

REPORT TO MARR AREA COMMITTEE – 02 OCTOBER 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 of the complete April to June 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 first 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	<p>Performance has improved this quarter, with the number of people accessing affordable housing increasing across Aberdeenshire as a whole, with almost 100 more households accessing affordable housing than the same quarter last year.</p> <p>In contrast, the number of council housing lets in Marr has remained very similar to last year (38 in Q1 last year, 34 this year). This is because the increases in some other areas have been driven by new build</p>

	<p>council properties being let and properties returning to use after interior wall insulation works, and neither of these factors have impacted on Marr this quarter. Therefore, the number of lets has been driven purely by the turnover of property, which has stayed at a consistent level.</p>
<p>2. To ensure our service meets the outcome for the Scottish Social Housing Charter</p>	<p>Performance is mixed compared to Quarter 1, although performance in Marr is generally good with 2 indicators performing better than target this quarter.</p> <p>Marr continues to perform better than target with regard to the average number of working days taken to complete non-emergency repairs, following the trend for Aberdeenshire as a whole. Performance in Q1 of 2018/19 is better than the same quarter of the previous year, and has seen a significant improvement in Q2 so far.</p> <p>The average number of days taken to relet properties has increased in Marr compared to the previous quarter, and is now significantly worse than target. Again, this is in line with performance across Aberdeenshire as a whole this quarter, and Marr continues to perform better than average in Aberdeenshire. However, performance in Q2 has improved significantly, and is currently close to meeting target in Marr. Performance in Marr has been affected by the same factors affecting Aberdeenshire as a whole, as discussed in the attached exception report.</p> <p>Rent arrears as a percentage of gross rent due have decreased in Q1 of 2018/19, with arrears in Marr falling to 2.26%. This is consistent with performance across Aberdeenshire as a whole, and is a result of a reduction in the levels of former tenant arrears. This also represents a significant improvement in performance compared to the same period last year, where arrears in Marr were 2.84% of the gross rent debit.</p>

3. Reduce fuel poverty	Fuel poverty will continue to be discussed in future reports under the new performance management framework.
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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 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).
17th of September 2018

Marr Area Committee Report - Housing - Exception Report

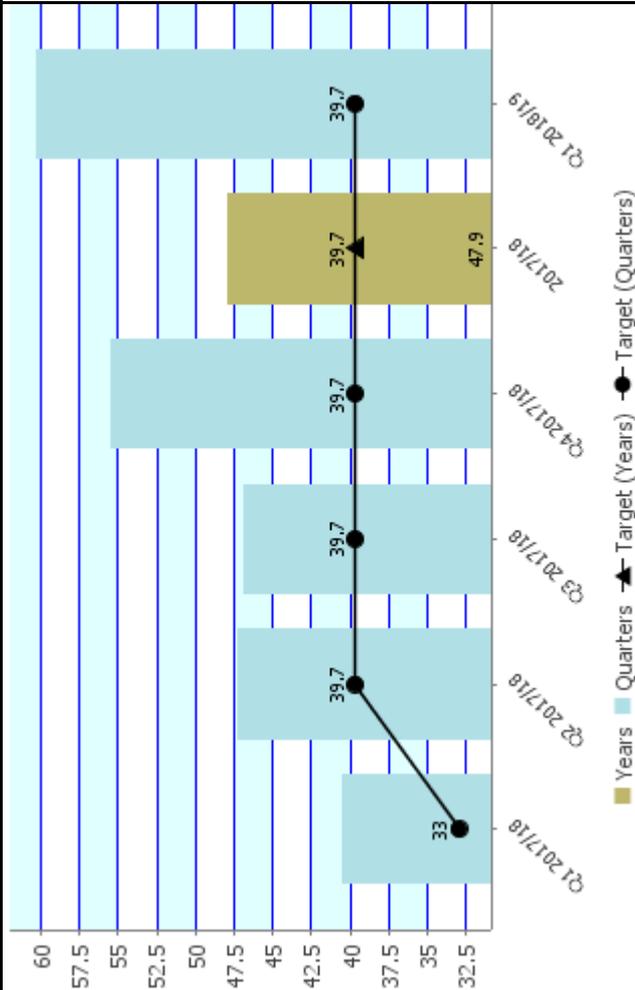
Generated on: 13 September 2018

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	227	→	←	41.7 40.1
Q2 2017/18	39.7	●	47.3	249	→	→	
Q3 2017/18	39.7	●	46.9	238	→	←	
Q4 2017/18	39.7	●	55.5	221	→	→	
Q1 2018/19	39.7	●	60.2	275	→	→	



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 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) M - Average re-let time in days					Red T'hold	Amber T'hold	
	Target	Status	Value	Base	Long Trend	Short Trend		
Q1 2017/18	33	🔴	40.2	38	➡	➡	41.7	40.1
Q2 2017/18	39.7	🟢	31.4	26	⬅	⬅		
Q3 2017/18	39.7	🟢	36.8	33	➡	➡		
Q4 2017/18	39.7	🔴	42.3	30	➡	➡		
Q1 2018/19	39.7	🔴	48.1	34	➡	➡		

Quarter	Value	Status	Target
Q1 2017/18	33	🔴	39.7
Q2 2017/18	31.4	🟢	39.7
Q3 2017/18	36.8	🟢	39.7
Q4 2017/18	42.3	🔴	39.7
Q1 2018/19	48.1	🔴	39.7

Performance in Marr has followed the same trend as the rest of Aberdeenshire this quarter, and has been affected by the same factors as discussed in the commentary for Aberdeenshire as a whole. In particular, the let of low demand and sheltered housing properties has played a significant part in the increased average this quarter, and Marr is no exception.

In this quarter, 2 sheltered housing properties in Strathdon and Huntly significantly increased the overall average for Marr, taking 236 and 145 days to relet respectively. This is consistent with the pattern across Aberdeenshire, where sheltered housing in general (and rural sheltered housing in particular) tends to take longer to relet than mainstream housing.

Excluding sheltered housing, performance in Marr would be an average of 39.5 days, which would be within target for the quarter, and performance in Marr has improved significantly in Q2 so far. Currently, the average for Quarter 2 is 41.2 days in Marr, compared to an average of 49 days for Aberdeenshire as a whole.