



Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H4.1a	Nat(b)	% of new tenancies sustained for more than one year by source of let: existing tenants	Data only	97.9%	96.7%	95.5%	97.0%	92.3%	97.0%	94.4%	95.8%			
H4.1b	Nat(b)	% of new tenancies sustained for more than one year by source of let: statutory homeless	Data only	93.7%	89.2%	90.9%	89.7%	89.9%	93.2%	89.6%	91.2%			
H4.1c	Nat(b)	% of new tenancies sustained for more than one year by source of let: housing list	Data only	94.5%	92.9%	92.0%	96.4%	93.3%	90.4%	91.9%	93.5%			
H4.2	Nat(b)	% of lettable houses that became vacant in the last year	Data only	6.0%	7.3%		1.9%	2.0%	1.8%	1.6%				
H4.4	Nat(b)	Average time to complete applications for medical adaptations (working days)	Data only	38	27	N/A	18	N/A	N/A	N/A	N/A	Q2 – There are still issues with the data, unable to calculate as actions raised at validation visit are still to be implemented and data isn't recorded in the correct format on the template.		
H4.4a	Nat(b)	Average time to complete applications for major medical adaptations (working days)	Data only	284	201	N/A	119	N/A	N/A	N/A	N/A	Q2 – There are still issues with the data, unable to calculate as actions raised at validation visit are still to be implemented and data isn't recorded in the correct format on the template.		
H4.4b	Nat(b)	Average time to complete applications for minor medical adaptations (working days)	Data only	37	13	N/A	16	N/A	N/A	N/A	N/A	Q2 – There are still issues with the data, unable to calculate as actions raised at validation visit are still to be implemented and data isn't recorded in the correct format on the template.		
H4.4c	Nat(b)	Number of households currently waiting for adaptations to their home	Data only	185	41	N/A	41	N/A	N/A	N/A	N/A	Q2 – There are still issues with the data, unable to calculate as actions raised at validation visit are still to be implemented and data isn't recorded in the correct format on the template.		
H4.4d	Nat(b)	Total cost of adaptations completed in the year by source of funding (landlord funded/grant funded/other sources)	Data only	£75,354.00	£343,538.00	N/A	£104,055.00	N/A	N/A	N/A	N/A	Q2 – There are still issues with the data, unable to calculate as actions raised at validation visit are still to be implemented and data isn't recorded in the correct format on the template.		
H4.5	Nat(b)	% of court actions initiated which resulted in eviction	Data only	0.0%	50.0%	16.7%	0.0%	14.3%	0.0%	0.0%	50.0%			
H4.5a	Nat(b)	No of court actions initiated	Data only	0	2	8	0	7	1	0	4			







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				Value	Value	Value	Value	Value	Value	Value				
H4.5b	Nat(b)	No of repossession orders granted	Data only	0	1	0	0	0	0	0	0			
H4.5c	Nat(b)	No of properties recovered for: Non payment of rent	Data only	0	1	1	1	1	0	0	0			
H4.5ci	Nat(b)	No of properties recovered for: Anti Social Behaviour	Data only	0	0	0	0	0	0	0	0			
H4.5cii	Nat(b)	No of properties recovered for: Other	Data only	0	0	0	0	0	0	0	0			

### 3. RESPONSE REPAIRS TO COUNCIL HOUSES

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H2.7	Nat(b)	Average length of time (hours) to complete emergency repairs	4	2.5	3.1	2.4	3.5	2.5	2.3	2.4	2.4			
H2.8	Nat(b)	(HSN4b) Average length of time (working days) to complete non-emergency repairs	10	6.1	7.9	5.46	7.9	6.1	5.76	5.44	5.46	HSN4b 2021-22 Average number of days taken to complete non-emergency repairs East Ayrshire 8.49 - Rank 13 East Lothian 9.82 - Rank 16 Fife 7 - Rank 4 <b>Moray 7.99 - Rank 9</b> North Ayrshire 7.66 - Rank 7 Perth & Kinross 7.87 - Rank 8 South Ayrshire 8.06 - Rank 10 Stirling 6.38 - Rank 3 Scotland 9.19		
H2.9a	Nat(b)	Number of repairs completed within target time (excl voids)	Data only	12,196	15,861	14,416	3,934	3,226	2,898	3,601	3,768			
H2.9b	MI	% of repairs completed within target time (excl voids)	98%	90.4%	91.4%	93.95%	90.2%	93.37%	95.11%	93.56%	93.57%			
H2.10a	MI	Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	89.4%	88.4%	88.33%	86.6%	87.35%	89.59%	87.34%	88.22%			
H2.10b	MI	Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	98%	93.2%	96.8%	97.85%	96.4%	96.72%	97.96%	98.71%	97.26%			

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				Value	Value	Value	Value	Value	Value	Value	Value			
H2.10c	MI	Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	98%	95.6%	96.7%	99.14%	96%	98.95%	99.28%	99.14%	99.33%		↑	✓
H2.10d	MI	Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	98%	84.5%	88.4%	97.04%	87.6%	95.3%	98.13%	98.09%	97%		↓	⚠
H2.10e	MI	Percentage of reactive repairs by category completed within timescale: Voids	98%	36%	25%	18%	22%	10%	17%	15%	26%		↑	⛔
H2.11	Nat(b)	% of repairs completed right first time	90	86.2	85.5	90.2	88.4	95	93	92.2	94.2		↑	✓
H2.12	Local	% of repairs appointments kept	95%	97.6%	99.9%	99.8%	99.9%	96.2%	100%	99.9%	99.9%		▬	✓
H2.16	MI	Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	96%	100%	100%	100%	99.98%	100%	100%	100%		▬	✓
H2.19	MI	Percentage of service records kept to Gas Safe Register acceptable standards	100%	N/A	100%	100%	100%	100%	100%	100%	100%		▬	✓
H2.20	MI	Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	N/A	100%	100%	100%	100%	100%	100%	100%		▬	✓
H2.13a	Nat(b)	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	198	4	4	0	1	2	1	0	<p>Q1 - Admin error, safety check recorded on incorrect property record so check was carried out 30 days late.</p> <p>Q2 - 1. Engineer visited incorrect address so check was 20 days late. 2. Property services responsible as check carried out 16 days late by Richard Irvine on communal boiler.</p> <p>Q3 - Admin error, new boiler installation was recorded on incorrect property record so check was carried out 6 days late.</p>	↑	✓

#### 4. GYPSY/TRAVELLERS

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H6.1a	Local	No of new unauthorised encampments within period	Data only	17	12	12	0	7	5	0	0			
H6.1b	Local	No of encampments ended within period	Data only	17	13	11	0	4	6	1	1			
H6.1c	Local	Average duration of encampments ended within period (days)	Data only	35	37	34	0	13.5	23.5	64	237			
H6.2	Local	% of new unauthorised encampments visited within target timescale	100%	94.1%	100%		N/A	71.4%	40%	N/A	N/A		