2026-27 Quarter to September Housing, Property & Communities Performance Report - Service Performance Indicators

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

Service Performance Indicators
1. NEIGHBOURHOOD AND COMMUNITY

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	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	Data only	32.23%	33.8%	33.8%	34.93%	25.9%	32%	33.8%				
H3.4	MI	% ASB cases reported which were resolved	Data only	64.5%	88.33%	78.2%	82.7%	86%	96.9%	78.2%				

Service Performance Indicators
2. ACCESS TO HOUSING AND SUPPORT

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	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	17.6%	11.1%	0.0%	0.0%	33.3%	0.0%	0.0%				
H4.5a	MI	No of court actions initiated	Data only	30	33	12	10	9	5	12				
H4.5b	Nat(b)	No of repossession orders granted	Data only	9	12	5	1	2	3	5				
H4.5c	MI	No of properties recovered for: Non payment of rent	Data only	6	3	0	0	2	0	0				
H4.5ci	MI	No of properties recovered for: Anti Social Behaviour	Data only	0	0	0	0	0	0	0				
H4.5cii	MI	No of properties recovered for: Other	Data only	0	1	0	0	1	0	0				
H4.7	Nat(b)	% of households requiring temp or emergency accomm to whom an offer was made	100%	100%	100%	100%	100%	100%	100%	100%				
H4.8	Nat(b)	% of temp or emergency accomm offers refused in the last year by accommodation type	7%	1.4%	4.8%		9.2%	3.1%	0%	2.8%				
H4.9	Local	% satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	81%	78.3%	N/A	75%	83.3%	76.6%	N/A		This indicator was derived from the Council's former survey platform and is yet to be set up on the new one (Engage).		
H4.13	Local	Percentage of homelessness assessments completed within 28 days	100%	98.3%	99.1%		98.6%	99%	100%	100%				

Service Performance Indicators
3. RESPONSE REPAIRS TO COUNCIL HOUSES

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	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	13,872	12,585	2,124	3,126	3,663	2,497	2,124				
H2.9b	Local	% of repairs completed within target time (excl voids)	98%	92.93%	89.28%	83.8%	88%	86%	92.3%	83.8%				

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H2.10a	Local	Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	89.73%	88.54%	71.84%	88.47%	87.09%	89.1%	71.84%				
H2.10b	Local	Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	95%	98.43%	96.18%	86.6%	96.1%	92.02%	98.6%	86.6%				
H2.10c	Local	Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	95%	97.7%	96.2%	88.9%	96.99%	93.42%	98.3%	88.9%				
H2.10d	Local	Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	95%	97%	82.89%	80.5%	79.7%	75.86%	88.1%	80.5%				
H2.10e	Local	Percentage of reactive repairs by category completed within timescale: Voids	90%	46.25%	59.33%	37%	58%	63%	62.3%	37%		Related to H2.7 and 2.8, invoice procedure was held up by staff absence resulting in system showing repair jobs closing a considerable time after they did in reality.		

Service Performance Indicators
4. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H5.1	Nat(b)	% of tenants who feel that the rent for their property represents good value for money	Data only	78%	78%		Annual					Tenant survey carried out every 3 years (next due 2027). Figure carried over as per ARC return.		
H5.2	Nat(b)	Rent collected as % of total rent due	97.0 %	98.1 %	98.1 %	98.6 %	98.0 %	97.8 %	99.5 %	98.6 %		Note: annual figure is set to latest quarterly figure.		
H5.3	Nat(b)	(HSN01b) Gross rent arrears as a % of rent due	2.8%	3.3%	3.6%	3.3%	3.7%	4.0%	3.3%	3.3%		Note: annual figure is set to latest quarterly figure.		
H5.5	Local	Current tenants' arrears as a % of net rent due	3.5%	2.5%	2.3%	2.8%	3.1%	3.3%	2.3%	2.8%		Note: annual figure is set to latest quarterly figure.		

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	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	7.1%	3.3%			Annual					Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). **Family Group Rank 1/6** **National Rank 1/26** *Moray 3.3%* East Lothian 6.0% Highland 6.4% Midlothian 8.5% Stirling 9.5% Angus 10.6% Argyll & Bute N/A Scottish Borders N/A **Family Group Average 7.4%** **National Average 8.6%**		
HSN02	Nat(b)	Proportion of rent due in the year that was lost to voids	0.9%	0.7%			Annual					Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). **Family Group Rank 1/6** **National Rank 4/26** Midlothian 0.9% East Lothian 1.4% *Moray 0.7%* Highland 0.9% Stirling 1.5% Angus 3.0% Argyll & Bute N/A Scottish Borders N/A **Family Group Average 1.4%** **National Average 1.7%**		

Service Performance Indicators
5. BENEFITS - HOUSING

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CPS011	Nat(b)	Average time in days to process new housing benefits (HB) claims (cumulative for the year)	21	23.37	20.13	20.97	22.6	20.82	20.13	16.34	20.97			
CPS012	Nat(b)	Average time in days to process notifications of changes of circumstances in housing benefits (HB) claims (cumulative for the year)	6	5.8	4.15	4.92	4.06	4.59	3.98	4.35	5.49			

Service Performance Indicators
6. BENEFITS - MONEY ADVICE MORAY

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ENVDV218i	Local	Estimated Income Maximisation benefit gains	Data only	£1,397,150	£2,129,940	£839,139	£731,954	£425,589	£480,511	£495,877	£343,262			
ENVDV218j	Local	Number of new Income Maximisation clients	Data only	313	273	120	81	66	72	60	60			
ENVDV301	Local	Number of new Money Advice Cases	Data only	202	207	110	56	49	55	55	55			
ENVDV301b	Local	Estimated gain to clients through Money Advice	Data only	£725,957	£537,151	£269,611	£205,617	£79,843	£134,839	£167,001	£102,610			
ENVDV301c	Local	Amount of Debt Arrangement Scheme (DAS) income to the Council	Data only	£70,893	£100,235		Annual					Annual Figures to date (Q3 2025/26) Q1 - £24,040 Q2 - £54,339 Q3 - £17,296 Q4 - £4,560		

Service Performance Indicators
7. BENEFITS - SCHOOL

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CPS070	Local	Number of pupils in receipt of Free School Meals (benefits criteria)	Data only	1,528	1,430		1,917	1,440	1,430	1,359	1,407	Total in receipt of FSM as at 30/09/2026 (822 Households)		

Service Performance Indicators
8. BENEFITS - STATUTORY DISCRETIONARY AWARDS

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
ENVDV281	Local	Scottish Welfare Funds - amount allocated (cumulative)	Data only	£409,808.15	£645,633.21	£295,326.92	£324,859.02	£473,469.95	£645,633.21	£159,242.79	£295,326.92			
ENVDV281a	Local	Scottish Welfare Funds - percentage of application awards	Data only	68.6%	70.82%	64.61%	76.96%	68.17%	67.79%	68.45%	60.76%			
ENVDV282	Local	Discretionary Housing Payments - value awarded in year (cumulative)	Data only	£891,456.29	£915,990.15	£983,339.66	£805,655.43	£876,100.20	£915,990.15	£870,609.78	£983,339.66			
CORP9	Nat(b)	Proportion of SWF Crisis Grant decisions within 1 day	99.5%	99.5%	99.0%		Annual					**Family Group Rank 2/8** **National Rank 9/32** Argyll & Bute 100.0% *Moray 99.5%* Midlothian 99.4% Highland 99.1% Angus 98.5% Scottish Borders 96.7% East Lothian 95.1% Stirling 92.4% **Family Group Average 97.6%** **National Average 96.0%**		
CORP10	Nat(b)	Proportion of SWF Community Care Grant decisions within 15 days	99.2%	99.2%	99.0%		Annual					**Family Group Rank 4/8** **National Rank 8/32**		

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
												Midlothian 100% Argyll & Bute 100% Highland 99.3% *Moray 99.2%* East Lothian 99.1% Scottish Borders 94.0% Angus 85.9% Stirling 83.6% **Family Group Average 95.1%** **National Average 90.7%**		
CORP11	Nat(b)	Proportion of SWF Budget Spent	96.0%	60.0%	76.8%		Annual					**Family Group Rank 7/8** **National Rank 28/32** Highland 33.0% *Moray 60.0%* Scottish Borders 77.0% Angus 79.0% Argyll & Bute 79.0% East Lothian 84.0% Stirling 97.0% Midlothian 109.0% **Family Group Average 77.3%** **National Average 82.9%**		
CORP12	Nat(b)	Proportion of DHP Funding Spent	101.0%	89.0%	85.0%		Annual					**Family Group Rank 5/8** **National Rank 24/32** Highland 98.0% East Lothian 96.0% Stirling 95.0% Midlothian 91.0% *Moray 89.0%* Angus 83.0% Argyll & Bute 83.0% Scottish Borders 82.0% **Family Group Average 89.6%** **National Average 99.0%**		

Service Performance Indicators
9. GYPSY/TRAVELLERS

Code	Code	Short Name	Current Target	2024/25	2025/26	2026/27	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27	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	27	28	6	14	2	2	6				
H6.1b	MI	No of encampments ended within period	Data only	25	25	6	20	2	0	6				
H6.1c	MI	Average duration of encampments ended within period (days)	Data only	10.4	17.3	13.16	18.2	25	0	13.16				
H6.2	Local	% of new unauthorised encampments visited within target timescale	100%	100%	100%	100%	100%	100%	100%	100%				