

2021-22 Quarter to March 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	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 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	82.8%	Not measured for Quarters					Drawn from 2021 Tenant Survey. Report on findings was presented to Housing and Safety committee on 8th Feb 2022. Improvement action plan will be presented to committee in due course.	
Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	N/A	N/A	91.3%	Not measured for Quarters					See 1.1	
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	90%	N/A	N/A	96.2%	Not measured for Quarters					See 1.1	

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	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 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)	67	54.6	56.7	60.4	Not measured for Quarters					See 2.1	

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	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 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%	89.2%	94.8%	93.8%	88.7%	88.0%	89.7%		
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%	100%		
Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7%	2.9%	2.8%	0.2%	2.3%	0%	0%	0.9%	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%	84.6%	100%	100%	100%	80%	72.7%		
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%	21.5%	6.1%	24.7%	11.2%	18%	13.7%	Four new build projects were completed by our RSL partners during 2021/22. Two of these projects in particular consisted of smaller properties (1 bedroom flats) which are in high demand on our homeless list and therefore has resulted in a higher level of Section 5 referrals during 2021/22.	
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	99.6%	98.7%	98.4%	100%	98.2%	98.4%	99.2%	97.9%		
Local	H4.18a % allocations by group: Homeless list	50.0%	51.4%	49.2%	52.6%	43.6%	62.2%	41.7%	54.9%	55.3%		



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	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value			
MI	H2.10e Percentage of reactive repairs by category completed within timescale: Voids	98%	35%	36%	25%	27%	27%	32%	23%	22%		



Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 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%	1.25%	1.3%	1.12%	1.34%	1.25%	1.3%	Void rent loss targets are still high due to the issues highlighted in H5.6 below.	
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	46	72	62	57	62	61	65	59	Average relet times continue to reduce, however the 32 day target has not been met as a result of ongoing issues such as labour resource difficulties, utility provider delays and ongoing high levels of concurrent voids requiring repairs. A Voids Improvement Group continues to meet regularly to address these issues.	







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	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 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	3.1	2.8	2.5	2.4	2.7	3.5		
Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	9.5	6.1	7.9	5.4	8.1	8	6.1	7.9		
Nat(b)	H2.9a Number of repairs completed within target time (excl voids)	Data only	15,095	12,196	15,861	3,317	3,550	3,612	4,139	3,934		
MI	H2.9b % of repairs completed within target time (excl voids)	98%	86.9%	90.4%	91.4%	90.5%	94%	91.7%	92.9%	90.2%		
MI	H2.10a Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	87.1%	89.4%	88.4%	88.7%	92.4%	91.4%	88.3%	86.6%		
MI	H2.10b Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	98%	94%	93.2%	96.8%	96.3%	97.4%	97.5%	97.8%	96.4%		
MI	H2.10c Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	98%	93%	95.6%	96.7%	94.2%	96.9%	97.1%	98.4%	96%		
MI	H2.10d Percentage of reactive repairs by category completed within timescale:	98%	75.6%	84.5%	88.4%	77.2%	91.9%	84.8%	93.1%	87.6%		

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			Value	Value	Value	Value	Value	Value	Value	Value		
	Ordinary – within 20 days											
Nat(b)	H2.11 % of repairs completed right first time	90	79.8	86.2	85.5	89.2	91.6	88.4	94.2	88.4		
Local	H2.12 % of repairs appointments kept	95%	92.4%	97.6%	99.9%	100%	100%	100%	96.6%	99.9%	Appointment data recording issues on the repairs scheduling system, has meant that current performance is not validated. Officers are working with ICT to resolve this issue.	

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%	56.6%	47.3%	Not measured for Quarters					At 31 March 2022, 1003 properties were classed as exemptions (technical reasons) and 201 were classed as abeyances (social reasons). 2115 properties did not meet the SHQS, mainly due to non-compliance with EESSH which became a requirement from Jan 2021 and the amended fire safety regulations which changed from Feb 2022. Performance has been adversely affected by the changes to fire safety regulations. We aim to complete our remaining fire safety upgrades during 2022/2023. In terms of EESSH compliance, we continue to focus on heating installations, however some properties are likely to require insulation measures which will follow once the insulation contract is in place. There are around 565 properties benefiting from planned heating works in 2022/2023. A backlog of EPCs are yet to be entered in our system which should also see improvements.	
Local	H2.3 % of tenants satisfied with the standard of their home when moving in	90	80.9	79.7	82.8	79.7	90.9	85.7	84.6	66.7	A small number of new tenants have expressed dissatisfaction with the standard of cleaning and decoration. This has been addressed by DLO staff by improving the standard of cleaning and ensuring all wall surfaces are prepared and brought back to	

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			Value	Value	Value	Value	Value	Value	Value	Value		
											neutral colours to allow tenants to decorate using paint packs provided.	
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	N/A	N/A	82.7%	Not measured for Quarters	Not measured for Quarters				Drawn from 2021 Tenant Survey. Report on findings was presented to Housing and Safety committee on 8th Feb 2022. Improvement action plan will be presented to committee in due course.	
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	4	10	2	1	1	0		
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%	83.7%	Not measured for Quarters	Not measured for Quarters				2021/22 result is taken from 2021 tenant survey. Local data has been used for 2019/20 and 2020/21. Due to Covid restrictions limiting tenants completing feedback on hand held PDAs, tenant survey figures have been used.	
MI	H2.16 Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	100%	96%	100%	99.8%	99.9%	99.9%	99.9%	100%		
MI	H2.19 Percentage of service records kept to Gas Safe Register acceptable standards	100%	N/A	N/A	100%	N/A	100%	100%	100%	100%		
MI	H2.20 Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	N/A	N/A	100%	N/A	100%	100%	100%	100%		
Local	H7.6 % of planned maintenance works completed within agreed programme	98%	92.5%	94.3%	98.2%	Not measured for Quarters	Not measured for Quarters					