

Aberdeen City Council

The inspection of Aberdeen City Council took place in June 2005. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing and homelessness service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. We awarded the following grades:

Housing management	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.
Property maintenance	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.
Homelessness	D	Poor	Major areas where improvement is needed or where a number of very significant weaknesses are found.

Inspection Findings

Aberdeen City is the largest centre of population north of the central belt, with around 212,000 people. The Council owns just under 25,000 houses and just over 23% of the Aberdeen's population rent their homes from the Council.

The Council as a whole is in the midst of a major process of change moving from a departmental structure to services being delivered through three neighbourhood areas. This has been a significant undertaking for the Council.

The Council's current approach to how it collects, analyses and uses information about the quality of its housing services is underdeveloped. It also needs to improve the ways it collects feedback from tenants and how it works with tenants to improve these services. Tenants and others that we spoke to felt the Council did not respond well to tenants' concerns.

Key strengths in Aberdeen City Council's services are:

- good access to its housing list;
 - unlimited offers and choice for people who apply to it for a home;
 - it meets housing need in most of its allocations;
 - a good approach to dealing with anti social behaviour;
 - good access to its repairs service;
 - it responds quickly to emergency repairs and tenants are satisfied with the quality of the work;
 - its increasing investment in maintaining the quality of its houses;
 - homeless assessments are well conducted;
 - the temporary accommodation it provides for homeless people is good quality;
- and

- it provides an excellent service to young homeless people through the Young Persons' Single Housing Project.

Key areas for improvement in the Council's services are:

- its poor approach to reletting empty houses;
- the high and rising level of rent arrears;
- the gaps in support for vulnerable tenants;
- the number of tenants being evicted or abandoning their homes;
- its poor management of gas safety;
- the low proportion of non emergency repairs that are done on time;
- its compliance with its legal duties on the management of asbestos in common areas and on Right to Repair;
- its failure to provide enough temporary accommodation for homeless people;
- its reliance on bed and breakfast accommodation for homeless people;
- the lack of choice given to people applying for housing through the homeless service; and
- the low numbers of homeless people getting permanent accommodation from the Council.

Next steps

Aberdeen City Council should respond to our findings by submitting an improvement plan for agreement with us within eight weeks of the publication of this report. We require the Council to give this summary of the inspection report to all its tenants.

How to get more information and contact details

If you would like to see Aberdeen City Council's improvement plan you should contact:

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The full report is on our website at <http://www.communitiesscotland.gov.uk>. This Summary can also be made available on tape, in Braille, large print and community languages. For information please contact Janette Campbell on 0131 479 5163 or email janette.campbell@communitiesscotland.gsi.gov.uk.

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی
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如果索取這文件的翻譯版本，請致電 **Janette Campbell**
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করবেন।

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