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Bolsover District Council

Meeting of the Housing Liaison Board on 28 July 2026

Agenda Item 7: Housing Key Performance Indicators

Classification:	This report is Public
Report By:	Assistant Director of Housing

Background

In spring 2024, the Council launched its new Council Plan “The Future 2024 - 2028”. This describes the key role we play in supporting the District, through the provision and delivery of key services that are essential to everyday life. The plan also outlines our four main aims:

- Customers - providing excellent and accessible services
- Economy - drive growth, promote the district and be business and visitor friendly
- Environment - protect the quality of life for residents and businesses, meet environmental challenges and enhance biodiversity
- Housing - deliver social and private sector housing growth

As a Housing Service we have developed a number of Key Performance Indicators (KPIs) that show how we are contributing to the Councils Ambitions. A summary of current performance is attached at Appendix 1.

Keeping Tenants informed of our performance

The Council’s Housing team produces a significant amount of performance related information, whether this be the Complaints information, the Tenant Satisfaction Measures or the Councils own KPIs.

We would like to ensure we are providing tenants with useful and informative data which means that they can hold us to account on the services we deliver. Tenants can only do that when they have been provided with the relevant information or data. We welcome tenant feedback on our current performance and suggestions for areas of focus to improve performance/delivery.

Attached at appendix 1 is a summary of Q1 performance against our service indicators for the year 2026/27.

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Attached at appendix 2 is the list of revised KPIs for 2026 onwards. This reflects the combined list across the new Housing Service which combines Repairs and Asset Management functions. Elements of this have only recently been approved during July and consequently some data is not available for reporting at this stage. However, as part of the Q2 reports all KPIs will be reported on in full for both Q1 and Q2.

At appendix 3 is the Q1 performance poster for circulation in contact centres. Following the recent refresh of the Council's website, a specific page for performance information has now been developed [Our service performance](#).

Moving forward the quarterly performance posters are now included in the Bolsover Homes Newsletter [Tenant Participation](#).

RECOMMENDATION(S)

1. That the performance documented in the attached reports is reviewed and acknowledged.
2. That members of the Board note the revised set of KPIs for 2026/27 onwards, which will be reported on in full from Q2.
3. That members review the figures in the Q1 performance poster and raise any queries.

Links to Council Ambition: Customers, Economy, Environment and Housing

Ambition: Housing

Priority: Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all

Target HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION	
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Appendix No	Title
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7.1	Housing Key Performance Indicators – Service Plan 2024-28 (Quarter 1 2026/27)
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7.2	Revised Housing Key Performance Indicators – Service Plan 2024-28
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7.3	Q1 Performance Poster (to follow at meeting)
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