

2024-25 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 Level Outcome or Priority

4.1 (L) Empowering & connecting communities. (CP) Building Thriving, Resilient, Empowered Communities


Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H1.10a	MI	Number of affordable housing completions at end of current FY	Data Only	146	97	85	Not measured for Quarters	Not measured for Quarters						



Section 5 - Service Level Outcome or Priority
5.1 Systemic Review of Housing Repairs



Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H1.8	Local	No of Complaints Received	174(a)	197	193	297	60	64	79	82	72			
H1.8a	MI	Number of Complaints Closed	Data Only	194	189	284	50	64	72	76	72			
H1.8b	MI	Number of complaints received relating to Repairs/Capital/Planned Maintenance	Data Only	130	120	135	30	41	44	50	N/A			
H1.8c	MI	% of complaints closed relating to Repairs/Capital/Planned Maintenance	Data Only	67.01%	63.49%	47.54%	60%	64.06%	61.11%	65.79%	N/A			
H2.7	Local	Average length of time (hours) to complete emergency repairs	4	2.4	2.2	2.2	2.3	2.4	2.3	2.5	2.4			
H2.8	Local	Average length of time (working days) to complete non-emergency repairs (Quarterly)	10	5.46	5.7	N/A	5	4.4	4.7	4.5	N/A			
H2.11	Local	% of repairs completed right first time	95%	90.2%	95%	87.5%	95%	95.8%	73.7%	93%	N/A			
H2.12	Local	% of repairs appointments kept	95%	99.8%	95.5%	97.72%	95.1%	99.95%	96.6%	96.6%	N/A			
H2.15	MI	Response repair expenditure				N/A		N/A	N/A	N/A	N/A			
HSN04b	Nat(b)	Average number of days taken to complete non-emergency repairs	7.1	5.7	5.7	Data Not Published	Not measured for Quarters	Not measured for Quarters				Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom).		





									Family Group Average 62.3% National Average 77.8%			
H1.9a	MI	Number of newly completed social housing dwellings since 2018-19	Data Only	550	658	743	Not measured for Quarters	Not measured for Quarters			↑	
H1.9b	MI	Number of newly completed social housing dwellings since 2018-19 which are accessible	Data Only	177	210	220	Not measured for Quarters	Not measured for Quarters			↑	
H1.9c	Local	Average percentage of completed social housing dwellings which are accessible	20%	32.18%	31.91%	29.61%	Not measured for Quarters	Not measured for Quarters		Target amended to reflect Strategic Housing Investment Plan (SHIP) target (20%).	↓	

Section 5 - Service Level Outcome or Priority
5.3 Energy Efficiency within building and housing stock









Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H2.2b	Local	Percentage of stock meeting the Energy Efficiency Standard for Social Housing (ESSH)	81.3%	62.1%	65%	69.7%	Not measured for Quarters	Not measured for Quarters				Target Benchmarked as Family Group average LGBF -HSN05a (81.3%) 4,470 of 6,410 Council properties meet ESSH.	↑	
HSN05a	Nat(b)	Proportion of Council dwellings that are energy efficient	67%	Data Not Published	Data Not Published	Data Not Published	Not measured for Quarters	Not measured for Quarters				2020/21 Data (Latest Data) With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). Family Group Rank - 6/6 National Rank 26/26 Comparator Benchmarking:	?	?

									Angus - 81.1% Argyll & Bute - N/A East Lothian – 90.3% Highland - 76.3% Midlothian - 85.7% Scottish Borders - N/A Stirling – 94.1% Moray - 60.4% Family Group Average - 81.3% National Average - 87.6%		
H1.20	MI	Direct emissions arising from energy consumption on the corporate estate (tonnes CO2e)	Data Only	5,135	N/A	N/A	Not measured for Quarters	Not measured for Quarters			



Section 5 - Service Level Outcome or Priority														
5.5 Tenants Survey 2024														
Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	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	86.5%	Data Not Published	Data Not Published	81.7%	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Target set at Family Group Average of 86.5% , Moray placed 6/8 with Family Group South Ayrshire Council last surveyed 01/02/2023 92.13% East Ayrshire Council last surveyed 01/09/2020 91.93% Stirling Council last surveyed 01/03/2023 90.88% North Ayrshire Council last surveyed 01/06/2021 88.74% Fife Council last surveyed 01/10/2022 81.86% Moray Council last surveyed 01/09/2024 81.7%		



												<p>East Lothian Council last surveyed 01/10/2022 81.62%</p> <p>Perth & Kinross Council last surveyed 01/01/2023 78.4%</p> <p>Data source: https://www.housingregulator.gov.scot/landlord-performance/statistical-information/ > Charter data – all social landlords dataset</p>		
H2.3	Local	% of tenants satisfied with the standard of their home when moving in	90	72	81.2	N/A	90	0	N/A	N/A	N/A	<p>The New Tenants Survey is currently being transitioned to an email-based format. This change is aimed at improving accessibility and ensuring a more efficient collection of feedback. Before implementation of this change, there will be consulting with the tenants forum at the next meeting. This consultation will help address any concerns and gather valuable input to make the transition as smooth as possible for service users and Moray Council.</p> <p>Following the consultation, the plan is to distribute the surveys via email, incorporating data from Quarter 1.</p>		
H2.14	Local	% of tenants who have had repairs or maintenance carried out in last 12 months and are satisfied with the service	90%	100%	99.4%	78.1%	Not measured for Quarters	Not measured for Quarters						

Section 5 - Service Level Outcome or Priority
5.6 Gas Service Scheduling System


Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H2.13a	Local	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(a)	4	2	1	1	0	1	0	0			
H2.16	Local	Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	100%	99.96%	100%	99.96%	100%	99.98%	100%	100%			
H2.19	Local	Percentage of service records kept to Gas Safe Register acceptable standards	100%	98.8%	98.3%	97.77%	100%	100%	93.3%	100%	N/A			
H2.20	Local	Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	96.5%	94.8%	98.9%	93.3%	96.7%	100%	100%	N/A			

Section 5 - Service Level Outcome or Priority
5.7 Rent Strategy

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
HSN01b	Nat(b)	Gross rent arrears (all tenants) as a percentage of rent due for the year	8.4%	4.5%	4.7%	Data Not Published	Not measure	Not measured for Quarters				Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom).		

							d for Quarters		Family Group Rank 1/8 National Rank 2/26 <i>Moray 4.7%</i> East Lothian 6.3% Highland 7.2% Stirling 9.3% Midlothian 10.5% Angus 10.9% Argyll & Bute N/A Scottish Borders N/A Family Group Average 8.1% National Average 9.5%		
HSN02	Nat(b)	Proportion of rent due in the year that was lost to voids	0.7%	1.0%	0.7%	Data Not Published	Not measure d for Quarters	Not measured for Quarters	Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). Family Group Rank 3/6 National Rank 5/26 Midlothian 0.7% East Lothian 0.7% <i>Moray 0.7%</i> Highland 0.9% Stirling 1.5% Angus 1.6% Argyll & Bute N/A Scottish Borders N/A Family Group Average 1.0% National Average 1.8%		

Section 5 - Service Level Outcome or Priority
5.9 Health & Wellbeing

Code	Code	Short Name	Current Target	2022/23	2023/24	2024/25	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H&P1.0	MI	Sickness absence days lost (Service) FTE H&P	Data Only			205.42		50.73	49.9	51.45	53.34	44% of days lost were due to Short-term absences and 56% were Long-term.	↓	
H&P1.1	MI	% of Sickness absence (Service) H&P	Data Only			5.52%		5.55%	5.37%	5.5%	5.66%	MC average in Q3 = 6.92%	↓	