

Appendix 2: Regeneration 2019/20 year end progress report - Quality Standards



| Action | 2019/20 | | | Notes | Managed By |
|--|---------|--------|--------|--|---------------|
| | Status | Value | Target | | |
| % of buildings maintained at Category B and A. | | 89.1% | 82.9% | Target met showing continued improvement. | Craig Jardine |
| % of buildings moving from Category C to B | | 16.5% | 16.4% | Target met showing continued improvement. | Craig Jardine |
| % of buildings moving from Category D to C, | | 0.75% | 0.7% | Target met showing continued improvement. | Craig Jardine |
| % of council dwellings that meet the Scottish Housing Quality Standard | | 95.57% | 95.9% | The percentage of council dwellings that meet the SHQS standards has fallen slightly short of the target for 2019/20 although shows significant improvement from the previous year. SHQS compliance continues to improve and work is ongoing to improve this position. | Alan Young |
| % of emergency repairs completed within 24 hours | | 97.8% | 100% | Target missed, the average time to complete an emergency repair in the same period was 4.56 hours and we anticipate performance will improve in 2020/2021. | Martin Feeney |
| % of empty homes brought back to the | | 84.2% | 85% | Target was very narrowly missed in | Martin |

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|---|---|----------|--------|--|---------------|
| | Status | Value | Target | | |
| Council's re-let standard within 10 days | | | | the period and was slightly down from 2018/2019. This was mainly due to a reduction in overtime working. | Feeney |
| % of properties that require a gas safety record which had a gas check and record completed by the anniversary date |  | 100% | 100% | Target has been met and shows continued performance over the last 3 years. | Martin Feeney |
| Annual review and assessment of ISO 9001:2015 successfully completed ensuring continuing suitability and conformance with no major non-conformance issues identified. |  | Achieved | Yes | The annual assessment of Building Services' quality management system was completed on the 6 & 7 May 2020. The outcome of the audit was: the objectives of the audit were met and certification to ISO9001:2015 is confirmed as continuing. | Martin Feeney |
| Average time taken to complete medical adaptations |  | 67.72 | 43 | Whilst the average time taken has maintained a similar performance to 18/19 and has reduced significantly from 17/18 performance, the target has not been met. In-year performance analysis has identified that some long term applications have taken more time to complete than anticipated. This is due to a number of contributing elements such as, design and permission processes, access to property and completion/scheduling of works. All key contributors continue to work | Alan Young |

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|--|---|-------|--------|---|------------|
| | Status | Value | Target | | |
| | | | | together improve this position. This remains to be a key priority area for performance improvement and continues to be a focus of action. | |
| Percentage of council houses that are energy efficient % |  | 100% | 100% | This is measured against the original energy efficiency standard in SHQS for 2019-20. 2020-21 will be measured against the higher EESSH standard. | Alan Young |

| PI Status | |
|---|-----------|
|  | Alert |
|  | Warning |
|  | OK |
|  | Unknown |
|  | Data Only |