








H&E Business Plan Performance Report

Estate Management

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	£1,400,000	£1,527,166	
The overall monetary value of payments received for former tenants arrears for the year to date.	165,000	92,800	
The number of current residential tenants with rent arrears at the end of each rent period		7,083	
The monetary value of current residential tenants arrears at the end of each rent period		£2,995,549	
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%	
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%	34.8%	
The average number of weeks debt owed by tenants leaving with arrears of greater than 1 week, as a year to date average.	13.4	18.7	
Analysis			Date Updated
<p>Analysis: At the end of the July rent period, the value of residential arrears for current tenants stands at £2,995,549 (7.3% net debit). This is up 2.1% from the £2,933,253 figure reported to committee at Year End but is a £602,219 (16.7%) improvement on the arrears value recorded in July 2013. It is also notable that since the last committee the number of tenants on New Model Rents has increased from 8188 to 13,382 and there has been a general rent increase of 3.5%. As such Rent Management performance in 2014/15 has been encouraging in comparison to previous years; as between March 2012 and July 2012 residential arrears increased by 14.5% and between March 2013 and July 2013 arrears rose by 16.9%.</p> <p>There are currently 7083 tenants with rent arrears, this is an increase of 20.5% from the 5876 reported at Year End; however this increase is largely due to the rent free period at Year End which reduced the number of tenants in arrears to the lowest number since March 2011. As a result, the additional number of tenants with arrears mainly have small balances between £0.01 and £250 but in turn there has been a reduction in the number of high value arrears cases with more than £1000 in outstanding rent and this largely accounts for the relatively small rise in arrears since the last committee.</p> <p>The level of arrears cases can be broken down as follows:</p>			11-Aug-2014

1224 (17.3%) tenants owing less than £50
 2471 (34.9%) tenants owing between £50.01 & £250
 2585 (36.5%) tenants owing between £250.01 & £1000
 770 (10.9%) tenants owing between £1000.01 & £3000
 33 (0.4%) tenants owing more than £3000.01

At the end of the July rent period, 7% of our tenants owe more than 13 weeks rent (excluding less than £250); a 0.5% improvement from the 7.5% figure reported at Year End and well within the Council's target of 8.6%.






Since Year End, Aberdeen City Council has issued 2059 first and second warning letters; this is a 31% reduction from the 2986 warning letters issued at the same stage in 2013/14. The Council has also reduced the number of Notices of Proceedings against its tenants, the number issued since Year End stands at 786 which is down 8.2% from the 856 NOSP's issued at the same stage in 2013/14. There have been 72 legal repossessions following decree for rent arrears so far in 2014/15; this is up from 38 legal repossessions at the same stage in 2013-14.




In July, 34.8% of tenants terminated their tenancy with more than 1 week of rent arrears; this is up from the 32.3% recorded at Year End and is also above the Council's annual target of 29%. The average debt owed by tenants leaving in arrears amounts to 18.7 weeks, this figure is above the Council's 13.4 week target and higher than the 13.6 week figure recorded at Year End. There are several factors which have impacted on the performance of these indicators; most notably changes to the Court system, the implementation of welfare reform, the introduction of pre action requirements in the Housing (Scotland) Act 2010; which mandates that social landlords must undergo a range of checks before a Notice of Proceedings can be issued; in addition to the Council's drive to maximise tenancy sustainment and only pressing for decree when all other options for recovering arrears have been exhausted.













The total cumulative value of former tenant arrears currently stands at £1,527,166 which is above our current target of £1,400,000. Since Year End the Council has collected £92,800 of payments from former tenants, this is an 85.4% increase from the £50,045 collected at the same point last year and the Council is on track to meet the annual target of £165,000. The Council has written off £165,627 since Year End, this is up from £44,342 written off at this stage last year. This increased activity in both FTA payments and write offs is largely due to the recruitment of a full time FTA Officer within the Arrears Recovery Team who took up post in December 2013.

Action:




For actions please refer to the attached report H&E/14/057 'Rent Arrears Update'

Tenancy Management			
	Current Target	Current Value	Traffic Light Icon
Percentage of tenants satisfied with the standard of their home when moving in (Year to Date) - Charter Indicator	80%	72%	
Satisfaction of new tenants with the overall service received by the Estates Service. (Year to Date)	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%	94%	
% of New Tenant Visits (Routine Visits) in the month with an outcome completed within statutory timescales	100%	78.8%	
The total number of instances of mobile device usage by Housing Officers citywide in the quarter		20,818	

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		55.9%	
The year to date number of legal repossessions following decree.		72	
Percentage of new tenancies sustained for more than a year	94%	94.5%	
Analysis			Date Updated
<p>Since the last committee, two new Scottish Social Housing Charter Indicators have been added to the Tenancy Management section of the Housing and Environment Committee Report. The first records the percentage of tenants satisfied with the standard of their home when moving in and the Council has set a target of 80% satisfaction for this indicator. The year to date satisfaction for this indicator is 72%, slightly below the Council's target.</p> <p>The second Charter Indicator records the percentage of new tenants that were satisfied with the overall service they received. Performance for the year to date currently sits at 80% which is below the Council's target of 90% customer satisfaction.</p> <p>The Council is obligated to visit new tenants and record an outcome within 28 days and as such the Council's target is 100%. Performance currently sits at 78.8% which is below target but up slightly from the 78.4% recorded at Year End.</p> <p>The percentage of Customer Service Action Outcomes (Abandonment, Assignment, Joint Tenancy, Lodger, Single Abandonment, Single Termination, Sublet and Succession) achieved within statutory timescales is currently 94%; this up from the 90% reported at Year End but narrowly falls short of meeting the statutory target of 100%.</p> <p>The percentage of new tenancies sustained for more than 12 months has improved from 91.4% at Year End to 94.5% in July and as a result the Council is now achieving its target of 94%. There have been 72 legal repossessions after decree in the year to date; this is up 89.5% from the 38 legal repossessions recorded at the same stage in 2013/14. These figures suggest that the Council is sustaining more tenancies through early intervention and continued engagement with our tenants offering a range of repayment options, debt advice and housing support to tenants who engage with Officers. However for those tenants who do not engage and as a last resort the Council will continue to recover properties through legal action.</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. The number of instances of mobile device usage by housing staff dropped from 28,733 in Q4 of 2013/14 to 20,818 in Q1 of 2014/15. Of this number 55.9% of actions were related to rent management and this is slightly up from the 55.1% proportion recorded in Q4 of 2013/14.</p> <p>Action: Various methods have been explored to obtain a higher response rate for the tenants satisfaction. Simplified questionnaires have been introduced and a follow up at the new tenancy visit where no return has been received has been introduced to obtain better quality information on the views of tenants.</p> <p>Performance in other areas are improving and these are being continually monitored.</p>			11-Aug-2014

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	1.4%	1.91%	
The year to date average number of days taken to re-let all properties - Charter Indicator	50	81.9	
The average number of days taken to let a Fast track void in the year to date	14	14	
The average number of days taken to let a Routine void in the year to date	28	54	
The average number of days taken to let a void due to Death in the year to date	42	88	
The average number of days taken to let a void due to SHQS works in the year to date	49	69	
The average number of days taken to let a void due to major works in the year to date	49	72	
The average number of days taken to let a void which went through an OT assessment in the year to date	42	123	
The percentage of offers of accommodation accepted year to date average	65%	66.5%	
The overall percentage of void properties as a percentage of stock as at the end of each month	1.8%	2.3%	
The overall number of offers of accommodation refused monthly		42	
The percentage of Void properties relet within 4 weeks	56.6%	13%	
Analysis			Date Updated
<p>Analysis: In comparison to the 186 properties relet in June 2014, there were 107 properties relet in July. Of these 17 were relet within the target 4 week period.</p> <p>Year to date, 67 of the 517 properties relet, (13.0%) have been done within 4 weeks. This is well below the 56.6% target set at the start of the year.</p> <p>Year to date, the average length of time to relet all void properties is 81.9 days, against a target of 50 days. The average time at the same period last year was 65.1 days.</p> <p>An analysis of the revised void paths indicates that year to date the average length of time per void path is as follows: Fast track void 14 days Routine void 54 days SHQS void 69 days</p>			11-Aug-2014

<p>Major Works void 72 days Deceased void 88 days Equipment and Adaptions void 123 days VR3 void 194 days</p> <p>Void rent loss is currently 1.91% of net debit YTD against a target of 1.4%. This figure has increased since the last figure reported to committee; the year end figure of 1.68% for 2013/14. July saw a figure of 1.3% which is significantly lower than the preceding months, however this is due to the £48,688 credit in the Middlefield area where properties at Smithfield Court have been moved off charge due to the level of works involved. The result of the off charge backdate was a void rent loss credit in the Mastrick area of the city negating actual void rent loss. In terms of Tillydrone and Marischal areas – void rent loss remained level in Tillydrone but improved in the Marischal area.</p> <p>The overall level of voids remained constant at 512 across the city. Of these, 90 were off charge, due to the numbers added from the Smithfield Court complex.</p> <p>In terms of offers made, there were 252 made in July, compared to 381 in June. Year to date, against a target of 65.0%, there is a 66.5% offer success rate. The numbers of withdrawn offers (90) remain consistent, but high, against the numbers offered.</p> <p>Proportionate with the lower offer numbers, were the lower refusal numbers. Of the 49 offers refused, 21.5% were refused for Area reasons, 21.5% for property reasons, 21% were cancelled/ deferred, 31% were refused for personal reasons and 5% for other reasons.</p> <p>Action: A detailed report is being presented to Committee detailing performance issues and actions taken and proposed.</p>	
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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 Tenant Participation Advisory Service (TPAS), Tenant Improvement Service (TIS), Chartered Institute of Housing (CIH) conferences, Registered Tenant Organisation's (RTO) training or more specialised training such as computer skills.		144	
Analysis			Date Updated
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.			07-Aug-2014
A review of the Tenant Participation framework is ongoing 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. The Council continues to consult the relevant tenant			

groups and organisations and good progress is being made on having these indicators created and ready to be reported on.	
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Project	Progress To Date	Latest Note Date
Implementation of the Scottish Social Housing Charter	The submission to the Scottish Housing Regulator was submitted by the 30th May 2014 deadline. The Tenants Satisfaction Survey has been completed. A report on the Survey is on this agenda with a presentation organised for September. The preparation of the first Annual Report to Tenants is underway for issue by October 2014. The Housing Performance Web pages are currently being updated.	06-Aug-2014

Project	Progress To Date	Latest Note Date
Housing for Varying Needs Review	<p>This review is currently in the first phase of the Implementation Plan - this phase will run from 2013 – 2015.</p> <p><u>Sheltered Housing to Amenity Housing:</u> The following developments are in transition from sheltered housing to amenity housing. All future allocations are being offered as amenity housing and existing sheltered housing tenants at these developments have been given the opportunity to have their level of housing support assessed to see if an amenity housing support service would provide an adequate level of support for them.</p> <p>The developments are: Balmoral Court, Bede House Court, Berry Moss Court, Craigton Park, Meadow Court, Parkhill Court, Regensburg Court, Seaview House, Constitution Lane, Constitution Street, South Constitution Street, Thorngrove Court. Overall, almost 40% of tenancies within these developments have changed from sheltered housing to amenity housing. This has been achieved as a result of tenants requesting an assessment and void turnover.</p> <p>A report on the progress of this part of the review is on the agenda.</p> <p><u>Sheltered Housing to Very Sheltered Housing:</u> The first development to change from sheltered housing to very sheltered housing will be Provost Hogg Court in Torry. It is intended that the satellite cottages at this development will remain as sheltered housing. Surveys are being undertaken to see what physical changes are required to the development to facilitate this change.</p> <p><u>Sheltered Housing to Mainstream Housing:</u> The first development to change from sheltered housing to mainstream housing will be Smithfield Court. Prior to this development returning to housing stock as mainstream housing, a major refurbishment of the building will be completed.</p>	13-Aug-2014

Housing Access Service

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		4,783	
The current number of applicants' shortlisted on the housing urgent list as at the last day of the month		493	
The current number of applicants' shortlisted on the housing support list as at the last day of the month		787	
The current number of applicants' shortlisted on the housing transfer list as at the last day of the month		1,679	
The current number of applicants' shortlisted on the housing discretionary list as at the last day of the month		49	
The number of housing applications processed within 28 days of receipt, within each month		143	
The percentage of housing applications processed within 28 days of receipt, year to date average	84%	66.2%	
Analysis			Date Updated
<p>Analysis</p> <p>On the 7th of April 2014 the new Housing Access Service was launched, the new service brought together the homelessness and housing advice teams where all aspects of housing advice and homelessness are now delivered under the new flagship service. A key objective within this change is to reduce demand for Council Housing by;</p> <ul style="list-style-type: none"> · Providing customers with advice on realistic housing prospects · Exploring available options to help the customer identify the most appropriate solution that best meets their needs. <p>Since the beginning of the year there has been a 9% increase in the number of applicants on the register awaiting housing, from 6805 at 31st March 2014 to 7394 on the 31st July 2014. While we have seen an increase in the volume of applicants' on the housing register, in real terms the number of people applying for housing has actually fallen by 57% as a result of the new housing options model. The cause of the increase is actually attributable to a 67% decline in the number of applications cancelled this year, alongside a slight decline in the number of allocations made. The 67% decline in applications cancelled is due to suspension of the annual reregistration process to allow for housing options work to be carried out to all applicants on the list.</p> <p>As applicants' can be on more than one list the number of applications across all lists has also increased by 7% to 7791. Of the applications across the lists;</p> <ul style="list-style-type: none"> · 493 are on the Urgent List · 49 are on the Discretionary List · 788 are on the Support List · 4388 are on the Waiting List · 1633 are on the Transfer List 			11-Aug-2014

The biggest changes affecting the housing register since the 31st of March 2014 appear to be a 38% increase in the number of applications on the Urgent List and a 10% increase in applications on the waiting list. The increase to the Urgent list is an intended consequence of the tightening up and improved monitoring of homeless cases.

There continues to be a large proportion of applicants on the housing register that have no housing need and unless there is a change in circumstance will never be selected for housing. Currently 1295 (27%) applicants on the waiting list and 771 (47%) on the transfer list have 0 points representative of no housing need.

Since inception of the new scheme of allocations the time taken to process applications has increased with the most recent records indicating that 66% of applications are processed within the 28 days target, down 11% from 77% in July 2012, 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 is now required to ensure it meets the SMARTER criteria.

The YTD increase in applicants on the housing register places even greater demand and pressures on an already acute housing register, where the need for accommodation still greatly exceeds supply. Given that on average this year, there has been 514 properties available to re-let each month, the Council currently has the capacity/supply to accommodate approximately 7% of the applicants' on the list each month.

Year to date there has been a total of 516 applicants' housed off the lists, an average of 129 allocations per month. A further breakdown of allocations reveals;









- 185 have been housed off the Urgent list
- 22 have been housed off the Discretionary List
- 95 have been housed off the Support List
- 135 have been housed off the Waiting List
- 79 have been housed off the Transfer List

Year to date analysis of the quota for allocations indicates that 49% of lets have been awarded to applicants on the urgent list, 11% short of the 60% target set. The recent increase in numbers of applications on the urgent list should enhance the prospect of the quota being met in the future. The 11% shortfall of allocations to the urgent list appear to have been distributed and allocated among waiting list applicants where the percentage of allocations has risen to 32%, 12% over target.

Action

The new team of Allocation Officers has settled in and are working on applications within a week of receipt. Whilst the proportion of applications taking longer than 28 days to process has increased, given that the overall number of applications has fallen in response to the housing options work now taking place those which are submitted are more likely to have additional needs, such as medical and support, which inevitably require more attention. Processes remain under review to ensure that delays are minimised and applications are assessed without undue delay.

Reregistration of applications were suspended from February to minimise the impact of the restructure on processing and allocations, hence the reduction in applications being cancelled. Work has now commenced on targeted reregistration of applications, initially on the Support list, with a focus on providing housing options assistance to many applicants for the first time. Whilst more time consuming, this has proved worthwhile in identifying those who no longer require accommodation or intent to seek another option, and as such this initiative will be rolled out to the wider service in phases.

Homelessness			
	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%	92.1%	
The average length of homeless journey (from presentation to discharge of duty) for those applicants' whose journey was completed during the month.	100	115	
The number of formal homeless applications received in the month		113	
The number of households assessed as homeless or potentially homeless within each month		106	
The year to date percentage of homeless decision notifications issued to homeless applicants within 28 days of presentation	80%	41.9%	
The % of homeless cases in the month where contact has been lost with applicant either pre- or post- statutory decision	14%	30.6%	
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%	90%	
The year to date % of all general need relets (all excluding sheltered, very sheltered and amenity housing) allocated to statutory homeless applicants.	50%	37.1%	
Analysis			Date Updated
<p>During the first four months of the year (14/15) there have been 444 formal homeless applications made. This is down 7% on the 478 applications received during the same period the previous year. While we continue to see a steady reduction in the level of applications recorded, the number of assessment decisions reached during the period has increased by 33%, up 126 from the 387 recorded during the first four months of 2013/14. This improvement in performance is a consequence of a drive to increase case level activity from the date the Housing Access Service commenced operations on 7th of April 2014. It is still too early to forecast the wider long term implications of this initiative, yet in the short term it has had a varying impact on a number of key performance indicators some of which are noted below;</p> <ul style="list-style-type: none"> · 348 applications have been assessed as unintentionally homeless and owe a duty to re-house. This marks a significant increase (41%) upon the 231 applicants' assessed as owed a rehouse duty for the same period in 2013/14. · 39 applications have been assessed as intentionally homeless, 22 (36%) fewer than the same period in 2013/14 · There continues to be a higher than average number of cases assessed where no statutory duty is owed, accounting for 25% of all assessments completed. Due to this the number of applicants that have lost contact with the service prior to a decision being made has increased by 400% from 15 at 31st July 2013/14 to 75 at 31st July 2014/15. · A 45% rise in cases closed where no statutory duty was owed. <p>A key priority of the drive has been to secure a resolution for long-standing cases and close off cases that are identified as being 'historic'. The impact of such is that the year to date percentage of cases to have been assessed within 28 days has fallen to 42%, 21% lower than the 63% recorded in 2013/14. Higher levels of</p>			11-Aug-2014

performance are anticipated upon completion of this process, however while there are currently 171 cases awaiting decision, with 132 (77%) already exceeding the 28 day target, there is still some work to be done before improvement becomes visible.

Another indicator to have been affected by the work that is currently being undertaken is the homeless journey. Year to date figures for 2014/15 indicate that only 44% (160) of cases have met the 100 day target set, a 12% reduction upon the 56% of cases that met target during the same period the previous year. The average length of time from presentation to case closure this year however has been gradually improving and stands at 115 days, 3 days less than at the same period the previous year.

Currently the area of homeless journey most affected is stage one presentation to decision, where the number of days recorded for year to date is 69, 47 days longer than the same period in 2013/14. While this is in part a consequence of closing 'historic' cases, further analysis shows that for those cases applying and subsequently assessed since commencement of the Housing Access Service only 53% of decisions have been made within 28 days. Furthermore the average length of time to date for those cases still awaiting a decision currently sits at 79 days.

Historically the 80 day target for stage, decision to discharge has always proved difficult to achieve and has been instrumental in determining whether or not the overall target is met. More recently however this stage has been improving and with a year to date average of 60 days for all cases closed in 2014/15 is now exceeding target. Further analysis reveals that the year to date target of 80 days is also being met for those cases where we have a duty to re-house and not only the cases where no duty is owed, thus demonstrating the effectiveness of the new scheme of allocations whereupon management of the list is maintained.

Improvement in the Decision to Discharge stage is intrinsically linked to performance of general need lets to homelessness. While the general landscape of lets to homeless has remained broadly consistent over the last 12 months, where on average 38% of lets have been allocated to homeless households, last month we saw the 50% target (for the month) met for the first time since February 2013, where the tightening up of case management and better monitoring of homeless applications were pivotal to achieving this. A recent analysis of homeless households in temporary accommodation identified a number of key areas that have the potential to impede improvements.

It has been well documented that a shortage of bedsit and one bed properties is considered the greatest challenge to achieving target, while this in part is still relevant the analysis of homeless applicants' in temporary accommodation also points to a reduction in demand and continuous management of the lists as key factors to achieving target. Some of the key findings from the analysis are noted below;

- There were only 106 households in temporary accommodation assessed as being unintentionally homeless and not under offer, of which only 7 cases were available to be selected for housing.
- Of the 106 households assessed as unintentionally homeless 72 were deferred from receiving any offer of accommodation.
- Of the 72 households deferred from receiving an offer of accommodation 61 were for reasons of support.
- To date the average length of time an application has been deferred is 101 days.
- Despite being found to be unintentionally homeless 27 households were not on the correct re-housing list.
- On average there are only 52 homeless households short-listed and available to be selected for housing at any given time.

For those applicant's re-housed by the homeless service the tenancy sustainment rate remains high. Year to date figures reveal a 92% level of tenancy sustainment for homeless applicants' in 2014/15, a slight improvement upon the 91.9% recorded in 2013/14.

Action

Significant work has been undertaken by the team in the initial months following the restructure to clear the backlog of assessments which had built up and this is on schedule to be completed within August. Whilst a number of the performance measures has been impacted by the volume of historic cases now being resolved, more recent cases have also been affected by staffing limitations arising from vacancies and illness. These matters having now been resolved, the team will be working to a revised performance framework from October and it is expected that performance measures will be significantly enhanced accordingly.

Housing Advice			
	Current Target	Current Value	Traffic Light Icon
Number of housing advice cases registered in the year (YTD)		1,741	
Number of housing advice cases closed in the reporting year (YTD)		319	
Analysis			Date Updated
<p>On the 7th of April 2014 the new Housing Access Service was launched, the new service brought together the homelessness and housing advice teams where all aspects of housing advice and homelessness are now delivered under the new flagship service. A key priority within this change is to meet customer housing need by exploring the full range of options available to an individual.</p> <p>Due to it being a new service there is no previous data to analyse and compare performance, neither is there a full comprehensive performance framework in place. Therefore the data below only serves to provide a basic summary of activity to date.</p> <p>Since implementation of the new Housing Access Service there has been 1741 applicants' provided advice and assistance to help meet their housing needs. A breakdown of the primary reasons for why advice was required shows that;</p> <ul style="list-style-type: none"> · 33% were asked to leave the parental home and required assistance with remaining in the home or finding alternative accommodation. · 16% wanted assistance with finding their own accommodation. · 13% experienced relationship breakdown and required assistance with finding alternative accommodation. <p>Since commencement there have been 319 cases closed, 18% of the cases registered so far. Of the cases closed the primary outcomes recorded indicate that;</p> <ul style="list-style-type: none"> · 24% of applicants have been given help that has enabled them to remain in their current accommodation · 29% have made a homeless application to be assessed under homeless legislation. · 34% of applicants have lost contact (25%) or have an unknown outcome (9%) <p>Due to the low level of case closures the outcomes achieved so far do not present an accurate portrayal of the interventions provided. For example there have been 91 cases closed where a homeless application has been made, yet the HL-1 (The Homeless Data Collection Tool) records show that 444 homeless applications have been made during the same period.</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 with the first data extract due later this month. PREVENT 1 is supposed to provide a more reliable and accurate way of collecting data to determine how successful the measures taken to prevent homelessness have been, however early indications suggest that there is still a lot of work to be undertaken before this is achieved.</p>			08-Aug-2014
Actions			
<p>The early experience of working with the new Housing Advice team is proving positive, ensuring applicants are appraised of their entitlements and realistic about prospects of being allocated social housing at an early stage, as well as informing them of wider options and intervening early where existing accommodation is under threat. Whilst numbers are considerable, it is positive that we are able to resolve difficulties and prevent escalation to homelessness in the greater proportion of cases. Recording of outcomes has been limited thus far, with the greater proportion of initial cases being carried forward by officers, and the initial 'Prevent1' return will prove informative, both in terms of our own performance and by comparison with other authorities. Initiatives are under development to do more outreach work with the team and ensure a proactive response to emergent need.</p>			

Housing Support Service

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		99.3%	
Number of households where the Council was required to make an offer of temporary or emergency accommodation during the reporting year (YTD)		436	
The number of offers of temporary or emergency accommodation made during the reporting year		433	
Percentage of temporary or emergency accommodation offers refused in the reporting year for all types of accommodation		6.9%	
Number of temporary or emergency accommodation offers refused in the reporting year for all types of accommodation		30	
The YTD % of users' who completed the homeless questionnaire and were satisfied with the overall quality of temporary accommodation provided.		78.2%	
The total number of homeless households staying in temporary accommodation of all types above the aggregate target period (6 months) within each month		90	
Current tenancy arrears for temporary homeless flats excluding resettlement properties		219,606	
Total value of former tenancy arrears for temporary homeless flats excluding resettlement properties		1,383,106	
Homeless Flats current arrears as a percentage of GROSS potential rental and service charge income	10%	4.5%	
Analysis			Date Updated
<p>Analysis Provision At 31st March 2014 the homelessness service had a temporary stock profile of 508 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 26 B&B rooms, 5% of the overall stock profile Ø 20 Hotel rooms 4% of the overall stock Ø 103 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</p>			11-Aug-2014

has seen a dramatic reduction in B&B usage. Over the last 12 months however the numbers have begun to level out somewhat with an average of 26 B&B rooms being used during this period.

Another key plank of the homelessness/temporary accommodation strategy is expanding the growth of the PSL scheme. When the scheme commenced operations in 2012 the target was to secure 300 units by June 2014. The target was later revised in 2014 with an aim of securing 175 units by the end of 2014/15, with 50 units to be added each year thereafter. Year to date data shows that there has been an additional 5 units secured in 2014/15, however there have been 3 units lost due to terminated contracts or changes in property usage, therefore YTD growth stands at 2%. While the stock profile continues to grow the rate of growth is slower than at the same period last year.

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 is also being used to report the relevant charter indicators. Data for the year (14/15) indicates;

Ø 437 applicants have required temporary accommodation, 434 of whom have been offered accommodation.

Ø Of those households offered temporary accommodation 6.9% have refused their offer across all accommodation types, where refusal of hostel tops the rates at 11%

Ø No breaches of the unsuitable accommodation order have been recorded.

At the 31st July 2014 there were 374 households accommodated in traditional forms of temporary accommodation (hostel/ACC Temp Flats/B&B) of these 90 have resided in temp over the target 6 month period. This represents a 150% increase (54) in households staying over target than at the same time the previous year (36). Of the 90 households occupying temp over target, all but 3 were accommodated in temporary furnished flats and therefore have their own living space and access to vital support mechanisms where required.

The number of households in temporary accommodation residing over target is in part the result of an increase in demand for temporary accommodation. However, much of the increase in demand appears to be stimulated by a downturn in movement through temporary accommodation into other forms of accommodation. An analysis of homeless applicants' in temporary accommodation carried out in July 2014 highlights some key areas' contributing towards a delay in movement, some of which are noted below;

- 206 (59%) households were assessed as being unintentionally homeless where a duty to provide permanent housing exists. Of these 100 (49%) are currently under offer.

- At time of analysis the average length of time between acceptance of offer and wait for keys (to date) is 41 days.

- Of the 106 households in temporary accommodation assessed as being unintentionally homeless and not under offer;

 - Ø 7 (7%) cases were available to be selected for housing.

 - Ø 27 (25%) households were not on the correct re-housing list.

 - Ø 72 (68%) were deferred from receiving any offer of accommodation, of which 61 were for reasons of support.

 - To date the average length of time an application has been deferred pending support is 93 days.

 - 44 (13%) household are assessed as either intentionally homeless or not homeless where no duty to permanently rehouse exists.

 - 19 households (excluding decants) were not currently recorded on the Homeless Persons Register and therefore no duty exists in any form.

To meet demand and ensure compliance with legal duties the service have block booked 20 hotel rooms to further supplement the temp stock profile. There are also plans for an additional 15 council properties to be taken off charge and let to homeless to use as temporary accommodation.

From the 23 questionnaires received this year (2014/15), analysis reveals that 78.2% (18) 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. Redesign of the temporary accommodation questionnaire is currently under review.

Rents

At the 31st July 2014 there were 216 households (78.8%) accommodated in temporary A.C.C flatted accommodation with arrears. The total value of arrears

stands at £219,606 a 10.7% reduction upon the £246,121 recorded at 31st July 2013. The current level of arrears is equivalent to 4.5% 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 £1017, the equivalent of approximately 3 weeks rent and service charge for this type of accommodation.

Former tenancy arrears for households terminating ACC temporary flatted accommodation continue to rise and have reached their highest level at £1,383,106. During the year 134 households have left with arrears worth a value of £187,327 (13.5% of the total value) an average of £1378 per household and equivalent to approximately 4 weeks rent and service charge for this type of property.




Action


The new development on West North Street with 20 individual self-contained units and 20 flats is scheduled for handover November 2014, there are an additional 15 properties taken off charge to be included into the portfolio of properties ready to let for temporary accommodation in September 2014. These are steps the service has taken to meet demand for temporary accommodation and aim to stop using hotels. It is anticipated therefore that the use of B&B accommodation will be reduced further going forward at the beginning of 2015.

The PSL scheme is in the process of renewing leases with existing landlords, the scheme is achieving a 50% renewal of lease at the same time gaining a 50% introduction of new landlords onto the scheme. Existing Landlords serving notice to end the scheme are advising their reason for this is due to a change in circumstances and are selling the properties. Therefore although the scheme isn't growing as expected the process for renewal of lease agreements, is achieving 50% retention of current landlord properties. The development of the new support structure has allocated a team specifically responsible for the property management for temporary accommodation and the PSL scheme, the aim for this team will be to increase the portfolio of properties in the PSL scheme. Recently, more regular meetings with landlords have been arranged, and a feedback form has been introduced to allow for improved monitoring and evaluation of the service. There is a new advertising campaign due to start with radio advertising, this will be in addition to current bill boards and newspaper adverts. The service is also attending events for landlords to network and raise the profile.







The service has a statutory responsibility to provide temporary accommodation which is unpredictable in demand, at the same time the service has limited control over the property void process which is placing additional demands on temporary accommodation. Therefore the service has proactively sought resolutions to meet the demand for temporary accommodation, and between April and June 2014 had block booked 20 hotel rooms to further supplement the B&B stock profile, this was reduced to 15 rooms in July 2014. It is anticipated that the new development on West North Street, which will provide an additional 40 units of accommodation and the additional 15 properties taken into temporary accommodation stock will provide the opportunity to stop procuring hotels.

Private Sector Housing




HMO and Landlord Registration			
	Current Target	Current Value	Traffic Light Icon
HMO Licenses in force		1,061	
HMO License Applications Pending		156	
Number of Current Landlord Registrations Approved		17,005	

Number of Current Properties Approved		19,752	
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 7/8/2014, a total of 59 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 6 registrations which expired prior to 1/1/2014 and £110 Late Application fees were applied to these, however they remain unrenewed. We have therefore served Rent Penalty Notices (RPN) on these 6 landlords, the effect of which is to legally prevent them from collecting rent from their tenants until such time as they renew their registrations or cease operating as landlords. These RPNs are the first to have been served by the Council and we will use them as a 'pilot' to test their effectiveness before serving any more. We are also pursuing the 53 landlords whose registrations have expired since 1/1/2014.</p>			08-Aug-2014

Property Management

Repairs Management			
	Current Target	Current Value	Traffic Light Icon
The year to date average length of time taken to complete emergency repairs (hours)	4	5.12	
The year to date average length of time taken to complete non emergency repairs (days)	10.1	11.36	
Percentage of repairs appointments kept	90.6%	97.89%	
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (year to date)	80%	93.9%	
Percentage of Void Properties off charge	5%	13.7%	
The number of offers of accommodation refused monthly for property reasons		9	
Analysis			Date Updated
<p>Analysis: Telephone surveys continue to be conducted to determine customer satisfaction with the Repairs and Maintenance Service. Year to date, there have been 442 surveys carried out using the indicator from the Scottish Social Housing Charter. Of those tenants surveyed, 93.9% of the tenants who had had repairs or maintenance carried out on their property were satisfied with the service they had received. Over 400 tenants made comments that will be used to improve the service offered.</p>			07-Aug-2014



<p>From April to June 2014 inclusive, the average time taken to respond to an emergency repair was 5.1 hours. Although this was above our internal target of 4 hours, it compares favourably to other local authority timescales at the end of March 2014, where the average time of all local authorities to do the same was 7.4 hours.</p> <p>In terms of non emergency repairs over the same period, the average time taken by Aberdeen City Council was 11.4 days. The average timescale for all local authorities at year end was 10.1 days and this has formed the basis for the target set for this indicator.</p> <p>Following an upgrade at the end of June 2014 Opti-time is still under testing/development and figures in respect of repairs appointments cannot be determined at this stage.</p> <p>At the end of July 2014, 13.7% of properties were off charge against a target of 10%. This was due to the properties at Smithfield Court being categorised for improvements.</p> <p>The trend for properties being refused due to property related reasons has not deviated and around a fifth of all refusals (year to date) are made due to property related reasons. There seems to be little pattern in the exact reasons cited, but it is positive to note that only one reason in the previous month was based on the 'Poor Condition of the Property'.</p> <p>Action: Since 1st April 2014 15,619 housing repairs orders have been completed of which 93% (14,456) were completed within the targets set for the new targets.</p> <p>The percentage of orders completed against each priority for period 1/4/14-30/6/14 were - Emergency E4 (4 Hours) - 19%, Urgent U24 (24 Hours) -11%, High Priority H3 (3 Days) -8%, Non Emergency NE5 (5 Days) -19%, Routine R10 (10 Days) - 4%, Planned PL24 (24 Days) - 29%, Out of Hours OOH (4 Hours) - 12%. The individual performance figures for each category for period 1/4/14-30/6/14 were as follows. E4 (4 Hours) - 95%, U24 (24 Hours) -94%, H3 (3 Days) -93%, NE5 (5 Days) - 95%, R10 (10 Days) - 95%, PL24 (24 Days) - 92%, OOH (4 Hours) - 87%.</p>	
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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%	93.5%	
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	90.8%	94.95%	
Analysis			Date Updated
<p>Analysis: As at 31st July 2014, 17,062 council properties had gas appliances appropriate for a gas safety check. Of these, 16,757 had current gas safety certificates, 302 properties required a gas safety check but were being progressed through the hard no access policy and 3 properties required a gas safety check due to system errors of queries.</p>			07-Aug-2014

93.5% of council properties had current gas safety certificates which were renewed within 12 months of their previous certificate. Although this figure has improved significantly on the 67% reported at year end, it is still short of the 100% target and the 100% achieved by other local authorities at year end.

Project	Progress To Date	Latest Note Date
Delivery of new affordable housing	<p>Completions 2013/14 = 266 Cove – 16 – mid market rent – 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 Donside = 20 rent – Tenants First Housing Co-operative Stockethill Church = 32 = 18 rent & 14 MMR – Langstane HA Charleston, Cove = 2 LCHO - Scotia</p> <p>Expected Completions 2014/15 = 146 Victoria House = 20 - rent - Aberdeen City Council Old Church Road = 20 - rent – Langstane HA (end 14) Davidson Mill – 26 - mid market rent - NHT Charleston, Cove = 18 LCHO - Scotia Cattofield = 16 - 12 rent & 4 MMR – Castlehill HA Dubford = 3 LCHO – Scotia Maidencraig = 36 – 12 Grampian HA – 24 Castlehill HA Marischal Street = 7 Langstane HA – Tenement Rehab</p>	06-Aug-2014

Street Scene

Street Scene			
	Current Target	Current Value	Traffic Light Icon
Street Cleansing - LEAMS (Local Authority Environmental Audit Management System). Statutory performance indicator that measures street cleanliness.	80	81.5	
Street Cleansing - Vandalism (% of streets with presence of vandalism)	5	2.5	













Street Cleansing - Graffiti (% of streets with presence of graffiti)	10	6.7	
Street Cleansing - Weed Growth (% of streets with presence of weed growth)	20	53.8	
Street Cleansing - Detritus (% of streets with presence of detritus))	20	69.7	
Street Cleansing - Staining (% of streets with presence of staining)	20	16.8	
Street Cleansing - Flytipping (% of streets with presence of flytipping)	10	8.4	
Street Cleansing - Flyposting (% of streets with presence of flyposting)	5	1.7	
Grounds - LAMS (Land Audit Management System) measures the cleanliness and maintenance quality of green spaces.	80	79	
Analysis			Date Updated
<p>Environment KPIs are undertaken using the LEAMS (Local Environment Audit Management System) programme developed by Keep Scotland Beautiful. This is a nationally used programme. The street surveys are randomly selected by Keep Scotland Beautiful who manage and audit the LEAMS system across Scotland. A composite report detailing the average performance across the year is produced at the end of the year by KSB.</p> <p>There have been a few changes to the way that street cleanliness is surveyed and reported.</p> <p>The most notable change is that the figure produced following the street surveys is the percentage of street sites achieving an acceptable grade rather than a cleanliness index (CI). This is clear and easy to understand where A, B+ and B are acceptable grades and C and D are unacceptable. Any streets that are graded as unacceptable, C or D, are included in the next survey.</p> <p>There are 3 surveys per year of five percent of the streets (two internal plus one externally validated). This gives a 15% annual survey.</p> <p>A target of 80% has been set which was reached at the last survey. This represents a good standard of street cleanliness.</p> <p>Performance within Street Scene achieved good levels across all PIs with the majority of targets being met. Weeds and detritus failed to meet the targets set. Summer time always brings challenges to deal with weed growth and detritus. Spraying of weeds has been increased to 3 times a year and mechanical sweeping is targeted towards removing detritus aswell as litter.</p> <p>On the whole the service is performing very well and improvement in performance is expected to continue through 2014</p>			04-Aug-2014

Waste Collection and Disposal










Waste Collection and Disposal

Project	Progress To Date	Latest Note Date
Zero Waste Project	<p>Good progress is being made on the negotiation of a major contract variation with the Waste Management Services Contractor. Final submissions are anticipated in September 2014, one month later than previously reported. The delay is largely a result of difficulties with securing port services for the export of Refuse Derived Fuel. It is anticipated that final proposals will be brought to the December Zero Waste Management Sub-committee for consideration.</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) main issues report 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-Aug-2014
Project	Progress To Date	Latest Note Date
Attain efficiency savings in the domestic waste collection services	<p>The new Food Waste collection service for multi-occupancy properties continues to be rolled out with social housing flats and tenements now receiving the service. Current performance is in line with expectations and the programme remains on schedule to comply with our statutory requirement to provide food waste to all households by the end of 2015.</p> <p>The first pilot of our new mixed recycling service has commenced in the Powis area. The project has been successful in a large part due to the involvement of the Powis Residents' Group and colleagues in the housing service. In Powis, the little-used bag and box recycling service has been replaced with communal containers that allow an expanded range of plastics to be recycled compared to the old system. Early indications are that more people are recycling and a higher tonnage of recycling is being collected.</p> <p>Planning is now underway for expansion of this multi-occupancy recycling service along with the conversion from bag and box recycling to a wheeled bin system for mixed recycling in other parts of the city. This major project will utilise the Fleet route software system and involve a team of officer from the operations, waste aware and performance management teams within the waste and Recycling Service.</p>	06-Aug-2014

Trading Standards and Environmental Health

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%	91.8%	
Low priority Pest Control % completed within 30 days	100%	93.6%	
High Priority Public Health - % completed within 30 days	100%	90%	
Low Priority Public Health -% completed within 30 days	100%	90.2%	
Dog Fouling - % responded to within 2 days	100%	97%	
Dog Fouling -% completed within 30 days	100%	100%	
All Other Dog Complaints - % responded to within 5 days	100	100	
All Other Dog Complaints - % completed within 30 days	100	100	
Food Safety Hygiene Inspections % premises inspected 6 monthly	100%	100%	
Food Safety Hygiene Inspections % premises inspected 12 monthly	100%	100%	
Food Safety Hygiene Inspections % premises inspected more than 12 monthly	0%	0%	
Analysis			Date Updated
<p>Despite carrying a number of vacancies, performance in terms of meeting response targets is still at a high level. Pest control response times have increased slightly but this is due to a seasonal increase in demand. The Public health team has been hit hard with staffing shortages but other staff have been drafted in to help out and performance has been maintained at a tolerable level. Recruitment to vacant posts is under way. Performance on dog complaints and inspection of food hygiene inspections continues to be maintained at a very high level. Non domestic noise complaint performance response time targets have been met, with completion time targets affected by complex investigations and in some cases the process of serving statutory notices.</p>			12-Aug-2014

Community Safety

Community Safety			
	2014/15	2013/14	Traffic Light Icon
Serious Assault (cumulative total to 30 June 2014)	28	33	
Assault with less serious injury (cumulative total to 30 June 2014)	728	866	
Wilful secondary fires (wheelie bin/ grass/ refuse) (cumulative total to 30 June 2014)	47	81	
Accidental dwelling fires (cumulative total to 30 June 2014)	68	75	
Domestic Abuse (cumulative total to 30 June 2014)	598	649	
Noise related/tenancy related complaints (cumulative total to 30 June 2014)	334	408	
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets - Charter Indicator	99.4%		
% of calls attended that were attended within one hour in the year	97.9%	95%	
Customer Satisfaction with the service received from the Anti Social Behaviour Investigation Team	80%	76.5%	
Analysis			Date Updated
<p>Community safety in Aberdeen has continued its positive trend during the first three months of 2014/5.</p> <p>Assaults continue to decline with serious assaults down by 16% compared with last year and assaults with less serious injury reduced by 27%. Fire safety is also improving and there has been 7 (10%) fewer accidental house fires and 34 (42%) less wilful fires. There has been a reduction of 8% domestic abuse incidents reported. Housing related antisocial behaviour also show positive trends with an 18% reduction reported.</p> <p>Since the last committee a new Scottish Social Housing Charter indicator has been added to the Community Safety section of the committee report. This indicator records 'the percentage of anti social behaviour cases reported in the last year resolved within locally agreed targets'. Since the beginning of 2014/15, performance has improved from 99.1% of cases resolved within our locally agreed targets in April to 99.4% of cases resolved in July against an internal target of 98%. Our year end performance for 2013/14, reported to the Scottish Housing Regulator was 96.5%.</p> <p>The percentage of calls attended that were attended within 1 hour in the year now stands at 97.9%, which is up 3.2% from the 94.7% reported at Year End and also meets the Council's target of 95%.</p> <p>Furthermore, customer satisfaction with the Anti Social Behaviour Investigation Team improved from 57% in Q4 of 2013/14 to 76.5% in Q1 of 2014/15; the new telephone questionnaires have helped in achieving a far greater return rate as well as a more representative sample to measure satisfaction. As a result of this</p>			12-Aug-2014

quarters success, the ASBIT team is close to achieving the Council's target of 80%. It is important to note that dissatisfaction may be as a result of the experience of antisocial behaviour and not necessarily reflective of the service provided by the ASBIT service.	
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The community safety hub continues to identify emerging community safety issues and delivers effective partnership responses to these.	
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