
















Communities, Housing and Public Protection Committee Performance Report Appendix A

Operations and Protective Services

Building Services

1. Customer – Building Services

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
*The year to date percentage of repairs appointments kept	Data unavailable						90%
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (year to date).	87.7%		87.56%		87.32%		80%

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	64		113		109		
% of complaints resolved within timescale stage 1 and 2) - Building Services	76.6%		81.4%		79.8%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	32.8%		23.9%		22.9%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	0		1		1		

*Lessons learnt referred to throughout this Appendix are lasting actions taken/changes made to resolve an issue and to prevent future re-occurrence for example amending an existing procedure or revising training processes. When a complaint has been upheld, action would be taken in the form of an apology or staff discussion/advice, but these actions are not classified as lessons learnt.







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2. Processes – Building Services

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
*The year to date average length of time taken to complete emergency repairs (hrs)	Data unavailable						4.1
*The year to date average length of time taken to complete non-emergency repairs (days)	Data unavailable						8.3
*The year to date percentage of reactive repairs carried out in the last year completed right first time	Data unavailable						90%
*The percentage of Repairs Inspections completed within 20 working day target (year to date)	Data unavailable						100%




*Issues with identifying a resource to extract and collate data have been encountered causing delays. A resource has now been found in-house and data will be up to date for future reports.

3. Staff – Building Services

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Building Services)	1		1		1		
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	7		5		5		













Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - Building Services	6.3		6.4		6.3		10
Establishment actual FTE	400.39		401.86		414.92		




4. Finance & Controls – Building Services

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	84%		92.6%		102.5%		100%

Facilities Management

1. Customer – Facilities Management

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Facilities	3		3		3		
% of complaints resolved within timescale (stage 1 and 2) - Facilities	100%		100%		66.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	33.3%		33.3%		33.3%		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		1		0		

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Q4 Target
	Value	Status	Value	Status	Value	Status	
*Number of school lunches served in the year - Primary (YTD)	890,960		1,414,134		2,015,903		1,800,000

*The expansion of free school meal provision and increasing pupil rolls at schools across the city have combined to see more school meals being served in our Primary schools. The service will continue to monitor pupil rolls and meal uptakes as we work through the year and will revise targets appropriately.

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Performance Indicator	Current Status	2023/24 Target
All meals served to children and young people in our schools will meet the Nutritional requirements for Food and Drink in Schools (Scotland) Regulations		100%
<p>The Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020 came into effect from April 2021. Our School Catering service aims for 100% compliance with the regulations to ensure that whilst in school, our children and young people are receiving the nutrition they require to be effective learners. We have set this as a service standard particular to Aberdeen City Council's school catering service and there is no comparative benchmarking information which we can use to compare performance with other local authorities. Performance is not reported as a metric, but the intention of the measure is to highlight to Committee any reports received on nutritional non-compliance from Education Scotland's school inspection visits.</p>		

2. Processes – Facilities Management

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours	88.9%	✔	95.5%	✔	83.3%	✔	80%
% Response cleaning alerts responded to within priority timescales	100%	✔	100%	✔	100%	✔	80%
% Void cleaning alerts responded to within priority timescales	100%	✔	94.2%	✔	96.8%	✔	80%

Performance Indicator	Current Status	2023/24 Target
We will deliver 39 weeks contracted school cleaning to the standards set in our generic specification and within the budget allocated.		95%
<p>Cleaning service is delivered by the in-house team at all non-3Rs schools in the city, for the 38 weeks of school term plus the five annual in-service days. We will use this measure to highlight any instances where a school has been unable to open due to our inability to provide a satisfactory cleaning service. No issues identified.</p>		

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Performance Indicator	Current Status	2023/24 Target
We will deliver cleaning services within all (non-school) operational properties to the standards set in our generic specification and within the budget allocated.		95%
<p>Cleaning service is delivered by the in-house team throughout the year at all other operational properties across the city, on all weekdays minus public holidays (a limited number of properties also receive service over weekends). We will use this measure to highlight any instances where a property has been unable to open due to our inability to provide a satisfactory cleaning service.</p>		

3. Staff – Facilities Management







Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter)	0		0		0		
Accidents - Non-Reportable - Employees (No Quarter)	9		4		10		

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence – Average Number of Days Lost - Facilities	19.3		18.4		17.4		10
Establishment actual FTE	521.79		520.25		522.48		
Establishment actual FTE (Catering)	174.34		172.23		175.05		
Establishment actual FTE (Cleaning)	234.05		234.2		233.31		
Establishment actual FTE (Janitorial)	64.3		64.72		65.07		
Establishment actual FTE (Office & Building Management)	14.89		14.89		14.89		
Establishment actual FTE (Passenger Transport Unit)	31.69		31.69		31.69		

Appendix A













* We are aware that the reported performance of the 12-month rolling average for working days lost due to sickness absence per FTE throughout this report, is not fully accurate due to current system constraints relating to the calculation of FTE and variable working patterns for some staff. In some cases the actual absence rate is lower than the reported figure. This does not impact on attendance management for staff and their respective managers. Officers are currently working internally on data quality issues and with the vendor to resolve this anomaly.

4. Finance & Controls - Facilities Management













Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Inspection - Number of overdue corrective actions requests as at month end	0		0		0		0
Staff Costs - % Spend to Date (FYB)	89%		97.7%		106.6%		100%


















Protective Services

1. Customer – Protective Services

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Protective Services	7		12		3		
% of complaints resolved within timescale - Protective Services	71.4%		83.3%		33.3%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	14.3%		8.3%		0%		
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0		0		0		

2. Processes - Protective Services

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	100%		100%		100%		100%
High Priority Pest Control % responded to within 2 days	94%		98.3%		100%		100%
High Priority Public Health % responded to within 2 days	96.5%		98.8%		97%		100%
Dog Fouling - % responded to within 2 days	71.7%		98.4%		88.1%		100%

Performance Indicator	Q2 2023/24		Q3 2023/4		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
**% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	74.7%		56.1%		Data awaited		80%
*% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	39.9%		45.3%		48.6%		20%
*% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	12.8%		16.2%		16.2%		10%
*% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	40.7%		45.1%		51.2%		20%
*% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	23.5%		31.5%		35.8%		10%
% of scheduled food service premises inspections (where access was possible) carried out on time, in line with Food Regulatory Service Plan	100%		100%		100%		100%

*The Scottish Government (SG) has set targets for all local authority Trading Standards Services to carry out test purchasing from retail premises to test for compliance with the age restriction on the supply of tobacco and nicotine vaping products (e-cigarettes) set out in the Tobacco and Primary Medical Services (Scotland) Act 2010. The requirement is that 10% of registered tobacco and e-cigarettes retailers in each jurisdiction should be tested on an annual basis. Accordingly, at the beginning of each financial year Aberdeen City Council Trading Standards service plans this work so that these targets are achieved (along with the related PI of visiting 20% of each to provide Business Advice). This work is dependent upon the availability of 16 year old volunteers to work alongside officers. That notwithstanding, this service regularly achieves these targets, which are reported to the SG via the Society of Chief Officers of Trading Standards in Scotland (SCOTSS).

3. Staff - Protective Services

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No. In Quarter - Protective Services)	0		0		0		
Accidents - Non-Reportable - Employees (No. In Quarter - Protective Services)	0		0		0		

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - Protective Services	4.1		4.1		4.1		10
Establishment actual FTE	62.88		63.33		64.33		

4. Finance & Controls - Protective Services













Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	93.7%		93.9%		97.4%		95%

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	88.6%		97.2%		105.9%		100%










Customer

Customer Experience

1. Customer – Customer Experience

Performance Indicator – Service	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Customer Experience	88		89		129		
% of complaints resolved within timescale – Customer Experience	93.2%		93.3%		96.1%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Customer Experience	39.8%		33.7%		34.1%		
Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience	3		1		5		

2. Processes – Customer Experience

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	11.57		10.95		8.58		12
Correct amount of Housing Benefit paid to customer (monthly)	96.09%		95.93%		96.34%		95%
% Customer Contact Centre calls answered within 60 seconds	71.36%		67.29%		61.26%		70%

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
*% Crisis Grant applications processed within 2 working days	99.43%		99.2%		Data unavailable		90%
*% Community Care Grant applications processed within 15 working days	82.11%		73.08%				50%

*Data analysis not yet received from Scottish Government.

3. Staff – Customer Experience

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Customer Experience)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Customer Experience)	0		0		0		







Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Customer Experience	6.4		6.0		5.6		5
Establishment actual FTE	327.73		324.29		324.16		







4. Finance & Controls – Customer Experience

Performance Indicator	Jan 2023		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£130.4m		£133.6		£135.8		£137.7m
Staff Costs - % Spend to Date (FYB)	82.3%		90.3%		98.2%		100%













Digital and Technology

1. Customer – Digital and Technology







Performance Indicator	Q2 2023/24		Q3 2022/23		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Digital and Technology	1		0		0		
% of complaints resolved within timescale – Digital and Technology	0%		No complaints Q3/Q4				75%
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology	0						
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology	0						







Performance Indicator	Jan 2023		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Average Call Wait Time (IT Helpdesk)	192 secs		113 secs		109 secs		150 sec.
Abandonment Rate % (IT Helpdesk)	15%		9.74%		6.8%		30%

2. Processes – Digital and Technology




Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Percentage of Critical system availability - average (monthly)	99.5%		99.5%		99.5%		99.5%
% Incidents logged by IT Helpdesk (including Self-Serve) resolved right first time	75.3%		78.1%		81%		65%
*% Priority 1 and 2 incidents closed in timescale	80%		100%		71.4%		99.5%
*% Priority 3 – 5 incidents closed in timescale	79.4%		76.7%		83.8%		95%

3. Staff – Digital and Technology

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Digital and Technology)	0		0		2		

Performance Indicator	Jan 2023		Feb 2023		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Digital and Technology	1.4		1.5		1.6		5
Establishment actual FTE	90.38		90.4		90.4		

4. Finance & Controls – Digital and Technology

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	81.9%		89.9%		97.9%		100%

Early Intervention and Community Empowerment

1. Customer – Early Intervention and Community Empowerment

Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Early Intervention and Community Empowerment	85		87		65		
% of complaints resolved within timescale - Early Intervention and Community Empowerment	76.5%		74.7%		81.5%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment	35.3%		25.3%		26.2%		
Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment	6		0		0		

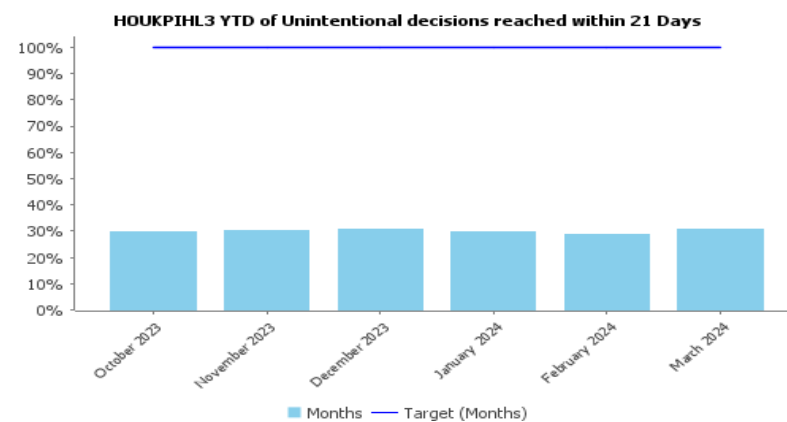
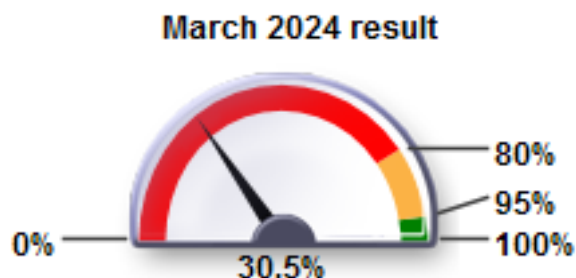
Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Percentage of tenants satisfied with the standard of their home when moving in YTD	77.6%		79.2%		79.5%		75%
Satisfaction of new tenants with the overall service received (Year To Date)	82.8%		84%		84.1%		85%
Financial Inclusion - No of open cases per month	166		210		204		
Financial Inclusion - No of enquiries per month	163		147		153		
Number of visits to libraries - person	42,852		44,337		43,472		
Number of visits to libraries - virtual	128,016		111,307		112,489		
% Libraries open during agreed opening hours	100%		99.9%		100%		95%

2. Processes – Early Intervention and Community Empowerment

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
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)	3.9%		3.9%		3.9%		4.0%
YTD % of Unintentional homeless decisions reached within 21 Days	29.9%		29%		30.3%		100%
YTD Average length of journey in days for applicants assessed as unintentionally homeless	156.8		161		161.2		100
YTD Percentage of anti-social behaviour cases reported which were resolved	96%		96.5%		99.9%		100%
YTD % of calls attended to by the ASBIT Team within 1 hour	96.3%		96.3%		96.5%		95%
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	481		435		442		
The YTD number of Legal reposessions following decree (Arrears) - Citywide	13		18		24		
Housing Applications processed 28 days YTD %	99.58%		99.58%		99.63%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	92.1%		92.3%		92.3%		100%
The YTD Average time taken to re-let all properties (Citywide - days)	236.6		238.6		237.7		125
Voids Available for Offer Month Number - Citywide	1,870		1,889		2,019		
*Welfare Rights - % of Successful Appeals	75%		100%		No data		
HMO License Applications Pending	144		135		119		
HMO Licenses in force	959		966		978		
% Library item requests satisfied within 21 days	71.2%		74.5%		79.4%		85%

*No appeals heard in March

YTD % of Unintentional homeless decisions reached within 21 Days (RRTP)



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.*

National Policy – Transitioning towards a rapid rehousing approach is part of Scotland’s strategy to end homelessness where one of the four key priorities is that ‘homeless households are provided a settled, mainstream housing outcome as quickly as possible’.

This indicator, along with others, monitors whether we are achieving our desired outcomes and are committed to ‘Sustain/improve performance in respect of the key priorities set out above.

Benchmark Information:

2022-23

- The YTD % of Unintentional homeless decisions reached within 21 Days **49.7%**. This is a local measure, and no benchmarking is available.

Target:

2023-24

- The % of Unintentional homeless decisions reached within 21 days target is **100%**.

This is what the data is saying:

Year to date there have been **960** homeless households assessed as unintentionally homeless. Of these **30% (287)** were assessed within the 21 days local target. The average days to reach decision currently stands at **38.4** days, **17.4** days over target.

To date **45%** of applications have been assessed within the Scottish Government statutory recommended timescale of 28 days.

To date there has been a **3% (42)** increase in homeless applications compared with the same period last year.

This is the trend:

Homeless applications are at a 13 year high, with levels recorded (**1,481**) not seen since the same period in 2010/11. A large proportion of growth has occurred during the last 3 years where applications have risen by over a quarter since 2020/21, representing a significant upturn in the number of households required to be assessed.

During this period the average time taken to reach an unintentional decision has increased from **9.6** days in 2020/21 where Aberdeen City recorded the best time among all local authorities across Scotland, to **38.4** days this year, **17.4** days above the national average reported for 2022/23.

The increase in time taken to reach decision is attributable to the fall in households being assessed within target where records show that in 2020/21 **98.9%** of unintentional decisions reached met target compared to **94%** in 2021/22, **49.7%** in 2022/23 and **29.9%** year to date.

The increase in decision times is now impacting upon the average rapid rehousing homeless journey time which has risen from **104** days in 2021/22 to **156** days this year.

This is the impact:

- Risk of failing to deliver on the key strategic outcomes set within the Local Outcome Improvement Plan and Rapid Rehousing Transition Plan.
- People experiencing homelessness spend longer periods in transition which prolongs the homeless journey.
- People experiencing homelessness spend longer periods of time in temporary accommodation which can exacerbate existing demands and associated costs.
- The Council are now breaching our duties in accordance with the Unsu itable Accommodation Order, by having households in unsu itable accommodation for longer than 7 days.
- Increase costs to the Council in providing temporary accommodation for more households and for longer periods of time.

These are the next steps we are taking for improvement:

- Working with community planning partners and as part of the Homewards programme to identify and progress further prevention activity.
- Undertaking prevention activity to reduce new homelessness demand, this includes a new post to support people fleeing Domestic Abuse stay at home (when it is a preferable option), a Private Landlord Support Officer and our Housing & Support model to help tenants sustain their tenancy.

- The introduction of fortnightly case reviews of all applications awaiting a decision, to ensure additional support for more complex cases and a focus on reducing the time taken to reach a decision.
- Continued focus on regular training, and mentoring for new and existing employees within the service to support decision making as the complexity within this area has continued to grow.

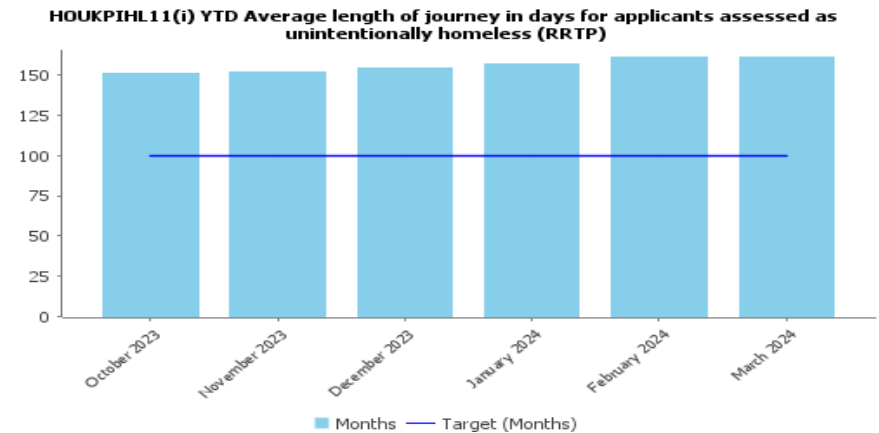
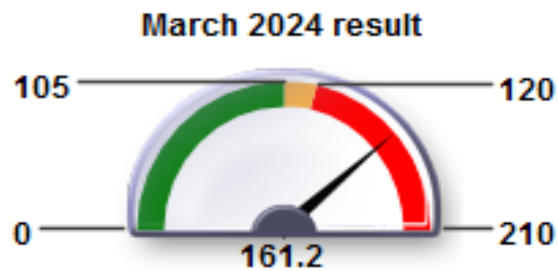
Responsible officer:

Rachel Harrison

Last Updated:

March 2024

YTD Average length of journey in days for applicants assessed as unintentionally homeless (RRTP)



Why is this important?

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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.*

National Policy – Transitioning towards a rapid rehousing approach is part of Scotland’s strategy to end homelessness where one of the four key priorities is that ‘homeless households are provided a settled, mainstream housing outcome as quickly as possible’.

This indicator, along with others, monitors whether we are achieving our desired outcomes and are committed to ‘Sustain/improve performance in respect of the key priorities set out above.’

Benchmark Information:

2022-23

- The average homeless journey (from date of application – outcome) during the financial year 2022/23 was **114 days**. Aberdeen City recorded the 3rd best journey time across Scotland in 2022/23 where the national average was **287 days**.

Target:

2023-24

- The average homeless journey target is 100 days for this financial year.

This is what the data is saying:

- The average homeless journey is currently operating at **156.8 days**.
- Year to date there has been **884** cases closed where the applicant had a permanent rehouse duty. Of these **307 (35%)** met the 100 days target set.
- There has been an increase in both key stages of the homeless journey this year.
 - The average time taken from application to decision for closed cases is **31.8 days** and is higher than the **21-day** average target timescale for this stage.
 - The average time taken from decision to outcome for closed cases is **125 days**.
- Current case closure rates are **7%** lower than levels of new homeless demand, where **949** applicants have been assessed with a rehouse duty this year.
- This has led to an increase in open homeless cases where there are currently **403** households waiting to be permanently rehoused.

This is the trend:

- Up until last year the homeless journey had been accelerating, falling from an average of **200 days** in 2015/16 to **104.2 days** in 2021/22. However, in 2022/23 the journey time increased by **10.3 days** to an average of **114.5 days**, whereupon this trend has continued into 2023/24 where the average time to date has increased by **42.3 days** to **156.8**.
- Since 2020/21 the number of cases closed within 100 days has been in decline. To date only **35%** of cases closed in 2023/24 have recorded a homeless journey of less than 100 days. This is down **30%** on levels achieved in 2022/23 (**65%**) and **34%** on 2021/22 (**69%**).
- The increase in homeless journey time has led to a slowdown in throughput during the year. When compared with the same period the previous year records reveal a **4.5%** decline in rehousing outcomes among households assessed with a rehouse duty this year.
- A fundamental shift in the homeless landscape occurred in 2022/23 where a **26%** increase in homeless applications was recorded, leading to an **11%** increase in statutory homelessness. Due to this upturn, levels of new rehousing demand outstripped case closure rates by **12%** in 2022/23, the first-time this has happened since 2015/16. Again, this trend has continued into the current year where new levels of rehousing demand currently outstrip case closure rates by **7%**.

- Aberdeen City Council is the primary supplier of housing to homeless households in the city. Despite the increase in demand in 2022/23, **67 (-9%)** fewer homeless households were allocated a general need property than in 2021/22. Year to date Aberdeen City Council has let **544** general need properties to homeless households, **37** fewer than the same period the previous year, down **6%**. Homeless general need allocation rates are currently operating at **39.2%**, down **9%** on the same period the previous year.
- Due to the slowdown in throughput a **20%** fall in temp flat turn-over, and a **7%** fall in hostel turnover has been recorded this year. This has placed even greater pressures on supply, with further increases in use of hotel rooms being commissioned to meet demands. An **11%** increase in placements for this type of accommodation has been recorded this year. The average length of time a household is placed in hotel accommodation has risen significantly, from **9** days in 2022/23 to **41** days this year. On average **77%** of all homeless households placed in hotels this year have resided for longer than 7 days and breached the Unsuitable Accommodation Order.

This is the impact:

- Risk of failing to deliver on the key strategic outcomes set within the Local Outcome Improvement Plan and Rapid Rehousing Transition Plan.
- People experiencing homelessness spend longer periods in transition which prolongs the homeless journey.
- People experiencing homelessness spend longer periods of time in temporary accommodation which can exacerbate existing demands and associated costs.
- The Council are now breaching our duties in accordance with the Unsuitable Accommodation Order, by having households in unsuitable accommodation for longer than 7 days.
- Increase costs to the Council in providing temporary accommodation for more households and for longer periods of time.

These are the next steps we are taking for improvement:

- Assigning additional resources for voids repairs. Building Services continue to prioritise deployment of its workforce to void repair work which is also contributing to the anticipated performance transformation.
- We have procured additional contractors to focus on clearing the backlog of work in progress properties and to focus on the properties identified for the Ukrainian project.
- Working with Registered Social Landlords (RSLs) to increase the number of properties let to households experiencing homelessness.
- Undertaking prevention activity to reduce homelessness, this includes a new post to support people fleeing Domestic Abuse stay at home, a Private Landlord Support Officer and our Housing & Support model to help tenants sustain their tenancy.
- Working with community planning partners and as part of the Homewards programme to identify and progress further prevention activity.

Responsible officer:

Rachel Harrison

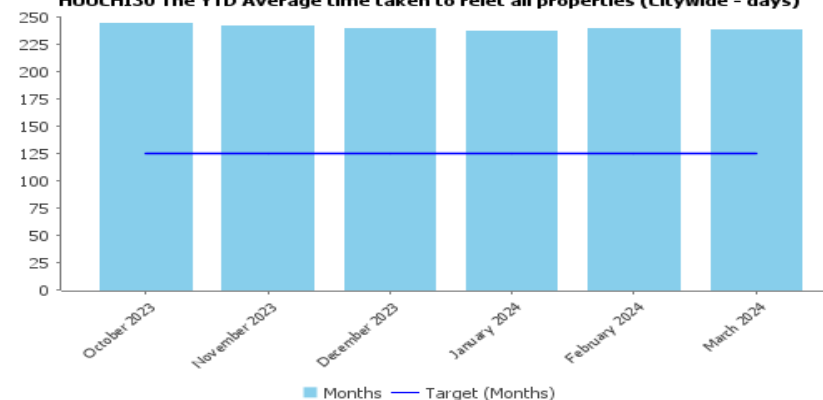
Last Updated:

March 2024

YTD Average time taken to relet all properties (Citywide - days)



HOUCHI30 The YTD Average time taken to relet all properties (Citywide - days)



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 (ESSH) 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:

2023-24

- Average relet times was **237.4** days. The Scottish Average won't be available until 31st August when the Scottish Housing Regulator publishes the data.

Target:

2024/25

- The 2024/25 target is currently under review.

This is what the data is saying:

For the reporting year 2023/24 the average relet time YTD is **237.4** days, a **32.8%** increase when compared with the same period last year where the figure stood at **178.7** days.

This is the trend:

Average relet times for the last 3 years show **106.7** days in 2021/22, **178.7** days in 2022/23 and **237.4** days in 2023/24.

The number of properties relet in the period 2023/24 was **2,123** an increase when compared to 2022/23 where **1,848** properties had been relet. The increase in the number of relets for 23/24 is partly due to the letting of **290** new build properties.

The relet times show that of the **2,123** properties let **1,169 (55.1%)** had been void for over **200** days with the longest being void for **1,166** days which significantly impacts on the overall average days figure. **275 (12.9%)** properties were relet within the Scottish average for 2022/23 of **56** days.

The relet times for the **290** new builds show an average time of **60.2** days.

This is the impact:

Some of the consequences of this performance are:

- Loss of rental income to the Council.
- People experiencing homelessness are spending longer periods of time in temporary accommodation.

These are the next steps we are taking for improvement:

- Addressing voids performance continues to be a priority for services. In response to this we have developed a new corporate improvement project with oversight being provided through a new Housing Board, which is chaired by the Executive Director for Families & Communities. This Board is now programming actions in response to the strategic performance review of void property management which was commissioned by the Performance Board.
- Ownership of the Improvement Plan will be split across the Housing & Corporate Landlord clusters and contains an extensive range of actions intended to transform performance.
- Recommendations will be costed to ensure they align to the HRA 30 year business plan.
- Meanwhile, we will continue our focus on addressing voids performance by applying the following measures:
 - Increasing supply through continued prioritisation of work on void properties (across both temporary and mainstream stock) by Building Services, alongside the procurement of additional contractors to increase the return rate of void stock. However, recognising that there may be limitations on the availability of stock for Homeless households due to the multiple demands on our pool of stock, including but not limited to the rehoming exercise for residents impacted by RAAC.
 - Undertaking prevention activity to reduce homelessness

- o Working with community planning partners and as part of the Homewards programme to identify and progress further prevention activity.

Responsible officer:

Last Updated:

Martin Smith/Graham Williamson

March 2024

3. Staff – Early Intervention and Community Empowerment

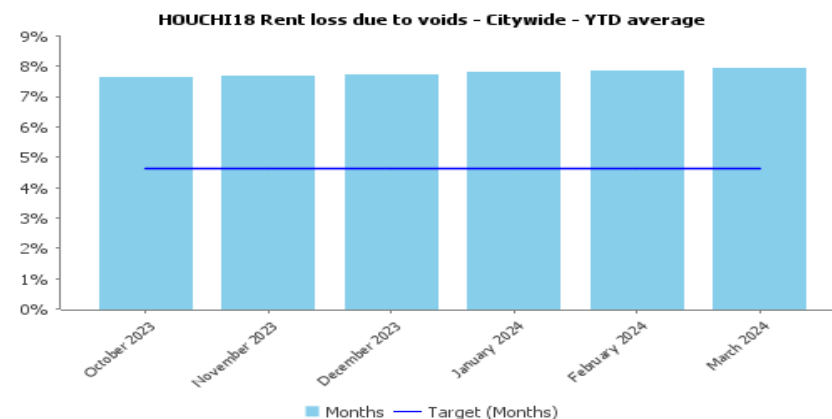
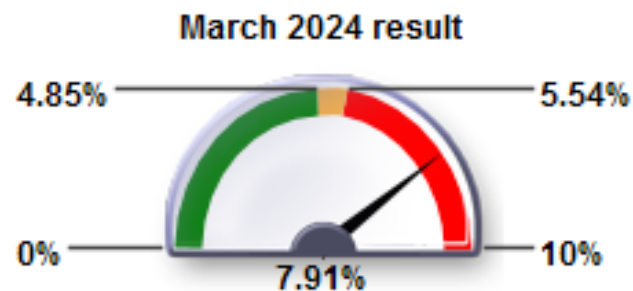
Performance Indicator	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - EICE)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – EICE)	1		3		2		

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - EICE	9		8.6		8.2		8
Establishment actual FTE	404.5		392.65		389.43		

4. Finance & Controls – Early Intervention and Community Empowerment

Performance Indicator	Jan 2024		Feb 2024		Mar 2024		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	86.6%		94.8%		102.9%		100%
Financial Inclusion - Total Financial Gains Achieved per month	£490,345		£522,361		£271,295		
Gross rent Arrears as a percentage of Rent due	18.3%		18.45%		18.25%		18.2%
Rent loss due to voids - Citywide - YTD average	7.78%		7.85%		7.91%		4.62%

Rent loss due to voids - Citywide - YTD average



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 (ESSH) 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:

2023/24

- Void Rent Loss was **5.70%**. The Scottish Average won't be available until 31st August when the Scottish Housing Regulator publishes the data.

Target:

2024/25

- The 2024/25 target is currently under review.

This is what the data is saying:

The YTD Void Rent Loss figure for 2023/24 is **£7,805,806** this equates to **7.91%** of the gross debit (rent due) a significant increase when compared with the same period last year where the figure stood at **£5,271,632 (5.70%)**.

The number of properties available for relet as at the 30th April 2024 was **2,214** with an average of **231** days void. When compared to the same period last year this is an **88.4%** increase, where the number of void properties available for relet was **1,175** with an average day's void of **149** days

This is the trend:

Void Rent Loss has steadily increased year on year from **3.66% (£3,355,121)** in 2021/22, **5.70% (£5,271,632)** in 2022/23 and **7.91% (7,805,806)** in 2023/24.

The high number of void properties and the lengthy relet times has a direct impact on the substantial increase in the void rent loss.

This is the impact:

Some of the consequences of this performance are:

- Loss of rental income to the Council
- People experiencing Homelessness are spending longer periods of time in temporary accommodation.

These are the next steps we are taking for improvement:

Addressing voids performance continues to be a priority for services. In response to this we have developed a new corporate improvement project with oversight being provided through a new Housing Board, which is chaired by the Executive Director for Families & Communities. This Board is now programming actions in response to the strategic performance review of void property management which was commissioned by the Performance Board.

Ownership of the Improvement Plan will be split across the Housing & Corporate Landlord clusters and contains an extensive range of actions intended to transform performance. Actions include;

- Re-establishing an Operational Voids Improvement Group to ensure exception reporting, operational risks and issues are actioned
- Assigning additional resources for voids repairs. Building Services continue to prioritise deployment of its workforce to void repair work which is also contributing to the anticipated performance transformation.
- Procuring external contractors to develop a voids framework to ensure the return of up to 1k void properties to assist the clearance of work in progress backlogs.
- A continued concentration on letting the new build developments at Summerhill, Tillydrone & Cloverhill which will positively impact on average relet times.

- Use of digital technologies to support more efficient processes.
- Review of void pathways and process mapping which will include additional and more robust inspection of properties to minimise properties returned in poor condition at termination. Other considerations will include earlier scheduling and programming of work, creating further efficiency within the overall process.

Responsible officer:

Last Updated:

Martin Smith/Graham Williamson





March 2024

Corporate

1. Customer – Corporate

Performance Indicator – Corporate	Q2 2023/24		Q3 2023/24		Q4 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
No. of Non-complex Subject Access Requests received	67		71		68		
% Non-complex Subject Access Requests responded to within 1 month	74.6%		81.7%		88.2%		80%
No. of Complex Subject Access Requests received	9		7		17		
% Complex Subject Access Requests responded to within 3 months	55.6%		14.3%		23.5%		70%
No. of Environmental Information Regulation requests received	103		89		114		
% of Environmental Info Requests replied to within 20 working days - Corporate	89.3%		89.9%		92.1%		85%
No. of Freedom of Information requests received	325		303		344		
% of Freedom of Information requests replied to within 20 working days - Corporate	83.4%		83.2%		89.5%		85%
No. of Access to School Records requests received	3		4		4		
% Access to School Records requests responded to within 15 school days	100%		100%		75%		100%
No. of Data Protection Right requests received	3		4		6		
% Data Protection Right requests responded to within 1 month	100%		100%		100%		100%

Traffic Light Icons Used

	On target or within 5% of target
	Within 5% - 20% of target and being monitored
	More than 20% below target and being actively pursued
	Data only – target not appropriate