

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? Yes No

Ref SL Date 06/11/24

Strategic Performance Framework - latest performance results for Housing

From Stephen Llewellyn, Chief Officer (Housing)
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Executive Summary

The housing service covers the management of all housing provider related functions including housing repairs and investment, rent management, void management, tenancy management, tenant satisfaction and homeless related services.

Performance in each of these areas is monitored through various statutory returns, including the Annual Return on the Charter (ARC), the Scottish Government Housing Annual Statistical Return (HSAR) and the Scottish Government Homeless returns (HL1) as well as service and contractual KPI's. The service has a robust performance monitoring regime where performance is reviewed on an ongoing basis and formally on a monthly, quarterly and annual basis.

As we are members of the Scottish Housing Network we regularly engage in benchmarking and practice sharing between other Scottish landlords.

The purpose of this report is to highlight the 2023/24 year end performance and the 2024/25 year to date performance of the Housing service for the performance indicators detailed at Appendix 1.

Recommendations


It is recommended that the Housing Committee:

- (1) Review the high-level performance overview presented in Appendix 1, and the supporting data contained within the linked Excel spreadsheet and identify where further information is required to understand or investigate performance further.

The Plan for North Lanarkshire

Priority	All priorities
Ambition statement	All ambition statements
Programme of Work	Statutory / corporate / service requirement

1. Background

- 1.1 There are six inter-related strategic frameworks which are key to evaluating the success of The Plan for North Lanarkshire and assessing delivery towards achieving the overall vision by ensuring each stage is appropriately aligned, planned, guided, implemented, monitored, and governed.
- 1.2 The six frameworks focus on ensuring a corporate one council approach in respect of Policy, Governance, Performance, Self-Evaluation, Project Management, and Demonstrating Improved Outcomes for Communities.
- 1.3 The Strategic Performance Framework comprises performance measurement at three levels (as per the diagram on the right). This aims to collectively provide an overview of performance to help understand the impact of council activities on improving services and outcomes for the people and communities of North Lanarkshire. The measures in this Framework allow for day to day activities, and progress towards achieving the long-term vision set out in The Plan for North Lanarkshire, to be regularly monitored, reported, assessed, and scrutinised.
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- 1.4 The Strategic Performance Framework is aligned to the Accounts Commission' *Statutory Direction* which places a requirement on councils to report a range of information in terms of (1) improving local services and outcomes, and (2) demonstrating Best Value. Key points of note in this respect are that the Accounts Commission also expect to see:
- A balance in terms of reporting that captures highlights of good performance as well as areas of performance requiring improvement.
 - Reporting that is undertaken in a timely manner.
 - Easy access to performance information for all citizens and communities.
 - Comparisons of performance (i) over time (e.g. compared to previous years), and (ii) with others (e.g. other local authorities or the national average (where available and appropriate)).
- The council's comparative performance in Local Government Benchmarking Framework (LGBF) indicators can be viewed through the Improvement Service's online dashboard: <https://www.improvementservice.org.uk/benchmarking/explore-the-data>
- 1.5 A Performance Reporting Schedule supports the timely submission of a range of performance information to ensure fully informed review, reporting, scrutiny, and decision making processes by Elected Members and senior management. This Schedule, endorsed by the Audit and Scrutiny Panel in February 2024, includes Chief Officer's individual Performance Reviews at Service Committees in line with the Strategic Performance Framework.
- 1.6 This report therefore presents the Housing Committee with the latest performance results for Housing for Members' further review and scrutiny.

2. Strategic Performance Framework

Housing Committee responsibilities

- 2.1 In line with the terms of reference outlined in the Scheme of Administration, the Housing Committee is responsible for monitoring and reviewing performance information for the

following Ambition Statements from The Plan for North Lanarkshire.

1. Ensure a housing mix that supports social inclusion and economic growth.
22. Facilitate a North Lanarkshire wide approach to asset rationalisation, including with communities and partners.

2.2 The high-level performance overview in Appendix 1 presents Members with a summary of the latest results for each performance indicator within the remit of the Chief Officer (Housing).

2.3 The information in Appendix 1 comprises the undernoted. Appendix 2 provides additional context in respect of the council's approach to the measurement of indicators and setting of targets.

- An *ideal direction* arrow - this indicates whether a higher or lower figure is the preferred direction of travel.

↑	A higher figure is better
↓	A lower figure is better

- *Measurement unit* - for example whether the result is a %, a number, a unit cost (in £), or a ratio.
- *Performance results* for the most recent financial years (depending on availability of data) along with the latest year's target and corresponding RAG status (for indicators where it is appropriate to set targets).

Key to RAG status	
Green	Performance is on target and/or within acceptable thresholds
Red	Performance does not meet target and is outwith acceptable thresholds
Blue	Performance surpasses the target and exceeds expectations

- The most *recent monthly or quarterly results*, along with the corresponding target and RAG status. Note the inclusion of this information is dependent on the measurement frequency of the indicator and availability of data as at the time of reporting.
- A *trend graph* - this captures the direction of travel achieved over the years and includes the most recent monthly or quarterly results where available.
- *Comments* - narrative summarising the current position and providing an explanation for any significant variations in performance. Where applicable, this narrative also highlights any internal or external factors impacting on service delivery as well as any residual effects of the pandemic, e.g. any increase or decrease in the volume of transactions or enquiries processed.

2.4 A large volume of data supports the high-level performance overview in Appendix 1. This is outlined in the **latest performance results for Housing** Excel spreadsheet which is available through the following link for Members to carry out a deep dive and review and scrutinise each performance indicator further. The *Menu* on the second tab of the spreadsheet contains built in hyperlinks that automatically take the user to a tab for each performance indicator and therefore provides a useful navigation aid to review the contents of the file.

- [Latest performance results for Housing.xlsx](#)

Current context

2.5 The financial pressures experienced by our tenants due to the rise in the cost of living is a priority for our service. The Rent Assistance Fund, introduced in February 2023, continues to help council tenants who may be on low-incomes, and also others who may be on universal credit. The rent assistance fund seeks to ensure tenancy levels

are maintained despite the challenges faced by cost of living increases. Our dedicated Income Maximisers who help support our tenants can also identify any additional financial assistance they might be entitled to. Last year the team secured over £18 million in additional income for our tenants and this assistance resulted in more positive outcomes for our tenants.

Last year several Local Authorities declared housing emergencies in their areas in response to the pressures through increased levels of homelessness, rising property prices and high levels of temporary accommodation use. In May 2024 the Scottish Government declared a housing emergency formally recognising the housing problem. Whilst we have seen an increase in our homeless presentations, we continue to manage our services well and have not breached The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 and do not utilise the B&B type accommodation that many local authority landlords rely on to provide temporary accommodation to those experiencing homelessness with a need for temporary accommodation.

Despite the current housing climate our overall performance and tenant satisfaction levels remain high and compare well with the Scottish Local Authority (LA) average and the Scottish national average which includes performance from local authorities and Registered Social Landlords.

Recent Performance highlights

2.6 Overall satisfaction levels in our 2023 survey increased by 5.4% to 86.6%, which is slightly higher than the Scottish national average of 86.5% and significantly higher than the LA average of 80.3%.

Rent arrears continues to reduce, with a further drop of 0.3% to 7.0%, 2% below our 9% target and well below the 9.5% Scottish LA average and only slightly higher than the Scottish national average.

Tenancy sustainment levels increased by a further 0.5% on the previous year at 91.5%, slightly higher than the Scottish national average of 91.2% and the Scottish LA average of 91.1%

The percentage of homes meeting the Scottish Housing Quality Standard was 84.8% this is a rise of 4.4% on the 2022/23 figure and compares favorably to the Scottish national average of 84.4% and Local Authority average of 77.8%.

Our time taken to complete emergency repairs was 2.8 hours on average compared to a Scottish average of 4.0 hours and the Scottish LA average of 4.3 hours. Year to date as of August 2024 there has been a further improvement on this timescale at 2.4 hours. Whilst our time taken to complete non-emergency repairs was 6.8 days compared to the Scottish national average of 9 days and the Scottish LA average of 10 days. This good performance has been maintained year to date as of August 2024 at 6.86 days.

Areas of performance requiring improvement

2.7 95.9% of cases of anti-social behaviour reported in the last year were resolved at the year end and within the targets agreed locally. This compares favorably with the Scottish national average of 94.3% and the Scottish LA average of 90.9%. The remaining 4.1% of cases were carried forward to the following year and resolved within locally agreed targets in 2024/25. We therefore performed at 100% compliance for the targets agreed for the service. Due to the nature and calculation method of this statutory

indicator there will always be several cases outstanding at year end, and we have asked the Scottish Housing regulator to change the indicator to include the cases carried forward into the next year within the calculation, thus providing a more meaningful measure. There is a consultation exercise currently underway, and this indicator has been confirmed as one of the indicators under review by the Scottish Housing Regulator.

Our average days to re-let homes increased by 2.7 days to 35 days during the year, mainly due to the supply and workforce shortages being experienced by our contractors and multiple refusal from prospective tenants. However, we performed well when compared to the Scottish average of 56.7 days and the Scottish LA average of 72.6 days. Year to date as of August 2024 the performance has improved at 31.9 days. A further end to end service review was carried out in August 2024 and a number of recommendations are being taken forward including the roll out of training for staff. In addition, our housing and repairs teams are working together and liaising closely with our new contractor to improve these timescales. For 2023/24 the Council were the 3rd top performing Local Authority in Scotland for void turnaround timescales and in addition our void standard including decoration is higher than most other councils.

Next steps

2.8 As noted in paragraph 1.5, the Strategic Performance Framework is supported by a Performance Reporting Schedule. This sets out the arrangements for service, statutory, and Strategic Performance Framework reporting to committee. In this respect the relevant Committee can expect to receive the following in respect of Housing areas of work for 2024 to 2025.

Report	Description	Committee	Committee cycle
Scottish Housing Regulator: annual landlord report	This report presents the annual landlord report published by the Scottish Housing Regulator (SHR) which shows Scotland's social landlords' performance for both Local Authorities and Registered Social Landlords (RSL's) against the Scottish Social Housing Charter (SSHC). <ul style="list-style-type: none"> Latest report in November 2023: link to report 	Housing Committee	Cycle 4 in 2024
Scottish Housing Regulator: Annual Assurance Statement	Since April 2019, Social Landlords in Scotland are required to advise the Scottish Housing Regulator (SHR) if they meet the regulatory standards and requirements by submitting an Annual Assurance Statement between April and October each year. Each landlord should confirm in its Statement its level of compliance with all of the relevant requirements at section 3 of the Regulatory Framework. The SHR assesses each Statement as part of their regulatory risk assessment and publishes an engagement plan for each landlord. From March 2021, RSL engagement plans include a regulatory status which is the SHR judgment on whether the RSL complies with regulatory standards and requirements. <ul style="list-style-type: none"> Latest report in August 2024: link to report 	Housing Committee	Cycle 3 in 2025

Annual housing / Scottish Social Housing Charter performance report	The annual performance report to tenants is designed to keep tenants, service users, and other customers informed of council performance and how the council is progressing towards meeting the outcomes of the Scottish Social Housing Charter (SSHC). • Latest report published on the website October 2024: link to website	n/a, published on the council's website in the autumn each year	
Community safety hub performance and development	This report provided a one off update on the performance of the Community Safety Hub following its merger into Housing. Moving forward this report will be incorporated into the service's programme of annual service performance reports. • Latest report in August 2024: link to report	Housing Committee	Cycle 3 in 2025
Homeless performance and processes	This report provided a one off update in terms of performance in relation to the provision of homelessness services which continued to be delivered throughout the pandemic and, despite the challenges the pandemic brought, highlights many areas of improved performance. Moving forward this report will be incorporated into the service's programme of annual service performance reports. • Latest report in November 2023: link to report	Housing Committee	Cycle 4 in 2024

3. Measures of success

3.1 Measures of success include:

- Regular oversight and monitoring of performance across the organisation to gain assurances in terms of governance and accountability.
- Regular review and challenge processes to scrutinise the performance of the council to ensure effective use of resources and that resources are directed in accordance with agreed policy and according to priorities, while ensuring sound decision making and clear accountability for the use of resources in achieving improved outcomes for service users and the local community.
- Performance monitoring, management, and reporting arrangements that support the demonstration of improved performance in local services and outcomes, and the delivery of Best Value.

4. Supporting documentation

Appendix 1 - High-level performance overview.

Appendix 2 - Note for information in respect of performance indicators and targets.



Stephen Llewellyn
Chief Officer (Housing)

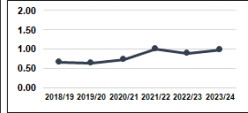


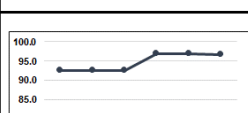

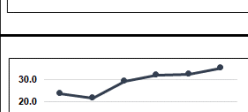
5. Impacts

5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact? If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/>
5.2 Financial impact Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/>
5.6 Technology / Digital impact Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact? Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)? Yes <input type="checkbox"/> No <input type="checkbox"/>

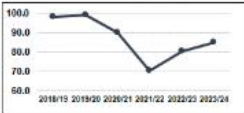
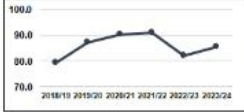
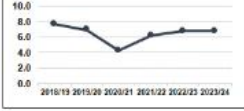
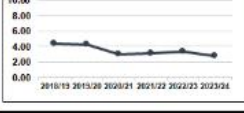
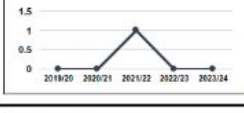



5.7	Environmental / Carbon impact
Does the report / project / practice contain information that has an impact on any environmental or carbon matters?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
5.8	Communications impact
Does the report contain any information that has an impact on the council's communications activities?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
5.9	Risk impact
Is there a risk impact?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?	
5.10	Armed Forces Covenant Duty
Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.	
5.11	Children's rights and wellbeing impact
Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC). If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?	
Yes <input type="checkbox"/> No <input type="checkbox"/>	

Housing

High-level performance overview - as at September 2024

Indicator	id	ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2023/24 target	2023/24 RAG status	2024/25 ytd (for monthly or quarterly monitored indicators only)	2024/25 target	2024/25 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
Rent lost - % of rent due in the year that was lost due to properties being empty	Pi123	lower figure is better	%	0.65	0.63	0.73	1.00	0.89	0.97	1.00	green	0.77	1.00	blue		Performance remains strong in comparison to peers and the Scottish Average of 1.4% in 2023-24. Year to date as at August 2024 the performance has improved at 0.77%.
Rent - arrears @ 31st March each year as a % of total rent due for the reporting year	Pi122	lower figure is better	%	8.3	7.9	7.5	7.6	7.3	7.0	9.0	blue	only measured annually	9.0			Performance remains strong in this area. Continuing investment on the UCAF and RAF combined with more active engagement by the Income Maximisation teams has led to a reduction in arrears.
Rent collected - £ collected as a % of the total rent due in the reporting year	Pi121	higher figure is better	%	97.5	99.6	97.9	97.8	98.9	99.3	97.0	blue	only measured annually	97.0			Increasing number of tenants in receipt of UC and engagement to secure APAs has contributed to the high level of collection of rent due.
Housing services - % satisfied with opportunities to participate in the service's decision making processes	Pi110	higher figure is better	%	92.5	92.5	92.5	96.8	96.8	96.8	93.0	green	A new survey is completed every 2-3 years	93.0			A new survey was completed in August 2023, which showed that satisfaction in this area remains strong and well above the Scottish Local Authority average of 80.4%.
Anti-social behaviour - % cases reported in the last year that were resolved	Pi100	higher figure is better	%	96.9	97.1	99.5	99.1	97.7	95.9	99.0	red	only measured annually	99.0			166 complaints not outcomed as at 31/03/24. 95.78% of complaints within 42 days timescale. 7 Complaints over 42 day timescale due to further complaint being received relating to incident. 46.98% of outstanding complaints received 7 days or less.
Void re lets - average number of days to re-let properties	i013	lower figure is better	number	23.5	21.6	29.1	31.8	32.3	35.0	30.0	red	31.9	30.0	green		For 2023/24 the Council were the 3rd top performing Local Authority in Scotland for void turnaround timescales and in addition our void standard including decoration is higher than most other councils. Average re-let times were delayed due to various factors: Power issues, plasterworks drying time and multiple rejections from properties all added to the increase in average re-let timescales. Year to date as at August 2024 the performance has improved at 31.9 days

Indicator	id	ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2023/24 target	2023/24 RAG status	2024/25 ytd (for monthly or quarterly monitored indicators only)	2024/25 target	2024/25 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
New tenancies - % commenced during previous reporting year and sustained for more than a year	PI008	higher figure is better	%	88.6	87.3	90.1	90.9	91.0	91.5	90.0	green	only measured annually	90.0			Performance remains strong in this area
Households presenting as homeless - % decisions made within 28 days	PI005	higher figure is better	%	94.6	96.3	95.3	94.9	94.7	93.5	95.0	green	93.9	95.0	green		Performance remains strong in this area and far exceeds the national performance. Reduction in performance is in relation to an increase in lost contact decisions and an increase in overall presentations. Year to date a 0.4% improvement has been recorded.
Households (under 25 years old) presenting as homeless - % decisions made within 28 days	PI006	higher figure is better	%	94.0	96.3	96.5	94.6	97.0	92.6	95.0	green	96.0	95.0	green		The 2023/24 reduction in performance is in relation to an increase in lost contact decisions and an increase in overall presentations. Work has been ongoing to improve outcomes for young people presenting as homeless and an improvement of 3.4% has been recorded as of August 2024 at 96%.
Homeless households - % lets to homeless	PI007	higher figure is better	%	45.4	40.7	39.3	34.5	40.5	42.8	37.0	blue	48.1	37.0	blue		Increased number of lets to homeless applicants in response to increased number of presentations.
Housing services - % tenants satisfied with the standard of their home when moving in	i009	higher figure is better	%	91.1	89.0	84.3	90.2	90.1	88.6	93.0	green	only measured annually	93.0			Performance is below target however is in line with pre Covid levels of 89%. We will continue to monitor and review reasons for dissatisfaction.
Housing services - % tenants satisfied with the overall service	i010	higher figure is better	%	91.0	91.0	91.0	81.2	81.2	86.6	90.0	green	A new survey is completed every 2-3 years	90.0			A new survey was completed in August 2023, which showed satisfaction with the housing service has increased by over 5% since our previous survey in 2021. Significantly higher than the 2023/24 Local Authority average of 80.3%, this is a drop of 2.9% on the previous years Scottish LA average, where many LA's conducting new surveys saw a drop in satisfaction levels.
Housing services - % tenants satisfied with the quality of temporary or emergency accommodation	i011	higher figure is better	%	94.4	94.0	98.0	100.0	96.3	98.4	95.0	green	99.8	96.0	green		The standard and quality of our housing stock is good and satisfaction levels within our homeless accommodation remains high and significantly above the national averages.
Housing services - % tenants satisfied with the quality of their home	i012	higher figure is better	%	92.0	92.0	92.0	87.1	87.1	87.3	90.0	green	A new survey is completed every 2-3 years	90.0			A new survey was completed in August 2023, which showed satisfaction with the quality of our homes has increased by 0.18% since our last survey in 2021. our performance is significantly higher than the 2023/24 Local Authority average of 78.7%, this is a drop of 3.1% on the previous years Scottish LA average, where many LA's conducting new surveys saw a drop in satisfaction levels.

Indicator	id	Ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2023/24 target	2023/24 RAG status	2024/25 ytd (for monthly or quarterly monitored indicators only)	2024/25 target	2024/25 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
Scottish Housing Quality Standard (SHQS) - % council dwellings meeting SHQS	i001	higher figure is better	%	97.9	98.8	89.8	70.0	80.4	84.8	85.0	green	only measured annually	85.0			In 2023/24 our compliance with the SHQS increased by 4.4%. This was slightly below the target of 85%. This figure is significantly higher than the 2023/24 Scottish Local Authority Average of 77.8%
Energy efficiency - % of council dwellings that meet the Energy Efficiency Standard for Social Housing (EESHS) standard	i002	higher figure is better	%	79.3	87.2	90.4	91.1	82.1	85.5	86.0	green	only measured annually	86.0			Compliance with this indicator continues to increase, just slightly below target for 2023/24. National averages are not available for this indicator, however we continue to monitor and benchmark compliance through a voluntary return to the Scottish Housing Network.
Housing repairs - average number of days taken to complete non-emergency housing repairs	i003	lower figure is better	number	7.7	7.0	4.3	6.2	6.8	6.8	7.0	green	6.9	7.0	green		Performance remains strong and below target in this area and is significantly below the Scottish average of 10 days for 2023/24. Year to date as at August 2024 the good performance has been maintained at 6.86 days
Housing repairs - average number of hours taken to complete emergency housing repairs	i004	lower figure is better	number	4.38	4.25	3.05	3.18	3.31	2.77	3.75	blue	2.43	3.75	blue		Timescale for emergency repairs is a priority for the service and has been improving since 2017, and compares favourably with the Scottish LA average of 4.3 hours for 2023/24. Year to date as at August 2024 the performance has improved at 2.4 hours
Gas safety - number of times statutory obligation to complete gas safety checks in 12 months was not met	i007	lower figure is better	number	new indicator in 2019/20	0	1	0	0	0	0	blue	only measured annually	0			Gas servicing is carried out via a 10 month rolling programme, with forced entry process to ensure access.
Housing repairs - % of tenants who have had housing repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	i008	higher figure is better	%	98.6	97.0	98.8	94.8	95.2	93.7	95.0	green	only measured annually	95.0			A change in how we collect information from tenants may have led to this drop in satisfaction. The drop was not as significant as we had anticipated. We will continue to monitor.
Housing repairs - % of reactive repairs carried out in the last year completed right first time	i005	higher figure is better	%	97.6	98.3	98.9	98.5	97.3	97.7	95.0	blue	98.4	95.0	blue		The target was reduced in 2022/23 and the performance is approx 2 percentage points higher. Performance remains strong and in comparison to peers and the Scottish LA Average of 88.8% for 2023-24 Year to date as at August 2024 the performance has improved at 98.4%
Housing repairs - % of reactive repairs appointments kept	i006	higher figure is better	%	93.6	94.8	95.6	95.7			95.0		only measured annually	95.0			A new system has been implemented and performance reports are in development. Testing is ongoing with the new system reports, and early indications show that performance is still within the 95% threshold.

Note for information in respect of performance indicators and targets

It should be noted that the nature of particular areas of service being measured in order to assess and manage performance do not always lend themselves to a traditional approach to either measuring performance or setting targets, for example:

- Some indicators (and targets) are required to monitor performance against a commitment or minimum standard the council has made in advance to achieve a stated level of performance when delivering a service.
- Some indicators (and targets) are required to assess compliance with legislative requirements.
- Some targets represent the level of performance that the council aims to achieve from a particular activity in either the short, medium, or long-term.
- Some indicators are needed to help present a complete picture of performance in the round, as a single performance indicator used in isolation rarely tells the whole performance story and a range of indicators are required to reflect the economic, efficient, and effective aspects of demonstrating best value.
- Some indicators and targets can help to support accountability to the public in terms of demonstrating best value and an efficient and effective approach to the delivery of services.
- Some indicators are monitored to ensure the council complies with specific requirements, such as information governance or health and safety.
- Some indicators are monitored to provide added context in order to help interpret performance results or supplement other existing measures. Information such as this can be critical to enhance knowledge and decision making in terms of demand to help determine priorities and allocate resources.
- For some indicators it is not appropriate to set targets as it is the trend in the data (i.e. the direction of travel) that provides more meaningful information to allow for an assessment in relation to whether performance has improved.
- Some indicators are national benchmarking indicators where their purpose is to allow for comparisons with other councils and the national average. These benchmarks are, in essence, can openers designed to focus questions on why variations in cost and performance are occurring between similar councils.
- Some indicators are proxy measures, particularly in the case of measuring outcomes, as without directly measurable data for a desired outcome the only alternative is to use a proxy that is an indirect measure of the desired outcome but which is itself strongly correlated to that outcome.