

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 its **site for Gypsy/Travellers**.

In April 2019, we identified a number of areas where Aberdeenshire was in the bottom quartile for service quality. We subsequently reviewed its performance in the most recent ARC return received at the end of May 2019 and discussed this with Aberdeenshire. In two areas – gas safety and emergency repairs - Aberdeenshire had improved its performance. In the other areas Aberdeenshire gave us assurance that it was taking steps to make improvements in the areas we previously identified.

To assess the risks to people who are homeless, we 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. We then updated this using the 2018/19 national homelessness statistics and discussed this with Aberdeenshire. Aberdeenshire has improved the percentage it assessed as intentionally homeless and the percentage of its lets that it made to people it assessed as unintentionally homeless. We also required further information on the following areas and have noted Aberdeenshire's response below:

- how people access the service: in Housing Options cases, Aberdeenshire had reported a low percentage of people it recorded as presenting for homelessness reasons for whom it completed homelessness application. Aberdeenshire has reviewed its processes and recording and is developing guidance to help it achieve a consistent approach; and
- outcomes for people who are homeless: Aberdeenshire had reported a relatively high number of people waiting for more than one year for an outcome. Aberdeenshire has told us it is focussed on improving this area and anticipates that the implementation of its Rapid Re-housing Transition Plan will address this issue.

Aberdeenshire does not comply with the Scottish Government's minimum standards for its Gypsy/Traveller site at Greenbanks. The deadline for compliance was June 2018. We asked for an action plan for achieving full compliance with the minimum standards by June 2019 and Aberdeenshire provided this, telling us it was on track to meet the minimum standards by December 2019. It has since told us it will now not meet the minimum standards until April 2020.

What Aberdeenshire must do

Aberdeenshire must:

- continue to provide us with monthly reports on its progress in meeting the minimum standards for its Gypsy/Travellers site at Greenbanks and confirm that the site complies with the standards by April 2020.

What we will do

We will:

- review Aberdeenshire's performance in relation to the outcomes for people who are homeless and engage with it as necessary; and
- continue to monitor Aberdeenshire's progress in delivering the minimum standards for its Gypsy/Traveller site at Greenbanks and review our regulatory engagement in light of its progress.

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>](#)

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