

APPENDIX I

Item 10



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

### 1. THE CUSTOMER/LANDLORD RELATIONSHIP

Cat	PI Code & Short Name	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					Major tenant satisfaction survey carried out every three years. The result for this indicator is broadly similar to the 2015 survey. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
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					See 1.1.	
Nat(b)	H1.4a % of 1st stage complaints resolved		98.8	98.3	100	95.6	100	92	97.8	100	Complaints indicators have been re-calculated from Quarter 1 following advice received at Scottish Housing Network Validation Visit in April 2019.	
Nat(b)	H1.4b % of 2nd stage complaints resolved		92.3	93.3	90	84.8	82.4	75	91.7	61.5	See 1.4a.	
Nat(b)	H1.4c % of complaints upheld		48.1	38	54.7	26.8	51	57.1	51.8	58.5	See 1.4a.	
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	Analysis by officers has indicated that efforts to resolve first stage complaints have been adversely impacted by difficulties in making contact with tenants within the target timescale.	
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	Although there was a decrease in volume, the content of second stage complaints was often complex and involved, with responses requiring significant research and officer time.	

Cat	PI Code & Short Name	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)	H1.6 % 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		
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	There was an improvement in the annual performance for 2018/19 despite a substantial increase in the number of enquiries received compared to the previous year. Officers are closely monitoring timescales on all complaints/MSP targets to ensure performance is improved during 2019/20.	

## 2. HOUSING QUALITY AND MAINTENANCE

Cat	PI Code & Short Name	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					<p>This calculation has been changed to align with Scottish Housing Regulator reporting method.</p> <p>At 31 March 2019, 166 properties were classed as exemptions (technical reasons) and 54 were classed as abeyances (social reasons). 241 properties did not meet the SHQS.</p> <p>A review of cloned data has confirmed that some Energy Performance Certificate (EPC) ratings have been overstated and 241 properties have been identified which do not meet the SHQS. It is intended to reduce these non-compliant properties to 141 during 2019/20 with the aim of completing the remainder during the following year. A full house condition survey during 2019/20 will include a comprehensive energy survey of the stock to provide accurate baseline data.</p>	
Nat(b)	H2.2a % of properties at or above the appropriate NHER rating	100%	96.1%	95.8%	92.6%	Not measured for Quarters					See 2.1. Note that this calculation has been changed to align with Scottish Housing Regulator reporting method. This indicator has also been superseded by 2.2b.	

Cat	PI Code & Short Name	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)	H2.2b Percentage of stock meeting the Energy Efficiency Standard for Social Housing (EESH)	65.75	52.7	55.4	57.4	Not measured for Quarters					At 31 March 2019, 444 properties were classed as exemptions including 133 for social reasons. There were 2,152 properties which did not meet the EESH.  A significant amount of the remaining properties require exceptionally high cost improvements in order to achieve the EESH and this will clearly be challenging within the context of existing budgets. A stock condition survey will be carried out during 2019/20 and on its completion Officers will consider how to address these high cost properties and review the potential to deliver the EESH. It should be noted that high cost properties can be exempted from EESH compliance and that this will be considered as part of the review. It is recommended that the existing target remains pending the outcome of the stock condition survey.	
Nat(b)	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	During 2018/19 only 14 tenants expressed dissatisfaction and for a variety of reasons. The low number of responses makes it difficult to identify a pattern but the comments received mainly related to property condition, cleanliness and problems with heating. These issues will be addressed as part of the Council's ongoing void management improvement actions.	
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	N/A	N/A	73.9%	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
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		

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.12 % of repairs appointments kept	95%	92.4%	93.3%	93%	92.2%	92.5%	92.6%	91.6%	93.4%		
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	Changes implemented in gas procedures, raising the profile of gas safety with our tenants and changing our charging policy for forced entry have all had a positive impact in terms of reducing the need for forced entries.	
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					The 2018/19 figure is drawn from the 2018 tenant survey, with locally gathered data used when a major satisfaction survey has not taken place during the reporting year.  Major tenant satisfaction survey is carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Local	H7.6 % of planned maintenance works completed within agreed programme	98%	95.3%	88.4%	93.4%	Not measured for Quarters					The target was not achieved due to a reduction in requirement for EESSH expenditure at mid-point in the year and a lack of progress on kitchen replacements due to resourcing issues within Building Services DLO. These issues were reported to Communities Committee as part of the report on the Housing Investment programme on 28 May 2019 relating to near-final 2018/19 expenditure.	

### 3. NEIGHBOURHOOD AND COMMUNITY

Cat	PI Code & Short Name	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 management of the neighbourhood they live in	85%	N/A	N/A	80.3%	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
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%	A review of antisocial behaviour processes will be carried out in 2019/20.	

#### 4. ACCESS TO HOUSING AND SUPPORT

Cat	PI Code & Short Name	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%		
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%		
Nat(b)	H4.4 Average time to complete applications for medical adaptations (calendar days)	80	43	43	45	48	20	42	55	65	The budget and governance of adaptations to Council housing has now been transferred to the Moray Integration Joint Board (MIJB). The Housing Service continues to work closely with Health and Social Care Moray who are responsible for driving improvements and efficiencies in the delivery of adaptations.	
Nat(b)	H4.4a Average time to complete applications for major medical adaptations (calendar days)		239	176	184	207	120	177	184	207		
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations (calendar days)		16	25	20	28	17	11	29	21		

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			Value	Value	Value	Value	Value	Value	Value	Value		
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		
Nat(b)	H4.6a Average length of time in temp accomm by type (weeks): LA ordinary dwelling		14.8	14.8	12.7	15.5	16.2	12.2	9.2	14.2		
Nat(b)	H4.6b Average length of time in temp accomm by type (weeks): HA/RSL ordinary dwelling		14.6	14.2	14.4	23.6	18.1	10.0	16.5	12.3		
Nat(b)	H4.6c Average length of time in temp accomm by type (weeks): Hostel - LA owned		6.9	19.4	10.3	7.6	13.8	12.7	9.1	7.3		
Nat(b)	H4.6d Average length of time in temp accomm by type (weeks): Hostel - RSL		14.1	16.9	12.4	17.3	13.5	9.3	13.9	14.2		
Nat(b)	H4.6e Average length of time in temp accomm by type (weeks): Hostel - other		10.7	13.2	9.1	11.2	8.7	12.3	8.5	6.5		
Nat(b)	H4.6f Average length of time in temp accomm by type (weeks): Bed & Breakfast		1.1	0.6	0.1	0.0	0.0	0.1	0.1	0.0		

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.6g Average length of time in temp accomm by type (weeks): Women's refuge		21.8	14.7	21.8	19.3	11.8	23.6	19.9	27.1		
Nat(b)	H4.6h Average length of time in temp accomm by type (weeks): Private Sector Lease		0.0	2.3	0.2	10.9	0.0	0.0	0.2	0.0		
Nat(b)	H4.6i Average length of time in temp accomm by type (weeks): Other		0.0	0.3	10.0	0.3	10.0	0.0	0.0	0.0		
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%		
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%	During the year, the Council reduced and eventually terminated the use of a private sector provider which was responsible for a high proportion of refusals.	
Nat(b)	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%	There was a low response rate (62 responses) with only four respondents expressing dissatisfaction with one having provided good feedback throughout the survey, suggesting they had simply selected the wrong box. The Scottish Government have recently consulted on temporary accommodation standards. The consultation ended on 14 August 2019 but implementation timescales are not yet known.	
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 Priority	40.0%	54.9%	51.2%	42.0%	51.3%	36.2%	50.0%	42.9%	41.3%		
Local	H4.18b % allocations by group: Waiting List	40.0%	29.8%	28.0%	33.3%	31.9%	35.4%	27.0%	34.5%	34.8%		
Local	H4.18c % allocations by group: Transfer List	20.0%	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	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					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
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%	Despite the full roll out of Universal Credit from June 2018, good performance in rent arrears has been maintained. The Housing Service has recently joined the Scottish Rent Forum which aims to mitigate the impact of Universal Credit and share good practice with other social landlords.	
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%	The key driver of poor performance was the length of time to complete repairs to void properties. Officers have recently implemented a pilot in one housing management area which will include a range of measures to reduce repair time. A wider review of void procedures has been carried out during the year and was implemented on 1 July 2019.	
Nat(b)	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%	See 5.3.	
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	31	35	48	44	45	47	47	52	See 5.4.	
Local	H5.10 Former tenant arrears - value		£91,876	£102,623	£83,202	£102,623	£105,599	£101,796	£105,168	£83,202		

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			Value	Value	Value	Value	Value	Value	Value	Value		
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	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%		