

# 2022-23 Quarter to March 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 Outcome or Priority 4.1 (CP) A Sustainable Council: that provides valued services to our communities

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H2.1	Nat(b)	(HSN3) % of stock meeting the SHQS	100%	56.6%	6.3%	15.5%	Not measured for Quarters				There is a discrepancy between LGBF figures, the 2021 stock condition survey used to produce the figure had not accounted for new builds. Correction has been submitted  East Ayrshire 91.12% - Rank 3 East Lothian 63.11% - Rank 16 Fife 88.09% - Rank 5 <b>Moray 47.29% - Rank 22</b> North Ayrshire 49.28% - Rank 21 Perth & Kinross 46.83% - Rank 23			

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
												South Ayrshire 86.52% - Rank 6 Stirling 80.89% - Rank 8 Scotland 69.7%		
H2.2b	Nat(b)	(HSN5) Percentage of stock meeting the Energy Efficiency Standard for Social Housing (ESSH)	67	56.7	60.4	62.1	Not measured for Quarters					See 2.1		
H7.6	Local	% of planned maintenance works completed within agreed programme	98%	94.3%	98.2%	N/A	Not measured for Quarters							

**Section 4 - Strategic Outcome or Priority**  
**4.3 Review and Further Enhance Tenant Participation following Best Audit - Housing Strategy & Development Manager - Fiona Geddes (Acting)**

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	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	82.8%	N/A	Not measured for Quarters					Drawn from 2021 Tenant Survey. Tenant Survey Improvement Plan presented to Housing and Safety Committee on 15 November 2022 within Scottish Social Housing Charter Compliance report.		
H1.3	Nat(b)	% who feel landlord is good at keeping them informed about services	90%	N/A	91.3%	N/A	Not measured for Quarters					See 1.1		
H1.6	Nat(b)	% tenants happy with opportunity to participate in decision making process	90%	N/A	96.2%	N/A	Not measured for Quarters					See 1.1		
H2.3	Local	% of tenants satisfied with the standard of their home when moving in	90	79.7	82.8	72	66.7	87.5	64.3	80	59.1			
H2.4	Nat(b)	% of tenants satisfied with the quality of their home	90%	N/A	82.7%	N/A	Not measured for Quarters					Drawn from 2021 Tenant Survey. <a href="http://moray.gov.uk/downloads/file107425.pdf">moray.gov.uk/downloads/file107425.pdf</a> Tenant Survey Improvement Plan presented to Housing and Safety Committee on 15 November 2022 within Scottish Social Housing Charter Compliance report.		
H3.1	Nat(b)	% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	85%	N/A	89.6%	N/A	Not measured for Quarters					Drawn from 2021 Tenant Survey. See <a href="http://moray.gov.uk/downloads/file107425.pdf">moray.gov.uk/downloads/file107425.pdf</a> Tenant Survey Improvement Plan presented to Housing and Safety Committee on 15		

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
												November 2022 within Scottish Social Housing Charter Compliance report.		

**Section 5 - Service Level Outcomes or Priorities**  
**5.1 Systemic Review of Voids – Building Services Manager - Mike Rollo**

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H5.4	Nat(b)	(HSN2) % of rent lost due to voids	0.63%	1.17%	1.25%	1.01%	1.3%	1.31%	1.25%	0.61%	0.81%	HSN2 2021-22 % of rent due in the year that was lost due to voids East Ayrshire 1.51% - Rank 18 East Lothian 1.04% - Rank 8 Fife 1.44% - Rank 17 <b>Moray 1.25% - Rank 10</b> North Ayrshire 0.53% - Rank 1 Perth & Kinross 1.33% - Rank 13 South Ayrshire 1.11% - Rank 9 Stirling 1.26% - Rank 11 Scotland 1.63%		
H5.6	Nat(b)	Average time taken to re-let empty properties (calendar days)	32	72	62	56	59	58	56	45	54			
H5.6a	Local	Average calendar days between the KEYC (keys to contractor) and WORC (all works complete)	Data only	N/A	N/A	N/A	N/A	41	42	27	24	Q3 - New PI introduced for 2022/23 for monitoring purposes only at this stage.		

**Section 5 - Service Level Outcomes or Priorities**  
**5.2 Rent Setting Policy Review – Housing Strategy & Development Manager - Fiona Geddes**

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	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	86.4%	N/A	Not measured for Quarters					Drawn from 2021 Tenant Survey. See <a href="https://moray.gov.uk/downloads/file107425.pdf">moray.gov.uk/downloads/file107425.pdf</a> Tenant Survey Improvement Plan presented to Housing and Safety Committee on 15 November 2022 within Scottish Social Housing Charter Compliance report.		

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H5.2	Nat(b)	Rent collected as % of total rent due	97.0 %	99.1 %	99.0 %	102.2 %	101.8 %	96.4 %	95.2 %	104.2 %	102.2 %		↓	✓
H5.3	Nat(b)	(HSN1b) Gross rent arrears as a % of rent due	2.8%	3.2%	3.8%	5.1%	4.2%	4.7%	5.5%	5.2%	5.1%	HSN1b 2021-22 Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year East Ayrshire 8.03% - Rank 10 East Lothian 4.86% - Rank 3 Fife 5.99% - Rank 6 <b>Moray 3.75% - Rank 1 – lowest quartile</b> North Ayrshire 6.63% - Rank 7 Perth & Kinross 10.69% - Rank 20 South Ayrshire 3.92% - Rank 2 Stirling 9.83% - Rank 16 Scotland 8.67	↑	⛔
H5.3a	Nat(b)	Total value of gross rent arrears (£)	Data only	£711,812	£771,830	£1,075,571	£870,056	£984,419	£1,146,332	£1,098,050	£1,075,571		↑	📈
H5.5	Local	Current tenants' arrears as a % of net rent due	3.5%	3.9%	4.5%	5.4%	4.5%	5.3%	6.3%	5.7%	5.4%		↑	⛔
H5.10	Local	Former tenant arrears - value	Data only	£120,352	£115,958	£137,259	£115,958	£132,130	£125,413	£136,484	£137,259		↑	📈
H5.11	Local	% of tenants giving up tenancy in arrears	Data only	32.1%	33.1%	36.8%	33.1%	38.6%	34.7%	36.1%	36.8%		↑	📈
H5.12	Local	% of Former Tenants Arrears written off & collected	Data only	70.5%	87.6%	81.9%	87.6%	19%	41.3%	57.5%	81.9%		↑	📈

**Section 5 - Service Level Outcomes or Priorities**  
**5.3 Review of Rapid Rehousing Transition Plan (RRTP) – Housing Needs Manager - Gordon McCluskey**

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H4.1f	Nat(b)	% of new tenancies sustained for more than one year by source of let: All sources	Data only	94.7%	91.9%	92.0%	93.6%	91.1%	93.1%	91.0%	92.7%		↑	📈
H4.6j	Nat(b)	Average length of time in temp accomm by type (days): LA ordinary dwelling	Data only	102.0	98.0	83.0	81.0	70.0	81.0	87.0	101.0		↑	📈
H4.6k	Nat(b)	Average length of time in temp accomm by type (days):	Data only	142.0	104.0	51.0	58.0	44.0	43.0	56.0	83.0		↑	📈

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
		HA/RSL ordinary dwelling												
H4.6l	Nat(b)	Average length of time in temp accomm by type (days): Hostel - LA owned	Data only	81.0	94.0	21.0	0.0	N/A	0.0	21.0	0.0			
H4.6m	Nat(b)	Average length of time in temp accomm by type (days): Hostel - RSL	Data only	75.0	77.0	90.0	72.0	64.0	102.0	0.0	0.0			
H4.6n	Nat(b)	Average length of time in temp accom (days) Hostel-other	Data only	0.0	13.0	87.0	13.0	N/A	189.0	125.0	58.0			
H4.6o	Nat(b)	Average length of time in temp accomm by type (days): Bed & Breakfast	Data only	0.0	0.0	7.0	0.0	N/A	3.0	6.0	7.0			
H4.6p	Nat(b)	Average length of time in temp accomm by type (days): Women's refuge	Data only	128.0	116.0	107.0	102.0	71.0	117.0	155.0	114.0			
H4.6q	Nat(b)	Average length of time in temp accomm by type (days): Private Sector Lease	Data only	0.0	0.0	0.0	0.0	N/A	0.0	0.0	0.0			
H4.6r	Nat(b)	Average length of time in temp accomm by type (days): Other	Data only	0.0	0.0	0.0	0.0	N/A	0.0	0.0	0.0			
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%	2.8%	0.2%	0.7%	0%	2.1%	0%	0%	0.6%			
H4.9	Local	% satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	96%	84.6%	N/A	72.7%	100%	100%	N/A	N/A			
H4.12a	Nat(b)	Percentage of homeless households referred to RSLs under Section 5 and through other referral routes	Data only	7.2%	21.5%	15.6%	13.7%	16.4%	11.2%	5.8%	4.3%			
H4.13	Local	Percentage of homelessness assessments completed within 28 days	100%	98.7%	98.4%	97.9%	97.9%	98.6%	97.8%	96.8%	98.4%			

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H4.15	Local	Percentage of housing applications admitted to list within 10 days	100%	13.5%	54.7%	80.5%	92.7%	45.9%	85.8%	90.7%	95.8%			
H4.18a	Local	% allocations by group: Homeless list	50.0%	49.2%	52.6%	50.8%	55.3%	48.4%	45.2%	61.1%	49.1%			
H4.18b	Local	% allocations by group: Waiting List	32.0%	29.5%	29.9%	32.5%	25.2%	32.0%	38.3%	26.5%	32.5%			
H4.18c	Local	% allocations by group: Transfer List	18.0%	21.3%	17.5%	16.8%	19.5%	19.7%	16.5%	12.4%	18.4%			
H4.14	Local	Average time (weeks) between presentation and completion of duty by council for cases assessed as homeless or potentially homeless	Data only	N/A	N/A	N/A	N/A	16	17.7	18.3	20.96			

## Section 5 - Service Level Outcomes or Priorities

### 5.7 Workforce Training and Development - to meet demands and deliver priorities – Head of Service - Edward Thomas

Code	Code	Short Name	Current Target	2020/21	2021/22	2022/23	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
ERDP.H&P3	Local	Housing & Property ERDP %	50%	N/A	N/A	37.9%	N/A	24%	13.9%	N/A	48%	Property - 33 staff and 32 completed. (Staff Long Term absence) Design - 21 staff and 15 completed. Housing Service - 33.5 staff and 0 completed. (All to be completed in next couple of months) DLO - 142 staff and 32 completed. (All to be completed by 30 June 2023) Housing Needs - 65 staff and 38 completed. (All to be completed by 31 May 2023) Housing Strategy & Development - 10 staff and 10 completed. Rents - 4 staff and 1 completed. (All to be completed by 2 June 2023) Service Managers - 6 staff and 6 completed. Secretary - 1 staff and 1 completed. 43% overall complete		