

## Housing Scrutiny Sub-Committee – Proposed Performance Measures for Quarterly Reporting 2025/26

## APPENDIX A

PI	Measure Description	Actual 23/24	Target 24/25	24/25 Q3 YTD	Proposed target 25/26	Comments
<b>Rents</b>						
125B (RC1)	Rent collected as a proportion of rent owed	99.69%	97.50%	100.25%	97.50%	Measure to remain and targets continue to be suitable following review.
126 (RC2)	Current tenant arrears as a percentage of the annual rent debit	2.88%	4.00%	3.33%	4.00%	Measure to remain and targets continue to be suitable following review.
HSSC1	Garage rent collected as a percentage of rent due	N/A	Volumetric	101.57%	Volumetric	Measure is being retained as a volumetric measure.
HSSC2	Percentage of garage rent lost due to vacancy	N/A	Volumetric	24.71%	Volumetric	Measure is being retained as a volumetric measure.
<b>ASB</b>						
89	Percentage of ASB cases closed that were resolved	98.88%	94.00%	99.14%	N/A	Measure to be removed, alternative reporting schedule/profile to be discussed and agreed.
90	Average days to resolve ASB cases	46.5 days	60 days	51.97	N/A	Measure to be removed, alternative reporting schedule/profile to be discussed and agreed.
HSSC3	Number of ASB cases by type	N/A	Volumetric	587	Volumetric	Measure is being retained as a volumetric measure.
<b>Allocations</b>						
85A	Percentage of offers accepted first time	88.16%	85.00%	88.55%	85.00%	Measure being retained and targets continue to be appropriate following review.



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48 (HI3) (BS01)	Percentage of dwellings with a valid gas safety certificate	98.38%	99.00%	99.00%	99.00%	Measure being retained and targets continue to be appropriate following review.
BS02	Proportion of homes for which all required fire risk assessments have been carried out	N/A	99.00%	100.00%	99.00%	Measure being retained and targets continue to be appropriate following review.
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	N/A	99.00%	90.92%	99.00%	Measure being retained and targets continue to be appropriate following review.
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	N/A	99.00%	100.00%	65.00%	Target Change: Trailed the process this year, targeting properties that are a higher risk/problematic access which is reflected in the lower completion rate and have predominantly previously refused access for upgrade work i.e. heating install. This is a rolling programme of work as advised by our water hygiene specialists
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	N/A	100%	100.00%	100%	Measure being retained and targets continue to be appropriate following review.
HSSC5	Percentage of homes with an in-date and satisfactory electrical installation condition report	N/A	95%	95.93%	95%	Measure being retained and targets continue to be appropriate following review.
HSSC6	Percentage of communal areas with an in-date and satisfactory electrical installation condition report	N/A	99.3%	98.90%	99.3%	Measure being retained and targets continue to be appropriate following review.
HSSC7	Average time taken to complete damp and mould repairs (days)	N/A	20 days	4.91	20 days	Measure being retained and targets continue to be appropriate following review.
	Percentage of fire doors inspected against planned programme.	N/A	New for 2025/26		Volumetric	Measure to be added to provide visibility of the work carried out by the teams

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	Percentage of required fire door repairs carried out following inspection	N/A	New for 2025/26		Volumetric	Measure to be added to provide visibility of the work carried out by the teams
	Number of certified fire door sets installed.	N/A	New for 2025/26		Volumetric	Measure to be added to provide visibility of the work carried out by the teams
	Number of domestic properties monitored for Radon.	N/A	New for 2025/26		Volumetric	Measure to be added to provide visibility of the work carried out by the teams
	Number of domestic properties with Radon level over action level of 200Bq m-3	N/A	New for 2025/26		Volumetric	Measure to be added to provide visibility of the work carried out by the teams
<b>Repairs (Housing Repairs Service)</b>						
29A (HM1a)	Percentage of reactive repairs completed within target time (priority 1 day only)	99.55%	99.50%	99.88%	99.50%	Measure being retained and targets continue to be appropriate following review. targets are set to meet the upper quartile of Housemark benchmarking.
32 (HM1b)	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	89.29%	97.50%	96.85%	97.50%	Measure being retained and targets continue to be appropriate following review. targets are set to meet the upper quartile of Housemark benchmarking.
33	Average time taken to complete urgent Repairs (3 days)	2.17 days	3 days	2.01	3 days	Measure being retained and targets continue to be appropriate following review.
34 (HM2)	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	93.08%	92.00%	97.62%	92.00%	Measure being retained and targets continue to be appropriate following review.
37 (HM4)	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	96.95%	98.00%	99.17%	98.00%	Measure being retained and targets continue to be appropriate following review.

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29B	Percentage of all priority repairs carried out within time limits (1 day) (Aaron Services)	99.98%	99.50%	100%	99.50%	Measure being retained and targets continue to be appropriate following review.
<b>Strategy</b>						
HSSC8	Number of new properties delivered	N/A	Volumetric	19	Volumetric	Measure is being retained as a volumetric measure.
HSSC9	Number of 'Right to Buy' transactions	N/A	Volumetric	24	Volumetric	Measure is being retained as a volumetric measure.
HSSC10	Number of council properties	N/A	Volumetric	7,791	Volumetric	Measure is being retained as a volumetric measure.
	Number of Right to Buy applications submitted	N/A	New for 2025/26		Volumetric	Measure to be introduced to provide better visibility of the teams work in processing applications
	Number of Right to Buy applications denied or suspended	N/A	New for 2025/26		Volumetric	Measure to be introduced to provide better visibility of the teams work in processing applications
<b>Complaints and Customer Service</b>						
22	% of complaints replied to within target time	35.18%	95.00%	92.72%	95.00%	Measure being retained and targets continue to be appropriate following review.

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CS3	Average time taken to answer a call to Customer Services	607 seconds	300 seconds	698 seconds	500 seconds (high target for PSC)	Targets amended to reflect the increase in call volumes and complexity, which are expected to increase this year, with capacity remaining similar within the team. It is understood that good performance is within the quality of the response and for the caller's issues to be resolved wherever possible, first time. These calls can take some time to resolve while the customer is on the phone, to make sure appropriate action is taken and reducing where possible, the need for follow up calls. However, we will continue to reduce call wait times where possible, without detriment to the service offered. Additionally, this target measure will help us continue to monitor peak demand and resource levels.
<b>Control Centre</b>						
	Number of alarm calls answered through Lincare	N/A	New for 2025/26		Volumetric	Measure to be introduced to provide better visibility of the volume of calls coming in to the Control Centre
	Number of none-related alarm voice calls answered through Lincare – by type	N/A	New for 2025/26		Volumetric	Measure to be introduced to provide better visibility of the volume of calls coming in to the Control Centre