

REPORT TO COMMUNITIES COMMITTEE 2 SEPTEMBER 2021

HOUSING AND BUILDING STANDARDS SERVICE PLAN UPDATE OCTOBER 2020 – MARCH 2021

1 Reason for Report / Summary

- 1.1 To provide the Committee with an update on progress with the actions set out in the Housing and Building Standards Service Plan for the period 1st October 2020 to 31st March 2021.

2 Recommendations

The Committee is recommended to:

- 2.1 Acknowledge and consider the progress made with each action during the period October 2020 – end March 2021 as set out in appendix 1 and**
- 2.2 Instruct the Director of Infrastructure Services to present further reports detailing progress with the service plan to the Committee on a six-monthly basis, the next report covering the period 1st April 2021 – 30th September 2021 to be presented to the Committee at its meeting in December.**

3 Purpose and Decision-Making Route

- 3.1 On the 23 July 2020 Aberdeenshire Council received a report (Item 4) setting out the findings of a review of the existing Council Priorities. Because of the impact of the Covid-19 pandemic on Council services the report recommended that the existing Council Plan and associated priorities be formally closed down and a new Council Plan be developed.
- 3.2 Between July and October cross-party and cross-committee workshops were held to shape and inform the detailed proposals. A revised Council Plan for the period 2020 – 2022 was then presented to Aberdeenshire Council for adoption on the 7 October 2020 (Item 3). The Council Plan sets out the outcomes (Council Priorities) expected for the six strategic priorities. In all 27 Council Priorities have been identified.
- 3.3 At service level work was undertaken to identify those actions to be taken in support of the Council Priorities. These were set out in the Infrastructure Services Directorate Plan which covers the period October 2020 – April 2022 and was approved by the Infrastructure Services Committee at its meeting of the 11 March 2021 (Item 5). The Plan shows Infrastructure Services as the lead for delivering 15 out of the 27 Council Priorities.
- 3.4 During the development of the Infrastructure Services Directorate Plan the Communities Committee expressed a wish for a separate Housing and Building

Standards Service Plan to be developed to enable the Committee to more easily monitor progress with those actions under its remit. The Service Plan was approved by the Communities Committee at its meeting of the 17th December 2020 (item 12).

4 Discussion

- 4.1 The Housing and Building Standards Service Plan presents an extract from the Infrastructure Services Directorate Plan. The actions set out in the Service Plan are included in the Directorate Plan but represent those actions that fall under the remit of the Communities Committee.
- 4.2 Although not falling under the remit of the Communities Committee, actions for Building Standards are included in the Service Plan in order to demonstrate an integrated approach to service delivery.
- 4.3 The Housing and Building Standards Service contributes to the delivery of the following Council Priorities:-
- *Consumers are assured that businesses are conforming to regulations. Businesses are supported to ensure compliance with legislation, economic diversification and energy transition.* This Council Priority contributes to the delivery of the Strategic Priorities of Health and Wellbeing, Resilient Communities and Economy and Enterprise. This is about developing a modern and streamlined approach by those services required by legislation to monitor, enforce and provide permissions to business, individuals and communities.
 - *Appropriate support is provided for those who are facing homelessness.* This Council Priority contributes to the delivery of the Strategic Priorities of Health and Wellbeing and Resilient Communities. It involves the actions taken to sustain people in their existing tenancies as well as actions to support people who present as homeless.
 - *Everyone having access to appropriate accommodation and housing support where required.* This Council Priority contributes to the delivery of the Strategic Priorities of Health and Wellbeing and Resilient Communities. This involves the provision of affordable housing in partnership with other local social landlords through new build and acquisitions and actions taken to improve the quality and energy efficiency of the existing housing stock.
 - *Tenancies are sustained/community capacity building communities feel empowered and enabled.* This Council Priority contributes to the delivery of the Strategic Priorities of Health and Wellbeing Resilient Communities. This involves a range of actions to be taken to support existing tenancies and reduce the threat of evictions, taking action to tackle anti-social behaviour and empowering tenants and service users to have a real say in the delivery of services.
- 4.4 In addition to the actions being taken by Housing and Building Standards to deliver these Council Priorities the Service Plan also sets out the actions the

service is taking in support of its duties set out under the Housing (Scotland) Act 2001, Building Standards (Scotland) Act 2003 and other related legislation.

4.5 Most of the actions set out in the Service Plan are high level in nature, they are designed to give an overview of progress against each strategic priority. More detail around the specific actions being undertaken are set in plans such as:-

- Housing Improvement Plan (HIP)
- Strategic Housing Investment Plan (SHIP)
- Local Housing Strategy
- Rapid Rehousing Transition Plan (RRTP)
- Housing Action Plan

Reports on progress with each of these plans are presented to Committee on a regular basis.

4.6 Directorate Plans and Service Plans form part of the Council's performance management framework. Key elements of this framework are the measures that allow performance to be benchmarked against that of other councils and those measures that demonstrate progress with delivering the strategic priorities and their outcomes.

4.7 Each year the Improvement Service publishes a range of measures through the Local Government Benchmarking Framework (LGBF) which allow councils to compare performance across a range of services. Five measures are published covering Housing activities. Performance for the Housing Service for 2019/20 against these measures is shown in the table below:-

Local Government Benchmarking Framework DATA 2019/20

LGBF Ref	Indicator Description	Scottish Average	Aberdeenshire Performance	National Ranking
HSN1b	Gross rent arrears (all tenants) as of 31 March each year as a percentage of rent due for reporting year (SHR31)	7.3%	4.85%	5 th (1 st quartile)
HSN2	% of rent due lost through properties being empty during the last year (SHR34)	1.07%	2.09%	25 th (4 th quartile)
HSN3	% of stock meeting the SHQS (SHR7)	94.9%	95.4%	14 th (2 nd quartile)
HNS4b	Average number of days taken to complete non-	7.33 days	10.48 Days	22 nd (3 rd quartile)

	emergency repairs (SHR12)			
HSN5a	Percentage of council dwellings that are energy efficient (SHR 8)	84.1%	54.7%	25 th (4 th quartile)

4.8 For LGBF indicators that measure activities that are of significant strategic importance to the service there is an expectation that action will be taken to improve the performance of any measures that have fallen into the bottom quartile across Scotland. Measures HSN2 and HSN5a are both in the bottom quartile and action is being taken to address the issues. The Committee has received regular reports on the progress of the Housing Improvement Programme (HIP) which include the ESSH improvement works. A summary of progress made is given in Appendix 1 (action ISDP 4.08).

The Committee has also received reports on actions taken to improve the management of voids including the introduction of a new lettable standard. A summary of progress made to improve the management of voids in given in Appendix 1 (action ISDP 4.11).

4.9 Although a range of strategic performance measures were suggested for the Directorate Plan and Service Plan it is accepted that further work needs to be undertaken with Elected Members to develop measures that allows them to effectively fulfil their scrutiny role at both Policy and Area Committee level. As a result, no strategic performance measures have been included in this report, but it is understood there will be a separate report on Housing performance to a later committee which will help shape the format for future performance reporting.

4.10 **Appendix 1** to this report provides a summary of progress with the 32 actions which fall under the remit of this Committee. Actions numbered 4.01 – 4.22 are those that link directly to the Council’s strategic priorities, actions 6.01 – 6.10 tend to be those of a more operational nature.

4.11 Out of the 32 actions detailed in the appendix, 7 or (21.9%) have not progressed as well as expected during the year. These actions are-

- Action 4.02 Regulation of new energy efficiency standards in the private rented sector – we are still waiting for the Scottish Government to lay out the new regulations which will set the energy efficiency standards for the private rental sector.
- Action 4.08 Meet Energy Efficiency Standards for Scottish Social Housing (ESSH 1) – the target to meet the standard by the end of 2020 was not achieved due to a range of reasons including the impact of Covid. Housing is working with the contractors to reprogramme works from future years to ensure the standard can be achieved as soon as possible.

- Action 4.10 Deliver Housing Improvement Programme (HIP) – the lock down in spring last year and at Christmas prevented all planned maintenance activities being undertaken. This has contributed significantly to overall delays in the programme. Housing is working with the contractors to reprogramme works to ensure the overall 4-year programme is delivered on time.
 - Action 4.13 Deliver actions in relation to affordable housing – again Covid has impacted on the new build programme resulting in completions being delayed and works having to be reprogrammed.
 - Action 4.14 Deliver actions in relation to fuel poverty, sustainability and energy efficiency. The energy efficiency programme was badly impacted by the Covid pandemic.
 - Action 4.15 Deliver actions in the Local Housing Strategy in relation to Independent living. The number of disabled adaptations completed is below target due to the restrictions implemented following COVID19 pandemic.
 - Action 6.10 - Undertake annual self-assessment using HGIOS. The Continuous Improvement Framework for the service is still in development. Self-assessment has been planned for the autumn but may be delayed slightly as a corporate review on on-going regarding the most appropriate methodology to adopt.
- 4.12 Despite the impact of the pandemic significant progress was made with a number of actions, highlights include:-
- Action 4.01 Take action to improve standards in the private rental sector – we are exceeding the number of compliance and routine checks planned for the year.
 - Action 4.05 Delivery of the Rapid Rehousing Transition Plan – we are making progress and achieving excellent outcomes.
 - Action 4.21 Community Safety - supporting tenants affected by criminal and anti-social behaviour – we have achieved a successful relaunch of the Community Safety Hub and Tactical Groups.
 - Action 6.03 Implement choice-based letting – the system has been successfully developed.
 - Action 6.04 Implement Housing On-Line system – the system has been implemented and gone live.
- 4.13 This report has been produced to update the Committee on progress made during the period October 2020 (when the previous Infrastructure Services Service Plan was closed off) and end of March 2021. In line with the agreed corporate reporting framework future reports will be produced six-monthly, the next report covering the period 1st April 2021 to 30th September 2021 will be presented to the Committee at its meeting on the 9th December.

5 Council Priorities, Implications and Risk

- 5.1 The Council Plan has been developed around the following three pillars and six strategic priorities:-

Pillar	Priority
Our People	Education Health & Wellbeing
Our Environment	Infrastructure Resilient Communities
Our Economy	Economy & Enterprise Estate Modernisation

- 5.2 Underpinning the Priorities are a number of key principles. They are: right people, right places, right time; responsible finances; climate and sustainability; Community Planning Partnership Local Outcome Improvement Plans; human rights and public protection; tackling poverty and inequalities; digital infrastructure and economy.

- 5.3 This report helps deliver the Strategic Priority “Health and Wellbeing” within the Pillar “Our People” and supports the principles around the Community Planning Partnership Local Outcome Improvement Plans and tackling poverty and inequalities;

This report helps deliver the Strategic Priority “Resilient Communities” within the Pillar “Our Environment” and supports the principal of climate and sustainability;

This report helps deliver the Strategic Priority “Economy and Enterprise” within the Pillar “Our Economy”, supporting the principle of human rights and public protection.

- 5.4 The report also helps deliver actions set out in the [Local Housing Strategy 2018 – 2023](#).

- 5.5 The table below shows whether risks and implications apply if the recommendations are agreed.

Subject	Yes	No	N/A
Financial			X
Staffing			X
Equalities and Fairer Duty Scotland			X
Children and Young People’s Rights and Wellbeing			X
Health and Wellbeing			X
Town Centre First			X

- 5.6 This report is to inform the Communities Committee on the progress with actions and performance set out in the Housing and Building Standards Service Plan. No operational decisions are required from the Committee. As a result there are no staffing or financial implications associated with the report.
- 5.7 An integrated impact assessment is not required because during the screening 0 out of 10 questions indicated that detailed assessments were required. In total there were 0 positive impacts as part of this activity and 0 negative impacts.
- 5.8 As this report is only to inform the Committee about performance there are no risks associated with the report. However, in the development of the actions in the Service Plan the following risks were identified as relevant to this matter on a Corporate Level:

[Aberdeenshire Corporate Risks:](#)

ACORP001 – Budget Pressures

ACORP002 – Changes in Government Policy, Legislation and Regulation

ACORP004 - Business and organisation change

ACORP005 – Working with Other Organisations (e.g. Supply Chains, Outsourcing and Partnership Working)

ACORP006 – Reputational Management

ACORP010 – Environmental Challenges, e.g. Extreme Weather, Climate Change.

A link to the corporate risk register can be found here:- [Corporate Risk Register.](#)

- 5.9 The following risks have been identified as relevant to this matter on a strategic level:
- New statutory requirements on councils regarding issues like emissions, waste management, sustainability, housing provision and the definition of fuel poverty.
 - Delivery of Affordable Housing:-
 - Lack of affordable house development sites means dependence on S75 agreements with developers.
 - Oil and gas downturn impacts on rate of house building causing Government affordable housing targets to be missed.
 - Fall in average cost of rental properties has made mid-market developments less desirable and more properties are becoming hard to let.
 - Demand for affordable housing exceeds supply causing rise in homelessness.

- Failure to meet Homelessness Duty
- Failure to complete Emergency Repairs

5.10 Mitigation of risks is addressed through a range of plans and also the Directorate Business Continuity Plan, which identifies our Critical Activities and puts in place plans to ensure our ability to continue to operate and deliver these vital services. Additionally, the Head of Housing and Building Standards assumes responsibility for each of the identified risks and ensures that appropriate plans for mitigation are put in place and reviewed regularly.

Click here for a link to the [Directorate Risk Registers](#).

6 Scheme of Governance

6.1 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and had no comments to make and are satisfied that the report complies with the Scheme of Governance and relevant legislation.

6.2 The Committee is able to consider [and take a decision on] this item in terms of Section D 7.2 of the List of Committee Powers in Part 2A of the Scheme of Governance under which the following function of the Council is delegated to the Communities Committee:-

“To identify and where appropriate to make recommendations and implement improvements to the performance of services in respect of any function within its remit with reference to the relevant Performance Indicators in terms of Performance Management (provided that any changes to Council Policy will be made following appropriate consultation with Area Committees).”

Alan Wood Director Infrastructure Services

Report prepared by Alan Morris Service Development Coordinator

Dated 2 August 2021

List of Appendices




Appendix 1 Council Priorities 2020 – 2021 Communities Update June 2021



Council Priorities 2020 - 2022 Communities Update June 2021



Report Type: Actions Report






Report Author: Alan Morris




Generated on: 30 June 2021



Action Status	
	Not started, delayed
	Started; In Progress; Assigned
	Completed

Priority	Action Code	Action Title	Description	Due Date	Progress	Note	Action Status
Health and Wellbeing	ISDP 4.01	Take action to improve standards in the private rented sector.	Take action to improve standards within the private rented sector through routine compliance checks, routine advertising checks and Below Tolerable Standards Checks.	31-Mar-2022	50%	On target to exceed the 10% target of compliance and routine checks	
Health and Wellbeing	ISDP 4.02	Regulation of new energy efficiency standards in the private rented sector	Assist with regulating the new energy efficiency requirements in the private rented sector.	31-Mar-2022	0%	As a result of COVID, the Scottish Government paused the laying of regulations to set energy efficiency standards in the private sector in March 2020 with a view to reintroducing these regulations in early 2021. However, the Scottish Government have recently confirmed that the position remains the same, they have also said that	


						the commitment to improving energy efficiency in the PRS remains and standards will be brought to parliament as soon as the pandemic position allows.	
Health and Wellbeing	ISDP 4.03	Ensure compliance with Buildings (Scotland) Act 2003	In accordance with requirements contained within the Buildings Scotland Act 2003 carry out enforcement actions to ensure compliance.	31-Mar-2022	50%	The Building Standards service has met or exceeded each of its targets during 2020/21: - 98% of building warrant amendment applications were assessed for compliance with technical standards within 20 working days (target 95%) - 97% of building warrants and amendment applications were issued within 10 working days (target 90%) - 100% of potentially dangerous buildings were risk assessed within 4 hours from notification (target 100%) - 95% customer satisfaction rate (target 90%) - 8.3 national customer satisfaction rate on a scale of 1 to 10 (target to meet or exceed 7.5).	
Health and Wellbeing	ISDP 4.04	Submit statement each year to show compliance with Regulatory Framework	Submit assurance statement each year to show compliance with the new regulatory framework issued by the Scottish Regulator under the Regulatory Reform (Scotland) Act 2014	31-Mar-2022	50%	This has been completed for this year, the statement was submitted on time.	


Health and Wellbeing and Resilient Communities.	ISDP 4.05	Delivery of the Rapid Rehousing Transition Plan	Delivery of the Rapid Rehousing Transition Plan & Action Plan 2019 – 2024.	31-Mar-2022	60%	The plan is now in year 3 of 5 and is progressing very well with some excellent outcomes. Further update will were provided to communities committee in June 2021.	
Health and Wellbeing and Resilient Communities.	ISDP 4.06	Provide repairs and maintenance service to tenants	Provide an efficient and responsive repairs and maintenance service to tenants.	31-Mar-2022	25%	83% of tenants who have had repairs or maintenance carried out in last 12 months were satisfied with the repairs and maintenance service (Charter Indicator 16). 99% of tenants who had electrical testing carried out in their home in the last year were happy with the work undertaken.	
Health and Wellbeing and Resilient Communities.	ISDP 4.07	Deliver H&S improvements in relation to fire detection	Deliver programme Health and Safety improvements in relation to fire detection in council houses.	31-Mar-2022	59%	Work is on target to ensure full compliance by Feb 2022.	
Health and Wellbeing and Resilient Communities.	ISDP 4.08	Meet Energy Efficiency Standards for Scottish Social Housing (ESSH 1)	Meet the Energy Efficiency Standards for Scottish Social Housing (ESSH 1) as part of the Housing Improvement programme (HIP).	31-Mar-2022	60%	It is anticipated that once the Housing Improvement Programme is complete (currently finishing year 2 of a four year programme) that compliance will be around 80%.	
Health and Wellbeing and Resilient Communities.	ISDP 4.09	Develop and implement a programme of works for ESSH 2	Develop and implement a programme of works in relation to the Energy Efficiency Standard for Social Housing 2 (ESSH2)	31-Mar-2022	20%	Housing is working closely with Property Services to develop a programme of work that will achieve compliance with ESSH2, a draft strategy has been prepared. Property is working with Arcadis to review and provide a resource, innovation and implementation plan.	



Health and Wellbeing and Resilient Communities.	ISDP 4.10	Deliver Housing Improvement Programme (HIP)	Deliver the Housing Improvement Programmes in partnership with colleagues in Property and private contractors.	31-Mar-2022	45%	Work is progressing however progress has been impacted due to a prolonged period of stoppage due to Covid19.	
Health and Wellbeing and Resilient Communities.	ISDP 4.11	Improve Void turnaround times	Improve the time to relet vacant properties (Void turnaround)	31-Mar-2022	50%	Following void process review workshops which enabled staff to critically examine the void process and identify barriers to better performance a revised Lettable Standard was developed to provide a better balance between relet timescales and the fit for let standard. The revised lettable standard was approved by the Communities Committee in September 2020 (item 16). A revised voids procedure has now been developed and introduced. Because of the pandemic it has proven difficult to measure the full impact of the changes but following the easing of Covid restrictions there has been some indications that the new procedure is having a positive impact in reducing relet times.	
Health and Wellbeing and Resilient Communities.	ISDP 4.12	Prepare and submit Strategic Housing Investment Plan (SHIP) each year	In accordance with regulations prepare and submit a Strategic Housing Investment Plan (SHIP) to the Scottish Government each year.	31-Mar-2022	50%	The Strategic Housing Investment Plan 2021 – 2026 was approved by the Communities Committee at its meeting of 5 November 2020 (item 5). Following approval, the Plan was submitted to the Scottish Government in December in line with requirements. The SHIP sets out the investment priorities for affordable housing over a five-year period to achieve the outcomes set	

						<p>out in the Local Housing Strategy. Essentially the Ship:</p> <ul style="list-style-type: none"> • Sets out key investment priorities for affordable housing • Demonstrates how these will be delivered • Identifies the resources required to deliver these priorities • Enables involvement of key partners. 	
Health and Wellbeing and Resilient Communities.	ISDP 4.13	Deliver actions in relation to affordable housing	Deliver actions in the Local Housing Strategy 2018 – 2023 in relation to affordable housing	31-Mar-2022	30%	<p>Due to the impact of the Covid-19 pandemic the New Build Housing Programme did not progress as well as expected during 2020/21 with forecast expenditure at the end of the financial year being £6.323 million below expected. The business plan and rental strategy makes provisional allowance for the delivery of 700 units between 2020/21 and 2023/24 which will contribute to the Scottish Government's target of 50,000 new homes during this parliamentary term.</p>	
Health and Wellbeing and Resilient Communities.	ISDP 4.14	Deliver actions in relation to fuel poverty, sustainability and energy efficiency	Deliver actions in the Local Housing Strategy 2018 – 2023 in relation to fuel poverty, sustainability and energy efficiency.	31-Mar-2022	25%	<p>Aberdeenshire Council was allocated £3.2m for the 2020/21 energy efficiency programme in the private sector. As a result of Covid restrictions, the 2020/21 programme did not commence until late October 2020, was stopped in January 2021 and resumed again at the end of April 2021. The Scottish Government has extended the timeline, in which to complete all works, the end of September 2021, although it is anticipated this will</p>	



					<p>further be extended to accommodate the challenging and unprecedented times the Pandemic has resulted in. Not only have contractors had to adhere to the COVID restrictions, which has drastically slowed down the process of installing measures, but as a result of the pandemic, sourcing building materials has now become difficult for all trades across all local authority areas. Aberdeenshire Council are in regular contact with both their contractor and the Scottish Government regarding the matter and will continue to monitor the situation closely. To date we have spent £1.5m and are reasonably confident the remaining £1.7m can be spent if the anticipated extension of the timeframe is made.</p> <p>Similar restrictions have applied in the social housings sector. Nevertheless, 1,981 energy efficiency measures were installed in social sector housing during 2020/21 which included:- 393 gas boiler upgrades; 15 oil boiler upgrades; 341 Quantum Heating installs; 478 Photovoltaic systems; 93 internal wall insulation installations; 48 external wall insulation installations; 4 cavity wall insulation installations, 244 external door upgrades and 365 window upgrades.</p> <p>771 households were referred to SCARF during 2020/21 for advice</p>	
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						<p>around energy efficiency and income maximisation. The change of energy efficiency behaviour advice provided to the households contacting SCARF would generate annual savings of £87,545 and carbon savings of 264.18 (tCO₂), If the changes were adopted. 41 households were determined to benefit from supplier switching, which resulted in total savings of £5,959 (an average of £145 per household). SCARF assisted 4 households to write off debt totalling £1,792. The Warmer Homes Discount assisted 77 households with a total saving of £10,780. The Redress Fund assisted 207 households with a total savings of £15,631 (112 of these households were assisted twice).</p>	
Health and Wellbeing and Resilient Communities.	ISDP 4.15	Deliver actions in relation to independent living	Deliver actions in the Local Housing Strategy in relation to Independent living	31-Mar-2022	30%	<p>Aberdeenshire Council continues to ensure that a proportion of new build properties are fully accessible for clients with a particular need, with 27% of all affordable new build meeting this standard during 2020/21, compared to a target of 15%.</p> <p>The number of disabled adaptations completed is below target due to the restrictions implemented following COVID19 pandemic. Nevertheless, health and social care services and housing teams have worked closely to resume services and 122 adaptations in the private sector and</p>	





						50 in the Council's stock were carried out during the year.	
Health and Wellbeing and Resilient Communities.	ISDP 4.16	Deliver actions in relation to minority ethnic communities	Deliver actions in the Local Housing Strategy in relation to minority ethnic communities	31-Mar-2022	50%	<ul style="list-style-type: none"> - Upgrade works at the Gypsy/Traveller site at Greenbanks were fully completed following the return of construction activity during the summer of 2020. - Further upgrade works are ongoing at Aikey Brae to enhance digital access to services, safety and play equipment. - Aberdeenshire Council has continued to support the Syrian New Scots resettlement scheme where a total of 59 families resettled in Aberdeenshire is made up of 55 resettled via the Syrian Vulnerable Persons' Relocation Scheme and four resettled via the Resettlement of Vulnerable Children Scheme. 	
Health and Wellbeing and Resilient Communities.	ISDP 4.17	Deliver actions in relation to the private sector.	Deliver actions in the Local Housing Strategy 2018 – 2023 in relation to the private sector	31-Mar-2022	50%	<ul style="list-style-type: none"> - Both the Housing Renewal Area and Below Tolerable Standards policies have been reviewed to take account of the Local Housing Strategy action plans and impending changes to legislation regarding smoke and fire detection. We have implemented the provision of financial assistance to homeowners who are struggling with critical repairs and who meet the criteria for assistance, we have developed a process for missing shares and have successfully provided assistance to tenants within a privately owned block where owners failed to respond or pay their 	





						share. We issue a regular newsletter to landlords keeping them informed of all the legislation changes due to covid etc., we continue to develop our relationship with other council services to ensure a collaborative approach to talking repairs and maintenance in the private sector and we continue to work with colleagues in Housing Options to identify opportunities to engage with landlords and encourage them to assist with tackling homelessness.	
Health and Wellbeing and Resilient Communities.	ISDP 4.18	Provide pre-tenancy support to prospective tenants	Provide pre-tenancy support to new tenants in advance of them taking up their tenancy.	31-Mar-2022	50%	Improvement Project completed, however, to be revisited in conjunction with Tenancy Services redesign.	
Health and Wellbeing and Resilient Communities.	ISDP 4.19	Provide outreach support to help prevent homelessness	Provide out-reach housing support to meet the needs of people who require help to prevent homelessness and keep people living independently in their tenancies.	31-Mar-2022	50%	A number of actions to prevent homelessness were undertaken during the year:- <ul style="list-style-type: none"> • We have continued to monitor the effectiveness of the Care Leavers Housing Protocol and input to the operation of the Youth Housing Forum to ensure no young person presented as homeless direct from care. • We have been actively involved in the Corporate Parenting Group and multi-agency work to develop a holistic approach to family support based on The Promise and implementing the recommendations of the Independent Care Review 	

					<ul style="list-style-type: none">• We represented the North & Islands Housing Options Hub as members of the A Way Home Scotland coalition to end youth homelessness and the development of the Youth Homeless Prevention Pathway.• We recruited a Housing Officer (mediation) to work directly with young people and their families to resolve conflict and prevent homelessness, to develop and share resources promoting youth homeless prevention activities and to provide a point of contact between education settings and housing.• Homeless presentations from those aged 16/17yrs were reduced from 67 to 43 during 2020/21• LGBTQ+ silver charter work undertaken in recognition of the high number of young people who identify as LGBTQ+ that are impacted by homelessness. Awarded in March 2021 and resulted in increased awareness and commitment to mandatory training for all housing staff.• Continued joint working and communication with Community Justice Social Work, Scottish Prison Service and social landlords to ensure that accommodation and support was available to prisoners on release (SHORE) or to retain existing properties where possible. Measures put in place to access accommodation taking account of	
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						<p>Covid restrictions. Early release programme dealt with effectively.</p> <ul style="list-style-type: none"> Continued to facilitate access to Homeless Prevention Fund to promote flexible and innovative responses to resolve homelessness or threat of homelessness Identified pathway for survivors of domestic abuse to access accommodation and support in partnership with Grampian Women's Aid and Fear Free and ensured that these services continued to be accessible despite lockdown or restrictions to previous service delivery methods. 	
Health and Wellbeing and Resilient Communities.	ISDP 4.20	Provide support to people who run into rent arrears to manage debt	Provide support to people who run into rent arrears to manage their debt and pay back the arrears once they are able	31-Mar-2022	50%	<p>Successful implementation of a revised approach to rent arrears throughout the Covid 19 pandemic leading to sector leading performance in rent management in a 'no- eviction' environment. Proactive approach to Rent Strategy adopted through the creation of a Rent Strategy Member Officer Working Group focusing on rent affordability.</p>	
Health and Wellbeing and Resilient Communities.	ISDP 4.21	Community Safety - supporting tenants affected by criminal and anti-social behaviour	Improve links with individual communities and with Community Safety Partners and others to ensure that a comprehensive and coordinated approach is offered to tenants, particularly when criminal and anti-social activities are involved.	31-Mar-2022	75%	<p>Successful relaunch of Community Safety Hub and Tactical Groups together with the development of a Community Safety Strategy leading to positive outcomes in joint initiatives.</p>	

Health and Wellbeing and Resilient Communities.	ISDP 4.22	Actions to empower tenants and users to have a say in delivery of services.	Empowering tenants and service users to have a real say in delivery of services. Carry out a tenant satisfaction survey using a telephone-based model to allow greater engagement with tenants and explore the reasons for their dissatisfaction.	31-Mar-2022	50%	Despite significant delays in progressing Actions arising from the Tenant Participation Strategy as a result of Covid 19 pandemic, positive developments in tenant engagement and digital enablement reported.	
Health and Wellbeing and Resilient Communities.	ISDP 6.01	Scottish Housing Regulator	Carry out a self-assessment of performance against the criteria set out by the Scottish Housing Regulator. Present to Communities Committee to be signed off then forward to the Scottish Housing Regulator.	31-Mar-2022	50%	The annual assurance statement was presented to the Communities Committee for approval on the 5 th November 2020 (item 9) before being sent to the Scottish Housing Regulator. The statement assessed how well the Council was performing against the 16 outcomes required by the Regulator and against its legal and statutory obligations. Where the Council was falling below expectations the statement provided a brief explanation of the action being taken to rectify this. The statement was approved by the Regulator in December.	
Health and Wellbeing and Resilient Communities.	ISDP 6.02	Procure and implement repairs and maintenance on-line reporting system.	Repairs and Maintenance – procure and implement an on-line repairs system for tenants to report repairs.	31-Mar-2022	50%	Work is progressing with the development and implementation of the NPS Housing on-line Portal. Phase 1 of the system was successfully launched at the beginning of April. The repairs tracking module and the ability for the customer to request a new repair using an advanced graphical front-end (Interfinder) will be launched as part of Phase 2, currently scheduled for July 2021.	

Health and Wellbeing and Resilient Communities.	ISDP 6.03	Implement choice-based letting	Implement the revised allocations policy based around Choice Based Letting	31-Mar-2022	90%	System is built and will be implemented in June 2021.	
Health and Wellbeing and Resilient Communities.	ISDP 6.04	Implement Housing On-Line system	Implement new on-line housing application system to replace Apply-4-Homes. As part of the project develop a housing options loading page to enable applicants to access lists and apply for Housing with all relevant landlords in the North East.	31-Mar-2022	100%	New system implemented and went live April 2021.	
Health and Wellbeing and Resilient Communities.	ISDP 6.05	Consider long-term rent strategy and review business plan	Set up an officer-member working group to consider the longer-term rent strategy in the light of the Covid pandemic. Consider outcomes as part of the regular review of the 30-year business plan	31-Mar-2022	50%	Successful outcome in respect of work undertaken by the Rent Strategy Member Officer Working Group leading to a revised rent strategy for 201/2022. The RSMOWG has reconvened to consider rent strategy for 2022/23. HRA Business Plan Review Report completed by Arneil Johnston Consultants completed and will be considered by Committee in June 2021.	
Health and Wellbeing and Resilient Communities.	ISDP 6.06	Implement review of Sheltered Housing	Consult on an implement the review of Sheltered Housing. Continue to review the balance of sheltered housing and very sheltered housing.	31-Mar-2022	50%	Staffing element of Sheltered Housing Review completed in 2021 with new methods of staff engagement delivered during pandemic conditions. Significant delays experienced in progressing review of Assets and other aspects of the review due to the disproportionate impact of the Covid 19 pandemic on Sheltered Housing.	

Health and Wellbeing and Resilient Communities.	ISDP 6.07	Consult on proposed changes to Housing management structure and implement	Consult on the proposed changes to the management arrangements within Housing and implement new structure.	31-Mar-2022	75%	Changes all agreed and will be fully implemented by Oct 2021(Options)	
Health and Wellbeing and Resilient Communities.	ISDP 6.08	Building Standards Customer Services accreditation	Prepare for and undergo independent audit assessment as part of the Customer Services Accreditation. This Standard tests Building Standards against 57 components with a particular focus on delivery, timeliness, information and professionalism.	31-Mar-2022	50%	The Building Standards Team have retained their Customer Services Accreditation. To be recognised as achieving the Customer Service Excellence quality mark, the team had to be assessed against the requirements of the Customer Service Excellence standard by an external assessor (SG UK Ltd).	
Health and Wellbeing and Resilient Communities.	ISDP 6.09	Benchmark the Housing Service, develop and implement improvement actions as a result	Take part in annual benchmarking exercises through Scottish Housing Network and Housemark. Develop actions to address areas of improvement identified through the benchmarking. Monitor and report on progress with the improvement actions to committee every six months.	31-Mar-2022	50%	The Housing Service provided data to the two benchmarking organisations (the Scottish Housing Network and Housemark) during the year and issues identified, along with improvements identified through the Annual Return on Charter were incorporated into the Housing Action Plan. Progress with this Action Plan is reported to Committee every six months, the last time was in February 2021.	
Health and Wellbeing and Resilient Communities.	ISDP 6.10	Undertake annual self-assessment using HGIOS	Take part in annual self-assessment using HGIOS or other appropriate methodology to identify areas for improvement. Agree actions to address identified issues and monitor progress with actions on a regular basis.	31-Mar-2022	10%	As part of the IS Modernisation Programme there is a project to develop a continuous framework for Infrastructure Services building on the structure for in place for Housing. A key element of the framework is self-assessment. Continuous Improvement Champions have been identified for the service and these will lead the	

						self-assessment process. It is proposed to undertake the self-assessment in the autumn with outcomes being reported back to the Housing Continuous Improvement Group for approval and implementation.	
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