

# 2021-22 Quarter to December Housing and Property Services Performance Report - Service Plan Performance Indicators








## Section 4 - Strategic Outcome or Priority 4.3 (CP) A Sustainable Council: that provides valued services to our communities


Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 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		Not measured for Quarters		Not measured for Quarters				
Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	N/A	N/A		Not measured for Quarters		Not measured for Quarters				
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	90%	N/A	N/A		Not measured for Quarters		Not measured for Quarters				

## Section 5 - Service Level Outcomes or Priorities 5.02 Transform the approach to addressing homelessness in Moray

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.1b % of new tenancies sustained for more than one year by source of let: statutory homeless	Data only	89.8%	93.7%		93.4%	94.8%	93.8%	88.7%	88.0%		
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%		




Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7%	2.9%	2.8%		2.3%	2.3%	0%	0%	0.9%		
Local	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	90%	96%		100%	100%	100%	100%	80%		
Nat(b)	H4.12a Percentage of homeless households referred to RSLs under Section 5 and through other referral routes	Data only	13.5%	7.2%		3.7%	6.1%	24.7%	11.2%	18%		
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	99.6%	98.7%		97.1%	100%	98.2%	98.4%	99.2%		
Local	H4.18a % allocations by group: Homeless list	50.0%	51.4%	49.2%		67.0%	43.6%	62.2%	41.7%	54.9%		

Section 4 - Strategic Outcome or Priority; Section 5 - Service Level Outcomes or Priorities  
 4.1 (L) Empowering & connecting communities. (CP) Our Place: Empower and support communities to build capacity; 5.04 Improve the energy efficiency of the Council's housing stock




Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 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 (EESH)	65.75	54.6	56.8		Not measured for Quarters		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 EESH.  The Council substantially increased its EESH 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 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	

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			Value	Value	Value	Value	Value	Value	Value	Value		
											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.	

**Section 5 - Service Level Outcomes or Priorities**  
**5.05 Improve management of void Council houses**

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
MI	H2.10e Percentage of reactive repairs by category completed within timescale: Voids	98%	35%	36%		41%	27%	27%	32%	23%		
Nat(b)	H5.4 % of rent lost due to voids	0.63%	0.95%	1.17%		1.11%	1.3%	1.12%	1.34%	1.25%		
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	46	72		61	57	62	61	65		






**Section 5 - Service Level Outcomes or Priorities**  
**5.06 Improve performance of response repairs to Council houses**

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 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		2.6	2.8	2.5	2.4	2.7		
Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	9.5	5.4		7.3	5.4	8.1	8	6.5		
Nat(b)	H2.9a Number of repairs completed within target time (excl voids)	Data only	15,095	12,196		3,810	3,317	3,550	3,612	4,139		

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
MI	H2.9b % of repairs completed within target time (excl voids)	98%	86.9%	90.4%		87.6%	90.5%	94%	91.6%	92.9%		
MI	H2.10a Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	87.1%	89.4%		87.1%	88.7%	92.4%	91.4%	88.3%		
MI	H2.10b Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	98%	94%	93.2%		87.7%	96.3%	97.4%	97.5%	97.8%		
MI	H2.10c Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	98%	93%	95.6%		94.7%	94.2%	96.9%	97.1%	98.4%		
MI	H2.10d Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	98%	75.6%	84.5%		82%	77.2%	91.8%	84.8%	93.1%		
Nat(b)	H2.11 % of repairs completed right first time	90	79.8	86.2		87.2	89.2	91.6	88.4	94.2		
Local	H2.12 % of repairs appointments kept	95%	92.4%	97.6%		100%	100%	N/A	N/A	96.6%	2021/22 Q3 onwards. Appointments appearing on system extract are invalid (not within repairs policy timescales) which means PI data is affected and will not be reliable. Management aware.	

**Section 5 - Service Level Outcomes or Priorities**  
**5.08 The condition of Council houses is good and meets required standards**

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.1 % of stock meeting the SHQS	100%	90.7%	90.1%		Not measured for Quarters		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.	

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			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H2.3 % of tenants satisfied with the standard of their home when moving in	90	80.9	79.7		0	79.7	90.9	85.7	84.6		
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	N/A	N/A		Not measured for Quarters		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)	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	1	198			10	2	1	1		
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%		Not measured for Quarters		Not measured for Quarters				
MI	H2.16 Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	100%	96%		N/A	99.8%	99.9%	99.9%	99.9%		
Local	H7.6 % of planned maintenance works completed within agreed programme	98%	92.5%	94.3%		Not measured for Quarters		Not measured for Quarters				