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



## Section 4 - Strategic Outcome or Priority 4.1 (L) Improving Wellbeing of our population (CP) Our People: Provide opportunities for people to be the best they can be

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			Status
				Value	Value	Value	Value	Value	Value	Value	Value		Trend Arrow	
H1.9a	Local	Number of newly completed social housing dwellings since 2018-19	Data only	404	550		Not measured for Quarters						1	
H1.9b	Local	Number of newly completed accessible social housing dwellings since 2018-19 which are accessible	Data only	126	177		Not measured for Quarters					In the absence of any nationally recognised definition, the next HNDA will include a definition of accessible housing, which is: where the design and layout of the property is free from physical barriers that might limit its suitability for households with disability, mobility or health conditions	•	
H1.9c	Local	Average percentage of completed social housing dwellings which are accessible	30%	31.19%	32.18%			Not mea	asured for C	)uarters			1	

#### Section 5 - Service Level Outcomes or Priorities 5.3 Systemic Review of Housing Repairs – Building Services Manager - Mike Rollo

Code	Code	Short Name	Current	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	
			Target	Value	Value	Value	Value	Value	Value	Value	Value		Trend Arrow	

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	Status
				Value	Value	Value	Value	Value	Value	Value	Value		Arrow	
H2.7	Nat(b)	Average length of time (hours) to complete emergency repairs	4	3.1	2.4		2.5	2.3	2.4	2.4	2		1	
H2.8	Nat(b)	(HSN4b) Average length of time (working days) to complete non-emergency repairs	10	7.9	5.46	4.48	6.1	5.76	5.44	5.46	4.48	HSN4b 2021-22 Average number of days taken to complete non-emergency repairs East Ayrshire 8.49 - Rank 13 East Lothian 9.82 - Rank 16 Fife 7 - Rank 4  Moray 7.99 - Rank 9 North Ayrshire 7.66 - Rank 7 Perth & Kinross 7.87 - Rank 8 South Ayrshire 8.06 - Rank 10 Stirling 6.38 - Rank 3 Scotland 9.19	•	<b>&gt;</b>
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%		1	
H2.11	Nat(b)	% of repairs completed right first time	95	85.5	90.2		95	93	92.2	94.2	98	Service advice to increase target to 95% as part action to Reduce number of repairs requiring followup by 10%	1	
H2.12	Local	% of repairs appointments kept	95%	99.9%	99.8%		96.2%	100%	99.9%	99.9%	95.9%		1	
H1.8a	Local	Number of Complaints Received	Data only	189	194		43	47	44	60	42		1	400
H1.8b	Local	Number of complaints received relating to Repairs/Capital/Planned Maintenance	Data only	94	130		23	34	30	43	26		?	
H1.8c	Local	% of complaints received relating to Repairs/Capital/Planned Maintenance	Data only	49.74%	67.01%		53.49%	72.34%	68.18%	71.67%	61.9%		1	

### Section 5 - Service Level Outcomes or Priorities 5.4 Rent Setting Policy Review – Housing Strategy & Development Manager - Fiona Geddes

Code	Code	Code	Short Name	Current Target	2021/22 203	2022/23	2022/23 2023/24	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Latest Note	Short Term	Status
	couc				Value	Value	Value	Value	Value	Value	Value	Value		Trend Arrow	Status
	H2.3	Local	% of tenants satisfied with the standard of their home when moving in	90	82.8	72		87.5	64.3	80	59.1	82.6	23 tenants responded in Q1 and of these 2 were neither satisfied nor dissatisifed, 1 fairly dissatisfied and 1 very dissatisifed. Only 2 of the 4 tenants provided comment; one with	1	

Code	Code	Short Name	Current Target	2021/22 Value	2022/23 Value	2023/24 Value	Q1 2022/23 Value	Q2 2022/23 Value	Q3 2022/23 Value	Q4 2022/23 Value	Q1 2023/24 Value	Latest Note	Short Term Trend	Status
				value	value	value	value	value	value	value		decoration and the other due to having no shower. These issues will be addressed by officers.	Arrow	
H4.1f	Nat(b)	% of new tenancies sustained for more than one year by source of let: All sources	Data only	91.9%	92.0%		91.1%	93.1%	91.0%	92.7%	99.2%		1	
H5.3	Nat(b)	(HSN1b) Gross rent arrears as a % of rent due	2.8%	3.8%	5.1%		4.7%	5.5%	5.2%	5.1%	5.8%	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 Moray 3.75% - Rank 1 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	•	

Section 5 - Service Level Outcomes or Priorities
5.5 Workforce Training and Development - to meet demands and deliver priorities – Head of Service - Edward Thomas

Code	Code	Short Name	Current Target	2021/22 Value	2022/23 Value	2023/24 Value	Q1 2022/23 Value	Q2 2022/23 Value	Q3 2022/23 Value	Q4 2022/23 Value	Q1 2023/24 Value	Latest Note	Short Term Trend Arrow	Status
ERDP.H&P3	Local	Housing & Property ERDP %	Data only		80.7%	0%	24%	13.9%	N/A	42.8%	0%	ERDP programme is established and we are on track for all members of staff to have the opportunity to take part in the ERDP process throughout the course of the year.	?	