



ABERDEEN
CITY COUNCIL

Joint Delivery Action Plan



LHS Chapter		Housing Supply and Placemaking		
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.			
Key Indicator		Baseline 16/17	Target	Frequency & Source
Number of affordable homes delivered.		117	342 - 384	Annual Aberdeen City Council
Number of private homes delivered.		594	634 - 712	Annual Aberdeen City Council
Strategic Action		Operational actions		
Work with partners to increase the supply of housing.	Ensure there is an appropriate Local Development Plan in place with an adequate supply of land.			
	Work with private developers to increase the supply of housing.			
	Maximise the delivery of additional units of affordable housing through the planning process.			
	Assess the feasibility of building additional council homes.			
	Work with registered social landlords to increase the supply of affordable housing.			
	Provide advice to owners of empty properties to bring empty homes back into use.			
Promote a range of affordable housing models.	Work with registered social landlords partners to deliver housing for mid-market rent.			
	Work with private developers to promote low cost home ownership.			
Work with partners and stakeholders to lever in additional finance for the provision of affordable housing.	Utilise all funding options to increase the supply of affordable housing.			
	Continue to charge the additional Council Tax levy to empty and second homes to provide funding for affordable housing.			
	Utilise all funding made available through Scottish Government Affordable Housing Supply Programme.			
	Ensure developer obligations are fully utilised and spent on affordable housing.			

LHS Chapter		Homelessness		
Strategic Outcome 2	Homelessness is prevented and alleviated.			
Key Indicator	Baseline 16/17	Target	Frequency & Source	
Percentage of statutory homeless decisions reached within 28 days.	97%	100%	Annual Aberdeen City Council	
Length of time spent in temporary accommodation.	103.9 days	90 days	Annual Aberdeen City Council	
Homeless journey time.	182 days	100 days	Annual Aberdeen City Council	
Reduce repeat homelessness	5.08%	5% (2016/17) 4% (2020/21) 2% (2026/27)	Annual Aberdeen City Council	
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 Aberdeen City Council	
Strategic Actions	Operational actions			
Develop a policy for sustainable temporary accommodation.	Carry out a detailed review of temporary accommodation.			
	Benchmark with other local authorities and compare our processes with what they do to identify any improvements that can be made to our services.			
	Explore a Social Letting Agency model and opportunities around support into private sector to prevent and resolve homelessness.			
	Redesign existing supported accommodation for customers where a housing first/ housing led approach will not work.			
	Redesign existing supported accommodation for customers aged 26 and over.			
	Review provision of Private Sector Leasing scheme.			
	Furniture Storage contract renewal.			
Implement Housing First model in Aberdeen.	Explore alternative options for storage of belongings.			
	Commission an additional accommodation framework.			
	Increase quality shared accommodation in temporary accommodation to reduce cost to the council.			
	Review the rental charge levied in temporary accommodation in line with costs of service and welfare reform.			
	Update Housing Allocation Policy to give priority and choice to Housing First customers.			
	Complete the review of young people protocol with Children Services.			
	Develop community response and support.			
	Reduce the length of time from presentation to delivery of support.			
	Creation of a Housing First Steering Group.			
	Provide flexible support which is targeted at earlier interventions.			
	Identify suitable properties for the Housing First project.			
	Determine the criteria for clients who will form part of the pilot.			
	Recruit appropriate staff.			
Develop a Housing Support Framework.				

Review the process for people leaving prison in line with the SHORE protocol.	Complete review of protocol with Scottish Prison Service.
	Review of ACC delegated powers with regard to prisoners.
	Review internal policies and procedures with regard to prisoners.
	Review staff resources in relation to the protocol.
Review the process for supporting looked after children.	Complete review of young people protocol with Children Services, including criteria for children who are to be considered under Housing First.
Implement a common outcomes tool framework for housing support.	Explore the options for a Common Outcomes Tool.
Adopt a preventative approach that will ensure referrals for housing support are made at the appropriate time to avoid homelessness.	Ensure that support referrals are made at the appropriate time by Housing Officers, Anti-Social Behaviour Investigation Team, Housing Advice Officers, Case Officers, Arrears Intervention Officers and Social Work.
Develop a solution for young people who are presenting as homeless.	Work with schools and colleges, taking an early intervention approach to ensure that vulnerable young people are aware of their rights and responsibilities.
	Adopt a Housing Led approach.
	Develop performance measurements and targets for prevention.
	Ensure all presentations from young people aged 16-25 leaving a family home are visited and offered mediation
	Explore NightStop approach to prevent young people coming into temporary accommodation.
Develop a Housing Support Framework.	
Develop a policy for improved tenancy sustainment to increase the number of homeless households who have sustained a tenancy for more than one year.	Ensure the right level of support is delivered timeously to those in temporary and permanent housing.
Reduce repeated homelessness.	Review eviction processes and embed learning from tenancy sustainment panel.
	Provide short term low level support (e.g. visiting to ensure 'settled-in', providing starter pack of furniture/household items).
	Ensure tenants are signposted to the correct services for longer term assistance where required (e.g. training to address budgeting, cooking, 'life skills' or befriending to combat isolation).
	Develop peer support resources.
	Reduce time spent in temporary accommodation.
	Investigate the link between the length of homeless journey time and repeat homelessness.
	Deliver training to staff on new Private Rented Tenancies Act (2016).

Promote the use of the private rented sector in Aberdeen to reduce demand on social housing and homeless services.	Widen the use of Rent Deposit Guarantee Scheme to private landlords.
	Increase homelessness prevention and 'discharge of duty' into private rented sector
	Explore further opportunities for meeting demand using the private rented sector
	Maintain good communication links between landlords, housing benefit administration and support agencies to ensure early identification of vulnerable tenants in the event of missed rent payments.
	Create a framework and structure that meets the needs of all audiences (frontline staff, practitioner etc.)
Roll out the use of the housing options toolkit	Creation of a flexible range of training materials.
	Map existing resources that can be incorporated within the Housing Options Toolkit.
	Investigate IT solutions that can be used between existing resources and the Housing Options Toolkit.
	Create outcomes framework for front-line staff using Housing Options Toolkit.
	Undertake the required certification or assessment standards that need to be incorporated within the Housing Options Toolkit.
	Review of rental charge for temporary accommodation.
Develop solutions to mitigate the impact of welfare reform.	Develop an information leaflet for customers on the impact of the welfare reform changes.
	Identify opportunities for funding that could be gained for projects that could mitigate the impact of welfare reform.
	Consider expanding choice based letting to allow applicants more choice.
Review the Choice Based Lettings service.	Investigate an IT solution in conjunction with HomehuntNES
	Review nomination agreement and section 5 arrangements with HomehuntNES
Review nomination agreements and Section 5 arrangements.	Develop a nomination agreement and section 5 arrangements with Langstane Housing Association.
Ensure that homelessness services positively influence health inequalities and health outcomes.	Undertake a Health Inequalities Impact Assessment in conjunction with the public health team.

LHS Chapter	Independent Living & Specialist Provision		
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.		
Key Indicator	Baseline 16/17	Target	Frequency & Source
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
Number and percentage of new build affordable properties developed as accessible for people with a particular need.	0 properties	15% of all new build stock	Annual Scottish Government
Provide better outcomes for people leaving hospital who have housing issues by reducing the number of people whose discharge is delayed because of housing related issues and/or reduce the length of housing related delays.	4 delays 527 days	2 delays 200 days	Annual NHS Grampian
Number of disabled adaptations carried out in: <ul style="list-style-type: none"> Private Sector properties Registered Social Landlords properties Local Authority properties. 	2016/17 223 203* 1,219 *Figure includes both Aberdeen City and Aberdeenshire boundary.	2017/18 250 210* 1,300	Annual Aberdeen City Council Scottish Government
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 (excludes sheltered and very sheltered housing)	2017/18 2,800	Annual Aberdeen City Council/ Aberdeen City Health and Social Care Partnership Bon Accord Care
Strategic Action	Operational actions		
Progress the planned expansion of extra care housing provision in line with the outcomes of the housing for varying needs review.	Review decisions taken as part of the Housing for Varying Needs Review.		
	Provost Hogg Court operational as very sheltered housing.		
Update housing contribution statement.	Refresh the housing contribution statement that aligns to the Aberdeen City Health and Social Care Strategic Plan.		
Ensure that the local housing strategy positively influences health inequalities and health outcomes.	Undertake a Health Inequalities Impact Assessment in conjunction with public health team.		

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.	Review specialist housing provision for people with a learning disability.
	Review provision for people with mental health and or/substance misuse problems.
	Implement the outcomes of 'Complex Delays' working group which is looking at the development of National Standards.
	Review the commissioning between Aberdeen City Council and the Aberdeen City Health and Social Care Partnership for housing support services. (excluding homelessness)
Revise protocols between all social housing providers across Aberdeen City and the Health & Social Care Partnership to facilitate hospital discharges.	Establish a working to develop protocols for hospital discharge and priority for hospital discharge cases with all registered social landlords.
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.	Provide two interim housing properties for people with low level support needs.
Work with the Aberdeen Integration Joint Board to identify appropriate levels of funding for adaptations.	Ensure adequate funding levels for private sector adaptations.
	Ensure adequate funding levels for council housing adaptations.
	Develop a policy around funding for adaptations to ensure that needs are met.
Implement the recommendations from the adapting for change demonstrator sites.	Agree protocols with registered social landlords and develop a cross-tenure pathway and information leaflet.
	Implement recommendations around housing related delayed discharge.
Joint Assessment Panel – Very Sheltered Housing/Care Home Panel	Establish joint care home/very sheltered housing panel (including membership from registered social landlords).
Review of charging policy for sheltered/very sheltered housing (including meals charge)	Review charges and implement as part of Aberdeen City Health and Social Care Partnership's Charging Policy.
Review service level agreements in place with Disabled Persons Housing Service and Citizens Advice Bureau for the provision of housing information and advice	Monitor the number of older people or people with a disability receiving housing options advice from Disabled Persons Housing Service and/or Citizens Advice Bureau prior to hospital discharge or whilst in interim accommodation.
Increase the number of new build properties that are adapted to meet particular needs	15% of affordable homes should be adapted to meet the needs of people with a disability.
Develop a housing, health and social care performance framework	Work with the health and social care partnership's performance group to establish a performance framework.

LHS Chapter		Private Rented Sector		
Strategic Outcome 4	Consumer knowledge, management standards and property condition is improved in the private rented sector.			
Key Indicator	Baseline 16/17	Target	Frequency & Source	
Percentage of PRS properties in disrepair.	90% (2013-2015)	Reduce	Annual Scottish House Condition Survey	
Landlord Accreditation Scotland training courses.	10	10	Annual Landlord Accreditation Scotland	
Number of third party referrals to the Housing & Property Chamber.	0	3	Annual Housing & Property Chamber	
Strategic Action	Operational actions			
Provide information and advice to private landlords and tenants to help improve awareness of their rights and responsibilities.	Hold an annual landlord information session to provide an update on relevant changes that affect private rented sector landlords.			
	Produce and issue a leaflet for private rented sector landlords detailing their rights and responsibilities and include on website.			
	Work in partnership with Landlord Accreditation Scotland and Aberdeenshire Council to deliver training courses locally for landlords and letting agents.			
	Send bulk emails to landlords to update them on legislative changes.			
	Ensure information on webpage is up to date with information relevant to landlords.			
	Email leaflet to all registered landlords when they register or renew their registration to improve knowledge in the private rented sector.			
	Provide information and advice to tenants when they contact the private sector housing unit with issues regarding management standards.			
	Produce and issue a leaflet for private rented sector tenants detailing their rights and responsibilities and include on website.			
	Provide information and advice to tenants when they contact the private sector housing unit with issues regarding repairs.			
Work with private landlords and letting agents to improve management standards in the private rented sector.	Liaise with colleagues in Council Tax to identify unlicensed private rented sector properties and Houses in Multiple Occupation.			
	Respond to complaints regarding Houses in Multiple Occupation properties.			
	Target unregistered landlords to ensure they register.			
	Target expired landlords to ensure they register.			
	Work with Police Scotland to ensure landlord registration applicants are "fit and proper."			
	Develop a pro-forma for council teams to use to share information regarding landlord complaints regarding property management.			
Work with private landlords and letting agents to improve property condition in the private rented sector.	Submit third party reporting to Housing & Property Chamber as per delegated powers.			
	Provide information and advice to landlords to ensure compliance with the Repairing Standard.			
	Develop a pro-forma for council teams to use to share information regarding landlord complaints relating to property condition.			

LHS Chapter	Fuel Poverty & Climate Change		
Strategic Outcome 5	Tackle fuel poverty and contribute to meeting climate change targets.		
Key Indicator	Baseline 16/17	Target	Frequency & Source
Number of households in fuel poverty.	29,400 (2013-2015)	Scottish Government currently reviewing definition and targets.	Annually Scottish House Condition Survey
Number of households in extreme fuel poverty.	9,450 (2013-2015)	Scottish Government currently reviewing definition and targets.	Annually Scottish House Condition Survey
Carbon emissions from housing.	490,034 tonnes of CO ₂ (2014)	Reduce by 2% per year until 2020.	Every two years Powering Aberdeen
Strategic Action	Operational actions		
Improve energy efficiency of housing across all tenures.	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.		
	Continue with Aberdeen Victorian Tenement Project to improve the energy efficiency of granite tenements.		
	Continue with Aberdeen Affordable Warmth Scheme to help improve the energy efficiency of private sector housing.		
	Social housing providers continue to install energy efficiency measures to social housing.		
	Warm Homes Scotland installs energy efficiency measures to properties in Aberdeen.		
	Establish a partnership with an independent energy service company to offer a reduced rate of gas and electricity to residents across the city.		
	Continue to expand and develop the District Heating Network.		
	Develop Phase one of the heat network using heat from the energy from waste plant in Torry.		
Work with residents to help them obtain the best price for heat and energy.	Home Energy Advice Team helps residents to find the best price for heat and energy.		
	Establish a partnership with an independent energy service company to offer a reduced rate of gas and electricity to residents across the city.		
	Continue to expand and develop the District Heating Network.		
	Develop Phase one of the heat network using heat from the energy from waste plant in Torry.		
	Home Energy Advice Team helps residents to find the best price for heat and energy.		

Work with residents to maximise their income.	Home Energy Advice Team provides residents assistance with income maximisation via Home Energy Scotland.
	Council's Financial Inclusion Team provides residents assistance with income maximisation.
	Home Energy Advice Team provides residents with energy efficiency savings advice which can reduce their fuel bills, therefore maximising their disposable income.
Work with residents to help them use their energy in the most efficient manner.	Home Energy Advice Team helps residents to use their energy in the most efficient manner.
Work with residents to encourage a reduction in their carbon footprint.	Continue to assess feasibility of establishing an energy company to support the council to develop low carbon projects and address fuel poverty.
	Home Energy Advice Team helps residents reduce their carbon footprint.
	Home Energy Scotland provides assistance to residents to help them reduce their carbon footprint through advice and assistance regarding renewable technologies.
Work with other agencies and partners, including the Health and Social Care Partnership to deliver the key actions in relation to fuel poverty.	Raise awareness of legislation that will impact householders regarding energy efficiency.
	Raise awareness of the Regulation of Energy Efficiency of Private Sector.
Raise awareness of the issues relating to fuel poverty across all sectors.	Continue to promote the wider issues of fuel poverty with the relevant stakeholders and partners.

LHS Chapter	House Condition			
Strategic Outcome 6	Improve the quality of housing of all tenures across the city.			
Key Indicator	Baseline 16/17	Target	Frequency & Source	
Number of dwellings meeting the Scottish Housing Quality Standard.	Aberdeen City Council - 92% Castlehill - 100% Grampian - 88.% Langstane - 94% Sanctuary - 95%	100%	Annual Scottish Housing Regulator	
Number of dwellings meeting Energy Efficiency Standard for Social Housing.	Aberdeen City Council - 86% Castlehill - 91% Grampian - 76% Langstane - 85% Sanctuary - 54%	100% by 2020	Annual Scottish Housing Regulator	
Number of dwellings in disrepair in private sector housing.	79%	Improve	Annual Scottish House Condition Survey 2013 - 2015 data	
Number of dwellings with disrepair to critical elements in private sector housing.	55%	Improve	Annual Scottish House Condition Survey 2013 - 2015 data	
Number of dwellings with urgent disrepair in private sector housing.	50%	Improve	Annual Scottish House Condition Survey 2013 - 2015 data	
Strategic Action	Operational actions			
Social housing providers will continue to have rolling programmes of works to ensure compliance with Scottish Housing Quality Standard.	Ensure all social housing providers have adequate funding and a robust programme of Scottish Housing Quality Standard works in place annually.			
Social housing providers will continue to have rolling programmes of works to ensure compliance with Energy Efficiency Standard for Social Housing by 2020.	Ensure all social housing providers have adequate funding and a robust programme of Energy Efficiency Standard for Social Housing works in place annually.			
Continue to deliver information, advice and practical assistance through Scheme of Assistance to improve the quality of private sector housing.	Homeowners are provided with information, advice and practical assistance to help them carry out repairs and maintenance to their homes.			
	Continue to use missing shares to assist owners to carry out repairs to flatted properties.			
	Continue to use Work Notices under the Housing (Scotland) Act 2006.			
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.	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.			

LHS Chapter	Equalities			
Strategic Outcome	Ensure an appropriate supply of housing, services and supply that meets the needs of those groups with protected characteristics under the Equalities Act (2010).			
Ref	Key Indicator	Baseline 16/17	Target	Frequency & Source
7.1	Equalities data on applications for Aberdeen City Council housing (Housing Lists)	White - 6,275 (94.6%) Mixed or Multiple Ethnic Background - 34 (0.5%) Asian - 95 (1.4%) Black - 76 (1.1%) Other ethnic background - 71 (1.1%) Unknown - 80 (1.2 %) Total - 6,631 (100%)	N/A	Annually Scottish Housing Regulator
7.2	Equalities data on Aberdeen City Council re-lets (new tenants)	White - 1,619 (95.5%) Mixed or Multiple Ethnic Background - 6 (0.4%) Asian - 28 (1.7%) Black - 13 (0.8%) Other ethnic background - 14 (0.8%) Unknown - 16 (0.9%) Total - 1,696 (100%)	N/A	Annually Scottish Housing Regulator
7.3	Equalities data on Aberdeen City Council (existing tenants)	White - 18,458 (85.4%) Mixed or Multiple Ethnic Background 43 - (0.2%) Asian - 206 (0.95%) Black - 105 (0.5%) Other ethnic background - 147 (0.7%) Unknown - 2662 (12.3%) Total - 21,615 (100%)	N/A	Annually Scottish Housing Regulator
7.4	Number of Gypsy/ Traveller Unauthorised Encampments	26	Reduce	Annually
7.5	Front Line Staff Equalities Training	Managing Diversity - 21 Intro to EHRIA - 10 EO and Diversity - 56	Increase	Annually

Strategic Action	Operational actions
Ethnic minority groups have access to good quality affordable housing that meet their needs, culture and lifestyle.	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.
	Identify and address communication and language barriers that may be preventing access to housing.
	Ensure the allocations are provided in a fair and transparent manner.
	Provide tenancy support to Syrian New Scots in Aberdeen as part of the Syrian Resettlement Programme.
	Provide advice and assistance to those who are in financial difficulties with no recourse to public funds.
	Increase the number of permanent and transit sites available for Gypsy/ Travellers through the Local Development Plan.
	Continue to challenge prejudices that are held towards Gypsy/Traveller communities.
Ensure that ethnic minority people feel safe in their community and are not subject to anti-social or hate crime.	Work with partners to reduce risk of harassment and prejudice amongst ethnic minority people.
	Review tenant handbook and create posters for use in housing offices to ensure that harassment is not tolerated.
Promote equality with all council staff	Housing staff are trained in equalities.
Prevent and alleviate homelessness in ethnic minority groups.	Continue to provide advice to ethnic minority groups to prevent and alleviate homelessness.
	Ensure that all housing advice is available in all formats, depending on need.
Increase tenant participation from minority groups.	Organise “Conversation Cafes” specifically for ethnic minority groups.
Ensure that the local housing strategy positively influences health inequalities and health outcomes	Undertake a Health Inequalities Impact Assessment in conjunction with the public health team.

