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

PI Status		Long Term Trends		Short Term Trends	
🔴	Alert	⬆	Improving	⬆	Improving
🔺	Warning	▬	No Change	▬	No Change
✅	OK	⬇	Getting Worse	⬇	Getting Worse
❓	Unknown				
📈	Data Only				

<table>
<tr><td colspan="14" style="background:blue;color:white">Service Performance Indicators
1. NEIGHBOURHOOD AND COMMUNITY</td></tr>
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Code	Code	Short Name	Current Target	2022/23 Value	2023/24 Value	2024/25 Value	Q3 2023/24 Value	Q4 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Q3 2024/25 Value	Latest Note	Short Term Trend Arrow	Status
H3.2	Local	% of tenancy offers refused during the year	30%	34.3%	32.1%	33%	28.2%	32.7%	36.96%	32.87%	29.2%		⬆	✅
H3.4	MI	% ASB cases reported which were resolved	Data Only	76.3%	64.5%	26.6%	66.7%	65.3%	26.6%	80.6%	80.9%		⬆	📈

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H4.5	MI	% of court actions initiated which resulted in eviction	Data Only	16.7%	17.6%	37.5%	7.7%	28.6%	37.5%	22.2%	10.0%		⬇	📊

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H2.9a	MI	Number of repairs completed within target time (excl voids)	Data Only	14,416	13,987	9,755	3,581	3,944	3,146	2,951	3,658		⬆	📊
H2.9b	Local	% of repairs completed within target time (excl voids)	98%	93.95%	94.87%	95.22%	94.54%	94.3%	95.22%	95%	92.3%		⬇	🛑
H2.10a	Local	Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	88.33%	89.8%	89.73%	89.12%	88.2%	89.73%	89.28%	86.3%	With only one tradesman to cover all areas of Moray Out Of Hours (OOH) , it is challenging to complete reactive repairs within a 4 hour period due the most urgent emergencies being prioritised.	⬇	🛑
H2.10b	Local	Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	95%	97.85%	98.8%	98.81%	98.7%	99.1%	98.81%	98.75%	98.35%		⬇	✅
H2.10c	Local	Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	95%	99.14%	99.4%	99.45%	99.88%	99%	99.45%	98.54%	96.48%		⬇	✅
H2.10d	Local	Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	95%	97.04%	98%	99.21%	98.41%	98.9%	99.21%	98.86%	99.12%		⬆	✅

Code	Code	Short Name	Current Target	2022/23 Value	2023/24 Value	2024/25 Value	Q3 2023/24 Value	Q4 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Q3 2024/25 Value	Latest Note	Short Term Trend Arrow	Status
H2.10e	Local	Percentage of reactive repairs by category completed within timescale: Voids	90%	18%	38%	39%	75%	51%	21%	54%	43%	Q1 figure remains under review as figure is not representative of data held by the Direct Labour Organisation (DLO). It may be as a result of an input error recording an incorrect invoice date rather than completion date.	⬇	🛑

Service Performance Indicators
4. GYPSY/TRAVELLERS

Code	Code	Short Name	Current Target	2022/23 Value	2023/24 Value	2024/25 Value	Q3 2023/24 Value	Q4 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Q3 2024/25 Value	Latest Note	Short Term Trend Arrow	Status
H6.1a	MI	No of new unauthorised encampments within period	Data Only	12	15	23	0	1	6	16	1		⬇	📈
H6.1b	MI	No of encampments ended within period	Data Only	12	14	20	1	0	5	15	0		⬇	📈
H6.1c	MI	Average duration of encampments ended within period (days)	Data Only	41.3	21.86	16.4	80	0	16.4	12.1	0		⬇	📈
H6.2	Local	% of new unauthorised encampments visited within target timescale	100%	58.3%	100%	66.7%	N/A	100%	66.7%	100%	100%		➖	✅