Aberdeenshire COUNCIL Infrastructure Services

REPORT TO FORMARTINE AREA COMMITTEE – 16 JANUARY 2018

HOUSING SERVICE QUARTERLY PERFORMANCE

EXCEPTION REPORTING JULY - SEPTEMBER 2017 (ABERDEENSHIRE PERFORMS)

1 Recommendations

The Committee is recommended to:

1.1 Acknowledge the positive performance achieved July to September 2017, identified in Section 2.3;

1.2 Consider those measures where performance is below expectations July to September 2017 (Quarter 2) identified in Appendix 1; and

1.3 Acknowledge the publication of the complete July to September 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 second quarter of 2017/18 can be summarised as follows:-

Key Service Objectives	Are we getting better?
1. To ensure access to good quality, affordable housing	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. However, performance is still within target tolerance.
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 remains better than target for Aberdeenshire as a whole, and Formartine follows this trend. Similarly, performance across Aberdeenshire and in Formartine is better than the same period last year, but has seen an increase over the previous quarter. However, performance still remains significantly better than the target of 10 working days. The average number of days to relet has increased compared to the previous quarter, both in Formartine and across Aberdeenshire as a whole, and remains out with target tolerance. However, this is affected by 16 low-demand relets, which significantly increased the average. This is particularly true in Formartine, where these properties increased the average from 31 days to 45 days. Across Aberdeenshire as a whole, rent arrears have decreased slightly compared to the previous quarter. However, arrears have increased very slightly in Formartine over the same period (by 0.02%), although they remain significantly better than target. Performance is still better than target for the year across Aberdeenshire, and arrears have remained at a relatively consistent level since the end of 2015/16.
3. Reduce fuel poverty	An update on activities is contained in the IS service plan update for Q2.

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 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 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.

4.4 As this report is only to inform Committee on performance there is no impact on town centres thus a Town Centre Impact Assessment is not required.

Stephen Archer
Director of Infrastructure Services

Report prepared by Neil Watts, Senior Information Officer (Housing).
18 December 2017

Formartine Area Committee Report - Housing Q2 2017/18 - Exception Report

Generated on: 12 December 2017

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

Traffic Light: Red 2

HSWSP2 SO2 - Scottish Social Housing Charter

Indicator	2b) A'shire - Average re-let time in days	Red T'hold	Amber T'hold
		41.7	40.1

	Target	Status	Value	Base	Long Trend	Short Trend
Q2 2016/17	33		34.4			
Q3 2016/17	33		42.1			
Q4 2016/17	33		50			
Q1 2017/18	33		40.5			
Q2 2017/18	39.7		47.3			

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 in the last quarter from 40.5 days at the end of Q4 16/17 to 47.3 days at the end of Q2.

Performance varies across Aberdeenshire in Q2, from 31.4 days in Marr to 59.5 days in Buchan. All other areas are sitting above the target of 39.7 days.

It should be noted that there were 16 low demand properties relet within the quarter, many of which had been vacant for some considerable time. This is an extremely positive action, however it does have a negative impact on the overall, average days to relet figure. The days taken across Aberdeenshire (excluding the low demand properties) would reduce from 47.3 days to 36.7 days. Below shows a breakdown of figures per area including and excluding low demand properties.

Area	Average days to relet including Low Demands	Average days to relet excluding Low Demands
Banff and Buchan	48.8	33.9
Buchan	59.5	45.9
Formartine	45.4	31.3
Garioch	40.3	34.8

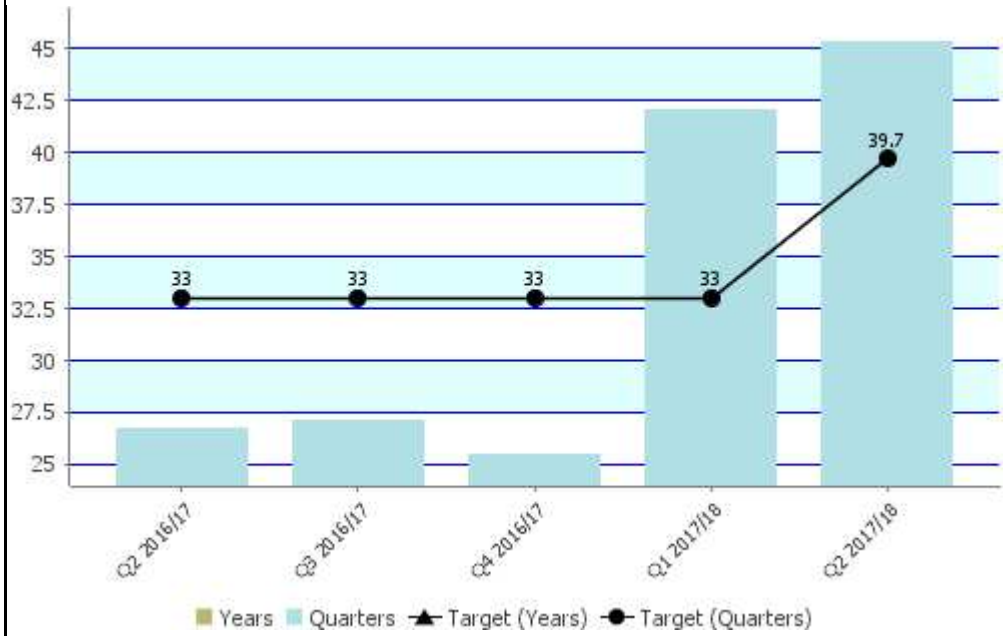
K&M	51.3	51.3
Marr	31.4	31.4
Aberdeenshire	**47.6**	**36.7**

The slightly higher figures in Buchan and K&M reflect the condition of properties returned and also upgrades required while at void, for example where the previous tenants had refused upgrades.

Indicator	2b) F - Average re-let time in days	Red T'hold	Amber T'hold

	Target	Status	Value	Base	Long Trend	Short Trend
Q2 2016/17	33	✓	26.7		↑	↓
Q3 2016/17	33	✓	27.1		↓	↓
Q4 2016/17	33	✓	25.4		↑	↑
Q1 2017/18	33	●	42		↓	↓
Q2 2017/18	39.7	●	45.3		↓	↓

41.7 | 40.1



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