

Housing Management Key Performance Indicators – Service Plan 2024-28 (Quarter 3 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%	94%	96%	<i>Pending</i>		92%		
02	Percentage of rent lost through LA dwellings becoming vacant (void rent low)	2.34%	2.63%	2.43%	<i>Pending</i>		3.5%		
03	Former tenants arrears as a % of rent due in the financial year.	2.33%	2.18%	2.11%	<i>Pending</i>		2%		Q2 - A slight reduction on the last quarter as the Income Management Team are starting to pick up the former tenants arrears work. We also have a large write off report with Finance which will reduce the debt in Q3.
04	Current tenants arrears as a % of rent due in the financial year	4.59%	4.58%	3.66%	<i>Pending</i>		4%		Q2 – The work of the Tenancy Management Officers has had some successes and we anticipate these will be reflected in Q3 performance reports. The team continue to work hard with tenants to signpost to

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									<p>support agencies and offer appropriate assistance and we continue to be supportive yet but firm in our approach to the arrears.</p> <p>Q1 - To address the arrears we have made some temporary changes to the Officers working on arrears. April to Oct 25/26 one Tenancy Management Officer will be working solely on rent arrears to progress the high level rent arrears cases.</p>
05	Allocations – from Dragonfly handover to relet – 14 working days (average)	40	25	11	<i>Pending</i>		14		<p>Q3 – As the long term voids start to decrease following Safe and Warm works the figure is starting to level out.</p> <p>Q2 – This figure includes the relet of 3 Management Voids consisting of 2 ILS safe and warm properties as below and 1 purpose built fully adapted property. Adapted properties are direct matched to families with a need and are allocated outside of the choice-based allocation process. This</p>

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									<p>particular property was put on hold to allow multi-agency support for a specific family. If these 3 properties were removed the figure would reduce to 10 days and would be within target.</p> <p>Q1 - This figure includes the relet 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%	79%	82.0%	89.0%	82.0%	75%		<p>Annual – 200 out of 244 were successful prevention cases (81.96%)</p> <p>Q4 – Of 58 cases closed under prevention duties, 52 were successful housing outcomes. Totalling 89% of cases closed in Q4 that were successful prevention cases.</p> <p>Q3 - Of 64 cases closed under prevention duties, 53 were successful housing outcomes. Totalling 82% of cases closed in Q3 that were successful prevention cases.</p> <p>Q2 - Of 63 cases closed under prevention duties, 50 were successful housing outcomes. Totalling 79% of cases closed in Q2 that were successful prevention cases.</p> <p>Of 59 cases closed under prevention duties, 45 were successful housing outcomes. Totalling 76% of cases closed in Q1 that were successful prevention cases.</p>

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07	Homelessness successful relief cases	75%	78%	67%	79%	74.5%	45%		<p>Annual – 108 out of 145 were successful relief cases (74.48%)</p> <p>Q4 - Of 29 cases closed under relief duties, 23 were successful housing outcomes. Totalling 79% of cases closed in Q4 that were successful relief cases.</p> <p>Q3 - Of 36 cases closed under relief duties, 24 were successful housing outcomes. Totalling 67% of cases closed in Q3 that were successful relief cases.</p> <p>Q2 - Of 40 cases closed under relief duties, 31 were successful housing outcomes. Totalling 78% of cases closed in Q2 that were successful relief cases.</p> <p>Q1 - Of 40 cases closed under relief duties, 30 were successful housing outcomes. Totalling 75% of cases closed in Q1 that were successful relief cases.</p>

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08	% of Stage 1 housing complaints responded to within 10 working days (all complaints)	100%	100%	100%	100%	100%	100%		Q4 - 18 stage one complaints all responded to in time Q3 - 22 Stage one complaints all responded to in time. Q2 - 18 Stage one complaints all responded to in time. 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%	100%	100%	100%	100%		Q4 - 3 stage 2 complaints all responded to in time Q3 - 2 stage 2 complaints all responded to in time. Q2 - 3 stage 2 complaints all responded to in time. Q1 - 4 stage 2 complaints all responded to in time.
10	Lifeline customers satisfied with the way their alarm call was dealt with – to be measured monthly dip test of 10 calls	100%	90%	90%	<i>Pending</i>		90%		
11	95% falls responded to within 30 minutes	99.96%	99.96%	98.26%	<i>Pending</i>		95%		