

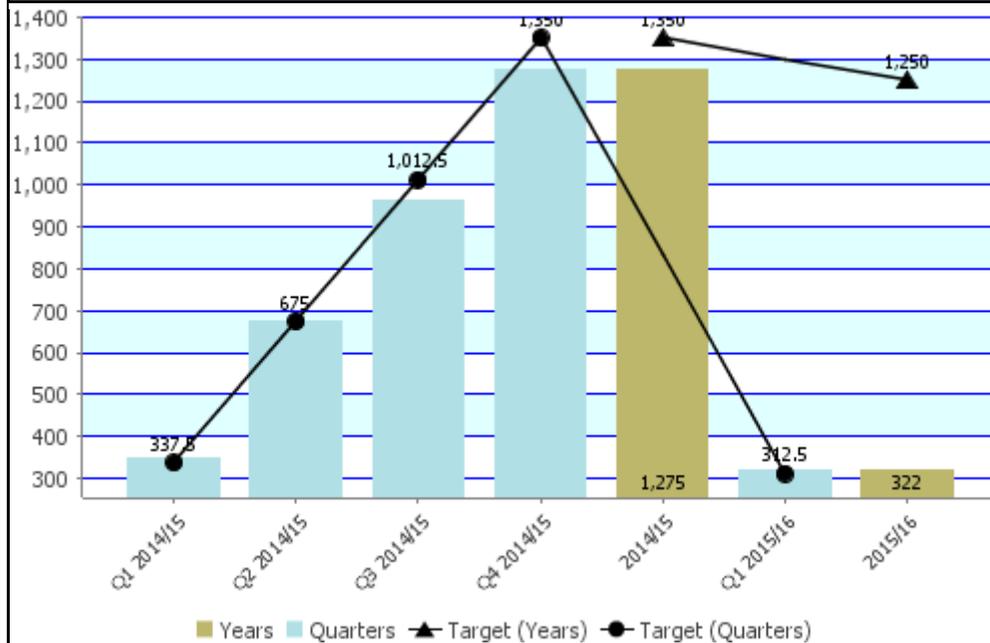
Communities Service Plan Q1 2015/16 - Full Report

Generated on: 14 August 2015

PI Status		Long Term Trends		Short Term Trends	
	Red		Performance Improving		Performance Improving
	Amber		No Change or New Measure		No Change or New Measure
	Green		Performance Deteriorating		Performance Deteriorating
	Unknown				
	Data Only				

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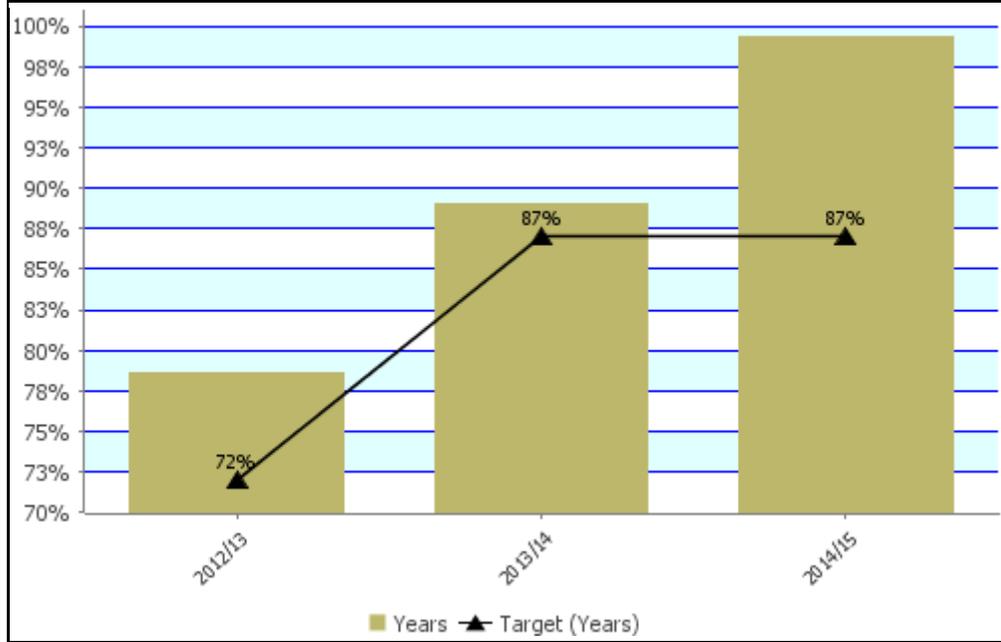
Indicator		1b) Number of waiting list applicants who access affordable housing					Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend	281.25	296.88
Q1 2014/15	337.5	✓	348		↓	↓		
Q2 2014/15	675	✓	674		↓	↑		
Q3 2014/15	1,012.5	✓	965		↑	↑		
Q4 2014/15	1,350	⚠	1,275		↑	↑		
Q1 2015/16	312.5	✓	322		↓	↓		



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 first quarter is slightly above target although the target has been reduced for 2015/16. The total is slightly less than the same point in time last year (348). This continues to be influenced by a lower turnover of council & RSL properties resulting in fewer allocations available to waiting list applicants. The current economic climate is influencing access to alternative tenures and home ownership resulting in less tenants leaving social rented housing.

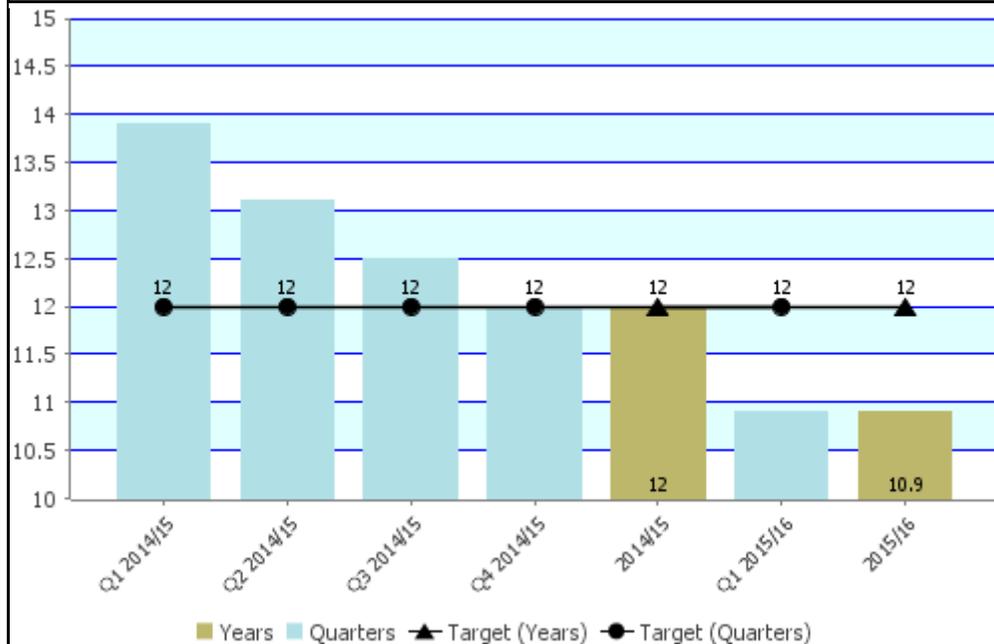
Indicator		1c) Percentage of housing meeting SHQS					Red T'hold	Amber T'hold
	Target	Status	Value	Total houses	Long Trend	Short Trend	83%	85%
2012/13	72%	✓	79%		↑	↑		
2013/14	87%	✓	89%		↑	↑		
2014/15	87%	✓	99%		↑	↑		



Aberdeenshire Council has made considerable progress towards meeting the SHQS target, with only 83 properties failing to meet the Scottish Housing Quality Standard at the end of the year. This is due to the failure of common elements, as a result of protracted discussions with private owners taking longer than anticipated. However, these negotiations have now concluded, and the works have been tendered and will be completed in the coming financial year (15/16)

Therefore, by March 2016, 100% will meet the SHQS standards.

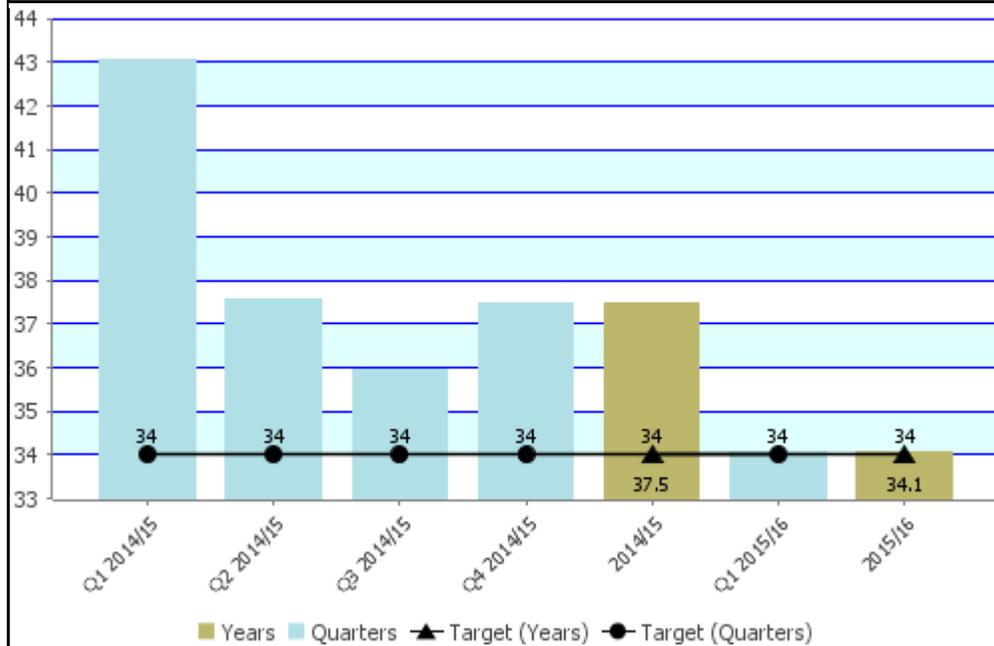
Indicator		2a) A'Shire - Average days taken to complete non-emergency response repairs					Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend	12.6	12.1
Q1 2014/15	12		13.9					
Q2 2014/15	12		13.1					
Q3 2014/15	12		12.5					
Q4 2014/15	12		12					
Q1 2015/16	12		10.9					



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 improved from 12.0 Working Days for the full year in 14/15, down to 10.9 for year 15/16 to date. Area variances in workload across other work categories also impact upon performance for non-urgent repairs (e.g. number and condition of void properties), causing performance variances across areas. 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
Q1 2014/15	34	🛑	43		▬	▬		
Q2 2014/15	34	🛑	37.6		↑	↑		
Q3 2014/15	34	🛑	36		↑	↑		
Q4 2014/15	34	🛑	37.5		↑	↓		
Q1 2015/16	34	✅	34.1		↑	↑		

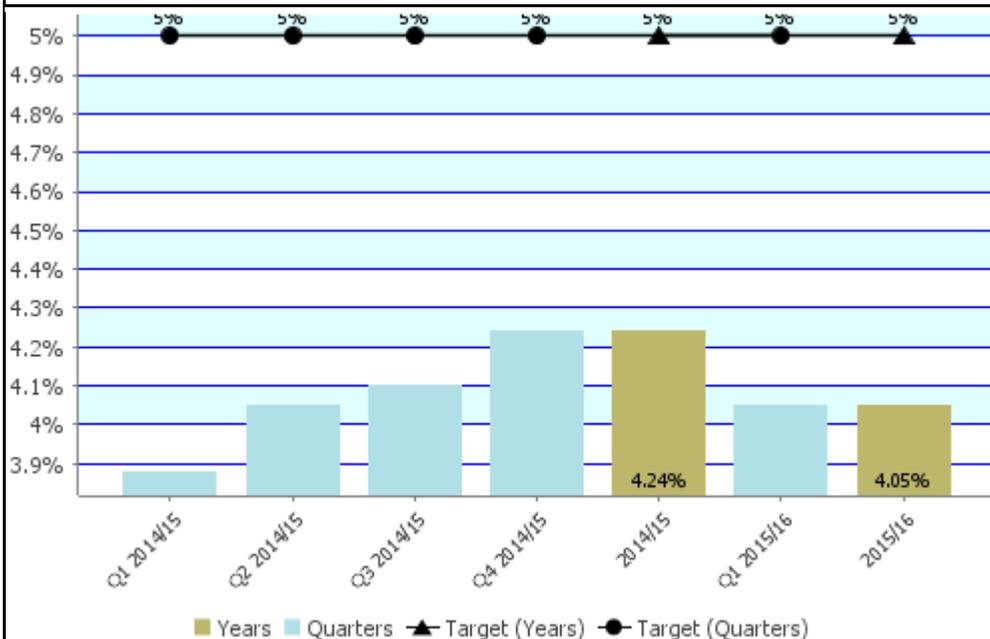


This indicator demonstrates how quickly people are able to access housing, and that the service is minimising rent loss due to voids. It represents the average (mean) number of days between a property becoming void and a new tenant taking possession of the property. As this is a new indicator, there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

Performance in Aberdeenshire is on target at 34 days although variations do exist across the areas.

Aberdeenshire Council's target compares favourably with the SHBVN Scottish Ave of 38.5 days. Generally, all areas in Aberdeenshire are better than the target and variations usually occur when properties that have either been low demand or required significant repairs are re-let within the period.

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	5.5%	5.25%
Q1 2014/15	5%	✔	3.88%		▬	▬		
Q2 2014/15	5%	✔	4.05%		▬	▬		
Q3 2014/15	5%	✔	4.1%		▬	▬		
Q4 2014/15	5%	✔	4.24%		▬	▬		
Q1 2015/16	5%	✔	4.05%		▾	▾		



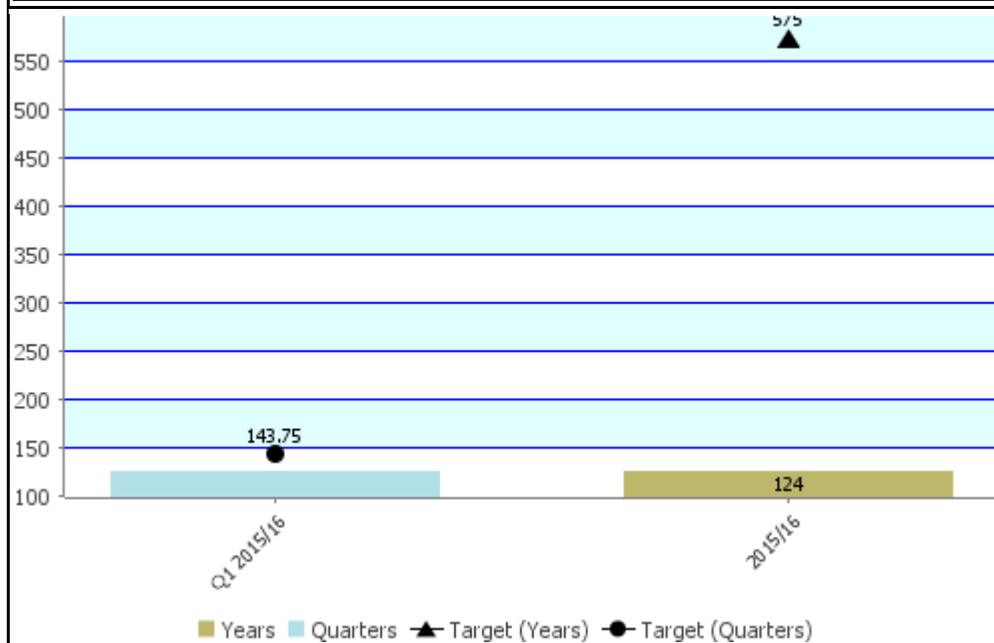
This indicator demonstrates that the Housing department is maximising rent revenues, and is dealing with arrears promptly and providing support to tenants early. It is calculated by dividing the total mainstream arrears (for both current and former tenants) by the annual gross rent debit.

The indicator is above target and has improved from 4.24% at the 2014/15 financial year. The Housing Officer (Arrears) and Team Leaders in the Housing Finance Team are responsible for this and have achieved it by focussing on early intervention and making concerted attempts to make personal contact. The same procedures are followed across Aberdeenshire however performance differs across the political areas due to the varying levels of deprivation. Kincardine and Mearns is performing best with higher arrears levels within the more deprived areas of Banff and Buchan and Buchan, but with only the Buchan area being below the overall target.

From September 2015, following the implementation of the staff structure review within the Housing Service, there will be additional targeted staffing resources in place based on the differing caseload across the areas and in anticipation of increasing arrears. In particular, there will be an even greater focus on the early stages and a greater concentration on former tenant arrears which will be managed by a new Resources Team.

It is anticipated that there will be an increase in arrears in future due to the introduction of Universal Credit which is being rolled out on a phased basis and due to a range of Welfare Benefit changes which have been, or are due to be, implemented. It is also anticipated that the impact of the current economic climate and in particular, the downturn in the oil industry will have a detrimental effect on this indicator.

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	136.56	142.31
Q1 2014/15								
Q2 2014/15								
Q3 2014/15								
Q4 2014/15								
Q1 2015/16	143.75		124					



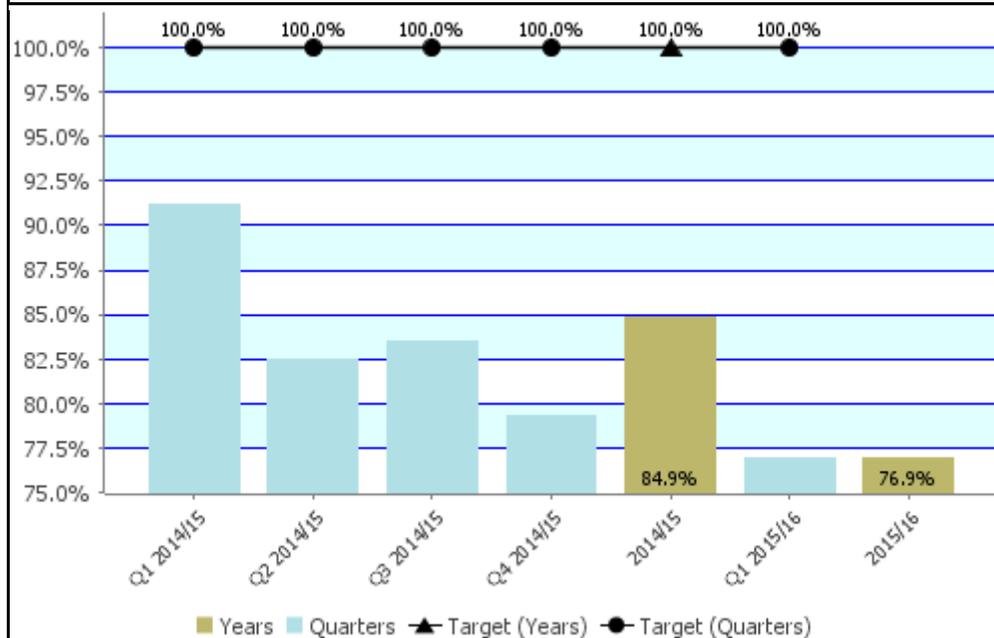
This indicator demonstrates the provision of energy efficiency advice to all tenures, in order to reduce fuel poverty in Aberdeenshire via preventative measures. It is a new measure for 15/16, so unfortunately we do not have historical information for comparison.

SCARF's Home Energy Advice Team (HEAT) carried out 124 home visits during April to June 2015. By area, 27 home visits were undertaken in Banff & Buchan, 25 in Buchan, 14 in Formartine, 31 in Garioch, 17 in Kincardine & Mearns and 10 in Marr.

Each home visit carried out by a member of HEAT lasts approximately 1 hour. During a home visit, advisors can provide heating demonstrations to ensure their client gets the most out of their heating system through effective use of controls, timers and programmers. Whilst in the property, the advisor will also identify potential for energy efficiency improvements to make the home warmer and cheaper to heat, as well as assessing for any dampness and condensation problems and advise on any financial assistance, grants or schemes available to help with these improvements. The advisors can help with fuel bill concerns and provide advice on choosing the best supplier and switching fuel supplier. SCARF have a referral process in place, therefore the advisor can refer clients to various agencies such as Cash in Your Pocket, Home Energy Scotland, the Pension Service, Aberdeen & Aberdeenshire Care and Repair etc.

Although the target for households receiving in-depth energy efficiency advice visits has not been reached this quarter, it is forecast that the overall target will be achieved as households seeking energy efficiency advice fluctuates according to the season and weather conditions.

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%
Q1 2014/15	100.0%	🟢	91.2%	430	↓	↓		
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	↓	↓		



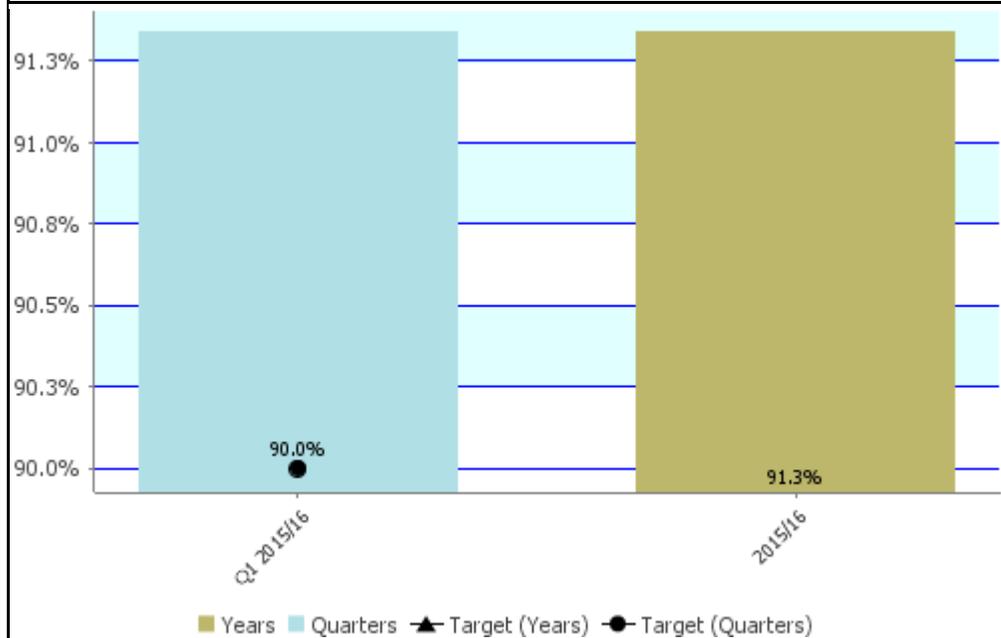
This indicator measures the time from referral to completion of assessment, with 21 days being the target timescale.

Generally across all areas during this quarter the assessment process using the SDS pathway took longer to complete, however a review of the pathway has now resulted in a more streamlined assessment process.

The actual number of assessments completed in this quarter has significantly increased. However, it should be noted that there is often a delay in practitioners completing the assessments on the system due to a lack of understanding about the implications on performance figures of leaving an assessment open. This does not affect the service provided to the client and is more an administrative issue to be addressed through training.

In addition, the low percentage in the Formartine area is further exacerbated by a shortage of staff during this quarter. In Garioch and Banff & Buchan there have also been staffing issues in terms of retention and sickness. Kincardine & Mearns and Marr have a more stable staff group but have experienced similar issues identified generally.

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%
Q1 2014/15								
Q2 2014/15								
Q3 2014/15								
Q4 2014/15								
Q1 2015/16	90.0%	✓	91.3%	277	■	■		



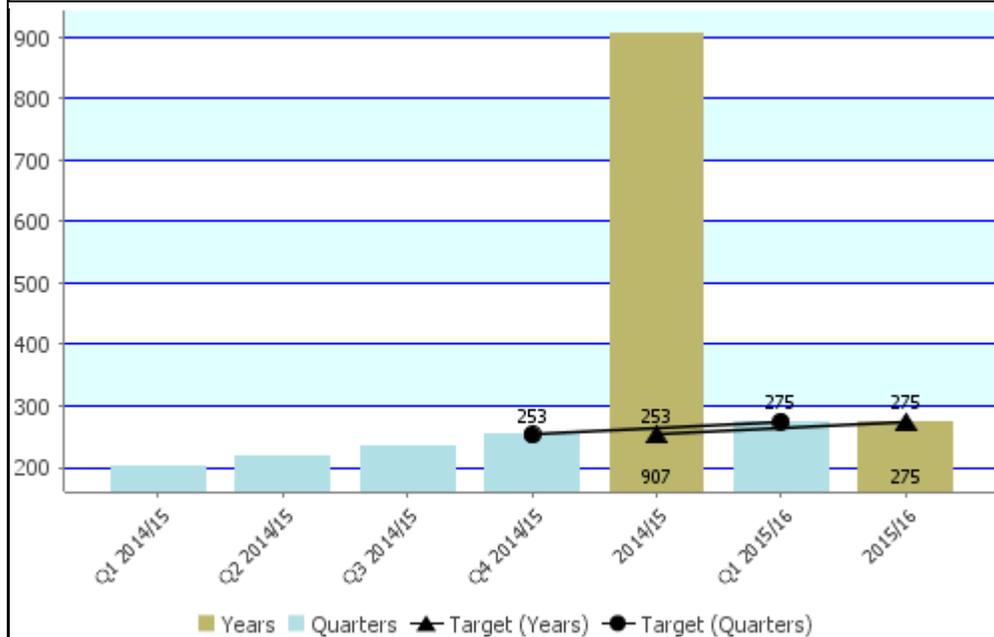
This indicator demonstrates our ability to ensure intervention is undertaken within 21 days.

In each of the 3 months in Q1, all service users were seen within 5 weeks of being referred into services. Of the total number of service users referred, 91.3% this quarter were seen within 21 days of referral.

These figures represent an integrated delivery framework of health and local authority substance misuse services which also includes commissioned third sector organisations. Work is undertaken on an ongoing basis to ensure that all services receive consistent training and awareness of the referral and recording process which collates this data. The Aberdeenshire Alcohol and Drug Partnership co-ordinate this process and support services to deliver their service responsibility in a way which ensures that services users and family/carers are seen within what is the expected national target.

We are unable to provide this information at area level because the data is collected on an Integrated Aberdeenshire Service basis. Service users who reside in the different areas of Aberdeenshire can be referred into what is known as single points of access which may not function in that local area, therefore it is difficult to give a breakdown at area level given that this activity does not take place at a local level.

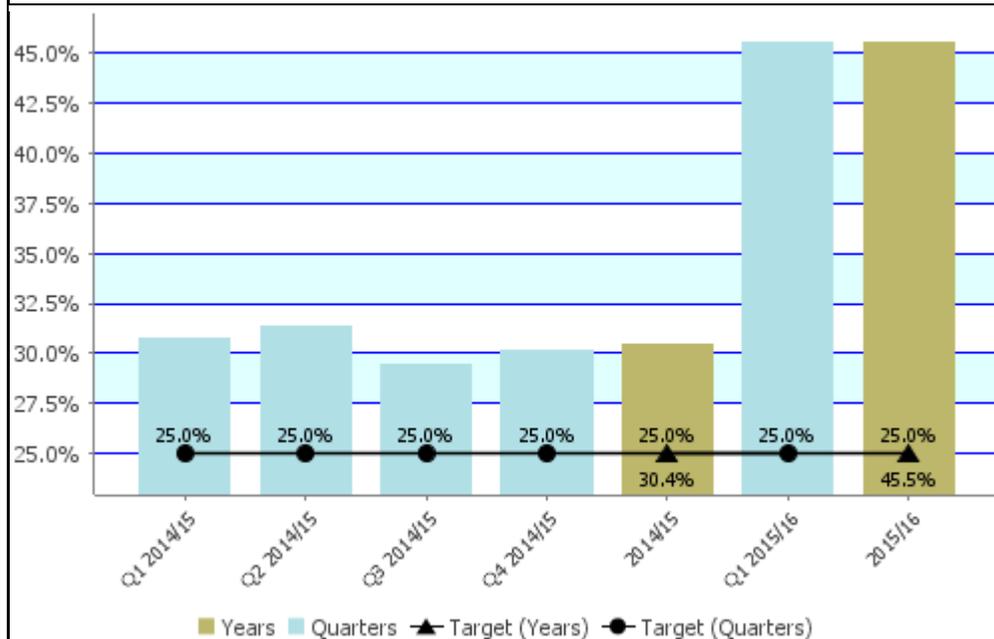
Indicator		4c) A'shire - Number of people aged 75+ receiving Telecare					Red T'hold	Amber T'hold
	Target	Status	Value	Aberdeenshire Population	Long Trend	Short Trend	247.5	261.3
Q1 2014/15		?	201		▬	▬		
Q2 2014/15		?	219		↑	↑		
Q3 2014/15		?	234		↑	↑		
Q4 2014/15	253	✓	253		↑	↑		
Q1 2015/16	275	✓	275		↑	↑		



This indicator looks at the number of people aged 75 and over who are in receipt of a telecare package during the quarter.

We are meeting our target in all areas and expect to increase staff awareness of telecare as we launch "A Guide to Community Alarm and Telecare" on ALDO (Aberdeenshire Learning and Development Online). This information will be accessed by Health colleagues as well as Social Work staff.

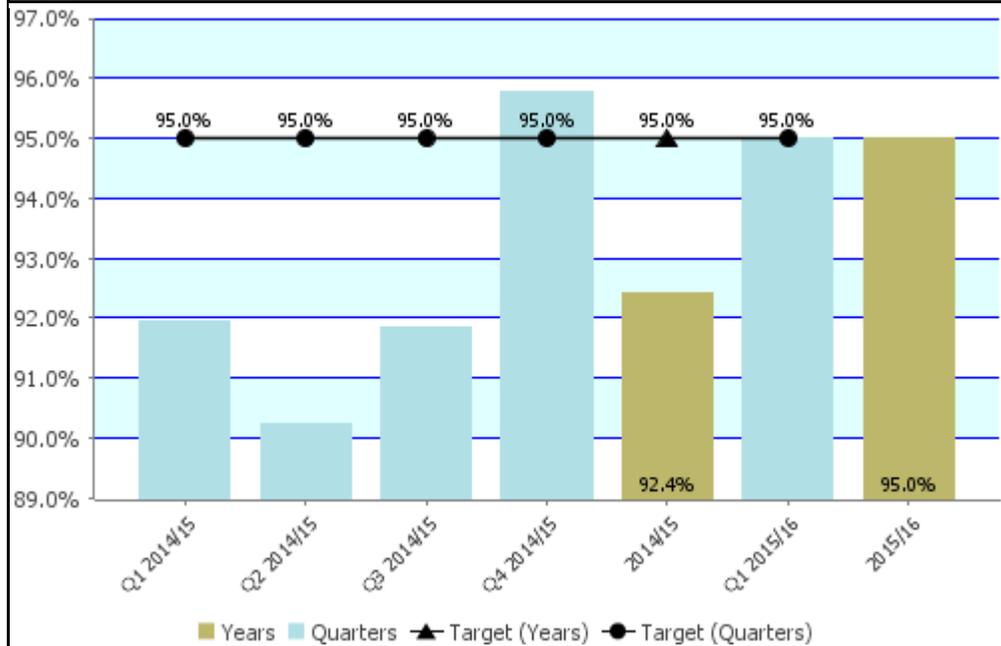
Indicator		5a) A'shire - Percentage of over 65s with intensive care needs receiving care at home					Red T'hold	Amber T'hold
	Target	Status	Value	# with intensive needs	Long Trend	Short Trend	23.3%	24.1%
Q1 2014/15	25.0%	✓	30.7%	2,068	↑	↑		
Q2 2014/15	25.0%	✓	31.3%	1,983	↑	↑		
Q3 2014/15	25.0%	✓	29.4%	1,894	↑	↓		
Q4 2014/15	25.0%	✓	30.1%	1,804	↑	↑		
Q1 2015/16	25.0%	✓	45.5%	2,840	↑	↑		



The method of data collection has changed this quarter. These figures represent 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 home care + those in residential care). This was previously calculated by taking the number in receipt of 10+ hours home care as a percentage of everyone receiving a home care service. This may account for the increase.

This is a more accurate means of collating this PI and demonstrates that we are significantly shifting the balance of care to support an increasing percentage of older people to remain in their own homes as opposed to moving to a residential care setting, across Aberdeenshire as a whole. However, on an Area basis the percentages are skewed by the predominance or lack of care homes within the area.

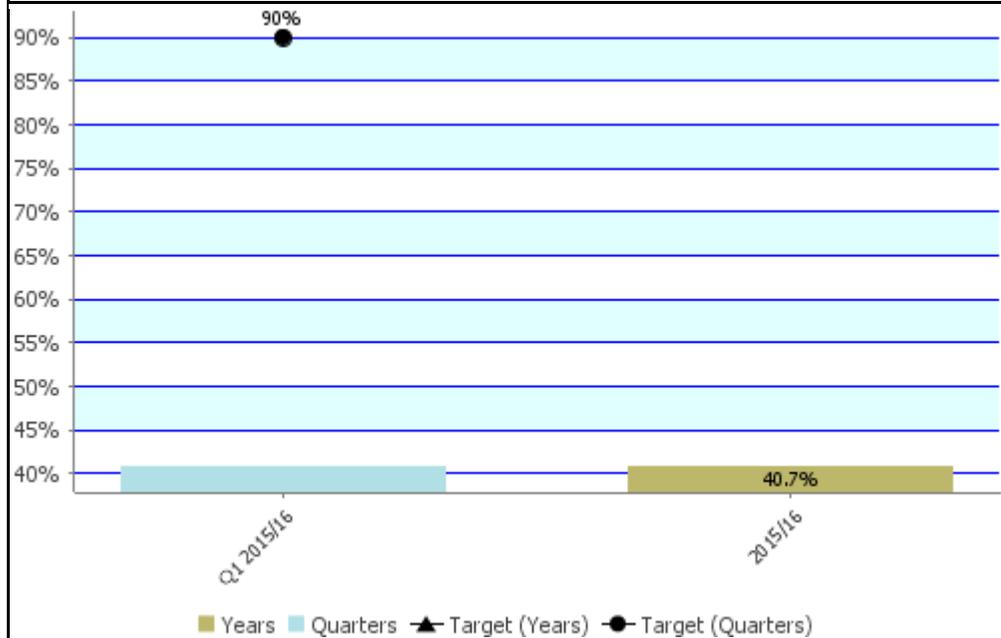
Indicator		5b) A'shire - Percentage of occupational therapy assessments carried out within target timescales					Red T'hold	Amber T'hold
	Target	Status	Value	# OT assessments	Long Trend	Short Trend	87.4%	91.2%
Q1 2014/15	95.0%	✓	91.9%	781	↑	↑		
Q2 2014/15	95.0%	⚠	90.3%	790	↑	↓		
Q3 2014/15	95.0%	✓	91.9%	712	↑	↑		
Q4 2014/15	95.0%	✓	95.8%	736	↑	↑		
Q1 2015/16	95.0%	✓	95.0%	778	↑	↓		



This indicator measures the waiting time for people receiving an OT Assessment, based on priority.

The notable improvements during 2014/15 in achievement against the OT performance target for Aberdeenshire overall has been sustained in Qtr 1 of 2015/16. The target was achieved for Aberdeenshire as a whole and in 4 of the 6 administrative areas – while improvement activities in Buchan and in Banff & Buchan continue towards achieving the target, with performance in Qtr 1 maintained at a higher level than the overall figures for 2014/15.

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%
Q1 2014/15								
Q2 2014/15								
Q3 2014/15								
Q4 2014/15								
Q1 2015/16	90%		40.7%	1,628				

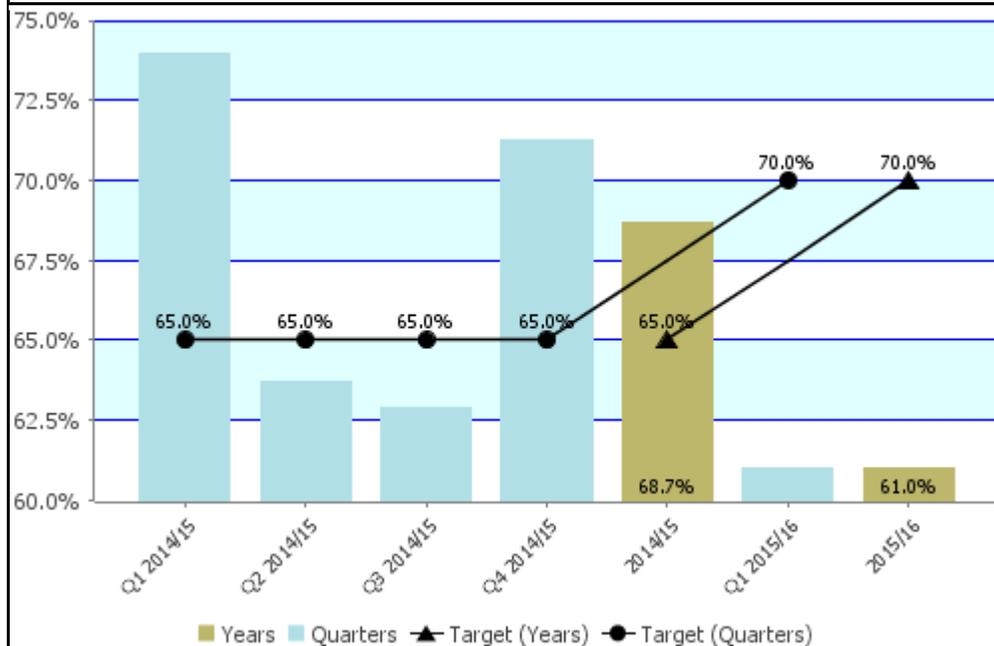


This indicator counts the number of responses to the question within the Self Directed Support Review form about the impact that their support plan has had on identified outcomes, and calculates the percentage of responses which were "Better" or "A lot better". This question looks at 8 areas: Safe, Healthy, 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 248 people were reviewed during Q1, however, this indicator looks at the number of questions answered and not the number of reviews carried out

40.7% 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. We are unable to distinguish between these and therefore not included in the above figure, but if all "no change" answers had been included in the positive number, the percentage would be 94.5%. Work is underway to find a way of differentiating between these.

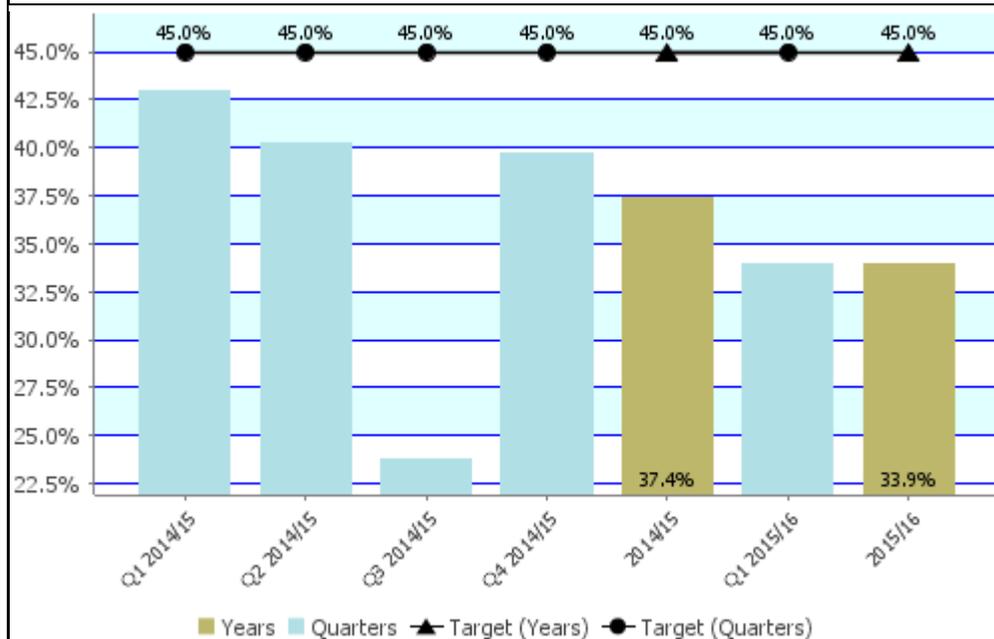
Indicator		6a) A'shire - Percentage of offenders offered unpaid work placement within 7 working days of court order being made					Red T'hold	Amber T'hold
	Target	Status	Value	# offered placement	Long Trend	Short Trend	65.1%	67.6%
Q1 2014/15	65.0%	✓	73.9%	142	↑	↕		
Q2 2014/15	65.0%	✓	63.7%	102	↑	↓		
Q3 2014/15	65.0%	✓	62.9%	105	↓	↓		
Q4 2014/15	65.0%	✓	71.2%	146	↑	↕		
Q1 2015/16	70.0%	✗	61.0%	118	↓	↓		



We continue to work with the contractor, SACRO, to address issues around offers of unpaid work placements. The team has faced unforeseen staffing issues during Q1 which has compounded the problem as it has reduced the number of work parties available.

The breakdown of data at a local level indicates the differences in numbers of disposals, which impacts on percentage of offered placements. Buchan had the largest number of disposals followed by Banff & Buchan. Placements are offered at report stage in all areas, however, this process can only take place when the service user has been sentenced with a report request. Notification of Level 1 Community Payback Orders (which can be made without a report) are received after disposal, therefore, the offered placement date can fall outwith the 7 days from disposal. This contributes to the overall figure. The figures against HMP Grampian indicate those service users who have been remanded/are in custody at the time of disposal and although 2 service users became available in the community to undertake unpaid work and could be instructed following disposal, 3 were not available to attend.

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 within 7 days	Long Trend	Short Trend	39.6%	42.3%
Q1 2014/15	45.0%		43.0%	142				
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				

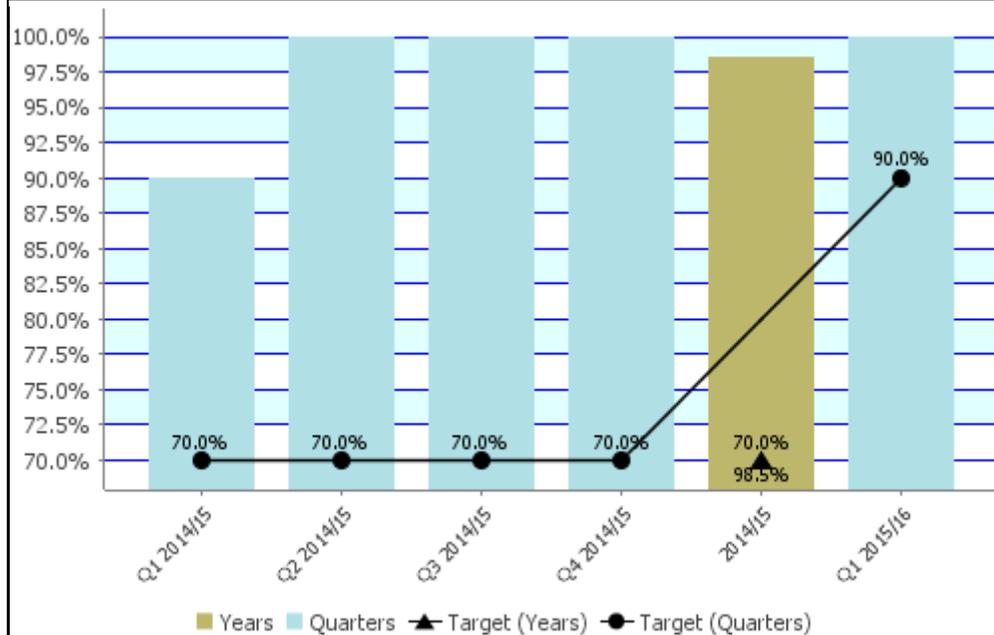


This indicator demonstrates the level of engagement of offenders and whether the service has the capacity to offer the service.

The figures have dropped by 5.8% over the last quarter, which is in line with the reduction in the number of placements offered (Indicator 6a).

The area variation between North and Central/South Aberdeenshire represents not just number but also the differences in the range of difficulties which service users may be experiencing which could impact on their motivation and also ability to attend. Instruction to attend unpaid work directly from Peterhead Sheriff Court is about to be introduced by third sector partners who provide placements for Peterhead, Fraserburgh and Ellon. This should improve attendance. The figures for Banff itself indicate that a greater percentage of those instructed from Banff Sheriff Court do actually attend given the immediacy of the instruction. This system when introduced in Peterhead is also hoped to have a positive impact. A vacancy in the Community Payback Supervisor post in North has had an impact on the level of support which has been offered to service users who experience difficulties attending unpaid work. This post has now been filled.

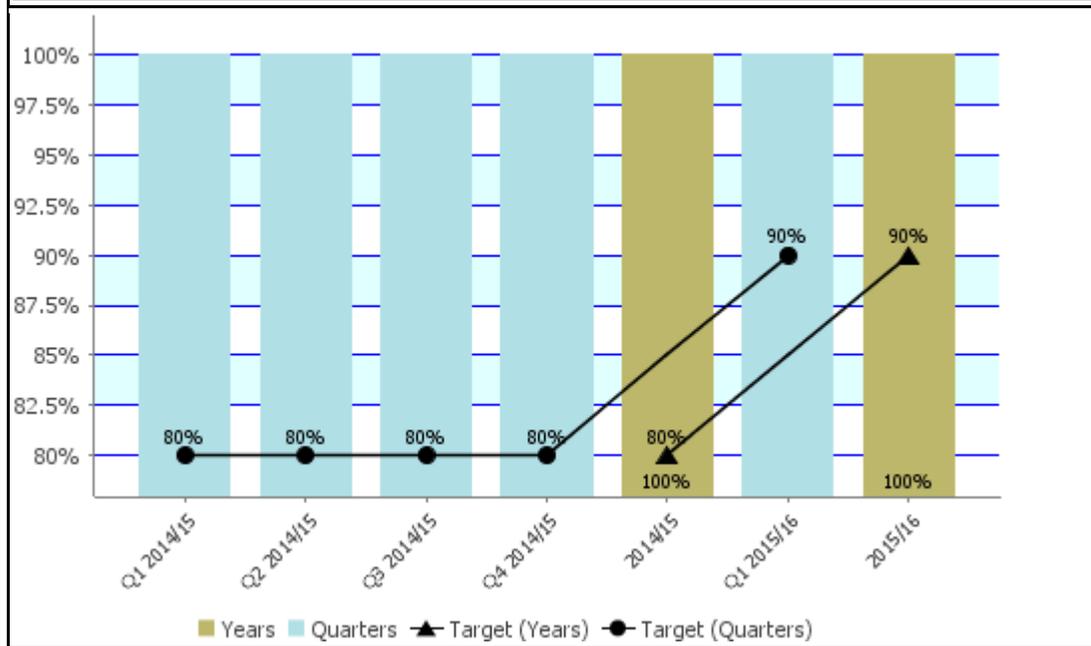
Indicator		6c) Percentage of offenders reporting that supervision has had a positive impact on reducing their offending behaviour					Red T'hold	Amber T'hold
	Target	Status	Value	Total exit questionnaires	Long Trend	Short Trend	85.5%	89.1%
Q1 2014/15	70.0%	✓	90.0%	10	↓	↓		
Q2 2014/15	70.0%	✓	100.0%	22	↑	↑		
Q3 2014/15	70.0%	✓	100.0%	19	↑	-		
Q4 2014/15	70.0%	✓	100.0%	14	↑	-		
Q1 2015/16	90.0%	✓	100.0%	8	↑	-		



This indicator aims to give a more qualitative element to the CJ Social work performance indicators, reflecting the service users' experiences and their perception of effectiveness.

Continued positive feedback is received from service users who complete the exit questionnaires which indicates that supervision has had a positive impact. This demonstrates that effective engagement has taken place and programmes carried out to address need and risk. The outcome relates not only to a reduction in reoffending but also improvement in many other areas of a service user's life such as substance misuse related issues, housing, employment, problem solving skills and relationships. This information helps inform service improvement and provides a basis for analysis of changes in patterns of offending/difficulties, for example, increasing difficulties relating to the availability and misuse of new psychoactive substances.

Indicator		6d) Percentage of the community beneficiaries of 'payback' satisfied with the work carried out					Red T'hold	Amber T'hold
	Target	Status	Value	service users/carers	Long Trend	Short Trend	85.5%	89.1%
Q1 2014/15	80%	✓	100%	17	↑	↑		
Q2 2014/15	80%	✓	100%	27	↑	▬		
Q3 2014/15	80%	✓	100%	14	↑	▬		
Q4 2014/15	80%	✓	100%	10	↑	▬		
Q1 2015/16	90%	✓	100%	12	↑	▬		



This indicator aims to reflect the community's experience of the work undertaken by service users on Community Payback Orders.

Unpaid work continue to have positive feedback from the beneficiaries who completed the feedback questionnaire following placement. Comment is made regarding the standard of work undertaken, the behaviour and presentation of those undertaking unpaid work and also the benefits which the work has had on the project/individual who has received the service. These comments are a valuable way to motivate those on unpaid work and also to continue to promote good links between communities and the unpaid work service.