

## Performance Framework

Local Housing Strategy Outcomes	Relevant Indicators	Data Frequency/ Type/ Source	Baseline (date)	Target/ direction of travel	Timescale
<b>Priority 1: To address housing need and improve access to housing</b>					
There is an adequate supply of affordable housing	Rate of new house building completed (IS 5.1.33)	Moray Performs	743 (2010/11)	increase	2018
	Number of new affordable houses provided (annually)	Moray Performs	88 (2009/10)	Increase	2018
	% of homeless households provided with permanent accommodation	HL1	2012/13 outturn	100%	2018
Owner occupied housing	Ratio between lower quartile house prices and lower quartile earnings	HNDA/ ASHE	HNDA	reduction	2018
Social rented housing	Ratio of households in housing need to affordable housing relets/newlets, by house type	HNDA	HNDA	reduction	2018
	Number of social housing completions (IS 5.1.34)	National Statistic/ quarterly/ SHIP	2012/13 outturn	increase	2018
	Percentage of Moray Council SSTs where RTB is suspended by a current Pressured Area Status Designation	Council Records	2012/13 outturn	increase	2018
	Percentage of RSL SSTs where RTB is suspended by a current Pressured Area Status Designation	GHA Records	2012/13 outturn	increase	2018
	Moray Council Void Performance	Audit Scotland SPI	2012/13 outturn	increase	2018
	RSL Void Performance	Scottish Housing Regulator (APSR)	2012/13 outturn	increase	2018
Social rented housing is allocated equitably	Moray Council Allocation Policy quotas	Council records	HL 40% WL 40% TL 20% (2012/13)	Reducing HL	Annual review

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	Percentage of allocations to Homeless applicants in RSL stock	SCORE/Nomination Agreement reviews	40% (2012/13)	Reducing HL	Annual review
	Percentage of formal complaints relating to Council House allocations that were upheld	Council records	2012/13 outturn	reduction	2018
<b>Priority 2: To meet our statutory obligations to homeless households</b>					
People at risk of losing their homes get advice on preventing homelessness	Housing Options approaches and outcomes	Moray Homelessness Policy	2012/13 outturn	tba	2018
People have access to a range of housing options					
There is an adequate and appropriate supply of temporary accommodation for homeless households	Homeless households in temporary accommodation as percentage of all households (IS 5.1.37)	HL2, NRS	2012/13 outturn	tba	2018
	Average length of stay in temporary or emergency accommodation	Moray Homelessness Policy	2012/13 outturn	reduction	2018
	Housing Options approaches and outcomes	Moray Homelessness Policy	2012/13 outturn	tba	2018
There is adequate and appropriate provision of housing support for homelessness households	No of households receiving housing support	Local Indicator	2012/13 outturn	n/a	2018
<b>Key actions and commitment by local Partners for this outcome</b>	Possible actions and commitments to be discussed with partners: <ul style="list-style-type: none"> <li>○ Homelessness Strategy Action Plan including Housing Options Team activity</li> <li>○ Temporary Accommodation Strategy Action Plan</li> </ul>				

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<b>Priority 3: To assist people with particular housing needs</b>					
There is an adequate supply of appropriately designed, or adapted, housing for people with particular needs	Self-assessed health (IS 5.1.18), % of people rating their own health as very good or good	SHS/ biennial/ 18 mth time lag/ +/-5.2% confidence interval	78.8% (2009/10)	increase	2018
	Ratio of households in housing need to affordable housing relets/newlets, by house type	HNDA	HNDA	reduction	2018
	Number of patients waiting more than 6 weeks for discharge to appropriate setting, by age (IS 5.1.26)	National Statistics/ Quarterly	0		
There is an adequate supply of appropriate housing for older people	Ratio of affordable rented housing for older people, to number of households aged 65+	HNDA, NRS	HNDA	reduction	2018
	emergency admissions for persons 65+	Change Fund monitoring/ NHS	3,142 (2009)	reduction	
	unplanned acute bed days in the over 75 population	Change Fund monitoring/ NHS	2012/13 outturn	reduction	
	bed days lost to delayed discharge	Change Fund monitoring/ NHS	2012/13 outturn	reduction	
	Supply of housing related support	Change Fund monitoring	2012/13 outturn	increase	
	proportion of people aged 65 and over admitted as emergency inpatients 2 or more times in a single year (National Indicator)	<a href="http://www.scotland.gov.uk/About/scotPerforms/indicators/hospitalAdmissions#a2">http://www.scotland.gov.uk/About/scotPerforms/indicators/hospitalAdmissions#a2</a>	4.9% (Scotland) (2009/10)	reduction	
	Percentage of people aged 65+ who live in housing, rather than a care home or a hospital setting (ISD).	Joint Improvement Team, ISD	39.8% (2012)	increase	2018

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There is an adequate supply of appropriate housing for people with disabilities	Ratio of Council Housing List applicants to Council relets/newlets, by house type and size	HNDA	HNDA	reduction	2018
	Waiting times (average elapsed time) between request for a (major) housing adaptation, assessment of need, start of work, and delivery of required adaptation, by tenure/landlord.	Change Fund monitoring (Indicator B2)	2012/13 outturn	reduction	2018
	'Percentage of approved applications for medical adaptations completed during the reporting year' and 'the average time to complete applications'	Scottish Housing Regulator Indicator 22	2012/13 outturn		2018
There is an adequate supply of <u>housing with support</u> for people with particular needs i.e. for:	Self-assessed health (IS 5.1.18)	SHS/ biennial/ 18 mth time lag/ +/-5.2% confidence interval	2012/13 outturn		
Older people	Ratio of households aged 65+ to extra care housing units	HNDA/ NRS	2011	increase	2018
	Median age of new sheltered housing tenants (Council and RSL)	Council Records	81 yrs (2011/12)	increase	2018
		RSL Records/ SCORE	2012/13 outturn	increase	2018
Women fleeing domestic abuse	Ratio of homeless presentations (reason = domestic violence or abuse) to supported relets	HL1/ Council records	2012/13 outturn	reduction	2018
	Average length of stay in supported housing	HL2	2012/13 outturn	reduction	2018
	Number of repeat incidences of domestic abuse	Moray Performs/ Annual	405 (2010/11)	reduction	2018
People with Learning Disabilities		Moray Learning Disability Strategy	tba	tba	2018
Gypsies/ travellers have access to appropriate short	Ratio of gypsy/traveller population, to accommodation (halting sites)	HNDA	2011	reduction	2018

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and long term accommodation to meet their needs.	Number of unauthorised encampments	Council records	2012/13 outturn	reduction	2018
	Average length (time) unauthorised encampments	Council records	2012/13 outturn	reduction	2018
<b>Priority 4: To improve the energy efficiency of housing and contribute to addressing climate change, and address fuel poverty</b>					
People live in energy efficient housing that minimises greenhouse gas emissions	Average National Home Energy Rating - all tenures	Annual/SHCS/SDP EPC Register	5.5 (2010)	increase	2018
	Average NHER - owner- occupied housing	Annual/SHCS	<5 (tbc)	increase	2018
	Average NHER - private- rented housing	Annual/SHCS/SDP	<5(tbc)	increase	2018
	Median NHER - social rented housing	APSR/ Council Asset Management Strategy	6.3 (2010)	increase	2018
	% of new affordable housing incorporating micro-renewables	Annual/Social Landlords/SHIP	70%	90%	2018
	% of new affordable housing B Rating	Annual/Social Landlords/SHIP	100%	100%	2018
	Number of households claiming FIT	Annual/OFGEM	tbc	tbc	2018
	Total energy consumption (GJ)	Annual/HEED/ Climate Change Act	tbi	tba	2018
	Carbon Emissions (tonnes)	Annual/HEED/ Climate Change Act	tbi	tba	2018
People live in housing that they can afford to heat	No. of households in Fuel Poverty (IS 5.1.54)	Annual/ SHCS/ large confidence intervals (+/-10%)/ annual, 36 month time lag to publication	19% (2010)	reduction	2018

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	No. of households in extreme fuel poverty	Annual/SHCS	14% (2010)	reduction	2018
	No. of households accessing home energy advice	Annual/ESSac/REAP	tba	tba	2018
	No of households accessing energy efficiency measures to their homes	Council SDP/RSL/ESSac/ REAP			2018
<b>Priority 5: To improve the condition of Moray's housing stock</b>					
People live in houses of good quality	Ratio of requests for assistance to number of households in Moray	as per monitoring in the Scheme of Assistance/ NRS	SOFA 2011/12 outturn	reduction	2018
	Proportion of Moray Council stock passing the SHQS	Annual/Council SDP	77% (10/11)	100%	2015
	Proportion of RSL stock passing the SHQS	SHCS/ASPR	tbi	100%	2015
	Ratio of private sector houses requiring urgent repair, to all Moray properties	SHCS/ Council Tax Register	tbi	reduction	2018
	Ratio of known BTS properties, to all Moray properties	Environmental Health records/ Council Tax Register	tbi	reduction	2018
	Ratio of planned to response repairs in Council houses	Annual/Local data	tbi	tba	2018
	% of registered landlords	Census 2011	2014	tba	2018
	No. of unlicensed HMOs	Local data	tbi	tba	2018
	No. of empty properties in private sector	Council Tax Register	tbi	tba	2018

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	Percentage of people aged 65+ who live in housing, rather than a care home or a hospital setting (ISD).	Joint Improvement Team, ISD	39.8% (2012)	increase	
Management standards in the private rented sector are improved	Ratio of number of privately rented properties to number of properties on the Private Landlords Registration database	Private Landlord Registration records, Census 2011 (available in 2014)	2011/12 outturn	reduction	2018
<b>Priority 6: To promote successful, safe, sustainable communities and social inclusion</b>					
People live in attractive, socially balanced neighbourhoods, with good access to services	Percentage of adult residents stating they feel “very safe” or “fairly safe” when at home alone at night AND “very safe” or “fairly safe” when walking alone in the local neighbourhood after dark, by age (IS 5.1.30)	SHS, Biennial for LAs, confidence intervals +/- 2.3%	tba	tba	2018
	Percentage of adult residents stating their neighbourhood as a “very good” place to live, by age (IS 5.1.31)	SHS, Biennial for LAs, confidence intervals +/- 2%	tba	tba	2018
	Percentage of upheld complaints relating to neighbourhood problems and anti social behaviour	Annual/Council/RSL surveys/ SSHC Monitoring	2012/13 outturn	reduction	2018
	Social rented tenant satisfaction with the quality of their neighbourhoods and environment	Annual/Council/RSL surveys/ SSHC Monitoring	tba	tba	2018
	Improvement in social rented landlords in dealing with neighbour and anti-social complaints	Annual/Council/RSL surveys/ SSHC Monitoring	2012/13 outturn	tba	2018
	Relet rate in social rented housing stock.	Local PMS	2012/13 outturn	tba	2018

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	Transfer applications received from social housing tenants.	Local PMS	2012/13 outturn	tba	2018
	Tenants satisfaction levels with quality of social rented housing and housing services	Local PMS/Council TSS	tba	tba	2018
	Improvement in social landlord performance in meeting Scottish Social Housing Charter outcomes	Annual/SSHC monitoring reports	2012/13 outturn	tba	2018
Communities play an active role in setting and delivering local priorities	% of tenants satisfied with landlord tenant participation and engagement arrangements	SSHC Monitoring report	tba	tba	2018
	Number of RTOs	Annual/RTO Register	2012/13 outturn	tba	2018
	Number of Community Councils/Local Area Forums	SOA	2012/13 outturn	tba	2018



**Performance Framework**

**Glossary:**

ASHE	Annual Survey of Hours and Earnings
APSR	Annual Performance and Statistical Return
HNDA	Housing Need and Demand Assessment
IS	Improvement Service, Menu of Local Outcome Indicators available at <a href="http://www.improvementservice.org.uk/local-outcome-indicators/">http://www.improvementservice.org.uk/local-outcome-indicators/</a>
NRS	National Records of Scotland (previously General Registers of Scotland, GROS)
RTO	Registered Tenant Organisation
SHCS	Scottish House Condition Survey
SHIP	Strategic Housing Investment Plan
SHS	Scottish Household Survey