

SCH Strategic Performance Report - September 2025

	Recoverable:	Commentary	Relevant to Regulation	
14	WR15 Current tenant arrears	forecasting is based on tracking the trajectory of month arrears, in comparison to previous years. Based on this, it is anticipated that arrears will exceed the yearend target.	x	
	BS01 Percentage of properties with valid gas certificate	Due to mitigations in place the KPI is recoverable	x	
	AM1b Percentage of properties with valid EICR	Access remains a challenge, however the team are working towards having similar performance as gas by end of Q2.	x	
	Non recoverable:			
	TP06 Satisfaction that SCH listens and acts upon views	Due to the lower levels of satisfaction noted in the first 6 months of the year, it is not anticipated that this indicator will recover in this financial year.	x	
	TP07 Satisfaction that SCH keeps you informed about things that matter to you	Due to the lower levels of satisfaction noted in the first 6 months of the year, it is not anticipated that this indicator will recover in this financial year.	x	
	TP09 Satisfaction with SCH's approach to handling complaints	Due to the lower levels of satisfaction noted in the first 6 months of the year, it is not anticipated that this indicator will recover in this financial year.	x	
	Satisfaction that SCH makes a positive contribution to the neighbourhood	Due to the lower levels of satisfaction noted in the first 6 months of the year, it is not anticipated that this indicator will recover in this financial year.	x	
	Satisfaction with SCH's approach to handling ASB	Due to the lower levels of satisfaction noted in the first 6 months of the year, it is not anticipated that this indicator will recover in this financial year.	x	
	Satisfaction that home is well maintained	Due to the lower levels of satisfaction noted in the first 6 months of the year, it is not anticipated that this indicator will recover in this financial year.	x	
	HO1 Average stay in temporary accommodation	Because of the ongoing movement of long stayers, this KPI will not be recoverable in this financial year.		
	HO1a Average stay in temporary accommodation (families with children)	Because of the ongoing movement of long stayers, this KPI will not be recoverable in this financial year.		
	Satisfaction that home is well maintained	Because of the ongoing movement of long stayers, this KPI will not be recoverable in this financial year.	x	
	Percentage of damp and mould inspections completed within timescale	Process in place to ensure compliance with Awaab's Law, and this will be reflected in performance from end of October onwards. However, target will not be achieved because of performance in the first 6 months of the year	x	
Percentage of damp and mould remedials completed within timescale	Process in place to ensure compliance with Awaab's Law, and this will be reflected in performance from end of October onwards. However, target will not be achieved because of performance in the first 6 months of the year	x		
9	Downward trend:	Because of the mitigating action in place, it is anticipated that target will be recoverable this financial year.	x	
	RP02a Repairs completed within target (emergency) RP02b Repairs completed within target (non-emergency)			
	Items to note:			

Customer & Corporate Services Dashboard

			Jul-25	Aug-25	Sep-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
CH01a	Stage 1 complaints per 1,000 properties	TSM MI	4.41	2.15	4.72	22.38	N/A	43.02	37.46	N/A	There were 46 stage 1 complaints registered in September . This is an increase from a low in August of 21. As per the usual trend, we anticipate an increase in complaints as we move into winter. A winter ready plan is in development to provide resilience to the team to continue to manage complaints as per the complaints handling code
CH01b	Stage 2 complaints per 1,000 properties	TSM MI	0.82	0.72	0.92	3.70	N/A	5.43	5.20	N/A	There were 9 stage 2 complaints during September.
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	86.11%	100.00%	96.55%	88.21%	85.00%	73.57%	73.00%	↑	Performance has showed a steady improvement over the last six months and at the end of September, the target has been achieved in month, and YTD performance is also above target. 1 complaint was out of target.
CH02b	Complaints resolved in timescale (Stage 2)	TSM MI	100.00%	100.00%	100.00%	93.55%	96.00%	86.79%	87.50%	↑	Issue: All stage 2 TSM complaints closed in quarter 2 were resolved within timescales. Due to lower performance in Q1, performance remains below target but within tolerance. Mitigation: Recruitment to the vacant Stage 2 manager post has now been completed and the postholder is in place. A winter ready plan is being put in place to ensure resilience in maintained in the team. Timeframe: The team is now operating at full capacity. Winter ready plan in place from end of October. Forecast: Based on the current trajectory, the position is recoverable to achieve the 96% target before year end.
TP01	Overall satisfaction with services provided by SCH	TSM P	73.79%	-	80.00%	76.90%	80.00%	77.18%	69.80%	↑	Issue: There was a declining trend in overall satisfaction. However, this quarter has returned more positive responses, and overall satisfaction for Q2 is at target, and within tolerance for the YTD. It is the highest level of satisfaction recorded in the last 2 years. Mitigation: Work continues in terms of understanding key drivers and sentiment, which is a new tool available via the Acuity platform. This will be reported later in November. Timeframe: November. Forecast: If current levels of data are maintained it will be possible to recover the indicator to within tolerance.
TP06	Satisfaction that SCH listens to and acts upon tenants' views	TSM P	66.37%	-	64.04%	65.20%	71.00%	67.18%	57.40%	↓	Issue: The last two quarters have been below target, but are higher than in Q4 2024/25. Sentiment analysis shows that the key driver for the dissatisfaction is communication and follow-up, predominantly in the repairs service. Mitigation: This has been noted as part of the VOC work, and a task and finish group will be reviewing repairs communication. Timeframe: March 2026 Forecast: Due to the lower levels of satisfaction noted in the first 6 months of the year, it is not anticipated that this indicator will recover in this financial year.
TP07	Satisfaction that SCH keeps you informed about things that matter to you	TSM P	72.65%	-	72.44%	72.54%	79.00%	76.58%	65.70%	↓	Issue: The last three quarters have been below target. As with TP06, sentiment analysis shows that the key driver for the dissatisfaction is around communication and follow-up. Mitigation: This has been noted as part of the VOC work, and a task and finish group will be reviewing repairs communication. Timeframe: March 2026 Forecast: Due to the lower levels of satisfaction noted in the first 6 months of the year, it is not anticipated that this indicator will recover in this financial year.

TP08	Satisfaction that SCH treats me fairly and with respect	TSM P	79.69%	-	85.93%	82.89%	85.00%	83.85%	74.40%	↑	<p>Issue: Q2 has seen a significant improvement from Q1 and slightly better results compared to the same time last year. In month is above target, and YTD is with tolerance.</p> <p>Forecast: If current levels of data are maintained it will be possible to recover the indicator to within tolerance.</p>
TP09	Satisfaction with SCH's approach to handling complaints	TSM P	23.53%	-	45.83%	32.76%	45.00%	37.84%	28.60%	↑	<p>Issue: Q2 has seen a significant improvement since last quarter, and is above target in month. However, due to the lower satisfaction noted in Q1, YTD performance is below target.</p> <p>Mitigation: Continued calls to all residents who note dissatisfaction to understand issues. The customers identified so far have not raised a formal complaint.</p> <p>Timeframe: Ongoing</p> <p>Forecast: Due to the lower level of satisfaction noted in the first quarter of the year, it is not anticipated that this indicator will recover in this financial year.</p>
WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	66.67%	100.00%	Not available	87.50%	94.00%	95.28%	N/A	↑	Acuity have not returned the results for September, at the point of writing the report.
CR2	Overall satisfaction (transactional)	SCH KPI	86.93%	87.83%	93.33%	88.33%	87.00%	85.69%	N/A	↑	Above target
CR36	Contact centre ASA	SCH KPI	168	131	Not available	226	210	273	185	↑	Due to the launch of Converse mid month, ASA data has not been accessible for September.

*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

			Jul-25	Aug-25	Sep-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
NM01	ASB cases per 1,000 properties	TSM MI	3.28	2.15	2.05	17.00	N/A	22.84	40.46	N/A	The number of ASB cases is broadly in line with the seasonal trend, which sees a spike over the Summer period
NM01a	ASB cases per 1,000 properties (Hate Crime)	TSM MI	0.20	0.21	0.21	0.20	N/A	0.41	1.03	N/A	One hate crime was recorded in September
TP10	Satisfaction that SCH keeps communal areas clean and safe	TSM P	65.22%	-	77.78%	71.21%	70.00%	66.67%	65.00%	↑	Q2 has shown the highest level of satisfaction with communal areas for the last 2 years. It is above target for in month and for YTD.
TP11	Satisfaction that SCH makes a positive contribution to the neighbourhood	TSM P	65.26%	-	69.47%	67.37%	74.00%	74.74%	59.30%	↑	Issue: Satisfaction has increased from last quarter, but has remained fairly stable for the last 12 months Mitigation: Further analysis has shown that the majority of issues raised relate to landscape maintenance, which is not provided by SCH. It was also noted that more communication on the services should be provided. SCH will promote the new service standard more frequently. Timeframe: Ongoing Forecast: Due to the lower levels of satisfaction noted in the first 6 months of the year, it is not anticipated that this indicator will recover in this financial year.
TP12	Satisfaction with SCH's approach to handling ASB	TSM P	57.35%	-	49.28%	53.28%	60.00%	59.58%	53.30%	↓	Issue: Satisfaction has shown a downward trend over the last 5 quarters, to the lowest level in the last 2 years. The driver for the reduction in this quarter is an increase in neutral responses, rather than an increase in dissatisfaction. This could be due to a number of residents not experiencing ASB recently. Mitigation: further analysis is ongoing to understand key drivers. What has been identified so far, is dissatisfaction with the way drug dealing, loud music and disruptive neighbours are dealt with. Timeframe: Ongoing Forecast: Due to the lower levels of satisfaction noted in the first 6 months of the year, it is not anticipated that this indicator will recover in this financial year.
VL13	Percentage of rent loss due to voids	SCH KPI	1.10%	1.12%	1.12%	1.12%	1.25%	1.28%	2.34%	↔	Meets the target .
WR15	Current tenant arrears as % of rent debit	SCH KPI	3.53%	3.74%	4.03%	4.03%	3.50%	2.75%	2.37%	↑	Issue: End of September figure is 4.03%. This is 0.29% up on the reported Q1 figure, and also 0.53% up on the year-end target. However, at 4.03% we are still 0.14% better than the same point reported in 2024-25 and still remain at the best position for the last 5 years. Q1 & Q2 are always historically volatile due to both seasonal and external challenges. The continual migration of UC (on average 30-35 new claimants per week) further impacts our position as it causes delays of circa 5-6 weeks before the customer, and SCH receive the first Housing Cost Element. It is also worth also noting that we are now seeing a lot more customers with a clear account migrating to UC, which is impacting the >7wks arrears total. Mitigation: To mitigate the increase in arrears, we are still utilising a daily arrears intervention to maximise revenue collection. As a result of increased arrears there has been a correlation in the number of notice's served on customers, totalling 144 for the quarter. We are continuing to explore more efficient AI & Analytics; this will allow better targeted arrears action whilst it remains aligned with legal and policy frameworks. Timeframe: ongoing Forecast: Based on the pattern of arrears compared to the previous years, this indicator will recover by year end.
HO1	Average stay in temporary accommodation (all) - days	SCH KPI	115	239	168	201	80	143	N/A	↓	Issue: The average stay in TA has shown a decrease in September, however, caution should be taken in seeing this as a true decrease, as move-on of the longer stayers has not been representative this month. As the long stayers are owed a full housing duty, they invariably move on into a social housing tenancy, where they are housed successfully, the breakdown of numbers of households by duration is as follows: 0-6 months: 88 6-12 months: 85 12-18 months: 30 18-24 months: 27 Over 24 months: 20 The interim lettings plan during the implementation of the new allocation scheme sees several cases matched, and a large number to be signed up in the coming weeks. As we have not moved on the very long stayers in this period, this will positively reflect in the KPI We have however moved on 6 separate households who have been in TA for over 12 months. Mitigation: The new Housing Allocations policy will enable more long stayers to move into permanent accommodation more quickly as they now have an increased priority. The team continue to work to seek outcomes in the prevention and relief duty wherever possible to avoid long stays. Timeframe: Ongoing Forecast: Due to the number of long stayers in the pipeline, this KPI is not recoverable by year end.
HO1a	Average stay in temporary accommodation (families with children) - days	SCH KPI	138	348	212	267	95	183	N/A	↓	Commentary as per HO1.

H05	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	58.82%	53.16%	55.08%	57.87%	60.00%	49.06%	N/A
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Issue: for the month of September percentage achieved was 55.08 %, just outside of tolerance, though the year to date remains within tolerance at 57.87%.
 The prevention outcomes are highest with 69.62% of prevention cases having positive outcomes in the month. This remains consistent with the year so far in general.
 The relief outcomes this month however had dropped from August at 46.15% to 25.64%. This reduction played a big part in the overall KPI outcome. It is notably harder to move people on in the relief period. It should be noted that the SMBC target for prevention and relief includes St Basils.
Mitigation: The push is for early notification from our wider partners and public bodies to provide better opportunities to prevent homelessness wherever possible.
 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. This is important to avoid the subsequent burden that comes with main duty decisions.
Timeframe: Ongoing
Forecast: Recoverable

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Asset Management Dashboard

			Jul-25	Aug-25	Sep-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
RP01	Homes that do not meet the Decent Homes Standard	TSM MI	2.36%	2.38%	2.31%	2.31%	2.00%	2.36%	2.35%	↓	<p>Issue: The indicator remains over target but within tolerance. Total number of homes not meeting decent homes = 225</p> <p>Mitigation: Over the last year there has been a significant programme of stock condition surveys, undertaken by Pennington Choices. Improvement works to these non-decent properties is programmed during 2025/26.</p> <p>Timeframe: by Q4 2025/26.</p> <p>Forecast: Target will be met by end of Financial Year</p>
RP02a	Repairs completed within target timescale (emergency)	TSM MI	92.60%	92.59%	91.78%	92.82%	95.50%	91.83%	95.80%	↓	<p>Issue: We have seen a slight decrease in both emergency and non-emergency repairs</p> <p>Mitigation: Ongoing performance is being reviewed through the SPMP contract. Repairs continuous improvement plan is in now in place.</p> <p>Timeframe: Ongoing.</p> <p>Forecast: The additional resources to reduce WIP may have an impact on the KPI over the next few months. We will have a better idea in November as to the impact, and to assess if the KPIs are recoverable.</p>
RP02b	Repairs completed within target timescale (non-emergency)	TSM MI	81.37%	81.94%	81.57%	81.62%	85.00%	81.61%	81.40%	↓	
TP02	Satisfaction with repair in the last 12 months	TSM P	78.26%	-	83.52%	80.87%	80.00%	77.90%	72.80%	↑	In month and year to date are both above target.
TP03	Satisfaction with time taken to complete the last repair	TSM P	80.00%	-	84.44%	82.22%	76.00%	80.17%	67.70%	↑	In month and year to date are both above target.
TP04	Satisfaction that home is well maintained	TSM P	69.93%	-	76.06%	72.98%	80.00%	74.10%	69.40%	↑	<p>Issue: A significant increase has been noted in Q2, but is below target.</p> <p>Mitigation: Further analysis is underway to identify root cause</p> <p>Timeframe: November</p> <p>Forecast: Due to the lower levels of satisfaction noted in the first 6 months of the year, it is not anticipated that this indicator will recover in this financial year.</p>

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Building Safety & Compliance Dashboard

			Jul-25	Aug-25	Sep-25	YTD	Target	Previous Year	Benchmark*	DoT	Comment
BS01	Percentage of properties with valid gas certificate	TSM MI	100.00%	99.96%	99.97%	99.97%	100.00%	99.90%	99.93%	↑	Issue - There were 2 gas safety checks overdue at the time of reporting. Both safety checks have since been completed. SCH's access procedure was followed on both cases.
BS02	Percentage non-domestic assets covered by a valid FRA	TSM MI	100.00%	99.85%	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	75.18%	-	80.00%	77.58%	81.00%	80.07%	75.20%	↑	Issue: Q2 results has shown an increase in performance since Q1 satisfaction. both in month and YTD is within tolerance Mitigation: We continue to follow up with all residents who not dissatisfaction. Any issues are raised with the building safety team. There have been no trends identified. Timeframe: Ongoing Forecast: If current levels of data are maintained it will be possible to recover the indicator to within tolerance.
AM1b	Percentage domestic properties with a satisfactory Electrical Installation Condition Report	SCH KPI	97.99%	97.98%	97.98%	97.98%	100.00%	100.00%	95.40%	↓	Issue: 138 properties without a valid EICR at the time of reporting. We have subsequently completed a further 12, reducing the overall total to 126 Of the 126, 4 are beyond the 10 year statutory requirement. (2 are appointed for October, 1 is appointed in November, 1 property is subject of a multi team focus group to address unauthorised tenant alterations). Looking forward, 4 properties will reach the 10 year anniversary date within the next 12 months. Mitigating Actions: All EICRs which are beyond the 5 year re-inspection requirement are part of performance improvement plan overseen by the Building Safety Manager, and follow the same access procedures used for gas compliance. Interface issues remain, with solutions being explored between SCH/Dodds and MRI (Open Housing) Timeframe: N/A - Mitigation measures now in place Forecast: No access remains a challenge, however the team are confident that all EICRs due beyond the 10 year statutory requirement will be completed by end of Q3.

DM1	Percentage Damp and Mould inspections completed within timescale	Awaab's Law	90.63%	97.83%	93.88%	88.32%	100.00%	79.86%	N/A	↓	<p>Issue :We are seeing a reduction in the number of damp and mould reports. Overall performance hindered by no access, however positive progress made in the reduction of inspections and remedial actions. All inspections are booked and within KPI target. 23 new work orders are appointed, 16 relate to access issues.</p> <p>Mitigating Actions: A revised DMC dashboard has been agreed and will be implemented for 27 October. Action plan in place resulting from audits and other service improvement initiatives. Revised process with video conferencing being rolled out, including enhanced scrutiny of all emergency and DMC reported works via the contact centre. Capacity to reschedule works prioritising matters of DMC if necessary, and access to contractor resource if needed.</p> <p>Forecast: Existing work orders will be completed by the end of October. Work has been completed to implement changes to ensure compliance with Awaab's Law. However, achieving overall target for the year is unlikely, due to performance in the first six months of the year.</p>
DM2	Percentage Damp and Mould remedials completed within timescales	Awaab's Law	39.69%	55.00%	70.08%	42.71%	100.00%	32.30%	N/A	↑	
AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	73.33%	66.67%	4.00%	44.57%	80.00%	68.21%	N/A	↓	

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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