Housing Performance - Quarter 1 2026/27

Introduction

This report provides an overview of the key performance indicators (KPIs) used to monitor the performance of Housing Services during Quarter 1. The scorecard is organised into sections covering the main areas of service delivery, including Repairs, Building Safety, Housing Management and other housing functions.

Each section contains a table showing the performance of individual KPIs. The tables include:

- **Key Performance Indicator** – title of the measure being reported.
- **Target** – the level of performance the service aims to achieve.
- **Current Quarter** – the performance result for the reporting quarter.
- **Previous Quarter** – the performance result from the preceding quarter.
- **Last Year** – the result for the same period in the previous year, enabling comparison over time and helping to identify seasonal trends.
- **Status** – an indication of whether the current quarter's performance met the target.
- **Change** – an indication of whether performance has improved, remained the same, or declined compared with the previous quarter.

The scorecard helps residents, stakeholders and elected members understand how Housing Services are performing and highlights areas where performance is improving, as well as areas requiring further focus and improvement.

Keeping homes in good repair

Key Performance Indicator	Target	Current Quarter	Previous Quarter	Last year	Status	Change
Percentage of homes not meeting the Decent Homes Standard	0%	**9.2%**	9.2%	9.2%	Off Target	Same as previous quarter
Satisfaction with programmed works - overall	99%	**99.8%**	100%	100%	Target Met	Same as previous quarter
Satisfaction with programmed works – right first time	99%	**99.2%**	99.4%	99.1%	Target Met	Same as previous quarter
Percentage of emergency repairs completed in time	99.9%	**99.9%**	99.7%	99.3%	Target Met	Better than previous quarter
Satisfaction with the repairs service - overall	95%	**91%**	90%	88%	Off Target	Better than previous quarter
Satisfaction with the repairs service – right first time	95%	**90%**	87%	87%	Off Target	Better than previous quarter

Awaab's Law additional KPIs are being developed to demonstrate our compliance against Awaab's Law and will be updated in the above table.

Maintaining building safety

Key Performance Indicator	Target	Current Quarter	Previous Quarter	Last Year	Status	Change
Percentage of gas safety checks that have been completed (domestic)	100%	**94.8%**	96.3%	96.6%	Off Target	Worse than last quarter
Percentage of gas safety checks that have been completed (communal)	100%	**100%**	100%	100%	Target Met	Same as last quarter
Percentage of fire safety assessments carried out (communal)	100%	**100%**	99.6%	97.7%	Target Met	Same as last quarter
Percentage of asbestos checks have been completed (communal)	100%	**100%**	99.7%	99.7%	Target Met	Same as last quarter
Percentage of water safety checks that have been completed (communal)	100%	**100%**	100%	100%	Target Met	Same as last quarter
Percentage of lift safety checks have been completed	100%	**100%**	100%	100%	Target Met	Same as last quarter
Percentage of properties with a valid inspection (electrical domestic)	100%	**92.1%**	91.4%	88%	Off Target	Same as previous quarter

Key Performance Indicator	Target	Current Quarter	Previous Quarter	Last Year	Status	Change
Percentage of properties with a valid inspection (electrical communal)	100%	**98.9%**	100%	99.3%	Off Target	Worse than last quarter

Housing management

Key Performance Indicator	Target	Current Quarter	Previous Quarter	Last Year	Status	Change
Average relet time in days – Lettings	21 days	**28 days**	34 days	29 days	Off Target	Better than previous quarter
Average relet time in days – Repairs (major works removed)	20 days	**36 days**	32 days	33 days	Off Target	Worse than previous quarter
Total average relet time in days (major works removed)	41 days	**64 days**	66 days	62 days	Off Target	Better than previous quarter
Percentage of tenancies sustained for longer than 2 years	68%	**88%**	87%	88%	Target Met	Better than previous quarter

Homelessness and Temporary Accommodation

Key Performance Indicator	Target	Current Quarter	Previous Quarter	Last Year	Status	Change
% of homeless cases resolved at prevention stage	55%	**60%**	62%	52%	Target Met	Worse than previous quarter
% of prevention cases able to remain within own home	20%	**13%**	22%	16%	Off Target	Worse than previous quarter
Number of households in temporary accommodation	Data	**278**	272	240	No target	Worse than previous quarter
Average number of days in temporary accommodation	Data	**124**	121	105	No target	Worse than previous quarter
Number of households in B&B / Hotel accommodation	Data	**9**	15	25	No target	Better than previous quarter
Number of households in B&B / Hotel accommodation which are families	Data	**1**	2	5	No target	Better than previous quarter

Maintaining income

Key Performance Indicator	Target	Current Quarter	Previous Quarter	Last Year	Status	Change
Collection rate as a % of the debit	Data	**102%**	101.1%	101.1%	No Target	Better than previous quarter
% of tenants with 7+ weeks gross rent arrears	Data	**10%**	10.1%	10.7%	No Target	Better than previous quarter
Percentage void rent loss	1.3%	**2.5%**	2.5%	2.4%	Off Target	Same as previous quarter
Number of tenants evicted due to rent arrears	Data	**5**	1	9	No Target	Worse than previous quarter

Effective handling of complaints

Key Performance Indicator	Target	Current Quarter	Previous Quarter	Last Year	Status	Change
Number of stage 1 complaints received in the last quarter (per 1,000 homes)	Data	**9.2 (195)**	14 (302)	9.2 (194)	No Target	Better than previous quarter
Number of stage 2 complaints received in the last quarter (per 1,000 homes)	Data	**2.36 (50)**	2.88 (61)	1.46 (31)	No Target	Better than previous quarter
Percentage of stage 1 complaints received, which were handled within 10 working days	Data	**69% (135)**	59.6% (180)	67% (130)	No Target	Better than previous quarter
Percentage of stage 2 complaints received, which were handled within of 20 working days	Data	**34% (17)**	29.5% (18)	48.3% (15)	No Target	Better than previous quarter

Responsible neighbourhood management

Key Performance Indicator	Target	Current Quarter	Previous Quarter	Last Year	Status	Change
Number of anti-social behaviour cases (per 1,000 homes)	Data	**12.3**	13	16.5	No Target	Better than previous quarter
Number of anti-social behaviour cases involving Hate Crime (per 1,000 homes)	Data	**0.14**	0.19	0.19	No Target	Better than previous quarter
Personal - anti-social behaviour	Data	**133**	120	N/A	No Target	Worse than previous quarter
Noise Complaint - anti-social behaviour	Data	**90**	92	110	No Target	Better than previous quarter
Nuisance / Community - anti-social behaviour	Data	**36**	58	51	No Target	Better than previous quarter