



2024-25 Quarter to March Housing and Property Performance Report - Service 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				





Service Performance Indicators														
1. NEIGHBOURHOOD AND COMMUNITY														
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			
H3.2	Local	% of tenancy offers refused during the year	30%	34.3%	32.1%	32.23%	32.7%	36.96%	32.87%	29.2%	29.9%			
H3.4	MI	% ASB cases reported which were resolved	Data Only	76.3%	64.5%	26.6%	65.3%	26.6%	80.6%	80.9%	76.4%			







Service Performance Indicators
2. ACCESS TO HOUSING AND SUPPORT

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			
H4.5	MI	% of court actions initiated which resulted in eviction	Data Only	16.7%	17.6%	37.5%	28.6%	37.5%	22.2%	10.0%	0%			

Service Performance Indicators
3. RESPONSE REPAIRS TO COUNCIL HOUSES

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			
H2.9a	MI	Number of repairs completed within target time (excl voids)	Data Only	14,416	13,987	11,460	3,944	3,146	2,951	3,658	1,705			
H2.9b	Local	% of repairs completed within target time (excl voids)	98%	93.95%	94.87%	92.93%	94.3%	95.22%	95%	92.3%	89.2%			
H2.10a	Local	Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	88.33%	89.8%	89.73%	88.2%	89.73%	89.28%	86.3%	89.2%	With only one tradesman to cover all areas of Moray Out Of Hours (OOH) , it is challenging to complete reactive repairs within a 4 hour period due the most urgent emergencies being prioritised.		
H2.10b	Local	Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	95%	97.85%	98.8%	98.81%	99.1%	98.81%	98.75%	98.35%	N/A			
H2.10c	Local	Percentage of reactive repairs by category completed within	95%	99.14%	99.4%	99.45%	99%	99.45%	98.54%	96.48%	N/A			

		timescale: Priority – within 5 days												
H2.10d	Local	Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	95%	97.04%	98%	99.21%	98.9%	99.21%	98.86%	99.12%	N/A			
H2.10e	Local	Percentage of reactive repairs by category completed within timescale: Voids	90%	18%	38%	39%	51%	21%	54%	43%	24%			

Service Performance Indicators														
4. GYPSY/TRAVELLERS														
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			
H6.1a	MI	No of new unauthorised encampments within period	Data Only	12	15	27	1	6	16	1	4			
H6.1b	MI	No of encampments ended within period	Data Only	12	14	25	0	5	15	0	5			
H6.1c	MI	Average duration of encampments ended within period (days)	Data Only	41.3	21.86	16.4	0	16.4	12.1	0	13.2			
H6.2	Local	% of new unauthorised encampments visited within target timescale	100%	58.3%	100%	66.7%	100%	66.7%	100%	100%	100%		