

Strategic Objective	What do we need to do to make the change?				Who should or will do this and when?			How will we know things have been improved? (Baseline) What are our performance measures?	How well have we got on? Score progress and ground in evidence.							What do we need to do next? Based on how we responded to the previous questions			
	Ref	Action	Cross Ref other SOS	No	Description	Lead Officer	Partner / Officer Involvement	Target Timescale	Performance Measure 12/13	Progress March 2012	Milestone/ Output 12/13	Milestone/O utput 13/14	Milestone/O utput 14/15	Milestone/ Output 15/16	Milestone/O utput 16/17	Traffic Light	Action Required	Resources Required	
Objective (I) - To assist the improvement of the quality of private sector housing by reducing the number of properties that has disrepair to critical elements by 350 per year and to improve the energy efficiency of 3,500 houses per year.	1.1	Prepare procedures in relation to fulfilling statutory requirements detailed in the Housing (Scotland) Act 2006.		1	Implement, monitor and evaluate a policy to deal with Scheme of Assistance.	Strategic Development Officer (Private Sector)	Environmental Health Manager / Care and Repair	Ongoing	Update web page to provide general advice, information and signposting. Produce leaflets regarding repairs and maintenance. Leaflets to be drafted on the following topics: - Short Guide to SoA - Damp & Condensation - Common Repairs - Electrical Safety - Home Safety - Roofs, Gutters & Chimneys - Gas Safety - Burst Pipes & Plumbing - Lead Pipes and Water Supplies If resources become available, investigate loan options for owners who are unable to access commercial loans.	The Statement of Assistance implementation is ongoing and is being delivered by the Aberdeenshire Care & Repair Project. Information, advice and practical assistance is now available to all private sector tenants and owner occupiers to improve the quality of private housing. In 2011/2012 722 households received information and advice and 486 households received practical assistance to help them repair and maintain their homes. Leaflets have been produced on: - Short Guide to SoA - Damp & Condensation - Home Safety - Roofs, Gutters & Chimneys. These leaflets have been distributed throughout the council and Care & Repair. SCARF also provided information and advice to 911 households to help them improve the energy efficiency of their homes.	1,750 household receive info & advice.	1,750 household receive info & advice.	1,750 household receive info & advice.	1,750 household receive info & advice.	1,750 household receive info & advice.	G	Still to produce leaflets on: - Electrical Safety - Gas Safety - Burst Pipes & Plumbing - Lead Pipes and Water Supplies If resources become available, investigate and progress loan options for owners who are unable to access commercial loans. Web page to be updated to reflect progress in relation to private housing services. Carry out a review of the existing SoA policy statement.	74k + 50k for loans + 2k for leaflets	
				2	Develop & implement a policy to deal with Housing Renewal Areas, Repair, Improvement and Demolition Plans.	SDO (Private Sector)	Principle Policy Officer (Technical)	September 2011	Policy is produced and implemented. To co-ordinate the policy with all regeneration initiatives	A full policy to replace the interim policy has been drafted. It will be finalised in line with the new Local Housing Strategy and will be published in June 2012	Policy approved.					A	Write full policy to be incorporated into new LHS in 2012. Submit to Committee in November 2012 for approval.	No resources are required.	
				3	Implement, monitor and evaluate a policy to deal with Work Notices & Maintenance Orders.	SDO (Private Sector)	Environmental Health Manager	April 2011 Ongoing	Establish available resources to serve Work Notices where owners refuse to carry out repairs. WN will only be served when all other avenues have been exhausted. - Ensure all relevant staff trained.	The procedure to deal with Work Notices has been approved and implemented. Due to a lack of resources to enforce the WN, no Work Notices have been served. The procedure in relation to Maintenance Orders has been developed. Infrastructure Services Committee have asked that no MO's are served unless they have approved it first.						A	Continue to explore funding options to determine if budget can be allocated to allow Work Notices to be served.	30k	
			FPSOS	4	Develop & implement a policy to deal with the Tolerable Standard.	Environmental Health Manager	SDO (Private Sector) / Environmental Health Manager	September 2011	A reduction in the number of Below Tolerable Standard (BTS) housing which includes those without any loft insulation.	A full policy to replace the interim policy has been drafted. It will be finalised in line with the new Local Housing Strategy and will be published in June 2012 16 households have been provided assistance to improve BTS housing through Care & Repair. 11 of these households had work carried out and 5 were provided advice. 1 Repair & Improvement grant has been issued to address BTS housing. The Universal Home Insulation Scheme has installed xxx full loft insulation to owner occupiers and private sector tenants in Buchan and Banff & Buchan which addresses BTS housing.	400 household provided assistance.	400 household provided assistance.	400 household provided assistance.	400 household provided assistance.	400 household provided assistance.	G	Write full BTS Strategy to be incorporated into new LHS in 2011. Monitor size, type and location of BTS properties. Care & Repair are to collate this information through SoA. Ensure that the private housing database included information on BTS housing.	Within existing resources.	
		1.2	To contribute to the repairs and improvement of housing for older people and those with disabilities who are either owner occupiers or private tenants.	Particular Needs SOS	5	To provide assistance with Charitable Fundraising where the customer is not entitled to financial assistance under existing legislation and has no alternative means of funding.	SDO (Particular Needs)	SDO (Private Sector) / Environmental Health Manager	Completed annually	The number of repairs and / or improvements that are carried out as a result of the Charitable Fundraising.	The Aberdeenshire Care & Repair Project deliver this service on behalf of the Council. In 2011/2012 51 cases were completed totalling £xxx worth of fundraising.	35 household receive Charitable Funding.	35 household receive Charitable Funding.	35 household receive Charitable Funding.	35 household receive Charitable Funding.	35 household receive Charitable Funding.	G	Continue to monitor the procedure / process for Charitable Fundraising.	25k
				Particular Needs SOS	6	To provide assistance with small repairs to disabled and older people's properties.	SDO (Particular Needs)	SDO (Private Sector) / Environmental Health Manager	Completed annually	Internal and external small repairs up to the value of £150 are carried out to a customers property.	This service is ongoing and is reviewed as per budget allocations. The service was reviewed and has now been limited to a maximum of two repairs per year and is means tested. In 2011/2012 163 small repairs were completed to 123 properties.	160 household receive assistance with Small Repairs.	160 household receive assistance with Small Repairs.	160 household receive assistance with Small Repairs.	160 household receive assistance with Small Repairs.	160 household receive assistance with Small Repairs.	G	Continue to monitor and develop as required. Review criteria in light of budget spend.	40k + 25k Revenue
		1.3	Carry out a feasibility study to establish if a database is required to provide information on the condition of private sector housing.		7	Collate information from various sources to include in database.	SDO (Private Sector)	Information Officer (Housing) / Environmental Health Manager	April 2012	Feasibility study is completed. Business case is written. All relevant stakeholders are included.	Work is underway to establish an internal mechanism to record information in relation to private sector housing. This will be progressed during 2012.	Establish feasibility of database.					A	Further work required to establish if a database is required and how this will be resourced.	Figure yet to be determined.

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	1.4	Develop a policy to ensure that repairs are carried out and costs are recovered from private owners in accordance with Tenements (Scotland) Act 2004 in mixed tenure blocks.	Housing Man SOS	8	Provide input into policy document.	Policy Officer (Estates)	SDO (Private Sector)	April 2012	Common Repairs Working Group will lead on policy delivery and implementation of Common Repairs & Factoring in mixed tenure blocks. Policy is written. All relevant staff are trained in Tenements (Scotland) Act 2004 and Property Factors (Scotland) Act 2011.	Common Repairs Working Group will progress when new organisational structure is adopted. Procedures have been drafted in relation to Major Repairs. Procedures are in the process of being drafted for Repairs and Planned Maintenance. The Council is likely to register as as Property Factor and will pilot factoring arrangement with owners in flats in Longate, Peterhead.	Pilot Procedure in Longate.					A	Continue involvement with working group and provide input as and when required. Produce information for all homeowners in tenements. Engage with owners in Longate, Peterhead to establish a factoring arrangement and comply with requirements of Property Factors (Scotland) Act 2011 e.g. Written Statement to owners and Code of Conduct.	Figure yet to be determined.
	1.5	Work with Landlord Accreditation Scotland to promote voluntary accreditation.		9	Implement, monitor and evaluate LAS in Aberdeenshire.	SDO (Private Sector)	Landlord Accreditation Scotland / SL&E / Scottish Government	Ongoing	Review how the scheme is being managed / operated. Make any necessary improvements to the scheme.	The training courses continue to be very well attended. Aberdeenshire has some of the highest attendance levels across Scotland and all courses have proved to be popular. The way the courses are being delivered will be revised from April 2012. They will be delivered in partnership with ACC which will allow the courses to be split between landlords on one session and agent on the other. The number of course will increase from 6 to 10 each year. Additional dates for training will be provided which will allow landlords to attend when they have possibly not been able to previously, and may give landlords more confidence to ask questions where they have maybe not felt confident enough to do so.	10 Training courses held per year.	10 Training courses held per year.	10 Training courses held per year.	10 Training courses held per year.	10 Training courses held per year.	G	Promote future training courses. Periodically include relevant information for use on LAS website that is specific to Aberdeenshire. Consider alternative means of promoting LAS, including Survey Monkey to agents who have not engaged in training and those who have engaged but not become accredited.	2k
	1.6	Establish Tenancy Advisory Services to provide advice and information to private landlords and tenants.	Affordable Housing SOS	10	Expand provision of Tenancy Advisory Services provided to PRS landlords.	SDO (Private Sector)	Environmental Health Manager / Principal Officer (Housing Options & Estates) / SHO Options / SL&E / LAS	Ongoing	Establish web page providing advice and information for private landlords and tenants. Establish newsletters to be issued to all landlords. Promote Rural Empty Property Grant scheme / increase awareness of development options that are available to landlords to bring properties back into use. Encourage landlords and tenants to use existing mediation services to bring disputes to a speedy conclusion. Update all of Aberdeenshire's publications to include info for private sector tenants.	LHS is being drafted and will suggest key actions in relation to PRS should be implemented. The suggested key actions will be subject to consultation but are likely to include: - Improve management standards - Engage with more landlords - Support more tenants to challenge landlords. Web page to be updated to include additional information for landlords and tenants.	Web page to be updated.					A	Update web page providing advice and information for private landlords and tenants. Establish newsletters to be issued to all landlords. Promote mediation services to PRS landlords and tenants.	Within existing resources.
				11	Appraise and assess the importance of establishing a Private Tenancy Relations Officer to provide information and advice to landlords and private tenants.	SDO (Private Sector)	Environmental Health Manager / HOOG	Ongoing	Establish Tenancy Advisory Services Working Group to appraise the feasibility of Private Tenancy Relations Officer.	No funding available to take this forward at present. To remain as an action in case this changes in the future.						R	Monitor feedback from engagement with Landlords. Monitor if there has been an increase in work load of staff as a result of information being made available on website etc.	30k
			Fuel Poverty SOS	12	Hold Landlord Information Sessions to provide update on relevant changes that affect PRS landlords.	SDO (Private Sector)	Environmental Health Manager	Ongoing	Landlord Information Sessions established and evaluated.	LHS is being drafted and will suggest that the provision of information sessions is of importance. No Landlord Information Sessions have been held in 2010/2011, however, PRS landlords have been e-mailed any important information that may affect them, including the forthcoming changes to Tenancy Deposit Schemes and free insulation measures.	3 Information Sessions	3 Information Sessions	3 Information Sessions.	3 Information Sessions.	3 Information Sessions.	A	Provide Information Sessions annually across three locations.	4k

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	1.7	To organise and implement a method to target all private landlords who have failed to apply for registration under Landlord Registration Scotland and/or failed to submit an application for a licence to operate an HMO.		13	Target landlords that have failed to register.	Environmental Health Manager	SDO (Private Sector)	Ongoing	An increase in the number of new registrations.	Notifications of unregistered landlords are investigated and action taken. Letters are sent to registered landlords whose registration is about to expire. Landlords who don't register are firstly written to to remind them of the legislative requirements. This is then followed by levying a late payment fee and where appropriate Rent Penalty Notices are served.	XXX publicity?						G	Finalise procedures. Undertake publicity to target those who have failed to register.	Within existing resources
				14	Carry out inspections to identify unlicensed HMO's.	Environmental Health Manager	SDO (Private Sector)	Ongoing	Employers help to identify unlicensed HMO's. Raise awareness of HMO's.	Liaised with employers for many years in an effort to help identify unlicensed HMO's. Also work closely with Grampian Fire & Rescue Service. Memorandum of Understanding in place with GFRS to ensure fire safety is considered as part of the HMO licensing process. Ongoing liaison with employers, agents and relevant agencies to ensure HMO's are licensed.	XX awareness raising Information Sessions							G	Continue to liaise and carry out enforcement action where required.
	1.8	To implement the action plan from Scottish Government in relation to Landlord Registration.		15	Action recommendations as required.	Environmental Health Manager	SDO (Private Sector)	Ongoing	Increase in the number of registrations. Action taken against unregistered landlords	The action plan is being implemented. Completion of enforcement guidance will assist in the implementation of the action plan. Enforcement guidance is complete. Late payment fees are imposed on late applications and rent penalty notices have been served. Landlords with criminal convictions are interviewed and where appropriate they are required to provide details of "arms length " agreements with reputable management agents. In 2011/2012 there was the following: Late Payment Fees - XX Rent Penalty Notices - XX Arms Length Agreements - X	Letters are issued within XX working days?						G	Continue to liaise and carry out enforcement action where required.	Within existing resources
	1.9	Operate a routine HMO inspection programme of licensed HMO's.		16	Undertake a minimum of 30 risk based assessments each year.	Environmental Health Manager	SDO (Private Sector) / HMO Officer	Completed annually	Minimum of 30 inspections to be carried out each year.	Interim inspections of HMO's are carried out approximately 12 - 18 months after the grant of licence. In 2011/2012 52 HMO's were randomly inspected. In addition, a further 124 inspections were carried out by the HMO Officer in relation to HMO licence applications/renewal/goodwill and possible unlicensed HMO's.	30 HMO Inspection	30 HMO Inspection	30 HMO Inspection	30 HMO Inspection	30 HMO Inspection		G	Continue to carry out random inspections. Action any issues raised / identified. Write HMO strategy.	Within existing resources
	1.1	Improve the energy efficiency of housing in the private sector by promoting the installation of energy efficiency improvements in private sector housing.	Fuel Poverty SOS	17	Participate in Central and Scottish Government initiatives for area based insulation schemes.	SDO (Private Sector)	SCARF / Principal Policy Officer (Technical)	Ongoing	Households have loft top up, virgin loft and cavity wall insulation installed to improve the thermal efficiency of their homes.	The Universal Home Insulation Scheme has installed insulation to 361 virgin lofts, 1,508 loft top ups and 228 cavity walls to owner occupiers and private sector tenants in Buchan and Banff & Buchan.	2,500 measures each year	2,500 measures each year	2,500 measures each year	2,500 measures each year	2,500 measures each year		G	Continue to submit applications for funding and support all Scottish Government initiatives that encourage insulation to be installed in the private sector. Roll out scheme to other areas of Aberdeenshire including Garioch, Formartine and K&M in 2012. Develop and Area Based Policy to establish how funding will be prioritised.	UHS - 620K HIS - figures unavailable from EST
				18	Participate and promote Scottish Government initiatives that help to improve the energy efficiency of private sector housing.		Ongoing	Households have insulation measures installed to their homes to improve the thermal efficiency.	In 2011 / 2012 2003 households enquired about Energy Assistance Package (EAP) which resulted in 344 Stage 3 (measures funded by energy supplier) and 863 Stage 4 (measures funded through Scottish Government) referrals. The Stage 3 referrals resulted in 154 CWI and 263 loft insulation (417) being installed. Figures are not yet available on how many Stage 4 measures were installed.	1,000 measures each year	1,000 measures each year	1,000 measures each year	1,000 measures each year	1,000 measures each year		A	Continue to support all initiatives that encourage insulation to be installed in private sector housing.	EAP Figures - unavailable from EST	