

Housing and Social Work Service Report

1. Introduction

This is the Housing and Social Work Service report for April 2009 to March 2010. The service report is a strategic document intended for:

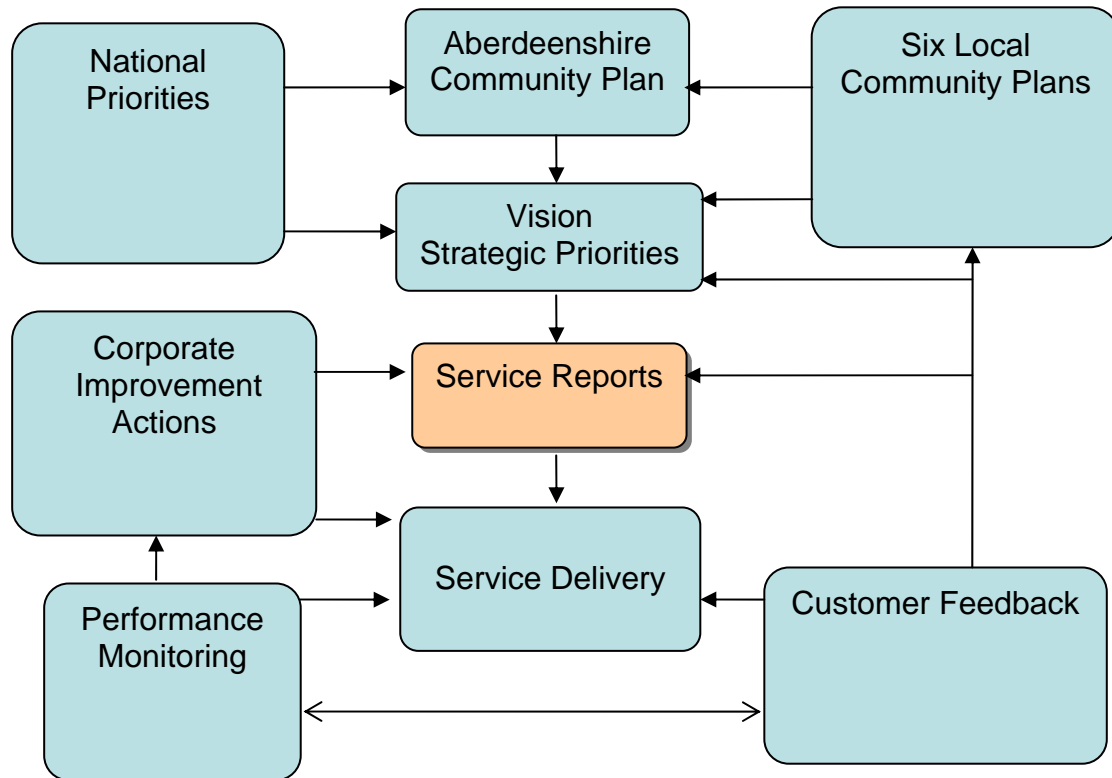
- a. Social Work and Housing Committee
- b. Housing and Social Work Management Team
- c. Housing and Social Work key stakeholders and partners.

Further information relating to the Social Work and Housing Service can be found on the Aberdeenshire Council Website:

<http://www.aberdeenshire.gov.uk>

2. Setting the Scene

This report forms part of the strategic plans framework that allows services and the council as a whole to monitor and report on progress towards the achievement of the council's longer term vision and strategy.



The focus of this report is service performance and service level contributions to strategic and corporate plans.

The report includes an overview of service performance during the previous year and a summary of the service's priorities and anticipated challenges for the forthcoming year. The report also includes detailed information on service responsibilities and agreed action to ensure the delivery of the following council plans:

- Strategic Priorities
- Best Value Audit Improvement Plan
- Social Work Inspection Agency Action Plan
- Her Majesty's Inspectorate of Education Action Plan

- Scottish Housing Regulator Action Plan
- The Employee Survey and Stress Survey Improvement Plan
- The Residents Survey Improvement Plan
- Aim Action Plan
- The Tenants Survey and Action Plan
- Northern Community Justice Authority Action Plan
- Local Housing Partnership Strategic Action Plan
- Health and Community Care Strategic Action Plan
- Integrated Children's Services Action plan
- Equalities Action Plans

In most cases the actions listed will form part of longer-term programmes.

In addition the service report includes actions that the service will be undertaking during 2009/10 to contribute to the delivery of the local outcomes contained within the Single Outcome Agreement.

The service report does not include detailed planning and performance information relating to all activity within the service. The service produces a number of other strategic plans, such as (*provide examples*), which are reported to Committee under separate cover. The service also produces detailed operational plans monitored by the service management team and which are also available to councillors on request.

3. Our Vision, Values and Aims

The Housing and Social Work Service vision is:

Housing, Supporting and Caring – the very best of Scotland

The Housing and Social Work service makes an important contribution to the following corporate strategic priorities:

Community Wellbeing

- Enhancing community safety
- Delivering services for children, young people and adults
- Delivering health and care
- Providing quality housing services
- Community engagement
- Promoting inclusiveness

Lifelong learning

- Improving early years opportunities,
- Improving achievement for all
- Improving access to leisure and cultural activities

Sustainable Environment

- Achieving sustainable communities

Developing Our Partnerships

- Developing community planning
- Working in partnership
- Exploring the potential for shared services

Corporate Improvement

- Efficiency
- Better outcomes for service users
- Customer service
- Communication
- Managing resources

4. How are we doing?

This section provides a high level statement of service performance during 2008/09. More detailed information relating to service performance can be found in the following documents:

- Social Work Inspection Agency Report
<http://www.swia.gov.uk/swia/files/Performance%20Inspection%20of%20Social%20Work%20Services%20Aberdeenshire%20Council%20Report%20-%20November%202006.pdf>
- Care Commission Reports
<http://www.carecommission.com>
- HMIE Report
<http://www.hmie.gov.uk/documents/services/SFCAberdeenshire.pdf>
- Scottish Housing Regulator Report
www.scottishhousingregulator.gov.uk
- Northern Community Justice Authority Action Plan 2009-2010
<http://www.northerncja.org.uk/Site/Plans.asp>
- Statutory Performance Indicators
http://www.aberdeenshire.gov.uk/about/SPIs_for_publication_2007-08.pdf

4.1 Achievements in 2008/9

The major achievements of the service during 2008/09 were:

4.1.1 Community Wellbeing

- Strategic Planning - Development of a systematic and standardised strategic planning approach across the service, with development of four high level management and governance groups: Local Housing Strategic Partnership, Health and Community Care Strategic Partnership, Children's Joint Management Group and the Criminal Justice Strategic Partnership. Strategic Outcome Groups established eg. Older People, Looked After Children, Homelessness, Youth Justice
- Adult Support and Protection - Implementation of the Adult Support and Protection Act 2007 including the establishment of an Aberdeenshire Adult Protection Network, Aberdeenshire Adult Support and Protection Committee
- Domestic and Gender based Abuse services –specialist team established and providing service across Aberdeenshire. A perpetrators programme developed and delivered. Multi Agency group meet regularly to provide strategic direction for this work across agencies.
- Equalities – extensive work progressed in meeting the actions identified in the Disability Equalities Scheme, Race Equality Scheme and Gender Equality Scheme
- Commissioning – Commissioning group established to support services by commissioning high quality affordable care from the independent and voluntary sector
- Telecare – Telecare pilot project completed, report published and further work, based on findings, now being progressed
- Physical Disability – Establishment of a Strategic Outcome Group to develop strategic direction of provision for this care group including people affected by sensory impairment
- Brain Injury – Establishment of the Grampian Brain Injury Managed Care Network and the Aberdeenshire Managed Care Network and hosted a Brain Injury Seminar November 2008

- Carers – Carers Centre opened in Stonehaven. Carers Strategic Outcomes Group established
- Mental Health – Peer Support work and an acute in-patient forum set up. Extensive training delivered to staff in suicide prevention. ‘Mindspace’ (Arts in Mental Health) projects established in North and Central Aberdeenshire. Development of a 4 bed resettlement resource in Peterhead.
- Substance Misuse – Strategy Routes to Recovery 2009 – 2012 launched. Establishment of Family Support groups. Pilot projects established for scoping in Alcohol related brain damage and employability. Establishment of recovery focussed groups in partnership with Mental Health Services
- Learning Disabilities – Autism Strategy completed and service development plan underway for delivering specialist autism services at Harlaw. Adult Placement Scheme established. Resources for people with complex needs opened in Stonehaven and Ellon.
- Older People – Strategic Outcome Group established. Care Homes and Home Care reviews undertaken and modernisation plans developed, including the development of a ‘blue print’ for future high quality Care Home development
- Dementia Services - Strategic Outcome Sub group established and work is progressing in producing a strategy.
- Occupational Therapy – Funding secured for the development of Joint Equipment Store. Work commenced and will be complete Nov 09
- Children’s Services – National Policy approach ‘Getting it Right for Every Child’ implemented in Aberdeenshire. This approach underpins joint working to ensure children get the help they need when they need it and that the best possible outcomes are achieved for our young people. The Integrated assessment framework to underpin multi agency working has been rolled out across Aberdeenshire. The HMIE Inspection reported on the general good quality of service provision for children in Aberdeenshire.
- Children with substance misusing parents – ‘Getting Our Priorities Right’ has been implemented across Aberdeenshire
- Child Protection – Grampian Data Sharing partnership electronic messaging to alert agencies to concerns is being developed.
- Looked after Young People - The corporate parenting policy ‘These are our Bairns’ implemented with a focus on developing a children’s rights culture in Aberdeenshire. A review of ‘Throughcare’ and

'Aftercare' has led to improved multi agency working to achieve the best outcomes for looked after children in Aberdeenshire

- Fostering Services – Implementation of a revised fostering payment scheme to support foster parents and improve recruitment and retention
- Kinship Care - A Kinship Care policy has been developed and agreed in line with national policy
- Plans have been agreed for a new residential Children's home in Aberdeenshire
- Youth Justice – Strategy group working to implement national policy document 'Reducing Offending by Young People' 2008 and the low numbers of young people who are persistent offenders or exhibiting anti social behaviour, demonstrates the success of partnership working in this area.
- Criminal Justice social work – Implementation of the Northern Criminal Justice authority area plan
- Housing – The Housing Regulator has reported that a high standard of Housing Service is being achieved in Aberdeenshire (November 2008). Work is on target to exceed the requirements of the Scottish Housing Quality Standard (to be achieved 2015).
- Housing provision - surveys reported a very positive view of services provided by Aberdeenshire Council Housing Service. A tenants incentive scheme has been approved which is one of a number of measures which will help reduce voids and maximise the use of this limited but much sought resource in Aberdeenshire. A Landlord Accreditation Scheme has been successfully launched.
- Homelessness - A 'Temporary Accommodation Action Plan' has been put in place to achieve the 2012 Homelessness Target. Strategic direction has been agreed and action plan in place
- Housing Support – establishment of a service to provide support to vulnerable people living in their own homes to prevent admission to care where people have expressed a wish to remain in their own homes for as long as possible

4.1.5 Developing our Partnerships

A considerable amount of work has been undertaken in the Service to develop partnerships with the public, private and third sector in recognition of the added value this can bring to service provision, client experience, efficiencies, improving practice, and capacity enhancement. This can

present challenges in culture, planning and governance but the benefits of developing this approach are considerable. The following is a list of the main partnerships where the service has a key or lead role:

- North East of Scotland Child Protection Committee - development of Partnership working in Child Protection
- Health and Community Care Strategic Partnership – new structure established for partnership working in Community Care enhancing Local Authority , Health Board and Third Sector joint working
- Integrated Children’s Services Plan - Joint Management Group
- Multi Agency Adult Protection Committee established and led by Aberdeenshire Council
- Northern Criminal Justice Authority – partnership working to achieve safer communities by reducing re-offending and improving the management of offenders.
- Multi Agency Public Protection Arrangement – The Criminal Justice service works in partnership with Police, Scottish Prison Service and other relevant agencies in managing the risk of high risk sex offenders
- Aberdeenshire Gender Based Abuse Partnership - Multi Agency working on gender based abuse extended and now involving a wider section of the Voluntary sector along with Aberdeenshire, Police and Health joint working
- Grampian Gender Based Abuse Training Consortium - continues to work cross authority and agency to develop awareness and response training.
- Grampian Data Sharing Partnership established to promote data sharing across social care, child protection, education and health continues to make progress and is led by the service
- Aberdeenshire Alcohol and Drugs Action Team ‘Routes to Recovery 2009 – 2012’ launched.
- Aberdeenshire Local Housing Strategic Partnership – developing strategic direction of Housing provision in Aberdeenshire
- Housing Strategic Partnership – cross authority partnership established to deliver housing need and demand assessment which will inform Housing Strategic Plans and Local Plans in Aberdeenshire City and Aberdeenshire

4.1.6 Corporate Improvement

- Workload management system implemented across social work service
- Children's social work teams have implemented a self evaluation performance improvement system – How Good is Our Team
- Asset management of Housing and Social Work Service delivery buildings program has started with improvements being achieved through office rationalisation and flexible working
- Technological equipment improvement programme has been agreed and launched to ensure service staff can work more flexibly and efficiently in service delivery

4.2 Performance and Improvement

4.2.1 Performance

The Council's performance management framework brings together the activities that contribute to continuous improvement. Links between this plan, which is one element of the framework, and the Council's strategic priorities have been highlighted. The plan is reviewed annually, with progress on the actions plan being reported to the Social Work and Housing Committee twice a year. The service uses all the elements of the performance management framework as follows:

- A cross section of staff carry out an annual assessment using the Aberdeenshire Improvement Model, which is the corporate EFQM-based approach
- Best Value reviews are carried out when specific criteria are triggered
- Peer reviews take place regularly, for example the peer review of tenant participation, and contribution to the national peer review of free personal care
- External audit and inspection includes, for example the SWIA inspection referred to elsewhere in this plan, and the child protection inspection. Progress is reported annually to Committee. An action plan that will be prepared to address the recommendations of the housing inspection will be similarly reported
- Scrutiny and audit activities include the annual internal audit plan and the investigation that the Scrutiny and Audit Committee intends to carry out to identify whether the Council could supply more services like care homes and homecare in-house rather than being outsourced

- Kaizen Blitz events are planned and run in line with Service priorities. Outcomes and progress are available on the Council's Intranet site.
- Performance indicators are monitored and reported quarterly. Housing is a member of a national network for sharing and comparing performance-related housing information
- The Accounts Commission publishes nationally-comparable data relating to adult social work, children's services and housing
- Risk management arrangements include the corporate and service risk registers
- Stakeholder views, collected as part of tenants' participation work and through other service specific consultations, make an essential contribution to service planning and development
- The Council's employee development and review scheme provides eligible employees with an annual opportunity to review their work and training and development needs within a structured framework

Performance information is published in various media including the Council's website, through public performance reporting, in tenants' newsletters and on display in main offices. Methods of providing feedback for those who use housing services have been recently introduced, including questionnaires and surveys.

4.2.2 Improvement

Service standards have been introduced as follows:

Social Work

- Home care assessments will be completed within 1 week
- Home care service will be provided within 2 weeks of referral
- Top priority referrals for occupational therapy services will be assessed within 2 weeks
- Occupational therapy equipment will be delivered within 2 weeks of assessment, unless requiring to be ordered specially
- Initial care management assessments will be made within 3 weeks of referral
- A care plan will be prepared within 1 week of the care management assessment and the package of care will begin within a further 2 weeks unless there is a waiting list for that service
- People placed on probation will be interviewed within 7 days of sentence

Housing

- Contract conditions set completion targets.
- Materials used comply with all BS standards set out in preliminaries.
- Workmanship complies with general standards set out in preambles.
- Performance on completion of work is monitored (controlled by confirmation data).
- Completion confirmation slip is signed and dated by the customer.

Kaizen Blitz, a process improvement tool, is well embedded in Housing and Social Work and is used regularly to improve critical business issues. In 2008 Kaizen Blitz was used to:

- Improve the Housing Voids process
- Design the processes around Housing Repairs calls transferring to the Customer Contact Centre
- Streamline the Strategic Planning process
- Develop the processes of delivering and uplifting equipment for the Joint Equipment Service in preparation for the opening of the new Joint Equipment Centre
- Reduce the inaccuracy and streamline the process of invoicing for homeless bed and breakfast charges.

In August 2008 work began to pilot a team based continuous improvement model called Kaizen for Daily Improvement with the aim of bringing Kaizen methodology into the operational team environment.

Consultation and learning from customer feedback

Social Work

Widespread public consultation is an important part of the planning process. Consultation may be through public meetings, road-shows, focus groups, local forums and by direct involvement on strategy and other working groups. Work is underway to identify more innovative ways of consultation, particularly with older people and people with learning disabilities. There is increasing recognition of the need to use modern technology particularly with hard to reach groups such as young people

There is increasing recognition of the importance of focusing on the outcomes of services for people who use them and whether they are achieving better results. As a first step, a local improvement target has been set to monitor the level of satisfaction of users and carers with the services they receive as a result of single shared assessment. A simple postal questionnaire for self-completion is now in use for twice yearly surveys.

Housing

Housing operates a customer satisfaction/complaints procedure on works carried out by both housing repairs and external contractors. Customer consultation on the design and operation of the satisfaction/complaints scheme has been integral to its development

Aberdeenshire Council has an approved strategy on tenant participation. Representatives from the tenant associations in Aberdeenshire and Housing Officers meet regularly to discuss issues affecting the development of the housing service. All continuous improvement initiatives undertaken by the housing service have involved stakeholders, primarily tenants. Tenants are

consulted on other changes to the housing service such as changes to the way rents are to be set. The housing service also has a series of tenant function groups, which enable tenant representatives to be consulted and have input not only to procedural changes in the housing service but also work involving policy implementation. These groups cover estates, housing options, repairs, finance and strategic development. It is intended to widen the way in which the service consults both tenants and other customers through the development of newsletters, public meetings and seminars and through surveys and consultative panels.

5. Looking Forward

5.1 Service Priorities

The Housing and Social Work service is working to deliver the Council's Strategic Priorities and the local outcomes contained within the Aberdeenshire Single Outcome Agreement. In addition, following analysis of external requirements, national and local priorities, service performance and customer feedback, the service has identified a number of priorities for 2009/10. These are:

- Supporting children in need and their families in order to prevent where possible family breakdown and to promote life chances
- Ensuring children looked after by the authority are provided with safe and effective care for the duration of childhood and are provided with maximum life chances (stability, education, health, social care) into young adulthood
- Ensuring children are protected from emotional, physical and sexual abuse and neglect
- Ensuring children and families with specific needs arising from disability or a health condition have their assessed needs adequately met and reviewed
- To provide statutory services to the Children's Hearings system
- Providing statutory services to Court
- Providing statutory supervision as a result of court disposal
- Providing statutory and non-statutory support to young offenders/potential offenders
- Meeting housing needs through the delivery of new affordable housing
- Managing the stock of housing property, maintaining and improving its condition

- Identifying and assessing the housing situation of people who present as homeless and providing suitable temporary accommodation or enabling access to permanent accommodation
- Improve time taken by the Council to re-let properties
- Managing council housing rent including collection and arrears management
- Delivering statutory responsibilities in terms of The Housing (Scotland) Act 2006. In particular, meeting the needs of Older People and those with a disability.
- Identifying adults eligible for support, assessing their needs consistently and reviewing care packages to ensure continued appropriateness and effectiveness
- Implement and promote measures to support and protect adults at risk of harm through the Adult Support and Protection Act
- Planning, commissioning/purchasing and monitoring appropriate and effective care packages which respect dignity and enable individuals to live safely within the community
- Enabling, where possible, those individuals assessed as requiring social care support who are of working age to have their capacity to take up, remain in or return to employment maximised
- Working in partnership with NHS and others to avoid unnecessary hospital admission and delayed/inappropriate discharge
- Supporting informal carers who provide regular and substantial care enabling them to continue to care for as long as they/the cared for person wish and where appropriate maximising their capacity to take up/remain in or return to employment

5.2 Service Challenges

Over the next five years the service will need to plan and prepare to effectively meet the following challenges:

5.2.1 Changing Demographics

The population of Aberdeenshire represents 4.6% of Scotland's total, standing at 236,260 (2006), a 1.2% rise since 2005 and a rise of over 50% since 1971. By 2031, the population is projected to increase by 19% (GROS 2008). The number of children is expected to remain stable and the working age population will increase by 8%. The greatest change is in the number of

people of pensionable age. While this section of the population (currently 60 years for women and 65 years for men) is projected to increase across the whole of Scotland, Aberdeenshire has the largest projected increase of 76%

% Change in population of older people from 2010 - 2024			
Aberdeenshire	Age	2010	2024
South	65-74	10.9	68.4
	75-84	7.5	92.6
	85	15.0	109.1
Central	65-74	10.5	64.6
	75-84	5.8	75.4
	85	13.7	94.6
North	65-74	8.5	48.2
	75-84	3.9	58.6
	85	12.0	80.2

Source: NHS Grampian - Aberdeenshire CHP Population History & Projections
based on GRO 2004-based projections

These population changes will have important strategic implications for services. Demands on resources, particularly finance and on the Council's ability to recruit and retain employees, will be considerable. The housing and social work service will continue to work closely with partners, especially the NHS, to find shared solutions, and to work as efficiently as possible. Residents will be fully consulted and engaged in planning, not least to ensure that these plans are sustainable.

5.2.2 Shifting the Balance of Care

Community care policy has for many years focussed on ensuring that people receive the care they need in their own homes, or as near to their own community as possible. Recent work has identified that there are still considerable numbers of people who are being cared for in hospital settings when their needs could be better met in the community. The planned closure of long-stay hospital beds for frail older people, the closure of two local hospitals and a number of Council care homes and the provision of more homely accommodation and care for those with continuing care needs is underway. Making changes to traditional patterns of care requires careful consultation with all stakeholders. While these changes should foster many opportunities for greater social inclusion, there are cost implications in terms of time and money. The lead-in time for planning significant change, and the support required during and after implementation, is considerable. Changes to accommodation and care, for example for people with learning disabilities, have opened up new opportunities such greater access to education, training

and employment. These opportunities are being actively explored and new models of support are being put in place. Shifting the balance of care will therefore remain a priority for the service for some considerable time.

5.2.3 Focussing on preventative approaches

Housing and social work has always had a vital role to play in supporting the most vulnerable people in society and providing for their needs. While this continues to be at the centre of what the service does, there is increasing recognition that a greater emphasis on preventing problems, whether they are primarily to do with health, or related to acquired or lifelong disability, or whether they are intrinsic to communities, is now essential. So promoting independence, resilience and recovery is important to the future direction of the service and to the wellbeing of Aberdeenshire residents.

Getting It Right For Every Child (GIRFEC) policy has driven working with universal services and partner agencies to ensure early identification and appropriate support to children and young people when they need it.

5.2.4 Risk management

Competent risk management is an essential element of effective work with vulnerable people of all ages. Public perceptions and tolerance of risk are changing, and the influence of the media is clear. The service works hard to gain the trust of residents and partners in service delivery through being open and honest about how the different kinds of risk are identified and managed.

Child Protection Work is supported through service participation and contribution to the North East Scotland Child Protection Committee that brings agencies together to collectively identify and commission inter-agency activity with respect to protecting children and young people.

An Adult Support and Protection Committee has been established to support interagency activity in identifying and supporting adults at risk of harm or abuse.

Criminal Justice works in partnership with police in undertaking joint risk assessment of high risk sex offenders and the promotion of community safety.

5.2.5 Legislative and national policy changes

The Scottish Government has recently introduced a considerable number of pieces of legislation that apply to the service. Examples include Adoption and Children (Scotland), Review of the Children's Hearing System, Adult Support and Protection (Scotland), Protection of Vulnerable Groups (Scotland), The Housing (Scotland) Act and Protecting Scotland's Communities – Fair, Fast and Flexible Justice which introduces a new community sentencing structure. These and other pieces of legislation place continuing demands on the service to review, consider the implications for local policy, and if necessary amend what is planned.

The key service wide policy driver which the service must implement is 'Changing Lives'- Report of the 21st Century Social Work Review. This document sets out the future direction of social work services with an emphasis on; Service development, leadership and management, workforce development, practice governance and performance improvement.

5.2.6 Housing and Homelessness

The provision of sufficient high quality housing is a national issue. As an indication of the importance that the Scottish Government places on housing as a major contributor to a successful Scotland it has published a discussion paper on the future of housing policy in Scotland called Firm Foundations. It sets out wide-ranging proposals for housing. Its main points include:

- A proposal for a target of 35,000 new dwellings per annum by the middle of the next decade
- The provision of new/ more guidance on local housing strategies, housing needs assessment and housing market analysis
- Facilitating faster release of new land supply for the development of housing
- The (previously announced) abolition of Communities Scotland
- New methods of assistance for first time buyers,
- Increased use of the private rented sector to meet need and re-house homeless people
- Renewed emphasis on empty homes initiatives
- Radical (but not fully specified) changes to social rented sector subsidy, mechanisms, which will include lead developers
- A more active role for registered social landlords in the promotion of mixed communities, including enhanced provision of mid market rented accommodation
- Changes to 'right to buy'
- Support for local authorities as providers of new social rented accommodation

Under the new Rural Homes for Rent scheme, rural landowners across Scotland, including community buyout groups, will be able to apply for housing grants to help them build new affordable homes for rent on their land. The aim of the scheme is to deliver around 100 new affordable homes for rent by 2011

The planning guidance SPP3 "Planning for Housing", revised by the Scottish Government in 2008, sets out Scottish Government policy on the identification of housing requirements, the provision of land for housing and the delivery of homes through the planning system. It will provide policy guidance on the identification of housing need and demand and allocation of a generous supply of land to meet identified housing requirements across all tenures.

The Scottish Executive has introduced the Scottish Housing Quality Standard. To meet the standard a house must be compliant with the tolerable standard, free from serious disrepair, energy efficient, provided with modern facilities

and services, and healthy, safe and secure. All landlords are required to meet the Quality Standard by 2015. Aberdeenshire Council's response is set out in its Standard Delivery Plan 2005-2015.

Perhaps the most significant challenge for Housing is the Government target to provide settled accommodation for all homeless households by 2012. This is being addressed in the Homelessness Strategy.

5.3 Service Resources

At 31 March 2008 Housing & Social Work employed 2,193 WTE staff (excluding relief staff). The Housing Service employed 193 staff based in Housing Area Offices, 130 in Housing Repairs and 130 in Sheltered Housing and Homeless Units. Within Social Work, 507 staff are based in offices; 291 in Residential Care; 279 in Day Care and 535 in Home Care. 128 Support Services and Information staff based in offices and other settings throughout Aberdeenshire make up the staffing complement.

Housing and Social Work prepares an annual training plan, as defined in the Council's Employee Development & Training Policy. Staff training requirements, including Induction, core competencies and continuing professional development are identified in the plan. Training needs are identified for individuals through EDRS and for teams or areas of service through annual training needs analysis.

The Regulation of Care (Scotland) Act 2001 requires employers to ensure that employees who provide a direct social care service are registered with the Scottish Social Services Council (SSSC). Since 1 September 2005 all practicing Social Workers have been required to be register with the SSSC, and the registration of other care workers is currently being progressed. The Act also states that all Social Work Service employees and employers are expected to comply with a Code of Practice, which identifies the standards and conduct expected of them. Housing & Social Work will provide advice and support for employees to enable them to register and will support their continuing professional development to enable re-registration. A new software system is being developed which will encourage employees to self-evaluate and reflect on their practice.

Action Plans

This section shows the 2009/10 strategic and corporate actions for which Housing and Social Work Service are accountable during 2009/10. The committee will receive a progress report for the 2009/10 actions in October 2009.

Strategic Priorities

Theme	Community Wellbeing			
Strategic Priority	SP Identifier	Key Action	Senior Responsible Officer	Actions 2009/10
Enhancing Community Safety	CW1.6	Take part in public protection arrangements to supervise dangerous offenders.	Chris Booth	
Delivering services for children, young people and adults	CW2.1	Work with partners to ensure the needs and aspirations of Aberdeenshire's children are met.	Chris Booth	
Delivering services for children, young people and adults	CW2.2	Ensure child protection measures are in place to protect vulnerable children across Aberdeenshire.	Chris Booth	
Delivering services for children, young people and adults	CW2.3	Engage with Partners to ensure the needs of vulnerable adults are met	Patricia MacLachlan	
Delivering Health and Care	CW3.2	Take full part in the Aberdeenshire Community Health Partnership (NHS Grampian) to deliver integrated health and care services across Aberdeenshire	Patricia MacLachlan	

Providing Quality Housing Services		Ensure there is sufficient diversity in housing types, sizes and tenures to meet the changing needs of Aberdeenshire's residents.	Ritchie Johnson	
Providing Quality Housing Services	CW4.1	Ensure that the Council's housing stock meets the Scottish Housing Quality Standard.	Douglas Edwardson	
Providing Quality Housing Services	CW4.2	Ensure that the needs of homeless people are met in line with national policy	Douglas Edwardson	
Providing Quality Housing Services	CW4.3	Reduce the number of households in Aberdeenshire in fuel poverty	Ritchie Johnson	

The action plan below only includes local outcomes where service officers are named as the senior responsible officer. Our partners will be responsible for ensuring other local outcomes are achieved. Progress towards the achievement of all the Single Outcome Agreement (SOA) local outcomes is reported through the SOA monitoring report.

National Outcome	6. We live Longer, Healthier Lives			
Local Outcome	Relevant Indicator	Senior Responsible Officer	Local Targets & Timescales	Actions 2009/10

National Outcome	7. We have tackled the significant inequalities in Scottish Society			
Local Outcome	Relevant Indicator	Senior Responsible Officer	Local Targets & Timescales	Actions 2009/10
7.1 Vulnerable people are well looked after	7.1.1 & of people aged 65+ with high levels of care needs who are cared for at home. 7.1.2 % of care services provided within agreed timescales. 7.1.3% % of assessments undertaken within agreed timescales.	Patricia MacLachlan	Year on year increase (baseline 17.5% - home care clients receiving 10+ hours of care per week). Year on year increase (baseline 97.8%). Year on year increase (baseline 82.6%).	

National Outcome	8. We have improved the Life Chances for children, young people and families at risk			
Local Outcome	Relevant Indicator	Senior Responsible Officer	Local Targets & Timescales	Actions 2009/10

Corporate Outcomes and Actions

The following are actions that are included in corporate action plans (Best Value Audit Improvement Plan, Inspection Action Plans, Employee Surveys Improvement Plan, Resident's Survey Improvement Plan, Aim Action Plan, Equalities Action Plan).

Intended Outcome	Action Required	Senior Resp Officer	Source Action Plan(s) <i>(The plans in which the action(s) are listed)</i>	Action milestones 2009/10
The Council's Vision, Community Plan and Strategic Priorities drive all Council Plans	Implement all documented Plans that form part of the revised strategic plans framework	Ritchie Johnson	Best Value Audit Improvement Plan 4.1	
The Council's Vision, Community Plan and Strategic Priorities drive all Council Plans	Implement systems and processes to ensure planning information is captured	Ritchie Johnson	Best Value Audit Improvement Plan 4.4	
The Local housing Strategy includes measures to address resident's concerns regarding the availability of Affordable Housing in Aberdeenshire	Prepare an Affordable Housing Outcome Statement	Ritchie Johnson	2008 Residents Survey Action Plan 7.1	

<p>The Local housing Strategy includes measures to address resident's concerns regarding the availability of Affordable Housing in Aberdeenshire</p>	<p>Develop Council New Build Programme</p>	<p>Ritchie Johnson</p>	<p>2008 Residents Survey Action Plan 7.2</p>	
<p>The Local housing Strategy includes measures to address resident's concerns regarding the availability of Affordable Housing in Aberdeenshire</p>	<p>Support Rural homes for Rent Project</p>	<p>Ritchie Johnson</p>	<p>2008 Residents Survey Action Plan 7.3</p>	