

REPORT TO SOCIAL WORK AND HOUSING COMMITTEE – 12 JANUARY 2017

HOUSING SERVICE QUARTERLY PERFORMANCE

EXCEPTION REPORTING JULY - SEPTEMBER 2016 (ABERDEENSHIRE PERFORMS)

1 Recommendations

The Committee is recommended to:

- 1.1 Acknowledge the positive performance achieved July to September 2016, identified in Section 2.3;
- 1.2 Consider those measures where performance is below expectations July to September 2016 (Quarter 2) identified in Appendix 1;
- 1.3 Consider progress towards delivering projects listed at Appendix 2;
- 1.4 Note the publication of the complete July to September Performance Report on Ward Pages along with a reporting rationale document for all indicators;

2 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 2016/17, 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 second quarter of 2016/17 can be summarised as follows:-

Key Service Objectives	Are we getting better?
1. To ensure access to good quality, affordable housing	Yes. The number of applicants accessing affordable housing has increased compared to both last quarter and Quarter 2 of 2015/16. This increase has been helped by the completion of a number of new-build properties.
2. To ensure our service meets the outcome for the Scottish Social Housing Charter	Performance is mixed. The average number of days to relet has improved slightly compared to last quarter, but is still performing worse than target. The average number of days to complete non-emergency repairs has improved significantly across Aberdeenshire, with overall performance now better than the target time of 11 days. Rent arrears have increased slightly compared to the previous quarter, but still remain below the level in Quarter 4 of 2015/16 and performance across Aberdeenshire as a whole is still significantly better than target.
3. Reduce fuel poverty	As previously discussed with members, staff are working on producing more meaningful indicators. Unfortunately, the Scottish Government agencies have indicated that they are unable to supply performance information broken down to the Aberdeenshire area. Therefore, staff are working with SCARF to identify areas where we can report in more detail for next quarter.

3. Overview:

- 3.1 There are a total of 6 current measures (excluding Fuel Poverty indicators which are being reviewed), of which 4 are reported this quarter, against the 3 key service objectives. This Quarter, 3 measures are on target. A comprehensive full performance monitoring report for the period July to September 2016 is available on Ward Pages.
- 3.2 One measure demonstrates performance below expectations and this measure, including actions being taken to improve performance are outlined in Appendix 1.

3.3 The Monitoring Officer and Head of Finance within Business Services have been consulted in the preparation of this report and have no comments.

4 Staffing and Financial and Equalities Implications

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 from this report.

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Report prepared by Neil Watts, Senior Information Officer (Housing).
12th December 2016

Appendix 1

Infrastructure Services - Housing Q2 2016/17 - Exception Report

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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: Amber 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
Q2 2015/16	34	✔	33.1		←	←	34.7	33.3
Q3 2015/16	34	✔	31.5		←	←		
Q4 2015/16	34	✘	35.8		→	→		
Q1 2016/17	33	⚠	34.6		→	←		
Q2 2016/17	33	⚠	34.4		→	←		

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 over the last quarter, and currently sits at 34.4 days, compared to 35.6 days in quarter 4 2015/16 and the target for the year of 33 days.

This is mainly influenced by long term low demand properties being relet within the period. Further delays have been caused due to repairs not being carried out timeously. This is caused by a lack of qualified staff, however measures have been put in place to monitor and improve this. The Internal Wall Insulation programme has also caused delays in reletting properties. This work is being carried out while the property is void to prevent disruption to tenants where possible.

It is worth noting that due to scheduled EESSH (Energy Efficiency Standard for Social Housing) works, the average days to relet is likely to increase in further quarters for the next 4 years.

Quarter	Actual Value	Target (Years)
Q2 2015/16	34	33
Q3 2015/16	31.5	33
Q4 2015/16	35.8	33
Q1 2016/17	34.6	33
Q2 2016/17	34.4	33

Infrastructure Services Housing Q2 2016/17 - Action Plan Update



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Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

Housing Service Plan Actions 2016-2019

Increase the supply of social rented housing			
Status	Progress	Due Date	Commentary
	31%	31-Mar-2017	During Quarter 1 and Quarter 2 of 2016/17. 74 affordable homes were delivered. 43 units were delivered for Social Rent. Aberdeenshire Council's New Build Programme delivered 22 units with our RSL partners delivering the other 21 units. 68 units for Social Rent are due for completion in Quarter3 and work has commenced on various sites for a further 149 units. Work continues with our partners to ensure the continued delivery of affordable housing across Aberdeenshire.
Develop a common application for housing need in 2017			
Status	Progress	Due Date	Commentary
	35%	31-Mar-2017	Aberdeenshire Council has changed the way in which medical assessments for applicants are carried out. The process now looks at the functional ability to use the property rather than the medical condition itself. This was redesigned with help from the NHS and Occupational Therapists. Since its inception, the Options and Homelessness team have held monthly quality assurance meetings with the local Housing OT to ensure these assessments are carried out consistently throughout the

			<p>Shire and to look at any reviews.</p> <p>The Apply4Homes partnership has been discussing the possibility of this approach being taken across all partners. The idea has been agreed in principal. One partner is currently going through a review process to change to this concept and will have to go to their elected members for approval. Since discussions have started on this project, 3 partners from Apply4Homes have indicated that they will be leaving the partnership from the 1st April 2017. This could potentially delay the progression of this task, however it is still on the work plan to be investigated and implemented if possible.</p>
<p>Implement the Scottish Government Guidance on the Operation of Local Authority Housing Revenue Accounts (HRA) in Scotland</p>			
<p>Status</p> <p></p>	<p>Progress</p> <p> 15%</p>	<p>Due Date</p> <p>31-Mar-2017</p>	<p>Commentary</p> <p>Scotland's Housing Network have been developing a methodology which is it close to finalising. Officers are examining the current draft version to identify what is required from an Aberdeenshire perspective. It is planned to start developing this methodology from April 2017 to incorporate a full financial year's budget. Officers in discussion with tenants within the Tenant Working Groups, have agreed to identify a specific defined area within the HRA for scrutiny and continue this on a rolling programme. Officers are planning to utilise the information presented in the forthcoming Housemark presentation to identify and agree, in discussion with tenants, the first specific area to start the scrutiny process during 2017/18.</p>
<p>Continue to develop and implement the Housing Repairs Appointment System</p>			
<p>Status</p> <p></p>	<p>Progress</p> <p> 30%</p>	<p>Due Date</p> <p>31-Mar-2017</p>	<p>Commentary</p> <p>Work is progressing on the new repairs system, and the project team has recently taken delivery of five Android devices for testing. If this pilot is found to be successful, further discussions will be required with IT before they can be adopted across Aberdeenshire. Clerks of Works are now all using the appointments functionality for inspections, which has led to a number of improvements in working practices.</p>
<p>Complete the annual charter return and produce report to tenants</p>			
<p>Status</p> <p></p>	<p>Progress</p> <p> 100%</p>	<p>Due Date</p> <p>31-Mar-2017</p>	<p>Commentary</p> <p>The annual charter return was completed and submitted in May 2016, and the regulator released performance figures for all Scottish Local Authorities and Registered Social Landlords in August. Aberdeenshire Council then reported their</p>

			<p>performance to tenants via the quarterly tenant newsletter. In addition, Scotland's Housing Network gave a performance presentation in November to staff, tenant and member representatives which provided</p>
<p>Reduce Fuel Poverty as far as is reasonably possible</p>			
<p>Status</p>	<p>Progress</p>	<p>Due Date</p>	<p>Commentary</p>
<p></p>	<p></p>	<p>31-Mar-2017</p>	<p>The three root causes of fuel poverty are low disposable household income, high domestic energy prices and energy inefficient houses.</p> <p>Improving Household Income: Income maximisation information continues to be provided by Aberdeenshire Council, Pensions Service, SCARF, Gordon Rural Action and Care & Repair. Trained advisors can check what benefits households may be entitled to and other possible ways that income can be maximised to help reduce financial hardship.</p> <p>Reducing Fuel Costs: Aberdeenshire Council has a contract with SCARF for the provision of Energy Efficiency Information, Support and Advice. HEAT (Home Energy Advice Team) is their in-home, in-depth advice service available to householders (of all tenures) throughout Aberdeenshire.</p> <p>As well as advice on energy efficiency, the advisors can provide advocacy and assistance on dealing with tariffs, fuel debt and metering issues. HEAT advisors can help with any fuel bill concerns and provide advice on Switching fuel tariffs or even fuel supplier.</p> <p>An advisor can provide a heating demonstration to ensure their client gets the most out of their heating system through effective use of controls, timers and programmers. While in the property an advisor can also identify potential for energy efficiency improvements to make the home warmer and cheaper to heat and depending on the household's circumstances, will be able to advise on any financial assistance available from the Scottish Government to help with installing these measures.</p> <p>Community Fuel Buying Clubs - In 2014 a project steering group was formed to pilot a project in Marr aimed at making oil accessible at the best possible rate to households of all tenures and to provide the necessary finance required to purchase oil to those who are experiencing fuel poverty.</p>

			<p>The steering group involved a partnership between a number of local organisations including Aberdeenshire Council Fuel Poverty Officers and the Marr Area Office, North East Scotland Credit Union, Council for Voluntary Services Aberdeenshire and Gordon Rural Action.</p> <p>Through bulk buying, members can enjoy typical savings of 2p-4p per litre of on domestic heating oil. Membership is free and members are not obliged to purchase their oil through the club every time, or indeed at all.</p> <p>Since the pilot project scheme was launched, a number of other oil buying clubs have been formed.</p> <p>Improving the Energy Efficiency of Houses: Through various Scottish Government initiatives, Aberdeenshire Council has submitted bids for and received almost £15 million in funding over the last 4 years. This has enabled the installation of energy efficiency measures to 2,642 homes in the private sector and to 121 in social sector housing.</p> <p>As a result of the installations, householders living in fuel poverty may be taken out of fuel poverty or have increased affordable warmth.</p> <p>Aberdeenshire Council will continue to submit ambitious funding bids for the installation of energy efficiency measures and will continue working in partnership with relevant agencies to encourage maximum take up of schemes to ensure that any funding awarded is fully utilised.</p>
<p>Meet the Energy Efficiency Standard for Social Housing by 2020.</p>			
<p>Status</p>	<p>Progress</p>	<p>Due Date</p>	<p>Commentary</p>
<p></p>	<p>5%</p>	<p>28-Feb-2017</p>	<p>Policy and Resources Committee, 17th November 2016, approved going out to tender for a new framework contract to deliver the stock improvement programme including all EESSH works. The contract, which will see up to four contractors delivering £200m of upgrades over the 4 years from 2017 – 2020, is designed to ensure maximum compliance with EESSH by the Scottish Government deadline of December 2020.</p>

