

2025-26 Quarter to September 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	2023/24	2024/25	2025/26	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	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		97	110	91	Not measured for Quarters			Not measured for Quarters				

Section 4 - Strategic Level Outcome or Priority														
4.2 (L) Building a better future for our children & young people. (CP) Tackle Poverty and Inequality														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H&P2	Local	Reduction of children in temporary accomodation	5%			N/A	Not measured for Quarters			Not measured for Quarters		NEW INDICATOR FOR 2025/26		
H&P2a	MI	Number of children in temporary accommodation	Data Only			N/A				N/A	N/A	NEW INDICATOR FOR 2025/26		
H&P3	MI	No of homeless presentations from families with children	Data Only			N/A				N/A	N/A	NEW INDICATOR FOR 2025/26		
H&P4	MI	Instances of homeless prevention	Data Only			N/A				N/A	N/A	NEW INDICATOR FOR 2025/26		
H&P5	Local	Reduction of duration of homelessness for familes with Children	5%			N/A	Not measured for Quarters			Not measured for Quarters		NEW INDICATOR FOR 2025/26		

Section 5 - Service Level Outcome or Priority														
5.1 Systemic Review of Housing Repairs														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H1.8	Local	No of Complaints Received	67	193	297	150	79	82	72	67	83			
H1.8a	MI	Number of Complaints Closed	Data Only	189	284	149	72	76	72	68	81			
H1.8b	MI	Number of complaints received relating to Repairs/Capital/Planned Maintenance	Data Only	120	188	80	44	50	53	42	38			
H1.8c	MI	% of complaints closed relating to Repairs/Capital/Planned Maintenance	Data Only	63.49%	66.2%	53.69%	61.11%	65.79%	73.61%	61.76%	46.91%			
H2.7	Local	Average length of time (hours) to complete emergency repairs	4	2.2	2.2		2.3	2.5	2.4	2.4	2.3			









H2.8	Local	Average length of time (working days) to complete non-emergency repairs (Quarterly)	10	5.7	4.97	8.15	4.7	4.5	6.3	8	8.3		↓	✓
H2.11	Local	% of repairs completed right first time	95%	95%	88%	86.7%	73.7%	93%	89.4%	88.4%	84.9%		↓	⛔
H2.12	Local	% of repairs appointments kept	95%	95.5%	98.29%	95.95%	96.6%	96.6%	100%	94.7%	97.2%		↑	✓
H2.15	Local	Response repair expenditure	£3,666,600		£4,074,000	N/A	Not measured for Quarters			Not measured for Quarters			▬	?
HSN04b	Nat(b)	Average number of days taken to complete non-emergency repairs	7	5.7	6.3	N/A	Not measured for Quarters			Not measured for Quarters		<p>Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom).</p> <p>Family Group Rank 1/6 National Rank 4/26</p> <p><i>Moray 6.3</i> Stirling 7.0 Angus 6.3 Highland 7.7 East Lothian 12.5 Midlothian 39.1 Argyll & Bute N/A Scottish Borders N/A</p> <p>Family Group Average 14.2 National Average 10.1</p>	↓	✓

Section 5 - Service Level Outcome or Priority														
5.2 Housing Needs														
Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H1.9a	MI	Number of newly completed social housing dwellings since 2018-19	Data Only	658	743	N/A	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	210	220	N/A	Not measured for Quarters			Not measured for Quarters			↑	📈

H1.9c	Local	Average percentage of completed social housing dwellings which are accessible	20%	31.91%	29.61%	N/A	Not measured for Quarters	Not measured for Quarters	Target amended to reflect Strategic Housing Investment Plan (SHIP) target (20%).		
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Section 5 - Service Level Outcome or Priority

5.3 Energy Efficiency within building and housing stock



Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	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 (EESH)	81.3%	65%	69.7%	N/A	Not measured for Quarters			Not measured for Quarters		4,470 of 6,410 Council properties meet EESH. Target Benchmarked as Family Group average LGBF -HSN05a (81.3%)		
HSN03	Nat(b)	Proportion of council dwellings meeting Scottish Housing Quality Standards	92.2%	22.6%	43.7%	N/A	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 Rank 6/6 National Rank 26/26 Argyll & Bute N/A Scottish Borders N/A East Lothian 89.7% Stirling 55.7% Angus 93.2% Midlothian 84.1% Highland 58.6% Moray 43.7% Family Group Average 70.8% National Average 82.9%		
HSN05a	Nat(b)	Proportion of Council dwellings that are energy efficient	N/A	N/A	N/A		Not measured for Quarters			Not measured for Quarters		The Scottish Housing Regulator have stopped collecting the Energy Efficiency Standard for Social Housing (EESH) indicator, HSN05a: Proportion of council dwellings that are energy efficient after 2021/22 while they review proposals for a new Social Housing Net Zero Standard (SHNZS) to replace EESH.		
H1.20	Local	Direct emissions arising from energy consumption on the	5,053	N/A			Not measured for Quarters			Not measured for Quarters				

		corporate estate (tonnes CO2e)												
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Section 5 - Service Level Outcome or Priority
5.4 Gas Service Scheduling System

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	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	2	1	0	1	0	0	0	0			
H2.16	Local	Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	99.96%	100%	100%	99.98%	100%	100%	100%	100%			
H2.19	Local	Percentage of service records kept to Gas Safe Register acceptable standards	100%	98.3%	98.33%	100%	93.3%	100%	100%	100%	100%			
H2.20	Local	Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	94.8%	75%	55%	70%	80%	53.3%	63.3%	46.7%			

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

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	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		51.36	58.63	49.9	51.45	53.34	55.97	61.3			
H&P1.1	MI	% of Sickness absence (Service) H&P	Data Only		5.52%	6.3%	5.37%	5.5%	5.66%	5.99%	6.62%		