3.2. The UK Home Office reported in the year ending September 2024:

- 89,250 grants of leave were offered via safe and legal (humanitarian) routes to come to, or remain in, the UK and,
- 99,790 asylum applications were made. The number of people claiming asylum has more than doubled since year ending September 2021.

3.3 Along with other Local Authorities across the UK, Aberdeen has strived to meet the challenges presented by the rapid influx of displaced people seeking support and refuge and is currently home to over 2,000 displaced people, having witnessed a ten-fold increase in arrivals over the last 3 years.

3.4 This increase in migration should be viewed against the backdrop of falling population levels within the City, declining birth rates and an aging population as well as continuing reductions to public services leading to critical pressures, particularly in relation to housing supply, an increase in homelessness presentations, lack of school places and the provision of primary care and mental health services. New Scots, who are successfully supported to thrive in our city, could help reduce the significant risks around a reduced working age population and enable Aberdonians to continue to benefit from a culturally diverse society. This Plan aims to balance the institutional financial risk with the significant opportunity presented by those who continue to make the city their home.

3.5 It is imperative that we plan carefully to support those who seek refuge in the city and have worked with partners, to explore the needs of our resettled population in order to establish a measurable two -year Delivery Plan which is closely aligned to national guidance.

3.6 In keeping with the draft Local Housing Strategy also being considered by Committee, our exploration of need has been structured under the five themes of the social determinants of health:

- Education & Lifelong Learning
- Economic Stability
- Communities & Housing
- Neighbourhood & Environment
- Health & Social Care

3.7 In addition to exploring needs through the social determinants, consideration has been given to the complexity of need experienced by some who settle in the city. Exploring needs through a range of 'personas' has helped Officers fully consider the complexity of needs facing some New Scots. This has helped ensure that our Delivery Plan is firmly focussed on what is known about the current and future needs of New Scots.

3.8 As a Local Authority, Aberdeen City Council has been at the forefront of Scotland's response to welcoming displaced people. We now need to build on the learning from recent resettlement programmes to ensure that we are best equipped to support those most in need helping them to forge a positive future,

whilst also focusing services on preventive action to harness the potential of those arriving, living in and contributing to our communities.

3.9 Our approach is fully aligned to the national New Scots Refugee Integration Strategy 2024 and is based on the following six principles:

- Integration from day one of arrival
- A right- based approach
- Restorative and trauma informed
- Involvement of people with lived experience of forced displacement
- Inclusive, intercultural communities
- Partnership and collaboration

3.10 The Plan has been developed following extensive engagement with key Partners, by reviewing relevant documentation from the Health Determinates Research Collaborative and by reflecting on the experiences of New Scots who have been supported over the last few years.

3.11 Officers will keep the Plan under review to ensure that all new learning, including learning from the planned engagement around the Local Housing Strategy is fully taken into account.

4. FINANCIAL IMPLICATIONS

4.1 This Plan aims to balance the institutional financial risk associated with supporting an increasing volume of New Scots with the significant opportunity presented by those who continue to make the city their home. Funding is currently received from the UK and Scottish Governments for the various asylum/refugee schemes based on numbers within Aberdeen City Council.

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

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

Strategic Risk	Excessive resettlement leading to unsustainable demand. Impact of reducing population.	Delivery Programme will support mitigations to manage impact. The impact of a reducing population could be mitigated through the effective settlement of those seeking refuge in the city.	M	Yes
Compliance	Non-compliance with New Scots Integration Strategy and Delivery Plan	Delivery Programme will support compliance with New Scots Integration Strategy and Delivery Plan.	L	Yes
Operational	Unplanned impacts on services	Delivery Programme provides a framework to mitigate against unexpected and unplanned service demand.	M	Yes
Financial	Financial and expenditure impacts due to excessive service demand.	Delivery Programme mitigates financial risk by maximising funding opportunities and controlling costs.	L	Yes
Reputational	Favourable reputation in this field could be damaged and public perception affected.	Delivery Programme details accountability and governance to manage Programme. Delivery Programme identifies community development approach to support integration	M	Yes
Environment / Climate	N/A	N/A	N/A	Yes

8. OUTCOMES

Council Delivery Plan 2024	
	Impact of Report
Aberdeen City Council Policy Statement Working in Partnership for Aberdeen	There is rising demand for care and wellbeing services. Every individual deserves to have the confidence that the Council will do what it can to ensure that the widest possible range of quality support is given where, and when, it is needed. We will work with partners to address the growing diversity of physical and mental health issues that are experienced by the people in our city

Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The proposal within this report supports the delivery of LOIP Stretch Outcome 1 – 1. No one will suffer due to poverty by 2026.
Prosperous People Stretch Outcomes	The proposal within this report supports the delivery of Stretch Outcome 11 - Healthy life expectancy (time lived in good health) is five years longer by 2026.
Regional and City Strategies	

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	New Integrated Impact Assessment has been completed.
Data Protection Impact Assessment	A review of existing DPIAs is being undertaken to ensure all data is captured and risk assessed.
Other	Not applicable

10. BACKGROUND PAPERS

10.1 HDRC Population Event Report
10.2 HDRC health needs of asylum seekers and Video

11. APPENDICES

11.1 Appendix A, Analysis of Resettlement
11.2 Appendix B, Resettlement Delivery Plan

12. REPORT AUTHOR CONTACT DETAILS

Name	Gill Strachan
Title	Intervention Hub Manager
Email Address	Gstrachan2@aberdeencity.gov.uk
Tel	

This page is intentionally left blank

Aberdeen City
Health & Social Care
Partnership
A caring partnership

BON ACCORD
ABERDEEN
CITY COUNCIL

Appendix A

Resettlement

2025- 2027



1.

Introduction

Our ambition is for Aberdeen to be "a place where all people can prosper regardless of their background." At the heart of this, is a commitment to tackling poverty and inequality and supporting the city's people, including New Scots, to live healthy lives.
Through an understanding of the needs of those who settle in the city, as well as the services and interventions that are provided, the Council's suite of strategies and plans aims to identify the things that will bring most benefit to people and commit to evidence based and effective future actions.

The focus for our strategies and plans is on improving outcomes across five themes of the social determinants of health:

- Education & Lifelong Learning
- Economic Stability
- Communities & Housing
- Neighbourhood & Environment
- Health & Social Care

New Scots

'New Scots' is an inclusive term and refers to people living in Scotland who have been forcibly displaced or are making a claim that they have a well-founded fear of persecution. The term 'New Scots' includes people who have been granted refugee status or another form of humanitarian protection, and their dependents; people seeking asylum and people seeking protection because of displacement, exploitation or political persecution; as well as those whose application for asylum has been refused, but who remain in Scotland.

Note: The report does not apply to Unaccompanied Asylum- Seeking Children (UASC) who have arrived either through the National Transfer Scheme or been a spontaneous arrival via the adult asylum system nor those who present with no recourse to public funds due, for example, to expired visas. It also does not apply to international students.

The population of New Scots

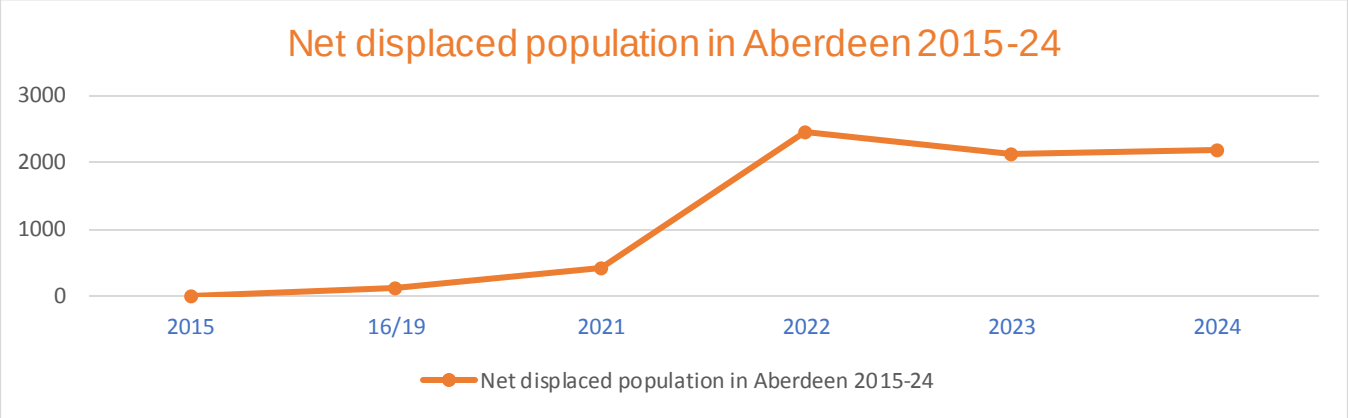
The UN Refugee Agency (UNHCR, 2023) reported that in 2023, more than 117 million people worldwide fled their homes due to conflict, persecution and human rights violations, which was an increase of 9 million compared to the previous year**.**

The UK Home Office reported in the year ending September 2024:

- 89,250 grants of leave were offered via safe and legal (humanitarian) routes to come to, or remain in, the UK and,
- 99,790 asylum applications were made. The number of people claiming asylum has more than doubled since year ending September 2021.

Along with other Local Authorities across the UK, Aberdeen has strived to meet the challenges presented by the rapid influx of displaced people seeking support and refuge and is currently

home to over 2,000 displaced people, having witnessed a ten-fold increase in arrivals over the last 3 years.



Source: HO and SG Funding/Quarter returns.

This increase in migration should be viewed against the backdrop of falling population levels within the City, declining birth rates and an aging population as well as continuing reductions to public services leading to critical pressures, particularly in relation to housing supply, an increase in homelessness presentations, lack of school places and the provision of primary care and mental health services. New Scots, who are successfully supported to thrive in our city, could greatly aid the local economy and enable Aberdonians to continue to benefit from a culturally diverse society.

We are fully committed to supporting the UK's programmes, both from a humanitarian perspective as well as recognizing the economic and diversity benefits New Scots bring to Aberdeen. Our commitment is illustrated by our participation in the following:



1.

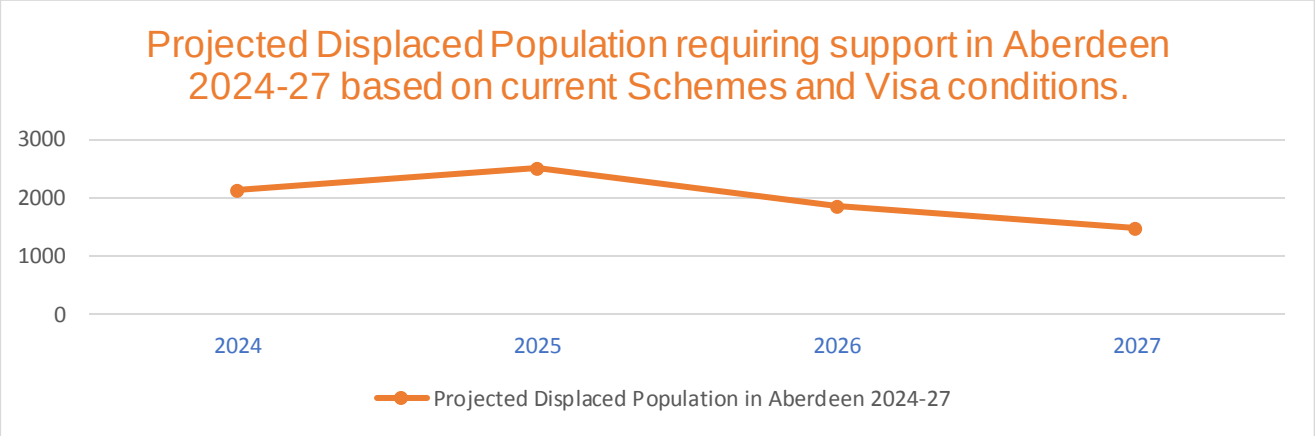
In addition, support is offered to Asylum Refugees who are those who have received a positive asylum decision and gain the same rights and entitlements as refugees, including recourse to public funds. There has been an acceleration in decision-making over the last 6 months and this is expected to continue at pace.

Scenario Planning

The number of displaced households making Aberdeen their home is projected to increase by circa 20% over the next 12 months due to the National Dispersal Accommodation Plan V2 which will increase the number of dispersed bedspaces in the city, asylum decisions and United Kingdom Resettlement Scheme and Afghan arrivals. There is also the possibility of an upturn in Ukrainian arrivals due to visa changes which require residency in the UK as a prerequisite for extending current visas for a further 18 months.

Beyond 2025, a shift in population numbers requiring support is anticipated, dependent on whether the Homes for Ukraine Permission Extension Scheme is further extended or not. There are 2 potential population scenarios:

Scenario 1: No extensions to the Ukrainian Schemes



This population scenario assumes:

- No further extensions are granted for the Homes for Ukraine Scheme and those currently here will be required to leave based on their visa expiration date. Current expiration dates commence late 2026.

- New arrivals via the Homes for Ukraine schemes continue at current levels.

- Increased demand from the arrival of Afghan households and a shift towards assisting those on United Nations Refugee Agency programmes, namely Afghan and Syrian households.

- Increased demand from Asylum Refugees due to accelerated decision making, continued growth in the asylum-seeker population and a marked shift in focus from Contingency Hotels (CA) to asylum -seekers being based in dispersed accommodation.

1.

- No further migration related to civil war, international conflict, climate, economic change or natural disasters.

The likely impact on services will be:

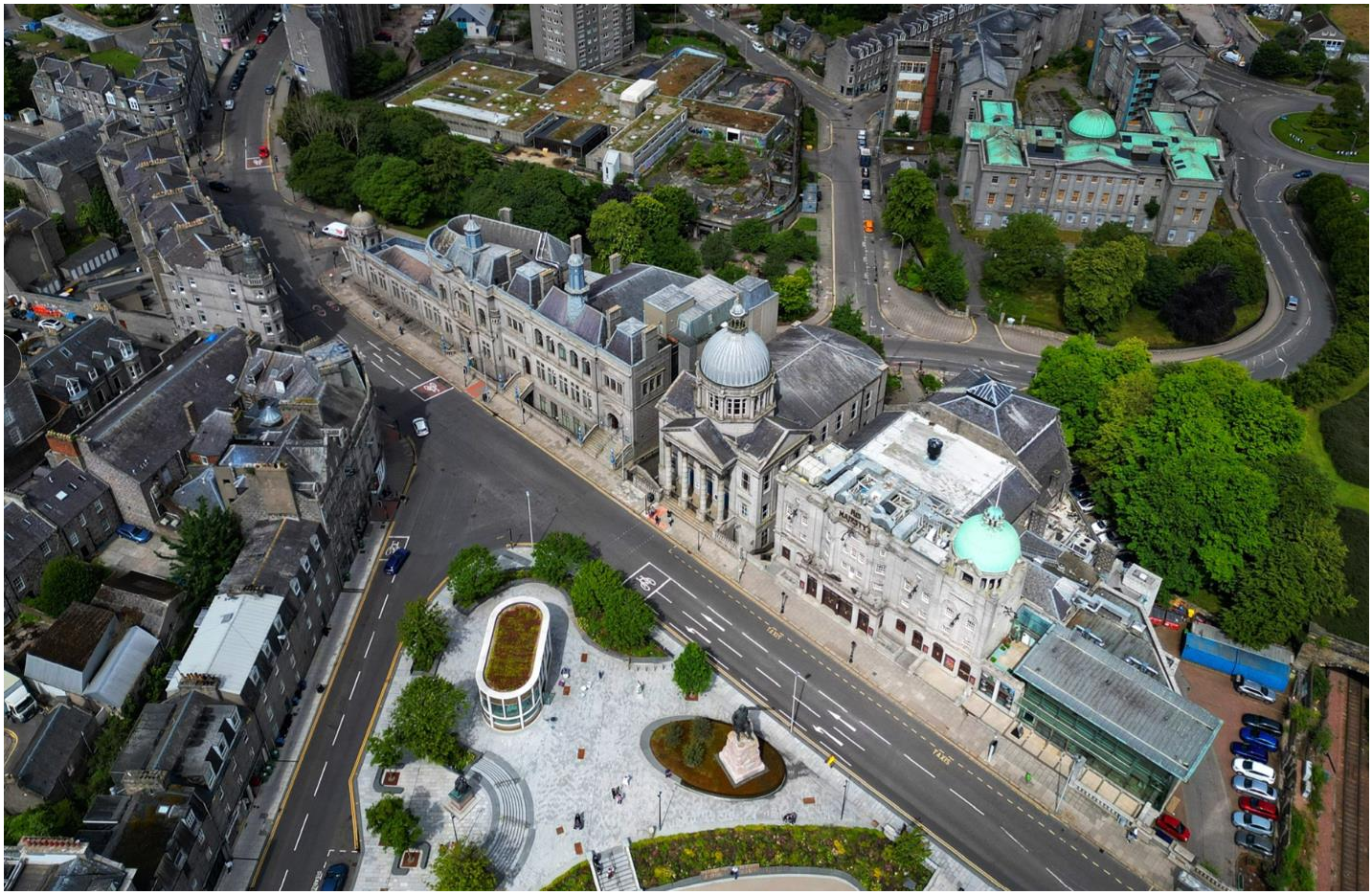
- A reduction in pressure on public services due to the gradual reduction in numbers and capacity being realised, for example, GP/Dentist de-registrations, English for Speakers of other Languages class availability.

- Direct integration support from the Resettlement Team to those on Homes for Ukraine visas will continue to reduce, as capacity within the community increases and as Ukraine Extension visas expire.

- Ukraine Long Term Housing Fund properties and mainstream properties will be released back to general stock over a 3-year period, helping to address housing challenges, and particularly the use of temporary accommodation.

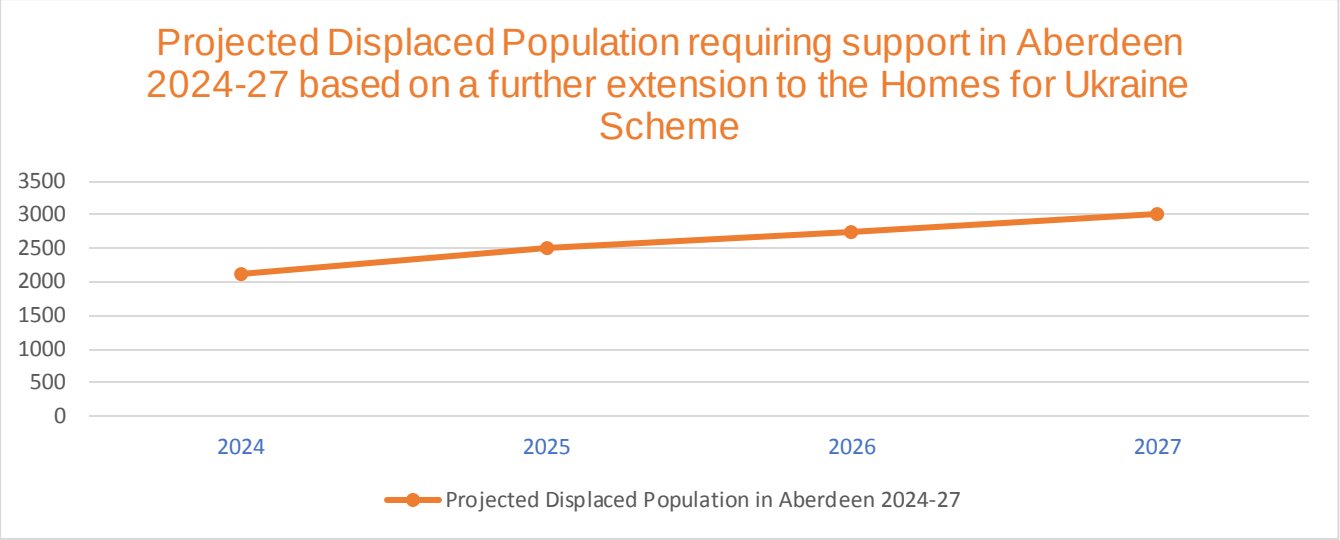
- Those arriving via asylum, Afghan and United Nations Refugee Agency resettlement programmes will require very high levels of multi-service support.

- Direct support will still be required for those Ukrainian households who arrived from 2024 onwards and those who have ongoing needs.



1.

Scenario 2: Further extension to the Ukrainian Schemes



This population scenario assumes:

- The UK Government announces further provision to those on Homes for Ukraine visas beyond the current Extension Scheme and that approximately 95% of Ukrainians currently living in Aberdeen will stay here.
- New arrivals via the Homes for Ukraine schemes continue at current levels.
- Increased demand from the arrival of Afghan households and a shift towards assisting those on United Nations Refugee Agency programmes.
- Increased demand from Asylum Refugees due to accelerated decision making, continued growth in the asylum-seeker population and a marked shift in focus from Contingency Hotels (CA) to asylum -seekers being based in dispersed accommodation.
- No further migration related to civil war, international conflict, climate, economic change or natural disasters.

The likely impact on services will be:

- Additional pressure on public services due to an increase in numbers, but no corresponding increase in service capacity.
- It is anticipated that Ukrainians settled in the city will remain in their current home, school, GP Practice and place of work and whilst services will continue to be required, no increase in demand from that specific population is expected.
- The return to the general housing stock of the 500 ULTHF properties and the 120 properties provided out with the ULTHF Scheme will be delayed. This means that the potential for the properties to be used to alleviate housing pressures and costs elsewhere

1.

in the system, particularly the use of temporary accommodation, will not happen when expected.

- Demand for services such as English for Speakers of other Languages will need to be further prioritised to ensure those with the greatest need, receive a service.

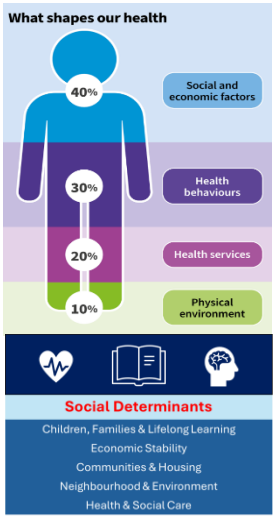
- There will be an increase in households requiring very high levels of multi-service support arriving via Afghan and United Nation Refugee Agency resettlement programmes.

Irrespective of scenario, there is a need to ensure that we do all we can to support New Scots to settle and flourish in our city.



1.

The Social Determinants of Health



The social determinants of health are the non-medical factors that influence long term outcomes. They are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life.

The social determinants have an important influence on health inequities - the unfair and avoidable differences in outcomes seen across our city. By considering the social determinants fully, we hope to better address the health gradient and ensure that Aberdeen City is "a place where all people can prosper regardless of their background."

Education and Lifelong Learning

Many displaced people arriving through United Nations Refugee Agency programmes and asylum routes have not had the benefit of a comprehensive formal education. Entry into manual and skill -based work for men is often at a relatively young age and at the expense of secondary or higher education. Female family members are at a particular disadvantage with many only experiencing some level of primary-level education and as a result struggle with literacy in their own language. There are some exceptions to this.

The health and development needs of children in their early years can be affected by a lack of screening programmes and interventions which can impact on their global development. Prior to resettlement, families often live in multi- generational homes – arriving in the UK as an isolated nuclear family and assuming full childcare responsibility within a country which places higher responsibility on parents can be challenging.

A lack of English language and literacy skills amongst parents can impact on their child's education. Consolidation of basic literacy and numeracy skills are reliant on parents engaging in homework and activities outside of the classroom. Children and young people immersed in a school environment can quickly exceed their parent's literacy abilities and in turn become a facilitator, aiding the parents in interactions with services. Parents may not have a full grasp on the expectations of our schooling system, and this impacts attendance and consequently attainment.

1.

If a child enters UK education at secondary school level without prior English language skills, they may struggle to reach sufficient attainment level for exam purposes and leave the establishment without qualifications or practical English.

As a Partnership we will:

- Engage English as an Additional Language Services and the Adult Learning Team to ensure services develop a planned response to newly arriving New Scots (Delivery Plan Task 9b).
- Ensure a whole family support approach is taken (Delivery Plan Task 11b)
- Establish a referral route and programme to offer enhanced transition support for young people transitioning between primary and secondary provision or leaving education (Delivery Plan Task 19a).
- Continue with plans to increase PEEP provision (parenting support) to help enrich language environments prior to children entering Education (Delivery Plan Task 19c)
- Improve our understanding and need for English for Speakers of Other Languages provision. Explore how the third sector contributes to adult learning opportunities (Delivery Plan Task 13a)
- Reduce the barriers felt in New Scot communities in accessing online services and resources by increasing availability of IT literacy courses (Delivery Plan Task 13b)
- Review current English for Speakers of Other Languages provision and review for 2025/26 (Delivery Plan Task 14a)
- Engage in a summer family learning programmes to continue ESOL provision to adults with childcare responsibilities and provide opportunities for children to engage in English language rich environments outside of school to help consolidate learning out with term time.(Delivery Plan Task 19d)

Economic Stability

The UK economic environment and job market is very different for those who arrive through United Nations Refugee Agency programmes and asylum programmes.

Syrian households generally come with trade- based skills or have been business owners themselves and struggle to transition to the UK workplace where there are comprehensive regulatory tax and legal structures around employment. Consequently, most have a continued dependence on benefits. Afghan men come with a higher level of education but struggle to find similar work, as their criteria for entry is generally based on their connections to the UK Government, most often as military interpreters and they are unable to join the UK armed forces. Women generally support the running of the home and childcare.

Asylum-seekers right to work is restricted whilst their claim is being assessed. Lack of funding prevents any work-based activities being provided whilst they are resident in Contingency Accommodation, meaning they are unprepared for work when they receive a decision and Home Office support ends. This increases the risk of exploitation from unscrupulous business owners who can offer immediate, but often unregulated work.

1.

Ukrainian people are more likely to secure employment (particularly women) largely due to their English language skills and transferable skills. Notwithstanding this, there is a tendency of under-utilising skills, with many under-employed, often on the cusp of entitlements to reductions and awards associated with low-paid work.

For all groups, having their qualifications recognised in a UK equivalent is challenging and time-consuming.

As a Partnership we will:

- Review our budgeting support and ensure resources are available, accurate and accessible through content and language (Delivery Plan Task 1g).
- Consider options for the financial stability of full-time students who are not eligible for Universal Credit support or employability services due to being enrolled in classes (Delivery Plan Task 1h).
- Utilise a cost -effective programme of service provision, events and skill building opportunities to support New Scots access paid employment, addressing barriers with both services users and local employers (Delivery Plan Task 12).
- Engage partners in discussion to address and build resource around exploitation in the city, to raise awareness of the impact and consequences (Delivery Plan Task 12b).
- Develop opportunities for supported volunteering opportunities by engaging organisations that support volunteering to ensure these are accessible and adapted where necessary to support New Scot engagement (Delivery Plan Task 12d)

Communities and Housing

Resettled families can face isolation on arrival to the UK. Such isolation can be reinforced by language barriers and varying cultural perceptions of appropriate interactions. The opportunity to build social connections is critical to support integration into local communities but there can be comfort in engaging mainly with others who share the same language and culture. This can restrict chances to make friends and to benefit from the exchange of regular information which generally supports assimilation to UK culture. Equally, host communities and services should be actively supported to foster integration through shared community events, the celebration of cultures and positive neighbourliness.

1.

Having a safe and suitable place to live is at the core of integration. Being able to provide this within the context of a housing shortage has led to a range of housing options being utilised for settled accommodation beyond initial transitional arrangements, including Host Sponsorship, procured Ministry of Defence properties, private-sector tenancies, Aberdeen City Council and other social rented sector providers and procured Home Office properties. The mismatch between available housing stock and the size of accommodation affects the resettled population, along with others on the mainstream waiting list. There is a shortage of single person accommodation as well as a need for larger properties to house Syrian and Afghan families.

As a Partnership we will:

- Proactively encourage (two-way) community and cultural integration and wellbeing (Delivery Plan Task 15).
- Create an inclusive and capacity building approach which respects and engages the voices of the community in the delivery of services (Delivery Plan Task 16).
- Our domestic/resident communities feel listened to and play an active role in supporting our resettlement ambitions (Delivery Plan Task 17)
- Work with community partners and services to support intercultural integration by celebrating the nationalities and cultures in Aberdeen, through media and events (Delivery Plan Task 18)
- Work with Education and Communities, Learning and Development to support children and young people transitioning to life in Scotland and enable opportunities for cultural celebrations with peers (Delivery Plan Task 19)
- Support the Hosting process for Guests and Hosts (Delivery Plan 2a,2b)
- Continue to support other Local Authorities with offers of Ukrainian Long Term Housing Fund surplus properties on a time-limited basis (Delivery Task 2c, 4a)
- Carefully consider requests for further resettlement based on local capacity (Delivery Task 2f. 2g, 2h).
- Work with housing colleagues to support the transition of Ukraine Long Term Housing Fund properties to mainstream stock (Delivery Plan 2j).
- Support long-term housing solutions for displaced households in insecure accommodation (Delivery Plan 3d,4b,6b,22a)



1.

Neighbourhood and Environment

Those who have been displaced through war have had their lives disrupted and are often affected by trauma and fear. Consequently, households report that it is important for them to have a sense of belonging in the place where they stay, that they feel safe and that it should be a place they can relate to and have some influence over what happens there.

We will take a community development approach to support this sense of belonging and integration into local neighbourhoods and will address New Scot specific community safety experiences such as Hate crime, trust in law enforcement and gender- based violence

As a Partnership we will:

- Complete an assessment of Community Needs to reflect the needs of New Scots and how they wish to interact with the neighbourhoods within which they live (Delivery Plan Task 1j)
- Complete a Community Development plan to engage communities in meaningful participation in established and bespoke activities to build social connections and community resilience (Delivery Plan Task 1k)
- Communities, Learning and Development to develop opportunities for individual and group community integration activities for referred New Scots focusing on:
  - Social isolation, empowerment, and personal achievement.
  - Contribution to community matters or service & policy development
  - Representatives from a range of genders engage in the provision and culturally sensitive sessions to encourage engagement (Development Plan Task 1n)
- To ensure representation of community voices in feedback to UK Government and Scottish Government policy and strategy consultations (Delivery Plan Task 20).
- Develop a service response to third party reporting opportunities to support New Scots to confidently report incidents of hate crime occurring in the city and build translated materials to ensure communities are aware of the meaning of hate crime and how they can report it (Delivery Plan Task 1p).
- Continue to build opportunities for Police Scotland to engage positively with New Scot communities (Delivery Plan 1q)
- Explore opportunities to raise awareness of the impact of gender-based violence or harassment with resettled and asylum communities (Delivery Plan Task 1r).

1.

Health and Social Care

There are a range of challenges relating to the health and social care of displaced people. Access to primary health screening, vaccination programmes, dentistry and adult social care services may be limited in their home country and upon arrival require immediate action by local health teams to remedy. The trauma of war can have significant impacts on mental health and general wellbeing.

Those who have travelled long distances may present with chronic conditions which have been untreated for some time due to the lack of access to services during their journey. Whilst health needs are prioritised for all new arrivals, there are several challenges affecting the provision and take-up of care.

An overview was conducted by the Health Determinants Research Collaboration Aberdeen (HDRCA) to summarise the health and social care experiences among individuals seeking asylum in high-income countries. (L. Ho, December 2023). It revealed common barriers to care access, including language barriers, negative attitudes of care service providers, and geographical location and constant relocation. This work contributed to the evidence base used as part of the asylum seekers' health needs assessment conducted by NHS Grampian. The recent 'Health Needs Assessment: The health needs of asylum seekers living in communal accommodation in NHS Grampian' (C. Morrison, December 2024) highlighted that the shortage of professionally trained interpreters, especially those with culturally appropriate training can mean displaced people relying on friends and family members to interpret, leading to misunderstandings. Asylum seekers also raised concerns about disclosing medical information to health professionals for fear it may affect their asylum application.

GP appointments are scheduled for longer times to take account of the additional communication challenges. Health colleagues report a higher-than-average non-shows for appointments.

Across all displaced populations time must be taken to help understanding of how the health system works and the role of different health services and health professionals.

The transitional nature of resettlement can lead to movement across Local Authorities and countries, often disrupting healthcare and if to elsewhere in the UK, challenges in the transferring of medical records.

As a Partnership we will:

- Review our communications with expert colleagues to ensure they are appropriate and address the concerns raised both by Health colleagues and service-users (Delivery Plan Task 7d)
- In partnership with Health colleagues review the model of health provision (within available budgets) to better meet the needs of the displaced population. (Delivery Plan Task 7f)

1.

Personas

Those who experience the most disadvantage, tend to experience challenges across a range of social determinants. It is important that our work takes account of the complexity faced by individuals and families across the city. The personas outlined below are illustrative of the needs faced by those who settle in the city.

Ali's story: Ali (21) came to Aberdeen in December of 2023 after fleeing his home in Syria. He did not want to participate in the war and felt that seeking asylum in a safe country was his only option. He stayed in a hotel in Aberdeen with other Asylum Seekers. This was a frustrating time, but he hoped he would be given refugee status and able to live in Aberdeen.

When Ali did get his positive decision, he moved into temporary housing through Aberdeen City Council and with the help of the Resettlement Team. He was then able to bid on housing and was eventually offered permanent accommodation which he moves into this week.

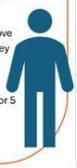
Ali did not attend school when he was younger, he helped his father with the family farming business. This was hard, physical work but he enjoyed it. Despite his lack of education and his age, Ali is a very articulate, personable young man and, amongst other life skills, back or budget and understand the value of money.

Ali did not speak any English when he came to the UK, but he taught himself while living in the hotel by speaking to the security guard and other members of staff and watching YouTube videos and Tik Tok. His English is very good, and he can hold conversations in most situations. He does not have many people to speak to in English and would like to practice more. He has the option to attend Language Cafes run by GREC, but feels he needs more structed learning to improve his English enough to find meaningful employment.

Motivations: Ali hopes to settle quickly in his new home and make connections within the community which will help him to improve his English. He also hopes to go on holiday when he saves enough money and has an interest in the world around him.

Goals: To make is his new apartment homely, safe and comfortable, to become part of the community and make connections, to improve his English to a level where he feels confident in most situations and conversations and gain meaningful employment so he can earn money and be self sufficient

Frustrations: Ali does not want to depend on benefits, he wants to work and earn and have the self-respect that comes with it. He is frustrated by the language barrier and the lack of support from the Job Centre as he attends each week by appointment, sometimes only for 5 minutes which really frustrates him as he either must walk there and back or, spend £5 on bus fares.



Victoriia story: Victoriia (81) lives in sheltered housing. She has a granddaughter who lives with family in Aberdeen and a grandson who is a student in the city and lives close to her. Victoriia has a long -term health condition and visits her GP every month. She is on the waiting list for surgery. Surgery should take place this year. Victoriia tries to go for a walk and for groceries, but it is difficult for her because of her medical issues. She takes medication which helps her to manage short walks. Victoriia likes to cook at home and her family visit her there from time to time. She likes to have a clean home and enjoys doing her chores.

Victoriia has a friend from within the sheltered block, but she works meaning Victoriia doesn't meet with her often. She is very happy with the location of her home, as there is green space located not far from her house, and she enjoys the fresh air.
Victoriia tries to study English but finds it hard.

Motivation: As Victoriia struggles to walk, she would like to have her surgery and be able to live a full life. She feels because she is sitting at home most of the time that she has gained extra weight, however at the same time she says she enjoys cooking so that could be why she's putting on weight. She would like to be able to learn English.

Goals:

- To have surgery to improve health condition
- To learn English
- To spend more time with family
- To stay in UK (if her granddaughter stays as well)
- To be able to spend more time outdoors and go for walks rather than just going out for groceries.



Frustrations: Victoriia has doubts about her surgery because of her age. She is afraid that surgery could be difficult and dangerous for her. Doctors give her 95% of success but she is scared that if she dies her granddaughter won't be able to live without her. Also, she worries that following surgery she will not be able to move and walk and will need full-time care and support during her rehabilitation period.

Victoriia doesn't know about her future plans. Her granddaughter wants to stay in UK and if she stays Marna will stay with her. However, her granddaughter still has a house back home in Ukraine and would like to return home at the end of the war. The uncertainty makes her feel unsure about the future.

Akbarkhan: Akbarkhan and Sopha and their two children Rayda and Majid (who are pre -school aged) were successfully relocated to Aberdeen in Autumn 2024 via the Afghan Relocations and Assistance Policy (ARAP). This Policy is for Afghan citizens who worked for or with the UK Government in Afghanistan. Prior to coming to Aberdeen, they spent eight months in Ministry of Defence serviced accommodation in England.

Akbarkhan suffers with chronic pain and has been assessed on the health journey for Universal Credit and found to be capable of work. Sopha is a full-time mother to the children. In Afghanistan she worked as a teacher. Majid attends nursery every afternoon from 1pm – 6pm.

Both Akbarkhan and Sopha have recently started attending English classes.

Motivation: The family's main motivation to come here was for safety. Akbarkhan had worked with British soldiers meaning the family were in danger from the Taliban. They were excited to come to the UK.

Goals



- The family want to learn English.
- Akbarkhan would like to find work around his existing health conditions and Sopha would like to resume her career as a teacher.
- They both wish for their children to have a good education and have good jobs in the future (such as a doctor).
- They would like to give back to the UK government in thanks for giving them an opportunity to be here by becoming fully integrated and having good jobs.

Frustrations: They are frustrated by Akbarkhan's health journey and by the Job Centre not understanding that he has chronic pain. He feels like the Job Centre Coach doesn't believe him.

Ittack: Ittack and his sister, Mariam fled Syria to Lebanon due to being persecuted by the government where they lived for 8 years. During this time, Ittack met his future wife Rosa, and the couple went on to have 3 daughters.

Living in Lebanon was difficult as Ittack was not allowed to work due to not being a Lebanese national. He worked in construction and any work had to be paid cash in hand, was paid at a low rate and sometimes not at all. Ittack was able to find other work with a Norwegian company. This work meant he had to enter parts of Beirut that were dangerous, and he was beaten several times.

Ittack was told by an aid worker to register with the UNHCR, but he was afraid to do this as he thought information may be shared with the Syrian government. The aid workers convinced him to register. He finally registered in 2014, and the family came to the UK ten years later. The family have no health issues.

Motivation: The family feel they have been given a second chance and are doing everything they can to integrate to their new life in Aberdeen.

Ittack feels it's his duty to work hard and provide for his family.

Goals

- Both would like to understand English better, but their conversational English is already at an intermediate level. Mariam reads and understands English better than she talks it.
- Attend college as soon as possible
- Ittack was working as an Electrician and wants to retrain to do the same here
- Ittack's aim is to financially support his family as soon as he can
- The big dream is a house with a garden



Frustrations: Ittack wants to fully provide for his family and doesn't want to have to rely on benefits

Baran's story: Baran recently moved into a bedsit property on his own after living in an Asylum hotel for 1 year. Baran's wife, Atifa is in Sudan, and they have no plans to reunite now as there are no visa centres open and travelling could be dangerous. Due to there being no internet in Sudan, they only manage to speak to each other around once a month. Baran is currently taking online English classes while he waits on English Language classes becoming available in the local college. In Sudan he has his mother, father, brother and sister.

Baran is currently still learning about his rights and responsibilities and requires support to manage his tenancy, finances and understanding the laws to keep himself safe and protected.

Motivation: Family is Baran's greatest motivation. He is highly motivated to build an independent life.

Goals



- Baran wants to build a better life for himself, his wife and hopefully for his future children.
- He wants to continue studying English online.
- He would prefer to study English at college.
- Baran wishes to become a car mechanic in Aberdeen as he was back home.
- He hopes to be independent and confident living in the UK.
- Baran wants to reunite with his family.
- Waiting times for English classes is the main frustration.

1.

Moham and Leah's story: Moham came to Scotland via Northern Ireland in November 2021 after paying someone to arrange his trip here. Moham travelled without the rest of his family, who remained outside of the UK. Whilst living separated from his family, Moham was placed in Asylum accommodation in several different locations. After almost 2 years Moham received a positive decision and was able to make a Homeless application. He lived in a temporary flat provided by Aberdeen City Council until early 2024 and then received an offer of a one- bedroom Aberdeen Council tenancy. Moham settled into his new home whilst continuing to work in a local pizza shop.

While waiting for his permanent offer the family made an application for a Reunification Visa. The family entered the UK in spring 2024 and were able to begin family life once more although struggled with the lack of space; 3 beds had to be placed in the living room. Leah has recently become pregnant with the family's 5th child. The family applied via the mainstream list of housing in the Summer after approximately 3 months living at the one- bedroom property. They were allocated a property which is a 3 -bedroom house with ample space for the family and a garden area. They are now settled into the local area; their children are at the local school, and they have access to the local GP practice.

Motivation: Moham and Leah would like to have a happy family life and continue to integrate in society so that they don't require any support for settling into life in the UK. Leah wants to make connections with other mums-to-be and build a circle of friendships around her baby.

Goals: The family wish to welcome a happy and healthy newborn in a few weeks' time and Moham is considering this employment prospects. Both want their children to succeed in school and integrate to life in Aberdeen. The family have said the main ambition in life is a bright and beautiful future for the children and happiness is their main goal

Frustrations: Having to take on a one bed flat when the family visa was in progress and the stress of being so overcrowded for a period of time and the delays in receiving their benefits which made life very difficult. Learning the language to be able to manage more of the matters that arise independently.

Aisha's story: Aisha and her mother travelled to Lebanon from Syria, seeking sanctuary. They arrived in 2013 and lived there until the end of 2024. Aisha has completed only 9 years of schooling in her life. In Syria, she worked as a tailor and opened her own tailor shop near her home. She continued her work in Lebanon and hopes to continue this work in the UK in the future.

Aisha's mother, is 77 years old and has no formal education. After the death of her husband, Aisha became her primary caregiver.

The family moved to Aberdeen under the UKRS program and now lives in social housing in the city. They are still adjusting to life in the UK and continue to learn new things every day.

Motivation: The family's main motivation is to build a safe and healthy life in the UK. Aisha is caring for her mother, so it's important to her that her mum has everything she needs to feel happy. Aisha and her mother have already connected with two Syrian families, which has helped them feel less isolated in the city. Aisha is also looking for more community events and meetings to attend, hoping to meet new people. She is highly motivated to start English classes at college.

Goals: It is very important for the Aisha to learn the new language as quickly as possible because it will open many opportunities for her, both in communication and in finding a job. Her main goal is to learn English. She will soon start attending classes and feels motivated to begin.

Her other goal is to better adapt to life in a new city. It would be much more difficult for her and her mother without support to understand how different services and systems work, it's very challenging.
Aisha really wants care for her mother and to ensure she stays healthy and is happy as they both miss their home.

Frustrations: They are generally satisfied with everything, but the financial situation complicates things. Currently, Aisha is the only one receiving benefits. Her mother is waiting for Pension Credit payments, but it may take months before she receives her first payment, so for now they live on Aisha's Universal Credit and try not to spend a lot of money, focusing on saving.
The language barrier is a big problem for them both.

Lilia's story: Lilia resides in a flat, with her two sons. Nearby, Lilia's parents, co-habit with her younger sister. Lilia's grandfather also has a separate bungalow, located near the rest of the family. All continue to take a keen interest in activity in their homeland (Ukraine).

Lilia's father, was diagnosed with a terminal illness in early 2024. He has lost a considerate amount of weight over the last year and his mental well-being has suffered. He cannot work due to his health; his wife works as a part-time receptionist and their youngest daughter is a student.

Lilia's grandfather is a wheelchair user, both inside and outside the home. He lives with Osteoporosis and visual impairment, resulting in chronic pain and limited mobility. His inability to communicate in English and limited mobility has limited his opportunities for social interaction out with the family unit. To ensure his safety and well-being, the family take turns staying with him and rarely leave him unattended.

Given her multiple caregiving responsibilities, Lilia is under a considerable amount of stress. As a new mother, she faces significant emotional and practical demands. Additionally, Lilia plays a crucial role in supporting her mother, who relies heavily on her for emotional support. Lilia is the only member of the family who can speak English therefore the family all turn to her in times of need.

Motivation: Lilia wants her dad to beat cancer and live a full and happy life. She wants her grandfather to be pain free and maintain as much independence as possible. She wants to be the best mother she can for her 2 sons and wants to ensure her children live a normal life despite the upset, trauma, turmoil and chaos they are going through at home. She is determined to ensure her children do not miss out on opportunities in life to prosper. Lilia primary focus, priority and motivation in life is to do anything and everything for her whole family.

Goals: To have all family members able to continue to live within close proximity of one another.

Frustrations: NHS waiting times for oncology - Lilia feels as though the healthcare in Ukraine may have been better due to no waiting times for treatment however a single chemotherapy treatment in Ukraine costs approximately £4000 which they cannot afford.

Mahmood's story: Mahmood (30),came to Aberdeen in summer of 2024 as an Asylum Seeker, having left his native Syria due to the war. He believes he would have been tortured and ultimately killed. His family also fled, he does not know where they are. He has been living in hotel accommodation in Aberdeen for under a year. When he was in his hometown he worked in farming. He did attend school but only in his earlier years, but he has taught himself English since he arrived in Scotland. Although Mahmood has been in the hotel for some months and his situation is uncertain, he is optimistic.

Motivation: Mahmood wants to settle in Aberdeen if he gets refugee status as he really likes it in the city. He enjoys talking about his future. He hopes to improve his English – he already has learned some, he wants to find work and he wants to make friends.

Goals: Mahmood wants to find employment, improve his English and make friends.

Frustrations: Mahmood has found that some of the staff at the hotel will not tell him their name when he has asked and hide their name badge. Also, one or two of the staff do not like to help, if he asks a question, they dismiss him or make him feel that he is interrupting them. He feels that he doesn't get respect even though he is always polite and appreciative. He has no family in Aberdeen, and he does not know where his family are. He has no home, no money, no job. The treatment makes him feel very sad and depressed.

The food in the hotel is not always very good. He is grateful for the accommodation, but Mahmood feels that the staff can be selective about dealing with issues which arise. The same is felt by some of the other guests too and again, although Mahmood says they are all grateful for the support, they feel that their time in asylum accommodation could be better.



1.

Analysis of Need

Analysis of level of needs across resettlement cohorts, drawn from Outcome Star assessments and reviews and consideration of the personas, consistently shows that within the current resettlement population, those who identify with the highest level of integration needs are within the Afghan, Syrian and Asylum Refugee communities.

These are the fastest growing resettled communities and are also granted Right to Remain and so, most likely to settle and establish themselves in Aberdeen.

Whilst the resettled community requiring direct integration support from the Resettlement Service is trajected to decrease by 2027 due to capacity building and/or departure of Ukrainian households, the proportion of those arriving with significant and enduring needs is significantly *increasing* and integration investment will be required across services, to prevent demand on statutory services. A Business Case will be developed to reflect the resources required.

It is imperative that our strategic efforts focus on minimising the risks and impact of a mismatch between levels of demand and capacity of services, through the provision of preventative integration services. This will require a whole system approach.

Vision

To align with the national New Scots Refugee Integration Strategy, Aberdeen's vision is

'for a city where refugees and people seeking asylum are able to rebuild their lives from the day they arrive'.

Successful integration can only be achieved through partnership working, and the purpose of this Delivery Programme is to co-ordinate the shared endeavours and efforts of services and organisations committed to working help those who settle in the city secure better long- term outcomes.

'Integration is key to effective and comprehensive migration-management approaches. Successful integration is essential for all stakeholders, not only in terms of the benefits gained from migration, but also for the well-being and prosperity of migrants and of society as a whole'.

(Integrated Communities Strategy, UKG)

This programme sets out the approach required to meet the needs of New Scots in the city for the next phase of resettlement in Aberdeen from 2025-27. Our approach is in keeping with the

1.

national New Scots Refugee Integration Strategy: 2024 and New Scots Refugee Integration Strategy: Delivery Plan 2024-2026.

Our intention, over the lifetime of this programme is to ensure that a sustainable model of resettlement is established and that services are accessed through mainstream pathways once integration needs have been met.

Recognising the Challenges

Consideration of the social determinants of health and the various personas based on local needs have helped identify the key problems and action needed to deliver our vision:

Problem Statement –The number of displaced people projected to arrive and potentially settle in Aberdeen is increasing and it is those who have the highest level of needs who are proportionally likely to increase the most. There are few controls which can be applied by Aberdeen City Council to manage this inward migration and often there is no prior information provided about those arriving to plan to meet their needs. The displaced population is diverse, their needs vary and can often be complex requiring multi-service intervention.

Action Statement – As a Local Authority, Aberdeen City Council has been at the forefront of Scotland's response to welcoming displaced people. We now need to build on the learning from recent resettlement programmes to ensure that we are best equipped to support those most in need helping them to forge a positive future, whilst also focusing services on preventive action to harness the potential of those arriving, living in and contributing to our communities.

Our Approach

Our approach to service delivery is based on the following six principles in the New Scots Strategy:

- Integration from day one of arrival
- A right- based approach
- Restorative and trauma informed
- Involvement of people with lived experience of forced displacement
- Inclusive, intercultural communities
- Partnership and collaboration

1.

Service Description

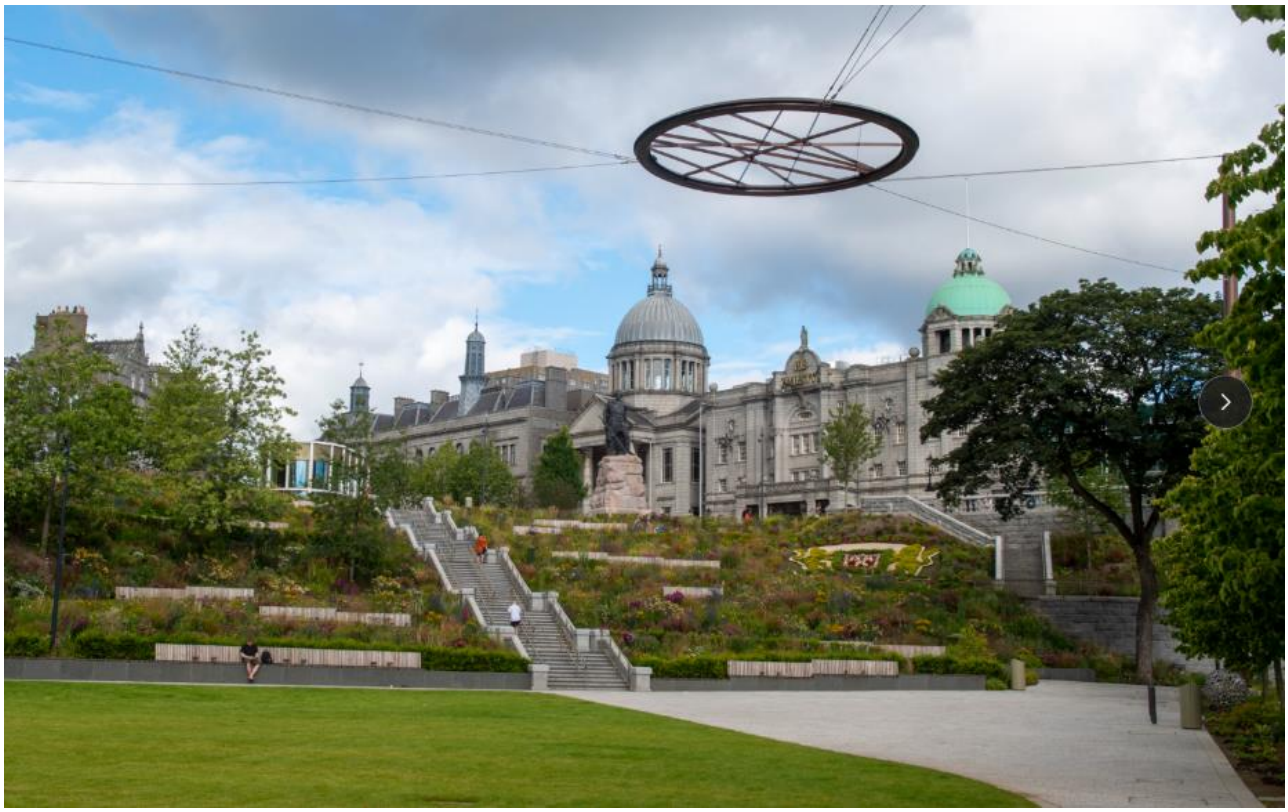
The Resettlement and Asylum Service provides trauma-informed and culturally aware support to displaced people arriving in the city to help them settle, integrate, and work towards achieving successful outcomes.

All households who arrive through a formal resettlement or humanitarian route i.e. via a United Nations High Commissioner for Refugees (UNHCR) facilitated or a UK Government (UKG) or Scottish Government (SG) programme and who have recourse to public funds are offered a service. A Resettlement Worker is attached to each family and their role is to ensure each person's needs are assessed using the Outcome Star Integration Assessment Tool and that services are in place and accessible, to support successful outcomes.

Support ranges from initial emergency provision to meet immediate needs in unplanned crisis situations, such as providing temporary accommodation and access to clothes, food and health services through to longer-term support focused on integration to help people rebuild their lives, through English language support, settled housing, education, employment support, the building of community networks and social connections and participation in democratic processes. Whilst broader resettlement information and advice is always available, direct household support concludes upon cessation of funding and once a family's needs are assessed as being met via the Outcome Star and they can ably navigate mainstream services.

Additional whole family support is commissioned from Children 1st and Action for Children. Referrals can be made to Children 1st via the Wellbeing Hubs to provide support around low level mental health and young people's needs whilst more intensive support for families affected by complex issues, including risk-taking behaviour and family breakdown, can be referred to the Priority Families Service who offer dedicated support for up to 12 months.

1.



Applying the principles

Integration from day one of arrival

What does the evidence tell us?
Evidence shows that early integration into housing, education and work leads to better health, wellbeing and economic outcomes.

What will we do?
Those who choose to make Aberdeen their home will be supported to integrate into our local communities from the first day of arrival.

We will do this in several ways, for example, by working with Partners and local communities to prepare for planned household arrivals, providing settled rather than temporary housing whenever possible, identifying required school places and a Resettlement Worker making links with the family before they travel.

We will build on our direct entry process to ensure those arriving have a bespoke package of support available to them from their day of arrival.

A rights-based approach

What does the evidence tell us?
There is a strong evidence base showing that protecting human rights improves health outcomes.

1.

What will we do?

We will ensure people can access information about their rights and entitlements, understand them and are empowered to exercise them, as well as having access to the services they need to participate in society and lead independent lives. The PANEL Principles (Participation, Accountability, Non-Discrimination, Empowerment and Legality) form the basis of this approach.

Restorative and trauma informed

What does the evidence tell us?

Successful integration of New Scots involves approaches that are restorative, and trauma informed.

What will we do?

We are committed to ensuring our staff are trained appropriately and exercise cultural intelligence, tenacity, patience and understanding to help displaced people realise their potential. In addition, we will work towards our Resettlement Workers being registered with and meeting the statutory requirements of the Scottish Social Services Council (SSSC).

Involvement of people with lived experience of forced displacement

What does the evidence tell us?

People with lived experience should be directly involved in decision- making processes regarding the integration of New Scots. There is strong evidence that when this happens, outcomes for those involved, are improved.

What will we do?

As our Aberdeen New Scots community has become established, so too have the opportunities for meaningful involvement of those with lived experience. For example, a Ukrainian Society was established in 2022 based at Rosemount Community Centre to create a strong and supportive community for Ukrainians living in the Northeast of Scotland. The Society's aim is to foster cultural exchange, promote Ukrainian heritage, and provide educational opportunities for all ages and it runs both a Ukrainian Hub and a Ukrainian School. The establishment of the Society not only provides invaluable support to the local Ukrainian community, but also a platform for service providers to co-learn and inform service design.

Inclusive, intercultural communities

What does the evidence tell us?

Integration is an intercultural process: it involves dialogue and mutual learning between the many different cultures which make up our society.

What will we do?

1.

We will work hard to take as inclusive an approach as possible and celebrate our diverse local culture. We will do this by supporting partnership events and through learning, sharing histories and creating opportunities to bring cultures together. We will support access to English language enabling independence and self-sufficiency and work within our localities to create inclusive, welcoming communities.

Partnership and collaboration

What does the evidence tell us?

The needs of those we are supporting extend beyond the boundaries of one organisation.

What will we do?

We will take a collaborative approach with Partners to coordinate our work and are committed to creating a holistic approach to supporting our displaced communities. Aberdeen City Council is represented at national strategic oversight groups, such as the Asylum Partnership Board, Delivery and Procurement Group, Resettlement Local Authority Network and Resettlement Officer's Group and has a local collaborative framework: a Resettlement and Asylum Strategic Partnership Group, chaired by Aberdeen City Council meets six weekly and has oversight of strategic direction. An Asylum and Dispersal Group acts as a six- weekly forum to co-ordinate services for Community Planning partners, Home Office, Migrant Help and Cosla to oversee asylum and dispersal matters and a New Scots Third Sector Group co-ordinates the efforts of community, charity and voluntary sector organisations.

Alignment of Delivery Programme Outcomes with established Strategies and Plans

New Scots Refugee Integration Strategy(NSRIS) Outcome 1	**New Scots live in safe, welcoming, inclusive communities, where everyone's dignity is respected and everyone is able to build diverse relationships and healthy intercultural bonds**.	
Govt Programme	• National Home Office Asylum Accommodation Plan V.2. • Public Health Scotland's Strategic Plan: A Scotland where everybody thrives (2022-2025) • The Promise • Annual Policing Plan 24/25	
Local Strategic Plans	• Aberdeen City Health & Social Care Strategic Plan (2022- 2025) • LOIP (Stretch Outcome 12) • Equality Outcomes 2021-2025 (Service Provider EO2) • Equality Outcomes 2021-2025 (Education Authority EO2) • Council Delivery Plan (Finance/Housing/Corporate Landlord Cluster)	
Delivery Programme Outcomes	1.	Our resettled population is equipped with the right resources, skills and resilience to feel safe and secure so that they and future generations can flourish and contribute to life in Aberdeen.
	2.	Ensure current and future housing needs of displaced people are identified and included in the Housing Needs Analysis.

1.

	3.	Work with Mears and the Home Office to identify future dispersed asylum accommodation which meets the needs of the user group and maximises Funding Instruction income for ACC.
	4.	Maximise funding opportunities from UKG and SG to seek innovative long-term solutions to provide settled accommodation for displaced people.
	5.	Monitor resettlement and asylum numbers and report to Strategic Partnership Group, to manage risk of excessive resettlement.
	6.	In collaboration with Housing Providers across the city, ensure displaced households secure settled accommodation, avoiding where possible, the use of temporary accommodation.
NSRIS Outcome 2	**New Scots are able to access well-coordinated services, which recognise and meet their rights and needs.**	
Govt Programme	• Public Health Scotland's Strategic Plan: A Scotland where everybody thrives (2022-2025) • The Promise	
Local Strategic Plans	• Aberdeen City Health & Social Care Strategic Plan (2022- 2025) • LOIP Stretch Outcome 5 • Community Empowerment Strategy 2023-26 • Equality Outcomes 2021-2025 (Service Provider EO1) • Whole Family Support Approach • Children's Services Strategic Plan 2023-26	
Delivery Programme Outcomes	7.	Undertake a review of the current/broader Resettlement and Asylum team structure to ensure it is sufficiently equipped and resilient to meet the integration needs of current and future resettled populations.
	8.	Implement recommendations from the Internal Audit 2024
	9.	In line with the No Wrong Door approach, undertake a review of existing information resources made available to displaced people and develop and co-produce reliable information about rights, options and services that can be accessed.
	10.	Support access to Home Office UKVI colleagues through the establishment of a regular presence at Marischal College.
	11.	Integration support is trauma-informed, takes a whole family approach, promotes independence and reduces reliance on targeted public services.
NSRIS Outcome 3	**New Scots understand their rights, responsibilities and entitlements in Scotland and are able to exercise these to pursue full and independent lives. New Scots can pursue their ambitions through education, employment, culture and leisure activities in diverse communities.**	
Govt Programme	• Child Poverty Scotland Act 2017 • Scottish Government Right to Work Pilot • Public Sector Equality Duty • Annual Policing Plan 24/25	

1.

Local Strategic Plans		• LOIP Stretch Outcome 1 • LOIP Stretch Outcome 2 • LOIP Stretch Outcome 6 • Children's Services Plan/ Child Poverty Action Plan 2022-26
Delivery Programme Outcomes	12.	Ensure displaced people have access to bespoke economic and employment opportunities to enable them to thrive independently and reduce reliance on services.
	13.	Ensure displaced people have access to lifelong learning opportunities to improve their lives and pathways to independence.
	14.	Strive to ensure English language learning opportunities are available for every displaced person who settles in Aberdeen.
	15.	Proactively encourage (two-way) community and cultural integration and wellbeing.
NSRIS Outcome 4		**Communities in Scotland understand integration interculturally and respect the diversity and strengths that New Scots bring.**
Govt Programme		• Annual Policing Programme 24/25
Local Strategic Plans		• LOIP Stretch Outcome 8 • Aberdeen City Health & Social Care Strategic Plan (2022- 2025) • Community Learning and Development Plan
Delivery Programme Outcomes	16.	Create an inclusive and capacity building approach which respects and engages the voices of the community in the delivery of services.
	17.	Our resident communities feel listened to, and play an active role in supporting our resettlement ambitions.
	18.	Work with community partners and services to support intercultural integration by celebrating the nationalities and cultures in Aberdeen, through media and events.
	19.	(Work with Education and CLD to) support children and young people transitioning to life in Scotland and enable opportunities for cultural celebrations with peers.
NSRIS Outcome 5		**Policy, strategic planning, and legislation, that have an impact on New Scots, are shaped through their participation and informed by their rights, needs and aspirations.**
Govt Programme		• National Standards of Community Engagement
Local Strategic Plan		• LOIP Stretch Outcome 16 • Community Empowerment Strategy 2023-26 • Grampian Engagement Standards • Equality Outcomes 2021-2025 (EO3)
Delivery Programme Outcomes	20.	To ensure representation of community voices in feedback to UKG and SG policy and strategy consultations.
	21.	Proactively engage with the resettled and asylum refugee population in the development of services which affect them
NSRIS Outcome 6		**The principles of the New Scots Refugee Integration Strategy guide all future responses to crises that bring forced migrants to Scotland and seek to ensure all such migrants will be treated equitably.**

1.

Govt Programme		• Public Health Scotland's Strategic Plan: A Scotland where everybody thrives (2022-2025) • National Standards of Community Engagement
Local Strategic Plan		• LOIP Stretch Outcome 16 • Aberdeen City Health & Social Care Strategic Plan (2022- 2025) • NHS Grampian's Plan for the Future (2022-2028) • Community Empowerment Strategy 2023-26 • Grampian Engagement Standards • Council Delivery Plan (Finance Cluster priority)
Delivery Programme Outcomes	22.	Contribute to a Scottish Government Review of Learning and Best Practice around humanitarian protection schemes including the response to the Afghanistan and Ukraine crises.
	23.	Ensure our services build on the learning and experience of successfully responding to emergency and planned humanitarian programmes and are resilient to meet the challenges of future demand by conducting a Lessons Learned exercise with Partners in Aberdeen. This needs to take account of the risk of excessive resettlement.
	24.	Participate in the UK Government review of cost to local authorities of participation in humanitarian protection schemes
	25.	Participate in the Home Office evaluation of the Asylum Transformation Programme (one of two Scottish LA/s).

Delivery Action Plan

The Delivery Action Plan sets out the operational actions we will take to deliver on our Delivery Plan outcomes and measures to evidence progress.

Progress will be monitored by the Strategic Partnership Group with progress reported to Committee and Community Planning Aberdeen Board on a yearly basis.

FINAL DRAFT

1.

Resettlement Delivery Plan

4th quarter 24/25	1st quarter 25/26	2nd quarter 25/26	3rd quarter 25/26	4th quarter 25/26
01/01/2025 – 31/03/2025	01/04/2025 - 30/06/2025	01/07/2025- 30/09/25	01/10/25-31/12/25	01/01/26-31/03/2026

New Scots Strategic outcome	Local Outcome	Key Delivery Plan Tasks	Evidence and measures	Responsible team member	Completion Date
1. New Scots live in safe, welcoming, inclusive communities, where everyone's dignity is respected, and everyone can build diverse relationships and healthy intercultural bonds.	**1. Our resettled population is equipped with the right resources, skills and resilience to feel safe and secure so that they and future generations can flourish and contribute to life in Aberdeen.**	1a. Export a monthly snapshot of support provision from the Outcome Star system, for all households open to support and also for each scheme type i.e. ARAP, UKRS, Asylum.	1a.I. Note task is complete when a report is issued monthly.	Resettlement Team Leader	4th quarter 25/26 report monthly
		1b. Evaluate the monthly snapshot of support provision for changes in community need and patterns for service adaption. *Also met through task 7a.*	1b.I. Note task is complete when a report showing change in need of service and provision is issued each quarter.	Refugee Project Manager	4th quarter 25/26 quarterly
		1c. Implement support timelines, through procedure and 121s. * UDP safeguarding visit (hosting) made within 24 hours of referral. * Contact all New Scots within 3 Days of Referral * Initial Outcome Star assessment completed within a month of arrival or referral * Safeguarding or risk management notes recorded within 24 hours * Support notes recorded within 5 days of appointment *Also met through task 7c*.	1c.I. 100% of safeguarding visits for new Guests are made within 24 hours of notification of arrival. 1c. II. 95% of initial contact made with New Scots within 3 days of referral. 1c.III. 100% Outcome Stars completed within the first month of referral. 1c. IV. 100% of safeguarding notes recorded on NEC within 24 hours of incident. 1c.V. 100% of support notes recorded on NEC within 5 days of support action.	Resettlement Team Leader	4th quarter 24/25
		1d. New Scot households have a current Outcome Star Support Plan with relevant objectives that are co-created and reviewed with New Scots on a regular basis.	1d.I. Through random sampling prior to 121s, 90% of New Scots will have their Outcome Star Support Plan reviewed within the last 12 weeks.	Resettlement Team Leader	4th quarter 24/25
		1e. New Scots are supported to understand how to sustain their tenancies by providing, * 121 tenancy support on initial resettlement * The Exit Plan (an end of support resource) will be adapted for earlier use in support journey to build independent access to services. * Create Tenancy Workshops to reinforce 121 supports, for example budgeting and payment options, for example budgeting and reporting	1e.I. 95% of households complete tasks detailed on the RFUCVL with 3 months of referral 1e. II. Note completion of task to adapt Exit Plan be used early in the support journey. 1e.III. Note number of workshops taken place, representatives of 100% of schemes to experience a workshop prior to July 2025 1e. IV 100% of supported tenancies sustained beyond 1 year.	Resettlement Team Leader	1st quarter 25/26

		repairs. * Invite partners to provide topic specific seminars online i.e. energy efficient Utility management		Resettlement Team Leader	
		1f. Co Create resources, highlighting housing options in Aberdeen City with accompanying information sessions in dispersal and contingency accommodation	1f.I. Note task complete after creation of translated products detailing housing options. 1f. II. At least 1 session provided each quarter	Resettlement Team Leader	4th quarter 24/25
		1g. Co Create budgeting resources and collate digital tools to support New Scot households manage and maximise income,	1g.I. Note if task complete after creation of translated products detailing budgeting resources. 1g. II. Identify 10 households engaging with resources, measure change in confidence between pre use of resource and post completion of support.	Resettlement Team Leader	1st quarter 25/26
		1h. Co-create a resource detailing the financial impact of being a student on tenancy management and cost of living. Engage with NESCOL financial services to disperse to the student population and build a service connection.	1h.I. Note complete when resource is completed and translated.	Refugee Project Manager	4th quarter 24/25
		1i. Develop and distribute resources to partners that offer clear and accurate information about applications for the Ukraine Permission Extension Scheme. *Also met through task 2i.*	1i.I. Mark task as complete when resources are created and distributed 1i. II. Mark task as complete when staff receive UPE capacity building training from IOM	Refugee Project Manager	4th quarter 24/25
		1j. Complete an initial assessment of Community needs with reflection of how New Scots to feel safe and secure in Aberdeen.	1j.I. Note task as complete when assessment is complete and new KPI will be introduced based on assessment.	Community Development Officer	4th quarter 24/25
		1k. Complete a Community Development plan to engage communities in meaningful participation in established and bespoke activities to build social connection and community resilience	1K.I. Note task as completed new KPI will be introduced based on assessment.	Community Development Officer	4th quarter 24/25
		1l. Build proposals of budget needed to enact the Community Development Plan for the financial year 2025/2026	1l.I. Note if task is completed new KPI will be introduced based on assessment.	Intervention Hub Manager Refugee Project Manager Community Development Officer	4th quarter 24/25
		1m. Create a referral process for Resettlement Workers to identify individual New Scots in need of Community Development 121 support	1m.I. Note if task is completed 1m. II. New KPIs to be introduced after categorisation of referrals, showing what support	Community Development Officer	4th quarter 24/25

			concerns are most prevalent in the community and to determine future resource requirements.		
		1n. CLD to develop opportunities for individual and group community integration activities for referred New Scots focusing on, * Social isolation, empowerment, and personal achievement. * Active participation in established community activities * Those experiencing transition * Contribution to community matters or service & policy development *Representatives from differing age ranges across all schemes engage in CLD provision *Representatives from a range of genders engage in CLD provision and culturally sensitive sessions to encourage engagement. *Also met through task 15, 17 & 18*	1n.I. Number of events taking place each month 1n. II. Representatives of 100% of schemes experience support provided by CLD 1n. IV. Representatives from 100% of Schemes engage in activities regarding service or policy development 1n.V. Number of individuals from specified age ranges present at CLD sessions 0-11 12-18 19-25 26-40 41-65 65+ 1n.VI. Number of sessions designed specifically for Gender inclusivity.	Community Development Officer	1st quarter 25/26
		1o. Engage with partners to provide internet safety guidance and information sessions for families with children	1o.I. Note if task is completed 1o. II. Number of sessions provided 1o.III. 100% of supported schemes offered a translated opportunity to engage with sessions.	Refugee Project Manager	1st quarter 25/26
		1p. Develop a service response to third party reporting opportunities, to support New Scots to confidently report incidents of hate crime occurring in the city. *Build translated materials to ensure communities are aware of the meaning of hate crime and how they can report it. *Team to engage with relevant training. *Adapt resources in line with community feedback	1p.I. 100% of Resettlement team engage in Police Scotland's Third-Party Reporting training 1p. II. Number of reports supported by the service. 1p.III Through a focus group increase groups understanding of the legal meaning of hate crimes and how they are reported.	Refugee Project Manager	1st quarter 25/26
		1q. Continue to build opportunities for Police Scotland to engage positively with New Scot communities	1q.I Number of events supported and attended by non-uniformed officers 1q. II Number of events supported and attended by uniformed officers. 1q.III Number of sessions specifically to engage the age range of 0-18 in positive experiences with uniformed police officers.	Resettlement Team Leader	1st quarter 25/26
		1r. Explore opportunities to raise awareness of the impact of gender-based violence or harassment with resettled and asylum communities.	1r. Mark task as complete when a series of sessions are delivered in partnership with Police Scotland.	Resettlement Team Leader	4th quarter 24/25
		1s. Develop a shared understanding of resilience, as a team, and how we promote this as a service, specifically focusing on the return of closed New	1s.I. Establish team defined understanding of resilience, note when complete.	Resettlement Team Leader	1st quarter 25/26

		Scots asking for support in tenancy sustainment tasks	1s. II. Number of closed cases representing for support. 1s.III. Mark complete as quarterly development days are held for the Resettlement team.	Refugee Project Manager	
		1t. Work with partner agencies to develop resources to support management of mental health by, * Producing short guides covering: - 1) Self help 2) Seeking help from GP/ other services 3) What to do in crisis * Engaging New Scot Communities in dialogue about mental health for direction of resources needed.	1t.I. Engage in the suicide prevention multi agency roundtable. 1t. II. Completion of a translation of created resources, note when complete. 1t.III. Engage a lived experience group to build outcomes in how to address mental health concerns in the New Scot community. Monitor community attendance and equality factors.	Refugee Project Manager	4th quarter 24/25
	2. Ensure current and future housing needs of displaced people are identified and included in the Housing Needs Analysis.	2a. Implement hosting response time frames and housing options programmes. Review the customer journey for Hosts and how information is provided at key stages.	2a.I. Mark complete when time frames are recordable and established.	Resettlement Team Leader	4th quarter 24/25
		2b. Create a schedule and process for the reduction of Thank you payments in partnership with Finance to limit possibility of over payments or payment to those no longer entitled to Thank you Payments. Ensure eligibility for and reduction in thank you payments is effectively communicated to Hosts.	2b.I. Note when schedule is complete 2b. II. Note when procedure for reduction is established.	Resettlement Team Leader	1st quarter 25/26
		2c. Collaborate with Scottish Government and external Local Authorities to provide ULTHF housing to those in Welcome Accommodation across Scotland.	2c.I. Number of total tenancies offered through ULTHF. 2c. II. Number of total leases signed. 2c.III. Number of LAs outside Aberdeen city benefitting from ULTHF in Aberdeen city. (cumulative) 2c. IV. Number of unused voids properties. 2c.V. Number of properties reused for Ukrainian resettlement within the 3-year agreed window of use.	Resettlement Team Leader	4th quarter 25/26 report Monthly
		2d. Ensure resettlement and asylum housing needs are included in the Local Housing Strategy.	2d.I. Note complete when Housing Strategy is published.	Intervention Hub Manager	4th quarter 24/25
		2e. Extract monthly reports from NEC to evidence housing status of asylum seekers granted positive decisions.	2e.I. Average tenancy sustainment of currently supported New Scots 2e.III. Number of New Scots with positive cessation in temporary accommodation, monthly and cumulative. 2e. IV. Averaged length in temporary accommodation for New Scots 2e.VI. Number of tenancies provided to New Scots with recent positive cessation per month.	Refugee Project Manager	4th quarter 25/26 report Monthly

			2e. VIII. Number of New Scots with positive cessations choosing to remain in Aberdeen. 2e. IX. Number of presentations to Aberdeen city from New Scots with recent positive cessation who have been in Home Office. accommodation outside of Aberdeen City. 2e.X. Number of New Scots with recent positive cessation with live family reunification applications. 2e. XI. Average size of household of family reunifications.		
		2f. Explore ACC commitment to resettlement schemes outside of the Cap i.e. ARAP and ACRS (known as ARP when combined) considering service capacity highlighted by partners i.e. * Housing stock * Educational placements * GP availability	2f.I. Note task as complete when an ARP commitment is made.	Intervention Hub Manager	4th quarter 24/25
		2g. Consider and respond to all ARAP (later ARP) requests within 5 days. * House size, 2 bed only in line with stock availability. * Special education needs, no capacity. * Younger families, limiting school impact.	2g.I. Average number of days to consider referrals. 2g. II. Number of referrals made outside 3 mitigations and so shared with partners.	Resettlement Team Leader	4th quarter 24/25
		2h. Work in collaboration with MOD and Mears to approve or decline ARAP/ACRS properties based on housing availability and essential service pressure	2h.I. Number of properties under consideration for ARAP or ACRS use through Mears (unoccupied and cumulative). 2h. II. Number of referrals made by MOD/HO 2h.III. Number referrals accepted 2h. IV. Number of households who refuse to travel	Resettlement Team Leader	4th quarter 25/26 report Monthly
		2i. Explore the need to create a NEC business action to monitor the applications of Ukraine permission extension scheme for those in ACC tenancies and the impact on tenancy retainment	2i.I. Note if task is complete 2i. II. Number of tenancies identified as at risk due to UPE scheme applications 2i.V. Number of households experiencing NRPF due to missing application deadline or refusal of extension. 2i.VI. Number of evictions due to failed UPE application.	Refugee Project Manager	4th quarter 24/25
		2j. Create a schedule and process for the return of ULTRF properties to the mainstream allocation Process	2j.I. Note as task complete when schedule is complete.	Resettlement Team Leader	1st quarter 25/26

	3. Work with Mears and the Home Office to identify future dispersed asylum accommodation and ARAP 3 year lets, which meet the needs of the user group and maximises Funding Instruction income for ACC.	3a. Continue to carry out necessary safeguarding checks on potential dispersal accommodation within a 5-day timescale	3a.I Average time days from receipt of safeguarding check to response. 3a. II. Number of Checks completed 3a.III. Number Properties confirmed for use.	Intervention Hub Manager	4th quarter 25/26 report Monthly
		3b. Ensure Dispersal DPIA reflects the changes to asylum processes throughout the national move to nationwide dispersal	3b.I Note task is complete when DPIA is confirmed by the Data Officer	Intervention Hub Manager	2nd quarter 25/26
		3c. Engage with CoSLA, Mears and the Home Office to streamline the asylum and dispersal process e.g. reduce the number of safeguarding checks on properties that will later go unused.	3c.I note task as complete when service pressures are noted in the delivery and procurement group minutes.	Intervention Hub Manager	1st quarter 25/26
		3d. Plan Housing Options resources and individualised plans for ARAP families in 3-year MOD subsidised accommodation	3d.I. Number of households impacted by three-year lease subsidy from MOD 3d. II. Number of households who require to find a three, or more, bed property. 3d.III. Number of homeless applications resulting from the withdrawal of MOD rent subsidies. 3d. IV. Number of households housed in ACC accommodation. 3d.V. Number of households housed in RSL accommodation 3d.VI. Number of households housed in private tenancies. 3d.VII. Number of households that move out with the Local Authority.	Resettlement Team Leader	3rd quarter 25/26
	4. Explore with UKG and SG innovative long-term solutions to provide accommodation for displaced people.	4a. Maximise funding for service provision by housing Ukrainian arrivals in URFLT properties, with tariff available.	4a.I. Percentage of UDP welcomed in 2025 with full tariffs in place.	Resettlement Team Leader	4th quarter 24/25
		4b. Participate in UK Government reviews to consider alternative forms and sources of accommodation. *Also met through task 22a*	4b.I. Mark complete with attendance and contribution provided in working groups.	Intervention Hub Manager Refugee Project Manager	3rd quarter 25/26
	5. Monitor resettlement and asylum numbers and report to Strategic Partnership Group and Risk Board, to manage risk of excessive resettlement.	5a. Agree required reporting information for Strategic Group.	5a.I. Mark task complete when agreement is in place at Strategic Group.	Intervention Hub Manager	1st quarter 25/26
		5b. Deliver CAP commitment.	5b.I. Number of UKRS households resettled in 2024/25 5b. II. Percentage of cap commitment met.	Refugee Project Manager	3rd quarter 25/26
		5c. Quarterly deep dives to Risk Board.	5c.I. Report to Risk Board and other governance boards as required. 5c. II. Regular report to governance of emerging risks.	Intervention Hub Manager	4th quarter report Quarterly
	6. In collaboration with Housing Providers across	6a. Liaise with UK Government regarding the impact of the temporary extension of the asylum notice period to 56 days.	6a.I. Mark complete when feedback regarding the impact of the extension is provided	Intervention Hub Manager	4th quarter 24/25

	the city, ensure displaced households secure settled accommodation, avoiding where possible, the use of temporary accommodation.	6b. Undertake a review with local housing providers to determine availability of accommodation for resettlement.	6b.I. Number of RSL engaging in discussion about provision of accommodation. 6b. II. Number of RSL properties provided for resettlement.	Refugee Project Manager	2nd quarter 25/26
		6c. Engage with Social Landlords, Letting Agents and Private Landlords to disperse clear information regarding the Ukraine permission extension scheme.	6c.I. Mark complete when resources are developed and dispersed.	Refugee Project Manager	4th quarter 24/25
		6d. Model a project focusing on providing affordable accommodation to New Scot ESOL students engaging in full time study making them ineligible for rental support through the homeless process.	6d.I. Mark complete when model is complete and shared with governance. 6d. II. New KPIs to be added should the project move forward.	Refugee Project Manager	
2. New Scots are able to access well-coordinated services, which recognise and meet their rights and needs.	**7. Undertake a review of the current /broader Resettlement and Asylum team structure/posts to ensure it is sufficiently equipped and resilient to meet the integration needs of current and future resettled populations.**	7a. Undertake an analysis based on the trajectory of anticipated service need. *Also met through task 1b.*	7a.I. Mark complete when the analysis is complete.	Intervention Hub Manager	4th quarter 24/25
		7b. Develop a business case for staffing need, based on agreed strategic course and budget for service.	7b.I. Mark complete when Business case is complete 7b. II. Mark complete when the budget for 2025/26 is confirmed.	Intervention Hub Manager	1st quarter 25/26
		7c. Establish performance indicators for Resettlement Workers prior to and after review of Resettlement Service.	7c.I. Note when task is complete 7c. II. Percentage of resettlement workers working within expected standards of KPIs through CR&D 7c.III. Percentage of resettlement workers exceeding expected standards of KPIs through CR&D	Resettlement Team Leader	1st quarter 25/26
		7d. Engage in training from IOM to ensure support provision is culturally sensitive	7d.I. Note when task is complete. 7d. II. Percentage increase in confidence of Resettlement Workers in working with identified communities through training.	Resettlement Team Leader	4th quarter 24/25
		7e. Explore the need for OISC regulated Immigration advisors within the Resettlement Team or through a commissioning agreement.	7e.I. Mark complete when a proposal is shared highlighting models that incorporate funding and governance needed for OISC regulated advisers' services, training and supervision.	Refugee Project Manager	3rd quarter 25/26
		7f. In partnership with Health colleagues review the model of health provision (within available budget)	7f.I. Mark complete when a health model is, developed, agreed and funded.	Intervention Hub Manager	4th Quarter 24/25
	8. Implement recommendations from the Internal Audit 2024	8a. Implement Action Plan to ensure audit requirements are completed within agreed timescales.	8a.I Mark as complete when Audit actions are agreed as completed, and subsequently closed at the Risk and Scrutiny Committee	Intervention Hub Manager	3rd quarter 25/26
	9. In line with the No Wrong Door approach, undertake a review of existing information	9a. Promote and raise awareness of the support and the resources that are available across services. *Also met through task 1e, f,g,h and i*	9a.I. Number of new resources for New Scots produced.	Refugee Project Manager	1st quarter 25/26
		9b. Establish a referral method to partner organisations that share key details of UKRS households and a brief description of what family	9b.I. Mark complete when process is established	Resettlement Team Leader	4th quarter 24/25

	resources made available to displaced people and develop and co-produce reliable information about rights, options and services that can be accessed.	needs are alongside any safeguarding issues. Possible services include, ESOL, EAL, Family learning, Children social work.			
		9c. Creation and implementation of a shared language across services engaging with New Scot communities to reinforce understanding in different situations, such as the difference between temp accommodation and dispersal accommodation.	9c.I. Mark complete when a succinct resource is created that defines key stages of housing access.	Refugee Project Manager	1st quarter 25/26
		9d. Produce training for ACC Learn, including, * Resettlement in Aberdeen, what does the Resettlement team do? * Working with someone where English is a second or other language * basic rights and entitlements of New Scots	9d.I. Meet with the ACC learn team 9d. II. Number of courses produced 9d.III. Number of participants in each course.	Refugee Project Manager	2nd quarter 25/26
		9e. Create and enact a service wide Communication Plan that reinforces 121 supports, access to mainstream services and access to up to date & accurate information. Utilise social media, the council website, and various media to ensure accessibility of various communication needs.	9e.I. Complete a Communication Plan document including building new communication pathways and a maintenance plan	Refugee Project Manager	4th quarter 24/25
		9g. Reinstate tactical meetings to engage partner services in operational provision and improvement of service provision	9g.I. Mark task as complete when meetings are reestablished	Refugee Project Manager	4th quarter 24/25
		9h. Undertake an integrated Impact assessment to integrate equality outcomes into service provision	9h.I. Note if task is completed	Refugee Project Manager	2nd quarter 25/26
		9i. Engage lived experience groups to gain feedback and action points in their experience in accessing mainstream services. Share experiences with service providers to support accessibility and clarity of provision.	9i.I. Number of lived experience sessions held. 9i. II. Number of services discussed	Community Development Officer	2nd quarter 25/26
		9j. Engage in a review of the Resettlement Team's responsibility in Housing Access processes. Explore quality of service, best use of resources and opportunities for a one-point of contact service.	9j.I. Number of feedback sessions conducted to understand current homeless experience for displaced communities 9j. II. Mark task as complete when models of potential customer journeys are reported to governance.	Refugee Project Manager Resettlement Team Leader	1st quarter 25/26
	10: Support access to Home Office UKVI colleagues through the establishment of a regular presence at Marischal College.	10a. Liaise with UKVI and MC colleagues to progress Hub. Ensure information about the Hub is readily available and promote its use.	10a.I. Note date the hub is due to open (Further KPIs dependant on information that can be shared from UKVI)	Refugee Project Manager	4th quarter 24/25

	11: Integration support is trauma-informed, takes a whole family approach, promotes independence and reduces reliance on targeted public services.	11a. Ensure all staff have received trauma-informed practice training, have access to relevant resources and are supervised with a trauma-informed lens.	11a.I. 100% of staff complete trauma informed practice training 11a. II. Trauma aware practice documents are saved and accessible in the training and procedures channel.	Resettlement Team Leader	1st quarter 25/26
		11b. Ensure commissioned support takes a whole family approach to reduce harm and improve outcomes in accordance with Aberdeen City's whole family support model.	11b.I. Mark complete when team have access training about whole family support. 11b. II. Number of referrals to Action for Children, Children First and or Fit Like Hubs. 11c.III. Number of known Social Work interventions	Resettlement Team Leader	1st quarter 25/26
3. New Scots understand their rights, responsibilities and entitlements in Scotland and are able to exercise these to pursue full and independent lives. New Scots can pursue their ambitions through education, employment, culture and leisure activities in diverse communities.	**12. Ensure displaced people have access to bespoke economic and employment opportunities to enable them to thrive independently and reduce reliance on services.**	12a. Based on existing knowledge of the New Scots' employability needs, develop a new commissioning agreement for employability support to ensure a suite of offers which meet the diverse range of needs across the population. Including support for, * Skill development and understanding transferrable Skills * Job seeking in the UK and career planning * Interview Skills * Work Experience * Apprenticeships * Volunteering * Qualification transference or validation * Enterprise and self-employment. Needs to be met through individual work plans and community training or seminars.	12a.I. Mark task is complete when a commissioning agreement is in place.	Intervention Hub Manager Refugee Project Manager	4th quarter 24/25
		12b. Continue to address concerns regarding exploitation of New Scots in multi-agency forums	12b.I. Mark task as complete when a process to highlight concerns is established with Police Scotland.	Intervention Hub Manager Resettlement Team Leader	4th quarter 24/25
		12c. Develop relationships with local businesses in partnership with ABZ works to increase understanding and importance of supportive work placements for New Scots	12c.I. Mark complete when a series of engagement sessions are developed with employers.	Refugee Project Manager	1st quarter 25/26
		12d. Develop resources to raise awareness of what realistic volunteering opportunities are for the resettled community and how volunteers can be supported in placements.	12d.I. Mark complete when resource for those offering volunteering placement is compete	Community Development Officer	2nd quarter 25/26

	13. Ensure displaced people have access to lifelong learning opportunities to improve their lives and pathway to independence.	13a. Invite CLD representation to the Strategic Partnership Group.	13a.I Mark complete when they attend	Intervention Hub Manager	4th quarter 24/25
		13b. Explore opportunities to commission IT literacy learning for New Scot communities	13b. Mark complete when a suite of options is available for funding consideration	Refugee Project Manager	2nd quarter 25/26
		13c. Organise a Grampian wide ESOL learning exchange between LA provision and Third sector to build an up-to-date picture of the landscape of learning opportunities.	13c. Mark complete when event has taken place.	Refugee Project Manager	4th quarter 24/25
	14. Strive to ensure English language learning opportunities are available for every displaced person who settles in Aberdeen	14a. Ensure ESOL provision is in place for communities where need is evidence based and funding available. Develop ESOL delivery plan responding where need is greatest.	14a.I Mark complete when a service-to-service agreement is complete	Refugee Project Manager	4th quarter 24/25
		14b. Develop and communicate diverse ways to learn English outside of the classroom emphasising self-directed learning.	14b.I number of informal mixed level learning opportunities available in the city. 14b. II. Mark complete when a resource is complete that shares online and other learning opportunities.	Refugee Project Manager Community Development Officer	2nd quarter 25/26
	15. Proactively encourage (two-way) community and cultural integration and wellbeing.	15a. Celebrate successes in the resettled community, for example, in education, employment, business, community roles or activities that develop a sense of belonging in Aberdeen	15a.I. Number of events held or recognitions of achievements.	Community Development Officer	3rd quarter 25/26
		15b. Engage in myth busting opportunities with the established community in Aberdeen regarding asylum and resettled communities.	15b.I. Number of sessions completed	Community Development Officer Resettlement Team Leader	3rd quarter 25/26
4.Communities in Scotland understand integration inter-culturally and respect the diversity and strengths that New Scots bring.	**16. Create an inclusive and capacity building approach which respects and engages the voices of the community in the delivery of services.**	16a. Explore opportunities for further partnership with the Third sector.	16a.I. KPIs to be developed in partnership with Third sector	Refugee Project Manager	4th quarter 24/25
		16b. Explore the opportunity for established, resettled households to welcome and support those who have newly arrived.	16b.I. Number of events organised to build social connections or consult with newly arrived family to gain insight.	Resettlement Team Leader	1st quarter 25/26
		16c. Build a multi-agency collaborative to engage, and share, New Scot and lived experience communities in service development to build a bank of community feedback.	16c.I. Build a working agreement between agencies. 16c. II. Find a suitable platform for shared use.	Refugee Project Manager Community Development Officer	1st quarter 25/26

	17. Our domestic/resident communities feel listened to and play an active role in supporting our resettlement ambitions.	17a. Organise events open to all communities to facilitate social connections built between resettled and settled communities.	17a.I. Number of events held. 17a. II. Distance travelled in outcome stars social connections for attendees of events.	Community Development Officer	3rd quarter 25/26
	18. Work with community partners and services to support intercultural integration by celebrating the nationalities and cultures in Aberdeen, through media and events.	18a. Ongoing development of community events with ARAP community and Fit Like Hubs	18a.I. Number of events held. 18a. II. An increased understanding of services available to them 18a.III. Number of community led events designed and held	Resettlement Team Leader	1st quarter 25/26
		18b. Develop social connection events for newly established UKRS community to meet established resettled communities.	18b.I. Number of events held.	Community Development Officer	1st quarter 25/26
		18c. Engage Creative Learning, the Arts and Culture team, third sector organisations and University of Aberdeen in planning to share cultures between organisation through creative programmes.	18c.I. Mark complete when multi agency meetings organised.	Refugee Project Manager	1st quarter 25/26
		18d. Assess potential engagement in cooking programmes to share or retain culture, for example older New Scots teaching younger New Scot's traditional dishes.	18d.I. Number of community consultation sessions held. New KPIs to be considered when consultation is complete.	Community Development Officer	2nd quarter 25/26
		18e. Promote local community integration through activities and events across localities to engage the different communities in Aberdeen.	18e.I. Events organised in the North locality 18e.II, Events organised in the South locality 18e.III. Events organised in the Central locality	Community Development Officer	3rd quarter 25/26
		18f. Model proposals for a multi-cultural/inter agency Resettlement/Integration Hub to meet the changing needs of the settled and New Scot communities.	18f.I. Mark complete when models are complete and shared with Governance.	Refugee Project Manager	3rd quarter 25/26
		18g. Support the engagement of Aberdonian New Scots in an SRC Art exhibition celebrating resettlement and sharing the stories of those who build new lives in Scotland.	18g.I. Mark complete when exhibit is complete.	Community Development Officer	2nd quarter 25/26
	19. (Work with Education and CLD to) support children and young people transitioning to life in Scotland and enable opportunities for cultural celebrations with peers.	19a. Engage with Education and EAL to support established processes for transitions (including referral process so we can identify vulnerable children going through transition in school stage)	19a.I. Mark complete when a referral for education has been put in place for enhanced transition support. 19a.II. Number of referrals	Community Development Officer	1st quarter 25/26
		19b. Develop a referral process for EAL to ensure they receive details of new children entering the city in a timely manner. *Also met through task 9b.*	19b.I. Mark complete when a referral process is in place to EAL.	Resettlement Team Leader	4th quarter 24/25
		19c. Increase PEEP provision to New Scot communities.	19c.I. Number of PEEP sessions held weekly.	Resettlement Team Leader	4th quarter 24/25

		19d. Work in partnership with Community Development partners to offer a summer programme of family learning.	19d. Number of sessions held for New Scot Communities or additionality supported in Summer in the City programmes.	Community Development Officer	2nd quarter 25/26
5. Policy, strategic planning, and legislation, that have an impact on New Scots, are shaped through their participation and informed by their rights, needs and aspirations.	**20: To ensure representation of community voices in feedback to UKG and SG policy and strategy consultations.**	20a.Engage established lived experience groups in policy and strategy consultations presented to ACC including promoting opportunities through Migration Scotland and SPICe.	20a.I. Number of sessions held.	Community Development Officer	4th quarter 24/25
	21: Proactively engage with the resettled and asylum refugee population in the development of services which affect them.	21b. Continue to provide the Outreach Service to asylum hotels and model how support could be extended to those in dispersed accommodation across the city.	21b.I. Note complete when models have been produced for consideration.	Resettlement Team Leader	3rd quarter 25/26
		21c. Review the purpose of, and develop a regular reporting format, for the Outreach Service provided to asylum hotels.	21c.I. Note task is complete when a review report is produced, relevant KPIs to be added based on review.	Resettlement Team Leader	4th quarter 24/25
6. The principles of the New Scots Refugee Integration Strategy guide all future responses to crises that bring forced migrants to Scotland and seek to ensure all such migrants will be treated equitably.	**22. Contribute to an SG Review of Learning and Best Practice around humanitarian protection schemes including the response to the Afghanistan and Ukraine crises.**	22a. Engage with a short-term working group to show the experience of working in ARAP contingency accommodation with Asylum Resettlement Council, Strategic Engagement Group (ARCSEG) structure.	22a.I. Note is task is complete when feedback is provided to the working group in writing	Refugee Project Manager	4th quarter 24/25
		22b. Engage in SG organised feedback sessions	22b.I. Note task is complete when engagement session minutes are shared.	Intervention Hub Manager Refugee Project Manager	1st quarter 25/26
		22c. Engage in an interview with SPICe, evaluating SG's response to the Homes for Ukraine Super Sponsor scheme	22c.I. Note task is complete when interviews are conducted.	Refugee Project Manager	4th quarter 24/25
	23: Ensure our services build on the learning and experience of successfully responding to emergency and planned humanitarian programmes and	23a.Establish planning for immediately required accommodation for emergency arrivals, e.g. Ukraine schemes, Afghan Resettlement Programmes. *Also met through task 22a.*	23a.I. Note task is complete when reports are produced.	Resettlement Team Leader Refugee Project Manager	4th quarter 24/25

	are resilient to meet the challenges of future demand by conducting a Lessons Learned exercise with Partners in Aberdeen. This needs to take account of the risk of excessive resettlement.	23b. Facilitate a Lessons Learned exercise with Partners to support future responses to resettlement.	23b.I. Mark complete when a short report is produced.	Intervention Hub Manager	2nd quarter 25/26
	24. Participate in the UK Government review of cost to local authorities of participation in humanitarian protection schemes	24a. Understand the costs of resettlement.	24a.I. Note task is complete when the cost product is complete.	Intervention Hub Manager	4th quarter 24/25
	25. Participate in the Home Office evaluation of the Asylum Transformation Programme (one of two Scottish LA/s).	25a. Engage in an interview with the Home Office.	25a.I. Note task is complete when interview has taken place	Intervention Hub Manager	4th quarter 24/25

This page is intentionally left blank