

SCH Strategic Performance Report - February 2026

		Recoverable:	Commentary	Relevant to Regulation
		Current tenant arrears as % of rent debit	Although arrears increased slightly in February ,performance remains on track as the rise is smaller than expected for the season and still below the year-end target.	
		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
	15	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.	
		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 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
		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
		Downward trend:		
	2	Overall satisfaction (transactional)	Satisfaction in Home Options fell from 73.33% in January to 53.3% in February, and the overall figure is also being impacted by outstanding data still awaited from Safe at Homes.	
		Percentage non-domestic assets covered by a valid FRA	8 Cases awaiting evidence (including 1 no access rescheduled for this week), 1 C365 Upload issue (Ticket Raised), Tersus escalation protocol in place for serious life safety risks, no escalations recieved to date .	
		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	
	12	Complaints resolved in timescale (Stage 1 and Stage 2) Percentage of properties with valid gas certificate	All Stage 1 and Stage 2 complaints closed in February were resolved within timescales. The performance met 100% target .	x

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

			Dec-25	Jan-26	Feb-26		YTD		Target	Previous Year	Benchmark*	DoT**	Comment
CH01a	Stage 1 complaints per 1,000 properties	TSM MI	6.16	5.34	5.31		47.36		N/A	43.02	46.30	N/A	The number of complaints in February has decreased slightly, however it is still showing second high amount of complaints . In February 52 stage 1 complaints were received. This is a decrease by one from 53 in January, This follows a seasonal trend, where we see more complaints over the winter. This month main drivers of complaints were : Repairs and Complience (Gass 12% main contributor) .
CH01b	Stage 2 complaints per 1,000 properties	TSM MI	1.13	1.34	1.43		9.70		N/A	5.43	7.70	N/A	There were 14 stage 2 complaints in February ; it is the highest amount of complaints received during the year.
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	84.78%	100.00%	100.00%		91.57%		85.00%	73.57%	85.90%	↔	Issue: All Stage 1 complaints closed in February were resolved within timescales. YTD figure is over the target . Mitigation: Focus remains on achieving timeliness Timeframe: The team is now operating at full capacity.
CH02b	Complaints resolved in timescale (Stage 2)	TSM MI	83.33%	100.00%	100.00%		93.97%		96.00%	86.79%	85.00%	↔	Issue: All Stage 2 complaints closed in February were resolved within timescales. YTD figure is slightly under the target . Stage 2 is harder to recover given the lower volumes. Mitigation: Focus remains on achieving timeliness Timeframe: The team is now operating at full capacity. Forecast: Currently circa 33 Stage 2 complaints are received a quarter, to achieve 96% only 5 can be logged as late. To date 6 complaints have been out of target, therefore achieving 96% will depend on the volumes recieved in March but based on current data, this is unlikelyto be achieved.
TP01	Overall satisfaction with services provided by SCH	TSM P	79.73%	-	-		77.85%		80.00%	77.18%	71.10%	↔	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). 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. Mitigation: a full, deeper dive analysis will be undertaken at the end of Q4 to analyse the full years data. Timeframe: April 2026. 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	69.44%	-	-		66.57%		71.00%	67.18%	59.10%	↑	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 Mitigation: This has been noted as part of the VOC work, and a task and finish group will be reviewing repairs communication. Timeframe: April 2026 Forecast: It is not anticipated that this indicator will recover in this financial year, but if performance is maintained, it should be within tolerance.

TP07	Satisfaction that SCH keeps you informed about things that matter to you	TSM P	76.72%	-	-	73.89%	79.00%	76.58%	68.50%		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. Mitigation: This has been noted as part of the VOC work, and a task and finish group will be reviewing repairs communication. Timeframe: April 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	82.71%	-	-	82.83%	85.00%	83.85%	77.00%		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. Forecast: If current levels of data are maintained it will be possible to maintain the indicator within tolerance.
TP09	Satisfaction with SCH's approach to handling complaints	TSM P	37.04%	-	-	34.12%	45.00%	37.84%	34.10%		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. Mitigation: Continued calls to all residents who note dissatisfaction to understand issues. The customers identified so far have not raised a formal complaint. Timeframe: Ongoing 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.
WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	92.86%	100.00%	100.00%	91.18%	94.00%	95.28%	N/A		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. 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. Timeframe: Quarter 4 25/26 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.
CR2	Overall satisfaction (transactional)	SCH KPI	88.80%	85.04%	84.83%	87.42%	87.00%	85.69%	N/A		Issue: The performance has slightly decreased in February, mainly due to a drop in satisfaction within Home Options, which fell from 73.33% in January to 53.3% in February. The overall performance figure is also affected by data still not received from Safe at Homes. Mitigation Actions : Monitor the performance and key drivers. Forecast: Q4 results will need to be around 87% in order to meet the target by year end. This is achievable

CR36	Contact centre ASA	SCH KPI	520	1056	648		612		210	273	185		Issue: The ASA has reduced significantly in February but remains well above the target. Performance remains impacted due to ongoing staffing challenges. All calls: 648 seconds Calls Offered : 8760 %Calls Answered: 70.11% % Abandoned: 29.89% Mitigating actions . The contact center is carrying a number of vacancies These have now been recruited to and advisors are due to commence employment end of March. 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.
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*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.

Asset Management Dashboard

			Dec-25	Jan-26	Feb-26		YTD		Target	Previous Year	Benchmark*	DoT**	Comment
RP01	Homes that do not meet the Decent Homes Standard	TSM MI	1.73%	1.71%	1.66%		1.66%		2.00%	2.36%	1.74%		Issue: Performance is currently exceeding target with the total number of homes not meeting decent homes currently at 162. This KPI is based upon a snapshot in time and hence can vary month on month. Forecast: Target will be met by end of Financial Year
RP02a	Repairs completed within target timescale (emergency)	TSM MI	90.50%	86.79%	91.23%		91.30%		95.50%	91.83%	95.00%		Issue: Emergency performance has improved compared to the previous two months. Contractor performance increased significantly from 79.53% in January to 88.65% in February for jobs completed on time. Internal performance also improved, rising from 96.75% in January to 98.15% in February. For non-emergency repairs, performance has decreased compared to the previous month. Completion of the backlog is affecting this KPI due to older works being completed outside of target. February performance was 73.44% for internal repairs and 90.49% for external repairs. Mitigation: Ongoing performance is being reviewed through the SPMP contract. Repairs continuous improvement plan is in now in place. Interface resolution in train. Timeframe: Ongoing. Forecast: It is not anticipated that the KPI is recoverable
RP02b	Repairs completed within target timescale (non-emergency)	TSM MI	82.73%	81.26%	80.60%		81.32%		85.00%	81.61%	84.80%		
TP02	Satisfaction with repair in the last 12 months	TSM P	75.53%	-	-		79.06%		80.00%	77.90%	72.80%		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. 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. Mitigation Action : Full Analysis of the TSMs will be undertaken in Q4 Forecast: If a positive response is received in Q4, then the indicator may recover and meet target.
TP03	Satisfaction with time taken to complete the last repair	TSM P	76.34%	-	-		80.22%		76.00%	80.17%	68.30%		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.
TP04	Satisfaction that home is well maintained	TSM P	75.17%	-	-		73.72%		80.00%	74.10%	71.00%		Issue: This indicator has remained fairly stable over the last two quarters. Mitigation: Full Analysis of the TSMs will be undertaken in Q4 Timeframe: April 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.

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

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Building Safety & Compliance Dashboard

			Dec-25	Jan-26	Feb-26	YTD	Target	Previous Year	Benchmark*	DoT	Comment
BS01	Percentage of properties with valid gas certificate	TSM MI	99.96%	100.00%	100.00%	100.00%	100.00%	99.90%	99.97%	↔	Meets target.
BS02	Percentage non-domestic assets covered by a valid FRA	TSM MI	100.00%	99.87%	98.69%	98.69%	100.00%	100.00%	100.00%	↓	Status: Awaiting evidence and system resolution. No immediate life safety concerns identified Oldest Compliance Due Date: 28/02/2026 Mitigating Actions: 8 Cases awaiting evidence (including 1 no access rescheduled for this week), 1 C365 Upload issue (Ticket Raised), Tersus escalation protocol in place for serious life safety risks, no escalations recieved to date . Timeframe: Resolution by end of March dependant upon evidence submission and system issue resolution Forecast: Expected closure upon evidence submission and system issue resolution, no current indication of high risk delay
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	82.27%	-	-	79.15%	81.00%	80.07%	77.30%	↑	Issue: Uptrend in satisfaction continued from Q2 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	98.28%	98.45%	98.91%	98.91%	100.00%	100.00%	95.40%	↑	Issue: 106 properties without a valid EICR at the time of reporting. Oldest Compliance Due Date : The oldest overdue EICRs are the 4 properties which do not have record of a previous EICR. The next oldest overdue EICR was due on 08/10/2018. 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. A new access procedures which mirrors the gas compliance procedure is now in place. We have seen an increase in performance and access following the implementaion of the new process. We are now in the process of recruiting the 2 vacant roles to support achieving set targets. Timeframe: On-going 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.

DM1	Percentage Damp and Mould inspections completed within timescale	Awaab's Law	89.06%	97.83%	97.42%	92.43%	100.00%	79.86%	N/A		Issue: Inspections – Performance for damp and mould inspections was 97.42% at the end of February. Damp and mould remedial works raised after the introduction of Awaab's Law were completed at 99.29%. Performance for remedial works raised pre-Awaab's Law has fallen to 69.23% in February, down from 74.42% in January. Completion of both inspections and remedial works has been affected by access or tenant availability. We have had a number of inspections where resident availability is beyond the 10 day target. The team has also experienced cancellation of remedial works on the day of the appointment. Mitigating Actions: The team is now operating at full capacity, which is expected to support continued improvement in performance. Forecast: The target of 100% for inspections will not be achieved by the end of the financial year; however, performance is expected to remain in the high 90% range. Performance for remedial actions continues to be affected by cases raised before October 2025 and ongoing access challenges. Plans are in place to address the backlog and strengthen overall performance.
DM2	Percentage Damp and Mould remedials completed within timescales	Awaab's Law	85.34%	93.22%	92.78%	63.49%	100.00%	32.30%	N/A		
AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	0.00%	0.00%	0.00%	39.38%	80.00%	68.21%	N/A		Issue: All 22 actions completed in January 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. 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. 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.

*Benchmark based on median performance from 2024/25 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			Dec-25	Jan-26	Feb-26	YTD		Target	Previous Year	Benchmark*	DoT**	Comment
NM01	ASB cases per 1,000 properties	TSM MI	2.67	2.05	2.67	28.77		N/A	22.84	43.40	N/A	Issue: ASB cases have slightly increased from 20 to 26 in February .Overall, the YTD figure is at 28.77 , which is higher than last year's total figure of 22.84. A full analysis of ASB cases and service delivery is underway, and will be reported in April.
NM01a	ASB cases per 1,000 properties (Hate Crime)	TSM MI	0.00	0.10	0.20	0.41		N/A	0.41	0.50	N/A	There were 2 Hate Crimes recorded in February .
TP10	Satisfaction that SCH keeps communal areas clean and safe	TSM P	73.85%	-	-	72.08%		70.00%	66.67%	65.80%	↓	Whilst there has been a slight decrease in satisfaction this quarter from the previous quarter, the indicator is still in target.
TP11	Satisfaction that SCH makes a positive contribution to the neighbourhood	TSM P	74.71%	-	-	69.89%		74.00%	74.74%	63.70%	↑	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 year it is not anticipated that this indicator will meet target, but could remain in tolerance.
TP12	Satisfaction with SCH's approach to handling ASB	TSM P	60.38%	-	-	55.26%		60.00%	59.58%	58.00%	↑	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.
VL13	Percentage of rent loss due to voids	SCH KPI	0.94%	0.94%	0.93%	0.93%		1.25%	1.28%	2.34%	↔	The percentage of rent loss due to voids has been recalculated , to exclude TA
WR15	Current tenant arrears as % of rent debit	SCH KPI	3.40%	3.93%	3.97%	3.97%		3.50%	2.75%	2.37%	↓	Issue: February's arrears position stands at 3.97%, reflecting a slight increase of 0.04% on the previous month and currently sitting 0.47% above the year-end target of 3.50%. Although we have seen a small increase on January, overall we should see a positive return at the end of year. Currently February 2026 is 0.15% ahead of February 2025.As highlighted in earlier reports, arrears performance in Q1 and Q2 was affected by seasonal volatility and wider external pressures. While a slight increase was anticipated at the beginning of Q4, performance remains within expected parameters, and confidence is high that year-end outcomes will meet, or potentially fall marginally below, the target. Mitigation: The ongoing transition to Universal Credit (UC) continues to exert upward pressure on arrears levels. The Department for Work and Pensions (DWP) has confirmed that migration for all working-age claimants will conclude by 31 March 2026. Recent trends indicate that tenants with historically clear or credit balances are entering arrears during the initial UC waiting period. Although the team continues to utilise Discretionary Housing Payments (DHP) to mitigate risk, this trend is expected to persist until the seasonal reduction in arrears in December.Migration activity increased to approximately 17 new claimants per week during January, with volumes expected to stabilise or rise slightly through to March 2026. It is noteworthy that arrears increases are being observed more widely across the West Midlands, indicating a broader regional trend rather than a localised issue. Timeframe: ongoing Forecast: Based on the pattern of arrears compared to the previous years, this indicator will be below target.

HO1	Average stay in temporary accommodation (all) - days	SCH KPI	238	143	139	183	80	143	N/A	↑	Issue: The average stay in TA decreased in January to 143 days, and in February reflects a further reduction to 139 days. This is calculated from those who move on from TA and includes 4 vacations where the household has been in TA over 2 years. Whilst ordinarily this would increase the average, it has been balanced out by 32 vacations of under 30 days (mostly SWEP cases in hotels) which brought the average down for all TA stays. A positive statistic is around the number of households in TA for 2 or more years, which has dropped from 27 at the start of the financial year to 22, which equates to a 19% decrease, and is a result of the commitment to move on the longest stayers into suitable long-term accommodation 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: As we are approaching the end of the year, the YTD forecast exceeds the target of 80 days, understandable given the number of households in TA and at this stage of the year the projection is 188 days.
HO1a	Average stay in temporary accommodation (families with children) - days	SCH KPI	321	265	339	259	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 339 days, which whilst it demonstrates an increase from the 265 days in January – this does mean that we are moving on the longer staying households into long term housing solutions. The average stay remains high because we cannot build into this the hotel departures in HO1 as they will predominantly be single households. As this KPI is representative of families, who are in the main awaiting larger properties and owed a full duty, have been, and continue to be waiting predominantly for social housing allocation. Several households have additionally been prevented from moving on due to arrears, for 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. The YTD forecast of 95 remains elusive as we approach the year end, with the current figure being 259 days, and I do not see any change in that whilst TA numbers remain high and move on options limited.
HO5	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	58.43%	55.05%	55.34%	56.84%	60.00%	49.06%	N/A	↑	Issue: For any homelessness service, prevention is the overall aim. The KPI of 60% in HO5 remains a challenging target in a difficult climate and represents the households that present to the homeless service but have a positive outcome in either the prevention or relief period. In February 2026, this was 55.34%, a small increase from January (55.05%) and remains within tolerance. The YTD forecast as we move towards year end is 56.84% overall. The prevention outcomes in February see 36 successful outcomes equating to 69.23% and comparative to 78.43% in January. The YTD projection is at 71.14%. Relief outcomes are consistent with last month, with 21 successful cases (41.18% is an increase from 34.48% in January). It is notably more difficult to move people on once they are homeless, and it is positive to see this consistency. Nonetheless, the YTD at this point of the year is 39.01% and has an overall effect on the KPI itself in HO5. Solihome outcomes have contributed to this with 3 privately rented properties secured in February. So far this year, there has been 47 PRS outcomes through Solihome – 27 in the prevention period; 14 in relief; and 4 main duty households and a further 6 via DELSA. 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 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.

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