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

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	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			
H1.10a	MI	Number of affordable housing completions at end of current FY		85	77	67	Annual					2026/27 figure is expected completions. Subject to change (actual completions)		

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	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			
H&P2	Local	Reduction of children in temporary accommodation	5%				Not measured for Quarters							
H&P2a	MI	Number of children in temporary accommodation	Data only	152	189	16	40	44	48	16				
H&P3	MI	No of homeless presentations from families with children	Data only			28				28				
H&P4	MI	Instances of homeless prevention	Data only									NEW INDICATOR FOR 2025/26		
H&P5	Local	Reduction of duration of homelessness for families with Children	5%				Not measured for Quarters					NEW INDICATOR FOR 2025/26		

Section 4 - Strategic Level Outcome or Priority
4.3 Tackle the affordability and standard of our learning estate to ensure sustainability while meeting climate requirements.

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			
EdS100	Local(b)	% of schools that are rated B or better for condition	50.9%	41%	46%		Annual					B condition upgrade programme has improved 3 schools over last 12 months – expected further 4 schools over next FY + works to progress with new Forres Academy build		
EdS101	Local	% of schools that are rated B or better for suitability	100%	100%	100%		Annual					Entering 5 year cycle to re-survey ALL schools		
ERC010	Local	Spare building capacity %	25%	28%	28%		Annual					Primary School Roll (Census Nov 2025) 6551 pupils against overall planning capacity of 9913 = 66% primary school capacity utilised. Secondary School Roll (Census Nov 2025) 5374 pupils against overall planning capacity of 6658 = 81% secondary school capacity.		

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			
												Note that these numbers do not take account of school 'mainstream' classrooms used support local ASN and Support for Learning need. Work in progress to capture this over next 6 months which will likely see the % reduce Learning Estate Review will seek present options to reduce spare capacity to below 25%		
ERC011	Local	% schools with approved asset management plans	15%	7.5%	7.5%		Annual							
ERC032	Local	% ASG options reviews completed	90%	80%	95%		Annual					All ASG level engagement completed end May 2025. Further analysis and option development delayed due to resource constraints. Elected Member workshop Mar 2026. Learning Estate Report delayed until Jun 2026 ECLS Committee		

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

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			
H1.8	Local	No of Complaints Received	68	297	274	131	81	54	72	71	67	1st Stage: 59. 2nd Stage 8 Total: 67 NB. Figures reported on Complaints Monitoring Report (SPSO – see Service Performance pages) may not always match figures here owing to differing criteria used in the two systems.		
H1.8a	MI	Number of Complaints Closed	Data only	284	269	138	81	58	62	70	72			
H1.8b	MI	Number of complaints received relating to Repairs/Capital/Planned Maintenance	Data only	188	159	59	38	32	46	38	26			
H1.8c	MI	% of complaints closed relating to Repairs/Capital/Planned Maintenance	Data only	66.2%	59.11%	42.75%	46.91%	55.17%	74.19%	52.78%	31.82%			

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			
H2.7	Local	Average length of time (hours) to complete emergency repairs	4	2.2	2.5		2.3	2.7	2.4	5.5		Note that the point at which the invoice is logged closes a repair job and cannot be retrospectively amended. Staff absence during 2025-26 Q1 meant that what was normally a daily procedure was not completed until their return in 2026-27 Q2, resulting in repair times appearing longer than was the case in reality. Officers are looking at revisiting systems usage and digital solutions.		
H2.8	Local	Average length of time (working days) to complete non-emergency repairs (Quarterly)	10	4.97	8.78	11.5	8.3	9.1	9.7	11.5		Note that the point at which the invoice is logged closes a repair job and cannot be retrospectively amended. Staff absence during 2025-26 Q1 meant that what was normally a daily procedure was not completed until their return in 2026-27 Q2, resulting in repair times appearing longer than was the case in reality. Officers are looking at revisiting systems usage and digital solutions.		
H2.11	Local	% of repairs completed right first time	95%	88%	86.3%	79.9%	84.9%	82.9%	89%	79.9%				
H2.12	Local	% of repairs appointments kept	95%	98.29%	97.3%	99.9%	97.2%	100%	100%	99.9%				
H2.15	Local	Response repair expenditure	£3,666,600	£4,074,000	£4,967,387		Annual							
HSN04b	Nat(b)	Average number of days taken to complete non-emergency repairs	7	6.3	7.4	10.0	Annual					Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). **Family Group Rank 4/6** **National Rank 4/26** Moray 10.0 Stirling 6.7 Angus 12.9 Highland 8.0 East Lothian 8.6 Midlothian 36.5 Argyll & Bute N/A Scottish Borders N/A **Family Group Average 13.8** **National Average 9.4**		

Section 5 - Service Level Outcome or Priority
5.2 Housing Needs

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			
H1.9a	MI	Number of newly completed social housing dwellings since 2018-19	Data only	743	820		Annual					743 as at 31/03/2025 +77 in 2025/26 (29 Moray Council, 48 by Housing Assocs) =820 as at 31/03/2026 Note that this does not include Open Market Purchases (OMPs)		
H1.9b	MI	Number of newly completed social housing dwellings since 2018-19 which are accessible	Data only	220	231		Annual					Total as at 31/03/2025 =220 +New build accessible in 2025-26 = 11 Total as at 31/03/2026 =231		
H1.9c	Local	Average percentage of completed social housing dwellings which are accessible	20%	29.61%	28.17%		Annual					N.B. rolling average since 2018/19. SHIP is renewed every 5 years.		

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

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			
H2.2b	Local	Percentage of stock meeting the Energy Efficiency Standard for Social Housing (EESSH)	81.3%	69.7%	76.6%		Annual					4944 of 6457 Council properties meet EESSH. Target benchmarked as Family Group average LGBF - HSN05a 81.3% (latest data posted)		
HSN03	Nat(b)	Proportion of council dwellings meeting Scottish Housing Quality Standards	92.2%	43.7%	63.26%		Annual					Note: With only 26 Local Authorities providing data, top and bottom quartiles set at 1-7 (Top) & 20-26 (Bottom). **Family Group Rank 5/6** **National Rank 18/26** Argyll & Bute N/A Scottish Borders N/A East Lothian 90.0% Stirling 81.0% Angus 91.5%		

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 94.1% Highland 61.6% Moray 63.3% **Family Group Average 80.3%** **National Average 86.5%**		
H1.20	Local	Direct emissions arising from energy consumption on the corporate estate (tonnes CO2e)	5,053	4,428	N/A		Annual					2025/26 data expected to be available in ED&I committee in Nov/Dec 2026.		

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

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			
H2.13a	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	1	0		0	0	0					
H2.16	Local	Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	100%	100%		100%	100%	100%	100%				
H2.19	Local	Percentage of service records kept to Gas Safe Register acceptable standards	100%	98.33%	100%		100%	100%	100%					
H2.20	Local	Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	75%	55%		46.7%	73.3%	63.3%					

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

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			
H&P1.0	MI	Sickness absence days lost (Service) FTE H&P	Data only	N/A	N/A	2.36	N/A	3.6	3.1	3	2.36	Notes: 1. Annual figure set to latest quarterly figure. 2. There is a revised FTE calculation effective from Q3 2025/26, so past figures quoted in the last edition of this document have been corrected.		
H&P1.1	MI	% of Sickness absence (Service) H&P	Data only	N/A	N/A	5.3%	N/A	6.4%	5.5%	5.3%	4.15%	Council average 5.96%		