

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Infrastructure
DATE	24 th May 2017
TITLE OF REPORT	Communities, Housing and Infrastructure – Performance Report
REPORT NUMBER	CHI/17/058
INTERIM DIRECTOR	Bernadette Marjoram
REPORT AUTHOR	Louise Fox

1. PURPOSE OF REPORT

The purpose of this report is to present Committee with key performance measures and progress of key improvement work within the Communities, Housing and Infrastructure Directorate in relation to Community Planning Aberdeen's Local Outcome Improvement Plan and Aberdeen City Council's Strategic Business Plan.

2. RECOMMENDATION(S)

It is recommended that the Committee provide comments and observations on both the performance information contained in the report and on indicators or areas of service they would like to see featured in future drill-down analysis sheets.

3. BACKGROUND/MAIN ISSUES

This report provides members with key performance measures and progress made on key improvement work in relation to both policy and organisational priorities within the Communities, Housing and Infrastructure Directorate.

The report comprises four sections:




- a progress report from the Director,
- a summary dashboard of measures detailing each performance indicator and appropriate traffic light icon showing clear links between the performance information and the Council's strategic plans or continuous improvement drivers,
- a number of drill-down analysis sheets

Performance information is supplied by the relevant officers and is then input and updated using Covalent, the corporate performance reporting system. The data is reviewed and managed within the Directorate by the Director and Senior Management Team.

Within the summary dashboard the following symbols are used:

Performance Measures

Traffic Light Icon

-  On target or within 5% of target
-  Within 5% and 20% of target and being monitored
-  Below 20% of target and being actively pursued

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

There are no direct implications arising out of this report regarding legal issues.

6. MANAGEMENT OF RISK

In order to ensure that sufficient measures are in place to mitigate risk, it is essential Committee is aware of the direction of travel for key performance measures across the Directorate. This report brings to the attention of Committee fluctuation or trends in performance which may be indicative of pressures requiring appropriate attention and therefore allowing mitigating action to be implemented.

7. IMPACT

Prosperous Economy –

The Council aims to support improvement in the local economy to ensure a high quality of life for all people in Aberdeen. This report monitors indicators which reflect the current economic activity within the City and actions taken by the Council to support such activity.

Prosperous People –

The Council is committed to improving the key life outcomes of all people in Aberdeen. This report monitors key indicators impacting on the lives of all citizens of Aberdeen, including Council tenants and staff. Thus, Committee will be enabled to assess the effectiveness of measures already implemented, as well as allowing an evaluation of future actions which may be required to ensure an improvement in such outcomes.

Prosperous Place –

The Council is committed to ensuring that Aberdeen is a welcoming place to invest, live and visit, operating to the highest environmental standards. This report provides essential information in relation to environmental issues, community resilience and cohesion allowing the Committee to measure the impact of any current action.

Enabling Technology –

The Council recognises that enabling technology is central to innovative, integrated and transformed public services.

Improving Customer Experience –

Effective performance monitoring allows us to plan, develop and improve services for the future. The information contained in this report regarding the services we currently deliver, where we are meeting our targets and where changes need to be made, allows us implement targeted customer service improvements.

Improving Staff Experience –

For the Council to provide an outstanding service to its customers, it needs confident, capable, engaged and committed staff. Thorough examination of staff indicators such as average sickness absence and training undertaken contributes to the knowledge we have of current staff experience and how this can be progressed.

Improving our use of Resources –

The Council operates in an environment which is constantly evolving with the demands on its services continuously changing. Close examination of our use of financial and asset based resources as well as environmental impacts allows us to ensure we are taking correct remedial action if and when necessary.

Corporate -

Effective management of performance, through the delivery of strategic priorities is central to the success of any organisation. The scrutiny role of elected members is a key element of governance and ongoing implementation of Audit Scotland's BV Audit recommendations through the Performance Management Framework supports this.

Public –

Information relating to how the Council performs may be of interest to our customers, the people of Aberdeen and should be made available to them where possible. No EHRIA or PIA was necessary in relation to this report.

8. BACKGROUND PAPERS

[Best Value Audit report by Audit Scotland 2015](#)

[Performance Management Framework](#)

[Aberdeen City Council Strategic Business Plan Refresh](#)

[Communities, Housing and Infrastructure Directorate Plan and Service Plans](#)

[Local Outcome Improvement Plan](#)

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Director's Progress Report
Communities, Housing and Infrastructure
24th May 2017

Altens East Materials Reprocessing Facility and New Waste Depot

The Altens East project continues to progress and the Waste & Recycling team (including the collection fleet and office and support staff) are planning to move from Kittybrewster to Altens in June 2017. The original planned entry was February but this was then moved back to allow for final works to be completed and to allow the team to focus on the rollout of the new services.

The facility itself is now undergoing the commissioning process to test and set up the extensive array of equipment that will sort and treat the materials for recycling or recovery. Both waste and mixed recycling are now being delivered into the facility and being successfully processed during this commissioning phase. It is expected that this will be fully complete and that the facility will be handed over to Suez, the Council's waste contractor, in May 2017.

New Waste & Recycling Service

Delivery of 70,000 new, smaller general waste bins will be complete by the end of April 2017. This means that all householders will have the same service comprising a 180 litre waste bin, 240 litres mixed recycling bin and a 240 litre food and garden waste bin which will be collected fortnightly on the same day of alternating weeks – waste one week, recycling and garden/food waste the following week. The Council's trade waste recycling service will also change to an easier to use mixed recycling service.

As part of the new service, a fleet of new waste and recycling collection vehicles took to the streets from 6 March. Eight new vehicles have been delivered which are able to collect the waste and recyclables more efficiently, resulting in a faster and safer collection service. With the introduction of the new vehicles, services are fully harmonised, with the same vehicle types now being used for all waste and recycling collection, resulting in further savings and increased fleet flexibility. This sees the end of the existing box and bag recycling service which has been in place for around 10 years and the end of the old kerbside sort collection vehicles.

Following the new bin delivery, there have been a number of enquiries from residents of certain areas of the city who feel that they would be better served by communal bins rather than individual ones. These enquiries are being collated and will be analysed in due course to assess the best options for these sites.

Early figures demonstrate that there is a significant increase in the volume of recycling being collected by the new service and we have received several positive comments about the ease of use of the mixed system.

Local Environmental Quality Network

The Environmental Services team were recently successful in winning Scotland's Local Environmental Quality Network, Support of Communities Award 2017. The team were presented with this accolade at the awards dinner in Stirling in March. The team were also shortlisted finalists for the work done at Seaton Park.

East Tullos Burn

The East Tullos Burn Environmental Improvements Project won a Highly Commended Award at the UK River Restoration Awards on the 4 April at a ceremony in Brighton, the third award that this project has won. These awards are judged by national experts in river restoration, demonstrating that this project has been a great success, recognised by industry leaders as well as from what can be seen on the ground.

Earth Hour

Aberdeen City Council has been recognised as a Super Local Authority by the World Wildlife Fund (WWF), the world's leading independent conservation organisation, for their commitment and contribution to the annual Earth Hour activities that took place in 2016/17. Activities including tree planting at Hazlehead Park, environmental exhibits, talks and discussion groups, and a series of environmental films shown across the city helped to secure the success of the Aberdeen City Council application for the award, along with Hazlehead Park being recognised as Scotland's first climate change park.

Air Quality – Traffic

A road traffic survey count was carried out at over 80 locations across Aberdeen, between 16 and 24 March. The survey was commissioned by Transport Scotland, in liaison with Council Officers, and involved the use of automatic traffic counters (to record 24 hour flows), automatic vehicle number plate recognition technology and both 12 and 24 hour vehicle turning counts at key locations. The purpose of the survey is to provide current detailed traffic information to support the updating of the city's air quality model. Officers will be able to predict future air quality and specifically assess the benefits of potential intervention scenarios to improve air quality such as reduced traffic flows, road infrastructure measures, and the upgrade of specific vehicle fleets or access restrictions to vehicles that don't comply with vehicle emission standards.

New biodiversity themed electric van

The Countryside Ranger Service has taken delivery of a new Nissan electric van, which is 100% electric and has zero emissions. It has a range of over 80 miles for a single charge with the added benefit that on deceleration and braking, the van generates its own charge, increasing the range overall. The van replaced a diesel fuelled vehicle so by being fully electric, it contributes to reducing the carbon footprint of Aberdeen City Council and saves money on fuel and maintenance costs.

Fairtrade

Fairtrade Fortnight ran from 27 February until 12 March this year with a range of events organised across Aberdeen city. These included a 'Go Bananas' craft afternoon, Northlink Ferries offering free refill's on Fairtrade drinks, the Fairtrade pop-up shop featuring at the University of Aberdeen and a range of talks, presentations and assemblies in churches and schools. Aberdeen Fairtrade Resolution for 2017 was also approved by the Finance Policy and Resources Committee, setting out how we can support and buy Fairtrade items going forward.

International Mother Language Day

Aberdeen City Council supported a multi-cultural event on 26 February organised by Aberdeen Multi-Cultural Centre where over 200 people participated in a celebration of different nations, ethnicities and mother languages. Aberdeen City Council demonstrated commitment to promoting good community relations with representation from Lord Provost Cllr., George

Adam, Cllrs Malik and Jean Morrison and Sandra Howard (Equalities Manager) at this celebration of diverse cultures.

British Sign Language (BSL) Action Plan

Aberdeen has one of the largest deaf communities in Scotland. By October 2018 local authorities in Scotland are required to develop BSL Action Plans, incorporating strategies to implement better awareness and wider use of BSL within the hearing community, including better resources in education and consultation practices. Council officers have participated in training in preparation for writing the plan with Equalities Team members, Kelly Johnstone and Ana Gil-Martinez, also currently undertaking a college course to learn basic BSL.

EU Citizens in the UK

Fears among local communities about the impact of Brexit continue to grow and so, given the uncertainty, an event was organized in partnership with the Community Team - locality 3, GREC and The Ethnic Minorities Law Centre (EMLC) led by Zuzana Jatelova, Development Worker (Locality 3) as part of a wider Equalities Project. A presentation by a solicitor from the Ethnic Minority Law Centre included topics such as: Who is eligible for permanent residence?; How to apply for a Permanent Residence Certificate; Rights and Entitlements. The event attracted a great deal of interest from the public with over 120 adults and children attending. There were interpreters (Spanish, Portuguese, Russian, Polish, and Lithuanian) present to assist non-English speakers. Nationalities represented in the returned questionnaires were Polish, Lithuanian, Spanish, Latvian, German, Greek, Dutch, Bulgarian, Columbian, French, and Scottish, demonstrating the diverse population in the city..

Joint North of Scotland Trading Standards Service

Two meetings have taken place in the past couple of months with officers from authorities in the north of Scotland to consider the formation of a Joint Trading Standards Service. This would complement discussions currently ongoing at a national level. To date, these discussions have concentrated on what a joint service would involve, political accountability and operational management. The next stage is to consider what aspects of work are common across the region and what aspects are particular to certain localities. This comparison would form the basis of a Regional Operational Service Plan.

Joint Notified Body – Verification of Weighing and Measuring Equipment

Aberdeen City Trading Standards have been instrumental in the setting up of a Notified Body approved by the Regulatory Delivery Office (RD), formerly the National Measurement Office. This means that the same Quality System will be used by eight authorities across the north when testing and verifying pieces of weighing and measuring equipment. The system will be maintained by this service but scrutinised by colleagues from Highland Council Trading Standards and will be subject to periodic audits by RD.

Moving On

The 4th annual "Moving On" youth recruitment fair aimed at Summer School leavers and jobseekers aged up to age 24 was held on 30 March. The Town House event, which attracted 34 exhibitors offering live employment opportunities and skill development advice, attracted over 450 individuals. A 100% of participating companies stated that they felt they had met suitable candidates during the day and that they would certainly consider attending future events.

Business Booster and Positive Procurement workshops

These are still heavily supported by the local business community, and viewed not only as a medium to update skills, but also to make vitally important business connections through networking. For the period 3 March to 11 May, 8 workshops have been held including “Company Directors – Does the ‘buck’ stop with you?” and “Is your business ready to move to the Cloud?” The Business Booster session on 21 April was delivered under the North East Business Week Banner and promoted the benefits of companies working together under framework agreements.

Trade Links

An international delegation from Halifax, Nova Scotia led by Mayor Michael Savage visited Aberdeen, on Monday 18 and Tuesday 19 of April, looking to strengthen trade links and explore opportunities to work together with local companies. Canadian companies participating in the delegation belonged to the marine sector and were involved in: transportation; port services; acoustic telemetry equipment for fishery monitoring; design and manufacture of deck equipment; and software for monitoring and control applications.

Meet the Buyer

These events hosted by the Skills & employability team on behalf of developers continue to attract high levels of interest from SMEs. In the last 2 months the team have delivered 3 events for Dragodas (Harbour Development) and 1 for Abellio Scotrail. It has already been confirmed that 5 local companies have gained work opportunities through attending the Dragodas event, obtaining contracts to supply a whole range of goods and services from HSE training to site consumables..

Fairer Aberdeen Fund

The Fairer Aberdeen Board, made up of representatives from the regeneration areas, the Civic Forum, the Council, Aberdeen City Health and Social Care Partnership, Police Scotland and ACVO (Aberdeen Council of Voluntary Organisations), met in March to allocate £1,459,000 to 44 projects supporting work in regeneration areas and across the City with vulnerable groups and individuals. Grants ranged from £2,200 to £155,000 in value.

Funding was awarded to initiatives that address the main priorities for the Board, Maximising income; Getting people into work; Improving mental health and wellbeing; Building stronger, safer communities; and Increasing skills and creativity.

Some of the organisations to receive funding are Aberdeen Cyrenians for their Street Alternatives project; CFINE (Community Food Initiatives NE) for providing affordable healthy food in priority areas and supporting food bank work across the City; SHMU (Station House Media Unit) which supports volunteers to produce magazines and radio programmes exploring and addressing local community issues and Cash In Your Pocket which aims to support people to access the financial inclusion support they need. Funding was also awarded to community projects and flats which provide a range of services and support delivered to local residents in regeneration areas; as well as credit unions; mental health counselling; youth activities and family support.

Tillydrone Hub

The bid to the Scottish Government’s Regeneration Capital Grant Fund for the Tillydrone Hub was successful, with £1.9m being awarded. This is in addition to the £4.1m already allocated by the Council, enabling the community’s preferred £6m option to progress. The planning

application has been submitted and work is due to begin on site in August, with the Hub scheduled to open January 2019.

U Decided

Aberdeen City Council announced the results of its latest participatory budgeting project, UDECIDE, worth £250,000. Groups in three regeneration areas across the city submitted more than 140 bids for funding which have now been allocated cash sums based on votes by members of their community. Funding was split between each locality with an equal share of £82,500 up for grabs. More than 3000 locals voted for the key services they would like to see in their neighbourhood. There were 55 bids put forward, totalling £420,000.

The Torry Community voting event took place on the 25th February, with hundreds of voters attending to get more information about the bids on offer. Following this, a 2 week roadshow visited venues such as sheltered housing, schools local shops and community centres, with the aim of being as inclusive as possible. Voting took place both on- and off- line. The final event was held on Saturday the 11 March, where the winners were announced, ranging from Torry Academy Maths Camp to Dance Club (Walker Road Dancers) and Extreme Summer at Transition Extreme.

In Northfield, Middlefield, Cummings Park, Heathryfold and Mastrick over 1,800 residents voted in the process with winning projects like a new community mini bus for Mastrick, free fitness sessions in Northfield, a social group for over 50s, day trips for families on low income and new play equipment at Westpark School.

Almost 850 locals in Seaton, Woodside and Tillydrone voted in the process with funding being allocated towards an outdoor ping pong table in Seaton Park, robot making classes for parents and children in Seaton and Tillydrone, child care provision in Woodside, activities for sheltered housing tenants and a sheltered seating area at the riverside in Tillydrone.

Ask for Angela campaign launched in Aberdeen

A campaign aimed at helping people who feel unsafe when on dates was launched in Aberdeen pubs, clubs and entertainment venues on 10 March 2017. The Angela code-word aims to notify bar staff to situations where people may feel uncomfortable or unsafe. Once alerted bar staff will then call a taxi or help the person leave discreetly.

The campaign was launched by Unight Aberdeen venues with the support of Rape Crisis Grampian and Aberdeen Community Safety Partnership. The social media response to the campaign has been overwhelmingly positive. With the potential reach of 590,949 people, 679 people have shared the posts on their social media pages, 259 people liked the posts and 468 people clicked on the web link to find out more in less than a month.

Bernadette Marjoram
Director (Interim)

CHI Committee Scorecard



A. Prosperous Economy

KPI Name	2015/16		2016/17 Target	Jan 2017		Feb 2017		Mar 2017		Q3 2016/17		Q4 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
1. Average time taken to grant a Building Warrant (from being lodged to approval - days)	75	81	75							68		67	
2. % Construction Compliance Notification Plans delivered	75%	76%	75%	Currently unable to report, our data provider is working on a solution									
3. % Full Technical response (within target) to Building Warrant applications	90%	78%	90%							89%		95%	
4. % Hotel Occupancy Rates	58.3%	56.6%	58.3%							53%			
5. Weekly Footfall - City Centre (rolling 12 month average)		554,366	N/A	600,432		595,357		593,301		Not measured for Quarters			
6. Employment Rate - aged 16-24		60.3%	N/A							44.8%			
7. Employment Rate - aged 16-64		77.8%	N/A							70.2%			
8. Average Determination Times of Major Development Planning Applications (weeks)	35	24.1	35							43.7			
9. Average Determination Times of Non HouseHolder Planning Applications (weeks)		14.2	14							13.2			
10. Average Determination Times of HouseHolder Planning Applications (weeks)		10.8	9							9.4			

B. Prosperous Place

KPI Name	2015/16		2016/17 Target	Jan 2017		Feb 2017		Mar 2017		Q3 2016/17		Q4 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
11. Number of Air Quality Management Areas		3	N/A							3		3	
12. Number of Noise Management Areas		15	N/A							15		15	
13. Number of Partners / Community Groups with links to national campaigns - Green Thread		140	N/A							140		150	
14. Number of Electric Vehicles charging points		68	N/A							74		74	
15. Percentage of Household Waste Recycled/Composted	27%	39.8%	38%					40%				40%	
16. Percentage of Household Waste - Energy from Waste		39.77%	N/A					1%				1%	
17. Street Cleansing - LEAMS (Local Authority Environmental Audit Management System)	80	77.9	80					93.4		Not measured for Quarters			
18. Grounds - LAMS (Land Audit Management System)	80	93	80	Surveys for this year have not yet taken place						Not measured for Quarters			
19. The year to date average length of time taken to complete emergency repairs (hrs)	24	5.19	4.89	3.13		3.17		3.2		Not measured for Quarters			
20. The year to date average length of time taken to complete non emergency repairs (days)	10.1	6.53	8.81	6.44		6.51		6.53		Not measured for Quarters			
21. Percentage of reactive repairs carried out in the last year completed right first time	87.3%	92.63%	93.56%	92.48%		92.51%		92.39%		Not measured for Quarters			
22. Percentage of repairs appointments kept	90.6%	81.45%	92.57%	99.52%		98.86%		98.93%		Not measured for Quarters			
23. Rent loss due to voids - Citywide	1.65%	1.66%	0.94%	0.99%		0.98%		0.98%		Not measured for Quarters			
24. Average time taken to relet all properties (Citywide - days)	50	104.3	42.1	53.4		52.6		51.6		Not measured for Quarters			
25. Voids Available for Offer Month Number - Citywide		214	N/A	175		164		169		Not measured for Quarters			
26. PSL Stock at month end		144	N/A	158		157		157		Not measured for Quarters			

C. Prosperous People

KPI Name	2015/16		2016/17 Target	Jan 2017		Feb 2017		Mar 2017		Q3 2016/17		Q4 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
27. % of customers satisfied they are treated fairly - Equalities			80%							85%		77.8%	
28. Number of Clients receiving advice on Universal Credit - Year to Date		47	N/A	39		43		51		Not measured for Quarters			
29. % Positive Evaluation of CPD courses delivered for CLD workforce	80%	78%	80%							74%		86%	
30. Number of CPD Opportunities for CLD workforce		9	N/A							6		5	
31. Number of Participants taking up CPD Opportunities for CLD workforce		179	N/A							88		153	
32. % of events which attracted people from across the protected characteristics			65%					100%				100%	
33. % of reported hazards that have been repaired on time			95%	70.9%		83.3%		85.3%		Not measured for Quarters			
34. No of events promoting equality and good relations between communities (Year to Date)			9					26		Not measured for Quarters			
35. No of EHRIAs completed (Year to Date)	120	142	120	203		224		242		Not measured for Quarters			
36. Number of public nuisance related complaints (cumulative total YTD)		4,037	N/A	Currently unable to report, our data provider is working on a solution						Not measured for Quarters			
37. YTD Percentage of new tenancies sustained for more than a year - All	94%	92.23%	94%	92.8%		92.54%		92.17%		Not measured for Quarters			
38. The YTD % of users' who completed the homeless questionnaire and were satisfied with the overall quality of temporary accommodation provided.	85%	88.14%	85%	86.8%		86.9%		85.9%		Not measured for Quarters			
39. Gross rent Arrears as a percentage of Rent due		5.29%	5%	5.02%		5.29%		4.63%		Not measured for Quarters			
40. Number of homeless applications received in the year		1,286	N/A	1,185		1,325		1,489		Not measured for Quarters			
41. YTD % of statutory applicants found to be intentionally homeless	10%	15.4%	10%	6.5%		6.3%		5.9%		Not measured for Quarters			
42. The average length of homeless journey (in days) for unintentional homeless cases closed in the year	150	197	150	176		174		174		Not measured for Quarters			

KPI Name	2015/16		2016/17 Target	Jan 2017		Feb 2017		Mar 2017		Q3 2016/17		Q4 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
43. The average length of homeless journey (in days) for intentional homeless cases closed in the year	250	236	250	318		311		322		Not measured for Quarters			
44. Total number of housing advice cases registered in the year		5647		4970		5480		5884		Not measured for Quarters			
45. Number of Households Residing in Temporary Accommodation at Month End		524		560		557		538		Not measured for Quarters			

D. Enabling Technology

KPI Name	2015/16		2016/17 Target	Jan 2017		Feb 2017		Mar 2017		Q3 2016/17		Q4 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
46. Number of e-mail/SMS issued to Council Housing tenants replacing traditional (recorded) postal communications		0	N/A									80	

E. Improving Customer Experience

KPI Name	2015/16		2016/17 Target	Jan 2017		Feb 2017		Mar 2017		Q3 2016/17		Q4 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
47. Satisfaction with the overall service that was received from CH&I	80%	75.73%	80%							84.3%		82.6%	
48. Satisfaction with Ease of Access to CH&I Services	80%	75.73%	80%							88.6%		88%	
49. Satisfaction with Overall Experience with CH&I Staff	80%	75.73%	80%							89.3%		91.1%	
50. % of Freedom of Information requests cleared in Month	85%	98.6%	85%	95%		93%		98%		Not measured for Quarters			
51. % of Business Advice visits carried out to registered tobacco retailers - Year to Date	20%	28.39%	20%									18.79%	
52. % of Test Purchasing visits carried out to registered tobacco retailers - Year to Date	10%	12.93%	10%									10.6%	

KPI Name	2015/16		2016/17 Target	Jan 2017		Feb 2017		Mar 2017		Q3 2016/17		Q4 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
53. % of Samples reported within specified turnaround times (ASSL)			80%							68.95%			
54. % of External Quality Assurance reported results that were satisfactory (ASSL)			95%							98.6%		97%	
55. Potholes Category 1 and 2 - % defects repaired within timescale	92%	93.3%	95%	100%		98.9%		96.3%		Not measured for Quarters			
56. Potholes Category 1 and 2 - No of defects repaired within timescale		11,231	N/A	337		1,178		1,793		Not measured for Quarters			
57. Non Domestic Noise % responded to within 2 days	100%	98.1%	100%	97%		100%		100%		Not measured for Quarters			
58. High Priority Pest Control % responded to within 2 days	100%	98.7%	100%	100%		100%		98.7%		Not measured for Quarters			
59. High Priority Public Health % responded to within 2 days	100%	99.1%	100%	95.8%		92.7%		96.7%		Not measured for Quarters			
60. Dog Fouling - % responded to within 2 days	100%	96.9%	100%	100%		100%		100%		Not measured for Quarters			
61. Food Safety Hygiene Inspections % premises inspected 6 monthly	100%	100%	100%							100%		90.2%	
62. Food Safety Hygiene Inspections % premises inspected 12 monthly	100%	97.86%	100%							97.08%		97.86%	
63. Food Safety Hygiene Inspections % premises inspected more than 12 monthly	100%	98.76%	100%							53.13%		50.5%	
64. Percentage of all traffic light repairs completed within 48 hours	95%	96.46%	95%	98.6%		98.7%		98.5%		Not measured for Quarters			
65. Total number of traffic light repairs to be completed within 48 hours		1,046		71		78		65		Not measured for Quarters			
66. Percentage of all street light repairs completed within 7 days	90%	59.99%	90%	52.5%		44.2%		48.2%		Not measured for Quarters			
67. Total number of street light repairs to be completed within 7 days		5,871		807		608		623		Not measured for Quarters			
68. HMO Licenses in force		1,160	N/A					1,303		Not measured for Quarters			
69. HMO License Applications Pending		151	N/A					131		Not measured for Quarters			
70. Number of Rental Properties Approved		21,891	N/A					22,779		Not measured for Quarters			

KPI Name	2015/16		2016/17 Target	Jan 2017		Feb 2017		Mar 2017		Q3 2016/17		Q4 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
71. Percentage of tenants satisfied with the standard of their home when moving in YTD	80%	79.5%	80%	67.1%		67.5%		67%		Not measured for Quarters			
72. Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service.	80%	95.16%	80%	96%		96%		95.9%		Not measured for Quarters			
73. Percentage of anti-social behaviour cases reported in the last year, resolved in the last year, which were resolved within locally agreed targets	98%	98.37%	100%	98.3%		98.06%		99.19%		Not measured for Quarters			
74. YTD % of calls attended to by the ASBIT Team within 1 hour	95%	98.2%	95%	97.9%		98.1%		98.2%		Not measured for Quarters			
75. Satisfaction of new tenants with the overall service received (Year To Date)	90%	96.33%	90%	90.1%		90.4%		89.3%		Not measured for Quarters			
76. Customer Satisfaction with the Anti Social Behaviour Investigation Team YTD	80%	83.72%	80%	71.7%		70.5%		72.3%		Not measured for Quarters			
77. Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	100%	91.78%	100%	89.9%		90.1%		89.8%		Not measured for Quarters			
78. New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	100%	72.9%	100%	88.7%		89%		88.9%		Not measured for Quarters			
79. YTD % of statutory homeless decisions reached within 28 Days (Unintentional & Intentional)	80%	80.3%	100%	98.8%		98.8%		98.9%		Not measured for Quarters			

F. Improving Our Use of Resources

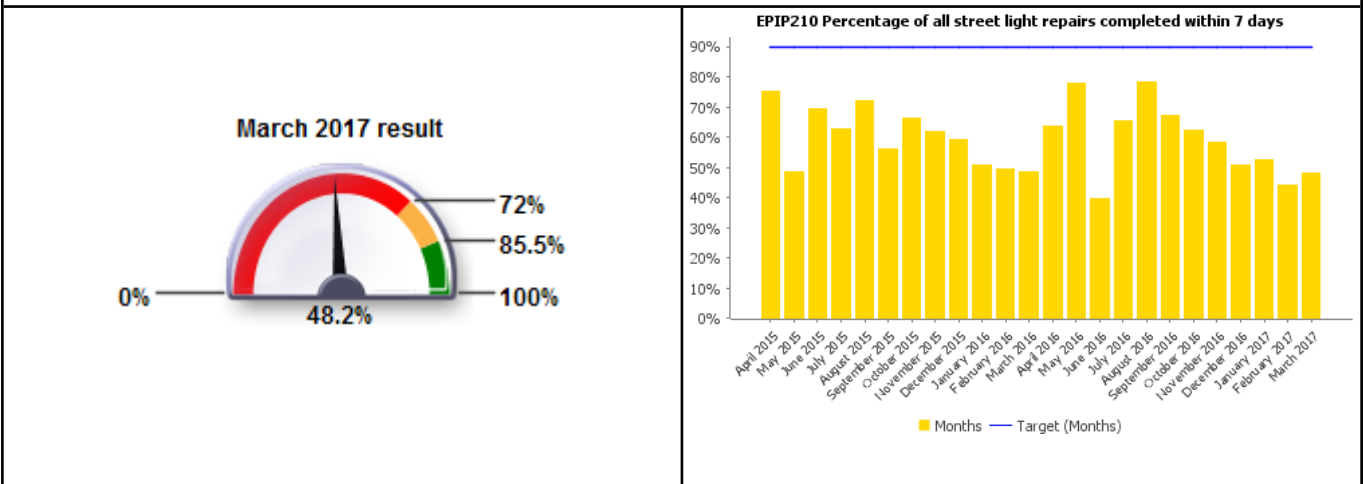
KPI Name	2015/16		2016/17 Target	Jan 2017		Feb 2017		Mar 2017		Q3 2016/17		Q4 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
80. % of Invoices issued to External Customers within 28 days of work being carried out	90%	85.42%	90%	87%		85%		84%		Not measured for Quarters			
81. % of Invoices issued to External Customers within 56 days of work being carried out	100%	94%	100%	93%		92%		92%		Not measured for Quarters			
82. Direct Staff Costs - % Spend to Date (FYB)	100%	91.7%	100%	76.6%		84.4%		92.3%		Not measured for Quarters			
83. Overtime Costs - Expenditure v Budget (YTD Figures in £000s)	£2,382	£2,101	£1,963	£1,623		£1,784		£1,947		Not measured for Quarters			

KPI Name	2015/16		2016/17 Target	Jan 2017		Feb 2017		Mar 2017		Q3 2016/17		Q4 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
84. Agency Staff - Headcount			N/A	179		169		183		Not measured for Quarters			
85. Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100%	100%	100%	100%		100%		100%		Not measured for Quarters			
86. Value of Former Tenants Arrears	£1,000,000	£593,461	£800,000	£640,564		£577,617		£561,561		Not measured for Quarters			
87. Value of Current rent arrears	£3,200,000	£2,639,395	N/A	£3,063,940		£3,225,548		£2,667,329		Not measured for Quarters			
88. Current tenancy arrears for homeless households accommodated in ACC temporary furnished flats (excluding resettlement properties)		£351,461	N/A	£380,251		£356,957		£355,980		Not measured for Quarters			
89. Legal repossessions following decree - Citywide		137	N/A	120		127		147		Not measured for Quarters			

G. Improving Staff Experience

KPI Name	2015/16		2016/17 Target	Jan 2017		Feb 2017		Mar 2017		Q3 2016/17		Q4 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
90. Sickness Absence - Average Number of Days Lost	10	14.5	10	13.8		13.7		13.4		Not measured for Quarters			
91. Number of Staff who have undertaken Training Workshops/Online Modules		2,988	N/A	517		518		423		Not measured for Quarters			
92. Score for compliance with Health & Safety Matrix	100%	95.7%	100%	95.7%		95.6%		95.6%		Not measured for Quarters			

RL3: Percentage of all street light repairs completed within 7 days



Why is this important?

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

Benchmark Information:

In 2016/17 our year-end figure was 59.07%, within 1% the 2015/16 outcome. While benchmarking data for 2016/17 is not yet available, 2015/16 results show that performance for this indicator has displayed a downward trend since 2011-12. Most recent figures available (2015-16) show performance of 58.03%, against APSE family group average of 81% and national average of 88.07%.

Target:

The target for this indicator for 2016/17 was set at 90% and will be maintained at that level for 2017/18.

Intelligence:

Of 807 faults due to be completed in January, 424 (52.5%) were completed within the 7 day target timescale. Of 608 faults due to be completed in February, 269 (44.2%) were completed within the 7 day target timescale. Of 623 faults due to be completed in March, 300 (48.2%) were completed within the 7 day target timescale.

In order to progress with the LED Replacement Programme a decision was taken to divert the current staff from the maintenance repairs to the LED lantern replacement programme. This operation will end in October now that the tender for the works has been finalised and a contractor has now been appointed to complete the LED Replacement Contract for this financial year. Our own workforce will now fully return to the maintenance of Street Lighting. In order to catch up with the outstanding repairs we have appointed an external contractor on a short term contract to assist with the maintenance repairs with the aim of getting the KPI's back on track.

The Roads Response Squad are continuing with their training in order to bring them up to the basic standard required for lamp changing and two additional PLO's are completing their Highway Electricians Registration Scheme which will allow them to take on electrical maintenance within the lighting columns. The employment of Street Lighting Electricians has proved very difficult over the last few years with posts remaining vacant and as such a decision was taken to train our own staff to the HERS. These changes should provide a positive impact on overall performance and it is expected this will be reflected in the coming months. To manage this weekly reporting of performance has now been put in place. On 11th April 2017 there were 325 Outstanding Faults; on 3rd May these had reduced to 76. These faults are expected to be in the low teens by the end of May. The scouting system will continue during the summer months excluding June and July in order to reduce the number of faults being received once the darker nights return.

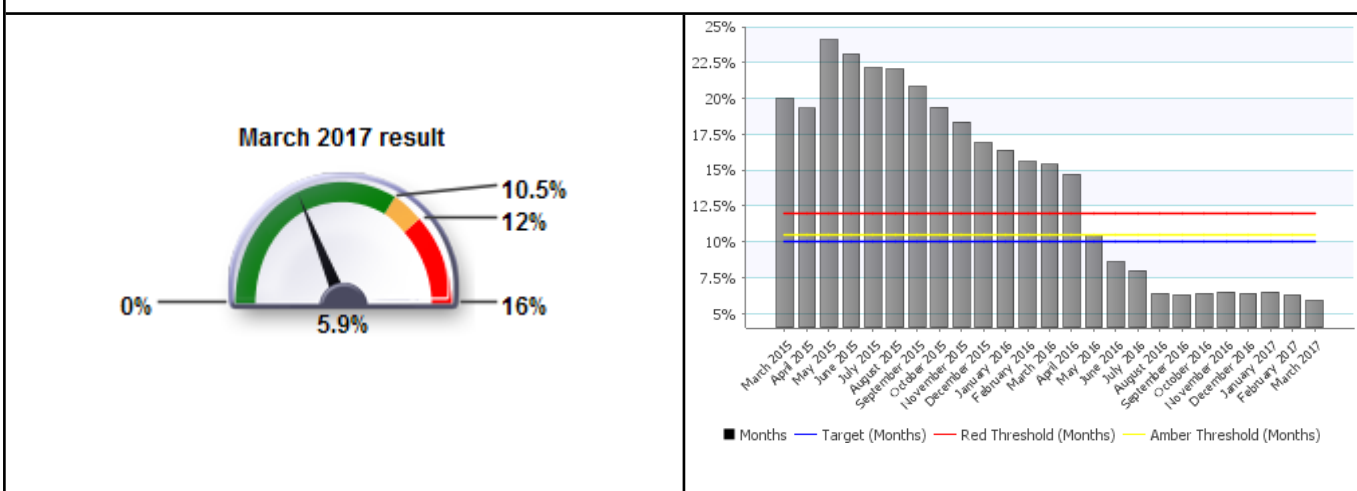
Responsible officer:

Angus MacIver

Last Updated:

March 2017

YTD % of statutory applicants found to be intentionally homeless



Why is this important?

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

Charter outcome 12 – Homeless People - stipulates that Local councils perform their duties to homelessness people so that; *Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.*

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

Benchmark Information:

Scottish National average for 2015/16 was **6%**

Target:

The target for YTD % of statutory applicants found to be intentionally homeless for 2016/17 was set at 10%

Intelligence:

During 2016/17 levels of intentionality fell by **9.5%** to **5.9%** where only **71** of the **1216** statutory decisions reached were determined to be intentionally homeless.

The improvements made this year have brought performance into line with the Scottish National Average of **6%** while also exceeding the local **10%** target set.

For those applicants' assessed as intentionally homeless in 2016/17 the primary reasons for application are;

- . Term of tenancy/mortgage - Arrears (**52.1%**)
- . Other Action by Landlord - Termination (**15.5%**)
- . Terminating Secure Accommodation(**8.5%**)

YTD records reveal that **56.3% (40)** of intentionally homeless applicants' became homeless from an L.A Tenancy.

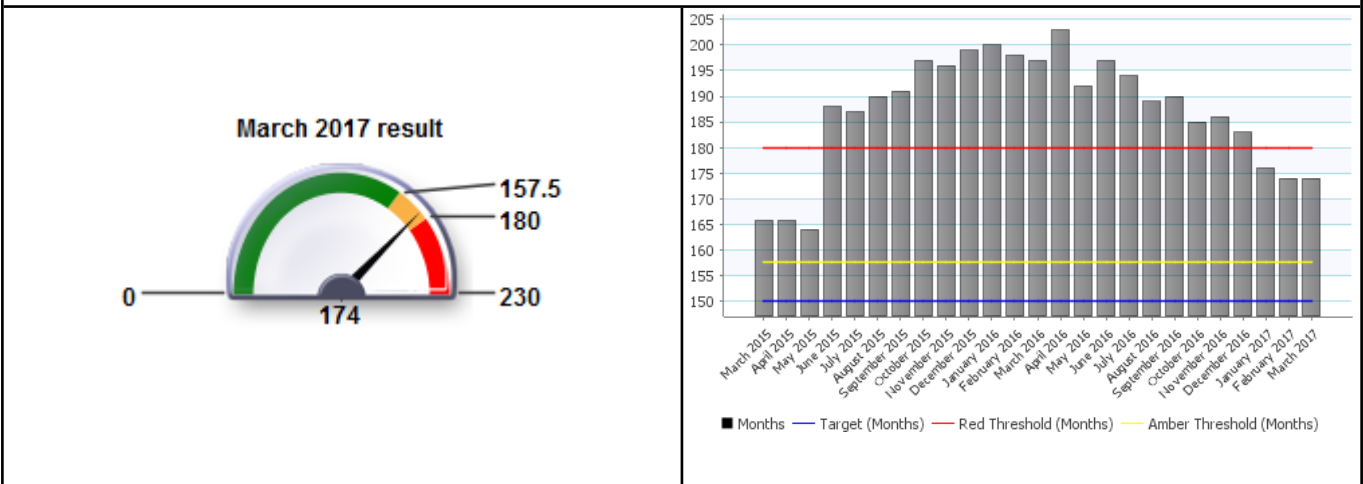
Responsible officer:

Edward Thomas

Last Updated:

March 2017

The average length of homeless journey (in days) for unintentional homeless cases closed in the year



Why is this important?

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

Charter outcome **12** – Homeless People - stipulates that Local councils perform their duties to homelessness people so that; *Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.*

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

Benchmark Information:

No Benchmarking available across other Local Authorities this is a local measure and not a statutory one.

Target:

The target for the average length of homeless journey in days for Unintentional cases for 2016/17 was set at 150 days.

Intelligence:

During 2016/17 the unintentional homeless journey fell to an average of **174** days, **25** days fewer than the previous year.

Improvement was recorded across both journey stages this year where the application to decision stage fell by **12** days and the decision to discharge of duty fell by **13** days.

Much of the improvement has been driven by ongoing work to better manage the outcome of cases where key figures reveal,

- An **8%** increase in the number of cases closed meeting the 150 day target, rising from **52%** in 2015/16 to **60%** in 2016/17
- A **4%** decline in the number of cases closed that were open for a year or longer, falling from **13%** in 2015/16 to **9%** in 2016/17

Responsible officer:

Edward Thomas

Last Updated:

March 2017