



How we are performing

June 2024



Performance
above or
on target

Performance
slightly below
target













Performance
below target

live • grow • thrive • together


Performance Indicators (PIs)

On the following pages we have set out our key performance indicators, showing current percentages, trends and targets.

Key


	Performance at or above expected level / tolerance		Performance deteriorating
	Performance slightly below expected level / tolerance		Data not available for trend
	Performance below expected level / tolerance		Data reported quarterly
	Performance expectation to be set		Date reported annually
	Performance improving		Data reported monthly
	Performance maintained		No performance expectation (contextual)

Tenant Satisfaction Measures (TSMs)




Overall satisfaction

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	75%	80%	82%	↑	✓




Satisfaction that the home is well maintained

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	77%	80%	81%	↑	✓




Satisfaction with repairs

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	73%	80%	80%	→	✓




Satisfaction that the home is safe

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	80%	80%	84%	↑	✓



Satisfaction with time taken to complete most recent repair

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	65%	70%	62%	↓	✗



Satisfaction that the landlord listens to tenant views and acts upon them

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	77%	80%	78%	↓	✓



Satisfaction that the landlord keeps tenants informed about things that matter to them

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	85%	80%	85%	→	✓



Satisfaction that the landlord keeps communal areas clean and well maintained

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	81%	80%	79%	↑	✓



Agreement that the landlord treats tenants fairly and with respect

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	88%	80%	86%	↑	✓



Satisfaction that the landlord makes a positive contribution to neighbourhoods

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	77%	80%	74%	↓	✗



Satisfaction with the landlord's approach to handling complaints


Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	46%	60%	40%	↓	✗




Satisfaction with the landlord's approach to handling anti-social behaviour


Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	74%	75%	73%	↑	✓

Complaints relative to the size of the landlord




Number of stage 1 complaints received per 1,000 homes


Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	40.1	10	13.1	-	





Number of stage 2 complaints received per 1,000 homes


Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	5.8	1.5	0.75	-	

Complaints responded to within Complaint Handling Code timescales





Stage 1 complaints responded to within Complaint Handling Code timescales

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	87.5%	80.8%	86.5%		



Stage 2 complaints responded to within Complaint Handling Code timescales

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	91.3%	72%	75%		

Anti-social behaviour cases relative to the size of the landlord



Number of anti-social behavioural cases opened per 1,000 homes

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	37.81	33.15	28.13	↑	✓



Number of anti-social behavioural cases that involve hate incidences opened per 1,000 homes

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	0.38	0.75	0.5	→	✓

Decent Homes Standard



Homes that do not meet the Decent Homes Standard

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	0.20%	0%	2.62%	n/a	📈

Repairs in target



Repairs completed with target timescale: non-emergency repairs

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	60.6%	70%	79.7%	↑	



Repairs completed with target timescale: emergency repairs

Freq.	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
M	100%	100%	100%	→	

Board Pls



Current and former rent and service charge collection rate (exc. arrears brought forward)

Arrears/ Incomes	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	99.58%	95.94%	95.50%	↑	✓



Domestic electrical safety certificates in place (10 year)

Compliance	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	99.94%	100%	99.96%	↑	✗



Rent arrears of current tenants as a percentage of rent due

Arrears/ Incomes	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	1.66%	2.66%	2.82%	↓	✓



Gas safety checks

Compliance	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	100%	100%	100%	→	✓



Domestic electrical safety certificates in place (5 year)

Compliance	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	94.35%	94.50%*	94.36%	↓	✗



Fire safety checks

Compliance	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	100%	100%	100%	→	✓



Asbestos safety checks

Compliance	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	100%	100%	100%	→	



Satisfaction with recent transaction (Contact Centre)

Customer Contact	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	n/a	80%	83.1%	↑	



Water safety checks

Compliance	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	100%	100%	100%	→	



% of tenancy audits completed

Housing Management	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	n/a	tbc	5.1%	-	



Lift safety checks

Compliance	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	100%	100%	100%	→	



Average annual days lost per employee due to sickness absence

People Services	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	9.9 days	9.9 days	10.2 days	→	



Employee Satisfaction (May 2024)

People Services	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	n/a	tbc	85%	-	



Average managed re-let time (days)

Voids	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	37.18	40.00	24.78	↑	



Employee turnover

People Services	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	17.0%	4.3%	3.1%	↓	



Average void rent loss

Voids	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	0.81%	0.81%	0.51%	↑	



Satisfaction with repairs (transactional)

Repairs	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend (Monthly)	Status
	n/a	90%	90.0%	↓	

SMT PIs



Volume of Stock Condition surveys completed

Assets	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend	Status
	n/a	624	327	↑	✘



Mandatory Staff Training

People Services	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend	Status
	n/a	100%	n/a	n/a	tbc



Number of open HHSRS Category 1 cases (Housing Health and Safety Rating System)

Assets	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend	Status
	n/a	n/a	18	-	-



% of repairs completed in a single visit

Repairs	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend	Status
	96.29	92%	96.19%	↓	✔



Number of open HHSRS Category 2 cases (Housing Health and Safety Rating System)

Assets	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend	Status
	n/a	n/a	97	-	-



% of repairs appointment kept

Repairs	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend	Status
	99.4	99%	99.81%	↑	✔



Open Repairs

Repairs	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend	Status
	n/a	-	5,903	↓	-



Average cost of a void property

Voids	23-24 Performance (Year End)	24-25 Target	24-25 Performance (current)	Short Term Trend	Status
	£4,668	£5,136	£2,662	↓	✓