

Communities Q2 2015/16 - Full Report

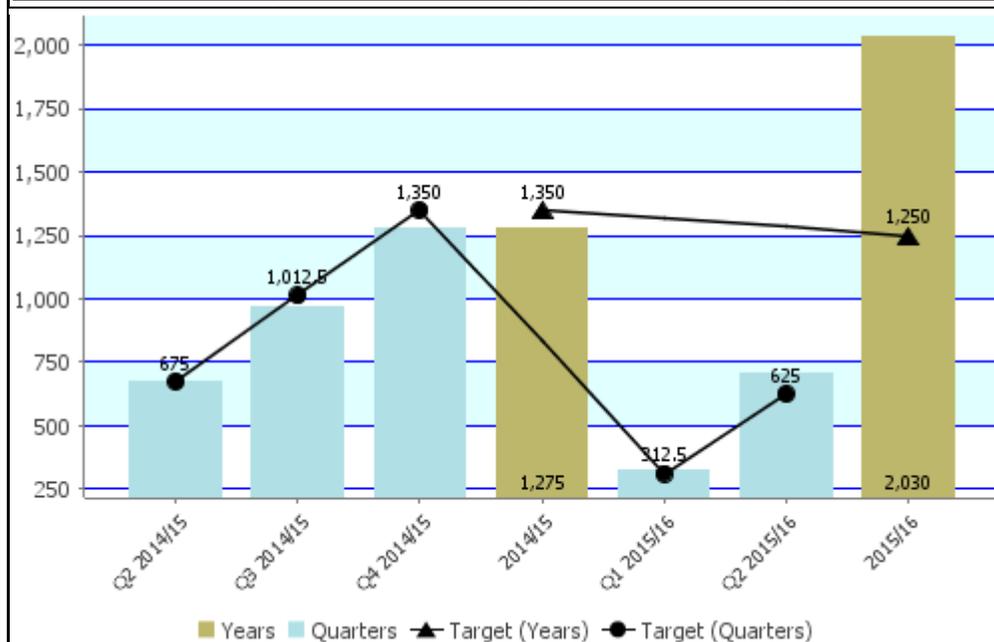
Generated on: 01 April 2016

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 4 Amber 1 Green 14

HSWSP1 SO1 - Ensure access to good quality, affordable housing

Indicator		1b) Number of waiting list applicants who access affordable housing					Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend	843.75	890.63
Q2 2014/15	675	✓	674		↓	↑		
Q3 2014/15	1,012.5	✓	965		↑	↑		
Q4 2014/15	1,350	⚠	1,275		↑	↑		
Q1 2015/16	312.5	✓	322		↓	↓		
Q2 2015/16	625	✓	702		↓	↑		



This indicator looks at the number of applicants on our waiting list who have accessed affordable housing during the year to date. It includes applicants who have been allocated a council house, as well as those successfully nominated by Aberdeenshire Council to Registered Social Landlords. This demonstrates that we are providing access to affordable housing for applicants who may otherwise be unable to secure housing.

The level of applicants rehoused in the third quarter is above target although the target has been reduced for 2015/16. The total is slightly more than the same point in time last year (965). The increased numbers from last quarter are as a result of a number of new build properties being let by both the Council and RSL partners and the resulting vacancies from these allocations. The current economic climate is still influencing access to alternative tenures and home ownership resulting in less tenants leaving social rented housing.

Create Homes Aberdeenshire have also provided Mid Market Tenure opportunities, however applicants for this tenure is not required to register on the waiting list first.

Q4 2015/16

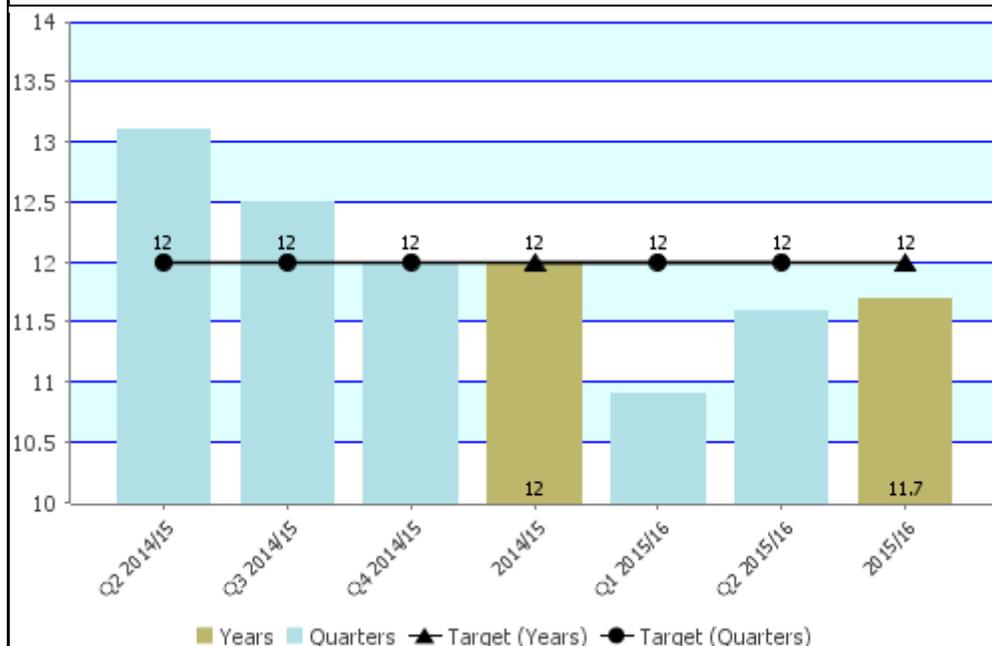
Q4 2015/16

Quarters

15-Apr-2016

HSWSP2 SO2 - Scottish Social Housing Charter

Indicator	2a) A'Shire - Average days taken to complete non-emergency response repairs						Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend	12.6	12.1
Q2 2014/15	12		13.1					
Q3 2014/15	12		12.5					
Q4 2014/15	12		12					
Q1 2015/16	12		10.9					
Q2 2015/16	12		11.6					

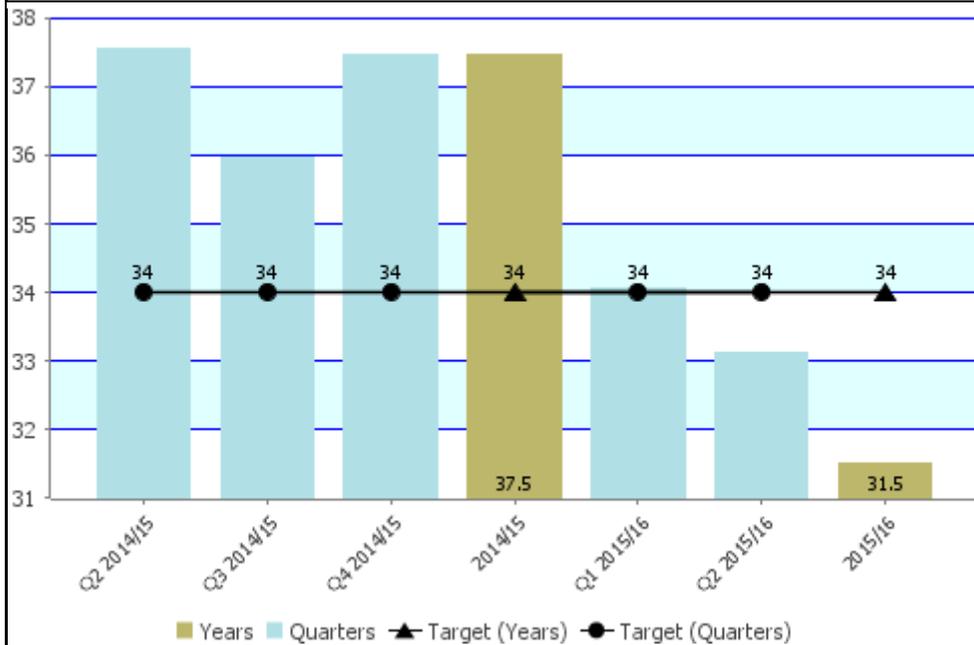


This indicator looks at the average (mean) number of days taken to complete non-emergency response repairs, based on the time between a repair first being reported and reported completion. This demonstrates the timeliness of our repairs service.

The Aberdeenshire average has increased slightly from Q2, and now sits at 11.7 days. While this represents a small rise, it is still within overall performance targets for the year. Areas with higher averages, such as Banff and Buchan, and Buchan, have a higher proportion of more complex jobs with a longer target time (10 or 20 days), which impacts on the average number of days taken in these areas.

Area variances in workload across other work categories also impact upon performance for non-emergency response repairs. For example, Banff and Buchan and Buchan both have a higher turnover of properties, resulting in a greater number of void repairs. Our new Repairs ICT System, being implemented in Banff and Buchan later this year then rolled out to other areas will help us continue to improve, and address area variances by managing resources more efficiently through the use of dynamic scheduling and project planning tools.

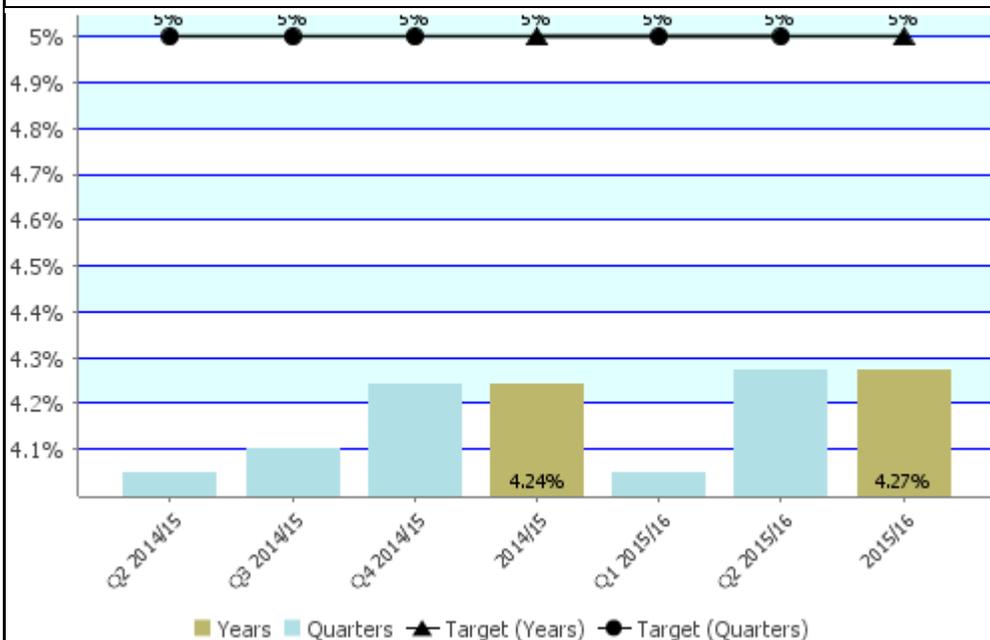
Indicator		2b) A'shire - Average re-let time in days					Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend	35.7	34.3
Q2 2014/15	34	🔴	37.6		↑	↑		
Q3 2014/15	34	🔴	36		↑	↑		
Q4 2014/15	34	🔴	37.5		↑	↓		
Q1 2015/16	34	🟢	34.1		↑	↑		
Q2 2015/16	34	🟢	33.1		↑	↑		



This indicator demonstrates how quickly people are able to access housing, and that the service is minimising rent loss due to voids. It represents the average (mean) number of days between a property becoming void and a new tenant taking possession of the property. As this is a new indicator, there were no targets associated with it for 14/15, although we have compared 14/15 data with the current target for information.

Performance across Aberdeenshire has improved over last quarter, and currently sits at 31.5 days. This is an improvement from last quarter at 33.1 days. All areas aside from Buchan are performing better than target, and the relatively high figure for Buchan is significantly influenced by 2 long-term voids being let during the quarter. Aberdeenshire's performance as a whole compares favourably with the Scottish average for local authorities of 38.6.

Indicator		2c) A'shire - Gross Rent arrears as a percentage rent due					Red T'hold	Amber T'hold
	Target	Status	Value	Total amount due	Long Trend	Short Trend	5.25%	5.05%
Q2 2014/15	5%	✓	4.05%		?	?		
Q3 2014/15	5%	✓	4.1%		?	?		
Q4 2014/15	5%	✓	4.24%		?	?		
Q1 2015/16	5%	✓	4.05%		↓	↓		
Q2 2015/16	5%	✓	4.27%		↓	↓		



The indicator has remained at the same level as quarter 2. This has been as a result of a decrease in current tenants arrears across all of the areas but with former tenant arrears increasing by the same amount.

The Buchan and Banff and Buchan areas remain outwith target but the Banff and Buchan performance has improved from Q2. Buchan has had an increase in arrears due to the increase in former tenant arrears being higher than the decrease in current tenant arrears. Buchan and Banff and Buchan historically have higher levels of arrears due to the higher levels of deprivation.

Former tenant arrears have increased in all areas. They are notoriously difficult to collect which is the experience of all social landlords. However following the Housing Service structure review the recovery of former tenant arrears has moved to the Resources Team and a mini-improvement project was carried out to standardise processes which had previously differed in area teams and to provide more focus on these debts at an early stage, including personal contact prior to the tenant moving out.

The current tenant arrears have decreased across the areas with a £57,000 reduction from Q2. However the most significant decrease of £18,500 has occurred in the Marr area. The increased resources resulting from the structure review has allowed for a Housing Officer post based more locally in the Huntly office. In addition new Early Intervention Officers have been able to focus on arrears at a much earlier stages in all areas. Universal Credit has now been rolled out across Aberdeenshire to single job seekers, with the exception of those served by the Montrose Job Centre which is due to rollout in April 2016. The arrears levels for Universal Credit claimants have increased by approximately £10,000 since each tenant made their claim however an element of this will be due to the timing of the monthly payments. It is anticipated that as numbers of claimants increase there will be an impact on the rent arrears figures due to payments being made monthly in arrears and direct to tenants rather than straight to their rent accounts as happens with Housing Benefit.

Q4 2015/16

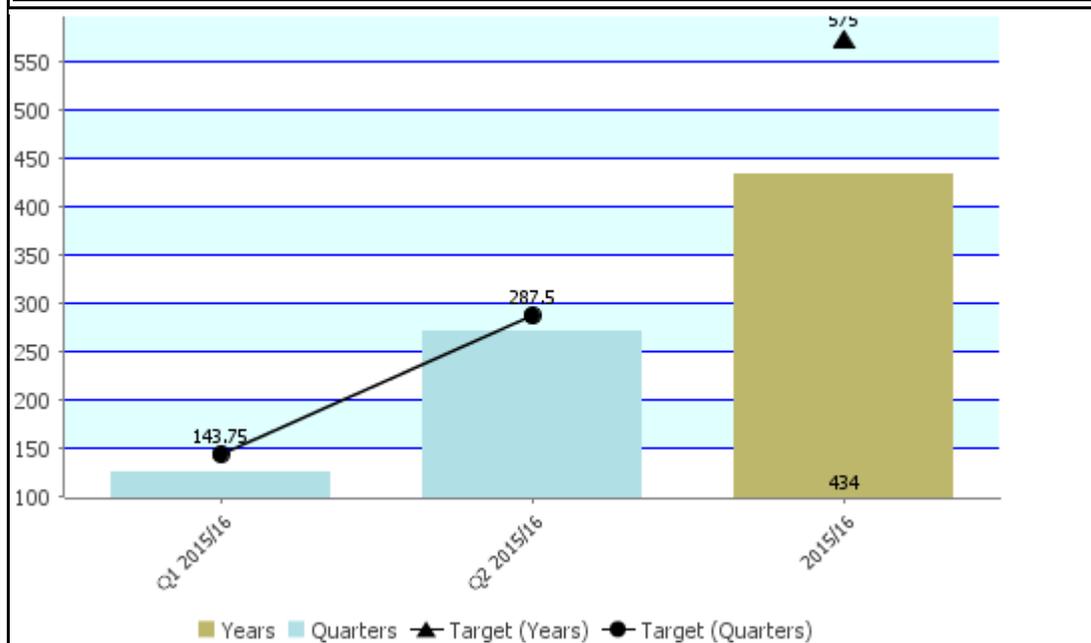
Q4 2015/16

Quarters

29-Apr-2016

HSWSP3 SO3 - Reduce Fuel Poverty

Indicator	3b) The number of households receiving in-home, in-depth energy efficiency advice and full home energy check.						Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend	409.69	426.94
Q2 2014/15								
Q3 2014/15								
Q4 2014/15								
Q1 2015/16	143.75	●	124		?	?		
Q2 2015/16	287.5	●	271		↑	↑		



SCARF's Home Energy Advice Team (HEAT) carried out 163 home visits during October to December 2015.

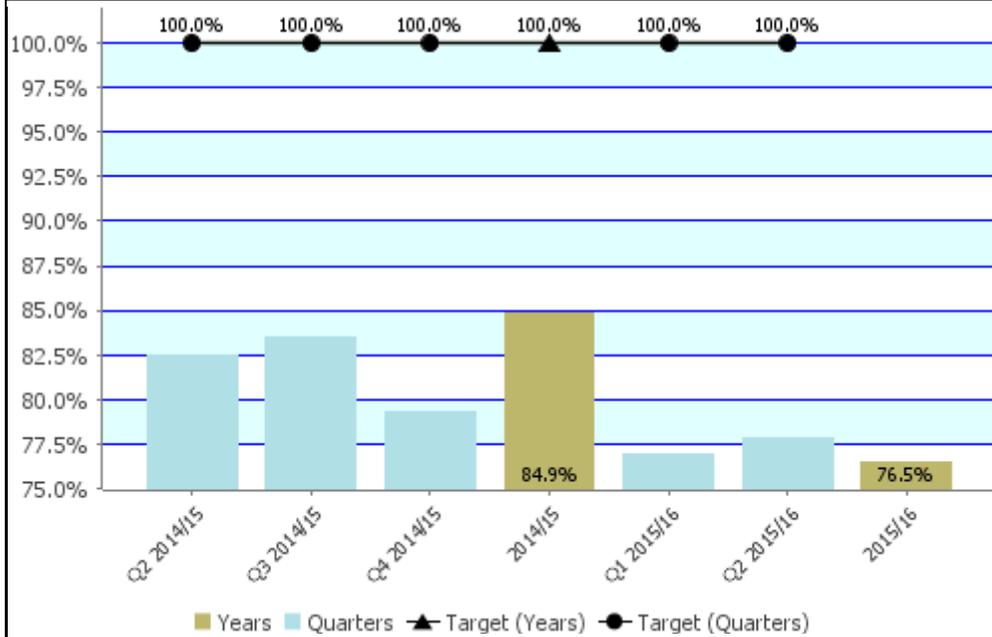
By area, 35 home visits were undertaken in Banff & Buchan, 23 in Buchan, 24 in Formartine, 37 in Garioch, 21 in Kincardine & Mearns and 23 in Marr.

Home visits provide the householder with free, impartial in-depth energy efficiency advice. The visit includes heating control demonstrations for maximum effectiveness of their heating systems; identifying potential energy efficiency improvements and any grants/schemes available for this; assisting with fuel debt concerns and switching suppliers; making referrals to other agencies such as Cash in Your Pocket, Care & Repair, Home Energy Scotland etc.

Historically, the winter months have always been the busiest for home visit requests, however, in November and December 2015 a total of 81 visits were made in comparison to 115 in November and December 2014. This is thought to be as a result of the exceptionally mild weather experienced in November & December and also due to the very low cost of domestic oil at present.

HSWSP4 SO4 - Early intervention: adults at risk

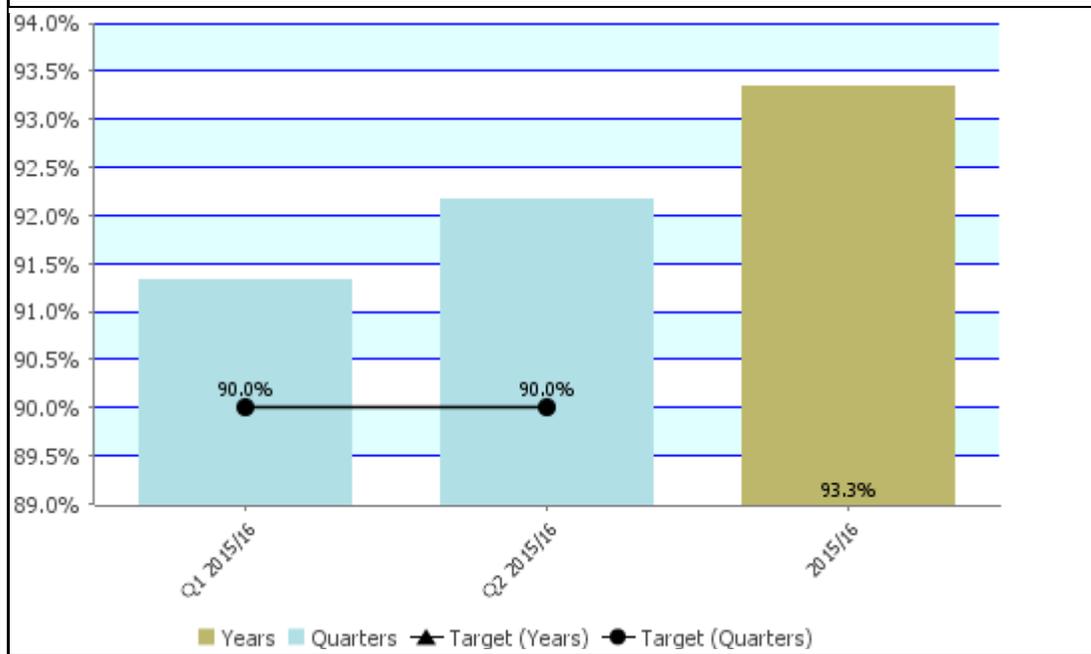
Indicator		4a) A'shire - Percentage of community care assessments completed within target timescales					Red T'hold	Amber T'hold
	Target	Status	Value	Total Assessments	Long Trend	Short Trend	82.0%	90.0%
Q2 2014/15	100.0%		82.5%	228				
Q3 2014/15	100.0%		83.5%	230				
Q4 2014/15	100.0%		79.3%	328				
Q1 2015/16	100.0%		76.9%	507				
Q2 2015/16	100.0%		77.8%	531				



The care management teams continue to work with high caseloads and the nature and process of a full SDS person-centred, outcomes-focussed assessment requires the practitioner to undertake detailed discussion with the individual and time for consideration of options. This means it generally takes longer to complete assessments than previously.

Due to the complex challenges there have been with implementing Self Directed Support, a review is about to be undertaken which should streamline the processes.

Indicator		4b) Percentage of people who misuse substances who receive 1st intervention in 21 days					Red T'hold	Amber T'hold
	Target	Status	Value	# referred	Long Trend	Short Trend	73.8%	81.0%
Q2 2014/15								
Q3 2014/15								
Q4 2014/15								
Q1 2015/16	90.0%	✓	91.3%	277	?	?		
Q2 2015/16	90.0%	✓	92.2%	319	↑	↑		

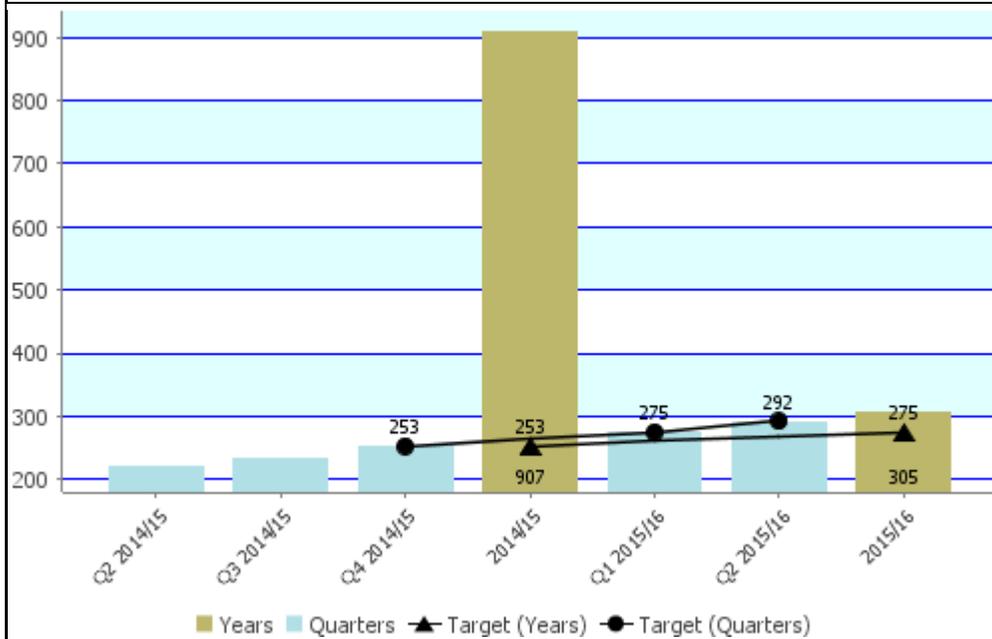


96% of 350 referrals into integrated substance misuse services were seen within 3 weeks. This represents the continued effectiveness of recording and referral processes.

Q4 2015/16 Q4 2015/16 Quarters 15-Apr-2016

Indicator		4c) A'shire - Number of people aged 75+ receiving Telecare					Red T'hold	Amber T'hold
-----------	--	--	--	--	--	--	------------	--------------

	Target	Status	Value	Aberdeenshire Population	Long Trend	Short Trend	279.9	295.5
Q2 2014/15		?	219		↑	↑		
Q3 2014/15		?	234		↑	↑		
Q4 2014/15	253	✓	253		↑	↑		
Q1 2015/16	275	✓	275		↑	↑		
Q2 2015/16	292	✓	291		↑	↑		



The Telecare team continue to raise awareness of the benefits of using telecare. They have attended team meetings and are currently working on a powerpoint presentation which it is hoped will make it clearer to prescribers the different types of equipment that are available and when and how it should be used.

The training course on ALDO is being streamlined to make it more user friendly.

Q4 2015/16

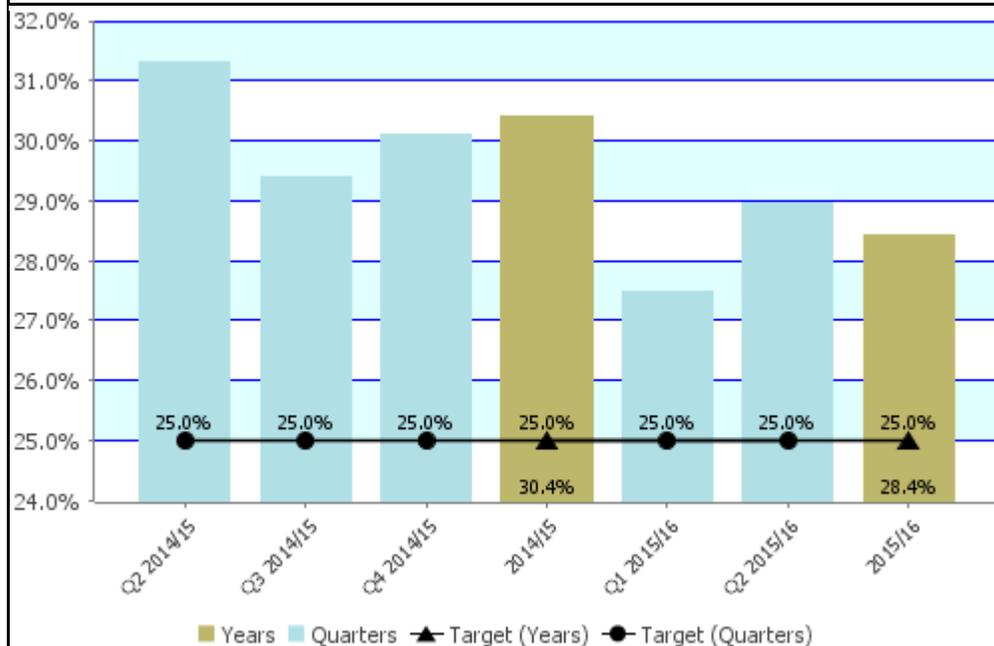
Q4 2015/16

Quarters

15-Apr-2016

HSWSP5 SO5 - Independence & life choices for vulnerable individuals

Indicator		5a) A'shire - Percentage of over 65s with intensive care needs receiving care at home					Red T'hold	Amber T'hold
	Target	Status	Value	# with intensive needs	Long Trend	Short Trend	23.3%	24.1%
Q2 2014/15	25.0%	✓	31.3%	1,983	↑	↑		
Q3 2014/15	25.0%	✓	29.4%	1,894	↑	↓		
Q4 2014/15	25.0%	✓	30.1%	1,804	↑	↑		
Q1 2015/16	25.0%	✓	27.5%	1,986	↑	↓		
Q2 2015/16	25.0%	✓	29.0%	2,009	↑	↑		

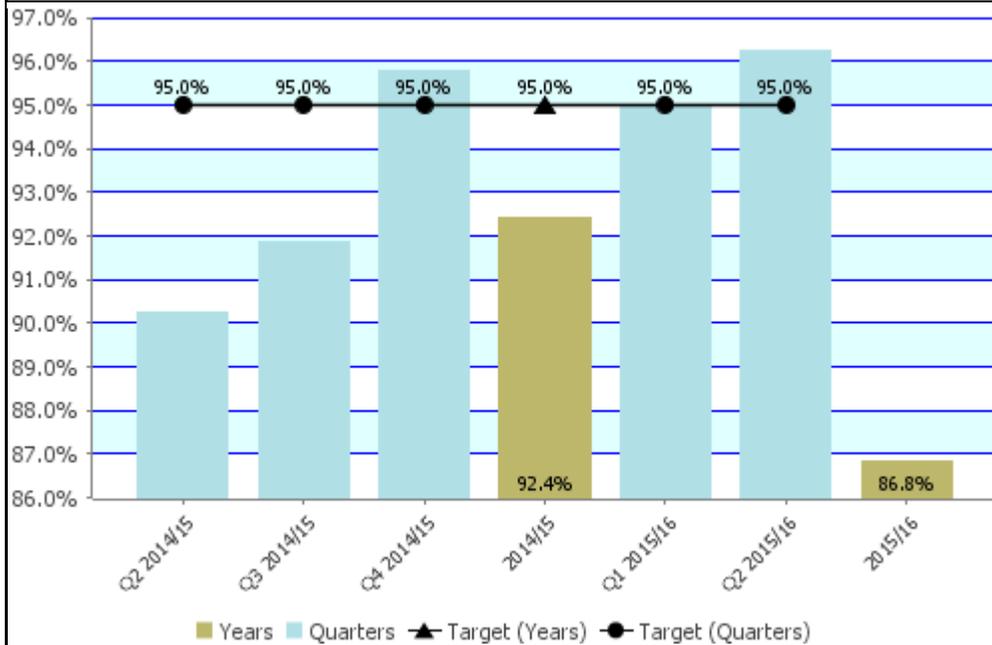


This is calculated by taking the number of people who receive 10 hours or more home care per week as a percentage of all those with intensive care needs (defined as those receiving 10+ hours homecare + those in residential care).

We are continuing to meet the target within Aberdeenshire as a whole. However, on an Area basis the percentages are skewed by the predominance or lack of care homes within the area. For example, Marr has 12 care homes and therefore the % being cared for at home is lower in this area (9.2%) compared to Formartine (42.8%) which only has 6 care homes.

The introduction of Self-Directed Support promotes more choice for individuals with more complex conditions that require intensive support to remain at home longer. However, the availability of care at home services can have a differential impact on the areas: the current lower trend in Formartine and Garioch exhibit this issue, as there is high demand in these areas.

Indicator		5b) A'shire - Percentage of occupational therapy assessments carried out within target timescales					Red T'hold	Amber T'hold
	Target	Status	Value	# OT assessments	Long Trend	Short Trend	87.4%	91.2%
Q2 2014/15	95.0%	▲	90.3%	790	↑	↓		
Q3 2014/15	95.0%	✓	91.9%	712	↑	↑		
Q4 2014/15	95.0%	✓	95.8%	736	↑	↑		
Q1 2015/16	95.0%	✓	95.0%	778	↑	↓		
Q2 2015/16	95.0%	✓	96.2%	795	↑	↑		

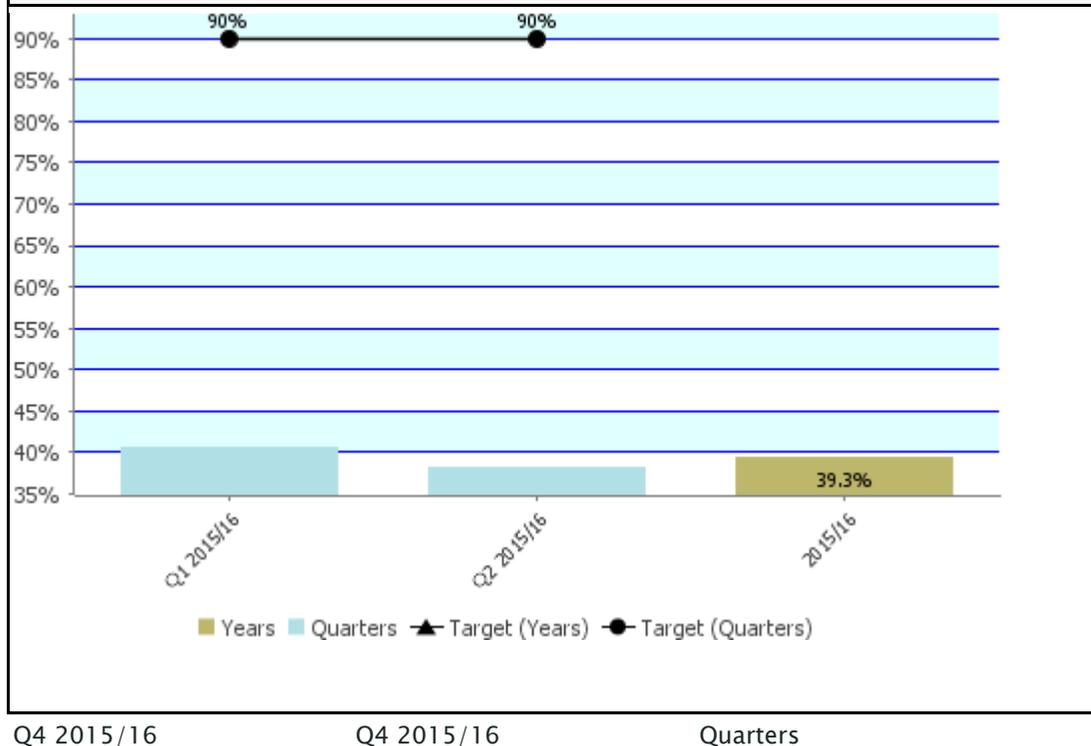


At the start of Quarter 3 the OT service commenced piloting of a significant improvement and redesign of the screening and assessment process of referrals, accompanied by a change to the target timescale for the assessment of all OT referrals. At the same time, the OT service adopted the 4 tier eligibility criteria for social care services, replacing its previous 3 tier priority categories.

The target timescale for the screening and initial assessment of all new referrals to the service, by a qualified OT, was re-set at and measured against an ambitious 3 working days. This contrasts with the previous timelines for assessment within 2 weeks/3-6 months/12 months, according to the provisional priority of High/Medium/Low attributed by the Contact Centre as part of the previous process (this latter process has ceased).

The new process is still in pilot stage, and has been implemented within existing staff resources. While the target was not met in the first quarter of implementation, and may prove overly ambitious against current levels of demand relative to staff resources, nevertheless the achievement of 72% of all OT referrals receiving an initial assessment of their needs and any associated advice and signposting by a qualified OT within 3 working days is a significant improvement on the previous process, where referrals often waited a long time for contact with an OT. During this first quarter of implementation, 95% of referrals did nevertheless receive an initial assessment within 5 working days.

Indicator		5c) A'shire - Percentage of identified outcomes adult service users feel they are achieving					Red T'hold	Amber T'hold
	Target	Status	Value	# Total Answers	Long Trend	Short Trend	81%	85.5%
Q2 2014/15								
Q3 2014/15								
Q4 2014/15								
Q1 2015/16	90%		40.7%	1,628				
Q2 2015/16	90%		38.2%	2,205				



This indicator counts the number of responses to the question within the Self Directed Support Review form about the impact that their support plan has had on identified outcomes, and calculates the percentage of responses which were "Better" or "A lot better". This question looks at 8 areas: Safe, Healthy, Active, Relationships, Responsibility, Achievement, Respect and Involvement. Not every area would be relevant in every case and therefore where the answer was either missing or marked N/A it was disregarded.

A total of 371 people were reviewed during Q3.

39.4% of responses were either "better" or "a lot better", however there were a considerable number of responses of "no change", some of which will be because the identified outcome is to maintain the current situation (and is therefore positive) and some will be because the plan has not achieved the identified outcome. Had these "no change" answers been counted as positive the percentage would be 95.9%. Action is being taken to address this issue by making changes to the review form.

The variance in satisfaction across the six areas relates to the outcomes that each individual wishes to achieve. These are qualitative responses which will vary dependant on the individual's outlook. However, the aging population and our success in shifting the balance of care means that the numbers of very frail older people with multiple health conditions being cared for at home continues to increase. Therefore the outcome of the care provided is to maintain the individual at their current level of ability rather than achieve betterment. This particularly relates to those over 85yrs, and the differential in the percentages across the areas parallels the different areas' population profiles.

Q4 2015/16

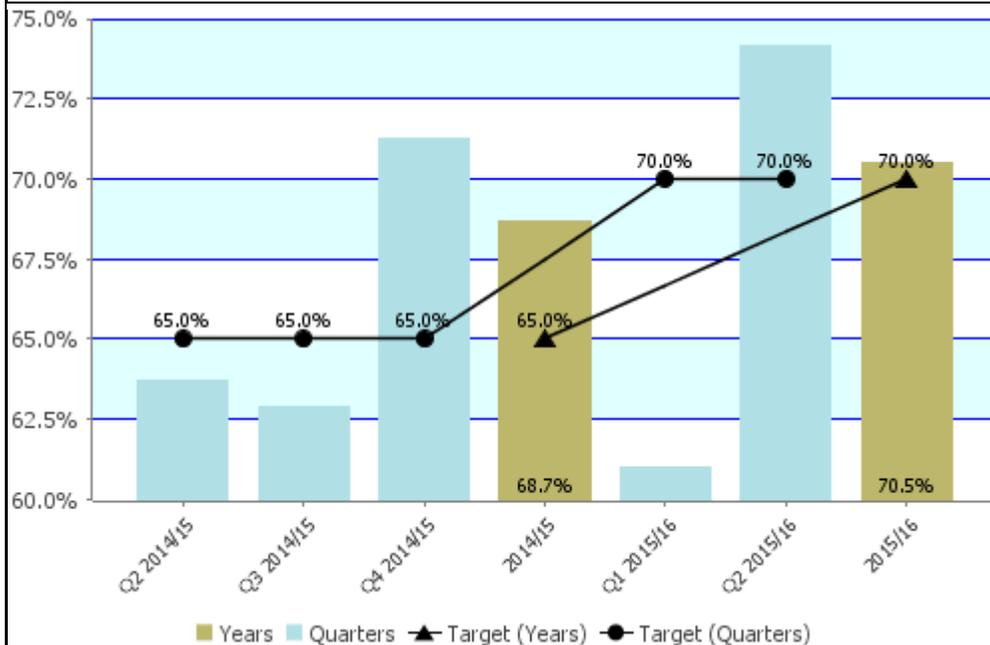
Q4 2015/16

Quarters

15-Apr-2016

HSWSP6 SO6 - Reduce Reoffending

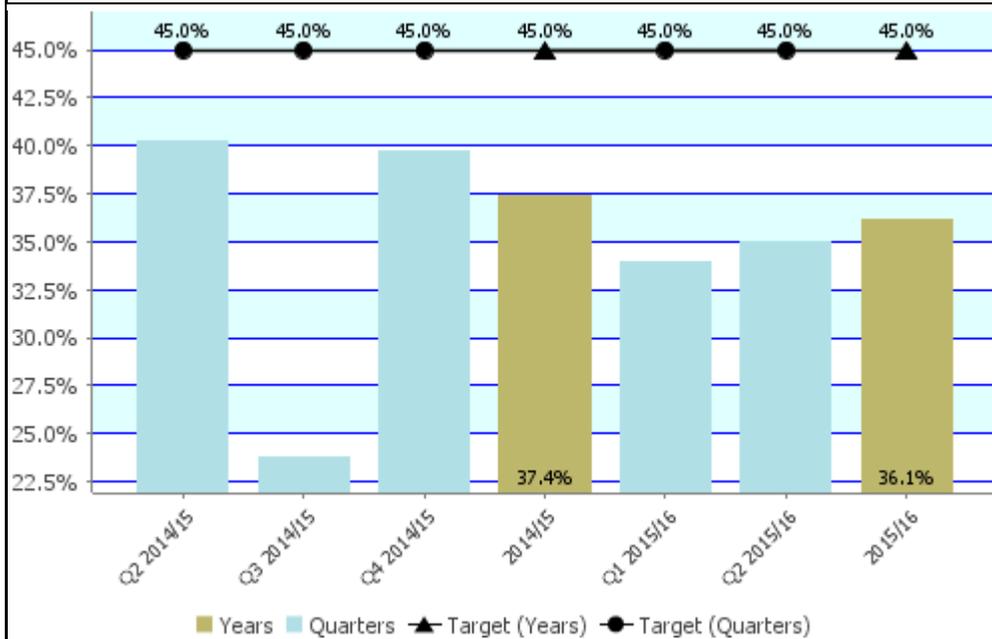
Indicator	6a) A'shire - Percentage of offenders offered unpaid work placement within 7 working days of court order being made						Red T'hold	Amber T'hold
	Target	Status	Value	# offered placement	Long Trend	Short Trend	65.1%	67.6%
Q2 2014/15	65.0%	✓	63.7%	102	↑	↓		
Q3 2014/15	65.0%	✓	62.9%	105	↑	↓		
Q4 2014/15	65.0%	✓	71.2%	146	↑	↑		
Q1 2015/16	70.0%	✗	61.0%	118	↑	↓		
Q2 2015/16	70.0%	✓	74.2%	120	↑	↑		



During this quarter the target for offered placements has been achieved in all localities except for Buchan. This appears to relate to a couple of issues; firstly, a task supervisor post became vacant through unexpected sick leave followed by an unexpected resignation. This had an impact on availability of work party places and therefore offered placements. The recruitment process in respect of this post is progressing. Secondly, late notifications from Courts outwith the area providing the information that an Order has been made has had an additional impact on the Service being then able to offer a start date within the timeframe.

The third sector provider continues to offer placements for parts of Formartine and Buchan. The local authority continues to support the providers management of procedures relating to both the offer of placements and managing compliance.

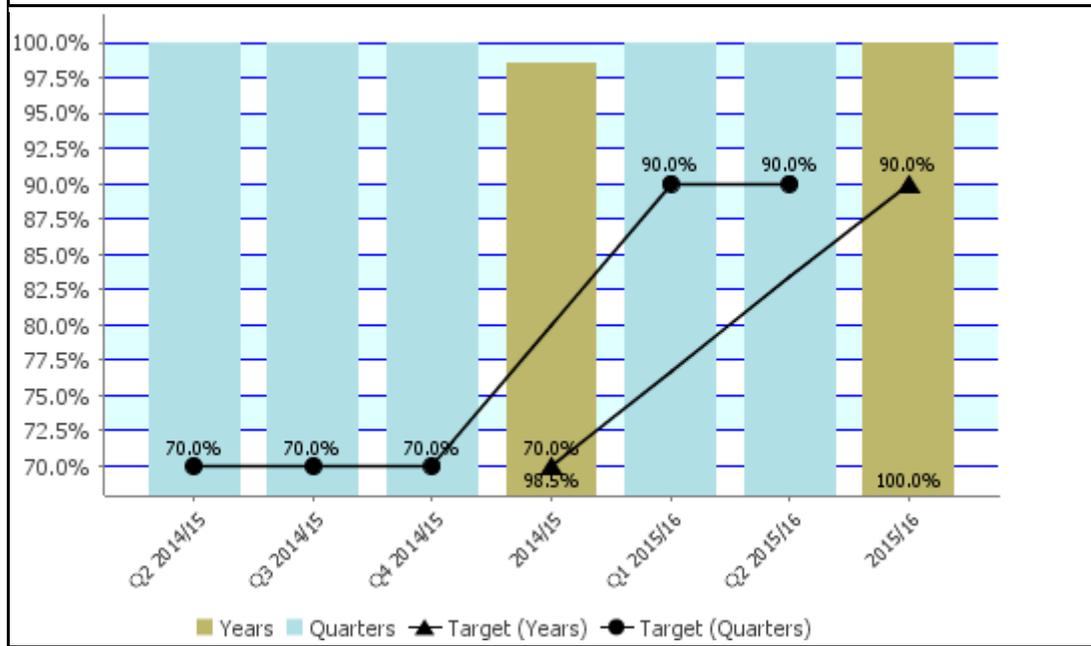
Indicator		6b) A'shire - Percentage who attended unpaid work placement within 7 days of order being made					Red T'hold	Amber T'hold
	Target	Status	Value	# offered placement	Long Trend	Short Trend	39.6%	42.3%
Q2 2014/15	45.0%		40.2%	102				
Q3 2014/15	45.0%		23.8%	105				
Q4 2014/15	45.0%		39.7%	146				
Q1 2015/16	45.0%		33.9%	118				
Q2 2015/16	45.0%		35.0%	120				



The work of the Unpaid Work team and fieldwork teams to identify at an early stage the potential factors which can lead to non-attendance, including lack of motivation means that such issues can be addressed prior to a non-attendance arising. Improved provision of information about the nature of Unpaid Work at Induction interviews once an Order has been made has helped to offer reassurance to service users who may have some anxiety about attending. This also highlights clearly what the processes are should non-attendance occur so that constructive problem solving can be applied to any issues which the service user may identify as a reason for not attending as instructed.

This data submitted reflects the performance of the Shire wide local authority Unpaid Work Service. The data for the work undertaken in the Ellon and Peterhead areas by the third sector provider SACRO is as follows: For Q3: Attended within 7 days – 5/21= 23.8%. This figure falls below target and discussions are ongoing with SACRO Service Manager regarding how the Service is planning to improve this performance.

Indicator		6c) Percentage of offenders reporting that supervision has had a positive impact on reducing their offending behaviour					Red T'hold	Amber T'hold
	Target	Status	Value	Total exit questionnaires	Long Trend	Short Trend	85.5%	89.1%
Q2 2014/15	70.0%	✓	100.0%	22	↑	↑		
Q3 2014/15	70.0%	✓	100.0%	19	↑	▬		
Q4 2014/15	70.0%	✓	100.0%	14	↑	▬		
Q1 2015/16	90.0%	✓	100.0%	8	↑	▬		
Q2 2015/16	90.0%	✓	100.0%	20	↑	▬		



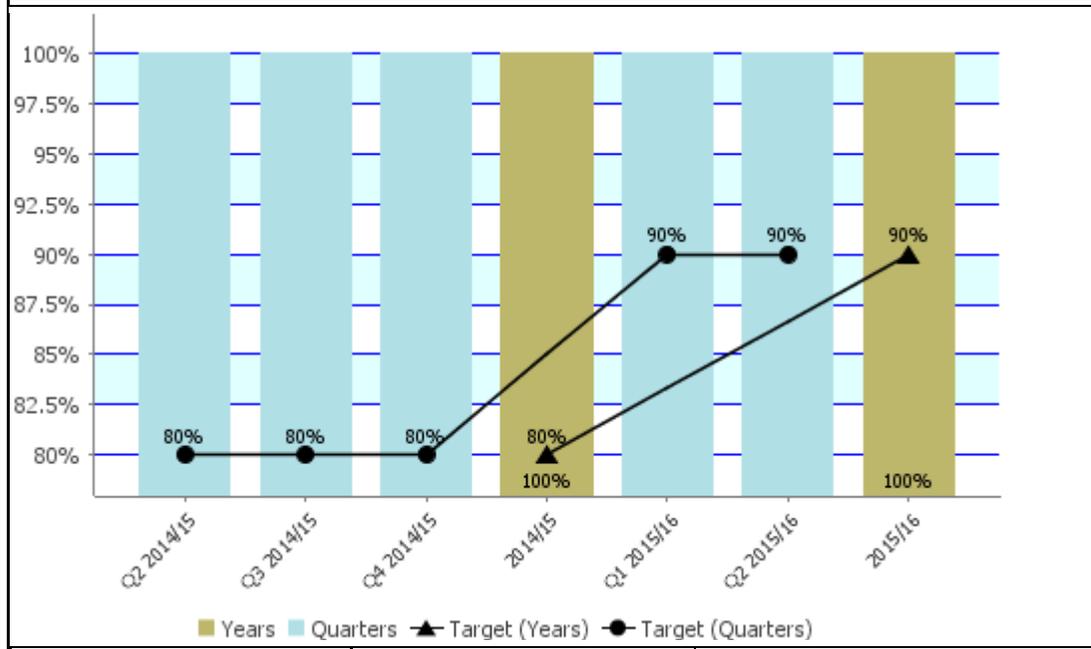
All 11 service user exit questionnaires completed this quarter reported that supervision was a positive experience which contributed to reducing reoffending.

Examples of feedback received include; "Supervision helped me improve coping skills. I had someone to talk to if difficult situations arose", "I found supervision useful because it gave me structure and I found it a support", "Supervision helped me realise what I did wrong and how to avoid doing it again in the future – I now think before I act"

Q4 2015/16 Q4 2015/16 Quarters 15-Apr-2016

Indicator	6d) Percentage of the community beneficiaries of 'payback' satisfied with the work carried out	Red	Amber
-----------	--	-----	-------

	Target	Status	Value	service users/carers	Long Trend	Short Trend	T'hold	T'hold
							85.5%	89.1%
Q2 2014/15	80%	✓	100%	27	↑	▬		
Q3 2014/15	80%	✓	100%	14	↑	▬		
Q4 2014/15	80%	✓	100%	10	↑	▬		
Q1 2015/16	90%	✓	100%	12	↑	▬		
Q2 2015/16	90%	✓	100%	10	↑	▬		



All 9 feedback questionnaires received this quarter from beneficiaries of unpaid work reported that their experience was positive.

In two unpaid work placements undertaken, the service user has remained in the Placement working as a volunteer which is a very positive outcome for both individual in terms of their integration and inclusion in community and, as feedback indicates, a positive outcome for the beneficiary: "For this service user it was an ideal placement as it met his personal needs, not just that he had to complete unpaid hours. I would hope that given the appropriate support if needed that he will remain as a volunteer with us for many years" (Local authority social care setting) , "The service user was extremely helpful, flexible and has decided to continue with us as a volunteer" (Community Project)

Q4 2015/16

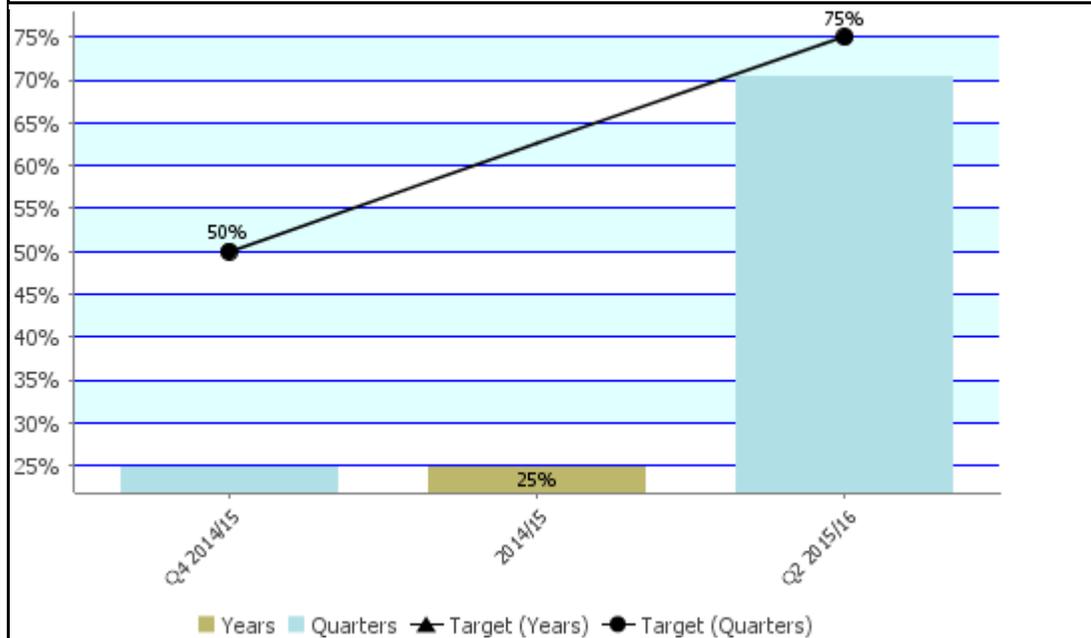
Q4 2015/16

Quarters

15-Apr-2016

HSWSP7 SO7 - Ensuring best value

Indicator		7 a) Roll out of Recordsmart: Percentage of people using records management principles					Red T'hold	Amber T'hold
	Target	Status	Value	#Total users	Long Trend	Short Trend	71%	74%
Q2 2014/15								
Q3 2014/15								
Q4 2014/15	50%	●	25%	1,285	↑	↑		
Q1 2015/16								
Q2 2015/16	75%	●	70%	1,285	↑	?		



At the end of Q2, 904 people were using record management principles, out of a total base of 1285 users. This represents an increase of 586 people using these principles in 15/16 so far (almost three times the number of users at the start of the year).

Housing and Social Work teams using records management principles include Criminal Justice, Prison Service, Multi Agency Public Protection Arrangement, Mental Health, Substance Misuse, Learning Disabilities, Social Care Commissioning Procurement and Contracts, Employability, Adult Day and Associated Services, Older People and Disabilities, Joint Health and Occupational Therapy, Home Care, Children and Families, Fostering, Business Services, Finance, Staffing, Service Improvement and Housing Strategy.

Of the 30% of Housing and Social Work staff still to use records management principles, one third is made up of the social work teams still to attend records management workshops/training sessions and two thirds are staff from the remaining Housing teams who are now working on the creation of their file plan.

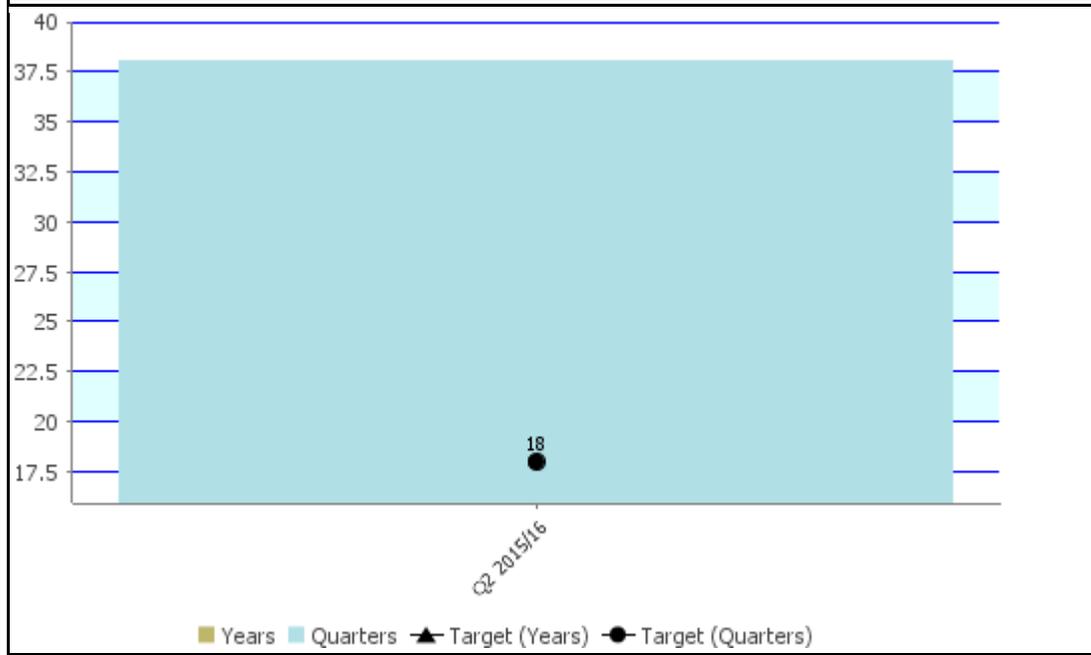
Q3 2015/16

Q3 2015/16

Quarters

15-Jan-2016

Indicator		7b) A'shire - Number of Community Action Projects undertaken					Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend	17.1	17.82
Q2 2014/15								
Q3 2014/15								
Q4 2014/15								
Q1 2015/16								
Q2 2015/16	18		38					



Community Action Plans (CAPS) are developed by communities with support from Community Planning Partners.

The numbers in progress at any given time are primarily dictated by the desire of communities to either carry out a Community Action Plan for the first time or at a later stage produce a new one. Across the six areas of Aberdeenshire CAPs (or equivalent) are being developed, or actions are being progressed following completion of plans.

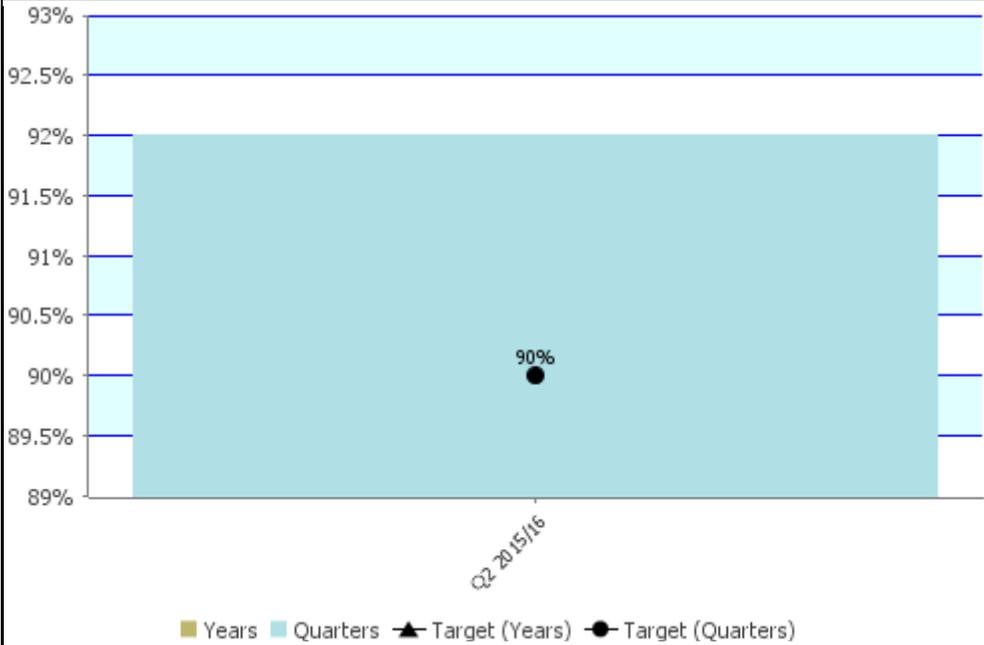
As a result of the revised Plans (signed off by the CPP in autumn 2014), all six Areas have well above the required number of actions. Many of these are in response to identified or emerging needs, others are existing actions or come from a collaborative approach to deliver projects in the 100 Days programme.

A total of 38 CAPs have been developed across Aberdeenshire - with two completed during Q2 2015/16 (Belhelvie and Kintore) and further CAPs planned for 2015/16. This action is **on target**.

Q3 2015/16 Q3 2015/16 Quarters 15-Jan-2016

Indicator		7c) A'shire - Percentage satisfaction of outcome of Community Council Forums					Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend	85.5%	89.1%

Q2 2014/15								
Q3 2014/15								
Q4 2014/15								
Q1 2015/16								
Q2 2015/16	90%	✓	92%		?	?		



Results from the 2014 questionnaire to Community Councils showed that 92% of attendees agreed, or strongly agreed, that forums provided "an opportunity to learn and keep up-to-date with developments".

This is based on 52 responses, with 48 responding either "agree" or "strongly agree".

Q3 2015/16

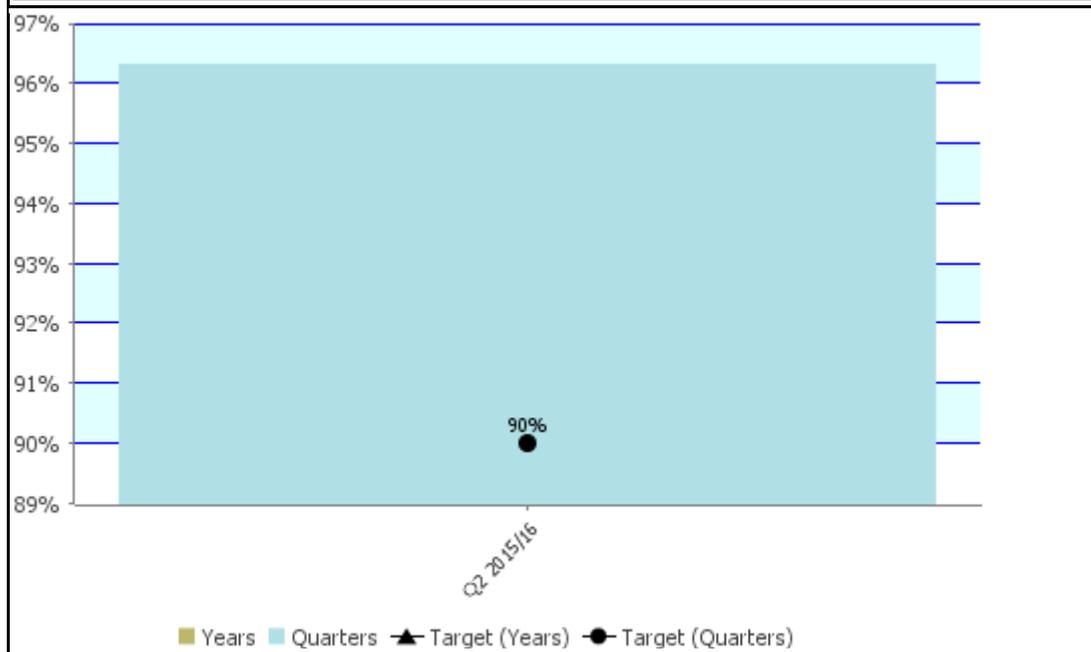
Q3 2015/16

Quarters

15-Jan-2016

HSWSP8 SO8 - Service user, tenant and carer engagement

Indicator		8c) A'shire - Satisfaction of Community Groups / Organisations with support received from area management teams					Red T'hold	Amber T'hold
	Target	Status	Value	#surveyed	Long Trend	Short Trend	85.5%	89.1%
Q2 2014/15								
Q3 2014/15								
Q4 2014/15								
Q1 2015/16								
Q2 2015/16	90%	✓	96.3%	54	?	?		



The responses with regard to the support from Area Offices remain very positive with 96% of the responses agreeing or strongly agreeing. (98% in 2012 and 88% in 2011)

A very small number of negative responses were provided in this section and any comments provided to give context to these has been provided within the appendix to the report. 6 of the negative responses were received in Banff & Buchan, but these came from only 2 Community Councils. The remaining negative responses came from Garioch, Kincardine & Mearns and Marr Community Groups.

Of 54 responses, 52 agreed or strongly agreed that the support received from the Area Management Teams was helpful.

Source: Bi-annual Community Council Questionnaire (2014)

Q3 2015/16

Q3 2015/16

Quarters

15-Jan-2016