

2020-21 Quarter to December Housing and Property Services Performance Report – Service Performance Indicators (reported quarterly in arrears)

















1. NEIGHBOURHOOD AND COMMUNITY

Cat	PI Code & Short Name	Target	2018/19	2019/20	2020/21	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H3.1 % of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	85%	80.3%	N/A		Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H3.2 % of tenancy offers refused during the year	30%	32.2%	29.1%		27.5%	29.5%	64.3%	26.7%	22.9%		
Nat(b)	H3.4 % ASB cases reported which were resolved	Data only	N/A	89.8%		103.4%	58.4%	27%	31.5%	25%		

2. ACCESS TO HOUSING AND SUPPORT

Cat	PI Code & Short Name	Target	2018/19	2019/20	2020/21	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.1a % of new tenancies sustained for more than one year by source of let: existing tenants	Data only	97.7%	96.3%		96.3%	100%	96.0%	100%	93.8%		
Nat(b)	H4.1b % of new tenancies sustained for more than one year by source of let: statutory homeless	Data only	91.6%	89.8%		94.1%	94.7%	94.0%	92.5%	93.4%		
Nat(b)	H4.1c % of new tenancies sustained for more than one year by source of let: housing list	Data only	94.0%	93.2%		95.1%	96.9%	89.3%	92.6%	90.9%		

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources	Data only	93.5%	92.6%		95.0%	96.7%	93.3%	94.2%	92.7%		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year	Data only	6.9%	7.9%		1.9%	2.0%	0.7%	1.5%	1.9%		
Nat(b)	H4.4 Average time to complete applications for medical adaptations (working days)		N/A	19.5		31.2	12.1	N/A	N/A	N/A		
Nat(b)	H4.4a Average time to complete applications for major medical adaptations (working days)	Data only	N/A	132.7		145.9	N/A	N/A	N/A	N/A		
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations (working days)	Data only	N/A	10.7		9.4	12.1	N/A	N/A	N/A		
Nat(b)	H4.4c Number of households currently waiting for adaptations to their home	Data only	N/A	38		46	38	N/A	N/A	N/A	New statutory indicator for 2019/20.	
Nat(b)	H4.4d Total cost of adaptations completed in the year by source of funding (landlord funded/grant funded/other sources)	Data only	N/A	£418,039		£153,854	£171,582	N/A	N/A	N/A	New statutory indicator for 2019/20.	
Nat(b)	H4.5 % of court actions initiated which resulted in eviction	Data only	17.2%	14.1%		16.7%	16.7%	N/A	N/A	N/A		
Nat(b)	H4.5a No of court actions initiated	Data only	58	78	0	18	24	0	0	0		
Nat(b)	H4.5b No of repossession orders granted	Data only	25	31	0	10	7	0	0	0		
Nat(b)	H4.5c No of properties recovered for: Non payment of rent	Data only	10	10	0	2	4	0	0	0		
Nat(b)	H4.5ci No of properties recovered for: Anti Social Behaviour	Data only	0	1	0	1	0	0	0	0		
Nat(b)	H4.5cii No of properties recovered for: Other	Data only	0	0	0	0	0	0	0	0		
Nat(b)	H4.6j Average length of time in temp accomm by type (days): LA ordinary dwelling	Data only	N/A	84.6		92.6	94.4	88.0	101.0	119.0		

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Nat(b)	H4.6k Average length of time in temp accomm by type (days): HA/RSL ordinary dwelling	Data only	N/A	113.4		91.7	129.0	151.0	120.0	161.0		
Nat(b)	H4.6l Average length of time in temp accomm by type (days): Hostel - LA owned	Data only	N/A	61.0		52.0	70.7	69.0	177.0	73.0		
Nat(b)	H4.6m Average length of time in temp accomm by type (days): Hostel - RSL	Data only	N/A	105.6		100.9	120.2	70.0	88.0	66.0		
Nat(b)	H4.6n Average length of time in temp accom (days) Hostel-other	Data only	N/A	0.0		0.0	0.0	0.0	0.0	0.0		
Nat(b)	H4.6o Average length of time in temp accomm by type (days): Bed & Breakfast	Data only	N/A	0.0		0.0	0.0	0.0	3.0	6.0		
Nat(b)	H4.6p Average length of time in temp accomm by type (days): Women's refuge	Data only	N/A	116.7		102.6	116.8	94.0	162.0	144.0		
Nat(b)	H4.6q Average length of time in temp accomm by type (days): Private Sector Lease	Data only	N/A	0.0		0.0	0.0	0.0	0.0	0.0		
Nat(b)	H4.6r Average length of time in temp accomm by type (days): Other	Data only	N/A	473.0		0.0	0.0	0.0	0.0	0.0		
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100%	100%	98.4%		100%	94.9%	3.6%	3.7%	4.3%		
Local	H4.18b % allocations by group: Waiting List	32.0%	33.3%	28.7%		29.1%	26.8%	11.1%	27.2%	1.8%		
Local	H4.18c % allocations by group: Transfer List	18.0%	24.5%	19.9%		14.5%	20.5%	0.0%	20.4%	31.3%		

3. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Cat	PI Code & Short Name	Target	2018/19	2019/20	2020/21	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value			

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H5.1 % of tenants who feel that the rent for their property represents good value for money	84%	83%	N/A		Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H5.2 Rent collected as % of total rent due	97%	99.2 %	99.1 %	93.8 %	93.9%	91.6 %	97.5 %	94.0 %	93.8 %		
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	2.4%	2.6%		3.0%	3.2%	3.6%	3.9%	3.9%	LGBF – national average 7.3%, Moray ranked 1 st	
Nat(b)	H5.3a Total value of gross rent arrears (£)	Data only	£440,335	£485,153	£763,315	£560,222	£610,641	£694,172	£764,342	£763,315		
Local	H5.5 Current tenants' arrears as a % of net rent due	3.5%	3%	3.5%		3.4%	3.5%	4.3%	4.7%	4.5%		
Local	H5.10 Former tenant arrears - value	Data only	£83,202	£121,695	£123,863	£113,007	£121,695	£123,590	£114,794	£123,863		
Local	H5.11 % of tenants giving up tenancy in arrears	Data only	25.3%	31.5%	30.5%	30.4%	31.5%	21.1%	35.5%	30.5%		
Local	H5.12 % of Former Tenants Arrears written off & collected	Data only	97%	42.5%	41.7%	41.4%	42.5%	6.2%	27.3%	41.7%		

4. GYPSY/TRAVELLERS

Cat	PI Code & Short Name	Target	2018/19	2019/20	2020/21	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H6.1a No of new unauthorised encampments within period	Data only	25	27		5	1	5	8	4		
Local	H6.1b No of encampments ended within period	Data only	22	29		7	1	3	8	0		
Local	H6.1c Average duration of encampments ended within period (days)	Data only	40	39		23	90	19.7	38.25	53.75		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100%	96%	100%		100%	100%	100%	87.5%	100%		