

SCH Strategic Performance Report - April 2026

		Monthly performance	Commentary	Relevant to Regulation
	11	Contact Centre ASA	Performance slightly worsened in April due to ongoing staffing pressures and increased lost hours, although recent recruitment is expected to improve service levels and early indications already show positive progress.	
		Repairs completed within target timescale (emergency)	A review of the external emergency repairs process is underway to identify the root causes and implement actions to improve performance.	x
		Average stay in temporary accommodation (families with children)	The KPI remains challenging due to high numbers of households with children in temporary accommodation, with delays driven by demand and reliance on social housing allocations creating move-on bottlenecks.	
		Percentage of properties with a valid gas certificate.	Two properties were outstanding at the reporting date but completed in early May, with robust procedures in place, and a further 10 properties completed after the 12-month anniversary in April.	x
		Current tenant arrears as % of rent debit	As at April, rent arrears increased to 3.33%, slightly above target due to seasonal trends, IT issues, and cost-of-living pressures, but overall performance remains resilient with strong income service delivery.	
		Percentage of fire safety remedial actions completed to timescale	In April, 29 actions were completed (5 overdue), showing significant improvement and a continued reduction in overall open and overdue risk actions, with all mitigating actions in place.	
		Percentage of homeless approaches where prevention or relief achieved	Performance is impacted as this KPI now reflects only SCH, with outcomes during the 56-day relief period inherently challenging and further reduced by a significantly higher proportion of lower-success relief cases in April.	
		Percentage of properties with valid EICR	There were 119 overdue properties at reporting, with some completed or void in progress, including long-outstanding cases, and actions in place through a performance improvement plan, enhanced access procedures, and newly recruited staff to support delivery.	x
	3	Complaints resolved in timescale (Stage 2)	Performance is slightly below target; however, the year-to-date (YTD) target remains achievable.	
		Customer satisfaction (disabled facilities grants)	Performance declined in April and is below target; urgent cases are prioritised, with ongoing reviews to manage demand and expectations.	
		Percentage of homes with an EPC rate of C or above	Approximately 6,111 properties (63% of total stock) currently have an EPC recorded. Of these, 75% (4,586 properties) have an EPC rating of C or above.	
	14	Complaints resolved in timescale (Stage 1)	Performance above the target	x
		Decent Homes	Continued reduction in properties not meeting decent home standard	x
		Overall satisfaction (transactional)	Improvement was observed in April, with overall performance meeting target. Responsive Repairs and the Contact Centre achieved the highest customer satisfaction levels this month	
		Percentage of rent loss due to voids(Exc. TA)	Performance meets the target	
		Percentage of dwellings vacant but available to let	Performance meets the target	
		Average relet time (all)	Performance meets the target	
		Average stay in temporary accommodation (adult only households) - days	The KPI is well within target, with faster move-on for adult-only households driven by increased housing availability and robust decision-making reducing unnecessary temporary accommodation use.	
		Total households in temporary accommodation with children(Hotel not included)	Performance reflects a continued month-on-month reduction, which is a positive trend	
		Total households in temporary accommodation (all)	The number of households in Temporary Accommodation continues to decline, with 204 households recorded—marking the lowest level since early 2024.	
		Repairs completed within target timescale (non-emergency)	Performance showing improvement from last month and meeting overall targets, with temporary additional resources supporting internal performance and a wider service review underway to identify long-term improvements by August 2026.	

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

			Feb-26	Mar-26	Apr-26		YTD		26/27 Target	25/26 Target	Benchmark*	DoT**	Comment
CH01a	Stage 1 complaints per 1,000 properties	TSM MI	5.31	7.27	5.22		5.22		N/A	N/A	46.30	N/A	The number of complaints in April has decreased compare to past few months. In April , 51 stage 1 complaints were received. This month the main drivers of complaints were repairs, compliance and ASB . To note: The numbers relate to complaints that come under the TSM definition. It excludes non-LCRA customers.
CH01b	Stage 2 complaints per 1,000 properties	TSM MI	1.43	2.66	1.74		1.74		N/A	N/A	7.70	N/A	There were 17 stage 2 complaints in April .
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	100.00%	98.36%	97.87%		97.87%		90.00%	85.00%	85.90%	↓	Issue: Of the 47 Stage 1 complaints completed in April ,1 was not comleted on time. Performance is above the target .
CH02b	Complaints resolved in timescale (Stage 2)	TSM MI	100.00%	100.00%	94.74%		94.74%		96.00%	96.00%	85.00%	↓	Issue: Of the 19 Stage 2 complaints completed in April 2026, 1 was not completed on time. This complaint was 1 day late being sent to the customer. Forecast: The YTD target is still achievable.
TP01	Overall satisfaction with services provided by SCH	TSM P	-	78.62%	-		78.04%		78.00%	80.00%	71.10%	↓	Issue: Service performance has remained fairly consistent across Q2, Q3 and Q4, showing improvement from Q1 and a positive uplift compared with last year, though there is a slight decrease compared with 2023/24 figures. Overall tenant sentiment is mixed with a clear divide between those satisfied with fast emergency responses and those frustrated by slow, incomplete or repeated repair work. Emergency repairs, polite staff and annual safety checks are consistently praised, with many tenants noting same-day or prompt attendance when issues are urgent. 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. Note this remains the commentary for Q4. Next survey results will be included in the June dashboard.
TP06	Satisfaction that SCH listens to and acts upon tenants' views	TSM P	-	71.43%	-		67.79%		70.00%	71.00%	59.10%	↑	Issue: Satisfaction has increased from the previous quarter and is within target. The Year End figure remains within tolerance, and overall performance is similar to last year. Sentiment analysis indicates that dissatisfaction is mainly driven by repair communication issues. Mitigation: This has been incorporated into the VOC work, and a task-and-finish group will be reviewing repairs communication.

TP07	Satisfaction that SCH keeps you informed about things that matter to you	TSM P	-	79.59%	-	75.31%		77.00%	79.00%	68.50%	↑	Issue: Satisfaction has increased since last quarter, and this quarter has now reached the target. As a result, the Year End figure has moved back within tolerance, but overall performance has very slightly decreased compared with last year. Sentiment analysis shows that the main driver of dissatisfaction continues to be repairs communication and follow-up within the repairs service. Tenants value the courtesy and responsiveness of frontline staff and appreciate regular communications. However, systemic issues—particularly around handovers between teams, follow-up and contractor management remain the key drivers of dissatisfaction. Mitigation: This has been incorporated into the VOC work, and a task-and-finish group will be reviewing repairs communication.
TP08	Satisfaction that SCH treats me fairly and with respect	TSM P	-	84.56%	-	83.27%		85.00%	85.00%	77.00%	↑	Issue: Performance has remained fairly consistent the last 3 quarters. . Performance has, however, improved significantly compared with Q1 (79.69%). The Year End performance is back within tolerance. Overall performance is broadly similar to last year. Sentiment analysis indicates that while many tenants feel they are treated fairly and with respect, dissatisfaction is still driven by repair communication issues and lack of follow-up within the repairs service. Mitigation: This has been incorporated into the VOC work, and a task-and-finish group will be reviewing repairs communication.
TP09	Satisfaction with SCH's approach to handling complaints	TSM P	-	36.67%	-	34.78%		40.00%	45.00%	34.10%	↓	Issue: Q4 has shown a slight decrease in performance compared with Q3. The Year End figure remains below target and reflects a decrease in performance compared with last year. Survey commentary indicates that dissatisfaction is largely driven by ineffective resolutions to anti-social behaviour, noisy neighbours and maintenance issues—highlighting the challenge of using this KPI to measure satisfaction with complaints handling. Sentiment analysis of complaints handling shows a broadly mixed customer experience. While some residents report prompt acknowledgements, helpful staff and occasional swift resolutions, the dominant themes are delays with ASB or repair issues. Mitigation: We will continue to call all residents who express dissatisfaction to understand the issues in more detail. Customers identified so far have not raised formal complaints. Insights from the sentiment analysis will continue to inform service improvements, particularly around communication, follow-up and the handling of ASB-related cases.
WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	100.00%	100.00%	92.86%		92.86%	94.00%	94.00%	N/A	↓	Issue: Performance declined in April, falling below target. Delays are driven by long wait times (approx. 6 months for caseworker visits and 12 weeks for OT assessments), alongside customer expectations that do not align with DFG criteria, leading to request refusals. Mitigation: Regular 3-monthly customer reviews are undertaken by Community OT to reassess need and reprioritise where required. Urgent cases are prioritised, and ongoing work with OT services aims to ensure recommendations align with DFG criteria and manage customer expectations.
CR2	Overall satisfaction (transactional)	SCH KPI	84.83%	85.02%	87.20%		87.20%	87.00%	87.00%	N/A	↑	Improvement was observed in April, with overall performance meeting target. Responsive Repairs and the Contact Centre achieved the highest customer satisfaction levels this month.
CR36	Contact centre ASA	SCH KPI	624	663	709		709	210	210	185	↓	Issue: The ASA has has slightly worsened in April. Performance remains impacted due to ongoing staffing challenges. Performance figures have been adjusted to exclude call backs. ASA (excluding callback calls): 709 seconds Calls Offered : 9129 calls %Calls Answered: 69% % Abandoned: 31%Lost hours for April increased by 60, to 381.5 total 172 AL 202.5 Sick 1 EL 6 Training. HR reviews of absence management have taken place and appropriate MOA meetings have taken place. Mitigating actions : The contact centre is still carrying a number of vacancies, from the 11th of May 3 new full time advisors have started - it is anticipated they will begin to impact service performance from June onwards. As it stands, the May ASA is 426 seconds, therefore a much improved performance.

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

Asset Management Dashboard

		Feb-26	Mar-26	Apr-26		YTD		26/27 Target	25/26 Target	Benchmark*	DoT**	Comment
RP01	Homes that do not meet the Decent Homes Standard TSM MI	1.66%	1.18%	1.12%		1.12%		1.75%	2.00%	1.74%		Issue: Performance is currently exceeding target with the total number of homes not meeting decent homes currently at 109. This KPI is based upon a snapshot in time and hence can vary month on month.
RP02a	Repairs completed within target timescale (emergency) TSM MI	91.23%	89.69%	87.37%		87.37%		95.50%	95.50%	95.00%		Issue: 87.37% of emergency repairs were completed within target timescales in April. Performance for external emergency repairs was 83.32%, compared to 99.44% for internal repairs. Mitigation: A review of the external emergency repairs process is underway to identify the root causes and implement actions to improve performance. Timescales: June 2026
RP02b	Repairs completed within target timescale (non-emergency) TSM MI	80.60%	85.06%	89.28%		89.28%		85.00%	85.00%	84.80%		Issue: 89.28% of non-emergency repairs were completed within target timescales in April. Performance for external non-emergency repairs was 95.40%, while internal repairs achieved 82.06%. This represents an improvement compared to last month, and overall performance is on target. Mitigating Actions: Temporary additional resources are supporting improvements in internal repairs performance. A review of the overall service is underway to identify long-term solutions for sustained performance improvement. Timescales: August 2026
TP02	Satisfaction with repair in the last 12 months TSM P	-	76.74%	-		78.51%		80.00%	80.00%	72.80%		Issue: Q4 shows an improvement from Q3, reversing the earlier decline seen between Q1, Q2 and Q3. Both Q4 and the YTD figure are now within tolerance, with performance slightly above last year. Sentiment analysis indicates mixed experiences: operatives are frequently praised for professionalism and fast emergency responses, but delays, repeated visits, incomplete work and communication gaps remain the main drivers of dissatisfaction with repairs over the last 12 months. Mitigation: This has been incorporated into the VOC work, and a task-and-finish group will be reviewing repairs communication.
TP03	Satisfaction with time taken to complete the last repair TSM P	-	80.00%	-		80.17%		80.00%	76.00%	68.30%		Issue: There was a slight downward trend during the first three quarters of 2025/26; however, Q4 shows an improvement, reaching 80%, which is above target and has brought the Year End figure back above target. The Year End result is in line with last year's performance. Sentiment analysis indicates that while emergency repairs are often completed quickly and praised for professionalism, dissatisfaction is driven by long waits for non-urgent repairs, repeated visits for unresolved issues, and poor communication or follow-up. Mitigation: This has been incorporated into the VOC work, and a task-and-finish group will be reviewing repairs communication.

Housing Services Dashboard

			Feb-26	Mar-26	Apr-26	YTD		26/27 Target	25/26 Target	Benchmark*	DoT**	Comment
NM01	ASB cases per 1,000 properties	TSM MI	2.67	2.56	2.25	2.25		N/A	N/A	43.40	N/A	Issue: A total of 22 cases were recorded in April, indicating a slight decline compared to the previous month
NM01a	ASB cases per 1,000 properties (Hate Crime)	TSM MI	0.20	0.10	0.00	0.00		N/A	N/A	0.50	N/A	Issue: There were 0 Hate Crime recorded in April .
TP10	Satisfaction that SCH keeps communal areas clean and safe	TSM P	-	67.95%	-	70.91%		72.00%	70.00%	65.80%	↓	Issue: Q4 performance has dipped slightly and is now broadly in line with Q1, resulting in an amber rating. However, the Year End position remains strong, with satisfaction meeting the 70% target and outperforming last year's results. Sentiment analysis highlights a mixed tenant experience in relation to communal areas. While some blocks report regular, high-quality cleaning and well-maintained shared spaces, others describe infrequent or superficial cleaning, with dirty stairwells and lifts, poorly maintained bin areas, and issues with fly-tipping and rodents. External spaces such as gardens, hedges and pavements are also frequently described as neglected or overgrown, which contributes to lower satisfaction in certain locations.
TP11	Satisfaction that SCH makes a positive contribution to the neighbourhood	TSM P	-	71.08%	-	70.00%		70.00%	74.00%	63.70%	↑	Issue: Satisfaction fell in Q4 and remains below target, but within tolerance for March, and at Year End. Year End performance is lower than last year. Sentiment analysis shows residents value routine maintenance like grass cutting, litter picking and fly-tipping removal, but dissatisfaction is driven by inconsistent service, unmanaged bins, overgrowth, pests, incomplete contractor work and ongoing ASB. These local problem areas continue to pull overall satisfaction down.
TP12	Satisfaction with SCH's approach to handling ASB	TSM P	-	52.00%	-	54.34%		60.00%	60.00%	58.00%	↓	Issue: . In Q4, satisfaction has fallen to 52%, which is below the 60% target. The Yer End figure of 54.34% below target and lower than last year's figure of 59.58%. Sentiment analysis shows that while some residents report prompt responses, effective mediation and good confidentiality, most feedback highlights perceived inconsistent and ineffective ASB handling. Common concerns include long investigation times, limited follow-up, weak enforcement, poor communication, and vulnerable residents feeling unsupported. Reports of drug use, noise, vandalism and safety concerns contribute heavily to dissatisfaction. Mitigation: We will continue to review ASB processes, strengthen communication and follow-up, and use customer feedback to improve response times and enforcement pathways, with particular focus on supporting vulnerable residents.
VL13	Percentage of rent loss due to voids(Exc. TA)	SCH KPI	0.93%	0.93%	0.89%	0.89%		1.25%	1.25%	2.34%	↔	Meets Target
VL4	Percentage of dwellings vacant but available to let	SCH KPI	-	-	0.80%	0.80%		0.80%	N/A		↔	Meets Target
VL1	Average relet time (all)	SCH KPI			54.40	54.40		60 days	N/A		↔	Meets Target
WR15	Current tenant arrears as % of rent debit	SCH KPI	3.97%	2.85%	3.33%	3.33%		3.20%	3.50%	2.37%	↓	Issue: As at April, rent arrears stand at 3.33%, representing an increase of 0.48% compared with both the prior month and the year-end position, and 0.13% above the year-end target of 3.20%. While this reflects a modest deterioration, it should be noted that end-of-year IT issues may have had a short-term impact on performance, alongside the expected seasonal increase typically observed from April onwards. There are emerging indications that cost-of-living pressures continue to affect customers, driven in part by wider geopolitical impacts on household costs. This is consistent with the seasonal volatility and external pressures typically experienced during Q1 and Q2. Despite these challenges, overall performance remains resilient. The current position reflects the sustained efforts of the Income Service and demonstrates strong operational delivery, with robust engagement and intervention activity underpinning results Mitigation: The transition to Universal Credit (UC) concluded on 31 March 2026, although UC continues to exert upward pressure on arrears levels. Recent trends indicate that tenants with historically clear or credit balances may enter arrears during the initial UC waiting period. While the team continues to make effective use of Discretionary Housing Payments (DHP) to mitigate risk, this pressure is expected to persist until the usual seasonal reduction in arrears later in the year. Forerecast: Notwithstanding ongoing cost-of-living pressures, seasonal trends, and increased UC caseloads, arrears performance remains strong and broadly stable. The service has delivered a robust year-end position and is well placed to manage the year ahead, there will be changes as we continue with the recruitment drive and influx of new starters, bringing fresh ideas and stronger case management across the team.

HO1b	Average stay in temporary accommodation (adult only households) - days	SCH KPI	-	-	47	47	120	N/A	N/A	↔	Issue: This KPI is well within target, and we are moving on adult only households quickly. This will be because of a combination of things including increased availability of supported accommodation and social housing provision for single households and childless couples. It is therefore quicker to facilitate move-on. In addition, robust decision making may negate the reason for TA in cases where determination is that they do not meet the priority need criteria. Mitigating Actions: Whilst the outcome is positive, we are unable to be complacent and continue to look for innovative and timely solutions to homelessness for singles and childless couples, not least striving for prevention outcomes in the first place. Timeframe:We are well within the outline of the KPI, but need to remain committed to this, and reduce it further. Forecast:Not applicable.
HO1a	Average stay in temporary accommodation (families with children) - days	SCH KPI	339	322	346	346	250	95	N/A	↓	Issue:The KPI of under 250 days for households with children remains a challenging one, given the number of households in TA and awaiting move-on. There are a high number of cases in main duty, who are therefore owed a full housing duty and in general awaiting social housing allocation which inevitably causes a bottleneck and keeps households in TA longer. Mitigating Actions: As a result of the changes to the housing allocation scheme, many of these households are being matched to suitable tenancies and there is an increased move on from TA. We need to maximise our ability to prevent homelessness in the first place and consider and promote alternative outcomes of tenure such as the private rented sector. Timeframe: Mitigating actions around alternative tenures is ongoing and the hope is that we can, by being involved earlier , prevent more households from becoming homeless. Equally, the additionally priority from the housing allocation scheme will come to fruition with reducing number in TA over the next 12 months. Forecast: I expect a fair amount of fluctuation in this KPI over the next 12 months, particularly as the target is affected by the stay at the point in which they moved on from TA.
HO5	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	55.34%	50.52%	47.58%	47.58%	58.00%	60.00%	N/A	↓	Issue:For years, this KPI has been merged with that of St Basils Young Peoples service, and this year reflects only SCH. Achieving outcome in the prevention and relief period is historically challenging to do. We try all we can through negotiation to prevent homelessness, however one they become homeless, then solutions are limited, and particularly in the short timeframe of 56 days. Notably, a much higher than usual number of relief decisions were made in April (about 40% higher than average) . Relief cases have a lower success rate than prevention, so if there are a lot more relief than prevention decisions made in month, then the overall positive outcomes are likely to be lower. Mitigating Actions: This has been and continues to be an area of focus, and the team are encouraged to be innovative, as well as carrying out more robust casework and making negative decisions where it is deemed to be the case.We have an in-house link to supported provision and the private rented sector which helps. The Team leaders carry out detailed case reviews, and this helps to identify solutions. Timeframe:All mitigating actions are in place; we just need to keep HO5 as an area of attention to keep the momentum. Forecast: I anticipate that throughout the year, and as the service restructure settles this will allow us to concentrate on KPIs and. HO8 , to achieve the target set.
H08	Total households in temporary accommodation (all)	SCH KPI	-	-	204	204	-	N/A	N/A	↔	The number of households in Temporary Accommodation continues to decline, with 204 households recorded—marking the lowest level since early 2024.
HO8b	Total households in temporary accommodation with children(Hotel not included)	SCH KPI	-	-	178	178	-	N/A	N/A	↔	This reflects a continued month-on-month reduction, which is a positive trend
*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.											

Building Safety & Compliance Dashboard

			Feb-26	Mar-26	Apr-26		YTD		26/27 Target	25/26 Target	Benchmark*	DoT	Comment
BS01	Percentage of properties with valid gas certificate	TSM MI	100.00%	99.95%	99.97%		99.97%		100.00%	100.00%	99.97%	↓	Issue: 2 properties outstanding at the time of the reporting. Both properties were completed within first 2 weeks of May. Mitigation: Robust policy and procedure in place which is followed Note: There were 10 properties completed after 12month anniversary date in the month of April.
BS02	Percentage non-domestic assets covered by a valid FRA	TSM MI	98.69%	100.00%	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	-	79.56%	-		79.25%		80.00%	81.00%	77.30%	↓	Issue: Year end performance is 79.25%, just below the 81% target and slightly under last year's 80.07%. Feedback shows mixed sentiment; positive comments reference good caretaking, timely safety checks and responsive urgent repairs. Negative themes include slow or repeated repairs, unresolved leaks/structural issues, recurring damp/mould, inconsistent cleaning and grounds maintenance, and ASB linked to broken doors, vandalism and unauthorised access. All tenants who report dissatisfaction are contacted and any specific issues are followed up.
AM1b	Percentage domestic properties with a satisfactory Electrical Installation Condition Report	SCH KPI	98.91%	99.05%	98.77%		98.77%		100.00%	100.00%	95.40%	↓	Issue: There were 119 properties overdue at the time of reporting . Of these 24 were confirmed as completed and awaiting certificates to be issued by the contractor. And additional 3 were confirmed voids and going through the process. 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 19/11/2020 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 procedure which mirrors the gas compliance procedure is now in place. We have completed recruiting the two vacant roles to support achieving targets.
DM1	Percentage Damp and Mould inspections completed within timescale	Awaab's Law	97.42%	92.97%	97.98%		97.98%		100.00%	100.00%	N/A	↑	Issue: Performance for damp and mould inspections was 97.98% at the end of April. In total, 99 inspections were completed and 2 were completed outside of timescale. Mitigating Actions: The 2 properties which were completed outside the timescale: 1. Customer cannot facilitate an appointment within 24 hours 2. We attend within 24 hours but job is not closed within 24 hours
DM2	Percentage Damp and Mould remedials completed within timescales	Awaab's Law	92.78%	73.65%	96.34%		96.34%		100.00%	100.00%	N/A	↑	Issue: There were 82 remedials completed at the month of April. 3 were completed outside of the target. Note: New methodology has been applied as per the requirements of Awaab's Law, to link all required remedial works to one job, rather than measuring them individually. For example, if a case has four jobs linked to it, if any of those jobs are completed outside of the 5/60 day target, it will be considered completed out of target against the case.

AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	0.00%	59.29%	85.00%	85.00%	100.00%	80.00%	N/A	 Issue: 40 actions completed in April , with 6 completed past their action due date. This is a significant improvement compare to previous months. Whilst 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: All mitigation actions are in place.
AM1ka	Percentage of all follow-on compliance actions completed on time	SCH KPI			96.11%	96.11%	100.00%	N/A		 Issue : 334 actions completed in April ,with 13 completed past their action due date. This numbers relates to Gass and Fire actions. Actions: All mitigation actions are in place. Mitigating

*Benchmark based on median performance from 2024/25 RSH local authority and ALMO and benchmarking

ELT Tracking Indicators			Feb-26	Mar-26	Apr-26		YTD		Target	Previous Year	Benchmark*	DoT**	Comment
AM7	Percentage of repairs completed right first visit	SCH KPI	83.38%	81.26%	78.80%		78.80%		91%	80.33%	N/A	↓	Performance has decreased compare to the previous month. The interface has been reviewed by IT with the support of an MRI consultant in relation to issues with OOH emergency jobs. An SCH project team has been assembled to scope out the requirements for MRI to design a new interface.
AM21	Overdue Works in Progress (WIP)	SCH KPI	1262	879	809		809		TBC	Total WIP 6128	N/A	↑	Issue: Overdue WIP has reduced month on month to 809 at the end of April. The breakdown is as follows: External382 Internal427

*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.

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 Percentage of damp remedial works 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