

## **REPORT TO FORMARTINE AREA COMMITTEE – 7 FEBRUARY 2017**

### **HOUSING QUARTERLY PERFORMANCE**

#### **EXCEPTION REPORTING JULY – SEPTEMBER 2016**

#### **1 Recommendations**

The Committee is recommended to:

- 1.1 Acknowledge the positive performance achieved July to September 2016, identified in Section 2.3;**
- 1.2 Consider those measures where performance is below expectations July to September 2016 (Quarter 2) identified in Appendix 1;**
- 1.3 Note the publication of the complete July to September 2016 Performance Report on Ward Pages.**

#### **2 Discussion**

- 2.1 The purpose of this report is to advise Committee of how the Service is performing against key performance measures and associated targets as set out in the Infrastructure Services Business Plan 2016/17, as approved by Infrastructure Services Committee.
  - 2.2 The performance measures are linked to the Council's priorities. The quarterly performance monitoring report provides regular opportunity for elected Members to maintain scrutiny of significant activities in order to achieve good outcomes for the residents of Aberdeenshire.
  - 2.3 Performance during the second quarter of 2016/17 can be summarised as follows:-
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Key Service Objectives	Are we getting better?
1. To ensure access to good quality, affordable housing	Yes. The number of applicants accessing affordable housing has increased compared to last year, and there has also been a small increase compared to the previous quarter.
2. To ensure our service meets the outcome for the Scottish Social Housing Charter	Performance is mixed. The average number of days to complete non-emergency repairs has improved compared to last quarter in Formartine and across Aberdeenshire as a whole. Performance in Formartine is still significantly better than target, and has continued to improve into quarter 3. The average number of days to relet has improved overall in Aberdeenshire compared to last quarter, but is still worse than target. In contrast, performance in Formartine is significantly better than target, but has worsened since Q1. Rent arrears performance has worsened slightly in Q2 across Aberdeenshire as a whole, and in Formartine, but is still significantly better than target.
3. Reduce fuel poverty	As previously discussed with members, staff are working on producing more meaningful indicators. Unfortunately, the Scottish Government agencies have indicated that they are unable to supply performance information broken down to the Aberdeenshire area. Therefore, staff are working with Scarf to identify areas where we can report in more detail for next quarter.

- 2.4 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and they have no comments and they are satisfied that the report complies with the Scheme of Governance and relevant legislation.

### 3 Scheme of Governance

- 3.1 The Committee is able to consider this item in terms of Section B.1.2 of the List of Committee Powers in Part 2A of the Scheme of Governance as it

relates to a matter of performance (regarding council housing) which impacts on the Formartine Area.

#### **4 Equalities, Staffing and Financial Implications**

4.1 An equality impact assessment is not required because the report is to inform committee on performance and there will be no differential impact, as a result of the report, on people with protected characteristics.












4.2 There are no staffing and financial implications.

**Stephen Archer**  
**Director**  
**Infrastructure Services**

Report prepared by Neil Watts, Senior Information Officer (Housing).  
23<sup>rd</sup> January 2017

# Formartine Area Committee Report - Housing Q2 2016/17 - Exception Report

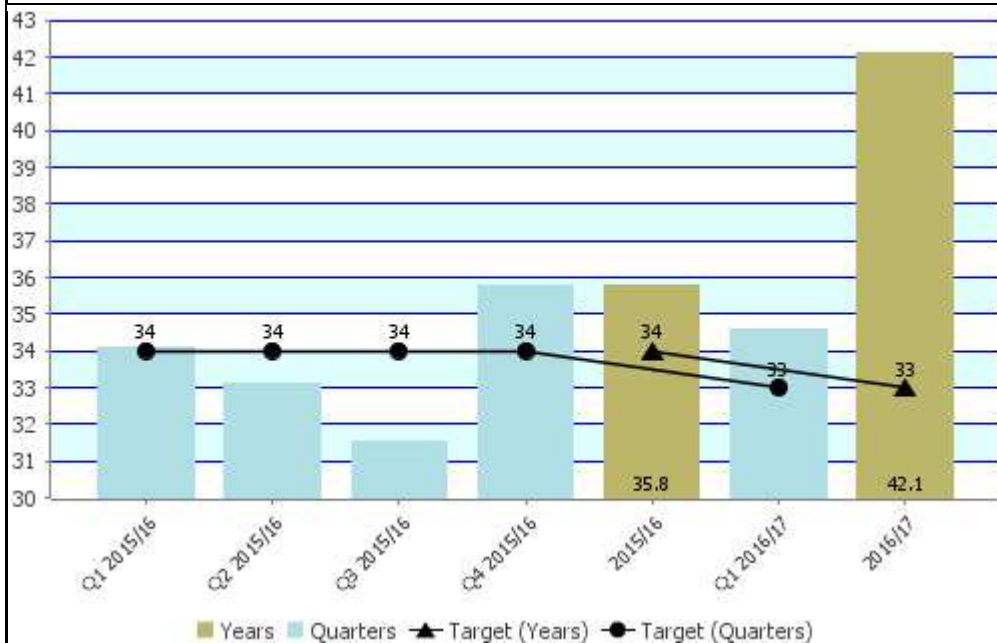
Generated on: 23 January 2017

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

**Traffic Light: Yellow 1**

**HSWSP2 SO2 - Scottish Social Housing Charter**

Indicator		2b) A'shire - Average re-let time in days					Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend	34.7	33.3
Q1 2015/16	34	✓	34.1		↑	↑		
Q2 2015/16	34	✓	33.1		↑	↑		
Q3 2015/16	34	✓	31.5		↑	↑		
Q4 2015/16	34	✗	35.8		↓	↓		
Q1 2016/17	33	⚠	34.6		↓	↑		



This indicator demonstrates how quickly people are able to access housing, and that the service is minimising rent loss due to voids. It represents the average (mean) number of days between a property becoming void and a new tenant taking possession of the property.

Performance across Aberdeenshire has decreased over the last quarter from 34.4 days in quarter 2 to 42.1 days in quarter 3.

This is mainly influenced by long term low demand properties being relet within the period. Further delays have been caused due to void repairs not being carried out timeously. This is caused by a lack of qualified staff particularly in the North of Aberdeenshire where 81 of 114 properties which took over 28 days to relet sat. Measures have been put in place to monitor and improve this. The Internal Wall Insulation programme has also caused delays in reletting properties. This work is being carried out while the property is void to prevent disruption to tenants where possible.

Following Storm Frank in Dec/Jan 2016, tenants have been moving back into their properties following the completion of works. This has also had an impact on this figure in the last quarter,

It is worth noting that due to scheduled EESH (Energy Efficiency for Scottish Social Housing) works, the average days to relet is likely to increase in further quarters for the next 4 years.