

SERVICE UPDATE

<u>Name of Function:</u>	Strategic Place Planning
<u>Date:</u>	28 May 2019
<u>Title of Update:</u>	Aberdeen City Local Housing Strategy 2018 – 2023 Update
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<u>Committee Terms of Reference:</u>	Purpose 4 & 5

Update

1. PURPOSE OF REPORT

- 1.1 The purpose of this service update is to provide an update on progress made 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 City Growth and Resource Committee in June each year. 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 a report provided to Committee to update on progress and highlight emerging issues.

2.8 Highlights from 2018/2019 include:

- Record levels of grant funding (£29.43m) with 361 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.
- Sustained reduction in the number of hospital bed days lost due to housing related delayed discharge which can be partly attributed to the success of Interim housing properties and potential to extend the project to include a very sheltered housing model.
- Engagement is now taking place with landlords through the landlord registration database with regular updates on legislative requirements being provided.
- The Local Heat & Energy Efficiency Strategy pilot has started and is being evaluated along with pilots from other local authorities.
- 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.

2.9 Emerging issues include:

- Insufficient funding available to deliver the affordable housing projects despite increased funding in 2018/19.
- Rapid Rehousing Transition Plan has highlighted there are 560 households per year with unmet housing need. Approximately 470 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 housing requirements.
- Further work to be done with private rented sector landlords to help them improve standards in the PRS.
- Fuel poverty levels are still high across the city with statistics indicating there are still 22,000 households living in fuel poverty.
- Disrepair in private sector housing remains to be high.

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 2018/19	RAG Status
1.1 (i)	Number of affordable homes delivered.		117	342	Annual/Aberdeen City Council	356	Green
1.2 (i)	Number of private homes delivered.		640	634	Annual/Aberdeen City Council	676	Green
Lead Officer	Reference	Operational Actions		Target / Milestone	Progress 2018/19		RAG Status
Strategic Action 1: We will work with partners to increase the supply of affordable housing							
Chief Officer Place	1.1.1	Ensure there is an appropriate Local Development Plan 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 2018 Housing Land Audit shows that there is 12,142 units in the 5-year effective supply in the Aberdeen Housing Market Area. This equates to 8.1 years supply.		Green

	1.1.2	Work with private developers to increase the supply of housing.	634 private homes 342 affordable homes	The supply of housing has increased across the city. In 2018/19, 1,032 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 rather than delivering affordable housing on the specific site to which the planning permission applies.	Green
Chief Officer Capital	1.1.4	Assess the feasibility of building additional council homes.	2,000 additional council homes for social rent including 200 buy backs.	2,000 additional council homes being progressed. Sites at Summerhill, Kincorth, Craighill and Greenferns x 2 along with developer led opportunities being explored. Council home buy back scheme is progressing 55 properties with 5 having been purchased in 18/19.	Amber
Senior Housing Strategy Officer	1.1.5	Work with 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 2018/19, 162 units were provided for social rent by RSLs in Aberdeen.	Green

	1.1.6	Provide advice to owners of empty properties to bring empty homes back into use.	Information and advice provided on website regarding empty homes.	<p>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.</p> <p>Homeowners are provided information and advice via email, telephone and face to face.</p> <p>Leaflets and fact sheets are being developed to help bring empty properties back into use.</p>	Green
Strategic Action 2: We will promote a range of affordable housing models					
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 2018/19, 86 mid-market units were provided by RSLs in Aberdeen.	Green
	1.2.2	Work with private developers to promote low cost home ownership.	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 2018/19 were lower than previous years which reflected the general housing market; however, 2 new properties were completed bringing the total delivered to 122. The scheme was introduced in 2008/09 and 83% of properties are still owned by their original purchaser.	Green

Strategic Action 3: We will work with partners and stakeholders to lever in additional finance for the provision of affordable housing

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.	Fully spend AHSP funds	Allocation of £17.12m with a further £12.31m - total spend for 18/19 was £29.43m. This will allow the affordable housing supply programme to be fully committed for the next two years.	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 £8.9m 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 £4.48m being allocated in 2018/19 towards the council house new build programme.	Green

2. Homelessness

Strategic Outcome 2: Homelessness is prevented and alleviated.						
Reference	Key Indicator	Baseline	Target	Frequency / Source	Progress 2018/19	Red Amber Green
2.1 (i)	Percentage of statutory homeless decisions reached within 28 days.	97%	100%	Annual/ Scottish Government returns	99.4%	Green
2.2 (i)	Length of time spent in temporary accommodation.	103.9 days	90 days	Annual/ Scottish Government returns	111.7 days	Red
2.3 (i)	Homeless journey time.	181 days*	140 days	Annual/ Scottish Government returns	175 days	Amber
2.4 (i)	Reduce repeat homelessness (within 12 months).	5.08%	5% (2016/17) 4% (2020/21) 2% (2026/27)	Annual/ Scottish Government returns	6.1%**	Red
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 returns	86.6%	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.	Green
	2.1.2	Redesign existing supported accommodation options.	Ongoing.	The service redesign specification is due to go out to tender in April 2019. The new service will begin from November 2019.	Green
	2.1.3	Review the Private Sector Leasing Scheme.	Scheme to be reviewed and decisions implemented.	The review concluded that the scheme was no longer fit for purpose. An exit strategy is currently being implemented.	Green
	2.1.4	Review the rental charge levied in temporary accommodation.	Review charged agreed by March 2019.	The charge has been reviewed in line with the cost of service and to take account of the impact of welfare reform. The new charge was agreed as part of the budget in March 2019.	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.	The Housing First Consortium is developing a pathway that will be adopted by Partners. Local systems and process will be updated to reflect changes. A progress update is expected May 2019.	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. To date, Aberdeen City Council, Langstane Housing Associate and private landlords have identified suitable accommodation.	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 considered as part of the work being undertaken by the Housing First Consortium.	Amber
Strategic Action 3: Review the process for people leaving prison in line with the SHORE protocol.					
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 delegate powers regarding prisoners.	Ongoing.	A new Delegated Power has been agreed and final implementation is underway.	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
Strategic Action 4: Review the process for supporting looked after children.					
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 has been developed and the consultative draft has been circulated to partners for comment.	Green
Strategic Action 5: Implement a common outcomes tool framework for housing support.					
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 Rapid Rehousing Transition Plan (RRTP). The new services will commence November 2019. We will work with Partners to delivery actions by April 2020.	Amber

Strategic Action 6: Implement the actions identified in the Rapid Rehousing Transition Plan.

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 provide 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.	A service specification has been developed for the delivery of outreach housing support. The successful bidder is expected to provide a direct delivery service for individuals identified as requiring housing support. The service is expected to be in place from April 2020.	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 with support for a Support Officer.	Green
	2.6.4	Explore NightStop approach to prevent young people coming into temporary accommodation.	Ongoing.	An event was held with Aberdeenshire Council in February 2019, with following up meetings to discuss how to take forward this approach to supporting young people.	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.	Amber

	2.6.6	Promote the use of the private rented sector in Aberdeen to reduce demand on social housing and homeless service.	Ongoing.	This action is included within the Rapid Rehousing Transition Plan and links to winding-down the Private Sector Leasing Scheme and making better use of the private rented sector in Aberdeen.	Amber
Strategic Action 7: Roll out the use of the housing options toolkit.					
Housing Access and Support Manager	2.7.1	Develop systems that support the roll out of the housing options toolkit.	Ongoing.	Work is ongoing to map existing resources and develop a flexible range of training materials to support the implementation of the housing options toolkit.	Amber
Strategic Action 8: Review the impact of welfare Review nominations agreements and Section 5 arrangements.					
Housing Access and Support Manager	2.8.1	Review nominations and section 5 referral arrangements with local housing providers.	Ongoing.	Meetings with all landlords took place in January 2019 to review the nominations process and agreed next step. Future quarterly will take place.	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	Target	Frequency/ Source	Progress 2018/19	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 collected biennially; the next update is due 2019/20. Aberdeen City Health and Social Care Partnership have commissioned a targeted survey for people who access services. Outcomes will be incorporated into next update.	Green
3.2 (i)	Number and percentage of new build affordable properties developed as accessible for people with a particular need.	To follow	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.	4 delays 527 days (December 2017)	2 delays 200 days	Annual NHS Grampian (delayed)	Sustained reduction in the number/length of delay. The Strategic Working Group agreed to amend the indicator to show the number of patients and	Green

				discharge reports)	bed days lost annually. (Code 25F delays, which relates to 'housing related delays'). In 2018/19 there were 23 patients and 503 bed days lost due 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)	<p>Number of disabled adaptations carried out in:</p> <p>Private Sector properties (major adaptations only)</p> <p>Registered Social Landlords properties (major and minor adaptations)</p> <p>Local Authority properties (major and minor adaptations)</p>	<p>183 203*</p> <p>*City and Shire figures 1,219</p>	<p>250</p> <p>210*</p> <p>1,300</p>	<p>Annual</p> <p>ACC and Scottish Government returns</p>	<p>To follow - Local Authority and Registered Social Landlord figures are still being calculated for financial year 2018/19.</p>	TBA

3.5 (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.	2016/17 2,602	Target 2,800	Annual	Statistics are a snapshot and subject to variation. There were 2,803 users, excluding sheltered and sheltered housing as at April 2019. This includes 1,569 community alarm and 1,234 telecare users.	Green
Lead Officer	Reference	Operational Actions		Target / Milestone	Progress	RAG Status
Strategic Action 1: Progress the planned expansion of extra care housing provision in line with the outcomes of the housing for varying needs review						
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.		Draft position statement has been completed. Action plan is being developed to identify actions required.	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.	Discussions are ongoing with Aberdeen City Health and Social Care Partnership and Bon Accord Care regarding transition of services to very sheltered housing.	Red
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.					
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.	Learning Disability Strategy Housing Subgroup meets regularly to identify strategic requirements. Workshop taking place in May 2019 to identify housing needs. Agreed specification for the new build supported housing project at North Anderson Drive providing accommodation for 8 people with a learning disability.	Red
	3.2.2	Review provision for people with mental health and or/substance misuse problems.	Complete mapping exercise that identifies future needs.	Work on Mental Health Delivery Plan is due to commence. A project group is looking at the re-provisioning options for Wernham House (substance misuse). Negotiation is ongoing with a housing provider and Aberdeen City Council Corporate Landlord to secure site at Don Street. Grant funding is available in the SHIP. Completion required by 2021.	Amber

Lead Strategy and Performance Manager	3.2.3	Implement the outcomes of 'Complex Delays' working group which is looking at the development of National Standards.	Complete mapping exercise that identifies future needs.	Out of area group meets, including housing representative. Scoping exercise is ongoing, the outcome will feed into the mapping workshop taking Place in May 2019.	Amber
Service Manager (Learning Disability)	3.2.4	Review the commissioning between ACC ACHSCP for housing support services (excluding homelessness)	Tender completed 2019.	Review completed. Bon Accord Care contract for ACC sheltered housing went live 1 April 2019. Commissioning of supported accommodation and outreach housing support undertaken. Contract starting October 2019. Value of contract £6.3m over 5 years (3 +1+1 years).	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.	Workshop taking place in May 2019 to identify housing needs. Work due to commence on Living Well with Dementia Delivery Plan.	Green
Strategic Action 3: Revise protocols between all social housing providers across Aberdeen and the Health & Social Care Partnership to facilitate hospital discharges.					
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. Short life working group will be established 2019/20.	Green

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.					
Housing Strategy Officer. Service Manager (Delayed Discharge)	3.4.1	Provide two interim housing properties for people with low level support needs.	Two properties operational by 2018/19.	Pilot project successful in delivering good outcomes and resulted in cost saving. Integration Joint Board has agreed to extend the project. Pilot using very sheltered housing being developed.	Green
Strategic Action 5: Work with the Aberdeen City's Integration Joint Board to identify appropriate levels of funding for adaptations.					
Lead Strategy and Performance Manager Private Sector Housing Strategy Officer/Private Sector Housing Manager. RSL representative	3.5.1	Develop a policy around funding for adaptations to ensure that needs are met and work with partners to develop a tenure neutral approach.	Identify appropriate funding to meet needs.	Report submitted to Integration Joint Board that agreed the establishment of a Disabled Adaptations Group. The terms of reference for the group have been agreed. The aim is to develop closer working links and develop better monitoring arrangements.	Amber
Strategic Action 6: Implement the recommendations from the adapting for change demonstrator sites.					
Occupational Therapy Team Manager	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
Housing Strategy Officer	3.6.2	Implement recommendations around housing related delayed discharge	See 3.4.1 and 3.5.1.	Two interim housing properties live and proposal to add additional very sheltered housing properties to portfolio. The Disabled	Amber

				Adaptations Group will take forward implementation of actions.	
Strategic Action 7: Joint Assessment Panel – Very Sheltered Housing/Care Home Panel					
Housing Strategy Officer, Service Manager - Older People and Rehabilitation and Allocation 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
Strategic Action 8: Review of charging policy for sheltered/very sheltered housing (including meals charge)					
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.	A working group has been established to review the charging policy. The revised policy due to go to Committee in June 2019 for approval. Aberdeen City Council agreed increase of 3% in charges from 1 July 2019 as part of Budget decisions.	Green

Strategic Action 9: Review service level agreement in place with Disabled Persons Housing Service (DPHS) for the provision of housing information and advice					
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.	Increase the number of people receiving housing options from DPHS.	Funding for DPHS approved in Council Budget, March 2019. Service Level Agreement is being reviewed and will include target for number of people receiving assistance prior to hospital discharge.	Green
Strategic Action 10: Increase the number of new build properties that are adapted to meet particular needs					
Senior Housing Strategy Officer Research and Affordable Housing Officer	3.10.1	15% of affordable homes should be adapted to meet the needs of people with a disability.	15% of affordable housing is wheelchair accessible.	Need to establish baseline and progress towards target.	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	Target	Frequency / Source	Progress 2018/19	Red Amber Green
4.1 (i)	Percentage of PRS properties in disrepair	90% (2013-2015)	Reduce	Annual/ Scottish House Condition Survey (2015-2017)	81%	Green
4.2 (i)	Landlord Accreditation Scotland training courses	10	6	Annual/ Landlord Accreditation Scotland	7	Green
4.3 (i)	Number of third-party referrals to the Housing & Property Chamber	0	3	Annual/ Aberdeen City Council	0	Green

Lead Officer	Reference	Operational Actions	Target / Milestone	Progress	RAG Status
Strategic Action 1: We will provide information and advice to private landlords and tenants to help improve awareness of their rights and responsibilities.					
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.	Currently discussing the possibility of holding a joint event in Aberdeen with Aberdeenshire Council.	Red
	4.1.2	Produce and issue a leaflet for PRS landlords detailing their rights and responsibilities and include on website.	Complete by December 2018 and will be updated every two years.	Work ongoing drafting the leaflet. To be completed by June 2019. Corporate Communications to assist with this.	Amber
	4.1.3	Work in partnership with Landlord Accreditation Scotland 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 the required number of Core Standard Training sessions and delivered 1 additional Best Practice session.	Green
	4.1.4	Send bulk emails to landlords to update them on legislative changes.	Ongoing from January 2018.	All relevant information compiled and issued to PRS landlords in March 2019. The newsletter is to be issued quarterly.	Green
	4.1.5	Ensure information on webpage is up to date with information relevant to landlords.	Review annually. Update as required.	Information on webpage is accurate and reflects current position. Will be further updates issued throughout 2019.	Amber
	4.1.6	Email leaflet to all registered landlords when they register or renew their registration to	Ongoing.	To be completed from June 2019 when leaflet has been produced.	Red

		improve knowledge in the private rented sector.			
	4.1.7	Provide information and advice to tenants when they contact the private sector housing unit with issues regarding management standards.	Ongoing.	Ongoing. Information and advice provided. All enquiries are followed up by Private Sector Housing team until satisfied the issues are resolved. Firmstep is being considered as part of recording information.	Green
	4.1.8	Produce and issue a leaflet for PRS tenants detailing their rights and responsibilities and include on website.	Complete by December 2018 and will be updated every two years.	Work ongoing drafting the leaflet. To be completed by June 2019.	Amber
	4.1.9	Provide information and advice to tenants when they contact the private sector housing unit with issues regarding repairs.	Ongoing	Ongoing. Information and advice provided. All enquiries are followed up by Private Sector Housing team until satisfied the issues are resolved. Firmstep is being considered as part of recording information.	Green
Strategic Action 2: We will work with private landlords and letting agents to improve management standards in the private rented sector.					
Private Sector Housing Manager	4.2.1	Liaise with colleagues in Council Tax to identify unregistered PRS properties and unlicensed HMO's.	Ongoing	This is done on a daily basis. 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. 118 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. 207 landlords who had allowed their registration to expire were contacted in 2018/19.	Green
	4.2.5	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
	4.2.6	Implement pro-forma for council teams to use to share information regarding landlord complaints regarding property management.	Ongoing from June 2019	Proforma has been drafted. To be implemented between council teams.	Amber

Strategic Action 3: We will work with private landlords and letting agents to improve property condition in the private rented sector.

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. PSHU have not been asked to submit any applications and all the repairs have been carried out without the requirement for a third-party application.	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. Firmstep 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. Firmstep 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	Target	Frequency / Source	Progress 2018/19	RAG Status
5.1(i)	Number of households in fuel poverty		29,400 (SHCS 2013-2015)	Under Review	Annually	22,000 households (SHCS 2015/17)	Green
5.2(i)	Number of households in extreme fuel poverty		9,450 (SHCS 2013-2015)	Under Review	Annually	5,200 households (SHCS 2015/17)	Green
Lead Officer	Reference	Operational Actions	Target / Milestone	Progress 18/19		RAG Status	
Strategic Action 1: Improve the energy efficiency of housing across all tenures.							
Senior Domestic Energy Officer	5.1.1	Continue to submit bids for funding through all Scottish Government and Westminster initiatives. Work with external organisations to ensure the funding is fully utilised and spent.	HEEPS bid submitted. SEEPS bid submitted.	HEEPS funding of £1,640,101 secured which has resulted in a further £31,000 of ECO funding. The following measures have been installed: 100 x External Wall Insulation 1 x Internal Wall Insulation 25 x Full Loft Insulation 18 x Loft Top Up Insulation 7 x Cavity Wall Insulation 38 x Underfloor Insulation SEEPS grant funding secured to develop pilot LHEES (Local Heat and Energy Efficiency Strategy) in 2018/19		Green	

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.	8 measures installed as part of project. Note the funding for these came from the HEEPS: ABS so are also included in section 5.1.1	Green
Home Energy Scotland	5.1.3	Warm Homes Scotland installs energy efficiency measures to properties in Aberdeen.	Energy efficiency measures installed.	617 energy efficiency measures installed compared to 585 the previous year.	Green
Strategic Action 2: Work with residents to help them obtain the best price for heat and energy.					
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.	126 homes were connected to the District Heat Network (DHN).	Green
To be advised	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.	Progressing well. Phase 1A of District Heating System should be complete by November 2019. Contract awarded in March 2018 for construction and operation of energy from waste plant.	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 assistance with energy switching.	677 residents were provided with energy switching advice to help them obtain the best price for their fuel.	Green

Strategic Action 3: Work with residents to maximise their income.					
Financial Inclusion Team	5.3.1	Council's Financial Inclusion Team provides residents assistance with income maximisation.	Income maximisation referrals made.	1,210 residents were provided with advice to maximise income. (TBC - Re info for the amount.)	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.	3,945 residents were provided with energy advice. This translates to fuel savings and income maximisation of £70,190 in 2018/19.	Green
Strategic Action 4: Work with residents to encourage a reduction in their carbon footprint					
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.	<p>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.</p> <p>Low carbon energy projects identification, appraisal and execution will continue to be delivered within the existing service structure at this stage</p>	Amber

Senior Domestic Energy Officer /SCARF	5.4.2	Home Energy Advice Team helps residents reduce their carbon footprint.	Reduced carbon emissions from housing.	660,656 kg CO2 reduction in CO2 emissions due to the advice provided by the Home Energy Advice 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.	28 home renewables visits were carried out to help residents reduce their carbon footprint through renewable technologies.	Green
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.					
Senior Domestic Energy Officer / SCARF	5.5.1	Raise awareness of legislation that will impact householders regarding energy efficiency.	Home Energy Advice Team attend local events and seminars.	116 events attended to promote energy efficiency and raise awareness of legislation.	Green
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 been passed in to law by the Scottish Parliament. Scarf are working on initiatives to engage with private sector landlords and promote energy efficiency.	Amber
Strategic Action 6: Raise awareness of the issues relating to fuel poverty across all sectors.					
Senior Domestic Energy Officer /SCARF/ Home Energy	5.6.1	Continue to promote the wider issues of fuel poverty with the relevant stakeholders and partners.	Community Liaison Partnership (HES) works with a variety of partners	93 community liaison events attended by Home Energy Scotland to promote energy efficiency.	Green

Scotland			and stakeholders.		
			Home Energy Advice Team attend local events and seminars.	Home Energy Advice Team attended 49 events 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	Target	Frequency / Source	Progress 2018/19	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 -91%	Green
		Castlehill - 99.8%			Castlehill HA – 99.78%	Green
		Grampian HA - 88.0%			Grampian HA - 93.8%	Green
		Langstane HA - 94.4%			Langstane HA - 97.25	Green
		Sanctuary HA - 95.4%			Sanctuary HA - 100%	Green
		Hillcrest HA - No stock			Hillcrest HA - 100%	Green
		Places for People - No stock			Places for People - 100%	Green
6.2(i)	Percentage of dwellings meeting Energy Efficiency Standard for Social Housing.	Aberdeen City Council 86%	100% by 2020	Annual/Scottish Housing Regulator	Aberdeen City Council - 86.92%	Green
		Castlehill - 91%			Castlehill HA – 98.6%	Green
		Grampian - 76%			Grampian HA - 94.8%	Green
		Langstane - 85%			Langstane HA - 91.3%	Green

		Sanctuary - 54%			Sanctuary HA - 69.19%	Green
		Hillcrest - N/A			Hillcrest HA - 100%	Green
		Places for People - N/A			Places for People - 100%	Green
6.3(i)	Percentage of dwellings in disrepair in private sector housing.	79% 2013-2015	Reduce	Annual/Scottish House Condition Survey. (2015-2017)	72%	Green
6.4(i)	Percentage of dwellings with disrepair to critical elements in private sector housing.	55% 2013 - 2015	Reduce	Annual/Scottish House Condition Survey. (2015-2017)	56%	Amber
6.5(i)	Percentage of dwellings with urgent disrepair in private sector housing.	50% 2013 - 2015	Reduce	Annual/Scottish House Condition Survey. (2015-2017)	42%	Green
						Green

Lead Officer	Reference	Operational Actions	Target / Milestone	Progress 2018/19	RAG Status
Strategic Action 1: Social housing providers will continue to have rolling programmes of works to ensure compliance with SHQS.					
Asset Management Team Leader (ACC) & RSLs.	6.1.1	Ensure all social housing providers have adequate funding and a robust programme of 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
Strategic Action 2: Social housing providers will continue to have rolling programmes of works to ensure compliance with EESSH by 2020.					
Asset Management Team Leader (ACC) & RSLs.	6.2.1	Ensure all social housing providers have adequate funding and a robust programme of 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
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.					
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.	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 2018/2019 there were 1,063 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. Number of Missing Shares paid.	71 Missing Shares were agreed in 2018/2019 to allow work to 332 properties to proceed. Missing Shares to the value of £228,394.79 were paid on behalf of the owners of 47 properties which allowed work to 262 properties to proceed at a total value of £995,581	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.	7 Work Notices were served with payments to the value of £202,650 paid on behalf of owners of the 12 properties which allowed work to 24 properties to proceed.	Green
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.					
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 2018/2019, proactive external inspections, resulted in 4,725 letters being sent to encourage homeowners to carry out repairs and maintenance to their property.	Green