

Housing Management Key Performance Indicators – Service Plan 2024-28 (Quarter 1 2025/26)

Indicator No.	KPI Description	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Annual Outturn 2025/26	Annual Target 2025/26	Status	Commentary
01	Proportion of rent collected as a % of rent due in the financial year	87%					92%		Although this is below target, we do find that the first quarter of the years is always below target. If we compare to this time last year it is an increase
02	Percentage of rent lost through LA dwellings becoming vacant (void rent low)	2.34%					3.5%		
03	Former tenants arrears as a % of rent due in the financial year.	2.33%					2%		This is a slight increase on previous months this is because we have been concentrating on the current arrears over this quarter because of the focus on rent arrears. We also have an amount of debt awaiting write off which will be having an impact on this debt.
04	Current tenants arrears as a % of rent due in the financial year	4.59%					4%		To address the arrears we have made some temporary changes to the Officers working on arrears. For a six month temporary basis one of the Tenancy Management Officers will be working solely on

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									<p>rent arrears to progress the high level rent arrears cases. One of the Housing Assistant Tenancies has been seconded to cover the Tenancy Management role.</p> <p>The team continue to work hard with tenants to signpost to support agencies and offer appropriate assistance and we continue to be supportive yet but firm in our approach to the arrears.</p>
05	Allocations – from Dragonfly handover to relet – 14 working days (average)	40					14		<p>This figures include the re-let of 6 properties in ILS which have had substantial save and warm schemes carried out with longer than average periods of relet required. If these were removed this would reduce the figure to 24.23 days. it should also be noted that in this period we successfully let 2 historically low demand properties which impacted significantly on these figures, (663 days for the 2 properties) if these were discounted the actual time with allocations reduced to 11.69 days.</p>

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06	Homelessness successful prevention cases	76%					75%		Of 59 cases closed under prevention duties, 45 were successful housing outcomes. Totalling 76% of cases closed in Q1 that were successful prevention cases.
07	Homelessness successful relief cases	75%					45%		Of 40 cases closed under relief duties, 30 were successful housing outcomes. Totalling 75% of cases closed in Q1 that were successful relief cases.
08	% of Stage 1 housing complaints responded to within 10 working days (all complaints)	100%					100%		Q1 - 25 Stage one complaints all responded to in time.
09	% of Stage 2 housing complaints responded to within 20 working days (all complaints)	100%					100%		Q1 - 4 stage 2 complaints all responded to in time.

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10	Lifeline customers satisfied with the way their alarm call was dealt with – to be measured monthly dip test of 10 calls	<i>Pending</i>					90%		
11	95% falls responded to within 30 minutes	<i>Pending</i>					95%		