












What the Arrows and Colours Mean

	Performance Is Improving Green means we have met our target		Performance has declined Red means we have not met our target
	Performance Is Improving Red means we have not met our target		Performance hasn't changed Green means we have still met our target
	Performance has declined Green means we have still met our target		Performance hasn't changed Red means we have not met our target



Provanhall Housing Association - MC Charter Performance Indicators

1st April 2023 - 31st March 2024

No	Indicator	Prev. Year	Target 2023/24	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
A6	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	97.30%	97.30%	97.30%	97.30%	97.30%			7 Exemptions (kitchen storage) and 7 Fails (ESSH)
A8	Average length of time taken to complete emergency repairs - Hours	2.02 hours	6.00 hours	1.77 hours	9.00 hours	2.08 hours			July power surge responsible for Qtr 2 timescales: Yr Avg so far = 4.28
A9	Average length of time taken to complete non-emergency repairs – Days	5.60 days	10 days	6.04 days	5.33 days	4.69 days			Performance within target. Yr Avg so far = 5.35
A10 ARC	% Reactive repairs completed right first time (non-emergency repairs only)	93.66%	94%	96.50%	93.83%	96.77%			Q1: 10 RFT fails Q2: 25 RFT fails Q3: 13 RFT fails Late or not sufficient evidence to note tenants kept updated.
A11	How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months?	100%	100%	100%	100%	100%			Performance within target.







Provanhall Housing Association - MC Charter Performance Indicators







1st April 2023 - 31st March 2024

No	Indicator	Prev. Year	Target 2023/24	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
A12	% tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	96.47%	95%	97.50%	94.74%	93.02%			Q1: 2 not satisfied Q2: 2 not satisfied Q3: 2 not satisfied Yr Avg is 95.41%
A21	The average time to complete adaptations. Disabled Adaptations Outstanding.	78 days	40 days	45 days	26 days	24 days			13 adaptations undertaken across 10 properties

Provanhall Housing Association - MC Charter Performance Indicators




1st April 2023 - 31st March 2024

No	Indicators	Prev. Year	Target 2023/24	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
A14	% of tenancy offers refused during the year	0%	10%	25.00%	16.67%	33.33%			Scottish ARC Average: 30.87% <i>Figures are for formal written offers only. 5 refusals in Q3 – 2 relate to S5 referrals who didn't know area</i>
A15	% of antisocial behaviour cases reported in the last year which were resolved	100%	100%	100%	100%	100%			Scottish ARC Average: 94.21%
A17	% of lettable houses that became vacant in the last year	5.02%	7%	1.54%%	1.35%	1.54%			Scottish ARC Average: 7.42%
A18	% of rent due lost through properties being empty during the last year	0.12%	0.25%	0.09%	0.06%	0.09%			Scottish ARC Average: 1.4%
A23	% of Section 5 offers of rehousing that result in a let	100%	80%	0%	66.67%	77.78%			Scottish ARC Average: 37.76%
A30	Average length of time taken to re-let properties in the last year	10 Days	7 Days	19.22 days	20.00 days	17.40 days			Scottish ARC Average: 55.61 days <i>Relates to 1x property being used as decant and 1x property being reinstated. Figs will be stripped out at year end</i>
C2	Lets by source of Let: <ul style="list-style-type: none"> • Internal Transfer • Section 5 Referral • Waiting List • Other 	Total: 23 48% 30% 22% 0%	50% 35% 15% 0%	Total: 8 89% 0% 0% 11%	Total: 7 40% 40% 20% 0%	Total: 8 27% 64% 9% 0%		N/A	

No	Indicators	Prev. Year	Target 2023/24	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
C4	Abandoned Properties	0	N/A	0	0	0		N/A	
A27	Gross Rent Arrears Actual %	£40,564 2.00%	3%	£39,106 1.82%	£41,330 1.92%	£46,604 2.17%			Scottish ARC Average: 6.86% <i>Current Tenant Arrears less Technical Arrears plus Former Tenant Arrears</i>
P5	Actual Rent Arrears Actual %	£22,791 1.11%	2%	£24,340 1.13%	£26,011 1.21%	£31,030 1.44%			<i>Details of all cases over £300 Actual Arrears are reported to HS Sub Committee for action approval</i>
P6	Technical Rent Arrears Actual %	£36,041 1.75%	2%	£29,048 1.35%	£30,220 1.40%	£35,700 1.66%			<i>Housing Benefit and Universal Credit 5 weekly payment delay contributes to Technical Arrears cases.</i>
P7	Total Rent Arrears Actual %	£58,832 2.87%	4%	£53,388 2.48%%	£56,231 2.61%	£66,730 3.10%			
P8	Former Tenant Arrears Actual %	£17,773 0.87%	1%	£14,766 0.69%	£15,320 0.71%	£15,574 0.72%			<i>Details of all cases are reported to HS Sub Committee for action approval</i>
P9	Factoring Arrears Actual %	£2,440 0.12%	0.5%	£1,017 0.05%	£925 0.04%	£1,215 0.06%			<i>Details of all cases are reported to HS Sub Committee for action approval</i>





Provanhall Housing Association - MC Charter Performance Indicators

1st April 2023 - 31st March 2024

No	Indicator	Prev. Year	Target 2023/24	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
P10	No. of NPRP's issued	5	N/A	1	3	4		N/A	
P11	No. of Court Actions Initiated	0	N/A	0	0	0		N/A	<i>Cost of Living (Tenant Protection) (Scotland) Act 2022 bans evictions until 31st March 2023.</i>
P12	Average Housing Applications Processing Timescales	2 days	5 Days	2 days	1.4 days	1.6 days			
P13	% of New Tenant Visits carried out within 6 weeks of Date of Entry	85%	100%	100%	100%	87.5%			<i>Full details for each case provided at HS Sub Committee.</i>
P14	No. of Existing Tenant Visits	179	259	63	3	9			<i>Target is 65 tenants per quarter</i>

Provanhall Housing Association - MC Charter Performance Indicators

1st April 2023 - 31st March 2024

No	Indicators	Prev. Year	Target 2020/21	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
P19	Average% of committee members present at meetings	75%	75%	73%					.
P20	Staff turnover in the year as a % of total Staff.	0%	11%	0					This target represents one member of Staff
P21	% days in the year lost through staff sickness.	0.73%	1.5%	1.71%					One Staff member off sick for 20 days in Q3
	% 1 st and 2 nd stage complaints responded to in full.	100%	100%	100%					
	% 1 st and 2 nd stage complaints responded to within timescale.	100%	100%	100%				