

SCH Strategic Performance Report - November 2025

	Recoverable:	Commentary	Relevant to Regulation	
21	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	
	RPO2b Repairs completed within target (non-emergency)	Because of the mitigating action in place, it is anticipated that target will be recoverable this financial year.	x	
	Repairs completed within target timescale (emergency)	The additional resources to reduce WIP will have an impact on the KPI over the next few months. The outcome will be reviewed in December performance.	x	
	Percentage of properties with valid gas certificate	Access remains a challenge, team is working towards improving the performance by the end of Q3	x	
	Percentage non-domestic assets covered by a valid FRA	Revised servicing and ordering process is being implemented so FRA job orders are raised automatically one month in advance. This forward planning approach is expected to reduce the risk of future non-compliance.	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:			
	C36 Contact Centre ASA	Due to the change in the system, adnt he way ASA measured (to include call back facility) ASA will not meet target. Target will need to be revisited for 2026/27 to reflect new process.		
	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 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 achieved because of performance in the first 6 months of the year	x	
	7	Downward trend: Customer satisfaction (disabled facilities grants)	The current waiting list for DFGs should be significantly reduced over Q4. This should improve satisfaction regarding waiting times. Customer expectations remain high as customers feel the DFG should be a solution to all needs in the home. Customers will therefore be less satisfied with the adaptations we can provide.	
		Items to note:		

Customer & Corporate Services Dashboard

		Sep-25	Oct-25	Nov-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment	
CH01a	Stage 1 complaints per 1,000 properties	TSM MI	4.72	3.49	4.83	30.72	N/A	43.02	46.30	N/A	There were 47 stage 1 complaints registered in November. This is an increase from the October number 34. As per the usual trend, we have seen an increase in complaints as we move into winter. A winter ready plan is in place 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	0.92	1.33	0.82	5.86	N/A	5.43	7.70	N/A	There were 8 stage 2 complaints during in November.
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	96.55%	95.65%	93.55%	90.07%	85.00%	73.57%	85.90%	↓	<p>Issue:The increased volume of complaints has meant the timeliness has been slightly impacted. The team continue to focus on quality and taking steps to ensure as many complaints are completed on time as possible. Total amount of complaints 31,2 out of target.</p> <p>Mitigation: Winter ready plan now in place, with additional resource added to the team.</p> <p>Forecast: target will be met.</p>
CH02b	Complaints resolved in timescale (Stage 2)	TSM MI	100.00%	100.00%	100.00%	96.08%	96.00%	86.79%	85.00%	↔	<p>Issue: above target.</p> <p>Mitigation: continue oversight</p> <p>Timeframe: ongoing</p> <p>Forecast: Based on the current trajectory, target will be met.</p>
TP01	Overall satisfaction with services provided by SCH	TSM P	80.00%	-	-	76.90%	80.00%	77.18%	71.10%	↑	<p>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.</p> <p>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.</p> <p>Timeframe: November.</p> <p>Forecast: If current levels of data are maintained it will be possible to recover the indicator to within tolerance.</p>
TP06	Satisfaction that SCH listens to and acts upon tenants' views	TSM P	64.04%	-	-	65.20%	71.00%	67.18%	59.10%	↓	<p>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.</p> <p>Mitigation: This has been noted as part of the VOC work, and a task and finish group will be reviewing repairs communication.</p> <p>Timeframe: March 2026</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>
TP07	Satisfaction that SCH keeps you informed about things that matter to you	TSM P	72.44%	-	-	72.54%	79.00%	76.58%	68.50%	↓	<p>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.</p> <p>Mitigation: This has been noted as part of the VOC work, and a task and finish group will be reviewing repairs communication.</p> <p>Timeframe: March 2026</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>

TP08	Satisfaction that SCH treats me fairly and with respect	TSM P	85.93%	-	-	82.89%	85.00%	83.85%	77.00%	↑	<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	45.83%	-	-	32.76%	45.00%	37.84%	34.10%	↑	<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	87.50%	100.00%	90.91%	89.47%	94.00%	95.28%	N/A	↓	<p>Issue: Significant waiting times for caseworker visits and assessments contribute to delays in service delivery. The average wait for a caseworker to visit a standard priority case is 6 months, and the average wait for an occupational therapy (OT) assessment is about 12 weeks. Additionally, customers often have heightened expectations that exceed the limitations of the Disabled Facilities Grant (DFG), leading to frequent refusals of requests that do not align with the DFG priorities.</p> <p>Mitigation: Community OT service are calling customers every 3 months to assess if their circumstances have changed and if they need to be reprioritised. Urgent cases are being dealt with immediately. Work is continuing with the OT service to ensure OTs are not recommending work that does not meet the DFG criteria and that they are not raising customer's expectations. Money that had been ring fenced for a number of complex children's cases has been made available as these adaptations will not take place in 25/26. This means we will be able to increase the number of DFG applications being approved and completed in Q4.</p> <p>Timeframe: Quarter 4 25/26</p> <p>Forecast: The current waiting list for DFGs should be significantly reduced over Q4. This should improve satisfaction regarding waiting times. Customer expectations remain high as customers feel the DFG should be a solution to all needs in the home. Customers will therefore be less satisfied with the adaptations we can provide.</p>
CR2	Overall satisfaction (transactional)	SCH KPI	87.50%	84.19%	92.08%	87.78%	87.00%	85.69%	N/A	↑	Above target
CR36	Contact centre ASA	SCH KPI	288	364	570	306	210	273	185	↓	<p>Status: The ASA has increased significantly in November, this is due to increased absence and increased call traffic. 3 Agency staff are now taking calls and the impact has seen an improved performance in December. Whilst the wait time has increased, the customer experience has improved with Call backs, queue position information and clear IVR's. All calls: 570 seconds</p> <p>Queued calls: 476 seconds</p> <p>Callbacks: 977 seconds</p> <p>Mitigating actions have been to bring in support and plan recruitment for permanent roles</p> <p>Timeframe: ongoing</p> <p>Forecast: It is not recoverable, the volume and the pattern of call arrival (such as Monday AM) mean that it's not possible to consistently underachieve the ASA and therefore achieve the YTD target.</p>

*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

		Sep-25	Oct-25	Nov-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment	
NM01	ASB cases per 1,000 properties	TSM MI	2.15	2.98	1.34	21.51	N/A	22.84	43.40	N/A	Issue: The ASB cases have decreased in November (13) compared to the previous month. It is also worth mentioning that the YTD figure is 21.51, which is close to last year's YTD of 22.84. This figure is affected by different factors; generally, we have higher volumes of cases this year (197) compared to last year at the same point in time (128). The number of cases has risen because the team classification has become stricter, more cases are classified as ASB, more people are reporting the cases, and according to the police report, ASB cases have risen in general compared to last year. Also, as winter approaches with dark nights and celebrations (Bonfire Nights, Halloween), more cases are expected during festive periods. Mitigation: Further more in-depth analysis will be carried out in Q3.
NM01a	ASB cases per 1,000 properties (Hate Crime)	TSM MI	0.10	0.00	0.00	0.31	N/A	0.41	0.50	N/A	There was 0 Hate Crimes recorded in October
TP10	Satisfaction that SCH keeps communal areas clean and safe	TSM P	77.78%	-	-	71.21%	70.00%	66.67%	65.80%	↑	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	69.47%	-	-	67.37%	74.00%	74.74%	63.70%	↑	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	49.28%	-	-	53.28%	60.00%	59.58%	58.00%	↓	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	1.12%	1.13%	1.15%	1.15%	1.25%	1.28%	2.34%	↔	The number of voids has a slight increase in November.
WR15	Current tenant arrears as % of rent debit	SCH KPI	4.03%	4.27%	4.49%	4.49%	3.50%	2.75%	2.37%	↓	Issue: November figure is calculated at 4.49%. This is 0.22% up on last month and subsequently puts us 0.99% up on the year end target. Unfortunately, at 4.49% we are now showing a slight increase of 0.12% on than the same point reported in 2024-25 (4.37%). As highlighted in previous reports, Q1 and Q2 typically experience volatility due to seasonal and external factors. Based on historical trends, we anticipate that November represents the peak of arrears for the year, with reductions expected during the December rent-free week. Mitigation: The ongoing Universal Credit (UC) migration continues to influence arrears. The Department for Work and Pensions (DWP) has confirmed that migration for all working-age claimants will conclude by 31 March 2026. Current migration patterns show that tenants with previously clear or credit balances are now going into arrears due to the DWP UC waiting period. Despite leveraging tools such as Discretionary Housing Payments (DHP), this trend is expected to persist until the seasonal arrears reduction in December. Migration has slowed to approximately 20 new claimants per week, but, and as aforementioned this will conclude for working age claimants at the end of March 2026. It is worth noting that arrears increases are being observed across the West Midlands, indicating a regional trend rather than an isolated issue. 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	168	162	153	188	80	143	N/A	↑	Issue: The average stay in TA has shown a further decrease in November 2025 at 153 from 162 days in October. It remains astray of the target of below 80 days but is moving in the right direction. To add context, in November this represented one vacation that was just shy of 3 years; one of 2.5 years and a further 3 who had been in temporary accommodation for over a year. The median stay which whilst we don't use is interesting as this is 74 days – and does give an alternative measure – ie half of the stays were less than 74 days but significantly affected by the long stayers. As the long stayers are owed a full housing duty, they invariably move on into a social housing tenancy, and this creates some of the delays. 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	212	167	195	241	95	183	N/A	↓	HO1 is an indicator reflective of all households, whereby this KPI is targeting the average days spent in TA for families. This remains well astray of the 95-day target at 195 days and demonstrates an increase from the 167 days in October. This conflicts with HO1 but this is due to this KPI being representative of families, who are in the main awaiting larger properties and a large proportion owed a full duty and awaiting social housing allocation. Several households have been prevented from moving on due to arrears, which we are working to address and successfully move them on from TA. We continue to work with key partner in income and awards to remove barriers to do this which is having a direct positive income.
HO5	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	55.08%	57.00%	52.73%	57.09%	60.00%	49.06%	N/A	↑	Issue: The KPI of 60% is a challenging target in a difficult climate, and in the month of November was 52.73% and has fallen outside of the KPI tolerance, the year to date however remains within tolerance at 57.09%. Unsurprisingly, the prevention outcomes remain the highest with 41 (69.49%) prevention cases having positive outcomes in the month. This remains consistent with the year so far in general and the YTD is at 70.18%. The relief outcomes this month are 17 cases (33.33%) which reflects a very small decrease from October outcomes (18). It is notably more difficult to move people on in the relief period. Solihome outcomes have contributed to this with 5 privately rented properties secured in November – 3 of those in prevention and 2 in the relief period. So far this year, there has been 36 PRS outcomes through Solihome. In addition to this, two households have been assisted to remain where they are with DELSA (Don't Evict, let Solihome assist) in November, which is very positive. 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

*Benchmark based on median performance from 2022/24 Housemark benchmarking

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Asset Management Dashboard

			Sep-25	Oct-25	Nov-25		YTD		Target	Previous Year	Benchmark*	DoT**	Comment
RP01	Homes that do not meet the Decent Homes Standard	TSM MI	2.31%	1.91%	1.89%		1.89%		2.00%	2.36%	1.74%	↑	<p>Issue: The indicator remains over target but within tolerance. Total number of homes not meeting decent homes = 184, Dates properties became non decent: 2024/2025: 167, May 2025:3, June 2025:3, July 2025:1, August 2025:3, September 2025:4, October 2025:1, November 2025 :2</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	91.78%	93.05%	87.88%		92.18%		95.50%	91.83%	95.00%	↓	<p>Issue: Emergency performance has dropped from previous month. Initial investigation is showing the contractor 82.17% completed on time , internal 99.38% .Further work is required trough the discussion on this performance. Non-emergency : The performance is roughly is the same as pevious month , completion of the back logg is affecting this figure due to old works being out of date.</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 will have an impact on the KPI over the next few months. The outcome will be reviewed in December performance.</p>
RP02b	Repairs completed within target timescale (non-emergency)	TSM MI	81.57%	80.45%	80.23%		81.26%		85.00%	81.61%	84.80%	↓	
TP02	Satisfaction with repair in the last 12 months	TSM P	83.52%	-	-		80.87%		80.00%	77.90%	72.80%	↑	above target
TP03	Satisfaction with time taken to complete the last repair	TSM P	84.44%	-	-		82.22%		76.00%	80.17%	68.30%	↑	above target
TP04	Satisfaction that home is well maintained	TSM P	76.06%	-	-		72.98%		80.00%	74.10%	71.00%	↑	<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

			Sep-25	Oct-25	Nov-25	YTD	Target	Previous Year	Benchmark*	DoT	Comment
BS01	Percentage of properties with valid gas certificate	TSM MI	99.97%	100.00%	99.86%	99.86%	100.00%	99.90%	99.97%		Status : There were 11 gas safety checks overdue at the time of reporting. All safety checks have since been completed. SCH's access procedure was followed on all cases.
BS02	Percentage non-domestic assets covered by a valid FRA	TSM MI	100.00%	100.00%	99.41%	99.41%	100.00%	100.00%	100.00%		Status: There are 4 outstanding low rise FRA reports. Mitigating Actions: Forward job orders have been raised in advance to improve contractor planning and sequencing. Governance oversight has been strengthened to monitor inspection completion and QA turnaround. Timeframe: Outstanding FRA documentation is expected to be received and uploaded during December 2025, subject to system resolution and contractor delivery. Forecast: A revised servicing and ordering process is being implemented so FRA job orders are raised automatically one month in advance. This forward planning approach is expected to reduce the risk of future non-compliance.
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	80.00%	-	-	77.58%	81.00%	80.07%	77.30%		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	97.98%	98.69%	98.58%	98.58%	100.00%	100.00%	95.40%	↓	<p>Status: 138 properties without a valid EICR at the time of reporting.</p> <p>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.</p> <p>An interface fix has been put in place. While this seems to have stabilised the interface, there is still missing data prior to this fix and we are working hard to update this.</p> <p>A process review is also underway to ensure current process is robust and aligns with best practice. Implementation of this process is planned for December.</p> <p>Timeframe: On-going</p> <p>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 early Q4. This is amended from initial target of Q2.</p>
DM1	Percentage Damp and Mould inspections completed within timescale	Awaab's Law	93.88%	97.70%	90.83%	90.38%	100.00%	79.86%	N/A	↑	<p>Issue: For damp and mould remedial works for October and November, post October 27th, AWAB's law came into force, and performance is 100%. For remedial works before October 27th, we are still completing this work at 59.68%; however, it is out of date. This is mainly due to access issues.</p> <p>Inspection damp and mould performance is down, mainly due to sickness and available resources.</p> <p>Mitigating Actions: For inspections, we are now back to speed with resources, so performance will improve significantly.</p> <p>Forecast: The target of 100% for inspections will not be achieved by the end of the financial year; we are confident it will be in the high 90%. Remedial performance: If we report on post October 27th, we are confident we will reach the 100% target. Access issues could affect performance.</p>
DM2	Percentage Damp and Mould remedials completed within timescales	Awaab's Law	70.08%	82.39%	79.34%	51.75%	100.00%	32.30%	N/A	↑	
AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	4.00%	72.73%	71.70%	47.93%	80.00%	68.21%	N/A	↓	<p>Issue : From a total of 53 actions in the report 38 were completed on time. Despite the low percentage of actions completed on time, there has been a significant reduction in the number of open and overdue remedial actions in our risk register. The actions impacting our performance are the complex actions which require engagement with our fire consultants to identify suitable solutions to address issues identified.</p> <p>Mitigating Actions: The WIP report is in place which enables comprehensive oversight of actions and performance management of contractors undertaking works. A review of the performance reporting method is also being carried out by the Building Safety and Business Intelligence Teams.</p> <p>Forecast: We are working towards all overdue actions being completed by end of Q4 and having a forward programme at the same period.</p>

*Benchmark based on median performance from 2024/25 Housemark benchmarking

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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	Awaab's 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