

REPORT TO GARIOCH AREA COMMITTEE – 19 JUNE 2018

HOUSING SERVICE QUARTERLY PERFORMANCE EXCEPTION REPORTING JANUARY - MARCH 2017 (ABERDEENSHIRE PERFORMS)

1 Recommendations

The Committee is recommended to:

1. **acknowledge the positive performance achieved January to March 2018 (Quarter 4), identified in Section 2.3;**
2. **consider those measures where performance is below expectations January to March 2018 identified in Appendix 1;**
3. **consider the update on work undertaken to alleviate Fuel Poverty detailed in Appendix 2; and**
4. **acknowledge the publication on Ward Pages of the complete January to March 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 fourth 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. In Garioch, 138 households accessed council housing last year, or 13% of the total in Aberdeenshire. This demonstrates a slightly lower |

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| | <p>turnover rate in Garioch compared to other Aberdeenshire areas.</p> <p>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 across Aberdeenshire.</p> <p>In terms of new builds, performance is below target this year, with 170 new affordable properties being completed. Of these, 38 were completed for social rent by the council, with 16 new council properties being completed in Inverurie. Work has commenced or is about to commence on another 429 affordable units across Aberdeenshire.</p> |
| <p>2. To ensure our service meets the outcome for the Scottish Social Housing Charter</p> | <p>Performance in Garioch is good, with all indicators performing better than target here, and all indicators performing better than average for Aberdeenshire.</p> <p>The average number of working days taken to complete non-emergency repairs has improved this quarter, both in Garioch and across Aberdeenshire as a whole. With an average of 7.44 working days for the year as a whole, Garioch was consistently one of the strongest performing areas in Aberdeenshire in 2017/18.</p> <p>The average days taken to relet a property has remained fairly static in Garioch this quarter, with a slight increase to 30.7 days from 29.4 in quarter 3. This compares favourably with the Aberdeenshire average, which has increased significantly this quarter. Similarly, Garioch was the best performing area in 2017/18 as a whole, taking 33 days on average to relet properties.</p> <p>Rent arrears increased as a percentage of the gross rent debit across Aberdeenshire in Quarter 4, and Garioch followed a similar trend, increasing from 3.18% to 3.2% at the end of quarter 4. However, this remains better than the same period last year, and is significantly better than target. Garioch is also showing early signs of further improvement in Quarter 1 of 2018/19.</p> |
| <p>3. Reduce fuel poverty</p> | <p>Based on the latest available Scottish Government figures (Scottish House Condition Survey), Fuel Poverty has fallen in Aberdeenshire by</p> |

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| | <p>3% compared to the previous survey, in line with fuel poverty across Scotland as a whole.</p> <p>Please see appendix 2 for an update on fuel poverty activities undertaken this year.</p> |
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- 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;
<http://aberdeenshire.gov.uk/council-and-democracy/about-us/single-outcome-agreement-council-and-service-plans-and-reports/>
- 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).
5th of June 2018

Garioch Area Committee Report – Housing Performance Q4

Appendix 1 – Exception Report

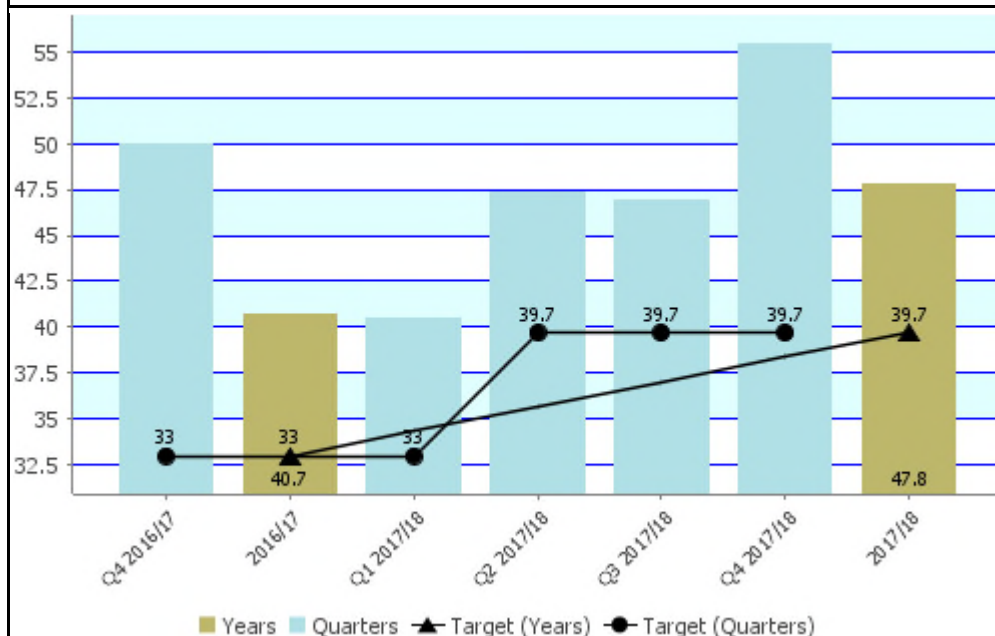
Generated on: 05 June 2018

| 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 |
| 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 | | ↓ | ↑ | | |
| Q4 2017/18 | 39.7 | ● | 55.5 | | ↓ | ↓ | | |



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 is worse in Q4 than in the previous quarter, with an increase from 46.9 days in Q3 to 56.2 days in Q4, and an overall average of 47.2 days to relet in 2017-18. As in previous quarters, the re-letting of low demand properties has had a significant impact on the figures, particularly in Buchan where one sheltered housing property in Cruden Bay took 469 days to relet due to a lack of applicants. Q4 also saw the relet of a specially adapted property that was void for 371 days while work was carried out, which again has an impact on overall performance.

In Aberdeenshire this year, low demand properties took 158 days on average to relet, with Buchan showing the highest average at 215 days to relet low demand properties. The effect of low demand properties in 2017/18 is illustrated in the table below:

| Area | Days Including Low Demand | Days Excluding Low Demand |
|---------------------|---------------------------|---------------------------|
| Banff & Buchan Area | 44.1 | 35.8 |
| Buchan Area | 68.8 | 56.1 |
| Formartine Area | 45.1 | 34.6 |
| Garioch Area | 33.0 | 30.3 |

| | | |
|----------------------|-------------|-------------|
| Kin & Mearns Area | 53.5 | 44.6 |
| Marr Area | 36.2 | 34.4 |
| Aberdeenshire | 47.8 | 39.7 |

However, even taking low demand and special cases into account, performance would be roughly the same as the previous quarter, and not currently meeting target. There are a number of factors that can impact on void performance. For example, some areas have seen a rise in the amount of work required at void - this is especially noticeable in Buchan, where the average void repair is roughly 80% more expensive than it was 2 years ago, and Buchan also has the greatest number of higher value voids. This correlates with the greater number of Capital Works at void found in the Buchan area - while the time taken to complete such work is not usually included in the average days calculation, they do place additional demands on the repairs teams. Delays can also be caused by the reliance on energy providers to pay down debt on gas and electricity meters, and the lead-in times for manufacturing certain components, such as new doors.

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Housing Performance Report – Appendix 2 Fuel Poverty Update – Q4 2017/18

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

From April 2017 to end of March 2018, SCARF carried 530 home visits throughout Aberdeenshire. 111 visits were carried out in Banff and Buchan, 76 in Banff, 71 in Formartine, 107 in Garioch; 68 Kincardine & Mearns and 97 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 17/18

Aberdeenshire Council was awarded £1.99m in HEEPS:ABS (Home Energy Efficiency Programmes for Scotland: Area Based Schemes) funding for 17/18, which has enabled 220 EWI (External Wall Insulation) and 102 HTTC/CWI (Hard To Treat Cavity Wall/Cavity Wall Insulation) measures 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 were installed by Aberdeenshire Council's framework contractor, Everwarm.

HEEPS:ABS 18/19

On 6th April, Aberdeenshire Council submitted a bid for £2.2m for HEEPS:ABS 18/19. This will enable the installation of 256 EWI and 75 HTTC in private sector housing. The outcome of the funding application should be known by mid-May.

SEEP 2 (Scotland's Energy Efficiency Programme) – Pilot Scheme

Aberdeenshire Council was awarded SEEP funding totalling £86,150 for the installation of various energy efficiency measure, including EWI, CWI, loft insulation and LED (light emitting diode) sensor lighting, at the Princess Royal Sports & Community Trust facility in Banff. These measures have now been completed and will benefit numerous service users.

SCARF, our delivery partner, are involved with the technical monitoring for the non-domestic property at the Princess Royal Sports & Community Trust facility. The data pre and post installation of the energy efficiency measures will provide outcomes to report back to the Scottish Government