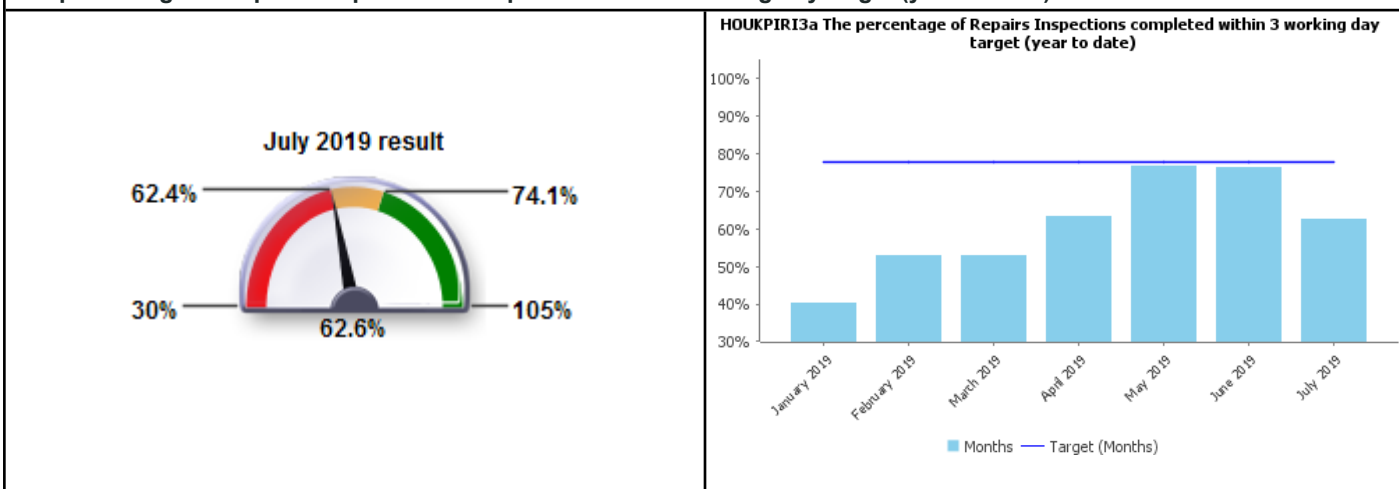


Operational Delivery Committee Performance Report Appendix B

The percentage of Repairs Inspections completed within 3 working day target (year to date)

**Why is this important?**

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

This indicator, along with others, feeds in to measures which monitor whether we are achieving our desired outcomes and are committed to 'Sustain/improve performance in respect of the SSHC outcomes'.

Benchmark Information:

This measure is not currently benchmarked.

Target:

The target for the % of reactive repairs inspected within 3 working days will remain at **78%** for 2019/20.

This is what the data is saying:

The reporting of pre-inspections has recently been changed from completion time to actual response time. This means that a more accurate reflection of performance is measured, based on the actual attendance by staff to conduct an inspection instead of full completion which may include several checks involving owners/other Council services and additional back office processes.

This is the trend:

Inspections within the 3-day target had been showing an upward trend up to the end of June and it is thought that the decline in performance throughout July is due to annual leave and staff absence. With the return of staff into the inspection team following annual leave and successful backfilling on a temporary basis we expect performance for this PI to recover in the coming months.

This is the impact:

The impact of this on tenants is perceived to be reduced due the percentage of them who are known to request appointments out with the three working day target period. This, in turn, influences the percentage of inspections which it is in fact even possible to deliver within that time. The service currently accommodates these requests to provide a more flexible inspection regime to tenants.

These are the next steps we are taking for improvement:

Following consultation with other clusters, senior management and the Tenants Liaison Group we have reviewed the 3-day target for inspections and found that it was set internally and is not benchmarked, meaning performance cannot be compared with other Councils. A decision was taken to look at a wider timescale, allowing tenants more flexibility when booking repairs inspections to suit them and thus improve the service provided. This has been agreed and accepted and will commence from 1st September 2019. From that point, tenants will be able to request inspections within a 20-day period, providing us with the ability to carry out the required work in a more convenient and flexible manner. It is expected that this will alleviate some of the current issues and pressures surrounding inspection performance.

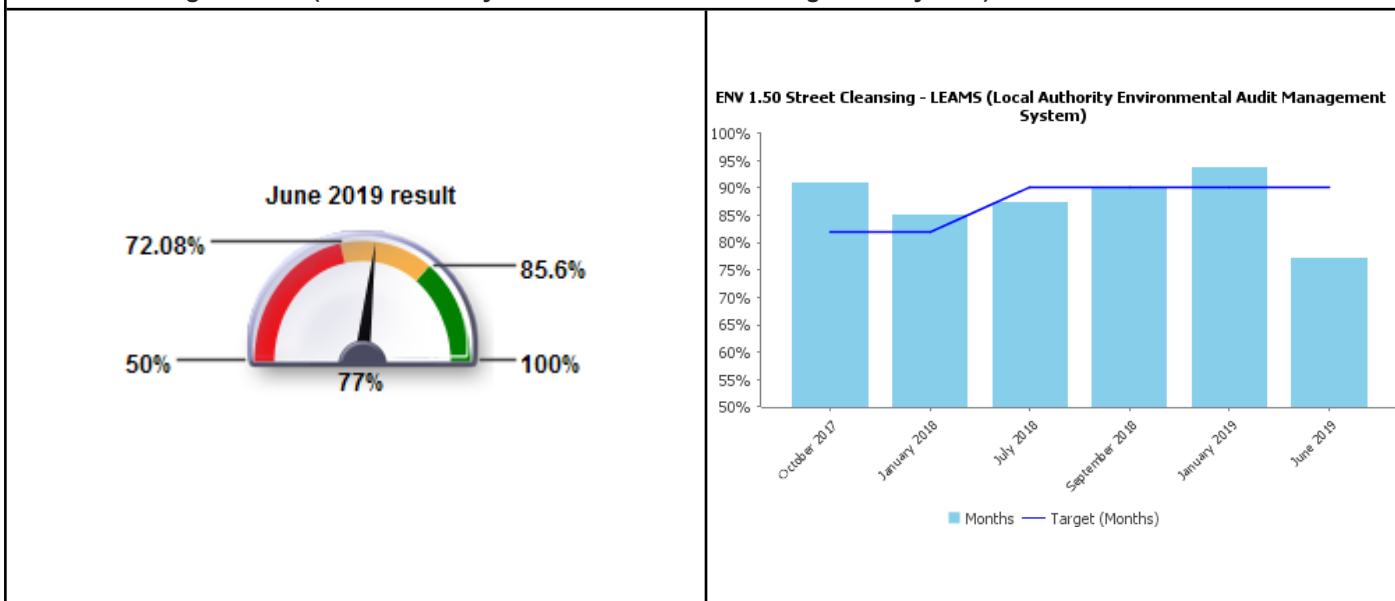
Responsible officer:

Last Updated:

Graham Williamson

July 2019

Street Cleansing - LEAMS (Local Authority Environmental Audit Management System)



Why is this important?

LEAMS (Local Environmental Audit and Management System) has been the national performance indicator for street cleanliness since 2003/2004. It was originally developed to help local authorities meet their obligations under Best Value.

Clean and safe local environments are a vital element of improving the health and wellbeing of Scotland's communities. Issues such as vandalism, graffiti, litter, dog fouling and discarded rubbish have a serious and long-lasting impact on people's quality of life.

At a time when public spending is being considerably reduced, areas affected by high levels of litter may be increasingly neglected. It is against this backdrop that LEAMS can provide a clear picture of the state of streets and identify the actions needed to address local environmental quality.

LEAMS uses a combination of self and independent monitoring. Each local authority conducts two audits in their own areas. These assess the cleanliness of a minimum random sample of 5% of streets/roads. In addition, KSB conducts an annual validation audit, also assessing a 5% sample of streets within each local authority. This ensures independent evaluation.

The independent survey assesses the cleanliness grade; servicing and coverage of public-use litter bins; types of litter; sources of litter; and local environment quality (vandalism, graffiti, weed-growth, detritus, staining, fly tipping and flyposting). Most litter types and sources are omitted from the self-monitored local authority surveys, rather focus is on the general condition of the local environment.

Each site/survey is graded according to the standards outlined in the Code of Practice on Litter and Refuse (Scotland) 2006. This grading system is based on research into standards of cleanliness which most people regard as being 'acceptable' or 'unacceptable'.

The Performance Indicator is the % of sites assessed that match this 'acceptable' criteria.

Benchmark Information:

Keep Scotland Beautiful provides a full report to each local authority. It also combines the results from all 32 local authorities to create a national picture of street cleanliness and environmental quality. In 2018/19 Aberdeen scored 90.2% which was its highest score for a number of years and up from 85.8% in 2017/18. The national average currently for 18/19 was 92.8%. Aberdeen sits within a benchmarking club of similar local authorities where the average is 90.1%.

Target:

The target set for 19/20 has been set at 90.2%

This is what the data is saying:

The target set is very challenging and the most recent survey result scores the city at 72.08%, which is below the target set. It should be noted that it only takes a small number of streets to be graded as 'unacceptable' for the end result to be lower than expected. The service is confident that future surveys will show an improved score.

This is the trend:

Over the last few years Aberdeen's average score has remained fairly steady and recently the trend has been for a gradual improvement in scoring. Aberdeen continues to be amongst the lowest scoring local authorities. The results from LEAMS for Aberdeen City Council in 2018/19 indicate that overall, the street cleansing service is managing to keep majority of areas free from significant issues which would affect the quality of the neighbourhoods that the public live, work and commute through. Considering over the last eight years, the average net cost of street cleaning in Scotland has reduced by 30%, it is encouraging that many of the key indicators for street cleanliness have continued to improve for Aberdeen City Council over the last four years. Of particular note is a reduction in the frequency of; significantly littered areas, dog fouling, weed growth, detritus, pavement staining and graffiti.

This is the impact:

In high public use areas, including the city centre and built-up residential areas, littering is a more visible issue. Litter free sites continue to be less frequently observed and excessive litter levels more common as in previous years. Litter can give an area a feeling of being unkept and unattractive. Litter can lead to more litter and waste, leading the public to lose a sense of civic pride.

These are the next steps we are taking for improvement:

Clean Up Aberdeen is recognised locally and nationally as a very successful campaign and every effort will be made to improve and develop the campaign further. The campaign focusses on education and communities. With everyone pulling together a real difference can be seen. Street sweeping is continually being reviewed with the aim being to ensuring resources are allocated to where they are needed the most.

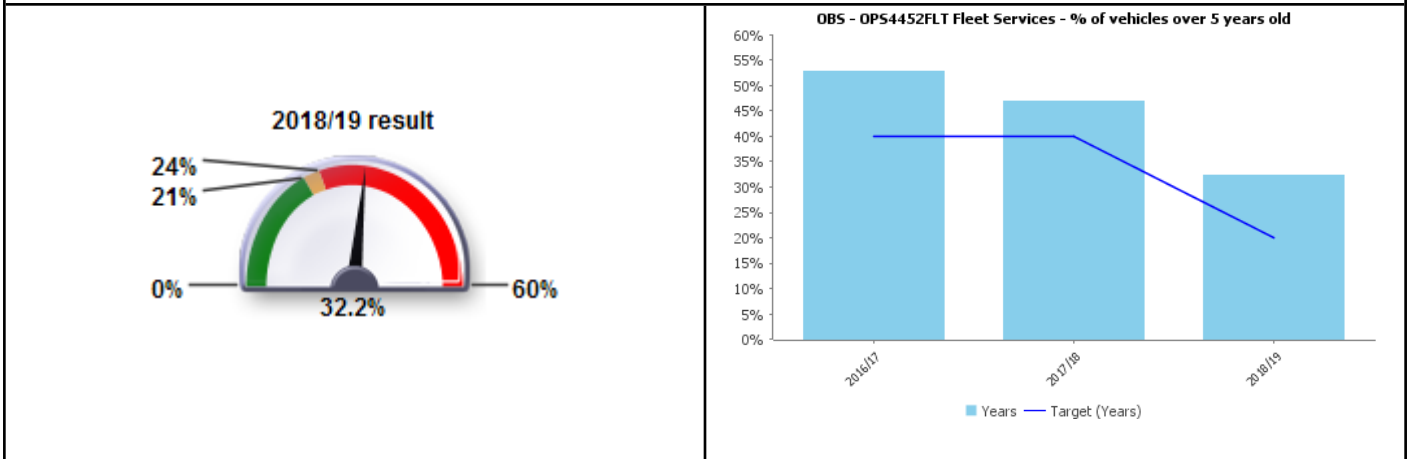
Responsible officer:

Steven Shaw

Last Updated:

June 2019

Fleet Services - % of vehicles over 5 years old



Why is this important?

Aberdeen City Council is committed to reducing carbon emissions both within its operations and across the city as part of Powering Aberdeen.

Benchmark Information:

The data information comes from the current Fleet Management system. The % number of vehicles in current year measuring against previous years which will show a reduction in the percentage annually as Fleet vehicles are replaced. National benchmarks are not currently available.

Target:

Going forward the PI will reflect vehicles **under** 5 years old and will be reported on a quarterly basis. This is to provide Members with greater clarity on performance as we proceed positively to maximise the percentage of fleet under the 5-year target. Vans and large goods vehicles will be reported separately as well as the whole fleet. The target for 2019/20 will be 80% of vehicles under 5 years old.

This is what the data is saying:

The data measures the current percentage of Fleet vehicles with an age profile of over 5 years to the end of 2018/19.

This is the trend:

The trend is showing a large reduction in vehicles over 5 years old which will reduce further as the replacement programme progresses.

This is the impact:

The reduction in older vehicles allows the Council to operate those with the latest technology and with reduced emissions which links into the Transportation Strategy Plan for clean transport for the city, while presenting an improved on the road image to the public of Aberdeen. This will reduce vehicle maintenance costs and downtime enabling services to deliver their objectives with newer and thus more reliable vehicles.

These are the next steps we are taking for improvement:

The service is to introduce further alternative fuelled vehicles within the Council's fleet to reduce overall Carbon Footprint and exhaust emission levels. Introduction of Telematics (a system to monitor aspects of vehicle usage such as distance travelled, speed, braking) will provide a clearer understanding of how our fleet is used and provide further potential to reduce emissions.

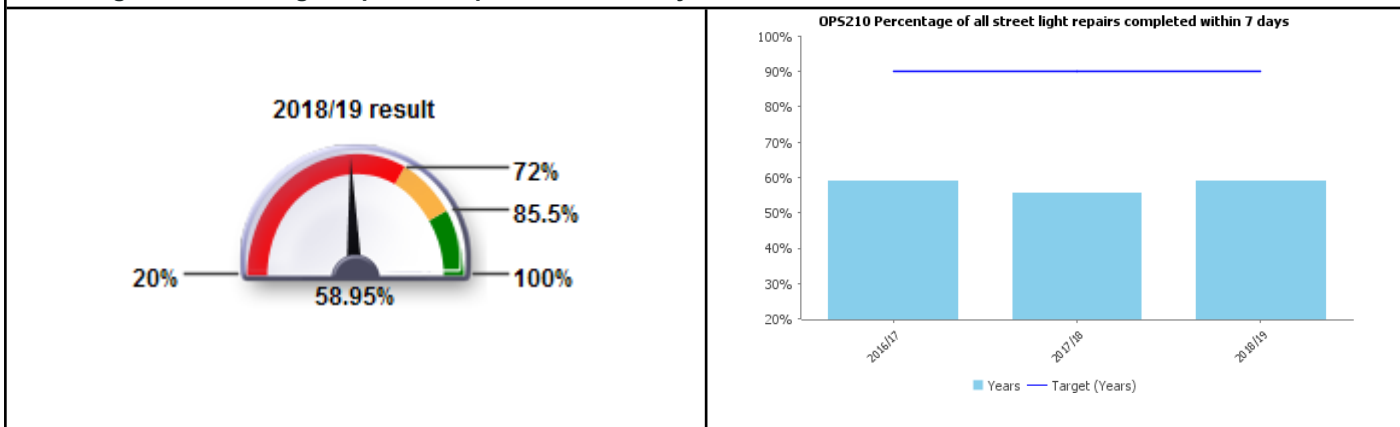
Responsible officer:

William Whyte

Last Updated:

2018/19

Percentage of all street light repairs completed within 7 days



Why is this important?

This indicator, along with others, monitors whether we are achieving our desired outcome of 'Improving Customer Experience', as outlined in the Shaping Aberdeen programme.

Benchmark Information:

In 2017/18 the annual figure for this PI was 55.75%, showing a decline from the 2016/17 outcome of 59.07%. Benchmarking data for 2017/18 produces an outcome of 54.6% against the APSE family group average of 84.54% and Scotland wide average of 87.39%. Benchmarking information for 18/19 is not yet available.

Target:

The target for this indicator for 2018/19 was set at 90% and will be maintained at that level for 2019/20.

This is what the data is saying:

Following a decline in performance during 2017/18 to 56%, there has been a marginal recovery during 2018/19, almost achieving 2016/17 levels. It is clear that to achieve the target, either the service must increase the number of electricians or sub-contract the work in open tender.

This is the trend:

Since 2015/16 there has been very little change in the overall performance of this measure with only month on month fluctuations. The outcomes for the past 4 financial years have all ranged from 55 to 59%.

This is the impact:

During 2018/19 we have seen a reduction of 15% in the number of reported faults and it is expected that this will continue in the coming year as we begin to see the impact of the LED conversion programme. The number of faults will continue to fall in line with the reduction in older lanterns on the network. This will reduce demand on the service and if the existing resource level is maintained, we would expect an ongoing improvement in this SPI as available resources can be targeted.

These are the next steps we are taking for improvement:

During 2019/20 a further 7,500 LED lanterns are due to be installed. By April 2021 it is expected that over 50% of the street lights in Aberdeen will have been converted to LED, leading to a longer period between lantern failures and continued defect reduction.

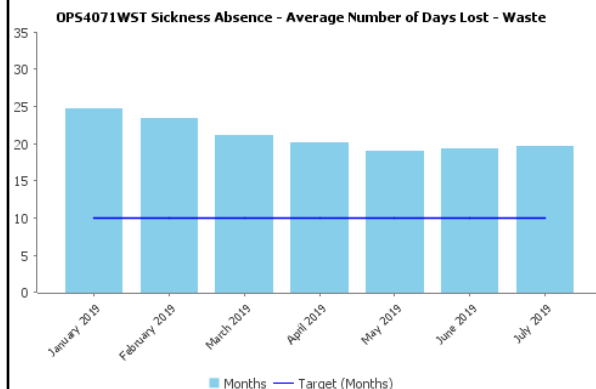
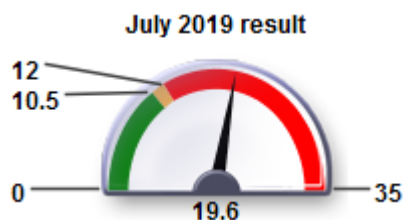
Responsible officer:

George Collie

Last Updated:

2018/19

Sickness Absence – Average number of days lost

**Why is this important?**

The Council recognises its staff as its most important asset and staffing costs account for the single biggest element of the Council's budget. It is therefore imperative that the health and wellbeing of our staff is paramount and that we effectively manage staff absences.

Benchmark Information:

In the most recent LGBF report for 2017/18, the average number of days lost per employee (non-teacher) ranges from 16.78 to 8.36 days across Scottish local authorities. Performance places Aberdeen City Council (at 11.65 days) approx. 0.24 days higher than the 2017/18 Scottish average of 11.41 and 20th from a total of 33 Councils. This shows an improvement in ranking (from 23rd) but little overall change in average number of days lost for non-teaching staff. The 10-day target is based on the public-sector average of 9.7 days.

Target:

The target for the Average Number of Days lost per employee has currently been held at 10 days per annum for 2019/20.

This is what the data is saying:

The level of absence within the Waste & Recycling Team has remained stable over the past quarter and has reduced from the levels in the previous quarter. Across Operations and Protective Services there has been some variation from the start of 2019/20. There have been incremental increases in Environment, Facilities and Fleet, no change in Building Services and overall reductions in both Waste and Roads and Infrastructure. Waste continues to have the highest number of days lost.

This is the trend:

The overall trend for Operations and Protective Services is upwards. From the start of the financial year average days lost has increased month on month from 14.6 in April to the July figure of 15.4.

This is the impact:

The impact of this absence is a requirement for the team to reallocate resources, employ agency staff or use overtime to cover. The nature of the Waste & Recycling Service is that it cannot run below its establishment as services cannot be stopped or delayed to any significant degree and there are minimum staffing levels required per vehicle. The same is true of other Services. All teams work closely with People and Organisation, employing the policies and procedures available as below:

- Following the content of the Supporting Attendance and Wellbeing policy
- Keeping in regular contact with employees who are on sick leave and being supportive of them
- Considering referring employees to the occupational health provider, where appropriate

- Carefully considering the content of occupational health medical reports, including applying reasonable adjustments for employees with a disability
- Holding return to work discussions after every sickness absence
- When an absence trigger point is met ensuring the formal procedure of the above policy is applied
- Making employees aware of 'Time for Talking' – the counselling service, where appropriate
- Considering Quality of Working Lives stress risk assessments where appropriate
- Ensuring sickness absence is recorded on the Your HR system and closed off when an employee returns to work

Close attention and monitoring are also paid to individual cases in an effort to reduce absence levels. There is a specific focus on long term absence as this is the area that has the greatest impact on outcomes and service delivery.

These are the next steps we are taking for improvement:

The Waste and Recycling Service is working with colleagues to establish improved reporting methods which will provide more detailed data for management of absence and are also working closely to specifically focus on reducing long term absences by actively addressing these on an individual basis and seeking solutions to each. The Service is also working with the Wellbeing team and has hosted a number of activities at Altens East over the past 18 months.

A number of initiatives are also ongoing Corporately, including:

- Further promote the use of Quality of Working Lives stress risk assessments to reduce stress in the workplace
- Undertake a range of activities relating to mental health under an action plan being overseen by a Mental Health at Work group
- Further promote and use manual handling risk assessments to help reduce absence related to musculoskeletal issues
- People and Organisation to work with Clusters monthly to ensure long term sickness is being actively managed and highlight measures such as physiotherapy, the workplace chaplaincy service which is provided by the City Chaplain and the "Time for Talking" Counselling Service which are available for employees
- Benchmarking of the Council's absence statistics against other Scottish Local Authorities
- Promotion of the Universal Infection Control toolbox talk
- Review of Employee Good Health Group attendees to ensure all Functions are represented.

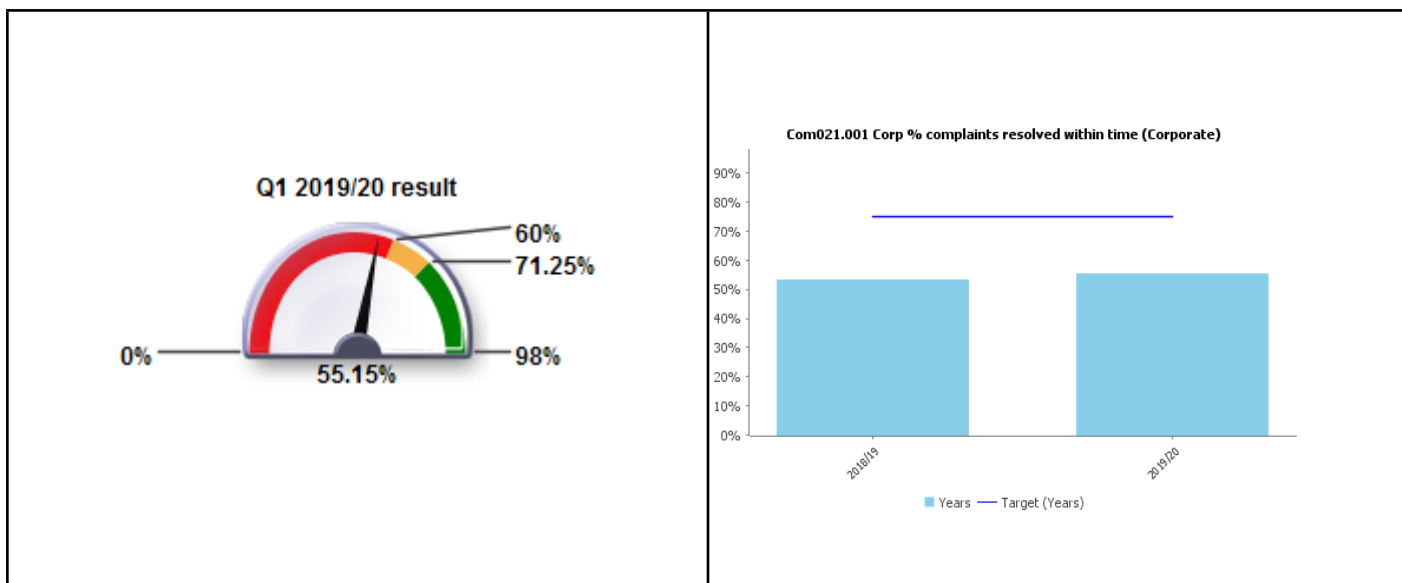
Responsible officer:

Last Updated:

Pam Walker

July 2019

% complaints resolved within time (Corporate)



Why is this important?

Complaint handling is a statutory requirement. Like all Local Authorities, we follow the Model Complaints Handling Procedure set out by the Scottish Public Services Ombudsman (SPSO). This includes the timescales for response which we aim to meet wherever possible. This SPI is most closely linked to the Prosperous People Theme within the Local Outcome Improvement Plan as the effective handling of complaints ensures that people are supported appropriately when and if necessary.

Benchmark Information:

A benchmarking exercise is undertaken on an ad hoc basis by the SPSO which compares each Scottish Local Authority's performance in complaint handling. No recent benchmarking exercises have taken place.

Target:

The target for 2019/20 has been set as 75% of all complaints responded to within timescale (5 working days for stage 1 complaints and 20 working days for stage 2 complaints). There is no target set for the identification of lessons learnt or the percentage of upheld / not upheld complaints.

This is what the data is saying:

For the reporting year 2018-19, 58.27% of stage 1 complaints were responded to within 5 working days against a set target of 75%. This is consistent with the 2017-18 figure of 58.32%.

For the reporting year 2018-19 39.39% of stage 2 complaints were responded to within 20 working days against a set target of 75%. This is a decrease from the 2017-18 figure of 61.82%.

For the reporting year 2018-19 33.91% of escalated stage 2 complaints were responded to within 20 working days against a set target of 75%. This is an improvement to the 2017-18 figure of 22.37%.

This is the trend:

Performance in relation to the resolution of stage 1 complaints has remained consistent although it is acknowledged that improvement is necessary. There is evidence of improvement in relation to escalated stage 2 complaints which is positive. The volume of Stage 2 complaints responded to within the 20-working day timescales has decreased. The decline in compliance may be a result of the following: -

- The Customer Feedback Team have continued to focus on the quality control of responses which in some circumstances has meant that stage 2 responses have taken longer to be issued. The quality of responses has been deemed the highest importance as there is more likelihood of resolving the complaint if it is thoroughly investigated and responded to appropriately. This also results in less Ombudsman investigations.
- The introduction of a revised complaint response template for Social Work has taken time to embed as it is a new approach to complaint handling. The new template has resulted in responses taking longer to draft than they did previously. Again however, quality and transparency has taken precedence and once embedded it will no longer cause

delays.

Upon closure of every complaint, responding officers must systematically identify any learning points. This is particularly important where complaints are upheld, but even a complaint which is not upheld can highlight the need for change. Data for 2019/20 to date demonstrates that the number of lessons learnt identified has increased which is positive as it evidences organisational learning.

This is the impact:

Some of the consequences of this performance are:

- An inconsistent customer experience across council services
- Some customers are receiving timely responses to their complaints and some are experiencing a longer wait than originally advised, potentially resulting in poorer customer satisfaction levels.

These are the next steps we are taking for improvement:

The reason why response timescales are not always met varies and continues to be explored with services. Where a response timescale cannot be met, for example due to the complexity of the matter, there is a process in place to inform the customer that an extension is necessary. An action plan to improve performance is in place and includes:

- Improved monitoring has been implemented. A complaint escalation and performance dashboard, accessible to Chief Officers and Directors has been introduced to enable more visibility of outstanding enquiries.
- Training sessions are being held with key responding officers to reinforce the requirements of the complaints handling procedure, including the importance of identifying lessons learnt to demonstrate organisational learning and avoid an issue re-occurring. This will help to ensure that complaints are responded to appropriately and within statutory timescales. The training will also result in an improved quality of responses drafted by officers, which in turn will reduce the time taken to quality assure responses before approval.
- Analysis has shown that many of the complaints handled at Stage 1 required an extension in order to fully respond. A review is taking place to ensure correct categorisation of complaints as this has an impact on timescales, i.e. if complaints should have been categorised at Stage 2, due to complexity, then this provides a greater timescale to offer a response.
- Continued process reviews are being prioritised within service areas that receive a higher level of complaints. For example, in Housing Repairs, paper-based processes have now been eliminated which will help make the process more efficient for responding officers and improve response times.
- Social Work managers are contacting customers to discuss their complaint verbally where appropriate. This will increase the likelihood of early resolution.

Following the introduction of the action plan, the data currently available demonstrates that performance is improving. Overall, the percentage of closed complaints responded to within the statutory timescale has increased from 58.8% in May 2019 to 70.9% for June 2019. The average time taken to respond to Stage 1 complaints has reduced from 6.0 working days to 5.5. For Stage 2 complaints, this has decreased from 22.5 working days to 20.8, with Escalated Stage 2 complaints also improving, reducing from 20.5 working days to 17.4. These figures are correct as of 19 July 2019.

Ongoing performance will be monitored and the reasons for delays will continue to be explored and addressed accordingly.

Responsible officer:

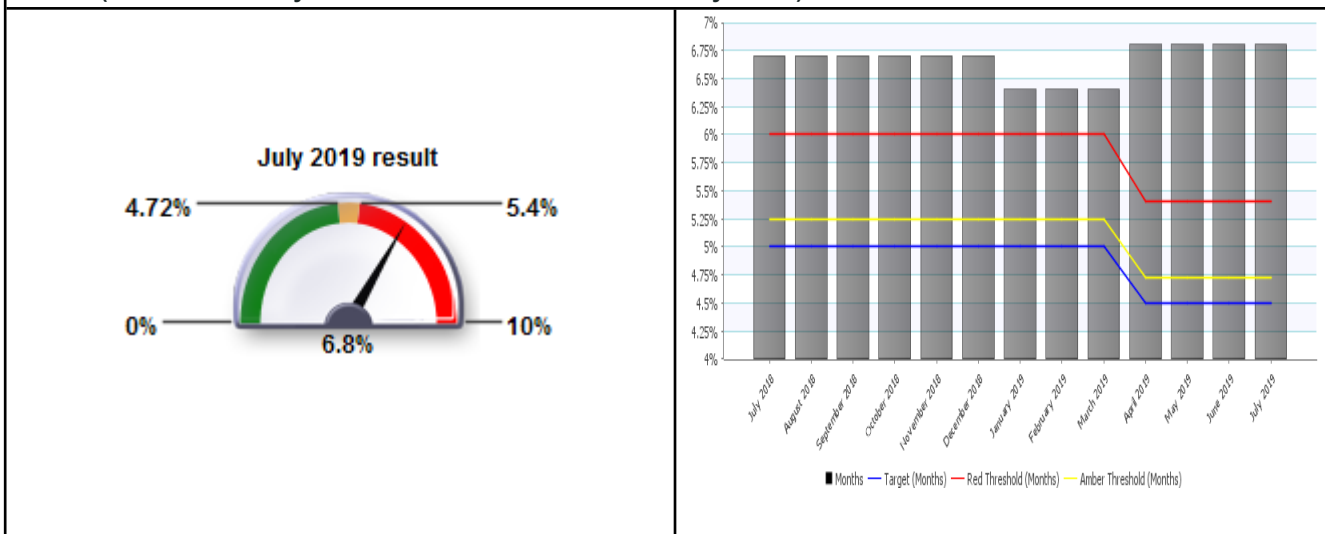
Lucy McKenzie

Last Updated:

July 2019

YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being

closed. (Data Provided By Scottish Government on a Quarterly Basis)



Why is this important?

The Scottish Social Housing Charter was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter outcome **12** – Homeless People - stipulates that Local councils perform their duties to homelessness people so that;

Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

This indicator, along with others, monitors whether we are achieving our desired outcomes and are committed to 'Sustain/improve performance in respect of the SSHC outcomes' and that people at risk of losing their homes get advice on preventing homelessness.

Benchmark Information:

2018-19

The YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed is **6.8%**. The Scottish Local Authority average for 2018-19 was **5.8%**.

Target:

Targets 2019-20

% of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed is set at **4.5%**

This is what the data is saying:

Between 1st April 2019 – 30th June 2019 there were **279** applicants assessed as homeless or potentially homeless, **19** of whom had a previous homeless case closed in the last year (365 days) recording a **6.8%** level of repeat homelessness.

Of the **19** applicants that reapplied in the year **79% (15)** were previously assessed as unintentionally homeless with only **8** securing permanent accommodation. Due to the continuing decline in intentionality rates there were no repeat applicants previously assessed as intentionally homeless. **21% (4)** were assessed with No Statutory Duty. Outcomes from the previous applications show that;

- **32% (6)** lost contact prior to discharge of duty and might not have resolved their homelessness
- **42% (8)** of applicants secured housing in either the private or social sector – **4** Council, **2** RSL, **2** Private Sector
- **11% (2)** of applicants made their own arrangements
- **11% (2)** of applicants were imprisoned.

- **5% (1)** secured other known outcomes

A combined total of **64** homeless applications have been received among this group, ranging between **2 – 7** applications per person and averaging out at 3 per person. Furthermore, there have been a total of **103** council properties tenanted among the group - **85** temporary placements and **19** secure mainstream placements (**2** of which are current).

This is the trend:

Between 2014/15 and 2017/18 Levels of repeat homelessness increased sharply, rising from **2.9%** to **6.4%** respectively. Between these periods the number of applicants re-assessed rose from **36** in 2014/15 to **87** in 2017/18. The increase in levels of repeat homelessness during this period were driven largely by changes in recording practices rather than any changes to the underlying drivers of homelessness.

During 2018/19 performance levels began to stabilise with rates remaining unchanged from the previous year at **6.4%**. At a national level however, 16 of the 32 local authorities managed to improve performance during the year causing the national average to fall from **6.4%** in 2017/18 to **5.8%** in 2018/19. When examined against the national context a **0.6%** downturn in performance was recorded last year.

During Q1 2019/20 early signs indicate that repeat homelessness is set to rise again this year with performance levels currently **0.4%** higher than the **6.4%** recorded last year. When we compare Q1 2019/20 performance with Q1 2018/19 the actual number of applicants experiencing repeat homelessness this year has fallen slightly from **22 – 19**, however due to the significant decline in the number of applicants assessed as statutory homeless this year the level of repeat homelessness has increased by **0.8%**.

Increases in levels of repeat homelessness among applicants previously housed into ACC secure tenancies will invariably impact upon the homeless tenancy sustainment rates which have fallen over the last 3 years from **92.1%** in 2016/17 to **86.8%** in 2018/19.

This is the impact:

- Undue financial costs/pressures in delivering recurring services to these individuals.
- Human costs in that prevailing needs are not met first time round, particularly for those individuals assessed as unintentionally homeless and the council have not provided permanent accommodation. Consequently, this can have further cost/resource implications on not only the council but other services also.
- Risk of failing to deliver on the key strategic outcomes set within the Local Outcome Improvement Plan and Rapid Rehousing Transition Plan.

These are the next steps we are taking for improvement:

- We are moving towards implementation of our Rapid Rehousing Transition Plan where a homeless journey target of 50 days has been set for unintentional households, this will significantly speed the journey up and should reduce the numbers of applicants whom we are not fulfilling our statutory duty towards.
- We are currently working on our operational structure to improve customer experience via redesigning officer roles to ensure one officer will accompany the client through their entire homeless journey.
- We are now in the operational phase of Housing First, as consortium partners. Housing First will become the default housing method for rehousing complex homeless cases whereby many of these applicants experience recurring homelessness.
- We are in the development phase of investigating Choice Based Lettings options. Research shows that providing customers with choice leads to improved housing outcomes.

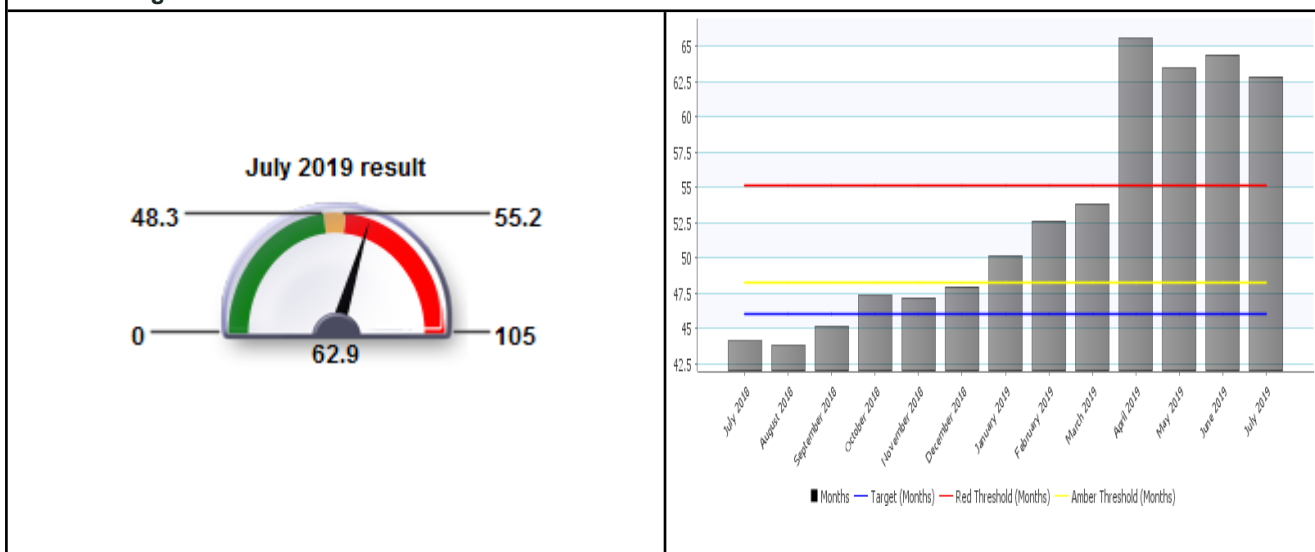
Responsible officer:

Kay Diack

Last Updated:

July 2019

Average time taken to Re-let all properties (shown), Void Rent Loss and Satisfaction with the Standard of Home when moving in.



Why is this important?

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter Outcome 4 – Quality of Housing stipulates that Social Landlords ensure that: 'tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

Charter Outcome 10 – Access to Housing – stipulates that Social Landlords ensure that: *People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.*

Charter outcome 13 – Value for Money - stipulates that Social Landlords manager their business so that; *Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay*

Benchmark Information:

2018-19

- Average relet times was **53.8** days. The 2018-19 Scottish average is currently not available. The average for 2017-18 was **30.7** days.
- Rent Loss due to Voids was **1.47%** The 2018-19 Scottish average is currently not available. The average for 2017-18 was **0.84%**
- Percentage of new tenants satisfied with the standard of their home when moving in was **63.8%** The Scottish average is currently not available. The average for 2017-18 was **84.9%**

Target:

2018/19

- Average number of days to re-let all properties was set at **46** days.
- Rent Loss due to Voids was set at **1.00%**
- Percentage of new tenants satisfied with the standard of their home when moving in was set at **75%**

2019-20

Targets will be set following submission of our annual figures to the Scottish Housing Regulator and all Scottish LA figures become available.

This is what the data is saying:

For the reporting year 2019/20 the average relet time YTD is **62.9** days, an increase on the 2018/19 year end figure of **53.8** days.

The Void Rent Loss figure YTD for 2019/20 is **£432,112**. This equates to **1.50%** of the gross debit (rent due) for the financial year, an increase on the 2018/19 year end figure of **1.47%**.

As at 31st July 2019 the Satisfaction of the standard of home when moving is **57.6%** below the set target of **75%** and a decrease on the year end figure for 2018/19 of **63.8%**.

This is the trend:

- **Relet times** – The number of properties relet as at 31st July 2019 is **671** with an average relet time of **62.9** days, an increase on the **53.8** days last reported to committee. The increase in relet time is partly due to the reletting of **18** longstanding voids which had an average overall duration of **297** days and of those an average of **203.9** days getting repairs carried out on the properties.

Relet times of the **671** properties broken down by area show:

- Marischal reporting an average relet time of **74.5** days with **5** of the **18** longstanding voids with a void duration of **272.4** days, **164.4** days getting repairs carried out.
- Mastrick has an average relet time of **36.5** days with **3** of the **18** longstanding voids, **2** voids were new build properties and did not require repairs work, **1** property was with repairs for **30** days. Total average void duration for the **3** properties was **255.7** days.
- Tillydrone has an average relet time of **73.7** days and had **10** of the **18** longstanding voids with a void duration of **321.7** days, **245.2** days getting repairs carried out.
- **Void Rent Loss** – There has been a steady increase in the void rent loss since the start of 2019/20. The void rent loss is a direct result of the relet times and if this trend continues an *estimated* year end figure would be around **£1,296,336**, (**1.50%**).

As at the 31st July 2019 the Void Rent Loss due broken down by area shows:

- Marischal- has a void rent loss of **£113,237**, this denotes to **1.64%** of the rent due in the area.
- Mastrick- is showing a void rent loss of **£74,894**, this is **0.81%** of the rent due in Mastrick.
- Tillydrone- has the highest void rent loss with **£243,981**, this represents **1.92%** of the rent due in the area.
- **Satisfaction of the standard of home when moving in-** there has been a decrease in satisfaction since the start of the 2019/20 financial year with the figure standing at **57.6%**, a decrease on the 2018/19 year end figure of **63.8%**. There has been a steady decrease in satisfaction year on year since 2016/17 where the figure stood at **67.0%**.

Further analysis shows that the top 3 main reasons tenants reported dissatisfaction were:

- repairs issues **50.0%**,
- poor standard of the property i.e. decoration **40.9%**
- cleanliness **9.1%**

The Customer Satisfaction Surveys are currently under review. A new digital solution is due to be tested where our new tenants will be automatically invited via email to complete a satisfaction survey when a new tenancy commences.

This is the impact:

Some of the consequences of this performance are:

- Loss of rental income to the Council.
- New tenants are experiencing lengthy periods of time to wait from when being made an offer of accommodation to the time they can move in resulting in overall poorer satisfaction levels.
Homeless people are spending long periods of time in temporary accommodation.

These are the next steps we are taking for improvement:

- Building Services established special teams which will concentrate on voids with accepted homeless offers.
- Building Services transferring resource from response maintenance to voids giving approximately 40% increase in trades to complete void repair works.
- Recruitment of team leaders in building services to ensure more efficient and effective operations.
- Additional housing officers enabling more proactive work on pre-termination and pre-offer inspections.
- Increased use of incentives to maximise offer acceptances.
- Review of letting standard which will include completion of SHQS and major works during void period which will improve standard of properties at relet and in turn increase customer satisfaction.
- Improved use of data and performance monitoring by teams.
- Introducing a digital solution for managing repair works.

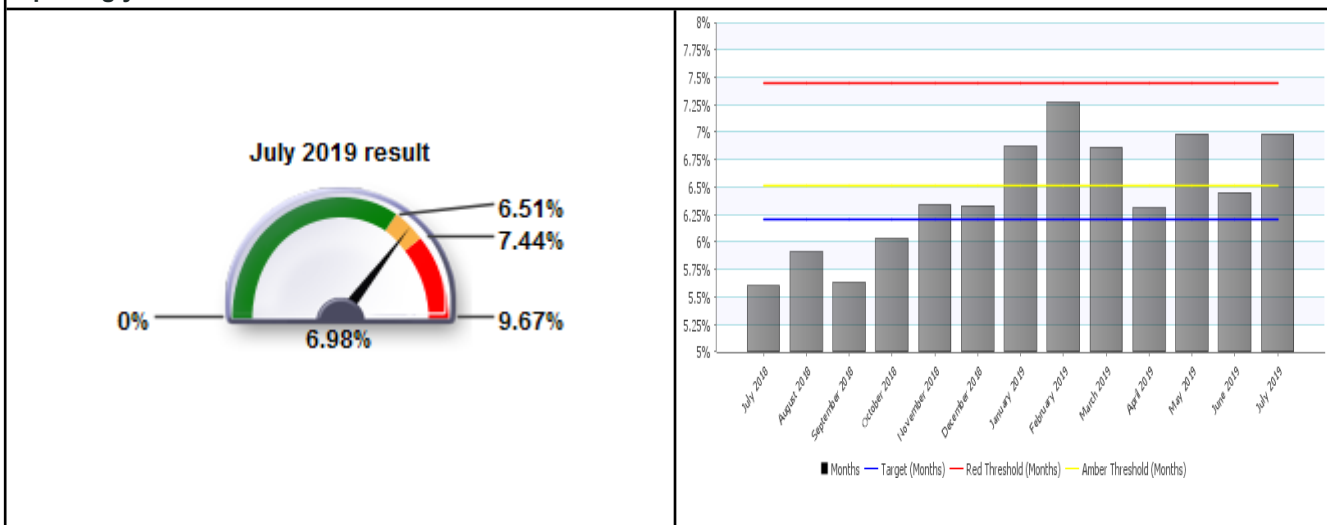
Responsible officer:

Neil Carnegie

Last Updated:

July 2019

Gross rent arrears (Includes Current & Former Tenant Arrears and Write Offs) as a percentage of Rent due for the reporting year



Why is this important?

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter outcome 13 – Value for Money - stipulates that Social Landlords manage their business so that; *Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.*

Rental income pays for our housing services and capital investments.

Benchmark Information:

2018/19

Gross Rent Arrears as a percentage of rent due was **6.86%**. The 2018-19 LA average is currently not yet available. The LA average for 2017-18 was **6.4%**.

Target:

Targets 2018/19

- The year-end target for Gross Rent Arrears as a percentage of rent due has been set at **6.2%**.

2019-20 Targets will be set following submission of our annual figures to the Scottish Housing Regulator and all Scottish LA figures are available.

This is what the data is saying:

The Gross Rent Arrears figure has increased to **6.98%** in 2019/20 and has exceeded the current 6.2% target. In monetary terms the value of Gross Rent Arrears is **£6,048,976**, a calculation of the Current Rent arrears figure of **£4,975,147** added to the and Former Tenant arrears figure of **£1,217,053**, minus the value of write off's and write on's of **£143,22**.

This is the trend:

There has been an upwards shift in Gross rent arrears in 2019/20 from **6.31%** recorded in April 19 to **6.98%** as at July 19, and an increase on the 2018/19 year-end figure of **6.86%**, an increase in the value of **£305,085** from the year end figure where it stood at **£5,743,891**.

The Estimated 2018/19 Annual Scottish Housing Regulator figures for Local Authorities show us that the Average Gross Rent Arrears have increased from **6.4%** in 2017/18 to **6.8%** in 2018/19.

This is the impact:

Tenancy Sustainment has improved since last reported to committee with currently **92.5%** of new tenancies having been sustained for more than a year which compares well with national performance levels.

With the continued focus on Tenancy Sustainment this has resulted in the number Notice of Proceedings issued decreasing by **33%** with **101** issued YTD in 2019/20 compared to **149** in the same period in 2018/19. The number of Repossessions for Rent Arrears carried out has also decreased by **44%** with **18** Repossessions completed YTD in 2019/20 compared to **31** in the same period in 2018/19 - continuing the trend seen in 2018/19.

Universal Credit Full Service went live in October 2018 in Aberdeen and figures include the impact of 10 full months of UC Full Service. Universal Credit is a DWP scheme for which the Local Authority as the landlord are a third party.

These are the next steps we are taking for improvement:

With the increase in housing officers we are in the processing of reducing the number of tenancies managed per officer, this enables housing officers to provide enhanced levels of support and assistance to tenants therefore helping prevent and reduce rent arrears. Neighbourhoods with highest levels of arrears will be prioritised for resource allocation.

We are also assigning housing support to locality teams to help maximise our interventions for tenants with housing support needs. We will also be increasing our Financial Inclusion Team's presence in localities with highest needs.

We will be reviewing the responsibilities of the variety of roles involved in managing arrears cases to ensure maximum efficiency and effectiveness as we transition to full implementation of our operating model.

Responsible officer:

Neil Carnegie

Last Updated:

July 2019