


























LHS performance full report













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PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				













Traffic Light: Red 10 Amber 3 Green 29

LHS 1.2		Number of affordable homes acquired from existing stock within the private sector				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	2.7	2.85
2013/14	5		2				
2014/15	3		1				
2015/16	3		5				
2016/17	3		0				
The opportunity to acquire affordable homes from existing stock, within the private sector, is dependent on identified need and suitability of properties, at the time.							













LHS 1.3a		Number of new build affordable completions, with and without public subsidy by social rent				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	127.5	135
2013/14	150		69				
2014/15	150		14				
2015/16	150		131				
2016/17	150		143				
The supply of affordable housing increased by 223 units during 2016/17:- 223 New Build Units; 143 new build units for social rented housing through the Council's (76 units) and registered social landlords' new build programmes (67 units); 32 Low Cost Home Ownership units; and 48 mid market rent units of which 4 were delivered by local Estates to assist with meeting rural housing need.							

LHS 1.3b		Number of new build affordable completions, with and without public subsidy by mid market rent				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	90	99
2013/14	80		14				
2014/15	100		0				
2015/16	100		29				
2016/17	100		48				
<p>The fall in oil prices and the current difficulties of the local economy seem to have affected the local housing market, particularly including the private rental sector, across both Aberdeen city and Aberdeenshire. The fall in private rent levels has had an impact on the viability of mid-market rental schemes and the window below the market level has either reduced or disappeared depending on location.</p> <p>Create Homes Aberdeenshire has delivered 15 new affordable mid market homes in Ellon, in partnership with two developers. Meantime works continue on site to deliver a further 12 new homes in Stonehaven, with completion anticipated in Autumn 2017. Improved marketing of properties has assisted in increasing the 'take-up' of this type of accommodation. Now a member of the 'Scottish Housing Network-Mid Market group' which will enable the sharing of best practice.</p>							













LHS 1.3c		Number of new build affordable completions, with and without public subsidy by Mid Market Low Cost Shared Equity				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	90	99
2013/14	80		27				
2014/15	100		57				
2015/16	100		84				
2016/17	100		80				
<p>Low Cost Shared Equity - procedures and standard templates have been revised and refreshed in consultation with Planning for the Future tenant group. Meantime, work has begun on a review of the marketing and branding of LCSE with Corporate Communications, ICT and Design & Print, with a view to maximising market presence increasing awareness of the scheme to those households, who may be currently unaware of this route as a possible housing solution.</p>							

LHS 1.4		Number of empty properties brought back into use				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	6.3	6.93
2013/14	15		0				
2014/15	7		0				
2015/16	7		0				
2016/17	7		0				

The Private Housing (Tenancies) (Scotland) Act 2016 will have a substantial impact upon the Empty Homes Fund, in that the fund as is, cannot progress because any properties cannot effectively be returned at the end of the lease term with vacant possession. Further research is ongoing to identify other mechanisms to assist in bringing empty homes back into use; this may well include another type of loan scheme, information and advice leaflets.













LHS 2.1		Number of homeless presentations in Aberdeenshire.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	938.7	902.94
2013/14	1,392		1,227				
2014/15	1,293		1,208				
2015/16	1,192		1,126				
2016/17	894		1,039				

Changes in practice following the introduction of the Options Guidance will have an impact on homelessness presentations, which will mean they will increase.

LHS 2.2		Reduce the cost of Bed & Breakfast Accommodation by 25% annually				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	27.5%	25.25%
2013/14	20%		46%				
2014/15	25%		24%				
2015/16	25%		26.5%				
2016/17	25%		16.4%				

The target spend for 2015/16 was £1011, 000.00 and the total spend was £990,623.00. The target spend for 2016/17 was a 25% reduction on £1011, 000.00, which was £758,250.00. The actual spend for 2016/17 was £692,783.00, which equates to an 8.6% reduction.













Although spending on Bed & Breakfast continues to decrease, there is still demand for this type of accommodation, which means it has to be used as temporary accommodation. However, due care is taken to ensure that it is for a minimal period, with applicants being moved on to alternative temporary accommodation as soon as possible.

LHS 2.3		Number of repeat presentations as a percentage of total presentations.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	5.25%	5.05%
2013/14	5%		4%				
2014/15	5%		2%				
2015/16	5%		4.4%				
2016/17	5%		2.2%				

Total presentations =1039. 23 repeat presentations, which equates to 2.2%

LHS 2.4		To have no breach of suitable accommodation orders				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	0%	0%
2013/14	0%		0%				
2014/15	0%		0%				
2015/16	0%		0%				
2016/17	0%		0%				
<p>This is measured on an annual basis through Aberdeenshire stats and returns to the Scottish Government. Aberdeenshire Council makes every effort to offer suitable temporary accommodation, to address the needs of the applicant, however there are instances when Bed & Breakfast accommodation is offered as an alternative; for example in emergency situations or when applicants states a wish to remain in the area and are made aware that Bed & Breakfast will be the only option for a period of time. Applicants will be moved to suitable alternative accommodation, as soon as possible. Aberdeenshire Council has been successful in ensuring that there have been no breaches of Suitable Accommodations Orders, over the lifetime of the Local Housing Strategy.</p>							

LHS 2.5		Percentage of new staff within the Options & Homelessness Team who complete National Standards training (Homepoint) within 12 months of start date				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	110%	101%
2013/14	100%		100%				
2014/15	100%		100%				
2015/16	100%		100%				
2016/17	100%		100%				

LHS 3.1		Overall percentage of Aberdeenshire households in fuel poverty				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	40.74%	39.19%
2013/14	40%		40%				
2014/15	39.6%		44%				
2015/16	39.2%		39%				
2016/17	38.8%		38%				










Aberdeenshire Council extracts figures from the Scottish Housing Condition Survey which is a module within the Scottish Household Survey. It is the largest single housing research project in Scotland and the only national survey to look at the physical condition of Scotland's homes as well as the experiences of the households. These figures are published annually and can be downloaded from their website. The figures are produced on a rolling basis so the figures published in February 2017 were based on statistics collated during 2013/15. These reports combine three years' worth of data together to provide a series of tables which present estimates for key local housing strategies important at local authority level. An element of these key strategies would be fuel poverty e.g. fuel poverty by tenure, fuel poverty households by type etc. This allow us to demonstrate the estimated number of households experiencing fuel poverty across Aberdeenshire.

Several recent changes in the methodology in the survey, meant that all previously reported fuel poverty stats (dating back to 2003) were altered (making the fuel poverty percentages higher than those previously reported) therefore the original baseline and annual fuel poverty reduction percentage target was no longer realistic nor achievable. The base rate of 40% commencing from 2013/14 represents the average number of households living in fuel poverty in Aberdeenshire (all tenures) during the last 4 years. The annual reduction percentage target of 1% represents the combined average annual reduction percentage in fuel poor households for Scotland as a whole and Aberdeenshire as a whole, over the last 4 years.













The work carried out to install energy efficiency measures in private sector housing, through Scottish Government funding initiatives and the improvements to meet the Scottish Housing Quality Standard and Energy Efficiency Standard for Social Housing requirements in the social sector is clearly having a positive effect. Whilst this may be the case, Aberdeenshire Council will continue to ensure that all funding streams are accessed to improve the energy efficiency of housing and that residents are able to access energy efficiency information and advice services to maximise their income and reduce fuel costs.

LHS 3.2	Social sector homes to achieve an average Energy Efficient Rating (EER) or Standard Assessment Procedure (SAP) rating of 55 or over					Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	56.61	56.61
2013/14				?	?		
2014/15	60.9	✓	60.9	?	?		
2015/16	61.9	✓	63.6	↑	↑		
2016/17	62.9	✓	66.1	↑	↑		
<p>Previous Scottish Housing Condition Survey reports provided detailed accounts of the energy efficiency of the Scottish housing stock in terms of the National Home Energy Ratings system. However, elements of the original rating scheme have now been superseded and the full documentation of the method is not publicly available. It is therefore not feasible under the updated survey energy modelling methodology to reproduce fully the original National Home Energy Ratings score. The survey now reports the average Energy Efficiency Rating (or Standard Assessment Procedure [SAP] rating) of dwellings instead, at local authority level. The Standard Assessment Procedure is the methodology used by the Government to assess and compare the energy and environmental performance of dwellings. Its purpose is to provide accurate and reliable assessments of dwelling energy performances that are needed to support energy and environmental policy initiatives. The Energy Efficiency Rating is expressed on a scale of 1 to 100, with the higher number indicating a dwelling with lower energy running costs.</p>							

LHS 4.1	Reduce the number of dwellings with disrepair to critical elements by 350 per year.					Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	51,030	49,086
2013/14	49,650	⬮	63,000	↓	↓		
2014/15	49,300	✓	48,000	↑	↑		
2015/16	48,950	✓	37,000	↑	↑		
2016/17	48,600	✓	35,000	↑	↑		
<p>These figures are estimates from the Scottish House Condition Survey.</p>							

LHS 4.2		Number of energy efficiency measures installed in the private sector.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	810	891
2014/15	1,250		913				
2015/16	900		927				
2016/17	900		1,299				













The funding has enabled a total of 298 properties to have cavity wall insulation installed and 210 properties to have external wall insulation.

LHS 4.3		Number of households assisted through the Care & Repair Small Repair Service.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	450	495
2013/14	500		380				
2014/15	750		885				
2015/16	500		516				
2016/17	500		508				













There has been an increase in households assisted through the Care and Repair Small Repairs Service over the lifetime of the Local Housing Strategy. This is in part as a result of the service being brought in-house, in July 2015 and that during 2016/17, members of the Private Sector Housing Team attended various Health and Social Care meetings to promote the Care and Repair Service, including the Small Repairs Service. This would appear to have had a positive impact on the numbers of households assisted. The promotion work is being continued throughout 2017/18, both for Care and Repair and Scheme of Assistance.

LHS 4.4	Number of landlord training sessions provided through Landlord Accreditation Scotland.					Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	9	9.9
2013/14	10		11				
2014/15	10		12				
2015/16	10		14				
2016/17	10		10				
<p>During 2016/17, 10 landlord training sessions were provided through Landlord Accreditation Scotland. Information sessions were also provided to raise standards in the Private Rented Sector. Aberdeenshire Council continues to arrange more training sessions for Landlords, than any other local authority in Scotland.</p>							

LHS 5.1	Percentage of new build properties developed and fully accessible for clients with a particular need					Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	12.75%	13.5%
2013/14	15%		28%				
2014/15	15%		21%				
2015/16	15%		19%				
2016/17	15%		10%				
<p>There were 14 Local Authority new build units built for Particular Need Clients. Particular Need Clients are identified from the Waiting List and new build properties adapted for individual Clients. Work continues to meet the housing needs of Particular Need Clients with our partners. Work has commenced on 42 units across a number of sites in Aberdeenshire for 2017/18 which are suitable for Particular Need Clients.</p>							













LHS 5.2		Average days between referral and assessment for housing adaptations.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	68.25	65.65
2013/14	73		85				
2014/15	65		86				
2015/16	65		82.2				
2016/17	65		41				

The waiting time for major adaptations has reduced as a result of service improvement exercises and an emphasis on streamlining and improving processes from the referral stage through to specification stage. As a result referral to assessment days has fallen from an average of 86 days in 2014/15 to 41 in 2016/17.













LHS 5.2a		Average days between assessment and delivery of the adaptation.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	195.3	187.86
2013/14	206		216				
2014/15	186		201				
2015/16	186		114.9				
2016/17	186		162				

LHS 5.3a		Increase the number of people with a disability receiving housing related advice and information - Housability				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	109.25	113.85
2013/14	115		115				
2014/15	115		117				
2015/16	115		142				
2016/17	115		130				
<p>Targets exceeded for the number of disabled Clients receiving housing related information and advice from both Houseability and Care & Repair services. As part of Housing's Contribution to the strategic priorities of the Aberdeenshire Health & Social Care Partnership, Houseability has supported the 'Timely, well managed discharge from hospital to home or homely surroundings,' by visiting clients in hospital at as early a stage as is possible and appropriate.</p>							













LHS 5.3b		Increase the number of people with a disability receiving housing related advice and information - Care and Repair				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	498.75	519.75
2013/14	525		872				
2014/15	525		841				
2015/16	525		827				
2016/17	525		827				
<p>Targets exceeded for the number of disabled Clients receiving housing related information and advice from both Houseability and Care & Repair services.</p>							

LHS 6.1		Percentage of Gypsy/Travellers who have complied with the Code of Conduct.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	63%	69.3%
2013/14	70%		52.5%				
2014/15	70%		50%				
2015/16	70%		74%				
2016/17	70%		74%				













Statistics for Gypsy/Travellers are recorded January to December, rather than in financial years. As of 31st July 2017, there has been 85% compliance with the Code of Conduct.













LHS 6.2		Provide one well maintained stopover site annually that meets the needs of the Gypsy/Traveller Community, during the lifetime of the LHS.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	0.95	0.99
2013/14	1		0				
2014/15	1		0				
2015/16	1		0				
2016/17	1		1				













Approval for planning for a Stopover site at Aikey Brae, was granted at Full Council on the 9th March 2017. Property Services is progressing the application. It is scheduled to open in early 2018.

LHS 6.4		Number of unauthorised Gypsy/Travellers encampments				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	41	37
2013/14	24		40				
2014/15	32		34				
2015/16	26		42				
2016/17	34		61				

Information on encampments is recorded in calendar years, rather than in financial years. 2016 saw a significant increase in the number of unauthorised encampments, which initiated the development of an "Emergency Multi-Agency Approach for Unauthorised Encampments" and the Council taking a more pro-active approach in dealing with problematic encampments. These continue to be monitored through the Gypsy Traveller Sub Committee.













LHS 7.1		Percentage of tenants satisfied with the works undertaken in the stock improvement programme.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	81%	89.1%
2013/14	90%		84%				
2014/15	90%		91%				
2015/16	90%		84%				
2016/17	90%		88%				













LHS 7.2		Average hours taken to complete emergency repairs - SSHC LHS 11				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	8.48	7.58
2013/14	8		8.39				
2014/15	7.5		7.93				
2015/16	7.5		8.08				
2016/17	7.5		6.76				
Emergency repairs are reactive repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.							













LHS 7.3		Average time taken to complete non-emergency repairs - SSHC Indicator 12				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	12.87	11.11
2013/14	15		14.16				
2014/15	12		14.2				
2015/16	12		12.8				
2016/17	11		9.98				
This indicator is measured in days. Performance has consistently improved over the lifetime of the Local Housing Strategy.							













LHS 7.4		Percentage of reactive repairs completed right first time - SSHC indicator 13					Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend			
						80.75%	84.15%	
2013/14	80%		81.6%					
2014/15	85%		81.6%					
2015/16	85%		81.63%					
2016/17	85%		86.61%					

LHS 7.5		Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date - SSHC indicator 15					Red T'hold	Amber T'hold
	Target	Status	Value	Total amount due	Long Trend	Short Trend		
							105%	105%
2013/14	100%		100%					
2014/15	100%		100%					
2015/16	100%		99%					
2016/17	100%		100%					













LHS 8.2		Number of anti-social behaviour cases reported and resolved within locally agreed targets.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	81%	85.5%
2013/14	90%		65.22%				
2014/15	90%		75.29%				
2015/16	90%		80.2%				
2016/17	90%		81.35%				
<p>Although the number of anti-social behaviour cases has increased slightly, the percentage resolved within the locally agreed targets has risen over the last year. Long-term performance has shown significant improvement over the lifetime of the strategy. This relates to Scottish Social Housing Charter Indicator 19.</p>							













LHS 8.3		Percentage of total rent due collected.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	98.95%	98.99%
2013/14	99%		99.2%				
2014/15	99%		99.45%				
2015/16	99%		99.59%				
2016/17	99%		99.68%				
<p>Gross arrears as a percentage of rent due and percentage of total rent due collected remain within target. A more robust arrears monitoring process has been put in place. This has identified areas for improvement in the rent arrears procedure.</p>							













LHS 8.4		Gross Rent arrears as a percentage of rent due				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	5.25%	5.05%
2013/14	4.3%		4.47%				
2014/15	4.3%		4.47%				
2015/16	5%		4.58%				
2016/17	5%		4.78%				













LHS 8.5		Percentage of rental income lost through empty property.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	1.26%	1.21%
2013/14	1.2%		0.91%				
2014/15	1.2%		0.62%				
2015/16	1.2%		0.72%				
2016/17	1.2%		1.04%				













Income lost through empty properties has also increased this year from 0.72% to 1.04%. This is still below the target of 1.2%. An attributing factor for this is an increase in terminations throughout the year. Also low demand sheltered housing which tends to have higher rents than mainstream housing are also a contributing factor. A Tenancy Sustainment pilot has been developed in conjunction with the Housing Options Team. This is due to commence 2017/18.

LHS 8.6		Average time taken to relet properties.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	26.25	25.25
2013/14	25		33.88				
2014/15	25		37.45				
2015/16	25		35.6				
2016/17	25		40.83				
<p>Average days to relet a property has increased from 35.6 days in 15/16 to 40.83 days in 16/17. This is mainly influenced by long term low demand properties being relet within the period. A total of 33 low demand properties were relet within the financial year, between them taking 3166 days. Without these properties, the average days to relet across Aberdeenshire would have been 38.10 days. An increase in terminations and condition of property when returned has also influenced these figures, by increasing workload demands to turn properties around.</p>							













LHS 8.7		Number of waiting list applicants who access affordable housing each year.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	1,187.5	1,237.5
2013/14	1,250		1,430				
2014/15	1,350		1,275				
2015/16	1,250		1,338				
2016/17	1,250		1,384				
<p>The number of waiting list applicants who have accessed affordable housing has increased from 1338 to 1384 this year. This is in response to a number of new build properties becoming available to let throughout the year.</p>							

LHS 8.8		Housing Management Budget performance against forecast				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	105%	101%
2013/14	100%		101%				
2014/15	100%		102.76%				
2015/16	100%		102%				
2016/17	100%		102%				
The actual outcome for the income and expenditure, in the Housing Management Budget is within the tolerance of the budget forecast.							

LHS 8.9		Percentage of tenants who feel that rent for their property is good Value for Money				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	85.5%	89.1%
2013/14	90%		79%				
2014/15	90%		78.56%				
2015/16	90%		77.7%				
2016/17	90%		77.7%				
Proportion of tenants who feel that rent for their property is good value for money is relatively consistent with other social landlords and in particular local authority landlords.							

LHS 9.1		Number of localities with tenant groups, local tenant voices or other tenant representation				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	33.25	34.65
2013/14	24		29				
2014/15	27		32				
2015/16	30		35				
2016/17	35		35				

Work is on-going to endeavour to increase the number of localities where tenants are involved in tenant participation, in particular increasing the number of Local Tenant Voices. The Tenant Participation Promotion Team ran Summer Roadshows in a variety of locations in Aberdeenshire during 2017. The purpose of these roadshows, was to provide tenants with an opportunity to meet tenant representatives and for them to raise issues affecting them. Stalls were set up at housing offices and tenants were invited to join TPPT members on an Estate Walkabout and to carry out Void Inspections, where the opportunity arose, checking on the relet standard of houses ready for allocation.

LHS 9.2		Number of individual tenants involved in core activities.				Red T'hold	Amber T'hold
	Target	Status	Value	Long Trend	Short Trend	27	28.5
2013/14	29		27				
2014/15	29		27				
2015/16	30		30				
2016/17	30		29				

The number of tenants involved in core activities has continued to increase, due in some part to the success of a number of local Roadshows organised, by the Tenant Participation Promotion Team to meet with tenants in their own localities. 2016/17 saw a slight decrease in numbers, due to the resignation of one of the members of the team. Elections are being held at the Autumn Tenant Event in October 2017.