

This dashboard contains the OSP Housing and Communities measures. As of the 2025/2026 reporting period, it includes a total of 47 performance measures, one of which are unavailable.

Title	Frequency
<b>Assets &amp; Compliance</b>	
<b>Capital Projects</b>	
SH 01 - Number of Decent Homes improvements (capital works)	Monthly
SH 01A - Kitchen Renewals	Monthly
SH 01B - Bathroom renewals (not LAS)	Monthly
SH 01C - Level Access Showers (non Aids and Adaptations)	Monthly
SH 01D - Roof Renewals	Monthly
SH 01E - loft top ups as part of roofing works	Monthly
SH 01F - Window renewals - programmed and one off full house upgrades	Monthly
SH 01G - GRP Doors including patio door replacements	Monthly
SH 01H - Fire Door upgrades -includes property front doors and internal communal doors	Monthly
SH 01I - Fire alarm installs - by blocks	Monthly
SH 01J - Fire compartmentation works - by block	Monthly
SH 01K - Electric Storage Heater Upgrades	Monthly
SH 01L - Gas Central Heating System renewals	Monthly
SH 01M - External Wall Insulation	Monthly
SH 01N - Window upgrades as part of EWI works	Monthly
SH 01O - Door upgrades as part of FWI works	Monthly

Navigation	Understanding th...	SH 01	SH 02
SH 06	SH 25	SH 34	SH 35
SH 37	SH 38A,b, 39,40,41	SH 42	CS 1
cs 2,3,4,5	SH 09, sh10	SH 15,16,17	SH 19
SH 20	SH 22, sh 23	SH 26	SH 27
SH 28	HS 02	hs 03, 05	HS 06
HS 07A, 07B	PSH/LS 1B	PSH/LS 4A and 4B	HEA 01
HEA 06	MIS 01,MIS 08	MIS 02	MIS 03
MIS 04			



# Understanding the Report

15/05/2026 11:16:21

Last Refreshed Time

## How Performance is Judged

Most metrics have a defined **Favourability Direction**:

- "Higher is better"
- "Lower is better"

However some metrics track volume or demand only, so no directional judgment is applied (no favourability) . They are denoted with the following icon

## Cross Highlighting

You can click on any column in the chart to filter the rest of the visuals on the page.

- For example, if you click on the **May** column, all other visuals such as the KPI card and the data table will automatically update to show results **only for May**.
- To **remove** the filter, simply click again on the same column or select an empty space in the chart.

SH 34  
% of properties meeting the Decent Homes Standard

March 2026 vs Target: -1.70%

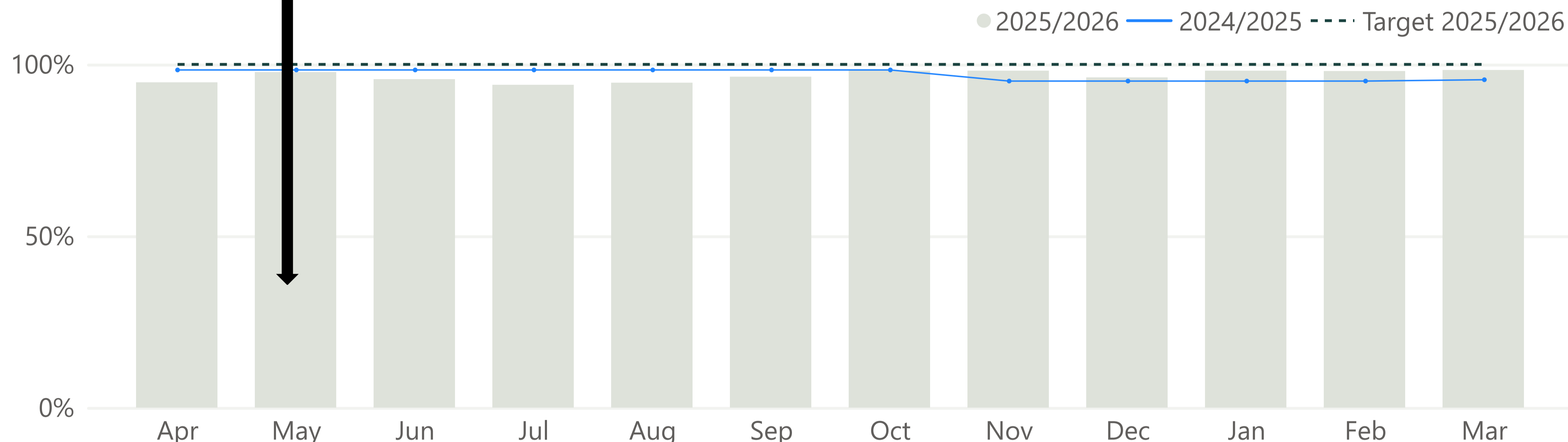
March 2026 vs Last FY: +2.77%

March 2026 vs February 2026: +0.25%

Favourability: Higher

Frequency: Monthly

Service Area: Capital Projects



FinancialYear 2025/2026

Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)
Apr	94.73	98.38	-3.65	-3.71%	100.00	-5.27	
May	97.72	98.38	-0.66	-0.67%	100.00	-2.28	
Jun	95.65	98.38	-2.73	-2.77%	100.00	-4.35	
Jul	94.00	98.38	-4.38	-4.45%	100.00	-6.00	

The "Vs Target" value shows how each result compares to the target set for that financial year. (There is no threshold so no Within Tolerance)

- Green Up Arrow - Good performance above Target**  
When higher values are favourable, and the result is higher than the target.
- Green Down Arrow - Good performance below Target**  
When lower values are favourable, and the result is lower than the target.
- Red Up Arrow - Bad Performance Above Target**  
When lower values are favourable, but the result is higher than the target.
- Red Down Arrow - Bad Performance Below Target**  
When higher values are favourable, but the result is below the target.
- Grey Side Arrow - The value matches the target exactly.**

This shows how the current value compares to the same period last year, as a **% change**.

- Good performance - Change is in the favourable direction (increase or decrease as defined).
- Within Tolerance - The change is in the wrong direction but within a 2.5% threshold.
- Poor performance - The change is in the wrong direction and exceeds the 2.5% threshold.
- No change from last year.



FinancialYear 2025/2026

SH 01

Month	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance	Comments
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**Number of Decent Homes improvements (capital**

March 2026 vs Target: No target defined

March 2026 vs Last FY: -275 📄

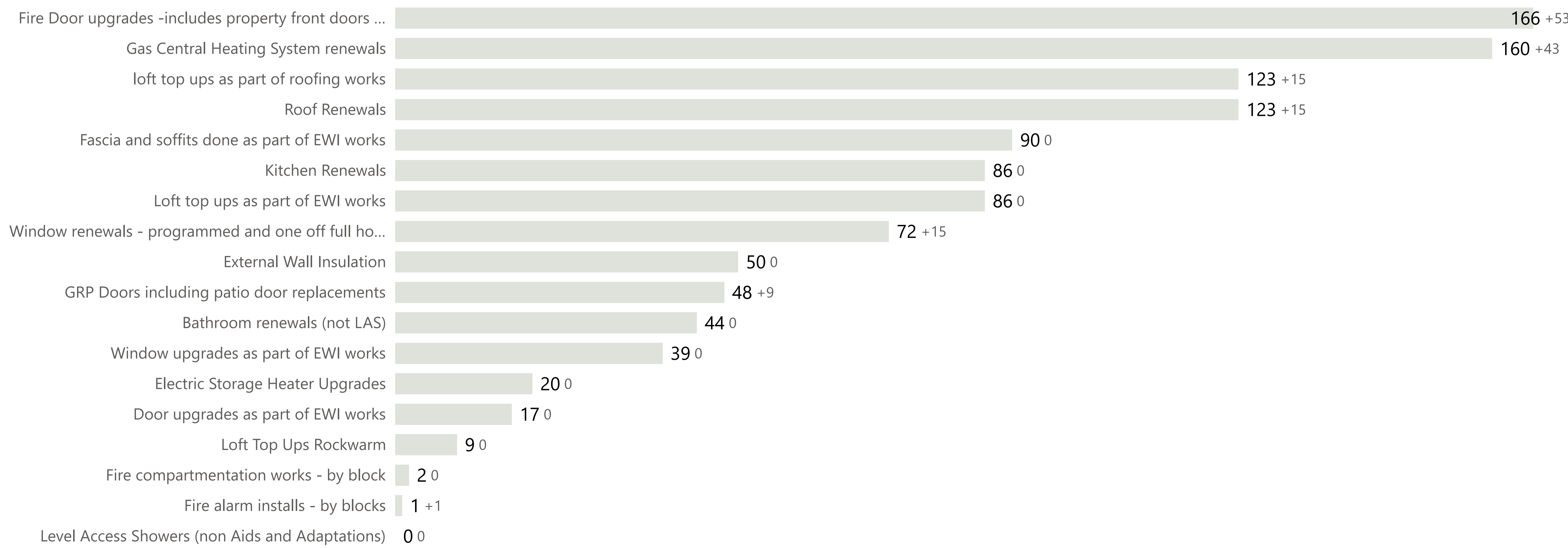
March 2026 vs February 2026: +36

Favourability:

Jun	423	313	110	35.14%	📄	
Sep	701	892	-191	-21.41%	📄	
Dec	985	1320	-335	-25.38%	📄	
Mar	1136	1411	-275	-19.49%	📄	

Year-to-Date Number of Decent Homes Improvements by Type (March)

Example: "72 + 24" means 72 total so far, 24 more than previous quarter





SH 02

Number of Aids and Adaptations Works Completed

Q4 2025 vs Target: No target defined

Q4 2025 vs Last FY: -482

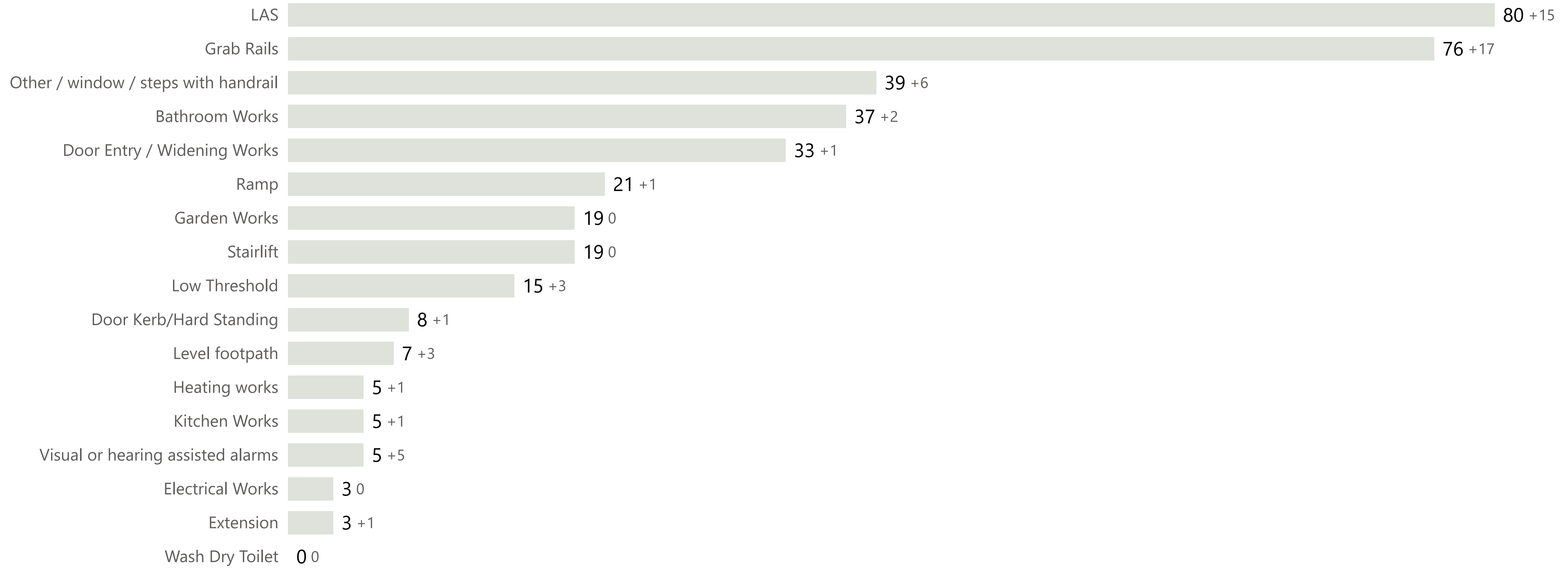
Q4 2025 vs Q3 2025: +57

Favourability:

FinancialYear		2025/2026					
Fiscal Quarter Label	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance	Comments	
Q1	137	105	32	30.48%			
Q2	229	282	-53	-18.79%			
Q3	318	546	-228	-41.76%			
Q4	375	857	-482	-56.24%			

Year-to-Date Number of Aids and Adaptations Works Completed by Type (March)

Example: "72 + 24" means 72 total so far, 24 more than previous quarter





SH 06

### New builds completed

March 2026 vs Target: No target defined

March 2026 vs Last FY: -6 📄

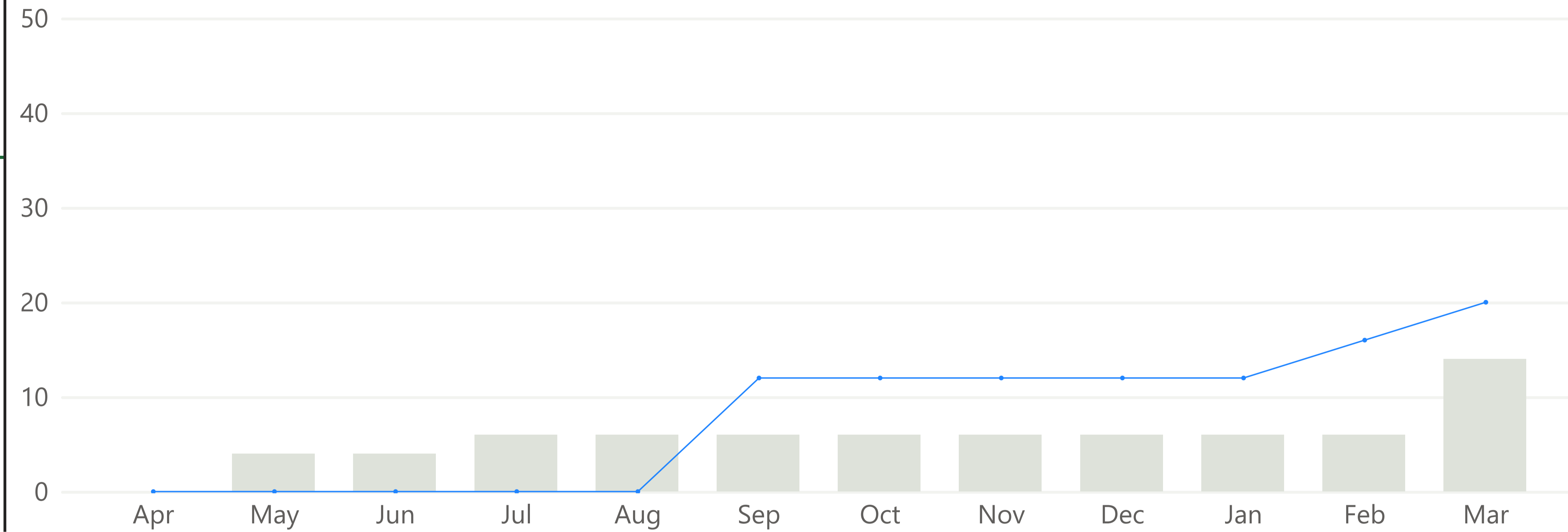
March 2026 vs February 2026: +8

Favourability:

Frequency: Monthly

Service Area: Capital Projects

Running Total ● 2025/2026 — 2024/2025



## FinancialYear 2025/2026

Month	Running Total	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance Target	Vs Target	Comments
Apr	0	0	0	0.00%	—		
May	4	0	4				
Jun	4	0	4				
Jul	6	0	6				
Aug	6	0	6				
Sep	6	12	-6	-50.00%	📄		
Oct	6	12	-6	-50.00%	📄		
Nov	6	12	-6	-50.00%	📄		
Dec	6	12	-6	-50.00%	📄		
Jan	6	12	-6	-50.00%	📄		
Feb	6	16	-10	-62.50%	📄		
Mar	14	20	-6	-30.00%	📄		



SH 25

**Number of properties acquired**

March 2026 vs Target: No target defined  
 March 2026 vs Last FY: No historical data for comparison  
 March 2026 vs February 2026: 0  
 Favourability:  
 Frequency: Monthly  
 Service Area: Capital Projects



**FinancialYear 2025/2026**

Month	Running Total	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance Target	Vs Target	Comments
Apr	0						
May	0						
Jun	0						
Jul	0						
Aug	0						
Sep	0						
Oct	0						
Nov	0						
Dec	0						
Jan	0						
Feb	1						
Mar	1						



SH 34

### % of properties meeting the Decent Homes Standard

March 2026 vs Target: -1.70%

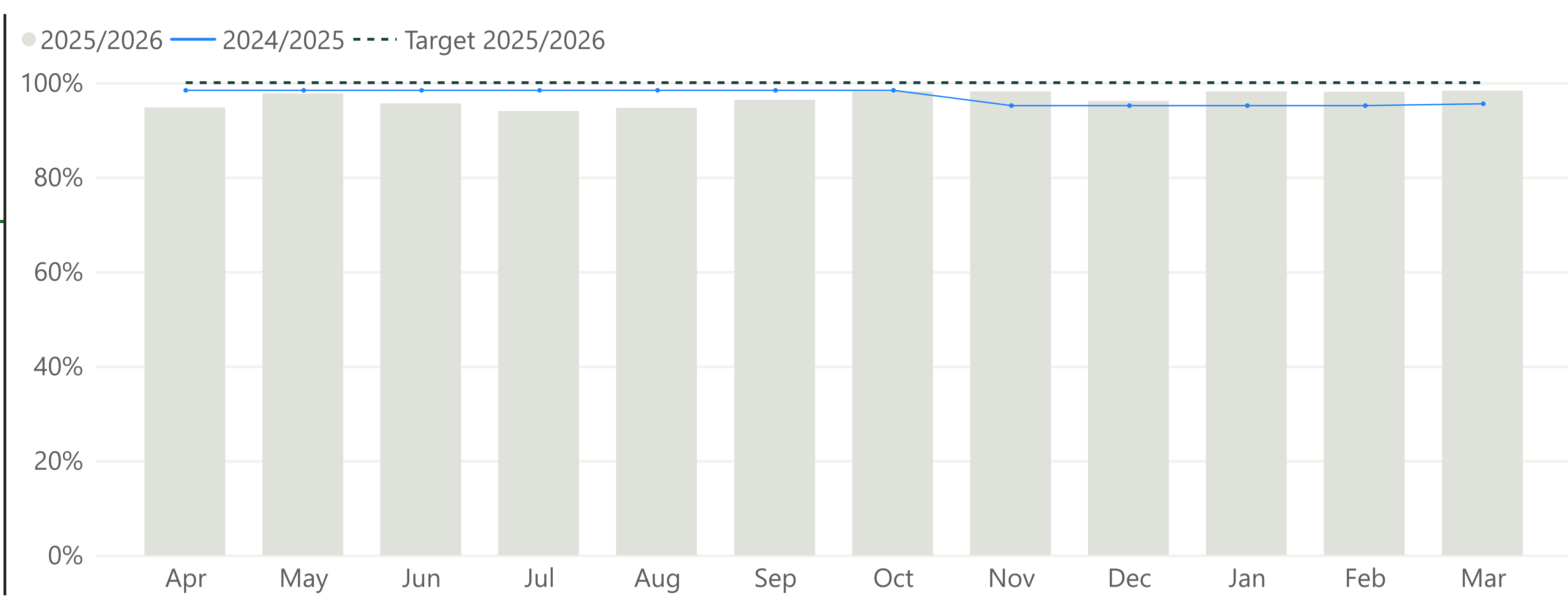
March 2026 vs Last FY: +2.77%

March 2026 vs February 2026: +0.25%

Favourability: Higher

Frequency: Monthly

Service Area: Capital Projects



## FinancialYear 2025/2026

Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Apr	94.73	98.38	-3.65	-3.71%		100.00	-5.27	
May	97.72	98.38	-0.66	-0.67%		100.00	-2.28	
Jun	95.65	98.38	-2.73	-2.77%		100.00	-4.35	
Jul	94.00	98.38	-4.38	-4.45%		100.00	-6.00	
Aug	94.66	98.38	-3.72	-3.78%		100.00	-5.34	
Sep	96.37	98.38	-2.01	-2.04%		100.00	-3.63	
Oct	98.14	98.38	-0.24	-0.24%		100.00	-1.86	
Nov	98.12	95.14	2.98	3.13%		100.00	-1.88	
Dec	96.12	95.14	0.98	1.03%		100.00	-3.88	
Jan	98.11	95.14	2.97	3.12%		100.00	-1.89	
Feb	98.05	95.14	2.91	3.06%		100.00	-1.95	
Mar	98.30	95.53	2.77	2.90%		100.00	-1.70	



SH 35

### Number of Housing Health & Safety Rating System (HHSRS) Category 1 hazards identified

March 2026 vs Last FY: -193 ✔

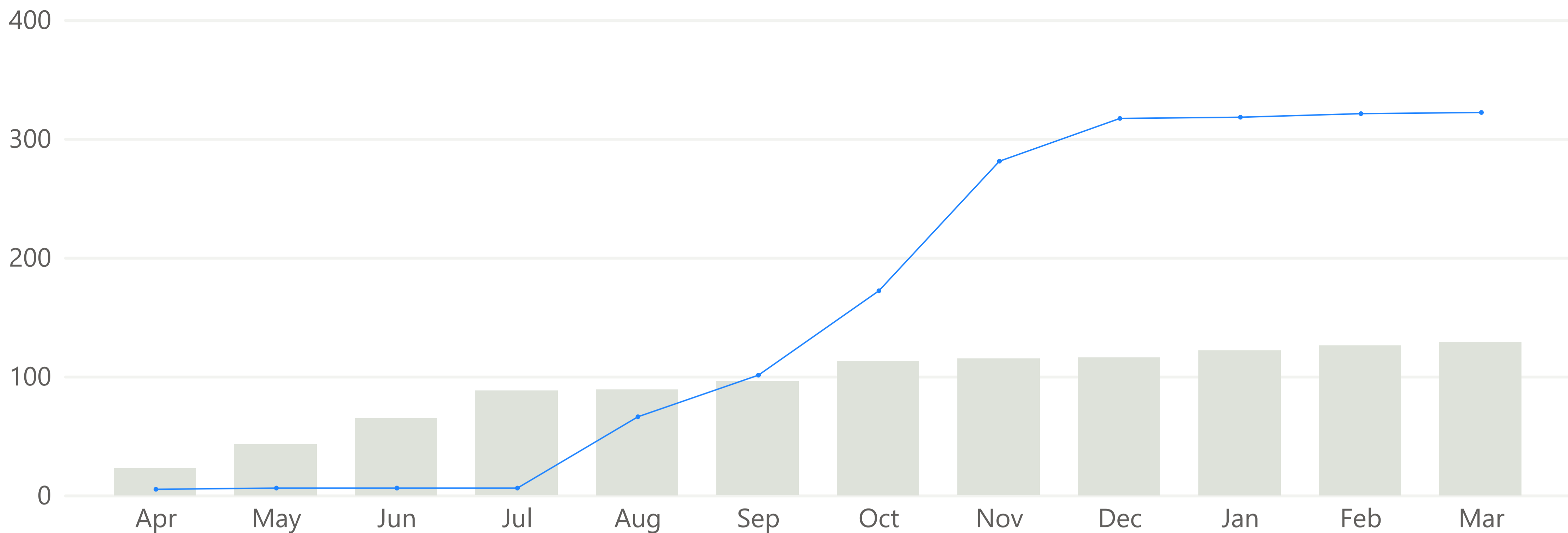
March 2026 vs February 2026: +3

Favourability: Lower

Frequency: Monthly

Service Area: Capital Projects

Running Total ● 2025/2026 — 2024/2025



#### FinancialYear 2025/2026

Month	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance	Target	Vs Target	Comments
Apr	23	5	18	360.00%	!			
May	43	6	37	616.67%	!			
Jun	65	6	59	983.33%	!			
Jul	88	6	82	1366.67%	!			
Aug	89	66	23	34.85%	!			
Sep	96	101	-5	-4.95%	✔			
Oct	113	172	-59	-34.30%	✔			
Nov	115	281	-166	-59.07%	✔			
Dec	116	317	-201	-63.41%	✔			
Jan	122	318	-196	-61.64%	✔			
Feb	126	321	-195	-60.75%	✔			
Mar	129	322	-193	-59.94%	✔			



SH 37

### % of required dwellings with a compliant Electrical Installation Condition Report (EICR)

March 2026 vs Target: -3.96%

March 2026 vs Last FY: +1.39%

March 2026 vs February 2026: +0.54%

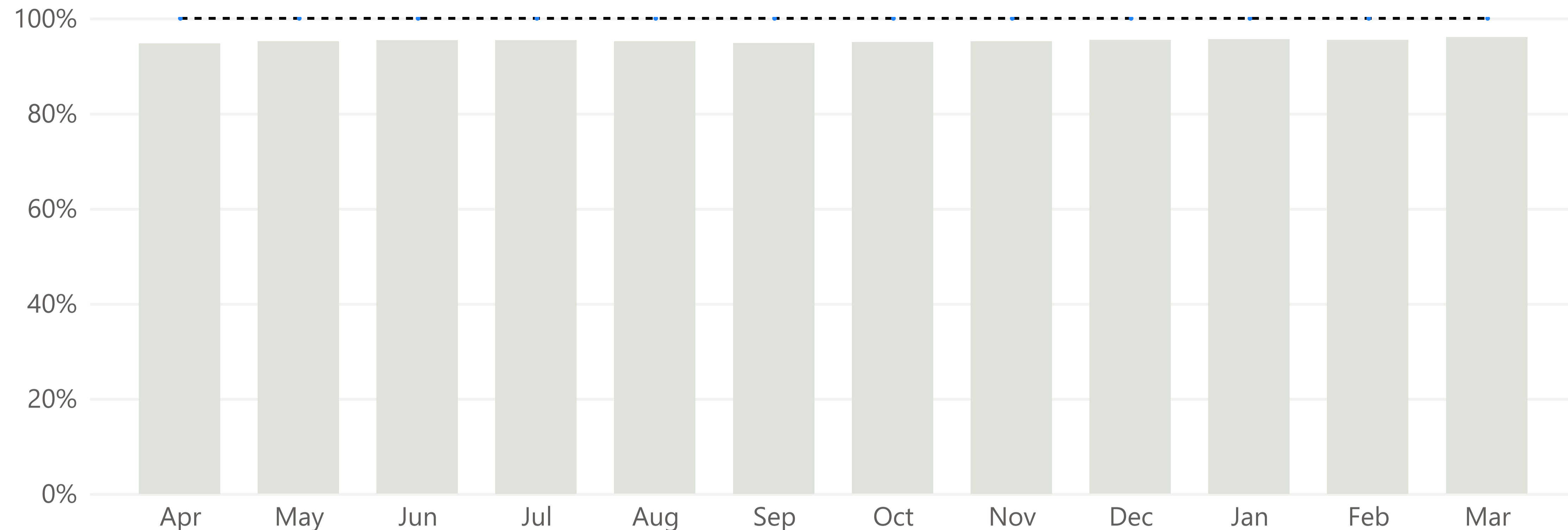
Favourability: Higher

Frequency: Monthly

Service Area: Capital Projects

Responsible Officer: Jen Hawkins

● 2025/2026 — Target 2025/2026



## FinancialYear 2025/2026

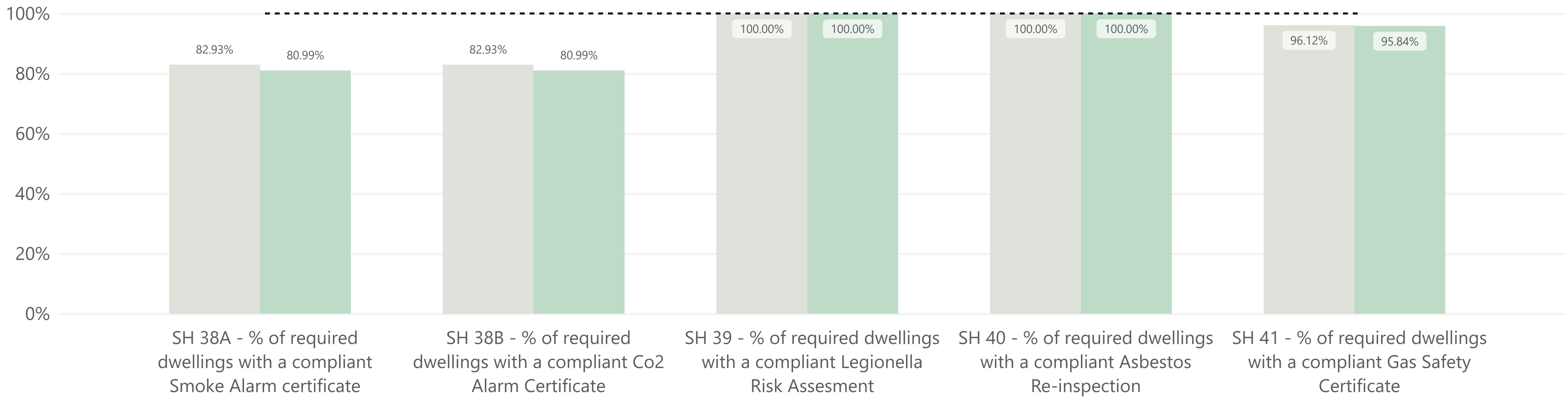
Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Apr	94.74					100.00	-5.26	
May	95.14					100.00	-4.86	
Jun	95.38					100.00	-4.62	
Jul	95.41					100.00	-4.59	
Aug	95.16					100.00	-4.84	
Sep	94.80					100.00	-5.20	
Oct	95.00					100.00	-5.00	
Nov	95.18					100.00	-4.82	
Dec	95.45					100.00	-4.55	
Jan	95.61					100.00	-4.39	
Feb	95.50					100.00	-4.50	
Mar	96.04	94.65	1.39	1.47%		100.00	-3.96	



SH 38A % of required dwellings with a compliant Smoke Alarm certificate	SH 38B % of required dwellings with a compliant Co2 Alarm Certificate	SH 39 % of required dwellings with a compliant Legionella Risk Assesment	SH 40 % of required dwellings with a compliant Asbestos Re-inspection	SH 41 % of required dwellings with a compliant Gas Safety Certificate
March 2026 vs Target: -19.01% 📉 March 2026 vs Last FY: +16.41% ✅ March 2026 vs February 2026: -1.45% Favourability: Higher Frequency: Monthly	March 2026 vs Target: -19.01% 📉 March 2026 vs Last FY: +16.41% ✅ March 2026 vs February 2026: -1.45% Favourability: Higher Frequency: Monthly	March 2026 vs Target: 0.00% 🟩 March 2026 vs Last FY: 0.00% 🟩 March 2026 vs February 2026: 0.00% Favourability: Higher Frequency: Monthly	March 2026 vs Target: 0.00% 🟩 March 2026 vs Last FY: 0.00% 🟩 March 2026 vs February 2026: 0.00% Favourability: Higher Frequency: Monthly	March 2026 vs Target: -4.16% 📉 March 2026 vs Last FY: +12.74% ✅ March 2026 vs February 2026: -1.67% Favourability: Higher Frequency: Monthly

SH 38 – SH 41 - % Compliance as at 30th September 2025

**Month Year** ● Dec 2025 ● Mar 2026 — Target 2025/2026

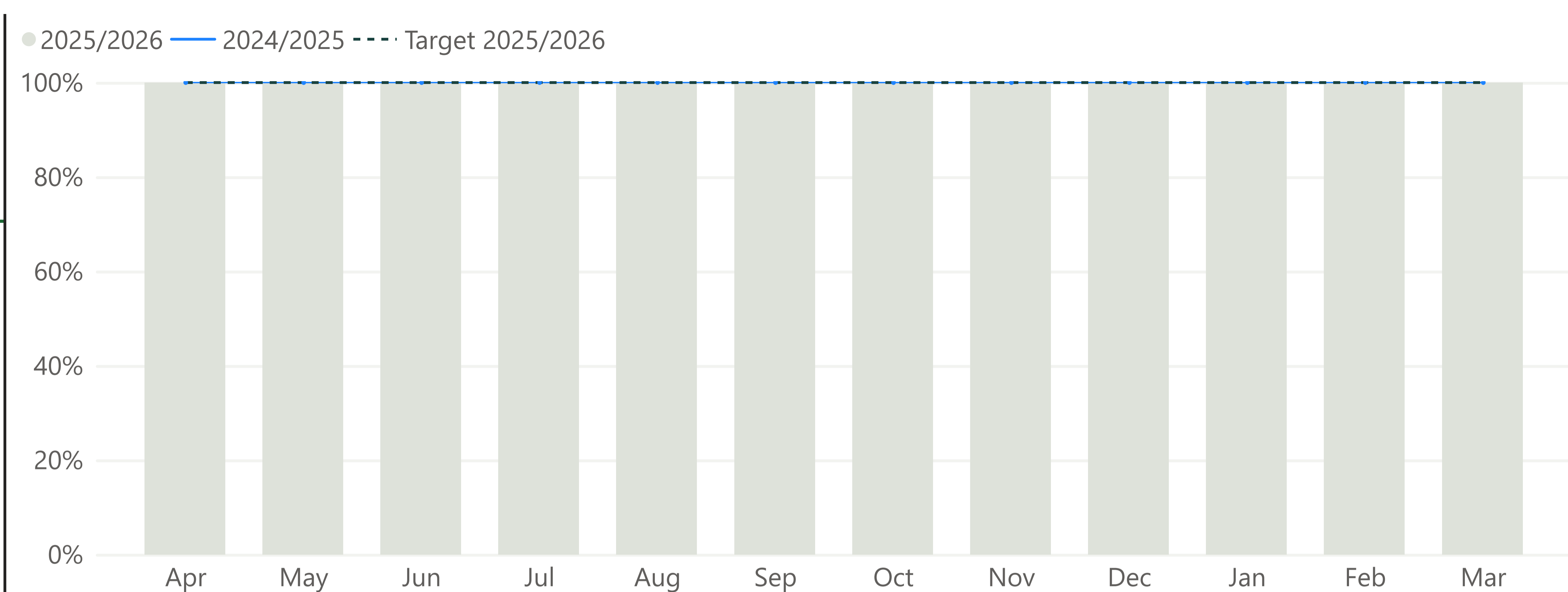




SH 42

### % of required dwellings with a compliant Fire Risk Assessment

March 2026 vs Target: 0.00% ▬  
 March 2026 vs Last FY: 0.00% ▬  
 March 2026 vs February 2026: 0.00%  
 Favourability: Higher  
 Frequency: Monthly  
 Service Area: Capital Projects  
 Responsible Officer: Jen Hawkins



#### FinancialYear 2025/2026

Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)
Apr	100.00	100.00	0.00	0.00% <span>▬</span>	100.00	0.00 <span>➔</span>	
May	100.00	100.00	0.00	0.00% <span>▬</span>	100.00	0.00 <span>➔</span>	
Jun	100.00	100.00	0.00	0.00% <span>▬</span>	100.00	0.00 <span>➔</span>	
Jul	100.00	100.00	0.00	0.00% <span>▬</span>	100.00	0.00 <span>➔</span>	
Aug	100.00	100.00	0.00	0.00% <span>▬</span>	100.00	0.00 <span>➔</span>	
Sep	100.00	100.00	0.00	0.00% <span>▬</span>	100.00	0.00 <span>➔</span>	
Oct	100.00	100.00	0.00	0.00% <span>▬</span>	100.00	0.00 <span>➔</span>	
Nov	100.00	100.00	0.00	0.00% <span>▬</span>	100.00	0.00 <span>➔</span>	
Dec	100.00	100.00	0.00	0.00% <span>▬</span>	100.00	0.00 <span>➔</span>	
Jan	100.00	100.00	0.00	0.00% <span>▬</span>	100.00	0.00 <span>➔</span>	
Feb	100.00	100.00	0.00	0.00% <span>▬</span>	100.00	0.00 <span>➔</span>	
Mar	100.00	100.00	0.00	0.00% <span>▬</span>	100.00	0.00 <span>➔</span>	



CS 01

### Community Safety Partnership Performance (Total Recorded Crime)

Q4 2025 vs Target: No target defined

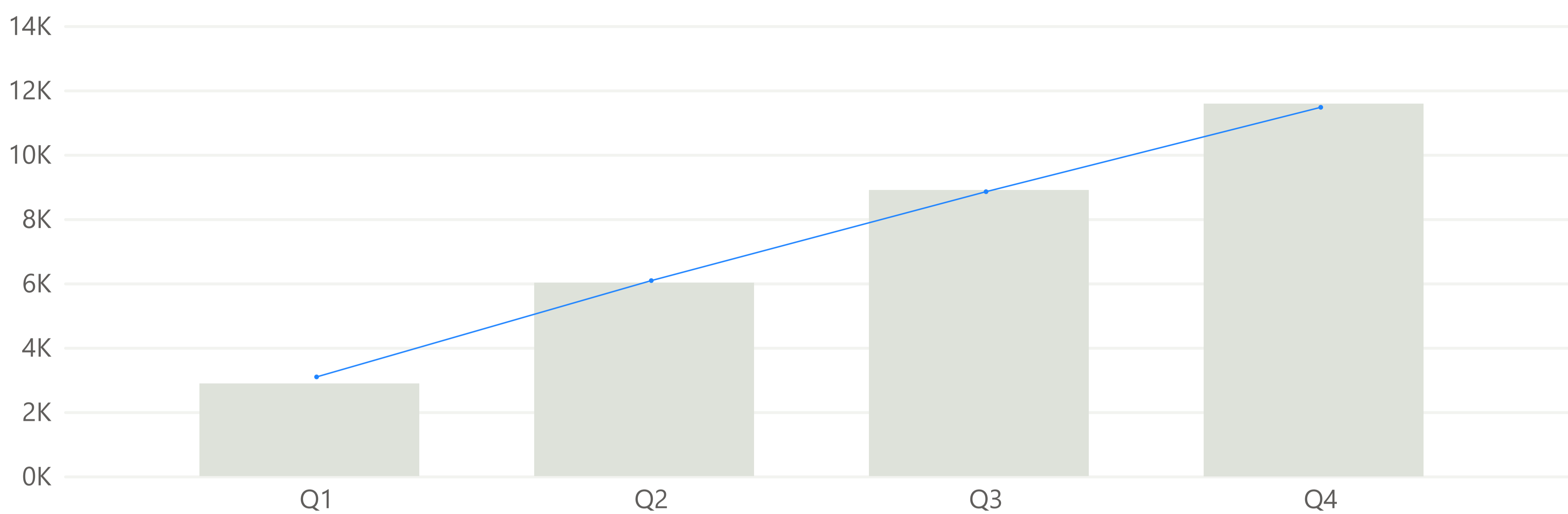
Q4 2025 vs Last FY: +114 ▲

Favourability: Lower

Frequency: Quarterly

Service Area: Communities and Community Safety

Running Total ● 2025/2026 — 2024/2025



#### FinancialYear 2025/2026

Quarter	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance Target	Vs Target	Comments
Q1	2878	3087	-209	-7%	✓		
Q2	6012	6081	-69	-1%	✓		Per quarter value amended from 945 following data quality check
Q3	8894	8845	49	1%	▲		
Q4	11582	11468	114	1%	▲		



**CS 02**

**Number of ASB cases**

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March 2026 vs Target: No target defined  
 March 2026 vs Last FY: +54 📄  
 March 2026 vs February 2026: +27  
 Favourability:

**CS 03**

**Number of new ASB cases**

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March 2026 vs Target: No target defined  
 March 2026 vs Last FY: +68 📄  
 March 2026 vs February 2026: +11  
 Favourability:

**CS 04**

**Number of closed ASB cases**

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March 2026 vs Target: No target defined  
 March 2026 vs Last FY: -16 📄  
 March 2026 vs February 2026: +7  
 Favourability:

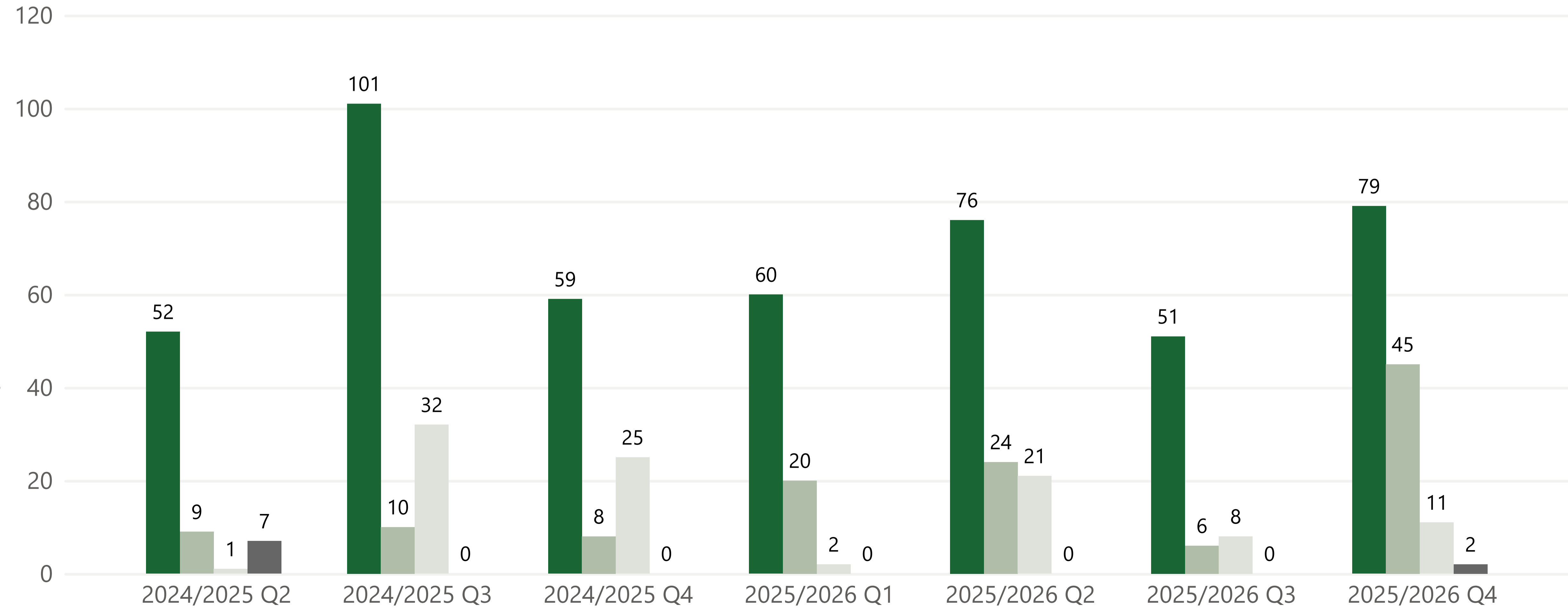
**CS 05**

**Number of ASB legal interventions**

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March 2026 vs Target: No target defined  
 March 2026 vs Last FY: -5 📄  
 March 2026 vs February 2026: +1  
 Favourability:

Cs2-5 Anti-Social Behaviour (not including HRA)



**KPI**

- CS 02 - Number of ASB cases
- CS 03 - Number of new ASB cases
- CS 04 - Number of closed ASB cases
- CS 05 - Number of ASB legal interventions



**Landlord Services**

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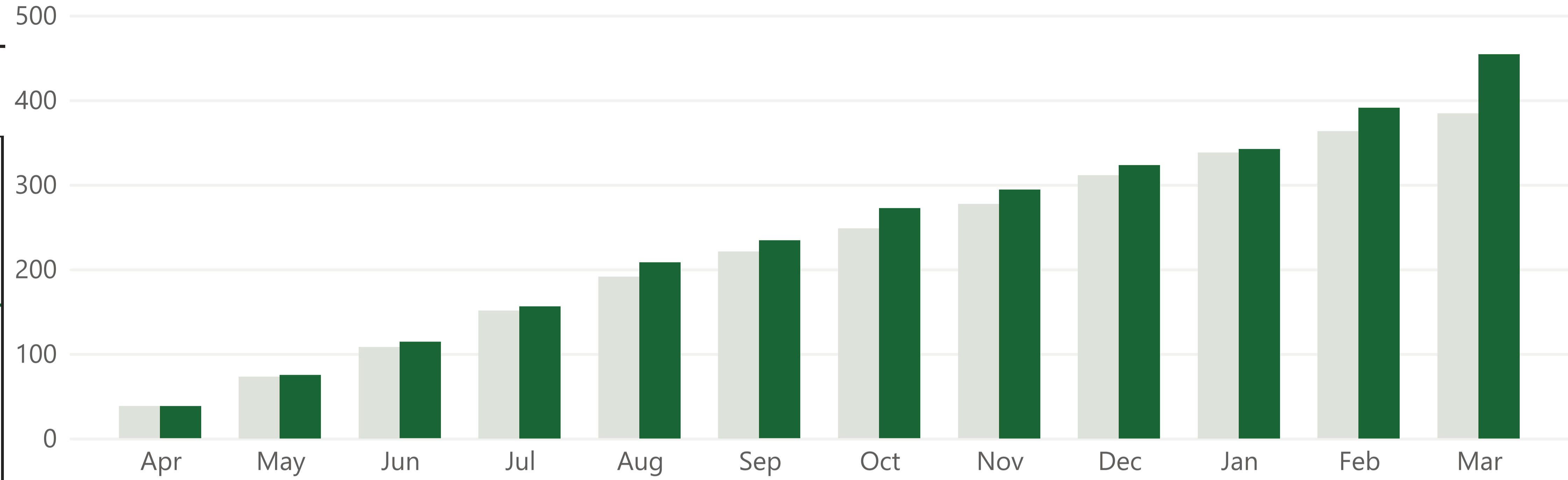
SH 09

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**Number of HRA ASB cases**

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March 2026 vs Last FY: -63 📄  
 March 2026 vs February 2026: +21  
 Favourability:  
 Frequency: Monthly



FinancialYear 2025/2026									
KPI Display Name SH 09 - Number of HRA ASB cases					SH 10 - Number of HRA ASB cases resolved				
Month	Value	Value Last Year	Vs Last Year	Comments	Value	Value Last Year	Vs Last Year	Comments	
Apr	38	40	-2		38	4	34		
May	73	78	-5		75	20	55		
Jun	108	107	1		114	36	78		
Jul	151	162	-11		156	88	68		
Aug	191	215	-24		208	142	66		
Sep	221	257	-36		234	183	51		
Oct	248	296	-48		272	218	54		
Nov	277	318	-41		294	261	33		
Dec	311	349	-38		323	297	26		
Jan	338	386	-48		342	344	-2		
Feb	363	419	-56		391	398	-7		
Mar	384	447	-63		454	463	-9		

SH 10

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**Number of HRA ASB cases resolved**

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March 2026 vs Last FY: -9 📄  
 March 2026 vs February 2026: +63  
 Favourability:  
 Frequency: Monthly



### SH 15

Time taken to relet general purpose properties (days) - not incl DTLs

March 2026 vs Target: +114 🚩

March 2026 vs Last FY: +89 🚩

March 2026 vs February 2026: +22

Favourability: Lower

Service Area: Landlord Services

### SH 16

Time taken to relet IL properties (days) not incl DTLs

March 2026 vs Target: +28 🚩

March 2026 vs Last FY: -54 ✅

March 2026 vs February 2026: +2

Favourability: Lower

Service Area: Independent Living

### SH 17

Overall relet time (days)

March 2026 vs Target: +81 🚩

March 2026 vs Last FY: +45 🚩

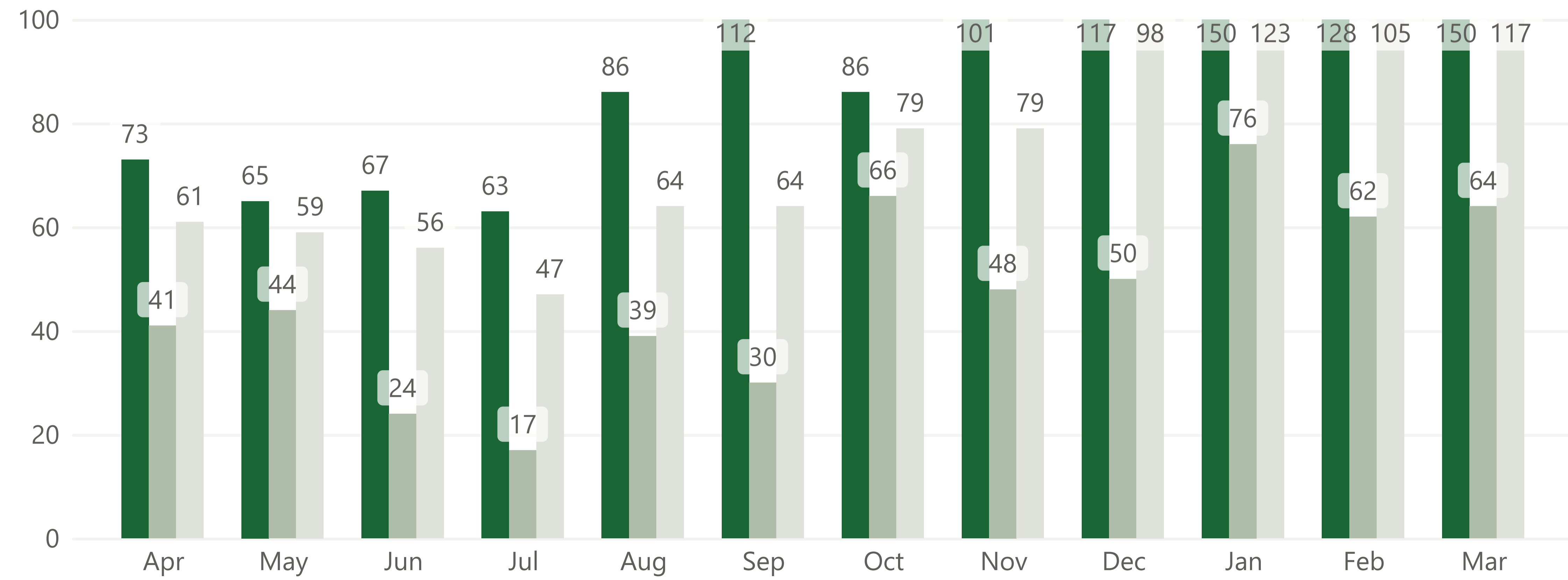
March 2026 vs February 2026: +12

Favourability: Lower

Service Area: Landlord Services

#### KPI Display Name

- SH 15 - Time taken to relet general purpose properti...
- SH 16 - Time taken to relet IL properties (days) not in...
- SH 17 - Overall relet time (days)

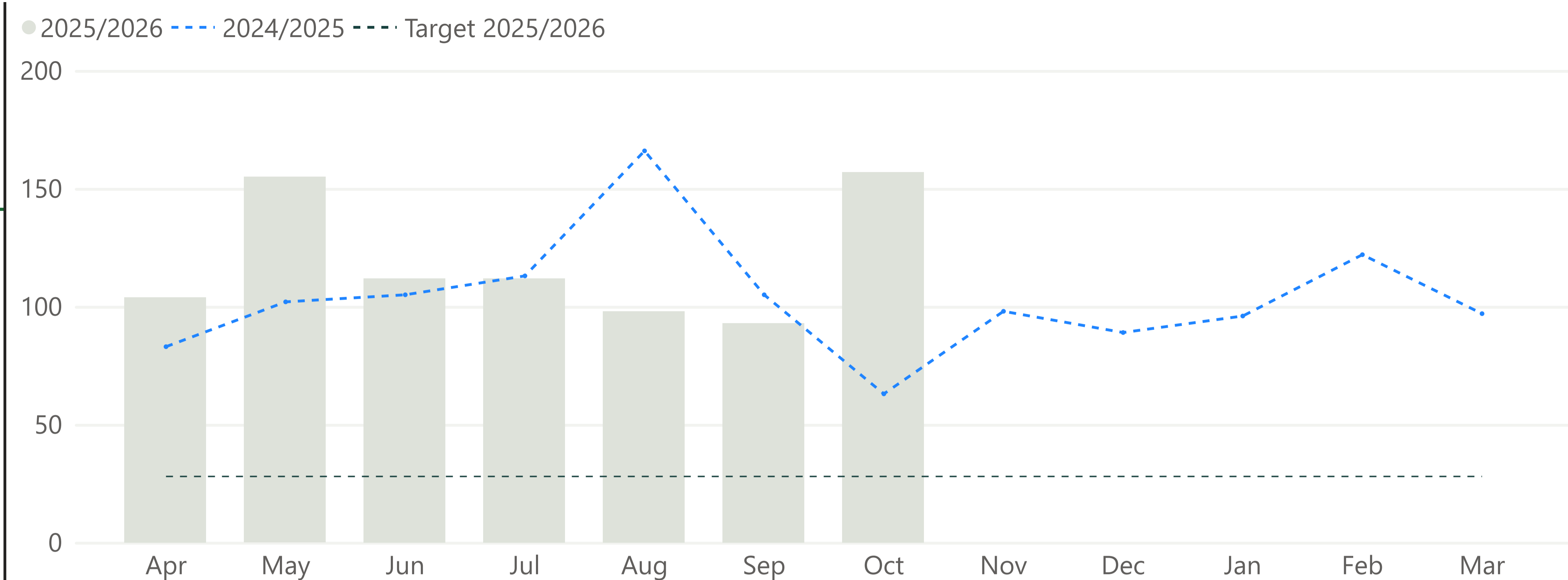




SH 19

End to end times for responsive repairs (days)

October 2025 vs Target: +129 🚨  
 October 2025 vs Last FY: +94 🚨  
 October 2025 vs September 2025: +64  
 Favourability: Lower  
 Frequency: Monthly  
 Service Area: Property Services



FinancialYear 2025/2026

Month	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance	Target	Vs Target	Comments
Apr	104	83	21	25.30% 🚨	28	76	↑	
May	155	102	53	51.96% 🚨	28	127	↑	
Jun	112	105	7	6.67% 🚨	28	84	↑	
Jul	112	113	-1	-0.88% ✅	28	84	↑	
Aug	98	166	-68	-40.96% ✅	28	70	↑	
Sep	93	105	-12	-11.43% ✅	28	65	↑	
Oct	157	63	94	149.21% 🚨	28	129	↑	
Nov					28			
Dec					28			
Jan					28			
Feb					28			
Mar					28			



SH 20

### Number of outstanding responsive repairs

October 2025 vs Target: No target defined

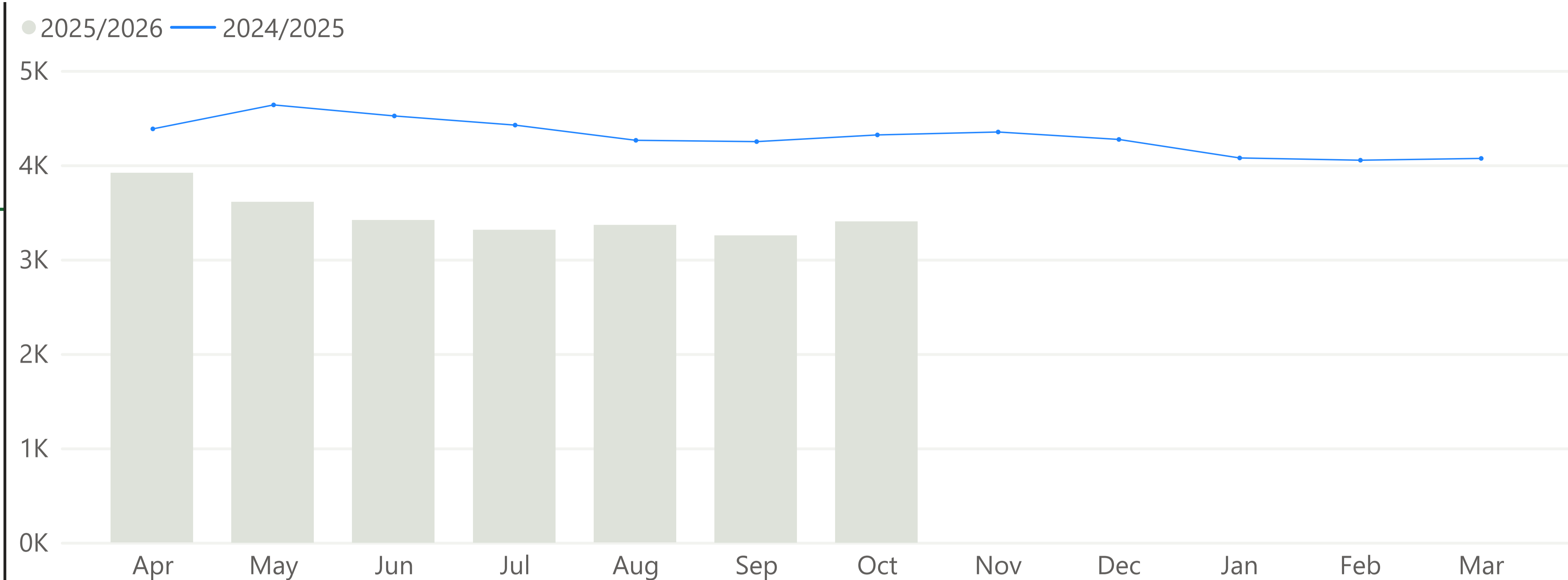
October 2025 vs Last FY: -917

October 2025 vs September 2025: +146

Favourability:

Frequency: Monthly

Service Area: Property Services



## FinancialYear 2025/2026

Month	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance Target	Vs Target	Comments
Apr	3916	4383	-467	-10.65%			
May	3611	4637	-1026	-22.13%			
Jun	3418	4520	-1102	-24.38%			
Jul	3314	4423	-1109	-25.07%			
Aug	3364	4262	-898	-21.07%			
Sep	3256	4248	-992	-23.35%			
Oct	3402	4319	-917	-21.23%			
Nov							
Dec							
Jan							
Feb							
Mar							



SH 22

### Number of Damp and Mould Cases Identified

September 2025 vs Last FY: -198 📄

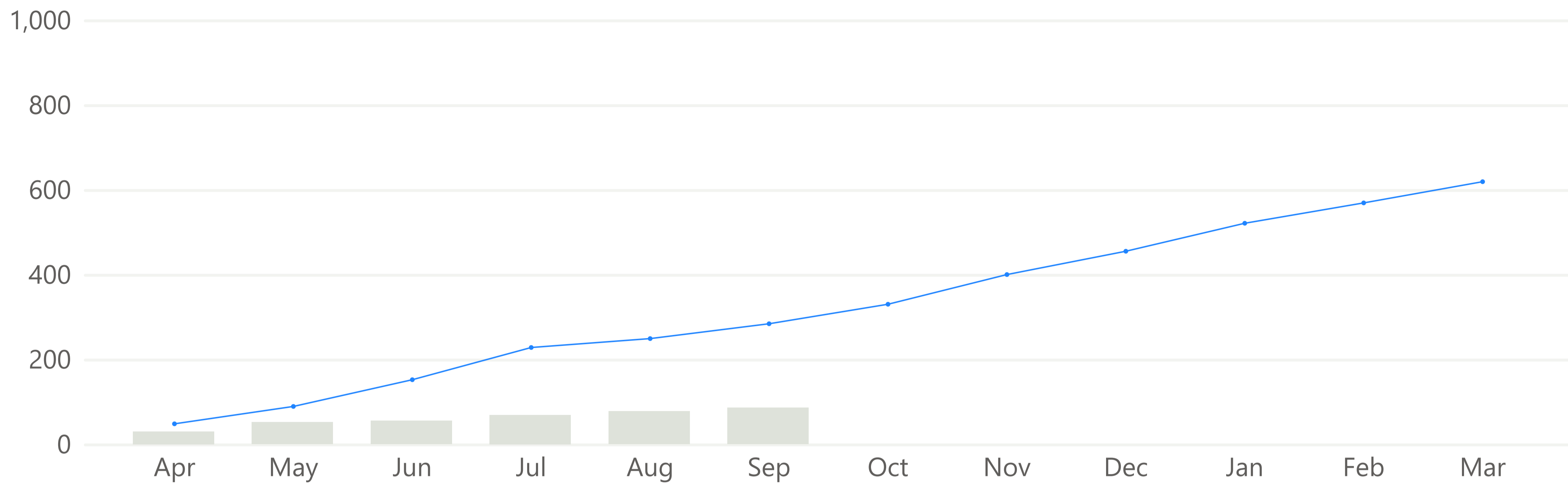
September 2025 vs August 2025: +8

Favourability:

Frequency: Monthly

SH 22: Number of Damp and Mould Cases Identified

Running Total ● 2025/2026 — 2024/2025



SH 23

### Number of Damp and Mould Cases Resolved

September 2025 vs Last FY: -278 📄

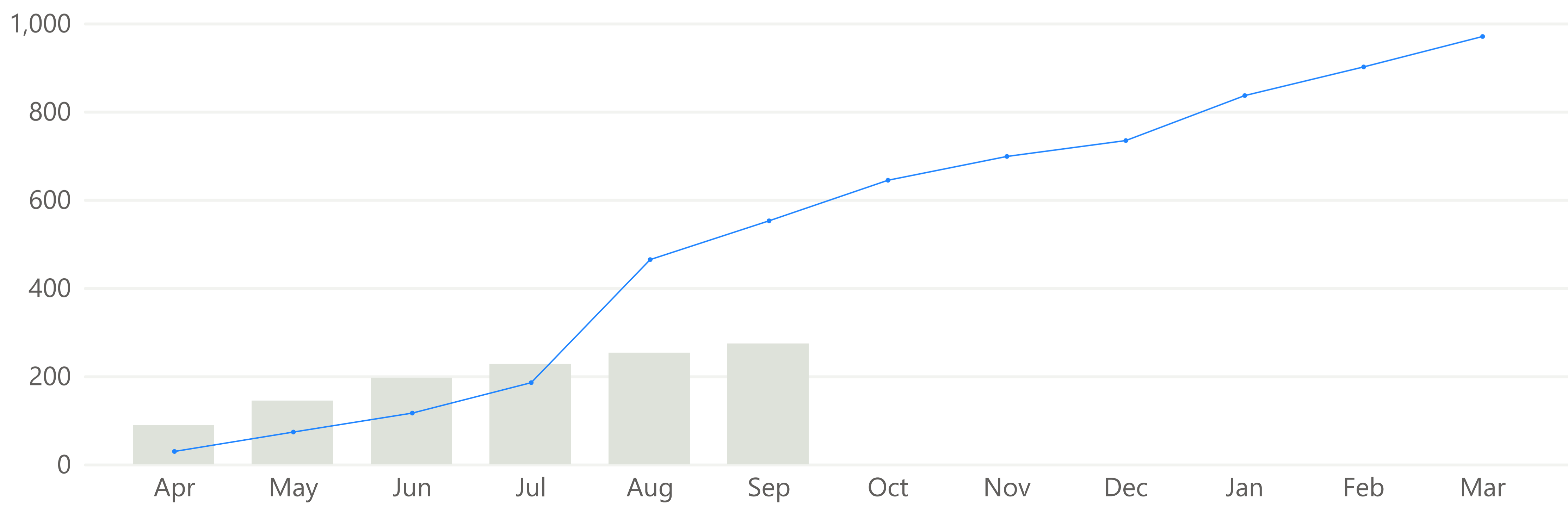
September 2025 vs August 2025: +21

Favourability:

Frequency: Monthly

SH 23: Number of Damp and Mould Cases Resolved

Running Total ● 2025/2026 — 2024/2025





SH 26

Rent collected as a % of total rent due for the year

March 2026 vs Target: 0.00%

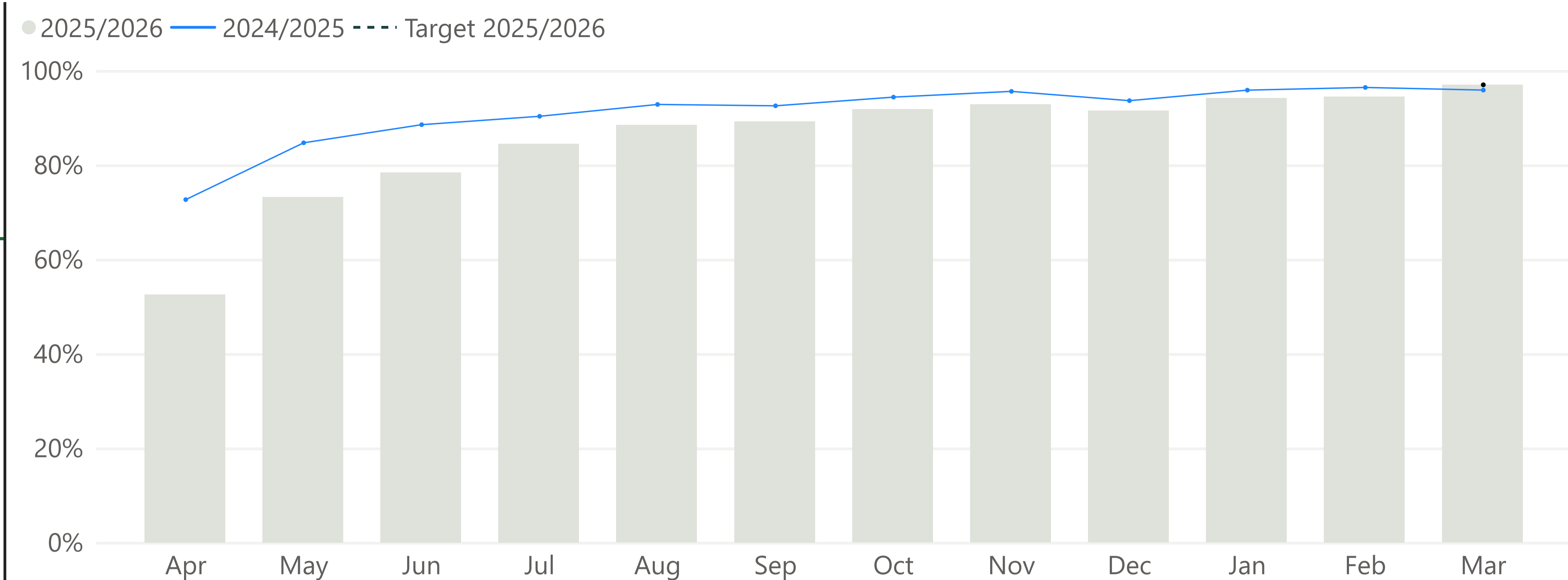
March 2026 vs Last FY: +1.12%

March 2026 vs February 2026: +2.48%

Favourability: Higher

Frequency: Monthly

Service Area: Landlord Services



FinancialYear 2025/2026								
Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Apr	52.58	72.67	-20.09	-27.65%	!			
May	73.24	84.71	-11.47	-13.54%	!			
Jun	78.44	88.55	-10.11	-11.42%	!			
Jul	84.49	90.33	-5.84	-6.47%	!			
Aug	88.47	92.84	-4.37	-4.71%	!			
Sep	89.26	92.55	-3.29	-3.55%	!			Amended from 93.00%
Oct	91.81	94.39	-2.58	-2.73%	!			
Nov	92.84	95.61	-2.77	-2.90%	!			
Dec	91.52	93.64	-2.12	-2.26%	!			
Jan	94.18	95.87	-1.69	-1.76%	!			
Feb	94.52	96.44	-1.92	-1.99%	!			
Mar	97.00	95.88	1.12	1.17%	✓	97.00	0.00	➔



SH 27

### Current tenant rent arrears as a % of rent due for the year

March 2026 vs Target: No target defined

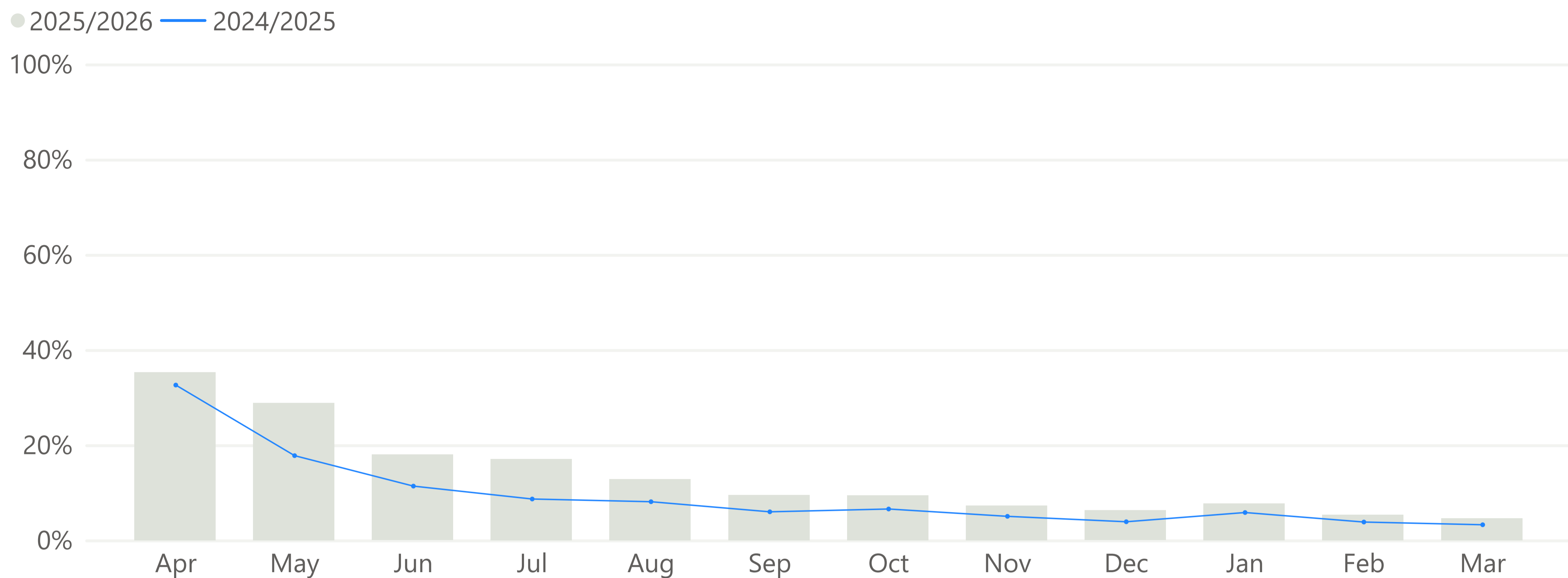
March 2026 vs Last FY: +1.36% !

March 2026 vs February 2026: -0.75%

Favourability: Lower

Frequency: Monthly

Service Area: Landlord Services



## FinancialYear 2025/2026

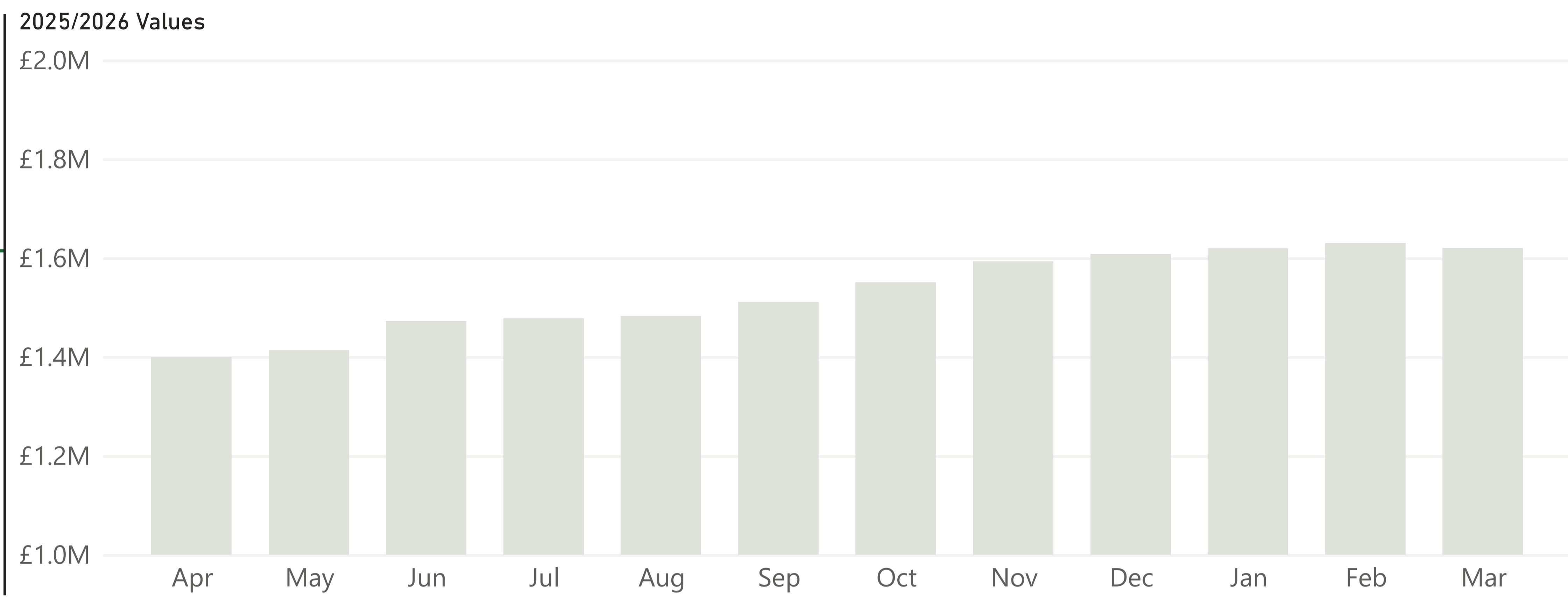
Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Apr	35.28	32.59	2.69	8.25%	<span style="color: red;">! </span>			
May	28.86	17.76	11.10	62.50%	<span style="color: red;">! </span>			
Jun	18.00	11.36	6.64	58.45%	<span style="color: red;">! </span>			
Jul	17.07	8.65	8.42	97.34%	<span style="color: red;">! </span>			
Aug	12.85	8.08	4.77	59.03%	<span style="color: red;">! </span>			
Sep	9.51	5.96	3.55	59.56%	<span style="color: red;">! </span>			
Oct	9.42	6.55	2.87	43.82%	<span style="color: red;">! </span>			
Nov	7.28	5.01	2.27	45.31%	<span style="color: red;">! </span>			
Dec	6.29	3.87	2.42	62.53%	<span style="color: red;">! </span>			
Jan	7.74	5.81	1.93	33.22%	<span style="color: red;">! </span>			
Feb	5.35	3.81	1.54	40.42%	<span style="color: red;">! </span>			
Mar	4.60	3.24	1.36	41.98%	<span style="color: red;">! </span>			



SH 28

### Former Tenant Arrears

March 2026 vs Target: No target defined  
 March 2026 vs Last FY: No historical data for comparison  
 March 2026 vs February 2026: -£9,532.64  
 Favourability:  
 Frequency: Monthly  
 Service Area: Landlord Services



### FinancialYear 2025/2026

Month	Value (£)	Value Last Year (£)	Vs Last Year (£)	Vs Last Year Percentage Change	Performance	Target (£)	Vs Target (£)	Comments
Apr	1,399,482.66							
May	1,413,491.37							
Jun	1,472,257.27							
Jul	1,477,937.81							
Aug	1,482,854.45							
Sep	1,511,313.67							
Oct	1,550,515.39							
Nov	1,592,834.06							
Dec	1,608,235.27							
Jan	1,619,055.30							
Feb	1,629,940.82							
Mar	1,620,408.18							



HS 02

### Homelessness - Number of Households in Temporary Accommodation

Q4 2025 vs Target: No target defined

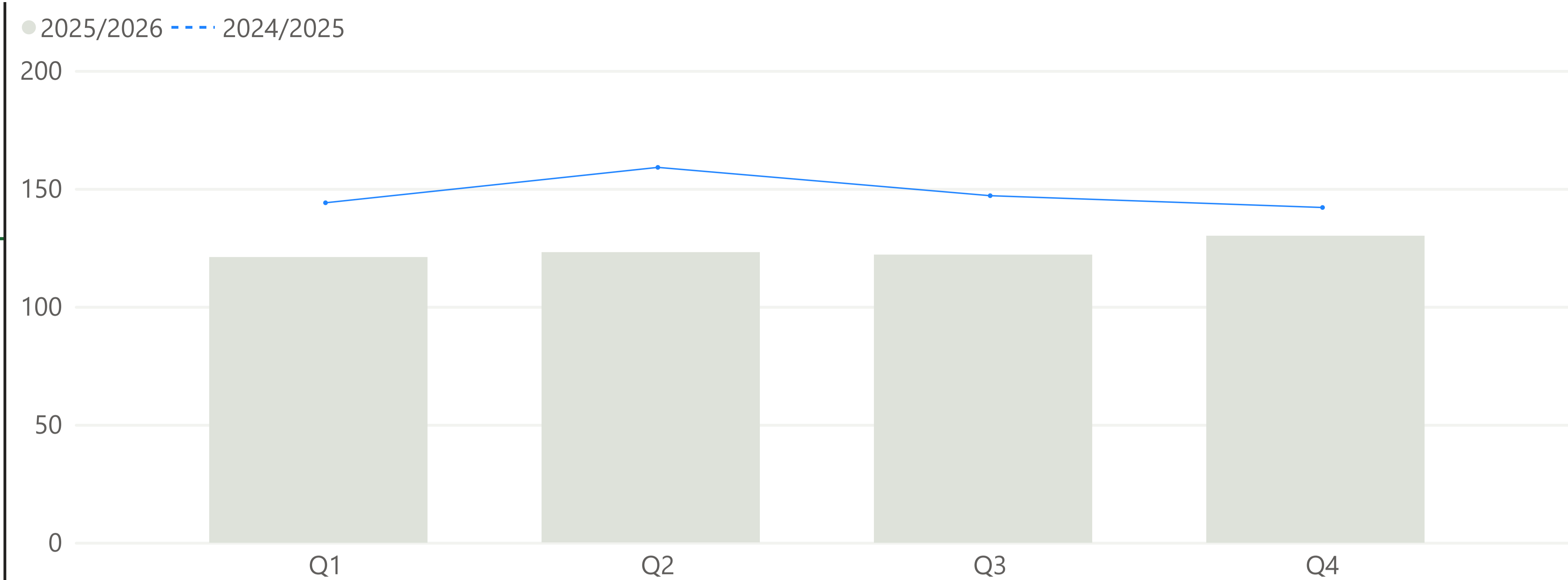
Q4 2025 vs Last FY: -12

Q4 2025 vs Q3 2025: +8

Favourability:

Frequency: Quarterly

Service Area: Housing Solutions



#### FinancialYear 2025/2026

Quarter	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance Target	Vs Target	Comments
Q1	121	144	-23	-16%			
Q2	123	159	-36	-23%			
Q3	122	147	-25	-17%			
Q4	130	142	-12	-8%			



# Housing Solutions

HS 03

## Homelessness - Total Number of Applications Made

Q4 2025 vs Target: No Target Defined

Q4 2025 vs Last FY: -39

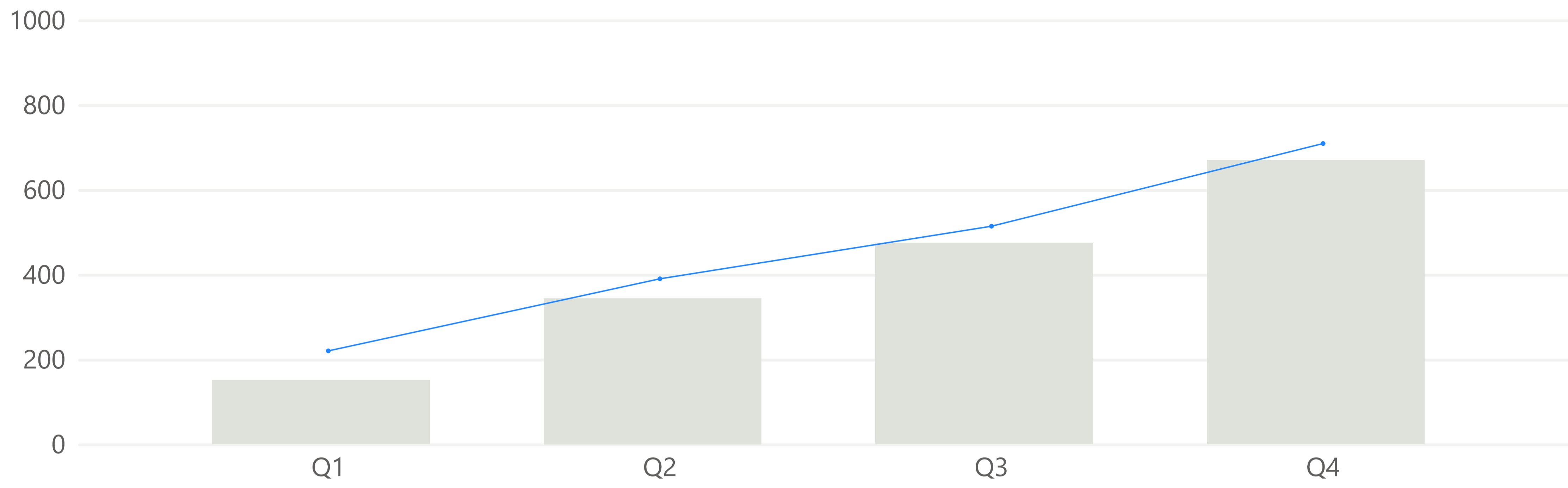
Q4 2025 vs Q3 2025: +195

Favourability:

Frequency: Quarterly

## HS 03: Homelessness – Total Number of Applications Made

Running Total ● 2025/2026 — 2024/2025 — Target 2025/2026



HS 05

## Homelessness - total Number of preventions

Q4 2025 vs Target: -59

Q4 2025 vs Last FY: +5

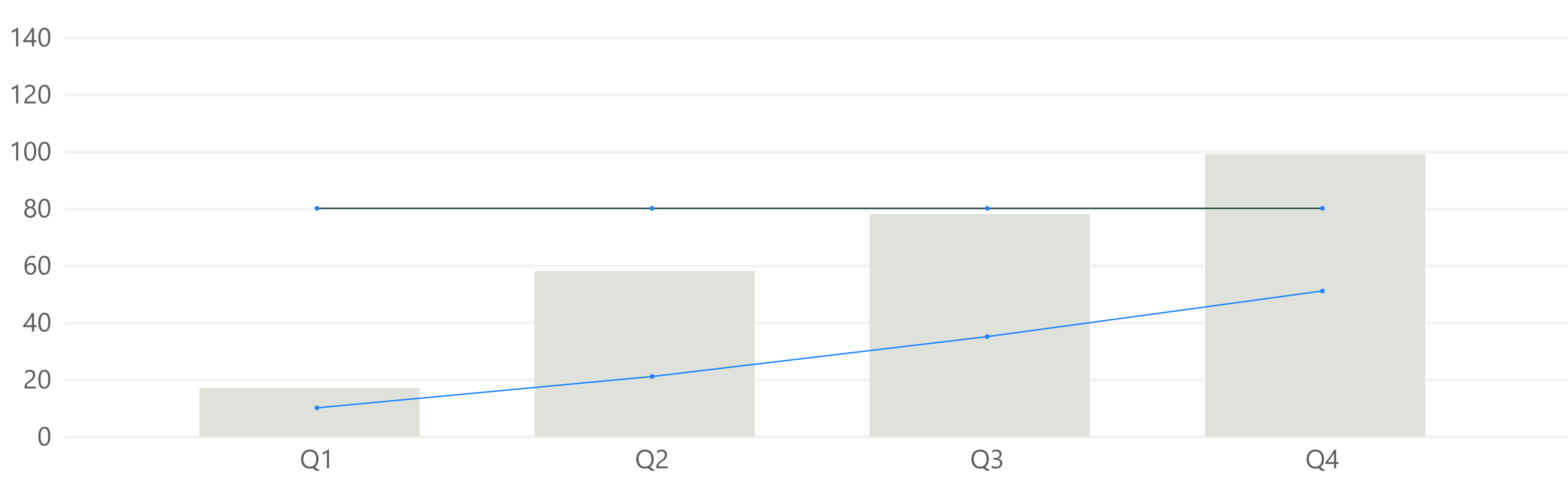
Q4 2025 vs Q3 2025: +1

Favourability:

Frequency: Quarterly

## HS 05: Homelessness –Total Number of Preventions

Running Total ● 2025/2026 — 2024/2025 — Target 2025/2026





HS 06

### Choice Based Lettings No. on the Housing Waiting List

Q4 2025 vs Last FY: No historical data for comparison

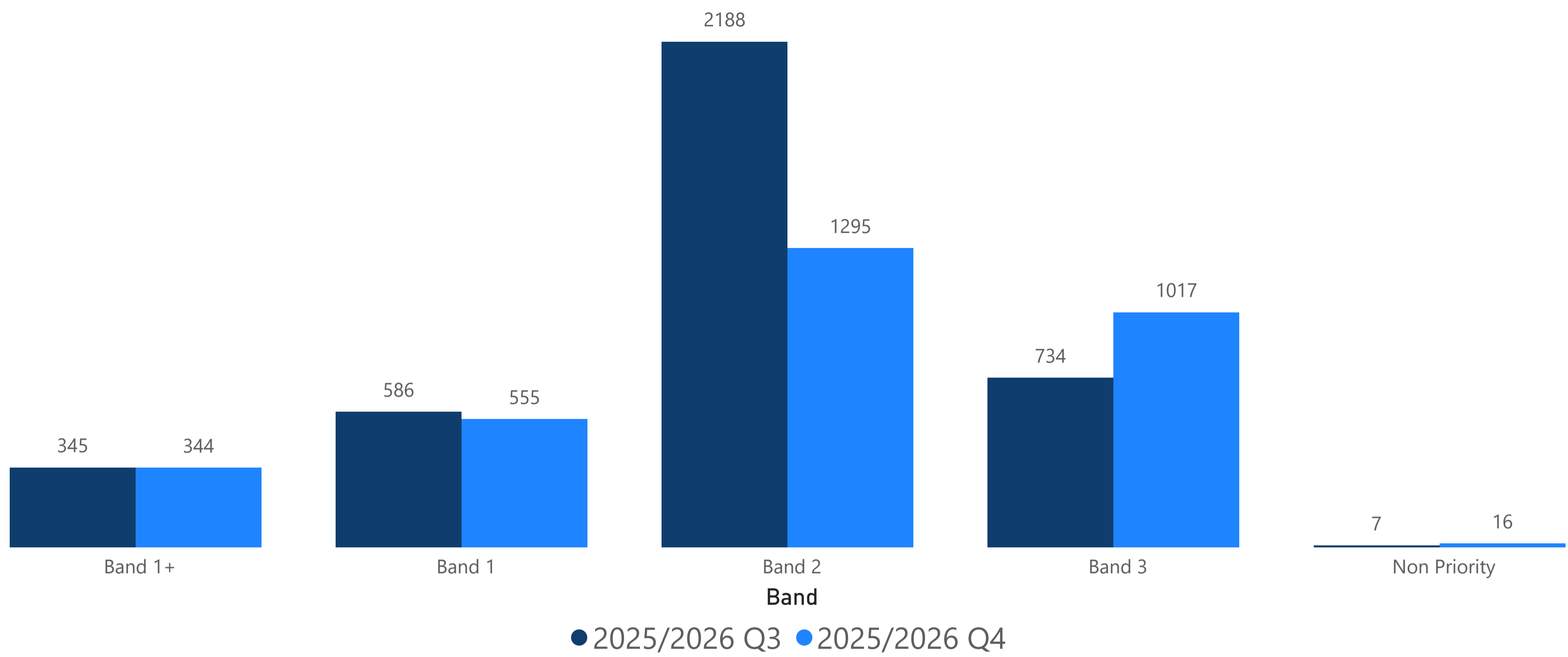
Q4 2025 vs Q3 2025: -633

Favourability: Lower

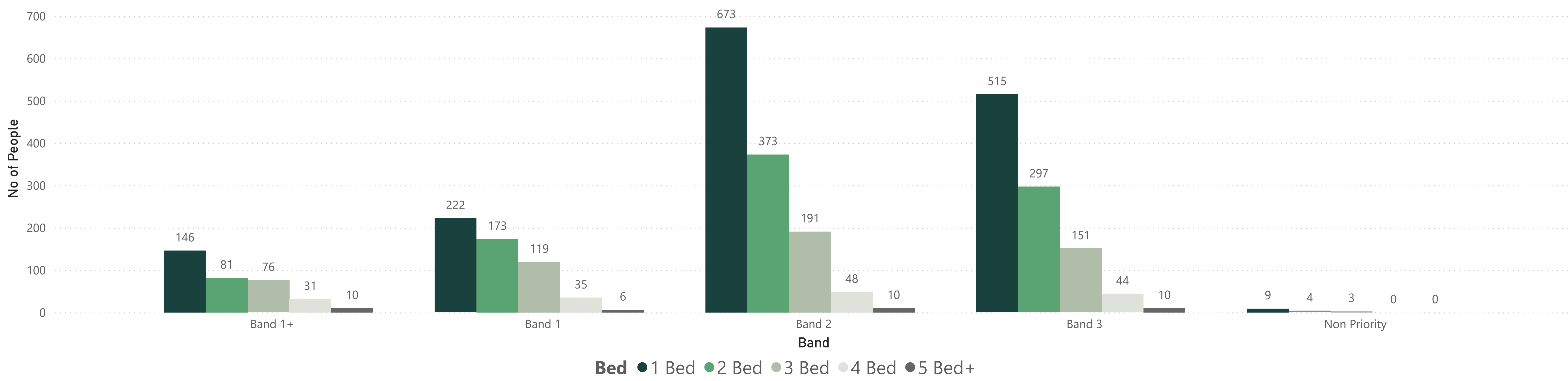
Frequency: Quarterly

Service Area: Housing Solutions

### HS 06 - Choice Based Lettings No. on the Housing Waiting List as at Q4 2025/2026- Total 3,227



### No. on Housing Waiting List by Category and Bed Need as at Q4 2025/2026





The number above the bar indicates the total value.

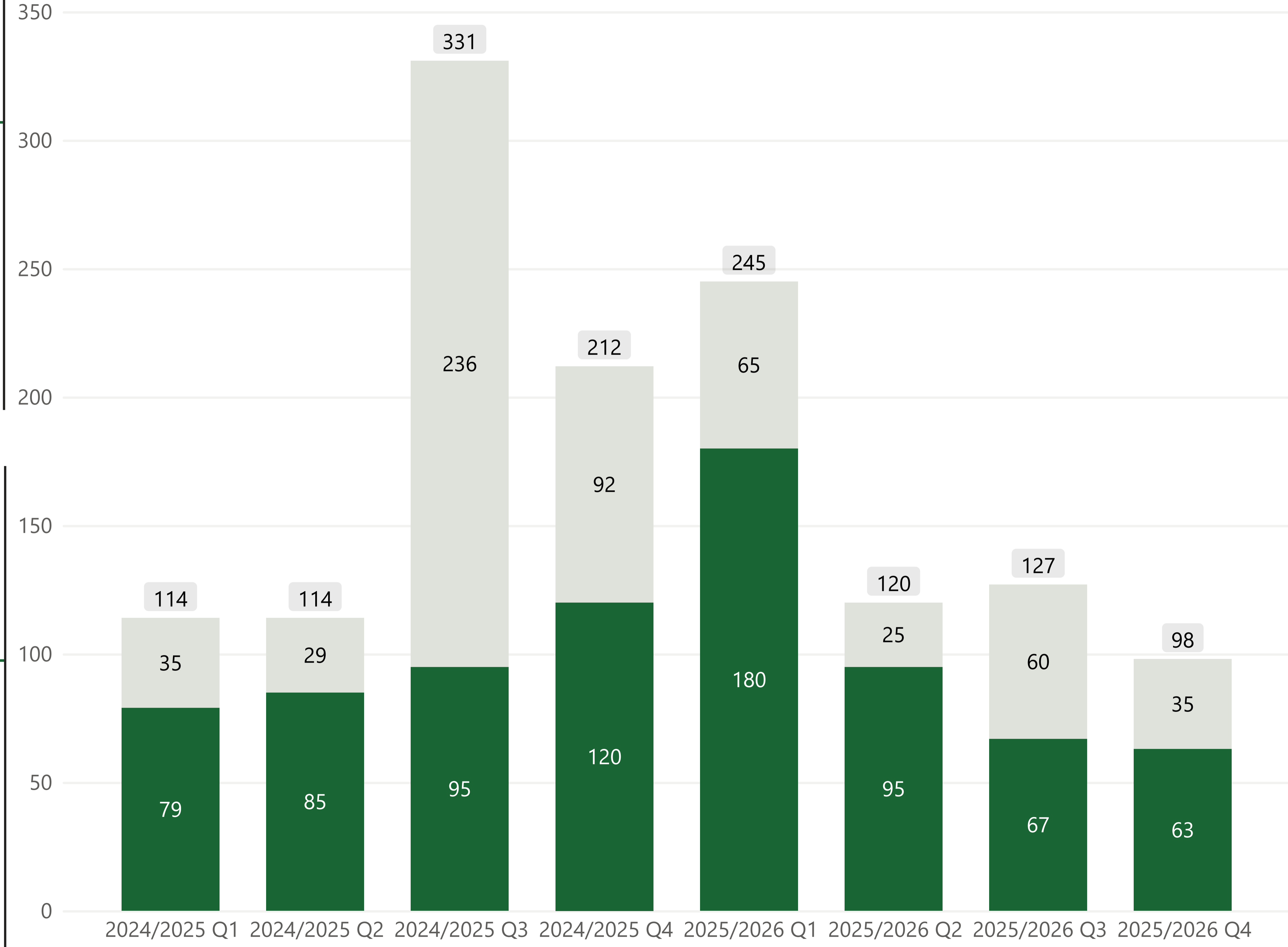
● HS 07A - Choice Based Lettings - number allocated (NBBC) ● HS 07B - Choice Based Lettings - number allocated (RPs)

HS 07A  
Choice Based Lettings - number allocated (NBBC)

Q4 2025 vs Last FY: -57 📄  
Q4 2025 vs Q3 2025: -4  
Favourability:  
Frequency: Quarterly  
Service Area: Housing Solutions

HS 07B  
Choice Based Lettings - number allocated (RPs)

Q4 2025 vs Last FY: -57 📄  
Q4 2025 vs Q3 2025: -25  
Favourability:  
Frequency: Quarterly  
Service Area: Housing Solutions





PSHLS 01B

### Number of Private Sector Hazard Removals

March 2026 vs Target: +182

March 2026 vs Last FY: +145

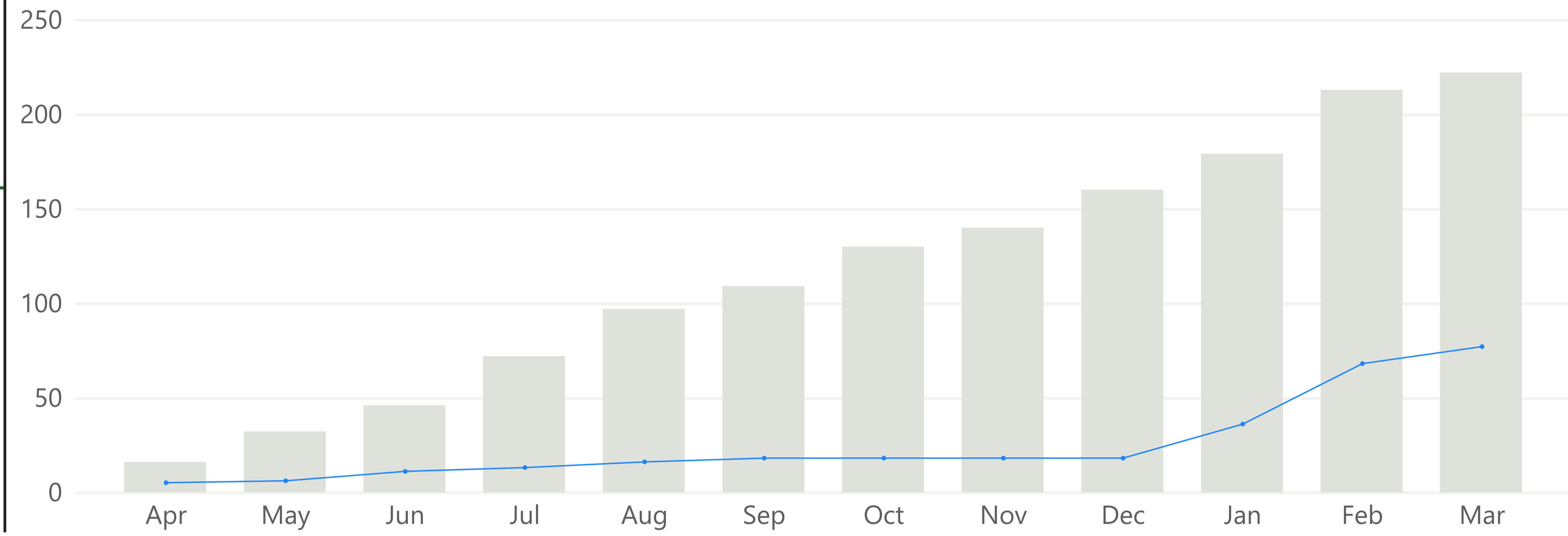
March 2026 vs February 2026: +9

Favourability:

Frequency: Monthly

Service Area: Private Sector Housing

Running Total ● 2025/2026 - - - 2024/2025



## FinancialYear 2025/2026

Month Abv	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance Target	Vs Target	Comments
Apr	16	5	11	220%			
May	32	6	26	433%			
Jun	46	11	35	318%			
Jul	72	13	59	454%			
Aug	97	16	81	506%			
Sep	109	18	91	506%			
Oct	130	18	112	622%			
Nov	140	18	122	678%			
Dec	160	18	142	789%			
Jan	179	36	143	397%			
Feb	213	68	145	213%			
Mar	222	77	145	188%	40	182	



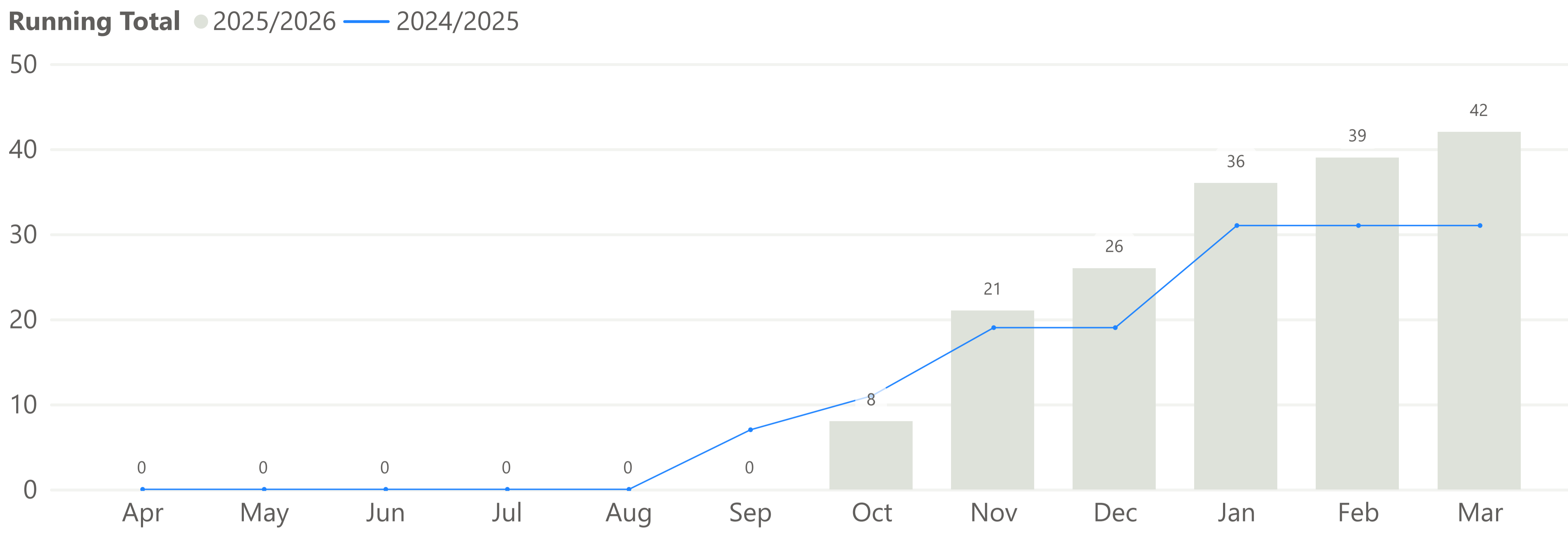
# Private Sector Housing

## PSHLS 04A

### Number of properties awarded for Energy Schemes (grant funded schemes)

March 2026 vs Target: +21  
 March 2026 vs Last FY: +11 📄  
 March 2026 vs February 2026: +3  
 Favourability:  
 Frequency: Monthly

PSHLS 04A: Number of properties awarded for Energy Schemes (grant funded schemes)

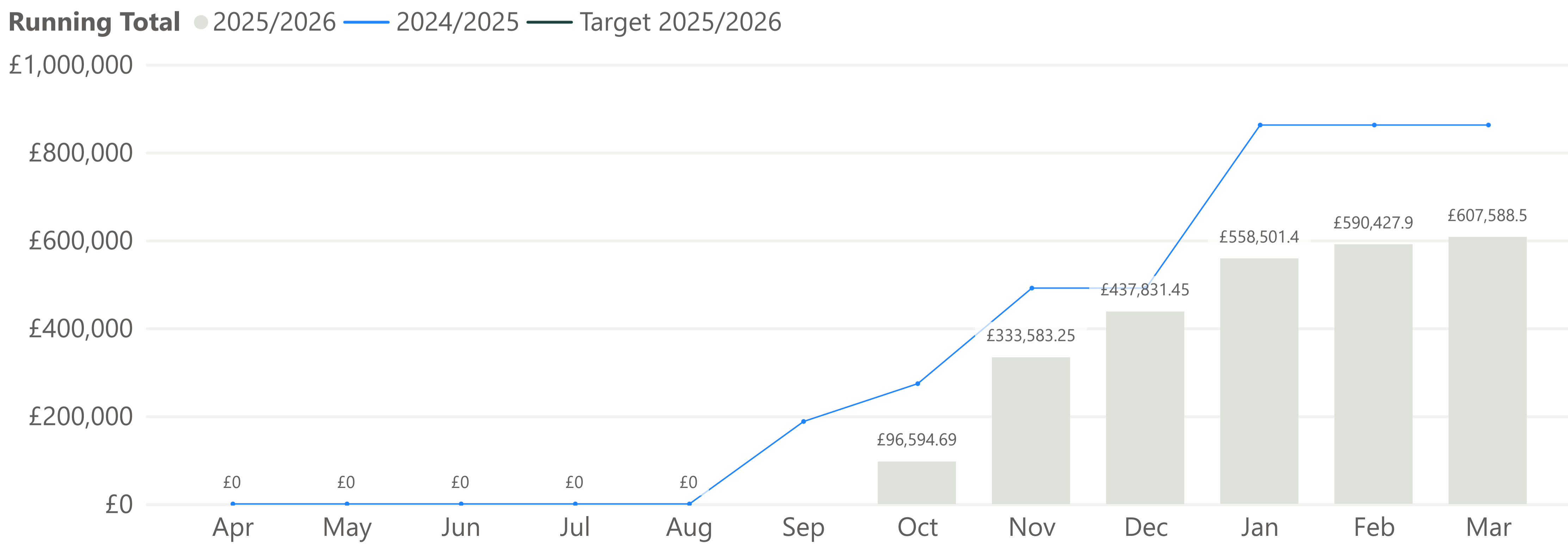


## PSHLS 04B

### Spend for Energy Schemes (grant funded schemes)

March 2026 vs Target: +£182,588.50  
 March 2026 vs Last FY: -£254,562 🚩  
 March 2026 vs February 2026: +£17,161  
 Favourability: Higher  
 Frequency: Monthly

PSHLS 04B: Spend on Energy Schemes (grant funded schemes)





HEA 01

### Number of calendar days to process NBBC Private Sector Disabled Facilities Grants (end to end times average)

Q4 2025 vs Target: +46 !

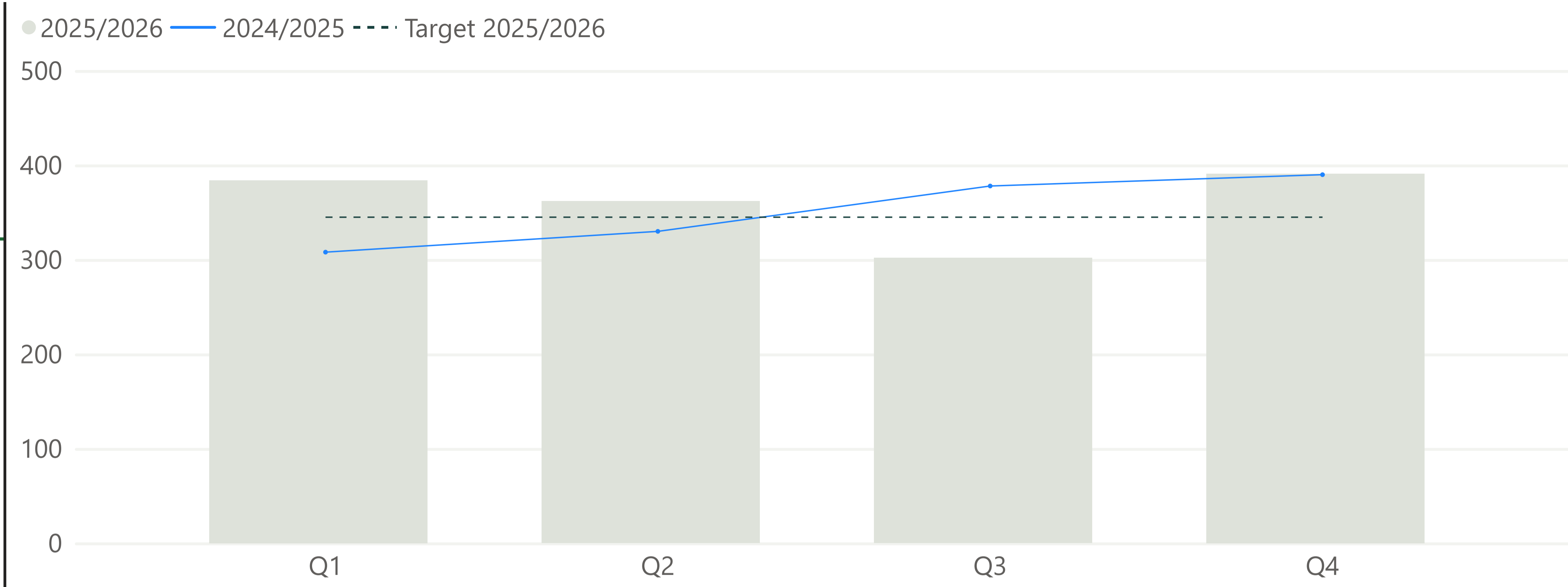
Q4 2025 vs Last FY: +1 ⚠

Q4 2025 vs Q3 2025: +89

Favourability: Lower

Frequency: Quarterly

Service Area: HEART



#### FinancialYear 2025/2026

Quarter	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance	Target	Vs Target	Comments
Q1	384	308	76	25% <span style="color:red">!</span>	345	39 <span style="color:red">↑</span>		
Q2	362	330	32	10% <span style="color:red">!</span>	345	17 <span style="color:red">↑</span>		
Q3	302	378	-76	-20% <span style="color:green">✓</span>	345	-43 <span style="color:green">↓</span>		
Q4	391	390	1	0% <span style="color:grey">⚠</span>	345	46 <span style="color:red">↑</span>		



HEA 06

### No of Private Sector disabled facilities grants delivered

March 2026 vs Target: No target defined

March 2026 vs Last FY: +12

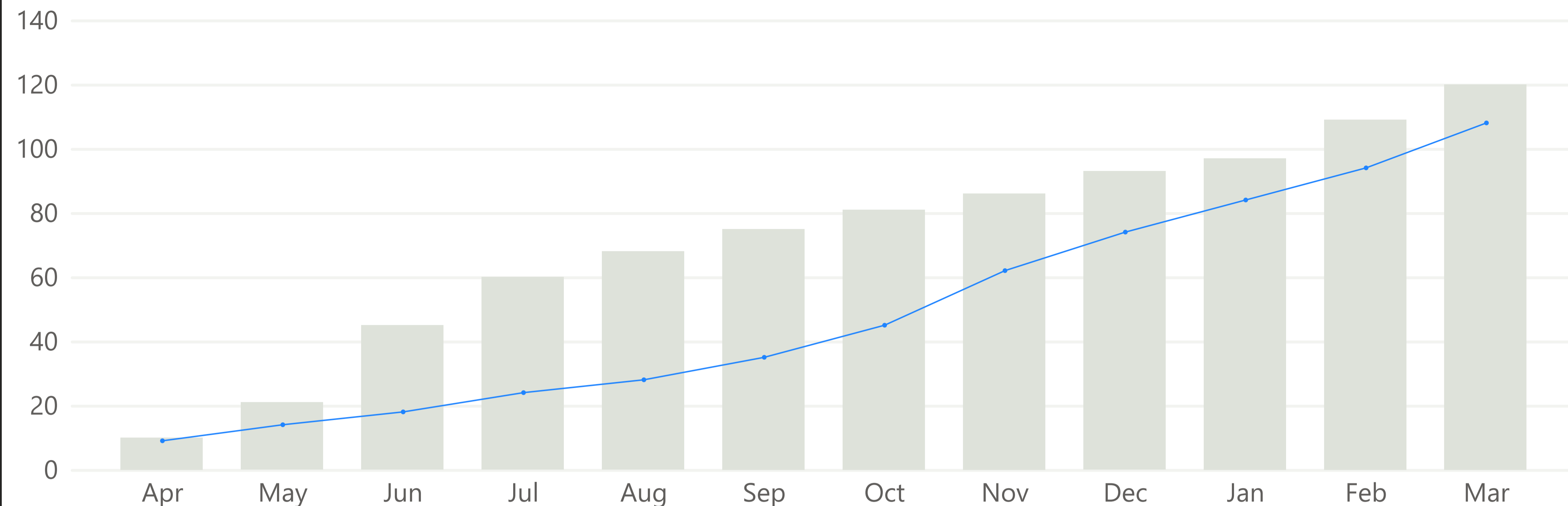
March 2026 vs February 2026: +11

Favourability:

Frequency: Monthly

Service Area: HEART

Running Total ● 2025/2026 — 2024/2025



## FinancialYear 2025/2026

Month Abv	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance Target	Vs Target	Comments
Apr	10	9	1	11%	Clipboard		
May	21	14	7	50%	Clipboard		
Jun	45	18	27	150%	Clipboard		
Jul	60	24	36	150%	Clipboard		
Aug	68	28	40	143%	Clipboard		
Sep	75	35	40	114%	Clipboard		
Oct	81	45	36	80%	Clipboard		
Nov	86	62	24	39%	Clipboard		
Dec	93	74	19	26%	Clipboard		
Jan	97	84	13	15%	Clipboard		
Feb	109	94	15	16%	Clipboard		
Mar	120	108	12	11%	Clipboard		



# Miscellaneous Housing

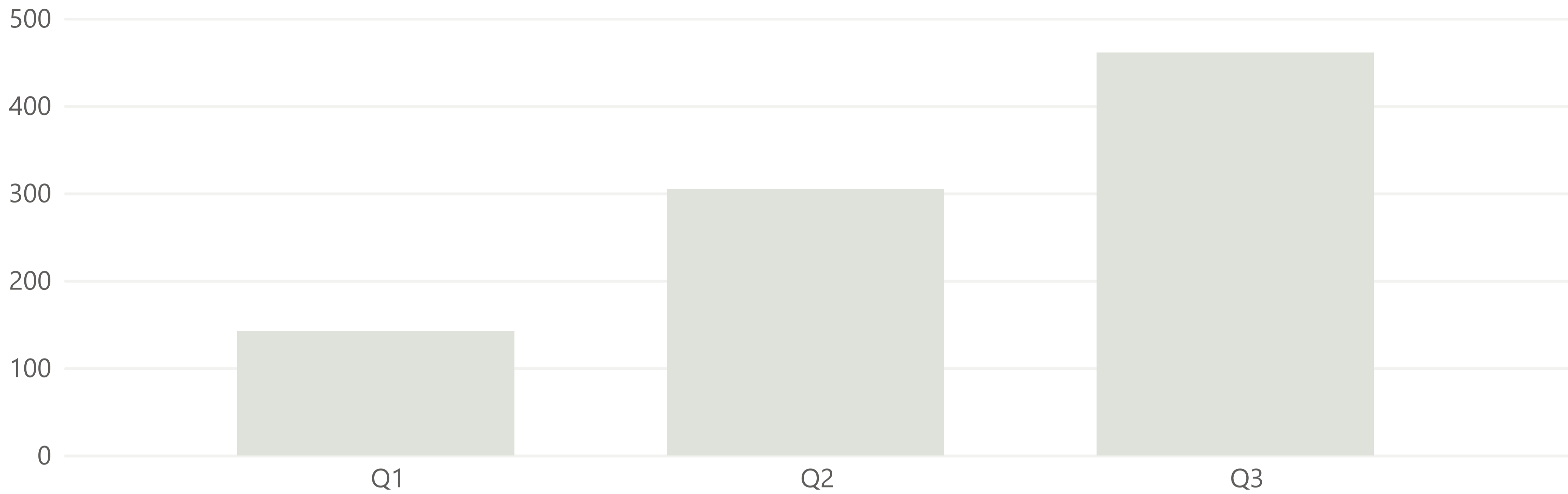
MIS 01

## Number of Housing complaints received

Q3 2025 vs Last FY: No historical data for comparison  
Q3 2025 vs Q2 2025: +156  
Favourability: Lower  
Frequency: Quarterly

MIS 01: Number of Housing complaints received

2025/2026 Running Total



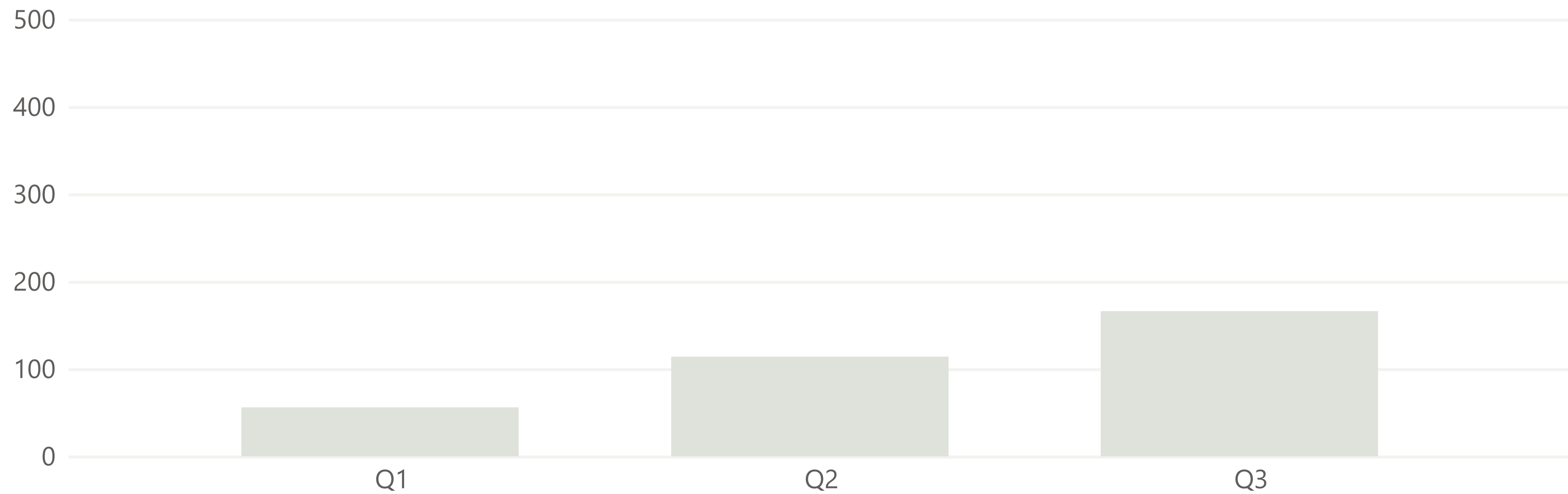
MIS 08

## Number of Housing complaints upheld

Q3 2025 vs Last FY: No historical data for comparison  
Q3 2025 vs Q2 2025: -6  
Favourability:  
Frequency: Quarterly

MIS 08: Number of Housing complaints upheld

2025/2026 Running Total





MIS 02

### Percentage of Housing complaints completed outside of SLA

Q3 2025 vs Target: +15% 📌

Q3 2025 vs Last FY: No historical data for comparison

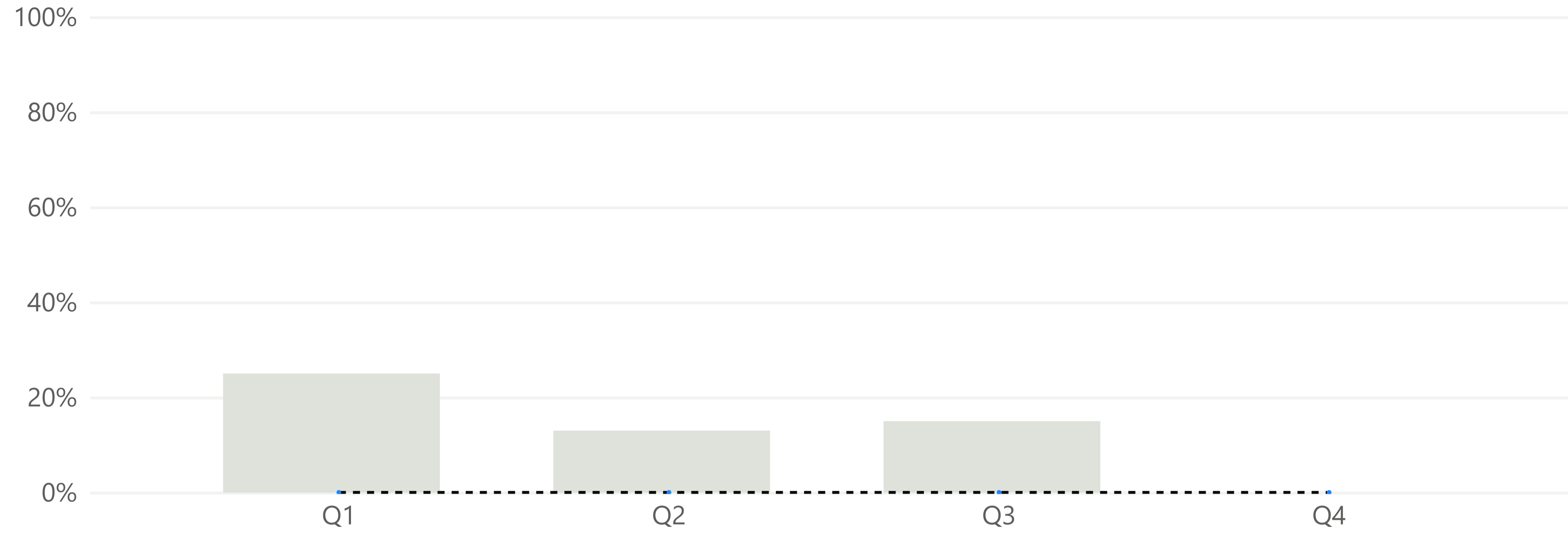
Q3 2025 vs Q2 2025: +2%

Favourability: Lower

Frequency: Quarterly

Service Area: Miscellaneous Housing

● 2025/2026 — Target 2025/2026



FinancialYear 2025/2026

Quarter	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Q1	25					0	25 ↑	20 stage 1 overdue, 16 stage 2 overdue.. 36/142 = 25.3%
Q2	13					0	13 ↑	
Q3	15					0	15 ↑	
Q4						0		



MIS 03

### % of Housing complaints responded to in full at Stage 1

Q3 2025 vs Target: 0% =

Q3 2025 vs Last FY: No historical data for comparison

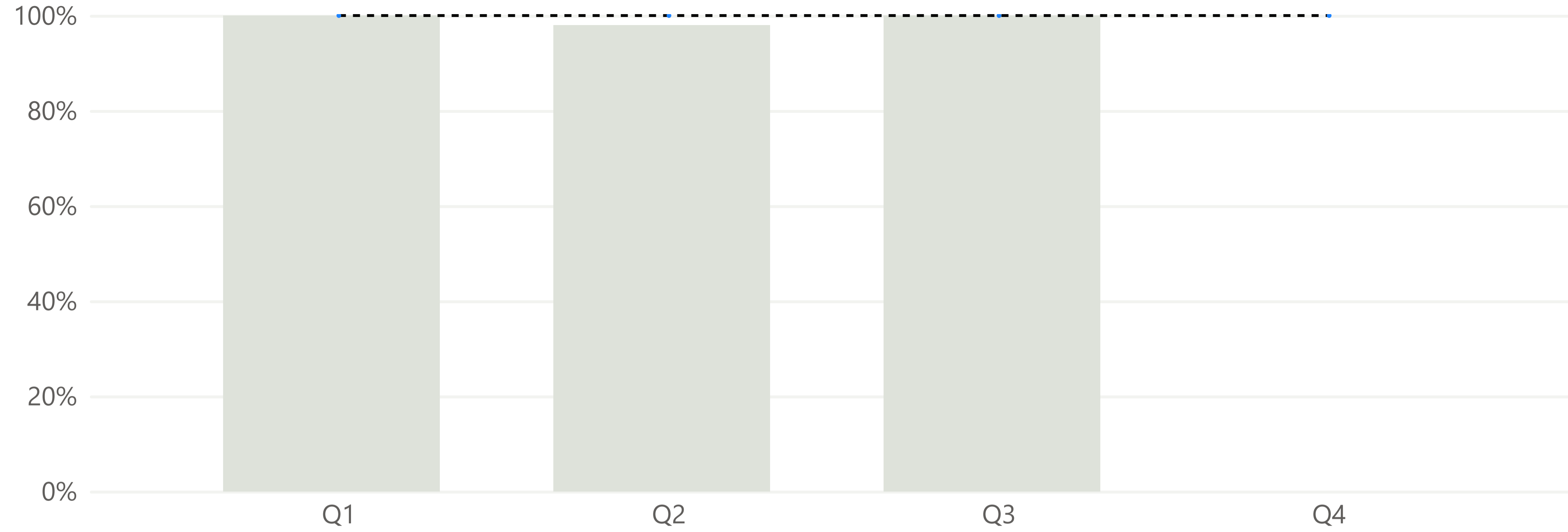
Q3 2025 vs Q2 2025: +2%

Favourability: Higher

Frequency: Quarterly

Service Area: Miscellaneous Housing

● 2025/2026 — Target 2025/2026



FinancialYear 2025/2026

Quarter	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Q1	100					100	0 →	All complaints responded to
Q2	98					100	-2 ↓	
Q3	100					100	0 →	
Q4						100		



MIS 04

### % of Housing complaints responded to in full at Stage 2

Q3 2025 vs Target: 0% =

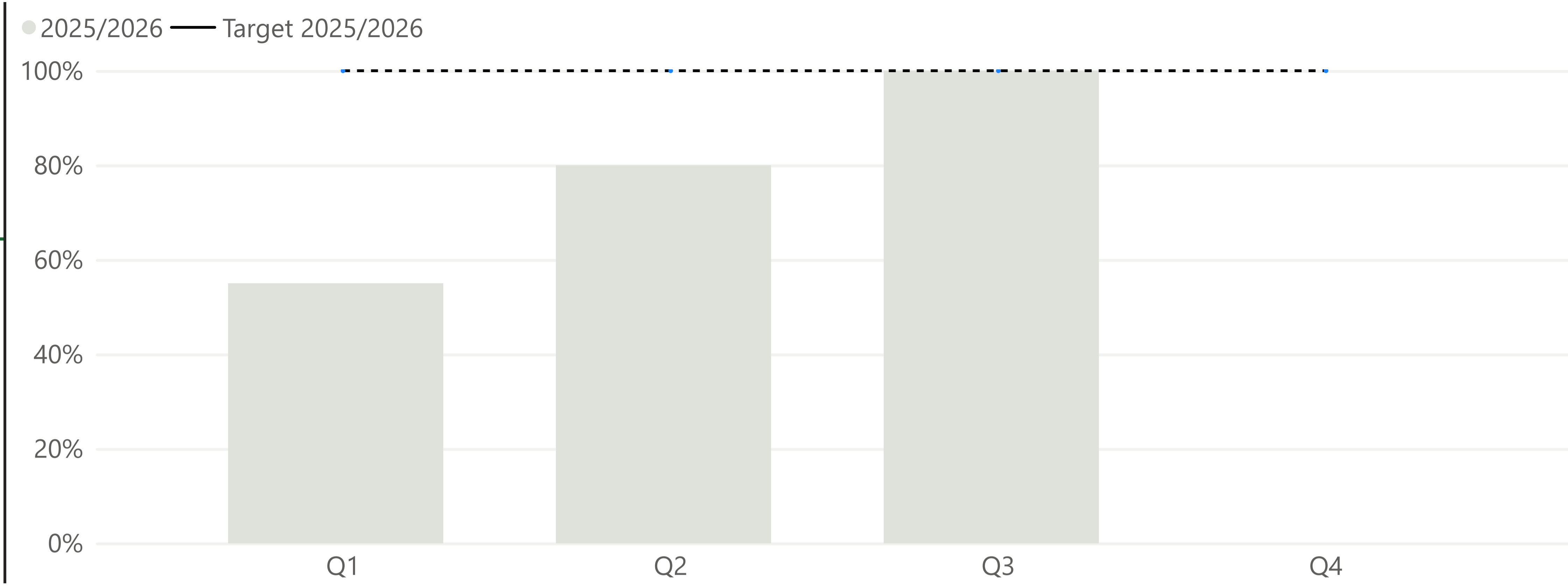
Q3 2025 vs Last FY: No historical data for comparison

Q3 2025 vs Q2 2025: +20%

Favourability: Higher

Frequency: Quarterly

Service Area: Miscellaneous Housing



#### FinancialYear 2025/2026

Quarter	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Q1	55.00					100.00	-45.00 ↓	12 responded. 12/22 = 54.5%
Q2	80.00					100.00	-20.00 ↓	
Q3	100.00					100.00	0.00 →	
Q4						100.00		