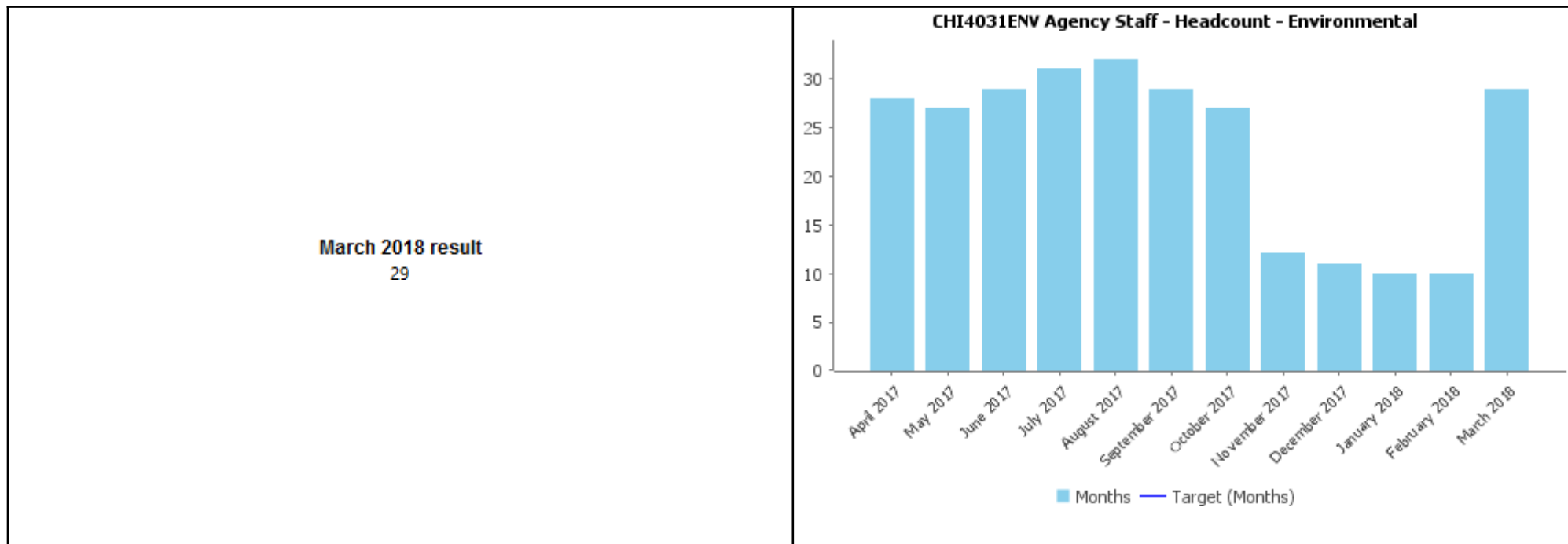


Operations Committee Performance Appendix B

Agency Staff - Headcount - Environmental



**Why is this important?**

Seasonal agency staff ensure that the necessary resource is in place to look after Aberdeen’s green spaces. Clean, attractive and safe green spaces are a key elements required to meet the outcomes set out in the Local Outcome Improvement Plan and specifically then theme of Prosperous Place.

**Benchmark Information:**

This indicator is not benchmarked

**Target:**

No target us set for this measure since it is demand led.

**Intelligence:**

It is necessary for Environmental Services to employ agency staff in order to conduct seasonal work, required in the main over the summer season running from April to October. These staff are needed in our parks and amenity areas, cutting grass and maintaining green space. This summer season is the busiest time of year in this area of work, hence the need for additional staff to ensure that all maintenance regimes are kept in place. Previously, fixed term contracts were used in order to cover this summer season however it has been found through experience that agency staff are better value for money and a more efficient resource in these particular circumstances.

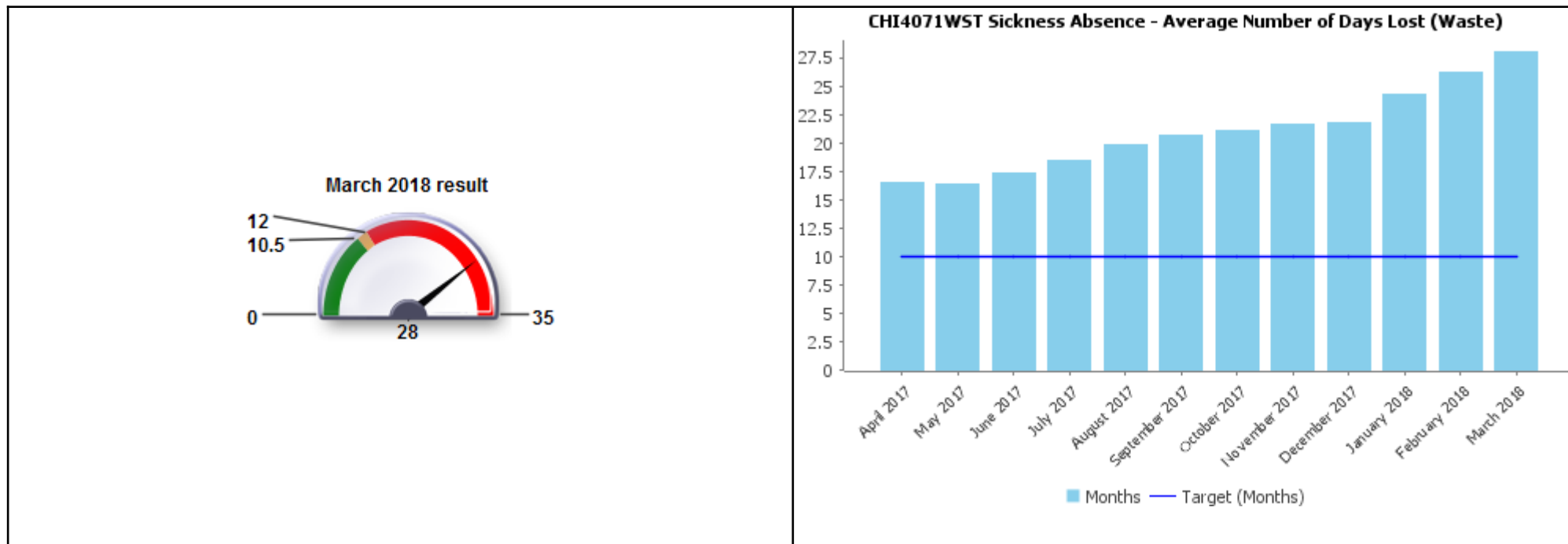
**Responsible officer:**

Steven Shaw

**Last Updated:**

March 2018

**Sickness Absence - Average Number of Days Lost (Waste)**



**Why is this important?**

The Council recognises its staff as its most important asset and staffing costs account for the single biggest element of the Council's budget. It is therefore imperative that the health and wellbeing of our staff is paramount and that we effectively manage staff absences.

**Benchmark Information:**

In the most recent LGBF Overview report available for 2016/17, the average number of days lost per employee (non-teacher) ranges from 16.5 to 8.84 days across Scottish local authorities. Performance places Aberdeen City Council (at 11.6 days) approx. 0.7 days higher than the 2016/17 Scottish average of 10.92.

**Target:**

The target for the Average Number of Days lost per employee has been held at 10 days per annum for 2017/18.

**Intelligence:**

The Council's target for absence management remains at an average of 10 days lost per employee per annum, with an end of year figure of 11.3 days for the year to March 2018. This has risen from 10.30 days at the start of the current financial year and despite falling to a low of 9.9 days during September and October, has since increased month on month.

Based on a rolling 12 month period to March 2018 it is possible to see that there are a variety of trends from service to service across Operations and Protective Services - some increasing, some improving, others remaining reasonably static. For instance, Fleet Services has improved from 11.3 days lost at the start of the year to 9.7 in for the 12 months to March, this improvement coming mainly from a reduction in long term absences. Waste, on the other hand, has increased considerably, from 16.5 days lost at the start of the financial year to 28 days at the end of the year, mainly due to a large increase of in long term absences from 9.5 to 18.6 days lost. Other services, such as Facilities have fluctuated but improved slightly over the year to date from 16.3 to 15 days lost. The overall average number of days lost for those services now within Operations and Protective Services is 16.2, 10.7 of which are long term, with Musculoskeletal being the largest category (35.8%).

The overall days lost score of 28 in Waste for March 2018 is broken down as 9.4 days short term and 16.7 days long term with the increase in long term days continuing month on month from a low of 9.2 in May 2017. Short term days have seen a much smaller increase overall of 2.5 days, fluctuating between 6.9 in April and the year end high of 9.4 but rising more steeply from 7 days in November. In terms of absence reasons, for the rolling 12 month year there has been an increase of over 1,000 days long term which is made up of another increase of over 300 days in the psychological category and nearly 300 in each of the musculoskeletal and cardiovascular categories.

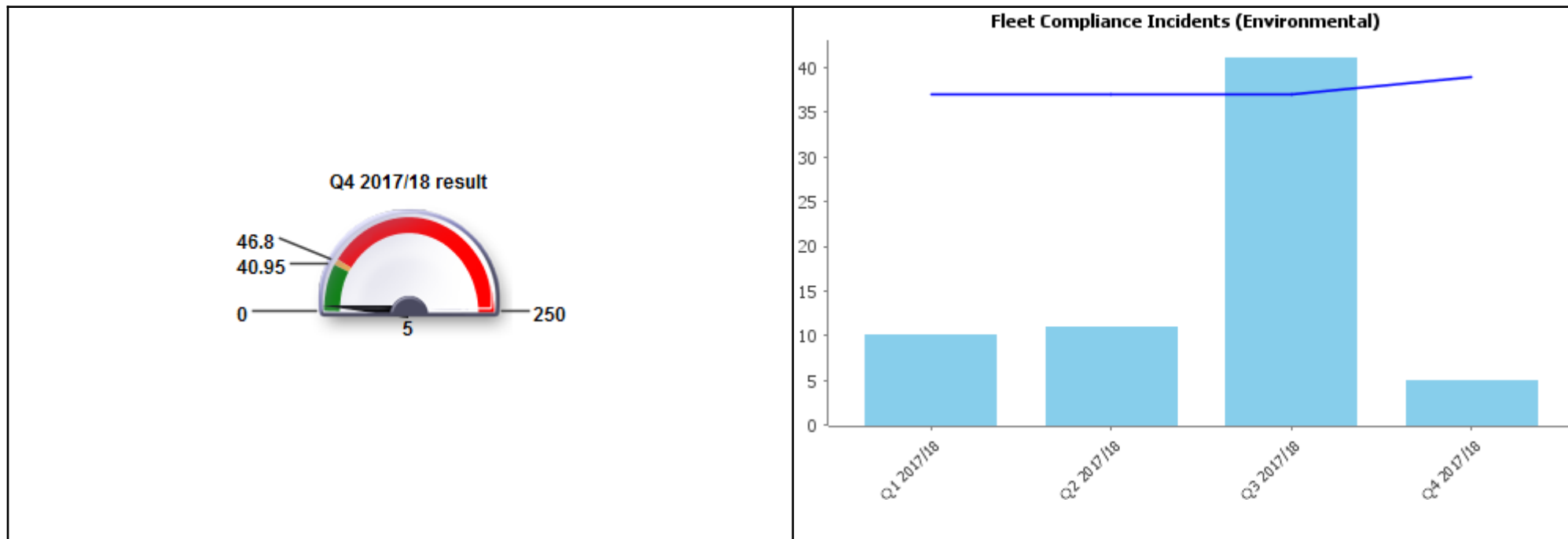
**Responsible officer:**

**Last Updated:**

Mark Reilly

March 2018

**Fleet Compliance Incidents (Environmental)**



**Why is this important?**

This Indicator monitors the number of unreported Incidents that occur within all Services. The Incidents relate to damage, unfair wear and tear to vehicles and plant, it also relates to non-compliance of Services in relation to carrying out vehicle first use checks which should highlight any reportable defects.

**Benchmark Information:**

Benchmarking of the number of Incidents is conducted across Services on a quarterly and annual basis to monitor Incident reductions. No external benchmarking of this indicator is currently conducted.

**Target:**

The current target for the number of Incidents is zero. This will remain the same in 2018/19.

**Intelligence:**

Fleet Services Compliance team record all Incidents picked up at Depot checks and reports from the Workshop, an Incident is raised and sent to the Services to carryout an Investigation and report back within a timescale of their findings and action taken. All services have seen a recent fall in incidents since the start of the financial year as a result of the bedding in of processes at a service level and the streamlining of reporting procedures. This improvement can clearly be seen in the data from services as below:  
Environmental Services: Q1 - 10, Q2 - 11, Q3 - 41, Q4 - 5  
Roads: Q1 - 3, Q2 - 0, Q3 - 5, Q4 - 2  
Waste: Q1 - 6, Q2 - 2, Q3 - 23, Q4 - 4

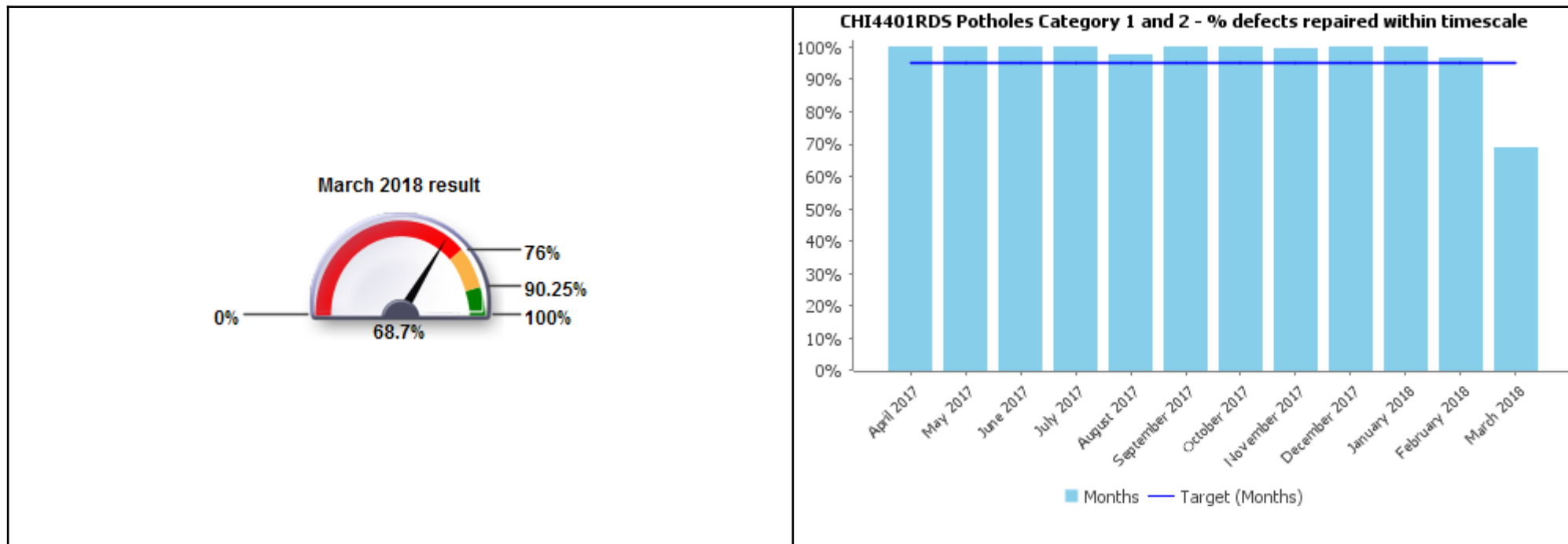
**Responsible officer:**

**Last Updated:**

William Whyte

Q4 2017/18

Potholes Category 1 and 2 - % defects repaired within timescale



**Why is this important?**

This indicator, along with others, monitors whether we are achieving our desired outcome of Improving the Customer Experience, as outlined in the Target Operating Model design principles.

**Benchmark Information:**

To be established. This measure is not benchmarked through the SCOTS/APSE network.

**Target:**

The current target is for 95% of Category 1 and 2 defects to be completed within the agreed timescale. This will be reviewed for the coming financial year.

**Intelligence:**

While the performance for the urgent (2 day) Category 1 repairs has been consistently close to 100%, the performance for Category 2 (7 day) has fluctuated as a result of the ongoing requirement to undertake winter maintenance and the need to undertake a number of structural repairs.

During February and March 2018 we have experienced ongoing periods of cold weather followed by a thaw and re-freeze cycle, with a significant number of periods of winter treatment required. Much of frontline staff time was therefore dedicated to the ongoing requirement for winter maintenance.

As thaws occur, they allow us to identify and repair the urgent defects; there is however a tendency to delay less urgent C2 repairs until a more window of suitable weather opens up and unfortunately, during February and March, these windows were limited.

In addition, the number of Category 1 and 2 defects reported during March soared to 1,833 - an increase of almost 1,000 on the numbers reported in February. When this huge number is compared to the 666 reported in January 18, 600 in Dec 17 and merely 195 in November 17, it is clear why this outcome has been so seriously affected. In addition to these categorised defects over 3,370 Find and Fix repairs have been carried out by roads operatives, indicating the huge scale of current workload.

However, the excellent performance seen in previous months means that overall performance for 2017/18 for this measure remains within target range at 92.5%.

**Responsible officer:**

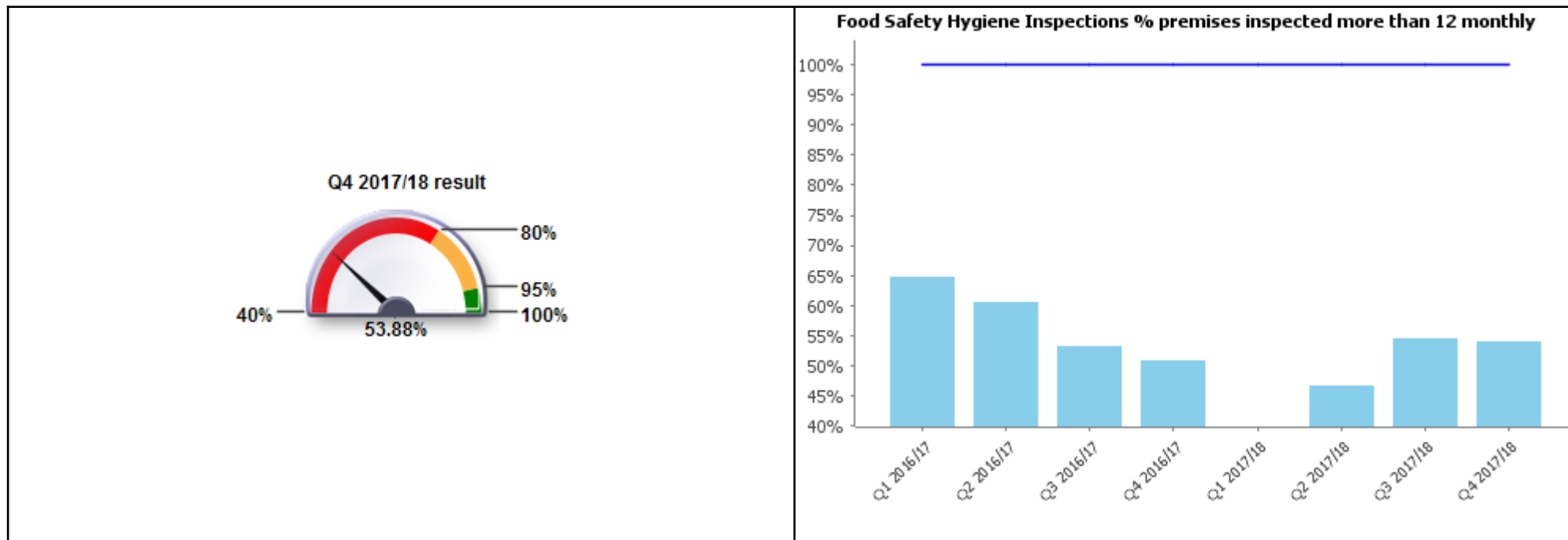
Angus MacIver

**Last Updated:**

March 2018



**Food Safety Hygiene Inspections % premises inspected more than 12 monthly**



**Why is this important?**

This indicator, along with two others, monitors performance against the planned food premises inspection plan, as outlined in the Service Plan.

**Benchmark Information:**

This indicator can be benchmarked against other Scottish Local Authorities on an annual basis as it is collated and reported online by Food Standards Scotland

**Target:**

The current target is for 100% of all planned inspections to be undertaken on time, as required by the Food Law Code of Practice (Scotland)

**Intelligence:**

The food hygiene risk rating of food premises is assessed at each full inspection by the EHO. The risk assessment considers the risk of cross contamination, vulnerability of consumers, premises structure, food hygiene practices, and confidence in management. Premises are rated A-E with A being the highest risk and inspected most frequently (every 6 months). Category A and B premises are both considered high risk and feature takeaway premises, care homes, and catering premises with poor food handling practices. The majority of Aberdeen City food businesses are risk category C and are largely school kitchens, restaurants and other caterers. Category D premises include retail premises, some low risk catering premises that are well managed with adequately controlled risks. Category E's are extremely low risk and a typical category E premises is a retail premises selling low risk wrapped foods with a long shelf life.

This PI is part of a suite of 3 PIs that relate to food hygiene inspections. This PI relates to the inspection of medium risk category C and low risk category D food premises (inspected more than 12 monthly). Category E are not inspected routinely but instead are subjected to other interventions. Category A and B premises are naturally prioritised for inspection, due to the higher risk. Other high risk work includes response to complaints and other situations judged to present a risk to public health. When resources are stretched, lower risk visits tend to be the casualty. Some services are essential for businesses to trade, e.g. fish export certification, these will also be prioritised.

The PI for the highest risk establishments is ENV1.15 and in 2017/18 we achieved 97.22%. A single inspection was missed, and this was due to the inspection being abandoned when the food business operator became aggressive. The inspection has now been completed. Medium risk establishments are covered by ENV1.16 and in 2017/18 we achieved 97.94%. Of the 3 misses, 1 was deliberately postponed as the due date was the day after a Court hearing regarding the businesses and we wished to avoid the perception of persecution. Another was due to a misunderstanding as the Food Business Operator had closed four premises but not the one that was due an inspection.

The lower rated establishments that are reported under ENV1.17 consist of 2 distinct categories C rated establishments (18 month frequency) and D rated establishments (2 year inspection frequency). Within ENV1.17, 79.38% of the C rated establishments were inspected on time and only 13.24% of the lowest rated establishments within the inspection programme were inspected.

We are currently investigating how we can realise efficiency savings to release resource to tackle a greater percentage of these lower rated establishments. Areas being investigated include greater use of mobile working and digital tools as well as adjustments to practices and procedures.

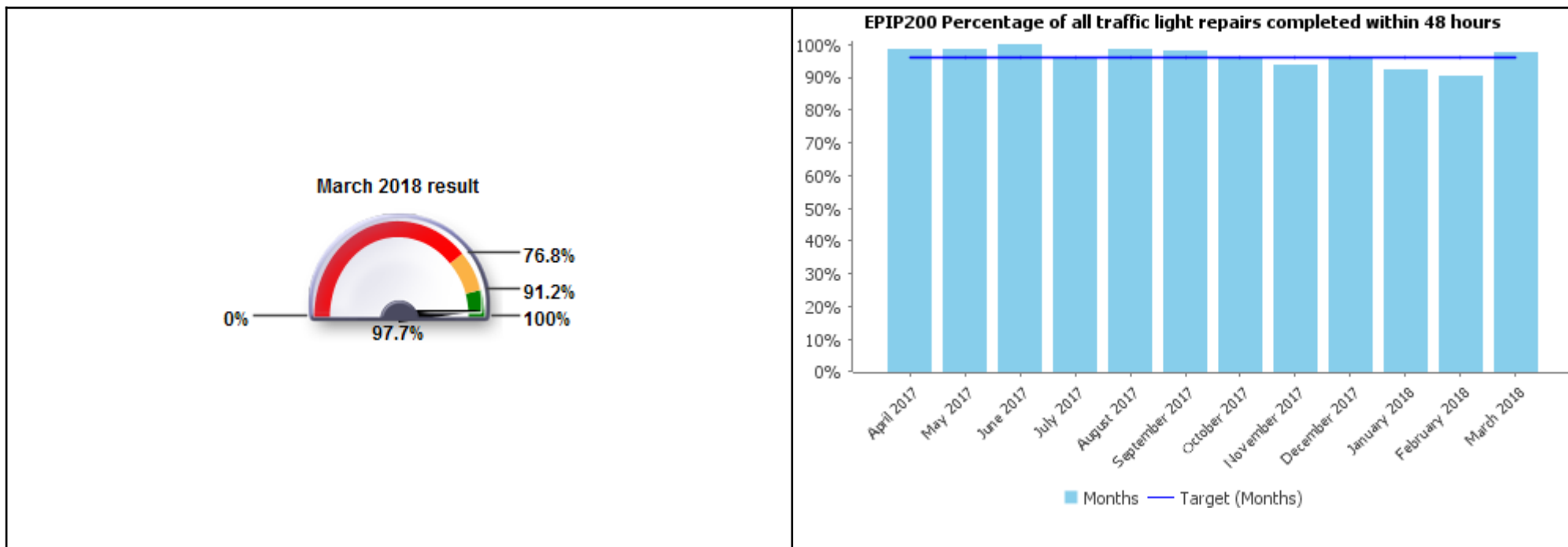
**Responsible officer:**

**Last Updated:**

Andrew Morrison

Q4 2017/18

Percentage of all traffic light repairs completed within 48 hours



**Why is this important?**

This indicator, along with others, monitors whether we are achieving our desired outcome of Improving the Customer Experience, as outlined in the Target Operating Model design principles.

**Benchmark Information:**

There is no benchmarking data available as this performance indicator is no longer a key indicator for performance reporting. In 2016/17 the overall performance figure was 97.3%, while in 2017/18 this had fallen very slightly to 96.1%, against a target of 96%. The target level for 18/19 will be increased to 97% to encourage service improvement.

**Target:**

The target for this indicator for 2017/18 was set at 96% and will be maintained at that level for 2018/19.

**Intelligence:**

The percentage of faults repaired within 48 hours during February and March was 90.2% and 97.7% respectively, showing performance recovery towards the end of the financial year. The main reasons for the drop in performance over recent preceding months were that the Council's traffic signal maintenance contractor suffered a drop in the level of experience within the team prior to the Christmas break, which was exacerbated by the prolonged period of inclement weather earlier this year. Following a meeting with the maintenance contractor to discuss these performance issues, assistance has been provided to help mitigate the loss of experience within the maintenance team over the short term. This has proved to be beneficial as shown by the significant performance improvement in March. Despite the relatively poor performance earlier in the year, performance taken over the year as a whole has been good, ensuring that the target of 96% has been met. Although performance has seen an improvement as outlined, this will continue to be closely monitored to ensure it is maintained in order to meet increased targets for the coming year.

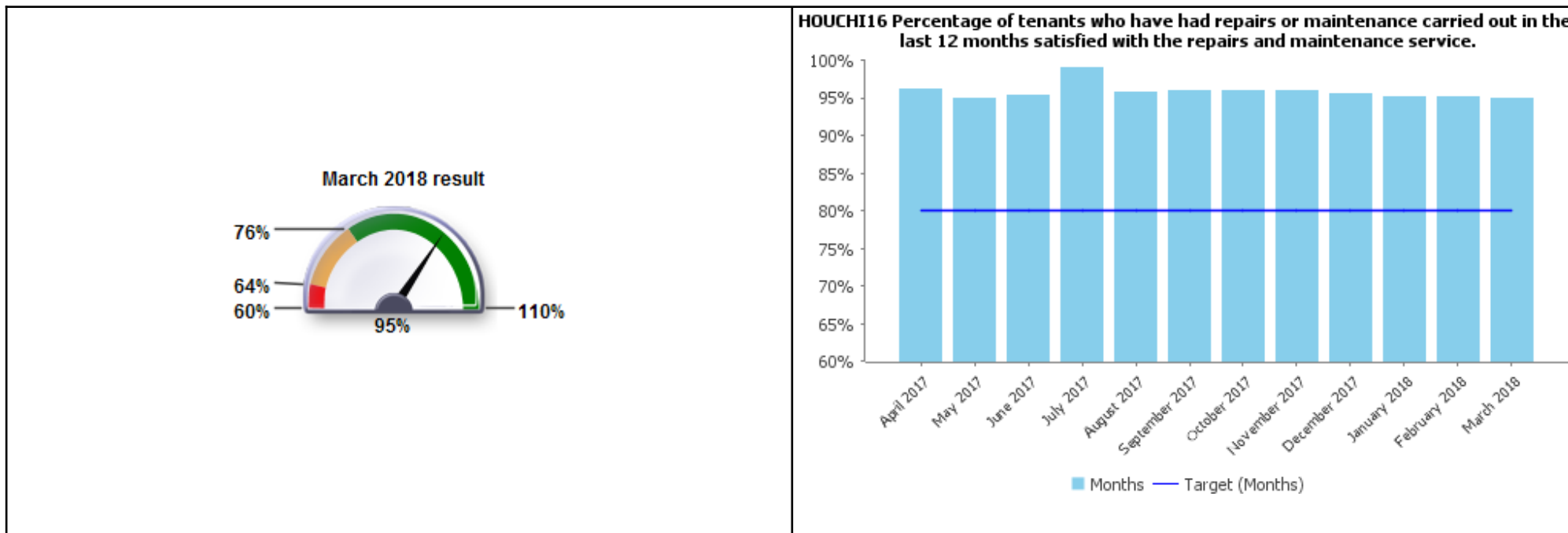
**Responsible officer:**

**Last Updated:**

Donald Kinnear

March 2018

Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service.



**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:**

This measure is reported as part of the Scottish Social Housing Charter. In 16/17 our overall satisfaction for service received by tenants in this category compared favourably with the Scottish average of 89.35% and placed Aberdeen City in the upper quartile.

**Target:**

The target set for 2017/18 was 80% which has been exceeded by some margin. This will be reviewed for the coming financial year.

**Intelligence:**

Performance against this indicator has been maintained at an extremely high level throughout 2017/18, fluctuating between 95 and 99% during the current financial year. This is substantially above the 80% target set. Other questions asked of tenants as part of the survey of which this forms a part, also return excellent scores as shown below:

How satisfied were you that the Repairs Service was easy to access? - 99%

When you came into contact with members of staff, how satisfied were you with the overall experience? - 98.5%

How satisfied were you with the standard of work carried out? - 95%

Was your appointment kept as agreed? - 96% (Yes)

Did the tradesman leave your house clean and tidy? - 99.5% (Yes)

These outcomes clearly show the high standard of service provided by staff in the Repairs and Maintenance Team and they are backed up by comments received from satisfied tenants - some examples are provided below:

'Tradesmen carried out work efficiently'

'Satisfied and cannot find fault with work carried out'

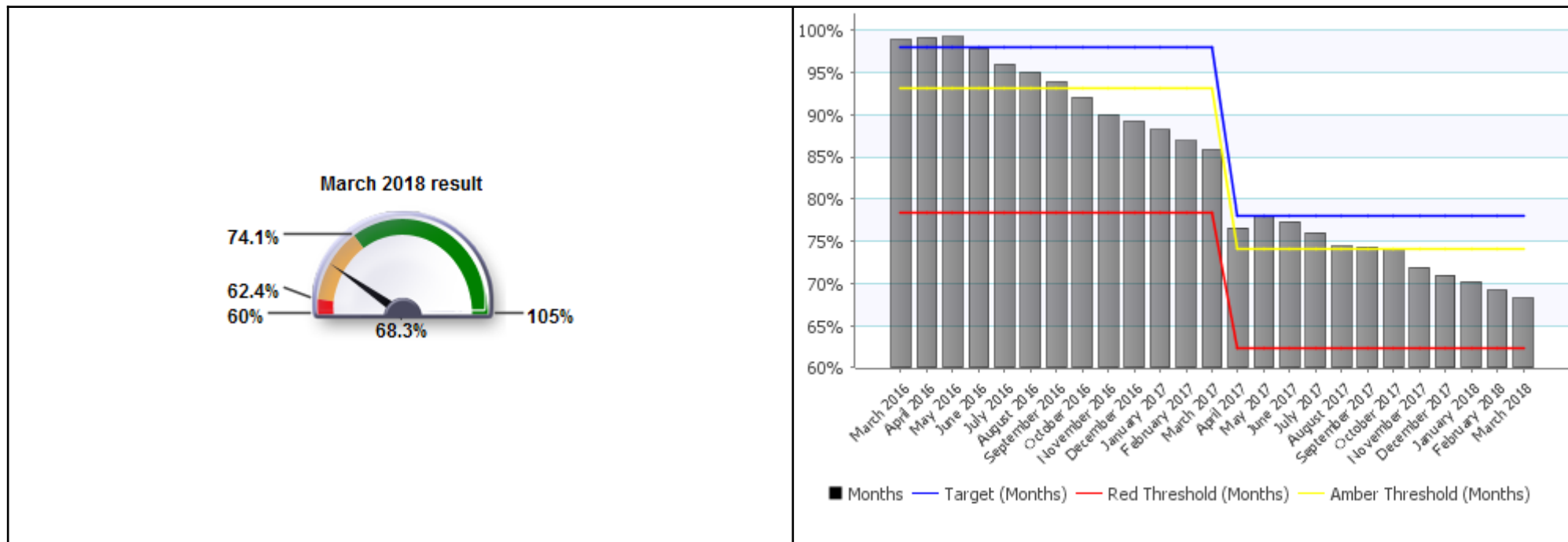
'Very happy with work done and service received from Repairs Team'

**Responsible officer:****Last Updated:**

Graham Williamson

March 2018

Repairs (50) Inspections - Percentage completed within 3 working day target



**Why is this important?**

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

This indicator, along with others, feeds in to measures which monitor whether we are achieving our desired outcomes and are committed to 'Sustain/improve performance in respect of the SSHC outcomes'.

**Benchmark Information:**

This measure is not currently benchmarked.

**Target:**

The 17/18 target of 78% will be reviewed for the forthcoming financial year.

**Intelligence:**

Performance against this indicator has decreased since the start of 2017/18 from 78% to the current low of 68.3%. This has been impacted by the recent introduction of an electronic recording process which allows tradesmen to visit tenants, raise jobs and book appointments whilst in the tenants property, aiming to streamline end to end repairs in the longer term. As is usual with new processes and technology, there has been some impact on performance over the bedding in period but positive improvement is expected over coming months.

Some initial electronic device use issues have been identified and are currently being addressed through staff training.

**Responsible officer:**

Graham Williamson

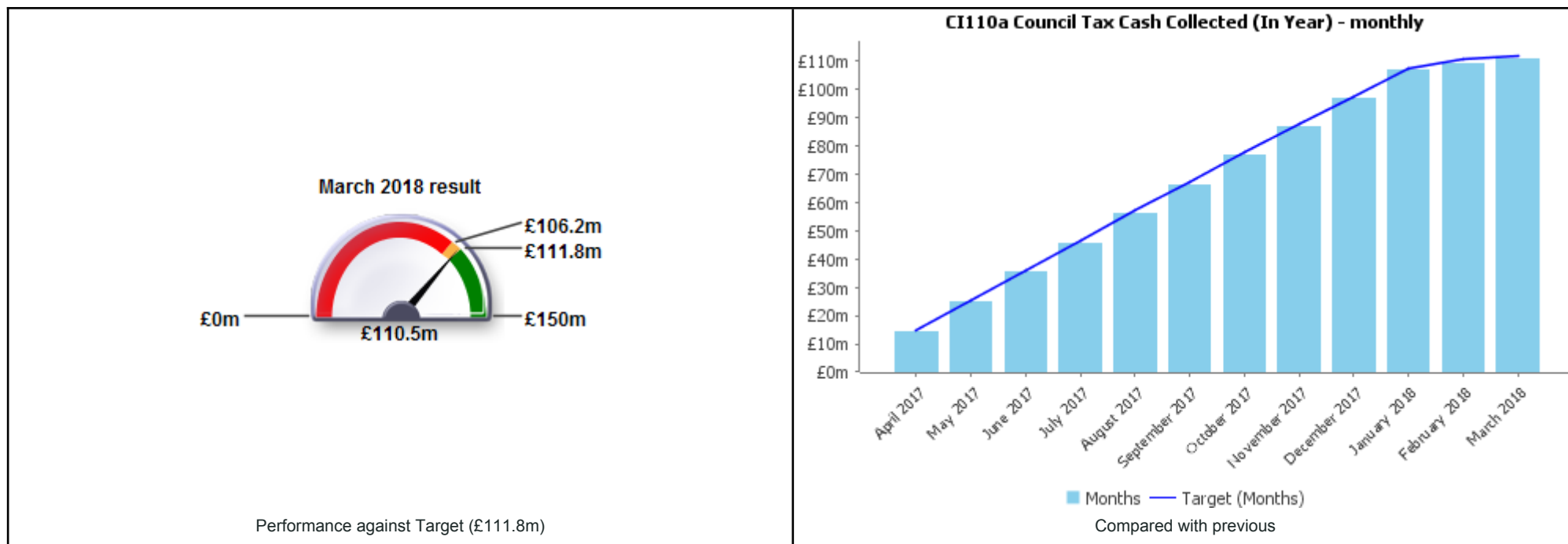
**Last Updated:**

March 2018



Customer

Council Tax Cash Collected (In Year) - monthly



Why is this important?

It is important to monitor Council Tax collection as this is a major income stream to the Council and is set against the budget figure for income from Council Tax. This measures the Council Tax cash collected for both in year and previous years.

Benchmark Information:

Benchmarking this indicator is not appropriate as all councils have different cash sums to collect in year. Benchmarking intelligence is available for the % of council tax due which is collected in year, through the Scottish Government, Local Government Benchmarking Framework (LGBF) and CIPFA. For 2016/17, the average collection rate for Scotland was 95.8%. The Family Group (Urban Authorities) which includes Aberdeen City Council the average is 95.3%. Aberdeen City Council recorded a figure of 95.2%.

**Target:**

Target for 2017/18 was £111.8m. Targets for the coming financial year are currently under review.

**Intelligence:**

The budget figure of £111.8m was not met. There was deficient of £1.3m. However, unpaid Council Tax continues to be pursued utilising all avenues open to the Council. Outstanding Council Tax will be pursued utilising the Council Tax recovery process as defined by legislation and where appropriate will be passed to the Council appointed Debt Collection agents to pursue. We aim to collect the £1.3m outstanding.

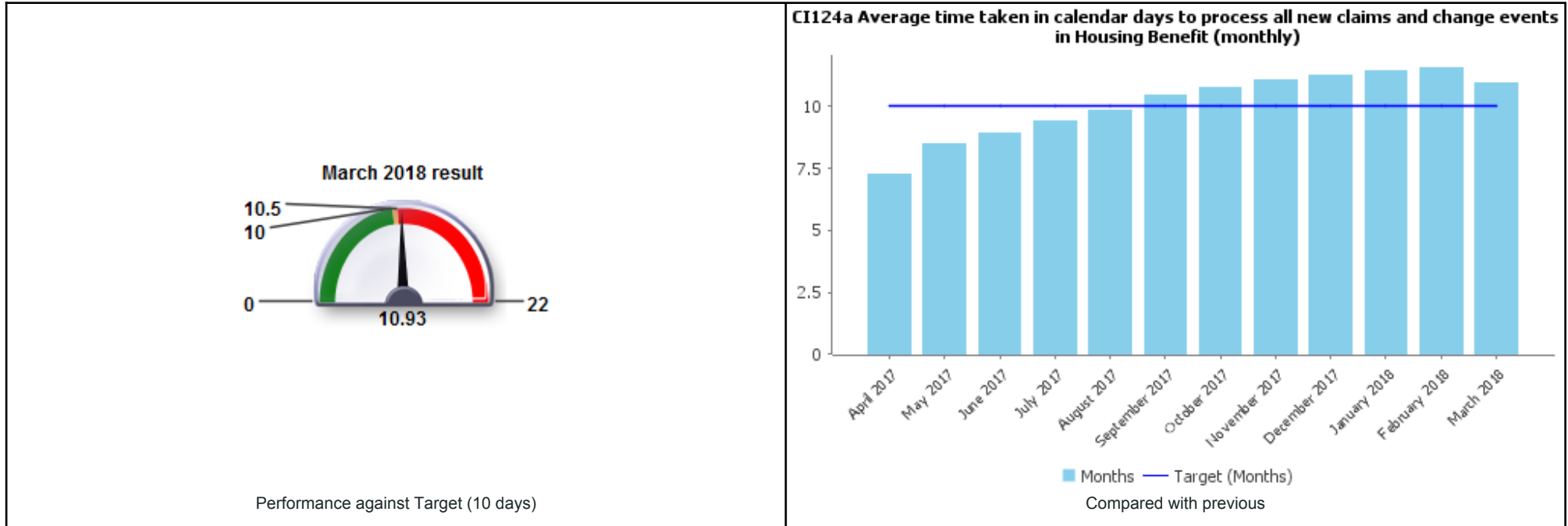
**Responsible officer:**

Wayne Connell

**Last Updated:**

March 2018

Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)



**Why is this important?**

When customers claim benefit, it is a time of financial uncertainty for them and, as such, it is essential that the service has sufficient fully trained and effective benefit processors in place that can make informed decisions on complex benefit claims and pay benefit promptly. Measuring the time taken to process all new claims and change events in Housing Benefit demonstrates how speedily the benefit service pays Housing Benefit to its customers.

**Benchmark Information:**

Benchmarking data for this indicator is not available. However, this indicator is a combination of New Claims and Change of Circumstances. Benchmarking intelligence is available individually for New Claims and Change of Circumstances via Department for Works and Pensions. For Quarter 3 2017/18, the Scottish average for New Claims is 22 days, Aberdeen City Council achieved 19 Days. the Scottish average for Change of Circumstances is 9 days, 9.76 days Aberdeen City Council achieved 19 Days.

**Target:**

The target for 2017/18 was 10 days. Targets for the coming financial year are currently under review.

**Intelligence:**

Performance of this indicator for March is 10.93 days. Performance of this indicator for the same period last year was 8.81 days. The reason for not meeting this target is due to significant vacancies during the year within this area. Some of the vacancies have been recruited and a training plan put in place. Initial training has been completed and staff are now processing claims. Plans are in place to fill the remaining vacancies. This will have a positive impact on this indicator.

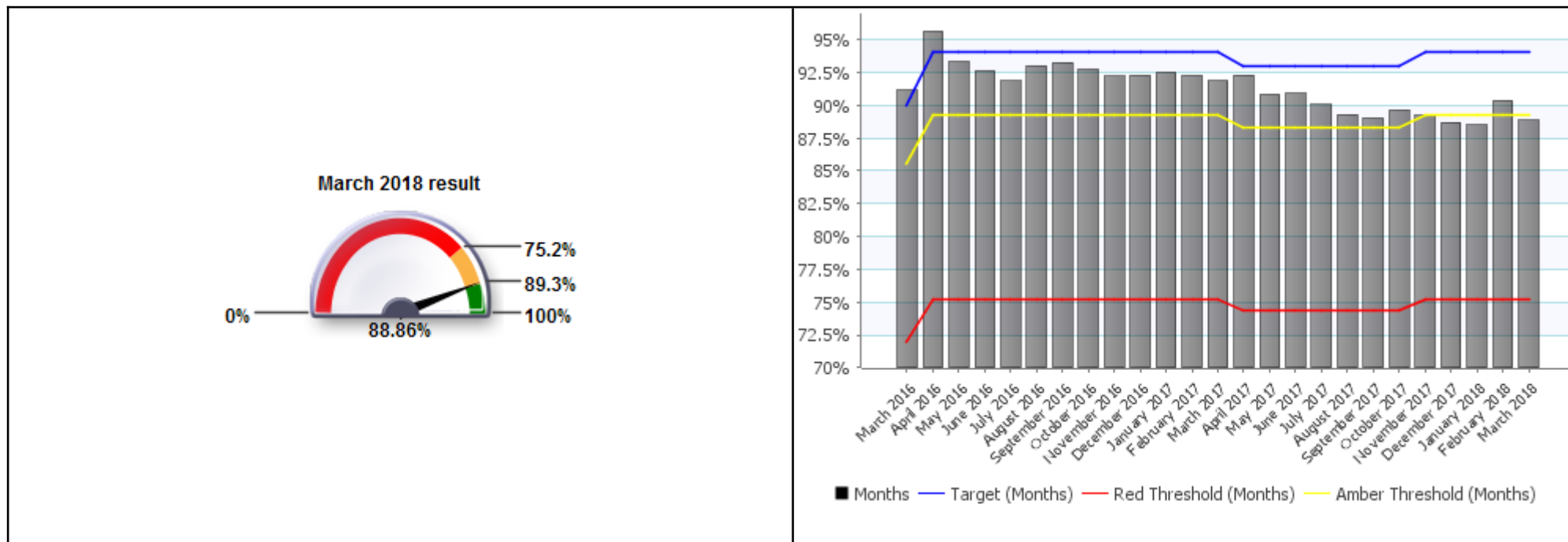
**Responsible officer:**

Helen Moir

**Last Updated:**

March 2018

YTD % of new homeless tenancies sustained for more than a year



**Why is this important?**

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

Charter Outcome **10** – Access to Housing – stipulates that Social Landlords ensure that: *People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.*

**Benchmark Information:**

The 2016-17 YTD % of new homeless tenancies sustained for more than a year was 92.09% against the Scottish LA average of 87.7%

**Target:**

The 2017/18 target for YTD % of new homeless tenancies sustained for more than a year is 94%.  
Targets for the coming financial year have not yet been set and are currently under review.

**Intelligence:**

The percentage of new homeless tenancies sustained for more than 1 year 2017-18 is **88.86%**. April 18 **90.48%**. While tenancy sustainment rates remain high, levels of sustainment have fallen when compared with the 92.09% achieved in 2016/17. There have been 85 homeless households that have not sustained their tenancy compared with 44 the previous year. Of the tenancies not sustained 7 were allocated permanent accommodation on the basis of a SSST. Increases in abandonments, evictions and routine terminations have been recorded this year which contribute towards the decline.

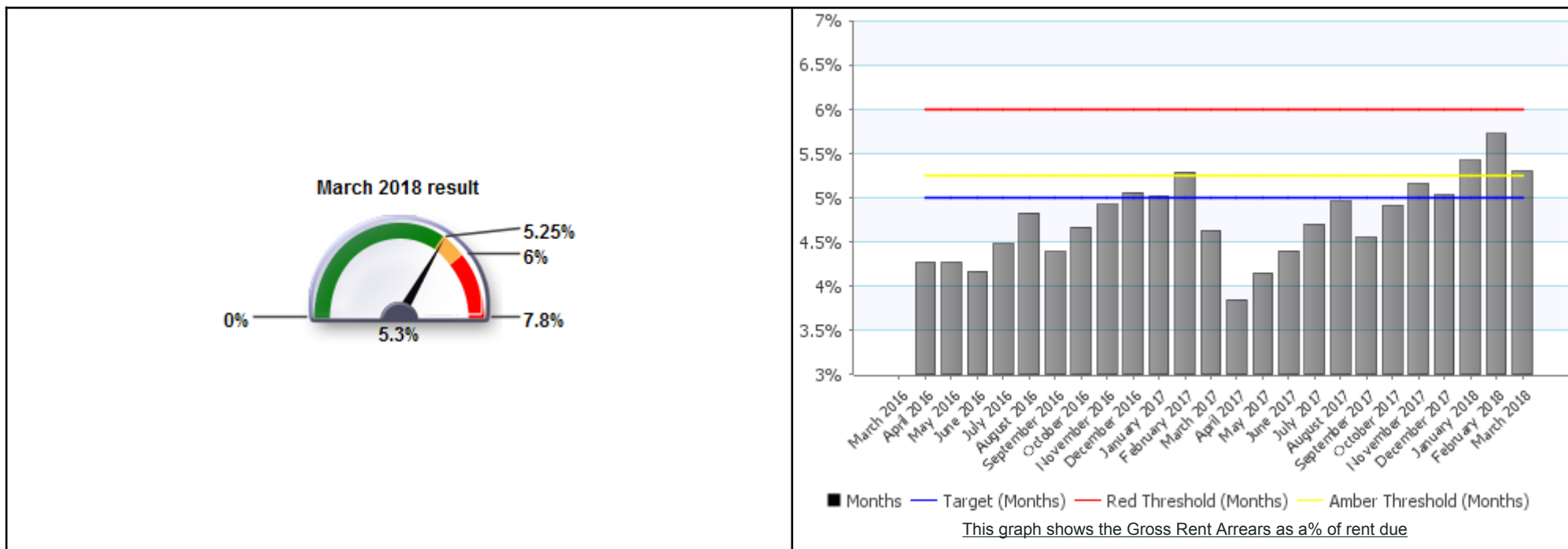
We are reviewing how support is delivered to homeless customers following some improvement work to develop the analytics around the assessed needs of our customers, including any performance trends and correlations with tenancy sustainment. This analysis will inform how resources are better directed going forward. We will also be implementing greater monitoring around homeless cases following discharge from our service so that interventions can be targeted prior to reaching crisis. Closer locality working between housing management, support services and the financial inclusion team should serve to enhance the early intervention and prevention culture and contribute towards improved tenancy sustainment.

**Responsible officer:**

**Last Updated:**

Bellann Wylie/Alana Nabulsi	March 2018
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**Gross rent Arrears as a percentage of rent due and Value of Former Tenants Arrears.**



**Why is this important?**

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

Charter outcome **13** – Value For Money - stipulates that Social Landlords manage their business so that;  
*Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.*

Rental income pays for our housing services and capital investments.

**Benchmark Information:**

Our rent collection performance is considered to be very strong and in 2016-17 our year-end figure for Gross Rent Arrears as a percentage of rent due was **4.6%** below the Scottish LA average of **6.1%**.

No comparable Benchmarking is currently available on the Value of Former Tenants Arrears

**Target:**

Targets 2017/18  
 The year-end target for Gross Rent Arrears as a percentage of rent due is **5%**.  
 The year-end target for former tenant residential arrears for 2017/18 has been set at **£603,157**.  
 Targets for the coming financial year have not yet been set and are currently under review.

**Intelligence:**

Gross Rent Arrears as a percentage of rent due for 2017-18 is **5.3%**. The April 18 is also **5.3%**  
 We amongst the highest performing Council's in the country in collecting rental income.  
 Although our figures increased by £390,000 from the same time last year, our focus is very much on trying to assist tenants to sustain their tenancies. We have reduced the number of Notice of Proceedings issued from 1756 for 2016/17 down to 1215 in 2017/18, a 31% reduction.  
 The number of new cases lodged in court has also reduced, 1010 in 2016/17 down to 763 in 2017/18 a 25% reduction. We have also reduced the number of evictions carried out, in 2016/17 we evicted 147 tenants, and in 2017/18 this dropped to 122.  
 Amount of Former Tenancy Arrears 2017-18 is **£980,401**. April 18 **£981,373**. It is fair to say that due to staff shortages, that there has been less focus on the collection of former tenant's arrears, however we did collect £204,158 during 2017/18 an increase of more than £20,000 from 2016/17.

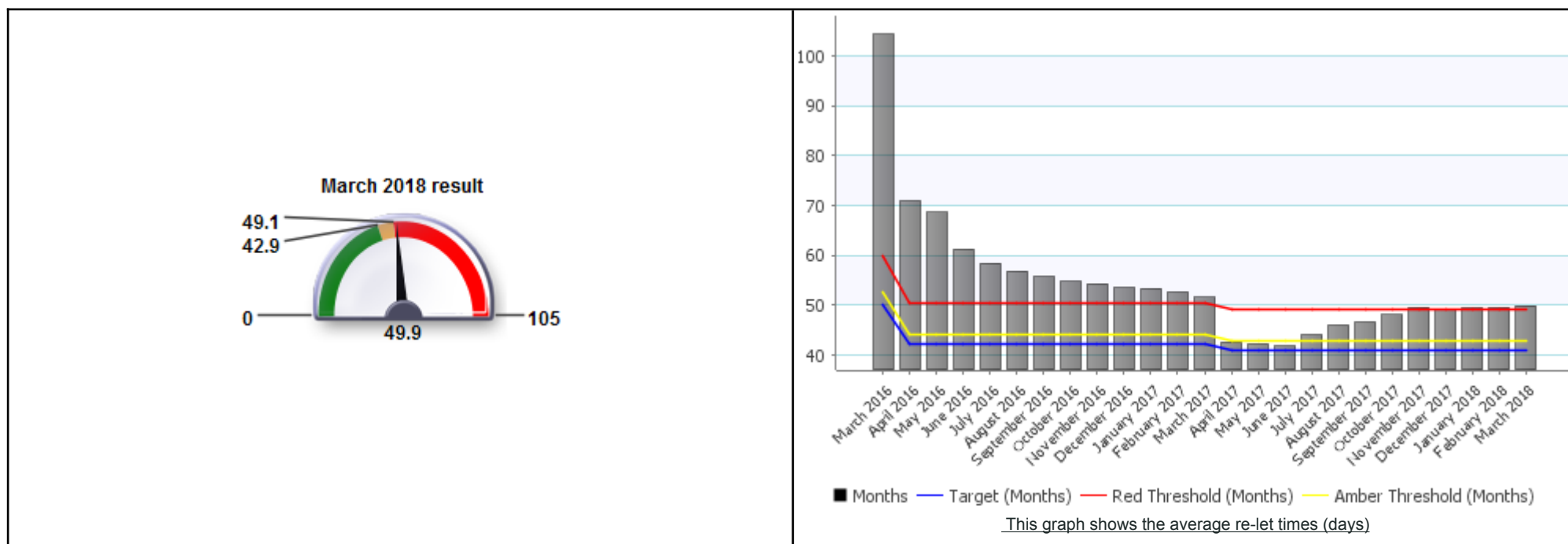
**Responsible officer:**

**Last Updated:**

Neil Carnegie	March 2018
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Average time taken to Relet all properties, Void Rent Loss and New Tenants Satisfaction with the Standard of home when moving in.



**Why is this important?**

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

Charter Outcome 10 – Access to Housing – stipulates that Social Landlords ensure that:

*People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.*

**Benchmark Information:**

**2016-17**

Average relet times was **51.5** days against the Scottish LA average of **38.4** days.

Rent Loss due to Voids was **0.98%** against the Scottish LA average of **0.9%**

Percentage of new tenants satisfied with the standard of their home when moving in was **84.3%** against the Scottish LA average of **85%**

**Target:**

Targets **2017/18**  
 Average number of days to relet all properties was set at **40.9** days.  
 Rent Loss due to Voids was set at **0.87%**  
 Percentage of new tenants satisfied with the standard of their home when moving in was set at **73.3%**  
 Targets for the coming financial year have not yet been set and are currently under review.

**Intelligence:**

For the reporting year 2017/18 the average time to re-let all properties is **49.89** days. April 18 **49.3%**

For the reporting year 2017/18 the % of rent lost due to void properties is **1.19%** April 18 **1.38%**

For the reporting year 2017/18 the % of tenants reporting that they are satisfied with the standard of their home when moving in YTD is **64.4%**. April 18 **63.2%**

We implemented a void performance action plan in late 2015 and this resulted in a 50% reduction in void periods. We have slightly improved on this performance in 2017/18. We continue to meet fortnightly to review performance and delivery of improvement actions.

There has been a significant rise in terminations this year (due in the main to people moving into the private sector which has far lower rents than over recent years) and we have relet 177 more properties than in the previous year, hence we have had around 10% more voids and have slightly improved our performance.

Our current focus is on reducing offer refusals and have developed an action plan to achieve this. We continue to apply the minimal letting standard agreed in 2015 and this approach has been critical to improving void periods however it has resulted in reduced satisfaction with the property at the time of letting. As part of the approach we undertake additional works within the first four weeks of a tenancy and satisfaction rates increase following completion of all works. We have also recently reinforced responsibilities of transferring tenants and ensuring properties they leave behind are in a good state of repair. Staff are also committed to maximising the pre-termination inspections and revised guidance has been issued in connection with this.

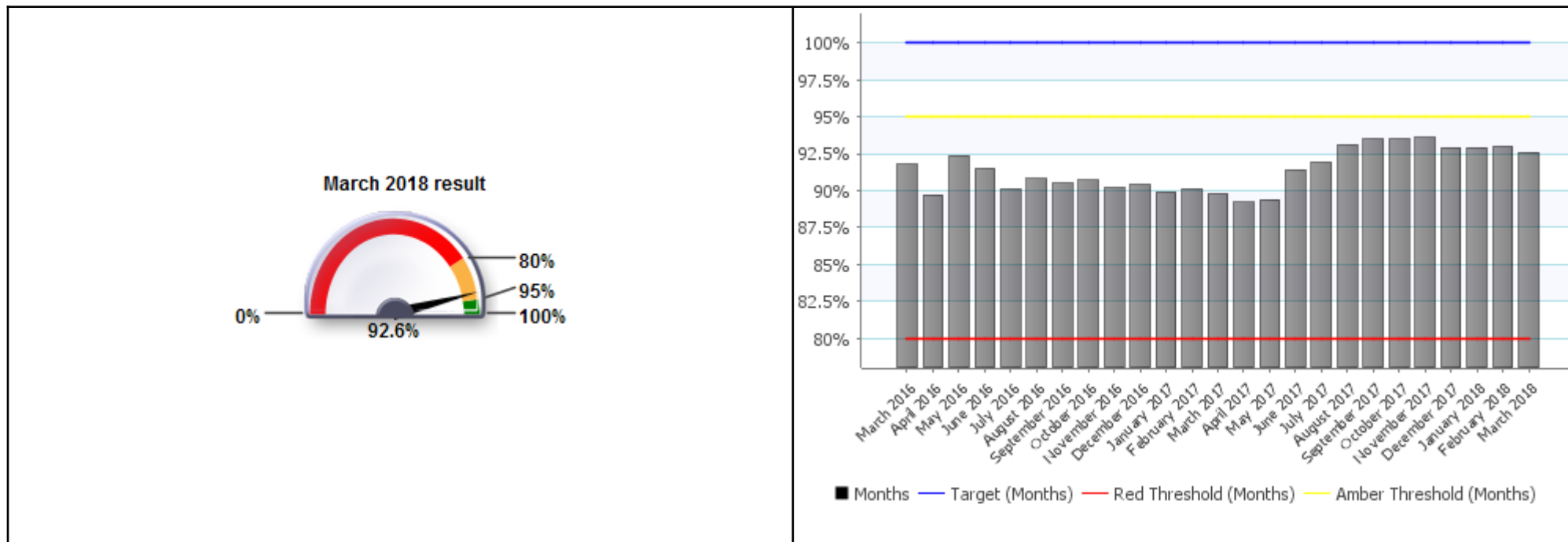
**Responsible officer:**

**Last Updated:**

Neil Carnegie

March 2018

**Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale**



**Why is this important?**

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

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'

**Benchmark Information:**

No Benchmarking available across other Local Authorities

**Target:**

The 2017/18 target for the % of Tenancy Management/Statutory Actions (specifically Abandonment, Assignment, Joint Tenancy, Lodger, Single Abandonment, Single Termination, Sublet, Succession) which saw a decision/outcome made within our statutory targets is **100%**. This target level will be maintained in the coming financial year.

**Intelligence:**

For the reporting year 2017/18 the % Statutory Actions completed within target was **92.6%** - April 18 **100%**

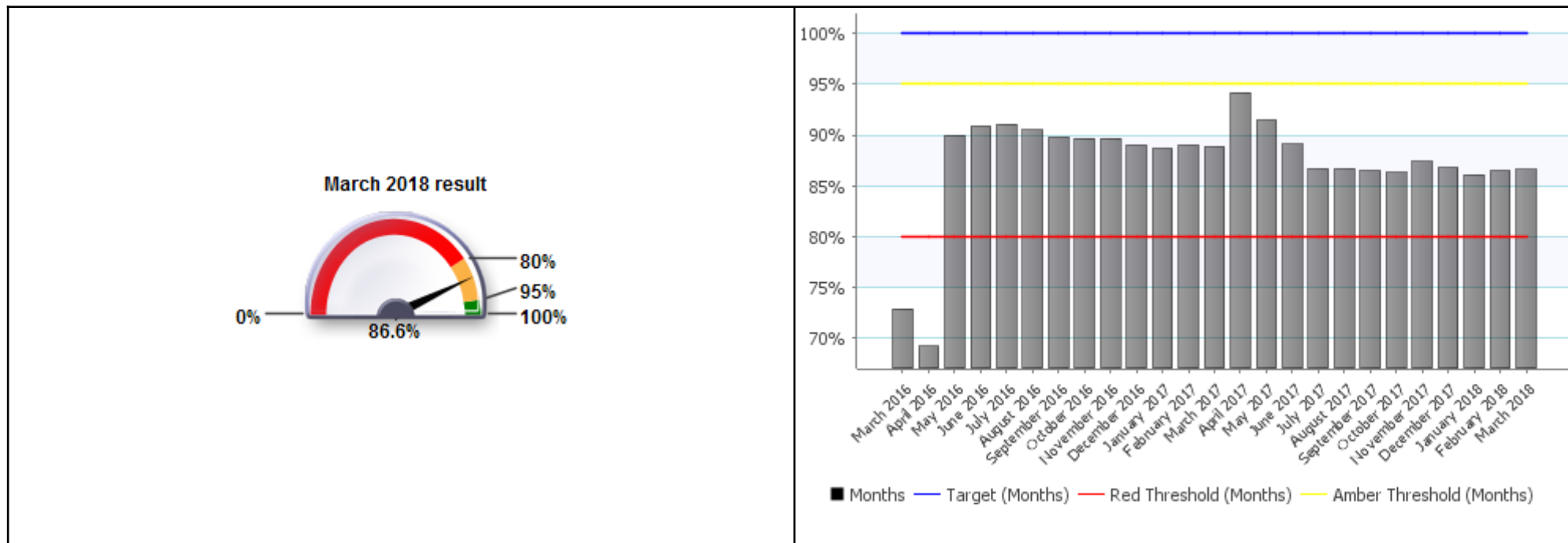
We have improved our recording systems to assist accurate recording of actions and also supported colleagues to meet performance targets. We have achieved 100% completion within target in April 2018.

**Responsible officer:**

**Last Updated:**

Neil Carnegie	March 2018
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**New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)**



**Why is this important?**

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

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'

**Benchmark Information:**

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

**Target:**

The 2017/18 target for the % of New Tenant Visits and recorded outcomes completed within 28 day local target is **100%**. This target level will be maintained in the coming financial year.

**Intelligence:**

For the reporting year 2017/18 the % of New Tenant Visits was **86.6%** - April **95.8%**

We will prioritise routine visits on a case by case basis, however overall we currently prioritise dealing antisocial behaviour, tenancy variations, letting and rent management higher than new tenant visits.

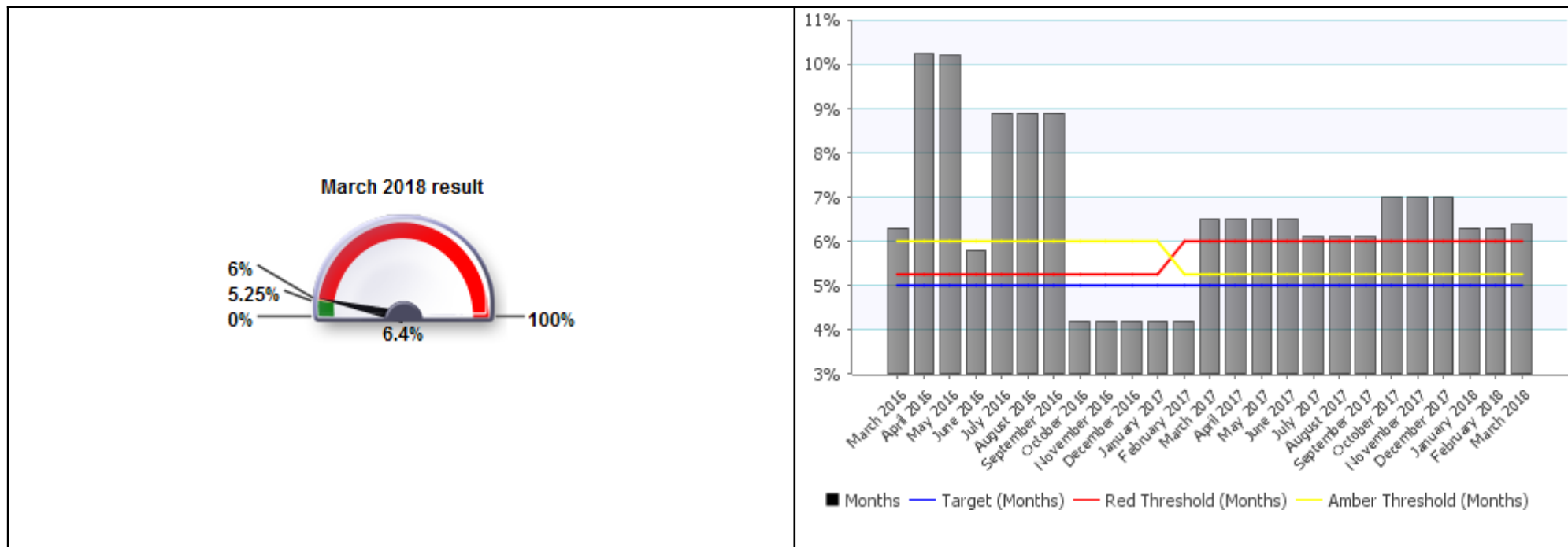
**Responsible officer:**

Neil Carnegie

**Last Updated:**

March 2018

% of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed.



**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.

**Benchmark Information:**

The 2016-17 % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed was **5.5%** against the Scottish LA average of 6.7%

**Target:**

The 2017/18 target for % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed is **5%**.  
The target for the coming financial year has not yet been set and is currently under review.

**Intelligence:**

For 2017-18 the outcome for this indicator was 6.4%.  
There is ongoing work around Housing First which will serve to find sustainable rehousing outcomes for our customers who historically have failed to progress through our temporary accommodation to rehousing. Since January 2018, we have put in place greater assurance around case closures to ensure that less cases are closed due to contact being lost, and therefore running the risk of representing within 12 months. This includes increasing the channels of engagement and ensuring checks have been made with all known contacts, including checks with prisons.

**Responsible officer:**

Bellann Wylie/Alana Nabulsi

**Last Updated:**

March 2018