

SCH Strategic Performance Report - May 2025



8	<p>Recoverable: BS01 - Percentage of properties with valid gas certificate CR36 - Contact Centre Average Seconds to Answer (ASA)</p> <p>Non Recoverable: H01 - Average stay in temporary accommodation (all) - days H01a - Average stay in temporary accommodation (families with children) - days AM1b - Percentage domestic properties with a satisfactory Electrical Installation Condition Report AM1k - Percentage of fire safety remedial actions completed to timescale DM1 - Percentage Damp and Mould Inspections completed within timescale DM2 - Percentage Damp and Mould remedials completed within timescale</p>
4	<p>Downward Trend: All indicators within tolerance of target have an upward trend.</p>
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Upward trend:

CH02a/b - Complaints resolved in timescale (Stage 1 and 2) - Reporting methodology has been reviewed, and for monthly dashboards this indicator will be calculated based on complaints closed during the month.

RP02a/b - Repairs completed within target timescale (emergency and non-emergency) - Performance in May is still below target for both, but is now within tolerance of target indicating an improvement in terms of completion within target for responsive repairs.

CR36 - Contact Centre ASA - Whilst still below target, and unlikely to be recovered this year, a positive improvement in the ASA was seen during May.

* Descriptions for headers included on definitions page at end of report

SCH Strategic Performance Report - May 2025




Customer & Corporate Services Dashboard

			Mar-25	Apr-25	May-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
CH01a	Stage 1 complaints per 1,000 properties	TSM MI	3.48	3.69	4.10	7.79	N/A	43.02	37.46	N/A	In May there were 39 stage 1 complaints raised meeting the TSM definition to be resolved. This is a slight increase on April, during which there were 36 raised. Including all complaints, 51 were raised in May. There were also 12 which were refused or withdrawn.
CH01b	Stage 2 complaints per 1,000 properties	TSM MI	0.31	0.31	0.31	0.61	N/A	5.43	5.20	N/A	In May there were 3 stage 2 complaints meetings the TSM definition to be resolved. This is the same number as were raised in April. Overall there were 4 stage 2 complaints raised during May. There was 1 complaint which was refused.
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	70.59%	77.78%	87.50%	83.10%	85.00%	73.57%	73.00%	↑	This indicator reports on the performance in terms of complaints closed in month. Of the 39 complaints opened 24 have so far been closed in target. Two have been closed outside of target and 13 remain open. Those yet to be closed will be reflected in future months outturn.
CH02b	Complaints resolved in timescale (Stage 2)	TSM MI	100.00%	100.00%	100.00%	100.00%	96.00%	86.79%	87.50%	↑	This indicator reports on the performance in terms of complaints closed in month. Of the three complaints raised in May, one has been closed in target and there are two open which are still within target. Those yet to be closed will be reflected in future months outturn.
TP01	Overall satisfaction with services provided by SCH	TSM P	74.32%	-	-	-	80.00%	77.18%	69.80%		Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -4.06% vs Q3 2024/25. 110 out of 148 respondents were satisfied in Q4. Further analysis and follow up calls have been completed to understand if there are any themes in dissatisfaction. It has been identified that most of the change has been an increase in respondents having a neutral response, rather than this being an increase in dissatisfaction.
TP06	Satisfaction that SCH listens to and acts upon tenants' views	TSM P	58.82%	-	-	-	71.00%	67.18%	57.40%		Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -11.98% vs Q3 2024/25. 70 out of 119 respondents were satisfied in Q4. From initial analysis, we can see most dissatisfaction is coming from residents in houses and in Shirley.
TP07	Satisfaction that SCH keeps you informed about things that matter to you	TSM P	73.39%	-	-	-	79.00%	76.58%	65.70%		Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -3.85% vs Q3 2024/25. 91 out of 124 respondents were satisfied in Q4.
TP08	Satisfaction that SCH treats me fairly and with respect	TSM P	81.16%	-	-	-	85.00%	83.85%	74.40%		Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -3.80% vs Q3 2024/25. 112 out of 138 respondents were satisfied in Q4.
TP09	Satisfaction with SCH's approach to handling complaints	TSM P	38.46%	-	-	-	45.00%	37.84%	28.60%		Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 +14.46% vs Q3 2024/25. 10 out of 26 respondents were satisfied in Q4.
WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	-	100.00%	-	100.00%	94.00%	95.28%	N/A		No survey returns for May 25/26, but April figure updated following further survey completions.
CR2	Overall satisfaction (transactional)	SCH KPI	87.50%	92.00%	88.40%	90.03%	87.00%	85.69%	N/A	↓	Meets target. April figure updated following further survey completions.
CR36	Contact centre ASA	SCH KPI	460	377	276	328	210	273	185	↑	Status: Our target of 210 seconds has not been achieved year to date which can be attributed to the vacancies we have had in the team. Mitigating Actions: 1 FTE vacancy was filled in May, with the training underway – on calls from June. Further role will be advertised shortly and interviews planned for July. Timeframe: All vacancies should be fulfilled by October, and the CC will focus on a 'winter ready' plan Forecast: Performance is anticipated to improve in the summer months.

*Benchmark based on median performance from 2023/24 Housemark benchmarking

**Direction of Travel - an up arrow indicates improving performance, and a down arrow represents worsening performance between the previous two months.

Housing Services Dashboard			Mar-25	Apr-25	May-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
NM01	ASB cases per 1,000 properties	TSM MI	1.64	2.87	2.97	5.84	N/A	22.84	40.46	N/A	There were 29 ASB cases received in May, which is comparable to 28 raised in April. Work has been underway to promote methods of reporting ASB, which is expected to have contributed to the increase in reports.
NM01a	ASB cases per 1,000 properties (Hate Crime)	TSM MI	0.00	0.00	0.10	0.10	N/A	0.41	1.03	N/A	There was one ASB cases related to hate crime received in May.
TP10	Satisfaction that SCH keeps communal areas clean and safe	TSM P	62.32%	-	-	-	70.00%	66.67%	65.00%		Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -3.31% vs Q3 2024/25. 43 out of 69 respondents were satisfied in Q4.
TP11	Satisfaction that SCH makes a positive contribution to neighbourhood	TSM P	70.41%	-	-	-	74.00%	74.74%	59.30%		Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 +1.26% vs Q3 2024/25. 69 out of 98 respondents were satisfied in Q4.
TP12	Satisfaction with SCH's approach to handling ASB	TSM P	60.81%	-	-	-	60.00%	59.58%	53.30%		Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -2.68% vs Q3 2024/25. 45 out of 74 respondents were satisfied in Q4.
VL13	Percentage of rent loss due to voids	SCH KPI	1.28%	1.09%	1.16%	1.16%	1.25%	1.28%	2.34%	↓	Meets target.
WR15	Current tenant arrears as % of rent debit	SCH KPI	2.75%	2.98%	3.11%	3.11%	3.50%	2.75%	2.37%	↓	Meets target. This is an increase on the previous months position, however, this is still 0.49% better than last year's 3.60% and still 0.39% better than our final end of year target of 3.50%. Continual use of Rent Sense, Mobyssoft product, alongside traditional methods of persistent nudging and arrears action in line with parameters and in accordance with policy and procedure.
HO1	Average stay in temporary accommodation (all) - days	SCH KPI	152	233	210	220	80	143	N/A	↑	Issue: The KPI target of 80 has not been achieved and the average stay in TA remains high. The average TA stay in May is 210 nights, reflecting an improvement of that in April. Households are included within this indicator once they move on from TA, and so where the focus has been on finding accommodation for those that have been in TA for the longest it will impact this indicator. In terms of those currently in TA, at the end of May there were 240 households with the longest stay at 1600 days. Mitigating Actions: It is important to move the households remaining in TA the longest into long term housing solutions, the implication is that it will keep the total higher and outside of the target. However, where we can drive up the outcomes in the relief stage, this should additionally work to balance the median dates, with a positive contribution to the overall KPI. Achieving better relief outcomes will ensure that where possible households are spending the shortest time in TA possible. Timeframe: The changes to the Allocations policy is anticipated to bring improvements when it is implemented in the summer. Forecast: Based on still having households in TA with stays considerably above target it is not anticipated that this indicator will be recoverable in year.
HO1a	Average stay in temporary accommodation (families with children) - days	SCH KPI	198	303	302	303	95	183	N/A	↑	Issue: This remains above of the 95-day target at 302 days, with a very small improvement from April. Of the vacations for families with children, 1 was over 3 years, 1 was over 2 years and 4 were over 1 year. These 6 would have had a big impact on the overall average. At the end of May, there were 201 households with dependents in TA. Mitigating Actions: As above, the more that we try to resolve in the relief stage and as early as we can in the TA stay this will offer a counterbalance on the overall average outcome, as well as delivering better outcomes for families. Timeframe: The changes to the allocations policy, due to be implemented this year, will support such endeavours but cannot be the only solution. It will need to go together with a development of the links in the private rented sector to complement the offer. Forecast: As above, we continue to seek long term housing solutions for applicants who have been in TA the longest, the average stay KPI is unlikely to be recoverable in this financial year.

HO5	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	57.55%	61.90%	58.93%	60.50%	60.00%	49.06%	N/A		<p>There was a slight decrease in performance during May, meaning we were within tolerance of target. Less applicants were successfully placed into supported housing in May and contributed to the performance, however there was a notable increase of PRS outcomes via Solihome (6) and overall successful outcomes. As a local authority area with high-cost private rented accommodation and where the local housing allowance sits adrift of that, the private rented sector is much less accessible than in other LA areas. Despite this, it is encouraging to see the tenacity in sourcing accommodation for households in the PRS, and this is further supported by the message being given from the application outset. In May over 50 % of those where relief ended, were ended successfully. This is showing an upward trend despite the challenges. The difficulties remain in moving on families, particularly larger families with a limited income. The privately rented sector is often unaffordable, and the reduced priority and lack of available properties to bid on via the CBL has and will continue to present an issue in this area. We are consistent in the message that we do all we can to secure earlier outcomes, and this is being applied in case reviews and staff training.</p>
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Asset Management Dashboard

			Mar-25	Apr-25	May-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
RP01	Homes that do not meet the Decent Homes Standard	TSM MI	2.36%	2.38%	2.37%	2.37%	2.00%	2.36%	2.35%	↑	At the end of May, there were 231 properties which were non-decent, which is an improvement on the end of April where 232 properties were non-decent. A majority of properties fail on windows or kitchens & bathrooms. Properties which are non decent are included in capital programmes for 2025-26. Work is underway with the BI team to improve reporting around decent homes, a particularly around proactive identification of properties which will become non-decent. The SCS programme with Pennington's will be completed on 20th June. At this time a full system update can be completed, as this will also include capital work completions it is anticipated that this position will improve.
RP02a	Repairs completed within target timescale (emergency)	TSM MI	92.80%	91.38%	95.05%	93.26%	95.50%	91.83%	95.80%	↑	Issue: For both emergency and non emergency works an improvement in performance to bring to within tolerance of target has been seen. This is also with an increase in completions across both types of work. Of the 970 emergency jobs completed, 48 were completed outside of timescale. For non emergency works, of the 1791 completed 327 were outside of their timescale. Mitigating Actions: Following the SCHape panel review, the panel have reviewed categorisation of works which will make positive changes in ensuring adequate time is available to complete works. The scheduling team are currently manually amending those which need their priority updated, in order to maintain the original logged date. They are currently 75% through this process. An improvement to works in progress has also been seen, and at the end of May stood at 4073. Whilst this is still above the preferred 8-10% of works, this is an improvement on our earlier position. The scheduling team have also put in place proactive measures to monitor on a weekly and monthly basis. Timeframe: Looking to implement any changes to service delivery in 2025/26, detailed target dates of individual actions are recorded in the repairs tracker. Forecast: If the recent trajectory is maintained, it is anticipated that target could be recoverable this financial year. However, based on historic data the current forecasted outturn is within tolerance of target at 83% for non-emergency repairs and 91% for emergency repairs.
RP02b	Repairs completed within target timescale (non-emergency)	TSM MI	79.29%	78.45%	81.74%	80.16%	85.00%	81.61%	81.40%	↑	
TP02	Satisfaction with repair in the last 12 months	TSM P	77.01%	-	-	-	80.00%	77.90%	72.80%		Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 +0.87% vs Q3 2024/25. 67 out of 87 respondents were satisfied in Q4.
TP03	Satisfaction with time taken to complete the last repair	TSM P	77.53%	-	-	-	76.00%	80.17%	67.70%		Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -2.02% vs Q3 2024/25. 69 out of 89 respondents were satisfied in Q4.
TP04	Satisfaction that home is well maintained	TSM P	73.10%	-	-	-	80.00%	74.10%	69.40%		Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -1.03% vs Q3 2024/25. 106 out of 145 respondents were satisfied in Q4.

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Building Safety & Compliance Dashboard

			Feb-25	Mar-25	Apr-25	YTD	Target	Previous Year	Benchmark*	DoT	Comment
BS01	Percentage of properties with valid gas certificate	TSM MI	99.90%	99.98%	99.81%	99.81%	100.00%	99.90%	99.93%	↓	<p>Status: Gas compliance has been impacted by the commencement of the new SPMP contract. At the time of reporting, there was one high rise flat, 11 low rise flats, two houses and one bungalow with an outstanding gas safety check. All properties had due dates during May, as the end of May the oldest overdue was due on 14th May 2025.</p> <p>Mitigating Actions: As at 10th June 11 of these had been completed. For the four properties remaining, legal packs have been requested for two properties, one has a confirmed appointment in June and for the one other property the tenant has passed away and neighbourhood services are processing the death certificate.</p> <p>Timeframe: Following the legal process for legal action is anticipated to take six to eight weeks to gain access and complete the service.</p> <p>Forecast: Gas performance is expected to be recovered by 31st July.</p>
BS02	Percentage non-domestic assets covered by a valid FRA	TSM MI	100.00%	99.95%	100.00%	100.00%	100.00%	100.00%	100.00%	↑	Meets target.
BS03	Percentage known asbestos locations re-inspected within benchmarked period (communal areas)	TSM MI	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	↔	Meets target.
BS04	Percentage of relevant water installations covered by a risk assessment	TSM MI	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	↔	Meets target.
BS05	Percentage communal passenger lifts that require a thorough examinations (LOLER)	TSM MI	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	↔	Meets target.
TP05	Satisfaction that home is safe	TSM P	77.40%	-	-	-	81.00%	80.07%	75.20%		Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -3.72% vs Q3 2024/25. 113 out of 146 respondents were satisfied in Q4.
AM1b	Percentage domestic properties with a satisfactory Electrical Installation Condition Report	SCH KPI	98.68%	98.71%	98.72%	98.72%	100.00%	100.00%	95.40%	↑	<p>Status: There were 125 properties with an outstanding EICR at the time of reporting. As at 10th June, the number of properties without a valid EICR in the last 10 years (oldest being 24th October 2004) had reduced to 6 however one further has now gone over 10 years. In terms of the other 118 properties, the oldest due date is August 2020. Standard access procedures have been followed. For the properties over 10 years, works are underway and near completion for one property and another is going through the legal process.</p> <p>Mitigating Actions: Electrical compliance is mirroring the same no access procedure as gas, and additional resources are in place to further improve the performance.</p> <p>Timeframe: Access remains a challenge, however the team are working towards having similar performance as in gas by Q2. Work continues on all properties which are out of compliance.</p> <p>Forecast: Based on current trends it is unlikely that we will meet target by the end of year, but this will continue to be monitored closely.</p>
DM1	Percentage Damp and Mould inspections completed within timescale	Awaab's Law	70.41%	83.33%	82.26%	82.84%	100.00%	79.86%	N/A	↓	<p>Status: As we enter the summer period, we have seen a reduction in the number of reports (both in terms of inspections and associated remedial works). In terms of open inspections, there are 61 open at the end of May relating to 60 properties. The oldest overdue was due in September 2024. For remedial works, there 458 jobs open relating to 388 properties. The oldest overdue was due in January 2024.</p> <p>Mitigating Actions: A review of outstanding works has been completed, and appointments arranged where possible. Where necessary, access procedures are followed. The Damp & Mould action tracker is also in place and being managed centrally, this includes actions from audits and other service improvement initiatives in place.</p>

DM2	Percentage Damp and Mould remedials completed within timescales	Awaab's Law	30.59%	38.67%	31.54%	35.12%	100.00%	32.30%	N/A	↓	<p>doors and other service improvement initiatives in place.</p> <p>Timeframe: As anticipated in the previous report, there has been a reduction in new works raised and expect this to continue as we move into the summer period. The backlog is to be cleared by end of August. Work is underway to ensure compliance with Awaab's Law from October 2025.</p> <p>Forecast: Improved performance is anticipated to continue through the summer period, however it is unlikely target will be achieved.</p>
AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	49.48%	52.21%	28.00%	47.83%	80.00%	68.21%	N/A	↓	<p>Status: Of the 270 overdue actions, 127 relate to flat front door replacements. 93 of these relate to low rises, and 34 to high rises. These works are being undertaken by Absolute, but are currently having some issues with access. There are also 58 actions relating to flat front door repairs, 47 for communal fire door repairs, and 17 relate to trivial breach. The remainder relate to façade, compartmentation, records, glazing, housekeeping and signage. The oldest action due date is February 2024.</p> <p>Corrective action required: Majority of actions are glazing and fire door repairs. Building Safety and Compliance Team have received high number of dwelling fire door replacement completions which are being processed. Fire Door works have been issued to Absolute, and so far 98 of 171 domestic doors and 13 of 30 communal doors have been completed. SCH is waiting for certification in order to close down the actions. Further fire door actions have also been issued to Dodds for completion.</p> <p>Forecast: Delivery of the fire remediation actions is anticipated by 31st July. However, most of the actions relate to fire doors for which access is required, so delivery to programme is dependent on access being granted.</p>

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Definitions



Recoverable		Front page	Indicators where it is anticipated target can be met by the end of financial year
Non Recoverable		Front page	Indicators where it is not anticipated target can be met by the end of financial year
Downward trend		Front page	Indicators which are within tolerance of target, and performance is worsening
Upward trend		Front page	Indicators which may or may not be meeting target, but are seeing a positive improvement in performance
CH01a	Stage 1 complaints per 1,000 properties	TSM	Number of stage 1 complaints which meet the TSM definition received in month, scaled by stock number
CH01b	Stage 2 complaints per 1,000 properties	TSM	Number of stage 2 complaints which meet the TSM definition received in month, scaled by stock number
CH02a	Complaints resolved in timescale (Stage 1)	TSM	Percentage of stage 1 complaints meeting the TSM definition received in month completed in target timescale
CH02b	Complaints resolved in timescale (Stage 2)	TSM	Percentage of stage 2 complaints meeting the TSM definition received in month completed in target timescale
NM01	ASB cases per 1,000 properties	TSM	Number of Public ASB cases received in month, scaled by stock number
RP01	Homes that do not meet the Decent Homes Standard	TSM	Percentage of stock which fails Decent Homes Standard
RP02a	Repairs completed within target timescale (emergency)	TSM	Percentage of emergency responsive repairs completed in month which have met their target timescale
RP02b	Repairs completed within target timescale (non-emergency)	TSM	Percentage of non-emergency responsive repairs completed in month which have met their target timescale
BS01	Percentage of properties with valid gas certificate (AM1a)	TSM	Percentage of properties on the gas contract which had a valid gas certificate at the end of reporting month
BS02	Percentage non-domestic assets covered by a valid FRA (AM1c)	TSM	Percentage of properties which require an FRA which have a valid assessment at the end of reporting month
BS03	Percentage known asbestos locations re-inspected within benchmarked period (communal areas) (AM1d)	TSM	Percentage of properties which require an asbestos inspection which have a valid inspection at the end of reporting month
BS04	Percentage of relevant water installations covered by a risk assessment (AM1e)	TSM	Percentage of properties which require a legionella check which have a valid assessment at the end of reporting month
BS05	Percentage communal passenger lifts that require a thorough examinations (LOLER) (AM1f)	TSM	Percentage of properties with use of a passenger lift which have a valid examination at the end of reporting month

TP01	Overall satisfaction with services provided by SCH	TSM	Quarterly satisfaction survey completed by Acuity
TP02	Repair in the last 12 months	TSM	Quarterly satisfaction survey completed by Acuity
TP03	Time taken to complete the last repair	TSM	Quarterly satisfaction survey completed by Acuity
TP04	Home is well maintained	TSM	Quarterly satisfaction survey completed by Acuity
TP05	Home is safe	TSM	Quarterly satisfaction survey completed by Acuity
TP06	Landlord listens to and acts upon tenants' views	TSM	Quarterly satisfaction survey completed by Acuity
TP07	Landlord keeps you informed about things that matter to you	TSM	Quarterly satisfaction survey completed by Acuity
TP08	Landlord treats me fairly and with respect	TSM	Quarterly satisfaction survey completed by Acuity
TP09	SCH approach to handling complaints	TSM	Quarterly satisfaction survey completed by Acuity
TP10	Landlord keeps communal areas clean and safe	TSM	Quarterly satisfaction survey completed by Acuity
TP11	SCH makes a positive contribution to neighbourhood	TSM	Quarterly satisfaction survey completed by Acuity
TP12	SCH approach to handling ASB	TSM	Quarterly satisfaction survey completed by Acuity
AM1b	Percentage domestic properties with a satisfactory Electrical Installation Condition Report	SCH KPI	Percentage of properties which have a valid 5 year test certificate at the end of reporting month
AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	Percentage of remedial actions completed in month, within their target timescale
DM1	Percentage Damp and Mould inspections completed within timescale	Awaabs Law	Percentage of damp inspections completed in month which have met their target timescale
DM2	Percentage Damp and Mould remedials completed within timescales	Awaabs Law	Percentage of damp remedial works completed in month which have met their target timescale
VL13	Percentage of rent loss due to voids	SCH KPI	Percentage of rent loss from void properties, excluding non lettable properties
WR15	Current tenant arrears as % of rent debit	SCH KPI	Snapshot position at the end of the month of current tenant arrears of total rent debit
HO1	Average stay in temporary accommodation (all) - days	SCH KPI	Average stay in TA for households which have left during reporting month
HO1a	Average stay in temporary accommodation (families with children) - days	SCH KPI	Average stay in TA for households with dependents which have left during reporting month
HO5	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	Percentage of relief and prevention cases which have ended in month with a successful outcome
WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	From transactional wellbeing survey
CR2	Overall satisfaction (transactional)	SCH KPI	From all transactional surveys completed in month, overall satisfaction with service provided by SCH
CR36	Contact centre ASA	SCH KPI	Average seconds to answer incoming calls to contact centre