

REPORT TO MARR AREA COMMITTEE – 1 MAY 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; and**
- 1.3 Acknowledge the publication of the complete October to December Performance Report for all quarterly indicators on Ward Pages.**

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 third 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	Performance is mixed. The number of people accessing affordable housing has fallen compared to last year, but is still better than target for this quarter. 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>2. To ensure our service meets the outcome for the Scottish Social Housing Charter</p>	<p>Performance in Marr is better than target for all indicators, while the picture across the council as a whole is more mixed.</p> <p>The average number of days to complete non-emergency repairs remains better than target for Aberdeenshire as a whole, and Marr follows this trend. However, while the Aberdeenshire average has increased very slightly compared to the previous quarter, the Marr average has improved by a larger margin from 9.6 days last quarter to 8.8 days this quarter.</p> <p>In contrast, the average number of days taken to relet properties has increased in Marr compared to the previous quarter, although it still remains better than target. This contrasts with Aberdeenshire as a whole, where there has been a slight improvement compared to the previous quarter. Despite this, Marr remains one of the best performing areas in Aberdeenshire this quarter.</p> <p>Across Aberdeenshire as a whole, rent arrears have decreased slightly compared to the previous quarter, and this pattern is replicated in Marr with a reduction from 2.7% to 2.57%. Marr shows the largest decrease in arrears across Aberdeenshire this quarter, and is currently performing significantly better than at the same point last year, when arrears in Marr were 3.12% of the gross rent debit.</p>
<p>3. Reduce fuel poverty</p>	<p>A detailed report of Fuel Poverty activities will be provided with the Q4 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 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 Marr 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).
9th April 2018

Marr Area Committee Report - Housing - Exception Report

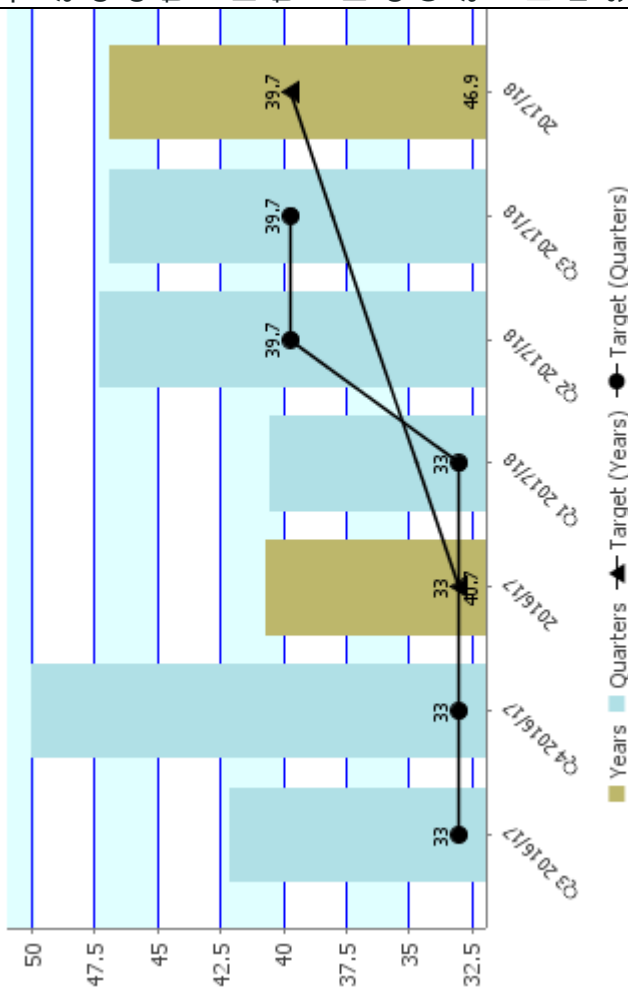
Generated on: 09 April 2018

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	Short Trend	
Q3 2016/17	33	🔴	42.1		➡	➡	41.7
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		➡	⬅	40.1



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. The days taken across Aberdeenshire (excluding the low demand properties) would reduce from 46.9 days to 34.6 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 & Buchan	33.7	27.8
Buchan	70.7	36.5
Formartine	47.5	39
Garioch	29.4	29.4 (no low demands relet this quarter)
K&M	59.5	33.6
Marr	37.2	35.6
Aberdeenshire	46.9	34.6