

	Major difference/decline (over 5% or relative measure)
	Minimal difference/decline (within 5% or relative measure)
	Represents better performance/improvement

Sub Area	Board	Audit & Risk	SMT	Leadership Team	Indicator Ref	Indicator Description	Owner	2023/24 Result	2024/25 Target	Frequency	Quarter Performance Q1 2024/25	Quarter Performance Q2 2024/25	Quarter Performance Q3 2024/25	Quarter Performance Q4 2024/25	Measured Against Last Quarter (RAG see key above)	Measured Against Same Quarter from Last Year	Target ON TRACK NEARING (10%) OFF (<10%)		
Organisational	x				Org	Stock numbers	Managing Director	2498	2500	Quarterly	2498						2500		
People	x	x			C1	Staff numbers (FTE) Staff turnover	Head Of Finance & Business Support Services	Staff Number = 35.81 Turnover = 12.84%	No target	Quarterly	Staff Number = 34.81 Turnover = 11.49%								
Satisfaction	x		x	x	1	Percentage of tenants satisfied with the overall service provided by their landlord.	Head of Housing and Communities	68.4%	73%	Quarterly	67.9%						73%		
Communication	x		x	x	2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	Head of Housing and Communities	74.1%	75%	Quarterly	76.5%						75%		
Participation	x		x	x	5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	Head of Housing and Communities	64.6%	70%	Quarterly	65.9%						70%		
Quality of Housing	x		x	x	7	Percentage of existing tenants satisfied with the quality of their home.	Asset Operations Manager	79.4%	80%	Quarterly	77.6%						80%		
Repairs, Maintenance and Improvement	x		x	x	8	Average length of time taken to complete emergency repairs.	Asset Operations Manager	4.74 hours	4 hours (H&S) 12 hours emergency	Quarterly	2.99						4 hours (H&S) 12 hours emergency		
	x		x	x	9	Average length of time taken to complete non-emergency repairs	Asset Operations Manager	13.08 days	Urgent 5 days Routine 15 days	Quarterly	16.35						Urgent 5 days Routine 15 days		
	x		x	x	Local	% of repairs appointments kept	Asset Operations Manager	65.3%	80%	Quarterly	61.27%						80%		
	x		x	x	10	Percentage of reactive repairs carried out in the last year completed right first time.	Asset Operations Manager	83.3%	87%	Quarterly	86.22%						87%		
	x		x	x	11	The number of times in the reporting year that you did not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	Asset Operations Manager	100.0%	0 (100%)	Quarterly	99.96%						0 (100%)		
	x		x	x	Local	Safe Electrical Systems - Percentage of properties with valid EICR (Electrical Installation Condition Report) certificates	Asset Operations Manager	99.4%	100%	Quarterly	99.71%						100%		
	x				Local	The percentage of Fire Risk Assessments in communal areas that are in place	Asset Operations Manager	100.0%	100%	Quarterly	100.00%						100%		
	x				Local	The number of overdue Fire Risk Assessment Actions	Asset Operations Manager	0	0	Quarterly	0						0		
	x				Local	The percentage of up to date communal asbestos surveys	Asset Operations Manager	100%	100%	Quarterly	100%						100%		
	x				Local	The percentage of up to date Legionella Risk Assessments in place	Asset Operations Manager	100%	100%	Quarterly	100%						100%		
Estate Management and ASB	x		x	x	12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	Asset Operations Manager	75.0%	85%	Quarterly	64.7%						85%		
	x				3 & 4	The % of all complaints responded to in full at Stage 1 and the % of all complaints responded to in full at Stage 2. The average time in working days for a full response at Stage 1 and the average time in working days for a full response at Stage 2.	Asset Operations Manager	94.76% at Stage 1 95.24% at Stage 2	100% at Stage 1 100% at Stage 2	Quarterly	75% at Stage 1 100% at Stage 2							100% at Stage 1 100% at Stage 2	
	x		x					8.63 days at Stage 1 13.22 days at Stage 2	5 days at Stage 1 20 days at Stage 2		4.63 days at Stage 1 23.10 days at Stage 2								5 Days at Stage 1 20 Days at Stage 2
	x																		
Housing Options	x		x	x	13	Percentage of tenants satisfied with the management of neighbourhood they live in	Head of Housing and Communities	60.7%	75%	Quarterly	62.4%						75%		
	x		x	x	19	Number of households currently waiting for adaptations to home.	Asset Operations Manager	36	No target	Quarterly	Unavailable this quarter								

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	x		x	x	20	Total cost of adaptations completed in the year (£) by source of funding	Asset Operations Manager	£117,717	No target	Annual							
	x		x	x	21	The average time to complete adaptations.	Asset Operations Manager	36.17 days	90 Days	Quarterly	Unavailable this quarter						90 Days
	x		x	x	23	Homelessness (RSLs only) – the percentage of referrals under Section 5 that result in an offer, and the percentage of those offers that result in a let	Housing Services Manager	38.92% 98.46%	No target	Quarterly	39.13% 77.77%						
	x		x	x	30	Average length of time taken to re-let properties in the last year	Asset And Compliance Manager / Housing Services Manager / Voids & Lettings Co-ordinator	32.3 days	25 days	Quarterly	38.3 days						25 Days
Tenancy Sustainment	x		x	x	16	Percentage of new tenancies sustained for more than a year (by source of let measured annually)	Housing Services Manager	91.3%	90%	Quarterly	95.8%						90%
Rents & Service Charges	x		x	x	C5	Rent Increase.	Managing Director	7%	No target	Annual							
	x		x	x	C7	Amount and percentage of former tenant rent arrears written off at the year end.	Head of Housing and Communities	13.78%	No target	Annual							
	x		x	x	18	Percentage of rent due lost through properties being empty during the quarter	Head of Housing and Communities	0.62%	0.70%	Quarterly	0.59%						0.70%
	x		x	x	26	The total amount of rent collected in the reporting year to date as a percentage of the total amount of rent due to be collected in the reporting year to date (1st April 2023 to date)	Head of Housing and Communities	99.72%	No target	Quarterly	101.70%						
	x		x	x	27	Gross rent arrears (all tenants) as a percentage of rent due in the last year (12 month rolling)	Head of Housing and Communities	4.88%	5.03%	Quarterly	4.39%						5.03%
Value For Money	x		x	x	25	Percentage of tenants who feel that the rent for their property represents good value for money	Head of Housing and Communities	65.6%	75%	Quarterly	61.2%						75%
	x		x	x	29	Percentage of factored owners satisfied with the factoring service they receive.	Head of Housing and Communities	39.5%	60% at next survey	Three Yearly	N/A	N/A	N/A	N/A			60% at next survey
Health & Safety	x	x	x	x	Local	RIDDOR incidents (Reporting of Injuries, Diseases and Dangerous Occurrences)	Head of Housing and Communities	0	No target	Quarterly	0						