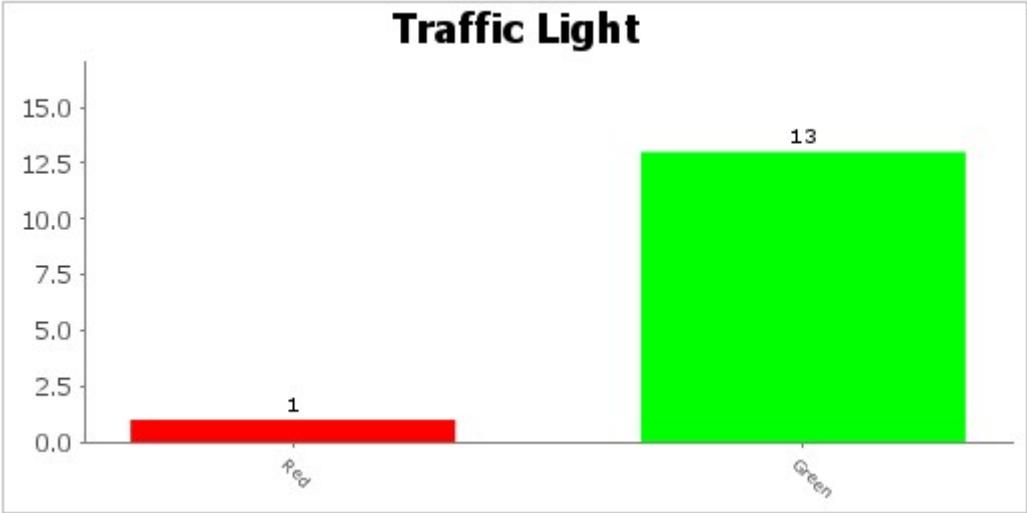
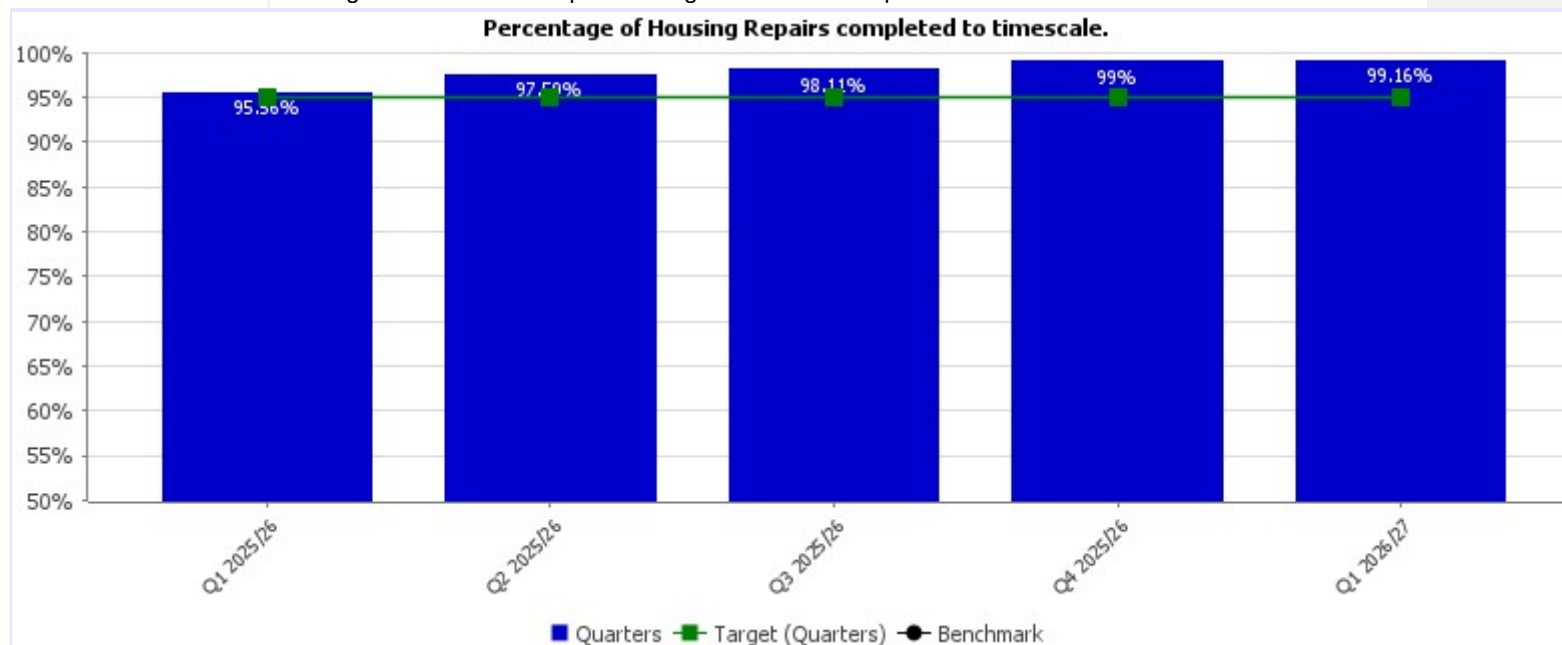




PI Code & Short Name	P:BUS002_6b.5 Percentage of Housing Repairs completed to timescale.	PI Owner	zBUS_PIAAdmin; Grant Taylor
Description	This performance indicator information is taken from our repairs system. The system records all repair types and measures those jobs we have completed within the agreed timescales. The repair types include emergency (completion within 24 hours), non-emergency repairs (completion within 5 or 15 days), gas repairs (completion within 24 hours) and the council's out of hours emergency service (completion within 24 hours). Building Services has an expected Target of 95% for this performance indicator.	Traffic Light Icon	🟢
		Current Value	99.16%
		Current Target	95%



Trend Chart Commentary:

The chart shows that the service performs well with performance exceeding 95% in all 5 of reporting periods shown.

Q1 of 2026/27

The Performance has met target with 99.16% of repairs completed within timescale. Trend chart shows movement from Q4 2025/26 is an increase of 0.16%. indicating the positive upward trend in delivery performance has continued during the reporting year.

Q4 of 2025/26

The Performance has met target with 99% of repairs completed within timescale. Trend chart shows movement from Q3 2025/26 is an increase of 0.89%. indicating the positive upward trend in delivery performance has continued during the reporting year.

Q3 of 2025/26

The Performance has met target with 98.11% of repairs completed within timescale. Trend chart shows movement from Q2 2025/26 is an increase of 0.52%. indicating a positive upward trend in delivery performance.

Q2 of 2025/26

The Performance has met target with 97.59% of repairs completed within timescale. Trend chart shows movement from Q1 2025/26 is an increase of 2.03%. indicating a positive upward trend in delivery performance.

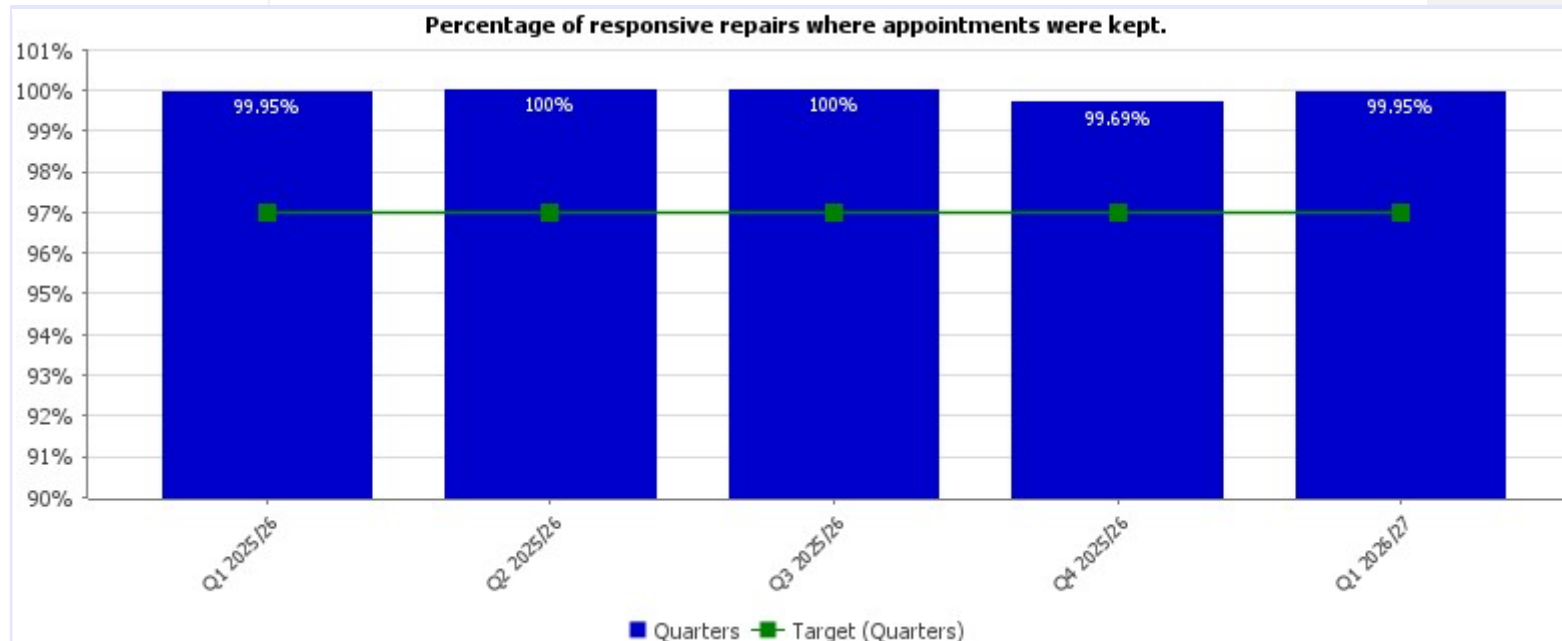
Q1 of 2025/26

The Performance has met target with 95.56% of repairs completed within timescale. Trend chart shows movement from Q4 2024/25 is an increase of 0.13%. Performance has been above 93% across all 5 reporting periods.

Target

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 **2026/27**

PI Code & Short Name	P:BUS004_6b.5 Percentage of responsive repairs where appointments were kept.	PI Owner	zBUS_PIAAdmin; Grant Taylor
Description	This performance indicator is taken from our repairs system. We measure those jobs where the customer has been given an appointment and where we have attended on that date. The jobs are categorised as the non emergency.	Traffic Light Icon	🟢
		Current Value	99.95%
		Current Target	97%



Trend Chart Commentary

The chart shows that performance exceeded the target in all five reporting periods, highlighting a consistent trend of strong performance and indicating that current processes are effectively supporting service delivery.

In Quarter 1 of 2026/27, a total of 1,915 appointments were scheduled with customers. Building Services failed to attend to 1 repair appointment within the appointed time. Further analysis of this missed appointment will be undertaken to check validity. Where justification is met customer's will receive a compensation cheque for the missed appointment. Information is continually analysed within the repair teams daily to ensure all customers are kept up to date with appointment change.

In Quarter 4 of 2025/26, a total of 1,934 appointments were scheduled with customers. Building Services failed to attend to 6 repair appointment within the appointed time. Further analysis of these missed appointment will be undertaken to check validity. Where justification is met customer's will receive a compensation cheque for the missed appointment. Information is continually

analysed within the repair teams daily to ensure all customers are kept up to date with appointment change.

In Quarter 3 of 2025/26, a total of 1,944 appointments were scheduled with customers. Building Services successfully attended all appointments within the agreed timescales, achieving a 100% performance rate. This demonstrates continued excellent operational reliability and effective scheduling practices, maintaining full compliance with service standards and customer expectations

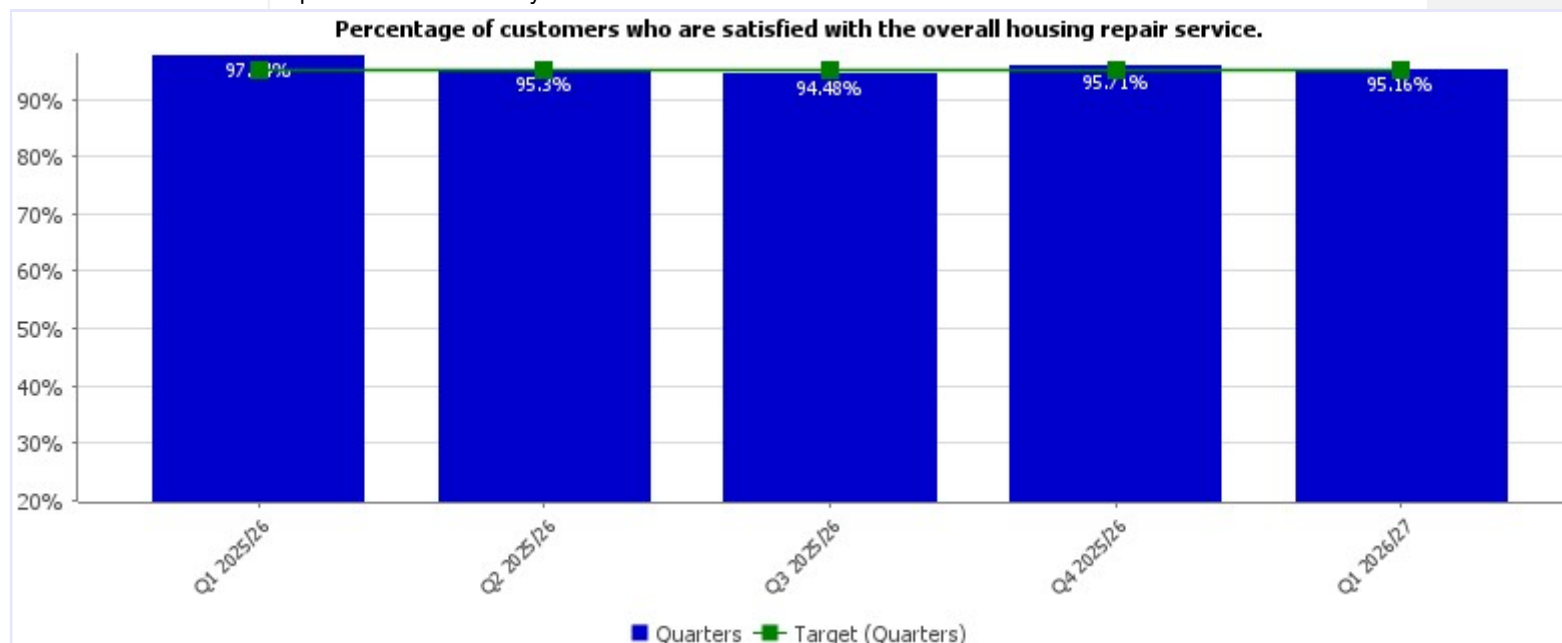
In Quarter 2 of 2025/26, a total of 1,774 appointments were scheduled with customers. Building Services successfully attended all appointments within the agreed timescales, achieving a 100% performance rate. This demonstrates excellent operational reliability and effective scheduling practices, maintaining full compliance with service standards and customer expectations.

In quarter 1 of 2025/26 a total of 1. 1,872 appointments were scheduled and only 1 appointment was not attended by Building Services on time. Further analysis of this missed appointment will be undertaken to check its validity. Where justification is met this customer will receive a compensation cheque for the missed appointment. Information is continually analysed within the repair teams daily to ensure all customers are kept up to date with appointment change.

Target

The target for this performance indicator remains at **97%** for **2026/27** The target is reviewed annually in consultation with the Tenant's panel and in adherence to Building Services Management Plan. The main reason for missed appointments are No Access issues.

PI Code & Short Name	BUS005_6a.7 Percentage of customers who are satisfied with the overall housing repair service.	PI Owner	zBUS_PIAAdmin; Grant Taylor
Description	This performance indicator reports on the percentage of customers who were either very satisfied or fairly satisfied with the overall housing repair service they received. Customers are asked to complete a customer survey once the repair has been carried out. The survey information is captured by paper surveys and personal digital assistants (PDA). Other questions include 'Was the member who dealt with your request helpful, Are you satisfied with the quality of the work provided, Did the operative who carried out the work tidy up before leaving and Was the work completed in time'. The results are analysed to identify improvements to the way the service is delivered to customers.	Traffic Light Icon	🟢
		Current Value	95.16%
		Current Target	95%



Trend Chart Commentary

The chart shows that performance has remained relatively consistent throughout the five reporting quarters, with some minor dips. These variations are primarily attributable to fluctuations in service standards and waiting times, which have impacted performance against the KPI. The service continues to closely monitor performance and work collaboratively with teams to drive continuous improvements.

Q1 of 2026/27 - The housing repair service received 1201 tenant satisfaction responses during the quarter, of which 1,197 tenants were either fairly or very satisfied with the overall quality of service. The 95% target was met, and the trend shows a slight decrease of 0.55% from the previous quarter. Performance continues to remain consistent.

Q4 of 2025/26 - The housing repair service received 1,212 tenant satisfaction responses during the quarter, of which 1,204 tenants were either fairly or very satisfied with the overall quality of service. The 95% target was met, and the trend shows a slight increase of 1.23% from the previous quarter. Performance has remained consistent through out 2024/25

Q3 of 2025/26 - The housing repair service received 1,123 tenant satisfaction responses during the quarter, of which 1,119 tenants were either fairly or very satisfied with the overall quality of service. The 95% target was not met, and the trend shows a slight decrease from the previous quarter; however, performance is consistent with the same period in 2024/25.

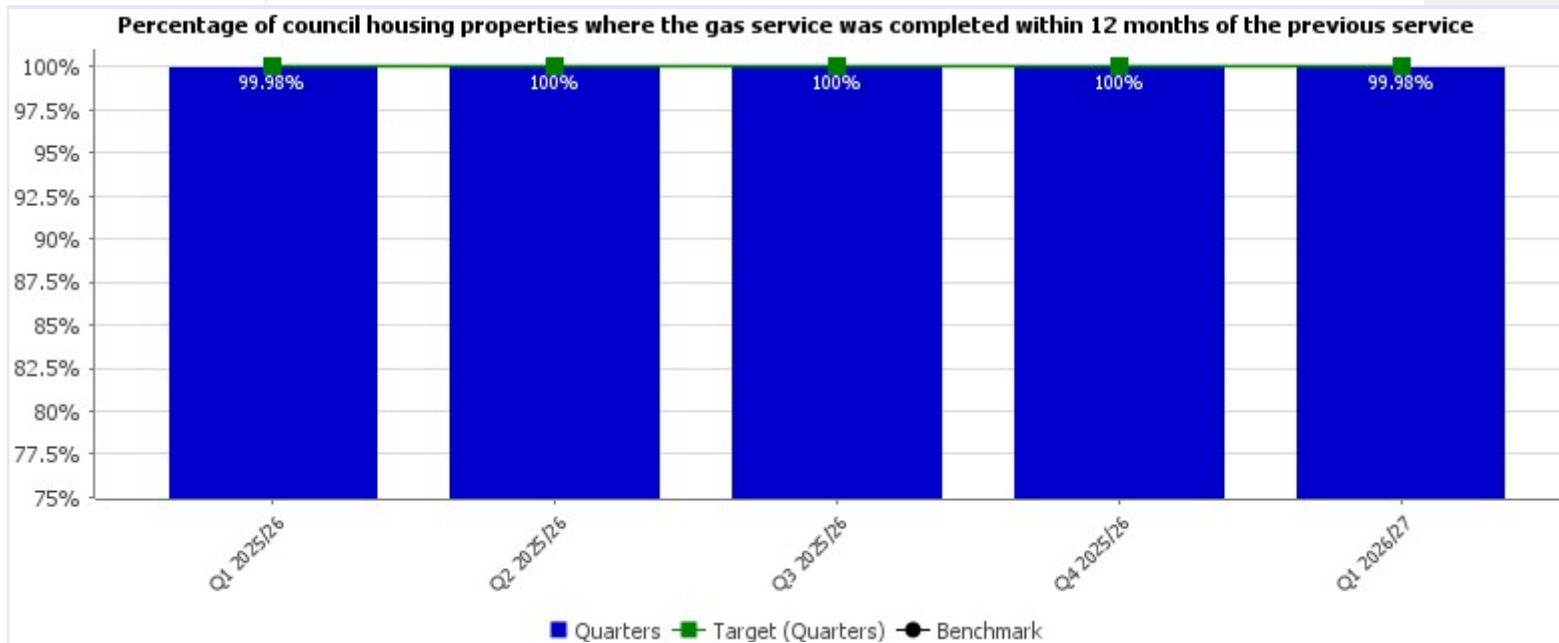
Q2 of 2025/26 - The housing repair service received 1,701 responses from tenants regarding satisfaction throughout the quarter. Out of these 1,621 tenants were either fairly satisfied or very satisfied with the overall quality of service. The target of 95% was met and the trend shows a slight dip from the previous quarter but performance was higher than the same period in 2024/25.

Q1 of 2025/26 - The housing repair service received 1,441 responses from tenants regarding satisfaction throughout the quarter. Out of these 1,407 tenants were either fairly satisfied or very satisfied. The target of 95% was met and the trend shows an improvement from Q4 and the highest performance since Q3 of 2023/24 as the service completed the backlog of repairs during quarter 4 of 2024/25 and was able to focus on new repair requests

In 2024/25, the Scottish Housing Regulator Network average customer satisfaction figure for a comparable medium sized Local Authority was 86.22%. and Peer Group Average was 86.85%%
The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, East Ayrshire, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire

Target has been reviewed and set at **95%** for **2026/27**

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_PIAAdmin; Grant Taylor
Description	This quarterly 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	99.98%
		Current Target	100%



Trend Chart Commentary

Overall, performance demonstrates a consistently high level of compliance with statutory gas servicing requirements, with only two isolated exceptions over the reporting period. Both cases were resolved, and the service continues to work towards maintaining the regulator's 100% compliance target for 2026/27.

2026/27

Q1 - Target was just missed at 99.98% Compliant - the service completed 4,995 Gas Services 4,994 were completed within the 12 month anniversary timescale with 1 property being over the 12 month anniversary due to an administrative error that resulted in service data being incorrectly updated. The issue was identified and rectified, and the outstanding gas service has since

been completed.

2025/26

Q4 -The target was met with 100% of properties that were due a gas service receiving it within the 12 month period of the anniversary date.

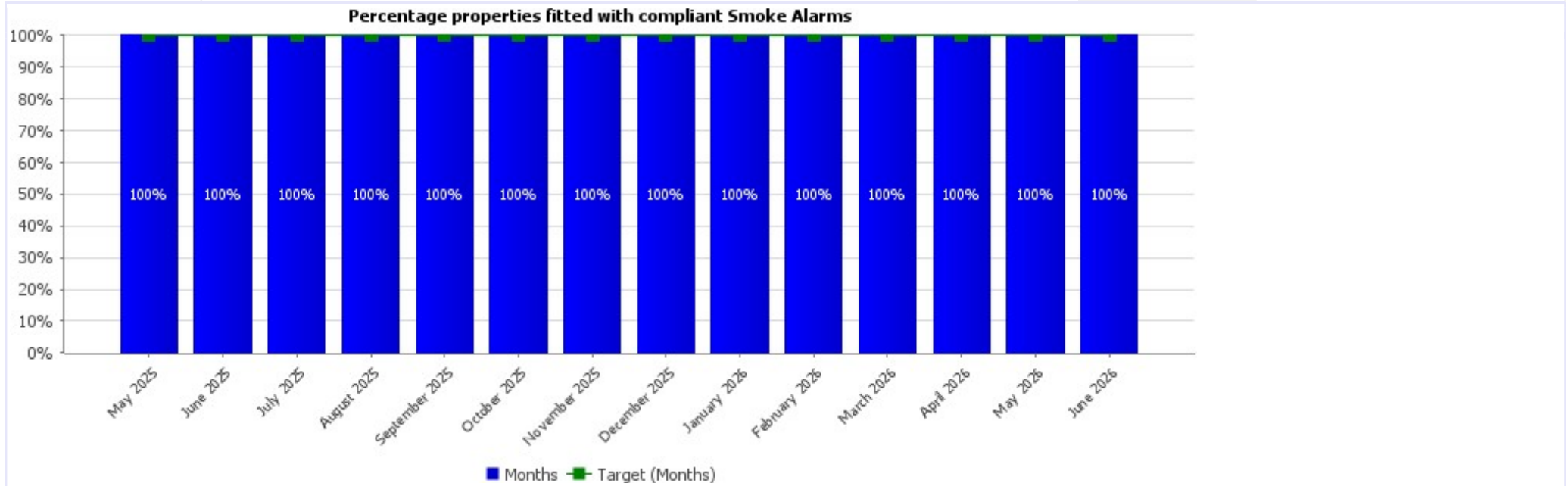
Q3 - The target was met with 100% of properties that were due a gas service receiving it within the 12 month period of the anniversary date.

Q2 - The target was met with 100% of properties that were due a gas service receiving it within the 12 month period of the anniversary date.

Q1 - Target was just missed at 99.98% Compliant - 4,414 properties were serviced of which 1 was outside of the anniversary date. The service was unable to gain access due to a violent tenant refusing to allow access and threatening the safety of staff. The service carried out the Gas service within one month of the anniversary date.

Target - The target will remain at **100%** in **2026/27** as required by the regulator.

PI Code & Short Name	BUSMT026_9b Percentage properties fitted with compliant Smoke Alarms	PI Owner	zBUS_PIAAdmin; Grant Taylor
Description	This performance indicator is used to enhance the councils asset management strategy and will contribute to outcome 1 compliance. This indicator gives the number of council homes where a compliant smoke alarm has been fitted as a percentage of all the council homes within that regulatory requirement. This performance information is taken from our repairs system. The system records all smoke alarms fitted and provides a monthly reporting facility.	Traffic Light Icon	
		Current Value	100%
		Current Target	100%



Trend Chart Commentary

2026/27 - Compliance has remained consistently strong throughout 2026/27, with 100% compliance achieved in April, May and June 2026. This continues the excellent performance demonstrated throughout the previous year, reflecting the service's robust monitoring arrangements and proactive management of compliance. Processes remain in place to ensure all properties continue to meet the required standard.

2026/27

June 26 - 100% complaint

May 26 - 100% Complaint

April 26 - 100% Compliant

2025/26 - The service maintained 100% compliance throughout 2025/26, achieving full compliance every month from May 2025 to March 2026.

Mar 26 - 100% Compliant

Feb 26 - 100% Compliant

Jan 26 - 100% Compliant

Dec 25 - 100% Compliant

Nov 25 - 100% Compliant

Oct 25 - 100% Compliant

Sept 25 - 100% Compliant

Aug 25 - 100% Compliant

July 25 - 100% Compliant

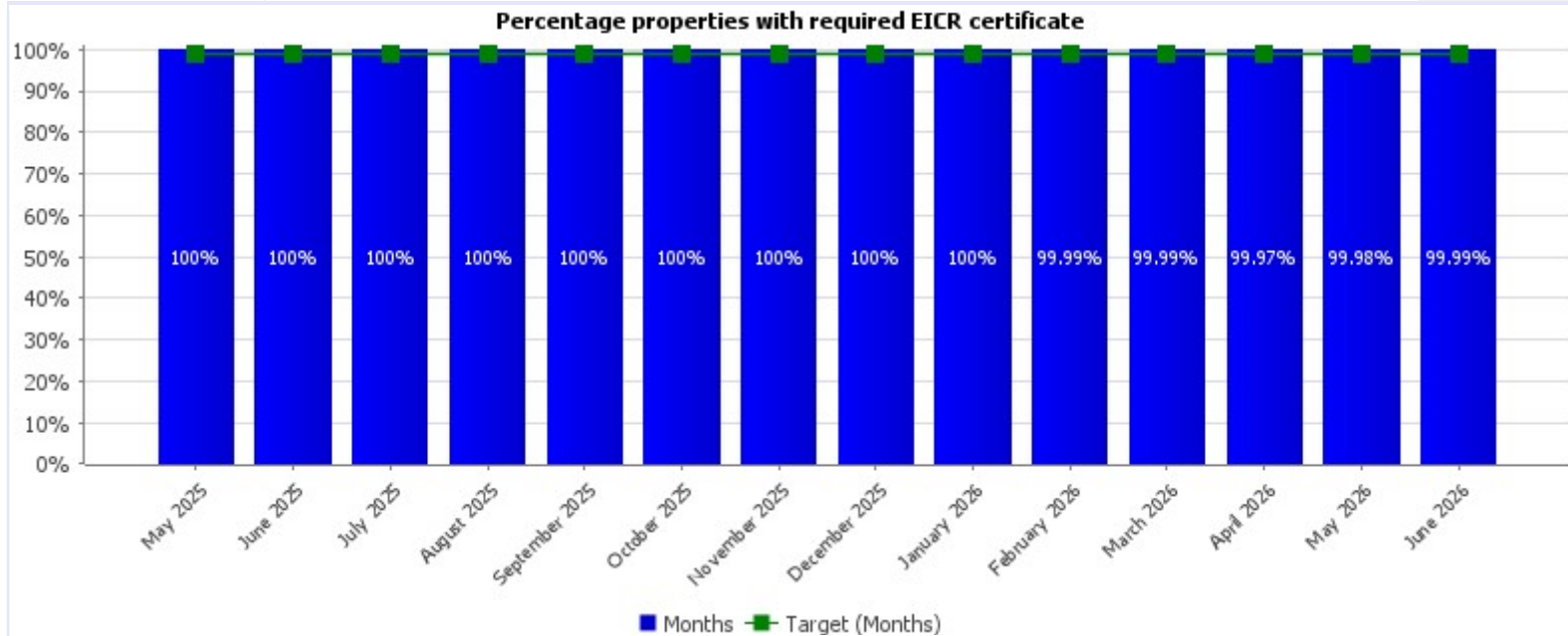
June 25 - 100% Compliant

May 25 - 100% Compliant

The service has well-established procedures to maintain compliance, including a forced access process managed jointly by Housing Services and Building Services where access cannot be gained.

Target of 100% is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Service Improvement Plan. This target is reviewed on a yearly basis but this is a high-profile indicator resulting in the demanding level of achievement and remains at **100%** for **2026/27**

PI Code & Short Name	BUSMT027_9b Percentage properties with required EICR certificate	PI Owner	zBUS_PIAAdmin; Grant Taylor
Description	This performance indicator is used to enhance the councils asset management strategy and will contribute to outcome 1 compliance. This indicator gives the number of council homes where a compliant EICR (Electrical Installation Condition Report) has been issued as a percentage of all the council homes needing that regulatory requirement. This performance information is taken from our repairs system. The system records all EICR's generated and provides a monthly reporting facility.	Traffic Light Icon	
		Current Value	99.99%
		Current Target	99%



Trend Chart Commentary

2026/27 - Compliance has remained exceptionally high throughout 2026/27, consistently exceeding the 99% target. Compliance improved from 99.97% in April to 99.98% in May, reaching 99.99% in June. The small number of outstanding properties is due to exceptional circumstances, including access restrictions, property condition issues, tampered electricity meters, and needle-related safety concerns. These cases continue to be actively managed in partnership with Housing colleagues to ensure inspections can be completed safely and compliance maintained.

June 26 – 99.99%, 2 occupied properties have expired EICRs. One property requires specialist access due to a needle-related issue, while the second remains outstanding because of access restrictions. Both cases are being proactively managed with Housing Services.

May 26 – 99.98% 3 occupied properties had expired EICRs. Outstanding cases included a property requiring cleaning, a tampered electricity meter, an access restriction, and a needle-related issue. All cases are being actively managed with Housing Services.

April 26 – 99.7% 4 occupied properties had expired EICRs. One required forced entry arrangements due to a violent or aggressive tenant, while the remaining three were awaiting property condition improvements before inspections could be undertaken safely.

2025/26 - Compliance remained at or close to 100% throughout the year. Following eight consecutive months of full compliance (June 2025 to January 2026), compliance reduced marginally to 99.99% in February and March due to two occupied properties where inspections could not be completed because of property condition issues and a violent tenant. In both cases, the electrical supply was isolated while the service worked with Housing Services to secure safe access.

Mar 26 - 99.99%, 2 Occupied properties have expired EICR, 1 due to condition of property, 1 due to violent tenant , both properties have had supply isolated while the service works with housing services to gain access

Feb 26 - 99.99%, 2 Occupied properties have expired EICR, 1 due to condition of property, 1 due to violent tenant , both properties have had supply isolated while the service works with housing services to gain access

Jan 26 - 100% Compliant

Dec 25 - 100% Compliant

Nov 25 - 100% Compliant

Oct 25 - 100% Compliant

Sept 25 - 100% Compliant

Aug 25 - 100% Compliant

July 25 - 100% Compliant

June 25 -100% Compliant

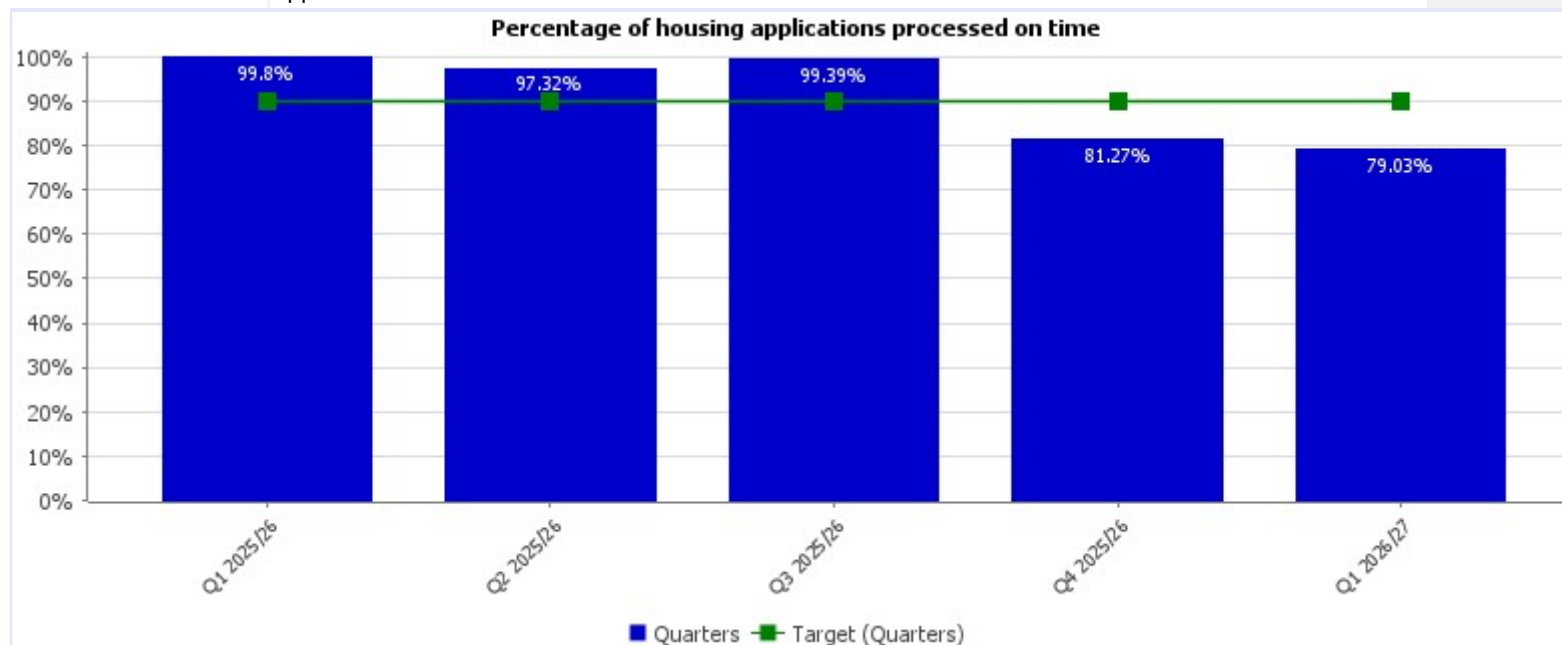
May 25 - 100% Compliant

The service has a rigorous process to follow to ensure compliance at the end of each programme year, this includes forced access process for any hard to access properties.

The target set for this performance indicator is based on the figures we need to achieve to complete the EICR compliance by the required timescale over the next 4 years to comply with SHQS.

Target of 99% is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services 'Service Improvement Plan'. This target is reviewed on a yearly basis but this is a high-profile indicator resulting in the demanding level of achievement and remains at **99%** for **2026/27**

PI Code & Short Name	P:HQSALL1000_9b Percentage of housing applications processed on time	PI Owner	zHQSALL_PAdmin; Lynn Meek
Description	This indicator measures the percentage of Allocations housing applications that are processed on time. The service aims to process all housing applications on time. The data is gathered from a report on open housing which calculates the difference from the date of the housing application received to the date the housing application was logged on open housing. These results are then used to identify improvements where the figure is below the target and ensure that the service is striving to process all housing applications on time.	Traffic Light Icon	🟢
		Current Value	79.03%
		Current Target	90%



Trend Chart Commentary:

The chart shows that performance has exceeded the target in three of the last five reporting periods. The decline in performance in Q4 and Q1 was as a result of staff training and moving to other positions within the team was a contributory factor for this. The service has taken steps to review the workload each day to ensure processing is prioritised. Training will continue with two new staff members when they start.

2026/27

Q1 Application processing time has decreased since Q4. This is now 79.03% which is a second quarter in a row. there were 814 out of 1,030 processed on within 5 days. There is a drop of 20% since Q1 2025/26. Again there has been an increase of amount of new applications received which is 1,230.

Q4 Application processing time has decreased since Q3 to 81.27%. There were 894 out of the 1,100 applications processed within 5 days. A higher number of applications were received in Q4 which was 1,199. Hopeful that this will be better for Q1 of 2026/27.

Q3 Application processing time has increased since Q2 and is now at 99.35% There were 614 out of 618 applications processed within 5 days. A lower amount of applications were received

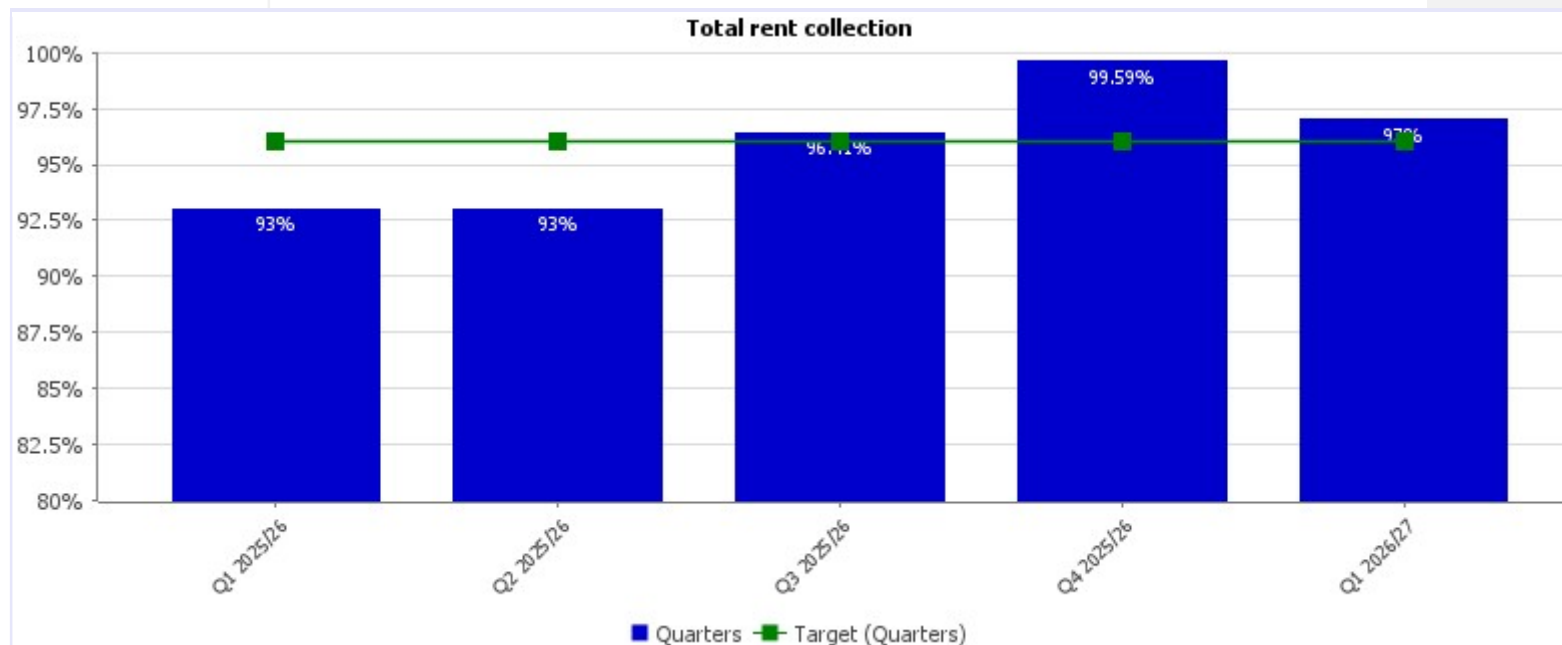
within Q3 which was 889. Performance should remain consistent in Q4.

Q2 Application processing time has reduced slightly since Q1 2025/26. Now at 97.32%. Within the quarter 981 of the 1008 applications processed were processed within the 5 day timescale. 1093 applications were received in Q2. Performance should be similar for Q3.

Q1 2025/26 application processing time has increased slightly since Q4 from 99.39% to 99.8%. 1009 out of 1011 were processed on time. 1124 applications were received.

Target for 2026/27 has been set at 90% by the Service Manager based on the yearly performance.

PI Code & Short Name	P:HQSARR700q_9b Total rent collection	PI Owner	zHQSARR_PAdmin; Alison Smith
Description	This indicator measures the rate at which Housing Customer & Building Services is collecting rent. This value is: • The cumulative sum of rental payments made so far in the financial year by current tenants (excluding garages), • divided by the cumulative charge we applied to rental accounts, to give us the year-to-date collection rate percentage. This value emulates the collection value reported to the Scottish Housing Regulator (SHR) as part of the Annual Return on the Charter (ARC) which social landlords are required to complete each year. Please note this value will be slightly different as this is an operational value and does not include void loss as the reported figure would.	Traffic Light Icon	
		Current Value	97%
		Current Target	96%



Trend Chart Commentary:

Across the five quarters shown, the Service has met or exceeded the 96% target in three quarters: Q3 2025/26, Q4 2025/26 and Q1 2026/27. Performance was strong in Q4 2024/25 at 99.7%,

before falling below target to 93% in both Q1 and Q2 2025/26. Performance then recovered in Q3 2025/26 to 96.41%, returning to target, and improved further in Q4 2025/26 to 99.59% and reduced slightly in Q1 2026/27 to 97% but still above target. This demonstrates a positive recovery following the lower collection levels reported in the first half of 2025/26. The Service continues to apply robust income management procedures, with a focus on early engagement and support for tenants, while also increasing opportunities to maximise income. This indicator closely reflects the collection value reported to the Scottish Housing Regulator (SHR) in the Annual Return on the Charter (ARC). In 2024/25, we collected 100.62% of rent due, compared with a peer group average of 100.51% and a Scottish national average of 100.56%.

PI Code & Short Name	P:HQSLETS001q_9b Average length of time taken to re-let mainstream properties	PI Owner	zHQSLETS_PAdmin; Grant Taylor
Description	This performance indicator calculates the average length of time, in calendar days, to re-let a mainstream property in West Lothian. The purpose of this performance indicator is to monitor the effectiveness of the letting service and we aim to minimise the turnover of empty properties to help meet the need for social housing.	Traffic Light Icon	🟢
		Current Value	64.03
		Current Target	65



Trend Chart Commentary

The chart show that despite being above target in 3 out of the last 5 quarters the overall performance trend for 2025/26 is an improving one with performance improving each quarter throughout the year up to and including quarter 4.

Quarter 1 performance in 2026/27 was 64.03 days and this is the best performance in the last 5 quarters and continues to ongoing trend of improved performance in re-letting of mainstream properties. Performance continued to improve in this quarter due the working partnerships between the Central Void Team and Building Services meaning that properties were ready for letting quicker as well as improved processes to streamline the void processes

Quarter 4 performance in 2025/26 was 65.22 days which is below the target of 68 days and continues the improved performance from the previous quarter.

Quarter 3 performance in 2025/26 was 66.94 days which is below the target of 68 days and continues the improved performance from the previous quarter.

Quarter 2 performance in 2025/26 was 72.24 days and was an improvement on the performance in Quarter 1 of the year.

Quarter 1 performance in 2025/26 was 77.91 days and this is the poorest performance in the last 5 quarters. The Central Void Team took over full responsibility of all void proprieties and processes in this quarter and performance was affected in the short term as a result of the handover and the new team being trained on the processes.

For the full year 2026/26 the performance is 70.95 which is a 8 day improvement from 2024/25.

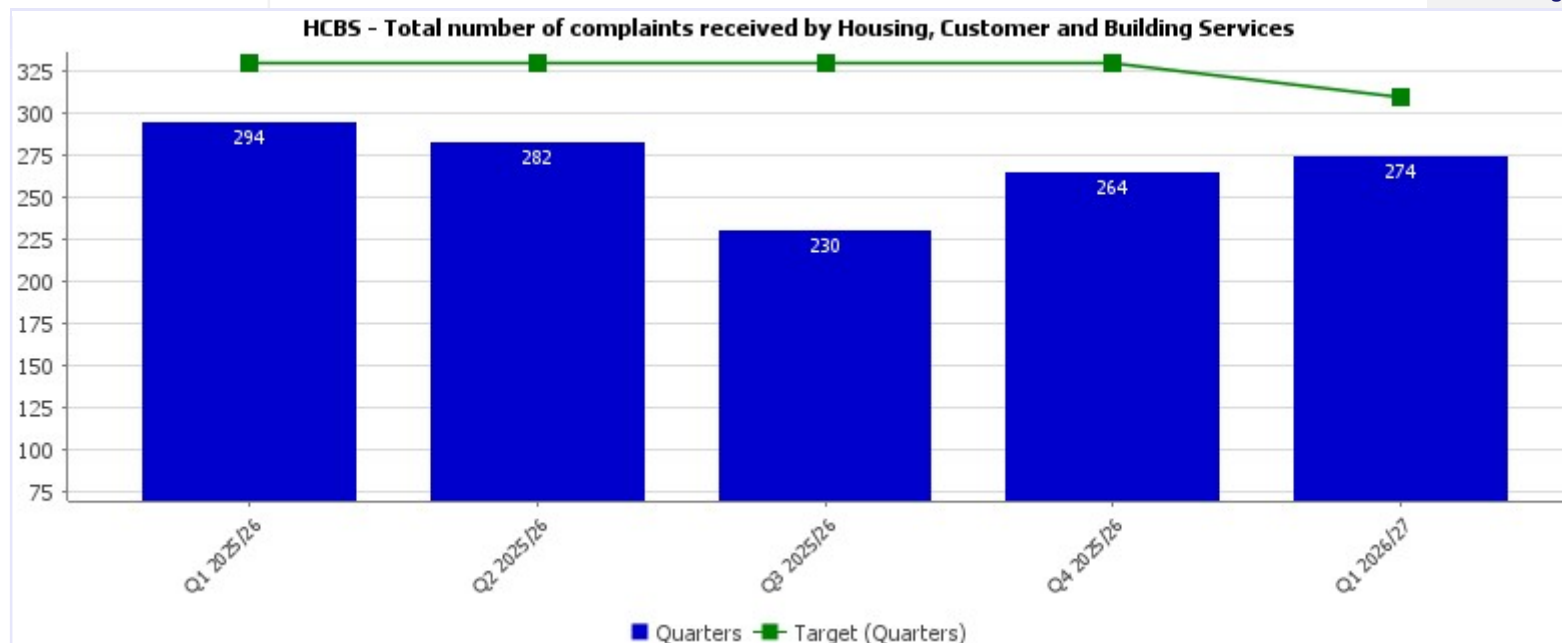
The Central Void Team took on full responsibility for all void properties in April 2025 (Q1 2025/26) with the aim of reducing handovers and delays in the void process and ultimately reducing the overall time that it takes to re-let properties. As a result, the service is starting to see improvements in various stages of the void journey. For the year 2025/26 to date, there has been a 15% improvement in the time taken for Building Services to complete repair work in void properties and 8% reduction in the average property journey time from void to being ready to let.

In order to reduce delays caused by utility issues the service entered into a working partnership agreement with British Gas in November 20205 to provide utility services to all void properties

There a number of reasons that can affect the performance for re-letting properties, these include; delays in the supply chain for materials required to repair properties especially with glazing and timber products and larger items such as kitchens; delays with external contractors due their own resourcing and supply chain issues, this includes specialist contractors for work such as asbestos removals and specialised cleans; and severe delays with utility providers where there are supply or metre issues in a property meaning it cannot be let until the issues are resolved. All voids are reviewed on a weekly basis and resources prioritised depending on service need.

The target for 2025/2026 was set at 68 days and for 2026/27 the target has been reduced to 65 days to reflect recent improved performance and which remains a challenging target for the service.

PI Code & Short Name	P:HQS021q_6b HCBS - Total number of complaints received by Housing, Customer and Building Services	PI Owner	zHQSCOM_PIAAdmin; Kirsty Weir
Description	The Performance and Change Team is responsible for monitoring complaints across Housing, Customer & Building Services. This indicator measures the total number of complaints received by Housing, Customer and Building Services (HCBS). It is the total number of complaints received by HCBS at stage one and stage two. This is used to track customer feedback on the quality of our services.	Traffic Light Icon	🟢
		Current Value	274
		Current Target	310



The chart shows that the total number of complaints received across Housing, Customer and Building Services (HCBS) has remained below the revised quarterly target of 330 in all reporting periods shown. The trend indicates a decline across the first three reporting periods, followed by an increase in Q4 2025/26 and again in Q1 2026/27. While complaint levels have increased in the latest 2 quarters, they remain within expected levels and are more reflective of previous service trends.

Analysis of complaints received in Q1 2026/27 shows that Building Services accounted for the highest proportion of complaints (57.41%), followed by Housing Operations (26.6%). There has been some consideration as to whether the increase in complaints is linked to seasonal garden issues, which are typically more common during the summer months. However, only around 10 complaints related directly to garden areas, with most relating to garden conditions such as black bags and food waste rather than overgrowth. A more significant proportion of complaints related to anti-social behaviour (ASB).

The reduction in complaints over the previous three reporting periods reflects the impact of targeted service improvements, including changes within Repairs Planning Services to strengthen

communication with tenants when booking and progressing repairs.2026/27

Q1 – HCBS received 274 complaints which is an increase of 10 complaints from the previous quarter and remains below the target set.

2025/26

Q4 – HCBS received 264 complaints which is an increase of 34 complaints from the previous quarter and remains below the target set.

Q3 – HCBS received 230 complaints which is a decrease of 52 complaints from the previous quarter and remains below the target set.

Q2: HCBS received 282 complaints which is a decline of 12 from the previous quarter and remains below the target.

Q1: 294 complaints were received which is a decrease of 23 compared with the previous quarter.

Target: The quarterly target will be reduced to 310 in 2026/27 due to the declining trend in performance.

PI Code & Short Name	HSD314_9b Cumulative Number of New Affordable Homes Delivered	PI Owner	zHSD_PIAAdmin; Marjory Mackie
Description	This quarterly performance indicator monitors the cumulative number of new supply of affordable homes in West Lothian, since 2022/23. It is the sum of West Lothian Council (WLC) new build completions, Registered Social Landlord (RSL) new build completions, WLC acquisitions (buy backs) and RSL acquisitions. A minimum target of 1,621 affordable homes delivered between 2023 and 2028 has been set in line with the West Lothian Local Housing Strategy (LHS) 2023 to 2028 and the Housing Need and Demand Analysis (HNDA3), which identified a requirement for an average minimum of 316 affordable homes per annum over a 20 year period.	Traffic Light Icon	🟢
		Current Value	1,606
		Current Target	1,415



Trend Chart Commentary

This quarterly indicator shows a positive trend with the number of new affordable homes completed meeting or exceeding the target in all 5 Quarters shown.

2026/27

During Quarter 1, there were a total of 1,606 affordable homes completed, representing 99% of the overall minimum target.

2025/26

During Quarter 4, there were a total of 1,515 affordable homes completed, representing 93.4% of the overall minimum target.
During Quarter 3, there were a total of 1386 affordable homes completed, representing 85.5% of the overall minimum target.
During Quarter 2, there were a total of 1347 affordable homes completed, representing 83% of the overall minimum target.
During Quarter 1, there were a total of 1258 affordable homes completed, representing 77.6% of the overall minimum target.

The minimum target for new build supply by the end of 2027/28 is 1621 units.