

2025-26 Quarter to December Housing, Property and Communities 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	2023/24	2024/25	2025/26	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H1.10a	MI	Number of affordable housing completions at end of current FY	Data Only	97	110	91	Not measured for Quarters		Not measured for Quarters					

Section 4 - Strategic Level Outcome or Priority														
4.2 (L) Building a better future for our children & young people. (CP) Tackle Poverty and Inequality														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H&P2	Local	Reduction of children in temporary accommodation	5%			N/A	Not measured for Quarters		Not measured for Quarters			NEW INDICATOR FOR 2025/26		
H&P2a	MI	Number of children in temporary accommodation	Data Only			N/A			N/A	N/A	N/A	NEW INDICATOR FOR 2025/26		
H&P3	MI	No of homeless presentations from families with children	Data Only			N/A			N/A	N/A	N/A	NEW INDICATOR FOR 2025/26		
H&P4	MI	Instances of homeless prevention	Data Only			N/A			N/A	N/A	N/A	NEW INDICATOR FOR 2025/26		
H&P5	Local	Reduction of duration of homelessness for families with Children	5%			N/A	Not measured for Quarters		Not measured for Quarters			NEW INDICATOR FOR 2025/26		

Section 4 - Strategic Level Outcome or Priority														
4.3 Tackle the affordability and standard of our learning estate to ensure sustainability while meeting climate requirements.														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
EdS100	Local(b)	% of schools that are rated B or better for condition	50.9%	41%	41%	N/A	Not measured for Quarters		Not measured for Quarters					
EdS101	Local	% of schools that are rated B or better for suitability	100%	100%	100%	N/A	Not measured for Quarters		Not measured for Quarters					
ERC010	Local	Spare building capacity %	25%	27%	28%	N/A	Not measured for Quarters		Not measured for Quarters			Primary School Roll (Census Nov 2024) 6622 pupils against overall planning capacity of 9797 = 68% primary school capacity utilised. Secondary School Roll (Census Nov 2024) 5488 pupils against		

												overall planning capacity of 6658 = 82% secondary school capacity. Learning Estate Review will present options to reduce spare capacity to below 25%		
ERC011	Local	% schools with approved asset management plans	10%	5.5%	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	N/A			
ERC032	Local	% ASG options reviews completed	75%	10%	80%	N/A	Not measured for Quarters	All ASG level engagement completed end May 2025. Further analysis and option development delayed due to resource constraints. Options Review update to ECLS 25 Nov 2025 and final report planned March 2026						

Section 5 - Service Level Outcome or Priority														
5.1 Systemic Review of Housing Repairs														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H1.8	Local	No of Complaints Received	67	193	297	202	82	72	67	81	54			
H1.8a	MI	Number of Complaints Closed	Data Only	189	284	207	76	72	68	81	58			
H1.8b	MI	Number of complaints received relating to Repairs/Capital/Planned Maintenance	Data Only	120	188	112	50	53	42	38	32			
H1.8c	MI	% of complaints closed relating to Repairs/Capital/Planned Maintenance	Data Only	63.49%	66.2%	54.11%	65.79%	73.61%	61.76%	46.91%	55.17%			
H2.7	Local	Average length of time (hours) to complete emergency repairs	4	2.2	2.2		2.5	2.4	2.4	2.3	2.7			
H2.8	Local	Average length of time (working days) to complete	10	5.7	4.97	8.47	4.5	6.3	8	8.3	9.1			

		non-emergency repairs (Quarterly)												
H2.11	Local	% of repairs completed right first time	95%	95%	88%	86.7%	93%	89.4%	88.4%	84.9%	N/A		↓	⛔
H2.12	Local	% of repairs appointments kept	95%	95.5%	98.29%	95.95%	96.6%	100%	94.7%	97.2%	N/A		↑	✅
H2.15	Local	Response repair expenditure	£3,666,600		£4,074,000	N/A	Not measured for Quarters		Not measured for Quarters				▬	⛔
HSN04b	Nat(b)	Average number of days taken to complete non-emergency repairs	7	5.7	6.3		Not measured for Quarters		Not measured for Quarters				↓	✅
<p>Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom).</p> <p>Family Group Rank 1/6 National Rank 4/26</p> <p>Moray 6.3 Stirling 7.0 Angus 6.3 Highland 7.7 East Lothian 12.5 Midlothian 39.1 Argyll & Bute N/A Scottish Borders N/A</p> <p>Family Group Average 14.2 National Average 10.1</p>														

Section 5 - Service Level Outcome or Priority														
5.2 Housing Needs														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	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	658	743	N/A	Not measured for Quarters		Not measured for Quarters				↑	📈
H1.9b	MI	Number of newly completed social housing	Data Only	210	220	N/A	Not measured for Quarters		Not measured for Quarters				↑	📈

		dwellings since 2018-19 which are accessible														
H1.9c	Local	Average percentage of completed social housing dwellings which are accessible	20%	31.91%	29.61%	N/A	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	2023/24	2024/25	2025/26	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	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 (ESSH)	81.3%	65%	69.7%	N/A	Not measured for Quarters	4,470 of 6,410 Council properties meet ESSH. Target Benchmarked as Family Group average LGBF -HSN05a (81.3%)						
HSN03	Nat(b)	Proportion of council dwellings meeting Scottish Housing Quality Standards	92.2%	22.6%	43.7%	Not Published	Not measured for Quarters	Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). Family Group Rank 6/6 National Rank 26/26 Argyll & Bute N/A Scottish Borders N/A East Lothian 89.7% Stirling 55.7% Angus 93.2% Midlothian 84.1% Highland 58.6% Moray 43.7% Family Group Average 70.8% National Average 82.9%						
HSN05a	Nat(b)	Proportion of Council dwellings that are energy efficient	Data Only	N/A	N/A	N/A	Not measured for Quarters	The Scottish Housing Regulator have stopped collecting the Energy Efficiency Standard for Social Housing (ESSH)						

									indicator, HSN05a: Proportion of council dwellings that are energy efficient after 2021/22 while they review proposals for a new Social Housing Net Zero Standard (SHNZS) to replace EESSH.		
H1.20	Local	Direct emissions arising from energy consumption on the corporate estate (tonnes CO2e)	5,053	N/A	N/A	N/A	Not measured for Quarters	Not measured for Quarters			

Section 5 - Service Level Outcome or Priority
5.4 Gas Service Scheduling System

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Latest Note	Short Term Trend Arrow	Status
				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	2	1	0	0	0	0	0	0			
H2.16	Local	Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	99.96%	100%	100%	100%	100%	100%	100%	100%			
H2.19	Local	Percentage of service records kept to Gas Safe Register acceptable standards	100%	98.3%	98.33%	100%	100%	100%	100%	100%	100%			
H2.20	Local	Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	94.8%	75%	55%	80%	53.3%	63.3%	46.7%	N/A			

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

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	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		51.36	58.63	51.45	53.34	55.97	61.3	N/A			
H&P1.1	MI	% of Sickness absence (Service) H&P	Data Only		5.52%	6.3%	5.5%	5.66%	5.99%	6.62%	N/A			