

APPENDIX III

Item 10



# 2018/19 Housing and Property Services Performance Report Performance Indicators

Red highlight – indicator being removed    Red text – new indicator or amendment to existing indicator

## 1. THE CUSTOMER/LANDLORD RELATIONSHIP

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H1.1 % of tenants satisfied with the overall services provided by their landlord	90%	N/A	N/A	79.6%	Not measured for Quarters						
Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	N/A	N/A	76.3%	Not measured for Quarters						
Nat(b)	H1.4a % of 1st stage complaints resolved		98.8	98.3	100	95.6	100	92	97.8	100		
Nat(b)	H1.4b % of 2nd stage complaints resolved		92.3	93.3	90	84.8	82.4	75	91.7	61.5		
<b>Local</b>	H1.4c % of complaints upheld		48.1	38	54.7	26.8	51	57.1	51.8	58.5	No longer required by the Scottish Housing Regulator.	
Nat(b)	H1.5a % of 1st stage complaints dealt with within SPSO timescales	100	96.5	77.8	78.7	97.7	80	73.9	75.6	84.8	Remove from framework - See 1.5c.	
Nat(b)	H1.5b % of 2nd stage complaints dealt with within SPSO timescales	100	85.4	74.3	64.4	100	71.4	75	45.5	62.5	Remove from framework - See 1.5d.	
Nat(b)	<b>NEW</b> - H1.5c The average time in working days for a full response to stage 1 complaints	5									Scottish Housing Regulator has replaced indicator 1.5a.	
Nat(b)	<b>NEW</b> - H1.5d The average time in working days for a full response to stage 2 complaints	20									Scottish Housing Regulator has replaced indicator 1.5b.	
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	80%	N/A	N/A	68.8%	Not measured for Quarters					See 1.1.	
Local	H1.7a No of MSP enquiries received in period		78	58	137	5	30	43	29	37		

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H1.7b % of MSP enquiries responded to within target	90	89.7	67.7	74.2	75	100	86.4	44.4	65.8		

## 2. HOUSING QUALITY AND MAINTENANCE

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.1 % of stock meeting the SHQS	100%	96%	95.8%	92.5%	Not measured for Quarters						
Nat(b)	H2.2a % of properties at or above the appropriate NHER rating	100%	96.1%	95.8%	92.6%	Not measured for Quarters					Remove from framework – Scottish Housing Regulator has removed indicator since it has been superseded by 2.2b.	
Nat(b)	H2.2b Percentage of stock meeting the Energy Efficiency Standard for Social Housing (EESHS)	65.75	52.7	55.4	57.4	Not measured for Quarters						
Local	H2.3 % of tenants satisfied with the standard of their home when moving in	90	78.3	78.9	80.7	75	82.9	78.6	81.8	77.8	No longer required by the Scottish Housing Regulator.	
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	N/A	N/A	73.9%	Not measured for Quarters						
Nat(b)	H2.7 Average length of time (hours) to complete emergency repairs	4	2.4	2.6	2.6	2.8	2.4	2.6	2.8	2.5		
Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	6.4	7.7	7.5	7.2	6.1	7.3	7.4	8.1		
Nat(b)	H2.9a Number of repairs completed within target time (excl voids)		16,673	14,880	14,062	3,268	3,071	3,161	3,783	3,743		
Nat(b)	H2.11 % of repairs completed right first time	90	85.9	81.2	82.7	81.2	87.7	88	85.7	82.7		
Local	H2.12 % of repairs appointments kept	95%	92.4%	93.3%	93%	92.2%	92.5%	92.6%	91.6%	93.4%	No longer required by the Scottish Housing Regulator.	
Nat(b)	H2.13 % of properties that require a gas safety record which had a gas safety check & record completed by the anniversary date	100	99.92	100	100	100	100	100	100	100	Remove from framework - See 2.13a.	

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	<b>NEW - H2.13a</b> 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									Scottish Housing Regulator has replaced indicator 2.13.	
Nat(b)	H2.14 % of tenants who have had repairs or maintenance carried out in last 12 months and are satisfied with the service	90%	N/A	83.2%	78.6%	Not measured for Quarters						
Local	H7.6 % of planned maintenance works completed within agreed programme	98%	95.3%	88.4%	93.4%	Not measured for Quarters						

### 3. NEIGHBOURHOOD AND COMMUNITY

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H3.1 % of tenants satisfied with the <b>landlord's contribution to the</b> management of the neighbourhood they live in	85%	N/A	N/A	80.3%	Not measured for Quarters					Slight amendment to wording of indicator as required by Scottish Housing Regulator.	
Nat(b)	H3.2 % of tenancy offers refused during the year	30%	33.1%	31.7%	32.2%	31.4%	32.2%	33.8%	42.7%	30.3%		
Nat(b)	H3.4 % ASB cases which were resolved within locally agreed targets	90%	77.5%	95.1%	87.1%	91%	92.4%	89.3%	94.2%	72.8%	Remove from framework - See 3.4a.	
Nat(b)	<b>NEW - H3.4a</b> % of ASB cases reported which were resolved										Scottish Housing Regulator has replaced indicator 3.4.	

### 4. ACCESS TO HOUSING AND SUPPORT

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.1a % of new tenancies sustained for more than one year by source of let: existing tenants		94.9%	98.3%	97.7%	100.0%	100.0%	100.0%	92.9%	100.0%		
Nat(b)	H4.1b % of new tenancies sustained for more than one year by source of let: statutory homeless		91.0%	92.0%	91.6%	93.5%	92.5%	97.7%	88.1%	89.7%		

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.1c % of new tenancies sustained for more than one year by source of let: housing list		93.3%	96.5%	94.0%	96.4%	94.7%	90.9%	90.5%	97.2%		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources		92.7%	94.3%	93.5%	95.4%	94.6%	96.5%	89.8%	93.8%		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year		6.4%	6.9%	6.9%	1.9%	2.0%	1.7%	1.5%	1.7%		
Nat(b)	H4.3 % of approved applications for medical adaptations completed		73.7%	83%	69.2%	44.7%	53.9%	35.4%	46.7%	53.1%	Remove from framework - No longer required by the Scottish Housing Regulator. See 4.4c and 4.4d.	
Nat(b)	H4.4 Average time to complete applications for medical adaptations ( <del>calendar</del> working days)		43	43	45	48	20	42	55	65	Scottish Housing Regulator has changed calculation to working days from 1 April 2019.	
Nat(b)	H4.4a Average time to complete applications for major medical adaptations ( <del>calendar</del> working days)		239	176	184	207	120	177	184	207	See 4.4.	
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations ( <del>calendar</del> working days)		16	25	20	28	17	11	29	21	See 4.4.	
Nat(b)	<b>NEW</b> - H4.4c Number of households currently waiting for adaptations to their home										Scottish Housing Regulator has removed indicator 4.3 and included additional indicators for adaptations.	
Nat(b)	<b>NEW</b> - H4.4d Total cost of adaptations completed in the year by source of funding (landlord funded/grant funded/other sources)										Scottish Housing Regulator has removed indicator 4.3 and included additional indicators for adaptations.	
Nat(b)	H4.5 % of court actions initiated which resulted in eviction		11.4%	14.8%	17.2%	7.7%	0.0%	0.0%	0.0%	50.0%		
Nat(b)	H4.5a No of court actions initiated		79	61	58	13	10	17	15	18		
Nat(b)	H4.5b No of repossession orders granted		21	21	25	7	5	7	11	5		
Nat(b)	H4.5c No of properties recovered for: Non payment of rent		9	9	10	1	0	1	0	9		
Nat(b)	H4.5ci No of properties recovered for: Anti Social Behaviour		0	0	0	0	0	0	0	0		
Nat(b)	H4.5cii No of properties recovered for: Other		0	0	0	0	0	0	0	0		

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.6a Average length of time in temp accomm by type ( <b>weeks days</b> ): LA ordinary dwelling		14.8	14.8	12.7	15.5	16.2	12.2	9.2	14.2	No longer required by the Scottish Housing Regulator but will continue to be reported to Scottish Government through HL3. Recommend calculation is converted to calendar days to match their reporting mechanisms.	
Nat(b)	H4.6b Average length of time in temp accomm by type ( <b>weeks days</b> ): HA/RSL ordinary dwelling		14.6	14.2	14.4	23.6	18.1	10.0	16.5	12.3	See 4.6a.	
Nat(b)	H4.6c Average length of time in temp accomm by type ( <b>weeks days</b> ): Hostel - LA owned		6.9	19.4	10.3	7.6	13.8	12.7	9.1	7.3	See 4.6a.	
Nat(b)	H4.6d Average length of time in temp accomm by type ( <b>weeks days</b> ): Hostel - RSL		14.1	16.9	12.4	17.3	13.5	9.3	13.9	14.2	See 4.6a.	
Nat(b)	H4.6e Average length of time in temp accomm by type ( <b>weeks days</b> ): Hostel - other		10.7	13.2	9.1	11.2	8.7	12.3	8.5	6.5	See 4.6a.	
Nat(b)	H4.6f Average length of time in temp accomm by type ( <b>weeks days</b> ): Bed & Breakfast		1.1	0.6	0.1	0.0	0.0	0.1	0.1	0.0	See 4.6a.	
Nat(b)	H4.6g Average length of time in temp accomm by type ( <b>weeks days</b> ): Women's refuge		21.8	14.7	21.8	19.3	11.8	23.6	19.9	27.1	See 4.6a.	
Nat(b)	H4.6h Average length of time in temp accomm by type ( <b>weeks days</b> ): Private Sector Lease		0.0	2.3	0.2	10.9	0.0	0.0	0.2	0.0	See 4.6a.	
Nat(b)	H4.6i Average length of time in temp accomm by type ( <b>weeks days</b> ): Other		0.0	0.3	10.0	0.3	10.0	0.0	0.0	0.0	See 4.6a.	
Nat(b)	H4.7 % of households requiring temp or emergency accomm to whom an offer was made	100%	100%	100%	100%	100%	100%	100%	100%	100%	No longer required by the Scottish Housing Regulator but will continue to be reported to Scottish Government through HL3.	
Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7%	11.1%	7.9%	7.5%	6.9%	7%	11.3%	5.9%	4.7%	No longer required by the Scottish Housing Regulator but will continue to be reported to Scottish Government through HL3.	

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	89.8%	94.4%	85.5%	100%	75%	100%	92.3%	80%	No longer required by the Scottish Housing Regulator.	
Nat(b)	<b>NEW</b> - H4.12 Percentage of homeless households referred to RSLs under section 5 and through other referral routes										New indicator required by the Scottish Housing Regulator.	
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	96.2%	96.6%	98.4%	98.4%	98.1%	99.2%	98.7%	99.2%		
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100%	99.5%	99.6%	100%	100%	100%	100%	100%	100%		
Local	H4.18a % allocations by group: Homeless <b>Priority List</b>	32%	54.9%	51.2%	42.0%	51.3%	36.2%	50.0%	42.9%	41.3%		
Local	H4.18b % allocations by group: Waiting List	50%	29.8%	28.0%	33.3%	31.9%	35.4%	27.0%	34.5%	34.8%		
Local	H4.18c % allocations by group: Transfer List	18%	15.3%	20.8%	24.5%	16.8%	28.5%	23.0%	22.7%	23.9%		

## 5. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H5.1 % of tenants who feel that the rent for their property represents good value for money	84%	N/A	N/A	83%	Not measured for Quarters						
Nat(b)	H5.2 Rent collected as % of total rent due	97.0%	99.5%	101.8%	99.2%	100.4%	97.7%	100.3%	101.9%	94.9%		
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	2.5%	2.4%	2.4%	2.4%	2.9%	3.0%	2.6%	2.6%		
Nat(b)	H5.3a Total value of gross rent arrears (£)		£430,186	£432,218	£475,863	£432,218	£529,146	£559,899	£489,001	£475,863		
Nat(b)	H5.4 % of rent lost due to voids	0.63%	0.54%	0.66%	0.85%	0.89%	1.02%	0.92%	0.83%	0.78%		
Local	H5.5 Current tenants' arrears as a % of net rent due	3.5%	2.8%	2.7%	3%	2.7%	3.8%	4%	3.3%	3%	No longer required by SOLACE.	
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	31	35	48	44	45	47	47	52		

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H5.10 Former tenant arrears - value		£91,876	£102,623	£83,202	£102,623	£105,599	£101,796	£105,168	£83,202		
Local	H5.11 % of tenants giving up tenancy in arrears		26.6%	26.5%	25.3%	26.5%	21.1%	23.8%	23.6%	25.3%		
Local	H5.12 % of Former Tenants Arrears written off & collected		81.3%	71.4%	97%	71.4%	7.4%	21%	31.3%	97%		

## 6. GYPSY/TRAVELLERS

Cat	PI Code & Short Name	2019/20 Target	2016/17	2017/18	2018/19	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H6.1a No of new unauthorised encampments within period		22	20	25	0	10	9	2	4		
Local	H6.1b No of encampments ended within period		21	21	22	1	11	7	1	1		
Local	H6.1c Average duration of encampments ended within period (days)		26	55	40	15	66	12	14	2		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100%	100%	100%	96%	N/A	100%	88.9%	100%	100%		