

2023-24 Quarter to June Housing and Property Performance Report - Service Performance Indicators



1. NEIGHBOURHOOD AND COMMUNITY

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H3.2	Nat(b)	% of tenancy offers refused during the year	30%	27.2%	34.3%		34.3%	39.4%	33.7%	30.7%	36.2%	This indicator is affected by a number of factors which cannot always be controlled by the Service. Property Type, location, offers withdrawn and applicant's being entitled to two reasonable offers means this indicator will fluctuate.		
H3.4	Nat(b)	% ASB cases reported which were resolved	Data only	74.4%	76.3%		41%	10.5%	50%	43%				

2. ACCESS TO HOUSING AND SUPPORT

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H4.5	Nat(b)	% of court actions initiated which resulted in eviction	Data only	50.0%	16.7%		14.3%	0.0%	0.0%	50.0%	0.0%			

3. RESPONSE REPAIRS TO COUNCIL HOUSES

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H2.9a	Nat(b)	Number of repairs completed within target time (excl voids)	Data only	15,861	14,416		3,226	2,898	3,601	3,768	2,871		↓	
H2.9b	MI	% of repairs completed within target time (excl voids)	98%	91.4%	93.95%		93.37%	95.11%	93.56%	93.57%	95.41%		↑	
H2.10a	MI	Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	88.4%	88.33%		87.35%	89.59%	87.34%	88.22%	91.97%	103 emergency repairs failed target in Q1 due to labour resourcing issues with plumbers that impacted on the performance of plumbing and heating repairs.	↑	
H2.10b	MI	Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	95%	96.8%	97.85%		96.72%	97.96%	98.71%	97.26%	97.94%		↑	
H2.10c	MI	Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	95%	96.7%	99.14%		98.95%	99.28%	99.14%	99.33%	99.83%		↑	
H2.10d	MI	Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	98%	88.4%	97.04%		95.3%	98.13%	98.09%	97%	96.41%		↓	
H2.10e	MI	Percentage of reactive repairs by category completed within timescale: Voids	90%	25%	18%		10%	17%	15%	26%	16%	Voids local target continue to be challenging, although 9 out of 10 5 day target voids were completed on time during Q1, performance issues remain in 10 and 15 day categories due to volumes and labour resourcing issues.	↓	
H2.16	MI	Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	100%	100%		99.98%	100%	100%	100%	100%		▬	
H2.19	MI	Percentage of service records kept to Gas Safe Register acceptable standards	100%	100%	98.8%		100%	100%	87.5%	100%	100%		▬	
H2.20	MI	Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	100%	96.5%		100%	95.2%	87.5%	100%	100%		▬	
H2.13a	Nat(b)	Number of times did not meet statutory obligations to	0	4	4		1	2	1	0	0	Q1 - Admin error, safety check recorded on incorrect property record so check was carried	↑	

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
		complete a gas safety check within 12 months of a gas appliance being fitted or its last check										<p>out 30 days late.</p> <p>Q2 - 1. Engineer visited incorrect address so check was 20 days late. 2. Property services responsible as check carried out 16 days late by Richard Irvine on communal boiler.</p> <p>Q3 - Admin error, new boiler installation was recorded on incorrect property record so check was carried out 6 days late.</p>		

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4. GYPSY/TRAVELLERS

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H6.1a	Local	No of new unauthorised encampments within period	Data only	12	12	8	7	5	0	0	8		↑	
H6.1b	Local	No of encampments ended within period	Data only	13	12	5	4	6	1	1	5		↑	
H6.1c	Local	Average duration of encampments ended within period (days)	Data only	37	41.3		13.5	23.5	64	237	26.8		↓	
H6.2	Local	% of new unauthorised encampments visited within target timescale	100%	100%	58.3%		71.4%	40%	N/A	N/A	75%	<p>The team are now based within the west team in Forres and whilst we pick up vehicles from Elgin, it don't believe it is always possible to achieve visits on the same day that encampments are reported.</p> <p>We have had a few instances when due to the area we cover we can be many miles away from locations which are regularly used by travellers, and have twice recently had to return from Speyside to travel to Portgordon, Burghead and Elgin to search for reported encampments which have turned out to be nothing.</p>	?	