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	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 WITHIN 5% OVER 5%
Organisational	x				Org	Stock numbers	Managing Director	2498	2500	Quarterly	2498	2498	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%	Staff Number = 35.1 Turnover = 5.70%	Staff Number = 35.6 Turnover = 2.81%				
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%	66.5%	77.8%				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%	65.2%	75.3%				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%	54.0%	72.1%				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%	74.7%	82.5%				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	1.19 Hours 3.11 Hours	1.49 Hours 10.31 Hours	1.82 Hours 3.51 Hours				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	4.87 Days 19.5 Days	5.13 Days 15.48 Days	6.22 Days 18.62 Days				Urgent 5 days Routine 15 days
	x		x	x	Local	% of repairs appointments kept	Asset Operations Manager	65.3%	80%	Quarterly	61.27%	55.82%	64.7%				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	84.68%	80.97%	76.36%				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	100.00%	100%	100%				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%	99.07%	99.8%				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%	100%				100%
	x				Local	The number of overdue Fire Risk Assessment Actions	Asset Operations Manager	0	0	Quarterly	0	0	0				0
	x				Local	The percentage of up to date communal asbestos surveys	Asset Operations Manager	100%	100%	Quarterly	100%	100%	100%				100%
	x				Local	The percentage of up to date Legionella Risk Assessments in place	Asset Operations Manager	100%	100%	Quarterly	100%	100%	100%				100%
	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. (Perception)	Asset Operations Manager	75.0%	85%	Quarterly	64.7%	65.9%	76.0%				85%
	x		x	x	Local	Latest repair satisfaction (SMS survey) (Transaction)	Asset Operations Manager	73.5%	85%	Quarterly	73.7%	73.7%	80.1%				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	86% at Stage 1 100% at Stage 2	81% at Stage 1 100% at Stage 2				100% at Stage 1 100% at Stage 2
Estate Management and ASB	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	7 days at Stage 1 22 days at Stage 2	6.55 days at Stage 1 15.13 days at Stage 2				5 Days at Stage 1 20 Days at Stage 2
	x		x	x													
	x		x	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%	52.5%	64.3%				75%
	x		x	x	19	Number of households currently waiting for adaptations to home.	Asset Operations Manager	36	No target	Quarterly	Unavailable	Unavailable	Unavailable				

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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	Unavailable	Unavailable				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%	No target	Quarterly	39.13%	17.52%	27.27%				
								98.46%			77.77%	94.11%	91.66%				
	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	40.05 days	32.8 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%	95.65%	92.68%				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%	0.55%	0.53%				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	101.7%	101.37%	101.5%				
	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%	4.61%	4.76%				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%	62.6%	63.6%				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	0	0				