

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

Section 4 - Strategic Level Outcome or Priority 4.1 (L) Empowering & connecting communities. (CP) Building Thriving, Resilient, Empowered Communities



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				
H1.10a	Local	Number of affordable housing completions at end of current FY	Data Only	146	97	N/A	Not measured for Quarters		Not measured for Quarters			Figures for 2024/25 will be available towards end of FY or beginning of next.		

Section 5 - Service Level Outcome or Priority
5.1 Systemic Review of Housing Repairs

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			
H1.8	Local	No of Complaints Received	49		193	225	55	60	64	79	82		↓	🛑
H1.8a	MI	Number of Complaints Closed	Data Only	194	189	212	53	50	64	72	76		↑	📈
H1.8b	MI	Number of complaints received relating to Repairs/Capital/Planned Maintenance	Data Only	130	120	135	29	30	41	44	50		↓	📈
H1.8c	MI	% of complaints closed relating to Repairs/Capital/Planned Maintenance	Data Only	67.01%	63.49%	63.68%	54.72%	60%	64.06%	61.11%	65.79%		↓	📈
H2.7	Local	Average length of time (hours) to complete emergency repairs	4	2.4	2.2	2.2	2.2	2.3	2.4	2.3	2.5		↓	✅
H2.8	Local	Average length of time (working days) to complete non-emergency repairs (Quarterly)	10	5.46	5.7	4.5	4.68	5	4.4	4.7	4.5	This quarterly indicator allows effective and more current monitoring throughout the year. Annual data is provided by LGBF indicator HSN04b runs 1 year behind.	↑	✅
H2.11	Local	% of repairs completed right first time	95%	90.2%	95%	87.5%	93.4%	95%	95.8%	73.7%	93%		↑	⚠️
H2.12	Local	% of repairs appointments kept	95%	99.8%	95.5%	97.72%	99.9%	95.1%	99.95%	96.6%	96.6%		▬	✅
H2.15	MI	Response repair expenditure	Data Only			N/A			N/A	N/A	N/A	Data will be available once the repairs system has number of current emergency SOR codes separated out to non-emergency SQR codes.	▬	📈
HSN04b	Nat(b)	Average number of days taken to complete non-emergency repairs	7.1	5.7	5.7	Not Published	Not measured for Quarters		Not measured for Quarters			Target set at 8/32. Moray ranking 1-8 is representative of being placed in Top quartile (Green Status Symbol), rankings 9-24 represent middle 2 quartiles (Yellow Status Symbol) and rankings between 25-32 represent Bottom Quartile (Red Status Symbol). With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). Moray - Average number of days taken to complete non-emergency repairs (2023/24) = 5.7 days (Rank 2/26 nationally and 1/6 within Family Group)	▬	✅

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				
												Comparator Benchmarking: Angus - 8.0 Argyll & Bute - N/A East Lothian - 16.3 Highland - 9.2 Midlothian - 19.9 Scottish Borders - N/A Stirling - 6.9 Family Group Average - 11.0 Scotland - 10.0		



Section 5 - Service Level Outcome or Priority
5.2 Housing Needs

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				
HSN03	Nat(b)	Proportion of council dwellings meeting Scottish Housing Quality Standards	89.7%	15.5%	22.6%	Not Published	Not measured for Quarters		Not measured for Quarters			Target set at 8/32. Moray ranking 1-8 is representative of being placed in Top quartile (Green Status Symbol), rankings 9-24 represent middle 2 quartiles (Yellow Status Symbol) and rankings between 25-32 represent Bottom Quartile (Red Status Symbol). With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). Moray - % of council dwellings meeting Scottish Housing Quality Standards (2023/24) = 26.6% (Rank 26/26 nationally and 6/6 within Family Group) Comparator Benchmarking: Angus - 72.3% Argyll & Bute - N/A East Lothian - 89.7% Highland - 44.6% Midlothian - 60.1% Scottish Borders - N/A Stirling - 84.3% Family Group Average - 62.3% Scotland - 77.8%		





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				
H1.9a	MI	Number of newly completed social housing dwellings since 2018-19	Data Only	550	661	N/A	Not measured for Quarters		Not measured for Quarters			During 2018/19 84 newly completed dwellings had completed. Since this time (until March 2024) a further 577 have been completed, at an average of 115 dwellings per year. In the past 3 years (2021/22 -2023/24) completions have accelerated to an average of 134 per year.	↑	
H1.9b	MI	Number of newly completed social housing dwellings since 2018-19 which are accessible	Data Only	177	216	N/A	Not measured for Quarters		Not measured for Quarters			Of the 577 dwellings completed in the 5 years since 2018/19 200 are accessible (35%). In the past 3 years (2021/22 - 2023/24) 115 of the 401 dwellings completed are accessible (29%).	↑	
H1.9c	Local	Average percentage of completed social housing dwellings which are accessible	20%	32.18%	32.68%	N/A	Not measured for Quarters		Not measured for Quarters			Target amended to reflect Strategic Housing Investment Plan (SHIP) target (20%).	↑	

Section 5 - Service Level Outcome or Priority
5.3 Energy Efficiency within building and housing stock

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				
H2.2b	Local	Percentage of stock meeting the Energy Efficiency Standard for Social Housing (EESH)	67%	62.1%	65%	N/A	Not measured for Quarters		Not measured for Quarters			4,150 of 6,380 Council properties meet EESH	↑	
HSN05a	Nat(b)	Proportion of Council dwellings that are energy efficient	93.7%	Not Published	Not Published	Not Published	Not measured for Quarters		Not measured for Quarters			Target set at 8/32. Moray ranking 1-8 is representative of being placed in Top quartile (Green Status Symbol), rankings 9-24 represent middle 2 quartiles (Yellow Status Symbol) and rankings between 25-32 represent Bottom Quartile (Red Status Symbol). With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). Moray - Proportion of Council dwellings that are energy efficient (2021/22) = 60.4% (Rank 26/26 nationally and 6/6 within Family Group)	↑	

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				
												Comparator Benchmarking: Angus - 81.1% Argyll & Bute - N/A East Lothian - 90.3% Highland - 76.3% Midlothian - 85.7% Scottish Borders - N/A Stirling - 94.1% Family Group Average - 81.3% Scotland - 87.6%		
H1.20	MI	Direct emissions arising from energy consumption on the corporate estate (tonnes CO2e)	Data Only	5,135	N/A	N/A	Not measured for Quarters		Not measured for Quarters					

Section 5 - Service Level Outcome or Priority
5.5 Tenants Survey 2024

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				
H1.1	Nat(b)	% of tenants satisfied with the overall services provided by their landlord	90%	N/A	N/A	N/A	Not measured for Quarters		Not measured for Quarters			South Ayrshire Council last surveyed 01/02/2023 92.13% East Ayrshire Council last surveyed 01/09/2020 91.93% Stirling Council last surveyed 01/03/2023 90.88% North Ayrshire Council last surveyed 01/06/2021 88.74% Moray Council last surveyed 01/09/2021 82.78% Fife Council last surveyed 01/10/2022 81.86% East Lothian Council last surveyed 01/10/2022 81.62% Perth & Kinross Council last surveyed 01/01/2023 78.4% Data source: https://www.housingregulator.gov.scot/landlord-performance/statistical-information/ > Charter data - all social landlords dataset		
H2.3	Local	% of tenants satisfied with the standard of their home when moving in	90	72	81.2	N/A	80	90	0	0	0	We are transitioning our New Tenants Survey to an email-based format. This change is aimed at improving accessibility and ensuring a more efficient collection of feedback.		

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			
												<p>Before we implement this change, we will be consulting with the tenants forum at our next meeting. This consultation will help us address any concerns and gather valuable input to make the transition as smooth as possible for everyone.</p> <p>Following the consultation, we plan to distribute the surveys via email, incorporating data from Quarter 1.</p>		
H2.14	Local	% of tenants who have had repairs or maintenance carried out in last 12 months and are satisfied with the service	90%	100%	99.4%	N/A	Not measured for Quarters		Not measured for Quarters				↓	✓

Section 5 - Service Level Outcome or Priority

5.6 Gas Service Scheduling System


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			
H2.13a	Local	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	2	1	0	1	0	1	0		↑	✓
H2.16	Local	Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	100%	99.96%	100%	100%	99.96%	100%	99.98%	100%		↑	✓
H2.19	Local	Percentage of service records kept to Gas Safe Register acceptable standards	100%	98.8%	98.3%	97.8%	100%	100%	100%	93.3%	100%		↑	✓
H2.20	Local	Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	96.5%	94.8%	98.9%	95%	93.3%	96.7%	100%	100%		▬	✓

Section 5 - Service Level Outcome or Priority
5.7 Rent Strategy

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			
HSN01b	Nat(b)	Gross rent arrears (all tenants) as a percentage of rent due for the year	8.4%	4.5%	4.7%	Not Published	Not measured for Quarters		Not measured for Quarters			<p>Target set at 8/32. Moray ranking 1-8 is representative of being placed in Top quartile (Green Status Symbol), rankings 9-24 represent middle 2 quartiles (Yellow Status Symbol) and rankings between 25-32 represent Bottom Quartile (Red Status Symbol).</p> <p>With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom).</p> <p>Moray - Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (2023/24) = 4.7% (Rank 2/32 nationally and 1/8 with Family Group)</p> <p>Comparator Benchmarking: Angus - 10.9% Argyll & Bute - N/A East Lothian - 6.3% Highland - 7.2% Midlothian - 10.5% Scottish Borders - N/A Stirling - 9.3% Family Group Average - 8.1% Scotland - 9.5%</p>	↓	✔
HSN02	Nat(b)	Proportion of rent due in the year that was lost to voids	0.7%	1%	0.7%	Not Published	Not measured for Quarters		Not measured for Quarters			<p>Target set at 8/32. Moray ranking 1-8 is representative of being placed in Top quartile (Green Status Symbol), rankings 9-24 represent middle 2 quartiles (Yellow Status Symbol) and rankings between 25-32 represent Bottom Quartile (Red Status Symbol).</p> <p>With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom).</p> <p>Moray - % of rent due in the year that was lost due to voids (2023/24) = 0.7% (Rank 5/32 nationally and 1/8 within Family Group)</p> <p>Comparator Benchmarking: Angus - 1.6% Argyll & Bute - N/A East Lothian - 0.7%</p>	↑	✔

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				
												Highland - 0.9% Midlothian - 0.7% Scottish Borders - N/A Stirling - 1.5% Family Group Average - 1.0% Scotland - 1.8%		

Section 5 - Service Level Outcome or Priority
5.9 Health & Wellbeing

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				
H&P1.0	MI	Sickness absence days lost (Service) FTE H&P	Data Only			152.08			50.73	49.9	51.45	46% of days lost were due to Short-term absences and 54% were Long-term.	↓	
H&P1.1	MI	% of Sickness absence (Service) H&P	Data Only			5.5%			5.55%	5.37%	5.5%	MC average in Q3 = 6.32%	↓	