

## **REPORT TO COMMUNITIES COMMITTEE – 20 DECEMBER 2018**

### **HOUSING SERVICE QUARTERLY PERFORMANCE**

#### **EXCEPTION REPORTING JULY - SEPTEMBER 2018 (ABERDEENSHIRE PERFORMS)**

#### **1 Recommendations**

##### **The Committee is recommended to:**

- 1.1 Acknowledge the positive performance achieved July to September 2018 (Quarter 2), identified in Section 2.3;
- 1.2 Consider those measures where performance is below expectations in July to September 2018 identified in Appendix 1;
- 1.3 Acknowledge the publication of the complete July to September 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 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 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 771 households housed against a target of 625. The continued increase this quarter is driven by an increase in the number of referrals made to registered social landlords this year, along with an increase in the number of void properties being let compared to the same quarter last 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 increased by a small amount, following the trend from the previous quarter. However, it remains better than target and has been consistently so since Q2 of 2016/17. Five of the six Aberdeenshire areas were meeting or exceeding the target of 10 working days in Q2 of 2018/19. Improvements have been seen in Formartine, Garioch and Marr this quarter, and performance for quarter 3 to date is strong, with all areas currently performing better than target.</p> <p>In contrast, the average number of days taken to relet properties is not currently meeting target, although performance has improved significantly in Q2, falling from 60 to 50 days on average. 4 Aberdeenshire areas show an improvement in quarter 2, and this has continued into quarter 3 where half of the areas are currently performing better than target. This indicator is discussed in more detail in the appendix.</p> <p>Arrears performance remains better than target this quarter, although the arrears percentage has increased to 4.25%. This</p>

	<p>still represents the best Q2 performance since 2015/16, and follows a similar pattern to previous years, where a consistent increase is seen between quarter 1 and quarter 2 due to the way the indicator is calculated. So far, the roll-out of Universal Credit does not appear to have had an impact on arrears levels, but staff are continuing to monitor this as more households will be affected by the new benefit over time.</p>
<p>3. Reduce fuel poverty</p>	<p>Fuel Poverty updates will be provided as part of the updated reporting format on the new council priorities.</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 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 September 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)  
22<sup>nd</sup> of November 2018

# Appendix 1: Communities - Housing Quarterly 2017-18 - Exception Report

Generated on: 16 November 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

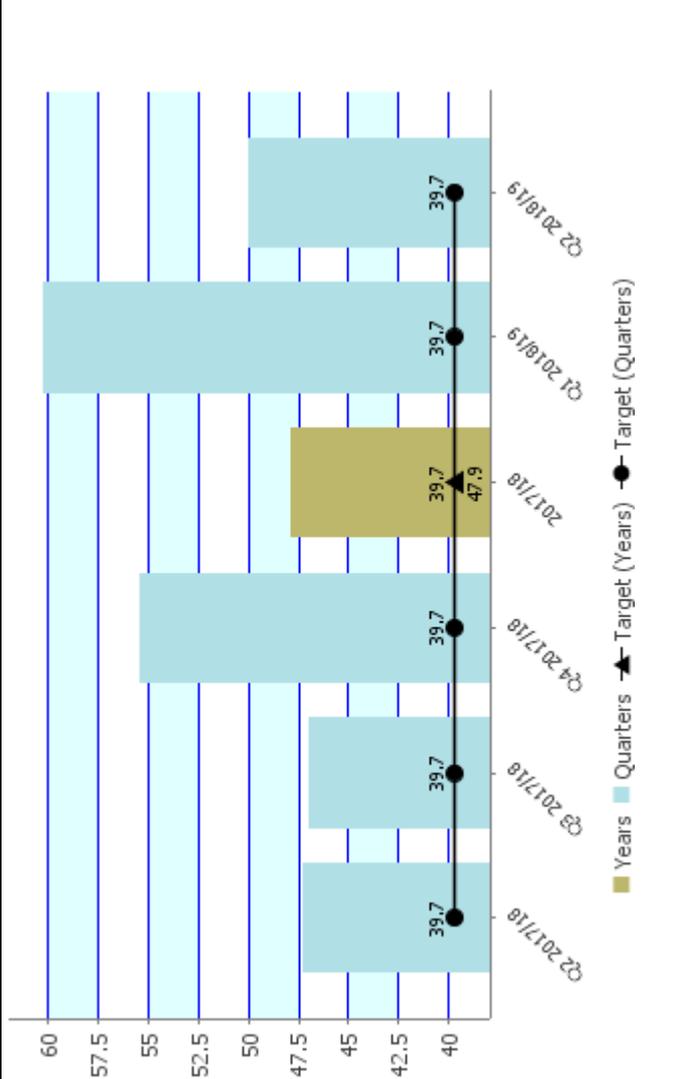
Indicator	2b) A'shire - Average re-let time in days					Red T'hold	Amber T'hold	
	Target	Status	Value	Base	Long Trend			Short Trend
Q2 2017/18	39.7	🛑	47.3	249	➡	➡	41.7	40.1
Q3 2017/18	39.7	🛑	46.9	238	➡	↔		
Q4 2017/18	39.7	🛑	55.5	221	➡	➡		
Q1 2018/19	39.7	🛑	60.2	275	➡	➡		
Q2 2018/19	39.7	🛑	50	276	↔	↔		

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 Q2 of 2018/19 has improved considerably compared to Q1, with an improvement of over 10 days compared to last quarter. The largest improvement this quarter was in Formartine, with the average days to relet almost halving from 62.4 days in Q1 to 33.09 days in Q2. Kincardine and Mearns, Banff and Buchan and Marr areas also demonstrate significant improvements in performance this quarter.

This quarter's improvement correlates closely to a reduction in the average time taken to relet sheltered housing, with the average days to relet sheltered housing across Aberdeenshire dropping from 77 days to 52 days. This pattern can also be seen at an area level, with all areas that have improved compared to the previous quarter, showing a similar reduction in the average days taken to relet sheltered housing this quarter.

As an example of this correlation, the average days to relet properties has increased in Garioch this quarter, which correlates with an increase in the average days taken to relet sheltered housing (in fact, if we looked at mainstream housing alone, Garioch would have shown an improvement this quarter, and would be performing better than target). This is largely due to a single sheltered housing property in Playfauld House, although sheltered properties in Littlewood Court, Wynness Court and Don House also took longer than average to relet.

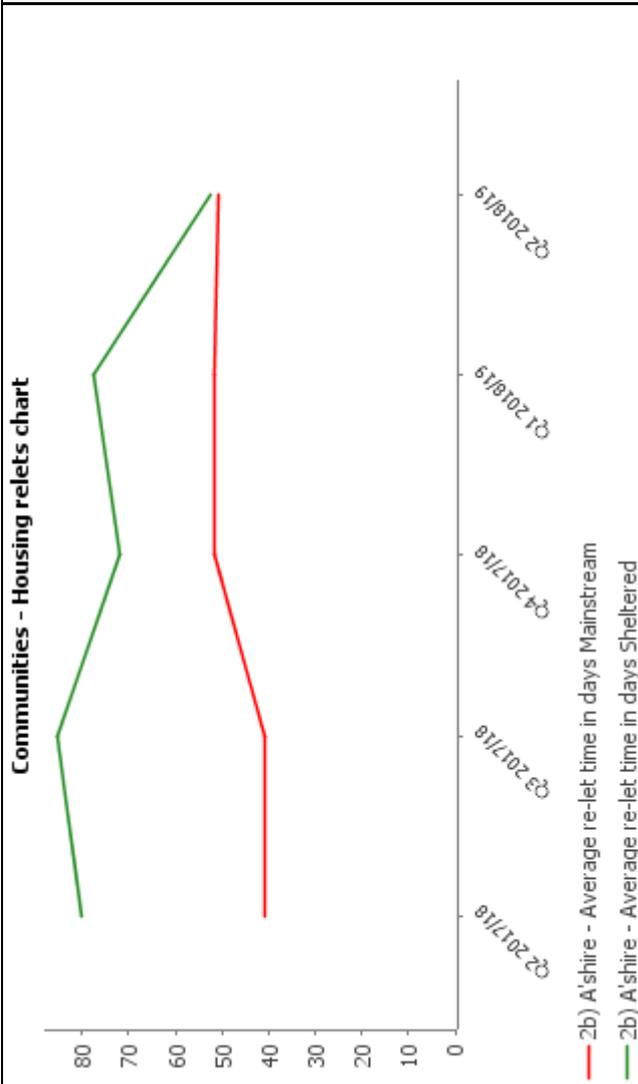


<p>Other sheltered housing properties that were void for extended periods include Cantlay Court in Cruden Bay, Doune Court in Strathdon, Invergie Court in Peterhead and Northern Court in Fraserburgh, all of which were void for more 100 days.</p> <p>Overall, most areas of Aberdeenshire, while currently not meeting the target time, are performing within a few days of the target, and Banff and Buchan, Garioch and Formartine are all performing better than target in quarter 3 so far.</p> <p>Please see the tables below for a breakdown of sheltered and mainstream performance for the last year.</p> <p>However, while sheltered housing does have a significant influence on overall performance on this indicator, there are other factors that have resulted in an increase in the average days taken to relet a property. 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 undertaken at void), along with issues in obtaining particular components and the clearing down of electricity meters.</p> <p>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.</p> <p>However, the nature of this indicator (looking at voids once they have been relet) means that it is likely to take some time before these changes have an effect on these figures.</p>	
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Indicator	2b) A'shire - Average re-let time in days Mainstream					Red T'hold	Amber T'hold	
	Target	Status	Value	Base	Long Trend			Short Trend
Q2 2017/18	39.7	▲	38.3	199	→	→	41.7	40.1
Q3 2017/18	39.7	▲	39.7	192	←	←		
Q4 2017/18	39.7	●	52.1	176	→	→		
Q1 2018/19	39.7	●	54	202	→	←		
Q2 2018/19	39.7	●	49.2	213	→	←		

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 this quarter where the average relet time for sheltered housing has decreased overall in Aberdeenshire.



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		
Q2 2017/18	39.7	🔴	80.1	50	➡	➡	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	➡	➡		

This table shows the average days to relet sheltered properties over the previous year.

