Abertay Housing Association

Operational Performance Report: Key Performance Indicators Quarterly Report 2023/24 Q1

	Target Achieved
	Target Not Applicable - Monitored
	Target Not Achieved

Directorate and Relevant KPI	ARC Indicator	Target 2022/23	Actual 2022/23	Target 2023/24	Quarter 1 Performance 2023/24	Quarter 2 Performance 2023/24	Quarter 3 Performance 2023/24	Quarter 4 Performance 2023/24	Year End 2022/23	Year to Date 2023/24	Comments
Corporate Services											
KPI **Board**											
1 Number of Board Members	No	12	9	10	9				9	9	Discussions are underway to increase Board Membership.
2 Number of Board Member Vacancies	No	3	6	5	6				6	6	
3 Board Member Attendance Rate	No	80%	79.4%	80%	77.8%				79.4%	77.8%	
4 Number of Board Meetings	No	New KPI	New KPI	6	1				New KPI	1	Meetings on target according to timetable.
Audit, Finance and Risk Management Committee (AF&RMC)											
5 Number of AF&RMC Members (maximum 6)	No	4	5	4	5				5	5	AF&RMC Membership was agreed at the September 2022 Board Meeting.
6 Number of AF&RMC Member Vacancies	No	2	1	2	1				1	1	
7 AF&RMC Member Attendance Rate	No	80%	94.4%	80%	80.0%				94.4%	80.0%	
8 Number of AF&RMC Meetings	No	New KPI	New KPI	4	1				New KPI	1	Quarterly meetings on target.
Asset Management and Development Committee (AM&DC))											
9 Number of AM&DC Members (maximum 6)	No	3	5	4	4				5	4	AM&DC Membership was agreed at the September 2022 Board Meeting.
10 Number of AF&RMC Member Vacancies	No	3	1	2	2				1	2	
11 AM&DC Member Attendance Rate	No	80%	63.6%	80%	100.0%				63.6%	100.0%	
12 Number of AM&DC Meetings	No	New KPI	New KPI	4	1				New KPI	1	Quarterly meetings on target.
Human Resources											
13 Number and percentage of days lost through staff sickness absence	C1	<3%	3.0%	<3%	3.5%				3.0%	3.5%	One long term sickness absence throughout Q1.
14 Number and percentage of days lost through short-term (<4 weeks) staff sickness absence	No	<1.5%	1.4%	<1.5%	0.3%				1.4%	0.3%	
Complaints											
15 Stage 1 Complaints: Number in period	3 & 4	N/A	186	N/A	56				186	56	Number of Stage 1 complaints are 20 higher than the same period last year.
16 Stage 1 Complaints: Average working days to complete	3 & 4	<=5	3.2	<=5	4.0				3.2	4.0	Working days to complete Stage 1 complaints for the year is within target.
17 Stage 2 Complaints: Number in period	3 & 4	N/A	13	N/A	4				13	4	Number of Stage 2 complaints are double the same period last year.
18 Stage 2 Complaints: Average working days to complete	3 & 4	<=20	8.9	<=20	31.0				8.9	31.0	Two historic Stage 2 complaints were resolved during this period.
19 Stage 2 Complaints: Appeals to the Scottish Public Services Ombudsman (SPSO)	No	N/A	0	N/A	0				0	0	No complaints to the SPSO.
Freedom of Information Requests and Subject Access Requests											
20 Freedom of Information Requests	No	N/A	7	N/A	2				7	2	All requests received were responded to within the required statutory timescales.
21 Subject Access Requests	No	N/A	4	N/A	2				4	2	All requests received were responded to within the required statutory timescales.
Acquisitions and Disposals											
22 Acquisitions (other than development)	No	N/A	3	N/A	1				3	1	One acquisition was made in Q1.
23 Disposals	No	N/A	1	N/A	0				1	0	No disposals were made in Q1.
Factoring											
24 Total debt outstanding	No	N/A	£56,509.09	N/A	£95,527.80				£56,509.09	£92,527.80	Invoices are sent out in November and May. Many owners pay by instalments, or following reminders. It is therefore expected that debt will increase between Q4 one year and Q1 the following year.
25 Debt outstanding as a percentage of projected income	No	N/A	15.6%	N/A	28.9%				15.6%	28.9%	
26 Change in debt since previous quarter	No	N/A	-£24,434.96	N/A	£39,018.71				-£24,434.96	£39,018.71	
27 Action taken on arrears over £500 (number of cases)	No	N/A	5	N/A	0				5	0	
28 Timescale for issuing invoices achieved	No	100%	100%	100%	100%				100%	100%	

Directorate and Relevant KPI		ARC Indicator	Target 2022/23	Actual 2022/23	Target 2023/24	Quarter 1 Performance 2023/24	Quarter 2 Performance 2023/24	Quarter 3 Performance 2023/24	Quarter 4 Performance 2023/24	Year End 2022/23	Year to Date 2023/24	Comments
29	Owners Write-offs	No	N/A	£2,270.12	N/A	£1,058.44				£2,270.12	£1,058.44	
Housing Services												
KPI	**Income Management: Arrears**											
1	Rent collected as a percentage of total rent due in the reporting year	26	100%	100.70%	100%	98.00%				100.70%	98.00%	
2	Total current and former tenant arrears	27	<5%	2.4%	<5%	2.1%				2.4%	2.1%	Excellent performance.
3	Total current tenant arrears before universal credit is taken into account	No	<4%	£195,442 2.2%	<4%	£198,380 2.1%				£195,442 2.2%	£198,380 2.1%	As above
4	Total current tenant arrears after universal credit is taken into account	No	<4%	£148,319 1.7%	<4%	£147,996 1.6%				£148,319 1.7%	£147,966 1.6%	As above
5	Total former tenant arrears	No	N/A	£60,297.00	N/A	£47,817				£60,297.00	£47,817.00	
	Universal Credit											
6	Number of Universal Credit cases received by direct payment	No	N/A	479	N/A	477				479	477	Refers only to direct payment to the Association.
7	Rent arrears as a percentage of rent due for universal credit direct paymen	No	N/A	3.3%	N/A	2.4%				3.3%	2.4%	As above
8	Number of universal credit direct payment cases with more than one month's rent arrears	No	N/A	57	N/A	39				57	39	As above
	Former Tenant Arrears Write-Offs											
9	Amount of former tenant rent arrears written-off above £1,000.00 (Board Approval)	No	N/A	£19,912.66	N/A	£1,587.03				£19,912.66	£1,587.03	This relates to 2 cases. Approved by Board at the May 2023 Board Meeting and written-off in Q1 this financial year.
10	Amount of former tenant rechargeable repairs written off (Board Approval)	No	N/A	£14,420.97	N/A	£1,171.65				£14,420.97	£1,171.65	This relates to 2 cases. Approved by Board at the May 2023 Board Meeting and written-off in Q1 this financial year.
11	Amount of former tenant rent arrears written off below £1,000.00 (CE Approval)	No	N/A	£4,330.31	N/A	£0.00				£4,330.31	£0.00	
12	Amount of former tenant rechargeable repairs written off (CE Approval)	No	N/A	£5,357.86	N/A	£0.00				£5,357.86	£0.00	
	Lettings											
13	Number of first lettings (new build and/or acquisitions)	No	N/A	5	N/A	3				5	3	Relates to 3 acquisitions.
14	Number of general needs housing re-lets	No	N/A	83	N/A	23				83	23	The definitions in the KPI Report are different to the ARC definitions. The KPI Report differentiates between first lets and re-lets and differentiates between 3 categories: general needs (mainstream), retirement and supported.
15	Number of retirement housing re-lets	No	N/A	30	N/A	3				30	3	As per HS14 above.
16	Number of supported housing re-lets	No	N/A	9	N/A	6				9	6	As per HS14 above.
17	Total number of re-lets	No	N/A	122	N/A	32				122	32	As per HS14 above.
18	Average re-let time for general needs housing	No	<=21 days	26.8 days	<=21 days	30.7 days				26.8 days	30.7 days	Well outside of target due to an issue with one particular property and a three refusals.
19	Average re-let time for retirement housing	No	<=21 days	22.8 days	<=21 days	22.3 days				22.8 days	22.3 days	Slightly outside of target.
20	Average re-let time for supported housing	No	<=21 days	45.3 days	<=21 days	10.7 days				45.3 days	10.7 days	Well within target.
21	Average re-let time for all properties	No	<=21 days	27.2 days	<=21 days	26.1 days				27.2 days	26.1 days	Overall outside of target due to a few properties. All others within target.
22	Amount of rent lost through void properties	18	£42,240 0.5%	£46,396 0.53%	£45,185 0.5%	£13,959 0.6%				£46,396 0.53%	£13,959 0.6%	The increased rent loss reflects the longer relet times.
23	Number of homes vacant and available to let (at end of year)	No	N/A	14	N/A	N/A	N/A	N/A		14	N/A	N/A - reported at year end only.
24	Number of homes vacant and unavailable to let (at end of year)	No	N/A	1	N/A	N/A	N/A	N/A		1	N/A	N/A - reported at year end only.
25	Percentage of tenants satisfied with the standard of their home when moving in	No	95%	93.64%	95%	100.0%				93.64%	100.00%	Q1 = 11 responses in total. 7 very satisfied & 4 fairly satisfied.
26	New Tenant Sustainability Checks	No	New KPI	New KPI	90%	100.0%				New KPI	100.0%	Sustainability checks completed at sign up with all new tenants in Q1.
27	Percentage of new tenancies sustained for more than a year	16	85%	95.8%	85%	95.9%				95.8%	95.9%	Very reassuring to observe a high level of tenancy sustainment and well in excess of target.
28	Number of properties abandoned	C4	N/A	8	N/A	4				8	4	Abandonment figure in line with previous years.

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	Anti-Social Behaviour											
29	Number of anti-social behaviour cases reported	15	N/A	337	N/A	93				337	93	
30	Percentage of anti-social behaviour cases reported which were resolved within locally agreed targets	No	90%	94.7%	90%	81.7%				94.7%	81.7%	Due to how this indicator is calculated, the percentage will be lower towards the beginning of the year.
31	Percentage of anti-social estate management cases reported which were resolved within locally agreed targets	No	90%	99.0%	90%	94.6%				99.0%	94.6%	
	Evictions											
32	Evictions for non payment of rent	22	N/A	2	N/A	0				2	0	Rent eviction figures in line with previous years.
33	Evictions for anti-social behaviour	22	N/A	2	N/A	1				2	1	ASB eviction figures in line with previous years.
	Customer Services											
34	Total number of telephone calls (incoming and outgoing)	No	New KPI	New KPI	N/A	9,966				New KPI	9,966	Average of 166 total calls per day.
35	Incoming telephone calls as a % of total number of telephone calls.	No	New KPI	New KPI	N/A	56.6%				New KPI	56.6%	Average of 94 incoming calls per day.
36	Outgoing telephone calls as a % of total number of telephone calls.	No	New KPI	New KPI	N/A	43.4%				New KPI	43.4%	Average of 72 outgoing calls per day.
Property Services												
KPI	**Health and Safety**											
1	Fire Safety and Prevention: Number of Fire Risk Assessments due in the year	No	7	7	7 12	0				7 12	0	DPD Fire & Safety due to carry out Fire Risk Assessments in Q2. Amendment to the KPI Target - 12 FRAs are due to be carried out this year.
2	Asbestos report updates	No	N/A	29	N/A	2				29	2	No ACMs present in either of these 2 properties.
3	Electric Safety: number and percentage of properties with compliant 5 year electrical certificate	No	100%	1,828/98.9%	100%	1,835/99.24%				1,828/98.9%	1,835/99.24%	
4	Electric Safety: number of notified forced access in order to carry out electrical safety check	No	New KPI	New KPI	N/A	0				New KPI	0	No notified forced access in Q1.
5	Electric Safety: number of actual forced access in order to carry out electrical safety check	No	New KPI	New KPI	N/A	0				New KPI	0	No actual forced access in Q1.
6	Gas Servicing: number of times the statutory obligation to complete a gas safety check within 12 months was not met	11	0	2	0	0					0	100% performance.
7	Gas Servicing: number of notified forced access in order to carry out gas safety check	No	N/A	12	N/A	1					1	One notified forced access in Q1.
8	Gas Servicing: number of actual forced access in order to carry out gas safety check	No	N/A	2	N/A	0					0	No actual forced access in Q1.
9	Legionella inspections: Monthly (11 per month)	No	132	132	132	33					33	All monthly Legionella Monitoring Inspections carried out.
10	Legionella inspections: Quarterly (15 per quarter)	No	52	52	60	15					15	All quarterly Legionella Monitoring Inspections carried out.
11	Lift inspections: Dryburgh Gardens (four lifts)	No	48	48	48	12					12	All monthly Lift Inspections carried out.
12	Sprinkler System Testing: Finavon Street - Quarterly	No	New KPI	New KPI	4	1				New KPI	1	Quarterly Sprinkler System Testing carried out.
13	Number of condensation, damp and mould cases reported by tenants	No	New KPI	New KPI	N/A	2				New KPI	2	Two properties reported issues with Condensation and Damp and measures have been taken to deal with these.
	Reactive Repairs											
14	Number of emergency repairs completed	8	N/A	1,443	N/A	240				1,443	240	Emergency and Out of Hours Call-Outs very consistent with Q1 in previous years.
15	Average hours taken to complete emergency repairs	8	4	2.58	4	2.81				2.58	2.81	Maintaining excellent performance.
16	Number of non-emergency repairs completed	9	N/A	5,830	N/A	1,424				5,830	1,424	Familiar patterns now starting to emerge as per previous years KPIs.
17	Average working days to complete non-emergency repairs	9	6	7.94 days	6	7.6 days				7.94 days	7.6 days	Not achieving target as yet, but continually improving and working towards achieving this challenging KPI.
18	Percentage of reactive repairs carried out completed right first time	10	>85%	98.2%	>85%	97.9%				98.2%	97.9%	Maintaining excellent performance.
19	Percentage of repairs appointments kept (the Association has a 2 hour appointment slot)	No	>90%	98.5%	>90%	99.1%				98.5%	99.1%	Maintaining excellent performance.
20	Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	12	98%	98.9%	98%	100.0%				98.9%	100.0%	Maintaining excellent performance.

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21	Percentage of tenants who responded to a satisfaction survey following a repair	No	15%	11.4%	15%	15.0%				11.4%	15.0%	Number of returned Tenant Surveys starting to increase which is encouraging and we have achieved the target for the first time in a very long time.
	Planned Maintenance											
22	Number of boiler replacements	No	New KPI	New KPI	N/A	20				New KPI	20	The figure quoted is the position as at the end of Q1. As at 18 August 2023, 54 Boiler Replacements have been carried out.
23	Number of Bathroom replacements	No	New KPI	New KPI	N/A	14				New KPI	14	The figure quoted is the position as at the end of Q1. As at 18 August 2023, 16 Bathroom Replacements have been carried out.
24	Number of Kitchen replacements	No	New KPI	New KPI	N/A	0				New KPI	0	The figure quoted is the position as at the end of Q1. As at 18 August 2023, 4 Kitchen Replacements have been carried out.
	Energy Efficiency Standard for Social Housing (EESSH)											
25	Number and percentage of properties in the scope of EESSH that meet the standard	C10	1,711 93.45%	1,718 93.62%	1,711 93.45%	1,718 93.62%				1,718 93.62%	1,718 93.62%	
	Scottish Housing Quality Standard (SHQS)											
26	Number and percentage of properties in the scope of SHQS that meet the standard	6	92.27%	1,715 92.75%	92.27%	1,715 92.75%				1,715 92.75%	1,715 92.75%	
	Development											
27	Number of new build completions	No	N/A	0	N/A	0				0	0	