





Appendix I

2019/20 Housing and Property Services Performance Report Performance Indicators











1. THE CUSTOMER/LANDLORD RELATIONSHIP





Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H1.1 % of tenants satisfied with the overall services provided by their landlord	90%	N/A	N/A	79.6%	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	N/A	N/A	76.3%	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H1.4a % of 1st stage complaints resolved		98.8	98.3	100	92	97.8	100	95.2	88.4		
Nat(b)	H1.4b % of 2nd stage complaints resolved		92.3	93.3	90	75	91.7	61.5	90	82.4		
Local	H1.4c % of complaints upheld		48.1	38	54.7	57.1	51.8	58.5	56.9	65.4	No longer required by the Scottish Housing Regulator	
Nat(b)	H1.5c The average time in working days for a full response to stage 1 complaints	5							4	5	New statutory indicator.	

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H1.5d The average time in working days for a full response to stage 2 complaints	20							20	22	See 1.5c. A small number of highly complex and lengthy complaints pushed Quarter 2 performance slightly over target.	
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	80%	N/A	N/A	68.8%	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Local	H1.7a No of MSP enquiries received in period		78	58	137	43	29	37	39	40		
Local	H1.7b % of MSP enquiries responded to within target (20 working days)	90%	89.7	67.7	74.2	86.4	44.4	65.8	93.6	93.5	Significant improvement in performance has been achieved 2019/20 despite a small increase in the number of enquiries.	


2. HOUSING QUALITY AND MAINTENANCE



Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.1 % of stock meeting the SHQS	100%	96%	95.8%	92.5%	Not measured for Quarters					<p>This calculation has been changed to align with Scottish Housing Regulator reporting method.</p> <p>At 31 March 2019, 166 properties were classed as exemptions (technical reasons) and 54 were classed as abeyances (social reasons). 241 properties did not meet the SHQS.</p> <p>A review of cloned data has confirmed that some Energy Performance Certificate (EPC) ratings have been overstated and 241 properties have been identified which do not meet the SHQS. It is intended to reduce these non-compliant properties to 141 during 2019/20 with the aim of completing the remainder during the following year. A full house condition survey during 2019/20 will include a comprehensive energy survey of the stock to provide accurate baseline data.</p>	

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.2b Percentage of stock meeting the Energy Efficiency Standard for Social Housing (ESSH)	65.75	52.7	55.4	57.4	Not measured for Quarters					At 31 March 2019, 444 properties were classed as exemptions including 133 for social reasons. There were 2,152 properties which did not meet the ESSH. A significant amount of the remaining properties require high cost improvements in order to achieve the ESSH but the service will face challenges in achieving this within the context of existing budgets. A stock condition survey will be carried out during 2019/20 and on its completion Officers will consider how to address these high cost properties and review the potential to deliver the ESSH. It is recommended that the existing target remains pending the outcome of the stock condition survey.	
Local	H2.3 % of tenants satisfied with the standard of their home when moving in	90	78.3	78.9	80.7	78.6	81.8	77.8	90.9	76.5	Of the 56 tenants responding in Q1 and Q2, 6 expressed dissatisfaction but only 4 of those provided a reason for their dissatisfaction. The main reasons given were the overall condition, cleanliness and standard of decoration.	
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	N/A	N/A	73.9%	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H2.7 Average length of time (hours) to complete emergency repairs	4	2.4	2.6	2.6	2.6	2.8	2.5	2.3	2.3		
Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	6.4	7.7	7.5	7.3	7.4	8.1	8.9	9.8		
Nat(b)	H2.9a Number of repairs completed within target time (excl voids)		16,673	14,880	14,062	3,161	3,783	3,743	3,405	4,010		
Nat(b)	H2.11 % of repairs completed right first time	90%	85.9%	81.2%	82.7%	88%	85.7%	82.7%	83.4%	84%	Resourcing issues in core trades have affected performance on local target timescales which are considered as part of this indicator. Performance is also known to be understated due to the job coding system which classifies new and separate repairs as the same repair for the purpose of right first time.	









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			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H2.12 % of repairs appointments kept	95%	92.4%	93.3%	93%	92.6%	91.6%	93.4%	92.3%	99.6%	Guidance has been issued to schedulers to ensure that tenants are called in advance to be made aware if an appointment needs to be rearranged.	
Nat(b)	H2.13a Number of times did not meet the statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	0							0	0	New statutory indicator.	
Nat(b)	H2.14 % of tenants who have had repairs or maintenance carried out in last 12 months and are satisfied with the service	90%	N/A	83.2%	78.6%	Not measured for Quarters					The 2018/19 figure is drawn from the 2018 tenant survey, with locally gathered data used when a major satisfaction survey has not taken place during the reporting year. Major tenant satisfaction survey is carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Local	H7.6 % of planned maintenance works completed within agreed programme	98%	95.3%	88.4%	93.4%	Not measured for Quarters					The target was not achieved due to a reduction in requirement for EESSH expenditure at mid-point in the year and a lack of progress on kitchen replacements due to resourcing issues within Building Services DLO. These issues were reported to Communities Committee as part of the report on the Housing Investment programme on 28 May 2019 relating to near-final 2018/19 expenditure.	

3. NEIGHBOURHOOD AND COMMUNITY















Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H3.1 % of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	85%	N/A	N/A	80.3%	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H3.2 % of tenancy offers refused during the year	30%	33.1%	31.7%	32.2%	33.8%	42.7%	30.3%	26.2%	33.3%		
Nat(b)	H3.4a % ASB cases reported which were resolved								85%	83%	Change to statutory indicator means historical data is no longer comparable.	













4. ACCESS TO HOUSING AND SUPPORT

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.1a % of new tenancies sustained for more than one year by source of let: existing tenants		94.9%	98.3%	97.7%	100.0%	92.9%	100.0%	94.6%	95.7%		
Nat(b)	H4.1b % of new tenancies sustained for more than one year by source of let: statutory homeless		91.0%	92.0%	91.6%	97.7%	88.1%	89.7%	89.6%	82.0%		
Nat(b)	H4.1c % of new tenancies sustained for more than one year by source of let: housing list		93.3%	96.5%	94.0%	90.9%	90.5%	97.2%	89.6%	92.6%		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources		92.7%	94.3%	93.5%	96.5%	89.8%	93.8%	91.0%	88.0%		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year		6.4%	6.9%	6.9%	1.7%	1.5%	1.7%	1.6%	2.2%		
Nat(b)	H4.4 Average time to complete applications for medical adaptations (working days)								60	15	Change to statutory indicator means historical data is no longer comparable. Q2 figure is lower as only 4 major adaptations were completed during quarter.	
Nat(b)	H4.4a Average time to complete applications for major medical adaptations (working days)								150	119	See 4.4.	
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations (working days)								23	10	See 4.4.	











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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.4c Number of households currently waiting for adaptations to their home								24	24	New statutory indicator. Figure only includes major adaptations. System reports are being developed to incorporate minor adaptations.	
Nat(b)	H4.4d Total cost of adaptations completed in the year by source of funding (landlord funded/grant funded/other sources)								£58k	£34k	New statutory indicator. Figure only includes major adaptations. System reports are being developed to incorporate minor adaptations.	
Nat(b)	H4.5 % of court actions initiated which resulted in eviction		11.4%	14.8%	17.2%	0.0%	0.0%	50.0%	0.0%	25.0%		
Nat(b)	H4.5a No of court actions initiated		79	61	58	17	15	18	20	16		
Nat(b)	H4.5b No of repossession orders granted		21	21	25	7	11	5	5	9		
Nat(b)	H4.5c No of properties recovered for: Non-payment of rent		9	9	10	1	0	9	0	4		
Nat(b)	H4.5ci No of properties recovered for: Anti-Social Behaviour		0	0	0	0	0	0	0	0		
Nat(b)	H4.5cii No of properties recovered for: Other		0	0	0	0	0	0	0	0		
Nat(b)	H4.6j Average length of time in temp accomm by type (days): LA ordinary dwelling								84.7	65.8	Change to statutory indicator means historical data is no longer comparable.	
Nat(b)	H4.6k Average length of time in temp accomm by type (days): HA/RSL ordinary dwelling								110.4	114.2	See 4.6k.	
Nat(b)	H4.6l Average length of time in temp accomm by type (days): Hostel - LA owned								61.9	59.0	See 4.6k.	
Nat(b)	H4.6m Average length of time in temp accomm by type (days): Hostel - RSL								127.7	69.5	See 4.6k.	
Nat(b)	H4.6n Average length of time in temp accom (days) Hostel-other								0.0	0.0	See 4.6k.	
Nat(b)	H4.6o Average length of time in temp accomm by type (days): Bed & Breakfast								0.0	0.0	See 4.6k.	


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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.6p Average length of time in temp accomm by type (days): Women's refuge								134.2	96.0	See 4.6k.	
Nat(b)	H4.6q Average length of time in temp accomm by type (days): Private Sector Lease								0.0	0.0	See 4.6k.	
Nat(b)	H4.6r Average length of time in temp accomm by type (days): Other								0.0	473.0	See 4.6k.	
Nat(b)	H4.7 % of households requiring temp or emergency accomm to whom an offer was made	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7%	11.1%	7.9%	7.5%	11.3%	5.9%	4.7%	3.2%	2.2%	The termination of a private sector contract has resulted in an improvement to refusal rates.	
Local	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	89.8%	94.4%	85.5%	100%	92.3%	80%	94.7%	100%		
Nat(b)	H4.12 Percentage of homeless households referred to RSLs under Section 5 and through other referral routes								6.4%	9.1%	New statutory indicator.	
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	96.2%	96.6%	98.4%	99.2%	98.7%	99.2%	99.3%	100%		
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100%	99.5%	99.6%	100%	100%	100%	100%	99.2%	100%		
Local	H4.18a % allocations by group: Homeless List	50.0%	54.9%	51.2%	42.0%	50.0%	42.9%	41.3%	55.8%	43.6%		
Local	H4.18b % allocations by group: Waiting List	32.0%	29.8%	28.0%	33.3%	27.0%	34.5%	34.8%	23.3%	34.0%		
Local	H4.18c % allocations by group: Transfer List	18.0%	15.3%	20.8%	24.5%	23.0%	22.7%	23.9%	20.8%	22.4%		



5. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H5.1 % of tenants who feel that the rent for their property represents good value for money	84%	N/A	N/A	83%	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H5.2 Rent collected as % of total rent due	97.0 %	99.5 %	101.8 %	99.2 %	100.3 %	101.9 %	94.9 %	95.5 %	103.7 %		
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	2.5%	2.4%	2.4%	3.0%	2.6%	2.6%	3.5%	2.8%		
Nat(b)	H5.3a Total value of gross rent arrears (£)		£430,186	£432,218	£440,335	£559,899	£489,001	£475,863	£645,843	£516,739		
Nat(b)	H5.4 % of rent lost due to voids	0.63%	0.54%	0.66%	0.85%	0.92%	0.83%	0.78%	0.99%	0.96%		
Local	H5.5 Current tenants' arrears as a % of net rent due	3.5%	2.8%	2.7%	3%	4%	3.3%	3%	4.6%	3.3%		
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	31	35	48	47	47	52	50	48		
Local	H5.10 Former tenant arrears - value		£91,876	£102,623	£83,202	£101,796	£105,168	£83,202	£84,123	£100,848		
Local	H5.11 % of tenants giving up tenancy in arrears		26.6%	26.5%	25.3%	23.8%	23.6%	25.3%	21.1%	31.5%		
Local	H5.12 % of Former Tenants Arrears written off & collected		81.3%	71.4%	97%	22.9%	31.3%	97%	23%	34%		

6. GYPSY/TRAVELLERS

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H6.1a No of new unauthorised encampments within period		22	20	25	9	2	4	8	13		

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			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H6.1b No of encampments ended within period		21	21	22	7	1	1	9	11		
Local	H6.1c Average duration of encampments ended within period (days)		26	55	40	12	14	2	34	51		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100%	100%	100%	96%	88.9%	100%	100%	100%	100%		