

action	Measure	April 25 (2025-26)	May-25	Jun-25	Jul-25	Target	MLAP	RAG rating	Performance Trend	Accountable Manager	Responsible Officer	Comments
Estates and Cleaning												
1	Percentage of estate inspections (including H&S checks required in blocks) completed that were due during period	0%	0%	0%	0%	100%	N/A	N/A		Jason Grace		data collection method being reviewed as new contractors embedded.
2	Average weighted score for all internal inspections (A, B, C, Ds) as a numerical score (4, 3, 2, 1 points respectively) divided by total number completed	n/a	n/a	n/a	n/a	Zero D's	N/A	N/A		Jason Grace		data collection method being reviewed as new contractors embedded.
3	Number of H&S breaches picked up during the above inspections (both internal and external)	n/a	n/a			Tracker	N/A	N/A		Jason Grace		data collection method being reviewed as new contractors embedded.
4	Satisfaction with how we keep the communal areas clean and tidy during period	N/A	N/A	N/A	N/A	N/A	N/A	N/A		Jason Grace		Departmental wide method for capturing transactional satisfaction to be implemented from summer 25.
Rent and Income												
5	Current arrears as a percentage of annual debit	5.16%	5.59%	5.57%	6.06%	5%	N/A		↓	Lydia Bradbury	LC	The Universal Credit (legacy case) migration has started and Housing Benefit stops during process. Having a knock on impact on arrears. Likely to impact arrears during whole of 2025. Staff shortages in team due being managed through.
6	Rent collected as a percentage of rent owed (excluding current arrears brought forward)	95.05%	89.47%	96.19%	93.07%	99%	N/A		↓	Lydia Bradbury	LC	See above - Staffing and systems review underway to improve collection rates.
7	Total number of garages let	1180	1181	1178	1180	1291	N/A		↑	Simon Burgess	SB	Processes have been reviewed and expectation that this measure will improve substantially by yearend.
Tenancy Management												
8	Number of open fraud cases	26	21	20	23	N/A	N/A	Tracker	N/A	Lydia Bradbury	QA	
9	Number of properties recovered due to SAFS intervention	1	3	0	0	N/A	N/A	Tracker	N/A	Lydia Bradbury	QA	We have one property with an injunction order due to abandonment. 4 properties returned during financial year due to SAFS intervention.
10	Percentage of new tenancy visits completed against a target of 100% for the month	50%	42%	43%	47%	100%	N/A		↑	Lydia Bradbury	AS	The majority of the visits outstanding are for the patch without a housing officer. Tenancy sustainment are going to cover this over next 2 months.
Temporary Accommodation												
11	Average time spent in TA (for those leaving TA during the period)-weeks	37	35	33	32	N/A	N/A	Tracker	N/A	David Reavill	KP/LW	DCR 13/8-20 allocations were made in July to homeless households
12	Number of households in B&B at end of period	69	78	76	81	N/A	N/A	Tracker	N/A	David Reavill	KP/LW	DCR 13/8-Continued high levels of homeless approaches and households requiring temporary accommodation-hotel elimination plan developed with MHCLG
13	Total number of households with children in Hotels over 6 weeks	30	31	27	20	N/A	N/A	Tracker	N/A	David Reavill	KP/LW	DCR 13/8-hotel elimination plan developed with MHCLG
Safer Communities												
14	Percentage of safeguarding enquiries responded to on time (section 17's & 47's)	100	100%	100%	100%	95%	N/A		N/A	Lydia Bradbury	KK	

15	Percentage of ASB reports actioned within target timeframes (24hrs/3 working days initial response to complainant)	100	100%	100%	100%	90%	N/A		N/A	Lydia Bradbury	KK	
16	Satisfaction with ASB case handling (cases closed during period)	*47%	*47%	*47%	*47%	N/A	N/A	N/A	N/A	Lydia Bradbury	KK	*Based on TSM results from Nov 24, transactional satisfaction surveys to be set up by end of Q2 in caseworks.
Asset Management												
17	Percentage of emergency repairs responded to within timescale during period	96.13%	100.00%	98.10%	97.49%	97%	95%		↓	Jason Grace	GH	349 emergencies were completed in target with the remaining 15 completed but outside the 24 hour target.
18	Percentage of all repairs responded to within target timescale during period	82.46%	83.71%	83.80%	84.32%	97%	95%		↑	Jason Grace	GH	This KPI continues to trend upwards as the WIP reduces and more orders are completed in target.
19	Percentage of first time fixes during the period	84.98%	81.54%	82.35%	84.00%	85%	80%		↑	Jason Grace	GH	This KPI continues to trend up as the WIP reduces and more orders are completed at the first visit.
20	Satisfaction with repairs completed by Morgan Sindall during the period	3.6	4.2	3.8	4.2	4.3	4.1		↑	Jason Grace	GH	168 surveys were returned for July which is a marked increase and 138 of the surveys had a score of 4 or 5 out of 5. 30 returned surveys had a score of 1,2 or 3 out of 5 and the common positive themes were "resolved", "fixed", "polite" with the negatives being "time taken overall" and "didn't resolve issue"
21	Number of Out Of Hours calls received	109	88	76	72	N/A	N/A	Tracker	N/A	Jason Grace		There were 72 out of hours calls within the month which is a decrease of 4 from the previous month. all 72 calls were answered and responded to within the timescales
22	Percentage of Out Of Hours repair calls answered	100.00%	100.00%	100.00%	100.00%	100%	N/A		→	Jason Grace		
23	Percentage of Out Of Hours repair calls responded to in time (Morgan Sindall)	98.00%	100.00%	100.00%	100.00%	100%	N/A		→	Jason Grace		
24	Social Housing De-Carbonisation Fund Works - satisfaction in how the works were managed by CCS	80%	78%	85%	55%	90%	N/A		↓	Jason Grace	RR	Management ensures no work is signed off on quality until tenant is happy. However, dip in satisfaction being addressed directly with contractor.
Lettings												
25	Average void period (key to key) for all re-lets during the month (in calendar days to two decimal points)	47.15	52.27	71.38	61.23	42 days	N/A		↑	David Reavill	DT/VB	Performance improved in July due to an improvement in internal processing when property ready to let. New performance reporting via salesforce should assist with pinpointing areas for improvement going forward
26	Average void period (key to key) during the month for *standard re-lets	41.79	47.38	62.27	55.1	42 days	N/A		↑	David Reavill	DT/VB	*these are properties where there are no capital works or just one of the following - a rewire, a kitchen, a bathroom, or a new central heating system
27	Average time to re-let adapted properties in the period	52.33	69.5	69.5	70.66	42 days	N/A		↓	David Reavill	DT/VB	For any property that is let as adapted or has been adapted during the void work (not for properties let with a view to new tenant having adaptations made once tenancy starts) DCR 13/8-3 complex cases with adaptation needs
28	Satisfaction with Lettings during the period	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	David Reavill		Departmental wide method for capturing transactional satisfaction to be implemented from summer 25.
Compliance												
29	Percentage of homes with a valid gas safety certificate	99.70%	99.88%	99.79%	99.80%	100%	N/A		→	Jason Grace	KK	07/08/25. - Service Level Agreements being negotiated with Legal.
30	Percentage of domestic properties with a satisfactory EICR up to 5 years old	98.46%	98.54%	98.64%	98.60%	100%	N/A		↑	Jason Grace	EM	Much improved liaison with internal teams resulting in better performance and understanding of responsibilities.
31	Percentage of non-domestic properties with a satisfactory EICR up to 5 years old	100%	100%	100%	100%	100%	N/A		→	Jason Grace	EM	All non-domestic areas have in date certification

32	Percentage of 'Housing Block Communal Area' FRAs that are 'in-date'	100%	100%	100%	100%	100%	N/A		➡	Jason Grace	MJ	All 'Housing Block Communal Area' FRAs (External Specialist) are in date as per policy, as are any necessary Annual Interim FRA Reviews (SADC Officer/s)
33	Percentage of FRA 'High' risk actions outstanding	0%	0%	0%	0%	0%	N/A		➡	Jason Grace	MJ	Currently there are no high risk actions outstanding.
34	Proportion of homes which all required legionella risk assessments have been carried out	100%	100%	100%	100%	100%	N/A		➡	Jason Grace	KK	07/08/25. - Arrangements for immediate resolution of remedial works required for health and safety agreed with contractor.
35	Proportion of lifts having safety inspections that need them within the last 12 months	100%	100%	66%	66%	100%	N/A		➡	Jason Grace	EM	2no lifts outstanding for LOLER inspections (Telford Court), access issues, these are booked in for August
36	Proportion of sites having had an asbestos management survey or re-inspection within last 12 months	100%	100%	100%	100%	100%	N/A		➡	Jason Grace	GH	all communal validation surveys complete for 24/25 via Morgan Sindall
37	Number of 'raised' Damp / Mould / Condensation cases	42	28	26	26	Tracker	N/A		➡	Jason Grace	GH	
38	Average time taken to resolve Damp / Mould / Compensation cases (for closed cases)	42 days	34 days	29 days	14 days	13 days	N/A		➡	Jason Grace	GH	This includes major damp works such as DPC's. Position improving as small works team coming online.
Customer Service												
39	Percentage of Stage 1 and 2 complaints responded to on time during the month	67%	60%	80%	92%	70%	N/A		⬆	Julie Young		Everyone in Housing to prioritise speed and quality of complaint resolution. It's a key corporate priority.
40	Percentage of respondents satisfied with complaint handling during the period	Not currently collected	Not currently collected	Not currently collected	Not currently collected	33%	N/A		N/A	Julie Young		To be developed for Q2 25/26
41	Call handling average wait-time in Customer Delivery Team	3 mins 15 seconds	4 mins 13 seconds	4 mins 21 secs	4 mins 24 secs	4 mins	N/A		⬇	Jamie Goodwins		Link to data for average waiting times and abandonment
42	Abandonment rate for Customer Delivery Team	18%	22%	20%	16%	85%	N/A		⬇	Jamie Goodwins		Includes Housing Contracts Admin, Register & Income Duty Line
43	Morgan Sindall average call handling wait-time	00:01:13	00:00:50	00:01:18	00:00:50	4 mins	4 mins		⬆	Jason Grace		the average wait time decreased from the previous month by 28 seconds and continues to be a positive of the call centre. this is under target and MLAP
44	Morgan Sindall percentage of abandoned calls	4%	3%	6%	4%	5%	7%		⬆	Jason Grace		of the 1,986 calls received within the month only 70 were abandoned. Performance has returned to May's level after a spike in June. this continues to be a good improvement from Morgan Sindall.