





Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H2.7	Nat(b)	Average length of time (hours) to complete emergency repairs	4	3.1	2.4		2.5	2.3	2.4	2.4	2			
H2.8	Nat(b)	(HSN4b) Average length of time (working days) to complete non-emergency repairs	10	7.9	5.46	4.48	6.1	5.76	5.44	5.46	4.48	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 Moray 7.99 - Rank 9 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		
H2.9b	MI	% of repairs completed within target time (excl voids)	98%	91.4%	93.95%		93.37%	95.11%	93.56%	93.57%	95.41%			
H2.11	Nat(b)	% of repairs completed right first time	95	85.5	90.2		95	93	92.2	94.2	98	Service advice to increase target to 95% as part action to Reduce number of repairs requiring followup by 10%		
H2.12	Local	% of repairs appointments kept	95%	99.9%	99.8%		96.2%	100%	99.9%	99.9%	95.9%			
H1.8a	Local	Number of Complaints Received	Data only	189	194		43	47	44	60	42			
H1.8b	Local	Number of complaints received relating to Repairs/Capital/Planned Maintenance	Data only	94	130		23	34	30	43	26			
H1.8c	Local	% of complaints received relating to Repairs/Capital/Planned Maintenance	Data only	49.74%	67.01%		53.49%	72.34%	68.18%	71.67%	61.9%			

Section 5 - Service Level Outcomes or Priorities
5.4 Rent Setting Policy Review – Housing Strategy & Development Manager - Fiona Geddes

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				Value	Value	Value	Value	Value	Value	Value				
H2.3	Local	% of tenants satisfied with the standard of their home when moving in	90	82.8	72		87.5	64.3	80	59.1	82.6	23 tenants responded in Q1 and of these 2 were neither satisfied nor dissatisfied, 1 fairly dissatisfied and 1 very dissatisfied. Only 2 of the 4 tenants provided comment; one with		

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				Value	Value	Value	Value	Value	Value	Value				
												decoration and the other due to having no shower. These issues will be addressed by officers.		
H4.1f	Nat(b)	% of new tenancies sustained for more than one year by source of let: All sources	Data only	91.9%	92.0%		91.1%	93.1%	91.0%	92.7%	99.2%			
H5.3	Nat(b)	(HSN1b) Gross rent arrears as a % of rent due	2.8%	3.8%	5.1%	4.7%	5.5%	5.2%	5.1%	5.8%		HSN1b 2021-22 Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year East Ayrshire 8.03% - Rank 10 East Lothian 4.86% - Rank 3 Fife 5.99% - Rank 6 Moray 3.75% - Rank 1 North Ayrshire 6.63% - Rank 7 Perth & Kinross 10.69% - Rank 20 South Ayrshire 3.92% - Rank 2 Stirling 9.83% - Rank 16 Scotland 8.67		

Section 5 - Service Level Outcomes or Priorities

5.5 Workforce Training and Development - to meet demands and deliver priorities – Head of Service - Edward Thomas

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				Value	Value	Value	Value	Value	Value	Value				
ERDP.H&P3	Local	Housing & Property ERDP %	Data only		80.7%	0%	24%	13.9%	N/A	42.8%	0%	ERDP programme is established and we are on track for all members of staff to have the opportunity to take part in the ERDP process throughout the course of the year.	