

## **REPORT TO COMMUNITIES COMMITTEE – 29 MARCH 2018**

### **HOUSING SERVICE QUARTERLY PERFORMANCE**

#### **EXCEPTION REPORTING OCTOBER - DECEMBER 2017 (ABERDEENSHIRE PERFORMS)**

#### **1 Recommendations**

##### **The Committee is recommended to:**

- 1.1 Acknowledge the positive performance achieved October to December 2017 (Quarter 3), identified in Section 2.3;
- 1.2 Consider those measures where performance is below expectations October to December 2017 identified in Appendix 1;
- 1.3 Acknowledge the publication of the complete October to December Performance Report;

#### **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 Service Plan 2017-2020, 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 third 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>Performance is mixed. This indicator is performing better than target this quarter, and has improved compared to the previous quarter. However, the figures are lower than they were in the same quarter last year.</p>
<p>2. To ensure our service meets the outcome for the Scottish Social Housing Charter</p>	<p>Overall, performance is improving.</p> <p>The average number of days to relet has improved slightly compared to the previous quarter, decreasing from 47.3 days in Q2 to 46.9 in this quarter. However, this is still above target for the year. As in the previous quarter, a few low demand properties have had a significant effect on the figures.</p> <p>In contrast, the average number of days to complete non-emergency repairs has remained better than target across Aberdeenshire. While the average has risen slightly compared to the previous quarter, it is still well within target, and all areas of Aberdeenshire are now performing better than target, which represents a significant improvement, particularly in Buchan.</p> <p>Rent arrears have improved slightly overall compared to the previous quarter (with a decrease of 0.1% overall for Aberdeenshire), and remain better than target across Aberdeenshire as a whole, and better than the same quarter last year. As yet, the roll out of Universal Credit (currently limited to some postcodes in Kincardine and Mearns) has not had a significant effect on rent arrears levels.</p>
<p>3. Reduce fuel poverty</p>	<p>A detailed update on Fuel Poverty activities will be provided with the quarter 4 performance report.</p>

- 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 performance in relation to the Service Plan 2017-20 for Infrastructure Services as approved by Infrastructure Services Committee on 1st June 2017.*

### **4 Implications and Risk**

#### **4.1 Equality Impact Assessment**

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 Staffing and Financial Implications**

There are no specific staffing and financial implications arising from this report.

#### **4.3 Risks**

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.

#### **4.4 Towns Centre First Principle**

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

### **Stephen Archer, Director of Infrastructure Services**

Report prepared by Neil Watts, Senior Information Officer (Housing)  
1<sup>st</sup> March 2018



# Communities - Housing Quarter 3 2017/18 Appendix 1 - Exception Report

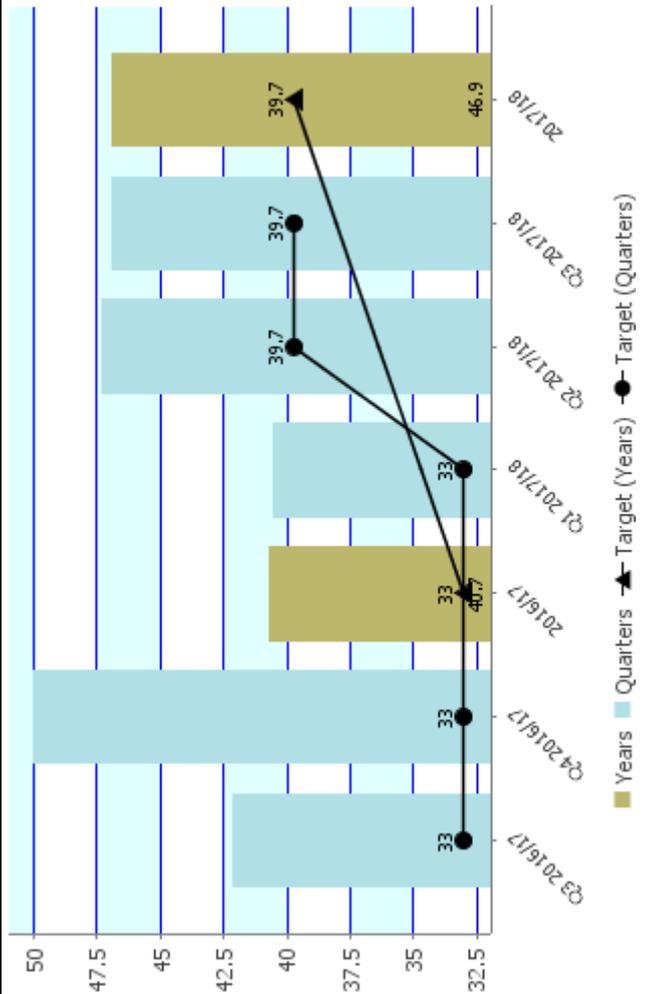
Generated on: 23 February 2018

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 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		
Q3 2016/17	33	🛑	42.1		➡	➡	40.1
Q4 2016/17	33	🛑	50		➡	➡	
Q1 2017/18	33	🛑	40.5		➡	⬅	
Q2 2017/18	39.7	🛑	47.3		➡	➡	
Q3 2017/18	39.7	🛑	46.9		➡	⬅	



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 slightly in the last quarter from 47.3 days to 46.9 days.

Performance varies across Aberdeenshire in Q3, from 29.4 days in Garioch to 70.7 days in Buchan. Banff & Buchan, Garioch and Marr are currently under target with all other areas are sitting above the target of 39.7 days.

It should be noted that there were 10 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. This effect is particularly pronounced in Buchan and Kincardine and Mearns this quarter, due to the letting of properties such as 5 Forbes Court, New Pittsligo; 5 Skerry Hall, Boddam; and 18 Mearns Court in Laurencekirk within the quarter, which were void for 600 days, 294 days and 836 days respectively.

It is also worth noting that the Buchan Area in particular has a greater number of higher value void works compared to other areas (161 such void properties in Buchan in 2017/18, with the next highest being Formartine with 92). The greater level of works required will be contributing to the longer average relet times in Buchan.

To highlight the impact of low demand properties, the average days taken across Aberdeenshire to relet properties would reduce from 46.9 days to 34.6 days if low demands were excluded. Below shows a breakdown of figures per area including and excluding low demand properties:

Area	Average days to relet including Low Demand	Average days to relet excluding Low Demand
Banff and Buchan	33.7	27.8
Buchan	70.7	45.6
Formartine	47.5	39
Garioch	29.4	29.4
Kincardine and Mearns	59.5	33.6
Marr	37.2	35.6
Aberdeenshire	46.9	34.6

