Customer & Corporate Services Dashboard

			Mar-26	Apr-26	May-26		YTD		26/27 Target	25/26 Target	Benchmark*	DoT**	Comment
CH01a	Stage 1 complaints per 1,000 properties	TSM MI	7.27	5.22	3.69		8.91		N/A	N/A	46.30	N/A	Status: 36 Stage 1 complaints were received in May. This is the lowest total since October and slightly lower than the 25-26 monthly average of 40. **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	2.66	1.74	1.74		3.48		N/A	N/A	7.70	N/A	**Issue:** There were 17 stage 2 complaints in May, the same number as in April.
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	98.36%	96.23%	98.11%		97.17%		90.00%	85.00%	85.90%	↑	**Status:** 53 out of 52 Stage 1 complaints were completed on time. **Forecast :** On target.
CH02b	Complaints resolved in timescale (Stage 2)	TSM MI	100.00%	91.67%	93.30%		92.59%		96.00%	96.00%	85.00%	↑	**Status:** 93.30% of Stage 2 complaints were closed on time in May, with one out of time. **Issue**: One complaint was acknowledged out of time, which using the TSM guidelines means it is classed as being out of time. **Forecast:** The YTD target is achievable.
TP01	Overall satisfaction with services provided by SCH	TSM P	78.62%						78.00%	80.00%	71.10%		Q1 figures will be provided in July.
TP06	Satisfaction that SCH listens to and acts upon tenants' views	TSM P	71.43%	-	-				70.00%	71.00%	59.10%		Q1 figures will be provided in July.
TP07	Satisfaction that SCH keeps you informed about things that matter to you	TSM P	79.59%	-	-	-	-	-	77.00%	79.00%	68.50%		Q1 figures will be provided in July.
TP08	Satisfaction that SCH treats me fairly and with respect	TSM P	84.56%	-	-	-	-	-	85.00%	85.00%	77.00%		Q1 figures will be provided in July.

TP09	Satisfaction with SCH's approach to handling complaints	TSM P	**36.67%**	-	-	-	-	-	40.00%	45.00%	34.10%		Q1 figures will be provided in July.
WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	**100.00%**	**92.86%**	**Not yet available**		**92.86%**		94.00%	94.00%	N/A	↓	**Issue: May data not yet available from Acuity.** 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	**85.02%**	**87.25%**	**79.10%**		**84.07%**		87.00%	87.00%	N/A	↓	**Status**: 6 of the 9 surveys from May are yet to be received so the figure provided is incomplete. May is forecast to finish at around 83% which is below target.
CR36	Contact centre ASA	SCH KPI	**663**	**709**	**389**		**545**		210	210	185	↑	**Status:** The ASA improved significantly in May, with 3 new starters helping to resolve the resource issues and importantly, 1261 fewer calls received in month. **ASA (excluding callback calls)**: 389 seconds **Calls Offered** : 7868 calls (April 9129) **% Calls Answered**: 77% (April 69%) **Forecast:** Due to the higher ASA in the early part of the year, and the Contact Centre outurning 389 in May, and is running at a similar average for June, it is not envisaged that this KPI will be recoverable.

*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.

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Asset Management Dashboard

			Mar-26	Apr-26	May-26		YTD		26/27 Target	25/26 Target	Benchmark*	DoT**	Comment
RP01	Homes that do not meet the Decent Homes Standard	TSM MI	1.18%	1.13%	1.21%		1.21%		1.75%	2.00%	1.74%	↓	**Issue**: Performance is currently exceeding target with the total number of homes not meeting decent homes currently at 117. 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	89.69%	89.28%	91.83%		90.53%		95.50%	95.50%	95.00%	↑	**Issue:** 91.83% of emergency repairs were completed within target timescales in May. Performance for external emergency repairs was 83.69%, compared to 99.77% 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	85.06%	87.37%	89.08%		88.26%		85.00%	85.00%	84.80%	↑	**Status:** 89.08% of non-emergency repairs were completed within target timescales in May. Performance for external non-emergency repairs was 96.48%, while internal repairs achieved 83.87%. 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%	-					80.00%	80.00%	72.80%		Q1 figures will be provided in July.
TP03	Satisfaction with time taken to complete the last repair	TSM P	80.00%	-					80.00%	76.00%	68.30%		Q1 figures will be provided in July.
TP04	Satisfaction that home is well maintained	TSM P	72.03%	-					75.00%	80.00%	71.00%	↓	Q1 figures will be provided in July.
	Percentage of homes with an EPC rate of C or above	SCH		75.00%	75.00%		75.00%		76.00%	N/A		↔	**Issue:** 6,133 properties (63% of total stock) currently have an EPC recorded. Of these, 75% (4,602 properties) have an EPC rating of C or above.

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Housing Services Dashboard

			Mar-26	Apr-26	May-26		YTD		26/27 Target	25/26 Target	Benchmark*	DoT**	Comment
NM01	ASB cases per 1,000 properties	TSM MI	2.56	2.56	2.46		5.02		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	0.10	0.00	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%	-	-				72.00%	70.00%	65.80%		Q1 figures will be provided in July.
TP11	Satisfaction that SCH makes a positive contribution to the neighbourhood	TSM P	71.08%	-	-				70.00%	74.00%	63.70%		Q1 figures will be provided in July.
TP12	Satisfaction with SCH's approach to handling ASB	TSM P	52.00%	-	-				60.00%	60.00%	58.00%		Q1 figures will be provided in July.
VL13	Percentage of rent loss due to voids(Exc. TA)	SCH KPI	0.93%	0.89%	0.89%		0.89%		1.25%	1.25%	2.34%	⇔	Meets Target
VL4	Percentage of dwellings vacant but available to let	SCH KPI	0.75%	0.80%	0.79%		0.80%		0.80%	N/A		⇔	Meets Target
VL1	Average relet time (all)	SCH KPI	54.38%	54.40	60.20		57.63		60 days	N/A		↓	May re-let time was fractionally over target.
WR15	Current tenant arrears as % of rent debit	SCH KPI	2.85%	3.33%	3.43%		3.43%		3.20%	3.50%	2.37%	↓	As at May, rent arrears stand at 3.43%, representing an increase of 0.10% compared with April. This figure is 0.23% above the year-end target of 3.20%. While this reflects a modest deterioration, it should be noted that rent has seen a slight increase in debit, a rise in UC customers as well as staff shortages. We have also had 2 bank holidays as well as school holidays, which has further impacted. There are emerging indications that cost of living pressures continue to affect customers, This is consistent with the seasonal volatility and external pressures typically experienced during Q1 and Q2. **Mitigating Actions** -Proportionate legal enforcement, with 31 notices issued in May. -Balanced weekly collection activity, combining enforcement with targeted tenant support. -Partnership working with SMBC, particularly in the application of DHPs. - MRI system health check completed in January 2026; recommendations are under review pending implementation timelines from MRI. -Automation improvements, including the rollout of the UC Bot in April 2026 **Forecast** Arrears performance remains broadly stable and tracking 2024-25, and therefore we forecast to meet the year end target. .
HO1b	Average stay in temporary accommodation (adult only households) - days	SCH KPI	-	47	48		48		120	N/A	N/A	⇔	**Status**: This KPI is well within target, and we are moving on adult only households more 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.

HO1a	Average stay in temporary accommodation (families with children) - days	SCH KPI	**322**	**346**	**364**		**356**		250	95	N/A		**Status:** 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. Equally, as this equates to an average stay and we are moving on long staying households – this month is no different. The performance was heavily impacted by 4 vacations of over 2 years, one of which was almost 4 years. However, the median total for this KPI for the month was **122 days**, showing that most families were rehoused inside the target time. **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 numbers expected in 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	**50.52%**	**47.58%**	**49.41%**		**48.40%**		58.00%	60.00%	N/A		**Status:** Achieving positive outcomes in the prevention and relief period is more challenging to do. We try all we can through negotiation to prevent homelessness, however one they become homeless, then solutions are more difficult to achieve. Outcomes remain astray from the target of 58%. Looking at this more closely, 61.76% of positive outcomes were in the prevention period, compared to 41.8% in the relief period. Of these, two private sector tenancies were secured in the prevention period and 1 in relief via Solihome. **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 We anticipate that throughout the year, and as the service restructure settles this will allow us to concentrate on KPIs and. HO5 , to achieve the target set.
H08	Total households in temporary accommodation (all)	SCH KPI	-	**204**	**202**		**202**		-	N/A	N/A		It is positive to see that the number of households in Temporary Accommodation is reducing. It remains relatively to last month with 203 households in TA, this is the lowest level it has been since early 2024.
HO8b	Total households in temporary accommodation with children(Hotel not included)	SCH KPI	-	**178**	**176**		**176**		-	N/A	N/A		This reduced from last month from 178 to 176. This is positive and not least for the number of children in temporary accommodation, which at the end of May was 429 from 442 at the close of April.

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Building Safety & Compliance Dashboard

			Mar-26	Apr-26	May-26	YTD	26/27 Target	25/26 Target	Benchmark*	DoT	Comment
BS01	Percentage of properties with valid gas certificate	TSM MI	99.95%	99.97%	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 June. **Mitigation**: Robust policy and procedure in place which is followed **Note**: There were 5 properties completed after 12month anniversary date in the month of May.
BS02	Percentage non-domestic assets covered by a valid FRA	TSM MI	100.00%	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%	99.27%	99.27%	100.00%	100.00%	100.00%	↓	**Status**: There were 5 communal Asbestos re-inspections overdue at the end of May. **Mitigating Actions:** Two of the re-inspections were due by 16/05/2026, with the remaining three due by 30/05/2026. Four were completed on 05/06/2026, and the final one was completed on 08/06/2026. **Timeframe:** These have all now been completed.
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%	-			80.00%	81.00%	77.30%	↓	Q1 figures will be provided in July.
AM1b	Percentage domestic properties with a satisfactory Electrical Installation Condition Report	SCH KPI	99.05%	98.77%	98.90%	98.90%	100.00%	100.00%	95.40%	↑	**Issue:** There were 107 properties overdue at the time of reporting . Of these 13 were confirmed as completed and awaiting certificates to be issued by the contractor. An 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. We have recruited a Legal Enforcement Officer, once the final HR checks have been carried out a start date will be agreed. They will be tasked with processing outstanding EICRs on a risk based priority. SCH have extended the remit for the Customer Experience team to include access, extra resource will be used to tackle access across the organisation.
DM1	Percentage Damp and Mould inspections completed within timescale	Awaab's Law	92.97%	97.98%	98.55%	98.21%	100.00%	100.00%	N/A	↑	**Status:** Performance for damp and mould inspections was 98.55% at the end of May. In total, 69 inspections were completed and 1 was completed outside of timescale. The overdue inspection was completed 8 days past the target date. This was because the customer could not accommodate an appointment within 24 hours
DM2	Percentage Damp and Mould remedials completed within timescales	Awaab's Law	73.65%	96.34%	91.67%	94.37%	100.00%	100.00%	N/A	↓	**Status**: Performance for damp and mould remedials was 91.67% at the end of May. There were 60 remedial cases completed in the month of May. 5 remedial cases were completed outside of the target. Property 1: The case was completed 13 days after the target date due to tenant requesting appointment in half term Property 2 - The case was completed 9 days after the target date- was passed to Dodds group, DGFM to investigate delay Property 3- - The case was completed 12 days after the target date due to tenant refusing SCH to complete work as they had done it themselves. we reinspected on 19.05.26 to check DMC had not reoccurred- it had not. Property 4 - The case was completed 399 days after the target date due to asbestos team struggling to get access Property5 - The case was completed 8 days after the target date due to tenant availability **Mitigating Actions:** We are currently undertaking a detailed review of the process for damp and mould cases (DMC) and no access. A Healthy Homes Manager is expected to be in post by the end of July. We are also looking to implement a tracker for all DMC jobs to improve visibility. **Timescales:** **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	59.29%	74.36%	76.71%		76.22%		100.00%	80.00%	N/A	↑	**Status:** 146 actions completed in May , with 34 completed past their action due date. Performance continues to improve month-on-month. 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		94.05%	75.68%		88.43%		100.00%	N/A		↓	**Status :** 148 actions completed in May ,with 36 completed past their action due date. These numbers relates majorly to Fire actions. **Mitigating Actions:** All mitigation actions are in place.

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ELT Tracking Indicators

			Mar-26	Apr-26	May-26		YTD		Target	Previous Year	Benchmark*	DoT**	Comment
AM7	Percentage of repairs completed right first visit	SCH KPI	81.26%	78.80%	78.48%		78.63%		91%	80.33%	N/A	↓	Performance stated similar 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	879	809	1007		1007		TBC	Total WIP 6128	N/A	↓	Issue: Overdue WIP has increased in May . breakdown is as follows: External 558 Internal 449 A review of Internal resource is underway to ensure DLO has sufficient resource to deliver service. External jobs are being impacted by data transfer issues within the interface. A project is underway with the support of consultants to review the interface with the main aim being the development of a new interface.

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Definitions

Recoverable		Front page	Indicators where it is anticipated target can be met by the end of financial year
Non Recoverable		Front page	Indicators where it is not anticipated target can be met by the end of financial year
Downward trend		Front page	Indicators which are within tolerance of target, and performance is worsening
Upward trend		Front page	Indicators which may or may not be meeting target, but are seeing a positive improvement in performance
CH01a	Stage 1 complaints per 1,000 properties	TSM	Number of stage 1 complaints which meet the TSM definition received in month, scaled by stock number
CH01b	Stage 2 complaints per 1,000 properties	TSM	Number of stage 2 complaints which meet the TSM definition received in month, scaled by stock number
CH02a	Complaints resolved in timescale (Stage 1)	TSM	Percentage of stage 1 complaints meeting the TSM definition received in month completed in target timescale
CH02b	Complaints resolved in timescale (Stage 2)	TSM	Percentage of stage 2 complaints meeting the TSM definition received in month completed in target timescale
NM01	ASB cases per 1,000 properties	TSM	Number of Public ASB cases received in month, scaled by stock number
RP01	Homes that do not meet the Decent Homes Standard	TSM	Percentage of stock which fails Decent Homes Standard
RP02a	Repairs completed within target timescale (emergency)	TSM	Percentage of emergency responsive repairs completed in month which have met their target timescale
RP02b	Repairs completed within target timescale (non-emergency)	TSM	Percentage of non-emergency responsive repairs completed in month which have met their target timescale
BS01	Percentage of properties with valid gas certificate (AM1a)	TSM	Percentage of properties on the gas contract which had a valid gas certificate at the end of reporting month
BS02	Percentage non-domestic assets covered by a valid FRA (AM1c)	TSM	Percentage of properties which require an FRA which have a valid assessment at the end of reporting month
BS03	Percentage known asbestos locations re-inspected within benchmarked period (communal areas) (AM1d)	TSM	Percentage of properties which require an asbestos inspection which have a valid inspection at the end of reporting month
BS04	Percentage of relevant water installations covered by a risk assessment (AM1e)	TSM	Percentage of properties which require a legionella check which have a valid assessment at the end of reporting month
BS05	Percentage communal passenger lifts that require a thorough examinations (LOLER) (AM1f)	TSM	Percentage of properties with use of a passenger lift which have a valid examination at the end of reporting month

TP01	Overall satisfaction with services provided by SCH	TSM	Quarterly satisfaction survey completed by Acuity
TP02	Repair in the last 12 months	TSM	Quarterly satisfaction survey completed by Acuity
TP03	Time taken to complete the last repair	TSM	Quarterly satisfaction survey completed by Acuity
TP04	Home is well maintained	TSM	Quarterly satisfaction survey completed by Acuity
TP05	Home is safe	TSM	Quarterly satisfaction survey completed by Acuity
TP06	Landlord listens to and acts upon tenants' views	TSM	Quarterly satisfaction survey completed by Acuity
TP07	Landlord keeps you informed about things that matter to you	TSM	Quarterly satisfaction survey completed by Acuity
TP08	Landlord treats me fairly and with respect	TSM	Quarterly satisfaction survey completed by Acuity
TP09	SCH approach to handling complaints	TSM	Quarterly satisfaction survey completed by Acuity
TP10	Landlord keeps communal areas clean and safe	TSM	Quarterly satisfaction survey completed by Acuity
TP11	SCH makes a positive contribution to neighbourhood	TSM	Quarterly satisfaction survey completed by Acuity
TP12	SCH approach to handling ASB	TSM	Quarterly satisfaction survey completed by Acuity
AM1b	Percentage domestic properties with a satisfactory Electrical Installation Condition Report	SCH KPI	Percentage of properties which have a valid 5 year test certificate at the end of reporting month
AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	Percentage of remedial actions completed in month, within their target timescale
DM1	Percentage Damp and Mould inspections completed within timescale	Awaab's Law	Percentage of damp inspections completed in month which have met their target timescale
DM2	Percentage Damp and Mould remedials completed within timescales	Awaabs Law	Percentage of damp remedial works completed in month which have met their target timescale
VL13	Percentage of rent loss due to voids	SCH KPI	Percentage of rent loss from void properties, excluding non lettable properties
WR15	Current tenant arrears as % of rent debit	SCH KPI	Snapshot position at the end of the month of current tenant arrears of total rent debit
HO1	Average stay in temporary accommodation (all) - days	SCH KPI	Average stay in TA for households which have left during reporting month
HO1a	Average stay in temporary accommodation (families with children) - days	SCH KPI	Average stay in TA for households with dependents which have left during reporting month
HO5	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	Percentage of relief and prevention cases which have ended in month with a successful outcome
WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	From transactional wellbeing survey
CR2	Overall satisfaction (transactional)	SCH KPI	From all transactional surveys completed in month, overall satisfaction with service provided by SCH
CR36	Contact centre ASA	SCH KPI	Average seconds to answer incoming calls to contact centre