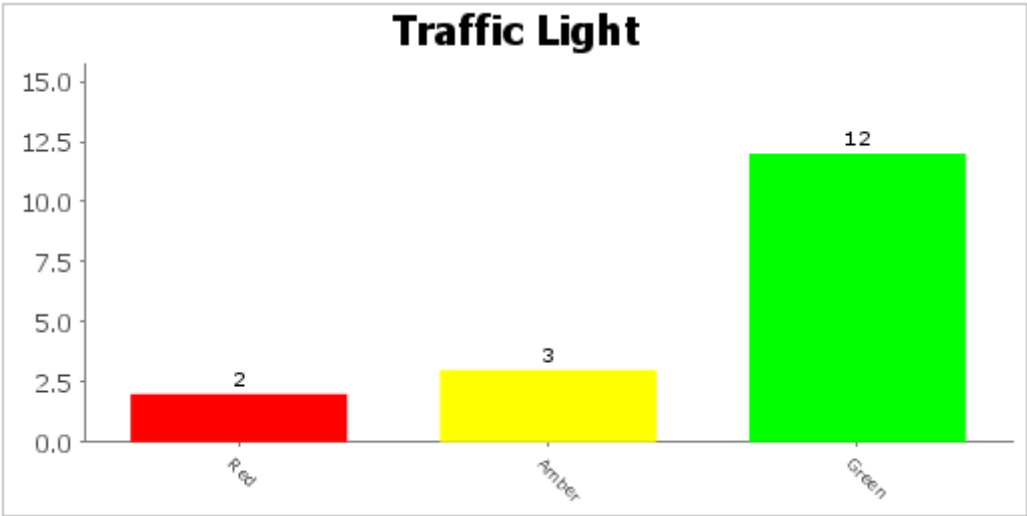



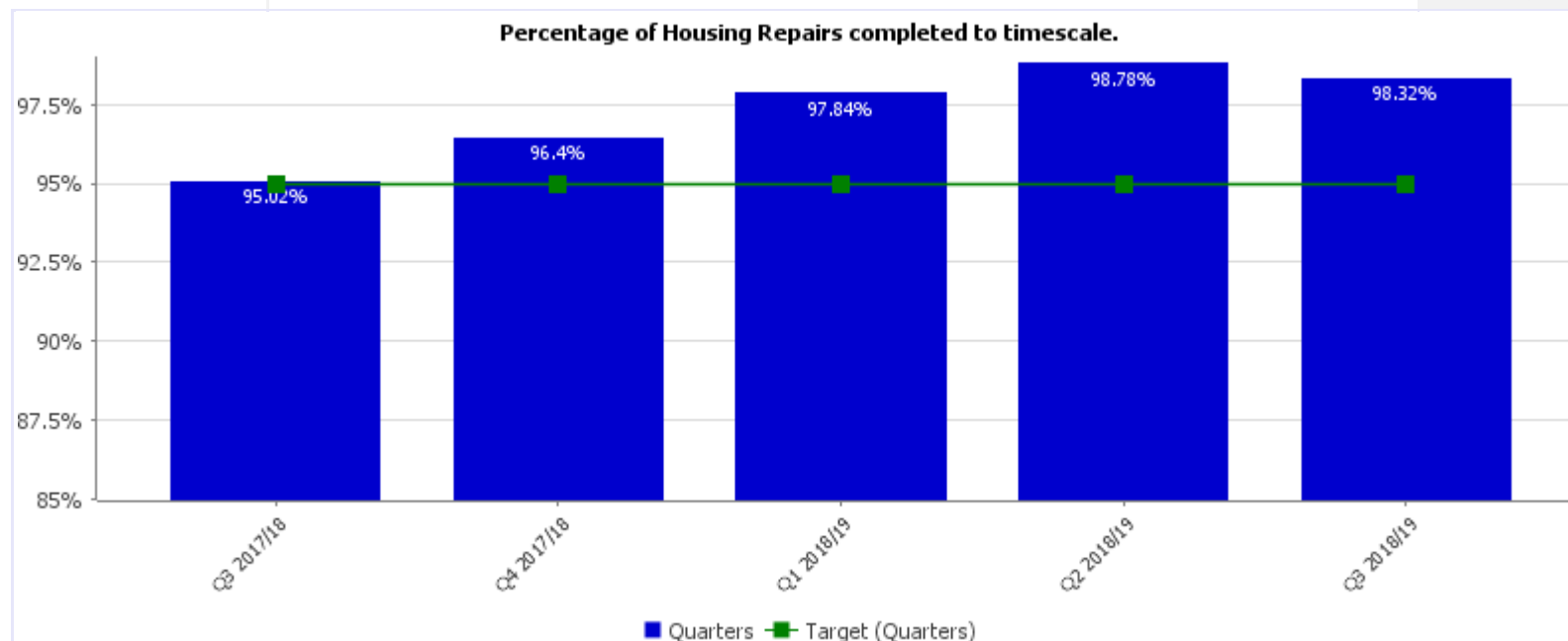
Building Services - Performance Committee PI Report

Data Label : OFFICIAL

Report Author: Grant Taylor  
Generated on: 18 January 2019 15:12  
Report Layout: .PDSP\_PIs\_All\_For Committee\_Grid



PI Code & Short Name	P:BUS002_6b.5 Percentage of Housing Repairs completed to timescale.	PI Owner	zBUS_PAdmin; Grant Taylor
Description	This performance indicator information is taken from our repairs system. The system records all repair types and measures those jobs we have completed within the agreed timescales. The repair types include emergency, non-emergency repairs, gas repairs and the council's out of hours emergency service. Building Services has an expected Target of 95% for this performance indicator.	Traffic Light Icon	
		Current Value	98.32%
		Current Target	95%



#### Trend Chart Commentary:

In 2018/19 we have exceeded target in all quarters with the following results.

Q3 - 8670 housing responsive repairs, 146 of these repairs were completed outside the service standards timescale.

Q2 - 7954 housing responsive repairs, 97 of these repairs were completed outside the service standards timescale.

Q1 - 9044 housing responsive repairs, 195 of these repairs were completed outside the service standards timescale.

The trend chart shows that the performance since quarter 3 in 2017/18 has exceeded target for each quarter. In quarter 3 2017/18 we reviewed the process for repairs as a result of a decline in performance over quarter 2 - 3 of 2017/18. The impact has been shown with an improved performance in quarter 4 2017/18 to quarter 3 2018/19

The target of 95% is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services Management Plan. This target is reviewed on a yearly basis and remains for 2018/19.

In 2017/18 the Scottish Housing Network (SHN) average for the year was 91.46% for similar sized Local Authorities of which we were placed 3rd highest of the 8 providing data.


In 2016/17 the Scottish Housing Network (SHN) average for the year was 95.03% for similar sized Local Authorities of which we were placed 4th highest of the 8 providing data.

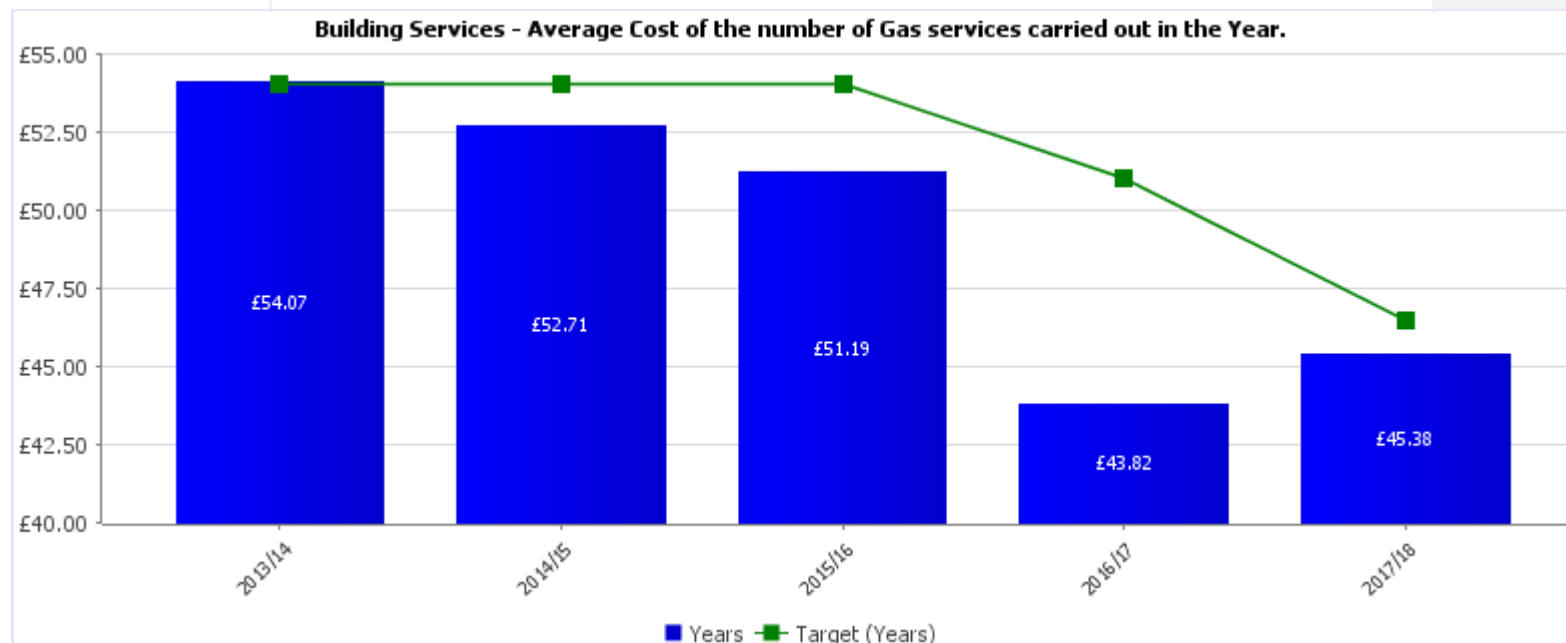
The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

2017/18

Q4 - 10131 housing responsive repairs, 365 of these repairs were completed outside the service standards timescale.

Q3 - 11866 housing responsive repairs, 591 of these repairs were completed outside the service standards timescale.

PI Code & Short Name	P:BUSGAS103_9a Building Services - Average Cost of the number of Gas services carried out in the Year.	PI Owner	zBUS_PAdmin; Grant Taylor
Description	This performance indicator gives the annual average cost of gas servicing carried out by Building Services. This is based on the total cost of materials and labour generated in providing the gas servicing scheme divided by the number of services that were carried out by the Gas Servicing Team.	Traffic Light Icon	
		Current Value	£45.38
		Current Target	£46.50



During 2015/16 and into 2016/17 a review of servicing processes has seen an improvement in the price of a service which along with new installations of improved heating systems since 2013/14 has seen a reduction in costs for services from 2013/14 through to 2016/17, with a slight increase in 2017/18 reflective of material cost increases by suppliers.

A Term Maintenance Contractor has been put in place to assist the In-house team in carrying out the gas servicing. The contract was tendered and the successful Contractor was appointed with a cost of £70.00 per service.

The service has carried out various benchmarking exercises with the Scottish Housing Network since 2014/15. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

In 2017/18 we were ranked 5th lowest in cost out of 6 similar sized Scottish Local Authorities who have a council house service for this indicator. The average cost for medium sized Local Authority was £30.81

In 2016/17 we were ranked 3rd lowest in cost out of 7 similar sized Scottish Local Authorities who have a council house service for this indicator. The average cost for medium sized Local Authority was £57.06

In 2015/16 we were ranked 4th lowest in cost out of 8 similar sized Scottish Local Authorities who have a council house service for this indicator. The average cost for medium sized Local Authority was £57.63.

The Targets have been set following a benchmarking exercise with similar sized Local Authorities introduced in 2014/15 for which the average cost of Gas Servicing was £65.76. In the benchmarking exercise we

were place 4th lowest cost out of the 9 Local Authorities included in the exercise.

Based on benchmarking information for 2014/15, our 2015/16 target was set at £54 and 2016/17 target was £51.

Based on the 2016/17 actual, and the impending labour cost increases, the budget for 2017/18 was set at £46.50 The 2018/19 budget will remain at £46.50 until the benchmarking numbers are released later in the year.


2017/18 - 14696 Gas Services were carried out at a total cost of £666,838.66

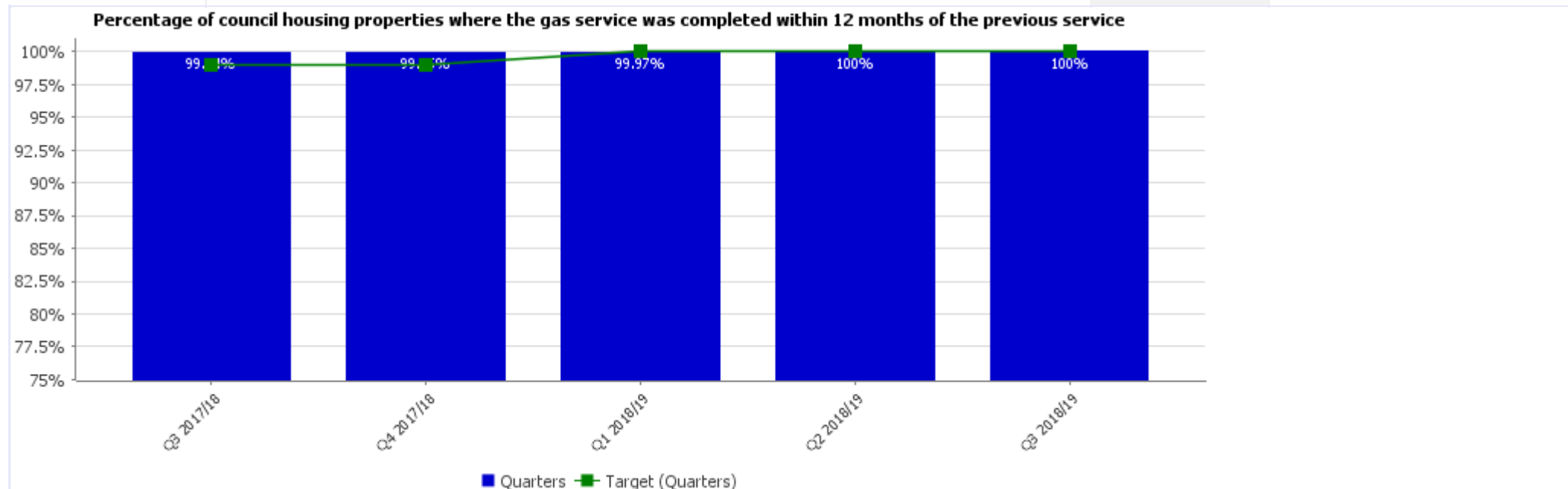
2016/17 - 13764 Gas Services were carried out at a total cost of £603,123.39

2015/16 - 12915 Gas Services were carried out at a total cost of £661,164.69

2014/15 - 13081 Gas Services were carried out at a total cost of £689,487.34

2013/14 - 13064 Gas Services were carried out at a total cost of £706,370.23

PI Code & Short Name	P:BUSGAS1069b.1b Percentage of council housing properties where the gas service was completed within 12 months of the previous service	PI Owner	zBUS_PAdmin; Grant Taylor
Description	This performance indicator provides the number of council housing properties where the gas service has been carried out within 12 months of the previous gas service, as a percentage of all the council homes with a gas supply. Regular gas servicing is important for the safety of our tenants. This performance information is taken from our repairs system. The system records all gas servicing and measures those services we have completed within 12 months of the previous service.	Traffic Light Icon	
		Current Value	100%
		Current Target	100%



#### Trend Chart Commentary

The quarterly trend chart shows the performance has remained high, and achieved target in Quarter 3 of 2018/19. Overall in the four quarters of 2017/18 we achieved a combined performance of 99.95% of all properties received a gas safety check within the anniversary period, an increase of 0.25% from the previous year. This equates to 6 properties that did not receive a gas safety check within the required timescale.

The Scottish Housing Network Peer Group Average for 2017/18 was 99.3%. We achieved a yearly figure of 99.9%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, East Ayrshire, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

High levels of performance has been sustained following the review of the gas servicing module being completed and improved control measures put in place to monitor the servicing schedules.


The target of 100% for 2018/19 is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services Management Plan. This has increased from 99% in previous years based on performance. This target is reviewed on a yearly basis.

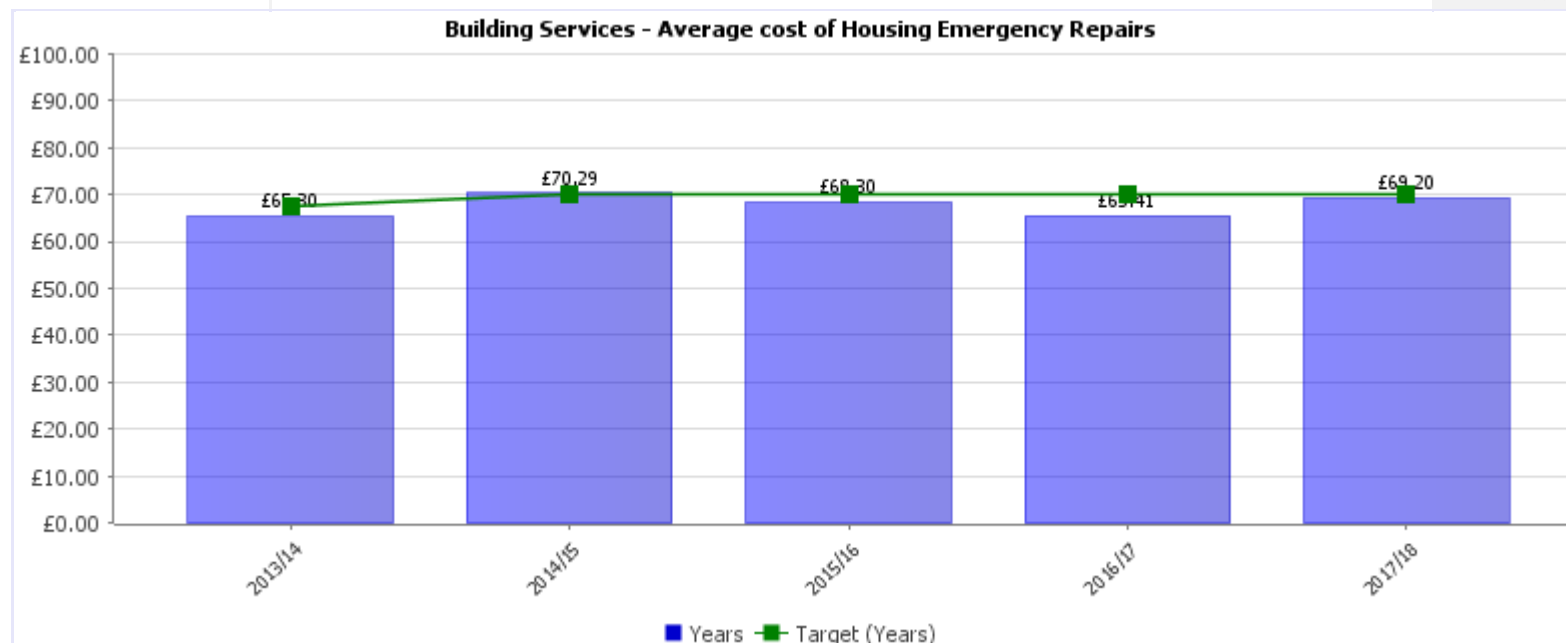
2018/19

Q3 - 5304 properties were serviced of which none were outwith the anniversary date.  
Q2 - 4108 properties were serviced of which none were outwith the anniversary date.  
Q1 - 3999 properties were serviced of which 1 was outwith the anniversary date.

2017/18

Q4 - 3796 properties were serviced of which 2 were outwith the anniversary date.  
Q3 - 3250 properties were serviced of which 2 were outwith the anniversary date.

PI Code & Short Name	<b>BUSMT015_9a Building Services - Average cost of Housing Emergency Repairs</b>	PI Owner	zBUS_PAdmin; Marc Garland
Description	This performance indicator displays the annual average cost of carrying out housing emergency repairs by building services. This is based on the total cost allocated to emergency repair categories divided by the number of properties that have received an Emergency completed job in the relevant year.	Traffic Light Icon	
		Current Value	£69.20
		Current Target	£70.00



The trend shows a sustained level in cost of emergency repairs since 2013/14.

The service has carried out various benchmarking exercises with Scottish Housing Network.

In 2017/18 we were ranked 3rd lowest in cost out of 7 similar sized Scottish Local Authorities who have a council house service for this indicator. The average for medium sized LA was £73.85.


In 2016/17 we were ranked 3rd lowest in cost out of 7 similar sized Scottish Local Authorities who have a council house service for this indicator. The average for medium sized LA was £83.38.

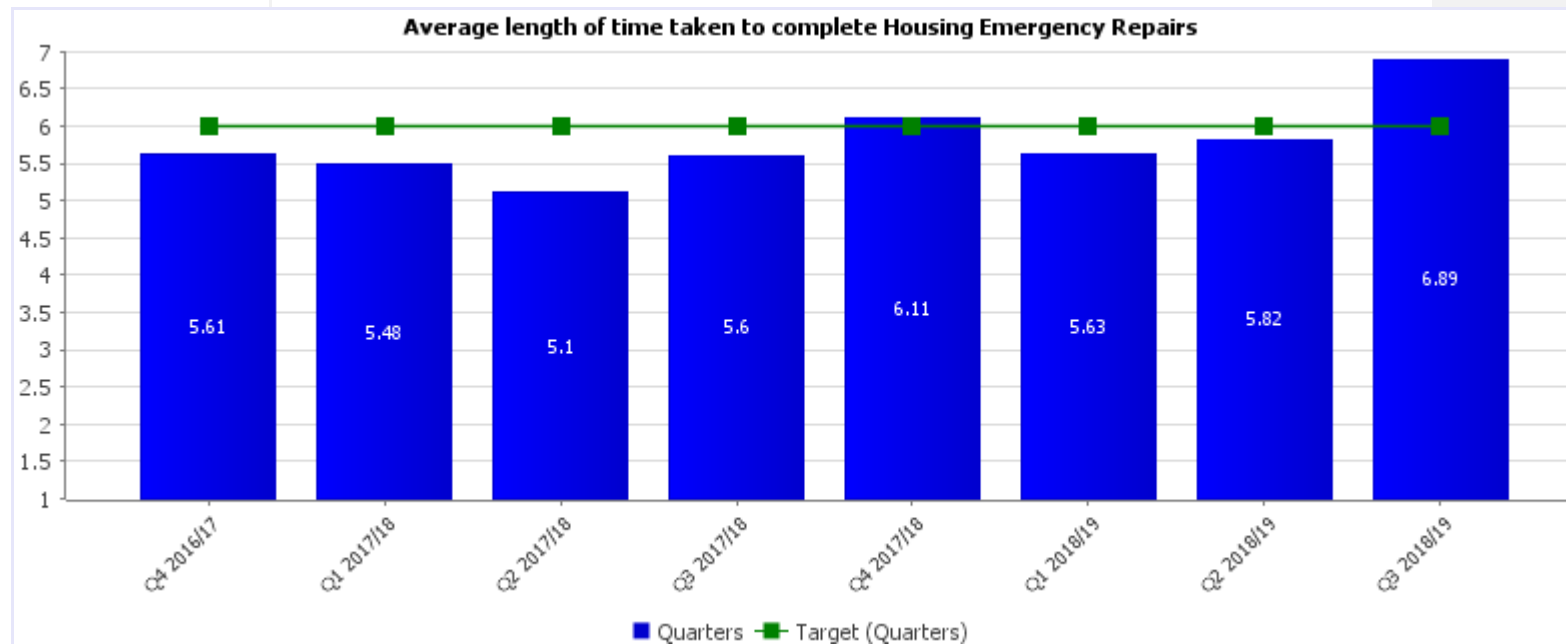
In 2015/16 we were ranked 4th lowest in cost out of 8 similar sized Scottish Local Authorities who have a council house service for this indicator. The average for medium sized LA was £66.11.

In 2014/15 we were ranked 6th lowest out of 9 similar sized Scottish Local Authorities who have a council house service for this indicator. The average for medium sized LA was £68.86.

In 2013/14 we were ranked 3rd lowest out of 9 Scottish Local Authorities who have a council house service for this indicator. The average for medium sized LA was £67.30 and the SHN average was £84.70. As a result a target of £70 was set for 2014/15 onwards.



PI Code & Short Name	BUSMT015_9b Average length of time taken to complete Housing Emergency Repairs	PI Owner	zBUS_PIAAdmin; Marc Garland; Grant Taylor
Description	This performance indicator's information is taken from our repairs system. The system records from the point the customer reports the repair (date & time) to the point of completion of the emergency (date & time) The average length of time is calculated by the total time duration divided by the amount of jobs completed. This performance indicator is included in the Council's annual return to the Scottish Housing Regulator.	Traffic Light Icon	
		Current Value	6.89
		Current Target	6



The trend shows performance has exceeded target in six of the eight quarters. In Q3 2018/19 performance exceeded the target by 0.89 day. This was due to a number of resourcing factors.

In 2017/18 we were ranked 6th lowest in time out of 9 similar sized Scottish Local Authorities who have a council house service for this indicator. The average for medium sized LA was 5.31 hours.

The Scottish Housing Regulator has published benchmarking figure for 2016/17 with the Scottish Average being 5.6 hrs.

The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

The target of 6 hours is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services Management Plan. This target is reviewed on a yearly basis.

2018/19

Q3 - Total jobs of 5840 at an average time of 6.89 hours.

Q2 - Total jobs of 4947 at an average time of 5.82 hours.

Q1 - Total jobs of 5042 at an average time of 5.63 hours.

2017/18

Q4 - Total jobs of 6159 at an average time of 6.11 hours.


Q3 - Total jobs of 6393 at an average time of 5.60 hours.

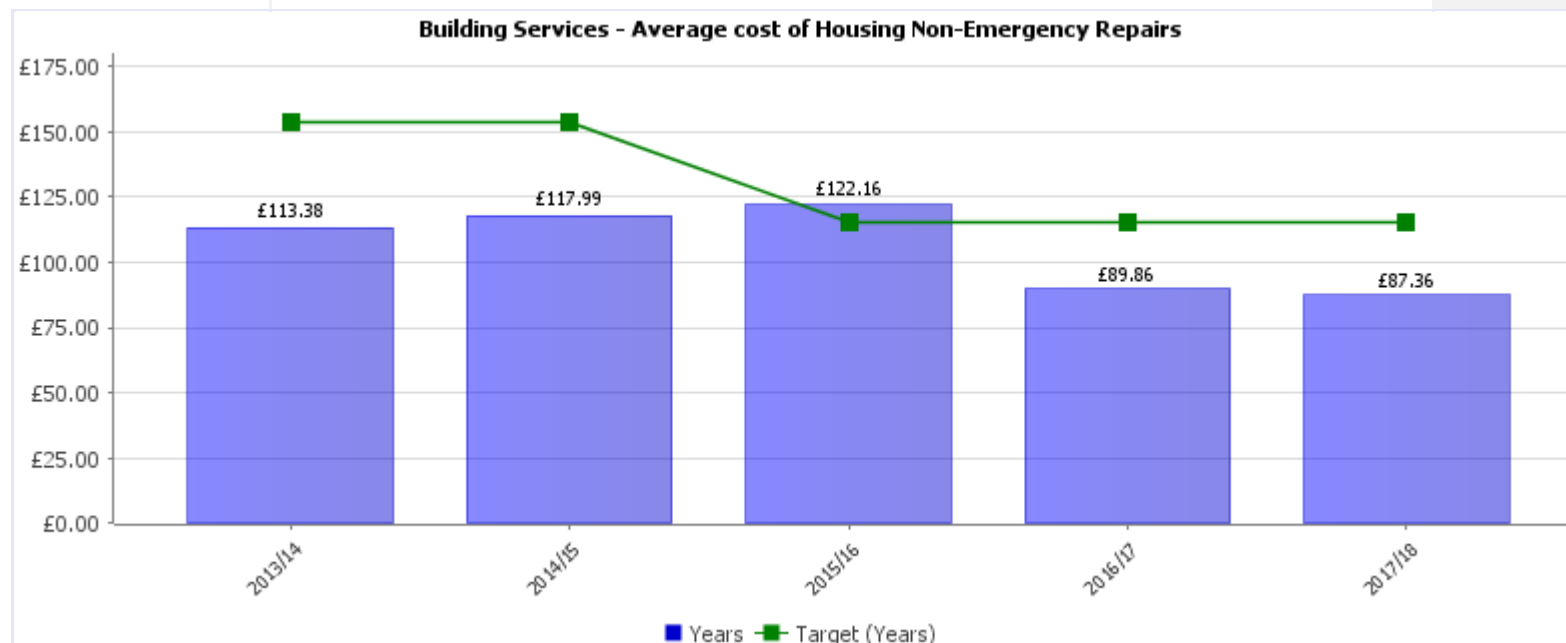
Q2 - Total jobs of 5020 at an average time of 5.10 hours.

Q1 - Total jobs of 5336 at an average time of 5.48 hours.

2016/17

Q4 - Total jobs of 5926 at an average time of 5.59 hours.

PI Code & Short Name	<b>BUSMT016_9a Building Services - Average cost of Housing Non-Emergency Repairs</b>	PI Owner	zBUS_PAdmin; Marc Garland
Description	This performance indicator displays the annual average cost of carrying out non-emergency repairs by building services. This is based on the total cost of allocated to non-emergency repair categories divided by the number of properties that have received a non-emergency completed job in the relevant year.	Traffic Light Icon	
		Current Value	£87.36
		Current Target	£115.00



This indicator shows a significant decrease in cost from 2015/16 to 2017/18. This has resulted from a greater emphasis on resource planning and material sourcing to provide less labour time on the job.

In 2017/18 we were ranked 2nd lowest in cost out of 6 similar sized Scottish Local Authorities who have a council house service for this indicator. The average cost for medium sized LA was £200.89.

In 2016/17 we were ranked 2nd lowest in cost out of 7 similar sized Scottish Local Authorities who have a council house service for this indicator. The average cost for medium sized LA was £168.69.

In 2015/16 we were ranked 4th lowest in cost out of 8 similar sized Scottish Local Authorities who have a council house service for this indicator. The average cost for medium sized LA was £191.61.


In 2014/15 we were ranked 3rd lowest cost out of 9 Scottish Local Authorities who have a council house service for this indicator, an improvement up one place from last year. The average cost for medium sized LA was £296.62

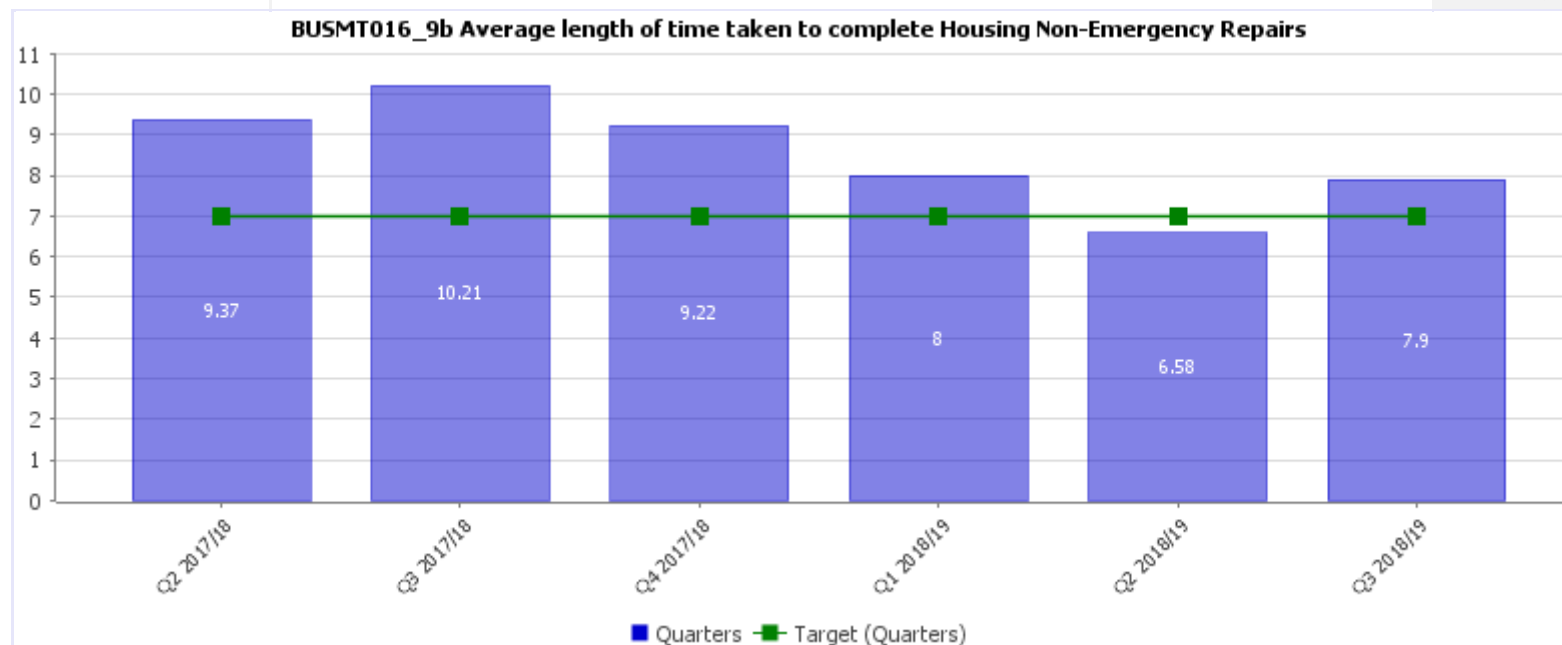
The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

For 2018/19 onwards this target has been set at £106 as a result of a review of our performance over the last couple of years.

The target of £106 is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services Management Plan. This target will be reviewed on a yearly basis.

2017/18 - 23325 jobs at a total cost of £2,037,614.97  
2016/17 - 26112 jobs at a total cost of £2,346,527.10  
2015/16 - 27576 jobs at a total cost of £3,368,626.92  
2014/15 - 28500 jobs at a total cost of £3,362,664.60  
2013/14 - 31519 jobs at a total cost of £3,573,571.58

PI Code & Short Name	<b>BUSMT016_9b Average length of time taken to complete Housing Non-Emergency Repairs</b>	PI Owner	zBUS_PAdmin; Marc Garland
Description	This new performance indicator information is taken from our repairs system. The system records from the date the customer reports the Non-Emergency repair to the date of completion of the repair. The average length of time is calculated by the total time duration in days divided by the amount of jobs completed. This performance indicator is included in the Council's annual return to the Scottish Housing Regulator.	Traffic Light Icon	
		Current Value	7.9
		Current Target	7




The trend shows that there has been a gradual improvement since quarter 3 2017/18 due to resource planning and material ordering processes being reviewed. A decline in performance of 1.32 days in quarter 3 2018/19 has been as a result of lack of resource.

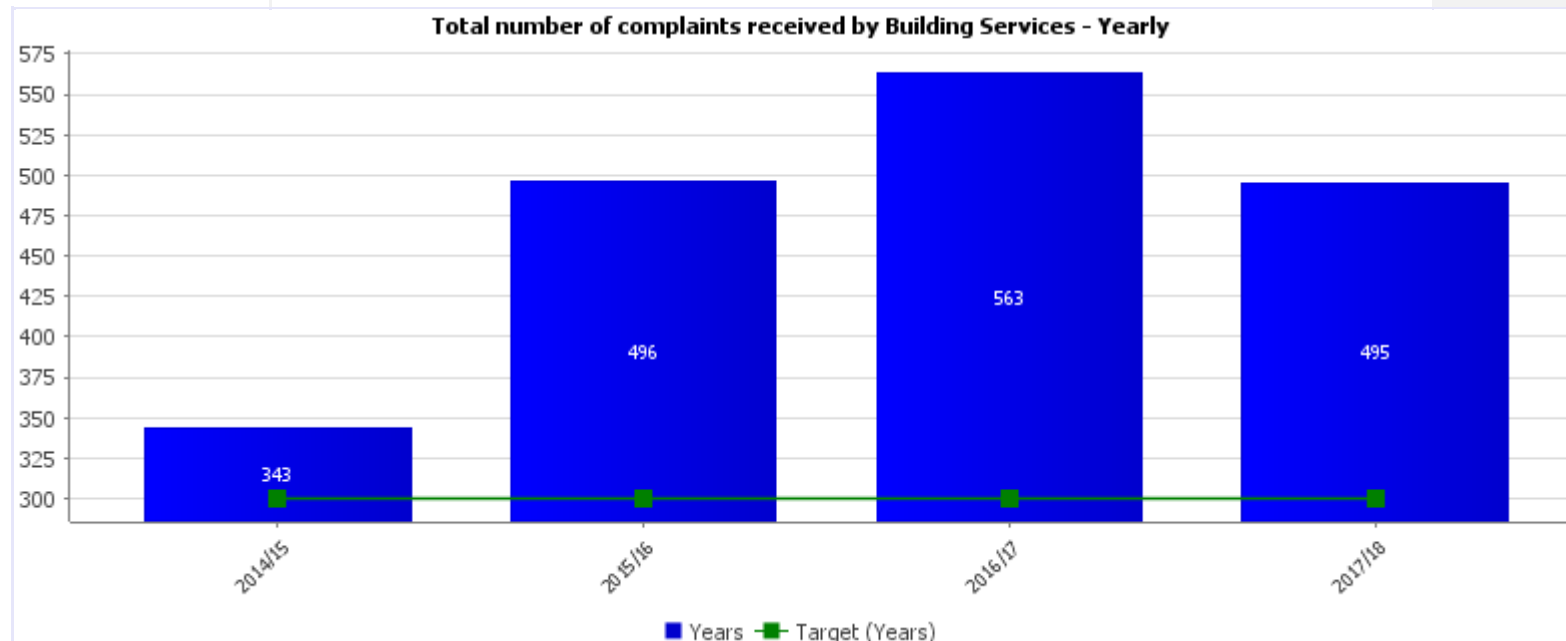
The target is set at 7 days after consultation with the Tenant's Panel and with adherence to the Building Services Management Plan

The Scottish Housing Regulator has published benchmarking figure for 2017/18. The Scottish Housing Network Peer Group Average was 6.9days.

The Scottish Housing Regulator has published benchmarking figure for 2016/17. The Scottish Housing Network Peer Group Average was 8.4 days.

The Local Government Benchmarking Framework (LGBF) has also released figures for 2016/17 and the Scottish average was 9.14 Days.

PI Code & Short Name	<b>BUSMT020a_6b.3 Total number of complaints received by Building Services - Yearly</b>	PI Owner	zBUS_PAdmin; Grant Taylor
Description	This performance indicator displays the total number of Customer Complaints recorded in the CRM (Customer Record Management System) Yearly and is one of a range of indicators developed to monitor the effectiveness of the council's complaint handling procedure (CHP). The model CHP was developed by the Scottish Public Services Ombudsman to simplify and improve complaints handling through a standardised system for complaints across all local authorities.	Traffic Light Icon	
		Current Value	495
		Current Target	300



#### Trend Chart Commentary:

The trend shows a high level of complaints received by Building Services. There was a 12% reduction in the number of complaints received in 2017/18 in comparison with the previous year. A reduction of 68 complaints.

The main reason for this is the lack of ongoing communication with the customers throughout the repair process.


The high figure in 2016/17 relates to a number of complaints referring installations for an external window/ door supplier.

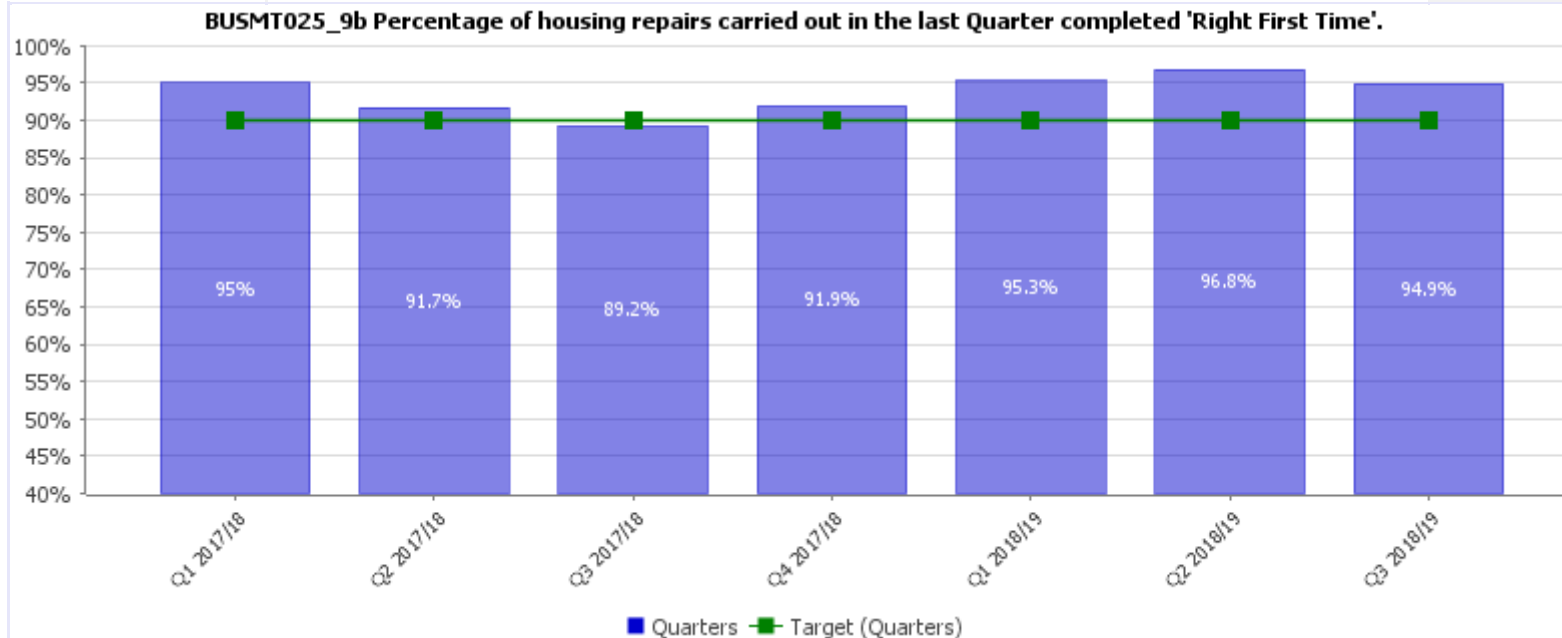
We have recently initiated a benchmarking exercise with Fife and Falkirk Council regarding their level of Customer Complaints. The themes of complaints are similar in each authority and a number of meetings have been held with them to share good practice. In 2017/18 the service rolled out customer care training to the full service and implementing a number of customer communication cards to improve the trend of poor communication with our customers. This has seen a reduction in the upheld, or part upheld, complaints within the service.

The service reviews weekly the complaints within teams and at one to ones. An improvement plan has been developed as a result of learning from complaints and new Customer Care Training has been rolled out. This includes allocating to relevant parties to resolve issues, identifying repeat offenders and reviewing any trends in complaints received.

We aim to provide the best service possible and where this falls below customer's expectations we have a corporate policy for dealing with any complaints in as efficient and effective manner as possible.

Target setting is defined in consultation with the tenants and and Housing Customer & Building Services and has been set at 494 for 2018/19.

PI Code & Short Name	<b>BUSMT025_9b Percentage of housing repairs carried out in the last Quarter completed 'Right First Time'.</b>	PI Owner	zBUS_PAdmin; Grant Taylor
Description	This performance indicator measures performance on non-emergency repairs completed on a Quarterly basis where the repair has met the following three criteria: to the tenant's satisfaction, within the appropriate target timescale agreed locally, and without the need to return for a further time because the repair was inaccurately diagnosed and/or, the operative did not resolve the reported problem. This performance indicator is included in the Council's annual return to the Scottish Housing Regulator.	Traffic Light Icon	
		Current Value	94.9%
		Current Target	90%




The quarterly indicator was introduced 2017/18 to manage performance for our annual return to the Scottish Housing Regulator.

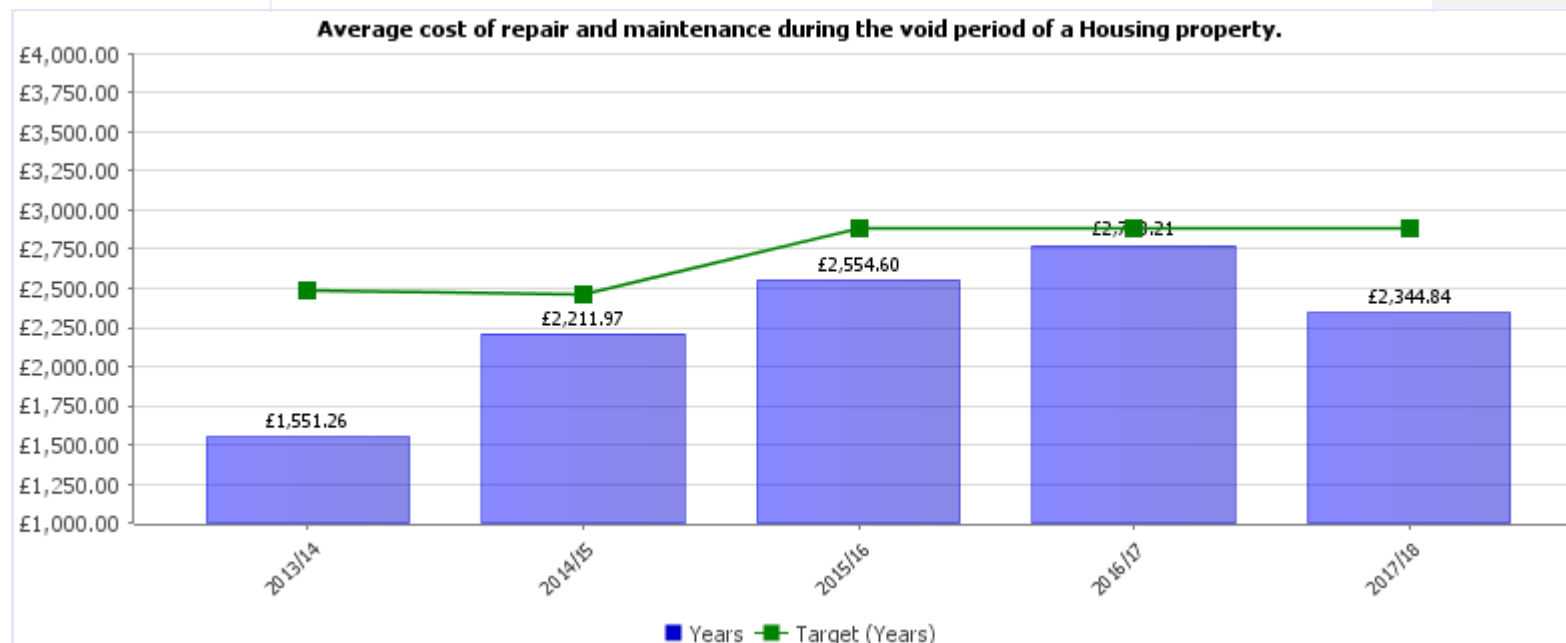
Six out of seven quarters have achieved target with the lower quarter not being achieved due to poor performance within repair jobs being completed outwith the expected completion targets.

We continually monitor the processes which contribute to this performance indicator to ensure that the Tenant has had a repair carried out to the maximum of our efforts to deliver in full and on time.

Target setting was originated with discussions between the HCBS Senior management team and the Tenant's Panel.



PI Code & Short Name	BUSVOI001_9a Average cost of repair and maintenance during the void period of a Housing property.	PI Owner	zBUS_PAdmin; Grant Taylor
Description	This indicator gives the annual average cost of maintaining Housing Void properties by Building Services. This is based on the total cost of allocated to Voids divided by the number of properties that have received a repair or maintenance completed job in the relevant year.	Traffic Light Icon	
		Current Value	£2,344.84
		Current Target	£2,882.00



The trend shows a reduction in the cost of repairs and maintenance charged to HRA during the void period in 2017/18. In 2017/18 the average value was £2344.84 compared to £2773.21 for 2016/17, a decrease of £428.26.


In 2017/18 the cost of voids was not included in any benchmarking exercise.

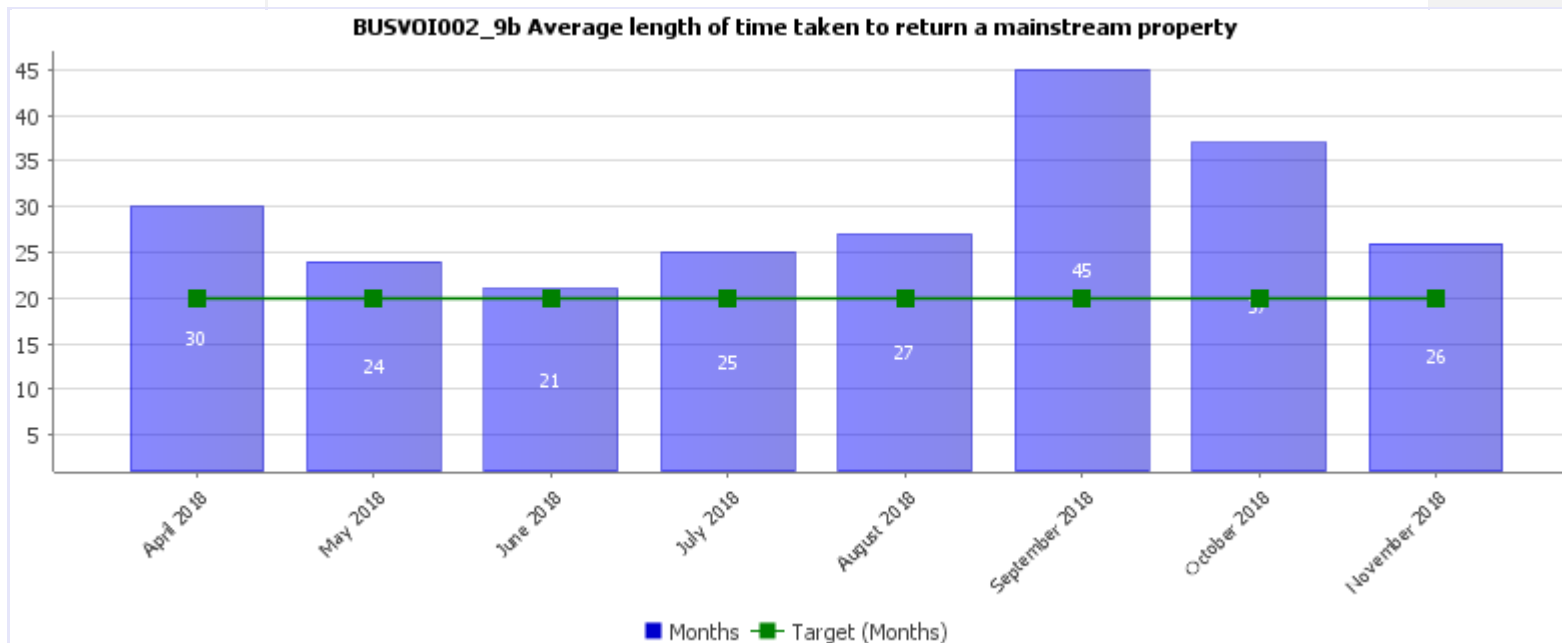
The comparable target for 2015/16 was set at £2890 being the Scottish Housing Network (SHN) average for the year for similar sized Local Authorities of which we were placed 3rd lowest cost of the 7 providing data.

The service has carried out a benchmarking exercise for the last two years with Scottish Housing Best Value Network.

In 2014/15 the average for medium sized LA was £2,463 and the SHBVN average was £1,696.67.

In 2013/14 the average for medium sized LA was £2,489 and the SHBVN average was £1,691.98.


PI Code & Short Name	<b>BUSVOI002_9b Average length of time taken to return a mainstream property</b>	PI Owner	zBUS_PIAAdmin; Duncan MacPherson
Description	This performance indicator reports on the average length of time, in working days, taken to return a mainstream property to our Housing Colleagues. It was introduced in April 2018 to help quantify Building Services contribution to the total re-let time of a mainstream property.	Traffic Light Icon	
		Current Value	26
		Current Target	20

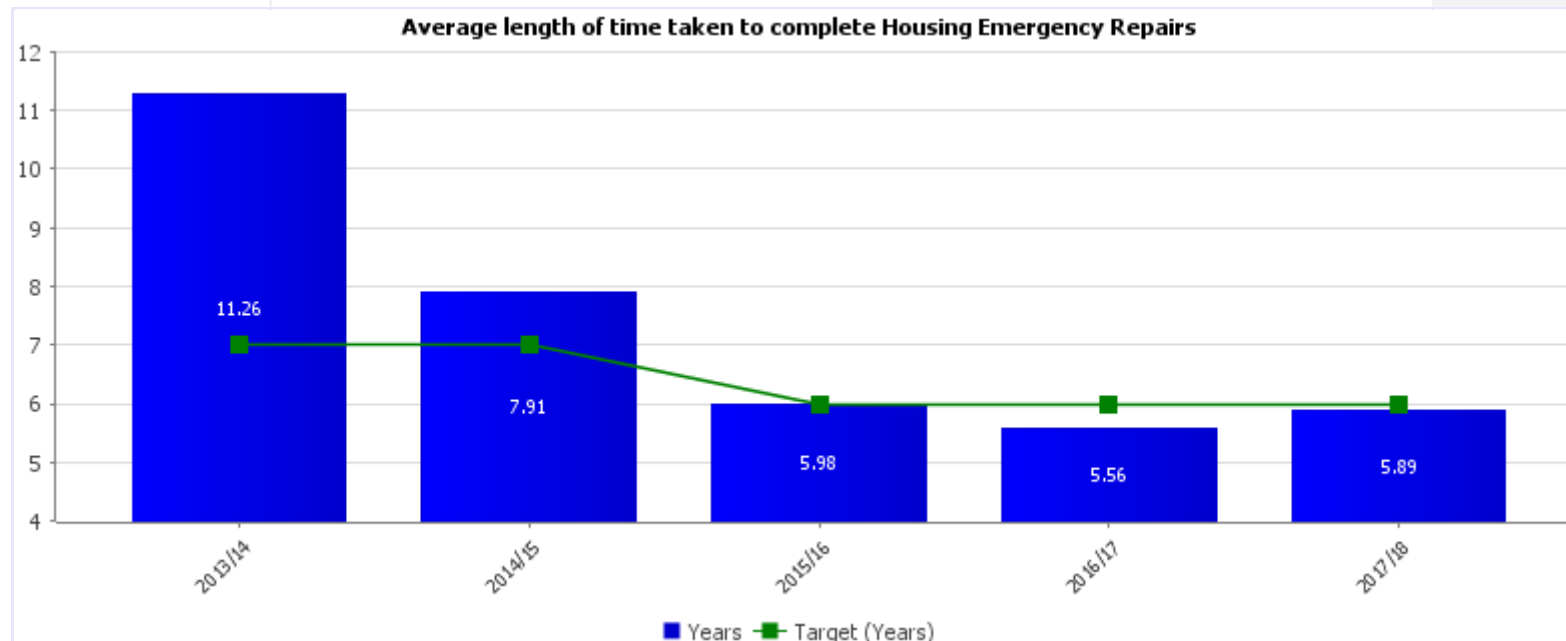


The trend shows we are continually not meeting the target figure for this performance indicator. This is due, in the main, to the low standard of property we receive back to Building Services and therefore the more time and effort to bring the property to a habitable standard.

The target has been set within Building Services for 2018/19 at 26 which is taken as a reasonable figure based on current achievements. This will be reviewed for 2019/20 when comparable figures are finalised.

No Benchmarking figures are available as yet for this category but we will strive to ascertain this information from other Peer Groups.

PI Code & Short Name	P:HQSARC11_6b.5 Average length of time taken to complete Housing Emergency Repairs	PI Owner	zBUS_PAdmin; Grant Taylor
Description	This performance indicator reflects information taken from our repairs system. The system records from the point the customer reports the repair (date & time) to the point of completion of the emergency (date & time) The average length of time is calculated by the total time duration divided by the amount of jobs completed. This performance indicator is included in the Council's annual return to the Scottish Housing Regulator.	Traffic Light Icon	
		Current Value	5.89
		Current Target	6



#### Trend Chart Commentary

The trend shows steady progress in reduction of time taken to carry out emergency repairs from 2013/14, in 2017/18 there was a slight increase due to complexity of a number of jobs.

This reduction in time has been as a result of process reviews which has identified that follow on repairs were being calculated within the original emergency timescale.


The trend shows continued improvement in the performance of the service against this indicator since it has been introduced in 2013/14, with the exception of 2017/18. As a result of this improvement, and benchmarking with similar sized Local Authorities, the target was set at 6 hours for 2015/16 onwards which has been met for the last three years. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

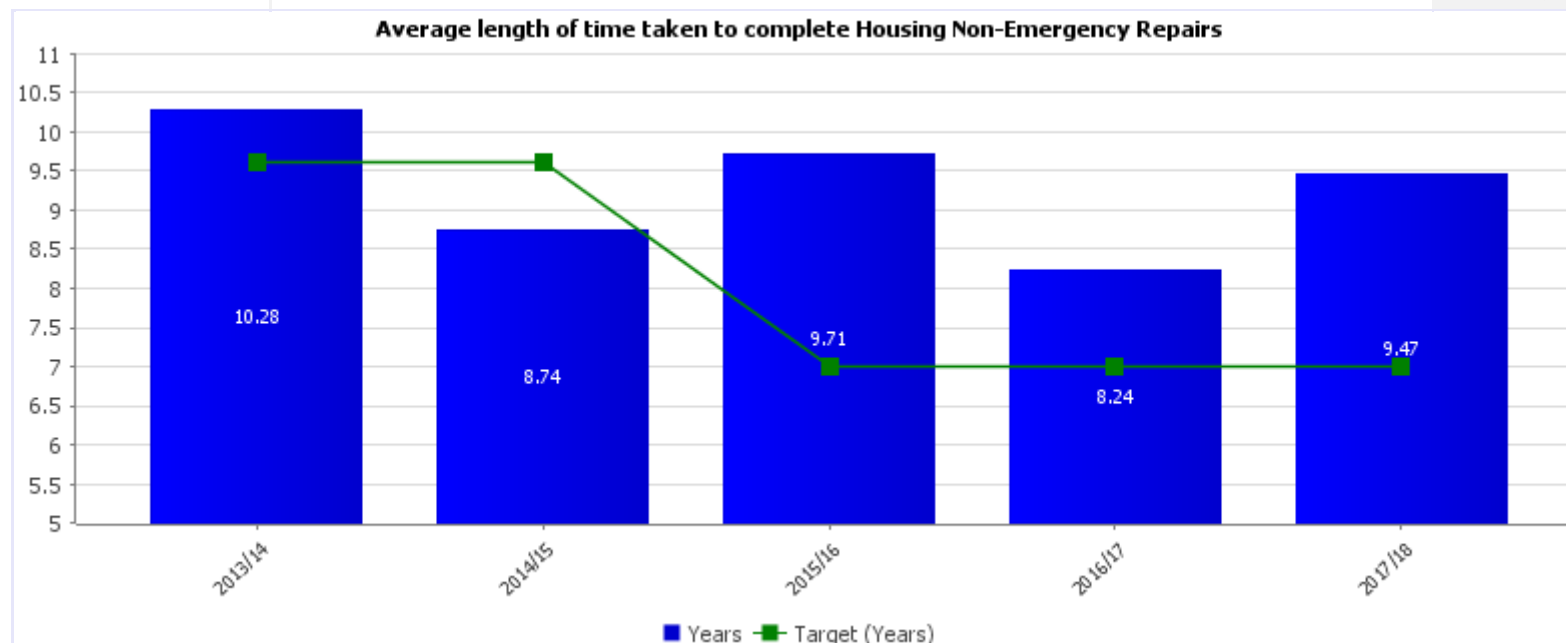
The Scottish Housing Network has published benchmarking figure for 2017/18. Our Scottish Housing Network Peer Group Average was 5.32 hrs. In 2016/17 the average was 5.94 hrs and in 2015/16 the figure was 6.37 hrs.

The 2018/19 target will be reviewed in conjunction with the Tenant's Panel.

2017/18 - Total jobs of 23829 at an average time of 5.89 hours.

2016/17 - Total jobs of 22106 at an average time of 5.56 hours.  
2015/16 - Total jobs of 22780 at an average time of 5.98 hours.  
2014/15 - Total jobs of 21810 at an average time of 7.91 hours.  
2013/14 - Total jobs of 22849 at an average time of 11.26 hours.

PI Code & Short Name	P:HQSARC12_6b.5 Average length of time taken to complete Housing Non-Emergency Repairs	PI Owner	zBUS_PAdmin; Grant Taylor
Description	This performance indicator reflects information taken from our repairs system. The system records from the date the customer reports the Non-Emergency repair to the date of completion of the repair. The average length of time is calculated by the total time duration in days divided by the amount of jobs completed. This performance indicator is included in the Council's annual return to the Scottish Housing Regulator. LGBF measure HSN 4b.	Traffic Light Icon	
		Current Value	9.47
		Current Target	7



#### Trend Chart Commentary

The trend shows a slight decrease in the performance of the service against this indicator since 2014/15 against a new target which had been set at 7 days, compared to improved performance from 2013/14 to 2014/15. This coincided with a similar dip in the time taken to complete repairs within the agreed target timescales for Non-Emergency Priority repairs.

In 2017/18, the Scottish average was 6.38 days. The Scottish Housing Network has published benchmarking figures for 2017/18. Our Scottish Housing Network Peer Group Average was 6.93 days. In 2016/17 the average was 8.39 days and in 2015/16 the figure was 9.69 hrs.

The Local Government Benchmarking Framework (LGBF) has also released figures for 2017/18 and we ranked 21 out of the 26 local authorities that report this indicator.

As a result of benchmarking with similar sized Local Authorities, the target was set at 7 Days for 2015/16 onwards and will continue into 2018/19. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.


2017/18 - Total jobs of 23325 at an average time of 9.47 days.

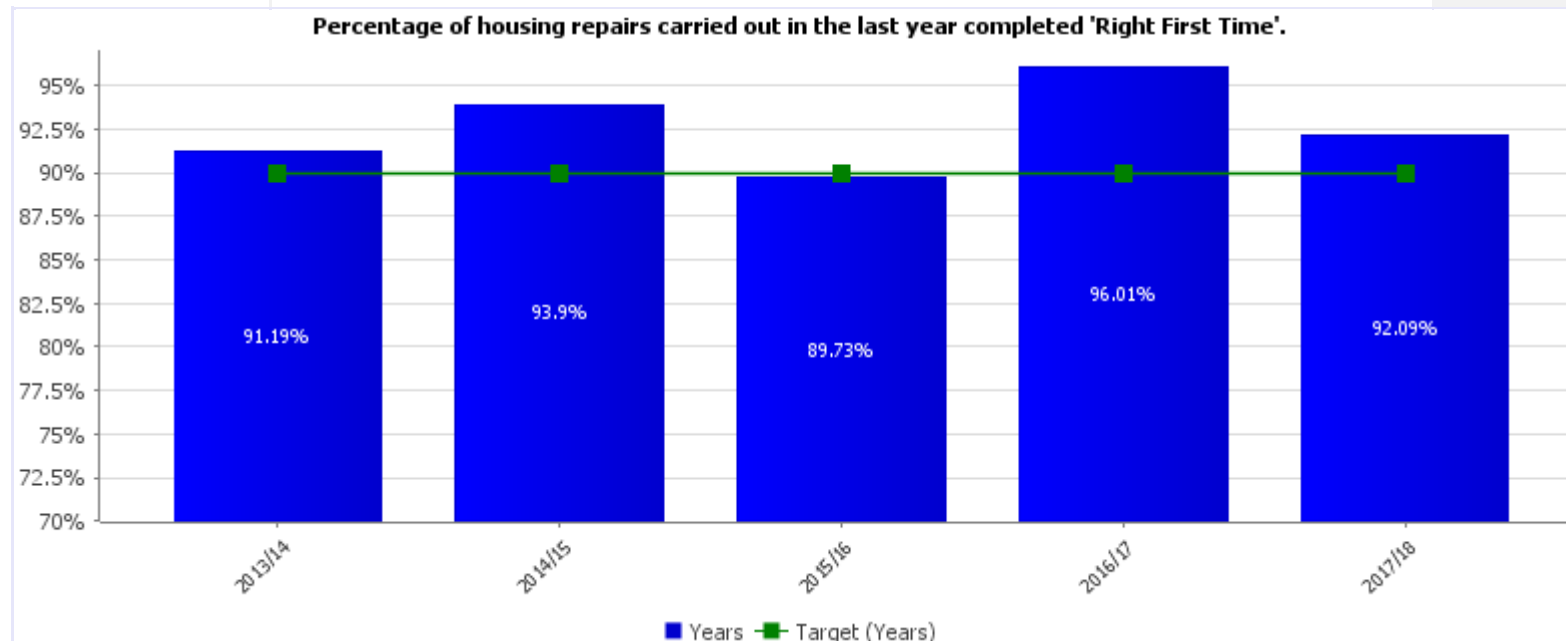
2016/17 - Total jobs of 26112 at an average time of 8.24 days.

2015/16 - Total jobs of 27576 at an average time of 9.71 days.

2014/15 - Total jobs of 28500 at an average time of 8.74 days.

2013/14 - Total jobs of 31519 at an average time of 10.28 days.

PI Code & Short Name	P:HQSARC13_9b Percentage of housing repairs carried out in the last year completed 'Right First Time'.	PI Owner	zBUS_PAdmin; Grant Taylor
Description	This performance indicator measures performance on non-emergency repairs completed during the reporting year where the repair has met the following three criteria: within the appropriate target timescale agreed locally, and without the need to return for a further time because the repair was inaccurately diagnosed and/or, the operative did not resolve the reported problem. This performance indicator is included in the Council's annual return to the Scottish Housing Regulator.	Traffic Light Icon	
		Current Value	92.09%
		Current Target	90%



#### Trend Chart Commentary

The trend chart shows that in the 5 year returns to the Scottish Housing Regulator only in 2015/16 has performance not met target.

In 2017/18 performance has met target however declined from the previous year by 3.92%. This is as a result a higher number of non-emergency repairs complete outwith the local agreed target.

Further analysis of routine repairs is underway to identify where improvements can be made which can only enhance this Performance Indicator.

In 2017/18 the Scottish Housing Network Peer Group Average was 91.05%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

The Scottish Housing Regulator has published benchmarking figure for 2016/17. The Scottish Average being 92.4% and our Scottish Housing Network Peer Group Average was 90.7%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

The target of 90% is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services Management Plan. This target is reviewed on a yearly basis. The target for

2018/19 will be 92%

In 2017/18 Building Services completed 23325 repairs within this category 21480 were complete right first time.


In 2016/17 Building Services completed 26112 repairs within this category 25070 were complete right first time.

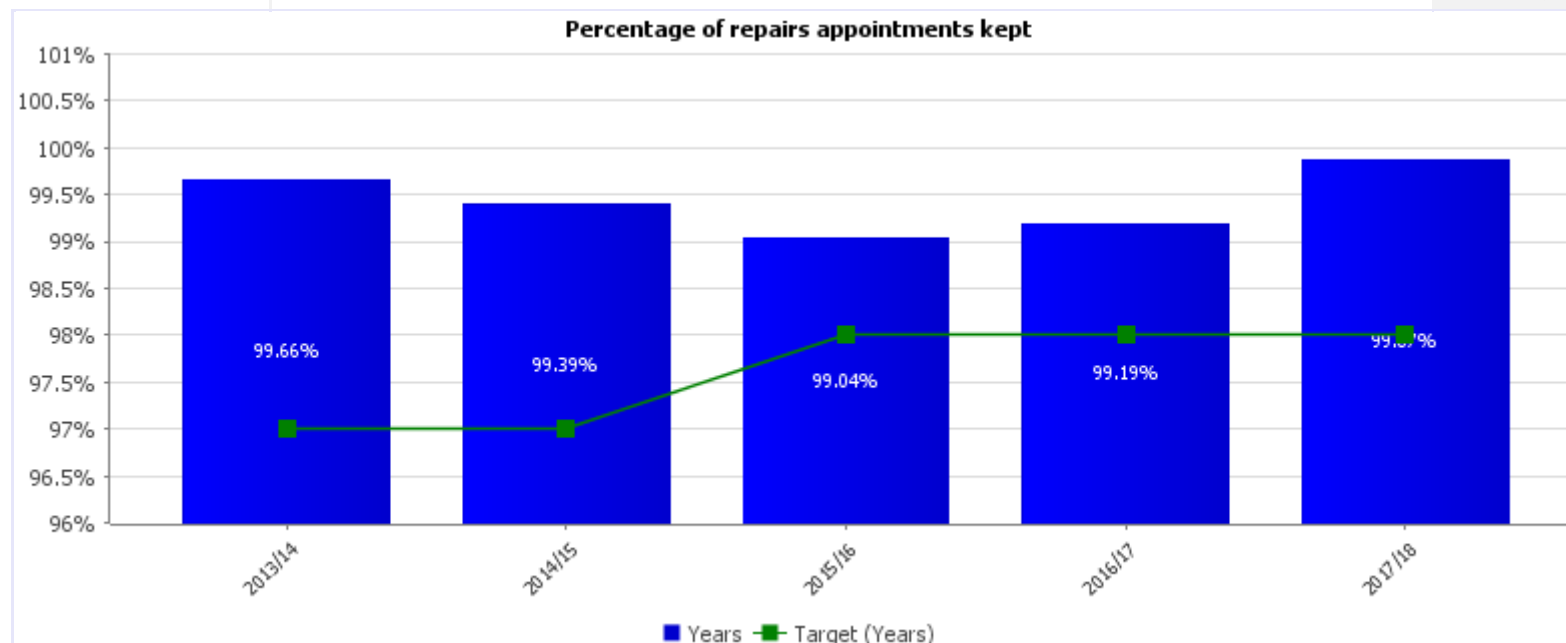
In 2015/16 Building Services completed 27576 repairs within this category 24744 were complete right first time.

In 2014/15 Building Services completed 28500 repairs within this category 26770 were complete right first time.

In 2013/14 Building Services completed 31561 repairs within this category 28782 were complete right first time.



PI Code & Short Name	HQSARC14_9b Percentage of repairs appointments kept	PI Owner	zBUS_PIAAdmin; Grant Taylor
Description	The percentage of customers that have been given an appointment for a reactive repair (non emergency) and where we have attended on that date and will be used to identify any Tenant compensation required. This performance indicator is included in the Council's annual return to the Scottish Housing Regulator.	Traffic Light Icon	
		Current Value	99.87%
		Current Target	98%




The trend shows the target has continually been met over the last five years with a slight increase of 0.68% in 2017/18 from the previous year. We continue to perform well for this indicator compared to other local authorities. Our Scottish Housing Network Peer Group average in this year was 95.31%

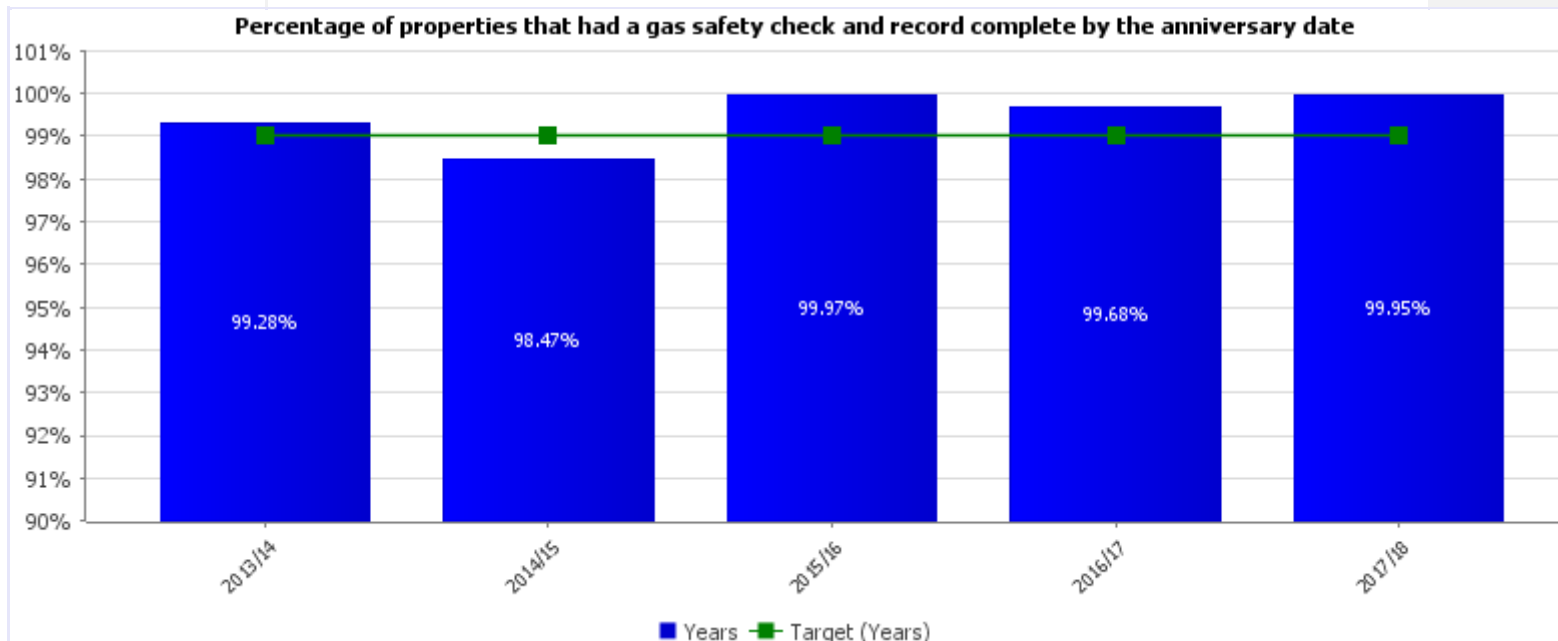
Monitoring the level of appointments on a daily basis allows the Repair Teams to deliver an excellent service to our customers.

In 2017/18 the Scottish Housing Network Peer Group Average was 95.31%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

The Scottish Housing Regulator has published benchmarking figure for 2015/16. The Scottish Average being 94.40% and our Scottish Housing Network Peer Group Average was 96.32%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

16670 reactive repairs appointments were made during 2017/18 and of those 16649 appointments were kept.  
 11278 reactive repairs appointments were made during 2016/17 and of those 11187 appointments were kept.  
 20315 reactive repairs appointments were made during 2015/16 and of those 20120 appointments were kept.  
 20160 reactive repairs appointments were made during 2014/15 and of those 20037 appointments were kept.  
 22753 reactive repairs appointments were made during 2013/14 and of those 22675 appointments were kept.

PI Code & Short Name	P:HQSARC15_6b Percentage of properties that had a gas safety check and record complete by the anniversary date	PI Owner	zBUS_PAdmin; Grant Taylor
Description	<p>This performance indicator is part of the performance scorecard for the Council's asset management strategy and will contribute to outcome 1 compliance.</p> <p>The percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date. This performance indicator is included in the council's annual return to the Scottish Housing Regulator.</p>	Traffic Light Icon	
		Current Value	99.95%
		Current Target	99%




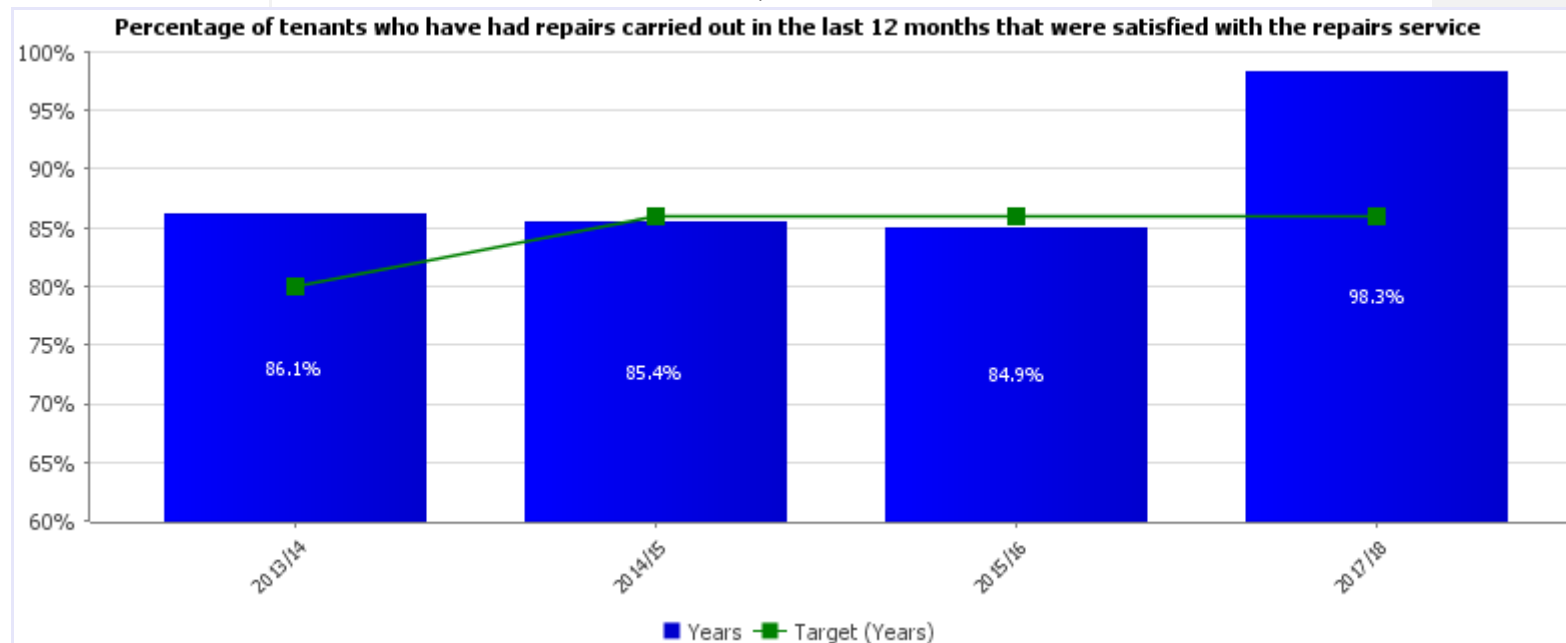
#### Trend Chart Commentary

The trend shows apart from 2014/15 the target each year has met. In 2017/18 we have met our target with a figure of 99.95% of properties required having a gas safety check carried out. Latest benchmarking information shows that we continue to perform well compared to other local authorities. Our Scottish Housing Network Peer Group Average was 99.34%. The Local Authorities included Aberdeenshire Council, Dundee City, East Ayrshire, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

Our target for 2018/19 has been set at 100%.

The target of 100% is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services Management Plan. This target is reviewed on a yearly basis but is a high profile indicator resulting in the demanding level of achievement.

PI Code & Short Name	HQSARC16_6a.2 Percentage of tenants who have had repairs carried out in the last 12 months that were satisfied with the repairs service	PI Owner	zHQSSAT_PIAAdmin; Grant Taylor
Description	Prior to 2017/18 these figures were obtained from the tenant satisfaction survey, which was sent out to all tenants. The figures are now obtained from the Operative's Personal Devices on completion of a repair. The question is set by the Scottish Housing Regulator and we ask our tenants their opinion after every completed repair, which meets the Regulators standards. Tenants are asked 'How satisfied or dissatisfied were you with the repairs service provided by your landlord?' and can select from a five point scale from very satisfied to very dissatisfied. This Performance Indicator shows the percentage that answered Very or Fairly Satisfied. The results of this indicator informs the service of tenant's satisfaction and identifies areas for improvement as a landlord.	Traffic Light Icon	
		Current Value	98.3%
		Current Target	86%



In 2017/18 Building Services received 5576 customer surveys from 34826 completed jobs captured by paper surveys or personal digital assistants which has contributed to the increase in response. Of these returns 97 customers responded neither satisfied nor dissatisfied with the service they received. 98.26% responded with positive response.

In 2016/17 there was no Tenant's survey completed.

996 responses were received to this question in the 2015/16 survey. 84.9% of these tenants were satisfied with the repair service.

680 responses were received to this question in the 2014/15 survey with a total of 85.44% tenants satisfied with their last repair service.

548 responses were received to this question in the 2013/14 survey with a total of 86.13% tenants satisfied with their last repair service.