

2024-25 Quarter to June Housing and Property Performance Report - Service Performance Indicators



1. NEIGHBOURHOOD AND COMMUNITY

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	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%	34.3%	32.1%	N/A	36.2%	29.4%	28.2%	32.7%	36.96%		↓	
H3.4	Nat(b)	% ASB cases reported which were resolved	Data only	76.3%	64.5%	N/A	45.4%	72.6%	66.7%	65.3%	26.6%		↓	

2. ACCESS TO HOUSING AND SUPPORT

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	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	16.7%	17.6%	N/A	0.0%	27.3%	7.7%	28.6%	37.5%		↑	

3. RESPONSE REPAIRS TO COUNCIL HOUSES

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	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	Data only	14,416	13,987	N/A	2,871	2,510	3,581	3,944	3,146		↓	

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
		voids)												
H2.9b	MI	% of repairs completed within target time (excl voids)	98%	93.95%	94.87%	N/A	95.41%	94.25%	94.54%	94.3%	95.22%		↑	⚠
H2.10a	MI	Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	88.33%	89.8%	N/A	91.97%	91.03%	89.12%	88.2%	89.73%	A number of emergency repairs particularly out of hours are failing to meet the 4 hour target, as only one tradesman covers all areas OOH , which means timescales cannot always be met Moray wide, due the most urgent emergencies being prioritised.	↑	⛔
H2.10b	MI	Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	95%	97.85%	98.8%	N/A	97.94%	98.07%	98.7%	99.1%	98.81%		↓	✅
H2.10c	MI	Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	95%	99.14%	99.4%	N/A	99.83%	97.72%	99.88%	99%	99.45%		↑	✅
H2.10d	MI	Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	95%	97.04%	98%	N/A	96.41%	93.96%	98.41%	98.9%	99.21%		↑	✅
H2.10e	MI	Percentage of reactive repairs by category completed within timescale: Voids	90%	18%	38%	N/A	16%	7%	75%	51%	21%	This indicator is being checked, as the current performance does not mirror records held by DLO, and there may be an input error recording the invoice date rather than the completion date.	↓	⛔

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4. GYPSY/TRAVELLERS

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	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	15	6	8	6	0	1	6		↑	📊
H6.1b	Local	No of encampments ended within period	Data only	12	14	5	5	8	1	0	5		↑	📊
H6.1c	Local	Average duration of encampments ended within	Data only	41.3	21.86	N/A	26.8	11.5	80	0	16.4		↑	📊

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
		period (days)												
H6.2	Local	% of new unauthorised encampments visited within target timescale	100%	58.3%	100%	N/A	75%	100%	N/A	100%	66.7%	This indicator is being checked, as the current performance does not match records held by the enforcement team, figures subject to revision in the next quarter.		