



REPORT TO BANFF AND BUCHAN AREA COMMITTEE – 19 SEPTEMBER 2017

HOUSING QUARTERLY PERFORMANCE EXCEPTION REPORTING JANUARY – MARCH 2017

1 Recommendations

The Committee is recommended to:

- 1.1 **Acknowledge the positive performance achieved January to March 2017, identified in Section 2.3;**
- 1.2 **Consider those measures where performance is below expectations January to March 2017 (Quarter 4) identified in Appendix 1;**
- 1.3 **Acknowledge the publication of the complete January to March 2017 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 fourth 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	Overall, Yes. The number of applicants accessing affordable housing has increased compared to the previous year, aided by the completion of new build council properties.
2. To ensure our service meets the outcome for the Scottish Social Housing Charter	<p>Performance in Banff and Buchan is mixed. In line with performance across Aberdeenshire as a whole, the average number of days taken to complete non-emergency repairs has remained relatively static this quarter, with Banff and Buchan performing better than the target of 11 working days for the second quarter in a row.</p> <p>The average number of days to relet has worsened overall in Aberdeenshire, and is now significantly worse than target. In contrast, performance in Banff and Buchan has improved slightly over the last quarter (and remains better than the Aberdeenshire average), although it is still significantly worse than the target. However, performance has started to improve significantly in the first quarter of 2017/18. A detailed report on void performance was presented to Communities Committee on the 7th of September, and will be presented to all Area Committees.</p> <p>Rent arrears performance has worsened slightly in Q4 across Aberdeenshire as a whole (although it is still within target), and the same trend has been repeated in Banff and Buchan, where performance is significantly worse than the current target.</p>
3. Reduce fuel poverty	Please see appendix 2, which provides a copy of the detailed update provided to Communities Committee for Q4.

- 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 Buchan Area.

4 Implications and Risk

- 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.
- 4.3 The following Risk has been identified as relevant to this matter on a Strategic Level; Climate Change. As this is a performance report, it does not impact directly on this priority and the risk of failing to achieve carbon reduction targets set by the Scottish Government. Rather, this report contains information on activities undertaken to improve the energy efficiency of dwellings and reduce fuel costs, as described under the impacts section of the Directorate Risk Register.

Stephen Archer
Director
Infrastructure Services

Report prepared by Neil Watts, Senior Information Officer (Housing).
7th September 2017

Banff & Buchan Area Committee Report - Housing Q4 16/17 - Exception Report



Generated on: 07 September 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: Red 3

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
Q4 2015/16	34	●	35.8		→	→	34.7	33.3
Q1 2016/17	33	▲	34.6		→	←		
Q2 2016/17	33	▲	34.4		→	←		
Q3 2016/17	33	●	42.1		→	→		
Q4 2016/17	33	●	50		→	→		

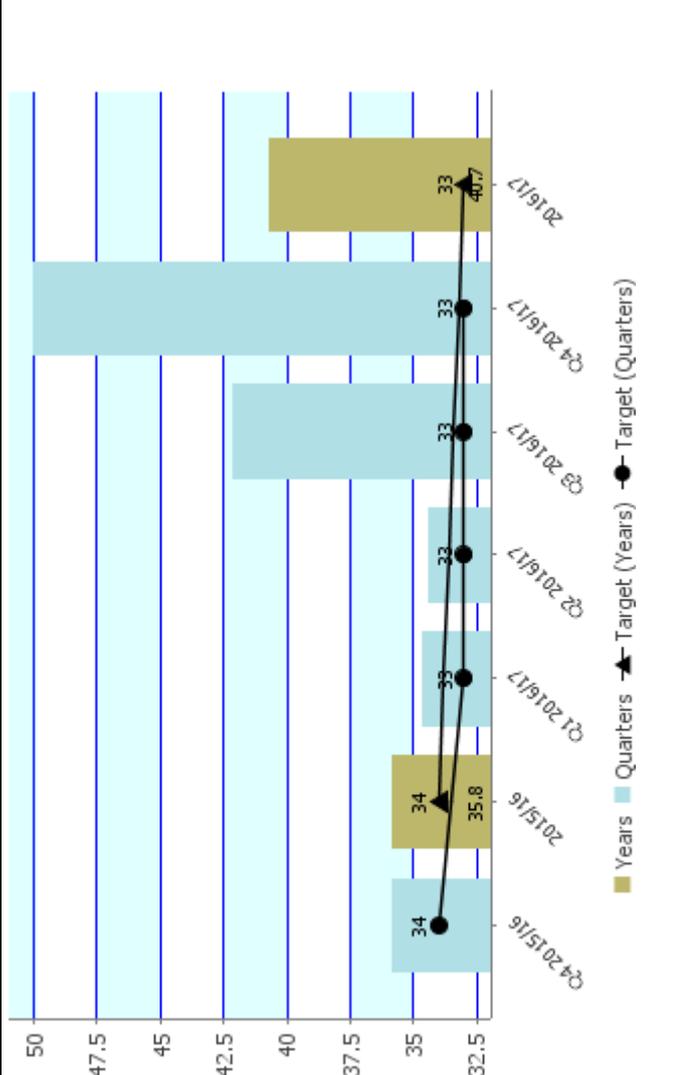
This indicator demonstrates how quickly people are able to access housing, and that the service is minimising rent loss due to voids. It represents the average (mean) number of days between a property becoming void and a new tenant taking possession of the property.

Performance across Aberdeenshire has decreased over the last quarter from 42.1 days in quarter 3 to 50 days in quarter 4.

This is mainly influenced by long term low demand properties being relet within the period. A total of 33 low demand properties were relet within the financial year, between them taking 3166 days. The majority of low demands were relet within the Banff & Buchan area with 11 relet. 5 were let in Buchan and Formartine, 4 in Garioch and KMM. Without these properties, the average days to relet across Aberdeenshire would have been 38.10 days. Area breakdowns would show a reduction in the average days to relet. Banff & Buchan from 38.5 to 35.4 (minus low demands), Buchan from 67.5 to 62.1, Formartine from 27.1 to 23.1, Garioch from 25.5 to 23.2, K&M from 40.8 to 40.2 and Marr from 38.1 to 32.2 days.

An increase of 46 properties have been terminated in quarter 4 and will also influence this figure as workloads will increase to meet this demand.

Condition of properties when returned is also having an impact on the ability to relet without the need for substantial work. The number of properties which take over 40 days to relet tend to be in the North areas (123 in Banff and Buchan and 160 in Buchan). This compares to 14 in Garioch to 40 in Marr.



	<p>Performance varies across Aberdeenshire in Q4, from 25.5 days in Garioch to 67.5 days in Buchan. This may be influenced by a higher turnaround of properties in the north area therefore more demand on the repairs service to organise a greater volume of work. Other areas are sitting just above the target of 33 days with Formartine under at 27.1 days. It should be noted that there was an improvement in days to relet in the Banff & Buchan area from 39.2 days in Q3 to 38.5 days in Q4.</p>
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Indicator	2b) B&B - Average re-let time in days						Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend		
Q4 2015/16	34	✔	33.2		←	→	34.7	33.3
Q1 2016/17	33	✘	36.4		→	→		
Q2 2016/17	33	✘	40		→	→		
Q3 2016/17	33	✘	39.2		→	←		
Q4 2016/17	33	✘	38.5		→	←		

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Indicator	2c) B&B - Gross Rent arrears as a percentage rent due					Red T'hold	Amber T'hold	
	Target	Status	Value	Total amount due	Long Trend			Short Trend
Q4 2015/16	5%	●	5.8%		→	→	5.25%	5.05%
Q1 2016/17	5%	●	5.69%		→	→		
Q2 2016/17	5%	●	5.75%		→	→		
Q3 2016/17	5%	●	5.76%		→	→		
Q4 2016/17	5%	●	6.16%		→	→		

The overall Aberdeenshire arrears percentage has seen a slight increase of 0.23% on Q3 and a similar increase on the 2015/16 year end performance of 0.20%, but remains within target. All areas have seen an increase from Q3 apart from Garioch which has remained static. The increase in Q3 is highest in the Banff and Buchan area but with Buchan having the highest increase on the 2015/16 year end performance. The Garioch and Marr areas have seen a reduction in the gross arrears percentage from 2015/16

The amount of current tenant arrears has increase from Q3 in all areas except Buchan which has reduced and Garioch which remains at the same level. The increase is greatest in Banff and Buchan which has experienced issues with tenants seeking sequestration being advised by advice agencies not to make payments and with tenants who have no capacity to deal with their affairs including making rent payments where guardianship is being sought.

Across all areas current tenant arrears, have seen an increase of £22052 for all tenants currently receiving Universal Credit from the time they applied. It is anticipated the impact of this will continue to increase and in the future will become much more significant with the rollout of the Universal Credit Full Service scheduled to start in Nov 2017.

Recognising the changes in staff and procedures additional training is to be delivered to Housing Officers in June. This will aim to increasing consistency and awareness of the legal and procedural requirements and focus on early intervention, support and regular personal contact with tenants to minimise arrears and prevent evictions

Additional monitoring processes have been and continue to be developed to examine the causes of the trends in arrears performance across Aberdeenshire and identify areas that need to be targeted. A Tenancy Sustainment pilot is due to commence from June 2017

Period	Actual Value	Target
Q4 2015/16	5.8%	5%
Q1 2016/17	5.69%	5%
Q2 2016/17	5.75%	5%
Q3 2016/17	5.76%	5%
Q4 2016/17	6.16%	5%

which will provide additional support to vulnerable new tenants from allocation to the early stages of their tenancy. The aim is to prevent or minimise arrears with the longer term aim of sustaining tenancies. Work will also continue to review procedures as Universal Credit continues to roll out.

There has been an increase in former tenant arrears across all areas. The Former Tenant Arrears procedure continues to be reviewed and additional staff training delivered, again recognising the staff changes.

COMMUNITIES COMMITTEE 15 JUNE 2017

Housing Performance Report – Appendix 2

Fuel Poverty Update – Q4 2016/17

1. Discussion

- 1.1. Aberdeenshire Council has a contract in place with SCARF for the provision of Energy Efficiency Information, Support and Advice. This service includes income maximisation, reducing fuel costs and improving the energy efficiency of housing, addressing the three root causes of fuel poverty.
- 1.2. Home visits provide the householder with free, impartial in-depth energy efficiency advice.
- 1.3. Each home visit carried out by a member of HEAT (Home Energy Advice Team) lasts approximately 1 hour. During a home visit, advisors can provide heating demonstrations to ensure their client gets the most out of their heating system through effective use of controls, timers and programmers. Whilst in the property, the advisor will also identify potential for energy efficiency improvements to make the home warmer and cheaper to heat, as well as assessing for any dampness and condensation problems and advise on any financial assistance, grants or schemes available to help with these improvements.
- 1.4. The advisors can help with fuel bill concerns and provide advice on choosing the best supplier and switching fuel supplier. SCARF have a referral process in place, therefore the advisor can refer clients to various agencies such as CAB (Citizens Advice), Cash in Your Pocket, Home Energy Scotland, the Pension Service, and Aberdeen & Aberdeenshire Care and Repair.
- 1.5. The HEAT carried out 485 home visits during between April 2016 and March 2017. By area, 101 home visits were undertaken in Banff & Buchan, 93 in Buchan, 52 in Formartine, 101 in Garioch, 58 in Kincardine & Mearns and 80 in Marr.
- 1.6. In addition to the successful visits, there were a further 102 home visits arranged where the householders either cancelled or were not at home for their appointment. By area, the unsuccessful visits were: 21 in Banff & Buchan, 26 in Buchan, 17 in Formartine, 16 in Garioch, 11 in Kincardine & Mearns and 11 in Marr.
- 1.7. SCARF dealt with 938 energy efficiency enquiries during 16/17. By area, there were 233 enquiries from Banff & Buchan, 205 from Buchan, 103 from Formartine, 150 from Garioch, 104 from Kincardine & Mearns and 143 from Marr. By tenure split, the enquiries came were 291 Owner / Occupier, 36 Privately Rented, 1 Renting from Charity Housing, 48 Housing Association and 562 Local Authority tenants.

- 1.8. SCARF made 389 referrals to various agencies during 16/17, by area there were 72 referrals from Banff and Buchan, 65 from Buchan, 56 from Formartine, 76 from Garioch, 46 from Kincardine & Mearns and 74 from Marr.
- 1.9. During the home visits, a total of 237 householders provided financial information, which allowed us to determine whether or not they were living in fuel poverty. Of the 237 householders' details obtained, 108 were found to be living in fuel poverty. By area, 26 households were in Banff & Buchan, 21 in Buchan, 11 in Formartine, 22 in Garioch, 9 in Kincardine & Mearns and 19 in Marr.
- 1.10. The outcome for those determined to be in fuel poverty will not be known until a year after the first assessment when a comparison between annual fuel bills before and after intervention can be made.
- 1.11. As a result of advice provided during home visits, householders saved a total of £14,578.77. By area, savings of £2,539.81 were made in Banff & Buchan, £1,431.90 in Buchan, £1,587.70 in Formartine, £5,283.16 in Garioch, £1,334.49 in Kincardine & Mearns and £2,401.71 in Marr.
- 1.12. As a result of advice provided during home visits, householders had a total increase in income of £5,337.92. By area, the increase in incomes were £3,378.92 in Banff & Buchan, £620 in Buchan and £1,339 in Garioch.
- 1.13. The percentage of fuel poverty before and after intervention by SCARF for Aberdeenshire is detailed below:

Aberdeenshire (237 Households)	Before	After
Not Fuel Poor	38.53%	46.79%
Marginal Fuel Poor	19.27%	15.60%
Fuel Poor	14.68%	16.51%
Extreme Fuel Poor	8.26%	7.34%
Severe Fuel Poor	19.27%	13.76%

- 1.14. The percentage of fuel poverty before and after intervention by SCARF by area is detailed below:

Banff and Buchan (47 Households)	Before	After
Not Fuel Poor	27.59%	41.38%
Marginal Fuel Poor	27.59%	17.24%
Fuel Poor	13.79%	13.79%
Extreme Fuel Poor	10.34%	10.34%
Severe Fuel Poor	20.69%	17.24%

Buchan (44 Households)	Before	After
Not Fuel Poor	33.33%	40.00%
Marginal Fuel Poor	20.00%	33.33%
Fuel Poor	20.00%	6.67%
Extreme Fuel Poor	13.33%	13.33%
Severe Fuel Poor	13.33%	6.67%

Formartine (27 Households)	Before	After
Not Fuel Poor	41.67%	50.00%
Marginal Fuel Poor	25.00%	16.67%
Fuel Poor	16.67%	25.00%
Extreme Fuel Poor	8.33%	8.33%
Severe Fuel Poor	8.33%	0.00%

Garioch (49 Households)	Before	After
Not Fuel Poor	40.00%	44.00%
Marginal Fuel Poor	16.00%	16.00%
Fuel Poor	20.00%	24.00%
Extreme Fuel Poor	4.00%	0.00%
Severe Fuel Poor	20.00%	16.00%

Kincardine and Mearns (26 Households)	Before	After
Not Fuel Poor	57.14%	64.29%
Marginal Fuel Poor	7.14%	7.14%
Fuel Poor	0.00%	7.14%
Extreme Fuel Poor	7.14%	0.00%
Severe Fuel Poor	28.57%	21.43%

Marr (44 Households)	Before	After
Not Fuel Poor	42.86%	50.00%
Marginal Fuel Poor	14.29%	7.14%
Fuel Poor	14.29%	21.43%
Extreme Fuel Poor	7.14%	7.14%

- 1.15. In partnership with SCARF, we will continue to support our residents in Aberdeenshire by providing energy efficiency information, support and advice. We will carry on monitoring the outcomes of those assisted in the process and ensure we can reach as wide an audience as possible to help eradicate fuel poverty.

