

REPORT TO COMMUNITIES COMMITTEE – 23 MARCH 2019

HOUSING SERVICE QUARTERLY PERFORMANCE

EXCEPTION REPORTING OCTOBER - DECEMBER 2018 (ABERDEENSHIRE PERFORMS)

1 Recommendations

The Committee is recommended to:

- 1.1 Acknowledge the positive performance achieved October to December 2018 (Quarter 3), identified in Section 2.3;
- 1.2 Consider those measures where performance is below expectations in October to December 2018 identified in Appendix 1;
- 1.3 Acknowledge the publication of the complete October to December Performance Report 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 Service Plan 2017-2020, as approved by Infrastructure Services Committee.
 - 2.2 The performance measures are linked to the Council's former priorities, as described in the Infrastructure Services Service Plan 2017-2020 and originally in the Housing Service plan 2016-19. 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 2018/19 can be summarised as follows:-
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Key Service Objectives	Are we getting better?
<p>1. To ensure access to good quality, affordable housing</p>	<p>With regards to the number of applicants accessing affordable housing, performance continues to be much better than target this quarter, with 1117 households housed against a target of 937.5. This is mainly a result of the strong performance previously reported in Quarters 1 and 2, although performance in Quarter 3 would still be better than target when considered in isolation. In particular, the level of nominations is still significantly higher this quarter than in the previous year.</p>
<p>2. To ensure our service meets the outcome for the Scottish Social Housing Charter</p>	<p>Performance continues to be mixed this quarter, with 2 indicators currently performing better than target and one worse than target.</p> <p>The average number of days taken to complete non-emergency repairs has improved significantly this quarter, with the average working days taken falling to 7.7 days in Quarter 3. This represents the best performance since this indicator was introduced, and demonstrates a sustained improvement over the last few years.</p> <p>In contrast, the average number of days taken to relet properties is not currently meeting target, although performance in quarter 3 remains better than that at the start of the year. More detailed discussion can be found in Appendix 1, along with a breakdown of performance between sheltered and mainstream housing.</p> <p>Arrears performance remains better than target this quarter, although the arrears percentage has increased to 4.41%. This follows an expected pattern, based on previous years, and is a result of the way the indicator is calculated. For comparison, this figure demonstrates an improvement over the same quarter in 2017/18, where the figure was 4.52%.</p>

3. Reduce fuel poverty	Fuel Poverty updates will be provided as part of the updated reporting format on the new council priorities.
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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 D 7.1 of the List of Committee Powers in Part 2A of the Scheme of Governance as it relates to the scrutiny of performance in relation to the Service Plan 2017-20 for Infrastructure Services as approved by Infrastructure Services Committee on 1st December 2017.*

4 Implications and Risk

4.1 Equality Impact Assessment

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 Staffing and Financial Implications

There are no specific staffing and financial implications arising from this report.

4.3 Risks

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.

4.4 Towns Centre First Principle

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)
28th of February 2019

Communities - Housing Performance Q3 Appendix 1 - Exception Report

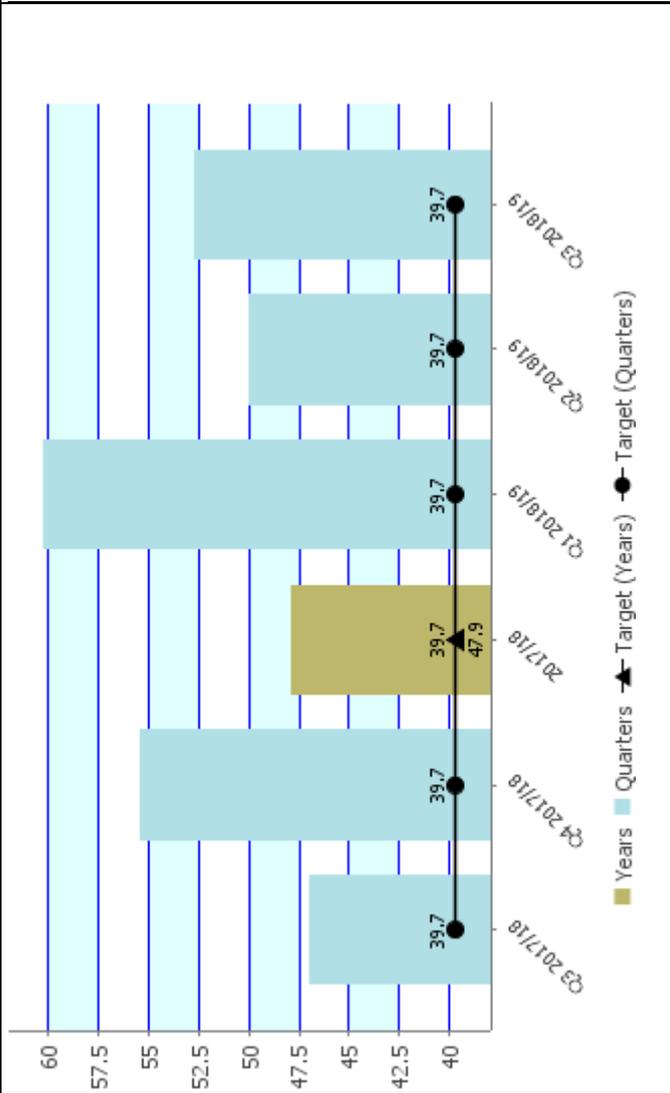
Generated on: 28 February 2019

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		
Q3 2017/18	39.7	🛑	46.9	238	➡	41.7	40.1
Q4 2017/18	39.7	🛑	55.5	221	➡		
Q1 2018/19	39.7	🛑	60.2	275	➡		
Q2 2018/19	39.7	🛑	50	276	⬅		
Q3 2018/19	39.7	🛑	52.7	246	⬅		



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 Quarter 3 has fallen back slightly compared to the previous quarter, although it remains better than at the end of 2017/18, and Q1 of 2018/19. Buchan, Banff and Buchan and Garioch all demonstrate improvements compared to the previous quarter, although the improvements in Buchan and Banff and Buchan are relatively modest. In contrast, Garioch shows a significant improvement this quarter, from 45.5 days in Q2 to 34.7 days in Q3. The remaining Aberdeenshire areas show an increase in relet times.

As in previous quarters, Low Demand and Sheltered Housing properties tend to take longer to relet than mainstream housing, which has a negative influence on the figures overall. Examples of such properties this quarter can be found in Boddam, St Fergus, Rhynie and Portsoy.

In addition to this, adaptations for particular needs can significantly impact on void turnaround for specific properties. In general, the challenges in re-letting sheltered housing properties are due to the relatively small waiting lists associated with more rural schemes, although there can also be issues where a large proportion of the applications matched to a vacancy are not yet ready to move.

However, performance for mainstream housing remains above target even when these factors are removed, demonstrating the ongoing challenges that are impacting on void performance across Aberdeenshire. As discussed in previous commentaries, there has been a general increase in the value of void repairs undertaken (which reflects a greater amount of work being required at void), along with issues in obtaining particular components. In addition, properties requiring an upgrade such as a new kitchen at void will generally take longer before being ready to relet.

In order to improve the turnover speed of housing stock, and reduce the influence of the above factors, the housing department is reviewing the balance of work done at void, with the intention of completing more upgrades and non-essential work once the property has been let, rather than holding the property until the work can be completed in all cases. The service has also proposed an independent review of the entire voids process as part of the work to be undertaken for Rapid Rehousing.

However, the nature of this indicator (looking at voids once they have been relet) means that it is likely to take some time before any changes have an effect on these figures.

Indicator	2b) A'shire - Average re-let time in days Mainstream					Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend		
Q3 2017/18	39.7	✔	39.7	192	→	→	41.7 40.1
Q4 2017/18	39.7	✘	52.1	176	→	→	
Q1 2018/19	39.7	✘	54	202	→	→	
Q2 2018/19	39.7	✘	49.2	213	→	←	
Q3 2018/19	39.7	✘	50.2	184	→	→	

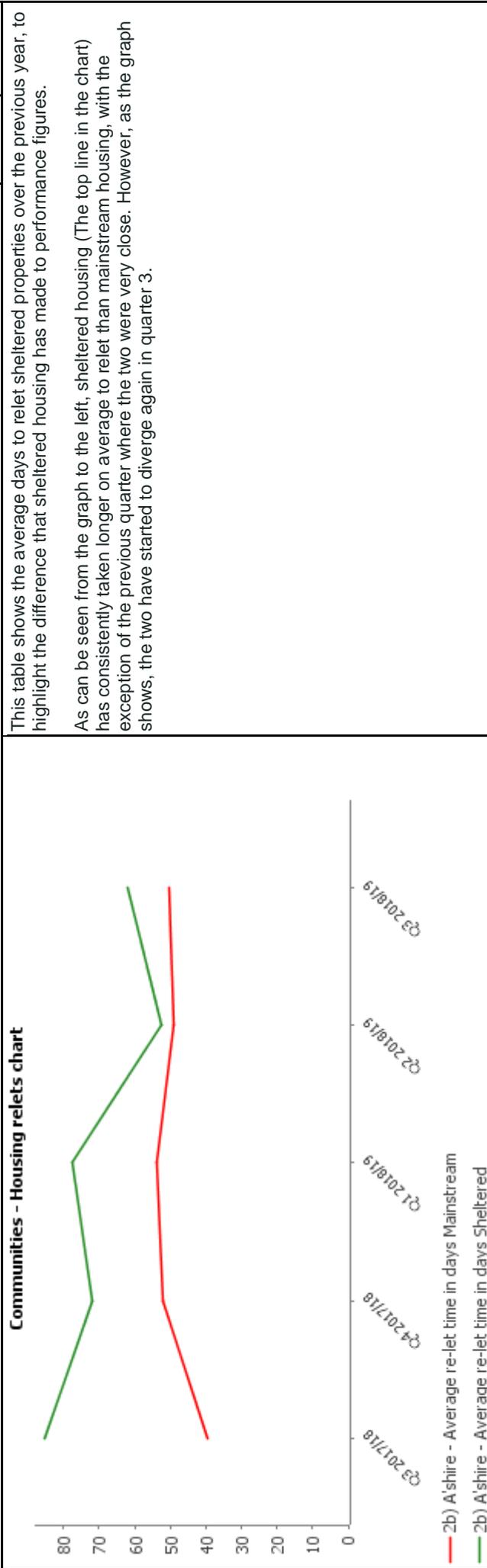
Communities - Housing relets chart

This table shows the average days to relet mainstream properties over the previous year, to highlight the difference that sheltered housing has made to performance figures.

As can be seen from the graph to the left, sheltered housing (The top line in the chart) has consistently taken longer on average to relet than mainstream housing, with the exception of the previous quarter where the two were very close. However, as the graph shows, the two have started to diverge again in quarter 3.

Quarter	2b) A'shire - Average re-let time in days Mainstream (Red)	2b) A'shire - Average re-let time in days Sheltered (Green)
Q3 2017/18	39.7	39.7
Q4 2017/18	52.1	52.1
Q1 2018/19	54	54
Q2 2018/19	49.2	49.2
Q3 2018/19	50.2	50.2

Indicator	2b) A'shire - Average re-let time in days Sheltered						Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend	41.7	40.1
Q3 2017/18	39.7	🔴	85.1	46	➡	➡		
Q4 2017/18	39.7	🔴	71.8	45	➡	➡		
Q1 2018/19	39.7	🔴	77.3	73	➡	➡		
Q2 2018/19	39.7	🔴	52.4	63	➡	➡		
Q3 2018/19	39.7	🔴	61.9	30	➡	➡		



— 2b) A'shire - Average re-let time in days Mainstream
— 2b) A'shire - Average re-let time in days Sheltered

