

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



1. NEIGHBOURHOOD AND COMMUNITY

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 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%	32.1%	30.7%	36.2%	29.4%	28.2%	32.7%		↓	⚠
H3.4	Nat(b)	% ASB cases reported which were resolved	Data only	74.4%	76.3%	64.5%	43%	45.4%	72.6%	66.7%	65.3%		↓	📊

2. ACCESS TO HOUSING AND SUPPORT

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 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%	17.6%	50.0%	0.0%	27.3%	7.7%	28.6%		↑	📊





3. RESPONSE REPAIRS TO COUNCIL HOUSES

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 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	13,987	3,768	2,871	2,510	3,581	3,944		↑	📊

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 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%	94.87%	93.57%	95.41%	94.25%	94.54%	94.3%			
H2.10a	MI	Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	88.4%	88.33%	89.8%	88.22%	91.97%	91.03%	89.12%	88.2%	Average response times are 2.30 hours, well below our 4 hour target, with failures in the local indicator due to the volume of out of hours repairs for heating, which were high during the winter months.		
H2.10b	MI	Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	95%	96.8%	97.85%	98.8%	97.26%	97.94%	98.07%	98.7%	99.1%			
H2.10c	MI	Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	95%	96.7%	99.14%	99.4%	99.33%	99.83%	97.72%	99.88%	99%			
H2.10d	MI	Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	95%	88.4%	97.04%	98%	97%	96.41%	93.96%	98.41%	98.9%			
H2.10e	MI	Percentage of reactive repairs by category completed within timescale: Voids	90%	25%	18%	83.7%	26%	16%	7%	75%	72.2%	Performance has significantly improved following recording errors identified logging repair completion times. 16% of voids had major improvement works carried out which led to local target times not being met.		
H2.16	MI	Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	100%	100%	99.96%	100%	100%	99.98%	100%	99.96%			
H2.19	MI	Percentage of service records kept to Gas Safe Register acceptable standards	100%	100%	98.8%	100%	100%	100%	93.3%	100%	100%			
H2.20	MI	Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	100%	96.5%	93.3%	100%	100%	93.3%	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	0	4	4	2	0	0	1	0	1	2 gas service failures occurred in 2023/24 out of 5,996 annual gas safety checks carried out, both as a result of human errors in recording, with lessons learned on both occasions and		

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				Value	Value	Value	Value	Value	Value	Value				
		appliance being fitted or its last check										procedures/training updated.		

4. GYPSY/TRAVELLERS

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H6.1a	Local	No of new unauthorised encampments within period	Data only	12	12	15	0	8	6	0	1		↑	
H6.1b	Local	No of encampments ended within period	Data only	13	12	14	1	5	8	1	0		↓	
H6.1c	Local	Average duration of encampments ended within period (days)	Data only	37	41.3	21.86	237	26.8	11.5	80	0		↓	
H6.2	Local	% of new unauthorised encampments visited within target timescale	100%	100%	58.3%	100%	N/A	75%	100%	N/A	100%		?	



Local Government Benchmarking Indicators

Housing & Property



LGBF

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value			
H2.1	Nat(b)	(HSN03) % of stock meeting the SHQS	100%	6.3%	15.5%	Not published yet	<p>HSN03 2022-23 Proportion of council dwellings meeting Scottish Housing Quality Standards *NB 26 out of 32 authority results published (Feb 2024)</p> <p>Scotland Average 70.9% East Ayrshire 95.0% - Rank 1 of 26 South Ayrshire 92.2% - Rank 3 of 26 Fife 89.6% - Rank 4 of 26 Stirling 87.0% - Rank 5 of 26 East Lothian 86.9% - Rank 6 of 26 Perth & Kinross 69.0% - Rank 13 of 26 North Ayrshire 63.2% - Rank 16 of 26 Moray 15.5% - Rank 26 of 26</p>	↑	🛑
H5.4	Nat(b)	(HSN02) % of rent lost due to voids	0.63%	1.25%	1.01%	0.74%	<p>HSN02 2022-23 Proportion of rent due in the year that was lost due to voids 32 out of 32 authority results published (Feb 2024)</p> <p>Scotland Average 1.7% of 32 North Ayrshire 0.6% - Rank 1 of 32 Moray 1.01% - Rank 7 of 32 (local data has 0.74)</p> <p>Perth & Kinross 1.0% - Rank 11 of 32 East Lothian 1.1% - Rank 12 of 32 East Ayrshire 1.3% - Rank 14 of 32 Fife 1.3% - Rank 15 of 32 Stirling 1.5% - Rank 17 of 32 South Ayrshire 1.5% - Rank 18 of 32</p>	↓	🛑

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value			
HSN05a	Nat(b)	% of dwellings that are energy efficient	Data only	60.4%	Not published yet	Not published yet	<p>HSN05a 2021-22 Proportion of council dwellings that are energy efficient <i>February 2024 Refresh</i> <i>26 out of 32 authority results published</i> Scotland Average 87.6% North Ayrshire 97.7% - Rank 10 of 26 Stirling 94.1% - Rank 13 of 26 South Ayrshire 93.6% - Rank 15 of 26 East Lothian 90.3% - Rank 18 of 26 Fife 89.1% - Rank 19 of 26 Perth & Kinross 82.0% - Rank 23 of 26 Moray 60.4% - Rank 26 of 26</p>		

Notes:

The following LGBF indicators are not shown because they are used in the Service Plan Performance / Service Performance Indicator tables: HSN01b (H5.3), HSN04b (local H2.8),