

REPORT TO FORMARTINE AREA COMMITTEE – 3 OCTOBER 2017

HOUSING SERVICE QUARTERLY PERFORMANCE

EXCEPTION REPORTING APRIL - JUNE 2017 (ABERDEENSHIRE PERFORMS)

1 Recommendations

The Committee is recommended to:

- 1.1 Acknowledge the positive performance achieved April to June 2017, identified in Section 2.3;
- 1.2 Consider those measures where performance is below expectations April to June 2017 (Quarter 1) identified in Appendix 1;
- 1.3 Acknowledge the publication of the complete April to June Performance Report along with a reporting rationale document for all indicators;

2 Background / 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, 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 first quarter of 2017/18 can be summarised as follows:-
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| Key Service Objectives | Are we getting better? |
|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1. To ensure access to good quality, affordable housing</p> | <p>No. The number of people accessing affordable housing has fallen compared to last year. A number of factors could have influenced this reduction, including a fall in the number of tenancies ending, which reduces the number of properties available for relet, as does the need to hold some properties for major works.</p> |
| <p>2. To ensure our service meets the outcome for the Scottish Social Housing Charter</p> | <p>Performance is mixed. Overall, the average number of days to relet has improved significantly compared to the previous quarter, going from 50 days in Q4 to 40 in this quarter. However, this is still worse than target for the year. In contrast, Formartine has seen a significant increase in the average days taken to relet properties in the last quarter, and failed to meet the current target. A detailed void performance report will be presented to all Area Committees in the near future.</p> <p>The average number of days to complete non-emergency repairs has remained below target across Aberdeenshire for the fourth quarter in a row, and Formartine has followed the same trend. Overall performance is now better than the new, more challenging target time of 10 days in all areas aside from Buchan, and is significantly better than target in Formartine at 6.5 days, which compares favourably with 8.9 days for Formartine in the same quarter of 2016/17.</p> <p>Across Aberdeenshire as a whole, rent arrears have decreased compared to the previous quarter, mainly as a result of debt written off during 2016/17. However, arrears have increased slightly in Formartine over the same period, although they remain significantly better than target. Performance is still better than target for the year across Aberdeenshire. However, the introduction of Universal Credit Full Service in November 2017 will likely result in an increase in arrears.</p> |

| | |
|------------------------|-----------------------------------------------------------------------------------------|
| 3. Reduce fuel poverty | Please see Appendix 2 for an update on Fuel Poverty activities undertaken in Quarter 1. |
|------------------------|-----------------------------------------------------------------------------------------|

2.4 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and had no comments to make and 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 D 7.1 of the List of Committee Powers in Part 2A of the Scheme of Governance as it relates to the scrutiny of Housing performance in relation to the Service Plan 2016-19 for Infrastructure Services as approved by Infrastructure Services Committee on 12 May 2016.

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 This report is to inform the Committee on performance and there will be no impact on levels of risk at either the Corporate or Strategic level. Copies of the Risk Registers can be found [here](#).

Stephen Archer
Director of Infrastructure Services

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

Formartine Area Committee Report - Housing Q1 Appendix 1 - Exception Report

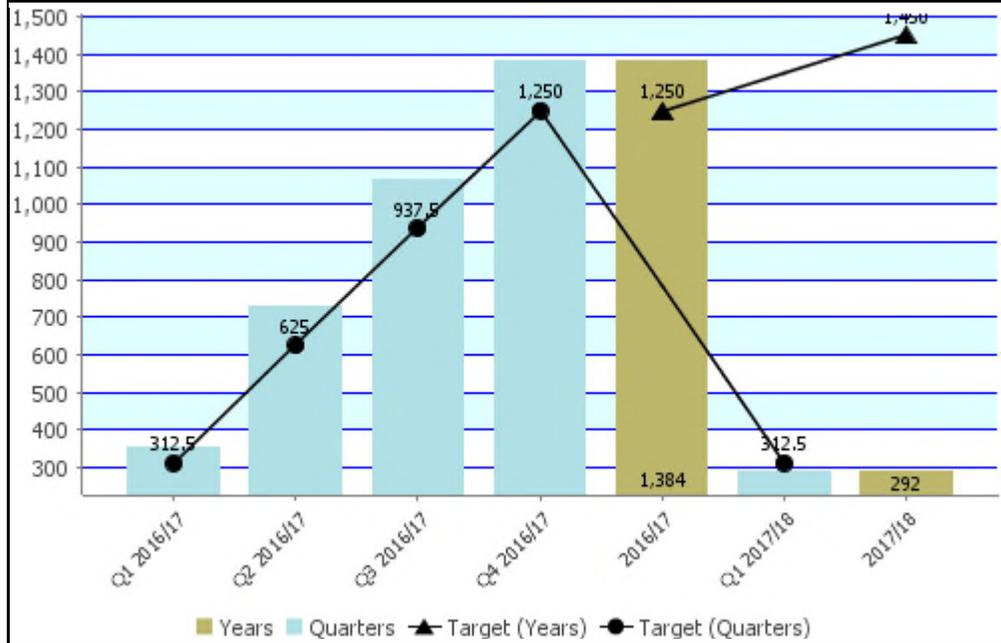
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| PI Status | | Long Term Trends | | Short Term Trends | |
|-----------------------------------------------------------------------------------|-----------|-----------------------------------------------------------------------------------|---------------|-------------------------------------------------------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

Traffic Light: Red 2 Amber 1

HSWSP1 SO1 - Ensure access to good quality, affordable housing

| Indicator | | 1b) Number of waiting list applicants who access affordable housing | | | | | Red T'hold | Amber T'hold |
|------------|--------|---------------------------------------------------------------------|-------|------|------------|-------------|------------|--------------|
| | Target | Status | Value | Base | Long Trend | Short Trend | 281.25 | 296.88 |
| Q1 2016/17 | 312.5 | ✓ | 354 | | ↓ | ↓ | | |
| Q2 2016/17 | 625 | ✓ | 729 | | ↓ | ↑ | | |
| Q3 2016/17 | 937.5 | ✓ | 1,065 | | ↑ | ↑ | | |
| Q4 2016/17 | 1,250 | ✓ | 1,384 | | ↑ | ↑ | | |
| Q1 2017/18 | 312.5 | ⚠ | 292 | | ↓ | ↓ | | |

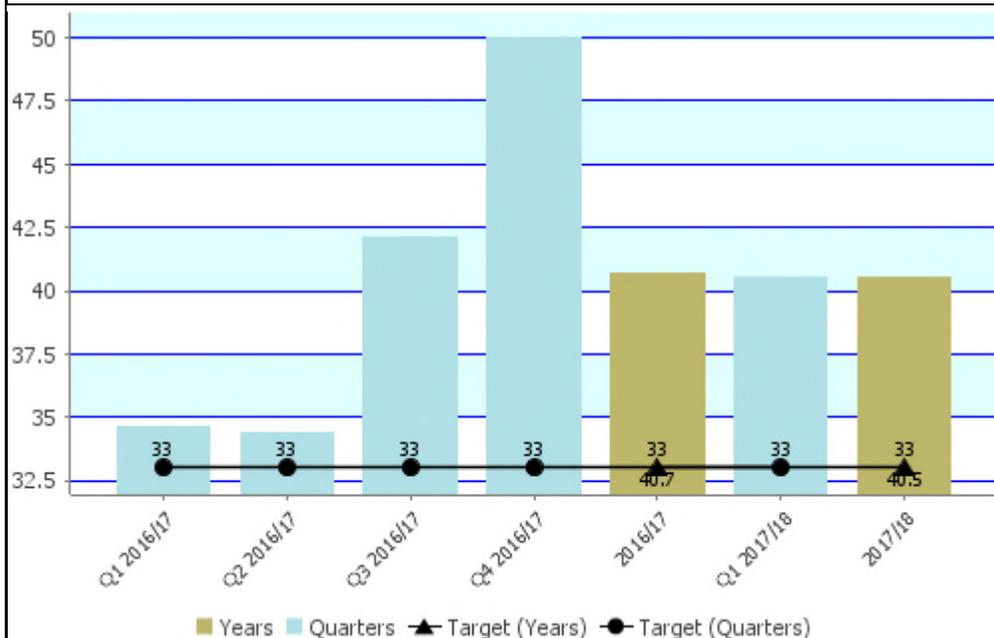


This indicator looks at the number of applicants on our waiting list who have accessed affordable housing during the year to date. It includes applicants who have been allocated a council house, as well as those successfully nominated by Aberdeenshire Council to Registered Social Landlords. This demonstrates that we are providing access to affordable housing for applicants who may otherwise be unable to secure housing.

The number of new tenancies created in the quarter is below target. 292 new tenancies were created in Q1 as a result of terminations of Aberdeenshire Council properties, nominations to RSL partners and an addition of 5 new build properties being let in the period. This compares to 354 in the same period last year. We are not in control of the number of tenancies being terminated however due to a number of properties being held for Internal Wall Insulation Works (IWI) this limits the number of properties available for relet in the short term.

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 2016/17 | 33 | | 34.6 | | | | | |
| Q2 2016/17 | 33 | | 34.4 | | | | | |
| Q3 2016/17 | 33 | | 42.1 | | | | | |
| Q4 2016/17 | 33 | | 50 | | | | | |
| Q1 2017/18 | 33 | | 40.5 | | | | | |



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.

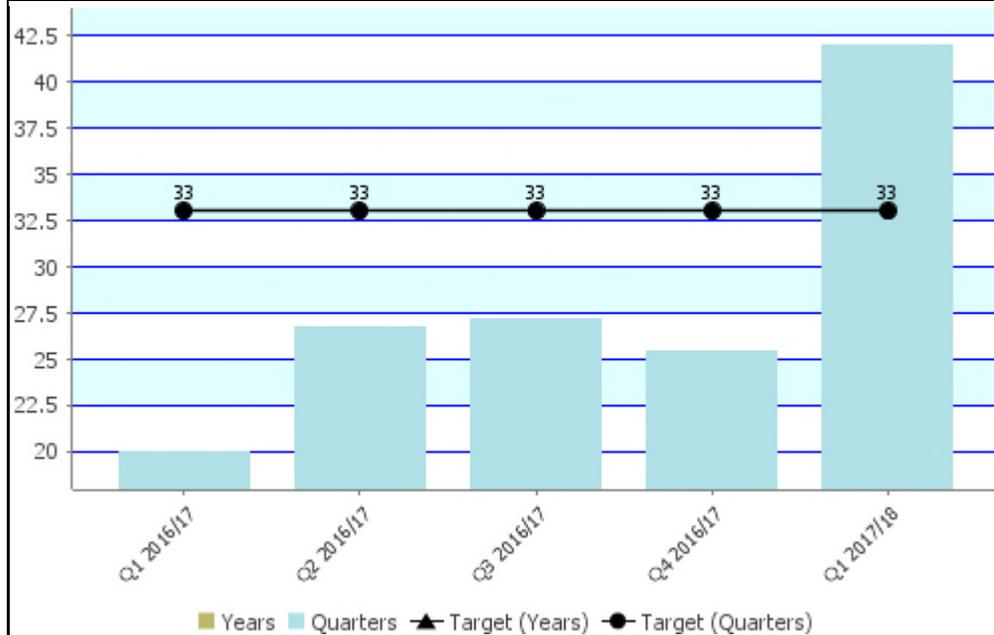
Performance across Aberdeenshire has improved over the last quarter from 50 days at the end of quarter 4 16/17 to 40.1 days in quarter 1 17/18.

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 (16 in Banff and Buchan and 25 in Buchan). This compares to 9 in Garioch and Formartine.

Performance varies across Aberdeenshire in Q1, from 33.7 days in Banff and Buchan to 48.1 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. The condition of the properties returned and number of upgrades (e.g. if previous tenant had refused upgrades) will also be a factor. All other areas are sitting above the target of 33 days. It should be noted that there was an improvement in days to relet in the Banff & Buchan area from 38.5 days in Q4 to 33.7 days in Q1 and Buchan from 65.5 days in Q4 to 48.1 days in Q1.

A detailed report on void performance was presented to Communities Committee in September for consideration, and will be presented to all Area Committees in the near future.

| Indicator | | 2b) F - 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 2016/17 | 33 | ✓ | 19.9 | | ↑ | ↑ | | |
| Q2 2016/17 | 33 | ✓ | 26.7 | | ↑ | ↓ | | |
| Q3 2016/17 | 33 | ✓ | 27.1 | | ↓ | ↓ | | |
| Q4 2016/17 | 33 | ✓ | 25.4 | | ↑ | ↑ | | |
| Q1 2017/18 | 33 | ⬛ | 42 | | ↓ | ↓ | | |



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FORMARTINE AREA COMMITTEE 3 OCTOBER 2017

Housing Performance Report – Appendix 2

Fuel Poverty Update – Q1 2017/18

In-home, In-depth Energy Efficiency Information, Advice & Support Visits

From April to June 2017, SCARF carried 133 home visits throughout Aberdeenshire. 40 visits were carried out in Banff and Buchan, 15 in Banff, 18 in Formartine, 26 in Garioch; 19 Kincardine & Mearns and 15 in Marr. SCARF provides free & impartial energy efficiency information, advice and support to all residents of Aberdeenshire. HEAT (Home Energy Advice Team) carry out the home visits.

HEEPS:ABS 16/17 (Home Energy Efficiency Programmes for Scotland: Area Based Schemes)

Funding from HEEPS:ABS 16/17 has enabled 210 external wall insulation and 298 cavity wall insulation measures to be installed in private sector housing throughout Aberdeenshire. These Works are now nearing completion. The insulation measures will help to improve the energy efficiency of domestic properties, reduce carbon emissions, reduce fuel bills and make householders warmer and more comfortable in their homes.

HEEPS:ABS 17/18

An application was submitted to the Scottish Government on 15 March 2017 for funding to install energy efficiency measures, including EWI (External Wall Insulation), CWI (Cavity Wall Insulation) and HTTC (Hard To Treat Cavity wall insulation), in private sector housing throughout Aberdeenshire. £1.99m was awarded which will enable 220 EWI and 102 HTTC/CWI to be installed in private sector housing. HTTC/CWI is free to householders, whilst an owner contribution of £1,000 + 5% VAT is required for EWI. All measures are subject to a technical survey and only the most suitable type of insulation for the house construction type can be installed. All measures will be installed by Aberdeenshire Council's framework contractor, Everwarm.

SEEP (Scotland's Energy Efficiency Programme) – Pilot Scheme

Aberdeenshire Council was awarded SEEP funding for 62 external wall insulation, for cavity wall insulation and for 13 internal wall insulation installations in the private sector. Householders can note an interest in the scheme by contacting SCARF/Home Energy Scotland on 0808 808 2282. In addition to this, Aberdeenshire Council also received funding to install energy efficiency measures in a total of 4 non domestic properties. Works to these buildings, located in Lumsden and Huntly, are complete. EWI is presently being installed to domestic properties in Monymusk. All measures must be completed by end December 2017.

SCARF, our delivery partner, are involved with the technical monitoring in the homes of participating householders and also in the non-domestic properties. The data pre and post installation of the energy efficiency measures will provide outcomes to report back to the Scottish Government

SEEP 2

Aberdeenshire Council submitted a bid for funding through SEEP 2 on 31 March 2017. The funding bid for SEEP 2 was completed over two stages, the first stage was to express an interest in the scheme, outlining details of our proposed projects. Elements of our stage 1 bid, for The Princess Royal Sports & Community Trust in Banff, were accepted and we were invited to progress to stage 2, to provide further information for this specific scheme. The formal award letter from Scottish Government confirming a funding award of £86,150 for this project was received by Aberdeenshire Council on 22 August 2017. The work to install energy efficiency measures at the facility, including EWI, CWI, loft insulation and LED (light emitting diode) sensor lighting will commence in September 2017.

Report prepared by Elaine Murray, Fuel Poverty Development Officer.
9th August 2017