








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	£1,410,665	
The overall monetary value of payments received for former tenants arrears for the year to date.	165,000	140,322	
The number of current residential tenants with rent arrears at the end of each rent period		5,876	
The monetary value of current residential tenants arrears at the end of each rent period		£2,933,253	
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%	7.5%	
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%	32.3%	
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	13.6	
Analysis			Date Updated
<p>At Year End, the value of residential arrears for current tenants stands at £2,933,253.39 (8% net debit). This is an improvement of 27.2% from the £4,026,671.82 figure last reported to committee. This is a significant drop in residential arrears and there are several factors which have contributed to this improvement. Firstly, there is a clear trend stretching back several years in which the value of residential arrears decline notably at Year End after having risen during the Christmas and New Year period. For instance, residential arrears declined by 10.8% between February and March 2013 and by 14.4% between February and March 2012.</p> <p>Second of all, the fourth and final rent free period took effect at the end of the financial year and subsequently residential arrears did not increase during this time. Furthermore, during this rent free period, Housing Officers and Assistants dedicated a day of their working week to exclusively focus on improving the arrears levels in their respective patches; with a particular emphasis on making contact with hard to reach groups who were not regular payers, had no Housing Benefit entitlement and who did not pay by Direct Debit. During this rent free period, there were 9521 cases of rent payment with a value of £1,550,719.60.</p> <p>Thirdly, during February and March, the Council has continued to be proactive about reducing the level of rent arrears and has implemented a coordinated rent management strategy to meet this challenge. For example, Rent Statements were posted to tenants with an outstanding balance of greater than £10 on the 21st of February, informing our tenants of their arrears balance; and in the coming months this service will be available to view online. The Annual Rent Increase letters delivered on the 1st week of March have let tenants know their new gross rental charge; and the special Rent Edition of Newsbite, delivered to tenants at the end of March, has emphasised the importance of paying rent and has provided multiple avenues of support for tenants struggling with rent arrears. As a result of this targeted strategy, the number of tenants making contact with our housing staff has increased and subsequently housing staff have been able to confirm tenancy arrangements, make more repayment arrangements and refer tenants to debt advice agencies who can offer the most appropriate support for their individual</p>			02-May-2014

circumstances.

And fourthly, the number and value of Discretionary Housing Payment awards has increased to its highest level for the financial year 2013-14. As at the 28th of February, Aberdeen City Council has made 1,107 awards of DHP'S with a value of £785,551 to both Council and private tenants; with an average award of £710 per person, the highest in Scotland. These awards have helped to mitigate the impact of temporary economic hardship and welfare reform, stemming the rise of residential rent arrears.

The number of tenants with more than 1 week of rent arrears has improved by 35.7% from 9135 tenants reported in January to 5876 tenants at Year End. The level of arrears cases can be broken down as follows:

861 (14.7%) tenants owing less than £50
1884 (32.1%) tenants owing between £50.01 & £250
2241 (38.1%) tenants owing between £250.01 & £1000
847 (14.4%) tenants owing between £1000.01 & £3000
43 (0.7%) tenants owing more than £3000.01

At Year End, 7.5% of our tenants owe more than 13 weeks rent (excluding £250); a 2.1% reduction from the 9.6% figure last reported.

In 2013-14, Aberdeen City Council issued 8350 first and second warning letters this is a 21.7% reduction from the 10,664 warning letters issued in 2012-13. However, the Council has also issued 2588 Notices of Proceedings; a 43.6% increase on the 1802 notices issued in 2012-13. There have been 12 evictions for rent arrears; this is up from 6 evictions in 2012-13.

Since year end, 32.3% of tenants terminated their tenancy with more than 1 week of rent arrears; this is above the Council's annual target of 29% and up from the 28.4% recorded in 2012-13. The average debt owed by tenants leaving in arrears amounts to 13.6 weeks, this figure is above the Council's 11.5 week target and higher than the 11.5 week figure recorded in 2012-13.

At Year End, the total cumulative value of former tenant arrears is £1,410,665.27 which is above our current target of £1,300,000. In 2013-14 the Council collected £140,322.33 of payments from former tenants; this is a 16.3% reduction from the £167,606.69 collected in 2012-13. Furthermore, the Council has written off £509,173.39 of former tenant arrears, this is a 53.3% increase on the £332,173.39 written off at Year End in 2012/13; however the figure recorded in 2012-13 was the lowest value of write offs recorded since 2005-06 and this year's increase should be viewed in this context.








It is also important to note that an evaluation of rent management performance for 2013-14 is underway and this will inform target setting for 2014-15 which will be submitted to the next Housing and Environment Committee.

Action:

All Discretionary Housing Payments were ceased at the end of March in order that each case could be reviewed and any new award recalculated. The Revenues and Benefits Team issued review forms in March 2014 to those claimants who had been successful with their claim last year. Housing Officers and Assistant Housing Officers are once again assisting their tenants in completing their application.

A review of the current escalation process is still ongoing as almost 60% of our current tenants in arrears are already at the court stage for recovery. A working group made up of officers from Housing and Environment as well as Legal Services has been set up to investigate better prevention methods, thereby reducing the number of cases escalating to the court stage. The group will also focus on how we manage to get better outcomes for those cases where court action is required.

A specialist debt training company has been identified to provide additional training for many of the Housing and Assistant Housing Officers. The training will focus on how to engage better with our tenants particularly around payment negotiation.

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 Management Tool (CSMT).	90%	72%	
% 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%	90%	
% of New Tenant Visits (Routine Visits) in the month with an outcome completed within statutory timescales	100%	78.4%	
The total number of instances of mobile device usage by Housing Officers citywide in the quarter		28,733	
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		55.1%	
The year to date number of legal repossessions following decree.		131	
Percentage of new tenancies sustained for more than a year	94%	91.4%	
Analysis			Date Updated
<p>A review of all our Estate Management questionnaires has been completed and these new questionnaires are now in effect as of 1st April 2014. The revamped questionnaires have been streamlined to be more 'area specific' and have undergone extensive consultation with Area Housing Teams and Tenant Groups. It is hoped that these new questionnaires; for new tenants, people leaving their tenancy and people applying to purchase their homes, will deliver a far larger response rate and thus allow for a more representative measurement of satisfaction across the Estates service.</p> <p>The final quarter of the year saw Customer satisfaction with the estates service (using the CSMT model) at 72% based on 25 returned questionnaires over two mediums; manual and electronic. This return rate for the quarter is again disappointing and replicates poor return rates from the first 3 quarters of the 2013/14, vindicating the need for the aforementioned review. Over the year we have had 102 questionnaires available to analyse, with an overall satisfaction of 84.3%, comparable with 2012/13.</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. March saw 90% of Statutory Customer Actions reaching a decision/outcome within the allotted timescale which leaves us with a figure for 2013/14 of 88.9% completed within timescale. This is still short of our 100% target but does represent a more respectable figure compared with the figure for 2012/13 where only 72.4% of actions were completed within timescale. It's reasonable to expect that performance on this indicator will continue to improve and be much closer to our internal target of 100% in the next financial year.</p> <p>The completion of new tenant visits within 28 days in the year 2013/14 saw a slight upward swing with 79.6% completed in February and 78.4% completed in March. It is evident that there is still work to be done here in order to ensure that we come closer to meeting our 100% target in the next financial year. The success of this indicator is reliant on robust recording of events by staff, all visits should be completed (or at least attempted) within the 28 day target and recorded as such on the system. Evidence for the need to improve on performance for this indicator can be seen by the final year end figure of 71.6% of visits</p>			06-May-2014

completed within the 28 day target.

The year end figure for Tenancy Sustainment saw **91.4%** of tenancies sustained for over a year against an internal target of 94%. This number is slightly down on the year end figure for 2012/13 which saw 92.9% of tenancies sustained. Although not meeting our internal expectations, there shouldn't be too much cause for alarm given that Aberdeen City Council consistently places high in this particular indicator. The current economic climate and the difficulties associated with that will have no doubt affected the sustainment of tenancies, evidenced by a higher number of evictions and decamps but our Housing Support mechanism is still working hard to help people in the infancy of their tenancies. Over the year, the Marischal Housing Area of the city had the highest rate of sustainment with 92.4% of tenancies sustained for more than a year, while the Mastrick Housing area has been the poorest performer with 90.5% of tenancies sustained.







Legal Repossessions following decree saw a year end figure of **131** which is significantly higher than the figure of 79 from the same time last year. The increase in this figure indicates that a tougher stance has been taken against those tenants falling in to serious arrears.

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 4 we saw **28,733** instances of mobile device usage, the highest number of hits we have seen since we started measuring this particular indicator. Of these 28,733 hits, **55.1%** related to rent management. The high level of mobile device use 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 increasing focus on dealing with rent arrears.

Action

Continual review of performance following introduction of revised processes to identify further areas for improvement.

Void Management

	Current Target	Current Value	Traffic Light Icon
Rent loss due to voids as a percentage of gross rent due - year to date average - Charter Indicator	1.2%	1.68%	
The year to date average number of days taken to re-let all properties - Charter Indicator	37	71.5	
The percentage of offers of accommodation accepted year to date average	65%	59%	
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		68	
The percentage of Void properties relet within 4 weeks	56.6%	20.8%	

Analysis

Performance in void management over the year has revealed a number of areas where significant improvements can be made.

The average time taken to relet all properties in March saw a figure of **73.5 days** based on 158 relets in the month. This number, although down on the last figure

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reported to Committee (98.4 days in January) is still far higher than it ought to be. When looking at the year as a whole, our average time taken to relet all properties is 71.5 days, based on 1553 relets in the year and against an internal target of 37 days. This is up a full three weeks on the 50.4 days it took to relet properties in 2012/13. These figures are of course concerning and highlight the work that needs to be done to bring our relet times back in line with what we should expect.

There are a number of properties which have adversely affected our relet times throughout the year and March was no different. 34 Clifton Court which is a traditionally hard to let Sheltered Multi, was relet in March after sitting void for 539 days. 101 Balnagask Road was relet after sitting void for 266 days after multiple offers were refused on the property and 3 Lewisvale was also void for 266 days after undergoing major works and a Central Heating upgrade.

As has been reported to Committee previously, the Housing For Varying Needs (HFVN) review throughout the year has impacted negatively but this should not deflect from other issues that are apparent within the voids process as shown in the examples above. As has been previously mentioned, the new void paths will assist in breaking down the types of void in order to clearly show where the problem areas are.

For the first time in the year, February and March saw the number of empty properties across the city creep over the 500 mark. The number of voids in March was 502, 66 of these currently sitting off-charge (Unable To Be Relet/Not To Be Relet). Our gross voids % has remained at **2.2%** since last report to Committee. The actual number of voids available to be relet therefore is 436 (although some undergoing works in keeping with the HFVN review) which is high given the demand for housing in the city.

For a detailed look at the early impacts of the new void paths since implementation in February 14 please see the bulletin report on the agenda on Voids Performance.









The financial year ended with our poorest performance in void rent loss since 2006/07 losing **1.68%** of rent due to void properties. When expressed in monetary terms, the Council lost £1,275,090.24 in rental income due to the empty properties in the city. This is more than our target set; £931,759.71 (1.2%) at the start of the financial year. The Tillydrone Housing Area had the highest amount of rent lost with 2.2% in the year while Mastrick Area had 1.2% and Marischal Area had 1.4%. After discussions with the Area Housing Manager and due to the ongoing Housing for Varying Needs review and the issues that presents as pertains to empty properties, we have decided that the target for rent lost due to voids should be set at 1.4% for the coming year.

Our offer success rate in March saw 66.1% of offers accepted, continuing the positive trend on this indicator, with the exception of January where only 49% of offers were accepted. The year end acceptance is **59%** against an internal target of 65% which should be seen as a success when taking in to consideration that the year end figure for 2012/13 was 49.3%. It's clear that we have seen the benefit of the 'one offer' policy which, since it's inception, has seen acceptance rates increase. After discussion, we have agreed to keep the target at 65% for the next financial year and it is hoped that the positive performance on this indicator will continue to allow us to meet and hopefully exceed target. Offers in the last 3 months have also increased with a high of 385 offers made in February.

There were **68** refusals in the month across the city, down from what was an unusually high figure of 101 in February. In 2013/14 we saw on average 77 refusals per month compared with an average of 122 per month in the previous year however we must temper that with the fact that offers made in 2013/14 have decreased by 30 a month when compared with last year. During the year, over half of refusals were due to either reasons of 'Area' or 'Property'.

Action

New void paths and processes introduced from the start of February 2014. Briefings have been held with all housing teams on the changes although it is still early days. Training for key Estates and Repairs staff is scheduled to clarify roles/responsibilities. At this time performance is still predominantly based on voids prior to the introduction of the revised paths/processes and it is too early to report on the impact of those changes. It is intended to report to future committees with a detailed breakdown of all voids by path by which time sufficient data will have been gathered to indicate if improvements are being made.

Housing Allocations			
	Current Target	Current Value	Traffic Light Icon
The current number of applicants' shortlisted on the housing waiting list as at the last day of the month		4,388	
The current number of applicants' shortlisted on the housing urgent list as at the last day of the month		358	
The current number of applicants' shortlisted on the housing support list as at the last day of the month		788	
The current number of applicants' shortlisted on the housing transfer list as at the last day of the month		1,633	
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		284	
The percentage of housing applications processed within 28 days of receipt, year to date average	84%	64.8%	
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%	
Analysis			Date Updated
<p>Analysis During 2013/14 we have witnessed a 2% reduction in the number of applicants on the register awaiting housing, from 6958 at 31st March 2013 to 6805 on the 31st March 2014. Between April and January there were small month on month reductions recorded however during February and March there has been a spike with numbers registered beginning to increase again. As applicants' can be on more than one list the number of applications across the lists has also reduced. Of the 7219 applications across the lists;</p> <ul style="list-style-type: none"> · 358 are on the Urgent List · 52 are on the Discretionary List · 788 are on the Support List · 4388 are on the Waiting List · 1633 are on the Transfer List <p>Since inception of the new scheme of allocations the time taken to process applications has increased with the most recent records indicating that 64.8% of applications are processed within 28 days target, down 13% from 77.7% in August 2102, the last recorded figure prior to implementation of the new scheme. Implementation of the new scheme brought with it a change in culture and a new focus on meeting housing need. As part of this wider change a new housing needs assessment team was established to assess the priority and housing requirements of applicants' with unmet social/medical need which has elongated the process. However while the time taken to process an application is longer, this is better offset by the overall reduction in rehousing time and allocation of properties that meet individual needs. A review of the target will be done to ensure it meets the SMARTER criteria.</p> <p>Despite the yearly reduction in applicants' registered on the lists, the demand for accommodation still greatly exceeds supply. Given that on average this year, there has been 353 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>			08-May-2014

During the year there was a total of 1552 applicants' housed off the lists, a breakdown of which is provided below;

- 534 have been housed off the Urgent list
- 107 have been housed off the Discretionary List
- 281 have been housed off the Support List
- 355 have been housed off the Waiting List
- 275 have been housed off the Transfer List

The quota of allocations for 2013/14 show that 50% of lets have been awarded to applicants on the urgent list, 10% short of the 60% target set. During the second half of the year the number of lets awarded to the urgent list slowed considerably, with only 37% of the total let's awarded to the list falling within this period. Furthermore, of all the lets made during the second half of the year only 42% of the quota were awarded to the Urgent List down 16% on the 58% quota awarded during the 1st half of the year.




In contrast, 28% of the allocations awarded in 2013/14 went to the waiting list and 22% to the transfer list, exceeding the 20% quota set in both cases. In addition further analysis of the allocations by source of tenant per list reveals an additional 13% of allocations provided to transfer applicants' from other lists, over and above the 22% Transfer List allocation.

From the questionnaires received during the year, analysis reveals that 67% of customers who have used the Housing Accommodation & Advice Service were satisfied with the quality of accommodation provided. These findings however are based on 15 responses and due to the very low response rate might not be representative of the entire population who have used the Housing Accommodation & Advice Service.

Restructuring of the Homeless and Housing Accommodation & Advice Services to create a new Housing Access Service was completed and began operating on 7th of April 2014, a review of the performance management framework to be carried out as part of the wider programme with a new reporting structure to be in place in time of the next committee.

Action



An initial task of the Housing Access Service is to ensure historic casework is concluded within a reasonable period; designated officers have been assigned this responsibility and will focus solely on achieving this by end of the second quarter. In particular, cases where a statutory duty remains to be assessed or where rehousing is deferred pending support being arranged are being prioritised. It is very encouraging that urgent cases are being rehoused with little waiting time once assessments have taken place, certainly in contrast to this taking upwards of 8 months in many instances in recent years. This will continue to be monitored to determine the extent to which ongoing work to resolve outstanding cases impacts on waiting times.







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	Date Updated
<p>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.</p> <p>Action 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 and good progress is being made on having these indicators created and ready to be reported on.</p>	01-May-2014

Project	Progress To Date	Latest Note Date
Implementation of the Scottish Social Housing Charter	The submission to the Scottish Housing Regulator is being prepared for 30th May 2014. The Tenants Satisfaction Survey fieldwork is underway. The preparation of the first Annual Report to Tenants is underway for issue by October 2014. The Housing Performance Web pages will be updated during June.	01-May-2014

Project	Progress To Date	Latest Note Date
Housing for Varying Needs Review	<p><u>Developments changing from Sheltered Housing to Amenity Housing</u> - The assessment of current sheltered housing tenants who wish to be considered as amenity tenants continues and voids are being let as amenity housing. 24.5% of tenants at the ten developments are now amenity tenants.</p> <p><u>Developments changing from Sheltered Housing to Mainstream Housing</u> - Smithfield Court - The majority of secure tenants have accepted offers of alternative housing. A project team has been assembled and plans for the future of the building are being developed. Building services welcome a rare opportunity to have an empty building to maintain and refurbish.</p> <p><u>Developments changing from Sheltered Housing to Very Sheltered Housing</u> - Provost Hogg Court - a project team has been assembled to progress the changes required at Provost Hogg Court. A survey of the kitchen area and equipment will be completed in order to identify what equipment would be required in order to provide either a full preparation or alternative type meal service at this location.</p>	06-May-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%	90.8%	
The average length of homeless journey (from presentation to discharge of duty) for those applicants' whose journey was completed during the month.	100	145.3	

The number of prevention advice cases that require an assessment under homeless legislation		84	
The number of households assessed as homeless or potentially homeless within each month		69	
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%	100%	
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.		81.8%	
The year to date % of all general need relets (all excluding sheltered, very sheltered and amenity housing) allocated to statutory homeless applicants.	50%	32.1%	
Analysis			Date Updated
<p>Analysis During 2013/14 there were 1330 formal homeless applications made. These are applicants' who went through the prevention service and were deemed to be in need of a homelessness assessment. This is down 3% on the 1370 who applied during 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 23% to 1104. There were however, 259 open cases at year end with 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 in the year, 815 (74%) have been given a statutory homeless decision, with 658 (81%) of these being assessed as unintentionally homeless and owe a duty to re-house. Current figures indicate a 29% fall in the total number of applicants being assessed as unintentionally homeless. Alongside the numerical fall in assessments there has also been a proportional decline in the percentage of all applicants' assessed with a re-house duty, reducing from 65% in 2012/13 to 60% in 2013/14. However among the group of applicants' given a statutory decision the percentage owed a rehouse duty has actually risen by 4% from 77% in 2012/13 to 81% in 2013/14.</p> <p>During 2013/14 a shift in trend emerged among those cases where no statutory decision was reached, increasing from 16% in 2012/13 to 27% in 2013/14. The most noticeable changes among these were; Ø 29% rise in applicants' withdrawing their application prior to decision from 85 in 2012/13 to 111 in 2013/14 Ø 48% rise in applicants' losing contact prior to decision from 56 in 2013/14 to 83 in 2013/14 Ø 200% rise in the number of applicants' ineligible for assistance from 3 in 2012/13 to 9 in 2013/14. Ø 26% fall in the number of applicants found to be not homeless from 66 in 2012/13 to 49 in 2013/14.</p> <p>There were a total of 1069 cases closed in 2013/14, 402 (27%) less cases than in 2012/13. Of the cases closed 55 (5.1%) failed to maintain contact, a 2% increase upon 2012/13. This alongside a 3.5% rise in the lost contacts prior to assessment decision puts the overall % of cases closed where contact has been lost at 12.5%, falling slightly below the 13% target set.</p> <p>To meet their statutory re-housing duty to all applicants' assessed in 2013/14, the service required 658 lets, a 29% fall when compared with the previous year</p>			08-May-2014

where 928 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.

In 2013/14 there were a total of 1317 general need properties relet, 6% more than in 2012/13 where 1239 were relet. Of the lets this year however 423 (32.1%) were allocated to homeless households, 163 fewer than in 2012/13 representing an overall decline of 28%. A breakdown of housing need in 2013/14 shows that 75% of the homeless applicant profile were single person households' yet the service only received 38.4% of the one bedroom general need allocations. The reduction of lets to homeless households this year is attributable in part to the decrease in numbers of applicants' assessed as being unintentionally homeless and owe a rehouse duty. In addition there is a growing number of applicants' that are being assessed as unintentionally homeless and owe a re-house duty but being deferred for support. Currently there are 276 applicants' waiting to be rehoused however 31% (86) of these are deferred from being rehoused due to requiring support to maintain and sustain a tenancy. Where an applicant is deferred from receiving housing this will adversely impact on the overall homeless journey time.




For all cases closed in 2013/14 the average length of homeless journey stands at 127.7 days, 14.2 days more than at the same time the previous year and further from the 100 day target set. During the year however the journey time has been distorted somewhat by the closing of historic cases where no statutory decision was made. In contrast the journey time for statutory applicants actually reduced last year to 21 weeks from 24 weeks in 2012/13.








For those applicant's re-housed by the homeless service the tenancy sustainment rate remains high. Figures reveal a 90.8% level of tenancy sustainment for homeless applicants' in 2013/14, a slight fall upon the 91.9% recorded in 2012/13.

During the year there were 68 questionnaires returned 46 (71%) were completed in paper format and 20 (29%) online. However, of the 68 questionnaires returned 5 (7%) respondents failed to answer the qualifying question (how satisfied were you with the overall service provided) used to measure and calculate levels of satisfaction and as such are excluded from the algorithm for calculating levels of customer satisfaction. A further 10 (16%) respondents answered that they were neither satisfied nor dissatisfied with the service provided and again have been excluded from the algorithm for calculating levels of customer satisfaction. Therefore of the 53 questionnaires that can be used to ascertain accurate levels of customer satisfaction, 87% (46) of respondents answered that they were satisfied with the service received. It must be noted however that due to the low response rate the derived findings might not be representative of the entire population who have used the homelessness service.

Action

An initial task of the Housing Access Service is to ensure historic casework is concluded within a reasonable period; designated officers have been assigned this responsibility and will focus solely on achieving this by end of the second quarter. In particular, cases where a statutory duty remains to be assessed or where rehousing is deferred pending support being arranged are being prioritised. It is very encouraging that urgent cases are being rehoused with little waiting time once assessments have taken place, certainly in contrast to this taking upwards of 8 months in many instances in recent years. This will continue to be monitored to determine the extent to which ongoing work to resolve outstanding cases impacts on waiting times.

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)		1,372	
The number of offers of temporary or emergency accommodation made during the reporting year		1,372	

YTD % of temporary or emergency accommodation offers refused in the month for all accommodation types		10.9%	
YTD Number of temporary or emergency accommodation offers refused in the month for all types of accommodation		149	
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		86	
The month on month total of current tenancy arrears for temporary homeless flats excluding resettlement properties		261,407	
The month on month total of former tenancy arrears for temporary homeless flats excluding resettlement properties		1,326,987	
Homeless Flats current arrears as a percentage of GROSS potential rental and service charge income	10%	5.7%	
Analysis			Date Updated
<p>Provision At 31st March 2014 the homelessness service had a temporary stock profile of 510 units consisting of; Ø 299 furnished ACC flats, 59% of the overall stock profile Ø 60 Hostel rooms, 12% of the overall stock profile Ø 30 B&B rooms, 6% of the overall stock profile Ø 20 Hotel rooms 4% of the overall stock Ø 101 Privately leased units (including those sublet from housing associations), 20% of the overall stock profile.</p> <p>Reducing the use of B&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&B usage. Since the start of the year however the numbers have begun to level out somewhat with an average of 26 B&B rooms being used during the year.</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 2013/14 there has been an additional 17 units secured a 20% increase in stock from the 84 units held at 31st March 2013. While we have seen a rise in PSL stock over the year the rate of growth has declined when compared with 2012/13 where there was a 93% increase in stock.</p> <p>During 2013/14 recording of the new HL-3 commenced, this is now being used to supply data in respect of temporary accommodation to the Scottish Government and will also be used for reporting upon the charter indicators. Data for the year shows; Ø 1478 applicants have required temporary accommodation, all of whom have been offered accommodation. Ø Of those households offered temporary accommodation 12% have refused their offer, with refusal of hostel topping the rates at 18% Ø No breaches of the unsuitable accommodation order have been recorded.</p> <p>At the 31st March 2014 there were 361 households accommodated in traditional forms of temporary accommodation (hostel/ACC Temp Flats/B&B) of these 86 have resided in temp over the target 6 month period. This is almost double the amount of households staying over target than at the same time the previous year (44). Of the 86 households occupying temp over target, all but 5 were accommodated in temporary furnished flats and therefore have their own living space and access to vital support mechanisms where required.</p>			06-May-2014

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;

- Ø B&B - 1.4 month
- Ø Hostel – 2.5 months
- Ø Temp ACC Flat – 4.4 months

From the 47 questionnaires received during the year, analysis reveals that 91.4% (44) of customers surveyed were satisfied with the quality of accommodation provided. It must be noted however that due to the low response rate the derived findings might not be representative of the entire population who have used temporary accommodation.

Rents

At the 31st March 2014 there were 206 households (75%) accommodated in temporary A.C.C flatted accommodation with arrears. The total value of arrears stood at £261,407 a 41% increase upon the £185,787 recorded at 31st March 2013. However the current level of arrears is equivalent to 5.7% of the gross potential rental income and still well within the 10% target set. The average weekly rent (including service charge) for a temporary flat is £317, further analysis reveals that for those households with arrears the average amount owe is £1269, the equivalent of approximately 4 weeks rent and service charge for this type of accommodation.

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, forecasting a potential weekly shortfall of £3,250, equivalent to £169,000 over the course of a year, yet the real term increase in arrears during the year falls way below the forecasted amount at £75,620.

Former tenancy arrears for households terminating ACC temporary flatted accommodation continue to rise and have reached their highest level at £1,326,987. During the year 430 households have left with arrears worth a value of £390,186 (29% of the total value) an average of £907 per household and equivalent to approximately 3 weeks rent and service charge for this type of property.

Action


PSL scheme has been in place since 2011, the scheme has benefitted from growth in the number of properties forming part of the stock as planned. In the year 2013/2014 there has been extensions of existing leases negotiated with landlords, where previously 3 years agreements were due to end.




July 2013 saw the implementation of the housing support duty which places a legal duty on Local Authorities to assess and where there is reason to believe that support is required, the local authority ensure that services are provided to those found to be homeless or threatened with homelessness. This new duty has allowed support to be available to clients to support them to prepare and then to move into their permanent accommodation, therefore for some clients this had led to an extension of time spent in temporary accommodation







The homelessness service is currently included in the review for housing support and it is anticipated that in line with changes to welfare reform there will be a review of the cost of the current service charge.

Homelessness Prevention Activities

	Current Target	Current Value	Traffic Light Icon
No of applicants in the month that required housing advice and/or active assistance to help prevent homelessness		191	
Number of cases in the month that have been closed after a final outcome has been achieved.		212	




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.		25.4%	
Analysis			Date Updated
<p>During 2013/14 there were 2600 approaches to the homeless service from people requiring advice or assistance with housing options and/or homelessness prevention. Approaches for the year were comparable with 2012/13 where 2595 approaches were recorded. Of the 2600 approaches recorded in 2013/14 209 (8%) are repeat cases where the household has previously sought advice and assistance from the service. This is up 116 cases upon the previous year representing a 124% increase.</p> <p>Throughout the year there were 1752 cases closed, down 758 (30%) on the previous year despite comparable presentation and activity levels with 2012/13. As at the last day of the year (2013/14) there were 3220 cases open, many of which are considered to be historic cases deemed to be no longer active where no outcome has been recorded.</p> <p>Of the applicants who approached the service and were provided assistance in 2013/14, 1146 have been concluded and closed, 42% of all applications. Of the cases closed so far this year the outcomes recorded indicate that;</p> <ul style="list-style-type: none"> · 38.7% have made a homelessness application · 42.4% were provided advice and information only · 1.0% have lost contact or failed to attend appointments · 31.6% provided casework assistance and where homelessness has successfully been prevented. <p>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 444 recorded cases of households being assessed under homeless legislation, this is a big difference when compared with the 1341 households registering formal homeless applications on the HL-1 (System for recording homeless data) during 2013/14.</p> <p>PREVENT 1 the mandatory specification used for gathering statistics on housing options and homeless prevention activity for all Councils' throughout Scotland commenced on the 1st of April 2014, this should provide a more reliable and accurate way of collecting data to determine how successful the measures taken to prevent homelessness have been.</p> <p>Action Recording on the 'Prevent 1' data commenced from the start of April, coinciding with the launch of the Housing Access Service. As a statutory return, outcomes will be updated and monitored over the initial period to assist in assigning work. Historic casework is also being concluded for housing advice cases preceding the Prevent 1 recording.</p>			06-May-2014

HMO and Landlord Registration			
	Current Target	Current Value	Traffic Light Icon
HMO Licenses in force		1,039	
HMO License Applications Pending		156	
Number of Current Landlord Registrations Approved		16,591	

Number of Current Properties Approved		19,314	
Analysis			Date Updated
<p>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 1/5/2014, a total of 69 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. There are currently 17 registrations which expired prior to 1/1/2014 and £110 Late Application fees have been applied to these. Should these landlords fail to renew, Rent Penalty Notices will be served. We are also dealing with the 52 registrations which have expired since 1/1/2014</p>			01-May-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%	90.8%	
Percentage of Void Properties off charge	10%	3.5%	
The number of offers of accommodation refused monthly for property reasons		13	
The number of response repairs completed within the financial year	72,000	65,534	
The percentage of response repairs completed within the target times in the financial year to date	96%	94%	
Analysis			Date Updated
<p>Analysis: At year end, Aberdeen City Council had completed 65,534 response repairs against an estimate of 72,000. This was 12,375 less repairs than during 2012-13. In March 2014, 94% of response repairs were completed on time compared to 93% at the same time in 2012-13; however performance remains slightly below our 96% target.</p> <p>At year end, 3.5% of voids remained off charge against a target of 10%. Of the 66 properties off charge at year end, 16 properties were unable to be relet because of on going major works, 20 are being held for Strategic use and a further 30 are unable to be relet. The off charge position does not differ significantly from the position at the end of the previous financial year, when 64 properties were off charge. However, the numbers of voids has increased from 340 to 502 over the same period.</p> <p>During 2013-14, 246 (25.4%) offers of accommodation were refused for property based reasons; this is an improvement on the 409 refusals (28%) in 2012-13. In terms of the 1746 terminations over the year, 36% were routine terminations with notice given, 30% transferred, there were 21% deceased terminations and 13% abandonment/ eviction/ other.</p>			02-May-2014

The repairs service continue to measure Customer Satisfaction of the Repairs and Maintenance Service using the indicator from the Scottish Social Housing Charter. At the end of the 4th Quarter, customer satisfaction with the repairs service was 90.3%. This is marginally down from the 93.3% recorded in the 3rd Quarter but still exceeds our target of 80%. At year end, 999 tenants had been surveyed over a 6 month period: 920 were either very or fairly satisfied with the service, 35 were neither satisfied nor dissatisfied, 18 were dissatisfied and 36 were very dissatisfied.

Property Management

	Current Target	Current Value	Traffic Light Icon
The percentage of Council properties with current gas safety certificates	100%	98.2%	
The percentage of Council properties where current gas safety check was carried out within 12 months of the previous check	100%	67%	
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%	

Analysis

Performance in respect of gas safety continues to improve month on month.

At 28th March 2014 (year end), 98.2% of council properties had current gas safety certificates. Of these, only 67% were carried out within 12 months of the previous certificate being renewed. In terms of property numbers, of the 17,092 properties with gas appliances, 11,448 had, while 5,644 did not have their certificates issued within a year of previous.

Work is still ongoing in relation to the production of a survey to determine customer satisfaction with the Housing Improvements Service.














Action:

There are separate monthly meetings held with the Council's approved Gas Servicing and Maintenance Contractor monitoring progress both from the technical and administration aspects of the contract. Gas safety progress reports are provided on a fortnightly basis and the Gas & Cyclical Maintenance Manager has regular meetings with the Managing Director of Gascall. Whilst there continues to be recruitment issues within the Aberdeen area the milder weather has enabled the contractor to commit more of his resources to servicing the systems. This added to the current progress being made should enable the Council to meet its statutory obligations within the next two of months.

07-May-2014

Project	Progress To Date	Latest Note Date
Delivery of new affordable housing	<p>Completions 2013/14 = 266</p> <p>Cove – 16 – mid market rent – National Housing Trust (NHT)</p> <p>Farburn Terrace = 58 – shared ownership – Grampian HA</p> <p>Donside = 123</p> <p>48 – LIFT – Tenants First Housing Co- operative,</p> <p>40 – rent – Tenants First Housing Co- operative</p> <p>35 – rent – Langstane HA</p> <p>Eday Gardens = 6 – rent – Margaret Blackwood Housing Association</p>	01-May-2014

	Cove = 9 – mid market rent - NHT Donside = 20 rent – Tenants First Housing Co-operative Stockethill Church = 32 = 18 rent & 14 MMR – Langstane HA Charleston, Cove = 2 LCHO - Scotia Expected Completions 2014/15 = 181	
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Street Scene			
	Current Target	Current Value	Traffic Light Icon
Street Cleansing - Dog Fouling	9.5%	2.9%	
Street Cleansing - LEAMS (Local Authority Environmental Audit Management System). Statutory performance indicator that measures street cleanliness.	72	77	
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%	0%	
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%	
Analysis			Date Updated
Environment KPIs are undertaken using the LEAMS (Local Environment Audit Management System) programme based on a random 2% sample of Aberdeen's			06-May-2014

streets. This equates to on average 65 surveys per monthly survey. The street surveys are randomly selected by Keep Scotland Beautiful 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.













Performance within Street Scene achieved good levels across all PIs with all targets being met.







Overall for the year targets remain on track.

On the whole the service is performing very well and improvement in performance is expected to continue through 2014

Waste Collection and Disposal

Project	Progress To Date	Latest Note Date
Zero Waste Project	<p>Extensive work has been undertaken in recent months on seeking a major variation to the Waste Management Services Contract in order to construct a combined Materials Recycling and Refuse Derived Fuel Production Facility alongside a new Waste Collection depot at a site in Altens East. The Council, advised by AMEC, Brodies and CH2 Associates has assessed an initial proposal document and financial model submitted by our contractor, SITA UK Limited. It is anticipated that steps to reach an agreed position will be in place on schedule by the end of August 2014.</p> <p>Officers continue to work with colleagues in other public authorities to determine whether a joint approach can be adopted to the development of a combined heat and power energy from waste (EfW) facility. This work will continue throughout 2014.</p> <p>Colleagues from the Enterprise, Planning and Infrastructure team have been working with the Waste and Recycling Service to address the requirement set out in the Local Development Plan (LDP); the main issues reported are to nominate a site or sites in the next LDP for EfW. This work will be completed by September 2014 in advance of submission of a draft Proposed LDP the EP&I committee in November 2014.</p>	06-May-2014
Attain efficiency savings in the domestic waste collection services	<p>New Food Waste services continue to be rolled out in multi-occupancy areas. Phase 3 (mainly social housing areas) is now underway and preparation has begun for phase 4 (private flatted accommodation). Performance to date is encouraging and, whilst modest in tonnage terms, is considered by Zero Waste Scotland to be the best performing urban food waste collection service in Scotland.</p> <p>Further work is underway on improving route efficiency by using FleetRoute Software. This tool will now be used to plan and develop a complete reconfiguration of services in 2015/16 when mixed recycling collections are introduced.</p> <p>New working patterns are being established through the appointment of Lead Chargehands for each collection activity. This is to improve team working and efficiency and improve supervisory performance. This process will be enhanced by a new radio/GPS system that will come into operation in late-summer 2014.</p>	06-May-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%	89.2%	
Low priority Pest Control % completed within 30 days	100%	100%	
High Priority Public Health - % completed within 30 days	100%	87.7%	
Low Priority Public Health -% completed within 30 days	100%	89.5%	
Dog Fouling - % responded to within 2 days	100%	100%	
Dog Fouling -% completed within 30 days	100%	100%	
All Other Dog Complaints - % responded to within 5 days	100	98.9	
All Other Dog Complaints - % completed within 30 days	100	97.7	
Food Safety Hygiene Inspections % premises inspected 6 monthly	100%	96.77%	
Food Safety Hygiene Inspections % premises inspected 12 monthly	100%	99.44%	
Food Safety Hygiene Inspections % premises inspected more than 12 monthly	100%	89.36%	
Analysis			Date Updated
<p>Due to a number of vacancies, the environmental health service continues to prioritise work presenting the greatest risk to the public. In the case of public health and noise complaints most hi priority complaints are responded to within 2 working days and completed within 30 days unless a situation requires further investigation and/or the service of a Statutory Notice.</p> <p>Environmental Health's Commercial Team is currently very short staffed and this is starting to show with 2 higher risk premises being inspected for food hygiene after their due date. Due to short staffing, programmed food hygiene inspections of very low risk premises (category "D") have been temporarily suspended, although these premises will be visited in the event of any complaints.</p> <p>Efforts to recruit to vacant posts continue and a number of new staff are due to start over the summer months.</p> <p>Pest Control and dog wardens are teams that are fully staffed and continue to perform to a very high level. Only complex cases such as pests that are difficult to eradicate or dog investigations involving further investigation and/or involvement of other agencies take longer to complete.</p>			06-May-2014

Community Safety			
	2013/14	2012/13	Traffic Light Icon
Serious violent crime (cumulative total)	312	305	
Assault with less serious injury (cumulative total)	1082	1399	
Wilful secondary fires (wheelie bin/ grass/ refuse) (cumulative total)	238	263	
Antisocial behaviour (cumulative total)	12,988	14,498	
% 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	80%	57.1%	
Analysis			Date Updated
<p>Community safety in Aberdeen has continued to improve during 2013/14.</p> <p>Seven more violent crime incidents were recorded during the year however the long term trend is positive with a 26% reduction against the average rates for the past five years.</p> <p>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 reduced by 23% during the year.</p> <p>Community fire safety also shows improving trends with a 9.5% reduction in wilful secondary fires. Accidental house fires have reduced by 6% and structural wilful fires by 29%.</p> <p>Substantial reductions are being experienced in antisocial behaviour complaints. There has been 1,510 fewer (10%) disorder complaints .</p> <p>Neighbour complaints to the ASBIT have decreased by 15% this year. 95% 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.</p> <p>The community safety partnership has approved its strategic assessment for 2014 – 17. Priorities for this period are:</p> <ul style="list-style-type: none"> * Antisocial behaviour * Violence against women * Violence * Road safety * Fire and home safety <p>Each priority has new strategic recommendations to assist performance improvement.</p>			08-May-2014

March saw 226 calls reported to the ASBIT service with 159 of those requiring attendance. Of the 159 requiring attendance, 155 were attended within one hour (97.5%). Performance year to date on this indicator has seen **94.7%** of cases attended within the hour which is only just shy of our internal target of 95%.

4th quarter results for customer satisfaction with the ASBIT service show a **57.1%** satisfaction rate with the overall service received.

After reviewing the way in which we gather customer satisfaction, it was decided that a revamp of questionnaires for all services was required. Instead of going down the route of paper based questionnaires for the Anti-Social Behaviour Investigation team we decided to pilot a new survey using a telephone questionnaire. The week long pilot was successful in providing us with a far bigger sample than we were previously getting (17 contacts from 33 calls made) and the success of this pilot aided us in our decision, starting in April 2014, to go down the route of conducting week long telephone questionnaires each month in order to achieve a bigger sample and thus a more representative measurement of satisfaction with this service.

The new telephone questionnaire process enables us to capture more accurately customer's satisfaction with the service and most importantly helps us to identify any dissatisfaction so that we may address. It is important to note that dissatisfaction may be as a result of the experience of antisocial behaviour and not necessarily reflective that the ASBIT service has not done everything within its powers to resolve the matter.