Public Document Pack

To: Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; and Councillors Cross, Graham, Greig, McLellan, Mennie and Watson.

Town House,
ABERDEEN 18 August 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, 26 AUGUST 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

JENNI LAWSON
CHIEF OFFICER – GOVERNANCE

B U S I N E S S

NOTIFICATION OF URGENT BUSINESS

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

DETERMINATION OF EXEMPT BUSINESS

2. Determination of Exempt Business

DECLARATIONS OF INTEREST

3. Members are requested to intimate any declarations of interest

REQUESTS FOR DEPUTATION

4. There are no requests for deputation at this time

MINUTE OF PREVIOUS MEETING

5.1. Minute of the Previous Meeting of 27 May 2025 (Pages 5 - 22)

COMMITTEE PLANNER

6.1. Committee Business Planner (Pages 23 - 28)

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. Police Scotland Performance Report - POL/25/192 (Pages 29 - 60)

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

10.1. Performance Report - CORS/25/188 (Pages 61 - 84)

10.2. Rent Assistance Fund - F&C/25/193 (Pages 85 - 134)

10.3. Cluster Risk Registers and Assurance Map Reporting 2025 - F&C/25/187 (Pages 135 - 170)

COMMUNITIES AND HOUSING

11.1. Aberdeen Local Housing Strategy - F&C/25/185 (Pages 171 - 346)

11.2. Annual Assurance Statement - F&C/25/186 (Pages 347 - 378)

11.3. Housing Allocation Policy - F&C/25/183 (Pages 379 - 432)

11.4. New Housing Capital Programme Delivery: Projects Update - CR&E/25/194 (Pages 433 - 454)

11.5. RAAC update - F&C/25/191 (Pages 455 - 474)

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

To access the Service Updates for this Committee please click here

Website Address: aberdeencity.gov.uk

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

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Communities, Housing and Public Protection Committee

ABERDEEN, 27 May 2025. Minute of Meeting of the COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE. Present:- Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; and Councillors Bouse, Cross, Davidson, Graham, Malik (as substitute for Councillor Mrs Stewart), McLellan and Watson.

The agenda and reports associated with this minute can be located here 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.

FOUR DEPUTATION REQUESTS IN RELATION TO ITEM 11.3 ON THE AGENDA - VIABILITY ASSESSMENT OF PROPOSALS FROM OWNERS OF PROPERTIES WITH RAAC

1. The Committee received four deputation requests in relation to item 11.3 on the agenda (Viability Assessment of Proposals from Owners of Properties with RAAC).

The first deputation request was from Lindsay Bruce, Press and Journal and Evening Express reporter, who was heading up a Trapped by RAAC campaign.

Ms Bruce advised that she aimed to highlight how this situation was impacting the lives of fellow Aberdonians, neighbours, their children, the electorate, and expressed how home owners affected by RAAC needed Members to act on their behalf as though their lives depended on it. Ms Bruce indicated that others here today offering deputations would also point Members to ways in which the administration could help homeowners, whilst still offering best value.

Ms Bruce stated that for the wider Aberdeen public, she would like to implore Members from the outset to come with an openness to hear the words of those at the core of the situation. Ms Bruce highlighted there had never been another situation like this in Aberdeen, and it was an extraordinary crisis that required extraordinary solutions, and there were no previous paths to follow.

Ms Bruce explained that this was Members' opportunity to act with creativity and compassion to find ways to best serve the people of Aberdeen and in doing so, pave the way for other local authorities. Ms Bruce intimated that she stood with those impacted by RAAC and noted that the people of Torry had become very important to her and their stories had become ingrained deeply.

Ms Bruce explained how she had been impacted from hearing stories from multiple families and homeowners. Stories of good hard working people about to lose their homes and the lives they strived and saved for, stories of a tight knit community about to be ripped apart. These stories were of people not precedent, people not policies, people not politics, and it was with this that they launched their campaign.

Ms Bruce intimated that good local journalism had always sought to dig deeper to robustly cover issues of public interest and to call power to account on the ground. She noted that they heard stories first hand and they saw the impact of what was happening in the city, and when an extraordinary event such as the RAAC crisis happened, they had the incredible privilege and platform to give voice to those experiencing injustice.

Ms Bruce indicated that she had met and covered stories of families in Balnagask and had interviewed at least 65 individuals. She had spoken with individuals who could no longer dream of starting a family, due to the financial and mental load, pensioners who were worrying that they could no longer enjoy their retirement, and also individuals who could no longer retire at all.

Ms Bruce asked Members to be mindful not only of the health and safety impact of this crisis but of the greater impact the financial effect this would have on homeowners without exception, through no fault of their own. Ms Bruce intimated that the more pressing issue was how a solution was administered that was fair and just, not just one that eradicated by flattening buildings to the ground.

Ms Bruce advised that homeowners believed that all costs should be met by the Council and she felt that this was right as it was the local authority who built the houses and the local authority who sold the houses. Ms Bruce advised that the report stated that the Council could not accept open ended financial liability for circumstances arising from private ownership, which she felt suggested that there should be a cost paid by homeowners, so that it was fair to the rest of the Aberdeen public. However Ms Bruce stated that the homeowners were Council taxpayers and they were part of the population of Aberdeen, noting that you could not divorce the situation unfolding and the people at the heart, from the rest of their city.

Ms Bruce also spoke about the suggestion that for those who wished to remain in Balnagask, that they could perhaps pay for their own roof to be fixed, with a low cost or no interest loan. Ms Bruce felt that this option was estranged from the reality of life for the general population and stated that homeowners would not be able to pay back the £40,000.

Ms Bruce also spoke about legislation and how houses were purchased through the Right to Buy scheme formally under the House in Scotland Act 1987, which meant homeowners bought the houses and would take on full repairs and insurance. It was a duty for the local authority to disclose any known issues and she questioned why the risks were not disclosed retrospectively.

The final point Ms Bruce raised was when the report stated that in relation to the option to replace roofs and if this was taken forward and the homeowners could no't afford to do so, that there should be ways to help them cover the cost without paying right at the outset, and the Council should consider making these funds available as a grant and not a loan.

In conclusion Ms Bruce highlighted that even if the Council did accept full financial liability, it would still offer the best value to Aberdeen people. Best value was not just about financial management but it was about ensuring that there was good governance and effective management of resources with a focus on improvement to deliver the best possible outcomes for the public. Ms Bruce noted that this was not an unfixable situation, and asked Members to put people before precedent and the people before politics and asked Members to do the right thing.

Members then asked a number of questions of Ms Bruce.

The second deputation request was from Paula Fraser who advised that she represented the residents of Balnagask affected by RAAC. Ms Fraser noted that it had now been 19 months since they were made aware of the situation, which felt like a lifetime, stating that their community had been literally torn apart. Tenants were forced to leave their loved homes on the understanding that they would have ongoing support but for the majority, this had not been the case. Children had been separated from their friendship groups, their social activities, young families uprooted, elderly and disabled people were ripped from their support network as well as local GP's being put under pressure to deal with a catalogue of health issues that this situation had caused.

Ms Fraser advised that when she presented her first deputation at a previous Committee, she urged Members to make people's mental health a priority, however it was not until April 2025 that they heard about assistance available from Scottish Action for Mental Health (SAMH), by which time most people struggling had established their own support from other areas. Ms Fraser questioned why it took over a year to set this up.

Ms Fraser intimated that when they met with the Housing Minister for Scotland, they were informed that the Council had not put any detailed funding proposals to the Scottish Government. Councillor Allard confirmed to one of the members of the group that he had received correspondence from both the Scottish and UK Government refusing assistance. Ms Fraser asked if there had been any subsequent requests lodged to both governments, specifically detailed funding proposals.

Ms Fraser advised that she felt that the Council had not been successful in the engagement of homeowners and even for the homeowners who did engage, the timescale was unacceptable from agreeing to engage to the valuation being done, to accepting the offer. She noted that one resident had accepted the offer at the end of January yet were still waiting to hear and questioned what the delay was.

Ms Fraser indicated that the citizens of Aberdeen voted Members in and gave Members the privilege of their trust to do what was best for them and said that she felt the citizens were feeling miserable at the level of support. Ms Fraser stated that they had no trust in Aberdeen City Council, noting that people's hopes and dreams had been ruined. Friendships and relationships were under pressure, people's dreams of getting married, starting families, upsizing, downsizing, all were in limbo. Ms Fraser felt that people were

being stripped of their homes and their dignity, leaving them with unsustainable amounts of debt in which many had to declare bankruptcy.

Ms Fraser then provided examples of people's situations and highlighted the suffering they had gone through due to the RAAC situation.

Members then asked a number of questions of Ms Fraser.

The Committee then heard the third deputation from Mr Wilson Chowdhry. Mr Chowdhry advised that he felt it was clear that a lot of effort had gone into preparing the report and also into preparing a framework that offered homeowners a genuine range of choices, which mattered deeply to the community. He noted that the most acceptable outcome for most homeowners would be the ability to retain their existing homes, as these properties were not just bricks and mortar, they represented a lifetime of memories. There were also deep community roots and for many, the only source of financial security and the prospect of being uprooted and moved to an alternative was far more distressing than remaining in and investing in the homes they already cherished. Mr Chowdhry therefore believed the option to retain and make these homes safe would be the most welcome and widely supported path forward.

Mr Chowdhry noted that he was pleased to hear that grants may be available for environmental retrofits to bring these properties up to modern standards. He felt it was not only desirable but it was necessary. He asked the Council to consider going further by supporting those who may not meet the standard grant eligibility criteria.

Mr Chowdhry asked Members to continue to seek support from the UK Government, via the UK Shared Prosperity Fund or similar routes, to ensure wider funding was available. He also stated that he felt, like most homeowners, that the Council should step up and fully fund the necessary works, which would include both repair costs and associated disturbance and home loss payments. Mr Chowdhry intimated that homeowners did not cause this crisis and many bought their homes in good faith, noting there was no disclosure, no warning and no opportunity for informed consent.

Mr Chowdhry indicated that he felt unfortunately there was a situation where the Council were not budging and he urged the Council to seriously consider offering low or no interest loans through a sundry debt scheme.

Mr Chowdhry advised that one thing beyond doubt was that homeowners had waited far too long and this prolonged and drawn out process had only deepened uncertainty and distress for countless families. He stated that a decision must now be taken, one that was urgent and rooted in compassion.

Mr Chowdhry highlighted the importance of option 3 within the report, which he believed was a pragmatic way forward, as it would allow homeowners and their families to temporarily relocate and re enter their properties once works were completed.

Mr Chowdhry indicated that many homeowners may consider an option for house swap, but many did not fully grasp just how limited their choices would likely be, as the significant deduction the Council proposed, would make the existing value of their homes less, and could result in far less purchasing power than residents currently expected. Furthermore, he stated that those who fet confident about taking improvement works, may not fully appreciate the condition of the properties they were likely to be offered in exchange. Mr Chowdhry urged the Council to provide clear, concrete examples of what these swaps might look like in practise.

In conclusion, Mr Chowdhry urged the Council to approve an approach that recognised the hardships already endured, that put fairness first and that truly honoured the commitment to the community, whether through grants, fair compensation or practical relocation schemes, he stated that the Council must act now to give homeowners clarity, dignity and justice.

The Committee had no questions for Mr Chowdhry.

The Committee then heard from Mr Raymond Davidson, who was speaking on behalf of the Torry Community RAAC Campaign Group. Mr Davidson advised that the future of 138 families was at stake and Members had the chance to show real compassion, not in theory but in a way that could transform lives. He indicated that for the past 18 months, the homeowners had lived in fear, stress and uncertainty through no fault of their own and their homes, once their greatest asset, became a liability overnight. The discovery of RAAC had left them financially trapped, unable to sell, unable to repair and unless something changed, unable to move forward. Mr Davidson questioned if it was right that these families should be punished for circumstances beyond their control. These residents had done nothing wrong, yet they had been paying the price every single day since this crisis began. Mr Davidson intimated that homeowners were not looking for charity, but for leadership and for fairness.

Mr Davidson noted that Members may feel torn between compassion for residents and the duty to deliver value for money across the city. He questioned if Members could do both. He stated that their proposal would offer both, provide support and also protect the public purse.

Mr Davidson advised that the Council had already approved a funding solution of around £13 million for the voluntary acquisition of the properties and the plan was then to demolish the homes and be left with a cleared site. He queried what the £13 million would actually buy. He stated that after demolition, at an estimated cost of around £10,000 per property and factoring in the modest value of the land, the Council would be left with an empty site. There would then be 138 displaced households, families, pensioners and working people and many would fall into negative equity, some would face bankruptcy and others risked homelessness. People would be unable to buy again, unable to get a mortgage, many would become homeless and there would be 138 fewer homes in the city, which had already declared a housing emergency. Mr Davidson did not think that was value for money.

Mr Davidson asked Members to compare what they were proposing as an alternative, which was pragmatic, cost saving and compassionate. It would cost around £2 million to £3 million less than the demolition plan and it preserved the housing stock. It would also reduce pressure on Council housing lists and supported a more strategic approach to site planning but above all, it would give residents hope and it would give them a future.

Mr Davidson indicated that their plan identified a cluster of RAAC affected homes on the edge of Balnagask which could be made safe for £2-£3 million less on demolition costs. These homes would be offered to affected residents in exchange for their current properties, allowing the Council to plan its future site redevelopment and a more manageable contiguous area whilst avoiding the personal and financial destruction that mass displacement would bring. This option would allow the Council to maintain community cohesion, reduce the number of demolitions and protect people's financial dignity, whilst also avoiding placing additional pressure on an already over stretched housing list and make a significant public saving.

Mr Davidson advised that officers had confirmed their proposal was a viable option, and the only barrier was that officers recommended that homeowners pay for the roof replacement costs, but homeowners simply could not afford to do that. Mr Davidson stated that if residents could not afford the roof repairs and Members supported the officers current recommendation, the opportunity for remediation would disappear and that sent it back to mass demolition at a greater cost with greater human impact.

Mr Davidson asked Members to look beyond the numbers, as this situation was not just about buildings but it was about people. People who trusted the system to protect them in a time of great need. People who now needed Members to stand up for them. Mr Davidson intimated that there was a choice to be made today. Either to demolish homes and displace a number of families at a cost of £13million, leaving the Council with a site of no value, or the Council could spend less, save homes, protect financial futures, maintain a community and still deliver value for money.

Mr Davidson highlighted that this situation was not about party politics or scoring points or ideological debates. This was about people and it was about families facing financial ruin and despair through no fault of their own and to turn this into a political contest would be a failure of leadership. There was no political capital to be gained from forcing families out of their homes and Mr Davidson felt this was a moment in public service to rise above political divisions, to set differences aside and act in the shared interests of the constituents.

Mr Davidson concluded by asking Members to set aside the politics, to choose unity, compassion, value and hope and above all, choose a solution that respected the dignity of the people who were trusting the Council to protect their future over demolition, displacement and despair.

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

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE
27 May 2025

The Convener thanked all of the individuals who had presented their deputations.

VIABILITY ASSESSMENT OF PROPOSALS FROM OWNERS OF PROPERTIES WITH RAAC - F&C/25/124

2. With reference to article 3 of the minute of Council of 17 February 2025, the Committee had before it a report by the Chief Officers - Corporate Landlord, Finance and Housing, which advised that the Council had 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 this Committee. The report shared the outcomes of a Viability Assessment undertaken and made recommendations for consideration.

The report also took account of the instruction to consider the landscaping options outlined in a previous report, more fully when reporting back to Committee on the viability of the alternative options presented by the Torry RAAC Campaign Group Management Committee (TRCG).

The report recommended:-
that the Committee –

(a) thank the Torry RAAC Campaign Group Management Committee (TRCG) and UK RAAC Campaign Group for their positive engagement in the process of identifying alternative options for owners and for granting permission to share the note of engagement via Appendix A with the Committee;

(b) note the contents of the Viability Assessment contained in Appendix B and that the purpose of the review was to determine if there are additional options which would meet the Council's overall objectives;

(c) note that Options 2, 3 and 4 in the Report are all identified by officers as being viable and worth investigating further with all owners;

(d) note that TRCG have expressed a view that any option which involves owners contributing to costs or sharing equity in their property will not be acceptable to them;

(e) note that if Option 3 is pursued there will require to be a commitment from all owners within any identified terraces of properties and that there will be a requirement to vacate properties timeously as part of the overall agreement in order to mitigate the health and safety risks;

(f) note the previous decisions that Voluntary Acquisition will be at Market Value (with additional supporting payments as previously agreed) and agree that all options should be equitable in so far as no single option will be more financially beneficial than any other to owners;

(g) instruct the Chief Officer - Corporate Landlord to write to all homeowners to advise them of the alternative options presented, in keeping with the officer modelling within Appendix B, and ask homeowners, having considered the information, to

formally identify by the end of June 2025 which option they would be willing to consider; and:

In relation to the roof on roof off proposal (Option 3):

1. instruct the Chief Officer - Corporate Landlord, in consultation with the Chief Officers of Finance, Housing and Capital, to thereafter review terraces on the site which would best lend themselves to meeting demand for the roof on roof off option as indicated by owners;
2. instruct the Chief Officer – Corporate Landlord to progress negotiations with owners to deliver the option as identified in the Viability Assessment and enter into legal agreements as required if there is sufficient interest to undertake this option in relation to at least one full terrace where all owners are in agreement;
3. approve the necessary spend, using the funding solution identified for voluntary acquisition, to undertake works as identified in the Viability Assessment including procuring works, supplies and services as required in accordance with the Council's Procurement Regulations;
4. instruct the Chief Officer – Finance to explore the options in relation to loan, standard securities and shared equity mechanisms to support owners to meet a share of costs as outlined in the Viability Assessment in connection with their properties;
5. instruct the Chief Officer – Corporate Landlord to instruct the disposal of properties to owners as identified in the Viability Assessment, where this is considered appropriate;

In relation to the excambion (house swap) option (Option 4):

6. instruct the Chief Officer - Corporate Landlord and Chief Officer - Housing to identify Council houses that may be appropriate for excambion, prepare property information on these and circulate details to interested owners;
7. instruct the Chief Officer - Corporate Landlord and Chief Officer - Governance to arrange any necessary works to properties under existing delegated powers and conclude transactions in relation to this Option in accordance with the terms contained within the Viability Assessment;
8. approve the use of the existing funding solution for voluntary acquisition to fund these works, including making payment to the Housing Revenue Account (HRA) for the loss of housing stock (all at Market Value);
9. instruct the Chief Officer – Housing to keep the Scottish Housing Regulator advised of progress with this work;

(h) instruct the Chief Officer - Corporate Landlord to progress negotiations with owners, in consultation with the Chief Officer – Finance, and report back on

progress to the Communities, Housing and Public Protection Committee in August 2025 within the already scheduled report;

(i) note that the first proposal within the UK RAAC Campaign Group Option is assessed as unviable, but that the remaining proposals have been built into the roof off/roof on proposal from the TRCG;

(j) note that works to masterplan the site have been 'stepped down' until July 2025 to ensure clarity over the options being taken forward in this report, as have works to progress site landscaping and demolition to avoid abortive costs;

(k) instruct the Chief Officers of Finance, Housing and Corporate Landlord to continue to pursue all available funding options to meet the needs of the Council and owners; and

(l) instruct the Chief Officers of Finance, Housing and Corporate Landlord to discuss the content of this report formally with External Audit to confirm that they have no objections to the Value for Money of the recommendations within this report.

The Convener moved, seconded by the Vice Convener:-

That the Committee approve the recommendations contained in the report.

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

That the Committee:-

1. note the contents of the report and approve recommendations 2.1, 2.2, 2.3, 2.4, 2.7 (subject to the changes below), 2.8 and 2.10;
2. agree that in respect of 2.5 of the recommendations, this matter was first brought to the attention of Elected Members back in February 2024;
3. agree that the current proposals are likely to be unacceptable to the RAAC home owners, that this stalemate is likely to incur costs to the Council and instruct the Chief Officer - Capital and Chief Officer - Corporate Landlord to bring a paper to the next Communities, Housing and Public Protection Committee meeting on the additional costs to the Council if the process of demolition is delayed by one year;
4. approve recommendation 2.7 with the addition of instructing the Chief Officer – Corporate Landlord to engage with owners on the following proposed amended options:-
   (a) in relation to the house swap option, to include an additional discretionary financial contribution within the notional Voluntary acquisition package to reflect the impact of RAAC on property values (as per indicative figures in this report), where necessary to facilitate a viable exchange;
   (b) in relation to the roof-off roof-on option, to agree that this option should be fully funded by the Council as a discretionary intervention with no expectation of any contribution from owners to any costs; and
   (c) in relation to supporting owners to undertake RAAC remedial work, to agree that this should, where reasonable, be fully funded by ACC,

Reporting the outcome of this engagement, along with the financial benefit if properties do not have to be demolished to the next appropriate committee, to include consideration of financial and legal implications.

5. agree the Council had in the past moved forward with the legislation and carried out works by taking charges against owners' properties;
6. approve recommendation 2.11 with the addition of noting that there had been no formal proposal to the Scottish Government to use the spare £20 million in the City Region Deal to resolve the RAAC crisis; and instruct the Chief Officer – Corporate Landlord to bring a report to the next Finance and Resources Committee on the potential for preparing a bid to the Scottish Government for the use of any parts of the Housing Infrastructure Fund under the City Region Deal, fiscal flexibility, potential capital funds or other pots of money, to cover the potential costs of resolving the RAAC issue based on a maximum of offering homeowners the Market Value of their property with an additional payment to reflect the impact of RAAC on the value of their property, subject to agreement of a lawful funding mechanism;
7. instruct the Interim Chief Officer - Governance to provide or obtain a legal opinion on whether the Council had any legal duty to disclose the presence of RAAC or problems associated with RAAC when the council houses were sold by the Council under Right to Buy; and
8. instruct the Chief Executive to write to the First Minister calling for a full statutory public inquiry, under the Inquiries Act 2005.

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

The Committee resolved:-

(i) to note that the Chief Officer – Corporate Landlord, would issue a Service Update to members with details on offers accepted from homeowners; and

(ii) to adopt the motion.

At this juncture, Councillor Watson intimated that he wished to refer the matter to Council, under Standing Order 34.1. The Convener advised that she was exercising her right under Standing Order 34.1 to determine that the matter would not be referred.

HOUSING BI ANNUAL REPORT - F&C/25/119

3. With reference to article 13 of the minute of the meeting of 21 November 2024, the Committee had before it a report by the Executive Director – Families and Communities, which presented Committee with the bi-annual report, to enable Members to have oversight of all housing improvement activity being coordinated by the Housing Board.

The report also aimed to satisfy a previous instruction to report the implications of resource planning assumptions made by the Scottish Government, when known.

The Committee heard from Lewis McGill and Geraldine Matthew, who represented the Aberdeen Housing Service Review Group and provided an overview of the review that had been undertaken. The review was an appendix to the report.

Ms Matthew began by advising that from the beginning, the group had agreed that there would be no barrier to joining the group, and wanted to ensure that the group truly represented all of its tenants and to be fully inclusive.

Ms Matthew indicated that they worked closely with the communities team, Community Councils and also had a member of the Aberdeen Youth Group attend their meetings. They were also engaged with the Aberdeen Learning Disability Group. Ms Matthew highlighted that the group had received several national awards over the years and had recently been shortlisted for tenant group of the year 2025, as well as individual recognitions and awards, which highlighted the dedication that the volunteers put into their communities.

Ms Matthew spoke about what had been working well and also what could be done to improve things from a tenant's perspective. Ms Matthew indicated that they were pleased to say that they now felt empowered, more now than ever.

Mr McGill then spoke and advised that the group aimed to represent all Council tenants and noted that communication and engagement were very important, with social media playing a key role and they used it frequently to connect with tenants. They also made sure they met people face to face too. The Facebook group now had over 4000 members and it was an active space where tenants could stay informed, ask questions and share their views.

Mr McGill noted that to date, the Housing Service Review Group had completed six full reviews and one read review. Every set of recommendations they made were included in an action plan, as part of their final report. These actions were implemented unless a specific reason was provided, such as limitations due to the technology.

Mr McGill provided a summary of the work that had been undertaken so far, and noted that the group took pride in making sure the reports were clear, well represented and accessible. He thanked the communications and design team for their ongoing support. In order to reach as many tenants as possible Mr McGill asked that the Council email the reports to everyone with an email address, which was around 13,500 tenants.

Mr McGill thanked Members for inviting them along to the meeting and noted that he hoped it marked the beginning of a stronger tenant involvement. He also hoped that Members found the latest report and its recommendations informative and constructive, in order to work together for better services.

Members then asked a number of questions of Ms Matthew and Mr McGill.

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE
27 May 2025

The report recommended:-
that the Committee -
(a) note the progress made by the Housing Board from December 2024 to May 2025;
(b) endorse the amended Plan available in Appendix A;
(c) instruct the Housing Board to present an amended and measurable Improvement Plan for approval as part of the Housing Board Bi-Annual Report in November 2025;
(d) note the key data summary available in Appendix B;
(e) note the Terms of Reference for the Cross Party Working Group available in Appendix C;
(f) welcome the findings of the Aberdeen Tenant Service Review Group available in Appendix D;
(g) instruct the Chief Officer - Housing to work with the Aberdeen Tenant Service Review Group to positively respond to the findings of their review and report progress against tenant recommendations through a subsequent Housing Board Bi-Annual Report;
(h) approve the arranged access procedure available in Appendix E in relation to Electrical Installation Condition Report inspections to ensure that all Council owned properties comply with necessary health and safety checks;
(i) instruct the Chief Officer - Housing to implement the Quality Improvement Framework available in Appendix F;
(j) instruct the Chief Officer Housing to evaluate the impact of the Quality Improvement Framework on an annual basis and present an updated Framework to Committee for approval within one calendar year as part of the May Housing Board Bi-Annual Report;
(k) note the homeless benchmarking summary report available in Appendix G; and
(l) note the resource planning assumptions issued by Scottish Government on 18 March 2025 for the affordable housing supply programme in 2025/26;

The Convener moved, seconded by the Vice Convener:-
That the Committee approve the recommendations contained in the report.

Councillor Graham, seconded by Councillor Watson, moved as an amendment:-
That the Committee –
1. note that there was an ongoing housing emergency, and that there were still significant levels of homelessness in Aberdeen and the Council house voids figures were still woefully high;
2. note that the Convener of the Communities, Housing and Public Protection Committee did not attend the last Voids Working Group;
3. note that the Housing Emergency Action Plan was not working quickly enough; and
4. instruct the Executive Director - Families and Communities to submit an updated Housing Emergency Action Plan to the next Communities, Housing and Public Protection Committee which reflects the true scale of the housing emergency in Aberdeen.

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

The Committee resolved:-
(i) to request that the Chief Officer – Housing, provide information to members by way of email, in regards to the various tenants groups and provide details on frequency of their meetings, as well as how members were recruited; and
(ii) to adopt the motion.

MINUTE OF THE PREVIOUS MEETING OF 11 MARCH 2025

4. The Committee had before it the minute of the previous meeting of 11 March 2025, for approval.

The Committee resolved:-
to approve the minute as a correct record.

COMMITTEE BUSINESS PLANNER

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

The Committee resolved:-
(i) to agree to remove item 40 (Aberdeen City's Strategic Housing Investment Plan 2025/26 - 2029/30), as this was incorporated into the Housing Bi-Annual report; and
(ii) to otherwise note the committee business planner.

BUILDING STANDARDS ACTIVITY REPORT - CR&E/25/114

6. The Committee had before it a report by the Chief Officer – Strategic Place Planning, which provided assurance and an overview of the Council's responsibilities in relation to securing dangerous buildings and protecting public safety, as well as activity on unauthorised building work and unauthorised occupation of buildings.

The report recommended:-
that the Committee -
(a) note the contents of the report and appendix; and
(b) agree to receive a further Building Standards Activity Report at the meeting of the Communities, Housing and Public Protection Committee on 11th November 2025.

The Committee resolved:-
to approve the recommendations.

PROTECTIVE SERVICES FOOD REGULATORY SERVICE PLAN 2025-26 - CORS/25/026

7. The Committee had before it a report by the Interim Chief Officer – Governance, which advised that the Food Law Code of Practice (Scotland) 2019 required Local Authorities to prepare an annual Service Plan which detailed the intended activity of the Service based on the resources allocated.

The report noted that food enforcement services provided by Aberdeen City Council were located in Protective Services, a city-wide service within Governance and the majority of food enforcement work took place within the Commercial section of the service and officers were also involved in the provision of Elementary Food Hygiene Training, enforcement of health and safety, port health, licensing and animal health & welfare.

The report recommended:-
that the Committee -
(a) approve the Protective Services Food Regulatory Service Plan 2025/2026 as detailed in Appendix A; and
(b) note the review of performance against the Protective Services Food Regulatory Service Plan 2024/2025 contained within Appendix 2 of the Service Plan 2025/2026.

The Committee resolved:-
to approve the recommendations.

PROTECTIVE SERVICES OCCUPATIONAL HEALTH AND SAFETY REGULATORY SERVICE PLAN 2025/26 - CORS/25/058

8. The Committee had before it a report by the Interim Chief Officer – Governance, which outlined the Protective Services proposals for delivering the Occupational Health and Safety Regulatory Service for year 2025/26.

The report noted that as an enforcing authority, the Council had responsibility for the provision of health and safety enforcement services which covered a range of businesses, mainly within the service sector and covered approximately 4500 establishments.

The report recommended:-
that the Committee approve the Occupational Health and Safety Regulatory Service Plan for 2025/26 at appendix 1.

The Committee resolved:-
to approve the recommendation.

PERFORMANCE REPORT - CORS/25/095

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

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

The Committee resolved:-
(i) to request that the Chief Officer – Corporate Landlord, provide details to members via email in relation to the average time to complete repairs;
(ii) to request that the Chief Officer – Corporate Landlord include information in the next performance report in relation to the increase of complaints being upheld;
(iii) to request that the Chief Officer – Digital and Technology provide information to members via email, in regards to the percentage of priority one and two incidents closed in the time scale on page 147 of the report; and
(iv) to note the performance report.

SCOTTISH FIRE AND RESCUE SERVICE PERFORMANCE REPORT- SFR/25/115

10. The Committee had before it a report by Scottish Fire and Rescue Service (SFRS), which presented the end of year performance figures, from 1 April 2024 to 31 March 2025 of the SFRS against the current objectives contained within the Aberdeen City Local Fire and Rescue Plan.

The report recommended:-
that the Committee note the performance data provided within the Scottish Fire & Rescue Service end of year performance report 1 April 2024 to 31 March 2025, at appendix A.

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

The Committee resolved:-
to note the performance report.

POLICE SCOTLAND THEMATIC REPORT - WILFUL FIRERAISING - POL/25/117

11. The Committee had before it a report by Police Scotland, which provided the Committee with an overview of Wilful Fire-Raising in Aberdeen City and the collaborative approaches with stakeholders in response.

The report noted that wilful fire-raising offences across North East Division had followed a consistent downward trend over the last five years (2020 to 2025), aligned with broader force-wide reductions.

The report also indicated that division wide data analysis highlighted both seasonal and geographic spikes in offending, particularly during March, June and November, with statistical peaks occurring in late evenings and on Saturdays. The trend appeared linked to seasonal behaviours and social activity patterns, which offered opportunities for targeted preventative work.

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

The report recommended:-
that the Committee discuss, comment on, and endorse the report.

The Committee resolved:-
to note the information contained in the report.

POLICE SCOTLAND CRIME PREVENTION THEMATIC REPORT - POL/25/116

12. The Committee had before it a report by Police Scotland, which provided the Committee with a strategic overview of ongoing crime prevention activity across the North East Division.

The report noted that the North East Division, in collaboration with stakeholders, delivered crime prevention through the implementation of strategies, policies, and measures designed to reduce crime, deter criminality, and enhance public safety through early intervention. Whilst crime prevention was a shared responsibility, the Division's dedicated workstreams were primarily led by the Partnerships, Preventions and Interventions Unit (PPI) and the Criminal Investigation Department (CID), under the oversight of departmental Chief Inspectors.

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

The report recommended:-
that the Committee discuss, comment on and endorse the report.

The Committee resolved:-

(i) to note that Police Scotland would provide any feedback to members via the clerk, in regards to the meet your police officer events which had been held recently in the city; and
(ii) to otherwise note the information contained in the report.

POLICE SCOTLAND THEMATIC REPORT - COMMUNITY SAFETY DOG RELATED INCIDENTS - POL/25/118

13. The Committee had before it a report by Police Scotland, which provided the Committee with an overview of legislation, current processes and procedures and data in respect of incidents and offences relating to Dangerous Dogs and Banned Breeds.

The report noted that given public interest, increased reporting, the necessity to collate information to assess/mitigate risk and provide community reassurance, Community Safety Partnership Officers within Aberdeen City identified all dog related incidents/crime reports daily and shared information with partners in order that the information could be enhanced, risk could be assessed and incidents allocated to the most appropriate agency.

In addition to partners within the Community Safety Partnership, Aberdeen City Police Officers also had direct contact with the Local Area Dog Warden (or Animal Welfare Officer).

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

The report recommended:-
that the Committee discuss, comment on, and endorse the report.

The Committee resolved:-
(i) to request that the Executive Director Families & Communities, liaise with the dog wardens in regards to any trends with dangerous dogs and for this information to be circulated to members by way of email; and
(ii) to note the information contained in the report.

AFFORDABLE HOUSING - F&C/25/120

14. With reference to article 13 of the minute of the meeting of 5 September 2024, the Committee had before it a report by the Chief Officer – Housing, which provided an update on Aberdeen City's Affordable Housing Delivery Programme.

The report noted that £12.508m was allocated to Aberdeen City Council in 2024/25 through the Scottish Government's affordable housing supply programme which was fully utilised, and in 2024/25 there were 459 affordable housing completions through the

affordable housing supply programme. 334 of these homes were fully wheelchair accessible and 8 were specialist provision homes. It was projected that a further 472 homes would be completed in 2025/26.

The report recommended:-
that the Committee note the progress on delivery of Aberdeen City's Affordable Housing Delivery Programme.

The Convener moved, seconded by the Vice Convener:-

That the Committee approve the recommendations contained in the report.

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

That the Committee:-

1. approve recommendation 2.1;
2. congratulate officers on the delivery of 200 new council houses for social rent in 2024/25, which were commissioned under the previous Labour led administration; and
3. instruct the Chief Officer - Corporate Landlord, following consultation with the Chief Officer - Finance and the Chief Officer – Housing, to prepare a strategic outline business case to consider the options to deliver 1,000 new council houses in the city, to include a realistic timeframe, financial implications on the Housing Revenue Account and potential delivery mechanisms, and to be reported as part of the 25/26 budget process.

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

The Committee resolved:-
to adopt the motion.

- **COUNCILLOR MIRANDA RADLEY, Convener**

	A	B	C	D	E	F	G	H	I
1	**COMMUNITIES HOUSING AND PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER** The Business Planner details the reports which have been instructed as well as reports which the Functions expect to be submitting for the calendar year.								
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**	**Report Author**	**Chief Officer**	**Director**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
3			**26 August 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	Police Scotland Performance Report 2024/25	To provide the performance report for 2024/25 from Police Scotland		Kate Stephen	Police Scotland	Police Scotland	2.20		
6	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). It was also agreed at the meeting on 27 May 2025, to instruct the Chief Officer - Corporate Landlord to progress negotiations with owners, in consultation with the Chief Officer – Finance, and report back on progress to the Communities, Housing and Public Protection Committee in August 2025 within the already scheduled report.		Jacqui McKenzie/ Stephen Booth/ Alan McKay/ Jonathan Belford	Various	Various	1.1.1		
7	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		
8	Annual Assurance Statement	Annual submission required to the Scottish Government Oct/Nov 2025		Martin Smith	Housing	Families & Communities	1.1.1		
9	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		
10	Cluster Risk Registers and Assurance Map Reporting 2025	To provide cluster risk registers and assurance maps.		Various	Various	Various	1.1.4		

	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**
11	Housing Allocation Policy	To seek approval of the refreshed Housing Allocations Policy.		Ath Croft	Housing	Families & Communities	1.1.5		
12	Aberdeen City Strategic Housing investment Plan 2026/27 to 2030/31	To approve the Strategic Housing Investment Plan.		Mel Booth	Housing	Families & Communities	1.1.1	D	Waiting for full information on sites that need to be included in the SHIP, therefore delayed to November.
13	New Housing Capital Programme Delivery: Projects Update	To provide an update in relation to the capital programme		Alan McKay	Capital	City Regernation & Environment	1.1.1		
14			**11 November 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	Review of the Non Traditional Housing Stock	At the meeting on 17 January 2023, it was agreed to instruct the Chief Officer – Corporate Landlord to review the HRA's non traditional housing stock to identify properties that will be unable to meet future environmental or other standards, identify a budget to undertake these inspections within the 2023/24 budget and report back to this Committee on progress in November 2023.	Consultation works on the future of the City centre multi's has been undertaken with excellent level of tenant and owners participation. Further works has not been progressed as staff time has been diverted to other RAAC related issue. We now anticipate that this work will be aligned to the Housing Asset Model/Plan.	Stephen Booth	Corporate Landlord	Families & Communities	1.1.1		
17	Scottish Fire and Rescue Service	To provide a six monthly performance report		Andy Wright	Scottish Fire and Rescue	Scottish Fire and Rescue	2.20		
18	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		
19	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	Corporate Services	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**
20	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		
21	Building Standards Activity Report	To provide details on building standards activity, this is reported twice yearly.		Grant Tierney	Strategic Place Planning	City Regernation & Environment	2.7 and 2.8		
22			**Future reports**						
23	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		
24	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		
25	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		
26	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			

	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**
27	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			
28	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			
29	Resilience Annual report	Annual report to be submitted to CHPPC. Last one submitted March 2025 so likely March 2026.		Fiona Mann	Governance	Corporate Services	2.12		
30	Justice Social Work Service Annual Performance Report 2024-25	Annual report for Justice Social Work Performance. Reported in march 2025 so likely March 2026		Val Vertigans	AHSCP		2.1		
31	Resettlement Delivery Plan	At the meeting on 11 March 2025, it was agreed to 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. Likely March 2026		Jacqui McKenzie	Housing	Families & Communities	1.1.1 and 1.1.15		
32	Community Safety Partnership System Awareness	At the meeting on 11 March 2025, it was agreed to instruct the Interim Chief Officer – Governance to report back to the most relevant meeting of the Communities, Housing and Public Protection Committee on the outcome of efforts to formalise the Community Safety Parthership Board.		Mark Wilson	Governance	Corporate Services	1.1.1, 2.20 and 2.21		
33	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 nearer the year mark.

	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**
34	Notice of Motion by Councillor Bonsell	At the Council meeting on 2 July 2025, the following Notice of Motion from Councillor Bonsell was agreed:- (1)Shares the pride of Aberdonians in our city, including its beautiful granite architecture, and wants everyone who lives, works, studies or visits here to see Aberdeen at its best; (2)Understands the increasing concerns of residents, businesses and community organisations that graffiti is defacing too many buildings, walls and other structures in the city centre and across Aberdeen; (3)Recognises the efforts of Council officers and Police Scotland in addressing the issue of graffiti, for instance, through their reporting systems, graffiti removal service, and diversionary activities, including the graffiti art wall in Sunnybank Park; (4)Commends citizens for their vigilance in spotting and reporting graffiti to the Council and Police Scotland; (5)Appreciates the positive contribution of NuArt Aberdeen to our cityscape and looks forward to the return of this cultural festival in 2026; (6)Instructs the Chief Officer - Operations, following consultation with the Community Safety Manager, to bring a report to an appropriate Communities, Housing and Public Protection Committee on current efforts to reduce graffiti in Aberdeen and what more could be done, including partnership working with Police Scotland, local businesses, and community organisations.		Mark Wilson/ Mark Reilly	Operations	City Regernation & Environment	1.1.1		
35			**Service Updates**						
36	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			
37	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			
38	RAAC	At the meeting on 11 March 2025, it was agreed 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		Scott Whitelaw	Capital	City Regernation & Environment			
39	Annual Effectiveness Report	At the meeting on Council on 16 April 2025, it was agreed that Annual Effectiveness Report would now be a service update		Lynsey McBain	Governance	Corporate Services			
40	Viability Assessment of Proposals from Owners of Properties with RAAC	At the meeting on 27 May 2025, it was agreed that the Chief Officer - Corporate Landlord would issue a Serivce Update to members with details on offers accepted from homeowners		Stephen Booth	Corporate Landlord	Families & Communities			

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	26 August 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Police Scotland Performance Report April 2024 - March 2025 (Appendix A)
REPORT NUMBER	POL/25/192
DIRECTOR	
CHIEF OFFICER	
REPORT AUTHOR	Chief Superintendent Kate Stephen, North East Division, Police Scotland
TERMS OF REFERENCE	2.20

1. PURPOSE OF REPORT

1.1 To present the Police Scotland Performance Report covering April 2024 – March 2025 for Committee scrutiny.

2. RECOMMENDATION(S)

That the Committee:-

2.1 Discuss, comment on, and endorse the report.

3. CURRENT SITUATION

3.1 The report, attached as **Appendix A** provides a detailed account of Police Performance in Aberdeen City in support of agreed priorities, both local and national for April 2024 - March 2025.

3.2 Much of the content of the report reflects on the collaborative methods in which Police Scotland operate across the city. The report demonstrates how communities can benefit when Community Planning Partners work within both the Local Outcome Improvement Plan and Locality Plans.

3.3 The report covers a wide range of police activity including corporate governance; recorded crime; detection rates; and operations. The report provides both 5 year and year on year comparisons to allow the Committee to evaluate trends in performance.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

8. OUTCOMES

Aberdeen City Local Outcome Improvement Plan	
Prosperous People Stretch Outcomes	Police Scotland are key partners within Community Planning Aberdeen and help 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	Police Scotland are key partners within Community Planning Aberdeen and help 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	Not required
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

10.1 Not applicable

11. APPENDICES

11.1 A - Police Scotland Performance Report April 2024 – March 2025

12. REPORT AUTHOR CONTACT DETAILS

Name	Kate Stephen
Title	Chief Superintendent, North East Division, Police Scotland
Email Address	
Tel	

Performance against Local Policing Plan 2023-26

POLICE SCOTLAND
Keeping people safe

North East Division
Aberdeen City

April 2024 - March 2025

Introduction by the Divisional Commander

I am delighted to present the latest Communities, Housing & Public Protection Committee report on behalf of North East Division. This report details performance in Aberdeen City aligned to the agreed priorities at local and national level from the period 1 April 2024 to 31 March 2025.

This report provides an overview of our continued efforts to address key challenges impacting community safety across Aberdeen City, reflecting the ongoing commitment of our Officers, Staff and partners to deliver a preventative, problem solving and proactive policing service that protects our communities and builds confidence in policing.

It is important we listen to our communities and through local engagement we actively seek feedback. In the review period, 67% of people surveyed were satisfied they were provided with an appropriate response by Police Scotland. Significantly, 84% were satisfied with the Officers who attended their calls. We believe our approach to Community Policing, our presence and our visibility, underpins our relationship with the public and in the same period, 76% of those surveyed told us they felt safe.

Crimes of violence, dishonesty and antisocial behaviour damage community wellbeing, often with those responsible having poor life outcomes and it is important we address these harms. Whilst we continue to use enforcement against those who are intent on causing harm through disrupting drug supply chains and tackling organised criminal networks, we must understand the root causes of offending which are often complex and require close collaboration with partners to address underlying factors, with a focus on a holistic approach.

Longer term preventative measures are key to success, and we must continue to pull support towards issues such as antisocial behaviour and violence which are more prevalent in areas of deprivation.

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

I continue to be impressed by the commitment, professionalism and skill of our Officers, Staff and volunteers and have great confidence we can build on the progress of 2024/25 into the coming year.

I want to thank our partners and elected members for their continued support and scrutiny, which plays a vital role in shaping our response to the challenges we face. We will continue to strive daily in achieving our vision of a thriving workforce who deliver safer communities, reduce crime and support victims effectively.

Kate Stephen
Divisional Commander
North East Division

POLICE SCOTLAND
Keeping people safe
POILEAS ALBA

Plan on a Page
Aberdeen City

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

PUBLIC HEALTH

PERSON CENTRED APPROACH

PARTNERSHIPS

Our Local Policing Priorities	Our Objectives	Strategic Outcomes
Protecting Vulnerable People	• Reduce violence against women and girls • Minimise harm and support/signpost vulnerable persons towards partners • Prevent abuse of children and other vulnerable persons	Threats to public safety and wellbeing are resolved by a proactive and responsive police service
Serious Organised Crime	• Divert people away from Serious Organised Crime (SOC) • Deter SOC Groups by supporting organisations to protect themselves • Identify, detect and prosecute those involved in SOC • Disrupt SOC Groups by sharing intelligence, ideas and resources	The needs of local communities are addressed through effective service delivery
Antisocial Behaviour, Violence and Disorder	• Facilitate early intervention for those vulnerable to involvement in antisocial behaviour (ASB), violence and disorder • Identify likely locations for ASB and violence and find lasting solutions • Enhance understanding of underlying causes for ASB and violence	The public, communities and partners are engaged, involved and have confidence in policing
Road Safety and Road Crime	• Increase safety and reduce casualties on our roads • Prevent instances of crime occurring on our road network • Improve road safety by proactively targeting drink and drug drivers	
Acquisitive Crime	• Facilitate early intervention for those involved in, or those vulnerable to becoming involved in, acquisitive crime • Identify likely locations for acquisitive crime and find lasting solutions • Promote awareness of, and prevent, Cybercrime	Our people are supported through a positive working environment, enabling them to serve the public
Counter Terrorism & Domestic Extremism	• Safeguard vulnerable persons from being drawn into terrorism • Share information to identify and tackle suspicious activity • Share knowledge to strengthen protection against terrorist attacks • Mitigate against the impact of terrorist attacks	Police Scotland is sustainable, adaptable and prepared for future challenges

PREVENTION & EARLY INTERVENTION

Executive Summary

Protecting Vulnerable People

As part of our work to reduce violence against women and girls (VAWG), our commitment to the investigation of Domestic Offences and supporting victims who present to us is a key focus for our teams both in front line Policing and within specialist roles.

The associated preventative processes seen in our Disclosure Scheme for Domestic Abuse Scotland (DSDAS), Multi-Agency Tasking & Coordinating (MATAC) and Multi-Agency Risk Assessment Conference (MARAC) forums are areas of growth. These forums facilitate multi-agency discussion through which we target the behaviour of perpetrators and support/safeguard victims and their families. Supporting the wider agenda, we continue to support the Violence Against Women Partnership, delivering positive outcomes through activity aligned to the partnership's Improvement Plan.

Learning Reviews are an area of development within Aberdeen City both in relation to Adults and Children, with the two sub-committees reporting to the Adult Protection Committee (APC) and Child Protection Committee (CPC) directly. Police Scotland are a key partner within this work. The focus in both areas is on reviewing relevant cases, which, underpinned by a culture of learning, identify areas for improvement and areas of good practice which are taken forward as actions and embedded into local process. Similarly, outcomes from reviews in other areas are considered and adopted where appropriate.

Police Scotland is a key partner in the delivery of the 'Bairnshoose' in Aberdeen City which is due to open in August 2025. This offers holistic and child centred support to those who have been victims of or witness to abuse, and to children under the age of criminal responsibility whose behaviour has caused harm. As a pathfinder the partnership has been entrusted with the task of testing the Bairnshoose standards and informing the development of a Bairnshoose blueprint, to identify learning around methods; practices and resources required for implementation in this geographical area.

Our commitment to the wider Child Protection remit remains steadfast and our high standards in partnership working and service delivery continue to be seen through the work of our teams who deliver on the Scottish Child Interview Model (SCIM) and Inter Agency Referral Discussions (IRD), both of which have been recognised in previous inspections as areas of high performance.

Vulnerability in the community continues to be an area which results in a high level of demand on policing services. Our collaborative approach to problem solving with partners has seen a number of innovative approaches taken to ensure services are connected and person-centred, allowing vulnerability to be addressed by the most appropriate organisation, hopefully improving outcomes for individuals whilst maintaining Officer visibility in the community.

The approach taken following the introduction of new Hate Crime legislation at the beginning of the reporting period is further evidence of the strength of our work with partners and communities. We understand the importance of maintaining the confidence of our communities when they report hate crime, reassuring them that we have robust processes in place to identify, investigate and prevent hate crime.

Serious Organised Crime

In pursuit of our objective to divert people away from Serious Organised Crime (SOC) and detecting those involved in same, regular safeguarding visits were conducted across the city by specialist Officers from the Interventions team to those deemed at risk of exploitation and 'cuckooing'. As a result of several safeguarding visits, a number of individuals were given emergency housing moves, referred and integrated to support services.

As a result of enforcement action across the latter half of the year, over 160 nominals were arrested and reported for drugs supply offences with significant quantities of controlled drugs recovered.

Drug detections continue to increase with a targeted approach against those causing most harm through the distribution of controlled drugs. Drug supply offences have increased on the previous year, by 35%, and against the 5-year average. This highlights the proactive approach and enforcement activity undertaken by local policing teams and specialist resources within the North East.

The months of October and November also saw executive action for Operation Highrung which sought to target several identified County Lines impacting Aberdeen City.

Antisocial Behaviour, Violence and Disorder

Performance in terms of Antisocial Behaviour (ASB) and Violence across Aberdeen remains strong with an overall reduction in violent crimes especially with regards to Attempted Murder. Our reductions and detection rates are above the force average performance levels.

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

Robust enforcement and multiagency strategies have seen a reduction in Robberies across the reporting period, down to 94 from 125 the previous year and 121 from the 3-year average. We are committed to continue this downward trend, reducing serious violence and protecting people from harm.

Our performance in terms of ASB is comparable to that of the previous year. Positively, we have seen a reduction in antisocial offences such as consuming alcohol in a public place and urinating which on its own are low level crimes, but the associated antisocial behaviour that comes with it impacts on communities feeling safe in the city centre. Our Community Action Team recognise that ASB is complex and requires a multiagency approach to intervene and tackle the underlying causes upstream. This is why our Local Policing Plan is supported by a clear strategy that prioritises this approach.

Operation Galaxite is an ongoing operation to reduce ASB predominantly in the City Centre and is led by our Community Action Team. Enforcement, engagement and diversion strategies are well versed and continues to develop through our partnerships.

We understand that violence of any nature is important to our communities and Common Assaults although less serious, can occur more frequently and be damaging to a sense of safety in the city. For that reason, our approach to Common Assault investigation has been robust and has seen a reduction overall compared to last year and the 3-year average.

The Community Safety Partnership remains key in the fight against violence and has helped lead our multiagency approach against city centre violence and ASB, informing, directing and drawing in support against the issues affecting those living, working or socialising in the city centre.

Road Safety and Road Crime

We continue to collaborate with our partners across Aberdeen City and North East Division, dedicated to road safety and reducing road casualties. With our focus throughout the year aligned with the 'Fatal Five' Campaign, we continue to target key offences identified as contributory factors associated with fatal and serious injury collisions.

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

Acquisitive Crime

Overall crimes of dishonesty have shown a decrease on the previous year and encouragingly decreases in key crime types such as Housebreaking and Fraud. Disappointingly there has been a notable rise in motor vehicle related crime specifically thefts from insecure vehicles and breaking into secure vehicles. Encouragingly the detection rate for these offences has increased significantly with a small pocket of recidivist offenders responsible for the majority of these offences.

As part of North East Division's Policing Plan to combat Acquisitive Crime, the Division continues to deliver a broad suite of proactive crime prevention measures through multi-agency partnerships, intelligence-led operations and public engagement strategies. Key awareness campaigns include Cybercrime, Financial Harm with preventative initiatives inclusive of Neighbourhood Watch and the After Dark campaign alongside collaborative work with several businesses, universities and partner agencies.

Counter Terrorism & Domestic Extremism

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

Protecting Vulnerable People

POLICE SCOTLAND
Keeping people safe

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

Locally, North East Division continues to support the Violence Against Women Partnership, delivering and supporting key activities in furtherance of the Partnership's delivery plan.

Police Scotland continue to lead and administrate the MARAC process on behalf of all partners, ensuring victims deemed High Risk and any children involved are subject of robust safety planning along with professional and specialist support.

DSDAS is a highly effective tool which provides a formal way of sharing information about an individual's abusive past with a new partner. Police Scotland are committed to the facilitation of this scheme, with an approximate 45% increase in applications, year to date, within Aberdeen City. This demonstrates that the proactive efforts made in raising awareness by all partners continues to prove effective with increased numbers of people provided with key information enabling them to make informed decisions regarding their relationship and be supported appropriately.

Supported by multi-agency partners, we also continue to proactively target domestic abuse perpetrators through our MATAC process. The key aims of MATAC include the identification of individuals who present the greatest risk, proactive enforcement/active targeting of offenders, and the sharing of information for intelligence development, prevention, or enforcement as appropriate.

Focal Point

16 Days of Activism

Police Scotland played a pivotal role within the 16 days of Activism campaign in November 2024. Inputs regarding Domestic Abuse were delivered to external agencies and links established with 'hard to reach' minority groups. Social media was utilised to deliver key messages around targeting perpetrators and safeguarding victims. There was increased focus on arresting those responsible for domestic crime, and disruption opportunities identified and exploited.

Supporting victims of sexual crime, we also continue to collaborate positively with Grampian Rape Crisis supporting training and developing a sound understanding of respective roles to maximise the level of service provided to survivors. The detection rates in relation to Rape and Sexual Assault have increased; demonstrating our unwavering commitment to bringing perpetrators to justice.

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

Working in collaboration with partners, our knowledge and response to Adult Support & Protection matters carries on developing and improving. We continue to support the Adult Protection Committee (APC) and it's varying sub-groups, effectively delivering positive outcomes through multi-agency improvement activity. Notable is our commitment to learning and practice improvement which can be seen in our participation within the Learning Review Sub Committee group which reports to the Adult Protection Committee. A senior Officer within the Public Protection Unit attends the Learning Review sub-committee ensuring that multi-agency learning is identified and acted upon timeously and effectively.

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

All front-line officers within Police Scotland compile and submit Concern Reports to our Risk and Concern Hub which are shared with the appropriate partners to ensure the correct support can be provided to vulnerable children and adults. Where Adults at Risk are identified, an inter-agency referral discussion (IRD) is convened where the correct people to support the individual at risk will be decided. Our Adult Support and Protection co-ordinator shares information with partners to ensure discussion where support is needed. The process for Children at Risk is similar, with the key being to facilitate an IRD with partners. Police Scotland carry out 'escalation reviews' to ensure those coming to us more regularly are triaged appropriately.

Focal Point

Protecting Vulnerable Adults

On 20 February 2025, Police Scotland participated in an Adult Support and Protection awareness day where the focus was to increase awareness of the subject matter and in relation to Financial Harm affecting older people. This was achieved through a social media campaign, delivered on a local and national level. Police Scotland engaged with community groups to enable direct conversation with the communities we serve and to answer any queries or concerns.

We continue to have an Officer seconded to the Alcohol and Drug Partnership as the Assertive Outreach Coordinator, ensuring that a multiagency approach is taken to prevent drug related deaths and to reduce the wider public health harms associated with substance misuse. This role has been pivotal in facilitating information sharing and coordinating directed partnership activity during a drug alert in the early part of 2025.

The Hate Crime and Public Order (Scotland) Act 2021 came into force on 1 April 2024, with the aim of providing better protection for victims and communities, and to tackle the harm caused by hostility and prejudice. By consolidating previous Acts, two additional characteristics (age and variations in sex characteristics) were added and the crime of 'stirring up hatred' was introduced, applicable to all legislated characteristics.

At point of implementation, Police Scotland experienced a surge of reporting, the vast majority of which was online and anonymous. Following assessment, the vast majority of reports did not meet the threshold to be classified as either Hate Crimes or Non-Crime Hate Incidents. There are no

comparable figures for Hate Crime from previous years due to different counting rules in place since 1 April 2024, with 430 Hate Crimes reported in Aberdeen between 1 April 2024 and 31 March 2025.

Recognising that victims and communities are often reluctant to report Hate Crime, structures have been put in place to encourage reporting and to ensure that it is recognised, recorded and investigated accurately and thoroughly. Training for Officers and Staff has been supplemented by support from the locally based Equality, Diversity and Inclusion Team. These Officers also support victims of Hate Crime through direct engagement with communities and by working with partners by participating in forums such as the Hate Crime Improvement Group, which was reestablished during 2024 by the Grampian Regional Equality council.

Our engagement with partners ensures we can listen to communities and be key stakeholders in finding joint solutions to tackle hate crime. We continue to develop the Third-Party Reporting Network and have worked closely with partners including Aberdeen City Council, NHS Grampian, Four Pillars and Grampian Regional Equality Council to provide support to victims and minimise the stigma felt by many of them.

Aberdeen has accommodated a number of asylum seekers and refugees within hotels and dispersal accommodation. We maintain a strong partnership with the Aberdeen City Council Resettlement Team, Mears, who are the accommodation and welfare provider, as well as other partners, to support the integration of those individuals who arrive in Aberdeen. This includes regular engagement sessions on personal safety and Scots Law, with the aim of effectively integrating both individuals and families into the community.

Our work with Aberdeen's Health and Social Care partnership has continued to direct people in mental health crisis to the right care, in the right place, at the right time.

Focal Point

Support for People in Crisis

The Well service, now named Penumbra 365, was established in partnership with Penumbra who are available to provide telephone-based support to Officers 'at scene' and with those who are in crisis. The aim is to help manage a person's situation by providing mental health support at that time and putting follow up steps in place to support that person out of crisis and into a pathway to avert future crisis. Often managing down the immediate crisis for that person, this service is providing an alternative to taking people towards hospitals for support. Between 1 April 2024 and 31 March 2025, there were 89 referrals made by Police with 64 being de-escalated at scene. Of those, at least 30 did not come back to Police attention within a six-month period, representing a significant reduction in demand, and most importantly ensuring people receive relevant support in managing their mental health.

Updated training in Distress Brief Interventions has been rolled out to Officers, providing a further option to offer support to those in a mental health crisis where support is required urgently but not imminently. Officers can refer an individual, who is thereafter contacted within 24 hours by Penumbra and provided with short term support to allow for stabilisation. 103 individuals were referred through this pathway in the reporting period.

The Mental Health Unscheduled Care Access Pilot began during September 2024 and allows Police access to an assessment from a senior psychiatric clinician at the time of significant mental health crisis.

Differing from the Penumbra service, this can be used for persons already being supported by NHS services for mental health or those where the extent of the mental health crisis is greater. Although in many cases this still results in people being conveyed to an NHS setting, the decision-making process is streamlined, ensuring that the waiting time for assessment is reduced, minimising the impact for individual in crisis as well as allowing Officers to attend other calls and patrol at an earlier stage than previously.

Since the Pilot commenced, and to the end of this reporting period, 244 referrals were made via this pathway in Aberdeen City. It is estimated that around 732 hours of Police time has been directly saved. This does not include the hours saved as a result of persons not being taken to a Place of Safety due to receiving an 'on-scene' clinical assessment' and appropriate measures being put in place in the community.

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

Senior leaders and specialist Officers continue to actively support both the City's Child and Adult Protection structures.

The work of our trauma informed child interview teams (SCIM) and IRD process continue to deliver to a high standard ensuring children get the service aligned to their needs. SCIM is well embedded with over 90% of all Joint Investigative Interviews of children consistently being conducted using the SCIM across the Division. The IRD process which was positively commented upon during a recent Inspection continues to be strengthened. We have worked to redesign the IRD template which provides the format for multi-agency conversation. This now gives more prominence to reconvened IRDs, enabling partners to come together for a follow up conversation following a Child Protection report to ensure continued focus on the investigation, safety planning and the ongoing support from partners.

As part of the Bairnshoose Pathfinder process within Aberdeen City and Aberdeenshire, Police Scotland have implemented improved processes across the three Local Authority areas between Police, COPFS and SCRA relating to SCIM, strengthening the understanding and logistics of the SCIM process, including the launch of a quality assurance process involving COPFS and SCRA which will compliment already established SCIM evaluation processes.

In keeping with Police Scotland's commitment to protecting vulnerable people a series of Continuous Professional Development events for Sergeants was launched in 2025, across the North East whereby focus was placed on Domestic Abuse, Adult Protection and Child Protection to ensure a high quality of service delivery in these key areas.

We continue to be supported by colleagues in the National Child Abuse Investigation Unit who hold responsibility for much of the work connected to child abuse and exploitation online. They carry out enforcement in relation to those who have committed offences such as downloading of indecent images of children; ensuring perpetrators are brought to justice and appropriate safeguarding measures implemented.

Serious Organised Crime

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

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

The deter approach within Aberdeen City has moved away from specific Operation Protector 'Days of Action' with daily, weekly and monthly visits being completed by the Interventions team. The Interventions team under direction of the Serious Organised Crime (SOC) Divisional operational lead who also has oversight of the Organised Crime Group (OCG) Team, ensures that proportionate and effective support is provided to those most at risk having cognisance and awareness of the overarching principles and direct links to those involved in County Lines and exploitation. Hundreds of visits were conducted with several individuals brought into service and provided with immediate support. A significant number of individuals were provided with advice and support related to substance dependency, cuckooing, exploitation and child criminal exploitation.

Case Study

In December 2024, intelligence was received that a 16-year-old male was working on behalf of a West Midlands OCG in Aberdeen and was potentially being exploited in the furtherance of dealing drugs. Our OCG Team subsequently forced entry to an address in the north of the city and traced the male within. Recovered from the address was quantities of crack cocaine and Diamorphine. West Midlands Police (County Lines Task Force) and local Social Work team were consulted and following relevant criminal procedures the male was conveyed south and passed to Officers from West Midlands Police. The local Social Work team took ownership of the male's support and safety planning moving forward. Further evidence and intelligence were shared with West Midlands Police County Lines Task Force for their case against the relevant OCG and their use and exploitation of young males and females for drug dealing activities. The group remain subject of ongoing criminal proceedings.

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

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

Our approach to tackling SOC using the 4D strategy (Disrupt, Detect, Deter, Divert) has continued to provide positive results in this reporting period. The Detect and Disrupt strands aim to ensure those involved the supply of controlled drugs, abuse of vulnerable individuals and those travelling to this area for the purpose of dealing drugs are met with a hostile environment and apprehended swiftly.

As indicated in the executive summary, drug supply for the year has increased by over 35% and during the 3rd and 4th quarter of the reporting period. Over 80 drug search warrants were executed and during this time a number of controlled drugs were located and seized. These drugs (over £600,000 of Cocaine, over £100,000 of Heroin and anywhere between £600,000 and £900,000 of Cannabis – 'street' value) are only a few of a variety of such seized.

The pro-active increase in drug detection and continued enforcement has shown our commitment to successful outcomes as we tackle those creating the greatest harms, whilst supporting our communities to be resilient in the fight against SOC. From October 2024 to March 2025, controlled drugs with a street value of over £1 million have been recovered.

During the months of October and November enforcement activity for Operation Highrung was completed with over 63 individuals arrested in connection with drug offences and organised crime in Aberdeen over the running of the operation. During this enforcement period alone over 35 search warrants were executed in Aberdeen, 48 people were arrested in connection with drugs offences and there were significant recoveries of controlled drugs, stolen vehicles and weapons.

The case studies below are examples of our numerous enforcement successes and highlight the varied approaches utilised to dismantle SOC.

Case Study

In October 2024, 5 Drug Search Warrants (DSW's) were executed in relation to a group originating from London but operating in Aberdeen. As a result of the enforcement action 2 key London based nominals were arrested and charged in relation to the supply of controlled drugs. During this enquiry and execution of DSW's over £40,000 worth of Diamorphine, over £20,000 worth of 'crack' Cocaine and over £2000 in cash was seized. The principal of the operation was subsequently remanded in custody with further peripheral individuals bailed out of Scotland. The individuals remain subject of criminal proceedings.

Case Study

In November 2024, 6 DSW's were executed in relation to a group originating from Hertfordshire operating in Aberdeen City. As a result of the enforcement 5 individuals were arrested and charged in relation to the supply of controlled drugs. During this enquiry and execution of DSW's quantities of Herbal Cannabis, Diamorphine, 'Crack' Cocaine and Ketamine were seized along with several thousands of pounds in cash. The individuals involved remain subject of criminal proceedings.

Antisocial Behaviour, Violence and Disorder

POLICE SCOTLAND
Keeping people safe

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

Partnership working is essential in our approach to tackling antisocial behaviour (ASB) and violence. We continue to work alongside partners within Aberdeen's Community Planning Partnership, taking a collaborative approach to identifying emerging issues and finding solutions which address the root cause of an issue, whilst alleviating community concerns.

Our Youth Engagement Officers are now well established and work closely with colleagues in Education and Social Work, as well as within the third sector, to recognise, understand and intervene at an early stage in those issues which cause harm to both our young people and those in the community as a whole. Focussed work has been carried out across the city with those recognised as disengaging with education in an attempt to reintegrate them back into school and divert them away from engaging in antisocial behaviour.

Focal Point

Engaging with Youths regarding Fires

Following a series of Fire raisings being reported across the city, Youth Engagement Officers delivered educational inputs alongside the Scottish Fire and Rescue Service in schools near to the fires. In addition to this, a targeted 'Fire Skills' programme is in place, run by SFRS and supported by Youth Engagement Officers, to provide further intervention to those individuals at the greatest risk of perpetrating ASB.

We know that Aberdeen's city centre remains an attractive place for young people to socialise in a positive way. An antisocial element can exist, and it is vital we take a multiagency approach. Operation Galaxite is responding to this positively and offers activities where there is a means to engage and divert young people away from ASB.

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

ASB remains a key priority and much of our work in this area is done in collaboration with partners via the Community Safety Partnership. Reports of ASB are discussed daily at the Community Safety Hub meetings, with the data being used to identify longer term trends, allowing us to undertake collaborative problem solving with partners and communities.

Working alongside colleagues from Aberdeen City Council Housing and Community Safety teams, we have undertaken joint visits to some of the new housing developments across the city to listen to residents, addressing their needs and expectations with a view to creating cohesive and safe communities.

Our Youth Engagement Officers have formed partnerships with schools and the communities around them, bringing together key stakeholders to address antisocial behaviour at lunchtimes. By undertaking high visibility patrols in key areas, clear boundaries around acceptable behaviour have been set to encourage positive choices, whilst reassuring the wider community, including local businesses, that their concerns have been addressed.

Through our relationships with the Community Learning and Development Team, we identify the areas where ASB is causing the most harm and ensure youth services are directed into these areas and targeting the correct individuals and groups to ensure activity provision provides the best possible opportunity for diversion.

Community feedback tells us a visible Policing presence in the city centre is wanted. We have enhanced our city centre resourcing, understanding that enforcement also plays a key part in the reduction of ASB and violence. This has afforded a significant reduction in our antisocial offences. Work is ongoing to develop our preventative strategies in line with our enforcement.

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

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

We continue to take a forward-looking joint approach, alongside the Aberdeen City Council Licensing Team, to drive high standards within licensed premises and during events, promoting a safe environment for people wishing to socialise in the city. By working with premises, organisers and organisations such as the Street Pastors, measures are put in place to ensure that vulnerability is recognised and addressed, and attendees and the wider community feel safe. A key outcome of this preparatory work is also reduced demand for frontline services, recognising the impact that violence and vulnerability can have on the city as a whole.

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

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

Road Safety and Road Crime

Objective: With partners in Road Safety North East Scotland (RSNES) increase safety and reduce casualties on our roads

Objective: Prevent instances of crime occurring on our road network

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

As part of a partnership approach within Road Safety North East Scotland (RSNES), our Officers and Staff have delivered a series of road safety campaigns all of which are aimed achieving our road safety and road crime objectives, with a strong focus on protecting Vulnerable Road Users and/or targeting motorists committing the 'Fatal Five' offences.

Festive Drink Drug Drive Campaign: Road Policing and Local Policing Officers worked together to target and deter drink and drug drivers, carrying out pro-active patrols, using data to target key areas, responding to information from members of the public and setting up roadside checks. This campaign was 17 days longer than the previous campaign due to data analysis that recommended extending the duration. There were 373 breath tests carried out, whilst 150 Drug Wipes were conducted with 73 positive roadside tests (this data pertains to the wider Grampian region, including Aberdeen City).

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Pedestrians and Older Drivers: This campaign included enforcement on high active travel/other routes against risk taking driving behaviour, particularly speeding which remains the most significant determinant of injury severity / survivability for collisions involving pedestrians and other vulnerable road users.

Driver Engagement North: The pilot has been funded by Transport Scotland's Road Safety Initiative Fund. Participants in this person-centred initiative utilise a desktop driving simulator, with a fitness to drive input also included to assist older road users and their families make informed choices about their fitness to drive safely. The simulators enable drivers to assess their hazard awareness in a safe virtual environment.

Fitness to Drive Matters: Considerable work is currently being progressed towards our Fitness to Drive Matters initiative working with partners and older road users to reduce numbers killed or seriously injured in collisions. Road Policing have now secured funding from Transport Scotland's Road Safety Framework Fund to support the roll-out of Fitness to Drive Assessments, in conjunction with the charity Driving Mobility's DriveAbility Scotland team. The funding will cover 100 assessments in the north of Scotland, providing greater opportunity for older people there to access this help than would otherwise be possible from their Glasgow base.

New Driver Early Intervention Scheme: The New Driver Early Intervention Scheme is being rolled out nationally and partners, such as Scottish Fire and Rescue Service, have adopted the scheme and

deliver it in conjunction with Police Scotland to internal and external groups. NDEIS is aimed at 17–25-year-olds to positively influence this vulnerable group of road users, whilst providing a reminder of their responsibilities towards themselves and other road users.

Operation TRAMLINE: Officers are being deployed on busy commuter routes, in vehicles that drivers would not typically associate with the police. Lorry tractor units and minibuses are amongst vehicles being utilised to afford high vantage point observations of driver behaviour from vehicles that blend into the roadway environment, rather than a marked police vehicle. The aim is to engage, educate and enforce legislation in respect of Fatal 5 offending, particularly distraction offences such as use of handheld mobile telephones.

Operation CLOSE PASS: Road Policing and Community Officers continue to work in partnership for this cycle safety initiative. A Community police cyclist and supporting Road Policing Officers deploy to monitor driver behaviour in the vicinity of cyclists, particularly when carrying out passing manoeuvres. Drivers passing too closely, or otherwise placing the cyclist at risk, are predominantly provided with guidance during a ‘chat on the mat’ but may also be issued with a fixed penalty or reported to the Procurator Fiscal, depending on the presenting circumstances.

Acquisitive Crime

POLICE SCOTLAND
Keeping people safe

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

Effective crime prevention relies on strong partnerships to achieve long lasting positive outcomes. As indicated in the executive summary key reductions for the reporting period were recorded for Domestic Housebreakings, non-dwelling Housebreakings and Fraud. Domestic Housebreakings and Fraud saw a reduction of over 17% and 13% respectively.

Theft by Shoplifting saw an increase on the 3 and 5-Year Averages but is down on last year's figure. This continues to be an area of concern and remains subject to ongoing investment from the Scottish government and revised strategies from Police Scotland to proactively target those responsible whilst working together with a number of other partners to identify trends, commonalities and areas to improve, prevent and detect these crimes.

The Financial Crime Triage Hub (FCTH) is a key component of North East Division's response to cyber and financial crime. It monitors and reviews emerging crime types, identifying early trends and vulnerable demographics, enabling timely interventions and coordinated multi-agency responses. This includes direct contact with banking institutions and referrals to Adult Support and Protection should individuals vulnerable or potentially vulnerable to this crime type be identified.

Case Study

During February, the FCTH identified crime trends relating to cold calls with a specific MO relating to Lloyds Bank, bogus workmen, impersonation frauds and Sky account takeovers. Targeted preventative messaging was circulated via our North East Crime Reduction team, with FCTH maintaining oversight and coordinating the enquiries.

The FCTH then undertook enhanced safety planning in relation to vulnerable victims of crime. This included individuals who were victims of cold call frauds or bogus workmen frauds and individuals with learning difficulties who were referred to Adult Protection.

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

Locally based Crime Reduction staff continue to support victims and issue preventative messaging across Aberdeen. Their crucial role helps ensure our communities are aware of the measures they can take to reduce the likelihood of becoming a victim of acquisitive crime.

On average, there are over 240 in person engagements delivered annually in Aberdeen providing community engagement and focused on emerging threats, targeting businesses, premises and demographics.

Crime Reduction staff regularly attend events to promote crime prevention strategies and provide tailored security advice on matters such as electronic tagging and DNA marking. Bespoke initiatives focus on emerging threats, including cyber safety and sextortion awareness in schools.

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

The FCTH alongside the Divisional Cyber Enabled Crime Team (DCECT) continue to engage and provide expert advice to partners and businesses. In October 2024, the Financial Conduct Authority, which governs financial institutions in the UK, brought in new rules regarding refunds for Authorised Push Payment scams, such as fake bank staff calling customers and tricking them into moving their money (safe account frauds) or fraudsters posing as legitimate firms requesting payment (cold calls). These new rules essentially make it easier for victims to be refunded by their banks as it required the banks to split the losses between the sending bank and receiving bank. This change in process coincided with a project to improve the efficacy of the 'Banking Protocol' process locally in Aberdeen City with police engagement with local banking institutions and vulnerable service users susceptible to financial crime and exploitation.

In collaboration with the institutions a briefing document was compiled and circulated to Police staff providing clear indicators and bespoke questioning for Officers attending banking concern calls. This was uploaded to their mobile devices and further safeguarding implementations were provided to ensure vulnerable individuals were provided the best service possible from Police and partners.

The FCTH and DCECT have weekly engagement with cross sector partners via a meeting structure chaired by the Scottish Cyber and Fraud Centre. This allows up to date information sharing on identified trends, emerging patterns and allows a two-way stream of information for local issues and initiatives. These can be replicated nationally, and the reverse, ensuring locally we are aware of available avenues and resources to prevent instances of Cyber enabled and Cyber dependant crime.

Case Study

The DCECT investigated circumstances of an 82-year-old victim of bank impersonation fraud. A 21-year-old female attended the victim's address and took possession of their bank card before spending a five-figure sum on products. DCECT progressed the investigation, identified the London-based suspect and reported to COPFS. The female pled guilty and is awaiting sentencing. Relevant support referrals took place for the victim and banking engagement vulnerabilities protected.

Case Study

DCECT investigated circumstances of a 78-year-old male victim of an investment with a five-figure sum loss. DCECT Officers ensured a thorough safety plan with the victim, with relevant phone numbers blocked on his phone, Crypto apps removed, and his bank consulted to ensure financial safeguarding. Subsequent enquiries were completed, and the victims' money was tracked leaving the UK. Relevant intelligence bulletins were submitted and multi-agency engagement for out of country crime submission.

Counter Terrorism & Domestic Extremism

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

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

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

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

In this reporting period, Counter Terrorism Security Advisors (CTSA's) conducted 84 security inspection visits to sites of a sensitive nature across a number of industries. They continue to provide expert advice to organisations such as Aberdeen Football Club, Aberdeen Art Gallery, Aberdeen Harbour and Aberdeen Airport in implementing and improving security measures and training staff in CT related streams, such as the Action Counters Terrorism (ACT) suite of products and See Check and Notify (ScaN) training.

Having received Royal Assent in April 2025, the Multi-Agency CONTEST board and CT Police colleagues continue to support partners in providing information and support regarding the Terrorism (Protection of Premises) Act 2025, known as Martyn's Law, which will see statutory guidance produced from the Home Office to support organisations in implementing these new terrorism mitigation standards in their event and premises plans.

This period saw the introduction of Operation Ford, a new national operation from the UK Government in response to the identification of risk to other elected members not covered by previous initiatives which similarly supported safeguarding of MP's and MSP's. This now covers any act committed against a serving elected official including local councilors, where it is

reasonable to believe the act has been committed with the intention of intimidating or harassing them. Police colleagues have supported the introduction of this by providing advice and guidance briefings to elected officials across Aberdeen City Council.

Borders Policing Command Officers continue to conduct operations at Aberdeen International Airport and at Aberdeen's Harbours to gather intelligence whilst proactively identifying and dealing with the illegitimate passage of persons and goods in various industries including fishing, industry and leisure, routes which criminals and terrorists may seek to exploit.

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

By the time this report is presented the Tall Ships event will have passed but at the time of writing our Counter Terrorism Planning Officers and CTSA's are engaged in the planning for same, alongside Offshore Europe, providing expert advice and guidance to event organisers.

Similarly, Exercise Shopboard, a table-top exercise simulating a crowded space terrorist related scenario, will now have been delivered, the culmination of planning with Aberdeen City Council and other key partners.

There have been ten Project Servator deployments in Aberdeen, helping build vigilance among a network of business and community partners, alongside the public, focused in this period on the city centre, at transport hubs and the Festive Market.

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

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

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

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

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

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

Performance statistics

These statistics can be found in their expanded form at: How we are performing - Police Scotland

Aberdeen City – Recorded Crime	2023/24	2024/25	5-year average	3-year average
Group 1 – Non-Sexual Crimes of Violence				
Murder (excluding culpable homicide at common law)	2	2	2.2	2.0
Culpable homicide (common law)	0	0	0.2	0.3
Culpable homicide (other)	1	1	0.8	1.0
Attempted murder	25	11	19	19.3
Serious Assault (of an emergency worker)	0	3	0	0.0
Serious Assault (inc. FGM, culpable & reckless conduct - causing injury)	149	160	156.6	167.0
Common Assault (of an emergency worker)	426	418	430.8	447.0
Common Assault	2660	2375	2471.8	2601.0
Robbery (including assault with intent to rob)	125	94	111.4	121.0
Domestic Abuse*[1]	*	1821	*	*
Stalking	44	48	35.4	38.7
Cruel & Unnatural treatment of children	18	20	21.4	17.3
Threats and extortion	97	93	71.6	94.0
Other group 1 crimes	57	52	33.8	43.7
Group 2 – Sexual Crimes				
Rape	84	104	92.8	92.0
Attempted rape	6	4	5.8	6.0
Sexual assault	259	263	237.8	255.0
Crimes associated with Prostitution	18	16	17.2	19.3
Indecent photos of children	33	39	41	39.0
Communicating indecently	50	50	67.6	63.7
Causing to view sexual activity or images	114	86	108.6	123.7
Threatening or Disclosure of intimate image	39	40	42	44.7
Other Group 2 crimes	89	78	91.4	100.0
Group 3 – Crimes of Dishonesty				
Housebreaking (inc. attempts) - dwelling house	149	123	150.8	152.3
Housebreaking (inc. attempts) - non-dwelling	105	53	119.8	109.3
Housebreaking (inc. attempts) - other premises	78	93	90.6	87.3
Opening Lockfast Places - Motor Vehicle	43	103	62.8	59.0
Theft of a motor vehicle	185	175	182.6	196.0
Theft from a Motor Vehicle, Insecure etc	174	252	195.4	183.0
Attempt theft of motor vehicle	21	22	16.4	17.3
Opening Lockfast Places - NOT Motor Vehicle	47	65	57.2	58.0

Common theft	1281	1255	1226.2	1277.0
Theft by shoplifting	2106	2010	1787.2	1850.0
Fraud	894	789	797	910.3
Other Group 3 crimes	321	381	477	471.3
Group 4 – Damage and reckless behaviour				
Fireraising	102	107	120.6	115.7
Vandalism (inc. reckless damage, etc)	1718	1562	1737.6	1792.7
Reckless conduct (with firearms)	0	1	0.2	0.3
Culpable & reckless conduct (not firearms)	59	77	95.8	100.0
Other Group 4 crimes	4	4	6.6	6.3
Group 5 – Crimes against society				
Possession offensive weapon/knife in school (not used in crime)	8	7	5.6	6.7
Possession offensive weapon/knife in a private place (not used in crime)	13	9	2.6	4.3
Possession of a corrosive substance (not used in crime)	1	0	0.2	0.3
Other possession of offensive weapon/knife (not used in crime)	159	148	147.6	142.0
Possession offensive weapon/knife in school (used in criminal activity)	6	15	3.6	4.0
Possession offensive weapon/knife in a private place (used in criminal activity)	1	1	0.2	0.3
Other possession of offensive weapon/knife NEC (used in criminal activity)	244	222	221.8	230.0
Production, manufacture or cultivation of drugs	25	15	25.8	23.0
Supply of drugs (inc. possession with intent)	261	353	251.8	252.3
Bringing drugs into prison	0	0	1.8	0.7
Other drugs offences (inc. importation)	5	7	6.8	4.7
Possession of drugs	1239	1157	1427.4	1299.3
Offences relating to serious and organised crime	3	3	1.2	2.0
Bail offences (other than absconding)	534	629	487.2	516.3
Other crimes against public justice	507	583	579.8	543.7
Other crimes against society	9	6	7.4	8.3
Group 6 – Antisocial offences				
Breach of the Peace	107	92	164.6	152.3
Threatening or abusive behaviour	1456	1421	1543.4	1500.7
Hate Crime*[2]	*	430	*	*
Drunk and incapable	4	1	1.4	2.0
Consume alcohol in designated place (local bye-laws)	130	53	68.6	87.7
Other alcohol related offences	37	22	49	46.0
Urinating	141	87	177.4	172.0
Group 7 – Miscellaneous offences				
Wildlife offences	6	1	5.2	5.3
Offences involved animals (not wildlife)	80	67	57.4	70.0
Community and public order offences	414	441	419.6	427.0
Environmental offences	17	17	30.2	24.3
Licensing offences	27	38	28.8	25.7

Other misc offences	6	10	4.4	4.3
Group 8 – Road traffic offences				
Dangerous driving offences	123	155	130.2	126.3
Driving Carelessly	555	507	523.6	534.3
Driving under the influence	346	375	365.6	351.7
Speeding offences	395	385	855	552.0
Seat belt offences	84	85	93	84.7
Mobile phone offences	122	142	102.6	96.3
Unlawful use of motor vehicle	1387	1435	1630	1407.3

*[1] Please note, due to the different sources of data being used, and the different methodology/counting rules, comparison of recorded domestic crimes from the 1 April 2024 with recorded domestic crimes prior to the 1 April 2024 is not advised, hence the removal of comparative statistics.
*[2] Please note, there are no comparative figures for Hate Crime, due to different methodology/counting rules since 1 April 2024.

Aberdeen City – Detection Rates %	2023/24	2024/25	5-year average	3-year average
Group 1 – Non-Sexual Crimes of Violence				
Murder (excluding culpable homicide at common law)	100.0	100.0	109.1	100.0
Culpable homicide (common law)	0.0	0.0	100.0	33.3
Culpable homicide (other)	0.0	100.0	75.0	16.7
Attempted murder	100.0	90.9	100.0	100.0
Serious Assault (of an emergency worker)	0.0	100.0	-	0.0
Serious Assault (inc. FGM, culpable & reckless conduct - causing injury)	91.9	93.1	93.0	92.9
Common Assault (of an emergency worker)	97.9	100.0	99.0	99.1
Common Assault	69.4	67.7	67.4	66.7
Robbery (including assault with intent to rob)	86.4	95.7	88.2	89.8
Domestic Abuse*[1]	*	68.5	*	*
Stalking	84.1	83.3	75.1	79.1
Cruel & Unnatural treatment of children	111.1	175.0	81.3	97.4
Threats and extortion	5.2	9.7	15.6	10.4
Other group 1 crimes	91.2	63.5	75.7	73.4
Group 2 - Sexual Crimes				
Rape	46.4	50.0	54.3	50.8
Attempted rape	50.0	50.0	62.1	58.3
Sexual assault	52.9	60.1	57.3	53.6
Crimes associated with Prostitution	94.4	81.3	91.9	91.3
Indecent photos of children	93.9	84.6	88.3	92.4
Communicating indecently	64.0	44.0	56.5	55.2
Causing to view sexual activity or images	63.2	59.3	58.0	55.6
Threatening or Disclosure of intimate image	38.5	32.5	30.5	28.8
Other Group 2 crimes	51.7	34.6	41.4	37.2
Group 3 - Crimes of Dishonesty				
Housebreaking (inc. attempts) dwelling house	45.0	35.8	42.6	42.9
Housebreaking (inc. attempts) non-dwelling	21.9	30.2	27.4	30.5

Housebreaking (inc. attempts) other premises	47.4	50.5	39.3	44.7
Opening Lockfast Places - Motor Vehicle	9.3	35.9	28.0	20.2
Theft of a motor vehicle	44.9	52.0	49.8	48.5
Theft from a Motor Vehicle, Insecure etc	9.8	28.2	20.1	18.1
Attempt theft of motor vehicle	33.3	50.0	35.4	39.3
Opening Lockfast Places - NOT Motor Vehicle	8.5	38.5	19.9	21.6
Common theft	24.6	24.3	27.6	25.5
Theft by shoplifting	52.2	47.8	59.3	54.7
Fraud	16.2	20.7	18.5	15.8
Other Group 3 crimes	29.6	33.3	33.6	32.6
Group 4 - Damage and reckless behaviour				
Fireraising	27.5	22.4	32.2	27.7
Vandalism (inc. reckless damage, etc.)	29.6	29.6	28.6	28.2
Reckless conduct (with firearms)	0.0	100.0	100.0	33.3
Culpable & reckless conduct (not firearms)	49.2	49.4	54.5	56.2
Other Group 4 crimes	50.0	0.0	12.1	27.8
Group 5 - Crimes against society				
Possession offensive weapon/knife in school (not used in crime)	100.0	100.0	96.4	100.0
Possession offensive weapon/knife in a private place (not used in crime)	92.3	77.8	92.3	30.8
Possession of a corrosive substance (not used in crime)	100.0	0.0	100.0	33.3
Other possession of offensive weapon/knife (not used in crime)	95.0	89.9	94.0	90.9
Possession offensive weapon/knife in school (used in criminal activity)	83.3	86.7	94.4	102.8
Possession offensive weapon/knife in a private place (used in criminal activity)	0.0	100.0	0.0	0.0
Other possession of offensive weapon/knife NEC (used in criminal activity)	76.6	77.5	77.3	81.2
Production, manufacture or cultivation of drugs	100.0	66.7	98.4	94.8
Supply of drugs (inc. possession with intent)	90.0	86.4	95.6	95.8
Other drugs offences (inc. importation)	20.0	28.6	70.6	51.1
Possession of drugs	95.8	103.5	100.1	102.2
Offences relating to serious and organised crime	100.0	133.3	83.3	55.6
Bail offences (other than absconding)	99.3	99.0	98.4	97.8
Other crimes against public justice	98.0	96.2	98.9	99.6
Other crimes against society	100.0	100.0	91.9	107.8
Group 6 - Antisocial offences				
Breach of the Peace	93.5	90.2	97.2	96.7
Threatening or abusive behaviour	73.3	78.0	77.4	74.7
Hate Crime*[2]	*	58.6	*	*
Drunk and incapable	100.0	100.0	100.0	100.0
Consume alcohol in designated place (local bye-laws)	100.0	100.0	100.0	100.0
Other alcohol related offences	100.0	100.0	101.2	100.0
Urinating	99.3	95.4	99.2	99.2
Group 7 - Miscellaneous offences				

Wildlife offences	66.7	100.0	57.7	66.7
Offences involved animals (not wildlife)	68.8	71.6	61.3	60.8
Community and public order offences	56.5	58.3	58.6	56.1
Environmental offences	76.5	76.5	90.7	83.9
Licensing offences	70.4	60.5	93.8	89.1
Other misc offences	16.7	80.0	63.6	58.9
Group 8 - Road traffic offences				
Dangerous driving offences	67.5	67.7	73.3	74.8
Driving Carelessly	90.1	84.6	89.1	89.0
Driving under the influence	107.5	99.5	97.1	110.5
Speeding offences	100.0	100.3	99.3	100.0
Seat belt offences	101.2	98.8	100.0	100.4
Mobile phone offences	101.6	100.0	98.8	99.4
Unlawful use of motor vehicle	99.1	98.5	99.7	100.4

*[1] Please note, due to the different sources of data being used, and the different methodology/counting rules, comparison of recorded domestic crimes from the 1 April 2024 with recorded domestic crimes prior to the 1 April 2024 is not advised, hence the removal of comparative statistics.

*[2] Please note, there are no comparative figures for Hate Crime, due to different methodology/counting rules since 1 April 2024.

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COMMITTEE	Communities, Housing and Public Protection Committee
DATE	26 August 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Communities, Housing and Public Protection Performance Report
REPORT NUMBER	CORS/25/188
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 2025/26 Council Delivery Plan, agreed at the April 16th 2025 Council meeting.

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 2025/26 Council Delivery Plan, agreed on 16th April 2025.

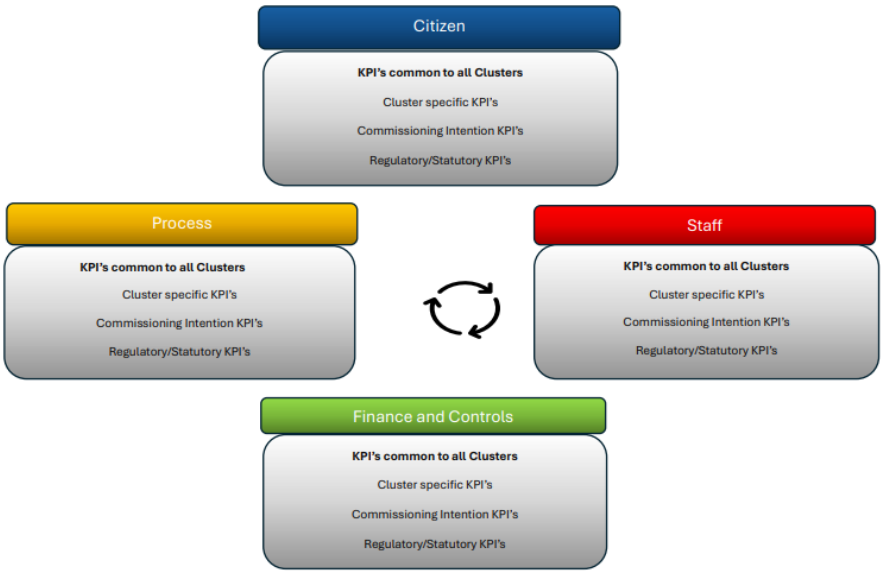
3.3 The Council's Performance Management Framework, supporting and enabling scrutiny against progress of the Council Delivery Plan and its key measures, establishes a robust performance management and reporting system which encompasses single and multi-service inputs, outputs and outcomes.

3.4 The refreshed Performance Management Framework for 2024/25 was approved at the meeting of Council on 21st August 2024. The Performance Management Framework for 2025/26 is due to be considered at the meeting of Council on 20th August 2025.

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 June 2025 or Quarter 1 2025/26, 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 from the recommendations of this report.

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account 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	L	Yes

		legal obligations in the context of Best value reporting.		
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 22nd July 2025.
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

Council Delivery Plan 2025/26 – CORS/25/038
Local Outcome Improvement Plan 2016-2026 (April 2024 Refresh)
Performance Management Framework – CORS/25/189

11. APPENDICES

Appendix A – Performance Summary Dashboard

12. REPORT AUTHOR CONTACT DETAILS

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Communities, Housing and Public Protection Committee Performance Report Appendix A

Corporate Landlord

Building Services

1. Citizen – Building Services

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
**The year to date percentage of repairs appointments kept	93.59%		Data unavailable		98.79%		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).	85.71%		86.44%		88.24%		80%	

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Building Services	72		51		66			
% of complaints resolved within timescale (stage 1 and 2) - Building Services	73.6%		74.5%		75.8%		75%	
No. of complaints resolved within timescale (stage 1 and 2) - Building Services	53		38		50			
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	20.8%		29.4%		22.7%			
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	1		8		Data unavailable			

***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.**

The fact that lessons learned data is currently unavailable throughout this report is due to inconsistencies having been identified in how data is transferred between our systems, which is affecting the accuracy of reporting. The issue is being addressed by internal teams and the external provider.

2. Processes – Building Services

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
The year to date average length of time taken to complete emergency repairs (hrs)	4.16		3.78		3.64		8.3	
The year to date average length of time taken to complete non-emergency repairs (days)	7.76		7.44		8.34		8.3	
The year to date percentage of reactive repairs carried out in the last year completed right first time	90.9%		91.53%		93.88%		90%	
**The percentage of Repairs Inspections completed within 20 working day target (year to date)	96%		Data unavailable		99.85%		100%	

***Service Commentary - The year to date percentage of repairs appointments kept / The percentage of Repairs Inspections completed within 20 working day target (year to date)**

****Regarding the missing Q4 2024/25 data for year to date percentage of repairs appointments kept and percentage of inspections completed within target, this was due to the absence of the staff member who compiles this information from the system. The Q3 values being at 93.59% (% of appointments kept) and 96% (% of inspections completed within target) provide some assurance that the target ranges for these measures were being met to this point.**

3. Staff – Building Services

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter - Building Services)	2		1		1			
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	4		4		2			

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
*Sickness Absence – Average Number of Days Lost - Building Services	4.40		4.57		4.74		4.95	
**Average number of working days lost due to sickness absence per FTE employee, monthly	1.18		1.25		1.4			
Establishment actual FTE	414.27		412.11		410.9			

***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	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	8%		16.5%		26%		100%	

1. Customer – Facilities Management

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Facilities	1		2		6			
% of complaints resolved within timescale (stage 1 and 2) - Facilities	100%		100%		100%		75%	
No. of complaints resolved within timescale (stage 1 and 2) - Facilities	1		2		6			
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	100%		0%		50%			
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		0		Data unavailable			

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Q1 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*Number of school lunches served in the year - Primary (YTD)	1,463,952		2,081,065		572,946		558,000	

***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	2025/26 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	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Fly tipping alerts at housing multi-storey blocks responded to within 60 hours	100%		100%		98.6%		100%	
*% Response cleaning alerts responded to within priority timescales	100%		100%		90.5%		100%	
*% Void cleaning alerts responded to within priority timescales	100%		100%		92.1%		100%	

***Service Commentary – Response/Void cleaning alerts responded to within priority timescales**

A slight dip in percentage completion was experienced in all indicator categories in June 2025. This has arisen due to both higher than normal requests for work being received, and vacancies within the team. There were 21 response requests received, with 19 completed on time and 38 void requests received, with 35 completed on time. Across the quarter, 95.1% of response cleaning requests and 96.8% of void requests were completed on time.

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Local bus service registration changes reviewed and responded to within the prescribed 28-day period	100%		100%		100%		100%	
% Mainstream Transport Applications assessed within target timescale	100%		100%		100%		100%	
% ASN/Exceptional Applications processed within target timescale	100%		100%		100%		100%	
*% School Transport Contracts Spot Checked within time period	59.3%		59.3%		0%		12.5%(Q1)	

***Contract Monitoring Officer is on Maternity Leave so site visits will not resume until August 2025, most visits will be conducted over Q3 and Q4, as a result.**

Performance Indicator	Current Status	2025/26 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	2025/26 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 s atisfactory cleaning service.		

Performance Indicator	Current Status	2025/26 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 s chool 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	2025/26 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 dur ing 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	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter)	1		0		0			
Accidents - Non-Reportable - Employees (No Quarter)	9		6		10			

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
*Sickness Absence – Average Number of Days Lost - Facilities	8.44		8.63		8.84		4.95	
Average number of working days lost due to sickness absence per FTE employee, monthly	2.13		2.39		2.15			
Establishment actual FTE	517.71		522.32		524.16			
Establishment actual FTE (Catering)	175.09		177.23		177.05			
Establishment actual FTE (Cleaning)	228.34		230.86		231.55			
Establishment actual FTE (Janitorial)	66.29		65.49		65.78			
Establishment actual FTE (Office & Building Management)	15.89		15.89		15.89			
Establishment actual FTE (Passenger Transport Unit)	30.2		31.08		32.12			

***Service Commentary - Sickness Absence – Average Number of Days Lost – Facilities**

Officers continue to work diligently with support from People & Organisational Development colleagues, to manage each employee absence in line with our Supporting Attendance and Wellbeing policy. Our aim is to be able to support each employee who experiences a long term absence, to return to work when they are fit to do so. Unfortunately, this isn't always possible. When an employee is being managed in the formal stages of the policy and our Occupational Health service indicates that there is no return to work likely in the foreseeable future, a determination is made on whether redeployment to another role within the Council, ill-health retirement or capability assessment is the appropriate way forward in each case. Some cases are quite complex and interventions need to be made sensitively and at the right time, which can impact on the time taken for cases to reach the appropriate conclusion, and therefore contribute to higher than desired average number of days lost.

4. Finance & Controls - Facilities Management

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Inspection - Number of overdue corrective actions requests as at month end	0		0		0		0	
Staff Costs - % Spend to Date (FYB)	9.3%		17.8%		26.6%		100%	

Governance

Protective Services

1. Citizen – Protective Services

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received - Protective Services	8		14		5			
% of complaints resolved within timescale - Protective Services	100%		85.7%		80%		75%	
No. of complaints resolved within timescale (stage 1 and 2) – Protective Services	8		12		4			
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	12.5%		0%		40%			
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0		0		Data unavailable			

2. Processes - Protective Services

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
**% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	62.5%		71.4%		Data unavailable		80%	
*% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	28.7%		33.3%		12.6%			
*% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	6.7%		16%		4.6%			
*% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	28.3%		33.3%		13.4%			
*% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	12.2%		20%		10.2%			
% 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%	

***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).**

****Q1 data in relation to % of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory) is unavailable this cycle due to the turnaround times required for certain categories of samples.**

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Non-Domestic Noise % responded to within 2 days	100%	✓	93.8%	⚠	100%	✓	100%	–
High Priority Pest Control % responded to within 2 days	97.4%	✓	98.3%	✓	100%	✓	100%	↑
High Priority Public Health % responded to within 2 days	100%	✓	96.8%	✓	98.5%	✓	100%	–
All Other Dog Requests - % responded to within 5 days	100%	✓	100%	✓	100%	✓	100%	–

2. Processes – Community Safety

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
YTD Percentage of anti-social behaviour cases reported which were resolved	90.78%	⚠	92.8%	⚠	93.25%	⚠	100%	↑
YTD % of calls attended to by the ASBIT Team within 1 hour	87%	⚠	87.4%	⚠	86.1%	⚠	95%	–

3. Staff - Protective Services

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 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	Apr 2025		May 2025		June 2025		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Protective Services	4.68		4.39		4.00		4.95	
Average number of working days lost due to sickness absence per FTE employee, monthly	0.33		0.13		0.45			
Establishment actual FTE	59.31		59.58		59.97			

4. Finance & Controls - Protective Services

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	96.6%		97.1%		100%		95%	

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	7.9%		15.8%		24%		100%	

Corporate Services

People & Citizen Services

1. Citizen – People & Citizen Services

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – People & Citizen Services	134		108		105			
% of complaints resolved within timescale – People & Citizen Services	94.8%		87%		86.7%		75%	
No. of complaints resolved within timescale (stage 1 and 2) – People & Citizen Services	127		94		91			
% of complaints with at least one point upheld (stage 1 and 2) – People & Citizen Services	40.3%		32.4%		28.6%			
Total No. of lessons learnt identified (stage 1 and 2) – People & Citizen Services	6		6		Data unavailable			

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Financial Inclusion - No of open cases per month	178		176		200			
Financial Inclusion - No of enquiries per month	133		156		164			

2. Processes – People & Citizen Services

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Average time taken to process all new Housing Benefit and Council Tax Reduction claims in calendar days	28.75		30.53		31.68		35	
Average number of days to process change of circumstances in relation to Housing Benefit claims	3.41		2.95		3.01		5	

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Correct amount of Housing Benefit and Council Tax Reduction paid to customers	98.4%		97.8%		97.7%		95%	
Average time in minutes and seconds to answer calls to Customer Contact Centre	3.05		3.26		4.00		5.00	
*% Copy birth, death, marriage and civil partnership certificates issued within target timescale (7 days)	Data unavailable						100%	
Welfare Rights - % of Successful Appeals	50%		No appeals May		100%			

***Inconsistencies having been identified in how data is transferred between our systems, which is affecting the accuracy of reporting of this measure. The issue is being addressed by internal teams and the external provider.**

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Crisis Grant applications processed within 2 working days	98.68%		99.09%		Data not yet released by Scottish Government		100%	
% Community Care Grant applications processed within 15 working days	51.22%		56.25%				100%	

Performance Indicator	2022		2023		2024		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*% Accuracy Rate - Registration of Births, Marriages and Deaths	99.1%		98.8%		98.7%		100%	

***This is an annual measure based on calendar year data.**

3. Staff – People & Citizen Services

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter – People & Citizen Services)	0		0		0			

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Non-Reportable - Employees (No in Quarter – People & Citizen Services)	0		0		0			

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – People & Citizen Services	3.96		4.05		4.17		4.95	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.08		1.02		1.21			
Establishment actual FTE	353.02		354.8		349.58			

4. Finance & Controls – People & Citizen Services

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Council Tax Cash Collected (In Year) - monthly	£18m		£32.8m		£45.7m		£45.9m	
Staff Costs - % Spend to Date (FYB)	7.3%		15.1%		22.8%		100%	
Financial Inclusion - Total Financial Gains Achieved per month	£478,763		£395,511		£389,579			

Families & Communities

Housing

1. Citizen – Housing

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – Housing	65		55		89			
% of complaints resolved within timescale - Housing	75.4%		58.2%		76.4%		75%	
No. of complaints resolved within timescale (stage 1 and 2) – Housing	49		32		68			
% of complaints with at least one point upheld (stage 1 and 2) - Housing	40%		29.1%		16.9%			
Total No. of lessons learnt identified (stage 1 and 2) - Housing	2		4		Data unavailable			

2. Processes – Housing

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
YTD % of cases reassessed as being homeless or potentially homeless within 12 months* of a previous case being closed. (Data Provided by Scottish Government on a Quarterly Basis)	2.7%		2.7%		2.7%		4%	
*YTD % of statutory homeless decisions reached within 28 Days Unintentional RRTP	64%		60.1%		57.8%		100%	
YTD Average length of journey in days for applicants assessed as unintentionally homeless (RRTP)	157.2		132.6		116		100	
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	414		412		402			
The YTD number of Legal repossessions following decree (Arrears) - Citywide	7		8		14			

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
**Housing Applications processed 28 days YTD %	81%		81.7%		76.6%		100%	
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	95.7%		94.3%		91.8%		100%	
***The YTD Average time taken to re-let all properties (Citywide - days)	268.9		258.2		266.4		210	
Void properties awaiting / undergoing preparation for relet	1,835		1,867		1,816			

*** Service Commentary - YTD % of statutory homeless decisions reached within 28 Days Unintentional RRTP**

We have recorded 524 homeless applications in the first quarter of 2025/26. This is the highest level since 2010/11 and a 21% increase on the same period last year. The percentage of applications processed within the 28 day target has slipped slightly over the quarter but should be viewed in a wider context. The average days to reach a decision is 25 days, 12 days less than at the same time last year. This also indicates that although a significant number of applications are not processed within the 28 day target, the applications processed out with 28 days are closer to the target date than has been previously achieved.

**** Service Commentary - Housing Applications processed 28 days YTD %**

We have experienced a period of high demand for both permanent and temporary housing offers since the start of the financial year forcing the team to prioritise these over application process. This coupled with a staff vacancy and holidays/absences over the period has led to an increase in processing time. In addition, audit recommendations have prompted a review of the processing procedure which is underway. It is anticipated that this will increase processing time as the new procedures are set in motion and the current workload addressed.

***** Service Commentary – The YTD Average time taken to re-let all properties (Citywide – days)**

Housing and Corporate Landlord teams continue to explore new ways of working in an effort to improve this figure. A change in approach for our new build housing will hopefully see the impact of pre-allocation and letting of the most recent phases which should have a positive impact on the YTD average.

3. Staff – Housing

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter - Housing)	0		0		0			
Accidents - Non-Reportable - Employees (No in Quarter – Housing)	1		1		1			

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Housing	3.51		3.63		3.93		4.95	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.08		1.14		1.15			
Establishment actual FTE	85.83		85.55		86.1			

4. Finance & Controls – Housing

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	9.4%		18.9%		27.6%		100%	
*Gross rent Arrears as a percentage of Rent due	13.84%		14.55%		14.04%		9.5%	
Rent loss due to voids - Citywide - YTD average	7.32%		7.61%		7.42%		4.62%	

***Service Commentary - Gross rent Arrears as a percentage of Rent due**

There has been a slight fall in rent arrears in June 2025 (14.04%) compared to May 2025 (14.55%). The national average for rent arrears is 9.5% which has been set as our target for 2025/26.

In conjunction with Housing, we continually work to review the escalation and continue to contact tenants to assist them with sustaining their tenancies. The new initiative to process small balances is being built on in that letters will be issued weekly. We have undertaken a review of procedures and working practices. Refresher training will be taking place for all Corporate Debt staff on these.

The arrears letters have been updated to take account of the legislation introduced by Scottish government governing the rights of children in Scotland. The UNCRC (Incorporation) (Scotland) Act 2024 aims to ensure that children's rights are legally recognised and legally protected.

Housing Revenue Account

3. Staff – Housing Revenue Account

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Establishment actual FTE	186.17		186.85		182.83			

4. Finance & Controls – Housing Revenue Account

Performance Indicator	Apr 2025		May 2025		June 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	8.5%		17.5%		26.2%		100%	

Corporate

1. Citizen – Corporate

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
No. of Non-complex Subject Access Requests received	76		92		97			
% Non-complex Subject Access Requests responded to within 1 month	89.5%		92.4%		96.9%		100%	
No. of Complex Subject Access Requests received	11		5		12			
% Complex Subject Access Requests responded to within 3 months	27.3%		40%		58.3%		100%	
No. of Environmental Information Regulation requests received	102		113		70			
% of Environmental Info Requests replied to within 20 working days - Corporate	80.4%		75.2%		77.1%		100%	
No. of Freedom of Information requests received	342		351		449			
% of Freedom of Information requests replied to within 20 working days - Corporate	80.1%		77.5%		76.6%		100%	
No. of Access to School Records requests received	3		5		9			
% Access to School Records requests responded to within 15 school days	100%		100%		100%		100%	
No. of Data Protection Right requests received	3		12		15			
% Data Protection Right requests responded to within 1 month	100%		100%		92.3%		100%	

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

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

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	26 August 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Rent Assistance Fund Evaluation 2024/2025
REPORT NUMBER	F&C/25/193
EXECUTIVE DIRECTOR	Andy MacDonald, Eleanor Shepherd
CHIEF OFFICER	Jacqui McKenzie, Isla Newcombe
REPORT AUTHOR	Angela Kazmierczak
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

1.1 To present the evaluation findings from 1 April 2024 to 31 March 2025 of the pilot Rent Assistance Fund funded from the 2024/2025 Housing Revenue Account (HRA) Budget.

2. RECOMMENDATIONS

That Committee

2.1 Instruct the Chief Officer – Finance to refer the Rent Assistance Fund to the 2026/27 HRA budget process, with a recommendation to adopt as a permanent, business-as-usual provision following the success of the pilot.

2.2 Approve the updated criteria and management procedure of the Rent Assistance Fund for 2025/2026 detailed in Appendix 1.

2.3 Authorise the Chief Officer – Housing to make such changes to the criteria and management procedure of the Rent Assistance Fund as they consider appropriate from time to time and to inform members of any such changes through Service Updates.

2.4 Instruct the Chief Officer – Housing to formally evaluate and report the impact of the Rent Assistance Fund every two years to the Communities, Housing and Public Protection Committee.

3. CURRENT SITUATION

3.1 At inception it was agreed that the Rent Assistance Fund would be monitored and measured through the outcomes to the Social Housing Charter and, therefore, evaluation would consider the extent to which the pilot fund:

- Reduced financial hardship for tenants receiving a Rent Assistance Fund award.
- Had a positive impact on the health and wellbeing of tenants by helping ease their financial burden.
- Supported tenancy sustainment.
- Helped prevent homelessness and the additional resource and cost pressures that homelessness brings.
- Reduced the numbers of cases escalated to court action.
- Increased tenant confidence in the council as a supportive landlord.
- Increased numbers of tenants benefitting from debt/money advice.
- Helped mitigate financial hardship caused by Welfare Reform.
- Increased the level of tenant engagement in the management of the payment of rent and rent arrears (repayment arrangements).

The pilot fund's impact can already be measured against several key criteria highlighted throughout this evaluation. For others, particularly health and wellbeing, meaningful effects are likely to surface only over a longer period. Although these outcomes have not yet been assessed, evidence consistently shows that alleviating poverty brings substantial benefits: with adequate financial resources, families can obtain nutritious food, secure housing and reliable healthcare, all of which strengthen physical health. At the same time, greater financial stability reduces stress and anxiety, leading to improved mental-health outcomes.

3.2 **Headline Results (1 April 2024 – 31 March 2025)**

- 608 referrals received during the pilot year.
- 498 referrals (92 %) were approved and 46 (8 %) declined.
- £450,830.50 of the £500,000 budget was spent, with an average award of £903.46.
- 454 tenants (91.1 %) remain clear of new arrears; 44 tenants (8.9 %) returned to arrears after a median 6.2 weeks.
- Average case handling time was 31 calendar days (excluding weekends).

3.3 **Design and Implementation of the Pilot**

During the 2024/2025 pilot phase of the Rent Assistance Fund, a range of referral and targeting strategies were tested to assess their effectiveness in identifying and supporting tenants at risk of financial hardship. These approaches were designed to maximise reach, ensure fairness, and inform future policy development. The following models were trialled:

Rent Assistance Fund – Referral Pathways

- Traditional referral-based applications were accepted from internal and external referral partners, including the Financial Inclusion Team, Housing and Support Officers, Social Work, and third sector organisations, resulting in 98 approved cases.
- Data led proactive identification of tenants experiencing financial hardship through analysis of internal data highlighting static rent arrears balances, leading to 106 successful awards.
- Utilising the Low-Income Family Tracker (LIFT), targeted support was directed towards households with identified vulnerabilities such as low income and child poverty indicators, assisting 72 households successfully.
- Targeted support was also provided to tenants initiating Universal Credit claims, especially those in new tenancies at higher risk of rent arrears, achieving 222 successful awards.

4. ANALYSIS AND EVIDENCE

4.1 **Demographic Reach of Approved Households (n = 498)**

The Fund is effectively channelling support to tenants under the greatest financial strain, particularly those with very low incomes, long-term health conditions, and those residing in the most deprived neighbourhoods. This targeted approach ensures that the most vulnerable households receive the necessary support to maintain their tenancies.

- Very-low-income, predominantly White (94 %), single adults (68 %), most of them women (58 %) who rely almost entirely on benefits (84 %) and often face long-term health conditions (63 %).
- Nearly half (49 %) are deemed “unfit for work”.
- 73% of clients live in Scotland’s most deprived 40% of neighbourhoods (SIMD 1–2), with 30.5% in SIMD 1 and 42.1% in SIMD 2. In contrast, only 4.7% come from the least deprived decile.
- Minority ethnic tenants receive awards are in proportion to their 4–5 % share of the current arrear’s caseload.

- Comparing recipients with the full arrear's caseload shows the Fund closely mirrors the profile of tenants most at risk of eviction, with no under-representation of key equality groups.
- Currently, only 8 % of awards go to low-paid working households, highlighting a potential gap in support for those experiencing in-work poverty.

4.2 **Evaluation Criteria and Referral Outcomes**

4.2.1 Criteria: Reduced financial hardship for tenants / Increased numbers of tenants benefitting from debt/money advice / Helped mitigate financial hardship caused by Welfare Reform.

The Rent Assistance Fund has disbursed £450,830.50 in awards across 498 approved referrals, with an average award of £903.46 per household.

As part of the pilot, the Financial Inclusion Team conducted comprehensive benefit checks at the outset of the Rent Assistance Fund referral process. This proactive approach delivered significant added value by not only addressing immediate housing costs but also identifying further entitlements that enhanced tenants' financial resilience.

Of those referred for consideration of a Rent Assistance Fund award, 129 tenants received additional benefits totalling £378,778.77. This outcome highlights the importance of ensuring that every tenant receives a benefit check at the point of initial referral. Embedding this step into the Rent Assistance Fund process not only maximises financial support for tenants but demonstrates the value of cross-service collaboration in improving outcomes for vulnerable households.

4.2.2 Criteria: Increased the level of tenant engagement in the management of the payment of rent and rent arrears (repayment arrangements).

Upon closure, tenants either switched to Direct Debit or agreed a schedule for their ongoing rent charges, lowering the risk of arrears recurring.

4.2.3 Criteria: Supported tenancy sustainment.

Follow-up monitoring shows that 454 tenants (91 %) have remained arrears-free, while 44 tenants (8.9 %) returned to arrears after a median 6.2 weeks, highlighting the importance of sustained engagement.

Tenants Who Returned to Arrears

The analysis covers recipients who were back in arrears on 1 July 2025, excluding six active tenancies with arrears of less than one week (already on repayment plans) and four closed tenancies with small balances caused by terminations or Universal Credit's "one-home" rule after moves to other ACC properties; see Appendix 2 for full details.

Overview of the cases (n =34)

Indicator	Figure
Current tenancies	29 (85%)
Former tenancies	5 (15%)
Total RAF awarded to these cases	£50,023.41
Median time to first new arrears	7.5 weeks
Median current arrears balance	£365
Total current arrears across cases	£16,086.44

Triggers of new arrears

Reasons for new arrears	Cases	% 34	Median weeks
Universal Credit gap/suspension/shortfall	12	35%	7.5 weeks
Employment or hours change	8	23%	3 weeks
Other (prison, service charge, serious health flag)	4	12%	22.5 weeks
Tenancy ended/abandoned/moved	4	12%	13.5 weeks
Benefit clawback/deductions	3	9%	13 weeks
Payment method failure (DD bounced/missed)	3	9%	3 weeks

The table above shows that nearly 60% of relapse cases are triggered by income shocks, typically brief gaps brief gaps in Universal Credit or sudden changes in employment, rather than any misuse of the Rent Assistance Fund award. These setbacks tend to cluster within the first two months, suggesting that a proactive welfare check around weeks 4 to 6 could help identify most at-risk tenants. Even when arrears do re-emerge, the median balance is relatively modest (£365), confirming that the Fund continues to protect households from serious debt.

4.2.4 Criteria: Helped prevent homelessness and the additional resource and cost pressures that homelessness brings / Reduced the numbers of cases escalated to court action.

The Rent Assistance Fund has demonstrated significant cost avoidance through early intervention in rent arrears cases. By supporting tenants at risk of eviction, the programme has helped prevent the substantial downstream costs associated with homelessness, legal proceedings, and tenancy breakdowns.

An investment of £450,830.50 in the Rent Assistance Fund has resulted in estimated gross savings of between £1.28 million and £3.06 million. This equates to a return of £2.80 to £6.80 saved for every £1 invested, highlighting the strong financial case for continued support of the programme.

While a small proportion of tenants (8.9%) relapsed into arrears, the financial impact of these cases was limited. After adjusting for relapse-related arrears, the net savings remain substantial, with an adjusted ROI of £2.80 to £6.70 per £1 invested.

Escalation stage at point of award	Cases	Cost basis	Savings (low)	Savings (high)
CAPP – Court stage	18	£23,265 per prevented homeless case (Cyrenians Sept 2024)	£418,770	£418,700
NOSP – Notice of Proceedings issued	16	£1,800 - £5,500 per case (legal, admin, lost rent)	£28,800	£88,000
PARL – Pre-Action Requirement	47	As above	£84,600	£258,500
AR03 – 2nd arrears stage	50	As above	£90,000	£275,000
AR01 – 1st arrears stage	367	As above	£660,600	£3,058,770
TOTAL	**498**		**£1,282,770**	**£3,058,700**

The £1,800–£5,500 range reflects the combined administrative, legal, lost-rent and tenancy-support costs that Scottish local authorities typically incur once an arrears case moves beyond the initial reminder stage.

4.2.5 Criteria: Increased tenant confidence in the council as a supportive landlord.

By providing targeted financial support through the Rent Assistance Fund, the council demonstrates a clear commitment to safeguarding tenants from the risks of eviction and housing instability. This proactive intervention not only alleviates immediate financial pressures for households facing arrears but also signals the council's willingness to support its tenants in times of difficulty. Early feedback from the Commonplace survey, though illustrative, shows that five out of eight respondents now view the council more positively as a landlord, and four feel more confident discussing rent or money worries with the council.

These findings suggest that the fund is helping to foster a climate of trust encouraging tenants to see the council as a genuinely supportive and responsive landlord invested in their long-term wellbeing. The upcoming tenant satisfaction survey, scheduled for August–September 2025, will provide a more robust dataset to assess the wider impact of the fund on tenant perceptions and housing outcomes.

5. ANALYSIS OF HOUSEHOLDS DECLINED

5.1 The following analysis describes who the Fund declined, both demographically and socio-economically, using self-reported data collected initially and reasons for declining.

Decline reasons (n-46)

Category	Cases	% Share
Ongoing rent not covered	13	28%
Income & Expenditure details not provided	9	20%
Surplus shown on Income & Expenditure	8	17%
Referral withdrawn (arrears cleared)	4	9%
Income evidence not provided	4	9%
No evidence of financial hardship	4	9%
Tenancy terminated	2	4%
No engagement with Money Advice	2	4%

- 29% of refusals stemmed from not providing Income and Expenditure details or evidence of income, suggesting procedural barriers rather than ineligibility.

5.2 **Demographic profile of declined households**

The data reveal that 89 % of declined Rent Assistance Fund households are either single-adult (61 %) or lone-parent (28 %) households, and nearly half (48 %) rely solely on state benefits for their income. Health-related vulnerability is marked, with 70 % reporting at least one limiting condition. Labour-market attachment is weak: only 9 % are in full-time employment, while 28 % are deemed as “unfit for work.” Geographically, approximately three-quarters (≈ 75 %) reside in SIMD deciles 1-4, Scotland’s 40 % most-deprived neighbourhoods.

Decline decisions are driven less by the scale of arrears than by procedural hurdles: 29% of refusals stem from missing or incomplete evidence (e.g., income-and-expenditure forms or supporting documents), and 28 % is due to the ongoing rent not being covered.

Taken together, these figures highlight that refusals disproportionately affect households with intersecting disadvantages, low income, limited employability, poor health and residence in areas of entrenched deprivation, yet they are excluded mainly by procedural hurdles. Streamlined evidence gathering, direct support with documentation and more flexible affordability assessments are therefore critical to prevent the Fund reinforcing existing inequalities.

6. FEEDBACK

6.1 Referrer Feedback

As part of the ongoing review of the Rent Assistance Fund, feedback was collected from referrers via a questionnaire and through engagement at team meetings with internal and external partners. The aim was to assess the effectiveness of the Rent Assistance Fund and identify opportunities for improvement.

Key Findings:

- The Rent Assistance Fund is widely regarded as a valuable tool that enhances engagement with tenants and supports those who have fallen into rent arrears through no fault of their own. It is seen as instrumental in promoting tenancy sustainment and reducing the risk of homelessness.
- While the majority found the eligibility criteria clear, some areas require further clarification. In particular:
    - The term “engagement” needs a more precise definition.
    - The requirement that tenants “must have agreed and maintained a repayment arrangement where applicable” needs clearer guidance on what constitutes compliance.
    - The expected timeframe for covering ongoing rent should be standardised and communicated more clearly.
- Administrative Improvements:
    - There is strong support for integrating the Income & Expenditure section directly into the referral form to streamline the process.

6.2 Tenant Feedback

Tenant feedback (Commonplace survey, n = 8)

A Commonplace survey logged 44 site visits but only eight completed questionnaires, so findings should be read as illustrative rather than representative. We will review alternative feedback mechanisms such as the upcoming tenant satisfaction survey to increase the level of participation and better capture tenant experiences.

Despite the small sample, the responses point to clear benefits:

- Seven said the RAF helped them cover essential living costs, reduced stress, and improved their sense of housing security.
- Five now hold a more positive view of Aberdeen City Council as landlord.
- Four feel confident discussing rent or money worries with the Council in future.
- None had yet used additional support services (e.g., debt advice or budgeting), suggesting a gap for follow-up referrals.

In addition to the structured responses, most feedback received has been anecdotal, with tenants often expressing their gratitude in person when informed of the outcome. One tenant shared:

"I just want to say thank you so so much for keeping at my application! It sounds silly but yourself and the panel have honestly given me a fresh sheet. Thank you for giving me the chance to start all over and the kick up the backside I desperately needed! Won't be getting myself into a deep hole like that!"

This comment illustrates the emotional and motivational value of the support, reinforcing the importance of the fund in helping tenants regain stability and confidence.

6.3 Case Studies

The following case studies demonstrate how the Rent Assistance Fund has made a significant difference in the lives of tenants facing complex challenges. Through these real-life examples, it becomes clear how tailored financial support, and collaborative interventions have addressed a range of needs, promoted stability, and fostered positive changes in both financial and personal wellbeing.

Name: Jeanie

Older person living alone with health and mobility challenges

> "I want to feel safe and independent in my home, without worrying about money or feeling alone."

About Jeanie

- Jeanie, 67, lives alone with her two dogs. She receives a State Pension and an Occupational Pension.
- Jeanie has several health issues that limit her mobility and cause breathlessness, meaning she relies on taxis to get around.
- Her home environment had deteriorated due to hoarding and social isolation, and she was sleeping downstairs.
- At referral, she had rent arrears of £5,349.36. Initial contact with money advice services was challenging. A joint home visit by Housing and FIT led to a turning point in engagement.
- Jeanie signed forms for RAF and DHP, accepted help with her home, and agreed to support with her hoarding. After being awarded Attendance Allowance, Jeanie became entitled to full Housing Benefit and Pension Credit.
- Her financial and living situation stabilised, and she began participating in community activities.
- One year on, her rent is up to date, and her emotional and physical wellbeing has improved.

What does Jeanie need?

- Support to manage finances and maintain rent payments.
- Access to benefits she is entitled to, such as Attendance Allowance and Pension Credit.
- Help with managing hoarding behaviours and improving her home environment.
- A safe and accessible living space that supports her health and independence.
- Emotional support and opportunities to reduce loneliness.
- Reliable and affordable transport options.

What is Jeanie feeling?

- Overwhelmed by financial pressures and housing arrears.
- Isolated and disconnected due to living alone and poor mobility.
- Embarrassed and reluctant to engage due to the condition of her home.
- Reassured by the coordinated support from FIT and Housing.
- Relieved that her benefits now cover her housing costs.
- More confident and optimistic about the future.

Name: Annie

Adult with severe cognitive and learning disabilities

> "I just want to feel safe and not have to worry about losing my home."

About Annie

- Annie is 32 years old and has severe and complex cognitive disabilities and learning difficulties. She was previously cared for by her mother, who passed away. After this loss, Annie struggled to manage bills, payments, and official correspondence.
- At the point of referral, she had rent arrears of £7,811.03. She had been receiving ESA and PIP and had recently migrated to Universal Credit and Adult Disability Payment.
- CFINE, upon engagement, documented Annie's inability to manage her affairs due to her disabilities and lack of support.
- The Financial Inclusion Team (FIT) found that rent arrears stemmed from a missed Housing Benefit review form, which she had been unable to complete on her own. FIT worked with CFINE to complete the form and submit a revision request to the DWP explaining the delay. The request was accepted, and Housing Benefit was backdated up to Annie's UC transition point.
- This intervention prevented court action and the need to access the Rent Assistance Fund. Family members have since stepped in to help with her care and finances. Annie's rent account has now been fully up to date for four months, showing a remarkable turnaround in her housing situation.

What does Annie need?

- Ongoing advocacy to manage benefits, bills, and correspondence.
- Clear and compassionate support to navigate official systems.
- Help with budgeting and maintaining regular rent payments.
- Emotional and practical support from trusted individuals or family.
- Stability in her tenancy and assurance that her needs are understood.
- Coordinated working between services to address issues early.

What is Annie feeling?

- Confused and overwhelmed by official letters and processes.
- Vulnerable and anxious following the loss of her mother.
- Relieved that her rent arrears were resolved and court was avoided.
- Reassured by the support from CFINE, FIT, and her family.
- More settled and secure now that her tenancy is stable.
- Hopeful for continued support to help manage her day-to-day life.

7. CONCLUSION

The 2024/25 pilot of the Rent Assistance Fund has demonstrably achieved its core aim: preventing arrears from escalating to eviction while strengthening tenants' financial resilience. Over 498 households received timely support, of whom 91 % have remained clear of new arrears. Early intervention yielded an estimated £2.80–£6.70 of avoided costs for every £1 invested, delivering up to £3 million in savings to the Council and wider public services. The fund also unlocked £379k in previously unclaimed welfare entitlements, further boosting household incomes.

Evaluation confirms the fund is reaching the tenants most at-risk single adult, benefit dependent households in the city's most deprived areas without evidence of systemic under-representation of protected groups. Where applications were declined, 29% were for missing evidence, indicating that procedural barriers, rather than ineligibility, are excluding some of the very households the fund seeks to protect.

Overall, the pilot has proved both effective and value-for-money**.** Retaining the fund as a permanent HRA provision will safeguard at-risk tenancies and continue to deliver strong financial returns for the Council.

8. NEXT STEPS

- Review the declined cases to maximise support for those seeking assistance and make any necessary adjustments to the criteria to ensure fair and inclusive access to the funding where appropriate.
- Undertake targeted engagement with services and Third Sector providers supporting those living in SIMD 1 with the aim of increasing referrals.
- Explore ways to simplify the referral process.
- Use targeted outreach to engage low-paid working households just outside current eligibility, who currently make up only 8% of RAF awards and risk being overlooked.
- Undertake a further formal evaluation of the Rent Assistance Fund in July 2027 to help determine any further actions required to maximise impact.

9. FINANCIAL IMPLICATIONS

9.1 The Rent Assistance Fund has demonstrated significant cost avoidance through early intervention in rent arrears cases. By supporting tenants at risk of eviction, the program has helped prevent substantial downstream costs associated with homelessness, legal proceedings, and tenancy breakdowns.

An investment of £450,830.50 in the Rent Assistance Fund has resulted in estimated gross savings of between £1.28 million and £3.06 million, equating to a return of £2.80 to £6.80 saved for every £1 invested 1. After adjusting for

relapse-related arrears, the net savings remain substantial, with an adjusted ROI of £2.80 to £6.70 per £1 invested.

10. LEGAL IMPLICATIONS

10.1 There are no direct legal implications arising from this report.

11. ENVIRONMENTAL IMPLICATIONS

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

12. RISK

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

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Management of the Rent Assistance Fund not achieving intended strategic objectives.	Multi-disciplinary governance panel: Key Performance Indicators reviewed quarterly	L	**Yes**
Compliance	Non-compliance with the criteria and the management of the Rent Assistance Fund.	Review process undertaken as part of the application process; documented procedures; staff training.	L	**Yes**
Operational	Demand exceeds processing capacity delays.	Referral checklist used at triage; Auto-flag high risk cases and outstanding evidence; option to drawn on additional	M	**Yes**

		resource at peak times.		
Financial	Budget overspend or underspend; The Rent Assistance Fund fails to demonstrate Best Value for the 22,936 HRA tenancies	Monthly spend tracking; option to pause low-priority referrals Annual ROI calculation; Annual ROI calculation to ensure Best Value is achieved for the HRA tenancies.	L	**Yes**
Reputational	There is a risk of reputational damage if tenants' rents are wasted or there is a perception of unfairness or misuse of HRA funds	Transparent published criteria; equality monitoring; appeals route; proactive comms on outcomes & ROI.	L	**Yes**
Environment / Climate	No significant risks identified	N/A	N/A	**Yes**

13. OUTCOMES

COUNCIL DELIVERY PLAN 2025-26	
	Impact of Report
Aberdeen City Council Policy Statement	The Rent Assistance Fund will be effective in supporting people with the cost of living.
Local Outcome Improvement Plan 2016-2026	
Prosperous Economy Stretch Outcomes	The proposals within this report support the delivery of LOIP Stretch Outcome 1 No one will suffer due to poverty by 2026. The paper seeks approval of a Rent Assistance Fund which reduces financial hardship for tenants and supports tenancy sustainment therefore prevents homelessness.
Prosperous People Stretch Outcomes	The proposals within this report support the delivery of LOIP Stretch Outcome 11 Healthy life expectancy (time lived in good health) is 5 years longer by 2026. The paper seeks approval of a Rent Assistance Fund which one of the aims is to reduce homeless.

Regional and City Strategies	The Rent Assistance Fund is part of the HRA which is sustainable through the HRA business plan this delivers the sustainability of the 22,936 tenancies.

14. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Previous Integrated Impact Assessment relating to Rent Assistance Fund on 28 March 2024 has been reviewed and changes made.
Data Protection Impact Assessment	Not required
Other	Not required

15. BACKGROUND PAPERS

15.1 Housing Revenue Account Budget 2024/25 Council 14 December 2023

15.2 Rent Assistance Fund 2024/205 Communities, Housing and Public Protection 28 March 2024

16. APPENDICES

16.1 Appendix 1 – Criteria and Management of the Rent Assistance Fund

16.2 Appendix 2 – RAF Evaluation Data

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CRITERIA AND MANAGEMENT OF THE ABERDEEN CITY COUNCIL RENT ASSISTANCE FUND 2025/2026

1. Introduction

The Aberdeen City Council Rent Assistance Fund aims to assist Council tenants where:

- It has been identified that tenancies may be at risk, through no fault of the tenant, due to financial hardship; or
- The tenant is vulnerable and continuing to pursue rent arrears would cause financial hardship which may impact of their tenancy in the longer term.

Financial hardship can arise because of a range of circumstances, including but not limited to:

- Sudden loss of income (e.g. unemployment, reduction in hours, illness, death of a householder)
- Arrears resulting from Welfare Reform changes including the move to Universal Credit or those experienced as a result of moving to a new tenancy.
- Unexpected/unpredictable increase in expenditure (e.g. costs associated with illness or bereavement)
- The impact of the cost-of-living crisis on a household finance.
- EEA nationals who have had issues with EUSS and accessing assistance.

Research would suggest that some groups are more likely to face financial hardship than others. Those known to be at higher risk include:

- Those who have experienced the care system.
- Prisoners and Prisoners Families.
- Those who have a disability.
- 16 to 25-Year-olds on low income
- Child Poverty Priority Family Groups
    - Minority ethnic families
    - Lone parent families
    - Families with a disabled person
    - Families with three or more children
    - Families with children under one
    - Families with mothers aged 25 or under

Aberdeen City Council will work with Community Planning Partners to promote awareness of the Pilot Rent Assistance Fund, particularly with those groups thought more likely to face financial hardship. Payments made through the Rent Assistance Fund will be paid directly into the tenants rent account only with no payment made to the tenant or any other party directly.

2. Defining Financial Hardship

Financial hardship is defined as when a tenant is willing but unable to meet their rent and arrears obligations because of unexpected events or unforeseen changes impacting on their ability to pay.

Tenants referred to access the Rent Assistance Fund will be asked to demonstrate their financial hardship by providing details of:

- Household income and expenditure assessment
- Details of money owed to other parties, demonstrating a level of indebtedness.

A tenant must demonstrate that they are unable to repay anything meaningful towards their rent arrears or do so would cause financial hardship.
Exception: A full financial statement is **not required** where the referral meets one of the fast-track RAF Approved Approaches (UC first-payment delay, Static Balance under £3 000, or LIFT-identified households).

The information provided by the tenant will be considered by a multi-disciplinary panel of 4 officers who have relevant experience relating to the needs of the individual/family. This approach will enable coordination of wrap around support for individuals facing financial hardship as part of our model of Family Support.

3. Qualification Criteria and Referral

A digital referral to the Rent Assistance Fund can be made by any Aberdeen City Council Service or external organisation supporting the tenant.

Each case will be considered by a panel of multi-disciplinary officers on its own merits; however, tenants must meet the following criteria to be eligible for an award either the point of referral or by the date of any award

- Be a current tenant with a Secure or Short Scottish Secure tenancy.
- Be engaging with the Council.
- Must be covering the ongoing rent charge and, where possible, have maintained a repayment arrangement.
- Where identified, the tenant/s has agreed to work with the Housing Support Officer/Financial Inclusion Team to apply for all eligible state benefits and seek money advice if not already working with another Advice Agency.
- Income and expenditure assessment showing a deficit.
- The tenancy is affordable to the tenant on an ongoing basis.

Fast- Track Referral Routes (2025/2026)

Fast-track route	Who qualifies	Evidence needed	Approval path	Award cap
UC first-payment delay / migration	Tenant waiting for their first UC housing element or moving from Housing Benefit to UC	**Confirmation of full rent being paid to the Council** (e.g., first UC housing payment visible on the landlord portal/rent account)	**Any two** decision makers	6 weeks' rent
Static balance (< £3 000, > 12 months)	Arrears static ≥ 12 months; benefits-only income; meets at least one priority-risk group	Arrears history, data from academy and priority-group flag	Normal value-based tiers	£3,000
LIFT-identified low-income family	Listed on LIFT dashboard; covering current rent for ≥ 3 months; at least one dependent child	LIFT extract and rent-payment record	Normal value-based tiers	N/A

There may be exceptional cases where the tenant is not engaging with the Council and unable to provide an Income and Expenditure details, but information held regarding levels of risk and vulnerability are sufficiently concerning to deem it appropriate to make an award. This will only be done with approval of the Chief Officer of Housing or the Chief Social Work Officer following the recommendation of the majority of three panel members.

4. Decision Making Process

A Panel of muti-disciplinary officers will be convened on a weekly basis with the composition of the panel determined by those thought most appropriate to support the individual/family. Any panel member/Chief Officer with a personal relationship with the tenant must disclose this and not be involved in the decision-making process.

As a result, the panel could comprise a range of professionals including:

I. Financial Inclusion Team Leader
II. Senior Housing & Support Officer
III. Housing Options Team Leader
IV. Housing Allocations Team Leader
V. Corporate Debt Team Leader
VI. Rapid Re-housing Team Leader
VII. Children or Adults Social Work Officer
VIII. Education and Lifelong Learning Officer

The Panel must consist of 4 members present.

Awards up to £3,000	1. A majority of three of the panel recommend approval of the application for financial assistance. 2. This recommendation is then passed to two of the following decision makers (who were not on the panel). (Financial Inclusion Team Leader; Senior Housing & Support Officer; Housing Options and/or Allocations Team Leader; Corporate Debt Team Leader; Rapid Re-housing Team Leader). 3. Approval by both decision makers mentioned above (at step 2) (For UC first-payment delay cases, only two decision makers are required because the award is capped at six weeks of rent)
Awards between £3,000 to £10,000	1. A majority of three of the panel recommend approval of the application for financial assistance. 2. This recommendation is then passed to two tier 3 service managers. 3. Approval by both Service Managers. Any of the two of the following may approve - Housing Access and Support Manager/ Housing Options & Resettlement Manager; Revenue and Benefits Managers/ Service Lead – Finance Services; Locality Inclusion Manager/ Housing & Support Manager;)
Awards above £10,000	1. A majority of three of the panel recommend approval of the application for financial assistance. 2. The recommendation is passed to the Chief Officer – Finance, Chief Officer – People and Organisation and Chief Officer – Housing. 3. Approval by the Chief Officer – Finance, Chief Officer – People & Organisation **and** Chief Officer – Housing. (A Chief Officer may delegate this when off on annual leave or otherwise unavailable)

If any Aberdeen City Council (ACC) staff member applies for the Rent Assistance Fund, the application must receive final approval from the Chief Officer - Housing, similar to the current arrangements for when a staff member is offered a Council property.

5. Payments from the Rent Assistance Fund

Payments from the Rent Assistance Fund can be as one-off payments, staged payments, or matched payments to a repayment agreement.

- Staged payments are where it is agreed to make more than one payment, based on agreed criteria such as benefit reviews or tenant's agreement to have Third Party Deductions commence.
- Matched payments are for ongoing payments where a tenant has made and adhered to a repayment agreement. Any award from the fund will be paid following an agreed timescale of repayments, e.g. 3 months, 6 months or where the fund will clear the remaining balance.
- A one-off payment will be made within 7 days of approval being given.

6. Reviews

There is no statutory right of appeal in respect of the Rent Assistance Fund. The Council can review a hardship decision in the event of a dispute or where the tenant asks for reconsideration.

The following escalation procedure will apply: -

Panel refused to recommend - In such circumstances, the two decision makers would review the original recommendation of the panel.

Two Decision Makers refuse to approve - In such circumstances, two Service Managers would review the decision of the two decision makers.

Chief Officers refused to approve - In such circumstances, two Directors would review the decision of the Chief Officers.

Reviews will not be considered in cases where a referral has been refused or withdrawn due to:

- There being insufficient funds available for the payments to be made,
- A tenant has failed to maintain the agreement to take steps to resolve the debt including attendance at meetings to help resolve their financial difficulties.

7. Reporting

A quarterly report on the Rent Assistance Fund will be provided to the Housing Board, including the following details:

- The total amount spent to date.
- An evaluation of decisions made regarding fund allocation.
- An analysis of demographics/priority groups receiving awards to assess the need for adjustments in targeting.
- Recommendations for any modifications to the eligibility criteria.
- A monthly audit of three system reports to verify the accuracy of financial allocations to the appropriate rent accounts and in the correct amounts.
- Publish annual performance metrics through a service update

8. Outcomes

The success of the Rent Assistance Fund will be monitored and measured through the outcomes to the Social Housing Charter and will therefore consider if the fund:

- Reduces financial hardship for tenants receiving a Rent Assistance Fund award.
- Positive impact on the health and wellbeing of tenants by helping ease their financial burden.
- Supports tenancy sustainment.
- Helps prevent homelessness and the additional resource and cost pressures that homelessness brings.
- Reduces the numbers of cases escalated to court action.
- Increasing tenant confidence in the council as a supportive landlord.
- Increased numbers of tenants benefitting from debt/money advice.
- Helps mitigate against financial hardship caused by Welfare Reform.
- Increase the level of tenant engagement in the management of the payment of rent and rent arrears (repayment arrangements).

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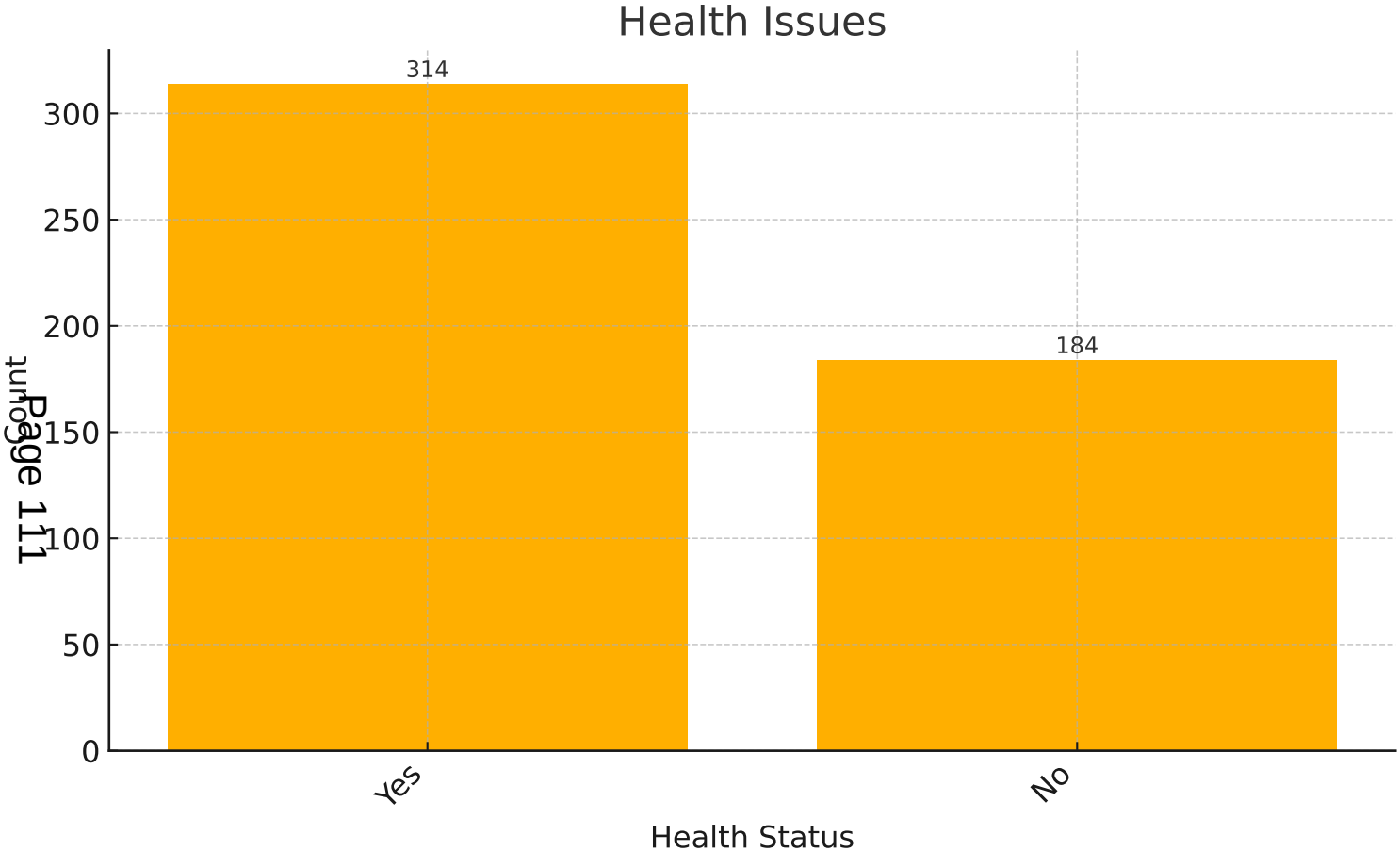
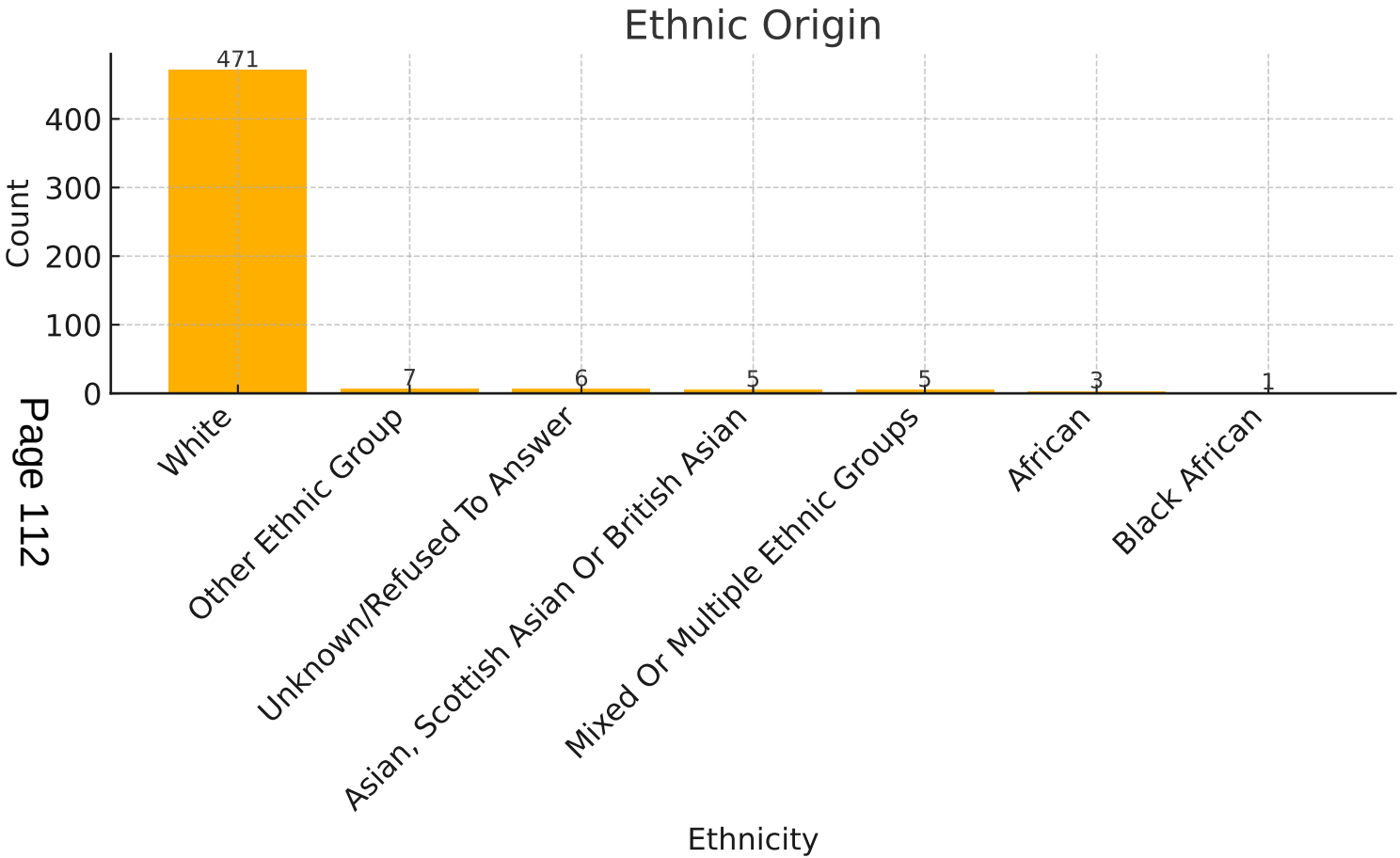
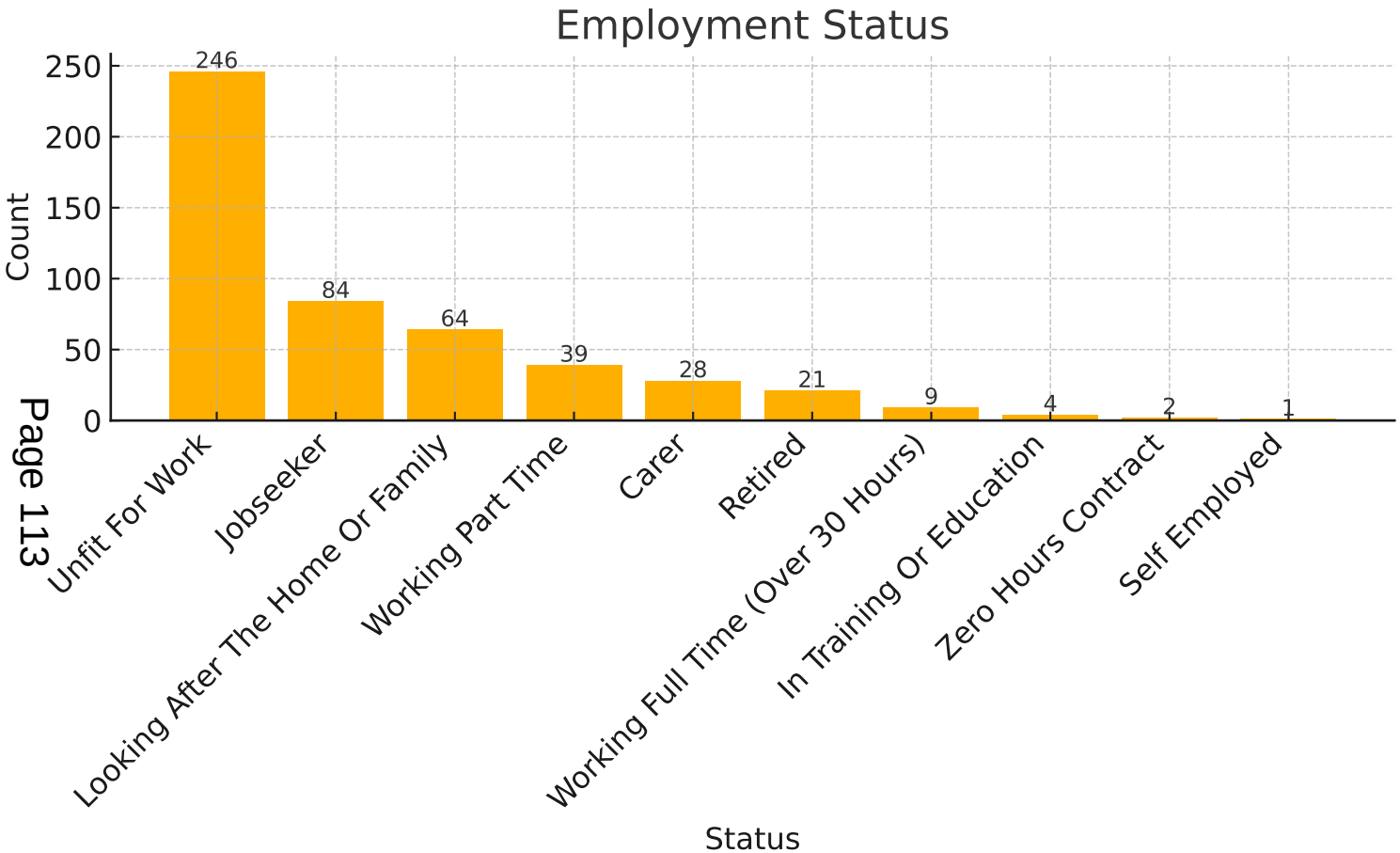
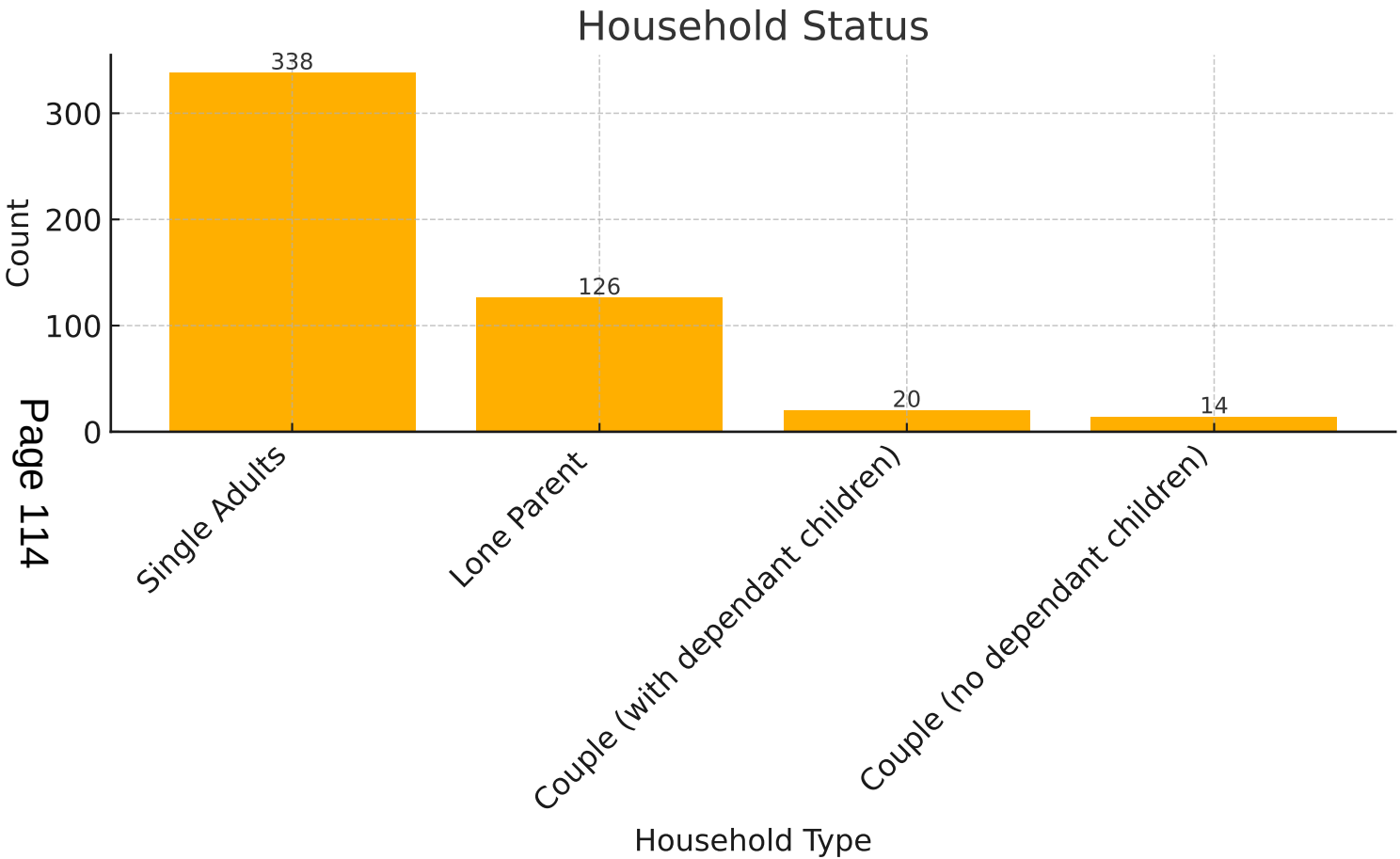
RAF Awards and Data Report

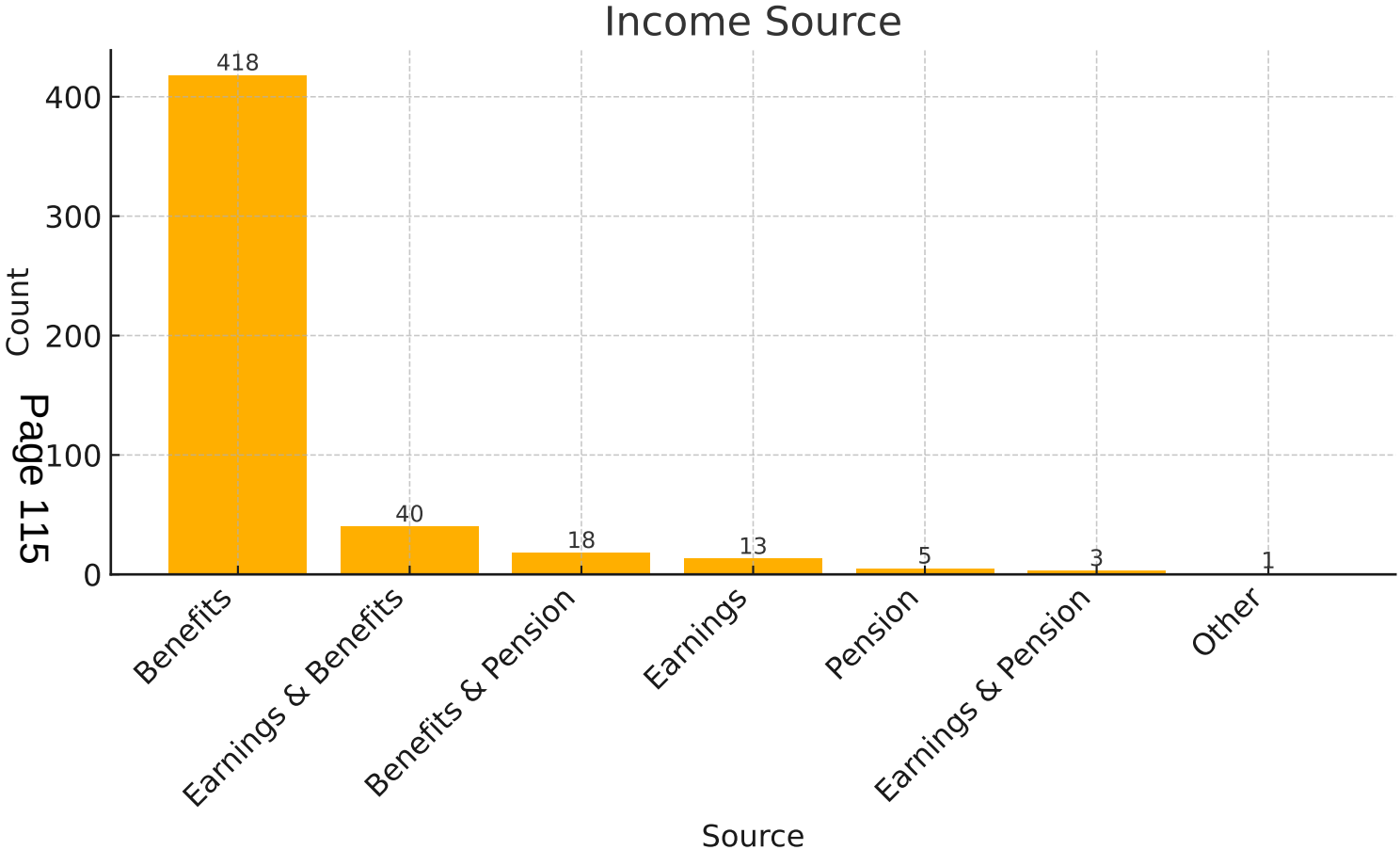
Demographics of Approved RAF

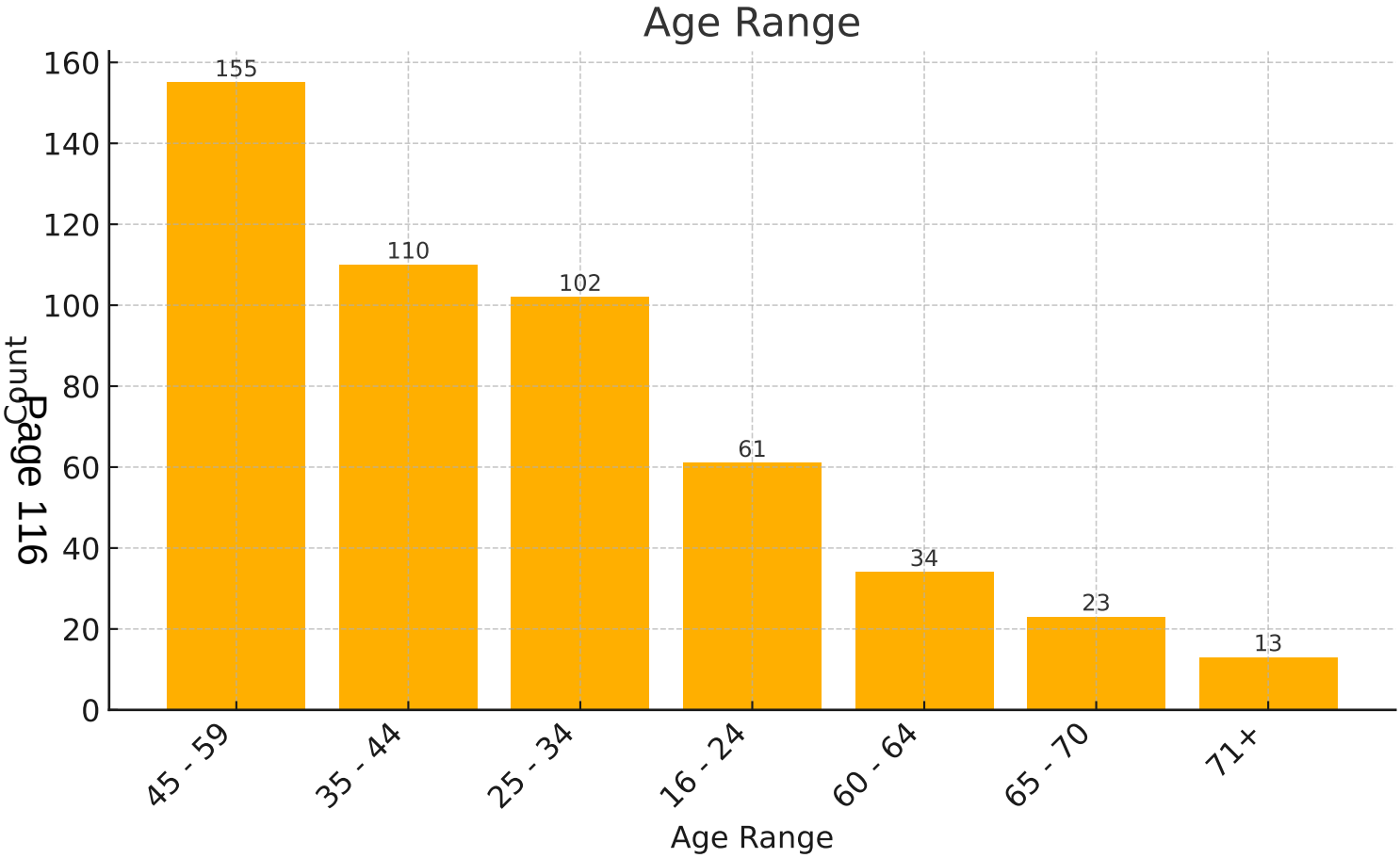

Health Issues
314
184
300
250
200
150
100
50
0
Count
Yes
No
Health Status

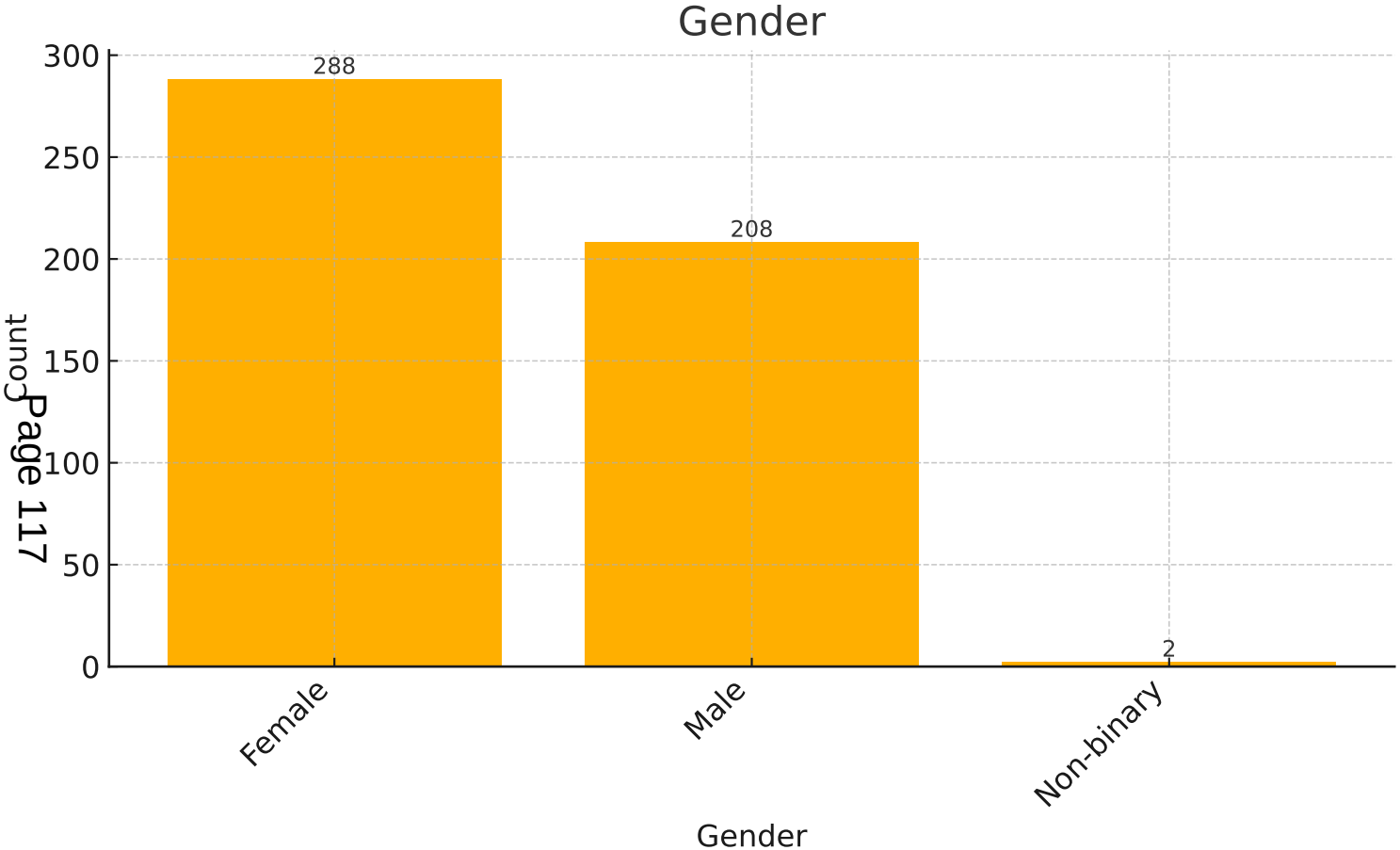

Ethnic Origin
Count
0
100
200
300
400
471
7
6
5
5
3
1
White
Other Ethnic Group
Unknown/Refused To Answer
Asian, Scottish Asian Or British Asian
Mixed Or Multiple Ethnic Groups
African
Black African
Ethnicity


Employment Status
Count
250
200
150
100
50
0
246
84
64
39
28
21
9
4
2
1
Unfit For Work
Jobseeker
Looking After The Home Or Family
Working Part Time
Carer
Retired
Working Full Time (Over 30 Hours)
In Training Or Education
Zero Hours Contract
Self Employed
Status

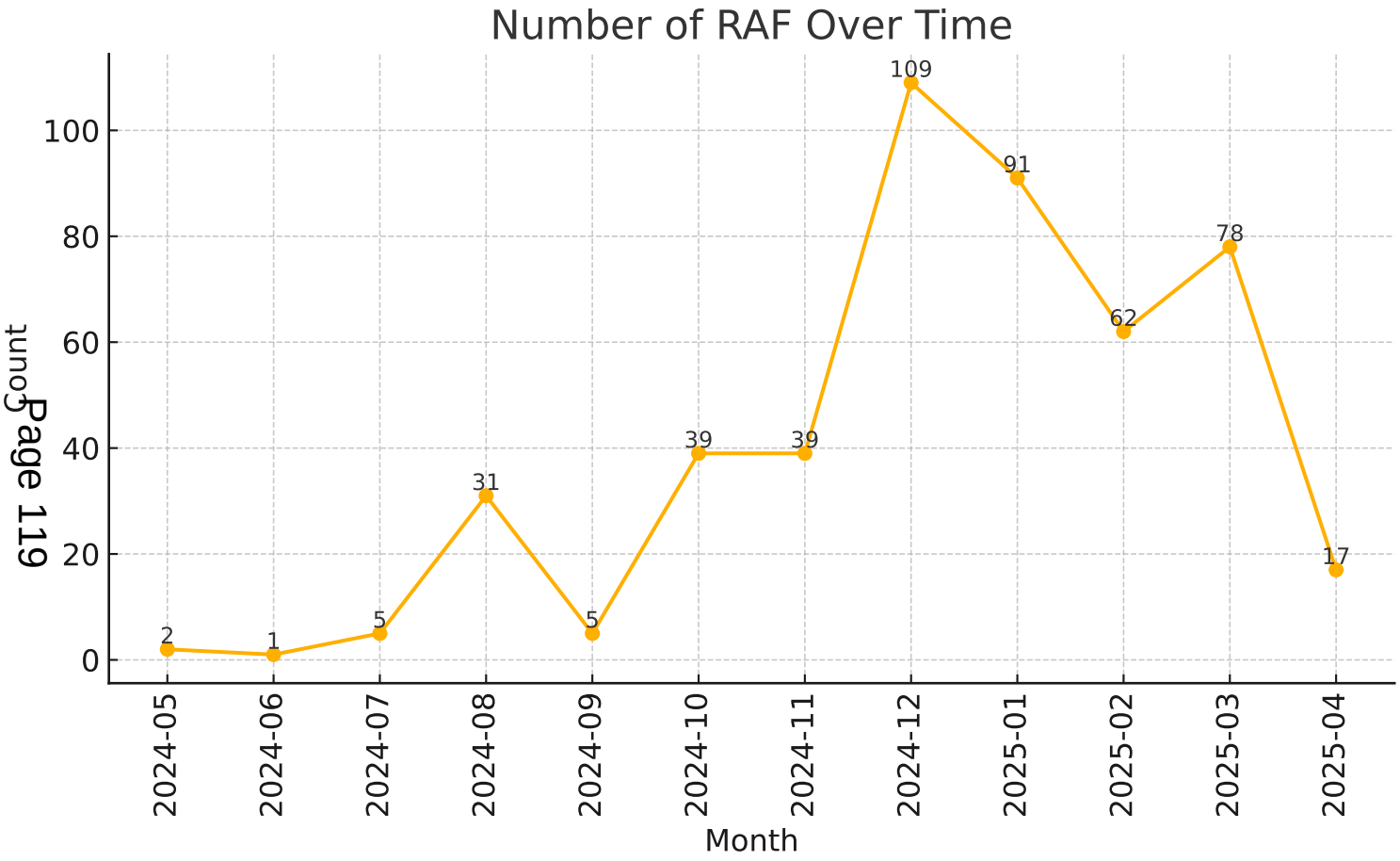

Household Status
Count
300
200
100
0
338
126
20
14
Single Adults
Lone Parent
Couple (with dependant children)
Couple (no dependant children)
Household Type

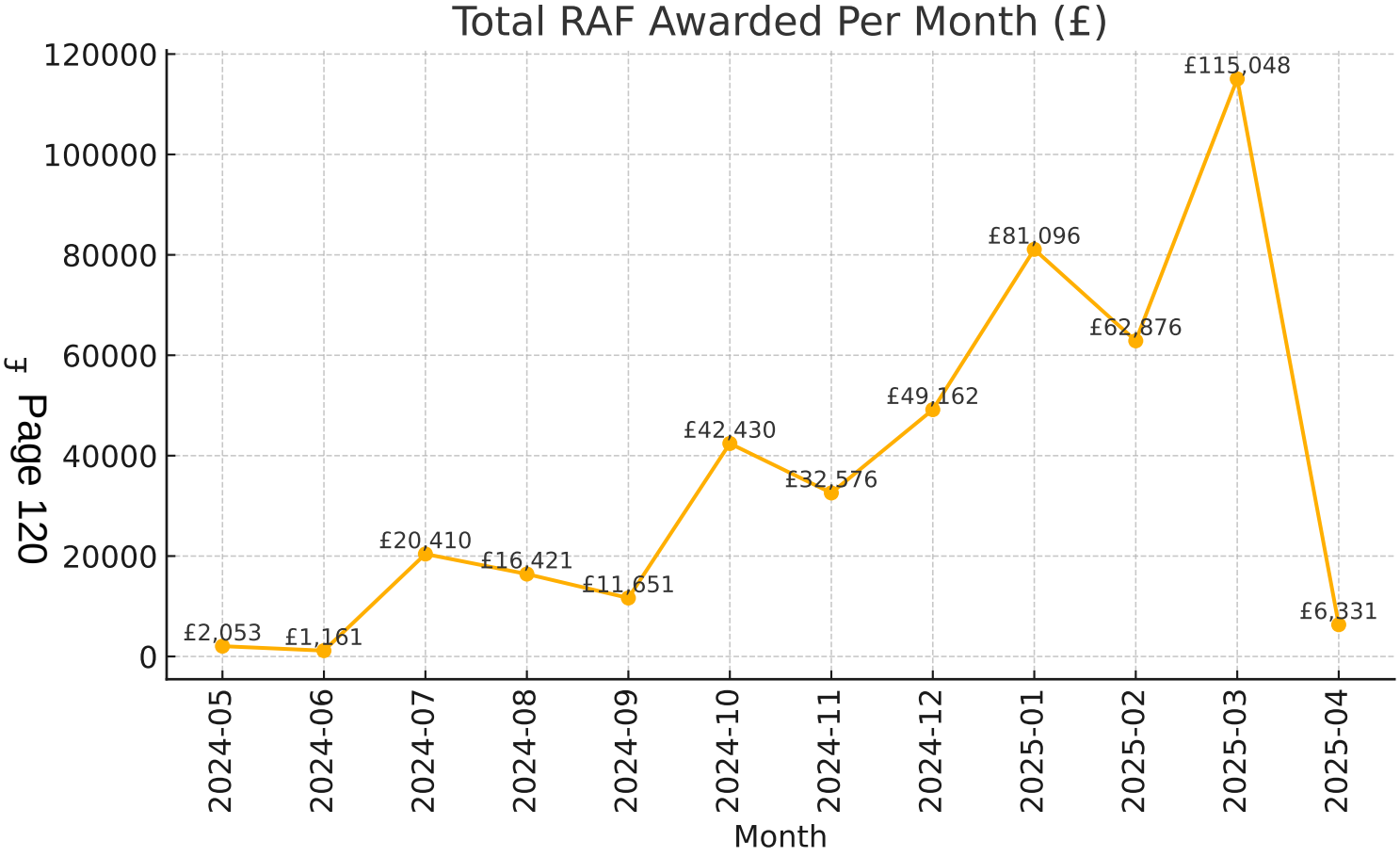

Income Source
Count
0
100
200
300
400
418
40
18
13
5
3
1
Benefits
Earnings & Benefits
Benefits & Pension
Earnings
Pension
Earnings & Pension
Other
Source

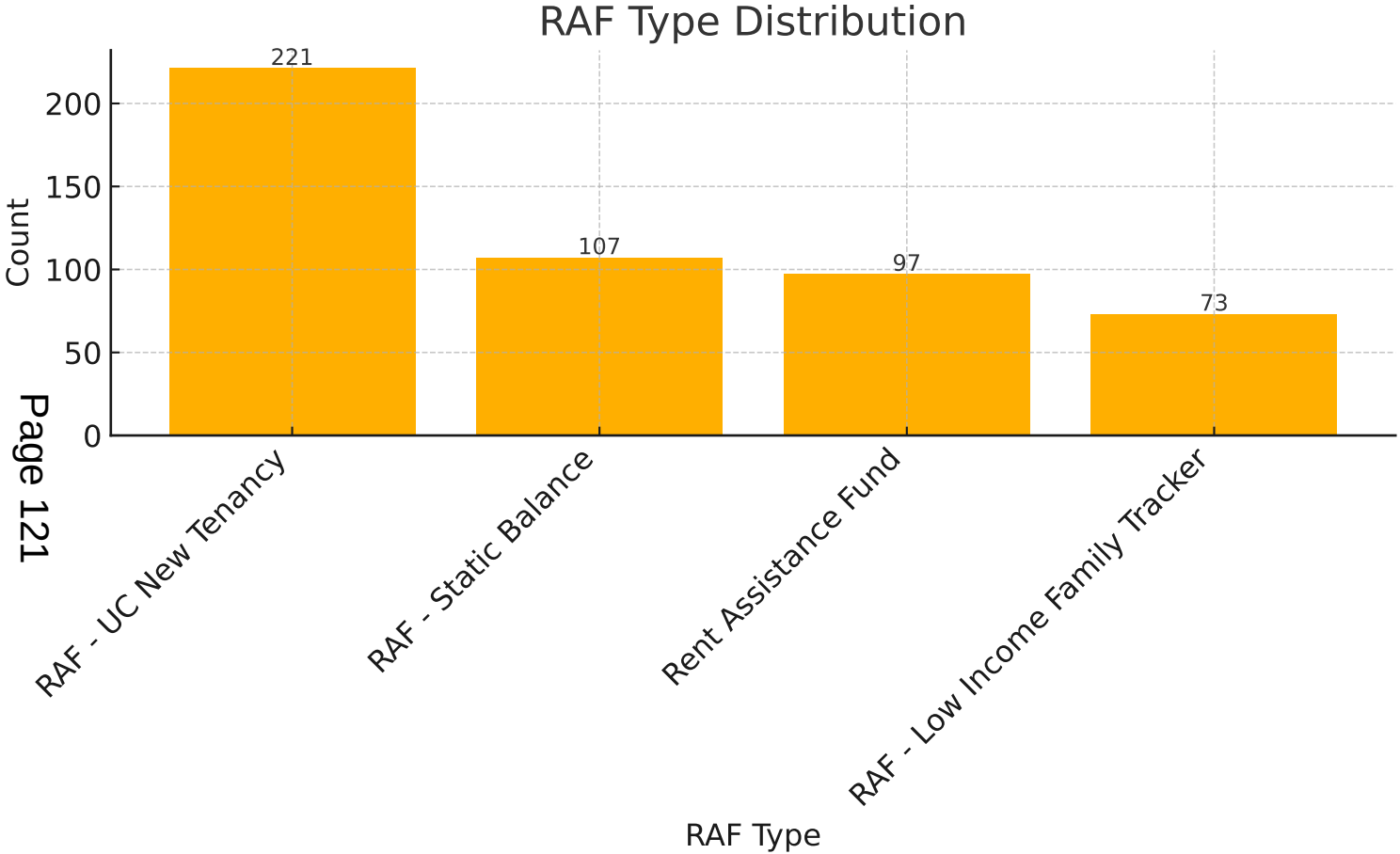

Age Range
Count
Age Range
0
20
40
60
80
100
120
140
160
155
110
102
61
34
23
13
45 - 59
35 - 44
25 - 34
16 - 24
60 - 64
65 - 70
71+

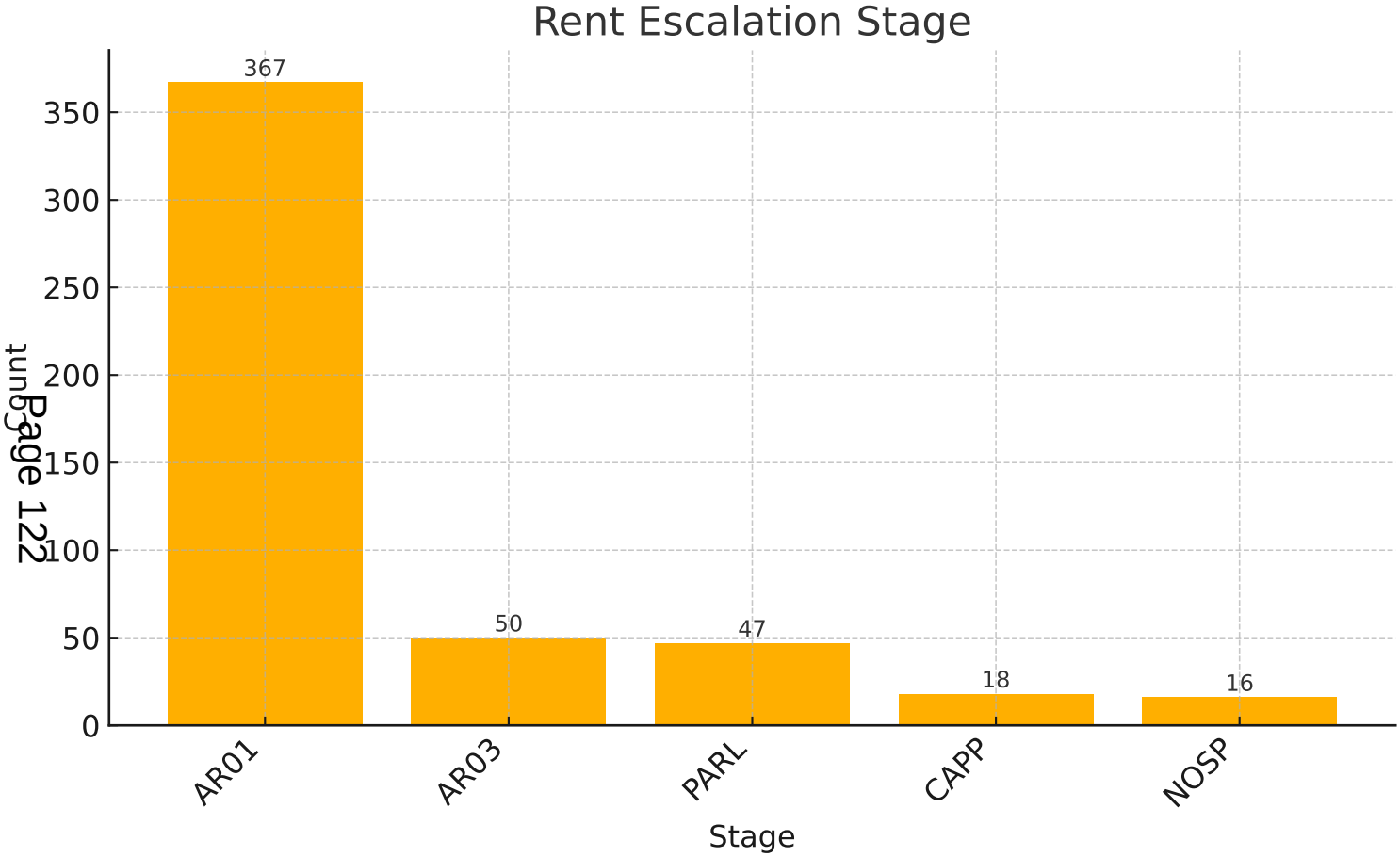

Gender
300
250
200
150
100
50
0
Count
288
208
2
Female
Male
Non-binary
Gender

RAF Overview

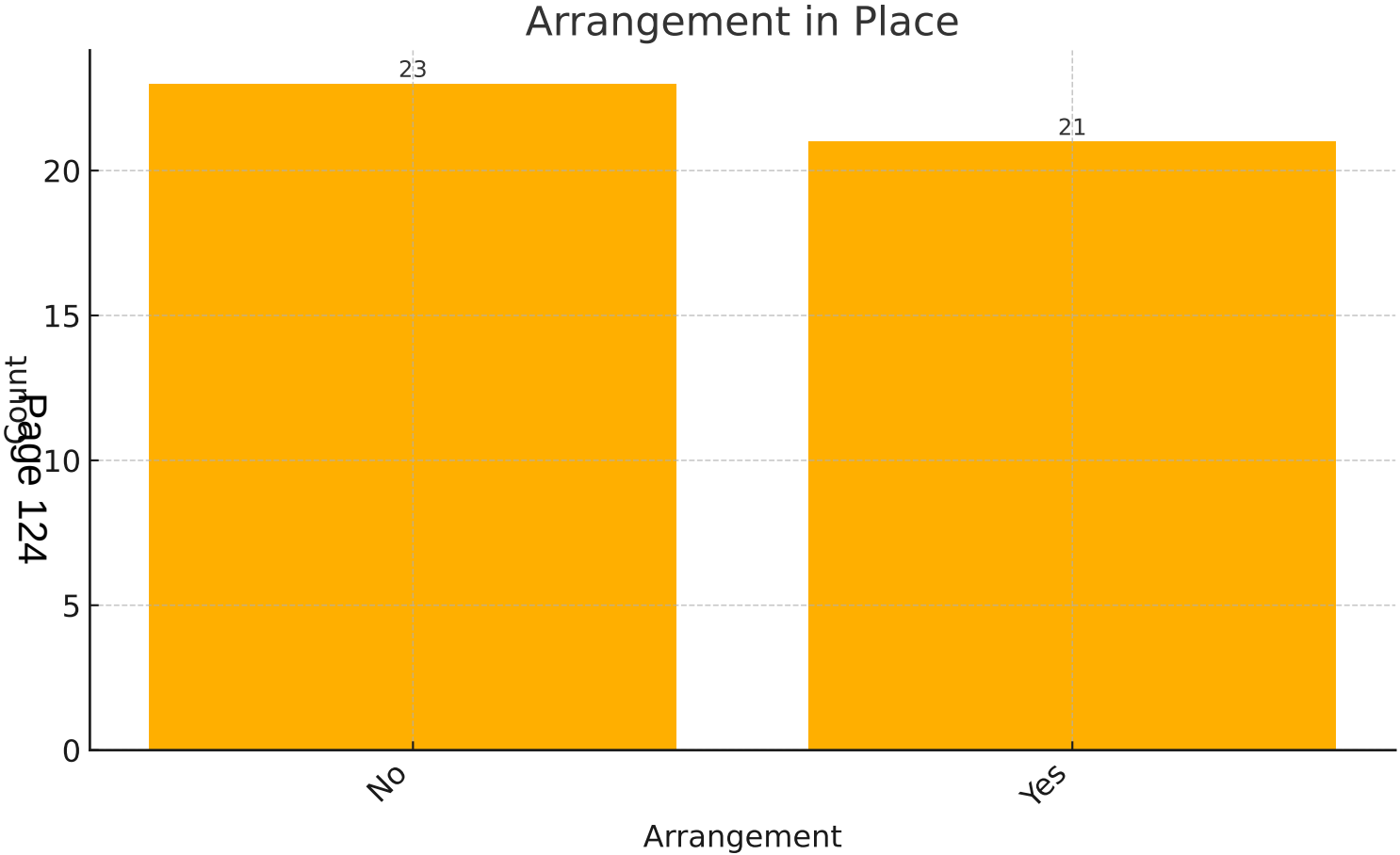

Number of RAF Over Time
Count
Month
0
20
40
60
80
100
2024-05
2024-06
2024-07
2024-08
2024-09
2024-10
2024-11
2024-12
2025-01
2025-02
2025-03
2025-04
2
1
5
31
5
39
39
109
91
62
78
17

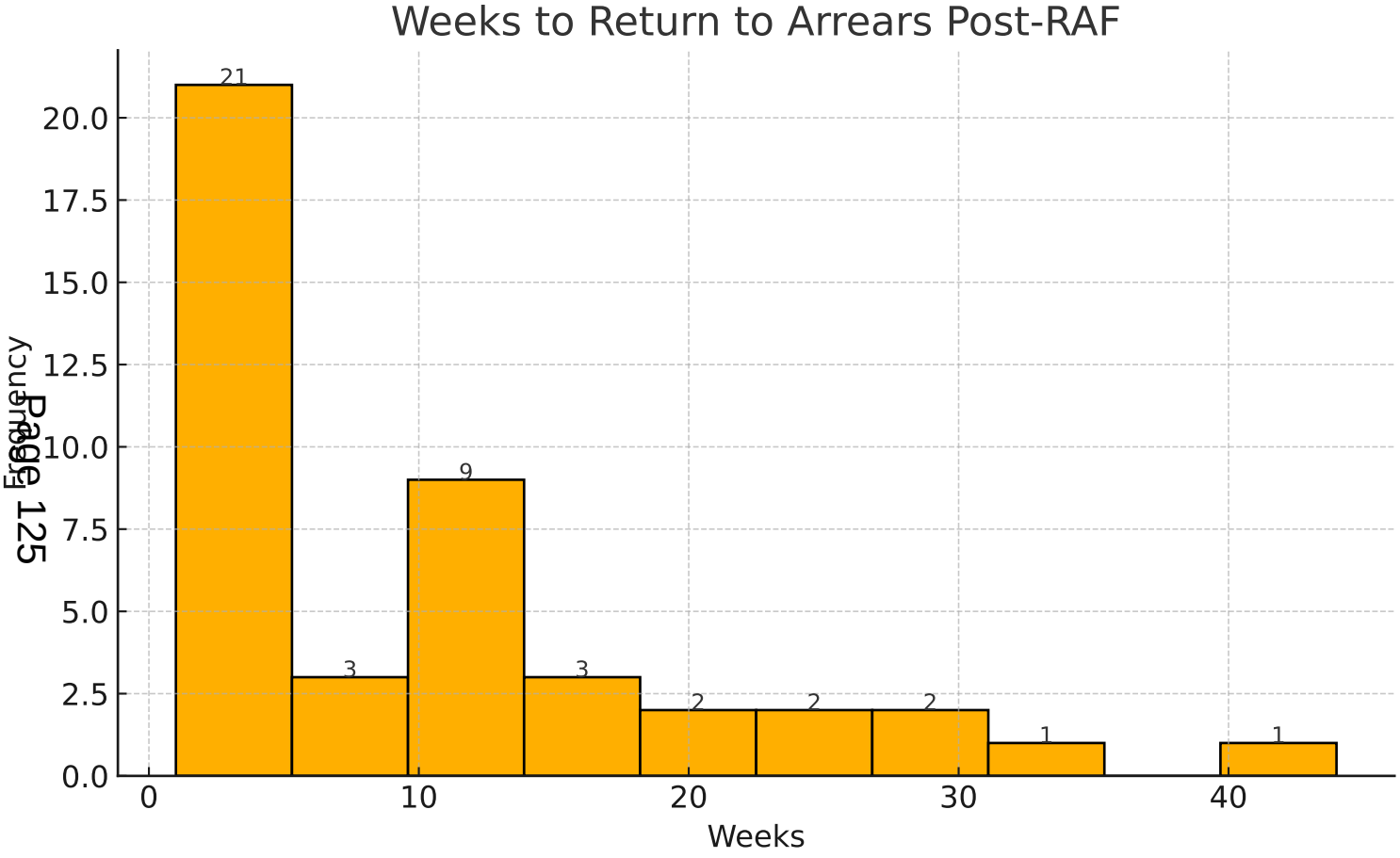

Total RAF Awarded Per Month (£)
£
120000
100000
80000
60000
40000
20000
0
£2,053
£1,161
£20,410
£16,421
£11,651
£42,430
£32,576
£49,162
£81,096
£62,876
£115,048
£6,331
2024-05
2024-06
2024-07
2024-08
2024-09
2024-10
2024-11
2024-12
2025-01
2025-02
2025-03
2025-04
Month


RAF Type Distribution
Count
0
50
100
150
200
221
107
97
73
RAF - UC New Tenancy
RAF - Static Balance
Rent Assistance Fund
RAF - Low Income Family Tracker
RAF Type


Rent Escalation Stage
Count
0
50
100
150
200
250
300
350
367
50
47
18
16
AR01
AR03
PARL
CAPP
NOSP
Stage

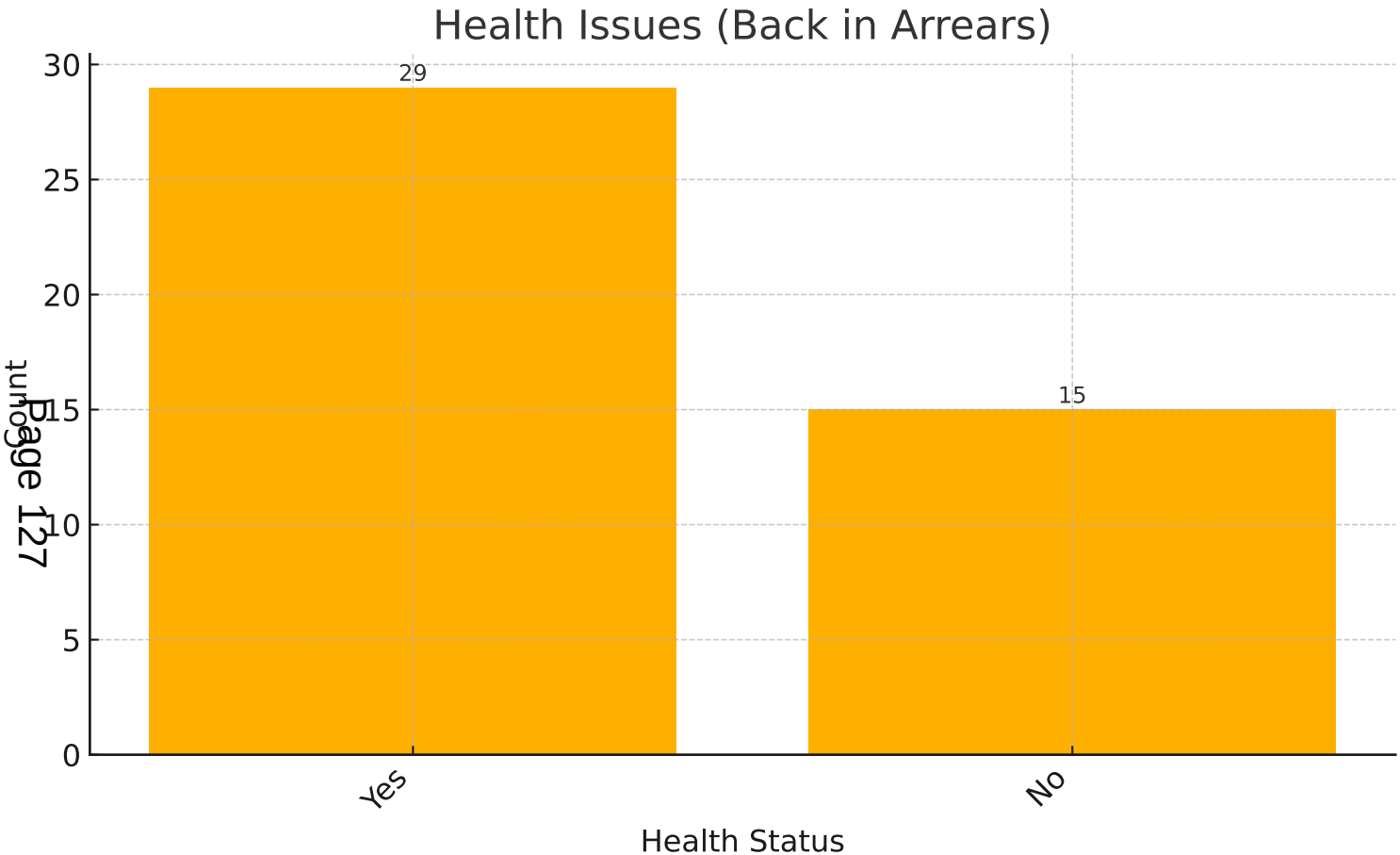
RAF Back in Arrears

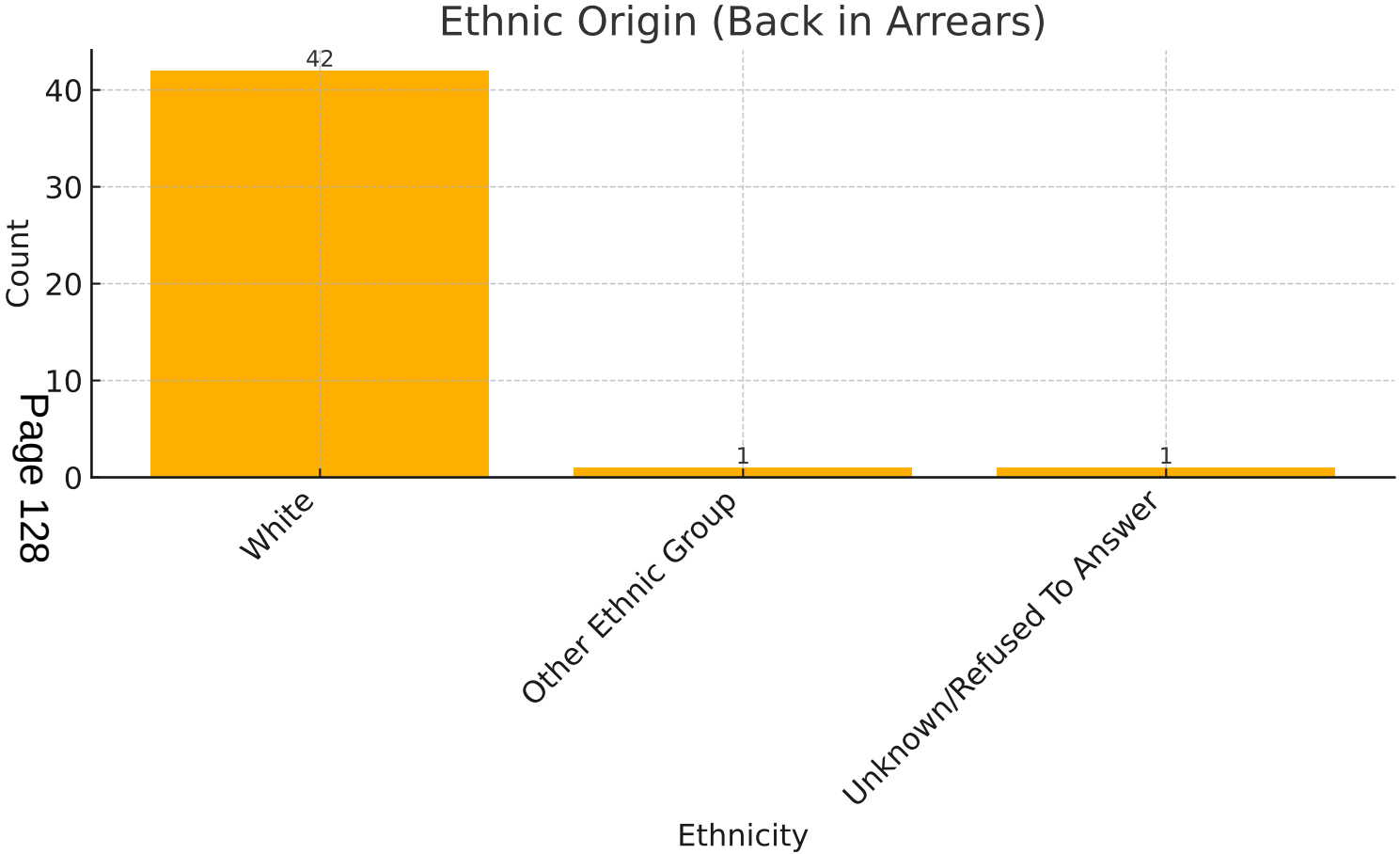

Arrangement in Place
23
21
20
15
10
5
0
Count
No
Yes
Arrangement

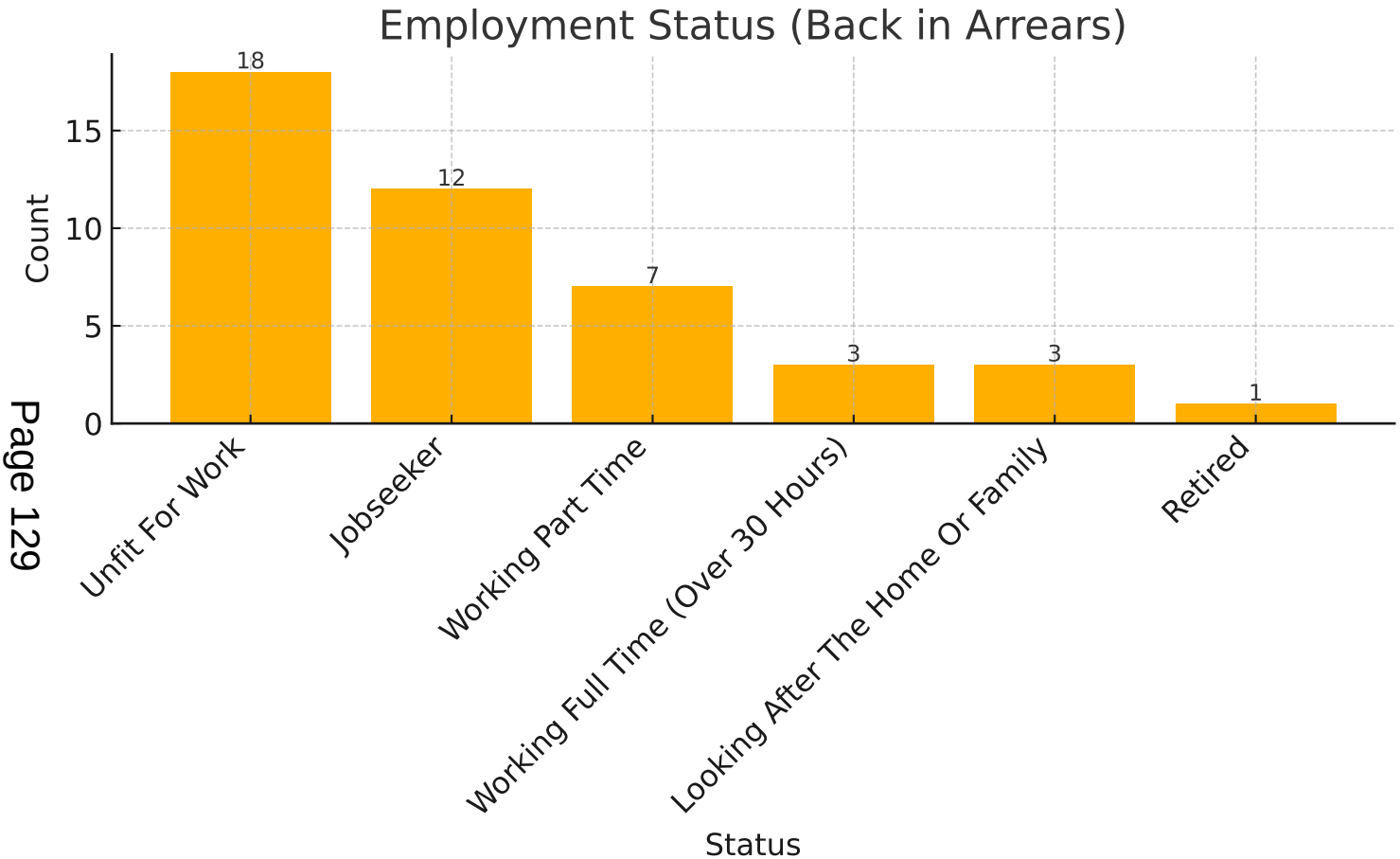

Weeks to Return to Arrears Post-RAF
Frequency
Weeks
0.0
2.5
5.0
7.5
10.0
12.5
15.0
17.5
20.0
0
10
20
30
40
21
3
9
3
2
2
2
1
1

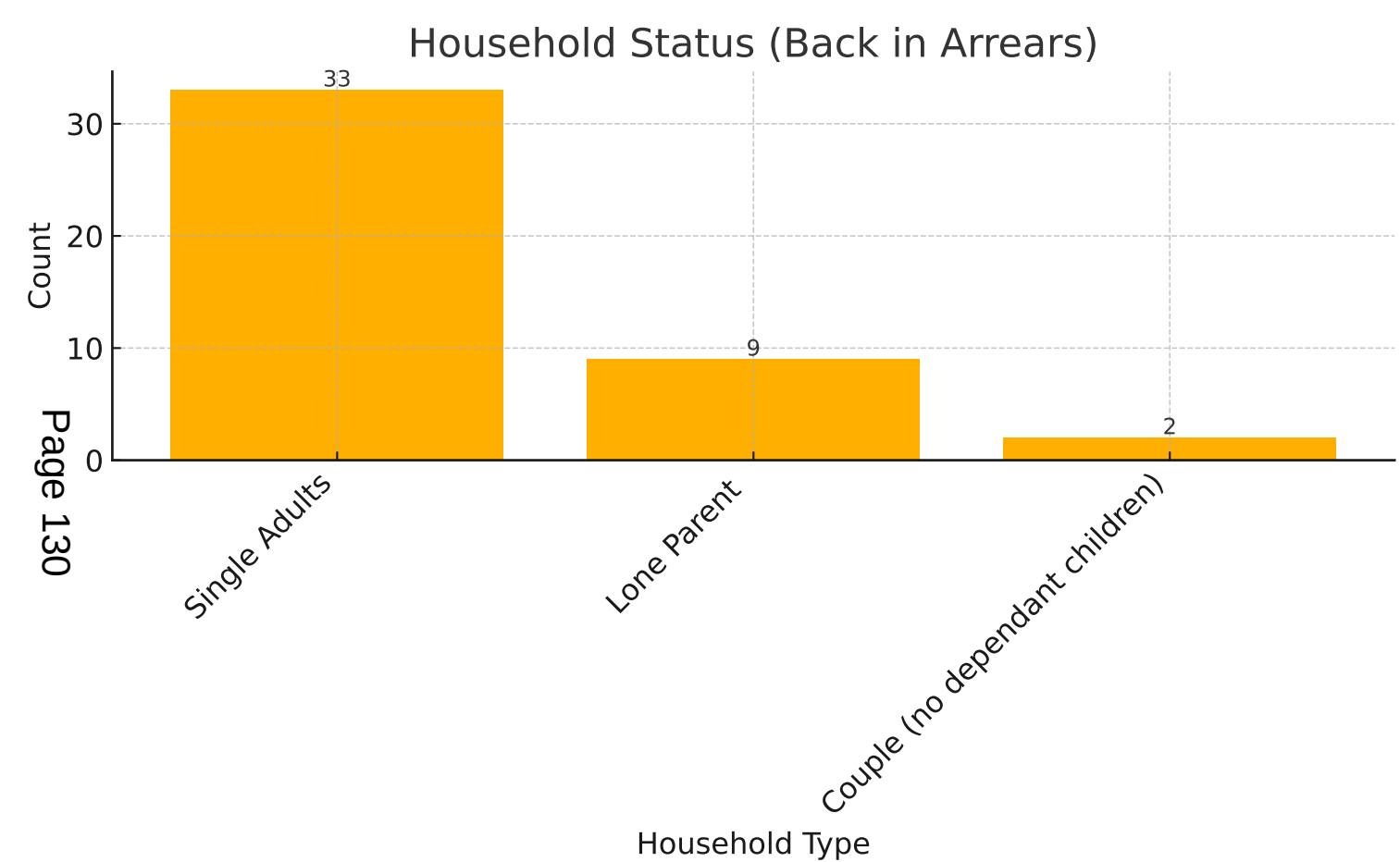
Reason for New Arrears

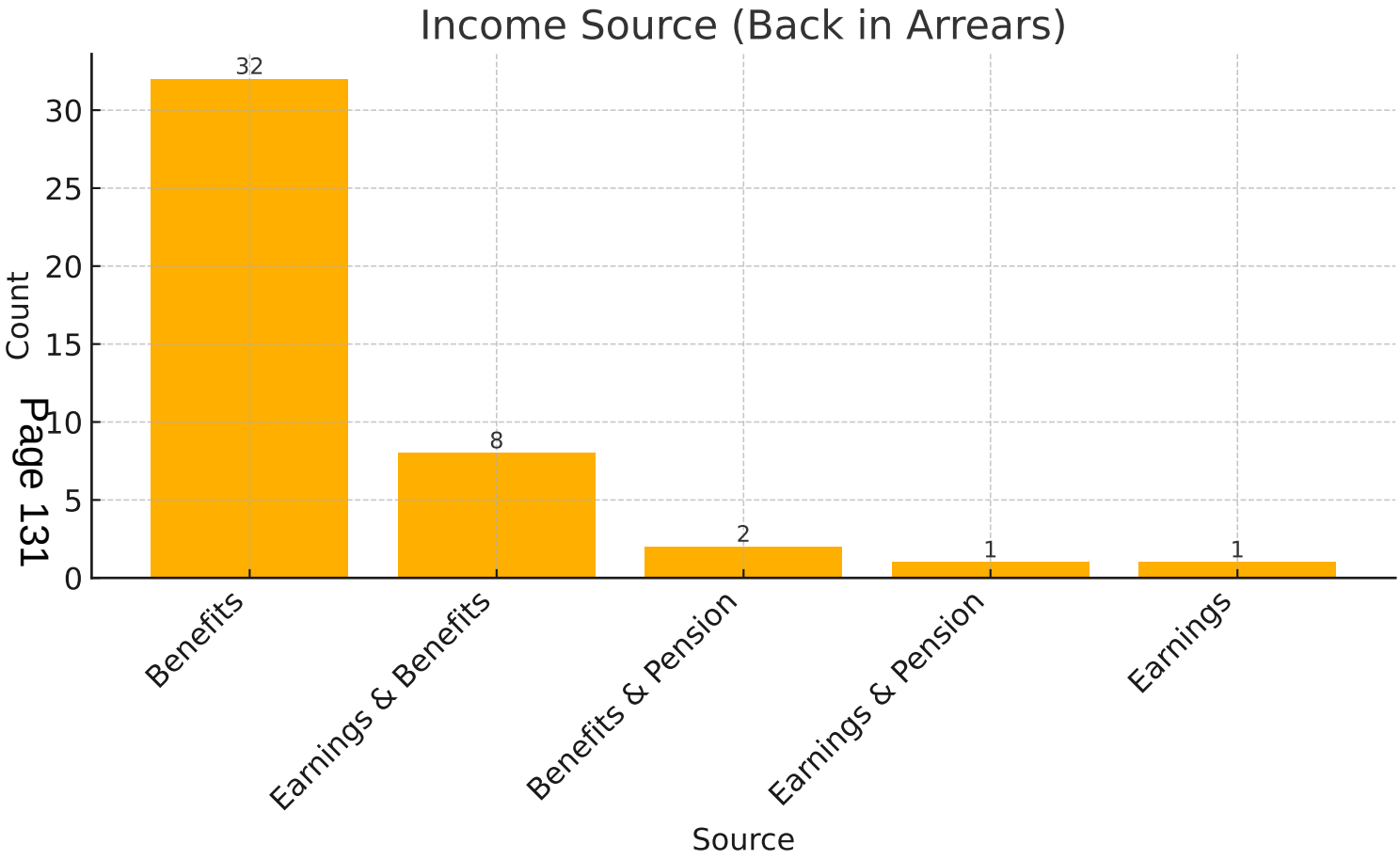
Reason	Count
Universal Credit Gap/Suspension/Shortfall	12
Excluded Case	8
Payment Method Failure (DD Bounced/Missed)	7
Employment or Hours Change	6
Other	4
Tenancy Ended/Abandoned/Moved	4
Benefit Clawback/Deductions	3

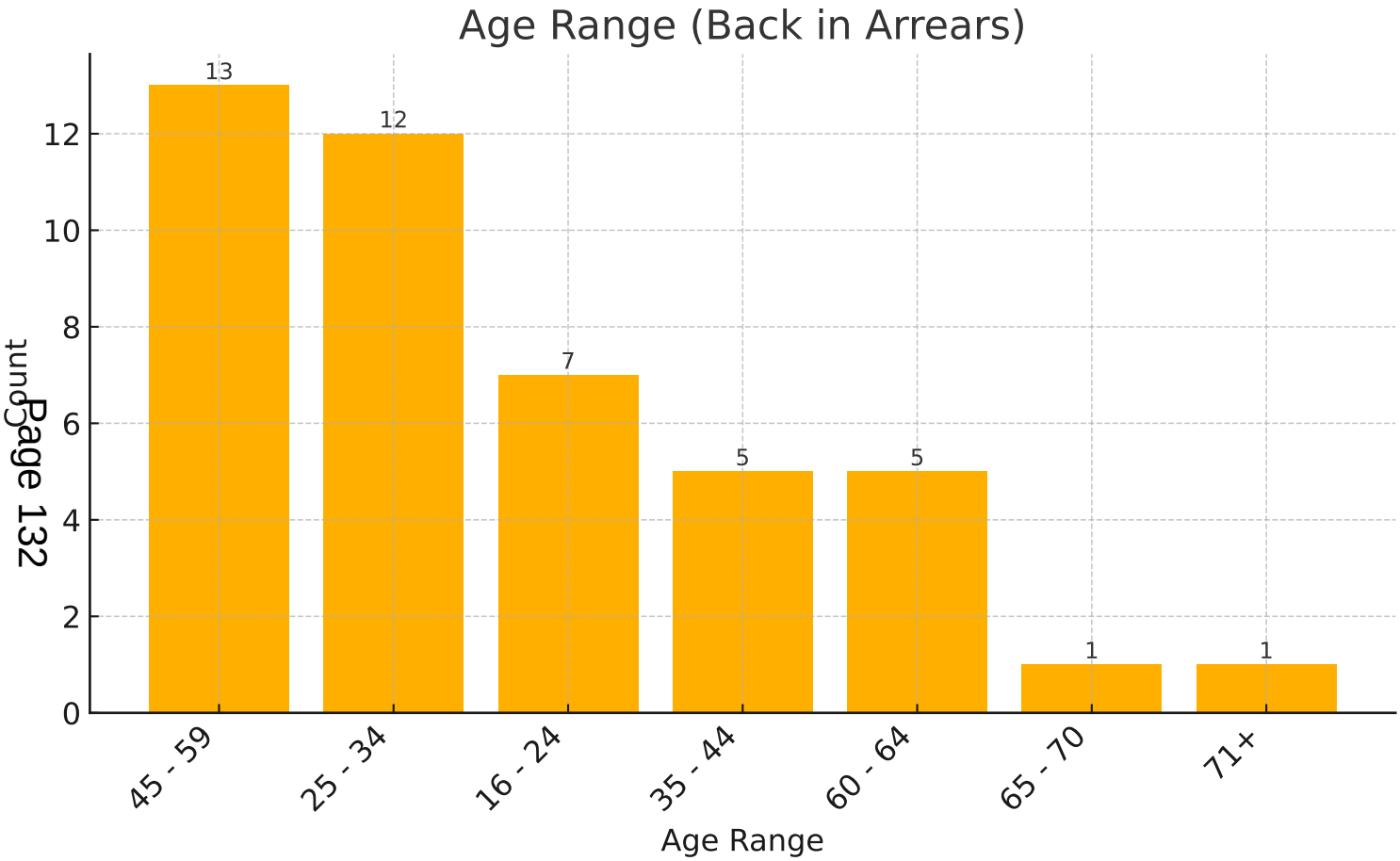

Health Issues (Back in Arrears)
Count
30
25
20
15
10
5
0
29
15
Yes
No
Health Status

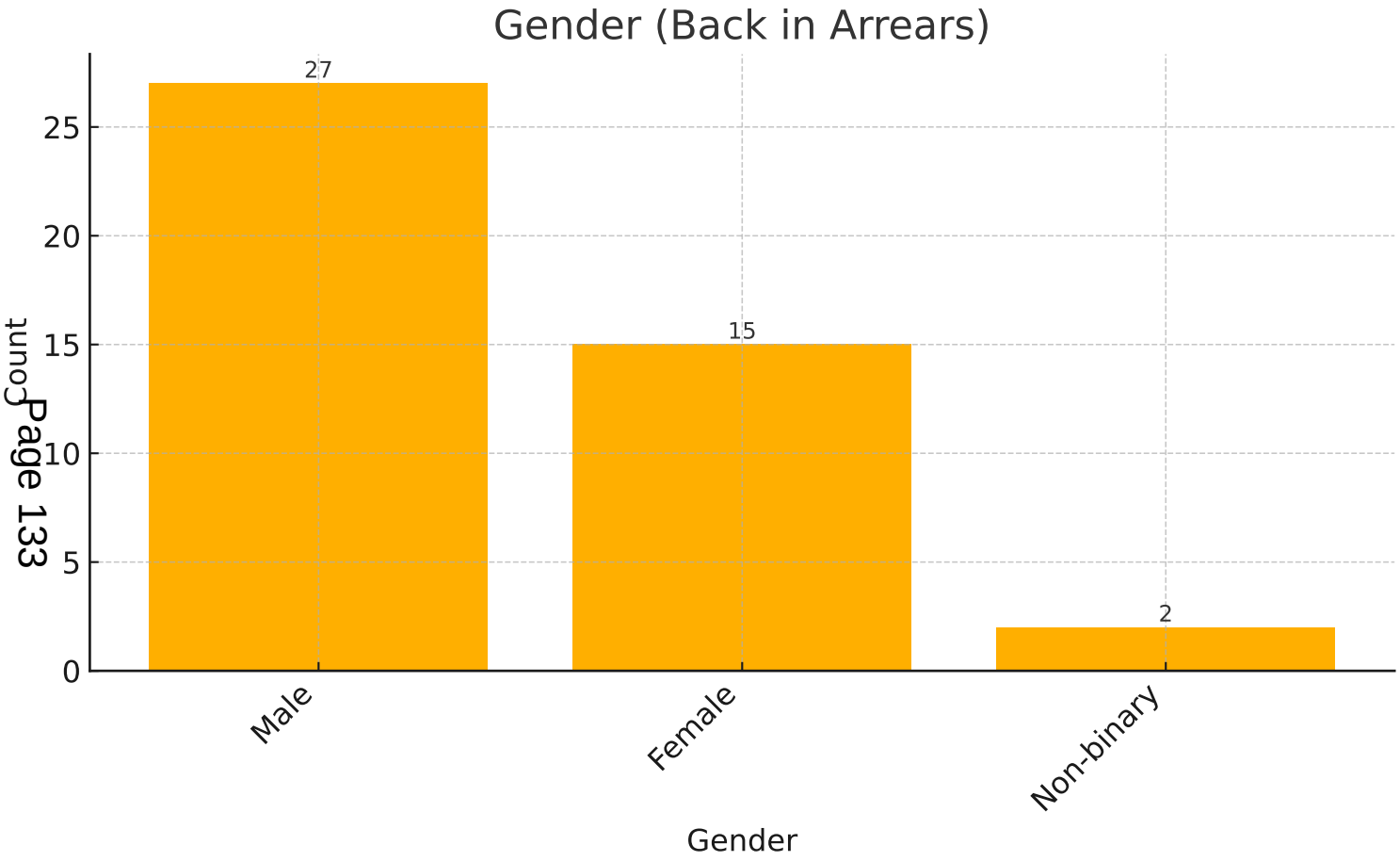

Ethnic Origin (Back in Arrears)
Count
0
10
20
30
40
42
1
1
White
Other Ethnic Group
Unknown/Refused To Answer
Ethnicity


Employment Status (Back in Arrears)
Count
0
5
10
15
18
12
7
3
3
1
Unfit For Work
Jobseeker
Working Part Time
Working Full Time (Over 30 Hours)
Looking After The Home Or Family
Retired
Status


Household Status (Back in Arrears)
Count
0
10
20
30
33
9
2
Single Adults
Lone Parent
Couple (no dependant children)
Household Type


Income Source (Back in Arrears)
Count
Source
0
5
10
15
20
25
30
32
8
2
1
1
Benefits
Earnings & Benefits
Benefits & Pension
Earnings & Pension
Earnings


Age Range (Back in Arrears)
Count
Age Range
0
2
4
6
8
10
12
13
12
7
5
5
1
1
45 - 59
25 - 34
16 - 24
35 - 44
60 - 64
65 - 70
71+


Gender (Back in Arrears)
27
15
2
25
20
15
10
5
0
Count
Male
Female
Non-binary
Gender

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	26 August 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Cluster Risk Registers and Assurance Maps
REPORT NUMBER	F&C/25/187
DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Isla Newcombe, Shona Milne, Jacqui McKenzie, Stephen Booth and Jenni Lawson
REPORT AUTHOR	Chief Officers
TERMS OF REFERENCE	1.1.4

1. PURPOSE OF REPORT

1.1 To present the Cluster Risk Registers and Assurance Maps in accordance with Communities, Housing and Public Protection Committee Terms of Reference to provide assurance that risks are being managed effectively within the Clusters as detailed in 3.2 below.

2. RECOMMENDATION(S)

That the Committee:

2.1 Note the Cluster Risk Registers and Assurance Maps set out in Appendices A to I.

3. CURRENT SITUATION

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

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

- People & Citizen Services (Citizen related risks)
- Education & Lifelong Learning (Community Learning and Library risks)
- Housing
- Corporate Landlord (Building Services risks)

- Governance (Protective Services risks)

Risk Registers

3.3 The Council's Risks Registers are tools used by Functions and Clusters to capture and manage the risks which could prevent achievement of organisational outcomes and service delivery.

3.4 The Council's Corporate Risk Register (CRR) captures the risks which pose the most significant threat to the achievement of the Council's organisational outcomes and have the potential to cause failure of service delivery. The CRR is scrutinised annually by the Audit, Risk and Scrutiny Committee.

3.5 The Cluster Risk Registers are set out in appendices A to D and these reflect the risks which may prevent each Cluster from delivering on organisational outcomes and services, these risks may be escalated to the CRR where deemed necessary.

3.6 The risks contained within the Risk Register for each Cluster are grouped by risk category in appendix J and show the Council's corresponding risk appetite for each category as set within the Council's Risk Appetite Statement (RAS) which was approved by the Audit, Risk and Scrutiny Committee in May 2025.

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

3.7 The Cluster Risk Registers provides the organisation with the detailed information and assessment for each risk identified including:

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

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

Impact

Very Serious	4	8	12	16	20	24
Serious	3	6	9	12	15	18
Material	2	4	6	8	10	12
Negligible	1	2	3	4	5	6
Score	1	2	3	4	5	6
Likelihood	Almost Impossible	Very Low	Low	Significant	High	Very High

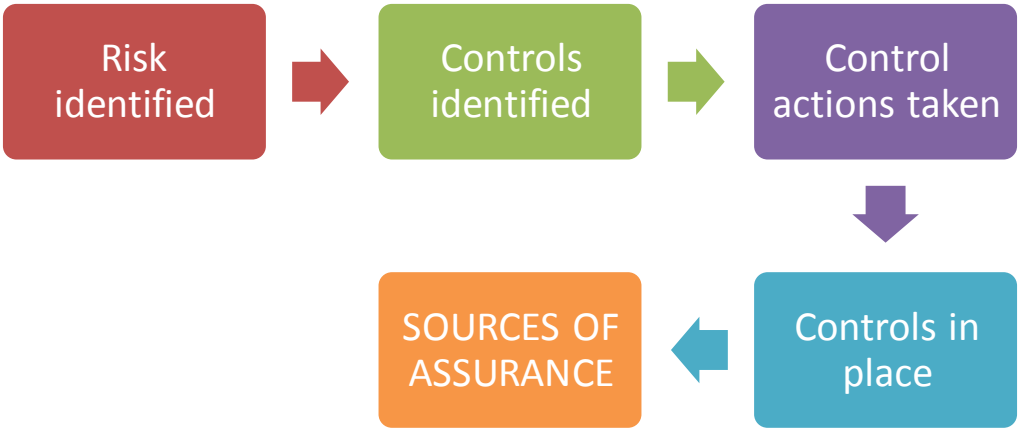
3.8 Development and improvement of the Cluster Risk Registers and associated risk management processes has continued since the Cluster Risk Register was last reported to Committee:

- The Council's Risk Appetite Statement (RAS) was reviewed and updated.
- Work to complete the recommendations from the internal audit of the Council's Risk Management arrangements including enhancements to Cluster Risk Management reporting which are incorporated within this report.
- On-going improvements and updates to the "Managing Risk" pages published on the Council's intranet pages which contains information and links for officers and elected members on the Council's RAS, Risk Management Policy, Guidance and Training. This supports the further embedding of our risk management culture and ensures that everyone knows the part they play in managing risks within the wider system.
- Risk owners and leads continue to review and update risk registers to improve monitoring and reporting across the organisation. These are mechanisms which reflect the day-to-day business of assessing and mitigating the risks and opportunities inherent in delivering public services.

Assurance Maps

3.9 The risk registers which are reviewed by the Council's Committees detail the risks identified within each of the relevant Functions and Clusters and provide detail of the risk, the potential impact and consequence of the risk materialising and the control actions and activities required to manage and mitigate the risk. Assurance Maps as set out in appendices F to I provide a visual representation of the sources of assurance associated with each Cluster so that the Committee can consider where these are sufficient. Sources of assurance are controls which are fully effective, following the completion of control actions.

Presentation of each Cluster's assurance map provides full sight of the defences we have in place as an organisation to manage the risks facing local government.



3.10 The Assurance Map provides a breakdown of the sources of assurance within "three lines of defence", the different levels at which risk is managed. Within a large and complex organisation like the Council, risk management takes place in many ways. The Assurance Map is a way of capturing the sources of assurance and categorising them, thus ensuring that any gaps in sources of assurance are identifiable and can be addressed:

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

The lines of defence listed around housing stock are only listed on the Housing Assurance Map, but in real practical terms apply equally to Corporate Landlords housing relating activity.

Risk Overview and Comparison

3.11 Below is a comparison with the Cluster risks last reported to Committee in August 2024 by each Cluster:

People & Citizen Services (Citizen related risks) Overview

3.12 The Citizen aspect of the Cluster and the risk environment within which it operates focusses on the risk to delivery of key front-line citizen services and specific financial services (e.g. Council Tax, Business Rates, Housing Benefit) in the event of failures of systems, processes, significant increase in demand (e.g., pandemic; rise in cost of living), or in the event of an incident, e.g., climate event.

Given the nature of the business areas within 'Citizen', there are a significant number of checks, audits and scrutiny undertaken both internally and externally to help identify and manage risk. These checks include; Internal Audit (e.g. Benefits Quality Assurance; Complaints Handling;); DWP Subsidy Audit; DWP Housing Benefit Review; Scottish Public Services Ombudsman scrutiny of complaint handling; Information Commissioners Officer scrutiny of protection right request handling. Any findings or recommendations from these processes are considered and where appropriate implemented within the team and the supporting business processes.

Monthly Governance meetings within the Cluster's Senior Management Team are held to assess, review and take steps to mitigate risk as part of these Service Manager meetings. We will often have representatives from other areas of the business attend the Cluster SMTs, including members of the Risk Board where they can assess how we are managing our risks and sharing insights from the Risk Board. The Cluster has representatives on the Corporate Risk Board which provides an additional opportunity to identify risks that may need to be considered and assessed by People and Citizen Services. This continued focus on risk management and governance has enabled the cluster to assess and address identified risks over the past year(s).

Whilst there is no change to the risk score, as this is assessed to be fair reflection of the current position, risks continue to be monitored with mitigations implemented and assurances applied. The service continues to collaborate with the Digital & Technology and key stakeholders to improve service delivery and resilience with the intention to reduce and manage risk.

Risks de-escalated to Operational level or closed:

None.

New risks added or escalated to Cluster level:

None.

Risks Remaining on the People & Citizen Services (Citizen risks) Risk Register:

Risk Title	Current Risk Score 2024	Current Risk Score 2025	Movement
Customer Experience Service Delivery	12	12	

3.13 **Education & Lifelong Learning (Community Learning and Library Risks) Overview**

Monthly assessment and mitigation of risk as part of service manager meetings has supported the education and lifelong learning service to address identified risks over the year.

A risk around library service failure has been added. Staff shortages mean there is an increased risk of having to close library branches particularly during periods of staff holidays. Rotas have been changed to support revised opening hours, and a bank of casual staff are being recruited to mitigate against the need to cover in the event of holidays or unplanned staff absence.

The Cluster has representatives on the Corporate Risk Board which provides an additional opportunity to identify risks that may need to be considered and assessed.

The Cluster level risks relating to Education risks within Education & Lifelong Learning falls into the remit of the Education and Children's Services Committee and will be reported to that committee in November 2025.

Risks de-escalated to Operational level or closed:

None.

New risks added or escalated to Cluster level:

Library Service Failure (detailed below)

Risks Remaining on the Education & Lifelong Learning (Community Learning and Library Risk Register:

Risk Title	Current Risk Score 2024	Current Risk Score 2025	Movement
Library Service Failure	N/A	9	N/A

3.14 **Housing Risk Overview**

Unsuitable Accommodation Order

The risk relating to the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 continues to remain high due to the ongoing pressures of both a sustained increase in homeless presentations, and increased further

demand generated from asylum / resettlement. This is reflected in the risk being retained at a cluster level and the risk score remaining the same. This risk is a primary area of focus, and an additional 128 furnished temporary flats were added to temporary accommodation stock. Whilst the pressures are still acute, there has been a 20% reduction in the number of breaches since 2023/24.

Void Property Management (shared with Corporate Landlord)

Whilst there has been progress on control actions relating to void management over the last year which is overseen by the Housing Board, there is still further work to undertake in this area, which includes the use of digital technology to improve processes through the procurement of a "repairs" module to the NEC system, the risk score has been determined to remain at the same level as last year despite the progress made.

Risks de-escalated to Operational level or closed:

None.

New risks added or escalated to Cluster level:

None

Risks Remaining on the Housing Cluster Risk Register:

Risk Title	Current Risk Score 2024	Current Risk Score 2025	Movement
Continued Inability to meet the Unsuitable Accommodation Order	18	18	→
Void Property Management	18	18	→

3.15 **Corporate Landlord (Building Services risks) Overview**

At the present time, there are no Building Services related risks within the Corporate Landlord in 2024, there are no comparisons with previous risk scores to be reported. However, the Voids risk recorded by the Housing Cluster is effectively owned by both the Corporate Landlord and Housing Clusters.

The Cluster level risks relating to Asset Management risks within Corporate Landlord falls into the remit of the Finance and Resources Committee and were reported to that committee in May 2025.

3.16 **Governance (Protective Services risks) Overview**

Loss of UKAS Accreditation

The most recent UKAS Assessment in January 2025 resulted in 52 non-conformances, however evidence was submitted to UKAS to clear these and a further visit in May 2025 resulted in the majority of these being cleared. Whilst the risk score appears to have no movement when compared to 2024, the score was reduced following assessment and has increased again due to the on-going requirement for accreditation which depends on the on-going integrity and maintenance of the management system.

Non-Compliance - Interventions / Food Law Code of Practice

Aberdeen City Council is required by statute to deliver a food law enforcement service. Due to local resource shortages, and a national shortage of qualified officers, it is not possible to fulfil the requirements of the Food Law Code of Practice, and although measures are being put in place to alleviate the national shortage of available officers, this is some time away from being resolved. The risk score has increased as 2 members of staff have left this year. The Council are, however currently making use of a 'grow your own' scheme to up-skill existing staff. Despite the challenges all the high risk inspections due in 24/25 were undertaken on time and higher priority risk groups continue to be prioritised.

Risks de-escalated to Operational level or closed:

None.

New risks added or escalated to Cluster level:

None.

Risks Remaining on the Governance (Protective Services risks Risk Register:

Risk Title	Current Risk Score 2024	Current Risk Score 2025	Movement
Loss of UKAS Accreditation	9	9	→
Non-Compliance - Interventions / Food Law Code of Practice	18	24	↑

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

7.1 There are no risks arising from the recommendations in this report. The Committee is provided with assurance that the risks presented within the Cluster Risk Register are those that may affect achievement of organisational outcomes and delivery of services for each Cluster are identified, appropriately managed and that the Council's activities are compliant with its statutory duties.

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	The council is required to have a management system in place to identify and mitigate its risks.	The council's risk management system requires that risks are identified, listed and managed via Risk Registers.	L	Yes
Compliance	As above.	As above.	L	Yes
Operational	As above.	As above.	L	Yes
Financial	As above.	As above.	L	Yes
Reputational	As above.	As above.	L	Yes
Environment / Climate	As above.	As above.	L	Yes

8. OUTCOMES

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

9. IMPACT ASSESSMENTS

Assessment	Outcome

Integrated Impact Assessment	No assessment required at this stage. I confirm this has been discussed and agreed with Jenni Lawson, Chief Officer Governance on 22 July 2025.
Data Protection Impact Assessment	Not required.
Other	Not applicable.

10. BACKGROUND PAPERS

10.1 None.

11. APPENDICES

11.1 Appendix A to D – Cluster Risk Registers for People & Citizen Services (Citizen Services), Education, Housing and Governance.

11.2 Appendix E to I – Assurance Maps for People & Citizen Services (Citizen Services), Education, Housing, Corporate Landlord and Governance.

11.3 Appendix J – Cluster Risks grouped by category.

12. REPORT AUTHOR CONTACT DETAILS

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Assurance Map Cluster – People & Citizen Services (Citizen Services)		
Cluster Risk Register Risk:		
1. **Customer Experience Service Delivery** - Risk to delivery of key front-line services in the event of failures of systems, processes, significant increase in demand (e.g., pandemic; rise in cost of living), or in the event of an incident, e.g., climate event.		
First Line of Defence (Do-ers)	**Second Line of Defence (Helpers)**	**Third Line of Defence (Checkers)**
• Trained and qualified staff with knowledge captured and shared to ensure business continuity • Operational Procedures, Guidance Documents and videos captured for future training requirements and business continuity • Continue to work to develop robust, streamlined and more efficient processes • Use of technology (e.g., Robotic Process engineering; Co-pilot;) to provide enhanced resource and resilience to processes • Staff training and development • Remove single points of failure • Operational Risk Assessments • Operational procedures and guidance including those set out in the Business Continuity Plans in the event of a system or process failure • Adherence to corporate processes (e.g. Maximising Attendance policy) and regular 1:1 meetings with staff at all levels • Operational Test Schedules for Business Continuity Plans	• CMT Boards (e.g. Risk Board) • Council Committees • 'Citizen'/ Cluster Senior Management Team (Our monthly Stewardship meetings has a standing item to discuss both risk *(operational and corporate)* and any upcoming audits and current audit recommendations)) • SMT will use the lessons learned from reported data breaches and health and safety incidents to assist in mitigating risk • Policy Documentation • Assurance Team • Business Continuity Sub-Group • Internal Audit – Management Assurance Reviews	• Internal Audit – Benefits Quality Assurance Process • Annual External Audit • DWP Subsidy Audit • DWP Housing Benefit Review • Non-Domestic Rates NDRI – External Audit • Internal Audit - IJB Complaints Handling • Internal Audit – Data Protection • Scottish Public Services Ombudsman scrutiny of complaint handling • Information Commissioners Officer scrutiny of protection right request handling

• Disaster Recovery plan for Regional Contact Centre • Analysis following activation of business continuity arrangements / tests and improvement plans identified • Key Performance Indicator data and reporting/ monitoring tools to give greater in-sight and control over demand and performance		

Assurance Map

Corporate Landlord

Corporate Risk Register Risk:

1. **Reinforced Autoclaved Aerated Concrete Panels and Planks (RAAC**) - RAAC was a commonly used material in the 50's 60's, 70's and early 80's. There have a small number of incidents where roof planks have failed leading to the collapse to elements of the roof. RAAC has been confirmed as present in 5 non housing buildings. With RAAC present in 362 Council Houses and 142 former Council houses. Investigations are ongoing.

Cluster Risk Register Risks:

1. **Declining condition of operational property estate**
2. **Failure to deliver asset valuations** - Risk of failure to complete the asset valuation which is required for the council financial accounts.
3. **Inadequate Asset Management Planning** - Risk that resources will not be allocated appropriately and efficiently if asset management plan is not in place and is not robust.
4. **Overspend on Cleaning Service Staffing** – Risk of overspend in staffing budget.
5. **Primary School Meals Expansion** – Risk that capital funding will not be sufficient to undertake all property improvements required to fully deliver the Scottish Governments commitments on Universal Primary School meals (P1 - 7).
6. **Risk of non-compliance with Statutory Compliance with Council Properties** - The Council is required to safeguard its employees and members of the public to ensure their health and safety through effective implementation of statutory maintenance and compliance checks such as asbestos management plans, gas safety certification, legionella testing etc.
7. **Risk to the delivery of Capital and Revenue Income** - The Cluster has income targets for capital and revenue income.
8. **School Catering Service Compliance** – Risk that the cessation of the Catering Service Quality Management System (QMS) may increase non compliance risks with food safety and nutritional requirements.

First Line of Defence (Do-ers)	Second Line of Defence (Helpers)	Third Line of Defence (Checkers)
• Trained and qualified staff • Operational procedures and guidance including those set out in the Business Continuity Plans in the event of a system or process failure. • Risk Assessments. • Staff training and development on business continuity arrangements. • Analysis following activation of Customer Experience Cluster Senior.	• CMT Boards • Council Committees • Policy Documentation. • Resources Senior Management Team (SMT) undertakes review of Cluster Operational Risk Register. • Executive Board Structure • Assurance Team. • Business Continuity Group Sub-Group.	• External Audit. • RICS Registration. • Internal Audit – Corporate Asset Management – 13/09/23

• Management Team (SMT) undertakes review of Cluster Operational Risk Register. • Staff have appropriate training, qualifications and engage with market and like professionals. • Regular marketing and income meetings. • Use of external property consultants, management agreements and managing agents as appropriate. • Resource plan developed. • Use of external advisors in specialised areas. • Participation in national networks (CIPFA/ ACES/ RICS/ SHoPs etc.) • Programmes of inspections for property portfolio. • Contract management meetings.	• Annual reporting of Function / Cluster Risk Register to Operational Delivery Committee • Monthly budget print outs. • Capital Board – post project reviews and post occupancy evaluations.	

Assurance Map

Governance

Corporate Risk Register Risks:

1. **Civil Contingencies** - Risk of non-compliance with the Council's responsibilities as a Category 1 responder under the civil contingencies legislation and guidance
2. **Health & Safety Compliance** - Risk of non-compliance with Health and Safety legislation and practices resulting in harm to the workforce and/or members of the public

Cluster Risk Register Risks (Reported to Communities, Housing and Public Protection Committee)

1. **Loss of UKAS Accreditation –** Risk of The Laboratory losing, temporarily, its external UKAS accreditation.
2. **Non-Compliance - Interventions / Food Law Code of Practice –** The Risk of non-compliance with Interventions/Food Law code of practice due to lack of qualitied officers.

First Line of Defence (Do-ers)	Second Line of Defence (Helpers)	Third Line of Defence (Checkers)
• Mandatory health and safety training requirements included in training needs analyses for Clusters • Trained and qualified staff • Training and exercising plan for DERCs, Council Incident Officers, ALEOs and operational staff on the components of emergency response. • Risk assessments and project risk registers • RIDDOR reporting (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) • Investigations into incidents and breaches of H&S policy or legislation. • Protocols, Plans & Guidance to implement policies • Protest Management Plans and procedures • Duty Emergency Response Coordinators (DERCs)	• CMT Boards • Council Committees • Corporate Management Team • Scheme of Governance • Local Code of Corporate Governance • Annual Governance Statement • Risk Appetite Statement • Risk Registers • Legislation and Consultation Trackers • Risk Horizon Scanning Tracker • Generic Emergency Plan and Activation Packs • Fulltime EPR&C Lead and Officer post • DERC, Council Incident Officer and Support Centre Manager rota • Cadre of trained volunteer ACC Loggists	• Health and Safety Executive • Scottish Fire and Rescue Service Audits • Care Inspectorate inspections • Education Scotland inspections • Traffic Commissioner Scotland • External Audit • North Regional Resilience Partnership • Grampian Local Resilience Partnership (GLRP) and GLRP Working Group • GLRP TECA Liaison Group • GLRP Harbour Liaison Group • Local Authority Resilience Group Scotland (LARGS) • North East CONTEST Multi-Agency Group • Information Commissioner's Office (regarding data protection)

• Council Incident officers to support DERCs with emergency response • Housing and Flooding rotas to support emergency response • RCC, with Page One process to support emergency activation of DERC. • Reviewed and revised procedures for RCC/DERC comms including training for RCC and on-call rotas • Increased Council Incident Officer cadre for rota (12) • Rota with 15 ACC Volunteer Support Centre Managers available to open up rest centres in emergencies and support the DERC & CIO • Reviewed volunteering arrangements and process for resourcing rest centres in an emergency • Team of trained ACC Volunteer Loggists to support DERC • ACC staff (90) volunteers for activation during an emergency if required • Business Continuity Plan for Governance • Civil Contingency Incident De-Briefs • Corporate Procedure: CCTV • Bond Governance Protocol • Implementation of a Radio system across City Centre ACC buildings for managing security incidents and response. • Representation from across ACC emergency response team members at the monthly Bridge Calls arranged by Police Scotland Crime and Counter Terrorism Unit. Covering all CONTEST strands updates, training opportunities and awareness raising • ACC EPRL chair of Protect and Prepare sub group on behalf of North East Contest Multi Agency Group • Community Resilience Groups (Bridge of Don/Danestone, Culter, Cults, Milltimber & Bieldside) • Maintaining an awareness of current accreditation requirements through receiving regular updates from	• TEAMS Site 'Resilience Hub' including Emergency Response Handbooks, Partner information and useful materials and updates • DERC, Council Incident Officer, Support Centre manager and Loggist annual Training and exercising • Resilience huddles across three Grampian local authorities including Scottish Govt rep. • SCORDS Training Hub (Scottish Resilience Development Service • Downloading of Protect UK app promotion throughout organisation and with ALEOs • Promotion of eLearning module ACT throughout organisation and with ALEOs • Community Resilience Framework • ALEO Assurance Hub • Committee Effectiveness Reports • Revised Corporate H&S Policy approved by Staff Governance Committee including inventory of H&S procedures. • Roll out H&S module of Core HR for Incidents and Near Misses • Quarterly reporting on compliance to Risk Board. • Process for approval of H&S procedures (CO-G approves corporate, relevant CO approves Cluster specific). • H&S Management System setting out roles and responsibilities • Document management system detailing corporate and local H&S procedures and documents, including review dates and responsible officers. • First Aid training and E-Learning including: Intro to health and safety, Fire safety, Managing Safety, Manual Handling, asbestos awareness, Fire Marshall and warden responsibilities, working at height, display screen equipment. • Complete roll out of first aid telephony system in Marischal College and achieve compliance of the requisite number of first aiders to be legally compliant.	• Office of the Scottish Information Commissioner (regarding freedom of information) • Investigatory Powers Commissioner's Office • Credit Rating Agency • Accounts Commission • Audit Scotland • CIPFA • Standards Commission for Scotland • Commission for Ethical Standards in Public Life in Scotland • Law Society of Scotland • Office of the Scottish Charity Regulator (relevant where ACC itself is a charity trustee) • Financial Conduct Authority (regarding Stock Exchange bonds) • External competent bodies (regarding statutory inspection of plant and equipment) • Electoral Commission • Electoral Management Board for Scotland • Home Office Prevent Annual Prevent Assurance Process.

UKAS • UKAS included as a main topic in team meetings and as an objective in PR&Ds • Operation Control Centre (CCTV) Standard Operating Procedures • City Wardens Body Worn Video Operating Procedures • City Wardens Tracking Devices Operating Procedures (Operational and H&S) • City Warden Standard Operating Procedures. • CONTEST – Prevent Operating Procedures.	• Escalation process to Directors for overdue actions, leading into SMTs and H&S Function Groups • Face to face H&S training sessions on: risk assessment, lone working, COSHH risk assessment, Investigation, Incident reporting • Guidance on incident and near miss reporting. • H&S Compliance Reporting – quarterly to Risk Board • Asbestos Working Group Terms of Reference, to monitor actions arising from breaches or HSE interventions. • Reporting to external bodies (HSE, Scottish Fire and Rescue Service and the Care Inspectorate) • Risk Assessment Guidance and templates (including COVID-19) • Compliance checks for COVID-19 risk assessments • Process for COVID-19 individual risk assessments • Guidance on homeworking during COVID-19 • Process for review of Scottish Government guidance on COVID-19 to update internal guidance • Trades Union/Director Group • Health and Safety Trade Union meeting • Commissioning, Customer, Resources and Trades Unions Health and Safety Group • Operations and Trade Unions Health and Safety Group • Information Governance Group • Public Protection Committee • Risk Management Policy • Business Continuity Policy • International Twinning Grant Criteria Policy • Appointment of Elected Members to Outside Bodies Policy • Licensing Policies • Licensing Committee • Licensing Board • Organisational Resilience Group • Business Continuity Sub-Group • Policy Group • Occupational Health Provider • CCTV Governance Group (CGG)	

	• Civil Enforcement Performance Group • Prevent SPOC Network • Regional Prevent Delivery Group • CSP – Anti-Social Behaviour Thematic Group and sub-groups • CSP – Public Safety Thematic Group and sub-groups • CSP – Environmental Thematic Group and sub-groups • CSP – Youth Thematic Group and sub-groups • ASBO Monitoring Group	

Assurance Map

Cluster – Housing

Corporate Risk Register Risk:

1. **Pace of unplanned resettlement and asylum demand and risk of harm** - There is a risk that Aberdeen City Council and partners are unable to provide appropriate levels of support to people arriving in the city as refugees or asylum seekers.

   There is a risk of increased homelessness presentations and sustained demand for core services including; housing support services, education, community learning and development, children and families social work and resettlement support arising from external factors including arrivals of displaced people from other Scottish cities who can present as homeless due to the removal of "local connection" and the potential requirement for RAAC decants.

   There is a financial risk to the Council that increased demand and supporting activities required in this area are not fully funded.

Cluster Risk Register Risks:

1. **Inability to meet the Unsuitable Accommodation Order** - There is a risk to the Council of not being compliant with the Homeless Persons (Unsuitable Accommodation) (Scotland) Order
2. **Void Property Management -** There is a risk that the level of void properties leaves ACC unable to house applicants appropriately or timeously, affecting quality of life, increasing spend on hotels and reducing rental income.

First Line of Defence (Do-ers)	Second Line of Defence (Helpers)	Third Line of Defence (Checkers)
• Trained and qualified staff • Operational procedures and guidance documentation • Quality Improvement Framework (in draft)	• CMT Boards, in particular the Housing and RAAC Boards • Council Committees • Policy Documentation, including delivery of the Resettlement Delivery Plan • Senior Management Team (SMT) undertakes review of Cluster Operational Risk Register • Full Council • Organisational Resilience Group • Strategic Partnership Group	• Annual External Audit and report • Community Planning Aberdeen • Homewards • Scottish Housing Regulator - Annual return on housing performance; annual risk assessment • Benchmarking through Local Government Benchmarking forum (LGBF) measuring housing indicators across all 32 Local Authorities (Statutory Performance

	• Warm Scottish Welcome Delivery Board • Resettlement Strategic Partnership Group • Home Office/MoD Afghan Resettlement Meetings • Asylum Partnership Board • Scottish Government Better Homes Division • • Public protection arrangements	Indicators)Scottish Social Services Council - Registered Housing Support Services - set out registration requirements for specific parts of the workforce • Care Inspectorate for Registered Housing Support Services • • Scottish Government Homelessness reporting and Rapid rehousing Transition Plan scrutiny

Assurance Map

Cluster – Education and Lifelong Learning

Cluster Risk Register Risks (Education - Reported to Education and Children's Services Committee

1. **Education and life long learning - Demographic demands** - Growing demographic demands result in service delivery pressures
2. **The perception of failure to record incidents of violence and aggressive behaviour against school staff.**
3. **Removal of Scottish Attainment Challenge funding** - If the Scottish Attainment Challenge Funding is removed schools will be unable to continue to afford interventions in place to support young people
4. **Risk that the number of Senior Leadership vacancies leads to staff in posts that are not of required quality**
5. **Specialist teacher shortage in secondary schools** - Risk that attainment in particular subjects will be impacted by the shortage of secondary specialist teachers.

Cluster Risk Register Risks (Reported to Communities, Housing and Public Protection Committee)

1. **Library Service Failure** - There is a risk that we are unable to deliver library services across all sites within current opening hours due to lack of staffing resource.

First Line of Defence (Do-ers)	Second Line of Defence (Helpers)	Third Line of Defence (Checkers)
• Trained and qualified staff • School Leadership Team oversight and quality assurance of day to day operations and finances in school • Targeted leadership training to develop leaders from within our current workforce • Use of teams to create support networks across subject areas in secondary • School health and safety procedures agreed annually • All staff involved in risk assessment process • Designated school Health and Safety Reps • Risk assessments shared with all staff including Trade Union reps	• CMT Boards • Council Committees • Health and Safety guidance for schools • Identified health and safety team link for all schools • Child protection and safeguarding guidance and professional learning available to schools • Range of policies/procedures for schools to support consistent practice • Quality Improvement Framework setting expectations around accountability • Quality Improvement Visits to schools and Early Learning and Childcare provision • Quality Improvement Team monitoring of live data	• Education Scotland inspections • Care Inspectorate Inspections • HSE inspections • Health and Safety Team compliance visits to schools • ECMT data reviews • External Audit • Monthly budget print outs • Annual Internal Audit Plan • Audit Scotland and National Audit reports • Internal audit SEEMiS - 30/04/24 • Internal Audit – Preschool commissioned services – 06/12/24 • Monthly data around library usage • Review of how library services are used

• School risk registers in place in all schools with effective mechanisms in place for review and escalation • School Business Continuity Plans in place • Tracking and monitoring arrangements in place in all schools to track attainment • School positive behaviour management procedure agreed yearly • Supply library staff created to support vacancies • School child protection and safeguarding procedures agreed yearly • Yearly analysis of school community data to inform the school improvement plan • Regular review of applications for school placements in order to identify emerging trends • In house middle leadership training to support increase in internal candidates for Headship. • Regular meetings with Higher Education to understand demand for school placements from international students • Calendar of data gathering around the health and wellbeing needs of pupils • Monitoring of levels of vacancy in schools and ELC provisions • Continued expansion of ABZ campus • In-service days and staff meetings to address any identified vulnerabilities	• Service Business Continuity Plan • Monitoring of complaints • Improvement groups comprising central Officers and school staff identify and address emerging risks • Fortnightly Trade Union meetings • Fortnightly safeguarding meetings • Engagement with library users to review opening hours • Engagement with Parents and Carers • Data dashboard and Risk Register discussed fortnightly by Senior Leadership Team • Regular finance meetings with Senior Leadership Team • Assurance Team • Regular contact with ADES and COSLA	• Review of library processes

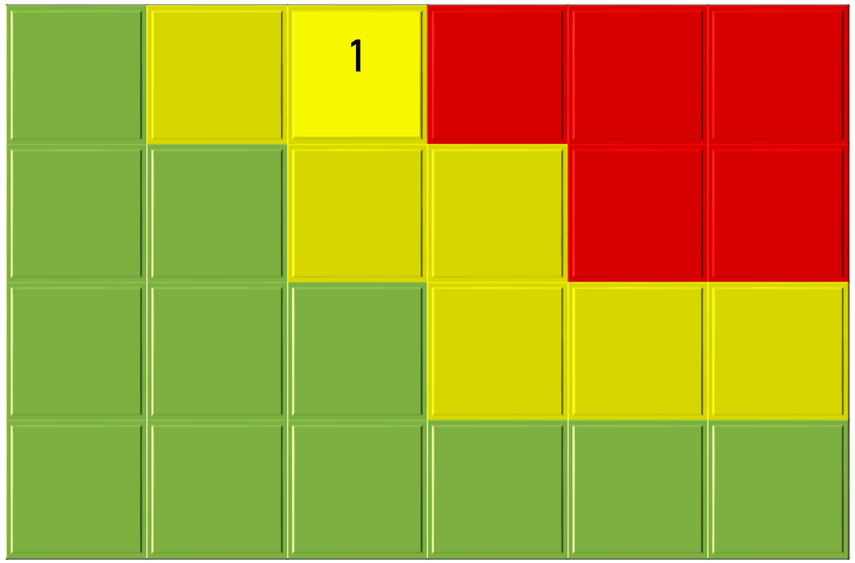
People & Citizen Services (Citizen Services) Risk Register

CURRENT CLUSTER RISKS	CURRENT RISK SCORE
Customer Experience Service Delivery	12

Number of Cluster Risks

1

Risk Matrix by Likelihood (6) and Impact (4)



FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Corporate	People & Citizens	Lucy McKenzie	Bruce Reid

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Customer Experience Service Delivery	Risk to delivery of key front-line services in the event of failures of systems, processes, significant increase in demand (e.g., pandemic; rise in cost of living), or in the event of an incident, e.g., climate event.	1) Implement effective local administration of systems 'owned' by the Customer Experience cluster, specifically: - CoreHR (for all aspects of Payroll and HR Service Centre administration) - Zipporah (for all aspects of corporate bookings and lettings administration) - Customer Service Operational Systems (for many aspect of the management of customer contact) 2) Build in mitigation and resilience around 'single points of failure' and staff turnover (especially experienced staff) across the Cluster via a comprehensive training programme and establishment re-design. 3) As part of the Business Continuity Group, develop, monitor and test Business Continuity Plans for each service area.	8	12	3	4	30 March 2026

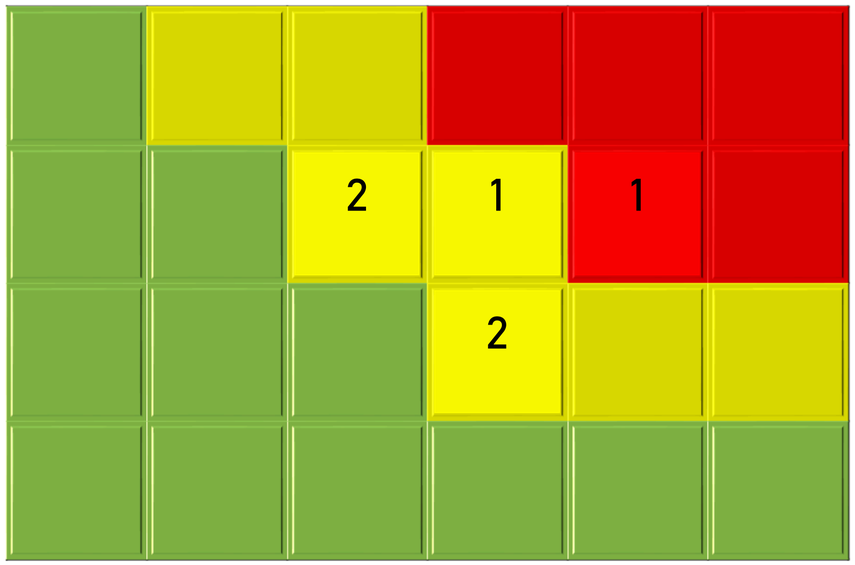
Education & Lifelong Learning Risk Register

CURRENT CLUSTER RISKS	CURRENT RISK SCORE
Education - Demographic demands	8
Library Service Failure	9
Removal of Scottish Attainment Challenge funding	12
Risk that the number of Senior Leadership vacancies leads to staff in posts that are not of required quality	15
Specialist teacher shortage in secondary schools	8
The perception of failure to record incidents of violence and aggressive behaviour against school staff.	9

Number of Cluster Risks

6

Risk Matrix by Likelihood (6) and Impact (4)



FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Families and Communities	Education & Lifelong Learning	Margaret Stewart	Margaret Stewart

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Library Service Failure	There is a risk that we are unable to deliver library services across all sites within current opening hours due to lack of staffing resource.	1. Reviewing library opening hours in line with library consultation and staffing capacity – Complete 2. Review and realignment of staffing rotas in accordance with opening hours – Complete 3. Progress recruitment on vacant posts – on-going 4. Review Business Continuity Plans for closures and external communications – Complete 5. Identify service delivery options resulting from testing of "Open Plus" in Dyce – by December 25 6. Review co-location to be testing through "Fairer Futures" partnership - On-going	8	9	3	3	31 December 2025

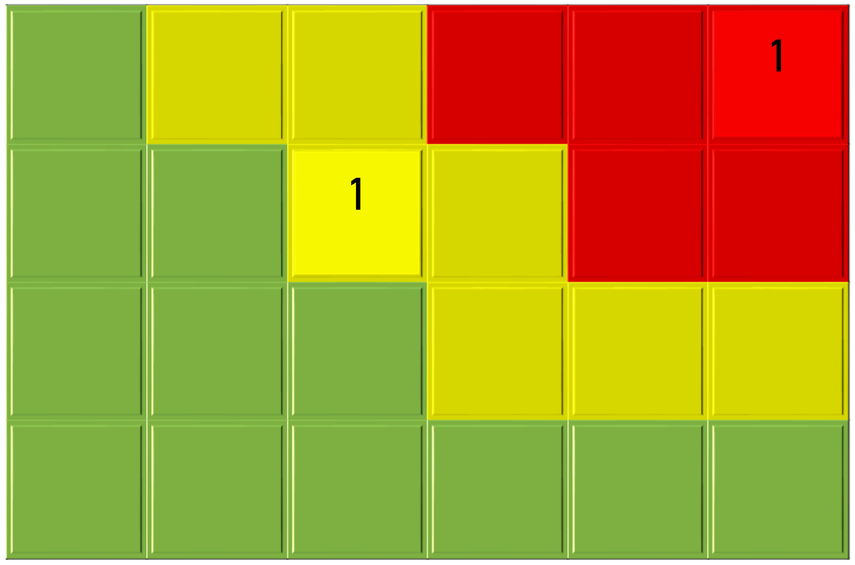
Governance Risk Register

CURRENT CLUSTER RISKS	CURRENT RISK SCORE
Loss of UKAS Accreditation	9
Non-Compliance - Interventions / Food Law Code of Practice	24

Number of Cluster Risks

2

Risk Matrix by Likelihood (6) and Impact (4)



FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Corporate Services	Governance	Vikki Cuthbert	Laura Cruickshank

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Loss of UKAS Accreditation	The Laboratory losing, temporarily, its external UKAS accreditation following findings raised at either an annual, or unannounced UKAS visit	1) Maintain in-house documentation, systems and processes for annual audits.	6	9	3	3	30 April 2026

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Corporate Services	Governance	Vikki Cuthbert	Hazel Stevenson

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Non-Compliance - Interventions / Food Law Code of Practice	Risk of non-compliance with Interventions/Food Law code of practice due to lack of qualitied officers.	1. Realign service priorities and workload on a risk-based basis - complete 2. Actively recruiting with “grow your own approach” using existing team members to support and provide training to internal or external officers recruited - on-going. 3. Engage with profession bodies to alleviate professional shortage e.g. considering different access routes to profession - on-going 4. Service Plan - partnership working with Grampian Health Board to communicate and explain the service plan, through this partnership should any public health risks emerge the health board will communicate any concerns and any amendments to the service plan will be made as appropriate - complete.	9	24	6	4	30 May 2026

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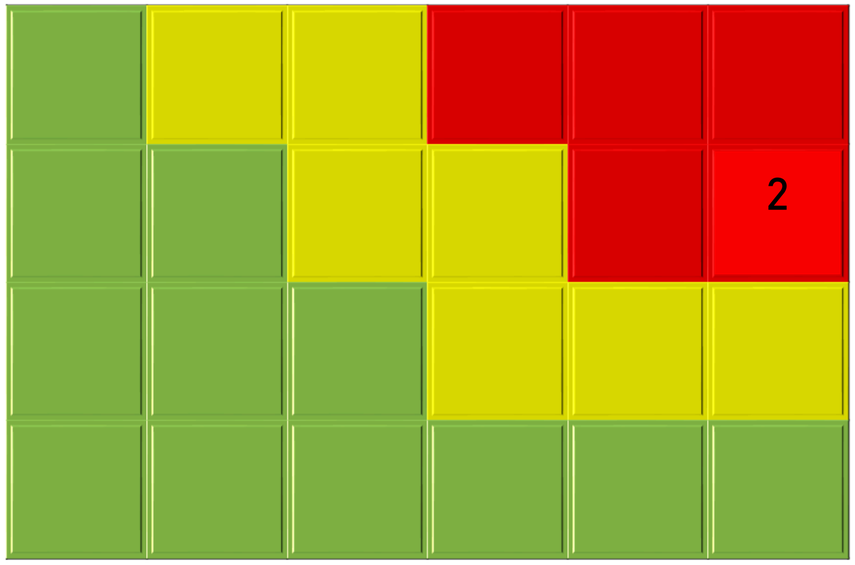
Housing Risk Register

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

Number of Cluster Risks

2

Risk Matrix by Likelihood (6) and Impact (4)



FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Families and Communities	Housing	Jacqui McKenzie	Rachel Harrison

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Continued Inability to meet the Unsuitable Accommodation Order	There has been a continued period of the Council being in breach of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 due to being unable to provide suitable accommodation within 7 days / 6 nights to households who present as homeless and require temporary accommodation. Hotel accommodation is not considered to be suitable.	1- Renewed focus on preventative activity through development and implementation of project charters through CPA and Homewards. 2 - Clear monitoring around the supply of temporary stock, including increasing the supply of temporary accommodation, and ensure use is maximised through increase of shared tenancies & monitoring of void turnaround. 3 - Clearer governance arrangements in place around longer term stays in temporary accommodation, including those with NRPF status. 4 - Clearer governance in place around managing our dual tenancies and supporting people to move on from temporary accommodation. 5 - The continued implementation of an agile “reducing hotel action plan” which focuses on internal processes and actions to reduce the use of hotel accommodation. It is important to note that external factors will continue to impact our ability to reduce the frequency of the breach.	6	18	6	3	30 March 2026

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Families and Communities	Housing	Jacqui McKenzie / Stephen Booth	Martin Smith

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Void Property Management	There is a risk that the level of void properties leaves ACC unable to house applicants appropriately or timeously, affecting quality of life, increasing spend on hotels and reducing rental income.	1. Establishment of a Housing Board to oversee progress in housing outcomes – complete/on-going 2. A new organisational structure for Corporate Landlord will soon be consulted upon. A new organisational structure for Housing has been consulted upon and will be recruited to. This will improve oversight of voids by defining responsibilities and ensuring effective accountability. 3. Maximise use of digital technology to improve existing processes this will include the addition of the repairs module to the existing NEC Housing Programme. 4. Review of existing void pathways and processes mapping to create efficiency and improvements within overall process. 5. Engage with external contractors to create additional capacity for our work in progress properties.	9	18	6	3	30 March 2026

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People & Citizen Services (Citizen related risks)

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

Education & Lifelong Learning (Community Learning and Library risks)

Risk Title	Risk Category	Target Risk Appetite	Aligned with RAS?
• Library Service Failure	Reputational	Averse	Yes

Housing

Risk Title	Risk Category	Target Risk Appetite	Aligned with RAS?
• Continued Inability to meet the Unsuitable Accommodation Order	Compliance	Averse	Yes
• Void Property Management	Operational	Averse	Yes

Governance (Protective Services risks)

Risk Title	Risk Category	Target Risk Appetite	Aligned with RAS?
• Loss of UKAS Accreditation	Compliance	Averse	Yes
• Non-Compliance - Interventions / Food Law Code of Practice	Reputational	Cautious	Yes

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	26 August 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Aberdeen City Local Housing Strategy 2025-2030
REPORT NUMBER	F&C/25/185
EXECUTIVE DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Jacqui McKenzie
REPORT AUTHOR	Mel Booth/Thomas Cairns
TERMS OF REFERENCE	1.1.5

1. PURPOSE OF REPORT

1.1 To seek approval of the Aberdeen City Local Housing Strategy 2025 – 2030.

2. RECOMMENDATION(S)

That the Committee:

2.1 Approve the Aberdeen City Local Housing Strategy 2025 – 2030, as detailed at Appendix 1;

2.2 Note the Consultation Feedback, as detailed in Appendix 2;

2.3 Note the Housing Supply Target Methodology which forms part of the Aberdeen City Local Housing Strategy 2025 – 2030, as detailed at Appendix 3;

2.4 Instruct the Chief Officer – Housing to submit the Local Housing Strategy to the Scottish Ministers and publish the Local Housing Strategy on the Council's website;

2.5 Instruct the Chief Officer - Housing to report progress, towards each of the strategic priorities to the Communities, Housing and Public Protection Committee on an annual basis;

2.6 Approve the refreshed Scheme of Assistance Statement, as detailed at Appendix 4, which aligns with the Local Housing Strategy; and

2.7 Instruct the Chief Officer – Housing to publish the Scheme of Assistance Statement on the Council's website.

3. CURRENT SITUATION

Aberdeen City Local Housing Strategy, Delivery Plan and Logic Model

3.1 All local authorities are required under the Housing (Scotland) Act 2001, as amended, to develop and implement a Local Housing Strategy which covers all tenures of housing. The Aberdeen City Local Housing Strategy also includes an assessment of homelessness and the approach to preventing and alleviating homelessness. The Local Housing Strategy sets out the strategic priorities which the Council, together with its partners, will work towards over the next five years. Within the hierarchy of documentation, the Local Housing Strategy sits above, and informs all other connected housing related plans, such as the Strategic Housing Investment Plan, the anticipated Housing Asset Model and the Housing Emergency Plan. The Local Housing Strategy also informs the Council's Local Development Plan.

3.2 The Local Housing Strategy has a more person-centred focus than the previous Local Housing Strategy. The Local Housing Strategy considers the impact of housing on the general health of those living in homes through an exploration of the social determinants of health. In addition, consideration of personas, based on our citizens with complex housing and support needs, have helped ensure that the new Local Housing Strategy takes account of those who need our help most. This significant change in approach represents a shift in primary focus from buildings to people.

3.3 Given the collaborative nature of the Local Housing Strategy, an initial consultation event was held with local stakeholders in February 2025 to determine an overall vision for the strategy and start to articulate the seven strategic priorities required to achieve this vision. Strategic priority groups were then formed, and ongoing consultation undertaken in relation to the evidence base for each strategic priority.

3.4 Extensive subsequent consultation was undertaken with relevant internal clusters and partner organisations, including Registered Social Landlords, Aberdeen City Health and Social Care Partnership and third sector partners, such as Disabled Persons Housing Service, Aberdeen Care and Repair and ACVO. Officers have also benefited from the insight of the Institute of Health Equity from University College London.

3.5 The Local Housing Strategy formed part of a joint citywide public consultation with other key strategic documents, including the Local Development Plan, Aberdeen City Health & Social Care Strategic Plan, and the Community Learning and Development Plan, as detailed at Appendix 2.

3.6 The joint public consultation - "Your Place, Your Plans, Your Future" - was undertaken from 24 March – 18 May 2025. with 2,087 responses received. Feedback gained from the public consultation was used to improve the strategy and ensure that it reflects the needs of local people in relation to housing and housing related services, as well as highlighting the interdependencies between the Council's key strategic documents. Details of the engagement and the

changes made in response to the feedback are available as appendix 2 of the Local Housing Strategy.

3.7 Following extensive engagement and consultation, the Aberdeen City Local Housing Strategy's overarching vision is:

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

3.8 To support the vision, the Local Housing Strategy sets out seven strategic priorities:

- **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.

- **Make Homelessness Rare, Brief and Non-Recurring** – 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.

- **Improve 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.

3.9 The Aberdeen City Local Housing Strategy Delivery Plan forms a key part of the LHS and sets out the actions that will be put in place to deliver the strategic priorities, together with indicators to measure success. Progress against each of the seven strategic priorities will be monitored by Strategic Priority Groups for each priority area, with updates on progress being routinely provided to the Housing Board. Taking this approach will allow action to be taken if progress is hampered in any way and will be assisted by the logic model that forms part of the Local Housing Strategy. The logic model sets out the theory of change and helps to translate objectives into measurable actions and results.

3.10 It is proposed that the Chief Officer - Housing formally report progress to this Committee on an annual basis, with the first report to be presented to the Communities, Housing and Public Protection Committee in November 2026. This approach allows for performance against the Local Housing Strategy and associated Delivery Plan to be monitored by Elected Members and action taken to address any identified deficiencies. This is thought to be particularly important given continued changes in the needs of those we serve, including those who seek refuge in the city, and the challenges recognised through the declaration of a local and national housing emergency.

3.11 Members should note that the delivery of the Local Housing Strategy is ambitious and relies on funding to deliver additional affordable homes. The Housing Supply Target which is detailed in the Housing Supply Target Methodology as detailed at Appendix 3 is ambitious, but realistic, if adequate funding is available. A more conservative target will not allow us to meet housing need and demand and could compromise our ability to attract funding.

3.12 Members are recommended to approve the refreshed Aberdeen City Local Housing Strategy 2025 – 2030 at Appendix 1, to note the Consultation Plan at Appendix 2 and approve the Housing Supply Target Methodology at Appendix 3.

Scheme of Assistance Statement

3.13 The Scheme of Assistance Statement, which sets out the support available to private sector homeowners to carry out repairs, maintenance and adaptations to their home, has been refreshed and links to the Aberdeen City Local Housing Strategy. A copy is attached at Appendix 4 to this report.

3.14 The Scheme of Assistance Statement has two parts:

- **Part One**: This part focuses on addressing disrepair in private sector homes. It encourages homeowners to understand that they have primary responsibility for keeping their homes in good condition.
- **Part Two:** This part is for people with disabilities living in private homes. It helps them make changes to their homes so they can live independently for as long as they want.

3.15 The Scheme of Assistance Statement supports the delivery of several of the Local Housing Strategy's strategic priorities, including:

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

3.16 Members are recommended to approve the refreshed Scheme of Assistance Statement at Appendix 4.

4. FINANCIAL IMPLICATIONS

4.1 Significant resources are required to deliver the priorities in the Local Housing Strategy. The refresh of the 30 Year HRA Business and Asset Management Plan to be presented to Council on 01 October 2025 and the Medium Term Finance Strategy to Finance and Resources Committee on 05 November 2025 will incorporate the targets detailed in the Aberdeen City Local Housing Strategy 2025 – 2030.

4.2 Funding of the Local Housing Strategy is not purely from Council budgets (this includes both HRA and General Fund), the Scottish Government must ensure the Affordable Housing Supply Programme is adequately funded. In addition, registered social landlords and the private sector must continue to invest in housing.

4.3 Grant through the Scottish Government's Affordable Housing Supply Programme must be linked to strategic priorities detailed in the Council's Local Housing Strategy. Failure to have a local housing strategy in place may result in reduced funding for the delivery of affordable housing. Failure to gain funding may compromise the delivery of the Local Housing Strategy, but this may be mitigated by having ambitious targets in place to ensure funding allocations to the city reflect housing need and demand.

5. LEGAL IMPLICATIONS

5.1 Local authorities have a statutory duty under Section 89 of the Housing (Scotland) Act 2001, as amended, to produce a local housing strategy, and submit it to the Scottish Ministers.

5.2 Local authorities have a statutory duty to provide a copy of its Local Housing Strategy to any person who requests it under Section 89 (8) of the Housing (Scotland) Act 2001. Once approved, the Local Housing Strategy will be published on the Council's website.

5.3 Local authorities have a statutory duty under Section 72 of the Housing (Scotland) Act 2006, as amended, to prepare and publish, a statement (commonly known as a Scheme of Assistance) of the criteria by which it decides whether to provide assistance and in what form. The statement must also set out any circumstances in which the approved expense relating to assistance provided by way of a grant or loan may be limited in a manner specified in the statement and the rate of interest or the rate or amount of other charges payable on a standard loan or on the repayment element of a subsidised loan.

6. ENVIRONMENTAL IMPLICATIONS

6.1 One of the Local Housing Strategy's strategic priorities relate to improving housing quality and energy efficiency across all tenures. The improvement of a property's condition and energy efficiency will potentially lead to a more positive environmental impact. The Local Housing Strategy outlines the importance of delivering sustainable homes and making improvements to existing properties, with the Local Housing Strategy Delivery Plan providing key actions which will help to achieve this.

6.2 In October 2024 a Pre-Screening Notification in relation to Strategic Environmental Assessment (SEA) was submitted to the Scottish Government's SEA Gateway. Pre-screening is a process of self-exemption undertaken where it can be clearly established that a plan is likely to have no or minimal effects on the environment. Individual plans, programmes and strategies falling out of the Local Housing Strategy will be considered individually, as will any requirements for project-specific Habitat Regulations Appraisals.

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 Risk	The Local Housing Strategy sets the strategic direction for housing and housing related services. Failure to implement the Local Housing Strategy would pose a strategic risk.	Approval of the strategy will mitigate the risk.	L	Yes
Compliance	Local authorities have a statutory duty to produce a local housing strategy, submit it to the Scottish Ministers and to provide a copy of it to any person who requests it.	Local housing strategy has been produced; will be sent to the Scottish Ministers and published on the Council's website once agreed.	L	Yes

	If the Local Housing Strategy is not sent to the Scottish Ministers and made available, then Aberdeen City Council would not be compliant with its obligations under the Housing (Scotland) Act 2001.			
Operational	Local housing strategy is vital to allow actions to be taken forward to provide better services in relation to housing services across the city.	The joint delivery action plan will allow for actions to be taken forward and progress monitored and evaluated. The strategy is fluid and able to react to changes across the sector.	L	Yes
Financial	Grant through the Scottish Government's Affordable Housing Supply Programme must be linked to strategic priorities detailed in the Council's local housing strategy. Failure to have a local housing strategy in place, may result in reduced funding for affordable housing. Failure to have a sufficiently ambitious target could compromise our ability to attract funding.	Ensure Local Housing Strategy is adopted with clear links between the AHSP and strategic priorities. Strategic Housing Investment Plan for 2026 – 2031 is being produced which will align outcomes and outline ambitious targets.	L	Yes
Reputational	The Local Housing Strategy sets the strategic direction	Approval of the strategy will mitigate the risk.	L	Yes

	for housing and housing related services. Failure to implement the Local Housing Strategy will affect the reputation of Aberdeen City Council.			
Environment / Climate	Local Housing Strategy is a key strategic document in relation to improving energy efficiency and mitigating fuel poverty. If the Local Housing Strategy is not published, the Council's approach to improving energy efficiency may be unclear and there is a risk of the energy performance of housing stock in the city declining, leading to an increase in fuel poverty.	Actions within the Delivery Plan allow fuel poverty and climate change to be mitigated.	L	Yes

8. OUTCOMES

COUNCIL DELIVERY PLAN 2025-26	
	Impact of Report
Aberdeen City Council Policy Statement **Working in Partnership for Aberdeen**	The proposals within this report support the delivery of the following aspect of the policy statement: • Homes for the Future
Local Outcome Improvement Plan 2016-2026	
Prosperous Economy Stretch Outcomes	The provision of new housing which is built to high energy efficiency standards, as well as the improvement of existing housing stock, will help to deliver the LOIP Improvement Project Aim: "Increase to 92% the number of homes that meet an EPC rating

	of C or better by 2026" and mitigate fuel poverty, thereby contributing to the achievement of Stretch Outcome 1 which relates to Prosperous Economy.
Prosperous People Stretch Outcomes	Stretch Outcomes 3-8 focus on children and young people and Stretch Outcomes 9-13 focus on adults. The Local Housing Strategy outlines the importance of Aberdeen City Council's corporate parenting role and that the Housing cluster will support children and young people in care, as well as care leavers and also children from refugee, asylum seeking and resettlement backgrounds. The strategy also outlines how Aberdeen City Council will seek to improve outcomes for those living in areas of deprivation. This will contribute to the delivery of Stretch Outcomes 4, 5 and 6 through a number of Improvement Project Aims such as "Increase by 10% the percentage of children living in areas of deprivation who feel safe in their communities by 2025" and "80% of the identified multi-agency workforce successfully complete Corporate Parenting training aligned to the Promise by 2025." Making homelessness rare, brief and non-recurring is one of the strategic priorities of the Local Housing Strategy and this has the potential to contribute to Stretch Outcomes 10, 11 and 12 which relate to the wellbeing of adults. Stretch Outcome 12 is particularly relevant as this directly relates to reducing homelessness levels and working towards the long-term ambition of making homelessness rare, brief and non-recurring in Aberdeen.
Prosperous Place Stretch Outcomes	The Local Housing Strategy will help to deliver Stretch Outcome 13 through the provision of new energy efficient housing, as well as taking steps to improve energy efficiency in existing homes across all tenures. One of the strategic priorities relates directly to improving housing quality and energy efficiency, which will help to reduce Aberdeen's carbon footprint. This will contribute to a number of the Improvement Project Aims that will help to achieve Stretch Outcome 13. Another strategic priority of the LHS relates to Placemaking with Communities. There are a number of actions under this priority which will directly contribute to the delivery of the Prosperous Place Stretch Outcomes, including establishing community-led resilience plans, and working with

	partners to maximise the delivery of local green space. There are strong links with several of the Improvement Project Aims including "Increase to 65% the proportion of people who feel they can regularly experience good quality natural space by 2026" and "To have Community led resilience plans in place for the most vulnerable areas in the City by 2025."
Community Empowerment Stretch Outcomes	The Local Housing Strategy has contributed to the delivery of Stretch Outcome 16 through the empowerment of local people to shape the direction of the strategy. A wide range of community stakeholders have been consulted through a number of consultation methods, including the "Your Place, Your Plans, Your Future" consultation event. The feedback received has been used to improve the strategy and ensure that it reflects the needs of Aberdeen's people. This feedback has also been used to inform a Delivery Plan which outlines how the strategic priorities of the strategy will be achieved over its lifespan. The Local Housing Strategy will continue to contribute to achieving Stretch Outcome 16 over its lifespan by delivering meaningful change that show the people of Aberdeen that their feedback has been actioned.
Regional and City Strategies	The proposals within this report contain the refreshed Local Housing Strategy and support the Local Development Plan.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	New Integrated Impact Assessment has been completed.
Data Protection Impact Assessment	DPIA is not required.
Other	Pre-Screening Notification in relation to Strategic Environmental Assessment (SEA) submitted to the Scottish Government's SEA Gateway in October 2024

10. BACKGROUND PAPERS

10.1 Scottish Government Local Housing Strategy Guidance. (2019)

11. APPENDICES

11.1 Appendix 1 – Aberdeen City Local Housing Strategy 2025 – 2030.

11.2 Appendix 2 – Consultation Feedback.

11.3 Appendix 3 – Housing Supply Target Methodology.

11.4 Appendix 4 - Scheme of Assistance Statement.

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ABERDEEN CITY COUNCIL

LOCAL HOUSING STRATEGY 2025 - 2030

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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.

In May 2024, the Scottish Government declared a national housing emergency after a number of local authority areas had declared housing emergencies, and following this Aberdeen City Council officially declared a local housing emergency in September 2024. A Housing Emergency Action Plan has been formed which outlines the Council's approach to resolving the issues that are contributing to the local housing emergency. The Local Housing Strategy will support the delivery of this Action Plan and contribute to tackling the ongoing housing emergency in the city.

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.

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

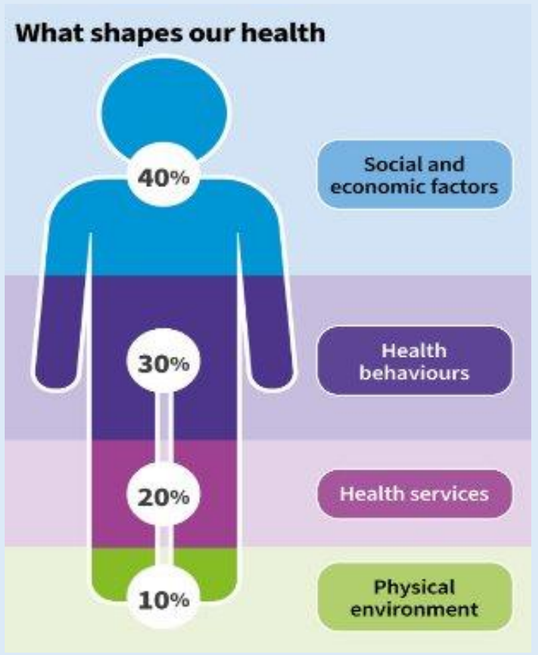
The population of Aberdeen City is estimated to be 227,750. The overall population had been declining from 2015 to 2023, primarily due to a falling birth rate and fluctuating net migration. In the coming years, Aberdeen is projected to have fewer people of working age and will see a rise in the number 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. Recent data has shown encouraging trends in this regard, with strong positive net migration reported in Aberdeen in 2022 and 2023. Much of the migration flow to and from Aberdeen City comes from Aberdeenshire, as evidenced in the Housing Need and Demand Assessment, and we work closely with Aberdeenshire Council on a number of strategic documents to reflect the links between both areas and consider the effect this has on housing need and demand.

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.

Wider 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 focused 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. Good quality, safe and affordable housing impacts positively on children and young people's physical and mental health, as well as their educational attainment.

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 currently 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 housing needs of these groups is considered in the local Resettlement Delivery Plan.

The Local Housing Strategy has a key role in helping ensure that:

- Families with children can access good quality housing and support that meets their housing and wider needs, supporting children to live healthy lives and be successful in education.
- 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 and 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 transport is 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 area and 22% of those living in SIMD 2 areas identify housing and community as an issue. Of particular concern is that those living in SIMD 1 areas raise concerns about their sense of influence and control, and also express concerns about feeling unsafe. Housing and community are 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 and Environment

Where we live, work, and spend our time has a critical 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.

Access to adequate open spaces is important for our quality of life, benefiting both people and nature. These include open areas of land in and around communities, such as informal spaces, parks, gardens, playing fields, woodlands, play areas, allotments, and civic spaces as well as water features such as ponds, burns and rivers.

Accessible green space is strongly linked to improved physical and mental health. Regular exposure to nature supports lower stress levels, reduced risk of cardiovascular disease, obesity, and improved overall wellbeing. Greenspaces encourage active lifestyles, from walking and cycling to informal play and organised sport.

Parks and community green spaces foster social interaction, reduce feelings of isolation, and help build a strong sense of local identity. Community gardens and shared spaces are particularly effective in bringing together diverse groups, supporting inclusion and shared pride in local environment.

Urban green spaces provide vital habitats for wildlife and contribute to mitigation of urban heat, improvement of air quality, and management of surface water runoff. Standards increasingly incorporate requirements for planting, habitat creation, and sustainable management.

The World Health Organization (WHO) recommends that urban residents should have access to green space within 300 meters of their homes. Aberdeen City Council has a key role in ensuring access to green spaces, as well as protecting and enhancing their quality.

The Scottish Government recognises the role of placemaking in delivering a healthier, more sustainable nation, and this is a key part of Scotland's National Planning Framework (NPF4) and Scottish Planning Policy.

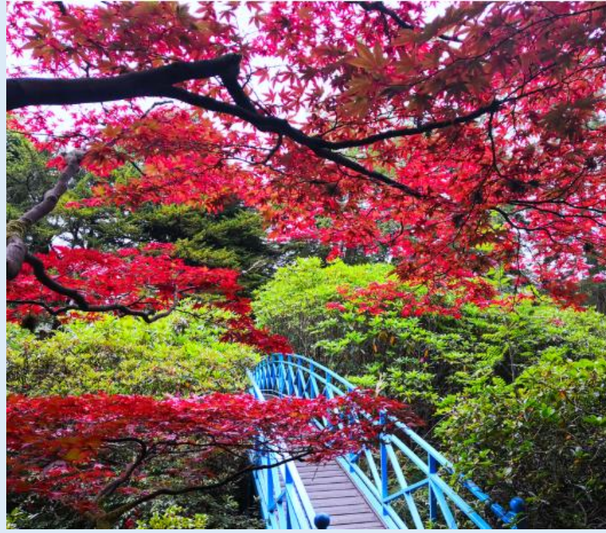
How we manage green space and the natural environment in Aberdeen also play a crucial part in delivering the Net Zero Aberdeen Natural Environment Strategy, Aberdeen Adapts, Council Climate Change Plan, Aberdeen Local Outcome Improvement Plan 2016-2026, and the Scottish Biodiversity Strategy.

The recently published Aberdeen Open Space Audit: 2024 provides key information on the types, quality and accessibility of open and green spaces in Aberdeen that are critical to directing new development, policies and the management of spaces.

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. High quality placemaking has been at the core of spatial planning in Aberdeen for a number of years. The Local Development Plan states that 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.



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.
- Working towards net zero targets to address climate change.
- Helping to reduce fuel poverty.

Health and 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 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 and 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.
- Ensuring that homes have access to sufficient, well maintained outdoor space which helps to support better mental and physical health outcomes.
- 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: 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.

The Problems Facing our Citizens

Name: Alesha

Mother of large family

> I want my children to have their own space to help their development and comfort.

About Alesha

- Alesha, 41, is a mother of six children aged between 1 and 15. She lives in a 3 bedroom property with her partner, all six children and the family dog. Alesha does not work but her partner works full time.
- Her sister provides additional support to the family. Her oldest child is considering getting her own tenancy next year. Her second oldest child is struggling at school and is getting involved in anti-social behaviour. Her third oldest child has complex support needs and attends an Additional Support Needs Wing. Issues have also been flagged about her youngest child's development by the Health Visitor. All these issues are impacted by overcrowding within the family home.
- Her partner drinks heavily at the weekends and can be verbally and emotionally abusive leading to police intervention. Alesha suffers from chronic pain and is usually exhausted and often feels overwhelmed. She wishes to remain in her community near her sister and has applied for a larger property with the council and housing associations.

What does Alesha need?

- A larger tenancy with five bedrooms to provide enough space for the entire family.
- Effective pain management to be pain-free and able to care for her children.
- Ensuring her children have the support they need to do well in school.
- Access to specialist support for her child with additional support needs.
- Maintaining a good relationship with her partner and reducing stress within the family.
- Staying in the community to remain close to her sister and avoid disrupting her children's education.

What is Alesha feeling?

- Exhausted and overwhelmed due to her chronic back condition and the overall stress of managing a large family in an overcrowded home.
- Frustrated at the lack of housing options in her community.
- Anxious about her oldest child's desire to seek her own tenancy.
- Concerned that she could be perceived as a poor parent because of the various impacts her housing situation is having on her children's development.
- Frightened that if her housing situation is not resolved she will not be able to properly care for her children.

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.

The Problems Facing our Citizens

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.

The Problems Facing our Citizens

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: 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.

The Problems Facing our Citizens

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: 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.

It is clear that there are key and recurring vulnerabilities that our policies need to take account of. These include paying particular attention to 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

There is a role for our Housing Strategy 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 with the Royal Foundation's Homewards 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.

Our Vision

This Local Housing Strategy sets out our 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, and exploration of the social determinants of health have helped us 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.

Our Priorities

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.

Further detail on these targets and outcomes can be found in the Local Housing Strategy Delivery Plan on Page 52, which has been agreed following consultation with relevant stakeholders.

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 social homes 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. New homes in the private sector are built according to the developer's specifications although they will adhere to the required Building Standards. It is our intention to review the specifications of our new build homes.

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.

What does the evidence say? (continued)

The delivery of this number of affordable homes would have a positive impact on addressing housing need and demand in the city and help to address the housing emergency. It is currently unclear if Aberdeen City Council will receive the required funding to deliver this level of affordable housing, however the Council is working with the Scottish Government to prioritise projects and will look to utilise additional funding through the underspending of other local authority areas where possible. Feedback from our consultation events has suggested that a 5-year rolling programme of funding would provide more certainty to the Council, RSLs and property developers. The Council would be supportive of such a proposal to ensure adequate planning for the delivery of affordable homes.

We acknowledge the importance of delivery of private homes both to support a range of choice, and also to support the delivery of affordable homes through Section 75 legal agreements (also known as planning obligations). Whilst this is important, not all of our affordable homes are delivered through Section 75 agreements.

Over 900 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 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 is 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.

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

What will we do?

- 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.
- Continue to work collaboratively with stakeholders and private property owners to bring empty homes back into use and increase the supply of housing in the city.
- Balance our investment in new homes with investment in older homes to improve demand for our older stock.
- Continue to engage in discussion with developers and the Planning Authority on the most appropriate type of new affordable housing to be delivered through Section 75 agreements.

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 880 homes per year, with 25% (220) affordable and 75% (660) market. This target is seen as realistic and deliverable while also being ambitious, representing a significant uplift on Minimum All Tenure Housing Land Requirement (MATHLR) for Aberdeen set in the Scottish Government's National Planning Framework 4. Further information on this figure can be found in the Housing Supply Target Methodology Paper (Appendix 3).
- Invest more resources in older Aberdeen City Council homes.
- Reduce void rent loss of Aberdeen City Council homes 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. The Local Housing Strategy Delivery Plan includes targets and actions which should improve housing outcomes for those living in areas of deprivation, particularly in relation to promoting health through housing and improving housing quality and energy efficiency. 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.

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.

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 city centre living elements 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 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.

Targets for the Delivery Plan

- Reduce the number of separate data management systems used by Aberdeen City Council 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).
- Measurable improvement in wellbeing.

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. The pressure on Aberdeen's homelessness service was a key consideration when the local housing emergency was declared in September 2024.

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.

What does the evidence say? (continued)

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.

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.

What will we do?

- Ensure there is an adequate 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 all social landlords 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. Targets will be set in the Local Housing Strategy Delivery Plan which contribute to the Royal Foundation's goal of making homelessness rare, brief, and non-recurring.
- Contribute to the delivery of the Homewards Aberdeen Local Action Plan, with Homewards providing up to £500,000 of funding to support the delivery of the plan.
- 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, healthy, 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.
- Work in partnership with Phoenix Futures to provide rehabilitation for people using substances.
- Help to alleviate the local housing emergency by setting ambitious targets relating to homelessness in the Local Housing Strategy Delivery Plan.

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 2014 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.

This is a national issue and the Scottish Government are committed to introducing the Scottish Accessible Homes Standard by 2026, which will ensure that new homes have a high standard of accessibility and adaptability. Currently in Aberdeen, the expectation is that wheelchair accessible homes that are delivered through the Strategic Housing Investment Plan (SHIP) comply with the design criteria indicated as a 'basic' requirement for wheelchair users, as outlined in Housing for Varying Needs and should include the design criteria indicated as 'desirable' (column 'D' in 'Summary of Design Criteria') wherever possible.

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.

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.

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.
- Monitor developments in relation to the implementation of the Scottish Accessible Homes Standard.

Targets for the Delivery Plan

- Increase the number of wheelchair accessible properties delivered by implementing the 15% target for new build affordable housing by 2030.
- Increase the number of 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 and 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. IHE research also shows that properties with poor energy efficiency can lead to fuel poverty, which can have a detrimental impact on a person's mental and physical health.

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.

What does the evidence say? (continued)

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.
Research from the Institute of Health Equity shows that the work of private housing developers can have a strong influence on people's health and wellbeing through the quality, design, location, and affordability of their homes. It is important that we work with developers to ensure that homes in the private sector help to meet the needs of the people of Aberdeen.

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.

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.

What will we do?

- Maximise the role of housing as part of the health and social care system.
- Improve effective data collection across all social landlords 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.

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, which is supported by Scottish House Condition Survey data.

It is important that work is undertaken to improve the sustainability of new and existing homes in order to contribute to the Net Zero Aberdeen Routemap. The Buildings and Heat Strategy sets out the methodology for achieving this.

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.

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.

Targets for the Delivery Plan

- Refresh Housing Revenue Account 30-year Business Plan by end October 2025.
- Support the implementation of the minimum energy efficiency standard for private landlords by the end of 2028, and for homeowners 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%.

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. Anecdotal evidence would suggest that rising mortgage interest rates, changes to the tax regime, increased cost of labour and materials, and strengthening of tenants' rights are all factors which have contributed to a reduction of PRS properties.
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 consulting on the Housing (Scotland) Bill which could see the introduction of rent control measures as well as further enhancing tenant rights. The property standards expected of landlords are also expected to be raised, such as through proposals for a minimum energy efficiency standard to be introduced in the PRS.

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.

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.
- Provide a revised Scheme of Assistance which sets out the support available to homeowners in the private sector for making improvements to their property.

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.

Working with 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 and 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.

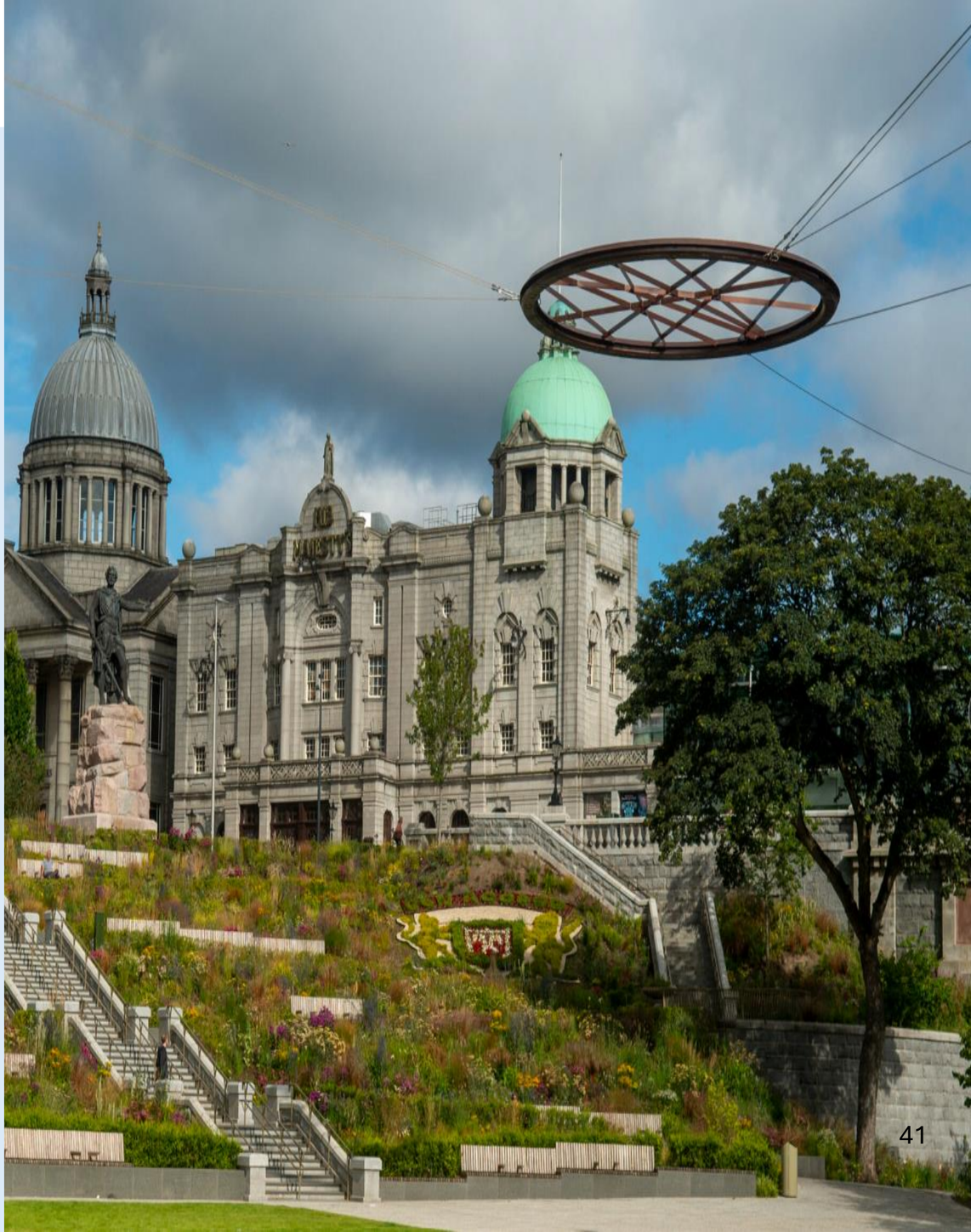
The Local Housing Strategy has strong links to several other local strategies and delivery plans and can contribute to the achievement of their targets and objectives. For example:

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.



Delivering the Strategy

We have developed a Logic Model to set out our theory of change and help translate objectives into measurable actions and results. Below is a summarised version of this model. The full model can be found on Page 44.

Inputs	Activities	Medium Term Outcomes	Impacts
HRA Revenue **HRA Capital** **Affordable Housing** **Supply Programme** **RSLs** **Private sector** **Data and research**	• Bring voids and empty homes back into use. • Deliver new, affordable housing delivered. • Maintain /retrofit older homes. • Maximise accessibility in properties including TEC. • Build agency of unheard voices. • Maximise green space and encourage active lifestyles. • Holistic support provided for New Aberdonians. • Deliver holistic integrated family support. • Deliver easy to access local facilities and services. • Deliver specialist and supported accommodation. • Deliver a range of housing options and support services to key groups. • Complete adaptations to support people to live independently. • Develop effective data collection and sharing across housing, health, and social care system. • Maximise benefits entitlements. • Invested to improve / maintaining high standards and energy efficient stock. • Expand district heating schemes. • Support landlords.	• Population retention and growth is supported through housing availability. • Housing related inequalities are reduced and community stability enhanced. • Communities are empowered to shape their environments and services. • Wellbeing and social cohesion in deprived areas is improved. • Inclusive, safe, and vibrant neighbourhoods are fostered. • No breaches of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order. • An adequate supply of good quality temporary accommodation. • An adequate supply of specialist housing. • The right support is available to enable people to live independently at home for as long as possible. • Improved communication between housing and health and social care systems to ensure people are not impacted by housing related hospital delays. • Improved mental and physical health outcomes via housing support. • Emissions from the domestic sector are reduced. • Fewer private sector properties in disrepair or substandard. • Minimum energy efficiency standard is implemented. • Fewer private rented properties are in disrepair. • Landlords are supported to remain in the sector and are aware of their duty to comply with legislation.	• There is a sufficient supply of housing to meet the varying needs of the people of Aberdeen. • Lesser heard voices shape their communities, focusing on the unique circumstances of a particular place. • Homelessness is rare, brief, and non-recurring. • The people of Aberdeen to live as independently as possible, for as long as possible in their community. • Health inequalities are reduced by affordable, accessible, high quality and energy efficient homes. • High quality homes with improved energy efficiency, alleviating fuel poverty and mitigating climate change.. • A well-managed private rented sector

Monitoring and Evaluation

A Delivery Plan that has been co-produced with our partners has been developed to ensure that we capture all of the key actions needed to deliver on our strategic priorities. Metrics will help us to measure success and keep track of progress against the priorities identified in this strategy.

As part of the governance arrangements, the Housing Board will maintain oversight of progress, with annual reports being submitted to the Aberdeen City Communities, Housing and Public Protection Committee.

Key partners involved in our stakeholder groups will meet regularly throughout the lifetime of the strategy to monitor, review, and evaluate progress against the Local Housing Strategy priorities. This approach will help ensure that the Local Housing Strategy is a fluid document that can respond to changes as required.

LOCAL HOUSING STRATEGY
LOGIC MODEL

Priority 1

Aberdeen Context and Drivers
• Attract / keep citizens in the city • Maximise housing quality and energy efficiency • Reduce and mitigate economic inequality through housing costs • Mitigate impact of homelessness • Support the housing needs of resettled communities • Meet the complex needs (see personas) of citizens, including mitigating mental health and physical health • Mitigate the challenges of net zero / climate change

Inputs
HRA Revenue HRA Capital Affordable Housing Supply Programme RSLs Private sector Data and research

Strategic Priority	Output		Outcome
	Activities	**Rate/volume**	
We will support a sufficient supply of housing to meet the varying needs of the people of Aberdeen.	Reduce Voids in ACC properties.	Reduce average length of time a property is void Review annually, baseline April 2025: 281.6 days against target of 210 days.	The changing demographics, health profiles and housing needs of the population are understood. The varying housing needs of Aberdeen's population is met. Population retention and growth is supported through housing availability. Housing related inequalities are reduced and community stability enhanced.
	New homes are delivered, including affordable housing.	880 homes per year, 25% affordable (220) and 75% market (660).	
	Support partners to build affordable housing.	220 affordable homes per year.	
	Maintain/Retrofit older homes owned by ACC.	Invest adequate resource in older homes by 2030.	
	Bring empty homes back into use.	500 empty homes back into use by 2030.	
	Include accessibility in all of above.	15% of the new affordable housing (Council and RSLs) to be wheelchair accessible delivered from 2025.	
	Increase the provision of Gypsy/Traveller accommodation.	Aberdeen's Local Development Plan will identify additional permanent and transit sites.	

Input assumptions	Output Assumptions	External Factors and Risks
• Adopted Local Development Plan • Sufficient land supply • Planning process supports delivery of priorities • Staffing resources • HRA capacity • Affordable Housing Supply Programme grant	• Targeted proportionate investment of resources and activity to meet identified needs.	• RSL capacity • Engagement and capacity of developers for specialist provision • Changes in the demographic, including resettled communities, health and inequality trends and number and size of households • Disproportionate impacts on vulnerable persons • Labour shortages

Priority 2

Strategic Priority	Output		Outcome
	Activities	**Rate/volume**	
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.	Future Libraries Model to build agency of unheard voices. Ensure that information on housing options is accessible.	Review implementation of Future Libraries Model.	Communities are empowered to shape their environments and services. Wellbeing and social cohesion in deprived areas is improved. Inclusive, safe, and vibrant neighbourhoods are fostered. Place Standard Tool scores increase for Housing and Community from 4.0 to 5.0; and for natural space from 4.7 to 5.5 by 2030. To reduce the number of separate data management systems in use by 50% by 2030. To deliver community-led resilience plans in vulnerable areas.
	Engage vulnerable groups and track progress. Explore what it takes to make a house a home.	Improvements to Place Standard Tool scores for Housing and Community for those living in deprivation (SIMD 1 & 2) No. of engagement events targeted at vulnerable groups, e.g. Gypsy/Traveller, sheltered housing etc	
	Continue to support the delivery of the City Centre and Beach Masterplan	Monitor the progress on the City Centre and Beach Masterplan in terms of housing requirement.	
	Community-led resilience plans in place re weather vulnerability.	Regular review of community-led resilience plans.	
	Use technology to support improved information sharing with our citizens and across a more integrated workforce.	Review existing information system and develop information sharing arrangements where appropriate.	
	Maximise the benefits of local green space including boosting wellbeing, encouraging active lifestyles and promoting improvements in health.	Ensure new housing developments provide sufficient green space and promote healthy lifestyle.	
	Provide holistic support for New Aberdonians.	Number of New Aberdonians receiving support.	
	Input assumptions	**Output Assumptions**	**External Factors and Risks**
	• Continued investment in Fairer Futures Pathfinder • Sufficient capacity for engagement and involvement • Deployment and use of technology	• Joined up planning, service design and resource deployment across ACC services and with partner organisations; • Targeted proportionate investment of resources and activity to meet identified needs	• Consultation fatigue and lack of engagement • Disinformation and misinformation: Reduced trust in institutions • Reliance on digital platforms: Digital exclusion

Priority 3

Strategic Priority	Output		Outcome
	Activities	**Rate/volume**	
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.	Prevent homelessness through Housing Options approach.	- Reduce the average homeless journey time to 100 days by 2026/27 – Baseline: 134 days 2024/25. - 20% fewer people report rough sleeping as part of their homeless assessment by 20% by 2030. - Homeless applications by 16/17-year-olds is below national levels by 2030.	• Homelessness rare, brief and non-recurring. • There are no breaches of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order • There is adequate supply of good quality temporary accommodation. • More of those at risk of homelessness from the private rented sector sustain their tenancy
	Support people in secure tenancies rather than unsecure accommodation	20% more people affected by homelessness receive permanent accommodation by 2030	
	Deliver Rapid Rehousing Transition Plan	Actions and measures are detailed in the Delivery Plan	
	Upskill Council staff and partners to identify the risk of homelessness and act to prevent	Implement the Ask and Act Duty	
	Move to a more integrated model of Family Support to help reduce family breakdowns which can lead to homelessness	Fewer homeless presentations report family breakdown as the key factor	
	Implement agreed SHORE standards to ensure suitable accommodation and support for prison leavers	90% fewer people are released from prison without suitable accommodation by 2026	
	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	Understand causes and prevent homelessness as part of Homewards	
	Input assumptions	**Output Assumptions**	**External Factors and Risks**
	• Adequate funding and resources will be available to support homeless initiatives. • Secure adequate funding to enable the delivery of more affordable homes. • Focus on prevention including rial Prevention Fund. • Effective housing support to promote tenancy sustainment. • Homewards Coalition.	• New Housing Support tender for Outreach Housing Support and Housing First developed and implemented. • Removal of supported accommodation model in 2025 which held tenants with high support needs in temporary accommodation.	• Long-term public service pressures • Increased unemployment • Lower wages • State of the housing market • Disproportionate impacts on vulnerable persons

Priority 4

Strategic Priority	Output		Outcome
	Activities	**Rate/volume**	
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.	Monitor and review the need for specialist and supported accommodation in partnership with Aberdeen Health and Social Care Partnership to deliver the requirements set out in their Market Position Statements	- 15% of new build affordable housing to be wheelchair accessible by 2030. - 5% target for new build housing in the private sector to be wheelchair accessible by 2030. - Up to 30 units of specialist housing designed for people who need specialist housing or have complex care needs by 2030.	• An adequate supply of specialist housing by 2030. • An adequate supply of wheelchair accessible housing. • The length of time people wait for an occupational therapy assessment for adaptations has been reduced by 2030. • People have the right support to enable them to live independently at home for as long as possible. • People are not delayed in hospital due to their housing circumstances. • Accessibility and adaptability of the housing stock has been improved across all tenures, citywide.
	Increase provision of interim/temporary housing options for those at risk of delayed discharge.	Reduce the number of housing related delayed hospital discharge cases to zero.	
	Consider telecare (TEC) in the design of specialist housing and monitor the implications of the analogue to digital switchover.	Increase the number of people supported to live their own homes through the use of telecare.	
	Ensure that a range of housing options and support services are available to minority groups, key workers and members of the armed forces.	Review arrangements annually.	
	Plan for the increasing number of older adults with no dependents who can provide support. Complete a review of housing for varying needs stock to ensure it is fit for purpose by 2026 (ACC stock).	Complete the transition of six buildings from sheltered to amenity housing where tipping point has been reached.	
	Ensure that housing policies consider the needs of care experienced young people.	All new policy development and review of existing policies as required.	
	Ensure adaptations and work are available to support people to live independently	Reduce the backlog for occupational therapy assessment for adaptations from 400 to 200 by 2030.	
	Input Assumptions	**Output Assumptions**	**External Factors and Risks**
	• Appropriate investment in technology, data and skills • Sufficient support and resources to enable people to live independently at home.	• Specialist housing and support service will meet the needs of those living with complex care issues.	• Ageing population and reduction in working age population • Lack of suitable housing • Skill shortage in cyber and technology sector • AI biases leading to inequality

Priority 5

Strategic Priority	Output		Outcome
	Activities	**Rate/volume**	
We are committed to reducing health inequalities by providing affordable, accessible, high quality and energy efficient homes that enhance people's health and wellbeing.	Improve effective data collection and sharing across housing, health, and social care system	Review systems annually and implement improvements.	Maximise the role of housing as part of the health and social care system. Improve the time taken to complete adaptations to meet the needs of people with disabilities. Improve communication between housing and health and social care systems to ensure people are not impacted by housing related hospital delays. Reduce health inequalities through improved housing conditions. Improve mental and physical health outcomes via housing support. Strengthen integration between housing and health/social care systems. Strengthen housing and health pathways for hospital discharge, and those experiencing mental health difficulties
	Work with the Bon Accord Care's Occupational Therapy Service to monitor the time taken between referral and assessment	Increase %age of adaptations completed within a target timescale.	
	Improve the quality of housing in both the private and social sector to contribute to better health outcomes	- No. of adaptations being carried out in social rented sector and through private sector grant. - No. of social homes meeting SHQS & EESSH. - Level of disrepair in private sector as per SHCS and respond to reports of substandard housing.	
	Review housing and health pathways for hospital discharge, and those experiencing mental health difficulties.	Reduction in the number of housing related delayed hospital discharge cases to zero.	
	Provide learning and development opportunities to ensure that housing sector minimises safeguarding risks to residents.	Review training plan for cluster.	
	Give financial support to enable citizens to maximise their benefits entitlement.	Monitor the implementation of the Rent Assistance Fund and other income maximisation opportunities.	
	Review the way we record information provided to vulnerable groups to ensure their needs are met.	Determine dataset to inform future decisions.	
	Offer progressive support to those with long term mental health difficulties.	Review support arrangement annual to ensure needs are met.	
	Input Assumptions	**Output Assumptions**	**External Factors and Risks**
	We expect that improvements in housing, support and energy efficiency will lead to better health outcomes.	Sufficient financial and staff resources to support partnership initiatives Effective data collection and sharing across housing health and social care will be achieved.	• Demographic change, ageing population • Changes in Government policies. • Long-term public service pressures • Labour shortages due to workforce contraction

Priority 6

Strategic Priority	Output		Outcome
	Activities	**Rate/volume**	
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.	Ensure our stock remains of a high standard	Increase compliance with SHQS to 100%	Emissions from the domestic sector are reduced by 61% by 2026 Investigate complaints from private tenants regarding property standards. Reduce the number of private sector properties in disrepair or substandard. 10% fewer people seek fuel poverty support No more than 15% of households in Scotland are in fuel poverty and no more than 5% are in extreme fuel poverty by 2030 The minimum energy efficiency standard is implemented by the end of 2028 for private landlords, and 2033 for owner-occupiers Reduced reliance on polluting heating systems (gas, oil and LPG) & transition to clean energy in city homes by 2045. Improvements in health outcomes for social tenants e.g. respiratory disease. Delivery Plan with 2-year intermediate reviews and 5 -year major review 2030
	Apply a procedure to follow when capital works are refused by tenants.	Reduce the % of refusals for capital improvement works.	
	Asset Management Plan to detail how we will invest resources in improving and maintaining our homes.	Refresh Housing Revenue Account 30-year Business Plan by end 2025	
	Ensure there are robust processes in place to identify any take action where defects in ACC homes are identified.	Review current processes.	
	Work with private owners on required standard where properties are sub-standard and use enforcement options.	Levels of disrepair in the private sector. Latest available data: Private Rent – 88%; Owner Occupier – 75%	
	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.	- Success of funding bids - No more than 15% of households are in fuel poverty and 5% in extreme fuel poverty by 2030.	
	Implement recommendations of the Local Heat and Energy Efficiency Strategy (LHEES).	Expansion of heat networks throughout the city.	
	Work with partners towards a Net Zero Aberdeen by 2045. Assess and monitor climate-related risks to residential properties. Reduce city emissions from the domestic sector, deliver the Net Zero Aberdeen Routemap and Buildings & Heat Strategy.	Reduce city emissions from the domestic sector. Annual kt CO2e – Domestic Sector (Total) UK Local Authority and Regional Greenhouse Gas Emissions Statistics (2020/23: Greenhouse Gas Emissions - 293.5; Carbon - 284.3)	
	Support further expansion of district heating schemes across the city.	Delivery Plan with 2-year intermediate reviews and 5-year major review 2030.	

Input assumptions	Output Assumptions	External Factors and Risks
We expect to improve the quality and energy efficiency of homes leading to an improvement in health and wellbeing.	Financial and staff resources will be available to enable improvement works to proceed and help support citizens who are in fuel poverty.	• Demographic change, ageing population • Long-term public service pressures • Labour shortages • Changes to legislation guidance and standards

Priority 7

Strategic Priority	Output		Outcome
	Activities	**Rate/volume**	
We will support a well-managed private rented sector.	Provide educational training to landlords on latest developments in the sector and the standards expected of them.	- Annual information sessions for landlords - 10% document sampling of every tenth Landlord Registration application in relation to privately rented property	Fewer private rented properties are in disrepair. Landlords are supported to remain in the sector and are aware of their duty to comply with legislation. Growth in the number of properties in the Private Rented Sector. Growth in the number of landlords entering the PRS.
	Respond to tenant complaints and mediate landlord / tenant disputes to find solutions.	Response rates and successful mediation	
	Monitor the impact of any new rent control measures	To follow SG consultation on proposed measures	
	Input assumptions	**Output Assumptions**	**External Factors and Risks**
	• Sufficient resources to support Private Rented Sector stakeholders	• Landlords and tenants will remain in the Private Rented Sector if provided with support through training, education and dispute resolution.	• Housing market conditions • Long-term public service pressures • Changes to legislation guidance and standards

LOCAL HOUSING STRATEGY
DELIVERY PLAN

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Strategic Priority 1: Adequate Supply of Housing Key Indicators

Reference	Key Indicator	Baseline 2024/25	Target 2025/26	Frequency/ Source	Progress 2025/26
1.1	Number of affordable homes delivered.	459	220	Annually/ Aberdeen City Council	The annual Housing Supply Target (HST) for this Local Housing Strategy (LHS) is 880, with 25% of this being affordable (220). This target was significantly exceeded in 2024/25.
1.2	Number of private homes delivered.	570	660	Annually/ Aberdeen City Council	The aim is that 75% of the annual HST will be delivered through private homes (660). The completions figure is currently in draft form and shows 1,029 total for 2024/25, meaning there were 570 market completions. This is below the market HST for 2025/26.
1.3	Number of empty homes brought back into use per year.	172	100	Annually	A target of 500 empty homes brought back into use has been set over the lifespan of this LHS, with an annual target of 100. This target was exceeded in 2024/25 (172).
1.4	Aberdeen City Council void rent loss.	8.04%	4.6%	Annually/ Quality Assurance and Performance Management	A target of 4.6% void rent loss by 2030 has been set, which will require improvement on the current baseline figure of 8.04%.

Strategic Priority 1: Adequate Supply of Housing

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
We will support a sufficient supply of housing to meet the varying needs of the people of Aberdeen.	Continue to maximise the delivery of affordable housing and encourage the provision of market housing which meets the needs and demands of Aberdeen's population.	Work with developers and Registered Social Landlords (RSLs) partners to deliver affordable homes. Current proposals suggest that 2,427 affordable homes could be delivered during the lifetime of this Local Housing Strategy if sufficient resources are available. Update Strategic Housing Investment Plan on an annual basis to ensure progress is being made and new projects take this target into account. Ensure Aberdeen is well positioned for additional grant funding, if available. A housing supply target has been set at 880 homes per year, with 25% (220) affordable and 75% (660) market.	3,097 affordable homes were delivered over the course of the previous Local Housing Strategy. SHIP is updated and submitted to Scottish Government. Progress towards the affordable Housing Supply Target should be reviewed annually to ensure this will be met by 2030.	Housing Strategy	By 2030 Review progress annually

Strategic Priority 1: Adequate Supply of Housing

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
We will support a sufficient supply of housing to meet the varying needs of the people of Aberdeen.	Continue to maximise the delivery of affordable housing and encourage the provision of market housing which meets the needs and demands of Aberdeen's population.	Work with developers and RSLs to ensure that progress towards this target is being made between now and 2030.	Percentage of affordable homes built by the Council and RSL partners which are wheelchair accessible.	Housing Strategy	By 2030 Review progress annually
		Ensure that homes being built meet housing need and demand in the city by working with developers and RSLs to prioritise specific property sizes and types. A housing supply target has been set at 880 homes per year, with 25% (220) affordable and 75% (660) market.	The Housing Need and Demand Assessment (HNDA) identified a need for 1-bed homes and larger family homes. The demand for specific property types should be regularly reviewed to ensure that the homes being built are the appropriate size to meet housing need in the city. Progress towards the market Housing Supply Target should be reviewed annually and should include size and type of homes delivered to ensure the correct homes are being delivered through the SHIP.	Housing Strategy/ Strategic Place Planning	By 2030 Review progress annually

Strategic Priority 1: Adequate Supply of Housing

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
We will support a sufficient supply of housing to meet the varying needs of the people of Aberdeen.	Continue to maximise the delivery of affordable housing and encourage the provision of market housing which meets the needs and demands of Aberdeen's population.	Ensure there is an appropriate Local Development Plan (LDP) in place with an adequate supply of land.	Aberdeen LDP 2023 has been adopted and preparation of the 2028 LDP is currently underway.	Strategic Place Planning	By 2028 Review progress annually
		Ensure that the needs of Gypsy/Traveller communities are met through the provision of additional permanent and transit sites, as well as the refurbishment of existing sites.	Aberdeen LDP 2023 has identified potential sites. Assess the feasibility of delivery in 2025/26.	Housing Strategy / Strategic Place Planning	By 2030 Review progress annually
		Utilise all funding made available through Scottish Government Affordable Housing Supply Programme.	£16.344m – 2025/26 Resource planning assumptions have not been provided beyond 2025/26. All funding is on track to be spent in 2025/26, with capacity to spend more if it is available.	Housing Strategy	By 2030 Review progress annually
		Ensure developer obligations are fully utilised and spent on affordable housing.	Total developer obligations are allocated on an annual basis.	Housing Strategy/ Strategic Place Planning	By 2030 Review progress annually
		Complete an evaluation of the Gold Standard will to ensure that it continues to provide high quality housing and remains deliverable by property developers.	The findings from this evaluation will inform whether adjustments or changes are required to the Gold Standard specification	Corporate Landlord	By 2025/26

Strategic Priority 1: Adequate Supply of Housing

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
We will support a sufficient supply of housing to meet the varying needs of the people of Aberdeen.	Effectively utilise existing housing supply in the city by reducing voids, and void rent loss, and bringing long term privately owned empty homes back into use.	Deliver on improvement charters in relation to ACC void properties.	Void rent loss reduced to 4.6% by 2030.	Housing/ Corporate Landlord	By 2030 Review progress annually
		Continue to charge the additional Council Tax levy to empty and second homes to provide funding for affordable housing where homeowners fail to engage.	Number of properties being charged the additional Council tax levy for empty and second homes. Amount of funding generated for affordable housing provision through the levy.	Housing Strategy/Corporate Services	By 2030 Review progress annually
		Provide advice to owners of long-term empty properties to encourage them to bring empty homes back into use. Target 500 empty properties brought back into use by 2030.	Number of empty homes brought back into use by Empty Homes service. In 2024/25, 172 properties brought back into use.	Housing Strategy	By 2030 Review progress annually

Strategic Priority 1: Adequate Supply of Housing

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
We will support a sufficient supply of housing to meet the varying needs of the people of Aberdeen.	Effectively utilise existing housing supply in the city by reducing voids, and void rent loss, and bringing long term privately owned empty homes back into use.	Provide online form which allow members of the public to report empty properties to the service.	Number of properties being reported to the service through empty homes forms.	Housing Strategy	By 2030 Review progress annually
		Regularly review website content to ensure that advice and support is accurate and up to date.	Website content reviewed on a quarterly basis.	Housing Strategy	By 2030 Review quarterly
		Continued operation of Matchmaker scheme which aims to match empty properties for sale/rent with interested purchasers/renters.	20 properties advertised on 31/03/2025. 201 properties brought back into use.	Housing Strategy	By 2030 Review progress annually
		Collaboration with other Council services and partner organisations, such as Scottish Empty Homes Network (SEHP), to identify empty homes and explore methods of bringing them back into use.	Number of SEHP Best Practice Sessions attended by Empty Homes Service.	Housing Strategy	By 2030 Review progress annually
		Development of strategic actions which can contribute to improving the Council's empty homes service, such as the Empty Homes Framework.	Regular cross-service meetings hosted by Empty Homes team.	Housing Strategy	By 2030 Review progress annually

Strategic Priority 2: Placemaking with Communities Key Indicators

Reference	Key Indicator	Baseline 2024/25	Target 2025/26	Frequency/ Source	Progress 2025/26
2.1	Improve the scoring of Housing and Community in the Place Standard Tool from 4.2 to 5.5 by 2030.	4.2	5.5	Annually/ Aberdeen City Council	Following the recent LHS consultation in March-May 2025 the Place Standard Tool score increased to 4.2 which is a slight improvement on the 2023 figure of 4.0.
2.2	Improve the scoring of Housing and Community in the Place Standard Tool for those living in deprived areas.	SIMD 1 – 3.4 SIMD 2 – 4.1	5.5	Annually/ Aberdeen City Council	The consultation in March-May 2025 shows that those in deprived areas have a lower satisfaction with Housing and Community than people in other areas.
2.3	Improve the scoring of Natural Space in the Place Standard Tool from 5 to 5.5 by 2030.	5	5.5	Annually/ Aberdeen City Council	Following consultation in March-May 2025, the Place Standard Tool score increased slightly to 5 from the 2023 figure of 4.7.
2.4	Improve the scoring of Natural Space in the Place Standard Tool for those living in deprived areas.	SIMD 1 – 4.4 SIMD 2 – 4.8	5.5	Annually/ Aberdeen City Council	The March-May consultation shows that those in deprived areas have a lower satisfaction with Natural Space than people in other areas.

Strategic Priority 2: Placemaking with Communities

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Improve people's opinion of their place through the provision of good quality homes and community improvement projects.	Target engagement activity and participation opportunities with identified vulnerable groups, including those living in deprived areas, and utilise the Place Standard Tool to track progress where possible. Ensure that participants are informed of how their feedback has been considered.	Changes to the Place Standard tool score for housing and community will evidence progress made and illustrate success of engagement activity. Review additional ways that we can measure the impact of this strategy on vulnerable groups.	Community Planning Aberdeen	By 2030 Review progress annually
		Introduce localised delivery actions that improve outcomes for people in our priority neighbourhoods, such as creating neighbourhood specific engagement plans.	Localised delivery actions should respond to Place Standard Tool scores and community consultation findings.	Community Planning Aberdeen	By 2030 Review progress annually
		Support the delivery of the Local Development Plan and the City Centre and Beach Masterplan to help achieve the long-term ambition to make the city a more attractive place to live in and a healthy place where people want to live, work, and socialise.	Local Development Plan Delivery Programme Progress of City Centre and Beach Masterplan implementation.	Strategic Place Planning	By 2030 Review progress annually

Strategic Priority 2: Placemaking with Communities

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Improve people's opinion of their place through the provision of good quality homes and community improvement projects.	Adopt a Town Centre First approach to encourage town centre living and improve outcomes for those living in the city centre.	Local Development Plan will prioritise footfall generating developments with proposals sequentially assessed against the network of centres in Aberdeen.	Strategic Place Planning	By 2030 Review progress annually
		Have community-led resilience plans in place for areas of the city that are vulnerable to severe weather events.	Regular review of community-led resilience plans.	Community Planning Aberdeen	By 2030 Review progress annually
		Continue to focus on the provision of holistic support for New Aberdonians.	Number of New Aberdonians receiving support.	Housing/ Education/ Aberdeen City Health and Social Care Partnership	By 2030 Review progress annually

Strategic Priority 2: Placemaking with Communities

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Improve people's opinion of their place through the provision of good quality homes and community improvement projects.	Continue to deliver high quality and sustainable affordable housing.	Number of affordable homes constructed in the city.	Housing Strategy / Strategic Place Planning	By 2030 Review progress annually
		Reduce the prevalence of anti-social behaviour in the city.	Reduction in the number of anti-social behaviour cases.	Community Safety Hub	By 2030 Review progress annually
	Improve people's opinion of their place through the provision of sufficient natural and green space.	Work with partners to maximise the benefits of local green space, with a focus on deprived areas.	Changes to the Place Standard tool score for natural space will evidence progress made.	Environmental Services / Strategic Place Planning	By 2030 Review progress annually

Strategic Priority 3: Make Homelessness Rare, Brief And Non-Recurring Key Indicators

Reference	Key Indicator	Baseline 2024/25	Target 2025/26	Frequency/ Source	Progress 2025/26
3.1	Percentage of homeless assessment completed in 28 days.	58.4%	100%	Annual/ Scottish Government	Significant improvements required to meet target.
3.2	Average homeless journey time in days.	134 days	100 days	Annual/Rapid Rehousing Transition Plan	This will continue to be monitored as part of annual performance reporting.
3.3	Percentage of homeless tenancies sustained for more than one year.	86.6%	100%	Annual/ Scottish Government	Work is ongoing to deliver improvements working towards current target.
3.4	Number of Breaches of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014.	517	0	Annual/ Scottish Government	Ongoing weekly reviews of the Reducing Hotels Action Plan are monitoring progress towards target.
3.5	Percentage of homeless applicants provided with permanent accommodation.	82.7%	80%	Annual/Rapid Rehousing Transition Plan	Currently exceeding target. Will continue to monitor.
3.6	Percentage of local authority general needs housing let to homeless applicants.	43.4%	50%	Annual/Rapid Rehousing Transition Plan	Working towards target. Monitoring is ongoing.

Strategic Priority 3: Make Homelessness Rare, Brief And Non-Recurring

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Reduce the proportion of homeless applications by 16/17-year-olds to below national levels by 2030.	Test upstream survey and support approach further at Northfield Academy. Ensure appropriate available interventions.	Number of surveys completed, number of interventions/young people supported who identify housing instability.	Homewards Coalition (Charter 12.4)	By 2030 Review progress annually
		Consider different accommodation models to support young people experiencing or threatened with homelessness.	Progress of the outputs from the Designing Services – Blueprints for Innovative Housing Models workshop. Monitoring of any new intervention in line with levels of youth homelessness.	Homewards Coalition (Charter 12.9)	By 2030 Review progress annually.
		Develop educational modules for young people regarding housing rights and tenancy skills.	National levels for 2023/24 period saw 2.70% of all applications. Local data in 2024/25 was 5.03%. National levels data for this period will be released in October 2025.	Homewards Coalition (Charter 12.8)	By 2030 Review progress annually

Strategic Priority 3: Make Homelessness Rare, Brief And Non-Recurring

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Reduce the number of people reporting rough sleeping as part of their homeless assessment by 20% by 2030.	Consider data gathering through the assessment process to increase understanding of individual reported circumstances. Review for themes/ reporting patterns and adjust current delivery of outreach service if data suggests that this is required.	In 2024/25 108 applicants advised they had rough slept the night prior to their homeless presentation. In the same period, 261 advised they had slept rough within the 3-month period running up to their homelessness presentation.	Housing Access and Support/Turning Point Scotland	By 2030 Review progress annually
	Increase the percentage of people affected by homelessness into permanent accommodation by 20% by 2030.	Continue to focus on increased lets to people experiencing homelessness in line with our allocation policy. Increase outcomes into Registered Social Landlord accommodation.	Percentage of general need allocations to homeless applicants – baseline-2024/25-43.4%. Number of applicants securing a Registered Social Landlord tenancy - baseline 2024/25 – 223	Housing Access and Support Homewards Coalition (Charter 12.9)	By 2030 Review progress annually
	Increase the percentage of those at risk of homelessness from the private rented sector sustaining their tenancy.	Trial a prevention fund to support tenancy sustainment from this sector.	Number of applications to prevention fund (new - no baseline). Number of people who receive support from prevention fund that go on to sustain their current home (new – no baseline)	Housing Access and Support/Private Sector Housing	By 2030 Review progress annually

Strategic Priority 3: Make Homelessness Rare, Brief And Non-Recurring

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Increase the percentage of those at risk of homelessness from the private rented sector sustaining their tenancy.	Continue to support the Private Landlord Liaison role in their remit of mediating between tenants and landlords to resolve differences and their support of both to ensure private rented tenants are a sustainable option.	Number of applicants becoming homeless from private rented sector (2024/25 - 226)	Housing Access and Support/Private Sector Housing	By 2030 Review progress annually
		Review Section 11 process to understand if any different interventions or data can be shared to encourage those facing eviction to seek support earlier.	Number of Section 11's received (2024/25 – 521)	Homewards Coalition (Charter 12.6)	By 2030 Review progress annually
		Monitor the implications of the 'ask and act' duty that forms part of the Housing (Scotland) Bill currently progressing through parliament.	Monitor progress of Bill and develop an Action Plan for its implementation.	Housing Access and Support	By 2030 Review progress annually
		Ensure that the views of people with lived experience are considered when making decisions related to homelessness prevention.	Review progress of Homewards Charter project which aims to increase the influence of people with lived experience.	Homewards Coalition (Charter 12.3)	By 2030 Review progress annually

Strategic Priority 3: Make Homelessness Rare, Brief And Non-Recurring

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Reduce the number of people released from prison into Aberdeen without suitable accommodation by 90% by 2026.	Test a streamlined structure/process around pre allocation of accommodation in line with Sustainable Housing on Release for Everyone (SHORE) standards. Trial using RSL stock for pre allocation rather than only ACC properties.	Data on the number of mainstream properties available on the day of liberation. 2024/25: 90 tenants returned to their secure tenancy. 57 applicants were treated as discretion cases and housed to secure tenancies. 79 homeless case applications made prior to release. Record the number of RSL properties allocated prior to liberation: No baseline data available.	Serious Offender Liaison Officer/ Community Justice Outcome Improvement Group. Ongoing discussion with RSL partners will take place prior to testing.	By 2030 Review progress annually
		Trial prisoners located at HMP Grampian signing their leases with the Prison Liaison Officer prior to liberation.	The number of prisoners signing a tenancy agreement prior to liberation is being monitored: In 2024/25 period, 3 prisoners signed tenancies prior to release and moved into secure properties. Data collection started mid-year.	Serious Offender Liaison Officer/ Community Justice Outcome Improvement Group	By 2030 Review progress annually

Strategic Priority 3: Make Homelessness Rare, Brief And Non-Recurring

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	No breaches of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 will take place.	Review move-on process for asylum seekers who have received a positive decision to maximise the 56-day period.	Number of people leaving asylum accommodation entering temporary accommodation and their length of stay in temporary accommodation will be monitored. (No baseline as new measure from April 25)	Housing Access and Support/Resettlement Team	By 2030 Review progress annually
		Continue to review the level of temporary flatted stock including voids, driving a reduction in temporary accommodation voids.	Monitor the percentage of voids in temporary accommodation as a percentage of overall temporary stock. Baseline April 2025 - 28.1%.	Housing/Corporate Landlord	By end of 2025/26
	Reduce the average homeless journey time to 100 days by 2026/27.	Increase the availability of suitable stock through reducing voids, increasing S5 referrals, proactively supporting use of all available options for rehousing (promotion of private sector/rent deposit schemes).	Number of lets to homeless applicants – 977 in 2024/25. Number of Section 5 referrals to RSLs 2024/25 – 13. RSL lets to homeless 2024/25 – 223. Homeless outcomes –Private Rented Sector – 15 in 2024/25.	Housing Access and Support/Homewards Coalition (Charter 12.9)	By 2030 Review progress annually

Strategic Priority 3: Make Homelessness Rare, Brief And Non-Recurring

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Reduce the average homeless journey time to 100 days by 2026/27.	Ensure applicants are encouraged to actively bid on CBL and with other RSLs.	Average applicants placing bids per void edition – 682 (Baseline Sept 2024).	Choice Based Letting project team	By 2026/27 Review progress annually
		Ensure supply of suitable accommodation is available to meet the needs of applicants experiencing homelessness.	Percentage of homeless applicants provided permanent accommodation Baseline 2024/25 - 82.7%.	Homewards Coalition (Charter 12.9)	By 2030 Review progress annually
	Reduce the number of homeless presentations who report family breakdown as the key factor.	Research conflict resolution models to prevent homeless presentations where possible for this cohort and/or to allow for time for moves to happen through a planned approach.	Applicants reporting became homeless from parental/family home/relatives - 2024/25 – 383.	Homewards Coalition	By 2030 Review progress annually
		Implement the Family support model and ensure that effective data sharing protocols are in place.	Number of applicants who became homeless from parental/family home/relatives - 2024/25 – 383.	Priority Families Team, Fit Like Hub and Includum	By 2030 Review progress annually.

Strategic Priority 4: Promote Independent Living in Communities Key Indicators

Reference	Key Indicator	Baseline 2024/25	Target 2025/26	Frequency/ Source	Progress 2025/26
4.1	Percentage of adults supported at home who agree that they are supported to live as independently as possible.	68%	90%	Biennial/ Health and Care Experience Survey	The latest survey data is from 2023/24 and shows that significant progress is required to meet the target of 90%.
4.2	Number and percentage of new build affordable properties developed as accessible for people with a particular need.	7.4%	15% of all new build affordable housing	Annually (SHIP)	7.4% of new build affordable homes where wheelchair accessible in 2024/25. Improvement will be required to meet the 15% target consistently on an annual basis.
4.3	Number of disabled adaptations- private sector housing.	89	145	Annually ACC/Bon Accord Care	This will be monitored by the Disabled Adaptations Group. In addition to the number of major adaptations recorded, 371 minor adaptations were provided in private homes.

Strategic Priority 4: Promote Independent Living in Communities Key Indicators

Reference	Key Indicator	Baseline 2024/25	Target 2025/26	Frequency/ Source	Progress 2025/26
4.4	Number of disabled adaptations - social housing.	ACC: 915 minor, 136 major RSLs: 50 minor, 4 major	900 ACC 150 RSL	Annually ACC/Scottish Government Returns	This will be monitored through the Disabled Adaptations Group on a quarterly basis. The 2024/25 data for RSL adaptations is incomplete and awaiting verification.
4.5	Number of people supported to in live their own homes through the use of telecare.	1,568 Community Alarm and 1,224 telecare package. 3,214 units are provided in sheltered and very sheltered housing.	2,800	Annually Bon Accord Care and ACC	It is expected that changes resulting the in Analogue to Digital switch will result in a fall in units provided as part of the infrastructure in independent living settings that were formerly recorded as sheltered housing.

Strategic Priority 4: Promote Independent Living in Communities

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Ensure the sufficient supply of housing to meet the varying needs of the people of Aberdeen.	Increase the number of wheelchair accessible properties delivered by implementing the 15% target for new build affordable housing by 2030.	Monitor delivery of wheelchair accessible, affordable homes delivered through the Strategic Housing Investment Plan (SHIP).	Housing Strategy/RSL Partners	By 2030 Review progress annually
		Increase the number wheelchair accessible properties delivered by introducing a 5% target for new build housing in the private sector by 2030.	Ensure 5% target is considered in planning application and building warrant decision making.	Housing Strategy/Strategic Place Planning	By 2030 Review progress annually
		Deliver up to 30 units of specialist housing designed for people who need specialist housing or have complex care needs by 2030.	Promote the delivery of specialist housing units within development plans included in and monitor through SHIP annual reports.	Housing Strategy/RSL Partners	By 2030 Review progress annually
		Deliver up to 10 units of specialist housing for people with bariatric care needs by 2030.	Promote the delivery of homes specifically designed with additional space standard and monitor via the SHIP.	Housing Strategy/RSL Partners	By 2030 Review progress annually

Strategic Priority 4: Promote Independent Living in Communities

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Ensure the sufficient supply of housing to meet the varying needs of the people of Aberdeen.	Engage with families supporting disabled children and adults to understand their current and future housing and support needs and use this insight to inform housing provision and service delivery.	Ensure that this group is factored into future tenant engagement and that their feedback is used to improve service delivery.	Housing Strategy/Bon Accord Care/ Aberdeen City Health and Social Care Partnership	By 2030 Review progress annually
	Reduce the waiting time from referral to occupational therapy assessment for adaptations.	Reduce the backlog for occupational therapy assessment for adaptations from 400 to 200 by 2030.	Monitor the number of people waiting for Occupational Therapy (OT) assessment.	Disabled Adaptations Group (DAG)/Aberdeen City Health and Social Care Partnership/Bon Accord Care	By 2030 Review progress annually
		Work with the Bon Accord Care's Occupational Therapy Service to monitor the time taken between referral and assessment. Baseline for assessment currently within 6 weeks for high priority and up to 6 months for medium priority target to reduce this to 4 weeks for high priority and 4 months for medium priority.	Monitor the number of referrals to Occupational Therapy Teams by categories: Emergency, High, Medium. Monitor unmet need. Monitor average waiting time for assessment. Monitor the number of adaptations being carried out in social rented sector and through private sector grant.	Disabled Adaptations Group/Bon Accord Care/Occupational Therapy Service	By 2030 Review progress annually

Strategic Priority 4: Promote Independent Living in Communities

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Ensure that housing for varying needs stock is fit for purpose and meets the needs of tenants.	Complete a review of housing for varying needs stock to ensure it is fit for purpose by 2026 (ACC stock).	Implement the actions identified by the working group to complete the transition of six buildings from sheltered to amenity housing.	Aberdeen City Health and Social Care Partnership/Bon Accord Care/Housing	By 2025/26 Review progress annually
			Undertake a review sheltered and very sheltered housing and support provision to ensure it meets housing need and demand in consultation with partners and tenants.	Aberdeen City Health and Social Care Partnership/Bon Accord Care/Housing	By 2025/26 Review progress annually
	Ensure the needs of those at risk of poorer health and wellbeing outcomes are prioritised for housing and the wider support they need.	Routinely review our allocations policy to ensure that it considers the needs of vulnerable groups and that people are allocated properties of the right slze to meet their needs.	Undertake review of Allocations Policy.	Housing	By end 2025 then ongoing
		Review arrangements for care-experienced young people to ensure positive long-term outcomes.	Consider within the regular review of the Allocations Policy.	Housing	By end 2025 then ongoing

Strategic Priority 4: Promote Independent Living in Communities

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Ensure the needs of those at risk of poorer health and wellbeing outcomes are prioritised for housing and the wider support they need.	Ensure 100% of care-experienced young people receive tenancy support within 3 months of placement.	Monitor the support provided to care-experience young people to meet this target.		
		Continue to refine and implement the Housing and Support model.	Regular review of the progress of the Housing and Support model.	Housing	By 2030 then ongoing
		Develop progression pathways for those who need long-term mental health support.	This will be achieved through working with Aberdeen City Health and Social Care Partnership and actions contained in their Market Position Statements/Strategic Plan.	Aberdeen City Health and Social Care Partnership	By 2030 then ongoing
		Consult with tenants through methods such as the Tenant Satisfaction Survey and the New Tenants Survey to ensure that their needs are being met.	Review current Tenant Satisfaction Survey arrangements and include metrics to track tenancy sustainment, mental health referrals linked to housing and self-reported wellbeing if possible.	Housing Strategy	By 2030 Tenant Satisfaction Survey must be completed at least once every three years.

Strategic Priority 5: Promote Health Through Housing Key Indicators

Reference	Key Indicator	Baseline 2024/25	Target 2025/26	Frequency/ Source	Progress 2025/26
5.1	Number of patients and bed days lost annually due to housing related delays (Code 25F).	31 patients 995 bed days lost. (34 instances)	10 patients delayed resulting in 250 bed days lost	Annually NHS Grampian (delayed discharge reports)	This will be monitored by Delayed Discharge Liaison Group and progress reviewed annually.

Strategic Priority 5: Promote Health Through Housing

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
We are committed to reducing health inequalities by providing affordable, accessible, high quality and energy efficient homes that enhance people's health and wellbeing.	Ensure that housing and services and housing related support services help to reduce health inequalities.	Complete an evaluation of the Rent Assistance Fund.	Undertake an evaluation of rent assistance fund. Establish a baseline for future allocation and monitor the number of referrals ongoing.	Financial Inclusion Team	End of August 2025 Review progress annually

Strategic Priority 5: Promote Health Through Housing

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
We are committed to reducing health inequalities by providing affordable, accessible, high quality and energy efficient homes that enhance people's health and wellbeing.	Ensure that housing and services and housing related support services help to reduce health inequalities.	Support people whose discharge from hospital or support services may be delayed due to housing issues.	Reduction in the number of housing related delayed hospital discharge cases Monitor the number of people delayed in hospital or interim accommodation due to housing issues. Monitor the cases being presented through Next Stage Housing.	Delayed Discharge Liaison Group Next Stage Housing Group	By 2030 Review progress annually
		Review processes and procedure to ensure that information on housing options is widely available and accessible to all, by working in partnership with local libraries and community hubs as part of the Future Libraries Model.	Review digital and in-person access to housing advice and support, with a particular focus on reaching individuals who may be at risk of social isolation	Education and Lifelong Learning	By 2030 Review progress annually
		Promote the Making Every Opportunity Count (MEOC) principles to support staff to make the best of every opportunity to raise issues of healthy lifestyles.	Review systems to ensure the MEOC principles are embedded in procedures.	Housing and Support Manager	By 2030 Review progress annually

Strategic Priority 6: Housing Quality and Energy Efficiency
Key Indicators

Reference	Key Indicator	Baseline 2024/25	Target 2025/26	Frequency/ Source	Progress 2025/26
6.1	Percentage of social dwellings meeting the Scottish Housing Quality Standard.	Aberdeen City Council - 88.63% Castlehill - 99.58% Grampian - 93.66 Langstane - 91.44% Sanctuary - 91.02% Hillcrest - 100% Places for People -100%	100%	Annually RSLs/ Scottish Housing Regulator	Social landlords will endeavour to increase compliance with SHQS.
6.2	Percentage of social dwellings meeting Energy Efficiency Standard for Social Housing.	Aberdeen City Council - 94.5% Castlehill - 98.89% Grampian - 97.80% Langstane - 94.61% Sanctuary - 92.6% Hillcrest - 98.56% Places for People - 100%	100%	Annually RSLs/ Scottish Housing Regulator	Data collection on EESSH has been temporarily paused by the Scottish Housing Regulator pending the outcome of the Scottish Government's review of EESSH2.
6.3	Percentage of dwellings in disrepair in private sector housing.	Private Rent – 88% Owner Occupier – 75%	70% 60%	Annually Scottish House Condition Survey	Baseline taken from Scottish Housing Condition Survey (SHCS) 2017 – 2019. This is the latest available data broken down to local authority level. This will be reviewed when survey has been updated. The target is set for the lifetime of the LHS.

Strategic Priority 6: Housing Quality and Energy Efficiency
Key Indicators (Continued)

Reference	Key Indicator	Baseline 2024/25	Target 2025/26	Frequency/ Source	Progress 2025/26
6.4	Percentage of dwellings with disrepair to critical elements in private sector housing.	Private Rented – 77% Owner Occupier – 58%	60% 45%	Annually/ Scottish House Condition Survey.	Baseline from SHCS 2017 – 2019 as above. This will be reviewed when survey has been updated. The target is set for the lifetime of the LHS.
6.5	Percentage of dwellings with urgent disrepair in private sector housing.	Private Rented – 48% Owner Occupier – 35%	35% 25%	Annually Scottish House Condition Survey.	Baseline from SHCS 2017 – 2019 as above. This will be reviewed when survey has been updated. The target is set for the lifetime of the LHS.
6.6	Number of households in fuel poverty.	28,000 (26%)	15%	Annually Scottish House Condition Survey	Baseline from SHCS 2017 – 2019 as above. This will be reviewed when survey has been updated. Target set that no more than 15% in fuel poverty by 2030.
6.7	Number of households in extreme fuel poverty.	14,000 (13%)	5%	Annually/ Scottish House Condition Survey	Baseline from SHCS 2017 – 2019 as above. This will be reviewed when survey has been updated. Target set that no more than 5% in extreme fuel poverty by 2030.

Strategic Priority 6: Housing Quality and Energy Efficiency

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Improve the quality of social housing in the city.	Ensure Aberdeen City Council has adequate funding and a robust programme of works in place to enable it to meet the Scottish Housing Quality Standard (SHQS) Improve the percentage of properties compliant with the Scottish Housing Quality Standard.	Monitor the percentage of properties passing the SHQS.	Corporate Landlord/Housing Strategy	By 2030 Review progress annually
		Ensure Aberdeen City Council has adequate funding, and a robust programme of works to improve compliance with the Energy Efficiency Standard in Social Housing (EESSH). Improve the percentage of properties complying with Energy Efficiency Standard in Social Housing.	Monitor the percentage of properties passing the EESSH. [Note: Data collection on EESSH has been temporarily paused by the Scottish Housing Regulator pending the outcome of the Scottish Government's review of EESSH2.]	Corporate Landlord/Housing Strategy	By 2030 Review progress annually
		Monitor any changes to SHQS and EESSH criteria to ensure that sufficient resources are allocated appropriately to ensure our homes meet these standards.	Monitor SHQS and EESSH compliance rates. The current compliance rate is high, any fall in compliance may indicate the need for additional resources to be allocated for the improvement of older homes.	Corporate Landlord	By 2030 Review progress annually

Strategic Priority 6: Housing Quality and Energy Efficiency

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Improve the quality of social housing in the city.	Invest adequate resource in older homes by 2030.	Asset Management Plan/Housing Revenue Account 30-year Business Plan.	Corporate Landlord	By 2030 Review progress annually
		Ensure there are robust processes in place to identify any take action where defects in ACC homes are identified	Continue to monitor current issues, for example properties affected by RAAC. Provide information and support to tenants and affected homeowners.	Corporate Landlord	Ongoing
		Refresh Aberdeen City Council's Housing Revenue Account 30-year Business Plan by the end of 2025.	Annual Accounts for 2024/25 - review completed and approved. Continue to monitor annually.	Finance Partner	By October 2025 Review annually
		Refresh and publish Aberdeen City Council's Asset Management Plan. The plan will detail how we will invest resources in improving and maintaining our homes.	Consultants Arneil Johnston are currently working on a delivery program, based on the asset management model.	Corporate Landlord	An initial draft is expected in the third quarter of 2025.

Strategic Priority 6: Housing Quality and Energy Efficiency

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Improve the quality of social housing in the city.	Aberdeen City Council will develop clear plans and processes to improve the quality of council housing by addressing damp, condensation and mould issues and take prompt remedial action.	Provide staff training and clear procedures to identify and resolve issues. Monitor instances of mould and damp in council property. Carry out annual visual survey/annual gas safety check. Housing and Support Officers to engage with tenants re damp and mould issues. Property inspectors to act proactively on receipt of surveys and internal process to be agreed and followed for actions to be taken.	Corporate Landlord/Building Services/Housing Management Gas and Cyclical maintenance Housing Management Building Services	Review progress annually

Strategic Priority 6: Housing Quality and Energy Efficiency

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Reduce fuel poverty.	Ensure that less than 15% of households are in fuel poverty and 5% in extreme fuel poverty.	Monitor improvement through the key performance indicators.	Corporate Landlord	By 2030 Review progress annually
		Provide information and advice on support available from the Financial Inclusion Team on income maximisation.	The number of income maximisation referrals made in 2024/25 was 4,500, resulting in financial gains totalling: £5,471,904.93.	Financial Inclusion Team/Housing Strategy Team	By 2030 Review progress annually
		Continue to deliver the Aberdeen Victorian Tenement Project (AVTP) to improve the energy efficiency of granite tenements throughout the city.	Number of installations carried out in 2024/25 was 9.	Corporate Landlord	Ongoing Review progress annually
		Provide energy efficiency help and advice through the Aberdeen Affordable Warm scheme (Aberdeen Care and Repair).	The number of energy efficiency assessments and referrals carried out in 2024/25 was: 176 - assessments 80 - referrals to other organisations.	Corporate Landlord	Ongoing Review progress through Care and Repair's annual report.

Strategic Priority 6: Housing Quality and Energy Efficiency

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Reduce fuel poverty.	Monitor the work of SCARF - Home Energy Advice Team (HEAT), who help residents to reduce their carbon footprint.	Home Energy Advice activity in 2024/25: Enquires 2,007 Visits – 1,601 Referrals - 3,378 Events - 63	Corporate Landlord	Review progress annually
		Reduce the number of people seeking fuel poverty support by 10%.	Monitor the number of applicants to the welfare fund.	Corporate Landlord/Home Energy Scotland	Review progress annually
		Support the implementation of the minimum energy efficiency standard for private landlords by the end of 2028, and for owner occupiers by 2033, through targets advice and support provided by Private Sector Housing Team.	Monitor the implementation of the standard and take action to support private landlords and owner occupiers.	Private Sector Housing Team	Standards are due to be implemented in 2028 for PRS and 2033 for Owner-Occupied and targets for each sector will be monitored annually following implementation.

Strategic Priority 6: Housing Quality and Energy Efficiency

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Maximise funding through all Scottish Government and UK Government initiatives and work with external organisations to ensure the funding is fully utilised and spent.	Submit funding application to Energy Efficiency Scotland – Area Based Scheme on an annual basis.	The number of energy efficient bids in 2024/25: Number of energy efficiency installations complete - 193 Post installation surveys carried out - 334 Number of complaints received - 8	Corporate Landlord	Review progress annually
		Continue to support the Energy Company Obligations 4(ECO4)/GB Insulation scheme to operate in the city by the managing agent SCARF.	Number of installations completed as part of ECO4 and GB 2024/25: Insulation - 58 Annual carbon savings - 77 tonnes Declarations processed - 35. Referrals to contractors - 229	Corporate Landlord/SCARF	Review progress annually.
		Submit applications to Scotland's Heat Network Fund in relation to District Heating Network where applicable.	The number of Applications in 2024/25 – 1.	Corporate Landlord	Review progress annually

Strategic Priority 6: Housing Quality and Energy Efficiency

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Maximise funding through all Scottish Government and UK Government initiatives and work with external organisations to ensure the funding is fully utilised and spent.	Submit applications to Scottish Government Social Housing Net Zero Heat Fund for District Heating Network.	The number of applications in 2024/25 – 0.	Corporate Landlord	Review progress annually
		Submit applications to Scotland's Public Sector Heat Decarbonisation Fund.	The number of applications in 2024/25 – 0.	Corporate Landlord	Review progress annually
	Reduce number of private sector properties that are in disrepair.	Monitor levels of disrepair and provide training to Private Rented Sector (PRS) stakeholders on the standards required and latest developments in the sector.	Monitor the levels of disrepair in private sector properties, reported Scottish House Condition Survey data (latest available 2017 - 2019). Private Rent – 88% Owner Occupier – 75%	Private Sector Housing Team	Review annually and update when new data is available at local level through the SHCS
		Monitor the number of applications received by the Private Sector Housing Team in relation to the Scheme of Assistance.	The number of grant applications made under Scheme of Assistance in 2024/25: 102 applications 89 completed	Private Sector Housing Team	Review progress annually

Strategic Priority 6: Housing Quality and Energy Efficiency

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
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.	Reduce number of private sector properties that are in disrepair.	Monitor the number of work notices issued to property owners and support them with resolving repairs issues related to their property.	The number of work notices issued to private sector property owners in 2024/25 was 6.	Private Sector Housing Team	Review progress annually
		Use the Missing Shares scheme to support communal repairs in private blocks where owners are unable to cover their full share of the costs.	The number of Missing Shares paid by the Council in 2024/25: 32 – cases advice provided 2 – Missing Shares paid	Private Sector Housing Team	Review progress annually
		Investigate reports of empty private sector properties which are often in a poor state of repair and take appropriate action to address their condition.	The number of empty homes brought back into use by Empty Homes team in 2024/25 was 172.	Housing Strategy	Review progress annually

Strategic Priority 7: Private Rented Sector
Key Indicators

Reference	Key Indicator	Baseline 2024/25	Target 2025/26	Frequency/ Source	Progress 2025/26
7.1	Percentage of Private Rented Sector (PRS) properties in disrepair.	88%	70%	Annual/ Scottish House Condition Survey (2017-2019)	Baseline taken from Scottish Housing Condition Survey (SHCS) 2017 – 2019. This is the latest available data broken down to local authority level. This will be reviewed when survey has been updated.
7.2	Landlord Accreditation Scotland (LAS) training courses.	3	3	Annual/ Landlord Accreditation Scotland	In 2024/25, LAS and Aberdeen City Council had an agreement whereby LAS will deliver 3 Core Standard training courses in the Aberdeen area per year, jointly run with Aberdeenshire Council. This agreement has not yet been signed for 2025/26, however is expected to be renewed in August/September 2025.

Strategic Priority 7: Private Rented Sector

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
We will support a well-managed private rented sector.	Improve property and tenancy management standards in the Private Rented Sector (PRS) to reduce the number of properties in disrepair	Provide training to PRS stakeholders on the standards required and latest developments in sector.	Monitor the level of disrepair in PRS as per latest available Scottish House Condition Survey data.	Private Sector Housing Team	Review progress annually
		Respond to and investigate complaints made by tenants to the Private Sector Housing Team in relation to private sector property standards.	Monitor the number of tenant complaints in relation to the state of repair of their rental property. In 2024/25, 42 complaints related to repairs issues of 53 complaints received.	Private Sector Housing Team	Review progress annually
		Achieve the 10% target for sampling Landlord Registration application documentation and contact landlords as required based on the outcomes of the sampling progress.	Monitor the level of sampling to ensure it meets the 10% target for Landlord Registration applications. In 2024/25, there were 806 properties sampled, meeting the 10% target.	Private Sector Housing Team	Review progress annually

Strategic Priority 7: Private Rented Sector

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
We will support a well-managed private rented sector.	Improve property and tenancy management standards in the Private Rented Sector (PRS) to reduce the number of properties in disrepair	Respond to and investigate tenant complaints related to tenancy management.	Monitor the number of tenant complaints made to Private Sector Housing team in relation to tenancy management. In 2024/25, 11 complaints relating to tenancy management of 53 complaints received.	Private Sector Housing Team	Review progress annually
		Identify and engage with unregistered and expired landlords to ensure that they complete their registration and can be held accountable for any issues with the tenancy.	Monitor the number of unregistered landlords contacted. Monitor the number of Rent Penalty Notices issued. Monitor the number of Late Application Fees issued. In 2024/25, 170 unregistered landlords were contacted. 172 Rent Penalty Notices issued were issued to landlords whose registration had expired. 28 Rent Penalty Notices were issued to unregistered landlords. 380 Late Application Fees were issued.	Private Sector Housing Team	Review progress annually

Strategic Priority 7: Private Rented Sector

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
We will support a well-managed private rented sector.	Support the growth of the PRS by providing landlords and tenants with education, training, and dispute resolution services	Host landlord information sessions to provide an update on relevant legislative and policy changes that affect PRS landlords.	Record number of landlords attending events. In 2024/25, Events were jointly held with Aberdeenshire Council totalling 170 attendees between both Local Authorities.	Private Sector Housing Team	Review progress annually
		Work in partnership with Landlord Accreditation Scotland (LAS) and Aberdeenshire Council to deliver training courses locally for landlords.	Record the number of training events held. Three of these were held in 2024/25.	Private Sector Housing Team	Review progress annually
		Issue a newsletter to local landlords on a quarterly basis, or as needed, to provide updates on legislative changes affecting the PRS.	Record the number of landlords subscribed to newsletter. As of 2024/25, 22,093 landlords are currently subscribed.	Private Sector Housing Team	Review progress annually

Strategic Priority 7: Private Rented Sector

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
We will support a well-managed private rented sector.	Support the growth of the PRS by providing landlords and tenants with education, training, and dispute resolution services	Review the information on webpage to ensure it is up to date with information relevant to landlords, including new responsibilities and legislation.	Ensure website content is reviewed twice a year to ensure accuracy and relevance.	Private Sector Housing Team	Review content 6 monthly
		Facilitate mediation between landlords and tenants when disputes arise, aiming to resolve before formal escalation.	Monitor the referral rate of disputes to First-Tier Tribunal involving both property standards and tenancy management issues. This will be a new process established for 2025/26 and 2024/25 data is not currently available.	Private Sector Housing Team	Review progress annually
		Provide information and advice to landlords and owners to ensure they meet their legal responsibilities.	Monitor the number of landlord queries responded to by the Private Sector Landlord Support Officer. In 2024/25, there were 68 landlord/owner queries	Private Sector Housing Team	Review progress annually

Strategic Priority 7: Private Rented Sector

LHS Strategic Priority	Local Outcome Target	Key Delivery Plan Tasks	Evidence and Measures	Responsible Team	Completion Date
We will support a well-managed private rented sector.	Support the growth of the PRS by providing landlords and tenants with education, training, and dispute resolution services	Ensure Private Landlord Support Officer actively involved in cases where private tenants are at risk of homelessness and seek support.	Monitor the number of homelessness cases involving the Private Landlord Support Officer. In 2024/25, there were 19 cases referred from the Housing Options/Homelessness Team.	Private Sector Housing Team	Review progress annually
		Monitor the implications of the Housing (Scotland) Bill for stakeholders in the private rented sector.	Monitor progress of Bill and develop an Action Plan for its implementation. Ensure that landlords are informed of latest developments in relation to the Bill.	Private Sector Housing Team	Review progress annually

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APPENDIX 2 - LOCAL HOUSING STRATEGY CONSULTATION FEEDBACK

Our Approach to Consultation

Consultation for the Local Housing Strategy 2025-2030 was carried out as part of the Your Place, Your Plans, Your Future engagement exercise used to help inform the production of a number of the Council's key strategies and proposals.

Between 24 March and 18 May 2025, 2,087 citizens took the opportunity to inform our developing Local Housing Strategy 2025-30. The level of engagement compares favourably with the 53 responses returned to the consultation on our previous Local Housing Strategy.

Of those who took part, 987 completed the survey (615 online and 372 paper copies), 134 took part in a locality event and 379 in facilitated outreach sessions. There were also 587 children and young people who took part in a children and young people designed version.

Considerable time has been spent reviewing the data and suggestions made for the 'Housing and Communities' theme, but consideration has also been given to the scores and comments in other linked themes to help inform the shaping of a more person centric Local Housing Strategy.

Throughout this analysis, areas for consideration/inclusion in our final Local Housing Strategy are recorded in red.

When looking at the totality of returns, Housing and Community scored 4.2 (out of 7 overall), one of the highest scoring themes. Of concern, however, is the lack of influence and control reported given that we know that a sense of agency can help build positive mental health and wellbeing. The draft Local Housing Strategy will be reviewed to determine if more opportunities exist to build agency, influence, and a sense of control.

Mean scores for all participants

The highest-ranking themes were:

1. Natural space (5)
2. Play and recreation (4.3)
3. Facilities and services (4.2)
4. Social interaction (4.2)
5. Feeling safe (4.2)

The five lowest ranking themes were:

1. Influence and sense of control (3.3)
2. Traffic and parking (3.4)
3. Work and Economy (3.7)
4. Care and Maintenance (3.8)
5. Public Transport (3.8)

Table 1: Scoring by question

	1 (Very bad)	2	3	4	5	6	7 (Excellent)	Mean	Base
Housing and Community	7.6%	8.8%	14.6%	24.5%	24.1%	14.8%	5.6%	4.2	1,033
Facilities and Services	7.3%	7.3%	13.1%	30.3%	23.3%	14.2%	4.5%	4.2	1,144
Feeling Safe	7.3%	7.1%	14.3%	30.5%	19.6%	15.9%	5.3%	4.2	1,219
Identity and Belonging	6.4%	9.2%	13.2%	30.5%	21.9%	13.1%	5.6%	4.1	998
Social Interaction	5.5%	8.6%	14.9%	26.4%	28.1%	11.3%	5.2%	4.2	1,087
Influence and Sense of Control	17.8%	13.1%	18.8%	27.7%	14.7%	5.5%	2.4%	3.3	951

Table 2: Comparisons with 2023

Theme	2023	2025	Change between 2023 and 2025
Facilities and Services	3.9	4.2	0.3
Housing and Community	4	4.2	0.2
Social Interaction	4	4.2	0.2
Feeling Safe	4.1	4.2	0.1
Identify and Belonging	4.1	4.1	0
Influence and Sense of Control	3.3	3.3	0

Table 3: Number of comments received per theme.

Place Standard Tool Themes	Number of 'good' comments	Number of 'improve' comments	Total number of comments (per theme)
Facilities & Services	558 (4)	644 (5)	1202
Housing & community	340	142	482
Social Interaction	354	374	728
Identity & belonging	269	338	607
Feeling safe	330	554	884
Influence & sense of control	223	433	656
TOTAL	5,896	7,537	13,433

'We need more spaces where people can drop in for help and guidance if they are feeling a need for support."

Comparison with previous engagement

Table 2 compares the mean scores from this engagement with the mean scores from a similar engagement in 2023. The scores show a very slight improvement in 4 areas, including housing and community, but show limited progress across 2 key themes. This further suggests that we have more to do in helping build a sense of influence and sense of control.

Comments made by respondents

A total of 13,433 comments were received across each of the 14 Place Standard themes.

Table 3 below highlights the number of comments received for each of the key themes we have a particular interest in.

Interestingly, analysis by the number of comments by priority area shows considerable variation in the level of positivity. Those living in Central were most likely to identify more areas for improvement across a number of themes, followed by those in the north and then south. This emphasises the need to take a community centred approach wherever possible.

In addition to giving careful consideration to the comments received around the 'housing and community' theme, comments across other themes have been reviewed to extract those helpful in informing the Local Housing Strategy. Our draft Local Housing Strategy will be reviewed to ensure that all opportunities to address the comments are utilised.

Facilities and services

Safety: Participants mention issues with antisocial behaviour, drug use, and general neglect of public areas. They call for initiatives to address substance use and homelessness. This area was also raised in 2023.

Feeling safe

Alcohol and Drug use: Participants raised people being under the influence of Alcohol and Drugs and the impact of this and that it makes people feel nervous. "*Antisocial behaviour and lots of people around the city are clearly under the influence of drug and/or alcohol."*

Support for mental health and substance use**:** Participants raise that those struggling with substance use issues aren't getting the support they need, leading to increased crime. "*More spaces where people can drop in for help and guidance if they are feeling a need for support."*

Student population: Greater accountability from student landlords and the University to prevent antisocial behaviour by students.

Mean Scores by Locality

Locality areas (Central, North, and South) data is available for 949 (out of 1,500) adult participants (815 from the survey and 134 from the locality events). Of these, 231 were identified as belonging to a Priority Neighbourhood. Consistent with the overall results, Influence and sense of control was lowest across all three localities.

Table 4 shows the 5 highest and 5 lowest ranking themes for each locality. To make it easier to identify differences between localities, themes which appear in one list, but not in either of the others are shaded blue. The Housing and Community theme is highlighted in yellow and generally viewed more positively.

Table 5 shows the mean scores for each of the themes by locality area (as well as the overall score to allow easy comparison). To give a crude indication of where differences may exist, the lowest scores for each theme are highlighted in red.

Those living in the Central are most positive about facilities and services but scored lower around their sense of identify and belonging.

Those living in the North were more positive about social interaction but felt least safe.

Those living in the South, have a more positive experience of housing that those living in other priority areas, but are more critical of facilities and services, have more limited social interaction and feel the least ability to influence and control.

When scores are compared with those collected in 2023 (Table 6) , modest improvements are noted in housing and community. however, those in North now feel less safe, those in central feel that they have less identify and belonging and those in south report poorer facilities and services, feel less safe and less influence and control. This further emphasises the need to be community centric wherever possible.

Table 4: 5 highest and lowest ranking themes by locality area

	Central	Mean	North	Mean	South	Mean
5 Lowest scoring themes	Influence and Sense of Control	3.4	Influence and Sense of Control	3.4	Influence and Sense of Control	3.2
	Traffic and Parking	3.5	Traffic and Parking	3.5	Traffic and Parking	3.3
	Moving Around	3.8	Care and Maintenance	3.8	Work and Economy	3.7
	Work and Economy	3.8	Work and Economy	3.9	Public Transport	3.7
	Public Transport	3.9	Public Transport	3.9	Moving Around	3.7
5 Highest scoring themes	Natural Spaces	4.9	Natural Spaces	5	Natural Spaces	4.9
	Facilities and Services	4.3	Play and Recreation	4.3	Housing and Community	4.4
	Play and Recreation	4.2	Housing and Community	4.2	Play and Recreation	4.2
	Housing and Community	4.2	Social Interaction	4.2	Feeling Safe	4.2
	Feeling Safe	4.2	Identify and Belonging	4.2	Identify and Belonging	4.1

Table 5: Comparison of mean scores by Locality

	Overall		Central		North		South	
Theme	Mean	Base	Mean	Base	Mean	Base	Mean	Base
Facilities and Services	4.2	1,144	4.3	266	4.1	303	3.9	256
Housing and Community	4.2	1,033	4.2	263	4.2	299	4.4	259
Social Interaction	4.2	1,087	4.1	256	4.2	294	4	250
Feeling Safe	4.2	1,219	4.2	270	4	301	4.2	267
Identify and Belonging	4.1	998	4	261	4.2	286	4.1	254
Influence and Sense of Control	3.3	951	3.4	245	3.4	277	3.2	247

Table 6: Comparison of locality mean scores with 2023.

	Central			North			South		
	2023	2025	Change	2023	2025	Change	2023	2025	Change
Facilities and Services	3.9	4.3	0.4	3.7	4.1	0.4	4.0	3.9	-0.1
Housing and Community	3.9	4.2	0.3	4.2	4.2	0.0	4.0	4.4	0.4
Social Interaction	4.1	4.1	0.0	3.9	4.2	0.3	4.0	4	0.0
Identity and Belonging	4.1	4.0	-0.1	4.2	4.2	0.0	4.0	4.1	0.1
Feeling Safe	4.0	4.2	0.2	4.1	4	-0.1	4.3	4.2	-0.1
Influence and Sense of Control	3.1	3.4	0.3	3.3	3.4	0.1	3.4	3.2	-0.2

Figure 7a: Mean Scores, Priority Neighbourhoods

	Central PNs		North PNs		South PNs	
	Theme	Mean	Theme	Mean	Theme	Mean
Lowest	Influence and Sense of Control	3.3	Traffic and Parking	3.5	Influence and Sense of Control	3.2
	Traffic and Parking	3.4	Care and Maintenance	3.6	Traffic and Parking	3.3
	Streets and spaces	3.6	Influence and Sense of Control	3.7	Care and Maintenance	3.4
	Moving Around	3.7	Streets and spaces	3.7	Streets and spaces	3.9
	Work and Economy	3.7	Feeling Safe	3.8	Feeling Safe	3.9
Highest	Natural Spaces	4.7	Natural Spaces	4.9	Public Transport	4.7
	Play and Recreation	4.3	Play and Recreation	4.6	Social Interaction	4.5
	Feeling Safe	4.1	Identify and Belonging	4.4	Identify and Belonging	4.4
	Facilities and Services	4.1	Public Transport	4.4	Natural Spaces	4.3
	Identify and Belonging	4.1	Facilities and Services	4.3	Moving Around	4.3

Figure 7b: Mean Scores, Priority Neighbourhoods

	Overall		Central PNs		North PNs		South PNs	
Theme	Mean	Base	Mean	Base	Mean	Base	Mean	Base
Identity and Belonging	4.3	187	4.1	58	4.4	82	4.4	47
Social Interaction	4.2	183	4	56	4.2	82	4.5	45
Facilities and Services	4.2	195	4.1	60	4.3	86	4.1	49
Housing and Community	3.9	192	3.7	57	4	84	4	51
Feeling Safe	3.9	203	4.1	61	3.8	87	3.9	55
Influence and Sense of Control	3.5	177	3.3	53	3.7	79	3.2	45

Table 8: Comparison of locality mean scores with 2023.

	Central Priority Neighbourhoods			North Priority Neighbourhoods			South Priority Neighbourhoods		
	2023	2025	Change	2023	2025	Change	2023	2025	Change
Facilities and Services	3.6	4.1	0.5	3.4	4.3	0.9	3.7	4.1	0.4
Housing and Community	3.9	3.7	-0.2	3.4	4	0.6	3.2	4	0.8
Social Interaction	4.0	4	0.0	3.9	4.2	0.3	3.9	4.5	0.6
Identity and Belonging	3.9	4.1	0.2	3.9	4.4	0.5	3.9	4.4	0.5
Feeling Safe	3.8	4.1	0.3	3.5	3.8	0.4	4.0	3.9	-0.1
Influence and Sense of Control	3.1	3.3	0.2	3.0	3.7	0.7	3.1	3.2	0.1

Mean Scores by Priority Neighbourhood

Priority neighbourhoods: A total of 231 participants were identified as belonging to a Priority Neighbourhood (77 Central PNs, 99 North PNs and 55 South PNs). To give an 'at a glance' indication of where differences may exist, Table 7a shows mean scores for the priority neighbourhoods in each locality. On the whole, the pattern is broadly similar for the three priority neighbourhood groups however, Housing and Communities does not feature in the highest scoring, suggesting that those living in lower SIMD quintiles have a far more negative experience of housing. It will be important to target our Strategy on those living in lower SIMD deciles.

Table 7b shows the mean scores for each of the themes by locality area (as well as the overall score for all priority neighbourhoods). To give a crude indication of where differences may exist, the lowest scores for each theme are highlighted in red. (Note: in some cases, two scores have been highlighted – the same score in both areas.)

Those who live in central, are considerably less happy with housing and community, identity and belonging, social interaction and facilities and services. This could indicate a need to more widely review the delivery of council services across Central in order to understand and take action.

Table 8 shows the mean scores for each theme for the priority neighbourhoods for 2023 and 2025, with a column showing the change. Where there has been an improvement (higher in 2025) this is highlighted in green and where the score is lower in 2025 this is highlighted in red.

It can be seen that less positive change has been seen across Central, confirming the need to explore this is more detail.

Mean Scores by SIMD

Data on SIMD quintile was available for 592 participants. Of these, 12.2% were in quintile 1, 23.6% were in quintile 2, 15% were in quintile 3, 13.9% were in quintile 4 and 35.6% were in quintile 5.

Overall scores are charted in the figure on the right, exemplifying the considerable difference in reporting based on SIMD quintile with the most variance seen across the housing and community theme.

Table 9 shows the highest and lowest ranking themes within each SIMD quintile.

Influence and Sense of Control is consistently scored low across all SIMD quintiles.

To make it easier to identify some differences, the themes in the highest or lowest rankings which appear in one group but not in any of the others have been highlighted in blue. Housing and Community is highlighted in yellow.

Table 10 further exemplifies the very different feelings about housing and community based on SIMD quintile and signals a need to look at different ways of supporting those living in SIMD 1. This will be progressed through our work to develop our Family Support Model.

Mean scores by SIMD Quintile

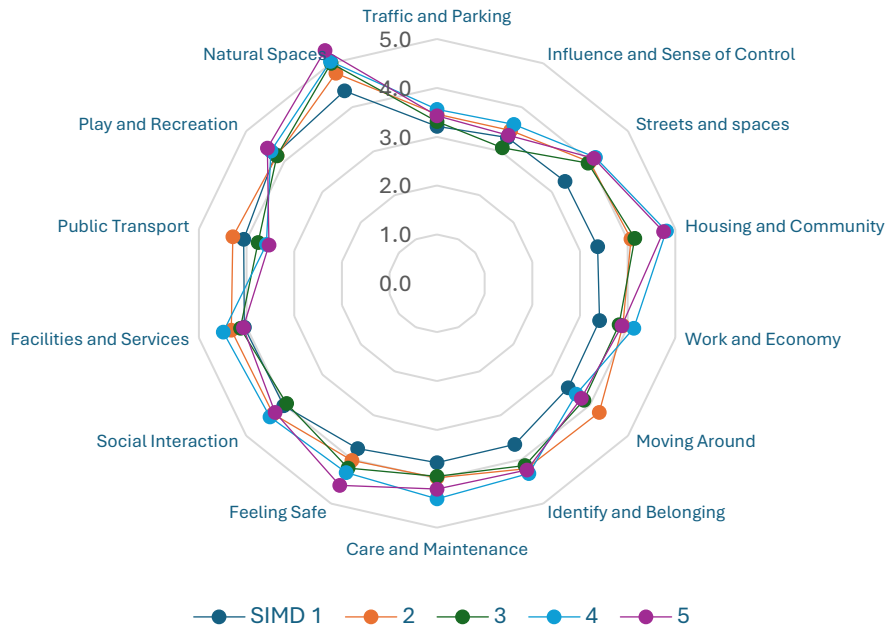


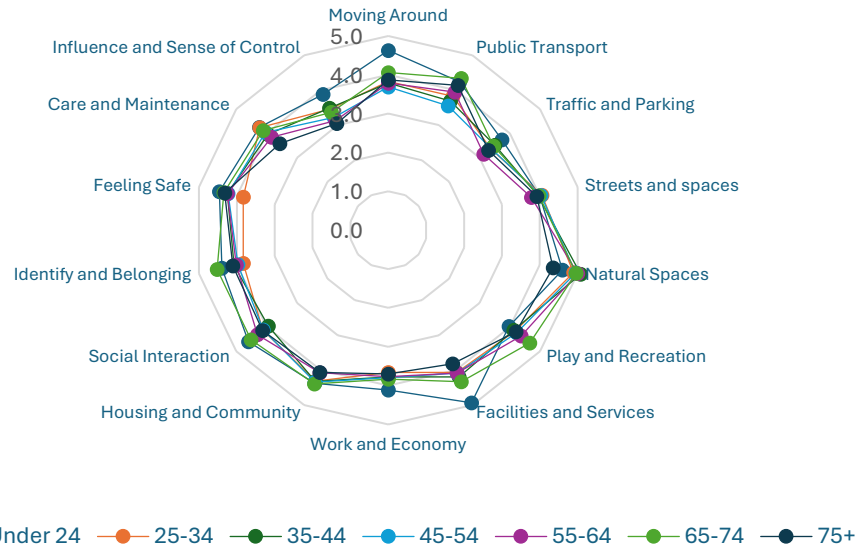
Table 10: Comparison of mean scores by SIMD

Theme	SIMD 1	SIMD 2	SIMD 3	SIMD 4	SIMD 5	All	Base
Facilities and Services	4.1	4.3	4.1	4.5	4.1	4.2	534
Housing and Community	3.4	4.1	4.2	4.8	4.8	4.3	529
Social Interaction	4.0	4.3	3.9	4.4	4.2	4.2	527
Identify and Belonging	3.7	4.2	4.1	4.3	4.2	4.2	522
Feeling Safe	3.8	4.0	4.2	4.3	4.6	4.3	545
Influence and Sense of Control	3.3	3.5	3.1	3.6	3.4	3.4	515

Table 9: Highest and lowest ranked themes by SIMD Quintile

	SIMD 1 (most deprived)	SIMD 2	SIMD 3	SIMD 4	SIMD 5 (least deprived)
Lowest	Traffic and Parking	Traffic and Parking	Influence and Sense of Control	Traffic and Parking	Influence and Sense of Control
	Influence and Sense of Control	Influence and Sense of Control	Traffic and Parking	Public Transport	Traffic and Parking
	Streets and spaces	Work and Economy	Public Transport	Influence and Sense of Control	Public Transport
	Housing and Community	Care and Maintenance	Work and Economy	Moving Around	Moving Around
	Work and Economy	Streets and spaces	Moving Around	Work and Economy	Work and Economy
Highest	Natural Spaces	Natural Spaces	Natural Spaces	Natural Spaces	Natural Spaces
	Play and Recreation	Facilities and Services	Feeling Safe	Housing and Community	Housing and Community
	Public Transport	Public Transport	Play and Recreation	Facilities and Services	Feeling Safe
	Facilities and Services	Social Interaction	Housing and Community	Care and Maintenance	Play and Recreation
	Social Interaction	Moving Around	Identify and Belonging	Social Interaction	Social Interaction

Mean Scores by Age



Mean scores by Age Group

The chart to the left shows the overall scores by age group. Interestingly there is very little variation by age group around the housing and community theme.

Table 11a shows the highest and lowest ranking themes for each age group. To make it easier to identify some differences, the themes in the highest or lowest rankings which appear in one group but not in any of the others have been shaded blue. Housing and Community is highlighted in yellow.

Table 11b below shows the mean scores for each of the themes by age group (as well as the overall score for all age groups combined). To give a crude indication of where differences may exist, the lowest scores for each theme are highlighted in red. (Note: in some cases, more than one score has been highlighted – the same score.)

Table 11a: Comparison of mean scores by age

	0-24	25-34	35-44	45-54	55-64	65-74	75+
	Theme	Theme	Theme	Theme	Theme	Theme	
Lowest	Traffic and Parking	Traffic and Parking	Influence and Sense of Control	Influence and Sense of Control	Influence and Sense of Control	Influence and Sense of Control	Influence and Sense of Control
	Influence and Sense of Control	Influence and Sense of Control	Traffic and Parking	Traffic and Parking	Traffic and Parking	Traffic and Parking	Traffic and Parking
	Play and Recreation	Work and Economy	Public Transport	Public Transport	Work and Economy	Work and Economy	Care and Maintenance
	Streets and spaces	Public Transport	Work and Economy	Moving Around	Streets and spaces	Streets and spaces	Work and Economy
	Work and Economy	Identify and Belonging	Moving Around	Work and Economy	Moving Around	Moving Around	Facilities and Services
Highest	Facilities and Services	Natural Spaces	Natural Spaces	Natural Spaces	Natural Spaces	Natural Spaces	Natural Spaces
	Moving Around	Housing and Community	Housing and Community	Housing and Community	Play and Recreation	Play and Recreation	Feeling Safe
	Social Interaction	Care and Maintenance	Feeling Safe	Feeling Safe	Social Interaction	Social Interaction	Play and Recreation
	Natural Spaces	Play and Recreation	Facilities and Services	Play and Recreation	Feeling Safe	Identify and Belonging	Social Interaction
	Feeling Safe	Social Interaction	Play and Recreation	Social Interaction	Facilities and Services	Housing and Community	Public Transport

Table 11b: Comparison of mean scores by age

Theme	Under 24	25-34	35-44	45-54	55-64	65-74	75+	All	Base
Facilities and Services	4.9	4.1	4.2	4.1	4.1	4.3	3.8	4.2	663
Housing and Community	4.4	4.3	4.3	4.3	4.1	4.4	4.1	4.3	660
Social Interaction	4.6	4.1	4.0	4.1	4.3	4.5	4.1	4.2	654
Identify and Belonging	4.4	3.8	4.1	4.0	4.0	4.5	4.1	4.1	652
Feeling Safe	4.5	3.8	4.3	4.2	4.3	4.3	4.3	4.2	673
Influence and Sense of Control	3.9	3.5	3.5	3.2	3.1	3.4	3.1	3.4	629

Children and Young People

Youth participation groups, Aberdeen Youth Movement and the Young Ambassadors took a leading role in designing and delivering engagement approaches for children and young people to have their say. The Young Ambassadors created activities focused on under 12s for locality events and Aberdeen Youth Movement hosted lunchtime roadshows at 5 of our secondary schools.

Table 12 shows the scoring for each of the 14 themes. With the exception of 'Housing and Homes' the most common response was 'OK.' The most common response for 'Housing and Homes' was 'Great.'

Key themes emerging from Young Ambassador feedback suggests that our young people would welcome improvements to the look of our homes and be more family friendly. This feedback will be considered as we finalise our Local Housing Strategy.

Feedback from the Aberdeen Youth Movement roadshows in Table 13.

Streets, squares, and buildings were scored lowest, alongside having their say and being listened to.

Generally, there is evidence that young people who engaged in priority areas were less positive about streets, squares, and buildings than their peers. St Machar scored particularly low. This should be considered as the Local Housing Strategy is developed.

Table 12: Themes from Young Ambassador engagement

Theme	What is good now?	Percentage	What would make it better?	Percentage
Housing and community	The houses feel like they are a home	90.9%	Homes could look better/the place could be more friendly for families	44.4%
	There are green gardens/ there are small houses	81.8%	More small houses/more big houses	22.2%
	There are homes that look good/ there are big houses/ there are more families	72.2%	There could be more green gardens/more flats/the houses could feel more like a home/the housing could be more of a variety of shapes and sizes/ Less rubbish in the streets and less graffiti would hugely improve the look of the buildings	11.1%

Table 13: Mean scores from Aberdeen Young Movement engagement

Category	Mean Score	Base
Streets, squares, and buildings	4.7	429
Play, hang out, games and hobbies	4.9	435
School, libraries, shops, and services	4.8	429
Meeting and talking with people	4.9	425
Having our say and being listened to	4.7	430
Public Transport	5.2	423
Walking and wheeling	4.7	7

Strategy Proposals

Participants were asked to consider some of the emerging priorities for the Local Housing Strategy.

Table 15 highlights that there was broad agreement with the emerging thinking for the Local Housing Strategy.

Table 15: Strategy Proposals

Housing and community	Overall % Yes	Central % Yes	North % Yes	South % Yes
Proposal 1: We will work collaboratively to support a sufficient supply of housing across all tenures to meet the varying needs of our citizens and to make homelessness rare, brief, and non-recurring.	**89.1%** **(Base = 746)**	92.2% (Base = 218)	91.1% (Base = 236)	86.1% (Base = 209)
Proposal 2: We are committed to enhancing the condition of all homes, including improving their energy efficiency which will help to alleviate fuel poverty.	**88.5%** **(Base = 742)**	92.1% (Base = 214)	93.5% (Base = 230)	84.1% (Base = 208)
Proposal 3: We will help to create thriving, inclusive communities across the city which support independent living and involve local people in decision making about the places they want to live.	**93.3%** **(Base = 686)**	93.6% (Base = 204)	93.9% (Base = 229)	92.3% (Base = 183)

The below table captures the recurring themes and key issues highlighted in the various consultation events that have been held, as well as more in-depth reviews of the draft Local Housing Strategy which have been submitted by a number of partner organisations. The feedback is separated by strategic priority area and details the action that will be taken in light of these comments, ensuring that the final strategy reflects the improvements that stakeholders wish to see.

Priority	You said	We did	Source	Changes made and page nos.
Adequate supply of housing	No mention of National or Local Housing Emergency More commentary on this required in relation to housing supply.	Narrative on the national and local housing emergency will be included within the amended Local Housing Strategy.	Institute of Health Equity (IHE) Bancon Homes Homewards Homes for Scotland Your Place, Your Plans, Your Future Event	Foreword, Pg 3 Housing Supply, Pg 25 More narrative added in relation to the housing emergency. This is also referenced in the evidence base.
	Need more detail on the extent to which different measures in the targets and delivery plan will meet Strategic Priorities.	Each of the Strategic Priorities has a working group of stakeholders, meetings are planned with these stakeholders which will enable us to provide the current baseline and aspirational targets and measures in the delivery plan. Taking this approach will help us monitor the impact of changes made and ensure strategic priorities are met.	IHE	Our Priorities, Pg 23 Text has been added regarding the LHS Delivery Plan and stakeholder consultation.
	We are not clear that the building set out in the affordable housing section is sufficient.	Housing Supply targets are in the process of being set and will be considered in the Housing Supply Target paper which will form part of the final LHS.	IHE	Housing Supply, Pg 25 More narrative has been added around the delivery of affordable housing.
	More could be made of the role of **private developers** shaping health and wellbeing. We have specific recommendations around the role of that sector here.	This will be considered in the Local Housing Strategy final draft. This will be shared with planning as should also be considered within the LDP.	IHE	Promote Health Through Housing, Evidence, Pg 35 More narrative has been added around the influence of private developers, referring to the IHE research.

Priority	You said	We did	Source	Changes made and page nos.
Adequate supply of housing	Refer to new homes built by private sector developers – are they also gold standard?	Reference that private developers are responsible for design and delivery of their accommodation. Must meet building standards.	IHE	Housing Supply, Pg 24 Text has been added which makes it clearer that the Gold Standard is for social homes.
	In the targets and delivery plan for affordable housing there is no detail on new build of social housing which seems to be an omission.	The Housing Supply Targets are in the process of development which will include the spilt between market and affordable homes. The LHS will be updated to reflect this as they form a key part of the document.	IHE	Housing Supply, Pg 25-26 More text has been added around affordable housing delivery and also the housing supply targets.
	Homes for Scotland report has identified that existing need across Scotland is far greater than is being accounted for in HNDA tool scenarios. This alongside recent positive net migration should be reflected in an ambitious Housing Supply Target that exceeds MATHLR. To do otherwise may fuel the housing emergency and place an artificial limit on growth and job creation.	Housing Supply targets are in the process of being set and will be considered in the Housing Supply Target paper. HST must be realistic and deliverable, but there is no certainty of funding for the delivery of affordable housing which makes this more difficult. The HNDA 3 methodology attempted to account for shortcomings in the HNDA tool by utilising a High Migration Plus scenario which was assessed as robust and credible by the CHMA and has been used as the starting point for the HST. HST will exceed MATHLR.	Bancon Homes Homes for Scotland Your Place, Your Plans, Your Future Event	Housing Supply Pg 26 As above. More recent migration data has been added to the LHS introduction, Pg 4. HST Methodology Paper included more information regarding HNDA scenarios and HST/MATHLR.
	HST should consider the economic aspirations of the city and the North East region, which is to become an Energy Transition Zone. Transition to renewable energy will create jobs and need more homes for these people to live.	Housing Supply targets are in the process of being set and will be considered in the Housing Supply Target paper.	Bancon Homes	HST Methodology Paper

Priority	You said	We did	Source	Changes made and page nos.
Adequate supply of housing	The split between market and affordable homes identified in the HNDA tool is unrealistic and underestimates demand for market housing. HST for both affordable and market should take this into account.	The Housing Supply Targets for the Delivery plan are in the process of development which will include detailed assessment of the demand for both private sector and market housing.	Bancon Homes	HST Methodology Paper
	Council should consider different mechanisms for delivering a range of affordable housing types and take a more flexible approach on the proportion of different types delivered on each site to meet affordable requirements. Alternative delivery options are detailed in Planning Advice Note 2/2010.	This is already considered and articulated within the SHIP and LDP. Aberdeen Planning Guidance – preference is for on-site social rent to enable sustainable and mixed communities.	Homes for Scotland Your Place, Your Plans, Your Future Event	SHIP/LDP
	Draft LHS fails to suitably reference the importance in delivering market homes, both to support a range of choice, and also to support the delivery of affordable homes through Section 75 agreements.	The housing supply targets have yet to be finalised and will take account of the importance of market housing in the overall supply of housing in the city. Aberdeen is not entirely reliant on S75 sites as many developments of 100% affordable housing are also delivered.	Homes for Scotland	HST Methodology Paper Housing Supply, Pg 25 Text has been added regarding the delivery of market homes.
	Draft LHS must be amended to reflect the interlinkages between housing delivery across different tenures, and to note support for the delivery of market homes.	Housing Supply targets are in the process of being set and will be considered in the Housing Supply Target paper.	Homes for Scotland	HST Methodology Paper Housing Supply, Pg 25 Text has been added regarding the delivery of market homes.

Priority	You said	We did	Source	Changes made and page nos.
Adequate supply of housing	HNDA toolkit often estimates that most of the demand for affordable housing is for social rent. This is due to the inherent inefficiencies in the model.	This is a national issue, and consideration will be given when setting the Housing Supply Target. Aberdeen Planning Guidance states that on-site social rent is preferred. The number of households on our waiting lists also demonstrate that social rented homes are very much needed.	Homes for Scotland	HST Methodology Paper
	More detail in relation to the SHIP – the extent to which the SHIP helps to meet unmet housing need, how budget cuts will affect the programme, any implications due to RAAC?	This is covered in the supporting evidence base paper. The SHIP is updated annually and will reflect the ongoing issues for RAAC affected households.	Homewards	Evidence Base/SHIP
	More information on links between Shire and City – e.g. land supply around the borders and also how migration between areas affects planning for housing.	The HNDA and the evidence paper provides further information. However, we will review and include a comment to reflect this.	Homewards	Text has been added to the Introduction, referring to the HNDA and that we work collaboratively with Aberdeenshire Council. Pg 4
	More contextual analysis of the owner and rented markets, private and affordable housing supply, affordability, social housing turnover, voids and disaggregated spatial analysis of social demand and supply. Notes that this is in the evidence base however would want more depth of analysis.	This forms part of the supporting evidence base paper and HNDA. We will review our high-level analysis to add greater depth of analysis.	Homewards	This in-depth analysis is included in the HNDA and the LHS Evidence Base.

Priority	You said	We did	Source	Changes made and page nos.
Adequate supply of housing	"Affordable housing must be in areas with adequate public transport, cycling and walking/wheeling links." While not all developments may not be able to be accessible by all modes due to their location it is critical that there is a choice of modes, to ensure developments are accessible by people who do not have access to a car.	This forms part of the LDP and the planning process. This feedback will be passed to colleagues in Planning.	Nestrans	LDP
	An example was referred to of a developer having 1 year to get grant funding or pay a commuted sum. More creative ways of delivering affordable housing are required in the event of grant funding not being available. There needs to be a framework to achieve this.	This is being considered at Scottish Government level. Agree that more certainty for affordable housing funding is required. To date, all developments have been able to proceed in Aberdeen due to the ways that the AHSP is managed.	Your Place, Your Plans, Your Future Event	Housing Supply Text has been added around the uncertainty of grant funding. Pg 25
	The Council is delivering affordable housing to a very high specification. The gold standard sought is too high to allow sufficient margins for developers. It may need to be that high a standard for specialised provision but perhaps a lower standard to general affordable housing would make them more deliverable.	This will be shared with the Council's Corporate Landlord and Capital Clusters for consideration as part of the Council's new build programme. We will undertake an evaluation of the Gold Standard to help determine our direction of travel for inclusion in the LHS.	Your Place, Your Plans, Your Future Event	Corporate Landlord to take forward the evaluation with Housing. Text has been amended in relation to the Gold Standard. Housing Supply. Pg 24 An action relating to this evaluation has been added to the Delivery Plan.
	Need more information on the disconnect between properties available and the demand, e.g. oversupply of 2-bed accommodation.	There is commentary in the evidence paper on this and the HNDA shows that there is sufficient supply of 2-bed homes in Aberdeen. The biggest demand is for 1 bed homes and larger family homes.	Your Place, Your Plans, Your Future Event	Evidence Base and HNDA. Delivery of homes through the SHIP is for 1-bed and family homes.

Priority	You said	We did	Source	Changes made and page nos.
Adequate supply of housing	Many buildings were described as being run-down and in need of repair, with issues such as peeling paint, broken windows, and overgrown vegetation. Young Ambassador feedback also suggested that our young people would welcome improvements to the look of our homes and be more family friendly. The strategy needs to say more about condition and suitability.	A new Housing Asset Management Plan is being developed which will include details on cyclical maintenance and capital investment. The supporting evidence base includes a section on house condition in the social and private sector; we will ensure this comment is reflected within final documentation.	Your Place, Your Plans, Your Future Event Young Ambassador feedback	Development of AMP is referenced in Housing Quality/Energy Efficiency Pg 38 Young Ambassador feedback covered in Evidence Base.
	Suggestion that a five-year rolling funding for Affordable Housing would be more appropriate and provide more certainty to RSLs/developers.	We would be supportive of this to ensure adequate planning for the delivery of affordable housing and provides certainty for all parties involved in the delivery of homes across the city.	Your Place, Your Plans, Your Future Event	Housing Supply, Pg.25 Text has been added in relation to the five-year rolling funding suggestion.

Priority	You said	We did	Source	Changes made and page nos.
Placemaking with communities	Under the **Children, Families and Lifelong Learning section** add that good quality, affordable housing in places which feel safe impacts positively on children and young people's physical and mental health and educational attainment. Consider including that in the Local Housing strategy key role box. Ensure that private developers are required/requested to support better place-making and involve communities including through developer contributions and via social value contracting including in areas beyond their development. Also opening up facilities in their developments to communities. https://www.instituteofhealthequity.org/resources-reports/building-health-equity-the-role-of-the-property-sector-in-improving-health	We will review and LHS will be updated to reflect this. This will be considered within the LDP.	IHE	Children, Families and Lifelong Learning Pg 6 Narrative has been added around impact of good quality housing and key role box has been updated as suggested.
	Nestrans welcomes the reference to “quality placemaking” but notes that there is an ongoing need for integration between new developments and transport to ensure people can access without using a car.	This forms part of the planning process.	Nestrans	LDP
	Need to ensure we are reflecting latest population and migration trends, as well as the need to accommodate 17,000 jobs by 2030.	The population trends will be reviewed in light of new information being released as part of the Census. The supporting evidence base provides more detail on population/migration.	Your Place, Your Plans, Your Future Event	More recent migration data has been added to LHS introduction. Pg.4
	In some areas there is a resistance to further housing provision, ACC needs to be able to ‘sell’ this to communities.	Consideration will be given to how this might be best taken forward through consultation events.	Your Place, Your Plans, Your Future Event	Planning applications are consulted upon through planning process and LDP itself.

Priority	You said	We did	Source	Changes made and page nos.
Placemaking with communities	Those living in lower SIMD quintiles have a far more negative experience of housing. It will be important to target our Strategy on those living in lower SIMD deciles.	This links with the focus on the social determinants of health work, fuel poverty and house condition and will be considered within the Delivery Plan actions.	Your Place, Your Plans, Your Future Event	Placemaking with Communities, Pg 27 More information has been added around deprived areas. Key indicator added around SIMD 1 and 2 areas into the Delivery Plan.
	Need to take a community centred approach wherever possible and ensure that communities feel more involved in decision making processes and know how their ideas and feedback have been taken into account.	This forms part of our existing work and further actions will be considered within the development of the Delivery Plan, with a particular focus on the feedback loop.	Your Place, Your Plans, Your Future Event	More text has been added regarding the feedback loop to an existing action around engagement within the Delivery Plan.
	Participants raised people being under the influence of alcohol and drugs makes people feel nervous and questions the accessibility of services. There was a proposal to develop more spaces where people can drop in for help and guidance if they are feeling a need for support.	This could be considered in conjunction with ACHSCP's strategic plan and in the development of the Community Learning and Development Plan. Actions will be considered in the development of the Delivery Plan.	Your Place, Your Plans, Your Future Event	Text has been added regarding the Phoenix Project into LHS. Homelessness, Pg 31
	A call for greater accountability from student landlords and the University to prevent antisocial behaviour by students.	This may not be within the remit of the LHS. We could work in partnership with ASB team/universities and Police Scotland to determine the scale of the problem.	Your Place, Your Plans, Your Future Event	No comment required in LHS.

Priority	You said	We did	Source	Changes made and page nos.
Homelessness	The strategy refers to increasing numbers of displaced families – more on how their needs can be catered for, perhaps utilising student accommodation would be welcome.	The supporting evidence base suggests the need for larger family homes. Most student accommodation is one-bed. The link with the Asylum and Dispersal Plan will be made explicitly clear in the LHS.	IHE	We have now referenced and linked to the local Resettlement Delivery Plan on Pg 6.
	Strong recommendations and ambitions – explicitly refer to improvements in health, reduced use of health care.	We will review the text, identify targets, and monitor within the Delivery Plan.	IHE	This will be reflected in the Delivery Plan targets for Promote Health Through Housing and Independent Living.
	No reference to health care system – include focus on healthcare services not discharging people back to the streets but into supported housing and addiction services etc. e.g. https://www.pathway.org.uk/about-us/	The Delayed Discharge Liaison Group monitors people who are delayed in hospital due to housing issues including homelessness. Phoenix Future project is currently being established in the city – this could be referenced either in the document or the supporting evidence base. An assessment will be made on the adequacy of current arrangements to inform how this is presented in the LHS.	IHE	Actions related to delayed discharge have been added in to Delivery Plan. Text has been added around Phoenix Futures in Homelessness on Pg 31.
	Prince William's foundation is donating £3 million to make homelessness 'rare, brief and unrepeated'. Despite this significant investment, the draft LHS is mute on this.	We can review and include detail on the project.	IHE Bancon Homes	Funding is 3m total across all locations. 500k per flagship location to support the delivery of Homewards Local Action Plan Text has been added which highlights the funding available. Homelessness, Pg 31

Priority	You said	We did	Source	Changes made and page nos.
Homelessness	Homelessness chapter should make more reference to the housing emergency and what this means for the Rapid Rehousing Transition Plan.	This will be actioned and fully reflected within the Delivery Plan	Homewards	Homelessness, Pg 31 Reference has been made regarding the housing emergency.
	Targets to tackle homelessness need to be more ambitious.	These will be reviewed and monitored through the Delivery Plan.	Your Place, Your Plans, Your Future Event	Delivery Plan
	The Strategy needs to do more than simply adopting the Royal Foundation's slogan of making homelessness rare, brief, and non-recurring. It must actively try to achieve this rather than simply targeting to reduce the number of people rough sleeping by 20% by 2030.	The delivery plan will detail actions being taken across all areas of homelessness.	Bancon Homes	Homelessness, Pg 31 Text has been added that clarifies Delivery Plan actions will contribute to the Royal Foundation's goal.

Priority	You said	We did	Source	Changes made and page nos.
Promote independent living in communities	Increasing the availability of adapted housing to meet the needs of an ageing population is an additional important consideration. Use NHS estates which are not well used to identify sites for adapted living and supported housing.	We have included a target for both affordable and private sector wheelchair accessible properties in the document. It has not been possible to access these in the past. Any NHS site would need to be purchased by council or RSL to support the development of housing. There has been no funding to support this.	IHE	These targets are present in the Independent Living section, Pg 33.
	Wheelchair accessible housing is more expensive to build and deliver than regular housing. There is a desire for clarity on who writes the specification for this type of housing, and for a recognition that there are different needs for different people.	This is a national issue that is being considered as part of the introduction of an Accessible Homes Standard for all new homes by 2026. Any ongoing actions will be captured in the Delivery Plan; the new standard will be reflected in the LHS.	Your Place, Your Plans, Your Future Event	Independent Living, Pg 32 and 33 Text has been added around the SAHS and current expectations regarding the delivery of wheelchair homes.
	One developer cited an example where they fit standard kitchens into houses, but can then lower the level of the kitchen if required (so the countertops are accessible from wheelchairs etc.) This was done as an alternative to inputting accessible kitchens by default as it was more cost-effective and was believed to achieve the same outcome. There are seemingly examples of this being done in Highland Council which Aberdeen City Council could perhaps look at/learn from.	That has been included within the design of ACC/RSL properties within the city. This comment will be shared with Corporate Landlord/Capital for consideration going forward.	Your Place, Your Plans, Your Future Event	This has been noted and will be considered within future design.
	If there are to be targets to deliver wheelchair housing, developers need to be clear what specifications they must meet. A national target may be more appropriate than a local target as an ageing population is a national issue, not just a local one.	We will monitor the progress with the implementation of the Accessible Homes Standard that is due to be introduced in 2026 which should begin to address this.	Your Place, Your Plans, Your Future Event	As above, Pg 32 and 33.

Priority	You said	We did	Source	Changes made and page nos.
Promote health through housing	Overall, there is insufficient focus on overcrowding as a driver of poor health and other outcomes or at least an estimate of extent of overcrowding in Aberdeen City and who is most affected.	We will review the evidence in relation to this. It is most likely we will have access to data on ACC stock and can request similar from RSLs.	IHE	Overcrowding is referenced on Pg 14, Health and Social Care. The HNDA provides details on overcrowding and the steps ACC will take to address this. The health impacts of overcrowding will be considered in the next HNDA.
	The Health and Social Care (Children and Young People) section explicitly mention the role of housing in shaping physical and mental health. Ditto for the section for adults. In the key role box include affordability and access to outdoor space for better physical and mental health. Helpful section – to note though that health is part of all the other priority areas as well. Positive to see the marmot city work being introduced.	We will include as suggested.	IHE	There is already a comment about affordability and improved health outcomes in the key role box. Text added in relation to outdoor space, Pg 15.
	Could strengthen the health impact part by indicating that poor quality, unaffordable and overcrowded housing also directly worsen mental health and have indirect impacts on health such as increased poverty, worse education, increasing social isolation which negatively impact health and the social determinants of health. Also overcrowding increases infectious disease transmission and worsen mental health.	We will review and include a comment to reflect this and consider any additional actions required in the delivery plan around overcrowding.	IHE	This is referenced on Pg 15 and states that this is something we consider in our housing policies.
	Strengthen opportunities for people to shape their own outcomes, ensuring that engagement with vulnerable groups is inclusive, respectful, and person-led	We will continue to work with key stakeholders in relation to the development of the LHS/Delivery Plan. We will further strengthen our work to elicit and be informed by lived experience through our on-going review of tenant participation.	Your Place, Your Plans, Your Future Event	This is covered in Delivering the Strategy, Pg 43.

Priority	You said	We did	Source	Changes made and page nos.
Promote Health through housing	Focus on ensuring that all services which access people in their homes are able to support people in their lives – through referrals to other services, such as skills programmes, debt referral services, adult learning, youth programmes, and benefits to which they may be entitled, e.g. fire services do this when they access people's homes to offer fire safety advice. Health care practitioners can directly liaise with housing to identify and require support for people whose health is being affected by housing. Community health workers who visit people in their homes to offer health and other advice.	We will continue to work with partner organisations to promote and improve this. This will be strengthened in our Delivery Plan.	IHE	An action has been added into the Delivery Plan around MEOC.

Priority	You said	We did	Source	Changes made and page nos.
Housing quality and energy efficiency	Make clearer links between energy inefficient housing and the negative impact it has on health and healthcare costs.	More information is in the supporting evidence base; we will review and reference within the final LHS document.	IHE	Text has been added to Promote Health Through Housing around the links between energy inefficiency and poor health, referring to IHE research. Pg 34
	Refer to role of private sector development and ensuring quality in private development and in private rental sector in shaping health.	More information is in the supporting evidence base; we will review and reference within the final LHS document.	IHE	This has been added to Promote Health Through Housing as per a previous comment from IHE. Pg 35
	Nothing on state of repair of existing stock.	More information is in the supporting evidence base; we will review and reference within the final LHS document.	IHE	There is a comment in the LHS already stating that all social providers have a high level of SHQS and EESSH compliance. Full stats are in evidence base.
	Investment in new sustainable homes is necessary to support the transition to renewable energy in the city.	More information is in the supporting evidence base; we will review and reference within the final LHS document.	Bancon Homes	Housing Quality and Energy Efficiency: What does the evidence say? Pg 37 Text has been added to reflect this comment.
	EPCs calculations do not work, SG consulted and published the responses in Jan 2025.	EPC calculations are out with our control.	Your Place, Your Plans, Your Future Event	No comment in LHS required.

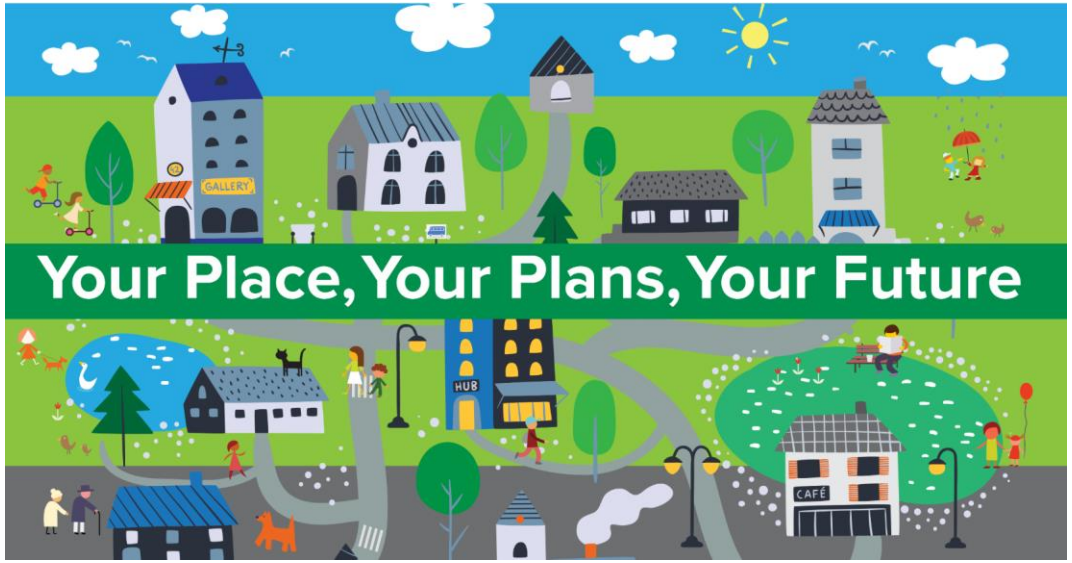
Priority	You said	We did	Source	Changes made and page nos.
Private rented sector	The number of private rentals has been decreasing, and it would be useful to understand why and specifically if this has been driven by an increase in short lets and the extent to which requirements to retrofit have played into decisions of landlords to sell?	More information on this is included within the supporting evidence base documentation. We will include some high-level analysis on this trend in the LHS.	IHE	PRS, Pg 39 More detail on this can be found in the evidence base but have added some more text on this in the LHS.
	The methodology for the strategy development is unclear, but if you have not engaged with private landlords regarding the support they need to meet energy efficiency improvements then we encourage this.	The Scheme of Assistance includes details on support for private sector and includes information on energy efficiency. This is a key policy associated with the LHS and will be made clear in the LHS.	IHE	Reference to SoA has been added in to the PRS section, Pg 40.
	Make clearer links to health harm of energy inefficient housing and costs to health care which result.	We will review the current text and update.	IHE	Text has been added to Promote Health Through Housing around the links between energy inefficiency and poor health. Pg 34
	Refer to role of private sector development and ensuring quality in private development and in private rental sector in shaping health.	We will review the current text and update.	IHE	This has been added to Promote Health Through Housing as per a previous comment from IHE. Pg 34-35
	Nothing on state of repair of existing properties.	The supporting evidence base contains information of housing quality. We will ensure this is referenced in the final draft.	IHE	Reference to SHCS data has been added when talking about private sector properties. Pg 37

Priority	You said	We did	Source	Changes made and page nos.
General feedback	Stronger commentary on Housing Emergency throughout the document.	This will be actioned in the final draft.	IHE Bancon Homes Homewards Homes for Scotland Your Place, Your Plans, Your Future Event	Foreword, Pg 3 Housing Supply, pg.25 As per previous comment, more narrative has been added in relation to the housing emergency.
	Data in the introduction is outdated, particularly in relation to population and migration. Summary provided in the introduction is overall too downbeat and appears to accept the declining population and the negatives that are associated with this.	We will review the data and update in final draft if appropriate.	Bancon Homes	More recent migration data has been added to the introduction, Pg 4.
	Aberdeen City Council have an existing Housing Emergency Action Plan which has a strong focus on improved data management and a Housing Dashboard. Should this dashboard be used to monitor the delivery of the Local Housing Strategy? Also querying the Council's capacity to optimise data use to help make informed decisions.	The LHS will be supported by a Delivery Plan that will take account of this data.	Homewards	Delivery Plan.
	Desire for LHS to present and consider different plausible futures/scenarios, given Aberdeen's historic reliance on one industry which has in the past significantly impacted the housing market.	This will be considered in the Housing Supply Target paper.	Homewards	HST Methodology Paper.
	COSLA Board Paper to be taken into Housing SMT to consider implications for the Local Housing Strategy.	This will be actioned.	Strategy Board	Consideration given to paper.
	Include a logic model to show connection and flow between determinants and show overall theory of change.	This will be actioned.	Strategy Board	Logic Model has been developed and added to the LHS.

Who Provided Feedback?

Stakeholders that attended consultation events:

Aberdeenshire Council
Housing developers
Registered Social Landlords (Places for People, Castlehill HA)
Barratt
Haliday Fraser Munro
THE
Brodies
Ryden
Berryhill
Chamber of Commerce
Burness Paull
McTaggart and Mickel
Neil Rothnie



Stakeholders that submitted written responses to the draft LHS:

Bancon Homes
Homes for Scotland
Homewards
Institute of Health Equity
Nestrans

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CITY COUNCIL

www.aberdeencity.gov.uk/services

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APPENDIX 3 - LOCAL HOUSING STRATEGY

Housing Supply Target Methodology Paper

1. Introduction and Purpose

1.1. Aberdeen City Council and Aberdeenshire Council jointly produced the Housing Need and Demand Assessment (HNDA) 3, which was assessed as being 'robust and credible' by the Scottish Government's Centre for Housing Market Analysis in January 2024.

1.2. The HNDA provides estimates of the number of additional homes required to meet housing need and demand in the future. These estimates are considered when setting the Housing Supply Target (HST) in the Local Housing Strategy (LHS).

1.3. The Local Housing Strategy Guidance 2019 states that the HST is 'the estimated level of additional housing that can actually be delivered on the ground, over the period of the plan' and notes that it is 'a policy interpretation of the HNDA'. Various factors may impact on the pace and scale of housing delivery, which can result in a HST target that is lower or higher than the housing estimate in the HNDA.

1.4. The purpose of this paper is to set the HST for the Local Housing Strategy 2025-2030 for Aberdeen City and explain the methodology used to determine this target. This paper is a collaborative document produced by Aberdeen City Council's Housing Strategy team and Planning team. Aberdeenshire Council were also consulted during the process due to both areas sharing strategic documents, such as the HNDA and Housing Land Audit, and to ensure that the approach taken by both local authorities to set the HSTs aligns where necessary.

1.5. The HST covers the Aberdeen City local authority area only and not the wider Aberdeen Housing Market Area (AHMA). The AHMA contains the entirety of Aberdeen City, while also containing parts of the Aberdeenshire local authority area. The remainder of Aberdeenshire is contained within the Rural Housing Market Area (RHMA).

1.6. Aberdeenshire Council have already set a HST for both their part of the AHMA and the RHMA in their Local Housing Strategy 2024-2029. The HST for Aberdeen City, which this methodology paper will set, can be added to the Aberdeenshire Council HST for the AHMA to give a total HST for this Housing Market Area.

1.7. The next Local Development Plan for Aberdeen City will use the HST set in this methodology paper as the basis for setting the Local Housing Land Requirement (LHLR). The National Planning Framework 4 requires a LHLR to be set for the whole of the local authority area and does not refer to housing market areas.

2. Housing Need and Demand Assessment (HNDA) 3

2.1. The HNDA sets out a range of scenarios which estimate housing need, each of which was based on a different set of assumptions. These estimates were produced by modelling demographic and economic scenarios and inputting them into the HNDA Tool (Version 4.0) provided by the Scottish Government.

2.2. The HNDA tool projects the number of new households who will require housing by using household projections produced by the National Records of Scotland. The tool also considers the number of existing households who need to move to more suitable housing.

2.3. Four economic scenarios were modelled, each with a different set of variables that were input into the HNDA tool to provide a range of estimates of future housing need in the city. The differing variables in the scenarios included level of migration, income growth and the tenure split in the city. The HNDA tool then calculates housing affordability and provides total future housing requirements over a twenty-year period, split by tenure.

2.4. Of the four scenarios modelled, Scenario 4: High Migration Plus is viewed as the preferred scenario for Aberdeen City from the HNDA 3. This scenario utilised the high migration setting included in the HNDA tool, while adding an estimated future need figure that considered the impact of refugees, asylum seekers and resettlement groups on housing demand.

2.5. High Migration Plus has been selected as the preferred scenario from the HNDA 3 due to the belief that the existing need calculation within the HNDA tool was an underestimate of housing demand in the city. This has been supported by a report commissioned by Homes for Scotland titled “Existing Housing Need in Scotland” which argued that levels of existing need across Scotland are higher and more complex than is being accounted for within the HNDA tool.

2.6. High Migration Plus was modelled due to the desire for a scenario which factored in future housing need from refugee, asylum seeking and resettlement groups, as the conflict in Ukraine began during the development of the HNDA. As reported in the Independent Living section of the Local Housing Strategy 2025-2030 Evidence Base, demand from these groups has been particularly high in Aberdeen in recent years. As a result, Aberdeen City Council’s preferred scenario differs from Aberdeenshire Council’s choice of the High Migration scenario.

2.7. The output from Scenarios 1-3 from the HNDA were seen as too low to meet future housing need, which is why the High Migration Plus scenario was modelled. Further information on this can be found in Chapter 4 of the HNDA 3.

2.8 Table 01 below shows the results of Scenario 4: High Migration Plus when input into the HNDA tool.

Table 01: HNDA Scenario 4 (High Migration Plus) – New homes required per year by tenure 2023 – 2042.

	2023-2027	2028-2032	2033-2037	2038-2042	20 Year Total	20 Year p.a.
Social Rent	325	239	177	135	4,380	219
Below Market	203	129	126	97	2,775	139
Private Rent	165	93	88	55	2,005	101
Owner Occupied	277	172	173	127	3,745	188
Total p.a.	970	633	565	413	12,905	646
Affordable p.a.	528	368	303	232	7,155	358
Market p.a.	442	265	262	182	5,750	289

Source: HNDA Tool (2020)

2.9 While this HNDA scenario has been selected as the basis of the HSTs that will be set in this methodology paper, the figures presented by this scenario require adjustment in order to ensure the HSTs are ambitious, realistic and deliverable. This will be further explored in Section 5 of this paper.

3. National Planning Framework (NPF4)

3.1. The National Planning Framework 4 is a national long-term spatial strategy for Scotland, which sets spatial principles, regional priorities, national developments and planning policy. NPF4 outlines how the Scottish Government and local authorities will work to improve people's lives by creating sustainable, liveable, and productive places.

3.2. NPF4 sets a Minimum All Tenure Housing Land Requirement (MATHLR) for each local authority area. The MATHLR is the minimum amount of land, by reference to the number of homes, that is to be provided by each planning authority in Scotland for a 10-year period. The Scottish Government expect the MATHLR figure to be exceeded by the Local Housing Land Requirement contained within each local authority's respective Local Development Plan in order to promote an ambitious and plan-led approach.

3.3. The Scottish Government take an evidence-based approach to calculating the MATHLR that considers existing need, household projections and levels of housing completions between 2010 and 2019. There is also a flexibility percentage that is applied which represents a contingency of land to allow for changes in sites going forward.

3.4. Published as part of NPF4, the MATHLR for Aberdeen City was set at 7,000 homes. The Scottish Government reached this figure by calculating an initial default estimate utilising the HNDA Tool, before submitting these estimates to local authorities for consultation. Each local authority was asked to consider the initial default estimate for their local authority area and given the opportunity to adjust these figures based on local information and policy drivers. Local authorities were also asked to benchmark the estimate against completions data in their area.

3.5. Aberdeen City Council and Aberdeenshire Council jointly consulted with Scottish Government in 2021 to produce the revised estimate their MATHLR figures. For Aberdeen City, a MATHLR of 7,000 homes was reached, as seen in Table 02 below. This estimate is similar to the level of housing completions between 2010 and 2019.

Table 02: MATHLR for Aberdeen City

Initial Default Estimate	Locally Adjusted Estimate	Proposed MATHLR	Finalised MATHLR	Completions (2010-2019)
4,750	7,000	7,000	7,000	7,734

Source: National Planning Framework 4 Housing Land Requirement Explanatory Report

3.6. Evidence suggested that the initial default estimate provided by the Scottish Government underestimated the level of market demand and housing need in Aberdeen at the time of the MATHLR consultation in 2021. The Scottish Government's initial estimate was based on principal migration projections from the National Records of Scotland for Aberdeen.

3.7. Aberdeen City Council and Aberdeenshire Council worked with Scottish Government to ensure that the suggested high migration projections were used instead, as it was believed that the principal projection was at risk of underestimating future growth.

3.8. A revised MATHLR based on the high migration projections were seen to be a more accurate representation of homes required over a ten-year period, based on the previous annual build rates in the city. This was then adopted as the finalised MATHLR figure for Aberdeen City.

4. Setting the Housing Supply Target

4.1. The previous HST for Aberdeen City was set in the Aberdeen City and Shire Strategic Development Plan which was approved in August 2020 . The publication of Strategic Development Plans is no longer required, and they have been replaced by NPF4. The new HST will therefore be set in the Local Housing Strategy 2025-30 through this methodology paper.

4.2. The previous HST was based on indicative targets provided in the Aberdeen City Local Housing Strategy 2018-2023. These indicative targets utilised the results of the Principal Growth scenario modelled in the Aberdeen City and Aberdeenshire HNDA 2017.

4.3. Table 03 below shows the previous HST for Aberdeen City, which used the indicative targets from the Local Housing Strategy 2018-2023 as a basis. The targets were refined based on information from Aberdeen City and Shire Housing Land Audits to produce targets considered to be realistic and deliverable in terms of historic rates of delivery and future anticipated growth, while remaining ambitious.

Table 03: Previous Housing Supply Target for Aberdeen City

2016-2019			2020-2032			2033-2040			2016-2040
Affordable	Market	Total	Affordable	Market	Total	Affordable	Market	Total	Global Total
1,365	2,535	3,900	5,005	9,295	14,300	3,276	6,084	9,360	27,560

Source: Aberdeen City and Shire Strategic Development Plan 2020

4.4. The Local Housing Strategy 2025-2030 will set an annual HST for market and affordable homes which will cover the lifespan of this strategy.

4.5. This HST will consider the MATHLR figure produced by the Scottish Government and Aberdeen City Council, as well as the housing estimates produced using the HNDA Tool in the Aberdeen City and Aberdeenshire HNDA 3, published in January 2024.

4.6. As per the Local Housing Strategy Guidance published by the Scottish Government, the HST will also consider factors that may have a material impact on the pace and scale of housing delivery.

4.7. This includes economic factors which may impact on demand and supply, capacity within the construction sector, potential inter-dependency between delivery of market and affordable housing at the local level, availability of resources, likely pace and scale of delivery based on completion rates, recent development levels, planned demolitions, planned new and replacement housing or housing being brought back into effective use.

Economic Factors Impacting Supply and Demand

4.8. The UK Government are establishing a number of Investment Zones across the UK, including two in Scotland. Aberdeen is part of the North East region Investment Zone which is expected to be supported by up to £80 million in targeted investment over a five-year period. The region's status as an Investment Zone has the potential to attract further investment and promote economic growth. The North East Investment Zone will focus on the transition to renewable energy, as well as digital and tech sectors, and is expected to generate around £1.7bn of private investment and support up to 18,000 jobs.

4.9. Aberdeen City has also benefited from investment received through the City Region Deal, an agreement between the UK Government and the Scottish Government with Aberdeen City Council, Aberdeenshire Council and Opportunity North East. The City Region Deal is in the eighth year of a ten-year programme, with discussions in place regarding the implementation of the next phase of City Region Deals in Scotland. A list of the projects funded under the deal can be found in the City Region Deal Annual Report, including the Net Zero Technology Centre and City Network Extension.

4.10. These funding streams form part of the Regional Economic Strategy which aims to transform the North East economy by supporting economic growth and encouraging people to live, work and invest in the city. This level of sustained investment in the city's economy has the potential to generate increased employment opportunities in the city and increase the demand for housing. Projects such as SSEN Transmissions' 'Pathway to 2030' programme are an example of this, with 400 employees recruited in the North East in 2024.

4.11. Aberdeen also benefits from investment through the Just Transition Fund, which is a £500m commitment from the Scottish Government to support the North East and Moray to transition towards Net Zero. This will help to lessen the economic dependence on carbon-intensive industries and promote sustainable economic growth.

4.12. As reported in the Regional Economic Strategy there has, however, been a decline in working age population in the North East which may limit the potential that these investments and projects have to contribute to economic growth in the region. As reported in the HNDA, there is an ageing population in the North East which increases the proportion of people who are economically dependent. These changing demographics may have a detrimental impact on the North East economy due to challenges such as workforce shortages in key sectors as the working population ages.

4.13. Initiatives such as ABZ Works and the Local Employability Partnership can help to mitigate workforce and skill shortages by providing training opportunities and employability support, particularly for young people.

4.14. The North East Quarterly Economic Survey indicates that the cost of both labour and raw materials is creating significant pressure on local businesses, with survey results also indicating that the North East is experiencing proportionally higher cost pressures in these areas than the national average. These costs can have a detrimental impact on the provision of housing and overall economic growth.

4.15. As reported in the HNDA, average house prices in Aberdeen reached their peak in 2015 where they were significantly higher than the Scottish average, however fell sharply in the years after due to the effect of the downturn in the oil and gas industry in the city. A recent report from the Registers of Scotland indicates that Aberdeen now has the lowest median prices of all cities in Scotland, and the only city to have a drop in residential prices since 2018/19.

4.16. Despite this, data from ASPC indicates that there have been signs of encouragement in the local housing market throughout 2024 such as a growth in the number of transactions in Quarter 3, with an increase of around 10% on Quarter 2's figures and a 21% increase compared to Quarter 3 2023. Although these could be seen as signs that the housing market is recovering, it is difficult to interpret the current trajectory of the housing market in Aberdeen, and this will be monitored moving into delivery of the Local Housing Strategy.

Capacity within Construction Sector

4.17. Research from the Construction Industry Training Board indicates that between 2018 and 2022, there has been a national decline in the number of employees in the sector, with Aberdeen City and Shire being highlighted as one of the areas which has experienced a notable downturn.

4.18. In line with the workforce reduction, there was a significant increase in the number of job vacancies posted in this sector in Aberdeen City and Aberdeenshire between 2021 and 2023, suggesting that there is a high level of demand which cannot be met by the local workforce.

4.19. Evidence also suggests that this sector is being affected by shortages of skilled workers, with a recent survey from the Federation of Master Builders indicating that 40% of members have had their jobs affected by a lack of skilled tradespeople in Quarter 3 2024, for example through job delays or cancellations.

4.20. This survey also reported that the outgoing costs for businesses are increasing in the sector, with 51% of members reporting an increase in wage costs and 65% reporting a rise in the cost of raw materials.

4.21. This is supported by the Scottish Housing Market Review which shows that the overall construction cost of new public and private housing increased by an annual 3.4% in July 2024. The rate of increase, however, has fallen significantly from the peak of 22% in 2022.

4.22. As reported in Aberdeen City Council's Strategic Housing Investment Plan 2025-2030, the cost of materials and contractors within this sector is having a detrimental impact on the council's ability to deliver housing projects. While the price volatility in relation to construction cost appears to be levelling off, as shown by the Scottish Housing Market Review data, the overall cost of housebuilding has still increased significantly in recent years.

4.23. This was one of the constraints which led to the council pausing two of its new build housing projects and carrying out value engineering processes to reduce costs. The rising costs, alongside uncertainty over future funding has a detrimental impact on the council's ability to plan future affordable housing sites with any certainty.

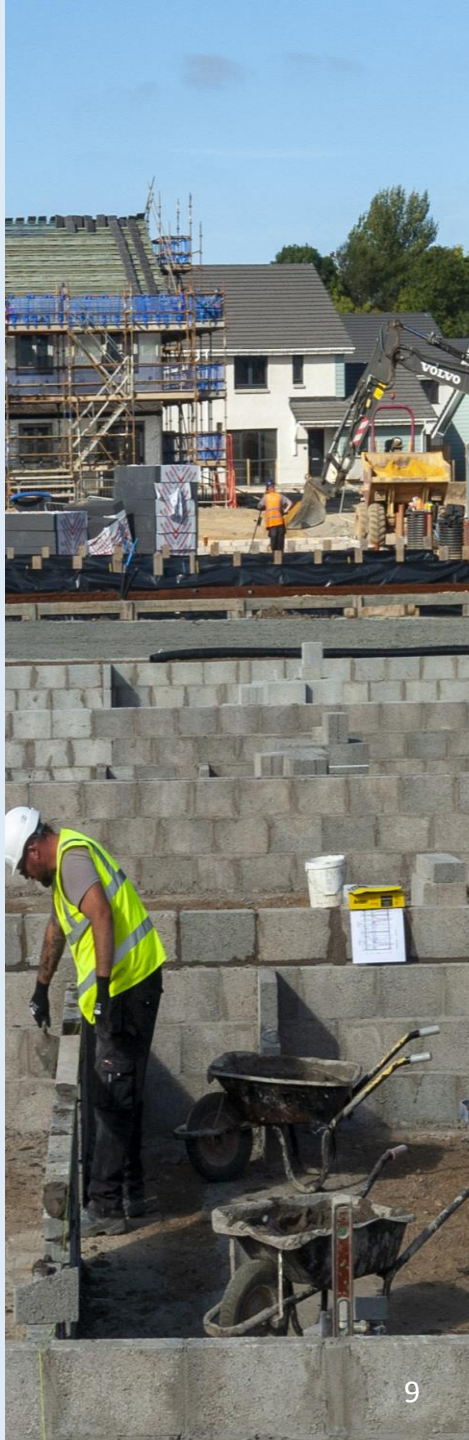
4.24. Workforce challenges and increase in construction costs have also affected independent housebuilders, as evidenced by Stewart Milne Homes entering administration in early 2024, leading to uncertainty surrounding the future of a number of local property developments.

4.25. The UK is currently in the midst of a 'cost of living crisis' which saw the prices of goods and services rise by 9.6% in the year to October 2022, which was the fastest growth rate in four decades according to the Office of National Statistics. People are still being affected by this increase in the cost of living which is having a detrimental impact on the affordability of mortgages, consequently reducing demand for new housing.

Inter-Dependency Between Delivery of Market and Affordable Housing

4.26. Aberdeen City Council's affordable housing policy states that housing developments of five homes or more are required to contribute no less than 25% of the total number of homes as affordable housing on the site.

4.27. This policy ensures that the delivery of market housing also creates affordable housing provision in the city. The council aims to maximise the delivery of affordable housing in the city by working with affordable housing providers to achieve this 25% target, in addition to utilising funding from the Scottish Government's Affordable Housing Supply Programme.



4.28. Over the lifespan of the previous Local Housing Strategy (2018/19-2023/24), there were 3,097 affordable homes delivered. A significant proportion of the affordable housing provision in the city is dependent on the provision of market housing, however the SHIP delivers affordable housing through Section 75 agreements and non-Section 75 agreements.

4.29. Aberdeen City Council meets regularly with the Scottish Government and Registered Social Landlords (RSLs) to ensure that affordable housing projects are progressing and to mitigate any development constraints that may have arisen. Council officers are also consulted on planning applications which presents opportunities to direct developers to RSLs to discuss affordable housing requirements.

4.30. Many RSLs in Aberdeen do not have the financial capacity to compete with developers for the acquisition of sites, therefore the SHIP is reliant on S75 agreements to contribute to the provision of affordable housing in the city.

Availability of Resources

4.31. As reported in the SHIP, there is currently uncertainty over future funding for affordable housing projects. Over the period 2025/26-2029/30, there is the potential to complete 2,485 affordable homes based on current proposed projects. In order for this number to be achieved, it is estimated that there would be a requirement for grant subsidy of £277m.

4.32. Affordable Housing Supply Programme Resource Planning Assumptions have not yet been issued beyond 2025/26 which makes detailed planning for the delivery of affordable housing challenging.

4.33. This lack of certainty may also impact the delivery of market housing where sites have mixed tenures. This may particularly be the case in Aberdeen where there is a number of large strategic master planned sites with long term delivery programmes over the next decade that may be impacted by the uncertainty around grant funding for affordable housing.

4.34. A number of these sites are due to deliver affordable housing through Section 75 legal agreements, and Aberdeen City Council are currently unable to confirm which projects can be prioritised post 2025/26. There is the risk that developers will provide a commuted sum rather than delivering affordable housing, which will potentially exacerbate the existing housing emergency in the city.

4.35. According to the most recently published Housing Land Audit in 2024, the ten-year deliverable land supply for Aberdeen City is 8,871 with the post ten-year deliverable land supply being 7,847. This produces a total deliverable supply of 16,718. The number of deliverable homes should be greater than, or equal to the housing supply target for the ten-year period concerned.

4.36. The figures from the Housing Land Audit indicate that the total land supply for housing in Aberdeen City exceeds the MATHLR figure and the proposed housing supply targets, which will be discussed in further detail in section five of this report.

Completion Rates and Recent Development Levels

4.37. The Housing Land Audit 2024 shows that there were 9,830 housing completions in Aberdeen City over a 10.25 year period between 2014 and 2023/24, which is around 959 completions annually. The actual number of annual completions has fluctuated, however, with the peak being 1,448 in 2021 and the lowest being 659 in 2020. It is important to note that the impact of the Covid pandemic is likely responsible for both of these numbers, with a drop in completions during the early stages and then a significant increase once operations resumed in 2021.

4.38. Anticipated projections for 2024/25 to 2033/34 estimate an average annual completion figure of 860 homes. Future programmed completions often appear high in the first few years from the base date of the audit then tail off in later years. In reality, completions are likely to be maintained at a steadier rate as it becomes clear which sites will come forward first and build rates are adjusted by developers in response to the local market situation.

4.39. The MATHLR is 7,000 homes over a ten-year period which would provide an annual target of 700 homes. The HST should exceed the MATHLR as per Scottish Government guidance, and actual and anticipate completions figures suggests that this would be achievable.

4.40. As mentioned in paragraph 4.27, there were 3,097 affordable homes delivered over the lifespan of the previous Local Housing Strategy (2018/19-2023/24). There were 3,240 market homes delivered during this same period, which provides a tenure split of 49% affordable and 51% market homes.

4.41. This split between market and affordable may be challenging to deliver in the future due to availability of grant funding for affordable housing and uncertainty over future funding. This is explored further in Section 5 of this report.

4.42. Achieving the HST for affordable housing is dependent on the availability of future funding and capacity within the affordable housing sector, as well as the volume of market housing being built which generates a proportion of affordable homes.

Demolitions

4.43. There were 305 dwellings demolished in Aberdeen between 2018/19 and 2022/23. The vast majority of these were local authority stock, with only three demolitions not falling into this category. Prior to 2018/19, the last demolition occurred in 2012/13. The Scottish Government provides statistics on demolitions for each local authority area and acknowledges that they likely provide an underestimation of private sector demolitions.

4.44. Reinforced Autoclaved Aerated Concrete (RAAC) was discovered in properties within the Torry area of Aberdeen following concerns that were raised nationally regarding the safety of this concrete as a building material. 366 council properties and 138 privately owned properties were found to be affected by the presence of RAAC, and it was determined in August 2024 that the optimal option was to demolish the affected properties and re-build.

4.45. Currently there are no other planned demolitions, however the Council's Asset Management Plan may potentially provide further clarity on this when published.

New and Replacement Housing or Housing Brought Back into Use

4.46. The housing land supply figures within the Housing Land Audit suggests that there is a sufficient supply of land within Aberdeen to deliver new housing if demand were to increase.

4.47. The SHIP indicates that there is the potential to deliver 2,485 new affordable homes in Aberdeen between 2025/26-2029/30.

4.48. Aberdeen City Council's Empty Homes Service has helped bring 952 empty residential properties back into use between 2020/21 and 2023/24. This helps to address housing need in the city by utilising existing housing stock and reduce pressure on new-build stock.

4.49. Aberdeen City Council also operates a Buy-Back scheme where properties that were formerly owned by the council are reacquired for use as affordable housing. 434 properties have been brought back into use through this scheme as of 31 March 2024. This scheme utilises existing stock in the city to meet demand for affordable housing, reducing pressure on new-build stock. Currently, however, the scheme has been paused due to resource pressures until 2026.

5. Proposed Housing Supply Targets

5.1. The factors discussed in Section 4 above shows that there are both positive and negative impacts on housing supply and it needs to be acknowledged that there is uncertainty in this analysis and targeting. Section 5 of this report will attempt to set an HST based on the substantive evidence currently available.

5.2. Table 04 below shows the proposed HSTs that have been set following consideration of the HNDA housing estimates, the MATHLR figure and the various factors described in Section 4 of this report that are impacting the pace and scale of housing delivery in Aberdeen. The rationale for this figure will be detailed in Section 5.

Table 04: Proposed Housing Supply Targets 2025-2030

MATHLR	Adjustment	HST p.a. for 10-year period	Total HST for 10-year period	Proportion of Affordable Homes	Proportion of Market Homes
7,000	+26%	880	8,800	25%	75%

5.4. The methodology used in the MATHLR consultation response can assist in informing the HSTs for this Local Housing Strategy.

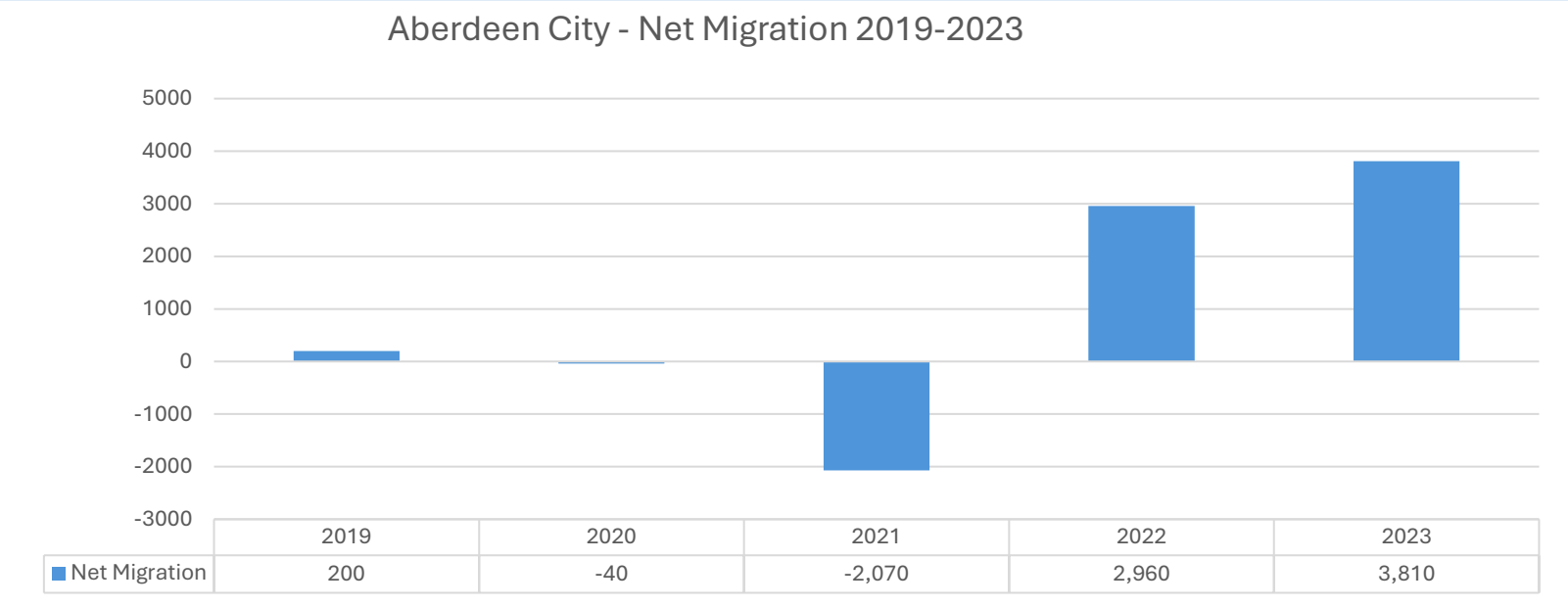
5.5. The MATHLR consultation response considered the following factors when determining whether the MATHLR figure was appropriate:

- Net migration
- Historic completions
- Existing housing need

5.6. In the MATHLR response, it was reported that there was a downward trend in net migration in Aberdeen City following the downturn in the oil and gas sector in 2015. After a consistently positive net migration between 2005 and 2015, the city experienced negative net migration between 2016-2018. The MATHLR response suggested that this was a short-term reaction rather than a long-term trend, supported by the return to a positive net migration in 2019 which was the latest available data at the time of the consultation.

5.7. Data published since 2019, however, indicates that net migration in the city has been fluctuating in recent years as shown in Figure 01 below. Although net migration was negative in 2020 and 2021, there has been a strong upturn in 2022 and 2023.

Figure 01 – Net Migration in Aberdeen City, 2019-2023



Source: National Records of Scotland

5.8. While there has been strong positive migration in 2022 and 2023 which may indicate the beginning of an upward trend, it is important to note that since 2015, there have only been three years with a positive net migration (2019, 2022 and 2023). Data for 2024 is not yet available, however when published this will provide further clarity on whether net migration is experiencing a sustained period of positive growth. The recent upward trend is reflective of the national picture, and as reported by National Records of Scotland, and is strongly influenced by international migration.

5.9. In the MATHLR response paper, it was argued that if principal population projections were used to estimate housing need and demand, there would be a risk of underestimating future growth. The recent positive net migration in 2022 and 2023 supports the selection of High Migration Plus as the preferred scenario from the HNDA and starting point for the HST.

5.10. The HNDA High Migration Plus scenario, despite recognising that the HNDA tool potentially underestimated housing need and effort being made to factor in additional need from refugees and asylum-seeking groups, produced figures which are arguably still not ambitious enough to deliver housing need in Aberdeen City.

5.11. Although this scenario initially produces an estimated need of 970 homes annually until 2027, which would be significantly above MATHLR, this drops to 633 between 2028-2032 and continues to decline thereafter, with the average number of homes over the scenario period being 646.

5.12. The average number of annual homes falls below MATHLR, so there is a need for the HST to be more ambitious than the figures produced by the HNDA scenario.

5.13. Research published by Homes for Scotland suggests that the HNDA tool is significantly underestimating existing housing need in Scotland by only focusing on homeless households in temporary accommodation and overcrowded households with at least one concealed family.

5.14. The Scottish Government's existing need figures therefore do not include those living in properties in poor condition, overcrowded households, those in need of adaptations and those with financial struggles due to housing related costs. Homes for Scotland estimate that 28% of households in Scotland have one or more forms of housing need. If this percentage were applied to the number of households in Aberdeen, this would be around 30,624 households.

5.15. The Local Housing Strategy evidence base shows that the Aberdeen City Council waiting list had 6,554 applicants as of 31 March 2024. This figure alone is close to the MATHLR figure and suggests that demand for local authority affordable housing is high. Several of the larger RSLs operating in Aberdeen City and Aberdeenshire utilise These Homes, a Choice-Based Lettings platform for advertising affordable rental properties. The waiting list on this platform was 10,371 in 2024 according to the Local Housing Strategy evidence base, although there is likely some crossover with the Aberdeen City Council and Aberdeenshire Council waiting lists. This again suggests a high demand for affordable properties.

5.16. Despite 806 affordable homes being delivered in 2023/24, this number will decline in the coming years due to a reduction in funding from the Scottish Government and overall uncertainty over future funding streams. This has been evidenced in the 2024/25 affordable housing completions with 459 homes being delivered.

5.17. Resource Planning Assumptions (RPA) have not been issued by the Scottish Government beyond 2025/26. If the 2025/26 RPA for Aberdeen City was used as an estimate for future funding years, this would provide around £16m of funding per year for affordable housing provision in Aberdeen.

5.18. Based on past Scottish Government affordable housing investment benchmarks, this funding could deliver around 160 affordable homes per year. While this could be seen as a realistic and deliverable target, it is also important that the target for affordable housing is ambitious to reflect the level of demand for this type of housing in Aberdeen.

5.19. The affordable housing need produced in the High Migration Plus scenario is an average of 358 homes annually, although this drops considerably after 2027 to produce an average number of 301 annual completions over the remainder of the scenario period.

5.20. It is important to note, however, that the HNDA tool runs produce a tenure split between market and affordable that may be challenging to deliver in the future. For High Migration Plus, the average annual tenure split between market and affordable is 45%/55%.

5.21. The HNDA tool makes a range of assumptions which influence this split in terms of affordability of market housing. The tool assumes that a house is affordable to purchase if its price does not exceed 3.9 times a household's income, which is broadly equivalent to a 3.2x mortgage with an 18% deposit. The tool also assumes that 40% of those in a position to buy will not have a sufficient deposit.

5.22. These assumptions form a pessimistic view of affordability in the city, with an 18% deposit being a relatively high threshold when 5% and 10% mortgage products are commonly offered. This produces tool results which result in a higher level of affordable need and lower level of market need. While this level of affordable need is ambitious, it is likely not deliverable, and a higher proportion of market housing will be required.

5.23. As discussed in 4.28, affordable housing completion rates have been high over the period of the previous LHS, however there is currently uncertainty over future funding streams. Table 05 below shows that there has been no additional funding received in recent years which will lead to a drop in the level of affordable completions.

Table 05: Affordable Housing Resource Planning Assumptions (RPA), Spend and Completions

Year	RPA (£m)	Additional Funding	Total Spend (£m)	Completions
2016/17	10.956	4.415	15.371	117
2017/18	12.279	2.361	14.640	368
2018/19	17.120	12.073	29.193	356
2019/20	19.436	13.101	32.537	401
2020/21	20.658	33.991	54.649	461
2021/22	20.658	9.090	29.748	692
2022/23	16.026	19.645	35.671	481
2023/24	15.981	0	15.981	805
2024/25	12.508	0	12.508	469
2025/26	16.334	TBC	TBC	TBC

5.24. Although affordable completions have historically been high, this has been due to higher resource planning assumptions and additional funding, particularly in 2020/21 when there was over 50m in funding received.

5.25. The affordable housing target has been set at **220 homes** annually across all affordable housing providers in Aberdeen. While this is lower than historic completion levels, it is an ambitious target given the reduced level of funding for affordable housing and current uncertainty over future funding streams. Current funding levels would suggest that approximately 160 homes based on projected resource planning assumptions would be realistic and deliverable, however it is recognised that an uplift on this is necessary to help meet the unmet housing need identified in the HNDA 3. The Council also recognises the need for an ambitious target in light of recent positive migration trends and to support a more prosperous economy in the city.

5.26. The Council would seek to review this target if more clarity was received around future RPAs from the Scottish Government.

5.27. The HNDA splits affordable housing need into social rent and below market rent. Between 2018/19 and 2024/25 there have been 3,556 affordable housing completions. Of these completions, 406 have been mid-market rent which represents around 11% of total completions. This could be rounded to 10% and factored into the affordable housing HST of 220 homes, giving 200 social rent and 20 below market rent homes.

5.28. Based on the 25%/75% split between affordable and market housing, as per local planning policy, an affordable target of 220 homes would correlate to a market target of **660 homes**, producing an overall target of **880 homes per annum**. Under the current circumstances, this is seen as a realistic and deliverable market target. It also correlates strongly with the completion rates and programming outlined in the Housing Land Audit 2024.

5.29. The Housing Land Audit 2024 shows that between 2014 and 2023/24, there was an average number of 983 completions per year in Aberdeen. In terms of programmed completions, there is predicted to be an average of 866 completions annually over the next 10 years, although this number is speculative and may change depending on which sites come forward and the build rates of developers. Both of these numbers are significantly higher (almost 26%) than the average number of annual homes required under MATHLR and the High Migration Plus HNDA scenario.

5.30. It is therefore recommended that the annual Housing Supply Target is set at **880 homes** with a market/affordable split of 75% (**660 homes**) to 25% (**220 homes**).

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ABERDEEN CITY COUNCIL

APPENDIX 4 - SCHEME OF ASSISTANCE STATEMENT

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Section 1: Strategic Context

1.1 Introduction

The Housing (Scotland) Act 2006 references a 'Scheme of Assistance' for housing. This scheme is based on the idea that homeowners, including those who rent out their properties, have a primary responsibility for keeping their homes in good condition and local authorities can provide help when needed.

The Scheme of Assistance Statement has two parts:

1. **Part One**: This part focuses on addressing disrepair in private sector homes. It encourages homeowners to understand that they have primary responsibility for keeping their homes in good condition.
2. **Part Two:** This part is for people with disabilities living in private homes. It helps them make changes to their homes so they can live independently for as long as they want.

1.2 Strategic Aims

The Scheme of Assistance supports the delivery of several of the Aberdeen City Local Housing Strategy 2025 – 2030 strategic priorities, including:

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

The strategic aims of the Scheme of Assistance Statement are strongly aligned with these strategic priorities. By providing people with financial assistance for adaptations and home improvements, the Scheme of Assistance will contribute to ensuring Aberdeen has a sufficient supply of housing that meets the evolving needs of its citizens and supports them to achieve better health outcomes. The Scheme of Assistance will also contribute to the improvement of housing quality and energy efficiency in the private sector by advising homeowners, landlords and tenants of the support available in terms of repairs and maintenance.

The Scheme of Assistance has strong links with the Aberdeen City Health and Social Care Partnership's (ACHSCP) Strategic Plan as it will contribute to meeting the identified needs of older people and people with disabilities, and the wider aim of improving equity of access to care and support. It also has the potential to contribute

to the achievement of Stretch Outcomes under Aberdeen's Local Outcome Improvement Plan, such as Stretch Outcome 10: Healthy life expectancy (time lived in good health) is five years longer by 2026.

1.3 Contact Information

To get assistance, homeowners can contact the Private Sector Housing Team by:

- Phone
- Email
- Written correspondence

Contact Information:

Private Sector Housing
Families & Communities
Business Hub 11
Marischal College
Broad Street
Aberdeen
AB10 1AB

Tel: 01224 067575
Email: privatehousing@aberdeencity.gov.uk

Section 2: Repairs, Maintenance and Improvements

2.1 Introduction

A key aim of the Scheme of Assistance is to encourage homeowners to take care of their own homes and plan for repairs. Homeowners are responsible for the repair and maintenance of their own property as set out in their title deeds. The Scheme of Assistance lets local authorities offer different types of help, such as information, advice, practical support, or even some financial help.

Aberdeen City Council's Private Sector Housing Team can give homeowners information and advice to help them make improvements or repairs. They do this by:

- Offering free advice on how to do repair and maintenance work at home.
- Carrying out site visits, if necessary, to help owners identify what works are needed.
- Advising on how to get quotes from builders or contractors.
- Giving tips on how to choose the right contractor for the job.
- Helping homeowners work with neighbours to get shared repairs done - especially in flats or tenements.
- Under One Roof - provides a wide range of impartial information and advice for tenement owners.
- Novoville Shared Repairs App – provides help to organise common repairs in your building.
- Signposting to other Council departments or external organisations that can offer specific advice, for example:

    - Environmental Health
    - Trading Standards
    - Money Advice Service
    - Building Standards
    - Planning
    - Energy Advice
    - Aberdeen Care and Repair
    - Citizens Advice Bureau
    - Health & Safety Executive

2.2 Repairs, Maintenance and Enforcement

The Housing (Scotland) Act 2006 gives local authorities the power to make sure homeowners keep their homes in good condition.

A common repair is where work is required to common parts of the building, and all the owners who share legal responsibility for the maintenance and repair of the building need to work together. When repairs are needed in shared areas of a building, all owners who are responsible must work together to get the work done. It can sometimes be hard for owners to agree on what to do. The Private Sector Housing Team can give clear, impartial advice and help owners through the process.

Work Notices

The Housing (Scotland) Act 2006 provides powers for local authorities to serve a Work Notice on the owner of a property, when it is considered by the local authority to be in a sub-standard state of repair. The Work Notice requires the homeowner to carry out repairs within a reasonable period of time and can be served where a homeowner has failed to engage on a voluntary basis.

If the work still is not completed, the Council can carry out the repairs and/or pay part of the costs through missing shares (see below) if some homeowners aren't cooperating. It is each homeowner's legal duty to keep their property in good condition and pay for repairs. The Council will only take enforcement action on a Work Notice where there is no acceptable alternative.

After the Council carries out the work, costs will be recovered by putting a Repayment Charge against the property's Title Deeds. A Repayment Charge will incur interest payments over the duration of the debt and all administration costs will be recharged. The exact interest rate and any extra charges will be explained at the start of the repayment charge process.

Missing Shares

Missing share payments are available to help a majority of flat owners to carry out common repairs when the other responsible owners are unable or unwilling to pay their share of repair costs (common areas of a tenement or block of flats only).

Non-payment, or lack of co-operation, can hold up much needed repairs. Depending on the circumstances, the Council may pay a missing share on behalf of an owner and recover the contribution.

The payment of missing shares is at the Council's discretion. The Council will not routinely pay missing shares, as it is a homeowner's legal obligation to repair and maintain their property. The Council will consider an application from any of the consenting owners demonstrating factors such as:

- An owner can't afford to pay their share for repairs.
- An owner cannot be identified or found.
- An owner is unwilling to pay their appropriate share of the costs.

No application will be considered if the repairs have already started.

The following websites provide helpful information:

- Under One Roof has useful information in relation to repairs and maintenance.
- The Novoville Shared Repairs App may provide help and guidance when organising common repairs in your building.

2.3 Energy Efficiency

SCARF (Save Cash and Reduce Fuel) provide a range of services aimed at improving energy efficiency and reducing fuel poverty. This includes energy efficiency advice, guidance on home renewables, fuel debt assistance and home visits.

Home Energy Scotland is funded by the Scottish Government to provide impartial advice on making homes warmer and more comfortable, managing energy costs and reducing the carbon footprint. Support provided includes the Warmer Homes Aberdeen Insultation Scheme.

The Aberdeen Victorian Tenements Project provides practical support to owners and private landlords to improve energy efficiency in their buildings. Depending on individual circumstances, grants may be available for specific initiatives. The project offers:

- Low-cost communal loft insulation.
- Free draught-proofing of communal doors.
- Information on energy efficiency and repairs in tenements.
- Coordination support for communal insulation works.

Section 3: Adaptation of Homes

3.1 Introduction

The Housing (Scotland) Act 2006 (Scheme of Assistance) Regulations 2008[1] states that local authorities have a statutory duty to provide a minimum of 80% grant funding of adaptation cost towards helping disabled people use 'standard amenities', such as a bathroom or toilet facilities (see definition of Standard Amenities at 4.2). This statutory duty also applies to tenants living in in private properties and is meant to help people continue to live independently in their own home. The grant only pays for adaptations that have been assessed as being needed by an Occupational Therapist. (See 3.2 below)

Provision of equipment and adaptations for private sector housing come under the responsibility of the Aberdeen City Integration Joint Board (IJB). Aberdeen City Council's Private Sector Housing team manage this service on the IJB's behalf.

3.2 Assessment of Circumstances

Aberdeen City Council and the Aberdeen City Health and Social Care Partnership view changes made to homes for people with disabilities as just one part of an overall support package. If you want help to adapt your home, your needs will need to be assessed by an Occupational Therapist from Bon Accord Care.

The person needing the adaptation or equipment must have a disability. The Equality Act 2010 states a person has a disability if:

[1]The regulation applies where grant must be provided under (a) section 73(2) of 2006 act or (b) regulation 3(2)

- The person has a physical or mental impairment, and
- The impairment has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities.

The aim of providing an adaptation is to help people with serious or long-term disabilities stay independent. Whether an adaptation can be provided depends on your assessed needs and whether it's feasible in your home.

1. An Occupational Therapist will discuss your preferences and consult with you, your carer(s) and other household members to agree on the best solution. They may also get advice from your doctor, nurse, or other professionals if needed.

2. Adaptations are provided in the most cost-effective way. If you choose a more expensive option, you will be expected to pay the extra cost.

3. The needs of your carer(s) will also taken into account when planning any changes or equipment for your home.

4. The cultural and ethnic considerations of your household will be respected to ensure equal access and support.

3.3 Requesting an Assessment

To request an assessment for assistance to adapt your home you can make an online referral to the occupational therapy service. A professional, such as a nurse or physiotherapist, or family member or friend, can also make this referral for you with your permission by contacting Bon Accord Care:

Telephone: 0800 141 2339
E-Mail: OTDuty@bonaccordcare.org for any advice
Website: Referral for Assessment.

When the occupational therapy team receives your referral they will assess your case against their eligibility criteria and let you know how long you might have to wait for an assessment. If your situation changes you can ask for your case to be reviewed.

You will receive a letter confirming your eligibility and your **priority level**, which determines how quickly you'll be contacted:

- **Priority 1 (Critical Risk)** – Contact within **2 weeks**
- **Priority 2 (Substantial Risk)** – Contact within **6 weeks**
- **Priority 3 (Moderate Risk)** – Contact within **6 months**
- **Priority 4 (Low Risk)** – Advice and support may be offered; equipment may need to be purchased privately

What Do the Priority Levels Mean?

Priority 1 – Critical Risk

- Major risks to health, safety, or independence
- Urgent support needed (e.g. hospital discharge, terminal illness, sudden loss of a carer)

Priority 2 – Substantial Risk

- Significant difficulties with daily tasks or caring responsibilities
- May include recent serious diagnoses or worsening long-term conditions

Priority 3 – Moderate Risk

- Some difficulty with personal care or household tasks
- Includes long-term conditions that are gradually worsening

Priority 4 – Low Risk

- Minor issues affecting quality of life
- Preventative advice and support may be offered

3.4 Appeals Process

If you are not happy with the help offered after your assessment and want to appeal the decision, you can ask for a second opinion from another Occupational Therapist. A Senior Occupational Therapist will carry out the second assessment.

If you are still not satisfied, you can then make a formal complaint, either in writing or in person. The Occupational Therapist will tell you how to do this or you can visit the FAQ sections on the Bon Accord Care website.

3.5 Type of Assistance

The Occupational Therapist's assessment aims to identify what help you need and what kind of service is required. Support available through the Scheme of Assistance focuses on your home and could include:

- Advice on alternative accommodation
- Equipment for your home
- Changes (adaptations) to your current home
- Referrals to other services that might help you.
- Benefits and money advice is available for people who may be experiencing difficulty with the costs of heating their home or in relation to funding adaptations for people with a disability.
- Referral to Aberdeen Care and Repair who may also be able to assist with charitable fundraising.
- Grant funding to enable you to make changes (adaptations) to your home.

Grants Available

If the outcome of your assessment is that you need to make changes to your home to help you live more independently, Aberdeen City Council may be able to help with the cost through a grant.

There are two types of grants available:

- **Mandatory Grants** – These are grants the Council must provide by law, under the Housing (Scotland) Act 2006 and its associated guidance. If you meet the criteria, you may be entitled to this support.
- **Discretionary Grants** - Unlike mandatory grants, discretionary grants are not a legal entitlement and are offered at the Council's discretion, depending on local priorities, available funding, and individual circumstances.

Mandatory Grant

If you quality for a mandatory grant, it will cover a minimum of 80% of the total cost of the work, and in some cases, it may cover the whole cost. The grant can only to be used to pay for adaptations that either provide the assessed occupant with standard amenities (see below), or to make adaptations to their home to meet their specific needs.

People who receive certain government benefits may be eligible for the maximum grant that covers 100% of the costs. The qualifying benefits are:

- Income Support
- Pension Credit (guarantee element)
- Income Based Job Seeker's Allowance
- Employment Support Allowance (income related)
- Universal Credit

The grant can help cover the cost of installing or adapting certain key features in the home, known as standard amenities. These include:

- Toilet (WC)
- Wash hand basin
- Level access shower
- Height-adjustable bath or shower table
- Geberit /Clos-O-Mat installations
- Combined shower/toilet installations
- Towards the cost of providing a bathroom external to the main structure of the home, e.g. within a new extension but not including any living accommodation
- Adaptations to kitchen sink (not units), to make it accessible for wheelchair users
- Widening doorways or fitting sliding doors inside the home, so wheelchair users can get through

- Building external ramps and putting up handrails at the entrance to the home

If an extension is built only to create space for a standard amenity such as a bathroom, the full cost may be covered by mandatory grant. However, if the extension includes both standard amenities and extra living space, for example an additional bedroom or lounge, the grant will only the cover the part of the extension that includes the standard amenities.

If you do not qualify for mandatory grant, Aberdeen City Council can provide advice and information about other options, for example, you may be signposted to Aberdeen Care & Repair for guidance on funding options.

Discretionary Grant

Discretionary grants can be considered at the Council's discretion. This will depend on a number of factors, including funding availability, local priorities, and individual circumstances. All applicants who qualify for a discretionary grant will receive a minimum of 80% of the cost of works. Examples of eligible works may include:

- Putting in an internal stair lift to access amenities such as a bathroom, a bedroom or kitchen not on the same floor as the main living accommodation.
- Adaptation of kitchen units to make them usable from a wheelchair.
- Installing lifts that go through floors.
- Adding a shower over the bath.
- Installing ceiling track hoists.
- Installation/adaptation of door opening and/or phone entry systems.
- Moving electrical sockets or light switches higher or lower.
- Provision of permanent external step lifts to provide access to one of the entrances to the home, and/or including alterations to widen existing paths and steps, (this will not necessarily be the front door).

The financial help available includes:

- Discretionary grant, funding up to 80% of costs.

- People on certain benefits may receive 100% grant . These benefits include:
  - Income Support
  - Pension Credit (guarantee element)
  - Income Based Job Seekers Allowance
  - Employment Support Allowance (income related)
  - Universal Credit

- If grant does not cover the costs of works, practical assistance to find additional funding from charities can be provided.

- You can access advice on the changes required to reinstate a property that has been adapted for the needs of an individual with a disability. No

financial assistance to complete the reinstatement work will be offered.

- People who apply will be referred to the Occupational Therapy Service who will help with planning any changes, either by working with a Technical Agent or referring on to the Care & Repair service.

- Discretionary grants may be provided for tenants living in a private sector rented property provided that the landlord has no duty under the lease to undertake the required adaptations.

- If funding is not available for a discretionary grant, you will be notified in writing explaining the Council's decision.

Grants are designed to support people with a disability to live independently and stay in their own home. In most cases, you won't be eligible for another grant for the same type of work within 10 years unless your condition changes significantly and you need further adaptations to continue living safely and independently at home.

Minor Adaptations

The occupational therapy service can offer minor adaptations to help people to live independently and safely at home. This may include arranging for minor adaptations, such as:

- Adding grab rails or drop-down rails
- Fitting bannisters
- Installing shower seats
- Putting in door threshold plates
- Electrical works (sockets and lighting).
- External blacksmith rails/modular rails
- Fitting lever taps

You can make an online referral to the occupational therapy service. A professional, such as a nurse or physiotherapist, or family member or friend, can also make this referral for you with your permission by contacting:

Telephone: 0800 141 2339
E-Mail: OTDuty@bonaccordcare.org
Website: Bon Accord Care, Occupational Therapy Service.

3.6 Overview of the Disabled Adaptation Grant Process

Once the Occupational Therapist has completed their assessment, the Private Sector Housing team will send you a Disabled Adaptation Grant application form to complete.

If your project needs a technical agent (like an architect or building consultant), the Occupational Therapist will let you know. It's your responsibility to hire a technical agent if needed, but Aberdeen Care and Repair can help you find and appoint one. The agent will usually prepare the necessary documents, including technical drawings, cost estimates, and engineering reports. Their fees can be included in

your grant application.

If you don't use an agent, you will need to submit the application form along with all required documents yourself. In all cases, you must include a copy of the homeowners' Title Deeds with your application.

After submitting your application, the Council will review the costs and decide the amount of grant awarded, either 80% or 100% of the approved costs. You will receive a letter confirming how much grant is awarded. If you want to carry out any extra work, you can, but the grant awarded will not cover those costs.

You (or your agent) are responsible for making sure that the work meets current building standards and planning requirements. Before the grant money is paid, the Council will inspect the work to check that it meets the grant requirements. If approved, the grant will be paid to you, or to someone else if you've signed a payment mandate. It is then your responsibility (or the person you've given authority to) to pay the contractor.

The grant amount will be reduced by the Register of Scotland fee, which covers the cost of registering the grant payment against the owner's Title Deeds. The grant is subject to the following four conditions, which apply for 10 years after the Council confirms the house is fit for occupation after the works are completed:

1. The house must be used as a private dwelling-house (although part may be used for business purposes).
2. If the owner or a member of the owner's family occupy the house, it must be their only or main residence
3. The house must be kept in good repair.
4. The owner, if required to do so, must certify that conditions 1-3 are being observed.

The grant will be paid subject to the above conditions which apply to the house. Breaching any of these conditions may result in the grant having to be repaid with interest. The exact interest rate and any extra charges will be explained at the start of the repayment charge process.

The Private Sector Housing team is responsible for processing disabled adaptation grant applications and awarding grants on behalf of Aberdeen City Health and Social Care Partnership. For queries regarding the grant process, grant award, and adaptation works please contact:

Private Sector Housing
Families & Communities
Marischal College
Business Hub 11
Second Floor West
Broad Street
Aberdeen
AB10 1AB

Tel: 01224 067575
Email: privatehousing@aberdeencity.gov.uk

You can also view the booklet on the Disabled Adaptation Grant application process.

3.7 Circumstances Where Grant Assistance May Not be Approved

There are some circumstances where grant assistance may not be approved. These include:

- Where an owner of the land or premises in which the adaptation is to be carried out has not consented in writing to the application and/or to being bound by the conditions detailed in section 83 of the Housing (Scotland) Act 2006.
- Where work has begun without good reason before the application was approved.
- Where the property to which the application relates will not provide long term suitable living accommodation for the applicant after completion of the proposed works.
- If the adaptation cannot get planning permission or will not meet current Building Regulations.

3.8 Assistance with Reinstatement

Owner Occupiers

The Council has a duty to provide assistance with reinstatement of any property which has previously been adapted for a disabled person to make it suitable for the accommodation, welfare or employment of that disabled person. This help is provided as advice and information; no financial reimbursement will be offered.

Private Tenants

If you rent your home from a private landlord, you can apply for a mandatory grant to make changes to improve accessibility, but you must first obtain the landlord's

consent. Landlords cannot deny the request unless they have a valid reason. If a landlord consents but wants the changes undone upon the end of the tenancy, the Council expects the landlord to try to find a new tenant who can make use of the changes before requesting that the property is restored to the way it was.

3.9 Additional Assistance

Aberdeen City Council may signpost applicants to external organisations that can offer specific advice and assistance, for example, Aberdeen Care and Repair.

Aberdeen Care and Repair is a voluntary organisation which provides free advice and technical assistance to clients about repairs, improvements and adaptations in their homes. They cater for people who are over the age of 60 and/or suffer from some form of disability or chronic ill health. They offer the following services:

- Advice & Information on repairs, improvements and adaptations
- Trusted Trader Scheme
- Handyman/ Small Repairs Service.
- Free Home Safety Assessment
- Minor Adaptation Service
- The Affordable Warmth Scheme, which provides low interest loans for improving energy efficiency within the home
- A free, confidential and personal service to help anyone in Aberdeen living with dementia/ and or a mental health illness to live safely within their own home.

Aberdeen Care and Repair can be contacted on 01224 625822 (Select option 1) to learn more about any of these services.

Section 4: Supporting Information

4.1 Complaints and Feedback

You have the right to provide feedback or submit a complaint regarding a Council Service. This can be submitted in person at any Council office or by contacting the Customer Feedback Team by telephone or in writing:

Customer Feedback Team
Business Hub 16
Third Floor West
Marischal College
Broad Street
Aberdeen
AB10 1AB

Phone: 01224 070075

Details of the complaints procedure are available on the Council's website.

Scottish Public Services Ombudsman (SPSO)

The SPSO is the final stage for complaints about organisations providing public services in Scotland. You should only utilise this service once you have exhausted the organisations' own complaints procedure.

Tel: 0800 377 7330
Email: ask@spso.org.uk

4.2 Definitions

Home Adaptation for Disabled People	Making changes to a home so it's easier for a person with a disability to live there. This might mean changing the structure, updating the bathroom or kitchen, or making smaller changes that don't cost as much.
Common Repairs	Describes maintenance and repair works to the common area of tenement or multi-storey properties where the cost of the repair is usually shared between owners.
Discretionary Grant	A discretion grant may be awarded to provide financial support to cover the costs for home adaptations needed to meet the needs of disabled individuals. This is subject to Occupational Therapy Assessment and budgetary availability.
Geberit/Clos-o-mat/Self-cleaning toilet	These toilets enable people with a disability to manage their personal hygiene by providing a wash/dry facility.
Housing (Scotland) Act 2006	The Act aims to improve the quality and accessibility of private housing. It refers to both homeowners and private sector tenants.
Mandatory Grant	A mandatory grant provides financial support to cover at least 80% of the costs for home adaptations needed to meet the needs of disabled individuals. This is subject to an Occupational Therapy assessment and covers the provision of 'standard amenities'
Missing Shares	The Missing Shares scheme in Scotland allows local authorities to pay the share of common repair costs for owners who are unwilling or unable to contribute, ensuring essential repairs can proceed.
Occupational Therapists	Occupational Therapists are employed by Bon Accord Care to provide an assessment of need and following criteria being met, equipment and adaptations can be agreed to assist people in their daily activities and to remain safe and independent in their own homes.
Standard Amenity	Standard amenities include a sink with satisfactory supply of hot and cold water, a toilet for exclusive use of the occupant within the house which is suitably located and a fixed bath or a shower, each with a satisfactory supply of both hot and cold water within the house which is suitably located.
Work Notice	Where a Local Authority serves notice requiring an owner to carry out repairs to a property in a sub-standard condition. If the owner fails to carry

	out repairs works, the Local Authority has enforcement powers to carry out repair works and recover costs.

4.3 Useful Contacts & Further Information

Provider	Website Address	Contact Details
Bon Accord Care Occupational Therapists	https://www.bonaccordcare.org/services/occupational-therapy/	Click here to make an online referral. Or contact the Duty OT on: 0800 141 2339 or by email OTDuty@bonaccordcare.org
Aberdeen Care & Repair	www.aberdeencareandrepair.co.uk	Telephone: 01224 625822 (Select option 1) www.facebook.com/aberdeencarerepair
Home Energy Scotland	https://www.homeenergyscotland.org/	Telephone: 0808 808 2282
Novoville Shared Repairs App	https://sharedrepairs.novoville.com/	
Private Sector Housing Team	https://www.aberdeencity.gov.uk/services/housing/scheme-assistance-grants	Telephone: 01224 067575 E-mail: Privatehousing@aberdeencity.gov.uk
Scottish Public Services Ombudsman (SPSO)	www.spso.org.uk	Telephone: 0800 377 7330 Text: 0790 049 4372 Email: ask@spso.org.uk
Under One Roof	https://underoneroof.scot/	

Further Information

- Equality Act 2010
- Guidance on the Provision of Equipment and Adaptations
- Housing (Scotland) Act 2006 / Part 2 Scheme of Assistance:
- Housing to 2040
- Guidance on the Implementation of the Housing (Scotland) Act 2006

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	26 August 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Annual Assurance Statement
REPORT NUMBER	F&C/25/186
DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Jacqui McKenzie
REPORT AUTHOR	Martin Smith
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

1.1 To seek approval for the Council's Annual Assurance Statement for the year 2025/26, which must be submitted to the Scottish Housing Regulator by 31 October 2025.

2. RECOMMENDATION

That the Committee: -

2.1 Approve the Annual Assurance Statement (Appendix A) for submission to the Scottish Housing Regulator by 31 October 2025;

2.2 Note the self-assessment against regulatory standards contained in Appendix B; and

2.3 Note the work undertaken to address areas listed in the Housing Regulator Engagement Plan (April 2025) to date.

3. BACKGROUND

3.1 The Scottish Housing Regulator (SHR) has an established Regulatory Framework relating to housing services' performance. The Regulatory Framework includes the need for social landlords to:

- Submit an Annual Return against the Charter (ARC) in May of each year.
- Publish an Annual Assurance Statement (AAS) by the end of October of each year and make it available to tenants and other service users.
- Notify the Regulator of any material changes to the assurance in its Annual Assurance Statement.
- Undertake a Tenant Satisfaction Survey at least every three years.

3.2 The SHR wrote to Aberdeen City Council on 31 March 2025 to advise that engagement activity for 2025/26 would focus on the following key areas:

- Services for people who are homeless
- Gypsy/Travellers Site
- Service quality
- Stock quality
- Tenant and Resident Safety.

3.3 In addition, the Regulator has been informed of our identification of reinforced autoclaved aerated concrete (RAAC) in some of our homes, and we have kept the Regulator updated on our plan to manage any associated risks. In the 2025/26 engagement plan, the Regulator is therefore seeking assurance that Aberdeen City Council is progressing with this plan.

How the Regulator Gains Assurance

3.4 Under the Housing (Scotland) Act 2010 the Scottish Housing Regulator is responsible for monitoring, assessing, and reporting on how well social landlords, individually and collectively, achieve the Charter's outcomes. In May of each year, Scottish social landlords are required to report on a suite of performance measures through the Annual Return on the Charter (ARC). The ARC provides information across standard core housing service performance indicators, contextual information and data gathered from tenant surveys. Completion of the ARC supports the Housing cluster to self-evaluate its own effectiveness and compliance and therefore identify areas for improvement.

3.5 The Regulator requires all social landlords to prepare and publish an Annual Assurance Statement (AAS) to confirm to tenants and the Regulator that they are meeting their statutory requirements and how well they are delivering against the Scottish Social Housing Charter (which essentially sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities) by October of each year. The AAS provides assurance that a robust system of governance is in place and helps the Regulator determine if there is a culture of continuous assurance and improvement.

3.6 Material changes reported by social landlords to the Regulator out with the established framework, such as Aberdeen City Council reporting of the identification of RAAC in properties, are assessed by the Regulator on a case-by-case basis.

3.7 Any areas of non-compliance reported are subject to ongoing engagement between the Regulator and the Social Landlord until the risk is reduced or removed.

3.8 Having reviewed all information available to them, the Regulator proportionately engages with different landlords depending on their risk and performance profile. The Regulator publishes individual Engagement Plans by April of each year to share the areas they wish to engage with social landlords on. This year, based on returns submitted over 2024, the Regulator's Engagement Plan for Aberdeen City Council has identified the areas outlined in section 3.2.

3.9 The draft Annual Assurance Statement can be found at Appendix A and is supported by a self-assessment of compliance to inform the Annual Assurance Statement for 2024/25 (Appendix B). Undertaking this process has helped validate

the need to continue to focus on the areas contained in the Regulator Engagement Plan and captured in the agile Housing Board Plan. An update on progress towards the areas for improvement published in the Regulator Engagement Plan is provided below.

Regulator Engagement – Homelessness

3.10 National homelessness data for 2023/24, published in late September 2024, has been analysed to understand the Council's position relative to other local authorities, other cities and the overall national mean. The presenting figures for Aberdeen City paint a mixed picture, yet the overall mid-term trends broadly mirror what is happening nationally, particularly in terms of increases in new and existing demands. There were however, encouraging signs that applicant demands began to plateau in 2023/24, yet do still remain high. The Housing Board have quality assured the report and accepted the recommendations which have been aligned with current workplans.

3.11 There was a 1.9% decrease in homeless applications, falling from 1,780 in 2023/24 to 1,747 in 2024/25. However, despite this reduction, demand for rehousing rose by 11% (+137), with the number of households assessed as unintentionally homeless increasing from 1,239 to 1,376 over the same period. This rise continues to place additional pressure on housing stock across the city. Homeless applications have soared again during Q1 this year (2025/26) with 542 having been received, up 21% (+94) when compared with Q1 2024/25 and the highest levels seen since 2010/11.

3.12 A change in the demand profile for temporary accommodation, with 67.3% households provided with temporary accommodation in 2024/25 compared with 61.8% in 2023/24, has meant that despite a reduction in overall applications, service demand has grown. The number of homeless applications has fallen slightly but the percentage of homeless applicants requiring temporary accommodation has increased within the cohort. So despite the number of applications dropping, the demand for temporary accommodation has actually increased.

3.13 Renewed focus on securing decisions and outcomes more quickly for people in our homeless system has resulted in a 9.3 day reduction in the decision time for homeless applicants (39.4 to 30.1 days) with 58% of applicants being assessed within the 28 days target, a 13% increase on 2023/24. This, alongside an overall increase in the percentage of offers to homeless applicants from 34% to 38.5%, has contributed to the average homeless journey reducing by 28 days to 134 days when compared to 163 days in 2023/24.

3.14 A primary area of focus has been on reducing our use of unsuitable hotel accommodation. To this end, an additional 128 furnished temporary flats were added to temporary accommodation stock. Despite this, 427 breaches of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order were recorded in 2024/25, which is a significant number, but a 20% reduction on the same figure in 2023/24. Year end figures showed hotel occupancy rates reduced by 81% (from 118 down to 23 rooms occupied) but this appears to have been a fleeting low, with unsuitable accommodation placements rising in the first quarter of 2025/26, albeit to a significantly lower level than the highs of 2023/24. This remains an area of focus.

3.15 Progress towards the overall objective of reaching a position where hotels are not being used to supplement our temporary accommodation stock can be demonstrated by 96% of temporary accommodation assuring compliance with the order at year end, a 17% increase on the same percentage in 2023/24.

3.16 The Homewards Coalition continues to have a strong focus on preventing homelessness for single adults experiencing relationship breakdown and young people in the city. Most recently, Invisible Cities was launched in Aberdeen in conjunction with Homewards, which provides an opportunity for people who have experienced homelessness to receive training and skills to become a tour guide in the city. In addition, furnishings have been provided to households through the innovative housing programme to support tenancy sustainment in partnership with Langstane Housing Association.

Regulator Engagement- Gypsy/Traveller Site

3.17 In February 2024, the Gypsy/Traveller site at Clinterty was re-opened following closure for extensive development and is now fully compliant with Scottish Minimum Site Standards as required by the Scottish Housing Regulator. The site has undergone significant improvements, which have enhanced living conditions for the Gypsy/Traveller community. These include enhanced sustainability and improved site layout. A number of third sector and support groups are active at the site resulting in continued satisfaction with the Clinterty Site. As outlined in the 2025/26 engagement plan, dialogue will continue with the Regulator on the management of the site and provide further information and assurance as required.

Regulator Engagement – Service Quality

Service Quality – Tenant Satisfaction

3.18 The Council undertook a tenant satisfaction survey in April/May 2024. The statutory survey which is to be completed every three years was administered digitally for the first time, and the Housing & Support Officers put in place a range of mechanisms to mitigate against a lack of digital access or capacity to respond. Despite these mitigations, there was a far lower response rate and less positive responses than previous three-year surveys administered.

3.19 Due to the low response rate for the tenant satisfaction survey that was undertaken in 2024, the Council will undertake a further tenant satisfaction survey in 2025 using an independent external contractor to conduct the survey face to face and via telephone. This provider is currently being procured. Results will be available in October 2025 to help inform the rent setting process.

Service Quality – Voids Management

3.20 One of the most notable improvements has been in the reduction of housing voids. The number of housing voids has decreased from 2,270 in July 2024 to 1,852 at the end of March 2025, representing a reduction of 418 voids. Furthermore, there has been a 28.60% reduction in the number of buybacks sitting as voids, from 231 in July

2024 to 197 at the end of March 2025. The number of buybacks currently stands at 165, showcasing a continued effort to minimize voids. Relets have also seen a significant increase, with a 19.5% rise in relets over 2024/25 compared to 2023/24. Specifically, there were 2,536 relets in 2024/25, compared to 2,123 in the previous year. The effectiveness of these improvements will be evaluated based on their impact on housing availability and tenant satisfaction. In addition to this the operational teams involved in the process are examining ways in which we can reduce the key stages within the void path and gateways. The Housing Board and Communities, Housing & Public Protection Committee will continue to provide oversight and scrutiny of this core business objective.

Service Quality- Rent Arrears

3.21 The percentage of rent arrears for 2024/25 was 17.86% which was a slight decrease from 18.25% in 2023/24.

3.22 Cost-of-living crisis and increase in fuel costs have both had a negative impact on tenants' incomes. Although we previously had a focus on avoiding legal actions, including evictions, we've reinstated that recovery process. Using digital case conferencing, we are ensuring all possible options have been attempted and exhausted before we take this action.

3.23 Universal Credit continues to have an impact on rent recovered with the number of tenants claiming this benefit increasing. Universal Credit migration for legacy benefits cases started in September 2024.

3.24 Escalation policies have been further developed with collaborative working approaches between the Corporate Debt and Housing Teams. A review of the Former Tenancy Process has been concluded by benchmarking with other local authorities and via the Rent Forum. The revised process has been implemented. A revised process for tenants with small balances outstanding has been developed and implemented. A Rent Assistance Fund has been introduced to help support tenants stay in their home.

3.25 Going forward into 2025/26, work is ongoing to continue to review and introduce new initiatives surrounding all rent escalation policies with the aim of reducing rent arrears. A revised target of 9.5% has been set, aligned with the Scottish average.

Service Quality – Tenancy Sustainment

3.26 Tenancy sustainment has shown a slight improvement, rising from 89.33% in 2023/24 to 90.26% in 2024/25. This increase, although modest, reflects efforts to support tenants in maintaining their tenancies and reducing the risk of homelessness.

3.27 Further to the Housing and Support Officer focus groups held last year, staff were surveyed to help prioritise actions around the housing and support model. Drawing on the insight gained from this staff feedback, we have prioritised key areas for improvement and initiated targeted tests of change. These efforts ensure that valuable ideas from teams directly inform the development and implementation of

service enhancements across patch teams, which plays a crucial role in strengthening our ability to support tenancy sustainment.

3.28 A recent test of change in one locality involved simplifying the recording of housing support cases. A Senior Housing & Support Officer created a staff feedback form to assess current recording methods and the number of tenancies receiving ongoing support. The feedback was reviewed by Senior Housing & Support Officers and the Service Standard Officer, leading to updated processes, guidance, and system changes aimed at improving case recording. Additionally, a review of support cases with Turning Point Scotland is underway through regular meetings between relevant staff.

Regulator Engagement – Stock Quality

3.29 Feedback from tenants suggests there is a clear link between the level of tenant satisfaction, and the age of home. The complexity of repairs required to properties, influenced by the age and profile of our stock, impacts on the time taken to complete repairs or that a building remains void. Whilst the number of repairs completed have reduced, the time and cost of repairs has increased. Work is currently progressing on the development of an Asset Management Model. A comprehensive Asset Management Model will enable evidence-based decision making around which properties should be prioritised for investment. Investment in homes continues, as evidenced by SHQS (Scottish Housing Quality Standard) compliance, although we've seen a slight decrease in 2024/25 to 88.63% but indications projecting that we will return to 91.80% by the end of the reporting year.

3.30 Collaborative work with the Aberdeen City Health and Social Care Partnership has realised improvements in arrangements to adapt properties resulting in 1,051 adaptations completed on properties in 2024/25, an increase on the 946 in the previous year.

Regulator Engagement – Tenant and Resident Safety

3.31 Our Engagement Plan with the Regulator outlines our commitment to submit a comprehensive plan detailing the timescales for completing all outstanding electrical safety work, as well as mechanisms for maintaining future compliance. This plan has already been forwarded to the Regulator.

3.32 A dedicated team is being established to focus exclusively on electrical compliance with recruitment currently being progressed. This team will collaborate with Housing and Support Officers to improve property access and ensure timely completion of necessary work. In addition, a new arranged access procedure modelled on the successful gas compliance process was approved at Communities, Housing and Public Protection Committee in May to further streamline these efforts.

3.33 Despite ongoing challenges in accessing certain properties, we have revised our processes to improve entry rates. The Electrical Installation Condition Report (EICR) for 2024/25 indicates that 3,023 properties (12.8%) remain non-compliant. The actions outlined above are intended to directly address these challenges and ensure continuous improvement in our compliance and safety standards.

Regulator Engagement – RAAC

3.34 Aberdeen City Council identified RAAC in 504 homes (372 buildings) across the Balnagask estate. Of these properties, 366 are owned by Aberdeen City Council and 138 are in private ownership. Based on independent technical engineering assessments, the Council determined the need to urgently rehome the residents of these properties to address the very high safety risks posed by the RAAC panels used in the construction of the roofs.

3.35 The Regulator's primary focus during this process has been to ensure the effectiveness and thoroughness of the rehoming programme, prioritising the safety and wellbeing of all tenants affected. The Council took proactive steps to safeguard residents, maintaining regular engagement with the regulator to provide assurance of the actions implemented and the effectiveness of the rehoming strategy. As a result of these coordinated efforts, the majority of tenants have been successfully rehomed, and the last remaining tenants are continuing to be supported through tailored assistance and ongoing engagement.

Securing Continuous Improvement

3.36 The Housing Board has embedded a culture of continuous improvement at the core of its approach, ensuring that progress in housing outcomes is not only tracked, but also actively enhanced through agile and data-driven methods. Regular review of its High-Level Plan allows the Board to remain responsive to emerging vulnerabilities, adapting priorities as necessary based on performance data and ongoing evaluation. This iterative, test-and-learn approach has allowed the Housing Board to deepen its understanding of complex issues and to support the development of interventions that are both evidence-based and impactful.

3.37 Key to the Housing Board's success has been the development and utilisation of a comprehensive Housing Board Data Dashboard, which is updated weekly and formally reviewed monthly. This dashboard provides real-time insights for operational teams and offers a robust foundation for assessing the impact of new initiatives. As a result, significant improvements have been realised, including notable reductions in housing voids, increased relets, declining abandonment rates, improved tenancy sustainment, and a reduction in gross rent arrears. The Board's commitment to data-led action has also led to improvements in homelessness services, with applications, journey times, and use of temporary accommodation all significantly reduced.

3.38 Continuous refinement of the dashboard ensures that it remains fit for purpose, incorporating new metrics as the Board's quality improvement agenda evolves. The adoption of advanced systems like NEC further enhances oversight, particularly in repairs and maintenance.

3.39 In parallel with its ongoing drive for quality, the Housing Board also exercises oversight of the housing emergency action plan. This plan, designed to address urgent housing challenges, is under active review by the Board to ensure it remains effective, relevant, and aligned with current needs. The Board is currently undertaking a review of the plan, which will be presented to the Communities, Housing and Public Protection Committee in November. This structured approach to oversight ensures that the Board can demonstrate accountability, transparency, and a relentless focus on delivering better outcomes for the community in the face of the housing emergency.

Quality Improvement Framework

3.40 The Quality Improvement Framework (QIF) was approved by Communities, Housing & Public Protection Committee in May 2025, evidencing the council's commitment to ongoing improvement in housing provision. It serves as a structured approach to systematically evaluate, monitor, and enhance the delivery of housing services. Its core purpose is to ensure that the highest standards of service are consistently met, while proactively identifying areas for development and innovation. By embedding robust data analysis, regular performance reviews, and stakeholder engagement into routine practice, the QIF strengthens assurance. This framework underpins the Council's ability to meet statutory requirements, such as the Annual Assurance Statements, and fosters a culture of transparency and accountability. Through regular review and targeted action, it will drive continuous improvement, ensuring the housing service evolves to meet emerging needs and challenges.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

The requirement for Annual Assurance Statements is set out in statutory guidance issued by the Scottish Housing Regulator under the Housing (Scotland) Act 2010. The recommendations of this report will enable the Council to comply with that requirement.

6. ENVIROMENTAL IMPLICATIONS

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	There is a risk that we do not effectively discharge our duties as a social landlord	This risk is mitigated by undertaking regular self-evaluation/assessments to identify areas of the charter we should focus on to secure continuous improvement.	L	Yes
Compliance	If the Council does not submit the Annual Assurance Statement by 31st October 2025, the Council will not meet regulatory requirements, the Council must comply with the law.	This risk is mitigated by seeking approval for the Annual Assurance Statement and submitting it to the Regulator within stipulated timescales. Regular self-assessment and monitoring against the regulatory requirements helps the service identify areas of vulnerability that can be prioritised for improvement. The establishment of stronger data architecture will support this area further.	L	Yes
Operational	There is a risk that the service does not work to the Scottish Social Housing Charter	This risk is mitigated by undertaking regular self-evaluation against the Charter to identify where further focus is required to help shape operational delivery.	L	Yes
Financial	There are risks that the Council cannot demonstrate 'best value'	This has been mitigated by identifying the need for an Asset Management Plan to help guide our decision making around long-term investment in our housing stock and by evaluating the impact of the Housing and Support Model to inform next steps.	L	Yes

Reputational	There is a risk that we do not perform well as a social landlord.	Regular self-evaluation is helping the service to identify areas for improvement based on a robust evidence base. In collaboration with tenants, this is helping the service identity the priorities for improvement.	L	Yes
Environment / Climate	There are no significant risks identified			Yes

8. OUTCOMES

COUNCIL DELIVERY PLAN	
	Impact of Report
Aberdeen City Council Policy Statement	A number of areas within 'Homes for the Future' will be positively impacted by this report. Of particular impact on the policy statement are: • The development of an Asset Management Plan • The number of adaptions made to homes • Work to realise net zero targets • Increasing choice for tenants
Aberdeen City Local Outcome Improvement Plan	Stretch Outcome 12 aims to 'Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer-term ambition to end homelessness in Aberdeen City'.
Regional and City Strategies	Data gathered as part of self-evaluation has helped inform the development of our Aberdeen City Local Housing Strategy.
UK and Scottish Legislative and Policy Programmes	This report ensures that we are compliant with the regulatory requirements set out by the Scottish Housing Regulator.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	No assessment required at this stage. I confirm this has been discussed and agreed with Jacqui McKenzie, Chief Officer Housing on 21 July 2025.
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

Scottish Housing Regulator – Regulation of Social Housing in Scotland
Scottish Housing Regulator – Statutory Guidance
Scottish Housing Regulator – Annual Assurance Statement

11. APPENDICES

A - Draft Annual Assurance Statement
B - Self-Assessment of Compliance against Regulatory Framework

12. REPORT AUTHOR CONTACT DETAILS

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Appendix A

Aberdeen City Council complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework, and have obtained appropriate assurance on compliance with all relevant safety requirements with the following exceptions:

- Services for people who are homeless/the provision of unsuitable accommodation - (as defined by Article 5 of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 has been breached on 427 occasions during financial year 2024/25. In achieving this 20% improvement from last year, we will continue to support the implementation of the improvement charters aligned to the Homewards programme and continue to support the implementation of the established Reducing Hotel Use Action Plan to reduce the use of temporary accommodation.

- Tenant & Resident Safety (partially compliant) - We recognise that Tenant and Resident Safety is of utmost importance and acknowledge that we did not hold a valid Electrical Installation Condition Report (EICR) certificate for 1625 properties as at 31 March 2025. We will continue with the actions that are in place to address all overdue cases and continue to engage with the Regulator on progress.

Following a robust assessment against the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services, we have identified areas for continuous improvement and have appropriate plans in place:

The customer/landlord relationship:

- After acknowledging feedback from our staff and completing an evaluation of the Housing & Support model, we will carry out Tests of Change to ensure that we increase the number of registered housing support cases, ensuring that our most vulnerable tenants receive the intervention and support they require.
- Having worked with our tenant groups, we plan to carry out a refreshed statutory tenant satisfaction survey in autumn 2025, where we hope to increase the returns which we can then use to enhance and improve our housing services.
- Using the recently approved Tenant Participation Action Plan, we plan to continue to work with tenants to amplify their voices and opportunities for participation.

Housing quality and maintenance:

- We plan to continue developing and then publish an Asset Management Plan to determine how best to ensure adequate provision of appropriate housing stock that meets all building quality standards.
- We will be continuing our work to increase the number of completed EICRs and properties meeting SHQS.
- Having streamlined accountability for voids, we will now work to reduce them further. We will continue to explore new ways of working to ensure that we minimise the average relet time and to increase our letting.

Neighbourhood and community:

- We will implement a digital system by April 2026, linked with the current housing system, to help improve communication with tenants on when repairs will be completed.
- We will collaborate with colleagues in social work and Violence against Women and Girls Partnership to ensure that those who have been the victims of domestic violence are well supported.

Access to housing and support:

- Having completed our evaluation of the Housing & Support model, we will continue to develop Test of Change ideas to ensure our tenants have the necessary support to enable them to sustain their tenancies.
- We will continue to work with The Royal Foundation Homewards programme to help prevent homelessness and improve services for the homeless.
- We will continue to keep the criteria for our Rent Assistance fund under review.

Getting good value from rent and service charges:

- We will take decisions on our housing stock following publication of an Asset Management Plan.
- We will continue to implement our approved Improvement Project to help address rent arrears and reverse the trend.

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We will continue to engage with the Regulator as we support the last remaining tenants, as part of the rehoming programme, for those impacted by RAAC.

I confirm Aberdeen City Council has seen and considered appropriate evidence in approving this Annual Assurance Statement at our Communities, Housing and Public Protection Committee on 26 August 2025.

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

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APPENDIX B

Scottish Housing Regulator (SHR) – Annual Assurance Statement (AAS) Self-Assessment of Compliance 2024/25

Regulatory Requirements		
Assurance and Notification	**Evidence**	**Next steps**
Prepare an AAS in accordance with SHR published guidance, submit it to the SHR between April and the end of October each year, and make it available to tenants and other service users.	The Annual Assurance Statement (AAS) has been drafted and informed by our engagement with tenants. The AAS will be made available to tenants online following approval by Committee. All tenants will be signposted to an electronic copy of the statement through Newsbite, our tenant magazine, alongside details of how to request a hard copy. ***Our assessment is that we fully comply.***	Maintain current arrangements.
Notify the SHR of any material changes to the assurance in the AAS during the year.	Over the year the Council has notified the regulator of material changes to the AAS. These have included: • The Council advised SHR of the identification of RAAC in our properties and has ensured that the SHR is aware of, and comfortable, with our rehousing programme and other potential impacts. We have also provided them with regular updates. ***Our assessment is that we fully comply.***	Maintain current arrangements.
Have assurance and evidence that all legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety are being met.	The Council's system of governance provides assurance on our compliance with legal and statutory obligations at management level. It also ensures that Elected Members have effective oversight through Committee structures, and many participate in officer/Member working groups. Council Committee papers are all available through our Council website. A programme of internal audits, which are risk-based, identify any control failures including legal compliance in various areas such as rent management, void properties, and complaints management. In addition, the Council reports quarterly to the Scottish Government on homelessness presentations and outcomes for scrutiny.	Take steps to comply with the duty to offer suitable temporary or emergency accommodation for people experiencing homelessness.

	We've recently had a Quality Improvement Framework approved by Committee. This will provide further assurance, using evidence based approaches to support our annual response. The Council has a corporate system for reporting health and safety incidents and reports appropriately to agencies such as the Health and Safety Executive as required. The Council has a mechanism for reporting on hate crimes. The Council's Health and Safety Team undertake Fire Risk Assessments in our sheltered housing complexes annually and in mainstream multi-storey buildings every three years. The Council Health and Safety Team also undertake routine compliance checks of housing related services as part of its corporate programme. Through established governance arrangements, Elected Members: • Scrutinise service delivery at the Communities, Housing and Public Protection Committee. • Consider the outcome of Internal and External Audit reports on Housing and homelessness at the Audit Risk and Scrutiny Committee. • Participate in Member/Officer working groups around housing. The Corporate/Extended Corporate Management team: • Chair a Housing Board to oversee improvements in Housing Services. • Chair a Performance Board to oversee progress against agreed Improvement Charters and oversee any recommended improvement actions from external inspection. • Signs off the Annual Governance Statement, including any significant issues (control failures) which have occurred over the year. • Corporate Management Team also receives notifications of health and safety contraventions, and resulting improvement plans, which would include health and safety issues affecting housing and homelessness services. At Management level: • Risk Registers are regularly reviewed and updated.	

	• The Risk Control team undertakes site visits to ensure compliance with health and safety requirements including compliance with the Health and Safety at Work etc. Act 1974, Control of Asbestos Regulations 2012 and Electricity at Work Regulations 1989. • A contract log is in place which identifies responsibilities for different elements of compliance along with contract manager and contractor details. Whether delivered in house or externally, compliance is checked through scheduled compliance meetings. 'Gas-Safe' systems are used for gas compliance and MODUS for asbestos management. • Strategies, policies and procedures are reviewed in keeping with national/locally agreed timescales and expectations. These include the Aberdeen City Local Housing Strategy and Allocations Policy. **RAAC** - An Options Appraisal was presented to Council in August 2024 for consideration by Elected Members and the rehoming programme is well advanced with only 8 tenants remaining to be rehoused. Updates are provided through the Communities, Housing, and Public Protection Committee. **The Housing Board** monitors the delivery of housing related commissioning intentions and oversees performance against agreed service standards and KPIs. The Board will lead on the delivery of the Council's response to emerging issues e.g. response to the Housing Emergency and managing the presence of Reinforced Autoclaved Aerated Concrete. (RAAC) **Non-compliance identified:** The increase in homeless presentations during 2024/25 has again resulted in the Council using hotels to supplement its temporary accommodation provision. In summary, the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 states that local authorities may provide as unsuitable accommodation (as defined by Article 5 of the Order), such hotels, to people experiencing homelessness – but for no longer than 7 days. Aberdeen City Council breached that Order on 427 occasions during 2024/25 which is down a fifth on the previous year and the first quarter of the 2025/26 period has seen 67 breaches. New procedures have been put in place around the management of our hotel places alongside the establishment of the	

	reducing hotel use action plan and weekly monitoring meetings. ***Our assessment is that we partially comply.***	
Notify the SHR of any tenant and resident safety matters which have been reported to or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns.	No health and safety matters have been reported to the Health and Safety Executive in the last 12 months. ***Our assessment is that we fully comply.***	Maintain current arrangements.
The Engagement Plan must be made easily available and accessible to tenants and service users, including online.	The 2025/26 Engagement Plan was made available to tenants and is on the SHR website. The Council's Engagement Plan from the Scottish Housing Regulator is published on the Council's website. A hard copy newsletter provided to tenants includes information on how to access the Plan. The Autumn / Winter 2025 edition of Newsbite, our tenant newsletter, will notify tenants how to access the 2025/26 Engagement Plan. ***Our assessment is that we fully comply.***	Maintain current arrangements
Scottish Housing Charter Performance	**Evidence**	**Next steps**
Submit an Annual Return on the Charter to the SHR each year in accordance with the published guidance.	The Annual Return on the Charter (ARC) has been completed and returned to the SHR each year since this requirement was introduced in 2013/14. The last ARC return was submitted on 30 May 2025.	Maintain current arrangements.

	This will be published in due course by the SHR on their website along with the data for all social landlords in Scotland.	
Involve tenants, and, where relevant, other service users, in the preparation and scrutiny of performance information. The landlord must: • agree its approach with tenants ensure that it is effective and meaningful • publicise the approach to tenants • ensure that it can be verified and be able to show that the agreed approach to involving tenants has happened. • involve other service users in an appropriate way • report its performance in achieving or progressing towards the Charter outcomes and standards to its tenants. It must agree the format of performance reporting with tenants, ensuring that it is accessible for tenants and other service users, with plain and jargon- free language.	A budget of £106,000 remains available for tenant participation and tenants determine how to best utilise the resource to help amplify their voice and participation. The Housing Service Review Group (comprising tenants and residents) participates in the preparation and scrutiny of performance information monthly, on the first Monday of every month except July & December. The Group receives routine reports on our performance against the Charter outcomes and standards, and all reports are published on our website. The Group also participates in developing our annual performance report, this includes reviewing performance trends, benchmarking against our peers and identifying areas for improvement. The Group has access to senior officers who meet with the group on a quarterly basis. The Housing Service Review Group has completed a review of Tenant & Resident Participation and made recommendations for improvements which are being progressed. Two members of the group presented their report and the Tenant Participation action plan to the Communities Housing and Public Protection Committee for the first time and the action plan is to be reviewed every 6 months. We continue to keep tenant participation under review and officers are developing our Tenant Participation procedures and recording mechanisms, to expand on the work being carried out by Housing and Support Officers. This will include more rigorous reporting from each Tenant and Resident Organisation to ensure there is greater clarity of all actions being progressed in collaboration with tenants. A range of approaches to eliciting tenant voice are used, including tenant surveys, focus groups, and regular partnership working with tenant organisations e.g. NETRALT. Officers continue to seek opportunities to learn from national best practice through attendance at a range of networks and forums e.g. Scottish Rent Forum, Scotland's Housing Network and North and Islands Housing Hub. The Housing Allocations Policy has recently been refreshed to reflect operational delivery and is to be approved by Communities, Housing and Public Protection	Maintain current arrangements and continue to seek opportunities to increase participation and voice.

	Committee on 26 August 2025. ***Our assessment is that we fully comply.***	
Tenant and user redress	**Evidence**	**Next steps**
Make information on reporting significant performance failures available to tenants, including SHR leaflet.	The Council have published the Scottish Housing Regulator's 'Significant Performance Failure' leaflet on our website and the reporting form is also available. Information on how to report performance failures is also made available to all tenants through the newsletter and through tenant information packs. Information is available online and can be accessed easily by those who use assistive technology. Accessibility guidelines are also adhered to for hard copy documents, which are available in alternative formats where required. ***Our assessment is that we fully comply and at the same time wish to further amplify tenant voice and participation.***	Maintain current arrangements.
Provide tenants/other service users with the information they need to complain and seek redress, and respond to tenants within service standard timescales, in accordance with guidance from the Scottish Public Services Ombudsman (SPSO).	The Council follow the Model Complaints Handling Procedure set out by the Scottish Public Services Ombudsman (SPSO). The Council was a test local authority for the child friendly complaints process and has now fully rolled this out. Information on our Complaints Handling Procedure, including how to make a complaint, is published on our website and a complaints leaflet is available at all offices. A person can make a complaint by using our online form or in person at any council office. Alternatively, they may contact us in writing or by telephone. ***Our assessment is that we fully comply.***	Maintain current arrangements.

Ensure effective arrangements in place to learn from complaints and from other tenant/service user feedback, in accordance with SPSO guidance.	Complaints performance data and tenant feedback on services is used to inform service improvement through lessons learned approaches. Upon closure of every complaint, responding officers systematically identify any learning points. This is particularly important where complaints are upheld, but even a complaint which is not upheld can highlight the need for change. For example, complaints have highlighted where we need to improve communications and change some of our internal procedures. A Complaints Feedback Team is in place and this team implements control processes for the effective resolution and analysis of complaints. Complaints performance data is routinely reported to, and scrutinised by the Communities, Housing and Public Protection Committee. ***Our assessment is that we fully comply.***	Maintain current arrangements.
Whistleblowing	**Evidence**	**Next steps**
Have effective arrangements and a policy for whistleblowing by staff and elected members, which it makes easily available and which we promote.	An updated Whistleblowing Policy was put in place in November 2023. A copy of the policy is available online. The policy applies to all employees and workers including persons contracted to personally provide services to the Council, persons undergoing training or work experience as part of a training course, elected members, and agency workers. The Whistleblowing policy is included in staff induction and policy refresh activity. ***Our assessment is that we fully comply.***	Maintain current arrangements.
Equalities and Human Rights	**Evidence**	**Next steps**
Have assurance and evidence that it considers equality and human rights issues properly	Aberdeen City Council has agreed an Equalities Outcome Mainstreaming Plan to promote and embed equality in our services from 2021 to 2025. Our Equality Outcomes as a service provider are to ensure:	Maintain current arrangements.

when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.	• EO 1 - All people with protected characteristics will access information, goods and services knowing that social and physical barriers are identified and removed, with a focus on Age, Gender reassignment and Disability. • EO 2- Diverse communities in Aberdeen will have an increased sense of safety and belonging within their neighbourhood and City, with a focus on Race (including Gypsy/Travellers), Religion and Sexual Orientation. • EO 3 – Representation in civic participation of people with protected characteristics will be improved by ensuring our leaders, staff and organisation champion the equality agenda in the city, with a focus on Disability, Race and Sex. In April 2024, the Council agreed an Equality, Diversity and Inclusion Policy, which replaced the existing Diversity and Equality Policy. Tenants and Residents helped to shape the policy. The Council uses Integrated Impact Assessments (IIAs) to understand the impact of any proposed changes on equality, human rights, children's rights and socio-economic disadvantage. The Integrated Impact Assessment (IIA) process guides officers to systematically consider relevant evidence to determine if there may be an unfair or unequal effect on different groups of people within the community or the workforce because of a policy or proposal. It then guides officers to consider the actions required to mitigate any disadvantage identified. As part of our continuous review and improvement, the IIA also guides consideration against the Consumer Duty and environmental impacts. Examples from this year include Viability Assessment of Proposals from Owners of Properties with RAAC report to Communities, Housing & Public Protection Committee on 27 May 2025 and Resettlement Delivery Plan report to Communities Housing & Public Protection on 11 March 2025. Documents, information, and written communications are available in alternative formats and translation panels included. Interpreter services are arranged for face-to-face contact where required. ***Our assessment is that we fully comply.***	

To comply with these duties, landlords must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff. Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide Gypsy/Traveller sites must collect data on protected characteristics for these service users.	The Council's approach to collecting and recording data on protected characteristics varies across services. Work is ongoing with the equalities team to develop an approach that enables standard data capture that can be applied within the Housing Service (for existing and new tenants, people experiencing homelessness and people who use the Gypsy/Traveller site) enabling greater consistency. Data on housing staff is collected corporately and meets requirements. Data Privacy Statements are used appropriately. Aberdeen City Council's data controller registration number is Z5018566. Information sharing protocols are in place for sharing sensitive personal data (e.g. MAPPA, Serious Offenders Liaison Officer (SOLO). Personal mandates are required for sharing of personal data where information sharing protocols are not in place. The Council is appropriately registered with the Information Commissioner's Office. ***Our assessment is that we partially comply.***	Maintain current arrangements

Self-evaluation against the Scottish Housing Charter

Housing (Scotland) Act 2010, section 31 states that: 'Ministers must set out standards and outcomes which social landlords should aim to achieve when performing housing activities. The document in which those standards and outcomes are set out is to be known as the "Scottish Social Housing Charter".' As a result, the service has reviewed each standard to identify next steps to secure continuous improvement and also shown how this assessment has informed the development of our Local Housing Strategy Outcomes.

Charter Outcome	Next steps in securing continuous improvement
THE CUSTOMER/LANDLORD RELATIONSHIP Social landlords perform all aspects of their housing services so that: they support the right to adequate housing every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.	There were 1,051 adaptations completed on properties in 2024/25, a slight increase on the 946 in the previous year. We will continue to work in collaboration with Aberdeen City Health and Social Care Partnership to ensure that appropriate adaptations are in place. 459 affordable homes were completed during 2024/25 with a further 391 projected to be completed during 2025/26. The Strategic Housing Investment Plan has a target that a minimum of 15% of all new affordable homes should be fully wheelchair accessible. Our Local Housing Strategy is being refreshed and will include the following strategic priorities: • We will support a sufficient supply of housing to meet the varying needs of the people of Aberdeen. • 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.
Social landlords manage their businesses so that: tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.	We will continue to consider the need to provide information in alternative formats to ensure accessibility.

Social landlords manage their businesses so that: tenants and other customers are offered a range of opportunities that make it easy for them to participate in and influence their landlord's decisions at a level they feel comfortable with.	Following the disappointing survey return on the Tenant Satisfaction Survey in 2023, an alternative approach to eliciting the voices of our tenants has been developed. Work is underway to commission an independent external partner to undertake 1,300 interviews (face to face and telephone). This will provide a dataset we can have a high level of confidence in, and we will be able to drill down at housing management levels and consider specific tenant attributes (such as age, sex, ethnicity, house type and area). This survey is anticipated to be undertaken in August/September 2025 with detailed analysis, thereafter, and the results of which will inform improvement priorities for the Housing Cluster and support further submissions of the ARC. We also undertake surveys for those tenants who have moved into their new homes, and we will continue with the existing process to seek their feedback on the level of satisfaction with their overall experience. The level of satisfaction recorded for April-August 2024 was 84.2%. We are aware that there was a period of time that these surveys were not being issued due to a change in the system. We took the opportunity to revisit the questions asked as part of the survey and have now updated this. We will continue to invest resources (finance and personnel) in this important area.
HOUSING QUALITY AND MAINTENANCE Social landlords manage their businesses so that: tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard	Performance on the number of properties meeting EESSH compliance was maintained over 2024/25 at 94.5%. SHQS compliance decreased slightly from 90.43% in 2023/24 to 88.63% in 2024/25. However, our projection to the end of the next reporting year is 91.80%. Again, this sits above the Scottish Local Authority average for SHQS (77.95%). We will continue to increase the number of completed EICR and properties meeting SHQS. We will develop and publish an Asset Management Model to help us devise and implement a sustainable means of meeting all building quality standards. We will build on the work we have done to streamline accountability for voids and work to reduce them. This will include consideration of the unintended consequences of the Minimum Letting Standard and the introduction of the repairs module for the NEC system.

	Our Local Housing Strategy is being refreshed and will include the following strategic priorities: • 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. • We are committed to reducing health inequalities by providing affordable, accessible, high quality and energy efficient homes that enhance people's health and wellbeing.
NEIGHBOURHOOD AND COMMUNITY Social landlords manage their businesses so that: tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.	Repairs performance continues to be above the national average. Over 2024/25 emergency repairs were carried out within 3.78hrs, (Local Authority average is 4.29hrs), non-emergency repairs within 7.44 days (Local Authority average 10.03 days) and reactive repairs completed right first time 91.53% (Local Authority average 89.76%). Despite this positive data, repairs satisfaction levels have reduced from our last tenant satisfaction survey in 2023 from 70.06% to 45.66%.No tenant satisfaction survey has been completed in 2024/25, but a new survey is currently being developed which is to be undertaken in August/September 2025. The local authority average for this indicator is 86.75%. We can advise that the internal satisfaction surveys carried out by the Customer Feedback team are returning a figure of 80% satisfaction with repairs carried out within the 2024/25 year. The commissioning of a digital system, linked with the current housing system is now complete and work is ongoing to build and implement this system. This will give the ability to issue notifications to tenants, will help improve communication with tenants on when repairs will be completed. It is thought that this will help address and improve levels of satisfaction.
Social landlords, working in partnership with other agencies, help to ensure as far as reasonably	The percentage of anti-social behaviour cases reported in the last year which were resolved saw a slight decrease from 99.88% to 98.49%. This sits above the national

possible that: tenants and other customers live in well-maintained neighbourhoods where they feel safe.	average of 92.44%. We will continue to work with the Community Safety Partnership to address anti-social behaviour. We will work with colleagues in Aberdeen City Health and Social Care Partnership to ensure our response to those who have been the victims of domestic violence are well supported and continue to implement our Domestic Abuse Policy. Our Local Housing Strategy is being refreshed and will include the following strategic priorities: • 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.
ACCESS TO HOUSING AND SUPPORT Social landlords work together to ensure that: people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them tenants and people on housing lists can review their housing options. Social landlords have a role to prevent homelessness and should ensure that: people at risk of losing their homes get advice and information on preventing homelessness.	In working with partners, we have seen an increase in the number of households referred to RSL's for housing from 16.14% in 2023/24 to 17.16% in 2024/25. We will continue to work with the Royal Foundation's Homewards programme to help prevent homelessness and improve services for the homeless. We will continue to invest in the Financial Inclusion Service and ensure tenants benefit from easy access to support. Our Local Housing Strategy is being refreshed and will include the following strategic priorities: • 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.
Social landlords ensure that: people looking for housing find it easy to apply for the widest choice of social housing available and get the information they	The Housing Board has been established since April 2024 to oversee progress in housing outcomes. The Housing Board brings together all Council Clusters who contribute to the provision of housing services. The first year of operation has seen a clear focus on establishing shared data systems, developing and ensuring full

need on how the landlord allocates homes and on their prospects of being housed.	alignment across plans and strategies, and increasing internal scrutiny of the impact of policy decisions. This cross council way of working has resulted in officers now having a far better understanding of the root cause of some of the issues presenting and some positive green shoots in the data are emerging including: • A reduction in housing voids from 2,270 in July 2024 to 1,852 at the end of March 2025 • The temporary pause of 'buy backs' helping realise a reduction in the number of buy backs sitting as void for long periods due to the need for expensive health and safety mitigations to comply with social housing standards (from 230 to 135 over the last 6 months) • The relet rate has increased by 19.5% over the last year, with refusals lowered by 11.4% since July 2024. • Abandonments have reduced by 18% over 2024/25. • In 2024/25 over 2,500 properties were re-let (11% of stock) at a cost in the region of £15 million. As a result of our adoption and evaluation on CBL, data shows a decline in overall refusal rates compared with 2023/24 (56.10% in 2023/24 to 52.2% in 2024/25). Despite some early gains, the Housing Board acknowledge the need for an on-going focus on housing voids and have just concluded a detailed exploration of the void path to help better understand the root cause of our position and plan next steps.
Social landlords ensure that: tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations	Tenancy sustainment rates for 2024/25 were 90.65%, a slight improvement from the 89.33%, reported in 2023/24. We will continue to evaluate the impact of our Housing and Support Model to identify next steps. We will continue to keep the criteria for our Rent Assistance Fund under regular review.

Councils perform their duties on homelessness so that: people who are homeless or at risk of homelessness get prompt and easy access to help, advice and information; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to	The total number of lets in 2024/25 was 2,536, an increase from the 2023/24 figure, which was 2,123, and of those, 977 were let to homeless households which is an increase from 797 from the previous year. Tenancy sustainment rates where the applicant was statutory homeless were 86.61% in 2024/25 which is a slight drop from the 86.68% reported in 2023/24. We will continue to support the implementation of the improvement charters aligned to the Homewards programme.
GETTING GOOD VALUE FROM RENT AND SERVICE CHARGES Social landlords manage all aspects of their businesses so that: tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.	Satisfaction from factored owners dropped from 56.90% in 2022/23 to 44.44% in 2023/24.Sataisfaction surveys are completed every three years, with the next one being due in 2026/27. We will take decisions on our housing stock following publication of our Asset Management Model.
Social landlords set rents and service charges in consultation with their tenants and other customers so that: a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.	Gross rent arrears as a percentage of rent due was sitting at 17.86% when reported to the Regulator in April, a decrease on the previous year (18.25%). Rent arrears have been rising steadily over many years. There is emerging evidence that the rising trend has steadied and is now decreasing. We will continue to implement our improvement project to help address rent arrears and reverse the trend. Rent collected as a percentage of rent due was 100.68%, an increase on 96.57% in 2023/24. The amount of void rent loss for 2024/25 was 8.04%, an increase on the 2023/24 figure of 7.91%. We received Direct Housing Costs (Housing Benefit, Universal Credit) for 15,849 households which equates to 77.7% of the 20,397 tenancies, with a value of £447,502,386.95, an increase on the 14,695 in 2023/24. This is reflective of the need we see in our tenants in light of the cost of living crisis and downturn in the local

	economy. This needs to be considered as we develop our model of Family Support. The provision of financial advice will continue. Universal Credit has increased from 6,890 accounts in 2023/24 to 8,292 for 2024/25. A Rent Assistance Fund was introduced with 2024/25. This new fund helped 499 tenancies with a value of £450,830.50 awarded. Only 38% of tenants who responded to our last tenant satisfaction survey feel that their property represents value for money (this is lower than our comparator social landlords and lower than previous survey responses). There is evidence from the complaints system that tenants feel a two-tier system has developed as a result of new housing developments. There is a need to consider this more fully as we review our Rent Policy.
OTHER CUSTOMERS Local councils and social landlords with responsibility for managing sites for Gypsy/ Travellers should manage the sites so that: sites are well maintained and managed and do not fall below the minimum site standards set in Scottish Government guidance.	The site at Clinterty reopened in February 2024 and has undergone significant improvements, which have enhanced living conditions for the Gypsy/Traveller community. These include enhanced sustainability and improved site layout. A number of third sector and support groups are active at the site resulting in continued satisfaction with the Clinterty Site. We will continue to support the residents at Clinterty.

Additional evidence requested by the Regulator

Requirement	Evidence
Gas Safety	100% compliant with checks carried out within 12 months of the last safety check. **We assess that we are fully compliant.**
Electrical Safety including EICR	Each property receives a full safety check during any void period. Over the year, there has been a reduction in EICR failures, but we now have a larger number of non-compliant properties due to issues gaining access to properties. A number of failures relate to void properties which will be captured as part of the void process and form part of a wider plan to meet compliance targets over the coming year.

	We have appointed two external contractors to supplement the in-house team to increase capacity to carry out the remaining EICR's. **We assess that we are partially compliant.**
Water Safety	Appropriate arrangements are in place with regards to water safety, Monthly temperature testing and quarterly cleaning is carried out at all our Very Sheltered and Sheltered buildings. The testing is carried out by a dedicated in-house team. **We assess that we are fully compliant.**
Asbestos	A centralised database (Modus) is used to record all areas within a property that contains asbestos. This is a live database which is accessible by all staff who carry out work within the properties. **We assess that we are fully compliant.**
Damp & Mould	Inspectors have undergone training and a specific Schedule of Rates code for damp and mould work has been developed to enable data reporting and monitoring. A webinar was delivered to Housing & Support Officers for awareness raising of how to report instances of damp and mould. **We assess that we are fully compliant.**
Lift Safety	All lifts receive a monthly safety check and quarterly service. **We assess that we are fully compliant.**

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	26 August 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Housing Allocation Policy
REPORT NUMBER	F&C/25/183
EXECUTIVE DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Jacqui McKenzie
REPORT AUTHOR	Athelstan Croft
TERMS OF REFERENCE	1.1.5

1. PURPOSE OF REPORT

1.1 To seek approval of the refreshed Housing Allocations Policy.

2. RECOMMENDATION(S)

That the Committee:

2.1 Approve the refreshed Housing Allocations Policy as detailed in Appendix 1; and

2.2 Instruct the Chief Officer – Housing to implement the revised Housing Allocations Policy.

3. CURRENT SITUATION

3.1 As a social housing provider, the council is required to comply with the legislative and regulatory framework governing the allocation of social rented housing. As such, the council has a duty to make, and publish, a Housing Allocations Policy detailing how the allocation of homes, transfers, and exchanges will be allocated, and must clearly set out how it will determine an applicant's priority for housing.

3.2 The allocation of housing stock is an essential service provided by the Housing cluster, the aim being to ensure that homes are allocated to those households with the greatest need ensuring fairness and alignment to the Council's statutory duties.

3.3 In the financial year 2024/25 the council received 4,608 applications for housing and approximately 10,000 requests for advice and assistance relating to applying for housing. During the same period, 5,235 offers of accommodation to 3,312 households were made, resulting in the creation of

2,456 tenancies. The introduction of the Choice Based Lettings approach in 2023 has led to an increase in applications with received applications rising from 3,806 in 2021/22, to 4,879 in 2022/23, rising to 4,968 in 2024/25. The Housing Online portal has received 247,980 bids from applicants for advertised properties since the introduction of Choice Based Lettings in July 2023.

3.4 The purpose of the policy is to enable the service to deliver a person-centred approach to housing allocation, while ensuring full compliance with the legislative and regulatory framework. The current Housing Allocations Policy was approved by Communities, Housing & Public Protection committee in March 2023, prior to the commencement of the Choice Based Lettings approach to advertising and letting council properties. In the intervening period, software updates, operational updates, audit recommendations, and service demands have required the policy to be reviewed to meet current practice and prioritise new service demands.

3.6 The table below summarises the aspects of the policy that have been updated, and the rationale for the proposed changes.

Housing Allocations Policy - Sections Updated	**Rationale For Change**
13.4 Checks Carried Out On An Application	Legislative change to reduce tenancy checks to tenancies held within the past 3 years as per Scottish Government guidance.
13.7 Exceptions to the bedroom requirement rules	The option of applying for accommodation one bedroom size smaller than the assessed requirement has been added for all households replacing the previous rule allowing this only for households in two bedroom or smaller accommodation applying for four bedroom properties. This is to support households who are in an overcrowded position who feel that this would benefit their current situation.
13.9 How We Allocate Housing Offer Restrictions	Audit recommendation to update the section to better reflect operational practice.
13.10 Offering A Property	Audit recommendation to update the section with relevant timescales to better reflect operational practice.
13.15 Other Allocation Issues and Information	Operational change to add Section 5 referrals to ensure referrals to Registered Social Landlords are included in this section and better reflect operational practice.
Appendix 5 Housing With Support Categories	Additional “Social Need” category added to increase accessibility of sheltered housing to those of a suitable age who wish to apply.
Appendix 6 Delegated Powers	Discretionary Power 9 - Updated to reflect operational change and best practice in relation to requests for transfers of tenancies. This will allow, in appropriate circumstances, requests for the

	occupancy agreements, of households decanted to alternative accommodation, to be converted to Scottish Secure Tenancies providing an immediate permanent housing solution for displaced households.
Appendix 6 Delegated Powers	Discretionary Power 27 - Updated to also include Repairing Standard Enforcement Order and Works Notice to reflect legislative changes introduced under The First-tier Tribunal for Scotland (Transfer of Functions of the Private Rented Housing Committees) Regulations 2016, following a recent case in the city involving such an order.
Appendix 6 Delegated Powers	Discretionary Power 35 - Additional discretionary power requested to increase the priority of applicants placed in temporary accommodation classed as unsuitable within the Homeless Persons (Unsuitable Accommodation) (Scotland) Order. Households placed in such accommodation for a period of more than 7 nights are deemed to have breached the order, opening the possibility for legal challenge to the council. The ability to increase priority for these applications will allow services to better manage temporary accommodation demand and reduce the potential for legal challenge.

3.7 Implementation will be programmed from 31st September 2025 to allow time for the required document and system updates, staff briefings and scheduling.

3.8 The implementation of these proposed changes will ensure the Council remains compliant with evolving legislative requirements. Operationally, these changes are designed to reflect best practice, streamline the management of tenancy transfers and temporary accommodation, and accommodate increased demand while reducing risks associated with non-compliance such as breaches of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order. From an audit perspective, the proposals will facilitate transparent record-keeping and procedural consistency, supporting accountability in decision-making and helping to demonstrate robust governance.

3.9 More widely work to further develop assurance and governance across the Housing Cluster has been progressed with the recent development and approval of the Housing Services Quality Improvement Framework. One of the key purposes of this framework being to ensure that everyone who is involved is clear about their responsibilities and accountabilities for quality control, quality assurance and improvement.

3.10 Members are recommended to approve the refreshed Allocations Policy at Appendix 1.

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 Council are required to have an allocations policy in terms of s.21 of the Housing (Scotland) Act 1987, as amended by s. 155 of the Leasehold Reform, Housing and Urban Development Act 1993 and the Housing (Scotland) Act 2001.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

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

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	The Housing Allocations Policy is central to delivering the operational aims relating to the allocation of council stock as prescribed in legislation and the Local Housing Strategy. Failure to implement the Housing Allocation Policy appropriately would pose a strategic risk.	Internal reporting and auditing is in place to ensure that the policy is operating as expected in relation to the council's statutory duties and strategic aims.	L	**Yes**
Compliance	Local Authorities have a duty to	The Housing Allocation Policy has been produced and	L	**Yes**

	make and publish rules covering the priority of allocation of houses, transfers and exchanges s (section 21 of the 1987 Act, as amended by section 155 of the Leasehold Reform, Housing and Urban Development Act 1993 and the 2001 Act). The council's Housing Allocation Policy must comply with the legislative framework set out in the Social housing allocations legal framework: statutory guidance for social landlords.	will be published on the Council's website once approved and implemented. Procedures will be updated to reflect any updates or changes. Service monitoring and auditing will be carried out to ensure that the policy is enacted and performing to comply with guidance.		
Operational	The Housing Allocation Policy is vital to the administration of the council's housing lists, appropriate allocation of properties, and ensuring operational compliance with the council's statutory duties	Internal auditing and monitoring is in place to ensure that the policy is operating appropriately.	L	**Yes**

	to homeless households.			
Financial	The Housing Allocation Policy will ensure that council properties can be allocated to suitable applicants in a timely manner reducing void rental loss and the time applicants remain in unsuitable accommodation across the city.	Internal auditing and monitoring is in place to ensure that the policy is operating appropriately to minimise financial risks.	L	**Yes**
Reputational	The Housing Allocation Policy governs the allocation of all council properties. Failure to carry out this service as described in the policy will prevent the council from meeting its statutory duties to homeless households and demonstrate to applicants and other interested parties that the process is transparent and fair.	Internal auditing and monitoring is in place to ensure that the policy is operating appropriately.	L	**Yes**
Environment / Climate	No significant risks identified	Not applicable	Not applicable	Not applicable

8. OUTCOMES

COUNCIL DELIVERY PLAN 2025-26	
Local Outcome Improvement Plan 2016-2026	
Prosperous People Stretch Outcomes	The proposals within this report support the delivery of LOIP Stretch Outcome 9 - 10% fewer adults (over 18) charged with more than one offence by 2026. Specifically 9.2 - Reduce by 90% the number of people released from prison in to Aberdeen City without suitable accommodation by 2026, and 9.10 - Increase by 15% the reports of domestic abuse to Police Scotland by 2026. By prioritising the rehousing of people leaving prison without a home and those forced to leave their home due to domestic abuse. Through the Prison Liaison Officer role, it is hoped that utilisation of the priority afforded to people leaving prison will result in the majority entering permanent accommodation directly on release. Similarly, the priority afforded to applicants affected by domestic abuse should encourage them to seek assistance and facilitate better reporting of incidents to Police Scotland. The proposals in the report broadly support the delivery of LOIP Stretch Outcome 12. "Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer term ambition to end homelessness in Aberdeen City by facilitating the allocation of council and housing association properties to homeless applicants in a timely manner. By prioritising homeless applicants the policy seeks to make periods of homelessness as brief as possible. Furthermore, by facilitating the allocation of suitable properties the policy seeks to find long term housing solutions which also make homelessness less likely to recur.
Regional and City Strategies	The proposals within this report support the Aberdeen City Local Housing Strategy by ensuring homes that are owned by Aberdeen City Council are allocated in a fair way.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	New Integrated Impact Assessment has been completed.
Data Protection Impact Assessment	DPIA not required.
Other	N/A

10. BACKGROUND PAPERS

10.1 The Legal Framework For Social Housing Allocations Statutory Guidance For Social Landlords Housing (Scotland) Act 2014.

10.2 Social housing allocations in Scotland: practice guide.

10.3 Housing Allocation Policy 2023.

11. APPENDICES

11.1 Appendix 1 – Housing Allocations Policy.

12. REPORT AUTHOR CONTACT DETAILS

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Housing Allocation Policy

Approved by Committee on
14/3/2023 with an implementation date of
27th June 2023

ABERDEEN
CITY COUNCIL

Document Control

Approval Date	14/3/2023
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Policy Number	POL-C-0008
Policy Author(s) and Owner	Jacqui McKenzie
Approval Authority	Public Protection Committee
Scheduled Review	March 2027
Date and Changes: 01/01/22 - January version updated to include Equalities considerations. 01/08/22 - Policy updated and reformatted for use August 2022. 08/02/23 - Policy updated and reformatted following system testing and organisational developments. 26/08/2025 – Policy updated to account for operational changes and organizational developments.	

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1. Why does the Council need this policy?

1.1 The Council has a duty to make and publish rules covering priority of allocation of houses, transfers, and exchanges, setting out clearly how it will determine priority for housing.[1]

1.2 The Council as a social housing provider is required to comply with the legislative and regulatory framework governing the allocation of social rented housing as set out in The Legal Framework for Social Housing Allocations and with consideration to the Social Housing Allocations in Scotland Practice Guide.

1.3 Access to housing is available to everyone aged 16 or more. This does not give applicants a right to receive an offer of housing however, as offers are dependent on the priority given to each individual application. In accordance with the Equality Act 2010, the Council will ensure that no individual is discriminated against on the grounds of age, disability, gender reassignment, marriage or civil partnership (in employment only), pregnancy and maternity, race, religion or belief, sex, or sexual orientation. This allocations policy is designed to allocate houses on a needs basis but recognises that need outstrips supply. The policy has undergone a thorough equality impact assessment.

1.4 The policy is necessary to provide clarity to applicants and staff on how decisions relating to allocating our housing stock are made and will ensure that all allocations are administered fairly and consistently within the required legal framework. In order to mitigate any risks as far as possible the policy aims to ensure that we let our council houses in line with current legislation and guidance from the Scottish Government.

2. Application and Scope Statement

2.1 The policy affects all applicants for social housing regardless of their current tenure.

2.2 Fundamentally the priority, points award, and property size assessed by the Allocation Policy remain the same as its current iteration. The introduction of a Choice Based Lettings approach is designed to provide applicants to the scheme a greater degree of choice and control in their housing selection, increase transparency in the housing selection process, and increase customer satisfaction with their housing outcome.

3. Responsibilities

3.1 The Chief Officer - Housing is responsible for managing the policy.

3.2 The policy has been developed to ensure it meets the standards and outcomes set out

[1] Section 21 of the 1987 Act, as amended by section 155 of the Leasehold Reform, Housing and Urban Development Act 1993 and the 2001 Act

by the Scottish Social Housing Charter.[2]

3.3 Any instances of non-compliance with the policy should be reported to the Chief Officer -Housing.

3.4 Feedback on the policy should be communicated to the Housing Options and Allocations Team Leader. Housing Options and allocation advice can be accessed here housingaccess@aberdeencity.gov.uk.

3.5 Misuse or breach of this policy may result in disciplinary action against Aberdeen City Council employees for misconduct.

3.6 Applicants found to have provided fraudulent or misleading information may be suspended from bidding for properties or have their applications cancelled.

4. Supporting Procedures & Documentation

4.1 The Council has a housing options advice module which helps applicants to consider other housing options in the city. Click here to access the guidance on how to use this self-assessment tool https://www.aberdeencity.gov.uk/services/ or request assistance through our Contact Centre on 03000 200 292.

4.2 Details of how the Council allocates property can be found here.

5. About this Policy

5.1 The aim of the Allocation Policy is to meet housing need fairly and help secure accommodation for households in the greatest housing need in line with the Council's legal duties. We aim to do this by working to the following service objectives:

- Respond quickly to people in acute and urgent housing need
- Give the right priority to the people who are in most need of housing; including specific groups identified in legislation to whom we must give 'reasonable preference', namely
  - People who are homeless or threatened with homelessness (including those at risk of harassment and abuse).
  - People who are living in unsatisfactory housing conditions with unmet housing needs.
  - Social housing tenants who are under-occupying their home; (Persons have unmet housing needs where the social landlord considers the persons have housing needs which are not capable of being met by housing options available).
- Prevent and respond to homelessness by being proactive in the provision of appropriate advice and assistance or suitable housing within a reasonable timescale.

[2] As required by section 31 of the Housing (Scotland) Act 2010, the Scottish Ministers, in this Scottish Social Housing Charter, set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities

- Take a housing options approach to meet the needs of our applicants, which involves taking early action if their home is at risk, encouraging them to make informed and realistic decisions on their options and assessing and meeting any support needs they may have, in partnership with other agencies.
- Provide support to those who need help to find and keep a home by helping them access help and support to find a property and to live in their new home independently and successfully in partnership with agencies such as NHS, Social Work Services, and other support providers.
- Make best use of housing that becomes available for rent.
- Work to create communities where people want to live.

5.2 The Allocation Policy sets out the rules we will apply to every housing application made to the Council with a view to providing council officers and the general public clarity about the allocation process.

6. Risk

6.1 This policy is designed to mitigate the Councils risks in letting its housing stock.

- **Strategic** - Having a clearly defined policy together with detailed and robust procedures and processes will help staff to clearly understand their role and provide appropriate help and advice to applicants.
- **Compliance** – The policy mitigates risk of non-compliance with The Legal Framework for Social Housing Allocations.
- **Operational** - This policy will ensure our staff provide a consistent and robust approach in allocating our council houses. It also provides those applying for housing with greater transparency of the process so they can make a better informed choice about whether they wish to seek council housing.
- **Financial** – This policy supports the mitigation of risks associated with void rent loss in the council's estate by having an efficient process in place to let available properties quickly.
- **Reputational** - Clearly setting out the policy principles, procedures, and actions on how we allocate our council houses will help to eradicate the risk of reputational damage and customer complaints associated with the housing allocation process.

6.2 Risks will be monitored through a comprehensive quality assurance and performance management framework.

- Statutory recording of the HL1 – case level homelessness data, HL3 – case level temporary accommodation data, and Prevent1 – case level housing advice data, will monitor the performance of services in the processing of applications to prevent and alleviate homelessness.

- Scottish Housing Regulator monitoring will report on the general performance of the allocation policy against national standards and benchmarking.
- Biannual reporting of housing performance at the Communities, Housing and Public Protection committee.
- The council's Rapid Rehousing Transition Plan will monitor the overall performance of the council homeless process in relation to our service objectives.
- Frontline staff engaging with the public will receive mandatory training on the PREVENT Strategy, Child and Adult Protection, and Data Protection to mitigate risks in relation to this policy.

7. Environmental Considerations

7.1 It is anticipated that this policy will reduce the time that council properties are vacant between tenancies thus reducing the environmental impact of vacant properties in the city generally. The policy should also encourage better use of council accommodation, leading to less instances of under occupancy in the city and therefore greater energy efficiency.

8. Policy Performance

8.1 There are numerous reports which focus on the performance of the various aspects of the allocation process.

8.2 The reports are produced by the Quality Assurance and Performance Management team and are distributed to appropriate officers either daily, weekly, or monthly. These detail current performance and year-to-date information so that officers can monitor and scrutinise performance and trends against targets to inform operational directives.

8.3 We will monitor performance against the following indicators which assess admission to our housing lists:

- Number of new applications received.
- Number of new applications registered.
- Time taken to register an application.
- Number of new applications by ethnicity, gender, disability, age, religion/belief, sexual orientation.

8.4 We will monitor performance against the following indicators which evaluate our assessment of applications:

- Time taken to process an application.
- Number of applicants reviewed and removed from the list.
- Number of applicants suspended including group and grounds for suspension.

- Number of applicants who have chosen to defer their application.
- Number of appeals made, including outcomes.
- Number of complaints received, including outcomes.

8.5 We will monitor performance against the following indicators which assess the outcomes achieved by housing applicants:

- Number of applications in each group.
- Number of lets to applicants by group against proportion.
- Time taken to offer housing to Homelessness Households.
- Number of offers accepted and refused, by group and reason for refusal.
- Number of applicants re-housed through a mutual exchange.
- Number of applicants under-occupying by one or two bedrooms who are re-housed.
- Number and reason for bypassing an applicant for an offer of housing.

8.6 In addition to performance monitoring information we will obtain feedback from using a variety of methods to assess our service and working practices to review our policy. A policy review will be carried out on a 5 year cycle with more regular reviews in light of any changes in legislation or good practice guidance.

8.7 Reports will provide data on the properties advertised including the address, area, type, and size, the number of bids and from which list they come. Also, the number of offers generated and to which list they pertain and, number of refusals and acceptances will also be monitored to assess the performance of the policy in achieving its objectives.

8.8 Complaints and feedback received in relation to the policy will be reviewed to target areas requiring improvement or redrafting.

9. Design and Delivery

9.1 This Policy will have a positive impact on homelessness. For those who cannot make bids for properties under a choice based letting system, we will use auto-bidding. Auto bidding is a feature of the system which make bids automatically where applicants are unable to bid on-line e.g., those who have no access to computers. This will ensure that people move quickly through the homeless journey. It may also contribute to improved mental health and wellbeing by enabling people to have an improved choice of property and location to meet their needs and improving customer service.

9.2 The policy will in part address the Local Outcome Improvement Plan stretch outcome 12. Homelessness - Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer-term ambition to end homelessness in Aberdeen City.

9.3 The Councils statutory obligations will be met through the policy implementing

requirements from the legislation detailed in section 1.

10. Housekeeping and Maintenance

10.1 This policy will be monitored regularly with changes made where either there are changes in legislation or there are changes to the supply and demand for our homes. This policy and supporting documentation will be reviewed and updated annually or sooner if there is new legislation or guidance issued.

11. Communication and Distribution

11.1 This policy will be available on the Aberdeen City Council website to be accessed by householders/service users and shared with relevant staff. If applicants have no digital access, information can be obtained through the Council's Contact Centre phone on 03000 200 292. If applicants request it, the policy can be provided in other formats such as different languages or fonts.

12. Information Management

12.1 Information generated by the application of this policy will be managed in accordance with the Council's Corporate Information Policy and supporting procedure.

13. Appendix 1 - Allocations Policy Provisions

1. Our Housing Stock

Aberdeen City Council holds around 23,000 properties across the city. Broken down by property size approximately 38% is bedsit or one bedroom properties, 45% is two bedroom properties, 17% is three bedroom and 1% is four bedrooms or larger.
In the financial year 2021 around 2,000 properties were let of which approximately 80% were general needs accommodation and 20% were amenity or sheltered accommodation.

We classify our housing by five different groupings:

- General Needs – accommodation available to all applicants.
- Amenity Housing – adapted properties for ambulant disabled households generally over the age of 55.
- Sheltered Housing – properties with additional services for people of pensionable age.
- Very Sheltered Housing – properties with additional support for people of pensionable age with severe health issues.
- High Support Housing – properties for people of any age group who have been assessed as having severe health issues and adverse social circumstances which would be significantly improved by living in this type of housing.

You can view our housing stock in each area of the city using our interactive map which shows the breakdown of our properties by size and type.

2. Who can apply?

Anyone over 16 years and over can apply for housing unless they are "subject to immigration control"[3].

For these purposes a person is 'subject to immigration control' if s/he 'is a person who under the Immigration Act 1971 requires leave to enter or remain in the United Kingdom . From 1 January 2021, every person requires leave to enter or remain in the UK unless s/he is:

- a British citizen
- an Irish citizen (with certain exceptions) or
- a Commonwealth citizen with the right of abode

EU (European Union), EEA (European Economic Area) and Swiss citizens, resident in the UK prior to 31st December 2020, must be able to provide evidence of Settled or Pre-Settled Status before their application for housing can be processed.

Everyone applying for housing will be placed on our Common Housing Register,

[3] A person is 'subject to immigration control' if s/he 'is a person who under the Immigration Act 1971 requires leave to enter or remain in the UK ('whether or not such leave has been given' (Immigration and Asylum Act 1999, s118(6)).

however, applications can only be made live, meaning they will not be considered for an offer of accommodation, once all the required information is provided such as proof of identification, birth certificates, proof of settled status or a visa confirming eligibility for public funds.

Prior to any offer of accommodation being made, applicants may have to provide further evidence of their eligibility if their rights are not indefinite.

The detail of housing rights for migrants is very complex, and greatly depends on individual situations. More detailed information on the subject can be found on the Chartered Institute for Housing's Housing Rights Information website.

3. How to Apply for Housing with Aberdeen City Council

To apply for housing, applicants have to register through our Housing Online portal via the Aberdeen City Council website. To do so you must have a functioning email address that they can access (details on how to set up an email address are available here). You will be asked to provide your email address, which will be your Username for your account, and create a password for your account. Once complete an email will then be sent to this address asking you to respond and set up your account.

Existing applicants and Aberdeen City Council tenants can complete a shortened registration process by selecting the "Existing Applicants and Tenants – Register" button but they will be required to provide their Application, Payment, Tenancy or Person reference number (if you do not know this you can contact our services and request this information).

Once registered, applicants must select "My Housing Options" and complete a short form describing their current living arrangements, their basic financial circumstances, whether or not they wish to discuss their situation with one of our advisors and agree to our data sharing agreement.

On the basis of the information provided applicants are given a list of Housing Options to pursue, one of which will be to apply for social housing with a suggested priority of low, medium, or high.

Once an application has been submitted, we aim to process it within 28 days and provide written confirmation that the process is complete. At times due to service demand or difficulty gathering information it may take longer than 28 days to process an application.

For customers who require assistance, our Housing Options Team can be contacted on 03000 200 292 for assistance to complete an application and provide Housing Options advice.

4. Checks carried out on an application

All applicants are required to provide proof of identification for themselves and any household members. Households including children must provide evidence to demonstrate the primary residence of the children in their household.

Where applicable, applicants must demonstrate their eligibility for public funds by providing their visa details or evidence of Settled Status.

In some circumstances applicants may be required to provide proof of their address and status there such as a leasing agreement or proof of ownership.

All applicants and anyone included on an application aged 16 years or over are required to provide details of any Council, Housing Association or Housing Co-operative tenancy they have held during the previous three years, or since their 16th birthday if more recent.

Any current or former tenancies will be checked with landlords to determine whether they were conducted in a satisfactory manner and that there are no outstanding debts related to the tenancy.

Aberdeen City Council can decide to defer or suspend an application if an applicant, or any member of their household: -

- Has engaged in anti-social behaviour in the locality of their current or former tenancy.
- Has a conviction for using their home for immoral or illegal activity or any other offence punishable by imprisonment.
- Has previously abandoned or neglected a property resulting in a repossession order.
- Has had a court order for recovery of possession granted against them.
- Has outstanding rent arrears and/or other tenancy-related debt.
- Has refused an offer of housing from Aberdeen City Council previously.

In the event that we are unable to assess your application from the information provided we may arrange to carry out a home visit to clarify your living situation. Checks will be completed at the time of application and prior to any offer of housing being made.
All deferments and suspensions will be considered in relation to the circumstances of the application and subject to appeal. Further information on our Suspension Policy can be found in section 11.

5. Making a False Statement in an Application for Housing

If an applicant knowingly gives false information on a housing application, the application will be cancelled or suspended from the list for a period relative to the applicants circumstances as determined by the investigating officer.

Any tenancy that has been granted based on false information or where the applicant has withheld important information may be subject to legal proceedings for repossession and the tenants may be reported to Police Scotland should any criminal activity be suspected.

6. Who can be included on an application?

Reflecting the Housing (Scotland) Acts 1987 and 2001, the following can be considered members of your household if you wish to include them on your application:

- Your spouse, civil partner, or live-in partner
- Your parent, grandparent, child, stepchild, grandchild, brother, sister, uncle, aunt, nephew, or niece
- A child for whom you are the legal guardian.

Aberdeen City Council, at its discretion, may also consider the following to be members of an applicant's household:

- Live-in carers (formal confirmation of this arrangement will be required)
- Children placed under foster care (formal confirmation of this arrangement will be required)
- Couples who are in a relationship but do not live together
- Cousins
- Friends (but only flatted accommodation will be offered)

Aberdeen City Council will not normally accept as part of the applicant's household for the purposes of the housing application any member of the household (other than a partner):

- Who is a hospital patient and is unlikely in the opinion of medical professionals to be discharged.
- Who indicates in writing that she/he does not want to be regarded as a member of the household.
- Who has applied for separate accommodation in his/her own right.
- Who is an adult and is resident with the applicant less than 50% of the time. Special consideration can be given for students and persons in the armed forces.

7. Determining the number of bedrooms required by a household

We will register your application on the housing list according to the type and size of property you require. This helps us to make best use of the stock that becomes available. We will work out the number of bedrooms that you require using the following criteria:

- One bedroom is required for a single adult.
- One bedroom is required for an applicant and partner.
- One bedroom is required for two single related household members of the same sex, for example, two sisters, two brothers, where there is not 10 years or more difference between their ages.
- One bedroom is required for up to two children under eight years of age, regardless of the sexes of the children.
- One bedroom is required for up to two members of the householder's family eight years of age or over of the same sex, where there is not 10 years or more difference between their ages.

- One bedroom each is required for a child under eight years of age and a child over eight years of age of different sexes, where they cannot share with any other child of the family.
- One bedroom each is required for the youngest and the next eldest child in the family of the same sex, where there is 10 years or more difference between their ages and they cannot share with any other child of the family.
- One bedroom is required for a member of the family where the Housing Need Assessment Team determine they require their own bedroom.

Other factors that are considered when determining the number of bedrooms required

- The maximum number of people who would be expected to share a bedroom would be two.
- An expected child will be included in the calculation of the number of bedrooms required.
- The age at which children of different sexes qualify to be in separate bedrooms is eight. For example, a child under eight years of age and a child over eight years of age of different sexes would be assessed as requiring separate bedrooms.

Children with an existing principal home

To make best use of our housing stock, applications including children who hold a principal home elsewhere will be subject to the following considerations. Principal home is defined as the child's main residence where their parent may claim child benefit and they are registered with their school/nursery or GP practice.

- A child or children from a former relationship who have an existing principal residence outside of the applicant's household will only be eligible for one additional bedroom in flatted accommodation, irrespective of the number of such children.
- Where the household comprises of a mixture of children whose primary residence is with the applicant and others who have a primary residence elsewhere, only one additional bedroom in flatted accommodation will be allocated for the children who will not occupy the property as their primary residence, irrespective of the number of these children.

Exceptions to the bedroom requirement rules

Applicants who have indicated a preference to be considered for larger accommodation will have the opportunity to apply for housing one bedroom size larger than their assessed requirement. They will however only be considered for a larger property when no applicants require that particular property size are identified.

Applicants who have indicated a preference to be considered for smaller accommodation will have the option to apply for housing one bedroom size less than their assessed requirement. They will be considered at the same time as

applicants requiring that particular property size based on their priority. It is recommended that this is only considered for households who are in an overcrowded position and feel this would benefit their current situation.

8. Assessing Your Housing Need

Aberdeen City Council operate four housing lists. Once an application has been processed and all relevant information received, applications will be placed on the appropriate list based on their circumstances and assessed housing need. The four lists are:

Urgent Housing Need

Applicants will be placed on the Urgent Housing List if they are assessed as being in the following groups**:**

- Statutory homeless
- Community Safety – Multi Agency Public Protection Arrangements & Multi-Agency Risk Assessment Conference cases.
- Next Stage Housing Applicants
- Care Experienced Young People
- Committee and Discretionary Cases
- Extreme Medical Need
- Statutory Notice Applicants
- Armed Forces Personnel leaving full time regular service.
- Aberdeen City Council tenants eligible under the Downsizing Scheme.

Applications are placed on the Urgent Housing Need list by way of assessment with either a Medium or High priority awarded dependent on their reason for placement on the list. Applicants are ordered on the list by their priority with applications of same level of priority further prioritized by date of assessment for the list. Further details of the categories of assessment and awards can be found in Appendix 2.

Applicants on the Urgent Housing List are eligible for one reasonable offer of suitable accommodation. Following acceptance on the Urgent Housing List applicants are granted a 21 day period to bid for properties of their choice through the Housing Online Portal from their date of decision.

After 21 days Urgent Housing List applicants will have their applications set to “autobid” for all properties deemed suitable to meet their needs. Areas and house types for this process will be set by the assessing officer following discussion with the applicant and will balance their requirements against our housing stock to determine what can reasonably be offered. This is to ensure that applicants do not unduly prolong their stay in an unsuitable or temporary housing situation when accommodation that will resolve their issues is available.

Applicants who refuse an offer on the Urgent Housing List will have their

application removed from the list and the application will default to the appropriate Waiting, Transfer, or Housing with Support list.

Anyone who believes they are at risk of losing their home or believe they require to be assessed for the Urgent Housing List can request to speak with an advisor in our services by completing the My Housing Options checked on Housing Online or by calling our general line on 03000 200 292.

Waiting List

Applicants will be placed on the Waiting List if they are:

- Tenants of other local authorities or Registered Social Landlords outside the Aberdeen City Council area.
- Joint tenants of Aberdeen City Council applying to leave their tenancy.
- Private sector tenants
- Sub tenants or lodgers
- Households living care of relatives or friends
- Owner occupiers
- Households living in houses in multiple occupation (for example, student accommodation).
- Members of H.M. Forces
- Tied tenants who are not employed by Aberdeen City Council or a Registered Social Landlord
- Individuals who occupy a property through Shared Ownership.

Applicants placed on the Waiting List are prioritised by awarding points based on their current housing circumstances. See Appendix 3 for an explanation of the points categories. Applicants who have the same number of points will be further prioritised by the date of registration on the list. Waiting List applicants who refuse an offer of accommodation will have their application deferred for a period of 12 months.

Transfer List

Applicants will be placed on the Transfer List if they are.

- A tenant of Aberdeen City Council.
- A tenant of a Registered Social Landlord with a tenancy in Aberdeen.
- Employees of Aberdeen City Council or a Registered Social Landlord in the city occupying tied accommodation.

Applicants placed on the Transfer List are prioritised by awarding points based on their current housing circumstances. See Appendix 4 for an explanation of the points categories. Applicants who have the same number of points will be further prioritised by the date of registration on the list. Transfer List applicants who refuse an offer of accommodation will have their application deferred for a period of 12 months.

Housing with Support (Amenity/Sheltered/Very Sheltered/High Support)

Applicants are placed on this list following assessment by the Housing Needs Assessment Team who will determine what category of housing they are eligible for (Amenity/Sheltered/Very Sheltered/High Support) and which of the three priority categories (High/Medium/Low) best describes their housing situation. Definitions for the High, Medium, and Low assessment categories for Housing With Support can be found in Appendix 5.

Applicants are listed against each property category based on their priority award. Applications with equal priority are further prioritized by date of their priority award. If an applicant is re-assessed and is awarded a higher or lower priority, then they will be queued on the appropriate list by the date of that new award.

Housing With Support List applicants who refuse an offer of accommodation will have their application deferred for a period of 12 months.

Housing with Support Property Types

- Amenity Housing

Amenity housing can have similar facilities to those in sheltered housing but is not in a purpose-built complex and does not generally have common areas for tenants to gather, or a senior carer service. It is generally available to ambulant disabled applicants over 55 whose health problems are adversely affected by their current living circumstances.

- Sheltered Housing

Sheltered properties have special facilities to make life more comfortable and safer for tenants, including a carer service. They are intended for people generally of pensionable age who have been assessed as having significant health issues and adverse social circumstances which would be significantly improved by living in this type of housing.

- Very Sheltered Housing

Very Sheltered housing provides tenants with special facilities over and above those provided by sheltered housing to make life more comfortable and safer for the most vulnerable tenants, these including a carer service and the provision of a midday meal. This type of supported housing is intended for people generally of pensionable age who have been assessed as having severe health issues and adverse social circumstances which would be significantly improved by living in this type of housing.

- High Support Housing

High Support Housing provides tenants with special facilities over and above those provided by sheltered housing to make life more comfortable and safer for the most vulnerable tenants, these include a carer service and the provision of a midday meal. This type of supported housing is intended for people of any age group who have been assessed as having severe health issues and adverse

social circumstances which would be significantly improved by living in this type of housing.

9. How We Allocate Housing

Aberdeen City Council operates a Choice Based Lettings system to allocate properties. Properties available to let are advertised through the Council's website and applicants can register an interest in the properties they wish to be considered for by bidding through our Housing Online portal.

Properties are advertised on a 7 day cycle with a closing date for bids marked against each property. During the cycle applicants can register their interest in up to ten separate properties with the option to withdraw or change their bids at any point up until the closing date.

Following the closure of the advert a shortlist for each property will be drawn listing all applicants who registered an interest. The applications will be ordered based on their assessed priority on our housing lists. The applicant with the highest priority on the shortlist will be considered for the property.

If for any reason the highest priority applicant is not suitable or does not wish to proceed with the offer of the property, the second highest priority bidder will be considered and so on until the property is let.

Applicants can only bid for properties once registered on our housing list and all checks on their application have been completed. Properties are clearly advertised showing their grouping (General/Amenity/Sheltered/Very Sheltered/High Support) and only applicants eligible for the advertised property type will be considered.

To meet our legal responsibilities and policy objective "to respond quickly to people in acute and urgent housing need", all available properties are considered for applications on the Urgent Housing List in the first instance. In the event that no Urgent Housing List applications register an interest in the accommodation, general needs properties are considered for Waiting and Transfer List applicants.

Housing with Support properties (Amenity/Sheltered/Very Sheltered/High Support) will similarly be considered against any suitable applications on the Urgent Housing List. Where no suitable applicants on the Urgent Housing List exist, these properties will be made available to applicants in each category of the Housing with Support List based on their assessed need and medical recommendations.

Please note that applicants can only be considered for one property at a time.

Offer Restrictions

Notwithstanding the order of priority, certain restrictions will apply when selecting applicants for a vacancy as follows:

- Applicants whose applications are deferred or suspended will not be considered for an offer of accommodation until the deferment has expired.
- Applicants with an existing offer of accommodation will not be considered for an additional offer of accommodation simultaneously.
- Households assessed as needing the exact bedroom size of the advertised property will be considered prior to households requesting

accommodation larger than their assessed need.

- Properties on the ground floor that have five or less access steps will be offered to applicants who have a recommendation for ground floor accommodation as determined by the Housing Needs Assessment Team.
- Where a property has been adapted or can be adapted to suit applicants with special needs such as wheelchair users, priority is given to applicants who have a need for this type of accommodation. Any prospective offer would be subject to assessment by an Occupational Therapist.
- Applicants should note that in some accommodation cats and dogs are banned, except for guide dogs and hearing dogs therefore applicants who have a cat or dog will not be considered for these pet ban properties. A leaflet is available providing details of properties where dogs and cats are not permitted.

10. Offering A Property

At the close of the bidding cycle a shortlist of all applicants who have registered an interest in each property will be prepared. Applicants will be ordered by priority and the household top of the shortlist will be considered for an offer.

If appropriate, checks will be carried out at this stage to determine that the application should not be deferred or suspended due to outstanding debts or other issues highlighted when applying. Transfer List Applicants may also be subject to a Standards Check to determine their current tenancy not in poor condition. (See Section 15)

If we decide to offer you a property, we will make you a formal offer of housing. This offer will be made by telephone and confirmed in writing either by letter or email. The written confirmation will confirm:

- The address of the property.
- The number of bedrooms.
- What type of property it is (such as a flat or house).
- How much rent and service charge you will pay if you accept the offer.
- What you will be required to provide before you can sign your lease.
- The timescale required for you to respond to your offer.
- The consequences of refusing your offer and your right of appeal.

If we cannot contact you within 48 hours by telephone we will hand deliver a letter where possible requesting contact within the next 48 hours. If hand delivery is not possible we will send a letter by Royal Mail requesting contact within 5 days of the date of sending. Applicants who do not respond to contact within the designated timescale will have their offer refused and their application cancelled.

Once a formal offer has been made applicants will be asked to make a decision on their offer of accommodation within 48 hours and formally accept or refuse their offer on this date. Applicants choosing to refuse will be offered a right of appeal.

Applicants who accept their offer will be invited to sign a tenancy agreement. We will provide advice, information and support throughout the offer process and clearly explain your rights and responsibilities as a tenant before signing any tenancy agreement.

Applicants on the Waiting, Transfer, and Support Lists who refuse an offer have the option to appeal against their application being deferred for a period of 12 months, for 21 days following their refusal.

Applicants on the Urgent List for rehousing who refuse an offer will have their Urgent List cancelled and have the option to remain on either the Waiting or Transfer List if they choose. Urgent List applicants can appeal their offer to remain on the Urgent List for a period of 21 days after refusing. For the initial 5 days after refusing, the property offered will be held so that should the applicant appeal within this period and their appeal is refused, they have the option to reconsider and accept the offer. Applicants appealing out wit the initial 5 day period will not have the option to reconsider the property offered if their appeal is rejected.

Types of Tenancy

Generally, we will offer applicants a Scottish Secure Tenancy (SST) in line with our legal responsibilities. A SST means the tenant can keep their tenancy for as long as they want as long as they do not break the terms of the tenancy agreement.

In a limited number of situations, we may offer a Short Scottish Secure Tenancy. A Short Scottish Secure tenant has many of the same rights as a Scottish Secure Tenant however, their rights are more limited on eviction, sub-letting, and succession. The majority of Short Scottish Secure Tenancy agreements will state that the tenancy is for a fixed period of time (at least six months). If by the end of that time, neither the tenant nor landlord has requested that the lease ends, it will renew itself for the same amount of time again (for example, for another six months).

We can only give Short Scottish Secure Tenancies in very specific circumstances. This is defined by law in Section 37, Schedule 6 of the Housing (Scotland) Act 2001 and associated amendments in the Housing (Scotland) Act 2014. These circumstances will apply if:

- You have previously been evicted for anti-social behaviour in the last three years.
- You or someone you live with has an anti-social behaviour order.
- You, a member of your household or a visitor has been involved in anti-social behaviour in or near their home within the last three years.
- Where you're living is scheduled for development and we need you to move to allow us to get the work done.
- Where the tenancy is provided on the basis of allowing you to commence or seek employment in the area.
- You are homeless and the property is let to you on a temporary basis for more than six months.

- You need housing support to help you maintain your tenancy.
- The tenancy provided is in a property not owned by the council.
- You own a property.

In all cases prospective tenants will be served with a notice informing them we are offering a Short Scottish Secure Tenancy, stating why it is being offered and the period for which the tenancy is being created.

If a Short Scottish Secure Tenancy has been granted because of a previous eviction for anti-social behaviour or because someone you live has an anti-social behaviour order (ASBO) served against them, the Short Scottish Secure Tenancy will be converted to a Scottish Secure Tenancy at the end of 12 or 18 months, provided the landlord hasn't served a notice to quit.

11. Reviewing, Removal, Deferral, Suspension and Merging of Applications/Households

Applicants are required to advise the Housing Access and Support Service of any change in their circumstances as soon as possible so that their application can be reviewed and kept up to date. A change of address will require a new application form to be completed. In all cases applicants should contact the appropriate team within the housing service for housing options advice.

Applicants who have not been in contact regarding their housing application will be contacted at least once a year and asked to confirm their application details and whether they still wish to remain on the housing list.

Applicants will be asked to respond within 28 days with a further reminder sent 7 days prior to the expiration date. If they do not respond, it is assumed that they no longer wish to be considered for housing and their housing application will be cancelled.

Applicants on the Urgent Housing List will be reviewed more regularly depending on their circumstances to determine they are still in acute housing need and consider available housing options to resolve their situation.

Deferred Applications

Housing With Support applicants and Transfer and Waiting List applicants who have been provided with digital assistance can choose to defer their application if they do not wish to be considered for housing for some reason. This means they can remain on our housing list but will not receive any offers. It is the responsibility of the applicant to inform the council when they wish to have their application "made live" again. Whilst deferred applicants must still respond to requests to confirm application details to remain on our list.

Applicants on the Urgent Housing List will not normally be allowed to defer their application. Any request will be considered on an individual basis.

Suspending Applications

In certain circumstances applications can be suspended from our housing lists. If an

application is suspended it cannot be considered for an offer of accommodation.

- Applicants with housing related debts

  At the time of applying for an Aberdeen City Council home all applicants will be advised of any housing related debts that may affect their entitlement to housing and the action they should take to address the debts. Applications will be suspended from obtaining an offer until the applicant provides evidence that the identified debts have been satisfactorily addressed.

  Further checks on housing related debt will be carried out should an applicant subsequently qualify for an offer of housing. Applicants will be advised whether these checks affect their entitlement to housing.

  See table below which shows our policy on debt for all applicants for housing.

	Current Tenant Arrears	Current Tenant Legal Charges	Current Tenant Recharges	Former Tenant Arrears	Former Tenant Legal Charges	Former Tenant Recharge
1. All applicants for housing will be subject to the same debt criteria.	If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.	If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.	If the debt is greater than 1 month's rent, then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months	If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.	If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.	If the debt is greater than 1 month's rent, then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.

- **Applicants who have refused a reasonable offer of accommodation**

  Waiting, Transfer and Housing With Support applicants who refuse an offer of accommodation from our housing list will have their application suspended for a period of 12 months. Should applicants disagree that their offer of accommodation was reasonable their case can be considered through appeals process within 21 days of refusing their offer.

  Urgent Housing List applicants who refuse an offer of accommodation will lose their place on the list and default to the Waiting, Transfer, or Housing With Support list.

- **Applicants with an existing Scottish Secure Tenancy or Short Scottish Secure Tenancy**

  Applications from a joint tenant of a Local Authority or another Registered Social Landlord who no longer reside at the tenancy address will have their application suspended from the Housing Lists until the joint tenancy has been resolved.

- **Existing Tenants Who Have Failed A Standards Check**

  Aberdeen City Council tenants on the Transfer List will be subject to a Standards Check of their property prior to any offer of housing being made. Where problems or damage exist, their application may be delayed or deferred to allow them to rectify these issues before an offer is made**.** Discretion will be applied in such circumstances to allow reasonable timescales for work to be completed and offers made.

- **Merging Applications/Households**

  In the event that two households with existing applications wish to be considered for housing together we will merge the applications using the date of the earliest application.

  Where an application is received from two separate households wishing to be housed together in a larger or more suitable house, the application will be assessed as though both households were already living together. Any housing points will be awarded based on the accommodation currently occupied that best meets their housing need.

12. Appeals & Complaints Procedure

All applicants have the right to appeal a decision made in connection with their housing application. Appeals against the processing of an application or an offer of accommodation from the lists should be addressed to the Housing Access and Support Service. The Housing Access and Support Service will aim to respond within 21 days of receipt.

Applicants unhappy about any decision we have made on their application can appeal:

- The group or points we award your application.
- A decision to suspend you after receiving an offer.
- Decision to cancel your application.
- The level of medical priority awarded.
- An offer of housing if you think it was not a reasonable offer.
- Any decision we make which you believe has not been dealt with in accordance with the Allocations Policy.

Appeals can be lodged by email to housingaccess@aberdeencity.gov.uk or by mail addressed to the Housing Options & Allocations Team Leader, Housing Access & Support Service, Business Hub 1, Marischal College, Broad Street, Aberdeen, AB10 1AB.

Complaints

Should anyone be dissatisfied following the appeals process they can make a complaint. Complaints regarding the Allocations Policy are dealt with in line with our Complaints Handling Procedure. Complaints can be submitted online here.

Complaints can also be made in person at any council office or by contacting our Customer Feedback Team by telephone 01224 070075 to leave a voicemail for the

team or in writing to: Customer Feedback Team, Business Hub, First Floor South, Marischal College, Broad Street, Aberdeen, AB10 1AB

13. Other Housing Options

Mutual exchange

A mutual exchange is where a tenant of Aberdeen City Council wants to swap houses with another tenant of this Council or a tenant of a Registered Social Landlord or Housing Cooperative or a tenant of another Council. By exchanging homes applicants may be able to find the home that best suits their family's needs without having to wait on the Council housing lists.

This applies to applicants who have a live housing application and have indicated their interest in considering a mutual exchange. Applicants can request a list of tenants whose properties match their requirements, and who have indicated that they would be interested in exchanging to the type and size of property they currently occupy.

A Mutual Exchange requires approval from the Council and Registered Social Landlord or Housing Cooperative. All parties involved must have secure tenancies. A Mutual exchange will not be approved if one or more parties is an owner occupier or a tenant of a private sector landlord. Applicants wishing to exchange must satisfy themselves that the property to which they wish to exchange meets any medical requirements they may have. However, where the property has been adapted to meet a medical condition, the proposed exchange may be referred to the Housing Needs Assessment Team. If it is considered that the proposed exchange does not make the best use of the adapted property, the exchange may not be permitted.

- Applicants who, for medical reasons, require adaptations to the property to which they wish to exchange, must contact the Housing Needs Assessment Team for approval prior to applying for the mutual exchange. Applicants who, for medical reasons, require adaptations to the property to which they wish to exchange, must contact the Housing Needs Assessment Team for approval prior to applying for the mutual exchange.
- The sizes of the properties proposing to be exchanged must comply with this policy's bedroom requirements as detailed in section 7. However, applicants looking to exchange from a three- bedroom property to another three-bedroom property would be allowed even if they require a four-bedroom property.
- In some circumstances applicants may be allowed to exchange to accommodation larger than they require subject to Council approval: The Council will allow any tenant to exchange to one bedroom more than they require regardless of the type of accommodation.

When an applicant finds someone to exchange with, they should

- Contact them and make arrangements to visit each other's home.
- Inspect the other person's house carefully and make sure they are happy with the condition of it. The Council will not be responsible for any decoration

needed or for carrying out any repairs which are the tenants' responsibility.

- All parties decide, after viewing, that they wish to proceed with the exchange then they must both complete a Mutual Exchange application form. These can be obtained from local housing offices or by downloading a Mutual Exchange form from the Council website.

Aberdeen City Council will:

- Ensure properties are inspected to see that they are in good condition. The Council may refuse an exchange if, for example, unauthorised alterations have been made to the property.
- Verify the size of the houses to make sure that there will be no overcrowding issues or excessive under occupation. The Council will ensure the property is suitable for the whole household.
- Ensure that all applicants have a clear rent account and have no outstanding debt in relation to overpayments of Housing Benefit, Rechargeable Repairs or for a former tenancy.
- Ensure that all tenancies have been conducted in a satisfactory manner and that there are no breaches of the tenancy agreement which may prohibit the exchange.
- Provide applicants with a decision within twenty-eight days of receiving the applications from all parties. The Council will not refuse consent to exchange without reasonable grounds.
- Consider any appeal submitted by households who have had their request to exchange refused. Appeals must be submitted in writing within 21 days of a refusal decision being issued.
- Respond to any request for appeal within 21 days of receipt either rejecting or upholding the original decision.
- If the exchange is approved, arrange for new tenancy agreements to be signed by all parties. Applicants must not move until they have signed their new tenancy agreement.

Support needs

Applications for rehousing from a single person or a couple will be assessed by the Housing Needs Assessment Team in conjunction with Social Care and Wellbeing and other professionals to determine the best option for the applicant(s).

If the assessment finds that the applicant requires to be rehoused, then the appropriate level of priority will be awarded for housing in the letting area nearest the supportive relative or other letting areas as determined by the Housing Needs Assessment Team. If the applicants' housing is suitable but support is required, the Housing Needs Assessment Team will refer the case to the Social Care and Wellbeing Team who will assess the level of support and who should provide such support.

If it is determined by the Housing Needs Assessment Team in conjunction with the Social Care and Wellbeing Team that a supportive relative is best placed to

deliver this support, the supportive relative will be offered appropriate housing in the letting area where the applicant lives when the applicant's application qualifies for an offer.

If the supportive relative's required house size and type is not available in the area in which the applicant's lives, then an adjoining area will be substituted.

If the applicant's supportive relative is not a current tenant of Aberdeen City Council, the case will be referred to the Housing Options & Allocations Team Leader to determine whether the application is acceptable under this policy. The supportive relative will be offered flatted accommodation of an appropriate size in the letting area where the applicant lives when the applicant qualifies for an offer. If flatted accommodation of the appropriate size is not available in that letting area, then an adjoining letting area will be substituted.

Downsizing Incentive Scheme

General Needs Housing

Aberdeen City Council operates an incentive scheme aimed to assist Aberdeen City Council tenants who are under occupying their current home to move to smaller more suitable accommodation. Applications will be accepted from tenants who are under-occupying their current property and where a high demand exists for that property. The scheme aims to free-up larger properties suitable for families which are increasingly in demand by those on the council house waiting list.

The Council cannot and would not wish to force tenants who are under occupying their homes to move against their will.

The Council offers an incentive grant of £1,000 for tenants to move to smaller accommodation within Aberdeen City Council Housing Stock.

The general qualifying criteria are: -

- The applicant must be an Aberdeen City Council tenant living in a property larger than their needs, designated as high-demand and who wishes to move to a smaller council property.
- Applicants with rent arrears or other housing related debt will generally not qualify for downsizing unless the debt is cleared in full or the applicant enters into a suitable repayment arrangement (See section 11 of this policy).Where suitable, the downsizing payment may be used to offset arrears if this facilitates a move.
- The house they are living in must be left in good condition.
- The applicant must not have previously been awarded a downsizing grant.
- There must be a **sufficiently high demand** for the qualifying applicant's property (as determined by the Allocations Team and the Area Housing Teams).

Supported housing

Amenity, Sheltered and Very Sheltered housing are options for rehousing

applicants where their current home is no longer suitable for their needs.

Only applicants who have been assessed as having priority for Amenity, Sheltered and Very Sheltered housing and who are under-occupying properties of high demand, will be considered as part of the downsizing scheme. Applicants who are not in high demand properties will not be eligible.

If you think you may be eligible to apply under this Scheme, please contact your Housing & Support Officer who will help you complete the Downsizing application form and answer any questions you may have. Downsizing applicants are awarded one offer of accommodation.

Armed forces personnel

We will ensure up to 1% of our Council new build houses are offered to those leaving the armed forces. With up to a further 0.5% being adapted for those injured in service.

Applications from service personnel who are planning to leave the armed forces and who wish to be housed in one of the Council's new social housing developments only, will be given priority status and placed on the Urgent List and awarded a medium priority 56 days before they are due to leave the forces. They will be made one reasonable offer of accommodation under this priority. Where a reasonable offer is made and subsequently refused, the priority will be removed.

If applicants wish to add other housing choices such as house types and areas out with the new build properties, their housing application can also be placed on the waiting list and they will be awarded points in accordance with their housing needs as per the criteria in this policy.

14. Temporary Accommodation

Homeless people or people threatened with homelessness
Homeless people or people threatened with homelessness should seek the advice of the Housing Access and Support Service, Families and Communities, Marischal College, Aberdeen. The Service will assess applicants to determine whether they qualify for assistance in accordance with the Housing (Scotland) Act 1987 Part II as amended. If an applicant is assessed as being statutory homeless, they will receive Urgent Priority in order of the date of their assessment and given one offer of accommodation anywhere in the city, unless there is an extreme reason why the applicant cannot be considered for certain letting areas. If the offer of accommodation is refused the Council has discharged its duty.

Housing Renewal Areas

- **Applicants applying for temporary accommodation from a designated housing renewal area**

Aberdeen City Council may designate certain areas as Housing Renewal Areas, in order to improve the dwellings within the area to meet the legal requirements of the Housing (Scotland) Act 2006. To enable the upgrading of these dwellings to proceed, the Council may assist landlords, owner occupiers and Aberdeen City Council tenants as detailed below.

- **Private tenants**

Where private landlords are unable to provide their tenants with alternative accommodation, they may apply to the Council for temporary flatted accommodation either in the same area or areas of similar letting demand for the duration of the works.

- **Owner occupiers**

Owner occupiers within a Housing Renewal Area may be provided with temporary flatted accommodation either in the same area or areas of similar letting demand for the duration of works.

- **Aberdeen City Council tenants**

Where Aberdeen City Council tenants have to vacate a dwelling within a Housing Renewal Area they will be provided with temporary accommodation for the duration of the works.

- **Work Notices**

Where a Work Notice has been served by the City Council using powers under the Housing (Scotland) Act 2006, owners or part owners may be considered for temporary accommodation for the duration of the works.

- **Decant Tenancies**

Aberdeen City Council will transfer its own tenants to another property on a temporary basis while essential repairs or improvements are being carried out, where it would be unreasonable to expect the tenants to continue to reside in their tenancy. If a similar size and type of accommodation within the same letting area is available, it will be offered. Otherwise, accommodation of the same type and size will be offered.

15. Other Allocation Issues and Information

Using Our Discretion

It is recognized that the Allocations Policy cannot cover all of the circumstances that may lead to someone needing to move home. In situations where it is felt that a housing need is not adequately covered by the Allocations Policy or accompanying legislation, the Chief Officer of Housing has delegated powers to enhance the priority of particular applications. Discretion will only be used in cases where housing is needed urgently and there are “good reasons” or “special circumstances” that are not necessarily covered by the Allocation Policy.

Applicants granted increased priority through discretionary powers will be awarded a medium or high priority on the Urgent Housing List for one offer of reasonable offer of suitable accommodation. Should this offer be refused, the applicant will lose their

priority status.

Local Lettings Initiatives

Although designed to be comprehensive the Allocations Policy does not always address specific local issues. In certain circumstances it is necessary for the Council to initiate a Local Lettings Initiative to take additional factors into account when allocating properties. Local Letting Initiatives must:

- Comply with all relevant legislation.
- Operate alongside the main policy, and act as an additional set of circumstances which will be considered or rules which will be applied.
- Apply to a specific geographical area and be supported by evidence on why it is required.
- Have clear outcomes and be time limited.
- Be published.

Circumstances where a Local Letting Initiative may be used are:

- To stimulate demand for low demand housing.
- Reverse a trend of increasing incidence of antisocial behaviour in a particular development or area.
- Achieve a balanced community in new build developments.

Any decision to introduce a Local Lettings Initiative will be evidence based and made in consideration of the local community and partners to ensure that the overall aims and objectives of the Allocations Policy are not negatively affected.

Nomination Agreements

Aberdeen City Council has agreements with some housing associations operating in the city to allocate their vacant properties to applicants from the Council's housing lists. These allocations are known as 'nominations' and are made using the same criteria as council properties. Applicants not wishing to be considered for nomination to these housing associations must indicate on their application that they do not wish to be considered for these properties.

Section 5 Referrals

Registered Social Landlords have duties under section 5 of the Housing (Scotland) Act 2001 to house statutory homeless households referred to them by the local authority. In addition to nomination agreements Aberdeen City Council will use Section 5 agreements to transfer the duty to rehouse individual homeless households to Registered Social Landlords operating in the city. The number and frequency of section 5 referrals will be agreed with each Registered Social Landlord based on their available housing stock.

Applications from Staff or Council Elected Members

Members of Aberdeen City Council staff or Elected Members, including people who live with them and close relatives, must declare their interest on their application for housing. No offer of housing will be made to someone with a declared interest unless it has been authorized by the Chief Officer of Housing.

Appendix 2

Urgent Housing Needs List Categories

Applicants on this list are awarded either Top, High, or Medium priority depending on their category of award as detailed below.

Applicants will be allowed to bid for properties through the Housing Online Portal for an initial period of 21 days from their date of decision to add them to the Urgent List. Following this period their application will be set to autobid based on area and house type criteria agreed with their housing advisor.

After 21 days Urgent Housing List applicants will have their applications set to "autobid" for all properties deemed suitable to meet their needs. Areas and house types for this process will be set by the assessing officer following discussion with the applicant and will balance their requirements against our housing stock to determine what can reasonably be offered. This is to ensure that applicants do not unduly prolong their stay in an unsuitable or temporary housing situation when accommodation that will resolve their issues is available.

Applicants who refuse an offer on the Urgent Housing List will have their application removed from the list and the application will default to the appropriate Waiting, Transfer, or Housing with Support list.

Applicants dissatisfied with an offer of accommodation from the Urgent Housing List have a right of appeal to request a review of the suitability of any offer made. Within the initial 5 days of refusing an offer the property will remain available to the applicant so that, should their appeal be refused, they have the option of accepting the offer. The right of appeal remains for a total of 21 days from the offer being made but out with the initial 5 day period applicants will not have the option to reconsider the property offered if their appeal is rejected.

Category	Description
Statutory homeless	Applicants determined by a Homeless Assessment carried out in accordance with the terms of Part II of the Housing (Scotland) Act 1987 as amended to be eligible for housing under the council's duty to homeless applicants. Such applicants will be awarded a Medium priority on this list. Where homeless applicants are accepted onto the Housing First program a High Priority will be awarded.
Community Safety	Applicants assessed as requiring to move as a result of Multi Agency Public Protection Arrangements & Multi-Agency Risk Assessment Conference cases. Such applicants will be awarded a Medium priority on this list. Where applicants already requiring housing under statutory homeless duties

	are assessed as requiring moved for reasons of community safety a High priority will be awarded.
Care Experienced Young People	Young people over the age of 16 but under the age of 26, who have been looked after by Aberdeen City Council and require permanent accommodation will have their accommodation needs jointly assessed by housing and social work services. Those defined as Care Leavers will also be considered as part of this grouping. Such applicants will be awarded a High priority on this list.
Next Stage Housing Applicants	Applications accepted through the Next Stage Housing Group who require rehousing from Care Agencies to return to the community as part of a planned programme for independence will be awarded a High priority on this list.
Extreme Medical Need	Determined after an assessment has been carried out by the Housing Needs Assessment Team. Examples of when this priority may be awarded are given below: - • The household cannot access their current accommodation due to extreme health issues and it is not practical to adapt their present home to meet their needs and where a move will significantly improve their quality of life, or • To allow discharge from Hospital/Care Settings where their current accommodation is totally unsuitable due to extreme health issues and it is not practical to adapt their present home to meet their needs and where a move will significantly improve their quality of life, or • Where the current accommodation coupled with the applicant's extreme health issues make a move imperative to significantly reduce the risk of injury to the applicant, or. • Where the applicants present home makes essential activities of daily living impossible, and it is not practical to adapt their home to meet their needs.

	Application will normally be placed on the list according to the date their priority was awarded but may be backdated using the discretion of the assessing officer. Applicants requiring rehousing as a result of extreme medical need will be awarded a Medium priority except those considered Delayed Discharge, who will be awarded High.
Statutory notice applicants	Applicants requiring permanent accommodation because of a Closing Order, Demolition Order or a Compulsory Purchase Order served on the owners of properties by the City Council. Affected tenants/owners will be interviewed by a member of staff from the Housing and Community Safety to confirm requirements for rehousing. Such applicants will be awarded a Medium priority on this list.
Downsizing Scheme	Applicants who are accepted under the Downsizing Scheme may be awarded Top, High, or Medium priority on this list depending on their circumstances as detailed below: - • Applicants accepted under the Downsizing Scheme who are receiving housing benefit and of working age and who are under occupying their current property by 2 bedrooms or more will be awarded a Top priority. • Applicants accepted under the Downsizing Scheme who are receiving housing benefit and of working age and under occupying their current property by 1 bedroom will be awarded a High priority. • Applicants who are accepted for the Downsizing Scheme, who are not subject to the welfare reform, will be awarded a Medium priority.
Delegated Powers	Applicants awarded priority through powers delegated to the Chief Officer Housing may be awarded a High or a Medium priority on this list depending on their circumstances (See Appendix 6 for definitions).
Armed Forces Personnel leaving	Applications from service personnel who are planning to leave the armed forces and who wish to be housed in one of the Council's new social housing developments only, will be

full time regular service.	given priority status and placed on the Urgent List and awarded a medium priority 56 days before they are due to leave the forces.

Appendix 3

Waiting List Point Categories

Waiting List points are allocated for the following categories:

- Overcrowding (We will not award overcrowding points where the overcrowding is caused by temporary household members who will not form part of the household when they move)
- Accommodation Below the Tolerable Standard
- Insecure Accommodation

Applicants can receive points in every category that applies to your circumstances. Applicants on this list may be considered for all types of accommodation except for Amenity, Sheltered and Very Sheltered housing.

Waiting List applicants living with a partner who is a joint tenant or has occupancy rights to their current property will be pointed as if occupying half their current accommodation if applying for housing on their own.

Households registering from No Fixed Abode will not be awarded room deficiency points and will be referred to our Housing Options Team for assistance.
Any household intimating a threat of homelessness will be referred to our Housing Options Team for assistance.

Category	Points
Room Deficiency - Any rooms less than 4.45 square metres (48 square feet) in area or without natural lighting will not count as a room and are disregarded under this policy. Any room used for cooking and washing purposes is disregarded and the largest of the remaining rooms is regarded as a living room except in properties where open plan rooms are a design feature, for example, in studio flats.	
For every room by which the applicant's accommodation falls short of the required number of bedrooms.	10 points
For every room which is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86 sq. ft.) in area, if occupied by two people or by a single applicant.	5 points
If the room is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86sq. ft.) in area and is occupied by one person who is not the applicant, then no points are awarded for room deficiency.	0 points
Mixing of sexes	
Where the existing accommodation requires the sharing of a bedroom by people, who form part of the application aged eight years and over and of opposite sexes (other than partners).	4 points
Size of Family Where bedroom deficiency exists, and the application requires two bedrooms, family points are awarded as follows.	
Where the second bedroom would be occupied by one person	0 points
Where the second bedroom would be occupied by two people.	4 points
Where bedroom deficiency exists, and the application requires three bedrooms or more, family points are awarded as follows:	
Where the final two bedrooms would be occupied by two people:	0 points
Where the final two bedrooms would be occupied by three people:	4 points
Where the final two bedrooms would be occupied by four people	6 points
Lack of Facilities	
There is no piped hot water supply within the house	1 point
There is no fixed bath/shower within the house	1 point
There is a toilet outside the dwelling but within the building	2 points
The water supply is outside the dwelling but within the building	2 points
The toilet is outside the building	5 points
The water supply is outside the building	4 points
Non-Security of Tenure	
Single persons, couples or families living care of, in the parental home or of no fixed abode	10 points
Applicants in privately rented accommodation whose lease has expired or have been served with a valid notice to quit or notice to leave by their landlord through no fault of your own	10 points
Applicants who live in a static caravan where living condition not below tolerable standards	10 points
Applicants in tied accommodation whose employer has told you that you will have to leave their accommodation within the next 6 months (for example, as a result of retirement or redundancy)	10 points

Appendix 4

Transfer List Point Categories

Transfer List points are allocated for the following categories:

- Under Occupancy
- Overcrowding (We will not award overcrowding points where the overcrowding is caused by temporary household members who will not form part of the household when they move)

Applicants on this list may be considered for all types of accommodation except for Amenity, Sheltered and Very Sheltered housing. Applicants are prioritised by the number of points they have been awarded. Applicants who have the same number of points will be further prioritised by the date of registration.

Applications where joint tenants wish to be rehoused separately are assessed on the basis that the people requesting to be rehoused are occupying half the number of rooms in the property.

Where an application is received from two separate households wishing to be housed together in a larger or more suitable house, the application will be assessed as though both households were already living together. Any housing points will be awarded based on the accommodation currently occupied that best meets their housing need.

Any household intimating a threat of homelessness will be referred to our Housing Options Team or relevant Housing & Support Team for assistance.

Category	Points
Under Occupation	
For 1 Bedroom surrendered	4 points
For 2 Bedrooms surrendered	7 points
For 3 Bedrooms surrendered	10 points
Room Deficiency	
Any rooms less than 4.45 square metres (48 square feet) in area or without natural lighting will not count as a room and are disregarded under this policy. Any room used for cooking and washing purposes is disregarded and the largest of the remaining rooms is regarded as a living room except in properties where open plan rooms are a design feature, for example, in studio flats.	
For every room by which the applicant's accommodation falls short of the required number of bedrooms.	10 points
For every room which is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86 sq. ft.) in area, if occupied by two people or by a single applicant.	5 points
If the room is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86sq. ft.) in area and is occupied by one person who is not the applicant, then no points are awarded for room deficiency.	0 points
Mixing of sexes	
Where the existing accommodation requires the sharing of a bedroom by people who form part of the application aged eight years and over and of opposite sexes (other than partners).	4 points
Size of Family Where bedroom deficiency exists, and the application requires two bedrooms, family points are awarded as follows:	
Where the second bedroom would be occupied by one person	0 points
Where the second bedroom would be occupied by two people.	4 points
Where bedroom deficiency exists, and the application requires three bedrooms or more, family points are awarded as follows:	
Where the final two bedrooms would be occupied by two people:	0 points
Where the final two bedrooms would be occupied by three people:	4 points
Where the final two bedrooms would be occupied by four people	6 points

Appendix 5

Housing With Support Categories

Applicants will be awarded a High, Medium or Low Support categorisation following assessment by our Housing Needs Assessment Team and matched to the appropriate housing category for their needs (Amenity/Sheltered/Very Sheltered/High Support). Where applicant's housing needs exceed the below categories, they may be considered for our Urgent Housing List under the Emergency Medical Need category.

Category	Definition
High	Produce an extreme improvement in the individual's quality of life. Substantially reduce the risk of physical injury. Where the applicants present home makes essential activities of daily living impossible and it is not practical to adapt their home to meet their needs.
Medium	Produce a significant improvement in the individual's quality of life. Reduce the risk of physical injury. Where the applicants present home makes essential activities of daily living very difficult, and it is not practical to adapt their home to meet their needs.
Low	Produce an improvement in the individual's quality of life. Reduce the risk of physical injury. Where the applicants present home makes essential activities of daily living difficult, and it is not practical to adapt their home to meet their needs.
Social Need	Applicants who are of an appropriate age to access sheltered or amenity accommodation but do not meet the support requirements can be considered in this category if it is felt beneficial to them. People that are socially isolated; may have been recently bereaved; or are struggling to heat and/or maintain their present home; are examples of those who can be considered for this category.

Important Information for Sheltered, Very Sheltered and High Support Applicants

The housing support service provided in Sheltered, Very Sheltered and High Support Housing is a chargeable service. An individual household's contribution towards this service is calculated using a financial assessment, which considers the individuals income, including capital. The calculation of will consider an individual's allowable expenditure (contribution towards housing costs) and a personal allowance based on their circumstances.

The financial assessment form and further information about Housing With Support can be found on our website here.

Appendix 6

Delegated powers

Aberdeen City Council recognises that very occasionally an applicant may have exceptional housing circumstances which fall out with the circumstances described in this Policy. In these situations, applicants may be considered under delegated powers given to Chief Officer of Housing.

Where required, applicants accepted under discretionary powers for rehousing will be offered accommodation under the terms of the Urgent Housing List.

Applicants who choose to refuse an offer on the Urgent Housing List will lose the urgent priority granted under discretionary powers.

The following discretionary powers have been sub-delegated to Locality Inclusion Managers for decisions relating to council tenants:

1. **Matrimonial home**

   The provision of temporary accommodation during the settlement of a matrimonial home. To provide temporary accommodation on a non-secure basis to a person who is pursuing a court action to transfer the tenancy of the matrimonial home to a single party.

2. **Break in a joint tenancy**

   Applications from partners living within the matrimonial home and wishing to be rehoused separately from other partners will be dealt with in accordance with the Waiting list of the Allocation Policy, having been pointed based on the applicant occupying half the accommodation available, unless otherwise decided by the Senior Housing Officer.

3. **Better use of Amenity, Sheltered/Very Sheltered, or Disabled Adapted Accommodation**

   Where a transfer request is received from an applicant occupying a sheltered house, or a house which has been designed or adapted for occupation by a person with special needs, and there is no longer a person with such needs occupying the dwelling house, to offer a transfer to suitable alternative accommodation.

4. **Better use of ground floor accommodation**

   Where a transfer request is received from an applicant occupying a ground floor accommodation which is found to be suitable for an applicant on the Urgent Housing List, to offer the ground floor tenant a transfer to suitable alternative accommodation.

5. **Transfer within the same sheltered/amenity housing development**

   To transfer sheltered housing tenants within the same sheltered housing development, where the tenants' circumstances have changed since originally allocated sheltered/amenity housing, and where the current accommodation is now

considered to be no longer suitable.

6. Termination of tenancy on admittance to hospital or residential care establishment

Where a tenant has been admitted to hospital or a residential care establishment on a long term basis, to accept the voluntary termination of the tenancy on the understanding that one reasonable offer of suitably sized accommodation will be offered on discharge, provided the tenancy has been considered to have been conducted satisfactorily and that a satisfactory arrangement has been made, at the termination of the tenancy, to pay any outstanding debt.

7. In relation to requests for transfers of tenancies

To accede in appropriate circumstances to requests by a member or members of a tenant's family, over 16 years of age, arising from the tenant's intention to leave the house (for example to marry), even if the accommodation is in excess of the applicant's requirements; and in the event of the declinature of such a request, to offer, in appropriate circumstances, suitable alternative accommodation.

8. In relation to requests for transfers of tenancies

To accede in appropriate circumstances to requests by sole tenants to transfer the tenancy to a partner.

9. In relation to requests for transfers of tenancies

To accede in appropriate circumstances to requests for the occupancy agreements of households decanted to alternative accommodation to be converted to Scottish Secure Tenancies.

10. Transfer a tenant who is unwilling to maintain the garden

Where a tenant is unwilling to maintain their garden in a tidy condition and the tenant is willing to move of their own accord, to arrange to re-house the tenant in flatted accommodation without a garden.

11. Essential repairs - temporary housing

To transfer tenants on a temporary basis to suitable accommodation where transfer is considered to be necessary to enable essential repairs or improvements to be carried out.

12. Essential repairs - permanent housing

To transfer tenants on a permanent basis to enable essential repairs or improvements to be carried out.

13. Fear of victimisation or other harassment

To re-house a tenant to suitable accommodation in cases of violence, intimidation, fear of victimisation or other harassment by neighbours or any party where no other suitable remedy exists.

14. Death in Tenancy

To re-house a tenant on compassionate grounds following a death within their property.

15. Repeated break-ins

To re-house a tenant to suitable accommodation in cases where there have been repeated break-in incidents directed at the tenant, subject to corroboration by the Police.

16. Unsatisfactory tenancy

To re-house a tenant to suitable accommodation in cases where a tenancy is proving unsatisfactory and the tenant concerned is prepared to move.

17. Dispute between two neighbours

Where there has been an irreconcilable dispute between two non-compatible neighbours to offer suitable accommodation to either or both parties.

18. Conversion to SSST to resolve an Unsatisfactory tenancy

To permit a tenant of Aberdeen City Council to be re-housed to suitable accommodation where a Scottish Secure Tenancy proves to be unsatisfactory, and the tenant is prepared to be re-housed to a Short Scottish Secure Tenancy, together with appropriate housing support.

19. Adopted or foster children

To re-house a tenant to suitable accommodation in cases where the natural parent(s) of adopted or foster children move into accommodation situated in close proximity to the tenant.

20. Current tenants with rent arrears or outstanding debt due to the Council

To accede, in appropriate circumstances, to requests for housing/rehousing from applicants who are in rent arrears or have any other outstanding debt due to the council, on the basis that a satisfactory arrangement has been made in relation to the outstanding debt. Thereafter, the application would be considered on normal turn of point's priority.

21. Acceptance of offer of accommodation where one partner dies or goes into a residential home or institution before the lease is signed

Where an offer of accommodation has been accepted but one partner dies or goes into a residential home or institution, prior to the lease being signed, to permit the remaining partner to occupy the accommodation provided that the accommodation is of a size suitable to their needs.

22. Domestic Abuse

To offer alternative accommodation to perpetrators of Domestic Abuse providing they are engaging with housing staff and are willing to move on a voluntary basis.

23. Downsizing Scheme

To grant approval for officers to provide priority and financial incentive to re-house a tenant, currently downsizing their accommodation to a smaller and suitable sized property under the approved "downsizing scheme".

The following discretionary powers have been sub-delegated to the Serious Offender Liaison Officer for decisions relating to council tenants:

24. Termination of tenancy by a tenant sentenced to imprisonment

Where a single tenant is sentenced to a term of imprisonment which will lead to an absence from home of a duration which will impact on their ability to sustain their tenancy, to accept the voluntary termination of the tenancy on the understanding that one reasonable offer of suitable accommodation will be made on release.

The following delegated powers cover requests for succession to a tenancy. The Locality Inclusion Manager is responsible for determining the outcome of discretionary requests.

Discretions can be considered for non-qualified persons (defined in Schedule 3 to the Housing (Scotland) Act 2001) in appropriate circumstances. Factors which should be taken into account include length of residency, demand for the accommodation, the interests of the Council and any other exceptional circumstances.
Applicants can either be granted a tenancy of the accommodation, offered suitable alternative accommodation, or required to vacate the accommodation.

25. In relation to requests for succession to a tenancy from a non-qualified person

In circumstances where an occupant does not have a legal right to succeed a tenancy, but officers believe there to be circumstances that justify allocating a new tenancy, Senior Housing Officers have the ability to award an Urgent priority for one reasonable offer of suitable accommodation.

26. In relation to requests for succession to a tenancy from a non-qualified person

In circumstances where an occupant does not have a legal right to succeed a tenancy, but officers believe there to be circumstances that justify allocating a new tenancy, Senior Housing Officers have the ability to allocate a new tenancy at the address on the basis of "exceptional circumstances". In these cases, a new tenancy will be granted, and it will not be a succession.

The following discretionary powers have been sub-delegated to The Housing Options & Allocations Team Leader for decisions relating to non-council tenants.

27. Works Notice/Repairing Standard Enforcement Order

To arrange for the provision of suitable temporary accommodation for tenants of private sector accommodation which is the subject of a Works Notice under Section 30 of the Housing (Scotland) Act 2006, or Repairing Standard Enforcement Order (RSEO) through the First Tier Tribunal Housing and Property Chamber in cases where a landlord is unable to secure alternative accommodation.

28. Witness Protection Programme

In the case of an applicant included by Police Scotland in the witness protection programme, to grant that applicant priority for rehousing to suitable accommodation deemed to be appropriate (as advised by Police Scotland).

29. Kinship Carer

To assess individual kinship carer applications on a case by case basis and grant increased priority where the need for alternative accommodation is of an urgent nature.

30. Alternative Family Care

To assess individual applications involving Alternative Family Care on a case by case basis and grant increased priority where the need for alternative accommodation is of an urgent nature.

31. Applicants with former rent arrears or outstanding debt due to the Council or current/former RSL arrears

To make live applications which would normally be deferred for former tenancy arrears or other outstanding debt due to the council or current or former arrears owed to housing associations, on the basis of urgent priority for rehousing.

Delegated powers exercised by the Chief Officer of Housing

32. UK Resettlement Programs

To grant increased priority to applications from households moving to the city under government resettlement programs.

33. Hard to Let Houses

To define properties as hard to let and subsequently determine the allocation of such houses out with priority in the interests of good housing management.

34. Removal of Properties from Letting Stock

To facilitate provision of properties in accordance with meeting the Strategic Priorities of Scottish Government and/or Community Planning Partners, removal of properties from letting stock to allow for resolution of complex cases.

35. Unsuitable Accommodation Order

To grant increased priority to homeless households residing in temporary accommodation in breach of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order where appropriate.

Appendix 7
Additional Information

Online applications
https://www.aberdeencity.gov.uk/services/housing/find-home/apply-council-house

Mutual Exchange
https://www.aberdeencity.gov.uk/services/housing/information-council-tenants/exchanging-your-council-home

Housing Access and Support Service
Housing Access and Support, Families and Communities, Marischal College Broad Street Aberdeen AB10 1AB

Telephone
For help completing a housing advice self-assessment contact the Housing Advice service on Tel: 03000 200 292

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Tel: 03000 200 292

www.aberdeencity.gov.uk
Housing Access & Support
Service, Aberdeen City Council
Business Hub 11, Second Floor West
Marischal College, Broad Street, Aberdeen AB10 1AB

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	26 August 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	New Housing Capital Programme Delivery: Projects Update
REPORT NUMBER	CR&E/25/194
DIRECTOR	Gale Beattie
CHIEF OFFICER	Alan McKay
REPORT AUTHOR	Scott Whitelaw
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

1.1 To summarise progress of delivery of key capital expenditure projects identified within the approved Capital Programme from the Housing Revenue Account.

1.2 The report highlights matters of particular note in relation to Council-led new build housing sites at Summerhill, Craighill, Kincorth, Tillydrone, Kaimhill, Clinterty and Greenferns, and the Developer-led new build housing site at Cloverhill.

2. RECOMMENDATION(S)

That the Committee:-

2.1 Note the progress in the delivery of the programme of social housing sites across the city;

2.2 Note that this will be the final reporting for the completed developments at Summerhill, Tillydrone, Kaimhill and Clinterty; and

2.3 Agree that future updates regarding the New Housing Capital Programme Delivery will be reported to the Communities, Housing and Public Protection Committee through the Housing Board Bi-Annual Report.

3. CURRENT SITUATION

Background

3.1 At the Finance & Resources meeting held on Wednesday 13 March 2024 within report RES/24/070, the Chief Officer – Capital advised in paragraph 3.2, that the delivery of the new housing developments (under construction) would be reported to the Communities, Housing and Public Protection Committee on the understanding that any contractual/financial issues would continue to be reported to the Finance & Resources Committee. This report outlines progress made since March 2024.

3.2 This report follows the same reporting content, including additional information in Appendix A, as submitted to the Finance & Resources Committee but only in regard to key project updates within the approved Housing Capital Programme.

Housing Revenue Account (HRA) – Capital Programme

3.3 With regard to the Council led new housing sites, works have now concluded at the Summerhill, Kaimhill, Tillydrone and Clinterty projects such that they have all achieved practical completion and properties are occupied.

3.4 Following a value engineering and re-tender exercise, works have recommenced at Craighill and Kincorth council-led development sites.

3.5 The other two projects of note are the new Stoneywood Complex Care development and works to bring into use the flats at 206 Union Street.

Summerhill New Build Housing

3.6 All of the 369 homes have now been handed over and occupied, the final block was handed over in March 2024.

Tillydrone New Build Housing

3.7 Handover of 70 homes was undertaken in two phases during January and April of 2024.

Kaimhill New Build Housing

3.8 Handover of all 35 homes took place in June 2024.

Craighill New Build Housing

3.9 This project will deliver 87 new homes.

3.10 The enabling ground works have previously been completed.

3.11 During Summer 2023, a committee decision was taken to pause the award of the construction works and to review where savings could be made through value-engineering with the aim of delivering a more cost-effective development.

3.12 A value engineering exercise was undertaken and new / revised planning and building warrant applications submitted and approved. Thereafter, a competitive re-tender exercise was undertaken based on the value engineered design.

3.13 CHAP Construction have been appointed as the Principal Contractor and works started onsite in late 2024.

3.14 Works are currently anticipated to be complete in April 2026.

Kincorth New Build Housing

3.15 This project will deliver 195 new homes.

3.16 The enabling ground works have previously been completed.

3.17 During Summer 2023, a committee decision was taken to pause the award of the construction works and to review where savings could be made through value-engineering with the aim of delivering a more cost-effective development.

3.18 A value engineering exercise was undertaken and a new / revised planning and building warrant applications submitted and approved. Thereafter, a competitive re-tender exercise was undertaken based on the value engineered design.

3.19 Ogilvie Construction have been appointed as the Principal Contractor. The site was handed over to the contractor in July 2025 with a works site start date expected during August 2025.

3.20 Works are due to be complete in 2028.

Cloverhill New Build Housing

3.21 The project continues to progress well on site with the latest phases being handed over on a monthly basis from now to completion. At time of writing a total of 414 units out of 536 have now been handed over to ACC.

3.22 Works across the site are anticipated to finish ahead of programme in early 2026.

206 Union Street Refurbishment

3.23 The project achieved practical completion in April 2025 with all 28 homes handed over.

Stoneywood Complex Care

3.24 Construction commenced in May 2024.

3.25 Works are nearing completion progressing towards client handover and onsite familiarisation sessions.

3.26 Following an application through the Scottish Government's Affordable Housing Supply Programme the project received funding of £1,275,606.

3.27 Completion of the project is expected in August 2025.

Greenferns

3.28 The site is working through masterplanning design stages to the next appropriate milestone. It is anticipated that a report will come back to committee in early 2026.

Clinterty Travellers Site

3.29 Handover of all units took place in early 2024.

4. FINANCIAL IMPLICATIONS

4.1 The Chief Officer – Capital continues to review the approved Capital Programme in light of external pressures.

4.2 There remains a risk that costs will increase for those projects under construction and those in any future programmes. This will be closely monitored along with Finance.

4.3 Members are aware that the Council are obliged to deliver its obligations within a balanced budget. In the context of the approved Capital Programme, and bearing in mind paragraphs 4.1 and 4.2 above, regular consideration needs to be carried out on whether to delay, pause or cancel any projects which are still not legally committed.

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Failure to manage Council finance and resources could lead to failure to achieve strategic objectives.	Regular financial reporting and monitoring activities, to incorporate financial resilience to address financial pressures arising in year, is maintained and monitored.	M	Yes
Compliance	Failure to be able to comply with project requirements	Increase site visits and monitoring of the construction works. If required, review alternative / mitigation options as soon as possible.	L	Yes
Operational	Balancing the pressures of finite resources both internal and external to the Council	Regular engagement between relevant Clusters within the Council along with ongoing engagement with Framework hosts, Suppliers, Procurement & Services re alternative products or delivery methods.	M	Yes
Financial	Escalation of costs Differing market conditions depending on commodity/service	Development of suitable price mechanisms. Use of Business Intelligence to predict market changes/trends. Price Increase Request Process. Market engagement/use of business intelligence to assist in predicting market changes and trends.	M M	Yes
Reputational	Programmes/projects being delayed or stopped	As above.	M	Yes

Environment / Climate	Failure to consider sustainable options due to costs.	Ensure all contracts consider environmental considerations, and early market engagement is conducted to seek market intelligence.	M	Yes

8. OUTCOMES

COUNCIL DELIVERY PLAN 2022-2023	
	Impact of Report
Aberdeen City Council Policy Statement **Working in Partnership for Aberdeen**	Reviewing the approved Capital Programme in light of the cost pressures resulting from external drivers, will enable the Council best to meet and prioritise the delivery of its capital funded programmes /projects.
Aberdeen City Local Outcome Improvement Plan 2016-26	
Prosperous Economy Stretch Outcomes	The recommendations outlined within this report have included consideration of the current stage of programme/project delivery.
Prosperous People Stretch Outcomes	The recommendations outlined within this report have included consideration of the current stage of programme/project delivery.
Prosperous Place Stretch Outcomes	The recommendations outlined within this report have included consideration of the current stage of programme/project delivery.
Regional and City Strategies	Reviewing the approved Capital Programme in light of the cost pressures resulting from external drivers, will enable the Council best to meet and prioritise the delivery of its capital funded programmes /projects to align with its regional and city strategies.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Alan McKay, Chief Officer Capital on 30 July 2025.
Data Protection Impact Assessment	Not required
Other	Not required

10. BACKGROUND PAPERS

10.1 None

11. APPENDICES

11.1 Appendix A – Supporting Project Annex Information

12. REPORT AUTHOR CONTACT DETAILS

Name	Scott Whitelaw
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Tel	01224 069 434

Appendix A – Supporting Project Annex Information

ACC Summerhill Project Update

The new development is 369 housing units across 8 blocks with a mix of one, two and three bedroom flats.

1. Update since last report provided in September 2024

   The project is complete with all blocks handed over to the Council.

2. Planned progress in next reporting period (consider 3 months)

   Any snagging works, if applicable.

3. Spend to end of Period 4 2025/26

Gross Budget	Spend to Date
£50.868m	**£61.862m**

The figure above takes no account of any grant funding received

4. Interdependencies
   N/A, project is complete.

5. Progress Photograph

Tillydrone Project Update

CHAP Construction were appointed as the Principal Contractor responsible for construction, with works commencing in late 2021.

1. Update since last report provided in September 2024

   The project is complete with all blocks handed over to the Council.

2. Planned progress in next reporting period (consider 3 months)

   Any snagging works, if applicable.

3. Spend to end of Period 4 2025/26 is as follows:

Gross Budget	Spend to Date
£24.7m	**£23.734m**

4. Interdependencies
   N/A, project is complete.

5. Progress Photograph

Kaimhill Project Update

The project is to construct a mix of 35 no. bungalow's/housing units across 9 blocks and also include a new community play park and community green space.

1. Update since last report provided in September 2024

   The project is complete with all units handed over to the Council.

2. Planned progress in next reporting period (consider 3 months)

   Any snagging works, if applicable.

3. Spend to end of Period 4 2025/26 date

Gross Budget	Spend to Date
£13.8m	**£14.417m**

The figure above takes no account of any grant funding received

4. Interdependencies

   N/A, project is complete.

5. Progress Photograph

Craighill Project Update

The site is the former Craighill Primary School in Kincorth.

The development consists of 87 No units.

1. Update since last report to Committee in September 2024;

   A re-tender exercise has been completed and CHAP Construction have been appointed as Principal Contractor. Works have started on site.

2. Planned progress in next reporting period (consider 3 months)

   Substructure and utility connections well under way. Internal mechanical and electrical fit out works ongoing. Internal decoration commenced on a number of units.

3. Spend to end of Period 4 2025/26:

Contract Sum	Spend to Date
£26m	**£17.640m**

Kincorth Project Update

The site is the former Kincorth Academy site in Kincorth. Following the pause on the original proposal, a value engineering / redesign process has been carried out which has resulted in a 195 unit development.

1. Update since last report to Committee in September 2024;

   A re-tender exercise has been completed based on the revised value engineered design and Ogilvie Construction have been appointed as Principal Contractor. Works are due to start onsite in August 2025.

2. Planned progress in next reporting period (consider 3 months)

   Site set up, utility connections and above ground construction commencement.

3. Spend to end of Period 4 2025/26:

Contract Sum	Spend to Date
£45.16m	**£8.227m**

4. Interdependencies

On site coordination of works

5. Site Progress Photographs

N/A site start imminent

Cloverhill Project Update

Cloverhill will provide a total of 536 units, 3 commercial units, community centre, football pitch and public park areas in the Bridge of Don area of the city.

Cloverhill is a Developer led scheme presented by Bancon Homes Limited comprising of 536 units. Bancon started on site in late 2022.

1. Update since last report to Committee in September 2024;

   Units have been handed over in a phased approach in line with programme

   Community Centre fit out is due to commence

2. Planned progress in next reporting period (consider 3 months)

   The project is ahead of programme with completion of the full site expected in early 2026.

3. Spend to end of Period 4 2025/26:

Contract Sum	Spend to Date
£137.5m	**£127.014m**

The figure above takes no account of any grant funding received

4. Interdependencies

   On site coordination of works

5. Site Progress Photographs

206 Union Street Project Update

The project considered the refurbishment of the existing upper floors and roof for 28 one bed flats. Following numerous attempts to tender this project; inclusive of both internal and external contractors, all without success the project team negotiated a tender and works commenced in spring 2023.

1. Update since last report to Committee in September 2024;

   The project is complete with all units handed over to the Council.

2. Planned progress in next reporting period (consider 3 months)

   Any snagging works, if applicable

3. Spend to the end of Period 4 2025/26:

Gross Budget	Spend to Date
£3.7m	**£3.7m**

4. Interdependencies

   None

5. Progress Photographs

Complex Care

Individuals with learning disabilities and complex care needs require the provision of suitable, robust accommodation, which is currently unavailable within our existing housing stock. Unsuitable environments can lead to challenges in the management of need and communication, often resulting in challenging behaviour. This requires the development of sustainable and robust accommodation which will meet the profile of need for those with complex care requirements. These requirements are evidenced through good practice and wider learning on a local and national basis.

1. Update since last report to Committee in September 2024;

   Works are nearing completion with the handover of the staff unit anticipated in advance of the properties in a phased approach thereafter.

2. Planned progress in next reporting period (consider 3 months)

   Project completion and handover.

3. Spend to end of Period 4 2025/26:

Gross Budget	Spend to Date
£5.6m	**£4.402m**

   This excludes any funding received.

4. Interdependencies

   Mechanical and electrical coordination

5. Progress Photographs

FORESTERS AVENUE
LANDSCAPE BUFFER
MAIN VEHICULAR ACCESS
EX ST.
SCOOTER PARK
BIN ST.
STAFF PARKING
STAFF PARKING
PROSPECT TERRACE
LANDSCAPE BUFFER
SHARED LANDSCAPED GARDEN
SENSORY GARDEN
PLOT
PLOT
PLOT
PLOT
PLOT
PLOT
PLOT
PLOT
FORESTERS AVENUE
LANDSCAPE BUFFER
STONEWOOD ROAD
PROSPECT TERRACE
12
144
8 4

ACC Greenferns

The Greenferns site is a 73.6ha site located on the eastern boundary of the city between Bucksburn and Sheddocksley. The Greenferns site is included as an Opportunity Site (Ref: OP 33 & 28) within the adopted Aberdeen Local Development Plan (2017) (ALDP).

The allocation establishes the principle of developing the site as an extension of the city boundary for around 1,470 homes and 10 hectares of employment land. The site is owned by ACC.

1. Update since last Report in September 2024

   Planning permission in principle was granted in spring 2024 subject to conditions within the agreement. A legal agreement (Section 75) has been drafted to regularise the future development of the site when further detailed planning applications are lodged in due course. The final point that is being agreed is the trigger for additional off site road improvement works that are required to ensure the continued smooth running of the adjacent road network.

   This is the final point to be agreed in respect of the draft Section 75 agreement and it is anticipated this should be completed in autumn of 2025. This will then allow the Planning Permission in Principle to be approved. This then sets the framework and general conditions for all future MSC (detailed applications) to be brought forward in the future.

2. Planned progress in next reporting period (consider 3 months)

   The design work on the phase 1 is progressing well with the layout and unit designs agreed. It is anticipated that the design works will be concluded to allow a submission of the planning application in late 2025 which should link with agreeing the final terms of the legal agreement for the overall Planning Permission in Principle. No submission for planning can be made until after the Planning Permission in Principle has been formally granted. The final design works on Phase 1 will be completed by autumn of 2025 to allow the submission of the planning application .

   Site Photograph

Clinterty Travellers Site Project Update

The site redevelopment will increase caravan capacity whilst retaining the provision of 21 individual plots. A mixture of plot sizes has been provided to ensure the site meets the needs of the travelling community. Each plot has an amenity building providing cooking, washing and storage spaces.

The Contractor for the works was the Council's Building Services.

1. Update since last report provided in September 2024.

   The works were practically complete in early 2024 with tenants returning to site thereafter. The official opening event was held on 29 April.

2. Planned progress in next reporting period (consider 3 months)

   Attend to snagging as required.

3. Spend to date

   Spend to the end of 2024/25 :

Gross Budget	Spend to Date
£6.48m	**£6.04m**

4. Interdependencies

   N/A, project is complete.

5. Progress Photographs

ABERDEEN CITY COUNCIL

COMMITTEE	Communities Housing and Public Protection
DATE	26 August 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	RAAC Update
REPORT NUMBER	F&C/25/191
DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Stephen Booth/Jacqui McKenzie/Jonathan Belford
REPORT AUTHOR	Stephen Booth/Jacqui McKenzie/Jonathan Belford
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

1.1 At Council on 21 August 2024, the Chief Officer - Corporate Landlord in consultation with the Chief Officer - Capital, Chief Officer - Housing and the Chief Officer - Finance, were instructed to assess the 'building new homes' option.

1.2 At the Communities, Housing and Public Protection Committee meeting of 27 May 2025 (F&C/25/124), the Council noted the feasibility, benefits and risks associated with each alternative option for RAAC-affected properties in Balnagask. The Committee instructed officers to write to all homeowners to advise them of the alternative options presented, and ask homeowners, having considered the information, to formally identify by the end of June 2025 which option they would be willing to consider.

1.3 This report provides an update on progress in this regard, as instructed by this Committee.

2. RECOMMENDATION(S)

That the Committee:

2.1 Recognise that this continues to be a difficult situation for homeowners and welcome the continued offer of mental health support from SAMH (Scottish Action for Mental Health) for those affected by this situation;

2.2 Note the outcome of the engagement with homeowners in June 2025;

2.3 Note the next steps in relation to the Property Swap option;

2.4 Instruct the Chief Officer - Corporate Landlord to withdraw Option 3 (roof on – roof off) given that no responding party was interested in this option;

2.5 Instruct the Chief Officer – Corporate Landlord to continue to engage with homeowners in relation to Voluntary Acquisition and to review this and report back to this Committee in early 2026 on whether this option should remain open into future financial years;

2.6 Note that the demolition plans for Council-owned blocks have been suspended whilst engagement was undertaken with homeowners and instruct the Chief Officer – Capital to recommence the planning, preparation, engagement and mitigation works for this with immediate effect;

2.7 Note that engineering inspections of properties continue and that all properties inspected so far have been identified as having a high risk (as per the IStructE guidance); and note that the Council, as an enforcement authority, continues to monitor this professional advice and will continue to advise all homeowners of their responsibilities under the relevant legislation; and

2.8 Instruct the Chief Officer – Corporate Landlord to take forward master planning of the site, considering the scenario of a fully cleared site and any alternative scenarios.

3. CURRENT SITUATION

Homeowner Engagement

3.1 Following the decision noted in paragraph 1.2 above, a letter was sent out by email and recorded delivery post to all affected private homeowners on 30 May 2025. The letter advised owners of the decision of Committee of 27 May 2025 and outlined the current and new options that the Council could progress to support homeowners within RAAC-affected properties along with identifying their responsibilities as property owners. (Appendix A)

3.2 The letter contained links to an online survey to gather feedback on each of the options from private owners. A dedicated Council officer was on hand at Greyhope Community Hub to support owners to populate the survey and assist with providing any feedback, as necessary. This known single point of contact arrangement has worked well, and the approach will be replicated moving forward.

3.3 The survey sought feedback from private owners in response to the options agreed by Committee;

- Voluntary Acquisition
- Owner organising/ undertaking their own work to make their property safe
- Roof Replacement with Council support
- Property Swap

3.4 Homeowners were asked to give feedback on their preferences by the end of June 2025 through the survey.

3.5 There were 25 responses to the survey. Owners initially responded as below*;

- Voluntary Acquisition 14
- Owner undertaking own work 0
- House swap 10

- Roof replacement 1
- No interest in any of the options 2

**Since completion of the survey and subsequent engagement with officers, some homeowners have changed their preference.*
***Some owners expressed interest in more than one option.*

Given the poor response to this engagement with owners, a follow up letter was issued to owners in the middle of July. (Appendix B).

To date of the original 138 privately owned properties 28 have not engaged with the Council.

Voluntary acquisition

3.6 The engagement survey identified a further interest in voluntary acquisition and, as part of this and previous engagement exercises, interest in the scheme is now as follows (13 August 2025): -

a. Owners who have requested a valuation of their property	76
b. Owners who have received a formal offer for their property	70
c. Cases where owners have asked for their interest to be put on hold (incl in a.)	3
d. Owners who have accepted an offer (incl in a.)	31
e. Owners who are still considering an offer (13 of these have enquired about property swap)	34
f. Owners who have formally rejected an offer	2
g. Offers which have concluded (incl in a.)	23

The Committee are reminded that the Voluntary acquisition offer from the Council includes the following Heads of Claim:

- Market Value of the property (as determined by the Valuation Office Agency)
- A Home loss payment at 10% of Market Value (for Homeowners)
- Professional fees (surveyor/ valuers' costs)
- Legal fees (for disposal and, where appropriate, onward purchase)
- Reasonable Disbursements (removal costs, early surrender costs on mortgage, adjustments to properties etc.) - in some instances, the Council has agreed a lump sum to meet all these costs.

There is no requirement on homeowners to provide a Home Report or meet the other costs that would normally be met when selling their house.

3.7 The Committee are advised that several owners are engaging with the Council to relocate to Council houses, as tenants.

3.8 As a result of levels of interest, it is proposed that voluntary acquisition remain open to all private owners until at least the end of January 2026.

3.9 **Owner undertaking own work**

No owners indicated a preference to undertake their own remedial works or confirmed that they were undertaking works to reduce the RAAC risk from high risk over the engagement period. However, since the engagement closed, we have been made aware that one private owner may be considering making an approach to the Council. Officers remain open to having further discussion on this option should a proposal come forward, taking in account the wider ownership within any particular terrace/ block of properties.

3.10 **Roof replacement**

In response to the survey, no-one individually, or as part of a wider collective group, came forward indicating a preference for the roof replacement option as approved by the Committee. As a result, it is proposed that roof replacement coordinated by the Council is removed as an option.

3.11 **Property swap**

There were 10 preferences towards the property swap option, some of which hadn't previously engaged.

3.12 To facilitate this a list of 26 properties, where the Council is minority owner, have been identified and removed temporarily from our Voids list to be made available.

3.13 The properties are at varying stages in the void process, with some ready to move into and others in need of some works to make them ready for occupation. As a result, valuations are likely to span a range of values, and this is thought to provide maximum flexibility for owners.

3.14 The supporting information for this will include:

- Home Report
- Property Owners Questionnaire
- Energy Performance Certificate (EPC)
- Safety checks
- Maintenance information
- Photographs etc.

This work is currently being undertaken and will be shared with interested owners during August 2025.

3.15 Following the viewing process, owners will have the opportunity to bid for properties they are interested in.

3.16 **Demolition, Landscaping, and Master Planning**

Works relating to demolition and master planning the site had been 'stepped down' to ensure that officers were aware of the extent of the site available for master planning. Taking this approach has avoided abortive costs. Following conclusion of the June homeowner engagement, and subsequent follow up letter regarding the Property Swap option, it is now considered prudent to recommence plans for the demolition of wholly Council owned terraces. Prior to any work commencing, further engagement sessions will be planned with all residents in the area to consider the concerns of residents around the demolition works and the proposed

mitigation that will be put in place. This will include further detail on matters such as:-

- Proposed hours of operation
- Noise suppression
- Dust suppression
- Site security
- Road and contractor access
- Landscaping options

3.17 Early engagement with developers/house builders on an informal basis has suggested that they would have only limited interest in becoming involved in any redevelopment at this time due to the lack of certainty around the extent of the cleared site, development viability concerns and timing uncertainty. As these issues are addressed there may be more interest.

3.18 As a result, it is proposed that master planning considers options for full site redevelopment on the assumption that owners wish to engage in voluntary acquisition but also master planning of the site in the event that some owners may wish to remain in their properties and undertake their own remediation works. In respect of development options, a Prior Information Notice (PIN) may be circulated to more formally engage with the market and assess interest in due course.

3.19 **SAMH, wellbeing support**

Our partner SAMH (Scottish Action for Mental Health) continues to be available to homeowners. SAMH has set up 'Hear for You' to specifically support individuals affected by RAAC and can be accessed online or face to face at their weekly Torry drop-ins. Hear for You is free to access and offers both psychological wellbeing and practical programmes of support through this exceptionally challenging time. Given the very low number of owners engaging with the service, a leaflet to promote the service was shared with homeowners in July.

3.20 **Future engagement with owners**

Homeowners will be formally advised of this Committee's decisions in relation to this report and again asked to confirm what actions they are undertaking to mitigate the health and safety concerns with their property. Legally, owners have a duty to act responsibly and mitigate the risks.

3.21 Officers will work with multi-agency partners to determine if the level of vulnerability of those who have not engaged is preventing positive engagement.

3.22 In addition, further detail is being developed to further clarify and reiterate what owners can and need to do to act responsibly and to further mitigate the risk with their property.

4. FINANCIAL IMPLICATIONS

4.1 On 5 March 2025, Council agreed a funding solution using the capital fund to enable the Voluntary Acquisition of properties impacted by RAAC. It is proposed that this funding solution be used to support delivery of the options detailed within

this report. This funding mechanism (designed to release up to £12.75m) was to help realise a cleared site for master planning.

4.2 If homeowners were to progress with a property swap, owners would sell their existing property to the Council based on the value and range of supporting costs identified in the Voluntary Acquisition model to be set against the value of the 'swap' property as determined by a Home Report, with a balancing payment being made by either party, depending on the individual circumstances. If homeowners were unable to meet this cost, the Council have previously agreed to provide a loan or equity share arrangement, if required to enable an owner to proceed with a swap. This would be an interest-bearing loan on similar lines to other lending arrangements provided by the Council e.g. missing shares under the Housing (Scotland) Act 2006. The interest rate would be variable, and length of loan may differ depending on individual circumstances, but would be unlikely to exceed 20 years.

4.3 At the time of writing, officers await feedback from the Scottish Government on Aberdeen City Council's request for additional funding to support RAAC costs.

5. LEGAL IMPLICATIONS

5.1 There is no statutory duty on the Council to undertake or fund remedial works to privately owned properties affected by RAAC. These properties were acquired under the Housing (Scotland) Act 1987 through the Right to Buy scheme on a full repairing and insuring basis. Ongoing maintenance responsibilities, including structural integrity, remain with the individual private owners.

5.2 The Council may, where appropriate, exercise discretionary powers under section 20 of the Local Government in Scotland Act 2003, which permit action likely to promote or improve the wellbeing of the area or people within it. This can include limited financial or in-kind support to private individuals. However, these powers are not unrestricted and must be exercised within the Council's overall statutory competence, in a manner that is financially sustainable and consistent with the duty to achieve Best Value under section 1 of the 2003 Act. Support provided under section 20 must not displace the primary responsibility of private homeowners to maintain and make safe their own properties, and any financial assistance must be supported by enforceable legal agreements.

In addition, section 22 of the 2003 Act prohibits local authorities from borrowing to fund revenue expenditure. This means the Council cannot lawfully borrow to finance discretionary support under section 20, including payments to private homeowners. Any such support must be met from existing revenue or capital resources, and cannot be used to justify compensation above independently assessed market value or to underwrite the full cost of remediation for private homes.

While section 20 has been used to support targeted aspects of the RAAC response, it is not a mechanism for broad-based financial intervention. Statutory powers under the Building (Scotland) Act 2003 remain the primary legal basis for managing structural risk and ensuring compliance with safety requirements.

5.3 Following the outcome of the homeowner survey, the property swap option is considered legally viable where owner participation is secured and formalised through appropriate legal agreements. Where owner contributions are proposed, including loans or equity arrangements, these must be clearly documented and secured (e.g. by standard security). However, care must be taken where limited property value or title conditions may restrict enforceability or long-term recovery.

5.4 Disposal of any Council-owned property in connection with these options must comply with section 12 of the Housing (Scotland) Act 1987, including demonstrating that any disposal is for market value or otherwise delivers benefit to the Housing Revenue Account. This applies equally to any proposed excambion arrangement.

5.5 The Disposal of Land by Local Authorities (Scotland) Regulations 2010 permit below market value disposals only where the authority is satisfied that the disposal will promote or improve economic, social, or environmental wellbeing. Any such disposal must be supported by an independent valuation and subject to appropriate governance oversight and Scottish Minister consent (where necessary).

5.6 Proposals that rely solely on Council funding to remediate privately owned homes, without reciprocal title transfer or contribution, are not considered legally viable and may conflict with Best Value obligations. Any delivery model must preserve appropriate Council control, financial accountability, and statutory compliance. The Council must ensure consistency and fairness in its approach, particularly where homeowners decline reasonable offers, or delay or do not undertake works necessary to ensure properties are structurally sound, safe, and habitable.

Advancing health and safety risk

5.7 Where owners decline or delay engagement, or where structural conditions deteriorate and pose a continuing or advancing health and safety risk, the Council may consider enforcement action. Sections 29 and 30 of the Building (Scotland) Act 2003 require local authorities to act if a building is judged dangerous. Once a building is deemed dangerous, a 'Dangerous Buildings Notice' must be served to the owner, specifying required safety work. If immediate danger exists, the Council should first remove it at the owner's expense, then issue the notice if risk persists. If the Balnagask estate homes are declared dangerous due to RAAC roofs, sections 29 and 30 would apply. The Council should support such decisions with objective evidence, such as surveys or inspection reports.

6. ENVIRONMENTAL IMPLICATIONS

6.1 In general terms, options that retain properties and avoid demolition costs will have some environmental benefit in terms of the impact on use of resources and embedded carbon. This should be weighed against houses continuing in use which are powered by fossil fuels and which do not conform to current environmental standards. The house swap option will be positive in environmental terms as far as it will bring properties into economic use quicker with associated environmental benefit.

7. RISK

7.1 Previous committee reports have addressed the wider risks around RAAC in residential properties including the risk of panel failure within individual properties. Programmes of monitoring and inspection continue within occupied Council-owned properties.

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

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk	*Does Target Risk v Appetite
Strategic Risk	Ability to manage Health and Safety Risk in private Homes Failure of a RAAC panel.	Continue to share information on the health and safety risk presented by the RAAC panels. Clarify what enforcement action will entail should Building Standards determine that they require to take action. Continue to carry out further surveys to manage risk. Current findings have found 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 FAQs on website.	*M*	*Yes*
Compliance	Council risk as regulatory authority	ACC has powers under the Building (Scotland) Act 2003 where there is the potential enforcement about a dangerous and defective building - ACC are acting responsibly following independent	*M*	*Yes*

		structural engineering advice and are rehoming tenants. ACC have written to private owners reminding them of their responsibility and shared structural reports. ACC have published FAQs on website.		
	Legal process and housing regulator	Legal advice is being taken at all parts of the process. Officers are in contact with the Scottish Housing Regulator on all options available. The Legal Implications section of the report identifies the implications associated with the report and the various powers open to the Council.	*L*	*Yes*
Operational	Ongoing management of RAAC in private homes and potential deterioration of panels.	RAAC remains a health and safety issue in private homes. If conditions were to deteriorate there may be a requirement to respond to this urgently at an operational level.	*M*	*Yes*
	Delivery of Options – internal capacity / skills and knowledge	Review of capacity required following Council decisions/initial engagement with owners to ensure that an appropriately skilled team are in place to help manage the delivery of new options presented to owners some of which add a significant degree of complexity.	*M*	*Yes*
	. Maintaining business as usual.	Managing the RAAC process has and will continue to take significant resource within the Council teams, particularly at senior levels. This is likely to have an impact on wider business priorities and objectives.	*M*	*Yes*
Financial	The current financial burden to mitigate the RAAC impact is	Work with housing, legal, finance and external advisor teams to understand and address	*M*	*No*

	still developing and will continue to be quantified. Opportunity cost of spend elsewhere (other savings will require to be made to meet costs) Risk around non-payment of loan repayments / shared equity and future recovery.	the RAAC impacts and inform the Options. Continue to seek external funding opportunities As new information comes forward Members will be advised for any decision-making if required. Further detail requires to be developed around protecting the Council's interests, albeit it is envisaged that security would be required against properties in most circumstances.	*H* *M*	*No* *Yes*
Reputational	Communication on responsibilities of owners/ market value and requirement to address issue Clear communication on what is being offered Criticism around cutting Council services and supporting private homeowners	Develop clear and concise information for owners on the options available to support them and on their responsibilities as homeowners. Continue to balance the needs and wants of those living in Balnagask with the wider population needs to ensure that the risk to the wider population is mitigated as far as possible. Implement clear communication and engagement plan and address impact within all reports.	*M* *L* M	*Yes* *Yes* Yes
Environment / Climate	Inefficient use of resources with subsequent environmental impact.	All options will have a differing environmental impact which will require to be considered in delivery options.	*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 **Working in Partnership for Aberdeen**	The issues arising with the occurrence of RAAC in our housing stock requires us to work collaboratively across clusters to ensure the housing stock is safe and meets the varying needs of our citizens. The goal is to ensure that our current housing stock is fit for the future and brought up to the highest standards where possible.
Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The actions from this report will help mitigate the immediate impact on affected owners.
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 implications 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	Previous Integrated Impact Assessment relating to the options considered in this report has been reviewed and no changes required
Data Protection Impact Assessment	Not Required
Other	

10. BACKGROUND PAPERS

10.1 None

11. APPENDICES

Appendix A - Letter to owners
Appendix B - Follow up letter to owners

12. REPORT AUTHOR CONTACT DETAILS

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

ABERDEEN CITY COUNCIL

Your Ref:
Our Ref:
Contact: Stephen Booth
Location: Marischal College

Date: 2 June 2025

By email and recorded delivery

Address

Dear

RAAC – Alternative options agreed at Communities Housing and Public Protection Committee 27 May 2025

Firstly, I understand that the identification of problems associated with Reinforced Autoclaved Aerated Concrete (RAAC) in your property is causing you a lot of worry. The health and safety risks, financial implications, and loss of community are of great concern to homeowners. I also recognise that many homeowners do not want to go through the Voluntary Acquisitions process and are looking for a different way forward.

To find different ways to support homeowners facing these challenges and avert the need for any enforcement action, the Council asked that officers work with groups, like the Torry RAAC Campaign Group Management Committee, to find other ways the Council could support homeowners to remove the risk of the RAAC panels. As a result of these discussions, on Tuesday 27 May the Communities, Housing and Public Protection Committee agreed two further options to help homeowners.

The Committee asked that I write and share all of the different ways that the Council can support you to address the issue of RAAC in your home. This letter sets out the current and new options available to homeowners and asks that you consider which option would best suit you/your family.

An online survey has been set up to gather feedback on each option. If you require support to provide your feedback, please contact Jade Leyden at Greyhope Community Hub (tel: 01224 053684). Jade will also link with departments across the Council on your behalf to help answer any questions you may have. Please provide your feedback by the end of June as this will help us progress the new options for those that are interested.

Current Options

Voluntary Acquisition: An independent agency will value your property, and you won't need to provide a Home Report. The Council will buy your home at its current Market Value (the current Market Value will take into account the RAAC panels in the roof).

The Council will pay any professional fees you incur for valuation advice. The Council will also cover your legal fees for selling your home and any costs for buying a new one.

In addition, you will receive a home loss payment equal to 10% of your property's market value. The Council will also cover other costs like moving expenses and early mortgage surrender fees.

We fully understand that every owner is in a slightly different position and can discuss particular challenges you/your family face, such as mortgage fees etc. with you directly if you choose to progress this option.

You will already have been contacted regarding this option and it remains open to you even if you have previously advised us that you do not want to engage.

Making your own home safe: Owners who live in mostly privately owned blocks or terraces can work together to address the risks independently of the Council.

Owners will be responsible for the costs for any works to their own properties but can ask the Council to cover their share of costs for any Council properties in the block or terrace.

If you are keen to collaborate with neighbours to progress this option, the Council can be asked to contribute its share of the costs. Further information is available here.

New Options – Approved in May 2025

Roof Replacement Proposals: Homeowners who want to retain a home in Balnagask can collaborate with the Council to replace the roof. If enough people show interest, the Council will identify terraces for roof replacement.

Interested homeowners could be allocated a property with a new timber roof similar in size to their own, and some owners may be able to keep their current property. Owners will need to move out during the works, and the Council will help cover these costs and provide decant options if these are required.

Replacing the roof is likely to cause some damage to properties and this will vary from property to property. The full extent of damage will not be identified until detailed surveys are undertaken and works start.

As a result, owners are being asked to contribute a set fee for the roof replacement so that they have certainty around costs. The set fee may be reduced, depending on final specifications and the result of openly tendered costs. The maximum set cost to owners is:

- £20,000 for a one-bedroom property
- £37,000 for a three-bedroom property
- £44,000 for a four-bedroom property

The Council will meet all other costs including but not limited to project management, legal fees, removal and storage, consents, safety checks, mortgage and security costs, and making homes ready for occupancy in light of the damage that could be caused when the roof is removed.

Owners will also be offered a £5,000 cash payment to help them make their house a home. Owners who do not require this payment could instead reduce £5,000 from the roof replacement cost.

The Council recognises that some owners may find it incredibly challenging to meet upfront costs. The Council is currently working to establish a mechanism to support homeowners through either a low cost loan or shared equity arrangement.

Property swap: Owners could swap their current property with a Council property (most likely a 2 bedroom flat). This would be in blocks of properties where the council is a minority owner and a sale to you would end council ownership in the block.

The value which would form part of the exchange would be based on the valuation identified for your property under the Voluntary Acquisition process. Council properties available for swap would also be valued by the Valuation Office Agency prior to any works being undertaken to ready properties for sale. If the values are different, either the owners or the Council will pay the difference.

The Council will pay any professional fees you incur for valuation advice. The Council will also cover your legal fees. In addition, you will receive a home loss payment equal to 10% of your property's market value. The Council will also cover other costs like moving expenses and early mortgage surrender fees.

The Council would be open to offering a loan/equity share arrangement for owners who require it to progress this option.

What happens next?

It would be helpful to understand which option(s) might work best for you and your family given the health, safety and financial risks associated with any further deterioration of the RAAC panels.

The Council has a legal duty to intervene where buildings are deemed dangerous or defective and cannot choose to not do so. If enforcement action were taken owners would be issued with notices requiring works, ordering evacuation, and undertaking emergency measures at the full cost to the owner. We are keen to ensure that no homeowner faces this situation and hope that offering additional options helps prevent enforcement action in recognition of the considerable strain this would place on owners. Further information on enforcement action can be accessed here.

As previously mentioned, we would be grateful if you could indicate which option would best support your family through on-line form by the end of June. This timescale will enable us to determine levels of interest in the new roof replacement and house swap options and interest must be registered by the end of June to opt into one of these two new options. Those not able to return the digital form should contact Jade Leyden at Greyhope Community Hub. Jade can be contacted by phone on 01224 053684 and will be happy to help you.

I understand that this situation continues to be challenging and stressful for you. Please know that the Council is committed to supporting you through this process. We are here to help you find the best solution for your home and ensure your safety and wellbeing. Our Partner SAMH continues to be available to you though hearforyou@samh.org.uk

If you have any questions or need further assistance, please do not hesitate to reach out to Jade in the first instance, Jade will then make sure that your questions are directed to the most appropriate officer. Together, we can navigate this challenging time and find a way forward.

Further information is available on the council's updated FAQ's.

https://www.aberdeencity.gov.uk/services/housing/raac-housing

Online survey
www.raac-homeowners-2025.commonplace.is/

Further information on enforcement action
www.aberdeencity.gov.uk/services/planning-and-building-standards/building-standards/building-standards-policy-and-guidance/dangerous-and-defective-buildings

Further information on communal repairs
www.aberdeencity.gov.uk/services/housing/communal-housing-repairs

Yours sincerely

Stephen Booth
Chief Officer Corporate Landlord

By email / Recorded delivery.

Dear

Further to our letter dated 30 May 2025, I am writing to update you on the outcome of the recent engagement on the additional options available to owners of properties impacted by RAAC. I understand that this situation continues to be challenging and stressful for you. The Council remains committed to supporting you through the process of ensuring the safety of your property.

You will recall that the Council considered various additional options to voluntarily purchasing properties including a house swap option and an option to support you replacing the roof of your property. Over the course of the engagement during June, 10 owners have highlighted an interest in the house swap option, in addition to those now progressing with voluntary acquisition. No owner occupier registered interest in the 'roof off roof on' option during this period.

House Swap Option:

Given the level of interest in the house swap option, and the need to plan how owners can view the properties available, we are writing to offer a final opportunity to register your interest in receiving information on the properties identified for potential house swaps. Please note that this is the final stage expressions of interest can be taken into account before sharing the information with owners.

This option could be summarised as follows;

- Owners would sell their existing property to the council and purchase a Council property
- This would be in blocks of properties where the Council is a minority owner, and a sale to you would bring Council ownership in that block to an end.
- The money you would receive for your property would be based on the valuation of your property under the Voluntary Acquisition process.
- The value of the Council property you would swap for would be based upon a Home Report Valuation undertaken by a Chartered Surveyor.
- If the Council property is valued higher than your current property, you would be required to pay the difference. If your property is valued higher than the Council property, the Council would pay the difference to you.
- The Council will pay any professional fees you incur for valuation advice.
- The Council would also cover your reasonably incurred legal fees.
- In addition, you would receive a home loss payment equal to 10% of your current property's market value.
- The Council will also meet other reasonable costs, such as moving expenses and early mortgage surrender fees.
- The Council may also be able to offer a loan or equity share arrangement where this would help an owner proceed with a swap.

We are currently compiling a list of available properties to share with interested owners. This information will include photos, valuations, and general information about the condition of the property. The list will include homes ready for immediate entry and others that would benefit from redecoration for example, to give a range of options and values.

If you would like to receive the information on the properties available, and haven't already expressed an interest in this option via the June 2025 survey, please e-mail us at RAAC@aberdeencity.gov.uk or contact Jade Leyden by phone on 01224 053684. We intend to share details of the properties with those who have registered an interest in late August 2025.

Other Options

If you are not interested in the house swap option, other options remain available.

Making your own home safe: Owners who live in mostly privately owned blocks or terraces can work together to address the risks independently of the Council.

Owners will be responsible for the costs for any works to their own properties, but can ask the Council to cover its share of costs for any Council properties in the block or terrace.

If you are keen to collaborate with neighbours to explore this option, please contact us. Further information is available here.

Voluntary Acquisition: The Council have engaged with the Valuation Office Agency to value your property. You will not be required to provide a Home Report. The Council will buy your home at its current Market Value, which will reflect the presence of RAAC panels in the roof.

We can cover your professional fees for valuation and legal costs for selling your current home and buying a new one.

You will receive a home loss payment equal to 10% of your property's market value. In addition, the Council will meet other reasonable costs, including moving expenses and early mortgage surrender fees.

We fully understand that every owner is in a slightly different position and can discuss particular challenges you/your family face, such as mortgage fees etc. with you directly if you choose to progress this option.

This option remains open to you even if you have previously advised us that you do not want to engage. Please contact RAAC@aberdeencity.gov.uk or contact Jade Leyden by phone on 01224 053684.

As previously indicated the presence of RAAC in the roof of your property, based on surveys we have undertaken on other properties, does carry a significant health and safety risk. We are keen to engage with you to understand what your intentions are to make your property

safe. We remain committed to helping and supporting homeowners so that enforcement action can be avoided wherever possible.

We are here to help you find a suitable solution that ensures your safety and wellbeing. Our Partner SAMH continues to be available to you. SAMH has set up 'Hear for You' to specifically support individuals affected by RAAC and can be accessed online or face to face at their weekly Torry drop-ins. Hear for You is free to access and offers both psychological wellbeing and practical programs of support through this challenging time. We have enclosed a leaflet for your information which provides further details on their service and how you can contact them should you feel that this is something that would be beneficial to you.

Further information is available on the council's updated FAQ's.
https://www.aberdeencity.gov.uk/services/housing/raac-housing

Further information on communal repairs
www.aberdeencity.gov.uk/services/housing/communal-housing-repairs

Yours sincerely

Stephen Booth

Chief Officer Corporate Landlord

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