

## SERVICE UPDATE

<b><u>Name of Function:</u></b>	Strategic Place Planning
<b><u>Date:</u></b>	07 January 2021
<b><u>Title of Update:</u></b>	Aberdeen City Local Housing Strategy 2018 – 2023 Update
<b><u>Report Author:</u></b>	Mel Booth
<b><u>Chief Officer:</u></b>	Gale Beattie
<b><u>Contact Details:</u></b>	Mel Booth Senior Housing Strategy Officer mebooth@aberdeencity.gov.uk
<b><u>Committee Terms of Reference:</u></b>	1.1.7

### Update

#### 1. PURPOSE OF REPORT

- 1.1 The purpose of this service update is to provide an update on progress made in 2019/20 in relation to the Aberdeen City Local Housing Strategy 2018 – 2023. The Joint Delivery Action Plan can be found at Appendix 1.

#### 2. BACKGROUND

- 2.1 The Scottish Government requires all local authorities to develop and implement a local housing strategy which covers all tenures. The strategy should include priorities and actions on housing supply, homelessness, housing support and fuel poverty. The Aberdeen City Local Housing Strategy is the council's key strategic document for housing and sets out the strategic outcomes which the council, together with its partners, will work towards over the next five years.
- 2.2 The strategic outcomes provide detail on the main issues and priorities to be addressed over the next five years. They identify actions to deliver these outcomes and indicators to measure performance and success.
- 2.3 The strategy is an important element in delivering the Local Outcome Improvement Plan. The Aberdeen City Local Housing Strategy's overarching vision is:

“People in Aberdeen City live in good quality sustainable homes, which they can afford and that meet their needs.”

2.4 In order to achieve this vision, the strategy sets out six strategic outcomes:

- Strategic Outcome 1 – There is an adequate supply of housing across all tenures and homes are the right size, type and location that people want to live in with access to suitable services and facilities.
- Strategic Outcome 2 – Homelessness is prevented and alleviated.
- Strategic Outcome 3 - People are supported to live, as far as is reasonably practicable, independently at home or in a homely setting in their community.
- Strategic Outcome 4 – Consumer knowledge, management standards and property condition are improved in the private rented sector.
- Strategic Outcome 5 – Fuel poverty is reduced which will contribute to meeting climate change targets.
- Strategic Outcome 6 – The quality of housing of all tenures is improved across the city.

2.5 The Aberdeen City Local Housing Strategy Joint Delivery Action Plan sets out the actions that will be put in place to deliver the strategic outcomes, together with indicators to measure success. Progress for each of the six strategic outcomes are monitored by Strategic Working Groups for each key theme, with updates on progress being provided by the Chief Officer Strategic Place Planning to Elected Members. This ensures that the strategy is a fluid document which can respond and react to changes in the housing sector. It also allows for performance to be monitored and evaluated.

2.6 There is a strong partnership approach to the delivery of the Local Housing Strategy which is supported by the Joint Delivery Action Plan.

2.7 The Local Housing Strategy is reviewed annually, with an update provided to Elected Members to detail progress and highlight emerging issues.

## 2.8 Highlights from 2019/2020 include:

- Record levels of grant funding (£32.537m) with 401 affordable homes delivered across the city and work underway to progress Aberdeen City Council's commitment to increase its housing with a further 2,000 homes for social rent.
- Rapid Rehousing Transition Plan implemented which is a new planning framework for local authorities and their partners to transition to a rapid rehousing approach for homeless households. Since the implementation, the homeless journey time has reduced from an average of 180 days to an average of 125 days.
- In February 2020, Aberdeen City Council signed up to the Housing and Dementia Framework after taking part in the early development testing. An action plan has been developed in conjunction with RSLs, partners in health and social care, third sector based around the key themes of 'Right Advice, Right Home, Right Place'.
- Engagement is ongoing with landlords through the landlord registration database with regular updates on legislative requirements being provided.
- Work is ongoing with homeowners to help them carry out repairs and maintenance to their homes.
- Aberdeen City Council and Registered Social Landlords on track to meet requirements of SHQS and EESSH.
- Completion of the first phase of the Torry district heating network. An application for funding has been submitted to the Scottish Government for phase 2 which will connect the district heating network to the Energy from Waste Plant.

## 2.9 Emerging issues include:

- Insufficient funding available to deliver the affordable housing projects despite increased funding in 2019/20.
- Rapid Rehousing Transition Plan has highlighted there are 536 households per year with unmet housing need. Approximately 365 would require a 1 bed property.
- Requirement to identify robust information on the levels of housing need across all client groups to allow strategic planning of specialist housing requirements.
- Further joint working required with private rented sector landlords to help them improve standards in the PRS.

- Disrepair in private sector housing remains to be high.
- New definition of fuel poverty has resulted in an increase in householders being in fuel poverty, 25,000 compared to 22,000 in 2018-19. The increase in households in extreme fuel poverty is particularly marked having more than doubled, 12,000 compared to 5,200 in 2018-19.

2.10 The Joint Delivery Action Plan will be updated to reflect the issues and action taken to mitigate the negative impacts.

# 1. Housing Supply and Placemaking

Strategic Outcome 1: There is an adequate supply of housing across all tenures and homes are of the right size, type and location that people want to live in with access to suitable services and facilities.						
Reference	Key Indicator	Baseline 2016/17	Target	Frequency / Source	Progress 2019/20	RAG Status
1.1 (i)	Number of affordable homes delivered.	117	342	Annual/Aberdeen City Council	401	Green
1.2 (i)	Number of private homes delivered.	640	634	Annual/Aberdeen City Council	850	Green
Lead Officer	Reference	Operational Actions		Target / Milestone	Progress 2019/20	RAG Status
Strategic Action 1: We will work with partners to increase the supply of affordable housing						
Chief Officer Strategic Place Planning	1.1.1	Ensure there is an appropriate Local Development Plan (LDP) in place with an adequate supply of land.		LDP is in place and reviewed as required	The Aberdeen Local Development Plan was adopted in 2017 and is considered up to date. It allocates enough land to meet the housing requirements of the Aberdeen City and Shire Strategic Development Plan and to ensure that an effective 5-year housing land supply can be maintained throughout the lifetime of the Plan. Both Plans are currently being updated to ensure that the development plans for Aberdeen and the city-regions remain up to date. The 2019 Housing Land Audit shows that there is 10,816 units in the 5-year effective supply in the Aberdeen Housing Market Area. This equates to 7.2 years supply.	Green
	1.1.2	Work with private developers to increase the supply of housing.		850 private homes 401 affordable homes	The supply of housing has increased across the city. In 2019/20, 1,251 additional homes were provided across the city.	Green
	1.1.3	Maximise the delivery of additional units of affordable housing through the planning process.		Planning process is used to deliver affordable housing units	Section 75 agreements are provided through the Town and Country Planning (Scotland) Act 1997 and are negotiated through the planning process. Housing developers may, on occasion, be required to make a financial contribution towards affordable housing	Green

				rather than delivering affordable housing on the specific site to which the planning permission applies.	
Chief Officer Corporate Landlord	1.1.4	Increase the supply of council homes.	2,000 additional council homes for social rent including 200 buy backs	2,000 additional council homes being progressed. Sites at Summerhill, Tillydrone, Kincorth, Craighill, Kaimhill and Greenferns x 2 along with developer led opportunities being explored. Council home buy back scheme is progressing with 215 applications being assessed to see if they are eligible and 58 properties having been purchased in 2019/20.	Amber
Senior Housing Strategy Officer	1.1.5	Work with Registered Social Landlord (RSL) partners to increase the supply of social rented housing.	RSL partners increase supply of affordable housing in Aberdeen	Strong partnership approach to delivery of social rented housing. Close working relationships between Aberdeen City Council and Registered Social Landlords has resulted in high levels of social rented housing being developed. In 2019/20, 220 units were provided for social rent by RSLs in Aberdeen.	Green
	1.1.6	Work with owners of empty properties to bring empty homes back into use.	40 properties brought back into use per year	Work continues with owners of empty properties. In 2019/20, 50 empty homes were brought back into use. Policies are being developed to advise stakeholders on how the service works including the advice options that are available to help bring a property back into use.	Green
	1.1.7	Provide advice to owners of empty properties to encourage them to bring empty homes back into use.	Information and advice provided to owners regarding empty homes	Website provides homeowners with information on the empty homes service. The website is updated on an ongoing basis with further information being provided as the service develops. The website also provides information on the different schemes and solutions developed by the service. Application forms for the Matchmake to Rent and Matchmake to Sell schemes are available on the website for	Green

				owners to complete and submit to the appropriate teams. Homeowners are provided information and advice via email, telephone and face to face. Leaflets and fact sheets have been developed to help bring empty properties back into use.	
<b>Strategic Action 2: We will promote a range of affordable housing models</b>					
Senior Housing Strategy Officer	1.2.1	Work with RSL partners to deliver housing for mid-market rent.	Mid-market rental properties are delivered	Strong partnership approach to delivery of affordable housing. Close working relationships between Aberdeen City Council and Registered Social Landlords has resulted in high levels of affordable housing being developed. In 2019/20, 54 mid-market units were provided by RSLs in Aberdeen.	Green
	1.2.2	Work with private developers to promote low cost home ownership (LCHO).	LCHO properties are provided across the city	Low cost home ownership units continue to be provided as part of the wide range of affordable tenures. Sales in 2019/20 were lower than previous years which reflected the general housing market; however, 1 new property was completed bringing the total delivered to 123. 19 properties have been sold by their original owners to new qualifying purchasers. 3 properties are currently being marketed; however, sales are slow at the moment. RSLs have purchased 3 properties which were at risk of going to the open market, thus securing them for affordable rent. One property has been repossessed. The scheme was introduced in 2008/09 and 79% of properties are still owned by their original purchaser.	Green

<b>Strategic Action 3: We will work with partners and stakeholders to lever in additional finance for the provision of affordable housing</b>					
Senior Housing Strategy Officer	1.3.1	Continue to charge the additional Council Tax levy to empty and second homes to provide funding for affordable housing.	Council Tax levy provides income for affordable housing	Council Tax levy of additional 100% is applied to long term empty homes. Empty Homes Officer liaises with Council Tax team to ensure the appropriate levy is being applied.	Green
	1.3.2	Utilise all funding made available through Scottish Government Affordable Housing Supply Programme (AHSP).	Fully spend AHSP funds	Allocation of £19.473m with a further £13.064m which resulted in a total spend for 2019/20 of £32.537m. The affordable housing supply programme is fully committed for the 2020/21.	Green
	1.3.3	Ensure Council Tax second homes funds are fully utilised and spent on affordable housing.	Council Tax levy fully utilised	Council Tax second homes levy fully utilised and spent on affordable housing delivery with £10.74m being allocated to the council house new build programme.	Green
Developer Obligations Team Leader	1.3.4	Ensure developer obligations are fully utilised and spent on affordable housing.	Developer obligations fully utilised	Developer Obligations fully utilised with £4.95m being allocated in 2019/20 towards the council house new build programme.	Green



## 2. Homelessness

Strategic Outcome 2: Homelessness is prevented and alleviated.						
Reference	Key Indicator	Baseline 2016/17	Target	Frequency/ Source	Progress 2019/20	Red Amber Green
2.1 (i)	Percentage of statutory homeless decisions reached within 28 days. <i>(New local target from 1 April 2020 replaces Scottish Government statutory 28 days).</i>	97%	100%	Annual/ Scottish Government	100%	Green
2.2 (i)	Average length of time households who are assessed as unintentionally homeless wait for permanent accommodation.	168 days	125 days (2020/21) 100 days (2021/22) 75 days (2022/23) 50 days (2023/24)	Annual/RRTP	140.6 days	Green
2.3 (i)	Average length of time between support referral and support assessment.	38.3 days	14 days	Annual/ Scottish Government	39.2 days	Red
2.4 (i)	Reduce repeat homelessness (within 12 months).	5.08%	5% (2016/17) 4% (2020/21) 2% (2026/27)	Annual/ Scottish Government	5.1%	Green
2.5 (i)	Increase percentage of households previously homeless that have sustained their tenancy for more than 1 year.	92.7%	94% (2016/17) 96% (2020/21) 100% (2026/27)	Annual/ Scottish Government	87.4%	Amber
Lead Officer	Reference	Operational Actions		Target/ Milestone	Progress	RAG Status
Strategic Action 1: Develop a sustainable temporary accommodation plan.						
Housing Access and Support Manager	2.1.1	Carry out a review of temporary accommodation.		Ongoing	The review has been completed and outcome reported to Committee in January 2019. All actions required are incorporated into Rapid Rehousing Transition Plan (RRTP).	Green

2.1.2	Redesign existing supported accommodation options.	Ongoing	The service redesign has been completed with new service in place from November 2019.	Green
2.1.3	Review the Private Sector Leasing Scheme (PSL).	End PSL scheme by March 2021	PSL is in the process of being wound down. Exit strategy has been delayed due to Covid-19 but will be closed by end of financial year.	Green
2.1.4	Review the rental charge levied in temporary accommodation.	March 2021	The charge is to be reviewed in 2020/21 in line with Service Transformation.	Green

**Strategic Action 2: Develop and pilot Housing First Pathway via a consortium approach.**

Housing Access and Support Manager/ Housing First Consortium	2.2.1	Develop pathway for Housing First.	Ongoing	Pathway developed and implemented in 2019/20. Local systems and processes were updated to reflect changes.	Green
	2.2.2	Create a Housing First Steering Group.	Completed	The Housing First Consortium has been established in Aberdeen. It includes partners from Aberdeen Cyrenians, Aberdeen Foyer and Turning Point, RSLs and aims to reduce homelessness across the city.	Green
	2.2.3	Increase the stock of properties available for applicants coming through the Housing First model.	Ongoing	The Housing First Consortium established in Aberdeen is taking a lead in the conversations around property availability to support the approach. This work will be ongoing.	Green
	2.2.4	Determine the criteria for clients who will form part of the pilot.	Ongoing	The Housing First Consortium has established a Screening Group to determine the criteria that will be used as part of the Housing First project.	Green
	2.2.5	Develop peer support resources.	Ongoing	This is being progressed as part of the work being undertaken by the Housing First Consortium.	Amber

<b>Strategic Action 3: Review the process for people leaving prison in line with the SHORE protocol.</b>					
Housing Access and Support Manager	2.3.1	Work with Scottish Prison Service to review the protocol for people leaving prison.	Ongoing	A new post has been created to work closely with the Scottish Prison Service and ensure that everyone leaving prison has a planned release into appropriate accommodation.	Green
	2.3.2	Review Aberdeen City Council's delegated powers regarding prisoners.	Ongoing	To be considered as part of the review of the Allocations Policy.	Green
	2.3.3	Review internal policies and procedures regarding prisoners.	Ongoing	Procedures are under review to reflect the changes arising for the new Delegated Power and improved working practices.	Amber
	2.3.4	Review staff resources in relation to the protocol.	Completed	A new post has been created; the Officer has been in post since February 2019.	Green
<b>Strategic Action 4: Review the process for supporting looked after children.</b>					
Housing Access and Support Manager	2.4.1	Review Care Experience Young Persons Protocol in conjunction with Integrated Children and Family Services.	Ongoing	The new protocol and pathway have been developed and the consultative draft has been circulated to partners for comment. Work towards final draft and communication with staff.	Green
<b>Strategic Action 5: Implement a common outcomes tool framework for housing support.</b>					
Housing Access and Support Manager	2.5.1	Explore the options for Common Outcomes Tool.	Ongoing	This approach now forms part of the future commissioning plans in relation to the proposed Housing Support Hub as outlined in the RTP. The new services are in place and the finalisation of the tool is due to be implemented in 2020/21. We will work with partners to delivery actions by April 2021.	Amber
<b>Strategic Action 6: Implement the actions identified in the Rapid Rehousing Transition Plan.</b>					

Housing Access and Support Manager	2.6.1	Adopt a housing led approach.	Ongoing	The draft Rapid Rehousing Transition Plan was submitted to Scottish Government and approved by Committee. This provides a framework for the delivery of homelessness services and sets an ambition vision for the period to 2024 that is both bold and ambitious; "we will work together as a City to end homelessness."	Green
	2.6.2	Reduce the length of time from homeless presentation to delivery of support.	Ongoing	Work ongoing to reduce homeless journey time and will continue to be ongoing.	Green
	2.6.3	Develop a solution for young people who are presenting as homelessness.	Ongoing	This approach is to work with schools and colleges, taking an early intervention approach to ensure that vulnerable young people are aware of their rights and responsibilities. This action is being take forward by the Early Access Systems Change project - Reboot.	Amber
Housing Access and Support Manager	2.6.4	Explore NightStop approach to prevent young people coming into temporary accommodation.	Ongoing	Aberdeen Foyer are undertaking a feasibility study which is due to be completed in September 2020 and will include a review of young people's needs.	Amber
	2.6.5	Reduce time spent in temporary accommodation.	Ongoing	This is a fundamental aim of both Housing First model and is a key part of the actions identified in the Rapid Rehousing Transition Plan. Work is ongoing to reduce the amount of time spent in temporary accommodation by ensuring homeless decisions are being made as soon as possible. RRTP will reduce the journey time from 180 days to 50 days.	Amber

	2.6.6	Promote the use of the private rented sector in Aberdeen to reduce demand on social housing and homeless service.	Ongoing	Promotion includes: Increased use of Rent Deposit Scheme and increased numbers of people housed through the Matchmake to Rent Scheme. Crisis offered to work with us to gain better understanding of PRS. They are to complete a survey of landlords to see if there are opportunities for joint working to help meet housing need. They will also complete a survey of staff to establish if there are training needs identified to assist staff in promoting use of PRS to applicants.	Green
<b>Strategic Action 7: Roll out the use of the housing options toolkit.</b>					
Housing Access and Support Manager	2.7.1	Develop systems that support the roll out of the housing options toolkit.	Ongoing	Work is ongoing with the first 3 modules being issued in 2020.	Amber
<b>Strategic Action 8: Review the impact of nominations agreements and Section 5 arrangements.</b>					
Housing Access and Support Manager	2.8.1	Review nominations and Section 5 referral arrangements with local housing providers.	Ongoing	RSL's have provided stock figures and re-let figures across the city. The intention is to work with partners to implement Section 5 referrals in 2020.	Amber

\*This figure includes applicants who are both 'intentional' and 'unintentionally' homeless. From 2019/20, the Scottish Government performance indicator will change to record those who are 'unintentionally homeless'. The Rapid Rehousing Transition Plan sets an ambitious target of 50 days by 2024.

\*\*2018/19 figure may be subject to change following Scottish Government analysis.

### 3. Independent Living and Specialist Provision

Strategic Outcome 3: People are supported to live, as far as reasonably practicable, independently at home or in a homely setting in their community						
Reference	Key Indicator	Baseline 2016/17	Target	Frequency/ Source	Progress 2019/20	Red Amber Green
3.1 (i)	Percentage of adults supported at home who agree that they are supported to live as independently as possible.	82%	90%	Biennial/ Health and Care Experience Survey	82%. This information is collected biennially; the next update is due in 2020 which has been delayed due to Covid-19.  Aberdeen City Health and Social Care Partnership have commissioned a targeted survey for people who access service, which included this question. The results showed 90% of people felt supported to live independently at home.	Green
3.2 (i)	Number and percentage of new build affordable properties developed as accessible for people with a particular need.	0%	15% of all new build affordable housing	Annual (SHIP)	All new build housing is designed to meet housing for varying needs standards on accessibility. These do not meet the needs of all wheelchair users. In response to this we are working with housing providers to agree a wheelchair accessible design that meets a wide range of needs.	Amber
3.3 (i)	Provide better outcomes for people leaving hospital who have housing issues by reducing the number of people whose discharge is delay because of housing related issues and/or reduce the length of housing related delays.	23 patients delayed resulting in 503 bed days lost	10 patients delayed resulting in 250 bed days lost	Annual  NHS Grampian (delayed discharge reports)	The aim is for a sustained reduction in the number/length of delay.  The Strategic Working Group agreed to amend the indicator to show the number of patients and bed days lost annually. (Code 25F delays, which relates to 'housing related delays'). In 2019/20 there were 10 patients delayed and 433 bed days lost due	Green

					to 'housing' related delays. It should be noted that this is the main reason for delay and will not include patients with housing and other issues or those delayed in interim facilities.	
3.4 (i)	Number of disabled adaptations- private sector housing.	183 major adaptations Minor adaptation figures unavailable	250	Annual ACC/Bon Accord Care	There were 123 grant applications were approved for private sector properties in 2019/20 with grant spend of £631,322.18.  There were 419 minor adaptations carried out in private properties in 2019/20. This compares with 390 in 2017/18 and 306 in 2018/19.	Green
3.5 (i)	Number of disabled adaptations - social housing.	RSL – 203 major and minor adaptations  ACC – 1,219 major and minor adaptation	150 RSL  900 ACC	Annual  ACC/Scottish Government Returns	There were 410 major adaptations carried out in social housing across the city. 54 were carried out in RSL properties and 356 in Aberdeen City Council properties.  There were 654 minor adaptations carried out in social housing across the city. 102 were carried out in RSL properties and 552 in Aberdeen City Council properties.  (Please note that these figures exclude Hanover Housing Association)	Green
3.6 (i)	Enable people to be supported in their own homes through the use of telecare by increasing the number of people receiving care in the home.	2,602	2,800	Annual  Public Health Scotland	3,105	Green

Lead Officer	Reference	Operational Actions	Target / Milestone	Progress 2019/20	RAG Status
<b>Strategic Action 1: Progress the planned expansion of extra care housing provision in line with the outcomes of the housing for varying needs review</b>					
Housing Strategy Officer	3.1.1	Review decision taken as part of the Housing for Varying Needs Review.	Transition from sheltered to amenity and the upgrade of 5 sheltered development to very sheltered housing	<p>Draft position statement has been completed. Action plan is being developed to identify actions required.</p> <p>The Integration and Housing Group will oversee the outcomes of the review and develop and monitor an action plan.</p>	Amber
Communities and Housing Area Manager /Lead Strategy and Performance Manager	3.1.2	Provost Hogg Court - transition to very sheltered housing.	Operational very sheltered housing model at Provost Hogg Court	<p>Discussions are ongoing with Aberdeen City Health and Social Care Partnership and Bon Accord Care regarding transition of services to very sheltered housing.</p> <p>This forms part of the action plan for action 3.1.1 and will be overseen by the Integration and Housing Group.</p>	Red
<b>Strategic Action 2: Undertake a review of specialist housing requirements to help support people to live independently in line with priorities identified in the strategic plan and strategic commissioning implementation plan.</b>					
Senior Housing Strategy Officer/ Housing Strategy Officer	3.2.1	Review specialist housing provision for people with a learning disability.	Complete mapping exercise that identifies future needs	<p>Learning Disability Strategy Housing Subgroup meets regularly to identify strategic requirements.</p> <p>Mapping template has been agreed and tested by members of the group. This will be rolled out more widely for completion during Summer 2020.</p> <p>Agreed specification for the new build supported housing project at North Anderson Drive providing accommodation for 8 people with a learning disability. Completion is due Spring/Summer 2021.</p>	Amber



	3.2.2	Review provision for people with mental health and or/substance misuse problems.	Complete mapping exercise that identifies future needs	<p>Work on Mental Health Delivery Plan is due to commence.</p> <p>A project group is looking at the re-provisioning options for Wernham House (substance misuse). Places for People/Castlerock Edinvar have developed a viable programme that has been agreed by Scottish Government for the site at Don Street. Expected completion 2021/22.</p>	Amber
Lead Strategy and Performance Manager	3.2.3	Implement the outcomes of 'Complex Delays' working group.	Complete mapping exercise that identifies future needs	<p>Aberdeen City Health and Social Care Partnership (working alongside Aberdeenshire HSCP) have successfully completed a tender process for a Support and Accommodation Provision Framework for individuals with complex care needs. The Framework supports the development of complex care services which include accommodation provision designed specifically to meet complex care needs, such as built environment considerations including technology. The Framework permits for various methods of call off in order to secure service provision for the care and support providers who have been successfully accepted onto the Framework. These providers will work in conjunction with HSCP, Housing, Planning, and Benefits colleagues to establish sustainable service and accommodation provision, in addition to working with local Registered Social Landlords, housing development and housing</p>	Amber

				investment organisations. During the life of the Framework various services will be required and planning has already commenced to identify priority individuals and suitably compatible cohorts so that providers can commence planning for such individuals/needs.	
Lead Strategy and Performance Manager	3.2.4	Review the commissioning between ACC ACHSCP for housing support services (excluding homelessness).	Monitor on going contract and commissioning arrangements	<p>Review of current arrangements is still ongoing.</p> <p>The Bon Accord Care contract for ACC sheltered and very sheltered housing went live 1 April 2019.</p> <p>Commissioning of supported accommodation and outreach housing support undertaken. Contract starting October 2019.</p>	Green
Service Manager (Mental Health and Substance Misuse)	3.2.5	Review provision for people living with dementia.	Complete mapping exercise that identifies future needs	<p>In February 2020, Aberdeen City Council signed up to the Housing and Dementia Framework after taking part in the early testing. The action plan focuses on 'Right Advice, Right Home, Right Place' and has been developed in conjunction with RSLs, partners in health and social care, third sector. It dovetails with the actions identified within the Living Well with Dementia Delivery Plan.</p> <p>The implementation of the action plan will be overseen by the Independent Living and Specialist Provision Strategic Working Group.</p>	Green
<b>Strategic Action 3: Revise protocols between all social housing providers across Aberdeen and the Health &amp; Social Care Partnership to facilitate hospital discharges.</b>					

Senior Housing Strategy Officer/ Service Manager (Delayed Discharge)	3.3.1	Working Group to monitor and evaluate protocols for hospital discharge priority cases in conjunction with all housing providers.	Protocols agreed	Ongoing action. Arrangements are in place to award priority for people applying for Aberdeen City Council properties and we hope to establish a protocol with RSL to ensure high priority is awarded to people who are delayed discharge.  A Short life working group will be established 2020/21.	Red
<b>Strategic Action 4: Increase provision of intermediate care services by providing short stay, adapted housing as step up/step down accommodation to enable people to leave hospital or receive additional support to prevent admission.</b>					
Housing Strategy Officer/ Service Manager (Delayed Discharge)	3.4.1	Provide two interim housing properties for people with low level support needs.	Monitor usage and determine if additional units are required	Two properties became operational in 2018/19 and have been successful in delivering good outcomes and resulted in cost saving.  Usage of the properties will continue to be monitored to ensure the appropriate level of accommodation is maintained.	Green
Service Manager (Delayed Discharge)	3.4.2	Provide interim housing models in Very Sheltered Housing.	Monitor usage and determine if additional units are required	The HSCP commissioned 5 Very Sheltered Housing flats at VSA sites at Broomhill and Cloverfield to provide interim housing for people at risk of delayed discharge.	Green
Housing Strategy Officer / Service Manager (Delayed Discharge)	3.4.3	Provide interim accommodation in sheltered housing setting for Supported Hospital Discharge Project.	Monitor usage and determine if additional units are required	The Supported Hospital Discharge project was launched in December 2019. The project introduced 13 rooms in 11 sheltered housing settings across the City and provides interim accommodation for people who are delayed in hospital awaiting a care package. Up to 31 March, 15 people have used the service. The total bed days saved by getting these people out of hospital to a more appropriate setting has been	Green

				445 days. Using the 'minimum bed day cost' of a hospital bed, which is £279 per day over £124,000 has already been saved.	
<b>Strategic Action 5: Work with the Aberdeen City's Integration Joint Board to identify appropriate levels of funding for adaptations.</b>					
Lead Strategy and Performance Manager / Private Sector Housing Manager / RSL Representatives	3.5.1	Develop an approach to the provision of adaptations that ensures that needs are met and work with partners to develop a tenure neutral approach.	Identify appropriate funding to meet needs	The Disabled Adaptations Group was established in 2018/19 and has an overview of adaptations funding across the City. The group has representation from all sectors.  The Health and Social Care Partnership try to approach all disabled adaptations in a tenure neutral way, whilst taking cognisance of the different funding streams available for each sector.	Amber
<b>Strategic Action 6: Implement the recommendations from the adapting for change demonstrator sites.</b>					
Occupational Therapy Team Manager/ Housing Strategy Officer	3.6.1	Agree protocols with RSLs and develop a cross-tenure pathway and produce information leaflet.	Process agreed by end of 2019/20	Links to Disabled Adaptations Group (see 3.5.1 for update).	Red
	3.6.2	Implement recommendations around housing related delayed discharge.	Monitor the requirement for interim housing models	A range of interim housing options are live including low-level adapted properties, sheltered, very sheltered and supported hospital discharge properties.	Green
<b>Strategic Action 7: Joint Assessment Panel – Very Sheltered Housing/Care Home Panel – check and delete if appropriate</b>					
Housing Strategy Officer/ Service Manager Older People and Rehabilitation/ Allocations Team Leader.	3.7.1	Establish joint care home/very sheltered housing panel (including membership from registered social landlords).	Operational panel in place	Criteria agreed and Panel is now operational.	Green

<b>Strategic Action 8: Review of charging policy for sheltered/very sheltered housing (including meals charge)</b>					
Lead Strategy and Performance Manager	3.8.1	Review charges and implement as part of “Contributing to your care, social care charging policy”.	Policy agreed and operational	An initial review of charges was undertaken in March 2019 and will continue to be reviewed.  Aberdeen City Council agreed an inflationary increase as part of Budget in March 2020.	Green
<b>Strategic Action 9: Review service level agreement in place with Disabled Persons Housing Service (DPHS) for the provision of housing information and advice</b>					
Senior Housing Strategy Officer/ Housing Strategy Officer	3.9.1	Monitor the number of older people or people with a disability receiving housing options advice from Disabled Persons Housing Service (DPHS) prior to hospital discharge or whilst in interim accommodation.	Targets based on Service Level Agreement:	Funding for DPHS approved in Council Budget, March 2020. We continue to monitor and review progress on targets set within the service level agreement.	Green
			No. of new clients - 180	In 2019/20 the service had 266 new clients. (148% against annual target)	
			No of interactions (new clients)– 700	In 2019/20 there were 787 interactions with new clients (112% against annual target)	
			Home visits – 130	In 2019/20 there were 137 home visits (105% against annual target)	
			Hospital/intermediate care visits – 50	In 2019/20 there were 71 visits clients in hospital or intermediate care facilities. (142% against annual target)	
<b>Strategic Action 10: Increase the number of new build properties that are adapted to meet particular needs</b>					
Senior Housing Strategy Officer/ Research & Affordable Housing Officer	3.10.1	15% of new build social rent should be fully wheelchair accessible to meet the needs of people with a physical disability.	15% of new build social rent is wheelchair accessible	Data to follow.	Amber

## 4. Private Rented Sector

Strategic Outcome 4: Consumer knowledge, management standards and property condition is improved in the private rented sector.						
Reference	Key Indicator	Baseline 2016/17	Target	Frequency / Source	Progress 2019/20	Red Amber Green
4.1 (i)	Percentage of Private Rented Sector (PRS) properties in disrepair	90% (2013-2015)	Reduce	Annual/ Scottish House Condition Survey (2016-2018)	74%	Green
4.2 (i)	Landlord Accreditation Scotland training courses	10	6	Annual/ Landlord Accreditation Scotland	11	Green
4.3 (i)	Number of third-party referrals to the Housing & Property Chamber (HPC)	0	3	Annual/ Aberdeen City Council	0	Green
Lead Officer	Reference	Operational Actions		Target / Milestone	Progress 2019/20	RAG Status
<b>Strategic Action 1: We will provide information and advice to private landlords and tenants to help improve awareness of their rights and responsibilities.</b>						
Private Sector Housing Manager	4.1.1	Hold an annual landlord information session to provide an update on relevant changes that affect PRS landlords.		One session to be held per year	Joint event held in Aberdeen with Aberdeenshire Council in 2019. The intention is to hold a further session in 2020/21.	Green
	4.1.2	Work in partnership with Landlord Accreditation Scotland (LAS) and Aberdeenshire Council to deliver training courses locally for landlords.		Ongoing	LAS and Aberdeen City Council have an agreement whereby LAS will deliver 6 training Core Standard training courses in the Aberdeen area per year, jointly run with Aberdeenshire Council. LAS have provided 10 Core Standard Training sessions, 1 Best Practice session and 1 CPD session for Letting Agents.	Green

	4.1.3	Send bulk emails to landlords to update them on legislative changes.	Ongoing	All relevant information compiled and issued to PRS landlords. The newsletter is issued quarterly.	Green
	4.1.4	Review the information on webpage to ensure it is up to date with information relevant to landlords, including new responsibilities and legalisation.	Review annually and update as required	We continue to monitor the webpage to ensure that information is accurate and reflects changes to current legislation. Further work is required in 2020/21.	Amber
	4.1.5	Provide information and advice to tenants when they contact the private sector housing unit with issues regarding management standards.	Ongoing	Information and advice provided. All enquiries are followed up by Private Sector Housing Team until satisfied the issues are resolved. A spreadsheet is being considered as part of recording information.  Shelter Scotland provides information and advice through direct contact with tenants and carries out drop-in sessions for students.	Green
	4.1.6	Provide information and advice to tenants when they contact the private sector housing unit with issues regarding repairs.	Ongoing	Information and advice provided. All enquiries are followed up by Private Sector Housing team until satisfied the issues are resolved.  A spreadsheet is being considered as part of recording information.	Green
	4.1.7	Provide information and advice to tenants when they contact the private sector housing unit with any tenancy related issues.	Ongoing	Five of the team currently undertaking Letwell training to improve standard of information provided to tenants.  A spreadsheet is being considered as part of recording information.	Green
<b>Strategic Action 2: We will work with private landlords and letting agents to improve management standards in the private rented sector.</b>					
Private Sector Housing Manager	4.2.1	Liaise with colleagues in Council Tax to identify unregistered PRS properties and unlicensed Houses in Multiple Occupation (HMO).	Ongoing	This is done daily. Council Tax data is fully utilised with effective partnership working.	Green
	4.2.2	Respond to complaints regarding HMO properties.	Ongoing	Complaints are investigated and any necessary action is taken by the Private Sector Housing Unit.	Green

	4.2.3	Target unregistered landlords to ensure they register.	Ongoing	All complaints of unregistered landlords are investigated, and landlords are contacted to ensure they register. 68 unregistered landlords were contacted to ensure they registered.	Green
	4.2.4	Target expired landlords to ensure they register.	Ongoing	All expired registrations are investigated, and landlords are contacted to ensure they register. 159 landlords who had allowed their registration to expire were contacted in 2019/20.	Green
	4.2.5	Ensure implementation of 10% sampling of every tenth application in relation to documentation pertaining to a tenancy.	Ongoing	Staff to be recruited to allow implementation. ACC signed pledge that additional staff will be used for implementation. Additional staff resources to implement this. To be implemented from September 2019.	Green
	4.2.6	Work with Police Scotland to ensure applicants are "fit and proper."	Ongoing	Every registration application is sent to Police Scotland for them to review and submit details on offences and suitability to act as a landlord.	Green
	4.2.7	Implement pro-forma for council teams to use to share information regarding complaints about property management and property condition.	Ongoing	Proforma has been drafted and its use promoted between teams. Consider the use of Microsoft Forms for use between Teams.	Amber
<b>Strategic Action 3: We will work with private landlords and letting agents to improve property condition in the private rented sector.</b>					
Private Sector Housing Manager	4.3.1	Submit third party reporting to HPC as required and as per delegated powers.	Ongoing	No applications have been submitted in relation to repairs. Private Sector Housing Team have not been asked to submit any applications and all the repairs have been carried out without the requirement for a third-party application. All repairs have been carried out so no requirement to submit 3 <sup>rd</sup> party referral.	Green
	4.3.2	Provide information and advice to landlords to ensure compliance with the Repairing Standard.	Ongoing	Ongoing. Information and advice provided. All enquiries are followed up by Private Sector Housing team until satisfied the issues are resolved. A spreadsheet is being considered as part of recording information.	Green



	4.3.3	Develop a method for recording information where complaints have been received regarding property condition.	December 2018	Ongoing. Information and advice provided. All enquiries are followed up by Private Sector Housing team until satisfied the issues are resolved. A spreadsheet is being considered as part of recording information.	Amber
--	-------	--	---------------	---	-------

## 5. Fuel Poverty and Climate Change

Strategic Outcome 5: Tackle fuel poverty and contribute to meeting climate change targets.							
Reference	Key Indicator		Baseline 2016/17	Target	Frequency / Source	Progress 2019/20	RAG Status
5.1(i)	Number of households in fuel poverty		29,400 (27%) (SHCS 2013-2015)	Definitions of Fuel Poverty have changed by virtue of Section 3 of the Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act 2019 so comparisons with previous data cannot be made. Target for 2030 no more than 15% in fuel poverty.	Annually Scottish House Condition Survey	25,000 (23%) Households (SHCS 2016/18)	Green
5.2(i)	Number of households in extreme fuel poverty		9,450 (9.45%) (SHCS 2013-2015)	Definitions of Extreme Fuel Poverty have changed by virtue of Section 3 the Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act 2019 so comparisons with previous data cannot be made. Target for 2030 no more than 5% in extreme fuel poverty.	Annually Scottish House Condition Survey	12,000 (12%) Households (SHCS 2016/18)	Red
Lead Officer	Reference	Operational Actions		Target / Milestone	Progress 2019/2020		RAG Status
Strategic Action 1: Improve the energy efficiency of housing across all tenures.							
Senior Domestic	5.1.1	Continue to submit bids for funding through all Scottish Government and Westminster initiatives.		Home Energy Efficiency	HEEPS funding of £1,767,860 secured which has resulted in a		Green

Energy Officer		Work with external organisations to ensure the funding is fully utilised and spent.	Programmes (HEEPS) bid submitted.  Scotland's Energy Efficiency Program (SEEP) bid submitted.	further £116,604 of ECO funding. The following measures have been installed: 154 x External Wall Insulation 1 x Internal Wall Insulation 4 x Full Loft Insulation 50 x Loft Top Up Insulation 17 x Cavity Wall Insulation 78 x Underfloor Insulation 21 x emergency boiler replacements	
Senior Domestic Energy Officer	5.1.2	Continue with Aberdeen Victorian Tenement Project to improve the energy efficiency of granite tenements.	Energy efficiency measures are installed in tenements.	During the year we have engaged with residents in 121 tenement buildings throughout the city. This has led to 3 measures being installed, as well as a number of referrals to the HEEPS ABS scheme.	Amber
Home Energy Scotland	5.1.3	Warm Homes Scotland installs energy efficiency measures to properties in Aberdeen. They aim to: - Reduce fuel poverty by reducing heating costs to vulnerable households - Contribute to a reduction in the emissions of carbon dioxide from Scottish homes - Improve Scotland's housing stock - Offer good value for money by leveraging additional funding into the scheme; and - Provide benefits to the wider community through vocational training and employment opportunities	Energy efficiency measures installed.	396 energy efficiency measures installed compared to 617 the previous year, giving an annual CO <sup>2</sup> saving of 537 tonnes.	Amber
Senior Domestic Energy Officer/Care & Repair	5.1.4	Continue to work with Aberdeen Care & Repair Affordable Warmth Scheme to provide energy efficiency assessments for properties within Aberdeen.	Energy efficiency assessments carried out	Aberdeen Care & Repair provide advice, grant and loan funding and arrange works to improve the energy efficiency of properties. 163 households had energy efficiency assessments carried out as part of a general home safety assessment and 55 households were referred to the	Green

				service for energy efficiency help.	
<b>Strategic Action 2: Work with residents to help them obtain the best price for heat and energy.</b>					
Senior Domestic Energy Officer	5.2.1	Continue to expand and develop the District Heating Network.	District Heating is provided to an increased number of residents	11 homes were connected to the District Heat Network (DHN). Work started on installing DH in 2 multi storey blocks of sheltered housing with 112 flats which will be completed in 2020/21.  District heating is also being installed as part of the council house new build programme.	Green
Senior Domestic Energy Officer	5.2.2	Develop phase one of the heat network using heat from the energy from waste plant in Torry.	Consult and engage with local residents to promote uptake of the scheme	Phase 1A of District Heating System complete in January 2020. Commissioning of the system has been paused due to COVID-19.	Green
Senior Domestic Energy Officer /SCARF	5.2.3	Home Energy Advice Team helps residents to find the best price for heat and energy.	Residents provided with assistance with energy switching	264 households were provided with energy switching advice to help them obtain the best price for their fuel.	Green
<b>Strategic Action 3: Work with residents to maximise their income.</b>					
Financial Inclusion Team	5.3.1	Council's Financial Inclusion Team provides residents assistance with income maximisation.	Income maximisation referrals made	1,852 residents were provided with advice to maximise income. Verified financial gains of £4,012,364.06	Green
Senior Domestic Energy Officer/ SCARF	5.3.2	Home Energy Advice Team provides residents with energy efficiency savings advice which can reduce their fuel bills, therefore maximising their disposable income.	Energy efficiency advice provided. There are no targets for this action	1,348 households were provided with energy advice. This translates to fuel savings of £47,551 and behavioural advice savings of £154,862.	Green

<b>Strategic Action 4: Work with residents to encourage a reduction in their carbon footprint</b>					
Commercial Manager (Major Projects) Commissioning	5.4.1	Continue to assess feasibility of establishing an energy company to support the council to develop low carbon projects and address fuel poverty.	Reduced carbon emissions from housing	An Implementation Plan was developed for the establishment of a Strategic Energy Services Company (SESCo) and referred to the Budget Setting Process, March 2019. At the meeting it was agreed not to proceed at this time. However, the Chief Executive was instructed to write to the First Minister confirming that ACC would be interested in working with the Scottish Government once their plans for a Scottish Energy Company are confirmed. Working together with Scottish Government could help support the SESCO's objectives in alleviation of Fuel Poverty from the consumer supply angle.	Amber
Senior Domestic Energy Officer/ SCARF	5.4.2	Home Energy Advice Team helps residents reduce their carbon footprint. there is no specific target for CO <sup>2</sup> savings, objective to help residents reduce carbon emissions.	Reduced carbon emissions from housing	Estimated 469.5 tonnes of CO <sup>2</sup> reduction in emissions due to the advice provided by the Home Energy Advice Team and a further estimated saving of 692.9 tonnes of CO <sup>2</sup> following the installation of insulation measure from referrals for funding made by the HEAT team.	Green
Home Energy Scotland	5.4.3	Home Energy Scotland provides assistance to residents to help them reduce their carbon footprint through advice and assistance regarding renewable technologies.	Renewable technologies installed	46 home renewables visits were carried out to help residents reduce their carbon footprint through renewable technologies	Green
<b>Strategic Action 5: Work with other agencies and partners, including the Health and Social Care Partnership to deliver the key actions in relation to fuel poverty.</b>					
Senior Domestic Energy	5.5.1	Raise awareness of legislation that will impact householders regarding energy efficiency.	Home Energy Advice Team attend local events and seminars	79 events attended to promote energy efficiency and raise awareness of legislation.	Green

Officer/ SCARF					
Senior Domestic Energy Officer/ Private Sector Housing Manager	5.5.2	Raise awareness of the Regulation of Energy Efficiency of Private Sector (REEPS).	Private landlords informed of regulation when implemented	The REEPS regulations have not yet become law, having been postponed due to COVID-19. Scarf are working on initiatives to engage with private sector landlords and promote energy efficiency. 25 landlords received advice/home visits from HES and were advised on the new regulations.	Amber
<b>Strategic Action 6: Raise awareness of the issues relating to fuel poverty across all sectors.</b>					
Senior Domestic Energy Officer/ SCARF/ Home Energy Scotland	5.6.1	Continue to promote the wider issues of fuel poverty with the relevant stakeholders and partners.	Work with partners and stakeholders	Home Energy Scotland (HES) works with a variety of partners and stakeholders.  113 community liaison events attended by Home Energy Scotland to promote energy efficiency.	Green

## 6. House Condition

Strategic Outcome 6: Improve the quality of housing of all tenures across the city.						
Reference	Key Indicator	Baseline 2016/2017	Target	Frequency / Source	Progress 2019/20	Red, Amber Green
6.1 (i)	Percentage of dwellings meeting the Scottish Housing Quality Standard.	Aberdeen City Council - 92.4%	100%	Annual/Scottish Housing Regulator	Aberdeen City Council -88.4%	Green
		Castlehill - 99.8%			Castlehill HA – 99.5%	Green
		Grampian HA - 88.0%			Grampian HA - 96.2%	Green
		Langstane HA - 94.4%			Langstane HA 97.45%	Green
		Sanctuary HA - 95.4%			Sanctuary HA – 99.57%	Green
		Hillcrest HA – 100%			Hillcrest HA - 100%	Green
		Places for People -100%			Places for People - 100%	Green
		6.2 (i)			Percentage of dwellings meeting Energy Efficiency Standard for Social Housing.	Aberdeen City Council 86%
Castlehill - 91%	Castlehill HA – 98.66%		Green			
Grampian - 76%	Grampian HA - 97%		Green			
Langstane - 85%	Langstane HA - 93.60%		Green			
Sanctuary – 54%	Sanctuary HA 82.67%		Green			
Hillcrest – 100%	Hillcrest HA - 100%		Green			
Places for People – 100%	Places for People - 100%		Green			

6.3(i)	Percentage of dwellings in disrepair in private sector housing.	90% 2013-2015	Reduce	Scottish House Condition Survey. (2016-2018)	72.5% 2016-18 SHCS	Green
6.4(i)	Percentage of dwellings with disrepair to critical elements in private sector housing.	67% 2013 - 2015	Reduce	Annual/Scottish House Condition Survey. (2016-2018)	59.5% 2016/18 SHCS	Green
6.5(i)	Percentage of dwellings with urgent disrepair in private sector housing.	48% 2013 - 2015	Reduce	Annual/Scottish House Condition Survey. (2016-2018)	41% 2016/18 SHCS	Green
Lead Officer	Reference	Operational Actions		Target / Milestone	Progress 2019/20	RAG Status
<b>Strategic Action 1: Social housing providers will continue to have rolling programmes of works to ensure compliance with SHQS.</b>						
Asset Management Team Leader (ACC) & RSLs.	6.1.1	Ensure all social housing providers have adequate funding and a robust programme of Scottish Housing Quality Standard (SHQS) works in place annually.	Annual Capital Programme Measures to be installed to ensure compliance with (SHQS)	Adequate funding levels are in place to meet SHQS programme of works.		Green
<b>Strategic Action 2: Social housing providers will continue to have rolling programmes of works to ensure compliance with EESSH by 2020.</b>						
Asset Management Team Leader (ACC) & RSLs.	6.2.1	Ensure all social housing providers have adequate funding and a robust programme of Energy Efficiency Standard for Social Housing (EESSH) works in place annually.	Annual Capital Programme Measures to be installed to ensure compliance with EESSH	Adequate funding levels are in place to meet SHQS programme of works.		Green



<b>Strategic Action 3: We will continue to deliver information, advice and practical assistance through Scheme of Assistance to improve the quality of private sector housing.</b>					
Private Housing Manager	6.3.1	Homeowners are provided with information, advice and practical assistance to help them carry out repairs and maintenance to their homes.	Number of homeowners provided with information, advice and practical assistance	Private Sector Housing Team respond to enquiries from homeowners in a variety of mediums including phone calls, emails, face to face contact and letters. All enquiries are responded to.  The numbers are not recorded apart from website hits and in 2019/2020 there were 1,948 website hits.	Green
	6.3.2	Continue to use missing shares to assist owners to carry out repairs to flatted properties.	Number of Missing Shares agreed and paid	28 Missing Shares were agreed in 2019/2020 to allow work to 162 properties to proceed.  Missing Shares to the value of £98,961.21 were paid on behalf of the owners of 18 properties which allowed work to 86 properties to proceed at a total value of £511,068.68	Green
	6.3.3	Continue to use Work Notices under the Housing (Scotland) Act 2006.	Number of Work Notices served. Number of Work Notices paid	No Work Notices were served due to there not being any requirement to do so.	Green
<b>Strategic Action 4: We will continue to identify and address housing that is sub-standard, which includes housing that is below the tolerable standard with a particular focus on tenements.</b>					
Private Housing Manager	6.4.1	Proactively undertake external visual inspections of traditional granite tenements to identify disrepair and then provide reports to owners with advice about how best to carry out the repairs.	Number of letters sent as a result of proactive external inspections	In 2019/2020, proactive external inspections, resulted in 4,644 letters being sent to encourage homeowners to carry out repairs and maintenance to their property.	Amber

## 7. Equalities

Strategic Outcome 7: Ensure an appropriate supply of housing, services and supply that meets the needs of those groups with protected characteristics under the Equalities Act (2010).						
Reference	Key Indicator	Baseline 2016/17	Target	Frequency / Source	Progress 2019/20	RAG Status
7.1 (i)	Equalities data on applications for Aberdeen City Council housing (Housing Lists).	White – 6,275 (94.6%)	N/A	Annually Scottish Housing Regulator	White – 5,747 (94.06%)	N/A
		Mixed or Multiple Ethnic Background - 34 (0.5%)			Mixed or Multiple Ethnic Background – 43 (0.7%)	
		Asian – 95 (1.4%)			Asian – 96 (1.57%)	
		Black – 76 (1.1%)			Black – 74 (1.21%)	
		Other ethnic background – 71 (1.1%)			Other ethnic background – 95 (1.55%)	
		Unknown – 80 (1.2%)			Unknown – 55 (0.90%)	
		Total - 6,631 (100%)			Total – 6,110 (100%)	
7.2(i)	Equalities data on Aberdeen City Council re-lets (New Tenants).	White – 1619 (95.5%)	N/A	Annually Scottish Housing Regulator	White – 1860 (94.51%)	N/A
		Mixed or Multiple Ethnic Background - 6 (0.4%)			Mixed or Multiple Ethnic Background – 12 (0.6%)	
		Asian – 28 (1.7%)			Asian – 18 (0.9%)	
		Black – 13 (0.8%)			Black – 27 (1.37%)	
		Other ethnic background – 14 (0.8%)			Other ethnic background – 39 (1.98%)	

		Unknown – 16 (0.9%)			Unknown – 12 (0.61%)	
		Total - 1696 (100%)			Total – 1,968 (100%)	
7.3 (i)	Equalities data on Aberdeen City Council existing tenants.	White – 18,458 (85.4%)	N/A	Annually Scottish Housing Regulator	White – 18,641(87.36%)	N/A
		Mixed or Multiple Ethnic Background - 43 (0.2%)			Mixed or Multiple Ethnic Background – 72(0.34%)	
		Asian – 206 (0.95%)			Asian – 227(1.06%)	
		Black – 105 (0.5%)			Black – 137(0.64%)	
		Other ethnic background – 147 (0.7%)			Other ethnic background – 194(0.91%)	
		Unknown – 2662 (12.3%)			Unknown – 2,065(9.68%)	
		Total - 21,615 (100%)			Total – 21,336 (100%)	
7.4 (i)	Number of Gypsy Traveller Unauthorised Encampments.	28	Reduce	Annually/ Aberdeen City Council	11	Green
7.5 (i)	Staff Equalities and Diversity Training.	Managing Diversity – 21 Intro to EHRIA – 10 EO and Diversity – 56	Increase	Annually/ Aberdeen City Council	Equality and Diversity for housing employees – 104 Equality and Diversity for Managers – 7 EHRIA - 10 Understanding Disability - 83	Green

<b>Strategic Action 1: Ethnic minority groups have access to good quality affordable housing that meet their needs, culture and lifestyle.</b>					
<b>Lead Officer</b>	<b>Reference</b>	<b>Operational Actions</b>	<b>Target/ Milestone</b>	<b>Progress 2019/20</b>	<b>RAG Status</b>
Private Housing Manager	7.1.1	Ethnic minority people living in the Private Rented Sector (PRS) are provided with information and advice regarding their rights and responsibilities as a PRS tenant.	Information and advice is provided	GREC are building on their contacts with different community groups. Work to be developed with Integrate Grampian on produce a flyer with information on PRS which could be distributed between community groups across the city.	Green
Housing Access and Support Manager	7.1.2	Identify and address communication and language barriers that may be preventing access to housing.	Provide assistance to those who may require it	All documents available in several languages. Web resources available in several languages.	Amber
	7.1.3	Ensure the allocations are provided in a fair and transparent manner.	Allocations are made as per policy	Allocation policy available through ACC website. Work underway to produce more up to date housing information for applicants on house types and choices. Policy is to be reviewed in 2020/21.	Amber
Housing Access and Support Manager/ Housing Advice	7.1.4	Provide tenancy support to Syrian New Scots in Aberdeen as part of the Syrian Resettlement Programme.	Tenancy support is provided to address issues identified in LHS	Our aim is to move all families into sustainable tenancies. All families still in PSL accommodation (as of January 2020) were given one offer of accommodation appropriate to their needs through ACC allocations, but were also supported to access the private rental market with support from Integration workers commissioned from Action for Children.	Amber

				<p>4 families are still waiting to view ACC offers as Covid-19 has delayed the works on the tenancies but all other families are now in a mix of Private Residential Tenancies, mid-market rents through Grampian Housing Association and Scottish secure tenancies through ACC.</p> <p>All families still receive ongoing support from Action for Children but our plan for the future would be to create a housing link role to support tenancy sustainment and develop our families understanding of their rights and responsibilities as tenants.</p>	
Housing Access & Support Manager	7.1.5	Provide advice and assistance to those who are in financial difficulties with no recourse to public funds.	Continue to provide services to those with no recourse to public funds	<p>Continuing to take part in the No Recourse to Public Funds Forum. Liaising with Social Work services to coordinate ACC response to families with no recourse to public funds. Council wide guidance in draft currently.</p> <p>Liaising with the Scottish Government through the North East &amp; Islands Hub to keep up to date with response to rough sleepers with no recourse. Implementing the CoSLA guidance on delivering services to destitute migrants.</p>	Amber
Head of Strategic Place Planning	7.1.6	Increase the number of permanent and transit sites available for Gypsy / Travellers through the Local Development Plan.	Additional sites are provided through the	<p>Policy H6 – Gypsy/Traveller Caravan Sites.</p> <p>Sites for Gypsy/Travellers should provide a residential environment</p>	

			<p>planning process</p>	<p>and follow the same principle as mainstream housing developments. Applications for permanent or transit sites for Gypsy/Travellers will be supported in principle if:</p> <ol style="list-style-type: none"> <li>1. Access to local services and schools can be provided.</li> <li>2. The development can be made compatible with the character and appearance of the surrounding area.</li> <li>3. The development makes provision for essential infrastructure such as water, sewage disposal and electricity. Provision of electricity and heat through sustainable means will be encouraged; and</li> <li>4. It can be demonstrated that the site will be properly managed.</li> </ol> <p>Development sites listed below have been identified, as part of the 25% affordable housing contribution, to make contributions towards the provision of sites for Gypsies and Travellers. The contribution will be for small sites of six pitches, with a net area of approximately 0.5 hectares.</p> <p>Sites:</p> <ul style="list-style-type: none"> <li>• Grandhome</li> </ul>	<p>Amber</p>
--	--	--	-------------------------	--	--------------

				<ul style="list-style-type: none"> <li>• Newhills Expansion (Craibstone, Rowett South and Greenferns Landward)</li> <li>• Countesswells</li> <li>• Greenferns</li> <li>• Loirston</li> </ul> <p>Within Grandhome, the Newhills Expansion and Loirston sites, the provision must be provided on-site. On the remaining sites the provision will take the form of a commuted sum, as set out in Aberdeen Planning Guidance, at a rate of 15 units calculated as follows (0.5ha at 30units/ha). Further guidance on the delivery of sites for Gypsies and Travellers is contained within Aberdeen Planning Guidance.</p>	
General Manager (GREC)	7.1.7	Continue to challenge prejudices that are held towards Gypsy/Traveller communities.	Reduction in hate crime	<p>Aberdeen City's Gypsy/Traveller Liaison Officer (GTLO) has been trained in Third Party Reporting so that she can support families making reports of hate crime to the police.</p> <p>Following reports of bullying of young Gypsy/Travellers at a school in Aberdeen, a member of the community and the GTLO visited to deliver an awareness raising session which the young people engaged with positively. The Equalities Team arranged for a member of the Travelling</p>	Green

				<p>community to deliver training sessions with elected officials, to raise awareness of the challenges and discrimination faced by Gypsy/Travellers in Scotland. A member of the Traveller community provided cultural awareness training to volunteers in GREC counselling services, so that they are better able to support individuals in a culturally sensitive way</p> <p>A variety of partners organised activities at the May Festival in 2019 aimed at raising public awareness of Gypsy/Traveller culture, as well as the prejudice and discrimination faced by the community. Last year there were 264 reported crimes which is a reduction on the previous year.</p>	
--	--	--	--	---	--

**Strategic Action 2: Ensure that ethnic minority people feel safe in their community and are not subject to anti-social or hate crime.**

Lead Officer	Reference	Operational Actions	Target/ Milestone	Progress 2019/20	RAG Status
General Manager (GREC)	7.2.1	Work with partners to reduce risk of harassment and prejudice amongst ethnic minority people.	Prejudice Incident Reporting Forms Completed	In terms of work that has been done to address prejudice and hate crime, we have continued to raise awareness through posters and leaflets, as well as increasing connections with a wider range of ethnic minority community groups. We have also started a weekly drop-in for advice on prejudice and discrimination, along with	Green



				<p>employability and language support. We continue to deliver the Anne Frank Awards every year, encouraging schools and young people to participate in showcasing their work they have done relating to equality and human rights. A wide range of community groups came together to organise for the commemoration of Holocaust Memorial Day 2020, which marked 75 years since the liberation of Auschwitz. This included a high-profile event in the city centre, work with schools, and displays in shopping centres. The core message was that communities must stand together to prevent the recurrence of the atrocities of the Holocaust and other genocides.</p>	
Tenant Participation Officer/ Housing Development Officer	7.2.2	Review tenant handbook and create posters for use in housing offices to ensure that harassment is not tolerated.	Tenant handbook reviewed on annual basis	<p>The Handbook is under review. Most of the new text completed and looking at ways to digitalise to move away from hard copies. Posters have been completed by Corporate Governance.</p>	Amber

<b>Strategic Action 3: Promote equality with all council staff</b>					
<b>Lead Officer</b>	<b>Reference</b>	<b>Operational Actions</b>	<b>Target/ Milestone</b>	<b>Progress 2019/20</b>	<b>RAG Status</b>
Policy and Advice Officer, Resources	7.3.1	Housing staff are trained in equalities.	<p>100% of staff to be trained</p> <p>Introduce mystery shoppers to find out what people with a disability experience using our services.</p>	<p>Housing staff are trained in issues relating to equalities and disability an ongoing basis.</p> <p>There are two 'OIL' training modules on Equality and Diversity (one for managers and one for employees)</p> <p>Equalities training was previously identified as mandatory training as it is a legislative requirement, but uptake is currently not monitored or reported on. We currently have a report going to CMT to identify which training should be made mandatory for all staff and the equalities training is one on the list. The list of mandatory training will be being communicated throughout the organisation soon.</p>	Amber
<b>Strategic Action 4: Prevent and alleviate homelessness in ethnic minority groups.</b>					
<b>Lead Officer</b>	<b>Reference</b>	<b>Operational Actions</b>	<b>Target/ Milestone</b>	<b>Progress 2019/20</b>	<b>RAG Status</b>
Housing Access and Support Manager/ Housing Advice Team Leader	7.4.1	Continue to provide advice to ethnic minority groups to prevent and alleviate homelessness.	Services provided universally which includes ethnic minority	<p>Contributing to the No Recourse to Public Funds Forum.</p> <p>Liaising with advice providers across the city including CAB, Shelter, and GREC.</p> <p>ACC website information available in a number of languages.</p>	Green

				Language line and interpreter service available to frontline staff.	
Housing Access and Support Manager/ Housing Advice Team Leader	7.4.2	Ensure that all housing advice is available in all formats, depending on need.	Ensure housing advice is available in various formats	ACC website information available in a number of languages. Housing advice request can be made from home or with assistance from any ACC library or housing office. Assistance can be tailored by assigned officer to meet the requirements of the customer.	Green
<b>Strategic Action 5: Increase tenant participation from minority groups.</b>					
Lead Officer	Reference	Operational Actions	Target/ Milestone	Progress 2019/20	RAG Status
Tenant Participation Officer	7.5.1	Organise “Conversation Cafes” specifically for Black, Asian and Minority Ethnic (BAME) groups.	Increase the proportion of BAME representatives in tenant participation groups	Training has been undertaken but there is an ongoing challenge to engage with ethnic minority community. NETRALT is considering this. GREC will be used to provide equalities training. At present there is one tenant from the ethnic minority community involved in citywide groups. We have tried to engage the BAME community at events to try to increase participation.	Amber