

Trend	
↓	Unfavourable Trend Over Period
↔	Less Than 5% Change
↑	Improving Trend Over Period

Strategic Performance Indicators 2019/20

Strategic Performance Indicators Reference	Measure	Scottish RSL Average 2018/19	HouseMark 2018/19	LHA Target 2019/20	Trend		
					2018/19	2017/18	
GREAT Homes	15	Stock meeting EESSH	97.60%	/	96%	↔	↔
	10	% of Tenants with a repair carried out in the last quarter who are satisfied	91.30%	92.65%	92%	↑	↓
	11	% of gas safety checks completed by anniversary date	99.90%	/	100%	↓	↓
	36	Average number of days to re-let a void property	n/a	n/a	12 days	↑	↑
	10	% of Tenants with planned works carried out in this quarter who are satisfied	91.30	92.65%	92%	↓	↑
	ARC 7	% of Tenants who are satisfied with the standard of their homes when moving in (void standard)	90.90%	/	94%	↓	↔
	ARC 11	Average number of days for an emergency repair (includes RTR1)	4.7	/	4	↑	↑
	ARC 12	Average number of days for a non-emergency repair	7.1	5.51	15	↔	↔
	16	Number of new homes achieving practical completion	/	/	95	↓	↑
	65	Number of units meeting forecasted build costs per unit	/	/	95	↑	↔
	66	Amount of rental income lost to late completion of new homes	/	/	3%	↓	↓
	67	Number of new build properties achieving Passiv Haus standard or annual running costs for the tenant of £400 or less	/	/	100%	↔	↔

Strategic Performance Indicators Reference		Measure	Scottish RSL Average 2018/19	HouseMark 2018/19	Loreburn Target 2019/20	Trend	
						2018/19	2017/18
GREAT Services	1	% of tenants satisfied with the overall service	91%	/	95%	↔	↔
	68	% of tenants satisfied with the quality of their homes	/	/	97%	↔	↔
	29	Adverse event records completed within timescales (H&S)	/	/	95%	↑	↑
	30	Number of actions arising from an investigation (Moderate, Major or Extreme) which are completed within the required timescales (H&S)	/	/	90%	↑	↑
	137-139	% of tenancies sustained for more than a year (all properties)	/	/	90-96%	↑	↑
	ARC 25	% of tenants who feel their rent is value for money	82.60%	84.40%	95%	↔	↔
	22	Total of rent arrears within reporting year (£'s)	/	/	/	Not Measured	↑
	23	Total rent arrears within reporting year (Housing Benefit / U. Credit (£'s))	/	/	Monthly Reporting	↓	↑
	44	Number of tenants in receipt of UC who are in rent arrears	/	/	/	↓	↓
	45	Value of rent arrears for tenants claiming UC	/	/	/	↑	↑
20	Rent collected as % of total rent due	99.80	100.34	100%	↑	↑	

Strategic	Measure			Loreburn	Trend
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Performance Indicators Reference			Scottish RSL Average 2018/19	HouseMark 2018/19	Target 2019/20	2018/19	2017/18
GREAT People	5	% of complaints responded to with target timescales (overall)	/	/	90%	↑	↓
	ARC 2	% of tenants satisfied with being kept informed	92.90%	90.60%	95%	↑	↓
	ARC 5	% of tenants satisfied with opportunities to participate	78.80%	85.80%	86%	↓	↑
	33	% of staff satisfied with Loreburn H A as an employer	/	86.50	87%	↓	↓
	32	% total staff turnover in the reporting year	15%	14.71%	12%	↓	↓
	ARC C1	% of senior staff turnover in the reporting year	/	/	15%	↑	↑
	31	Days lost to staff sickness (per employee) in the reporting year	/	3.40	3.08%	↔	↔

Strategic Performance Indicators Reference	Measure	Scottish RSL Average 2018/19	HouseMark 2018/19	Loreburn Target 2019/20	Trend		
					2018/19	2017/18	
GREAT Communities	ARC 17	% of homes which became available to let during the year.	8.70%	8.81%	10%	↓	↑
	ARC 24/C12	Number of notice of proceedings issued for anti-social behaviour	/	/	<20	↔	↔
	ARC C4	Number of abandoned properties	1464		10	↓	↑
	ARC 23	% of referrals under Section 5 ad other referrals for homeless households made by the local authority that result in an offer / let.	/	/	33%	↓	↓

Notes: Indicators marked with an * are not measured nationally so there is no average data. Those indicators have been included on the recommendation of our external consultants (i.e. Health and Safety) to help Management Committee identify risk or by Management Committee to monitor the impact of internal or external change (i.e. Universal Credit)