

Customer & Corporate Services Dashboard

			Jun-26	Jul-26	Aug-26	YTD	26/27 Target	25/26 Target	Benchmark*	DoT**	Comment
CH01a	Stage 1 complaints per 1,000 properties	TSM MI	8.71	6.56	4.71	28.69	N/A	N/A	46.30	N/A	Status: The 46 Stage 1 complaints received in August is the lowest total received this year.
CH01b	Stage 2 complaints per 1,000 properties	TSM MI	1.90	1.23	1.74	8.40	N/A	N/A	7.70	N/A	Status: 17 Stage 2 complaints were received in August. The 26/27 average is 16 per month.
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	100.00%	96.20%	95.92%	97.16%	90.00%	85.00%	85.90%	↓	Status: 47 out of 49 Stage 1 complaints were completed on time with the % resolved in timescale on target. Forecast : On target.
CH02b	Complaints resolved in timescale (Stage 2)	TSM MI	63.33%	81.25%	93.75%	75.27%	96.00%	96.00%	85.00%	↑	Status: 1 out of 16 Stage 2 complaints for out of timescale meaning that the monthly target was missed. Mitigation: The case was out of time due to volume and workloads during holiday periods. We have approached senior leadership team to agree a process of supporting stage 2s during periods of significant pressure. This is now in place and provides more resilience moving forward Forecast: The year-end target can be achievable if all targets are target is achieved for all the remaining months and volume remains consistent or increases.
TP01	Overall satisfaction with services provided by SCH	TSM P	81.08%			81.08%	78.00%	80.00%	71.10%	↑	Status: 81.08% is the 2nd highest quarterly overall satisfaction achieved by SCH
TP06	Satisfaction that SCH listens to and acts upon tenants' views	TSM P	75.89%			75.89%	70.00%	71.00%	59.10%	↑	Status: The Q1 satisfaction score is 5% higher than in Q4 25/26 and the highest since Acuity surveys began
TP07	Satisfaction that SCH keeps you informed about things that matter to you	TSM P	79.49%			79.49%	-	77.00%	79.00%	↓	Status: Satisfaction is over target and slightly lower than the 25/26 Q4 score of 80%
TP08	Satisfaction that SCH treats me fairly and with respect	TSM P	85.19%			85.19%	-	85.00%	85.00%	↔	Status: Figure is over target and the same as the previous quarter.
TP09	Satisfaction with SCH's approach to handling complaints	TSM P	47.37%			47.37%	-	40.00%	45.00%	↑	Status: 47% satisfaction is over target and the highest since 24/25 Q1, but the low number of surveys made on this TSM (19 this quarter) mean that this TSM value can vary significantly across the year.

WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	100.00%	90.91%		95.12%	94.00%	94.00%	N/A	↑	Status: Survey data for August not yet available
CR2	Overall satisfaction (transactional)	SCH KPI	82.92%	82.33%	80.84%	82.83%	87.00%	87.00%	N/A	↑	Status : Within tolerance and August figure likely to improve once Safer Homes and Adaptations survey data is received. Issue: Contact Centre satisfaction was below average again in August and with similar lower than usual satisfaction for New Tenants and Housing Options the overall total is tracking to finish at around 82-83%. Repairs satisfaction, however, finished at a 26/27 high of 93% Mitigating Actions: A full review of repair communication and coordination is due to begin in October. Forecast: The target is recoverable if Contact Centre satisfaction can be improved to 2025/26 levels and the upturn in Repair's satisfaction continues.
CR36	Contact centre ASA	SCH KPI	354	371	277	415	210	210	185	↑	Status: ASA dropped to a 2026/27 low of 277 seconds in August ASA 277 (excluding callback calls) Calls Offered : 7,875 calls % Calls Answered: 79% Forecast: Due to the high ASA from Apr-Jul, it is likely that this KPI is not recoverable. The continuing downward trend is promising, though the busy winter season is approaching.

*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

			<u>Jun-26</u>	<u>Jul-26</u>	<u>Aug-26</u>		<u>YTD</u>		26/27 Target	25/26 Target	Benchmark*	DoT**	Comment
RP01	Homes that do not meet the Decent Homes Standard	TSM MI	1.32%	1.39%	1.84%		1.84%		1.75%	2.00%	1.74%	↓	Status: Monthly reporting on this KPI reflects a snapshot in time and hence can vary month on month. Works to non-decent properties are being prioritised with the end of year target being maximum 1.75% non-decent.
RP02a	Repairs completed within target timescale (emergency)	TSM MI	93.95%	90.47%	93.12%		91.78%		95.50%	95.50%	95.00%	↑	Issue: 93.12% of emergency repairs were completed within target timescales in August. Performance for external emergency repairs was 85.58%, compared to 99.59% for internal repairs. On investigation, it appears to relate to standard jobs raised in working hours. Mitigation: This has been raised to Dodds to investigate, as previous data showed it related to OOH jobs. On a positive note this indicates an improvement in the interface issues that were impacting on the OOH reporting. ARK have commenced a comprehensive deep dive into Responsive Repairs to review demand, capacity and performance. This will help to identify efficiencies, improvements and a plan to move forward. Timescales: Review end of November
RP02b	Repairs completed within target timescale (non-emergency)	TSM MI	87.30%	88.26%	89.06%		88.19%		85.00%	85.00%	84.80%	↑	89.06% of non-emergency repairs were completed within target timescales in August. Performance for external non-emergency repairs was 96.36%, while internal repairs achieved 84.59%.
TP02	Satisfaction with repair in the last 12 months	TSM P	80.21%				80.21%		80.00%	80.00%	72.80%	↑	Status: Figure is over target and 3% higher than the previous quarter.
TP03	Satisfaction with time taken to complete the last repair	TSM P	80.85%				80.85%		80.00%	76.00%	68.30%	↑	Status: Satisfaction is over target.
TP04	Satisfaction that home is well maintained	TSM P	77.62%				77.62%		75.00%	80.00%	71.00%		Status: The figure is over target for Q1
	Percentage of homes with an EPC rate of C or above	SCH	75.00%	74.90%	74.90%		74.90%		76.00%	76.00%		↔	Status: The percentage stock EPC C and above is based upon 5,199 properties with a current EPC, 940 properties with an expired EPC, 3,529 properties with an RdSAP calculation and 7 properties with no SAP calculation.

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Housing Services Dashboard			Jun-26	Jul-26	Aug-26	YTD		26/27 Target	25/26 Target	Benchmark*	DoT**	Comment
NM01	ASB cases per 1,000 properties	TSM MI	1.82	3.07	3.38		13.41	tracking indicator	N/A	43.40	N/A	Status: 33 ASB cases were recorded in August.
NM01a	ASB cases per 1,000 properties (Hate Crime)	TSM MI	0.00	0.20	0.00		0.31	tracking indicator	N/A	0.50	N/A	Status: There were 0 Hate Crimes recorded in August, but 2 have been retrospectively added in July.
TP10	Satisfaction that SCH keeps communal areas clean and safe	TSM P	70.59%				70.59%	72.00%	70.00%	65.80%	↑	Status: Satisfaction is slightly below target, though up from 25/26 Q4 (68%).
TP11	Satisfaction that SCH makes a positive contribution to the neighbourhood	TSM P	72.36%				72.36%	70.00%	74.00%	63.70%	↑	Status: Q1 figures are above target and 2% higher than the previous quarter.
TP12	Satisfaction with SCH's approach to handling ASB	TSM P	58.33%				58.33%	60.00%	60.00%	58.00%	↑	Status: ASB Satisfaction for Q1 is slightly below target, but higher than the 25/26 year end figure of 54%
VL13	Percentage of rent loss due to voids(Exc. TA)	SCH KPI	0.91%	0.89%	0.81%		0.81%	1.25%	1.25%	2.34%	↑	Status: Meets Target and continues to drop.
VL4	Percentage of dwellings vacant but available to let	SCH KPI	0.76%	0.61%	0.51%		0.51%	0.80%	N/A		↑	Status: Meets Target and lowest in 2026/27
VL1	Average relet time (all)	SCH KPI	53.03	55.17	56.75		56.08	60 days	N/A		↓	Status: Meets target, but with a slight increase in relet time in August. It is also of note that the standard void re-let time in August was 41 days, the lowest year to date.
WR15	Current tenant arrears as % of rent debit	SCH KPI	3.75%	3.91%	4.22%		4.22%	3.20%	3.50%	2.37%	↓	Status: Remaining above the year-end target position. The principal risks continue to be increasing Universal Credit dependency, ongoing affordability pressures and the residual impact of previous service capacity challenges and system improvement activity. At the end of August there were 5,494 active Universal Credit claims, representing a significant proportion of the tenant base and continuing to place upward pressure on rent accounts. Key Controls and Mitigating Actions To maintain performance and manage risk, the following measures remain in place: •Two new Income Account Managers have been appointed, with one already in post and a further officer due to start in September, strengthening operational capacity. •Early intervention, daily arrears monitoring and proportionate legal enforcement activity continue to support collection performance. •Partnership working with SMBC remains focused on maximising Housing Payment support for vulnerable households. •MIRI Health Check improvement actions are progressing and remain on track for completion by November 2026, with no material impact on service delivery. •The UC Bot implementation continues to deliver efficiency improvements and increase operational capacity. Forecast: Although affordability pressures and increasing Universal Credit caseloads continue to create challenges, current performance remains consistent with historic patterns. Additional staffing capacity, Open Housing enhancements and sustained early intervention activity provide confidence that arrears performance will strengthen during the second half of the financial year.
HO1b	Average stay in temporary accommodation (adult only households) - days	SCH KPI	88	72	29		62	120	N/A	N/A	↑	Status: This KPI is within target, with a reduction from last month. This is reassuring, given that the individuals are often more complex in terms of ongoing requirements. There is a regular meeting around TA – which promotes timely decision making and focus. Mitigating Actions: Management carry out robust case reviews to ensure timely decision and robust well-informed decisions are made around priority need.

HO1a	Average stay in temporary accommodation (families with children) - days	SCH KPI	463	375	262		360		250	95	N/A		Status: The KPI of under 250 days for households with children remains a challenging one, however in the month of August 2026, is within tolerance. This was achieved whilst considering 2 households leaving TA , where they had been for over 2 years and an additional one of over a year. The median stay duration for families with dependents was 160 days as a comparator. Mitigating Actions: There are many households matched to tenancies currently going through the VOID process. Equally, the narrative remains the same in terms of looking at the private rented sector wherever possible and not relying on the social sector for households. As ever, the overall aim is to prevent homelessness wherever possible. Timeframe: Mitigating actions remain in place consistently. As the situation was so static for some time, it will take time to move on the very long stayers. In addition, 40 percent of the top 20 longer stayers, are in a main duty and requiring a four-bed property. This is having an impact on the stay and of course the KPI when a four-bed is sourced. Forecast: A fair amount of fluctuation in this KPI is expected over the next 12 months, particularly as the target is affected by the stay at the point in which they moved on from TA. We are currently still having to mitigate unprecedented levels of sickness in the team which are and will continue to impact on our performance. This is because there is limited staff to fully apply all that we can to all processes.
HO5	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	53.06%	53.57%	63.77%		52.85%		58.00%	60.00%	N/A		Status: Achieving positive outcomes in the prevention and relief period is always more challenging to do, however despite this and the current staffing, we have managed to exceed the KPI One caveat is that this reflects a joint outcome with the young people's service, but even without this – the SCH outcome at 56.1% is within appetite, and a positive reflection of the work in the team. Looking at this more closely, this was very much impacted by the 80.95% of outcomes in the prevention period and 41.67% in the relief period. This reflects an improvement in both and of course contributes positively on the KPI. 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 immeasurably. The Team leaders carry out detailed case reviews, and this helps to identify solutions. Timeframe: All mitigating actions are in place Forecast: I anticipate that throughout the year, and as the service restructure settles this will allow us to concentrate on KPIs and in particular HO5 , to achieve the target set. In terms of the reduced outcomes in the relief period, these are at risk where staffing is compromised as remains the situation, as casework is impacted.
HO8	Total households in temporary accommodation (all)	SCH KPI	207	210	211		211		-	N/A	N/A		There has been a very small increase of 1 additional household in TA , whilst we are of course moving them on into long term accommodation, new households present. There is a real collaborative effort across the team to both move on households, but additionally prevent homelessness from the start. We continue to carry high levels of sickness in the team which is impacting on early intervention leading to more households presenting in crisis, and this can be where TA is unfortunately impacted.
HO8b	Total households in temporary accommodation with children(Hotel not included)	SCH KPI	179	176	175		175		-	N/A	N/A		As above, we have a small increase of households in TA , however there is a reduction of families with children in TA to 175 (1 down on the previous month.) The number of children in TA has taken a further dip to 410. This is another reduction of 6 from July. Given the impact of being in TA for children, this is good to see. June - 435, July - 416, August - 410

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Building Safety & Compliance Dashboard

			May-26	Jun-26	Jul-26	Aug-26		YTD	26/27 Target	25/26 Target	Benchmark*	DoT	Comment
BS01	Percentage of properties with valid gas certificate	TSM MI	99.97%	100.00%	99.99%	99.95%		99.95%	100.00%	100.00%	99.97%	↓	Status: There were 4 properties overdue at the time of reporting. 3 were completed by 16th of September. The remaining property has been visited on seven separate occasions; however, each attempt was unsuccessful due to no access being provided. The no access process continues to be followed to achieve access. Mitigating Actions: A robust policy and procedure are in place which is followed.
BS02	Percentage non-domestic assets covered by a valid FRA	TSM MI	100.00%	97.35%	94.85%	99.88%		99.88%	100.00%	100.00%	100.00%	↑	Status: There was 1 fire risk assessment outstanding at the end of August. . Mitigation: The outstanding FRA was completed during the first week in August and is currently waiting to be entered into C365 which has been delayed due to a change to the template. Dates have been changed and actions updated in C365 manually while corrections are made to the template. Timeframe: Complete
BS03	Percentage known asbestos locations re-inspected within benchmarked period (communal areas)	TSM MI	99.27%	94.19%	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%	84.62%	96.08%	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%	100.00%	↔	Meets target.
TP05	Satisfaction that home is safe	TSM P		81.82%				0.00%	80.00%	81.00%	77.30%	↓	Status: Meets target.
AM1b	Percentage domestic properties with a satisfactory Electrical Installation Condition Report	SCH KPI	98.90%	98.83%	98.86%	98.87%		98.87%	100.00%	100.00%	95.40%	↑	Status: There were 109 properties overdue 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. We have recruited a Legal Enforcement Officer and their priority is to process the outstanding EICRs on a risk based priority. SCH have extended the remit for the Customer Experience team to include access. 2 Customer Liaison Officers have been appointed and are working along side the Legal Enforcement Officer to gain access.
DM1	Percentage Damp and Mould inspections completed within timescale	Awab's Law	98.55%	89.04%	92.23%	90.91%		93.75%	100.00%	100.00%		↓	Status: Performance for damp and mould inspections was 90.91% at the end of August. In total, 88 inspections were completed and 8 were completed outside of timescale. x4 Properties = No access x4 Properties = tenant requested to book outside of timeframes Mitigating Actions: SCH are developing case management software which will help to enhance oversight and ensure compliance and working with the no access group to overcome the access issues Timescales: phase 1 -Nov 26 phase 2 - Jan 27

DM2	Percentage Damp and Mould remedials completed within timescales	Awaab's Law	91.67%	89.29%	89.38%	98.21%	92.41%	100.00%	100.00%	N/A		Status: Performance for damp and mould remedials was 98.21% at the end of August. There were 56 remedial cases completed in the month of August and 1 of those was completed out of target. 34 remedial works were completed without an inspection of those, one of those was out of target. 22 cases were linked to an inspection. Mitigating Actions: We are currently undertaking a detailed review of the process for damp and mould cases (DMC) as part of the wider Awaab's phasse 2 project and no access project group continues to support with the older more difficult access cases. A Healthy Homes Manager is now in post. We are also working with BI to implement Create for case management for all DMC jobs to improve visibility and control . we are reviwing process and considering whether we can produce an inspection report for every case reported, even if damp and mould are not found , however this is resource dependant. 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	76.71%	81.18%	87.10%	64.29%	77.51%	100.00%	80.00%	N/A		Status: 28 actions completed in July, with 10 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	75.68%	95.58%	21.45%	18.41%	65.75%	100.00%	N/A		Status : 201 actions completed in July, with 164 completed past their action due date. Gas actions - of the 151 completed actions, 135 were completed out of target. Water Actions - of the 2 completed actions, both were completed out of target. Fire Actions - of the 48 completed actions, 26 were completed out of target Mitigating Actions: Not provided	
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ELT Tracking Indicators			May-26	Jun-26	Jul-26	Aug-26		YTD		Target	Previous Year	Benchmark*	DoT**	Comment
AM7	Percentage of repairs completed right first visit	SCH KPI	78.48%	78.09%	80.09%	81.56%		79.36%		91%	80.33%	N/A	↑	Status: Performance has shown a small improvement since the previous month. Mitigation: 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	1007	591	685	892		892		TBC	Total WIP 6128	N/A	↓	Status: Overdue WIP increased in August . breakdown is as follows: External 365 Internal 527 There are 68 overdue WIP cases that relate to Damp & Mould, we do not abandon DMC cases. so where access issues arise, these reflect as overdue WIP. The additional backlog resource funding has now been used. Mitigation: 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