

2025-26 Quarter to December Housing, Property and Communities 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				

Service Performance Indicators														
1. NEIGHBOURHOOD AND COMMUNITY														
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	Value			
H3.2	Local	% of tenancy offers refused during the year	30%	32.1%	32.23%	30.13%	29.2%	29.9%	29.57%	34.93%	25.9%			
H3.4	MI	% ASB cases reported which were resolved	Data Only	64.5%	64.5%	85.2%	80.9%	76.4%	87.7%	82.7%	N/A			

Service Performance Indicators
2. ACCESS TO HOUSING AND SUPPORT

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	Value			
H4.5	MI	% of court actions initiated which resulted in eviction	Data Only	17.6%	17.6%	14.8%	10.0%	0.0%	11.1%	0.0%	33.3%			
H4.5a	MI	No of court actions initiated	Data Only	34	30	28	10	4	9	10	9			
H4.5b	Nat(b)	No of repossession orders granted	Data Only	0	9	9	3	1	6	1	2			
H4.5c	MI	No of properties recovered for: Non-payment of rent	Data Only	6	6	3	1	0	1	0	2			
H4.5ci	MI	No of properties recovered for: Anti-Social Behaviour	Data Only	0	0	0	0	0	0	0	0			
H4.5cii	MI	No of properties recovered for: Other	Data Only	0	0	1	0	0	0	0	1			
H4.7	Nat(b)	% of households requiring temp or emergency accomm to whom an offer was made	100%	100%	100%	100%	100%	100%	100%	100%	100%			
H4.8	Nat(b)	% of temp or emergency accomm offers refused in the last year by accommodation type	7%	0.3%	1.4%	4.8%	1.8%	0%	4.8%	9.2%	3.1%			
H4.9	Local	% satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	90.7%	81%	75%	81%	42.9%	N/A	75%	N/A			
H4.13	Local	Percentage of homelessness assessments completed within 28 days	100%	98.4%	98.3%	99.1%	98.3%	97.4%	99.1%	98.6%	99%			

Service Performance Indicators
3. RESPONSE REPAIRS TO COUNCIL HOUSES

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	Value			
H2.9a	MI	Number of repairs completed within target time (excl voids)	Data Only	13,987	13,872	10,088	3,658	4,117	3,299	3,126	3,663			
H2.9b	Local	% of repairs completed within target time (excl voids)	98%	94.87%	92.93%	88.27%	92.3%	89.2%	90.8%	88%	86%			
H2.10a	Local	Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	89.8%	89.73%	88.4%	86.3%	89.2%	89.5%	88.47%	87.09%			
H2.10b	Local	Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	95%	98.8%	98.43%	95.37%	98.35%	97.8%	98%	96.1%	92.02%			
H2.10c	Local	Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	95%	99.4%	97.7%	95.5%	96.48%	96.3%	96.1%	96.99%	93.42%			
H2.10d	Local	Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	95%	98%	97%	81.15%	99.12%	90.8%	87.9%	79.7%	75.86%			
H2.10e	Local	Percentage of reactive repairs by category completed within timescale: Voids	90%	38%	46.25%	58.33%	43%	24%	54%	58%	63%			

Service Performance Indicators
4. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

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				
H5.1	Nat(b)	% of tenants who feel that the rent for their property represents good value for money	84%	N/A	78%	N/A	Not measured for Quarters		Not measured for Quarters				↓	⛔
H5.2	Nat(b)	Rent collected as % of total rent due	97.0 %	99.8 %	98.1 %	97.6 %	97.8 %	95.0 %	97.0 %	98.0 %	97.8 %		↓	✅
H5.3	Nat(b)	(HSN01b) Gross rent arrears as a % of rent due	2.8%	4.7%	3.3%	3.7%	3.9%	3.3%	3.5%	3.7%	4.0%		↓	⛔
H5.5	Local	Current tenants' arrears as a % of net rent due	3.5%	4.4%	2.5%	3.3%	3.5%	2.5%	3%	3.1%	3.3%		↓	✅
HSN01b	Nat(b)	Gross rent arrears (all tenants) as a percentage of rent due for the year	7.1%	4.7%	3.3%	Not Published	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 1/26</p> <p>Moray 3.3% East Lothian 6.0% Highland 6.4% Midlothian 8.5% Stirling 9.5% Angus 10.6% Argyll & Bute N/A Scottish Borders N/A</p> <p>Family Group Average 7.4% National Average 8.6%</p>	↑	✅

HSN02	Nat(b)	Proportion of rent due in the year that was lost to voids	0.9%	0.7%	0.7%	Not Published	Not measured for Quarters	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 1/6 National Rank 4/26 Midlothian 0.9% East Lothian 1.4% <i>Moray 0.7%</i> Highland 0.9% Stirling 1.5% Angus 3.0% Argyll & Bute N/A Scottish Borders N/A Family Group Average 1.4% National Average 1.7%		
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Service Performance Indicators														
5. BENEFITS - HOUSING														
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				
CPS011	Nat(b)	Average time in days to process new housing benefits (HB) claims (cumulative for the year)	21	18.29	23.37	20.82	24.08	23.37	22.33	22.6	20.82			
CPS012	Nat(b)	Average time in days to process notifications of changes of circumstances in housing benefits (HB) claims (cumulative for the year)	6	4.29	5.8	4.21	6.2	4.39	3.98	4.06	4.59			

Service Performance Indicators
6. BENEFITS - MONEY ADVICE MORAY

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				
ENVDV217	MI	Welfare Benefits clients – estimated benefit gain	Data Only	£469,729	£119,601	£000	£6,242	£000	£000	£000	£000	Welfare Benefits service is currently without a Welfare Benefits Advisor due to long term sick absence and post becoming vacant during this period. Post is still vacant.		
ENVDV217a	MI	Number of Welfare Benefit appeals	Data Only	51	11	0	1	0	0	0	0	Welfare Benefits service is currently without a Welfare Benefits Advisor due to long term sick absence and post becoming vacant during this period. Post is still vacant		
ENVDV217b	MI	Percentage of Welfare Benefit appeals successful	Data Only	81.75%	81.8%	N/A	100%	N/A	N/A	N/A	N/A			
ENVDV218i	MI	Estimated Income Maximisation benefit gains	Data Only	£983,664	£1,397,150	£1,649,429	£483,845	£334,853	£491,886	£731,954	£425,589			
ENVDV218j	MI	Number of new Income Maximisation clients	Data Only	345	313	201	47	50	54	81	66			
ENVDV301	MI	Number of new Money Advice Cases	Data Only	255	202	152	48	46	47	56	49	Delayed appointments due to 1 FTE post still under training and left post by end of Q2. Post still vacant and restricted appointment times		
ENVDV301b	MI	Estimated gain to clients through Money Advice	Data Only	£862,137.00	£725,957.00	£402,302	£81,406.00	£248,043.00	£116,852.00	£205,617.00	£79,843.00			
ENVDV301c	MI	Amount of Debt Arrangement Scheme (DAS) income to the Council	Data Only	£20,955.00	£70,893.00	£95,675.00	Not measured for Quarters	Not measured for Quarters				Annual Figures to date (Q3 2025/26) Q1 - £24,040 Q2 - £54,339 Q3 - £17,296		

Service Performance Indicators														
7. BENEFITS - SCHOOL														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q3	Q4	Q1	Q2	Q3	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CPS070	MI	Number of pupils in receipt of Free School Meals (benefits criteria)	Data Only	1,436	1,528	1,440	1,454	1,528	1,532	1,917	1,440	Total in receipt as at 31-12-2025 (843 households), An additional 399 P6/7 pupils (all Schools) and 97 S1-3 pupils (Milne's High & Keith Grammar) are in receipt through the new Scottish Child Payment criteria.	↑	

Service Performance Indicators														
8. BENEFITS - STATUTORY DISCRETIONARY AWARDS														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q3	Q4	Q1	Q2	Q3	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ENVDV281	MI	Scottish Welfare Funds - amount allocated (cumulative)	Data Only	£515,076.00	£409,808.15	£473,469.95	£282,124.00	£409,808.15	£153,029.00	£324,859.02	£473,469.95		↑	
ENVDV281a	MI	Scottish Welfare Funds - percentage of application awards	Data Only	63.4%	68.6%	71.83%	74.7%	69.17%	70.35%	76.96%	68.17%		↓	
ENVDV282	MI	Discretionary Housing Payments - value awarded in year (cumulative)	Data Only	£741,789.00	£891,456.29	£876,100.20	£860,357.00	£891,456.29	£727,423.00	£805,655.43	£876,100.20		↑	
CORP9	Nat(b)	Proportion of SWF Crisis Grant decisions within 1 day	99.5%	98.3%	99.5%	Not Published	Not measured for Quarters	Not measured for Quarters				Family Group Rank 2/8 National Rank 9/32 Argyll & Bute 100.0% Moray 99.5% Midlothian 99.4% Highland 99.1%	↑	

									Angus 98.5% Scottish Borders 96.7% East Lothian 95.1% Stirling 92.4%		
									Family Group Average 97.6% National Average 96.0%		
CORP10	Nat(b)	Proportion of SWF Community Care Grant decisions within 15 days	99.2%	98.0%	99.2%	Not Published	Not measured for Quarters	Not measured for Quarters	Family Group Rank 4/8 National Rank 8/32 Midlothian 100% Argyll & Bute 100% Highland 99.3% <i>Moray</i> 99.2% East Lothian 99.1% Scottish Borders 94.0% Angus 85.9% Stirling 83.6%	↑	✓
									Family Group Average 95.1% National Average 90.7%		
CORP11	Nat(b)	Proportion of SWF Budget Spent	150.9%	111.5%	167.7%	Not Published	Not measured for Quarters	Not measured for Quarters	Family Group Rank 2/8 National Rank 5/32 Highland 305.6% <i>Moray</i> 167.7% Scottish Borders 129.2% Angus 127.3% Argyll & Bute 126.3% East Lothian 119.6% Stirling 103.2% Midlothian 91.4%	↑	✓
									Family Group Average 146.3% National Average 120.6%		
CORP12	Nat(b)	Proportion of DHP Funding Spent	101.0%	90.0%	89.0%	Not Published	Not measured for Quarters	Not measured for Quarters	Family Group Rank 5/8 National Rank 24/32	↓	⚠

