

REPORT TO GARIOCH AREA COMMITTEE – 29 MAY 2018

**HOUSING SERVICE QUARTERLY PERFORMANCE EXCEPTION REPORTING
OCTOBER - DECEMBER 2017 (ABERDEENSHIRE PERFORMS)**

1 Recommendations

The Committee is recommended to:

1. **acknowledge the positive performance achieved October to December 2017 (Quarter 3), identified in Section 2.3;**
2. **consider those measures where performance is below expectations October to December 2017 identified in Appendix 1; and**
3. **acknowledge the publication on Ward Pages of the complete October to December 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 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	The number of households accessing affordable housing has improved into Q3, and is now better than target for the year to date. However, performance is still lower than the same period last year.
2. To ensure our service meets the outcome for the Scottish Social Housing Charter	Performance in Garioch is good, with all indicators performing better than target here. In terms of response repairs, Garioch mirrors the trend for Aberdeenshire as a whole this quarter,

	<p>showing an increase in the average working days taken to complete non-emergency repairs. However, performance remains better than target at both Aberdeenshire and Garioch levels, and Garioch is still performing significantly better than target for the year.</p> <p>In contrast, the average days taken to relet a property has improved significantly in Garioch this quarter, from 39.4 days in Q2 to 29.4 days in Q3. Garioch is currently performing significantly better than the Aberdeenshire average this quarter, and this has continued into quarter 4.</p> <p>Across Aberdeenshire as a whole, rent arrears have decreased slightly compared to the previous quarter (from 4.53% to 4.52%), while Garioch has seen a larger improvement from 3.28% to 3.18%. Performance in Garioch also shows improvement compared to the same quarter last year, and Garioch continues to perform significantly better than target.</p>
<p>3. Reduce fuel poverty</p>	<p>An update on Fuel Poverty activities will be provided with the Q4 performance update.</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 the Garioch 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
Infrastructure Services

Report prepared by Neil Watts, Senior Information Officer (Housing).
14th of May 2018

Garioch Area Committee Report – Housing Q3 - Exception Report

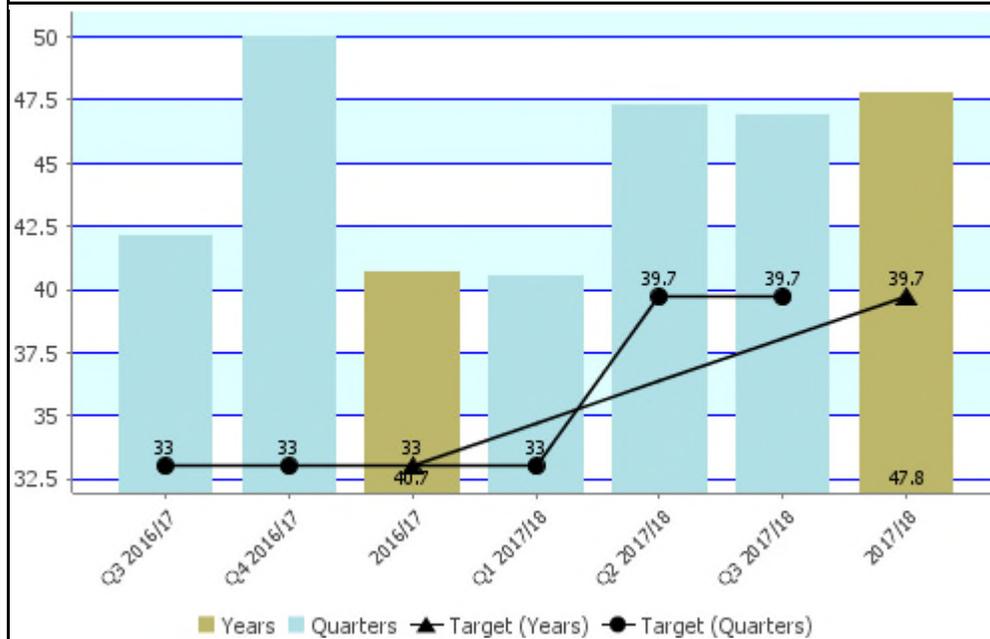
Generated on: 14 May 2018

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	41.7	40.1
Q3 2016/17	33	●	42.1		↓	↓		
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 Pitligo; 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