

2023-24 Quarter to September Housing and Property Performance Report - Service Performance Indicators



1. NEIGHBOURHOOD AND COMMUNITY

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H3.2	Nat(b)	% of tenancy offers refused during the year	30%	27.2%	34.3%		39.4%	33.7%	30.7%	36.2%	29.4%		↑	✔
H3.4	Nat(b)	% ASB cases reported which were resolved	Data only	74.4%	76.3%		10.5%	50%	43%	11.2%	N/A		↓	📊

2. ACCESS TO HOUSING AND SUPPORT







Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H4.5	Nat(b)	% of court actions initiated which resulted in eviction	Data only	50.0%	16.7%		0.0%	0.0%	50.0%	0.0%	27.3%		↑	📊

3. RESPONSE REPAIRS TO COUNCIL HOUSES

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H2.9a	Nat(b)	Number of repairs completed within target time (excl voids)	Data only	15,861	14,416		2,898	3,601	3,768	2,871	2,510		↓	📊

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H2.9b	MI	% of repairs completed within target time (excl voids)	98%	91.4%	93.95%		95.11%	93.56%	93.57%	95.41%	94.25%			
H2.10a	MI	Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	88.4%	88.33%		89.59%	87.34%	88.22%	91.97%	91.03%			
H2.10b	MI	Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	95%	96.8%	97.85%		97.96%	98.71%	97.26%	97.94%	98.07%			
H2.10c	MI	Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	95%	96.7%	99.14%		99.28%	99.14%	99.33%	99.83%	97.72%			
H2.10d	MI	Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	98%	88.4%	97.04%		98.13%	98.09%	97%	96.41%	93.96%			
H2.10e	MI	Percentage of reactive repairs by category completed within timescale: Voids	90%	25%	18%		17%	15%	26%	16%	7%			
H2.16	MI	Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	100%	100%		100%	100%	100%	100%	100%			
H2.19	MI	Percentage of service records kept to Gas Safe Register acceptable standards	100%	100%	98.8%		100%	87.5%	100%	100%	100%			
H2.20	MI	Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	100%	96.5%		95.2%	87.5%	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	4	4		2	1	0	0	0			

4. GYPSY/TRAVELLERS

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	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	12	12	14	5	0	0	8	6			
H6.1b	Local	No of encampments ended within period	Data only	13	12	13	6	1	1	5	8			
H6.1c	Local	Average duration of encampments ended within period (days)	Data only	37	41.3		23.5	64	237	26.8	11.5			
H6.2	Local	% of new unauthorised encampments visited within target timescale	100%	100%	58.3%		40%	N/A	N/A	75%	83.3%	The team are now based within the west team in Forres and whilst we pick up vehicles from Elgin, it is now not always possible to achieve visits on the same day that encampments are reported. We have had a few instances when due to the area we cover we can be many miles away from locations which are regularly used by travellers, and have twice recently had to return from Speyside to travel to Portgordon, Burghead and Elgin to search for reported encampments which have turned out to be nothing.	