







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




PI Status									
	Alert		Warning		OK		Unknown		Data Only

Strategic Outcome: (CP) A Sustainable Council: that provides valued service to our communities Planned Outcome: Tenants are more satisfied with the quality of their home and housing services, feel more engaged and better informed													
Code	PI Code	Short Name	Current Target	2018/19	2019/20	2020/21	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Latest Note	Traffic Light Icon
				Value	Value	Value	Value	Value	Value	Value	Value		
	Nat(b)	H1.1 % of tenants satisfied with the overall services provided by their landlord	90%	N/A	79.6%		Not measured for Quarters					Major tenant satisfaction survey carried out every three years. The result for this indicator is broadly similar to the 2015 survey. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
	Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	N/A	76.3%		Not measured for Quarters					See 1.1.	
	Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	80%	N/A	68.8%		Not measured for Quarters					See 1.1.	








Service Level Outcome: Transform the approach to addressing homelessness in Moray

Code	PI Code	Short Name	Current Target	2018/19	2019/20	2020/21	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Latest Note	Traffic Light Icon
				Value	Value	Value	Value	Value	Value	Value	Value		
	Nat(b)	H4.7 % of households requiring temp or emergency accomm to whom an offer was made	100%	100%	100%		100%	100%	100%	100%	100%		
	Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7%	7.5%	2.9%		5.2%	0.7%	1%	3.5%	2.3%		
	Local	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	85.5%	90%		11.8%	87.5%	100%	100%	100%		
	Nat(b)	H4.12a Percentage of homeless households referred to RSLs under Section 5 and through other referral routes	Data only	N/A	13.5%		10.3%	6%	8.8%	10.6%	3.7%		
	Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	98.4%	99.6%		99.2%	100%	98.9%	98.5%	97.1%		
	Local	H4.18a % allocations by group: Homeless list	50.0%	42.0%	51.4%		56.4%	52.7%	88.9%	52.4%	67.0%		




Service Level Outcome: Improve the energy efficiency of the Council's housing stock

Code	PI Code	Short Name	Current Target	2018/19	2019/20	2020/21	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Latest Note	Traffic Light Icon
				Value	Value	Value	Value	Value	Value	Value	Value		
		H2.2b Percentage of stock meeting the Energy Efficiency Standard for Social Housing (ESSH) (Interim Target 63% by June 2021)	65.75%	57.4%	54.6%		Not measured for Quarters					At 31 March 2020, 877 properties were classed as exemptions with the majority of these due to excessive cost. 1874 properties did not meet the ESSH.	

Service Level Outcome: Improve performance of response repairs to Council houses

Code	PI Code	Short Name	Current Target	2018/19	2019/20	2020/21	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Latest Note	Traffic Light Icon
				Value	Value	Value	Value	Value	Value	Value	Value		
	Nat(b)	H2.7 Average length of time (hours) to complete emergency repairs	4	2.6	2.5		2.6	2.9	2.6	3.1	2.6		
	Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	7.5	9.5		8.7	9.8	2.6	3.9	7.3		
	Nat(b)	H2.9a Number of repairs completed within target time (excl voids)	Data only	14,062	15,095		4,035	3,793	1,679	2,725	3,810		
	Nat(b)	H2.11 % of repairs completed right first time	90%	82.7%	79.8%		84.7%	79.8%	92.7%	92.1%	87.2%		
	Local	H2.12 % of repairs appointments kept	95%	93%	92.4%		100%	91.6%	93.3%	93.4%	100%		
	Nat(b)	H2.13a Number of times did not meet statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	0	N/A	3		1	2	167	N/A	N/A	Likely to be some failures in Q2 due to Covid (possibly similar to Q1, possibly even higher as forced entry procedures were not reinstated until near the end of 2020).	
	Nat(b)	H2.14 % of tenants who have had repairs or maintenance carried out in last 12 months and are satisfied with the service	90%	78.6%	99.2%		Not measured for Quarters						

Service Level Outcome: The condition of Council houses is good and meets required standards

Code	PI Code	Short Name	Current Target	2018/19	2019/20	2020/21	Q3 2019/20	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Latest Note	Traffic Light Icon
				Value	Value	Value	Value	Value	Value	Value	Value		
	Nat(b)	H2.1 % of stock meeting the SHQS	100%	92.5%	90.7%		Not measured for Quarters					At 31 March 2020, 272 properties were classed as exemptions (technical reasons) and 45 were classed as abeyances (social reasons). 257 properties did not meet the SHQS. Of the 257 SHQS failures; 93 were identified during 2018/19 and the remaining 164 are new failures. 130 of the 257 are already included on a heating replacement contract. The remainder will be reviewed and included in a future works programme.	
	Local	H7.6 % of planned maintenance works completed within agreed programme		93.4%	92.5%		Not measured for Quarters						
	Local	H2.3 % of tenants satisfied with the standard of their home when moving in	90%	78.9%	80.7%	80.9%	100%	100%	61.9%	50%	N/A	No new tenancy surveys have been sent out since March '20 as this was previously done in the office and staff are having to work from home. The print room have agreed to help send out a reformatted survey on a single document including some Covid type questions which is being finalised. Hoping to be sending them out again soon. It is likely data will be missing for most of 2019/20	
	Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	N/A	73.9%		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.	