

REPORT TO GARIOCH AREA COMMITTEE – 18 SEPTEMBER 2018

**HOUSING SERVICE QUARTERLY PERFORMANCE
EXCEPTION REPORTING APRIL - JUNE 2018
(ABERDEENSHIRE PERFORMS)**

1 Recommendations

The Committee is recommended to:

- 1.1 Acknowledge the positive performance achieved April to June 2018 (Quarter 1), identified in Section 2.3;**
- 1.2 Consider those measures where performance is below expectations April to June 2018 identified in Appendix 1; and**
- 1.3 Acknowledge the publication on Ward Pages of the complete April to June 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 first quarter of 2018/19 can be summarised as follows:-

Key Service Objectives	Are we getting better?
1. To ensure access to good quality, affordable housing	390 Households accessed affordable housing across Aberdeenshire this quarter, almost 100 more than in the same period last year, and significantly more than target for the quarter. New build council housing has played a significant role in the increase, with new properties let in Inverurie contributing in the Garioch area.

<p>2. To ensure our service meets the outcome for the Scottish Social Housing Charter</p>	<p>Performance in Garioch is mixed this quarter, with one indicator performing worse than target and 2 meeting target. In general, Garioch is performing well compared to other Aberdeenshire areas.</p> <p>The average number of working days taken to complete non-emergency repairs has increased this quarter across Aberdeenshire as a whole, and Garioch has followed this trend. However, performance in Garioch remains within target tolerance this quarter, and has improved significantly in quarter 2 so far, with Garioch being the best performing Aberdeenshire area in July and August.</p> <p>In common with all Aberdeenshire areas, the average days taken to relet a property has increased in Garioch in Q1, and is now performing worse than target. However, Garioch remains the strongest performing Aberdeenshire area, and has continued this trend in Q2 so far. In common with other Aberdeenshire areas, low-demand properties (in this case, sheltered housing in Kemnay) have affected performance in Garioch this quarter, although to a lesser extent than some other areas. The other factors that have contributed to the increase this quarter are common to all Aberdeenshire area, and are discussed in the Aberdeenshire commentary.</p> <p>Rent arrears as a percentage of gross rent have fallen significantly this quarter, with the Aberdeenshire figure falling from 4.6% at the end of 2017/18 to 4.07% at the end of Q1 this year. Garioch follows this trend in quarter 1, with rent arrears falling from 3.2% to 2.9%. Garioch is the only area not to show a reduction in former tenant arrears this quarter, but performance is still significantly better than target at the moment.</p>
<p>3. Reduce fuel poverty</p>	<p>Fuel poverty information will be provided in future as part of the new performance framework for the 5-year council plan.</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;
<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 September 2018

Garioch Area Committee Report - Housing – Appendix 1 Exception Report Q1 2018-19



Generated on: 05 September 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 2

HSWSP2 SO2 - Scottish Social Housing Charter

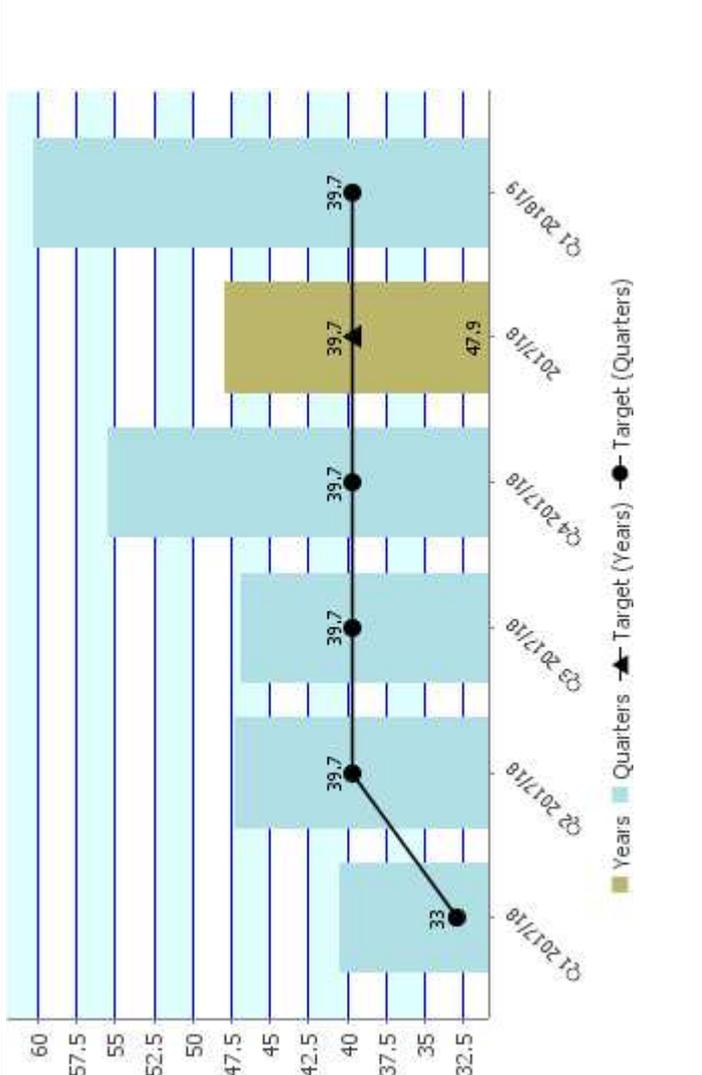
Indicator	2b) A'shire - Average re-let time in days					Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend		
Q1 2017/18	33	●	40.5		→	←	41.7 40.1
Q2 2017/18	39.7	●	47.3		→	→	
Q3 2017/18	39.7	●	46.9		→	←	
Q4 2017/18	39.7	●	55.5		→	→	
Q1 2018/19	39.7	●	60.2		→	→	

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 in Q1 of 2018 is worse compared to the previous quarter, increasing from 55 days in Q4 of 2017/18 to 60 days in Q1 of 2018/19. The relet of low demand properties was significant this quarter, with twice as many low demand properties let as in Q1 of 2017/18. In particular, low demand sheltered housing properties had an impact on this month's figures, with 2 properties in Rosehearty and Fyvie each taking over a year to relet due to a lack of suitable applicants. Similarly, 8 of the 10 longest void periods this quarter were for sheltered housing properties. While there has been an increase in the number of properties relet this quarter overall, the increase in low demand properties is disproportionate (the number of properties relet overall has increased by 25%, while the number of low demand properties let has doubled).

Performance has started to improve in Q2 so far, with the average days to relet in July falling to 49 in Q2 to the 23rd of August, and 5 of the 6 areas showing significant improvements over Q1 performance. This follows an anticipated pattern, as this indicator looks at performance at the end of the void process (i.e. after the property is let), and therefore it was expected that it would take some time before the effect of existing void properties being let would cease.

The impact of low demand sheltered housing can perhaps be illustrated by looking at the effect it can have at an area level, where the smaller numbers mean that outliers have a



bigger impact on overall figures. To take Formartine as an example, in quarter 1, there were 3 sheltered housing properties in Fyvie, Rothienorman and Cuminstown that between them took over 1000 days to relet due to a lack of applicants. This resulted in an average of 90 days to relet sheltered housing in Formartine in Q1, and an overall average of 62 days. In contrast, no such long term void properties have been relet in Q2 to date, resulting in the average days to relet sheltered housing decreasing to 36 days (less than half), and the overall average dropping to 32 days (slightly more than half).

A similar pattern can be most readily seen in Banff and Buchan and Marr – in particular, Banff and Buchan shows almost identical times to relet non-sheltered housing in both Q1 and Q2, but a drop in average time to relet sheltered housing from 115 days in Q1 to 49 days in Q2 means that the overall average has dropped by 10 days in Q2. Unfortunately, such properties are an ongoing issue, as there are currently 14 sheltered housing properties that have been void for over 100 days which are likely to impact on performance in the future, and a further 9 properties identified as low demand that could also be void for extended periods. All of these properties are in the northern half of Aberdeenshire, with the largest concentrations in Formartine (6) and Buchan (4).

The fact that this indicator looks at performance after a property has been let means that we are unable to accurately predict performance, as we cannot say when properties like these will actually have an impact on the figures. When the letting process results in a number of properties being let within the same quarter, rather than being spread out across the year, this will have an impact on the figures for that quarter, and lead to a natural fluctuation in performance.

This is not to say that low demand and sheltered housing are the only factors influencing current performance however – as discussed in previous commentaries, there are other specific factors that the housing service are currently working to address. However, as discussed above, the nature of this indicator means that it will take some time before any improvements will filter through. The work currently being undertaken includes:

- working with manufacturers to speed up the delivery of materials such as external doors and kitchens where there is a significant time lag for manufacturing. Staff are also working with energy suppliers to speed up the clearing down of debt on gas/electricity meters, and making improvements to the supply of new electricity meters after new electric heating installations.
- continuing the rollout of the new RPM (Repairs and Planned Maintenance Management) system to all remaining areas to increase the efficiency of work within our in-house repairs teams and reduce the time taken to complete works on void properties
- a revised sign-up procedure with stricter timescales for responses, viewings and sign-up of new leases

Indicator	2b) G - Average re-let time in days						Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend		
Q1 2017/18	33	✓	30.6		→	→	41.7	40.1
Q2 2017/18	39.7	✓	39.4		→	→		
Q3 2017/18	39.7	✓	29.4		←	←		
Q4 2017/18	39.7	✓	30.7		←	→		
Q1 2018/19	39.7	⊘	43.4		→	→		

Performance in Garioch this quarter has been affected by the same factors as Aberdeenshire as a whole – please see the Aberdeenshire Commentary above for a discussion of the factors affecting performance on this indicator.

