

ABERDEEN CITY COUNCIL

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COMMITTEE	Housing and Environment
DATE	11 March 2014
DIRECTOR	Pete Leonard
TITLE OF REPORT	Housing and Environment Business Plan Performance and Actions
REPORT NUMBER:	H&E/14/030

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1. PURPOSE OF REPORT

The purpose of this report is to present committee with key performance measures and progress of key improvement work within the Housing and Environment Directorate.

2. RECOMMENDATION(S)

It is recommended that the Committee:

- a) Provide comments and observations on the performance information contained in the report.

3. FINANCIAL IMPLICATIONS

There are no direct implications arising out of this report, although a number of comments are made on the use of resources.

4. OTHER IMPLICATIONS

There are no other direct implications arising out of this report regarding legal, resource, personnel, property, equipment, sustainability and environmental, health and safety; although a number of comments are made on the use of resources.

5. BACKGROUND/MAIN ISSUES

This report presents members with key performance measures and progress of key improvement work within the Housing and Environment Directorate.





This report also comprises of a progress report from the Director.

Performance information and Actions progress are input and updated through Covalent, the corporate performance reporting system, by the relevant lead officers. The data is reviewed and managed within the Directorate by the Director and Senior Management Team.

Within the report the following symbols are used:

### **Performance Measures**

#### **Traffic Light Icon**

-  On target or within 5% of target
-  Within 5% and 20 % of target and being monitored
-  Below 20% of target and being actively pursued
-  Data only PI as there is no target set

#### 6. IMPACT

The performance reporting framework is integrated with the Council's ambition of being a top performing Council which delivers on the Community Plan and the Administration's Policy Statement.

#### 7. MANAGEMENT OF RISK

N/A

#### 8. BACKGROUND PAPERS

N/A

#### 9. REPORT AUTHOR DETAILS

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**Director's Progress Report**  
**Housing and Environment**  
**14/01/14 – 10/03/14**

**Recycling** - Throughout January, Recycling Officers ran a series of food waste road-shows at the Council's Learning Centres. This provided the opportunity to speak to residents and community groups about the food waste recycling services on offer and to promote the increasing number of places where people can collect binliners in the city and to highlight why it is important to recycle food waste rather than let it go to landfill. The list of binliner collection points has been growing; people can now collect more liners free from most of the Learning Centres as well as local libraries, Customer Access points and Kingswells Community Centre.

**Clean Up Aberdeen** - The Clean Up Aberdeen campaign began at the start of February with Environmental Services staff, Councillors and Senior managers teaming up to litter pick the Old Deeside Railway Line at Garthdee. The team cleared from Duthie Park to Pitfodels Station and everyone was proud of the 34 bags they collected. Clean Up Aberdeen is part of Keep Scotland Beautiful's national mass-engagement campaign Clean Up Scotland which aims to involve one million people in action against litter and mess.

**APSE Award** - Aberdeen City Council's ground maintenance team has been named the most improved performer in the UK for parks, open spaces and horticultural services at the Association for Public Service Excellence (APSE) awards. APSE award nominees are recognised through a benchmarking exercise that all UK local authorities take part in so for our ground maintenance team to win is rightly-deserved recognition for their consistent and continued hard work.

**Allotment Market Stall** - Further to the success of the partnership with Environment Services and the 2013 Allotment Market Stall, (a Change Fund Project linked with Aberdeen City Befriending Partnership, Aberdeen Forward and CFINE), Officers have been in discussion with the Charity on how the project can be developed in 2014. The Idea, the first in Scotland, is to canvass plot holders within ACC's allotment sites to donate excess produce to the Charity who then sell the produce for no profit at a stall in the Castlegate. Money from the sale of produce is then returned to the allotment for purchasing next years seeds etc. Last year the Charity operated the scheme from July to October.

**Study Tour to Finland** - Countryside officer Ian Talboys has been offered one of just six places on a European funded study tour to Finland in May. This visit is entirely funded through the "Leonardo da Vinci Archnetwork" project so will be at no cost to the authority. This project aims to promote learning and development in natural and cultural heritage between Scotland and other European countries and includes visits to state run "Nature School's" where learning is taken outdoors on a regular basis, visits to wetland restoration projects and visits to look at urban forestry with management for nationally important species.

**Estates Excellence** - Officers from Environmental Health and Trading Standards took the lead role in Estates Excellence, a national campaign aimed at assisting small to medium sized businesses improve their ability to manage their health and safety regime. Visits were made to businesses across the city to identify any shortfalls in their approach to health, safety and fire prevention. A number of free training workshops were then held locally covering fire safety, asbestos, work at height, risk assessment, machinery safety, manual handling, control of hazardous substances, and noise.

**Tobacco Ban** – An Aberdeen newsagent has become the first in Scotland to be banned from selling tobacco products following an investigation by Trading Standards officers. The City Council applied for a tobacco retail banning order against Shriraj Gindha, trading as Tony's Newsagent, after he was caught selling tobacco products to under age customers on numerous occasions. Despite repeated warnings and advisory visits from the Trading Standards team, Mr Gindha continued to sell tobacco products to under age customers. Officers are monitoring these premises to make sure no tobacco is sold from the premises while it is owned by Mr Gindha.

**IMA Qualification** - Craig Rothnie, Debt Adviser successfully completed the Institute of Money Advisers (IMA) Certificate of Money Advice Practice, the first person in Aberdeen to do so. This qualification is an independent and external validation of competence which can be used to show a benchmark for service and individual standards. The IMA accreditation qualification provides independent and external evidence of an individual's key skills, allowing them to take a pro-active role in their own professional development.








**Communal Cleaning** - The communal cleaning contract with ISS Facilities LTD for the cleaning of 39 multi storey and 3 low rise blocks city wide has been extended for a further year until July 2015. There have been a number of improvements made to the cleaning specification including the addition of perimeter sweeps around the multis. The extension will also see static cleaners being placed in every multi, at the moment there are a small number of buildings still covered by a mobile team. A full tender exercise will commence in time for the implementation of a new contract in 2015.

**Local Housing Strategy Annual Update Report** - As part of the Council's approval of the Local Housing Strategy 2012-17 (LHS) it was agreed an annual update report would be provided to elected members to keep them informed on progress of the implementation of the LHS. This report was submitted to the Elected Members Bulletin for the Housing and Environment Committee of 14th January 2014 and contained two sections; a general update and an updated outcomes report, which are available on the Council's website under local housing strategy.

**Clashieknowe Intermediate Care Project** - Clashieknowe, a former sheltered housing development at Bridge of Don was decommissioned as part of the review of Aberdeen City's sheltered housing stock. The site was identified as the ideal setting for the Intermediate Care Project previously located in Smithfield Court. Work to remodel the accommodation is complete

and the joint service is now operational. The Lord Provost will perform the opening ceremony on Wednesday, 26th February 2014.

# H&E Business Plan Performance Report

Rent Management			
	Current Target	Current Value	Traffic Light Icon
The overall monetary value of former tenants arrears, as at the end of each rent period	£1,300,000	£1,471,822	
The overall monetary value of payments received for former tenants arrears for the year to date.	165,000	113,371	
The number of current residential tenants with rent arrears at the end of each rent period		8,288	
The monetary value of current residential tenants arrears at the end of each rent period		£3,905,996	
The percentage of current tenants owing more than 13 weeks rent (excluding those owing less than £250) at the end of each rent period.	8.6%	9.5%	
The proportion of tenants giving up their tenancy during the year with arrears of more than 1 week. This is expressed as a year to date average % of all terminations in the year.	29%	32.2%	
The average number of weeks debt owed by tenants leaving with arrears of greater than 1 week, as a year to date average.	11.5	12.7	
Analysis			Date Updated
<p><b>Analysis:</b>            As at the end of the January rent period, the amount of residential rent arrears outstanding for our current tenants stands at £3,905,995.56 (net debit: 10.5%). This is a 3% reduction from the £4,026,671.82 last reported to committee.</p> <p>Since the last committee report, the number of tenants with more than 1 week of rent arrears has decreased from 9135 tenants to 8288 tenants; this is an improvement of 9.3%.</p> <p>The level of arrears cases can be broken down as follows:</p> <p>1194 (14.4%) tenants owing less than £50            2820 (34%) tenants owing between £50.01 &amp; £250            3139 (37.9%) tenants owing between £250.01 &amp; £1000            1076 (13%) tenants owing between £1000.01 &amp; £3000            59 (0.7%) tenants owing more than £3000.01</p> <p>9.5% of our tenants currently owe more than 13 weeks rent (excluding £250); a 0.1% improvement from the 9.6% figure last reported to committee.</p>			20-Feb-2014

Since year end, Aberdeen City Council has issued 7204 first and second warning letters; this is a 19.4% reduction from the 8937 warning letters issued by this point in 2012-13. However, the Council has also issued 2155 Notices of Proceedings; a 58.8% increase on the 1357 notices issued at the same stage in 2012-13. So far this year, there have been 10 evictions for rent arrears; this is up from 5 evictions at the same stage last year.

Since year end, 32.2% of tenants terminated their tenancy with more than 1 week of rent arrears; this is above the Council's annualised target of 29% and slightly higher than the 31.8% figure last reported to committee. The average debt owed by tenants leaving in arrears amounts to 12.7 weeks; this figure has remained the same since the last committee and is still above the Council's 11.5 week target.

The total cumulative value of former tenant arrears is £1,471,822.26 which is an improvement from the £1,530,647.99 recorded in November; but above our current target of £1,300,000. In the financial year to date, the Council has collected £113,371.35 of payments from former tenants; this is a 16.5% reduction from the £135,699.10 collected by this stage in 2012-13. The amount of debt written off however has seen a reduction of 28.6% in comparison to the same time last year; when the Council had written off £266,807.84 of former tenant arrears compared to £190,606.04 so far this year.

**Action:**






As has been detailed within the Rent Arrears Update Report, work is continuing to review the current procedures on Rent Management and staff are undergoing further training on how to be more effective when making contact with their tenants.



Housing staff have tried as far as possible to make contact with tenants who have been affected by the reduction in spare room subsidy to assist with claims for Discretionary Housing Payments.

At the end of January 2014 of the 1628 tenants who were under occupying their tenancies, 483 of those tenants had received assistance through the Discretionary Housing Payment Fund.







Of the £750k allocation for Discretionary Housing Payments only £39k of this fund was left at the end of January 2014. It should be noted that the allocation is for all tenants under occupying their tenancies, and not just Council house tenants.

**Tenancy Management**

	Current Target	Current Value	Traffic Light Icon
The quarterly percentage of customer satisfaction with the Estates Service (including Estate Management, Selections and Right to Buy) as expressed by service users in questionnaires and covering satisfaction with staff and the overall service received. As of April 2012 this is now measured using the Customer Satisfaction Measurement Tool (CSMT).	90%	80%	
% of Tenancy Management actions (specifically Abandonment, Assignment, Joint Tenancy, Lodger, Single Abandonment, Single Termination, Sublet, Succession) which saw a decision/outcome made within the month and within our statutory target	100%	87.8%	
% of New Tenant Visits (Routine Visits) in the month with an outcome completed within statutory timescales	100%	46.7%	
The total number of instances of mobile device usage by Housing Officers citywide in the quarter		24,001	
Of the total number of instances of mobile device usage by Housing Officers citywide in the quarter, the % that related to Rent and Arrears Management		58.6%	

The year to date number of legal repossessions following decree.		98	
Percentage of new tenancies sustained for more than a year	94%	91.7%	
<b>Analysis</b>			<b>Date Updated</b>
<p>A review has been undertaken on the collation of our customer satisfaction data and in particular the look and layout of our 3 questionnaires used to calculate the % satisfaction with the Estate Management service. These questionnaires; 'New Tenancy', 'We're Sorry You're Leaving' and 'Right to Buy' have been revamped after discussion with the Housing Manager and approved by the Tenants and Residents Forum on the 21st January 2014. By streamlining the new questionnaires and making them more relevant to the subject area, we are very hopeful that return rates will increase substantially from the 1st April when the new questionnaires are due to begin circulation.</p> <p>Customer satisfaction with the estates service for quarter 3 (using the CSMT model) saw satisfaction of 80% based on 18 returned questionnaires over two mediums; manual and electronic. This return rate for the quarter is obviously extremely disappointing and replicates poor return rates from the first 2 quarters of the 2013/14.</p> <p>Following the review of the recording of our Statutory Customer Service Actions (Abandonment, Assignment, Joint Tenancy, Lodger, Single Abandonment, Single Termination, Sublet and Succession) we are now confident that the mechanism in place for reporting is far more robust than was previously the case. January saw <b>87.8%</b> of Statutory Customer Actions reaching a decision/outcome within the allotted timescale which leaves us with a year to date figure of 88.6% completed within timescale. Despite this still being short of our 100% internal target, it's important to point out that the YTD figure has improved significantly on the 71.8% YTD figure for the same time in 2012/13.</p> <p>The completion of new tenant visits within 28 days dipped significantly in January with a figure of <b>46.7%</b> which sees our YTD figure drop to 70.1%, almost 5% less than the figure for last year. A new step was added in to the action path - 'Tenancy start date' which the 28 days to complete a visit will be measured from. Early teething problems seem apparent and dialogue has continued with staff to remind them of the importance of robust recording of data and proper use of targets in order to drive performance up. Exception reports continue to be distributed to aid any issues in recording.</p> <p>Tenancy sustainment across the city continues to perform consistently with a year to date figure of <b>91.7%</b>. This is still short of our internal expectations of 94% of tenancies sustaining but does not show too much cause for alarm. The Marischal Housing Area of the city continues to have the highest rate of sustainment with 92.9% of tenancies sustained for more than a year, while the Mastrick Housing area has been the poorest performer with 90.6% of tenancies sustained.</p> <p>Legal Repossessions following decree YTD currently stands at <b>98</b> which is a significant increase in the figure of 67 from the same time last year. This would seem indicative of a tougher enforcement of the escalation and rent arrears process.</p> <p>As a Council, we have encouraged estate management staff to use mobile devices when out and about in their patches to view and record live data in the iWorld housing system, instead of having to wait until they get back to their desktop PCs in the office. This allows staff to interact with tenants on various estate management issues face to face and modernises the way in which we, as a Council, provide our services. In Quarter 3 we saw <b>24,001</b> instances of mobile device usage, an increase on the 22,590 hits reported in quarter 2. Of these 24,001 hits, 58.6% related to rent management. The high level of use of mobile devices to access information on tenancy debt is not surprising given the impact of welfare reform and the financial difficulties facing many of our tenants and reflects the amount of time and resource we are placing in dealing with this issue.</p> <p><b>Action</b> Changes to systems and practices are relatively new and are continually being reviewed to improve performance further.</p>			24-Feb-2014



<b>Void Management</b>			
	<b>Current Target</b>	<b>Current Value</b>	<b>Traffic Light Icon</b>
Rent loss due to voids as a percentage of gross rent due - year to date average - Charter Indicator	1.2%	1.6%	
The year to date average number of days taken to re-let all properties - Charter Indicator	37	69.1	
The percentage of offers of accommodation accepted year to date average	65%	58.5%	
The overall percentage of void properties as a percentage of stock as at the end of each month	1.2%	2.2%	
The overall number of offers of accommodation refused monthly		65	
The percentage of Void properties relet within 4 weeks	56.6%	21.7%	
<b>Analysis</b>			<b>Date Updated</b>
<p>Performance in void management revealed a marked downward turn in the month of January, especially in respect of the average time taken to relet our void properties.</p> <p>The average time taken to relet all properties in January hit a high of <b>98.4 days</b> based on 73 relets in the month. Currently this leaves us with a YTD figure of <b>69.1 days</b> for the financial year thus far, comparing unfavourably with the figure of 49.2 days from the same time last year. Non-low demand performance saw an average of <b>91.9days</b> taken to relet properties which was as poor as performance has been since 2006/07 in respect of this indicator.</p> <p>There are previously mentioned mitigating factors for the performance we have seen in the financial year thus far which must be considered. As reported to last committee, the Housing for Varying (HFVN)Needs review has adversely affected relet times in the short term – as exhibited by two properties at Seaview House, which following the transition from hard to let sheltered properties to amenity housing saw these properties relet at an average time of 329 days. Indeed if we take all 5 properties relet this month which come under the HFVN bracket, the average relet time of these properties would be 166 days and taking these out of our overall relet time would reduce the overall average time by 5 days. Properties currently undergoing this transition will continue to appear throughout the months to come and must be taken in to consideration when talking about an overall average relet time.</p> <p>3 of the highest relet times of the period are detailed below;</p> <ul style="list-style-type: none"> <li>· 109B Gerrard Street – Flat which took 154 days to let - Multiple refusals on the property</li> <li>· 96 Jasmine Terrace – Flat which took 203 days to let - Major works were undertaken on this property (This would be under the Major works void path in new voids process)</li> <li>· 19 Constitution Court – Sheltered flat which was void for 259 days - Traditionally hard to let type. Multiple refusals on the property.</li> </ul> <p>As has been reported to Committee previously, the HFVN review has impacted negatively but this should not deflect from other issues that are apparent within the voids process as shown in the examples above. However many of these properties will be on a revised void path going forward (example being 96 Jasmine Terrace) which will help identify the problem properties in a clearer manner.</p>			25-Feb-2014

Void rent loss continues to show definite room for improvement. In January we lost £123,026.47 on empty properties, which when expressed as a percentage is 1.96% of our rent lost due to voids. The current YTD figure sits at **1.6%** which is somewhat off our target of 1.2%. If we look at the rent lost from an area standpoint, the Tillydrone Housing area alone lost £68,591.51 which is more than the citywide figure for most months in 2012/13.

The gross voids % also hit a YTD high of **2.2%** in January, due to having 489 voids within the city – 75 of which are off charge Unable to be relet (UTBR) / Not to be relet (NTBR). The actual number of voids available to be relet therefore is 414 which; our highest amount in the year thus far. This number is skewed by some of the aforementioned properties undergoing transition in keeping with the Housing for Varying Needs review but it is also clear that even allowing for the review, we should still have less voids when taking in to account demand for housing within the city.

Our offer success rate in January dipped below 50% for the first time in 2013/14 with an acceptance rate of 49%. The year to date acceptance % currently stands at **58.5%** against an internal target of 65%. The drop in performance can be used to explain our low amount of relets in January but is also disappointing given the apparent benefits seen in previous months of the 'one offer' policy which, since it's inception, had seen acceptance rates increase. There were **65** refusals in the month which still continues to compare favourably with the amount of refusals seen monthly in 2012/13. In 2013/14 thus far we have seen on average 77 refusals per month compared with an average of 121 per month in the previous year however we must temper that with the fact that offers made in 2013/14 have decreased by over 40 a month when compared with last year. The most common reasons for a refusal of an offer continues to be either 'area' or 'property' with 57.4% of offers refused this year due to one or both of these reasons.

One of the most surprising aspects of January's relet performance and perhaps one of the biggest factors in our low number of relets and drop in offer acceptance rates, was the number of offer withdrawals in the month. There were 107 offer withdrawals in the month, almost 30% higher than in any other month of the year. Of these 107 offers, 22 were due to Occupational Therapist (OT) and SOLO suitability, 20 due to sensitive let and 20 due to change in circumstances.









#### **Action**

Action: New paths have been introduced from the start of February and the intention is to break down performance into each of the paths approved by committee. A partial breakdown has been undertaken for January's performance in regards to the Housing for Varying Needs review. Although, only 5 properties were relet in January that were involved in the Housing for Varying Needs Review this increased the overall turnover by 5 days. All new voids are being placed on the appropriate path although it will take some time to remove voids prior to the introduction of the new paths.

The acceptance rate is causing some concern as is the increase of withdrawals in the month. The revised letting standards were also introduced at the start of February and this is being closely monitored. There are 3 main issues regarding the withdrawals. Withdrawals subject to OT/SOLO assessment. These withdrawals whilst justified are time consuming delays to the process. We are currently in discussions with the OT service regarding potential improvements. This has been focussing on speeding up the process for OT assessments and subsequent authorisation for works to proceed. A new path has been set up to collate this information. However, a further improvement was identified in developing the information held in various systems to identify properties unsuitable for adaptation and therefore remove the need for an OT assessment and ensuring all properties with adaptations are recorded to ensure any time at OT is reduced or indeed replaced through the housing needs assessment.

Sensitive Lettings is to be reviewed to ensure that applicants are not being unlawfully bypassed and delays in selecting suitable applicants is reduced.

Finally, the most disappointing was the number of offers that were unsuccessful due to applicants not wanting areas/streets or change in circumstances that had not been advised to the council. All applicants had been notified of the changes to the scheme and given every opportunity to ensure their application requirements were correct to avoid being deferred for 12 months. The introduction of the Housing Options approach will go some way to resolving that for new applications. Consideration is being given to how best to get the message across to existing applicants.

<b>Housing Allocations</b>			
	<b>Current Target</b>	<b>Current Value</b>	<b>Traffic Light Icon</b>
The current number of applicants' shortlisted on the housing waiting list as at the last day of the month		3,995	
The current number of applicants' shortlisted on the housing urgent list as at the last day of the month		273	
The current number of applicants' shortlisted on the housing support list as at the last day of the month		785	
The current number of applicants' shortlisted on the housing transfer list as at the last day of the month		1,583	
The current number of applicants' shortlisted on the housing discretionary list as at the last day of the month		52	
The number of housing applications processed within 28 days of receipt, within each month		237	
The percentage of housing applications processed within 28 days of receipt, year to date average	84%	59.1%	
The % of customers' in the quarter who completed a service questionnaire and were satisfied with the overall level of service received from the Housing Accommodation and Advice Service		50%	
<b>Analysis</b>			<b>Date Updated</b>
<p><b>Analysis</b>            During 2013/14 there has been an 8% reduction in the number of applicants on the register awaiting housing, from 6958 at 1st April 2013 to 6383 on the 1st February 2014. As applicants' can be on more than one list this has resulted in an overall reduction in the number of applications across the lists, with small month on month falls being reported across all lists. Of the 6688 applications across the lists;</p> <p>273 are on the Urgent List            52 are on the Discretionary List            785 are on the Support List            3995 are on the Waiting List            1583 are on the Transfer List</p> <p>Despite the continuous reduction in applications, the demand for accommodation still greatly exceeds supply. Given that on average this year, there has been 336 properties available to re-let each month, the Council has the capacity/supply to accommodate approximately 5% of the applicants' on the list each month.</p> <p>Since the beginning of the year (1st April) there has been a total of 1240 applicants' housed off the lists, a breakdown of which is provided below;</p> <p>460 have been housed off the Urgent list            90 have been housed off the Discretionary List            226 have been housed off the Support List            251 have been housed off the Waiting List            213 have been housed off the Transfer List</p>			25-Feb-2014

The year to date quota of allocations show that 55% of lets have been awarded to applicants on the urgent list, 5% short of the 60% target set. Since October 2013 the number of lets to the urgent list has slowed down, with only 46% of allocations awarded to the urgent list during this time. In contrast, during the same period 29% of allocations awarded went to the waiting list and 25% to the transfer list, exceeding the 20% quota set for both. Further analysis of the allocations by source of tenant per list also reveals an additional 14.4% of allocations provided to transfer applicants' from other lists, over and above the 21.1% Transfer List allocation.




During the quarter there has only been 2 questionnaires returned which is insufficient to provide a representative analysis of customer satisfaction with the housing accommodation and advice service.

Due to current restructuring and moving towards a housing access service the performance management framework and customer satisfaction questionnaires are required to be reviewed as part of the wider programme.

**Action**

The Housing Options approach continues to be developed with an implementation date of April 2014. This will allow applicants to be advised of a range of realistic options to access accommodation across the full range of providers and not solely within the council. It will provide them with good quality information in order for them to make informed decisions regarding their accommodation options.

**Tenant Participation**

	Current Target	Current Value	Traffic Light Icon
The current number of Tenant Groups		47	
Percentage of Tenant Groups which are registered	35%	29.8%	
The number of tenants in the financial year to date who have attended or are attending training (Tenant Participation). Types of training could include Tenant Participation Advisory Service (TPAS), Tenant Improvement Service (TIS), Chartered Institute of Housing (CIH) conferences, Registered Tenant Organisation's (RTO) training or more specialised such as computer skills.		144	

**Analysis**

There has been no change to our position on Tenant Participation since last Committee. Currently we have 47 Tenant Participation groups throughout the city. Of these 47 groups, 29.8% (14) are Registered Tenant Organisations (RTO's), which are independent groups with their own constitutions and committees. These groups have a statutory right to be kept abreast of all important decisions relating to the Housing service. Aberdeen City Council has set a target of 35% of its groups becoming RTO's and this information will be recorded on iWorld and monitored monthly.









A review of the Tenant Participation framework is currently underway and new indicators are being developed which will provide a more meaningful overview of the performance of the service. The proposed indicators will include information on tenant spend and budget. A first consultation with tenants was held at the start of December with further discussion due to take place.

**Date Updated**

20-Feb-2014

Project	Progress To Date	Latest Note Date
Implementation of the Scottish Social Housing Charter	The Housing Performance pages on the Council's website have been updated to reflect the Scottish Social Housing Charter Outcomes and our performance for 2012/13. Performance for 2013/14 is being recorded and monitored to ensure that the Charter outcomes can be reported. A Tenant Satisfaction Survey has been commissioned to ensure the satisfaction requirements for the charter can be fully reported. The Council and tenants representatives are participating in the Scottish Housing Best Value Network (SHBVN) Charter Customer Reporting Project. The first Annual Report to tenants will be published by August 2014.	24-Feb-2014

Project	Progress To Date	Latest Note Date
Housing for Varying Needs Review	71 properties are now let as amenity which is 19.8% of the sock. Further details on progress are contained within the bulletin report 'Housing for Varying Needs Update'.	26-Feb-2014

Homelessness Case Management			
	Current Target	Current Value	Traffic Light Icon
The year to date percentage of statutory homeless applicants housed who have sustained their tenancies for more than 12 months	90%	91.3%	
The average length of homeless journey (from presentation to discharge of duty) for those applicants' whose journey was completed during the month.	100	120.9	
The number of prevention advice cases that require an assessment under homeless legislation		123	
The number of households assessed as homeless or potentially homeless within each month		42	
The year to date percentage of cases where contact was lost with homeless applicants either pre- or post- statutory decision	14%	12.5%	
The Housing (Scotland) Act 1987 and Homelessness etc (Scotland) Act 2003 impose a duty on the Council to provide permanent accommodation to all applicants' that are found to be unintentionally homeless, stating that if this is not provided the applicant should continue to be assessed as homeless. This indicator measures the percentage of all cases closed in the month where the Council has offered or secured permanent accommodation to those applicants' it has a duty to re-house (those who have maintained contact and are assessed as unintentionally homeless).	100%	94.7%	
The % of users' in the quarter who completed the homeless questionnaire and were satisfied with the overall service provided by the homelessness service whether given prevention advice or a homeless interview.		100%	
The year to date % of all general need relets (all excluding sheltered, very sheltered and amenity housing) allocated to statutory homeless applicants.	50%	35.8%	

Analysis	Date Updated
<p><b>Analysis</b>  Since the start of the year (1st April 2013) there have been 1138 formal homeless applications made. These are applicants' who have been through the prevention service and who are deemed to be in need of a homelessness assessment. This is down 3% on the 1177 who applied during the same period in 2012/13.</p> <p>While we have seen a small decrease in applications made throughout the year, the number of assessments' completed during the equivalent period has fallen by 30% to 841. Of the open cases at 31st January 2014 there are 277 applicants awaiting a formal decision which will have a knock on affect to the number of assessments completed in the year.</p> <p>Of the assessments completed this year, 633 (75%) have been given a statutory homeless decision, with 517 (82%) being assessed as unintentionally homeless and owe a duty to re-house. While the current figures indicate a 33% fall in the number of applicants being assessed as unintentionally homeless this year there has actually been a proportional increase in the percentage of applicants' assessed with a re-house duty, rising from 76% at 31st Jan 2013 to 82% at 31st Jan 2014.</p> <p>During 2013/14 there has been a shift in trend among those cases where no statutory decision has been reached, increasing from 16% at 31st January 2013 to 25% at 31st January 2014. The most noticeable changes among these are;  19% rise in applicants' withdrawing their application prior to decision from 72 at 31/01/2013 to 84 at 31/01/2014  46% rise in applicants' losing contact prior to decision from 46 at 31/01/2013 to 67 at 31/01/2014  200% rise in the number of applicants' ineligible for assistance from 2 at 31/01/2013 to 6 at 31/01/2014.  40% fall in the number of applicants found to be not homeless from 58 at 31/01/2013 to 35 at 31/01/2014.</p> <p>There have been a total of 885 cases closed so far this year, 371 (30%) fewer than the same period the previous year. Of the cases closed 47 (5.3%) have failed to maintain contact, a 1.7% increase upon the same period the previous year. This alongside a rise in the lost contacts prior to assessment decision puts the overall % of cases closed where contact has been lost at 12.8%.</p> <p>To meet their statutory re-housing duty to all applicants' assessed this year, the service requires 517 lets, a 33% fall when compared with the same period the previous year where 770 lets were required. The reduction in lets required however is consistent with the reduction in assessments completed, therefore should we see a rise in the number of assessments completed we would anticipate seeing a similar rise in the number of lets required.</p> <p>Since the beginning of the year (1st April 2013) there have been a total of 1007 general need properties relet, 4% fewer than at the same period the previous year where 1047 were made. Of the general need relets this year 361 (36%) have been let to homeless households. This is down 11% over the same period the previous year where 495 (47%) relets were allocated to homeless households.</p> <p>For all cases closed this year the average length of homeless journey stands at 122.2 days, 10.2 days less than at the same time the previous year and nearer the 100 day target set. More recently we have begun to see a change in the homeless journey trend. At 31st of January 2013 the decision to discharge stage has reduced by 10.3 days to 92.6 days, given the demands on accommodation this marks a good improvement despite still not meeting the 80 day target set. The interview to decision stage has also reduced by 4.4 days to 21.5 days, well within the 28 day statutory decision target but falling slightly short of the journey stage target of 17 days. The initial enquiry to interview stage however has increased from 3.6 days to 8.1 days and currently sits 4.5 days over target.</p> <p>For those applicant's re-housed by the homeless service the tenancy sustainment rate remains high. Figures reveal a 91.3% level of tenancy sustainment for homeless applicants' so far this year, a slight reduction upon the 92.1% achieved at the same time the previous year.</p> <p>During the third quarter we have again witnessed a decline in the number of questionnaires completed, 7 in total which is 21 less than the previous quarter.</p>	25-Feb-2014

Analysis of the 7 questionnaires reveals that 100% of respondents were satisfied with the service provided. Due to the low levels of response rate a review of the questionnaire is currently in progress.











**Action**

The service is preparing for the changes to be implemented within a new housing access service from April 2014, therefore from the beginning of February 2014 interim arrangements have been put in place to process the 277 applicants awaiting decisions, as a consequence of these arrangements it is anticipated that there will be an increased number of assessments completed prior to the end of financial year.

The wider implications of the introduction of the housing access service are expected to deliver more realistic housing outcomes for individuals, at the same time it is anticipated that there will be implications to activity levels for the service and it is predicted the average length of homeless journey will reduce.

There are various reasons for applications to be withdrawn or lost contact, and these can be due to a change of personal circumstances such as return to custody, an alternative housing outcome being achieved or relationship being re-established. The 6 clients who were ineligible for a service, this information invariably becomes apparent following investigation after the application has been received and is being processed through the stages of case management.

**Homelessness Temporary Accommodation**

	Current Target	Current Value	Traffic Light Icon
Percentage of households requiring emergency or temporary accommodation to whom an offer was made in the year		100%	
Number of households where the Council was required to make an offer of temporary or emergency accommodation during the reporting year (YTD)		1,158	
The number of offers of temporary or emergency accommodation made during the reporting year		1,158	
YTD % of temporary or emergency accommodation offers refused in the month for all accommodation types		9.2%	
YTD Number of temporary or emergency accommodation offers refused in the month for all types of accommodation		106	
The % of users' in the quarter who completed the homeless questionnaire and were satisfied with the overall quality of temporary accommodation provided.		100%	
The total number of homeless households staying in temporary accommodation of all types above the aggregate target period (6 months) within each month		69	
The month on month total of current tenancy arrears for temporary homeless flats excluding resettlement properties		322,415	
The month on month total of former tenancy arrears for temporary homeless flats excluding resettlement properties		1,259,413	
Homeless Flats current arrears as a percentage of <b>GROSS</b> potential rental and service charge income	10%	6.1%	

Analysis	Date Updated
<p><b>Analysis Provision</b></p> <p>At 1st February 2014 the homelessness service had a temporary stock profile of 483 units consisting of;</p> <ul style="list-style-type: none"> <li>· 297 furnished ACC flats, 62% of the overall stock profile</li> <li>· 60 Hostel rooms, 12% of the overall stock profile</li> <li>· 25 B&amp;B rooms, 5% of the overall stock profile</li> <li>· 101 Privately leased units (including those sublet from housing associations), 21% of the overall stock profile.</li> </ul> <p>Reducing the use of B&amp;B is a key initiative set out in the homelessness strategy and homelessness improvement plan. Over the last 3 years the homeless service has seen a dramatic reduction in B&amp;B usage. Since the start of the year however the numbers have began to level out somewhat with an average of 24 B&amp;B's being used at 1st February 2014.</p> <p>Another key plank of the homelessness/temporary accommodation strategy is expanding the growth of the PSL scheme with the aim of securing 300 units by June 2014. During 2012/13 there was a 93% increase in PSL stock from the 44 units held on 31st March 2012 to 84 units at 31st March 2013. So far this year there has been an additional 17 units secured, a 20% increase upon the total number of units held at the end of 2012/13.</p> <p>During 2013/14 recording of the new HL-3 commenced, which is now being used to supply data in respect of temporary accommodation to the Scottish Government and will also be used for reporting the charter indicators. Since 1st of April 2013 the available data shows;</p> <ul style="list-style-type: none"> <li>· 1158 applicants have required temporary accommodation, all of whom have been offered accommodation.</li> <li>· Of those households offered temporary accommodation 9% have refused their offer, with refusal of hostel topping the rates at 14%</li> <li>· No breaches of the unsuitable accommodation order have been recorded.</li> </ul> <p>At the 1st February 2014 there were 364 households accommodated in traditional forms of temporary accommodation (hostel/ACC Temp Flats/B&amp;B) of these 69 have resided in temp over the target 6 month period. This is 15 (28%) more households staying over target than at the same time the previous year. Of the 69 households occupying temp over target, all but 1 were accommodated in temporary furnished flats and therefore have their own living space and access to vital support mechanisms where required.</p> <p>Alternatively, if we measure the average length of tenancy per type by actual end of tenancy we find that the average duration of placement is;</p> <ul style="list-style-type: none"> <li>· B&amp;B - 1.2 month</li> <li>· Hostel - 0.8 months</li> <li>· Temp ACC Flat - 4.2 months</li> </ul> <p>During the 3rd quarter we have again witnessed a decline in the number of questionnaires received. There were only 7 questionnaires returned, of which only 5 respondents had used temporary accommodation and answered the qualifying question. Of the 5 responses recorded all (100%) were happy with the quality of temporary accommodation provided.</p> <p>Year to date satisfaction response rates are very low bearing in mind this is a charter indicator where all applicants' who use temporary accommodation are to be given the opportunity to provide feedback.</p> <p><b>Rents</b></p> <p>At the 1st February 2014 there were 195 households (69%) accommodated in temporary A.C.C flatted accommodation with arrears. The total value of arrears stands at £322,415 a 5% increase upon the £306,315 we reported to the last Committee. The current level of arrears is equivalent to 6.1% of the gross potential rental income and still well within the 10% target set. The average weekly rent (including service charge) for temp is £317, further analysis reveals that for those</p>	<p>25-Feb-2014</p>



<p>households with arrears the average amount owe is £1634, the equivalent of approximately 5 weeks rent and service charge for this type of accommodation.</p> <p>Welfare reform has contributed in part towards the current rise in arrears. A survey examining the impacts of welfare reform in Aberdeen published on 31st May 2013 found that 26% of households in temporary accommodation were under-occupying, resulting in a potential weekly shortfall of £3,250, equivalent to £169,000 over the course of a year. Going by these forecasts at 1st of February 2014 loss to date is estimated to be in the region of £140,833.</p> <p>Former tenancy arrears for households terminating ACC temporary flatted accommodation continue to rise and have reached their highest level at £1,199,060. During 2013/14 384 households have left with arrears worth a value of £340,969 (28% of the total value) an average of £888 per household and equivalent to approximately 3 weeks rent and service charge for this type of property.</p> <p><b>Action</b> The Service continues to ensure suitable temporary accommodation remains available to all households entitled to it, at the same time with the new development on the Victoria House site due to be completed in Sept 2014, the service is currently reviewing the type of accommodation available to meet the demand, however the composition of households who may require accommodation at any time the cannot be predicted.</p> <p>The Service continues to expand the number of properties available through the Private Sector Leasing Scheme. Officers are undertaking to support applications to Discretionary Housing Payment (DHP) with tenants to meet the shortfall from the under-occupancy and other implications of welfare reform.</p>	
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<b>Homelessness Prevention Activities</b>			
	<b>Current Target</b>	<b>Current Value</b>	<b>Traffic Light Icon</b>
No of applicants in the month that required housing advice and/or active assistance to help prevent homelessness		264	
Number of cases in the month that have been closed after a final outcome has been achieved.		47	
Percentage of outcomes in the month where prevention intervention has taken place and we can definitively deduce that the threat of homelessness has been resolved by means of the applicant being assisted to remain in their existing home or finding alternative accommodation.		91.3%	
<b>Analysis</b>			<b>Date Updated</b>
<p><b>Analysis</b> During 2013/14 there have been 2232 approaches to the homeless service from people requiring advice or assistance with housing options and/or homelessness prevention. This is up 4% on the 2141 approaches recorded for the same period the previous year. Of the 2232 approaches recorded so far this year, 192 (9%) are repeat cases where the household has previously sought advice and assistance from the service. This is 113 more cases over the same period the previous year representing a 143% increase.</p> <p>So far this year there have been 1515 cases closed, this is 377 (18%) less closures than in the same period the previous year. Currently there is still a very high number of cases that remain open, 3193 at 1st February 2014. Many of these are historic cases that are deemed to be no longer active but no outcome has been recorded.</p> <p>Of the applicants presented this year, 941 cases have been resulted and closed 42% of all applications. Of the cases closed so far this year the outcomes recoded indicate that;</p>			25-Feb-2014

- Ø 41.1% have made a homelessness application
- Ø 38.7% were provided advice and information only
- Ø 1.2% have lost contact or failed to attend appointments
- Ø 31.6% provided casework assistance and where homelessness has successfully been prevented.

The data above is taken from the housing advice module the ICT system used to record prevention advice and assistance. However these figures should be used with caution as there are only 387 recorded cases of households being assessed under homeless legislation, this is a big difference when compared with the 1140 households registering formal homeless applications on the HL-1 (System for recording homeless data) this year.

PREVENT 1 the mandatory specification used for gathering statistics on housing options and homeless prevention activity is set to commence 1st April 2014, this will provide a more reliable and accurate way of collecting data to determine how successful the measures taken to prevent homelessness have been.

**Action**

Since December there is a 14.8% increase in the number of clients being provided with case work assistance where homelessness has been successfully prevented, this gives an indication of the positive work being achieved by officers. The introduction of the Housing Access Service will develop the opportunities for officers to achieve a greater level of case work interventions, with the service being able to provide more realistic housing options to individuals applying for social housing. The statutory homelessness duties will remain an integral part of the housing access service.

The administrative process to close historic cases has been delayed due to service demands and staff shortages. The introduction of PREVENT 1 in 2014 will enable the service and other housing staff involved in delivering housing options to record more specific outcomes for client who require prevention activity interventions.

**HMO and Landlord Registration**

	Current Target	Current Value	Traffic Light Icon
HMO Licenses in force		997	
HMO License Applications Pending		190	
Number of Current Landlord Registrations Approved		16,348	
Number of Current Properties Approved		19,085	






**Analysis**




Landlord Registrations have a 3-year duration, following which time landlords must renew their registrations if they are continuing to operate. Expired registrations remain on the database and the Council must pursue them to determine whether or not the landlords are continuing to operate without being registered. Officers began an exercise in September 2012 to contact every one of the 4,093 landlords whose registrations had expired and not renewed, and as at 25/2/2014, a total of 83 expired registrations remain unrenewed. Registrations expire every day therefore the statistics will always show a certain amount of expired registrations, but the purpose of this exercise is to eliminate the 'historical' expired registrations, so as to leave a manageable amount. We will therefore concentrate on the 34

**Date Updated**  
25-Feb-2014














registrations which expired prior to 1/1/2014 with a view to determining them by the end of the 2013/14 financial year, if necessary by serving Rent Penalty Notices, but we will also deal with the 49 registrations which have expired since 1/1/2014.

## Repairs Management



	Current Target	Current Value	Traffic Light Icon
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service.	80%	93.3%	
Percentage of Void Properties off charge	10%	6.1%	
The number of offers of accommodation refused monthly for property reasons		16	
The number of response repairs completed within the financial year	54,000	48,194	
The percentage of response repairs completed within the target times in the financial year to date	96%	92%	
Analysis			Date Updated
<p><b>Analysis:</b>            From October 2013, customer satisfaction with the repairs service has been recorded and measured once again. At the end of December 2013, 93.3% of the tenants surveyed between October and December were satisfied with the repairs service provided by Aberdeen City Council. Of the 523 tenants contacted via telephone, 439 stated they were very satisfied, with 49 fairly satisfied. Performance in terms of satisfaction is above the 80% target achievement.</p> <p>Up to the end of December 2013, the City Council had completed 48,194 response repairs against an estimate of 54,000. This was just under 10,000 less repairs than at the same period last year. 92% of response repairs were completed on time compared to 88% at the same time in 2012/2013 and against a 96% target.</p> <p>6.1% of voids (27 properties) remained off charge at the end of January, against a target of 10%.</p> <p>During the month of January, 24.6% of all refusals were for property based reasons. This is in line with the refusal trend over the previous year.</p>			25-Feb-2014
<p><b>Action</b>            Given the high percentage of jobs classified as emergencies compared with other authorities current repairs targets and designations are under review. Since April 2014 40% of all response repairs orders raised have been classified as emergency to be attended to within 4 hours - a total of 19,045 jobs. Whilst there are jobs which require an immediate response there is also currently a high number of orders being raised that do not require a 4 hour response.</p>			

<b>Property Management</b>			
	<b>Current Target</b>	<b>Current Value</b>	<b>Traffic Light Icon</b>
The percentage of Council properties with current gas safety certificates	100%	98%	
The percentage of Council properties where current gas safety check was carried out within 12 months of the previous check	100%	53%	
15vi) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Total dwellings meeting SHQS - Percentage	81.1%	89.12%	
<b>Analysis</b>			<b>Date Updated</b>
<p><b>Analysis:</b> Performance in respect of gas safety continues to improve month on month.</p> <p>At the end of January 2014, 98% of council properties with gas appliances had current gas safety certificates.</p> <p>Of the 346 properties which did not have valid gas safety certificates, 328 are being progressed through the hard no access policy (down from 440 at the end of November), 8 do not have certificates due to system errors/ queries (down from 27 at the end of November) and 10 properties need to have certificates and do not.</p> <p>In terms of the frequency of renewal, 9067 gas safety checks have been carried out within 12months of the previous check, 2829 were carried out within 12-13 months, 3765 within 13-15 months and 1036 took 15 months or more.</p> <p><b>Action:</b> Whilst the 98% of properties currently have a gas safety certificate the actual percentage completed within 12 months of the previous check, although increasing, still causes concern. The Council's contract Gas &amp; Cyclical Maintenance team responsible for administering and monitoring the contract are in daily contact with the current Gas Servicing and Repairs Contractor. Additional resources are to be brought in by the Contractor to accelerate the process to meet the 12 month timescale by April 2014.</p>			25-Feb-2014
<b>Project</b>	<b>Progress To Date</b>		<b>Latest Note Date</b>
Delivery of new affordable housing	<p><b>Completions 2013/14 = 212</b> Cove – 16 – mid market rent – National Housing Trust (NHT) Farburn Terrace = 58 – shared ownership – Grampian HA Donside = 123 48 – LIFT – Tenants First Housing Co- operative, 40 – rent Tenants First Housing Co- operative 35 – rent – Langstane HA Eday Gardens = 6 - rent - Margaret Blackwood Housing Association Cove = 9 – mid market rent - NHT</p> <p><b>Expected Completions 2013/14 = 54</b></p>		24-Feb-2014

	Donside = 20 rent – Tenants First Housing Co-operative Stockethill Church = 32 = 18 rent & 14 Mid Market Rent (MMR) – Langstane HA March 14 Charleston, Cove = 2 Low Cost Home Ownership (LCHO) - Scotia	
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<b>Street Scene</b>			
	<b>Current Target</b>	<b>Current Value</b>	<b>Traffic Light Icon</b>
Street Cleansing - Dog Fouling	9.5%	8.9%	
Street Cleansing - LEAMS (Local Authority Environmental Audit Management System). Statutory performance indicator that measures street cleanliness.	72	66	
Street Cleansing - Graffiti (percentage of streets graded that are recorded with graffiti present)	5.5%	0%	
Street Cleansing - Flyposting (percentage of streets graded that are recorded with fly posting present)	1%	0%	
Street Cleansing - Flytipping (percentage of streets graded that are recorded with fly tipping present).	1%	5.4%	
Street Cleansing - Overflowing Litter Bins (percentage of streets graded that are recorded with overflowing bins present).	1%	0%	
Grounds Maintenance - LAMS (Land Audit Management System) - measures the cleanliness and maintenance quality of green spaces.	72	76	
Grounds Maintenance - Graffiti (percentage of green space graded that is recorded with graffiti present).	5.5%	0%	
Grounds Maintenance - Dog Fouling (percentage of green space graded that is recorded with dog fouling present).	9.5%	0%	
Street Cleansing - Vandalism (percentage of streets graded that are recorded with vandalism present).	1%	0%	
Graffiti Removal - Priority 1 (48 Hours) - percentage of Offensive Graffiti reports actioned within the target time of 48 hours.	90%	100%	
Graffiti Removal - Priority 2 (20 Days) - percentage of Non offensive Graffiti reports actioned within the target time of 20 days.	90%	100%	
Street Cleansing - Weed Growth (percentage of streets graded that are recorded with weed growth).	35%	1.8%	
<b>Analysis</b>			<b>Date Updated</b>
Environment KPIs are undertaken using the LEAMS (Local Environment Audit Management System) programme based on a random 2% sample of Aberdeen's streets. This equates to on average 65 surveys per monthly survey. The street surveys are randomly selected by Keep Scotland Beautiful (KSB) who manage and audit LEAMS across Scotland. A composite report detailing the average performance across the year is produced at the end of the year by KSB.			19-Feb-2014









<p>Performance within Street Scene achieved good levels across all PIs with only flytipping not meeting the challenging targets set. Although failing to meet the target set flytipping only recorded a small presence of flytipping (1 item) on 3 of the 56 streets surveyed.</p> <p>The overall LEAMS score recorded in December was low at 66. 7 of the 56 streets surveyed were deemed to be of unacceptable cleanliness.</p> <p>Overall for the year targets remain on track.</p> <p>On the whole the service is performing very well and improvement in performance is expected to continue through 2014</p>	
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<b>Waste Collection and Disposal</b>			
	<b>Current Target</b>	<b>Current Value</b>	<b>Traffic Light Icon</b>
Percentage of total waste recycled/composted (monthly figure)	27%	31.8%	
Refuse Complaints received per 1000 households (Annual figure for 2011/12)		28.49	
<b>Analysis</b>			<b>Date Updated</b>







<b>Project</b>	<b>Progress To Date</b>	<b>Latest Note Date</b>
Zero Waste Project	<p>Energy from Waste Business Case. The Zero Waste Management Sub-Committee (ZWMSC) agreed recommendations on 5 December 2013:</p> <ol style="list-style-type: none"> <li>1. That the sub-committee agrees that the development of an Energy from Waste facility in the city remains the long-term objective for the management of residual waste and that a site or sites should be nominated for inclusion in the next Local Development Plan for an Energy from Waste Facility.</li> <li>2. That the sub-committee instructs officers to pursue the nomination of a site or sites owned or controlled by the Council in the next Local Development Plan for the management of residual waste.</li> <li>3. That the sub-committee instructs officers to seek partners for the future development of an Energy from Waste facility in order to obtain better value for money for the Council.</li> <li>4. That the sub-committee instructs officers to engage with colleagues in Enterprise, Planning and Infrastructure to develop markets and delivery models for heat and power produced from an Energy from Waste facility and reports back to this sub-committee and Enterprise, Strategy, Planning and Infrastructure committee after the summer recess in 2014.</li> <li>5. That the Sub-committee instructs officers to report back in March 2015 with a review of the Business Case. Waste Management Services Contract. Negotiations continue with the Contractor to deliver the new facilities and services previously established by the Council. It is anticipated that this process will be complete in time to submit a report to the May ZWMSC</li> </ol> <p>Site for Waste Infrastructure. A site for the location of a materials recycling facility, refuse derived fuel</p>	26-Feb-2014

	preparation plant and a new council depot is currently being secured but is at present is a commercially confidential matter. A site is required for the proposed Energy from Waste facility and officers are working with colleagues in Planning to nominate a site or sites in the Proposed Local Development Plan. The SITA UK Phase 2 submission was received on the 23 <sup>rd</sup> of Feb and will be discussed at a full meeting of the project team on the 5 <sup>th</sup> of March. Following on from the meeting an agreed contract variation should be in place by the end of August this year. The project time line is on track.	
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Project	Progress To Date	Latest Note Date
Attain efficiency savings in the domestic waste collection services	Reconfigured Bulk bin routes are being adopted and wheeled bin services are also being reviewed to optimise route efficiency. A trial for the residual waste routes took place on the 12 <sup>th</sup> of Feb with feedback received from the crews. The food waste rollout continues with Phase 2 of 4 approaching completion. The work to identify Phase 3 & 4 properties has begun with classification of private courtyard developments. In general, there have been few contamination issues however high traffic areas such as Union Street have suffered contamination and steps are being taken to prevent his affecting the bulk of the collection. A report is on the agenda in relation to the purchase of a combined radio and locating system. A preferred supplier has been identified and contract terms are close to being agreed. A legal issue with the location of one of the transmitters needs resolved before the new radio system can be ordered. Improvements in team working structure will be brought forward once the radio system is in operation.	26-Feb-2014

Trading Standards and Environmental Health			
	Current Target	Current Value	Traffic Light Icon
Domestic Noise Complaints - Average Time to attend on site for (Non Part V - Average Dog Barking and EPA Domestic) Annual Average	48 hours	31.6 hours	
High Priority Pest Control - % completed within 30 days	100%	97.5%	
Low priority Pest Control % completed within 30 days	100%	100%	
High Priority Public Health - % completed within 30 days	100%	69.7%	
Low Priority Public Health -% completed within 30 days	100%	70.6%	
Dog Fouling - % responded to within 2 days	100%	96%	
Dog Fouling -% completed within 30 days	100%	96%	
All Other Dog Complaints - % responded to within 5 days	100	94.6	

All Other Dog Complaints - % completed within 30 days	100	91.9	
Food Safety Hygiene Inspections % premises inspected 6 monthly	100%	95.65%	
Food Safety Hygiene Inspections % premises inspected 12 monthly	100%	99.23%	
Food Safety Hygiene Inspections % premises inspected more than 12 monthly	100%	90.32%	
<b>Analysis</b>			<b>Date Updated</b>
Performance on public health complaints, noise complaints and food hygiene inspections has been affected by the loss of two further members of professional staff. Efforts are being made to recruit new staff but Environmental Health Officers (EHOs) in particular are proving hard to recruit. Across the environmental health service, workload continues to be prioritised such that matters presenting the greatest risk to public health or safety are addressed first. Pest control and dog warden services, where there are no staff shortages currently, continue to perform well.			25-Feb-2014

<b>Community Safety</b>			
	<b>Year to Date</b>	<b>Last Year to Date</b>	<b>Traffic Light Icon</b>
Serious violent crime (cumulative total)	213	235	
Assault with less serious injury (cumulative total)	831	1058	
Wilful secondary fires (wheelie bin/ grass/ refuse) (cumulative total)	201	228	
Antisocial behaviour (cumulative total)	10,166	11,348	
% of calls attended that were attended within one hour in the year	95%	94.7%	
Customer Satisfaction with the service received from the Anti Social Behaviour Investigation Team (ASBIT)	80%	50%	
<b>Analysis</b>			<b>Date Updated</b>
Community safety in Aberdeen is continuing its overall reducing trend.  From 1 April to 31 December 2013 there has been a 9.4% reduction in serious violent crime compared with the same period in 2012. This also represents a 34% reduction in incidents compared with average rate over the previous 5 year period.  Progress continues to be made to improve safety in the city centre and in November 2013 the local partnership was awarded Purple Flag accreditation recognising excellence in managing the night-time economy. Assaults in the city centre have reduced by 21.5% this year to date.  Community fire safety also shows improving trends with an 11.8% reduction in wilful secondary fires. Accidental house fires have reduced by 3.7% and structural			26-Feb-2014



wilful fires by 42.9%.

Substantial reductions are being experienced in antisocial behaviour complaints. There has been a 10.4% reduction in disorder complaints.

Neighbour complaints to the ASBIT have decreased by 26.3% this year. 94.7% of complaint calls requiring attendance are attended to within one hour. However, customer satisfaction with the ASBIT service remains low compared with the 80% target. A new questionnaire has been developed to assist accurate measurement and understanding of areas for improvement. This will be implemented from 1 April 2014.