

SCH Strategic Performance Report - December 2025

		Recoverable:	Commentary	Relevant to Regulation
13		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 of properties with valid EICR	Access remains a challenge. Additional resource has been put in place to assist in gaining access by end of March.	x
		Non recoverable:		
		Repairs completed within target (non-emergency)	Due to performance being below target across the first three quarters, this KPI is not recoverable	x
		Repairs completed within target timescale (emergency)	Due to performance being below target across the first three quarters, this KPI is not recoverable	x
		Contact Centre ASA	Due to the change in the system, and the way ASA is measured (to include call back facility) ASA will not meet target. Target will need to be revisited for 2026/27 to reflect new process.	
		Satisfaction that SCH keeps you informed about things that matter to you	Due to the lower than target 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 complaints	Due to the lower than target 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 than target 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
		Average stay in temporary accommodation	Because of the ongoing movement of long stayers, this KPI will not be recoverable in this financial year.	
		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.	
		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
		Percentage of fire safety remedial actions completed to timescale	Due to performance being below target across the first three quarters, this KPI is not recoverable	x
10		Downward trend:		
		Complaints resolved in timescale (stage 2)	Significant increase in complaints impacted on complaints completed by target. If January performance is maintained, the target will be achieved.	x
		Satisfaction with repair in the last 12 months	If a positive response is received in Q4, then the indicator may recover and meet target.	
11		Items to note:		
		Homes that do not meet the Decent Homes Standard	Continued reduction in percentage of homes that do not meet Decent Homes Standard	x
		Current tenant arrears as % of rent debit	Above target for first time in 2025/26	



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

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

Customer & Corporate Services Dashboard

		Oct-25	Nov-25	Dec-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment	
CH01a	Stage 1 complaints per 1,000 properties	TSM MI	3.49	4.83	6.16	36.87	N/A	43.02	46.30	N/A	The number of complaints has incrementally increased over the last three months. In December There were 60 stage 1 complaints closed. This is an increase from 47 in November and 34 in October. This follows a seasonal trend, where we see more complaints over the winter. The majority of complaints relate to repairs both DLO and External contractors, which is expected.
CH01b	Stage 2 complaints per 1,000 properties	TSM MI	1.33	0.82	1.13	6.98	N/A	5.43	7.70	N/A	There were 11 stage 2 complaints during in December.
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	94.44%	86.67%	84.78%	88.20%	85.00%	73.57%	85.90%	↓	<p>Issue: Complaint volumes in Q3 have significantly increased, as a result slightly more complaints have gone out of service. In December, 7 complaints went out of compliance; 3 legacy complaints went out of compliance from across the business and the complaints team had 4 out of service. Of the 4 late by the complaints team, the longest period was 5 days late and the average was 2 days late. Moving into closed complaints in January, we are running at 100% on time and all efforts are focused on achieving 100% despite the significant volume.</p> <p>Mitigation: Additional resource is in place from late December onwards.</p> <p>Timeframe: In place</p> <p>Forecast: If January performance is maintained, the target will be achieved.</p> <p>It should be noted that previously reported figures have been slightly amended as a result of a quality review of data held in the complaints spreadsheets. The launch of complaints in Netcall is due at the end of February 2025, this will reduce the risk of error in the spreadsheets and therefore the need for retrospective change. Quality checks will continue to take place.</p>
CH02b	Complaints resolved in timescale (Stage 2)	TSM MI	100.00%	100.00%	83.33%	92.31%	96.00%	86.79%	85.00%	↓	Two complaints were not completed .within timescale in December.
TP01	Overall satisfaction with services provided by SCH	TSM P	80.00%	-	79.73%	77.85%	80.00%	77.18%	71.10%	↔	<p>Issue: The Overall satisfaction performance has stayed stable in Q2 and Q3 at around 80%, and showing improvement from Q1 (73.79 %.) Repairs is the main driver of satisfaction (and dissatisfaction).</p> <p>Satisfaction was analysed by protected characteristics; It was identified that most dissatisfied varied by age, where younger customers were more dissatisfied than older customers. There was no difference in satisfaction by other protected characteristics.</p> <p>Mitigation: a full, deeper dive analysis will be undertaken at the end of Q4 to analyse the full years data.</p> <p>Timeframe: April 2026.</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%	-	69.44%	66.57%	71.00%	67.18%	59.10%		<p>Issue: Satisfaction has increased from the previous quarter and whilst it is below target, both Q3 and YTD are within tolerance. Sentiment analysis indicated that dissatisfaction predominantly relates to communication and follow-up with repairs</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: April 2026</p> <p>Forecast: It is not anticipated that this indicator will recover in this financial year, but if performance is maintained, it should be within tolerance.</p>
TP07	Satisfaction that SCH keeps you informed about things that matter to you	TSM P	72.44%	-	76.72%	73.89%	79.00%	76.58%	68.50%		<p>Issue: Satisfaction has increased since last quarter. Whilst this quarter is within tolerance, the YTD figure is still off target. Sentiment analysis shows that the key driver for the dissatisfaction is around communication and follow-up 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: April 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%	-	82.71%	82.83%	85.00%	83.85%	77.00%		<p>Issue: Q3 has seen a slight decrease from Q2 (85.93%). However, it has seen a significant improvement from Q1, (79.69%) Q3 and the YTD is with tolerance.</p> <p>Forecast: If current levels of data are maintained it will be possible to maintain the indicator within tolerance.</p>
TP09	Satisfaction with SCH's approach to handling complaints	TSM P	45.83%	-	37.04%	34.12%	45.00%	37.84%	34.10%		<p>Issue: In Q3, we have seen a reduction in satisfaction since Q2. both Q3 and YTD are out of target. Survey commentary analysis indicates that the main areas of customer dissatisfaction is ineffective resolutions for anti-social behaviour, noisy neighbours or maintenance issues. This highlights the problem of the KPI measuring satisfaction with other services, other than complaints.</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	100.00%	90.91%	92.86%	90.11%	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 reduced over Q4. This should improve satisfaction regarding waiting times. Customer expectations remain high as some 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	84.19%	88.41%	86.16%	87.60%	87.00%	85.69%	N/A	 <p>Issue: The performance has decreased from November , mainly due to a decrease in responsive repairs satisfaction. The contact centre has shown the highest satisfaction % this year and has the highest satisfaction performance in December. Mitigation Actions : Monitor the performance and key drivers. Timeframe: Forecast: Q4 results will need to be around 87% in order to meet the target by year end. This is achievable</p>
CR36	Contact centre ASA	SCH KPI	364	570	520	327	210	273	185	 <p>Issue: The ASA has decreased slightly in December but remains well above the target. Whilst the wait time has increased, the customer experience has improved with call backs, queue position information and clear IVR's. This is evident in the higher level of satisfaction noted in December. The contact centre are carrying a number of vacancies that have been difficult to recruit to. All calls: 520 seconds Queued calls: 234 seconds Callbacks: 1001 seconds (Increased since November significantly) Mitigating actions . A recruitment plan is in place to recruit to permanent roles. Also exploring apprentices and other similar schemes. Timeframe: recruitment- March 2026 Forecast: KPI 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 2024/25 RSH local authority and ALMO and 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

		Oct-25	Nov-25	Dec-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment	
NM01	ASB cases per 1,000 properties	TSM MI	2.98	1.34	2.67	24.24	N/A	22.84	43.40	N/A	<p>Issue:ASB cases have increased compared to the previous month. Overall, the YTD figure is at 21.51, which is close to last year's total figure of 22.84. (for context, at the end of quarter 3, 197 cases have been logged compared to 128 at the same point last year.</p> <p>A full analysis of ASB cases and service delivery is underway, and will be reported in March.</p>
NM01	ASB cases per 1,000 properties (Hate Crime)	TSM MI	0.00	0.00	0.00	0.31	N/A	0.41	0.50	N/A	<p>There was zero Hate Crimes recorded during quarter Q3 .</p>
TP10	Satisfaction that SCH keeps communal areas clean and safe	TSM P	77.78%	-	73.85%	72.08%	70.00%	66.67%	65.80%	↓	<p>Whilst there has been a slight decrease in satisfaction this quarter from the previous quarter, the indicator is still in target.</p>
TP11	Satisfaction that SCH makes a positive contribution to the neighbourhood	TSM P	69.47%	-	74.71%	69.89%	74.00%	74.74%	63.70%	↑	<p>Issue: Satisfaction has increased from last quarter and is in target. However the YTD figure is not at target, but is within tolerance. 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: meets target for Q3. However, due to the lower levels of satisfaction noted in the first 6 months of the</p>
TP12	Satisfaction with SCH's approach to handling ASB	TSM P	49.28%	-	60.38%	55.26%	60.00%	59.58%	58.00%	↑	<p>Issue: Satisfaction has shown an improvement from Q2 and is above target, in month, but is below target for YTD (but within tolerance). Where dissatisfaction is noted, Key drivers include: -perceived lack of responsiveness -reliance on police intervention -feelings of being dismissed when reporting issues. Residents expressed a strong desire for a more proactive approach, advocating for increased patrols, better engagement, and enhanced collaboration between SCH and police to ensure timely and effective interventions. Additionally, confusion over responsibility for ASB management points to the need for clearer delineation of roles between SCH and police. Mitigation actions : A full analysis of ASB cases and service delivery is underway, and will be reported in March. 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, but may be within tolerance.</p>
VL13	Percentage of rent loss due to voids	SCH KPI	1.13%	1.15%	1.12%	1.12%	1.25%	1.28%	2.34%	↔	<p>The number of voids has remained fairly stable across this financial year, and remains above target.</p>
WR15	Current tenant arrears as % of rent debit	SCH KPI	4.27%	4.49%	3.40%	3.40%	3.50%	2.75%	2.37%	↑	<p>Issue: December's arrears figure stands at 3.40%, representing an improvement of 1.09% compared to the previous month and currently 0.10% ahead of the year-end target of 3.50%. Additionally, performance at the end of Q3 is 0.36% better than the same point in 2024/25 (3.76%). As noted in previous reports, Q1 and Q2 were subject to seasonal volatility and external factors. The rent-free week in December contributed to a reduction to more favourable levels. Mitigation: The ongoing Universal Credit (UC) migration continues to impact arrears. The Department for Work and Pensions (DWP) has confirmed migration for all working-age claimants will conclude by 31 March 2026. Current patterns indicate that tenants with previously clear or credit balances are entering arrears due to the UC waiting period. Despite utilising Discretionary Housing Payments (DHP), this trend is continued to persist until the seasonal arrears reduction in December. We have also seen that migration slowed to approximately 10 new claimants per week in December, but volumes are expected to return to normal, or slightly increase, from January onwards. It is important to note 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 be below target.</p>

HO1	Average stay in temporary accommodation (all) - days	SCH KPI	162	153	238	190	80	143	N/A	↓	<p>Issue: The average stay in TA has shown an increase in December 2025 to 238 from 153 days in November. This is to be expected given the push for move-on into long term housing solutions. Given the change in priority afforded to homeless households in the new Housing Allocation Scheme, we can now move people on from temporary accommodation more successfully. This will steady in the future but given the length of stay for some in TA, they are in the best position to secure suitable Housing, and this in turn has an adverse effect on the KPI. The average stays are very long, but to add context to that a lot of long stayers were rehoused in December, with two over 4 years, another one almost 4 years, one 2 years and 6 over 1 year.</p> <p>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.</p> <p>Timeframe: Ongoing</p> <p>Forecast: Due to the number of long stayers in the pipeline, this KPI is not recoverable by year end.</p>
HO1a	Average stay in temporary accommodation (families with children) - days	SCH KPI	167	195	321	252	95	183	N/A	↓	<p>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 321 days and demonstrates an increase from the 195 days in November. As this KPI is representative of families, who are in the main awaiting larger properties and a large proportion owed a full duty, will be waiting for social housing allocation. They will account for the long stays outlined in HO1.</p> <p>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 partners in income and awards to remove barriers to do this which is having a direct positive income.</p>
HO5	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	57.00%	52.73%	58.43%	57.22%	60.00%	49.06%	N/A	↑	<p>Issue: The team achieved a prevention or relief outcome in 57.22% of cases during December, which is a 5.7% increase from the previous month, and is within tolerance of the target. November, which is a November was 52.73% and outside of tolerance, but December is positive with the prevention and relief standing at 58.43% which is a fantastic achievement and marginally below the KPI. The year to date, is within tolerance at 57.22%. Prevention outcomes remain the highest with 32 (78.05%) prevention cases having positive outcomes in the month. This remains consistent with the year so far in general and the YTD is at 72.26%. The relief outcomes this month are up on last month where there were 17 successful relief cases, in December this increased to 20 cases (41.67%). It is notably more difficult to move people on in the relief period so is positive to see. Solihome outcomes have contributed to this with 3 privately rented properties secured in December – 1 of those in prevention and 2 in the relief period. So far this year, there has been 39 PRS outcomes through Solihome. It should be noted that the SMBC target for prevention and relief includes St Basils.</p> <p>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.</p> <p>Timeframe: Ongoing</p> <p>Forecast: Recoverable</p>

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

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Asset Management Dashboard

			Oct-25	Nov-25	Dec-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
RP01	Homes that do not meet the Decent Homes Standard	TSM MI	1.91%	1.89%	1.73%	1.73%	2.00%	2.36%	1.74%	↑	<p>Issue: Performance is currently exceeding target with the total number of homes not meeting decent homes currently at 168. This KPI is based upon a snapshot in time and hence can vary month on month.</p> <p>Forecast: Target will be met by end of Financial Year</p>
RP02a	Repairs completed within target timescale (emergency)	TSM MI	93.05%	87.88%	90.50%	91.94%	95.50%	91.83%	95.00%	↑	<p>Issue: Emergency performance has improved from previous month. contractor performance shows 85% completed on time ,internal 98.00%.</p> <p>Non-emergency : The performance has improved from the previous month , completion of the backlog is affecting this figure due to old works being out of date.</p> <p>There are issues with the interface between the SCH and Dodd systems. This is impacting the flow of information between parties, and impacting on the data provided. This is being investigated and resolutions being explored with MRI.</p> <p>Mitigation: Ongoing performance is being reviewed through the SPMP contract. Repairs continuous improvement plan is in now in place. Interface resolution in train.</p> <p>Timeframe: Ongoing.</p> <p>Forecast: It is not anticipated that the KPI is recoverable</p>
RP02b	Repairs completed within target timescale (non-emergency)	TSM MI	80.45%	80.23%	82.73%	81.41%	85.00%	81.61%	84.80%	↑	
TP02	Satisfaction with repair in the last 12 months	TSM P	83.52%	-	75.53%	79.06%	80.00%	77.90%	72.80%	↓	<p>Issue: Satisfaction recorded in Q3 has shown a decrease in satisfaction compare to Q2 and Q1 , but shows similar results to 2024/25 Q3 results.</p> <p>Customer sentiment shows positive feedback centred on the promptness and professionalism of staff, quick emergency repairs and the courteous staff. Dissatisfaction stemmed from communication issues, delays in scheduling, a lack of follow-up, and unresolved problems.</p> <p>Mitigation Action : Full Analysis of the TSMs will be undertaken in Q4</p> <p>Forecast: If a positive response is received in Q4, then the indicator may recover and meet target.</p>
TP03	Satisfaction with time taken to complete the last repair	TSM P	84.44%	-	76.34%	80.22%	76.00%	80.17%	68.30%	↓	<p>Above target. However, there is a downward trend evident over the last 3 quarters. This will be explored in the full analysis of the TSMs at the year end.</p>
TP04	Satisfaction that home is well maintained	TSM P	76.06%	-	75.17%	73.72%	80.00%	74.10%	71.00%	↓	<p>Issue: This indicator has remained fairly stable over the last two quarters.</p> <p>Mitigation: Full Analysis of the TSMs will be undertaken in Q4</p> <p>Timeframe: April 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>

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

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Building Safety & Compliance Dashboard

			Oct-25	Nov-25	Dec-25	YTD	Target	Previous Year	Benchmark*	DoT	Comment
BS01	Percentage of properties with valid gas certificate	TSM MI	100.00%	99.86%	99.96%	99.96%	100.00%	99.90%	99.97%	↑	Status - The no access process has been followed. The report issued on the 21/01/26 shows 100% compliance
BS02	Percentage non-domestic assets covered by a valid FRA	TSM MI	100.00%	99.41%	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	80.00%	-	82.27%	79.15%	81.00%	80.07%	77.30%		<p>Issue: Uptrend in satisfaction continued from Q2</p> <p>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.</p> <p>Timeframe: Ongoing</p> <p>Forecast: If current levels of data are maintained it will be possible to recover the indicator to within tolerance.</p>
AM1b	Percentage domestic properties with a satisfactory Electrical Installation Condition Report	SCH KPI	98.69%	98.58%	98.28%	98.28%	100.00%	100.00%	95.40%	↓	<p>Status: 167 properties without a valid EICR at the time of reporting. 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 was put in place in November. While this seems to have stabilised the interface, there is still missing data which requires manual intervention to rectify.</p> <p>A process review is also underway to ensure current process is robust and aligns with best practice. Implementation of this process is started in December. Customer Engagement are supporting to reduce outstanding cases.</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 Q4. This is amended from initial target of Q2.</p>

DM1	Percentage Damp and Mould inspections completed within timescale	Awaab's Law	97.70%	90.83%	89.06%	90.38%	100.00%	79.86%	N/A	<p>Issue:</p> <p>Inspections - Performance for damp and mould inspections was at 89.06% at the end of December. Performance was impacted by staffing issues during the month of December. The team is now at full capacity and is working on completing inspections</p> <p>Remedials - Performance for Damp and mould remedial works raised post introduction of Awaab's law remains 100%. Performance for remedial works raised pre-Awaab's Law remains below KPI with 59.68% being completed within timescales. Performance was impacted mainly due to access issues.</p> <p>Mitigating Actions: The team is now at full capacity which will improve performance.</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%. Performance against remedial actions remains affected by cases raised pre-October 2025 and access issues. Plans are in place to address the backlog and improve overall performance.</p>
DM2	Percentage Damp and Mould remedials completed within timescales	Awaab's Law	82.39%	79.34%	85.34%	51.75%	100.00%	32.30%	N/A	
AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	72.73%	71.70%	0.00%	45.87%	80.00%	68.21%	N/A	<p>Issue: All 13 actions completed in December were completed past the action due date. While a number of actions were completed after their original due dates, there has been a continued reduction in the overall volume of open and overdue remedial actions on the risk register. This indicates progress in risk reduction.</p> <p>Mitigating Actions: The Building Safety Team has completed a performance review of fire actions. The review has highlighted that the timescales provided for completing actions do not allow sufficient time for the recommendation to be carried out. A set of pragmatic timescales have been proposed alongside processes which provides assurance that residents are not put at risk.</p> <p>Forecast: These changes are expected to stabilise action due dates, reduce late completions, and support delivery of all overdue actions by the end of Q4, alongside a clearer and more robust forward programme.</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	
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