

2021-22 Quarter to June Housing and Property Services Performance Report – Service Planning Indicators



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








Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Latest Note	Status
			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	N/A	N/A	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. Last carried out 2018/19.	?
Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	N/A	N/A	N/A	Not measured for Quarters					See H1.1	?
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	80%	N/A	N/A	N/A	Not measured for Quarters					See 1.1.	?

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





Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.2b Percentage of stock meeting the Energy Efficiency Standard for Social Housing (ESSH)	65.75	54.6	56.8	N/A	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. The Council substantially increased its ESSH programme in 2019/20 (£1.189m) and 2020/21 (£2.6m) with a focus on heating replacements. Over 1,000 older style gas fired back boilers remain in the	🛑

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			Value	Value	Value	Value	Value	Value	Value	Value		
											housing stock and replacement parts are now obsolete. Tenants were offered new heating installations in early 2020 which resulted in 794 positive responses, with a large number of no replies to follow up. Tenants are now being contacted again to confirm if they are still in agreement with new heating being installed in their home given the anxiety remaining about COVID-19. All heating installation works were suspended when lockdown started in March and recommenced at the end of August.	





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



Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.7 Average length of time (hours) to complete emergency repairs	4	2.5	2.5	N/A	2.6	3.1	2.6	2.8	2.5		
Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	9.5	5.4	8.1	2.6	3.9	7.3	5.4	8.1		
Nat(b)	H2.9a Number of repairs completed within target time (excl voids)	N/A	15,095	12,196	N/A	1,679	2,725	3,810	3,317	3,550		
Nat(b)	H2.11 % of repairs completed right first time	90	79.8	86.2	N/A	92.7	92.1	87.2	89.2	91.6		
Local	H2.12 % of repairs appointments kept	N/A	92.4%	97.6%	N/A	93.3%	93.4%	100%	100%	N/A	Unable to report due to issue with data-being investigated	
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	3	198	N/A	167	N/A	N/A	10	2	Q1 21/22 failures both Covid related	
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%	99.2%	99.7%	N/A	Not measured for Quarters						

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


Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.1 % of stock meeting the SHQS	100%	90.7%	90.1%	N/A	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	H2.3 % of tenants satisfied with the standard of their home when moving in	90	80.9	79.7	N/A	50	0	0	79.7	90.9		
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	N/A	N/A	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.	
Local	H7.6 % of planned maintenance works completed within agreed programme	98%	92.5%	94.3%	N/A	Not measured for Quarters						

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

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Latest Note	Status
			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%	N/A	100%	100%	100%	100%	100%		
Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7%	2.9%	2.8%	N/A	1%	3.5%	2.3%	2.3%	0%		
Local	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	90%	96%	N/A	100%	100%	100%	100%	100%		
Nat(b)	H4.12a Percentage of homeless	N/A	13.5%	7.2%	N/A	8.8%	10.6%	3.7%	6.1%	24.7%		

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			Value	Value	Value	Value	Value	Value	Value	Value		
	households referred to RSLs under Section 5 and through other referral routes											
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	99.6%	98.7%	N/A	98.9%	98.5%	97.1%	100%	98.2%		
Local	H4.18a % allocations by group: Homeless list	50.0%	51.4%	49.2%	N/A	88.9%	52.4%	67.0%	43.6%	62.6%		

Service Level Outcome: Improve the management of void Council houses

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H5.4 % of rent lost due to voids	0.63%	0.95%	1.17%	N/A	1.17%	1.09%	1.11%	1.3%	1.12%		
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	46	72	N/A	73	99	61	57	63		