

Aberdeenshire Council

Why we are engaging with Aberdeenshire Council (Aberdeenshire)

We are engaging with Aberdeenshire about its **service quality, services for people who are homeless and site for Gypsy/Travellers.**

To assess the risk to social landlord services we have reviewed and compared the 2017/18 performance of all social landlords to identify the weakest performing landlords.

Aberdeenshire is in the bottom quartile for all social landlords in relation to:

- overall satisfaction;
- percentage of tenants who feel the landlord is good at keeping them informed about services and decisions;
- satisfaction with opportunities to participate in landlord's decision-making;
- satisfaction with the quality of home;
- hours to complete emergency repairs;
- gas safety; and
- average days to re-let properties.

To assess the risks to people who are homeless we have reviewed and compared the data for all councils from the Scottish Government's 2017/18 national homelessness statistics and the Annual Returns on the Charter. From this we identified areas where we require further information from Aberdeenshire:

- how people access the service: in Housing Options cases the low percentage of people Aberdeenshire recorded as presenting for homelessness reasons for whom the council completed homelessness application;
- Aberdeenshire's assessment of homelessness applications: the percentage it assessed as intentionally homeless is above the Scottish average; and
- outcomes for people who are homeless:
 - the relatively high number of people waiting for more than one year for an outcome; and
 - the percentage of its lets that Aberdeenshire made to people it assessed as unintentionally homeless is below the Scottish average.

Aberdeenshire does not expect to comply with the Scottish Government's minimum standards for its Gypsy/Traveller site until December 2019. The deadline for compliance was June 2018.

What Aberdeenshire must do

Aberdeenshire must:

- provide us with the information we require in relation to its homelessness service; and
- provide us with an action plan for achieving full compliance with the minimum standards for Gypsy/Traveller sites by June 2019.

What we will do

We will:

- review Aberdeenshire's service quality when we receive its Annual Return on the Charter and engage with it as necessary;
- review the information we require from Aberdeenshire and meet with it to discuss its homelessness service;
- review our engagement with Aberdeenshire when it has finalised its Rapid Rehousing Transition Plan;
- review Aberdeenshire's action plan and monitor its delivery of the minimum standards for Gypsy/Traveller sites; and
- review Aberdeenshire's progress with the Energy Efficiency Standard for Social Housing (ESSH) when we review the performance of all landlords as part of our annual risk assessment. The deadline for compliance is December 2020 and currently 44% of Aberdeenshire's homes are compliant.

Regulatory returns

Aberdeenshire must provide us with the following annual regulatory returns:

- Annual Assurance Statement;
- Annual Return on the Charter; and
- the return on the Energy Efficiency Standard for Social Housing.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.



[Read more about Aberdeenshire Council >](#)

Our lead officer for Aberdeenshire Council is:

Name: Kirsty Anderson, Regulation Manager
Address: Buchanan House, 58 Port Dundas Road, Glasgow, G4 0HF
Telephone: 0141 242 5547
Email: Kirsty.anderson@scottishhousingregulator.gsi.gov.uk