

For the 2026/27 reporting period, a total of 62 Performance Measures are reported to the Communities, Corporate Resources and Housing OSP



Filter Table of Performance Measure

Enter Performance Measure

→

Select a Performance Measure to view charts

✓ ☐ Capital Projects
☐ Monthly SH 01 - Number of Decent Homes improvements (capital works)
☐ Quarterly SH 02 - Number of Aids and Adaptations Works Completed
☐ Monthly SH 06 - New builds completed
☐ Monthly SH 25 - Number of properties acquired
☐ Monthly SH 34 - % of properties meeting the Decent Homes Standard
☐ Monthly SH 35 - Number of Housing Health & Safety Rating System (HHSRS) Category 1 hazards identified
☐ Monthly SH 37 - % of required dwellings with a compliant Electrical Installation Condition Report (EICR)

Performance in this OSP report is measured by comparing the latest figure with the same period in the previous financial year. The financial year runs from 1 April to 31 March, so "2026/2027" covers April 2026 to March 2027.

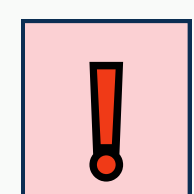
Most measures have a favourable direction, either increase or decrease. There are exceptions which have no favourable direction. These are monitored to understand demand on a service.



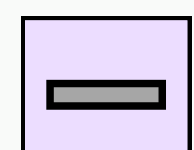
Good performance (Tick) – The performance measure has changed in the favourable direction.



Within Tolerance (Triangle) – The performance measure has changed in the unfavourable direction but within 2.5% threshold.



Area for improvement (Exclamation Mark) – The performance measure has changed in the unfavourable direction and exceeds the 2.5% threshold.



No Change (Dash) – The performance measure is unchanged from the same period last financial year.



No direction (Clipboard) – The performance measure is monitored to understand demand on services

For the majority of performance measures, targets are set each financial year. These performance measures are then classified as one of three statuses based on how it compares with the target.



Performing Well (Green) – The performance measure is meeting or beating its target.



Area for improvement (Red) – The performance measure is not yet at its target.



No Target Defined (Light Stone) – The performance measure is monitored to understand demand on services but the council does not judge them against a target.

Risk & Performance Management

Visuals showing data - as at 30 June 2026

DG 01 - Corporate Plan Monitoring

On schedule for completion

89.02%

Vs Last Financial Year: +16.19% 

Target

80.00%

Favourability: Higher is better

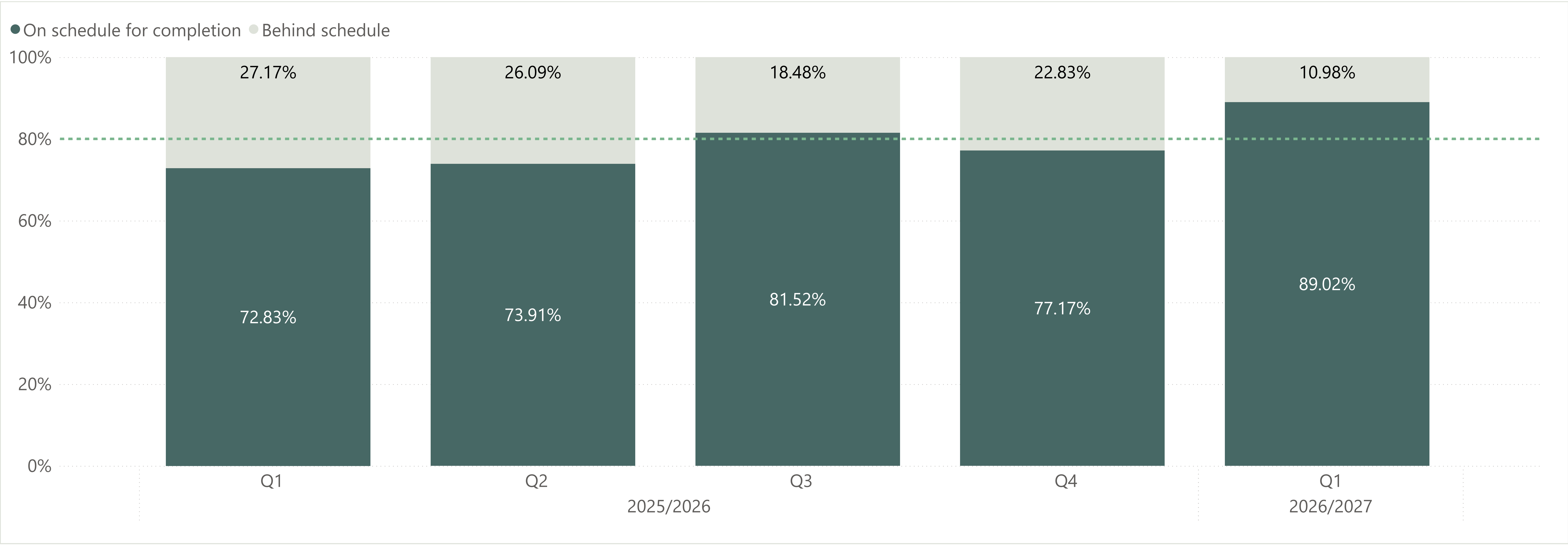
Vs Target

+9.02%

Performance:: Performing Well

Comments

73 green, 5 amber, 4 red = 73/82 (89%) green (on schedule for completion)



Risk & Performance Management

Visuals showing data - as at 30 June 2026

DG 02 - Strategic Risk Register monitoring

On schedule for completion

92.00%

Vs Last Financial Year: 0.00% 

Target

80.00%

Favourability: Higher is better

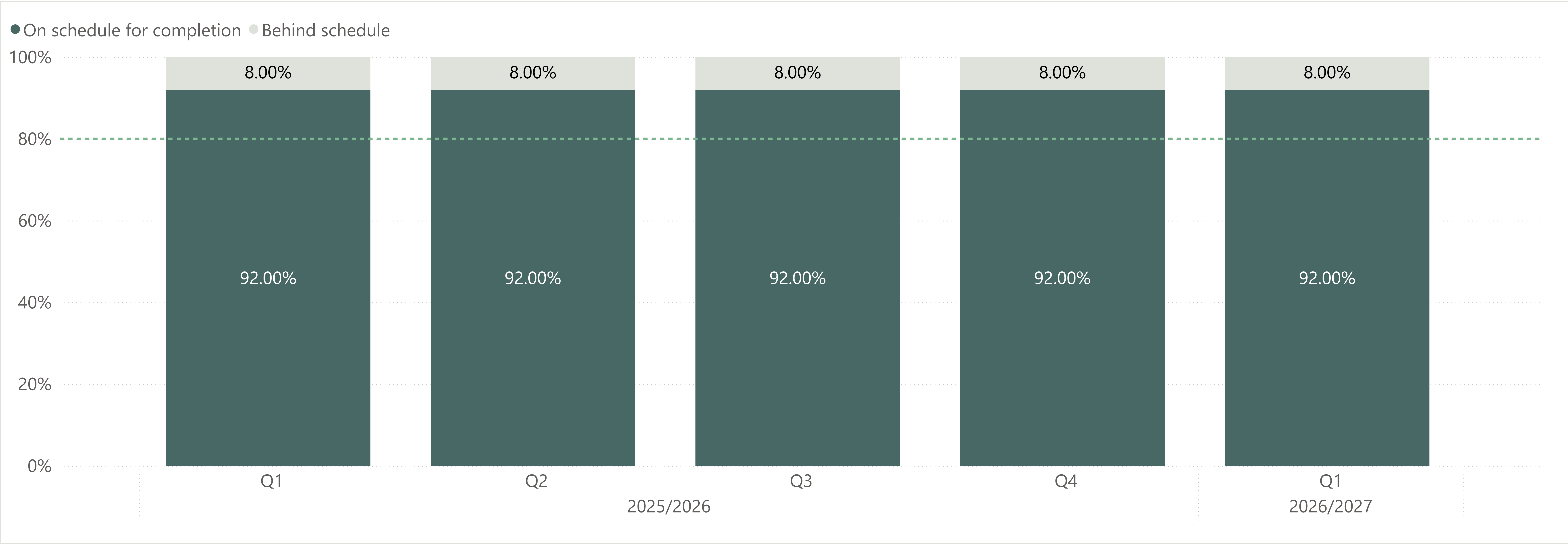
Vs Target

+12.00%

Performance:: Performing Well

Comments

2 red, 9 amber, 14 green risks = 23/25 (92%) "satisfactorily managed"



Capital Projects

SH 01 - Number of Decent Homes improvements (capital works)

Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

Number of Capital works

232

Vs Last Financial Year: -191 

Target

No Target Defined

Favourability: N/A

Vs Target

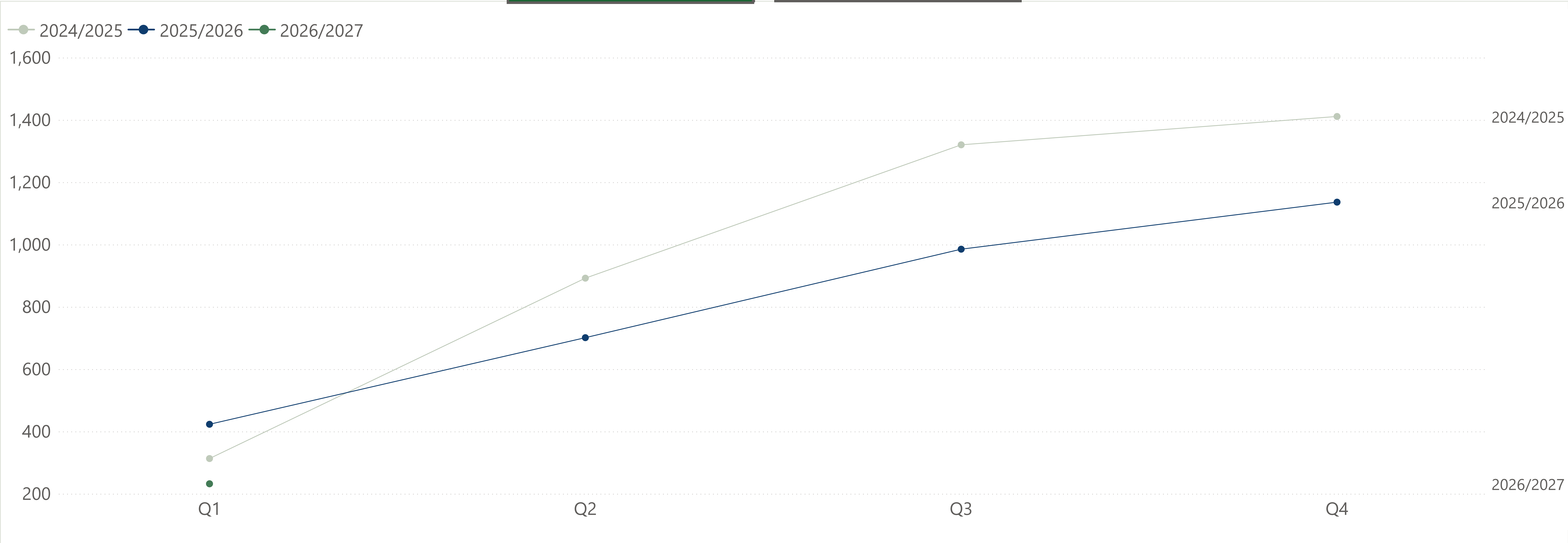
N/A

Performance:: No Target Defined

Comments

Total

By Type of Works



Capital Projects

SH 02 - Number of Aids and Adaptations Works Completed

Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

Number of Works completed

23

Vs Last Financial Year: -114 

Target

No Target Defined

Favourability: N/A

Vs Target

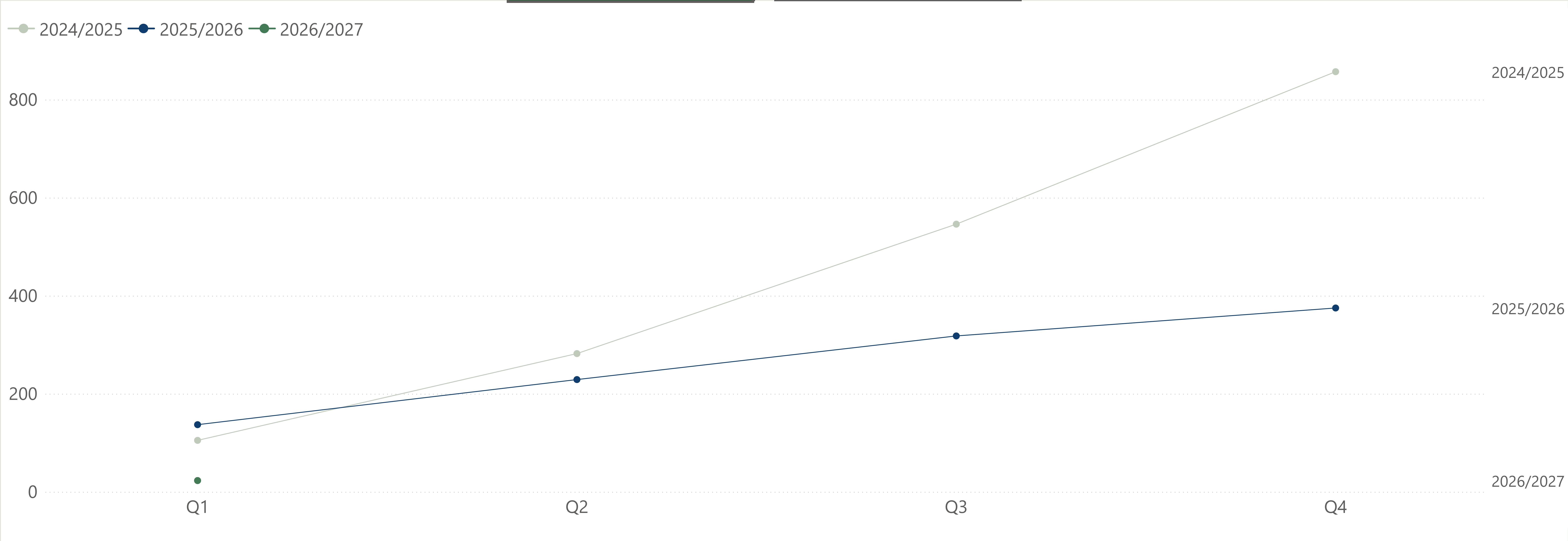
N/A

Performance:: No Target Defined

Comments

Total

By Type of Works



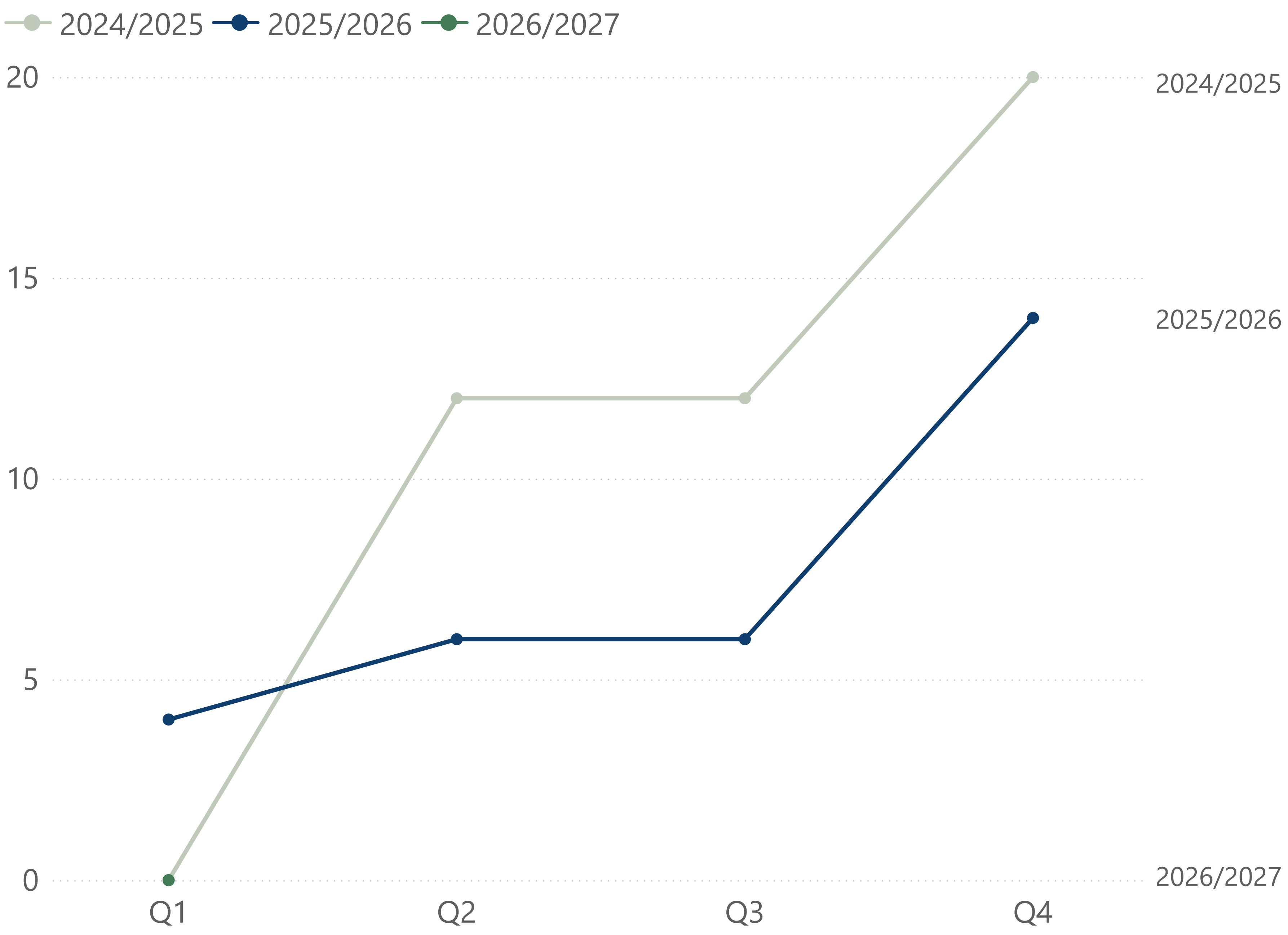
Visuals showing Financial Year to Date (FYTD) values - as at 30 June 2026

SH 06 - New builds completed

0

vs Last Year: -4 

Target: No Target Defined

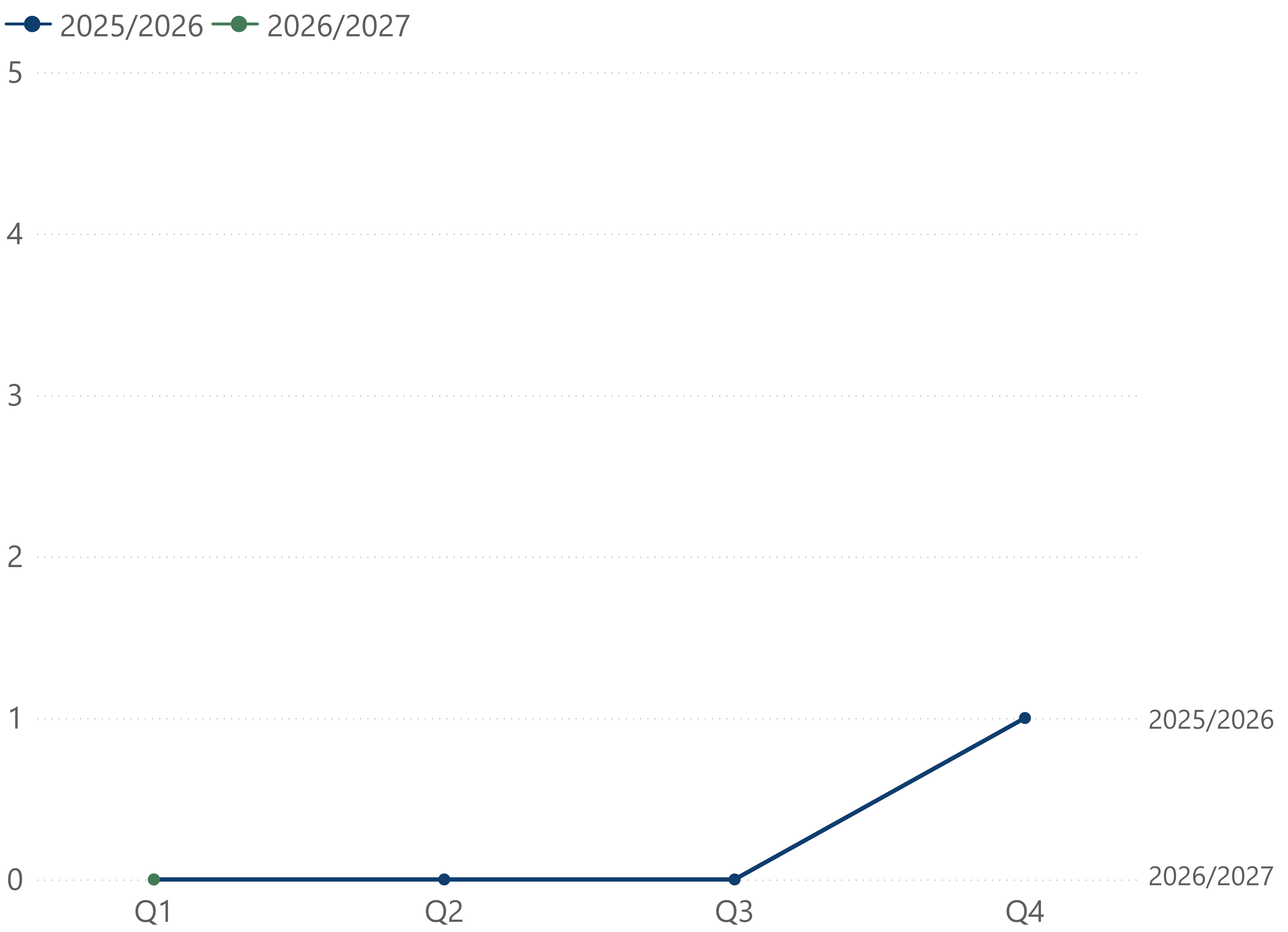


SH 25 - Number of properties acquired

0

vs Last Year: 0 

Target: No Target Defined



SH 34 - % of properties meeting the Decent Homes Standard

Meeting Decent Homes Standard (%)

98.67%

Vs Last Financial Year: +4.02% 

Target

100.00%

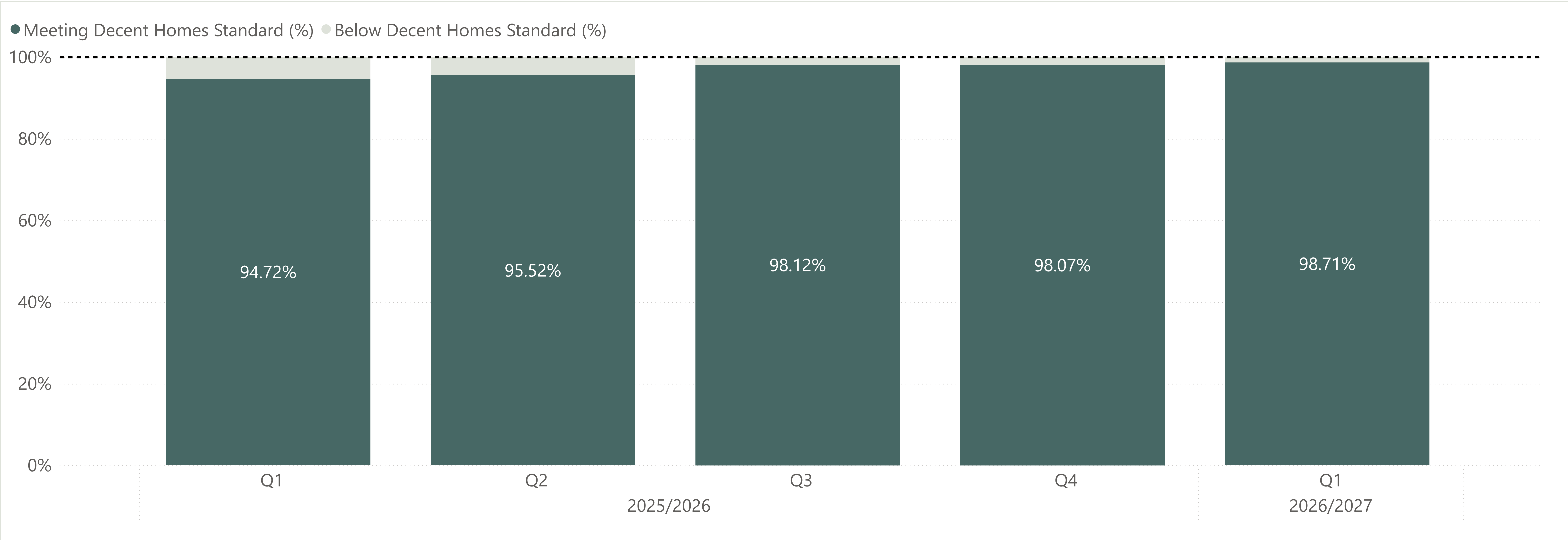
Favourability: Higher is better

Vs Target

-1.33%

Performance:: Area for Improvement

Comments



Capital Projects

SH 35 - Number of Housing Health & Safety Rating System (HHSRS) Category 1 hazards identified

Visuals showing Financial Year to Date (FYTD) values - as at 30 June 2026

Category 1 Hazards Identified

19

Vs Last Financial Year: -46 

Target

No Target Defined

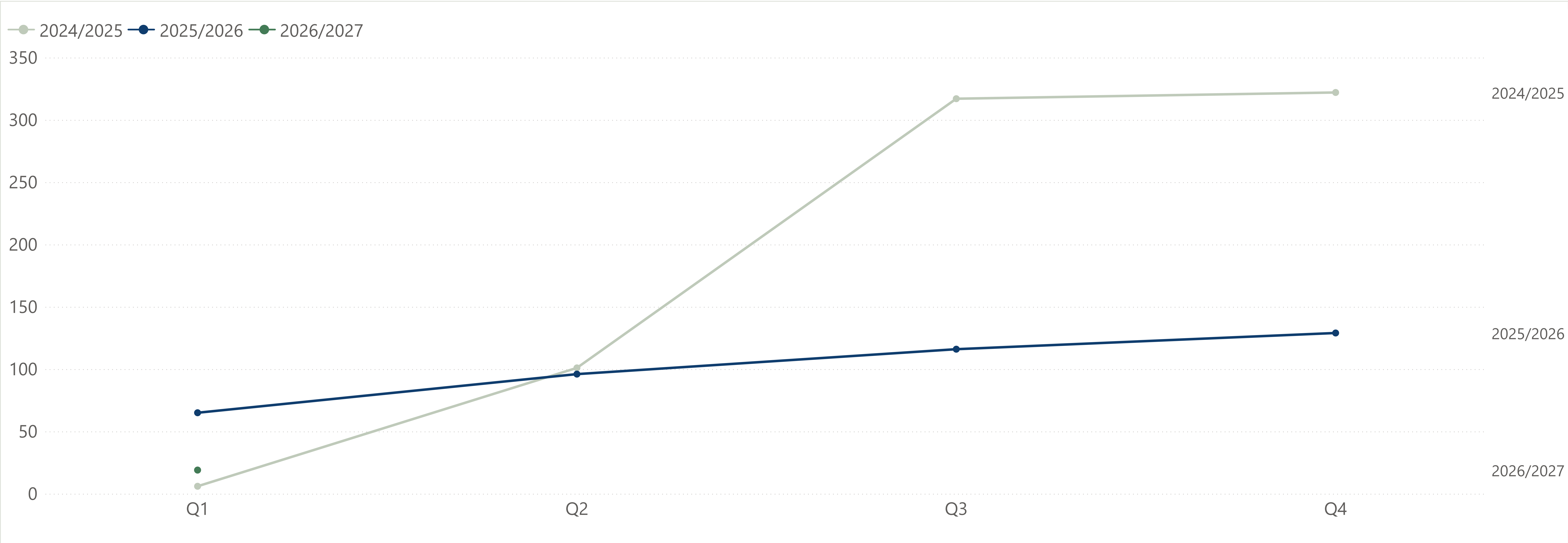
Favourability: Lower is better

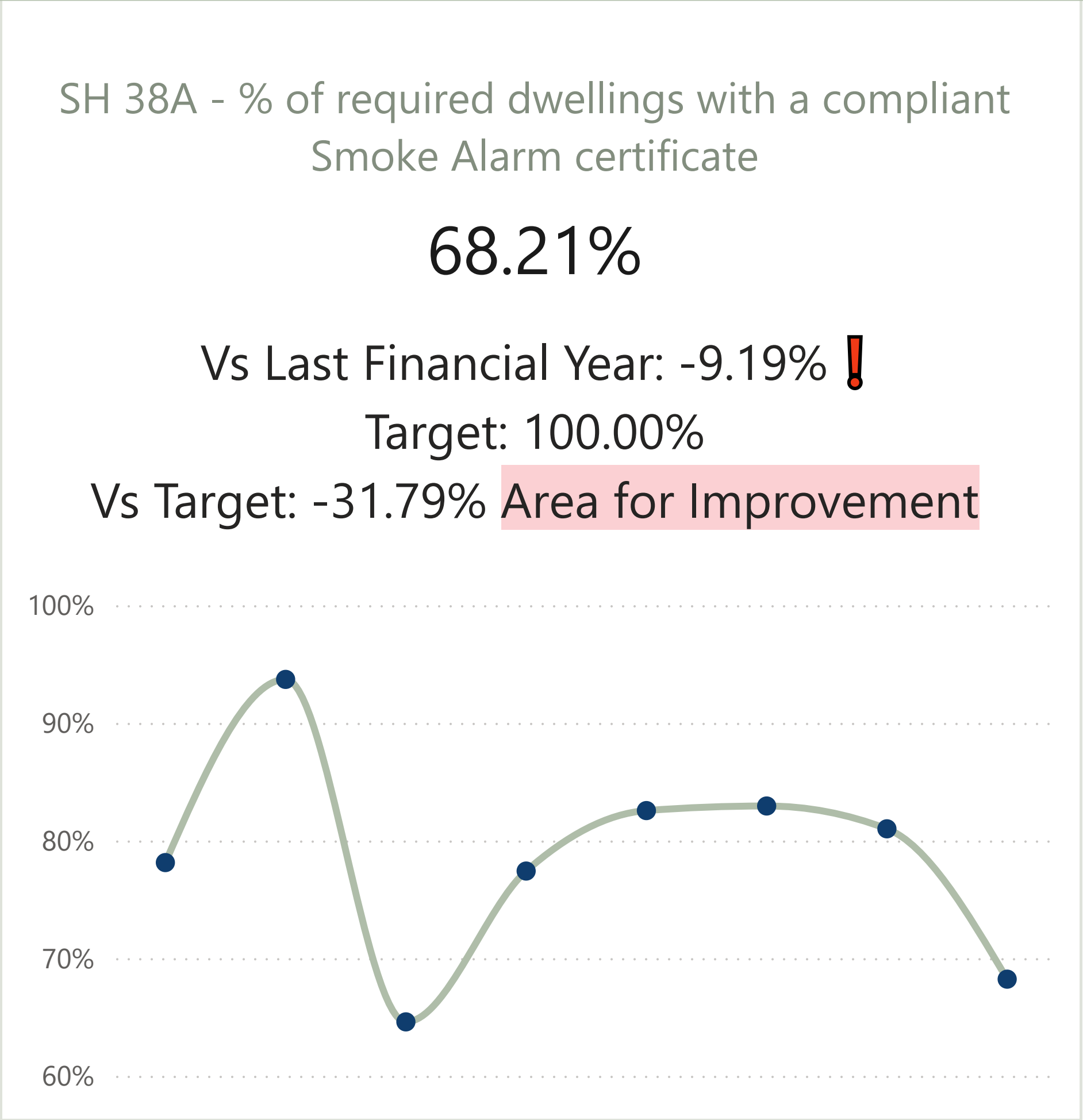
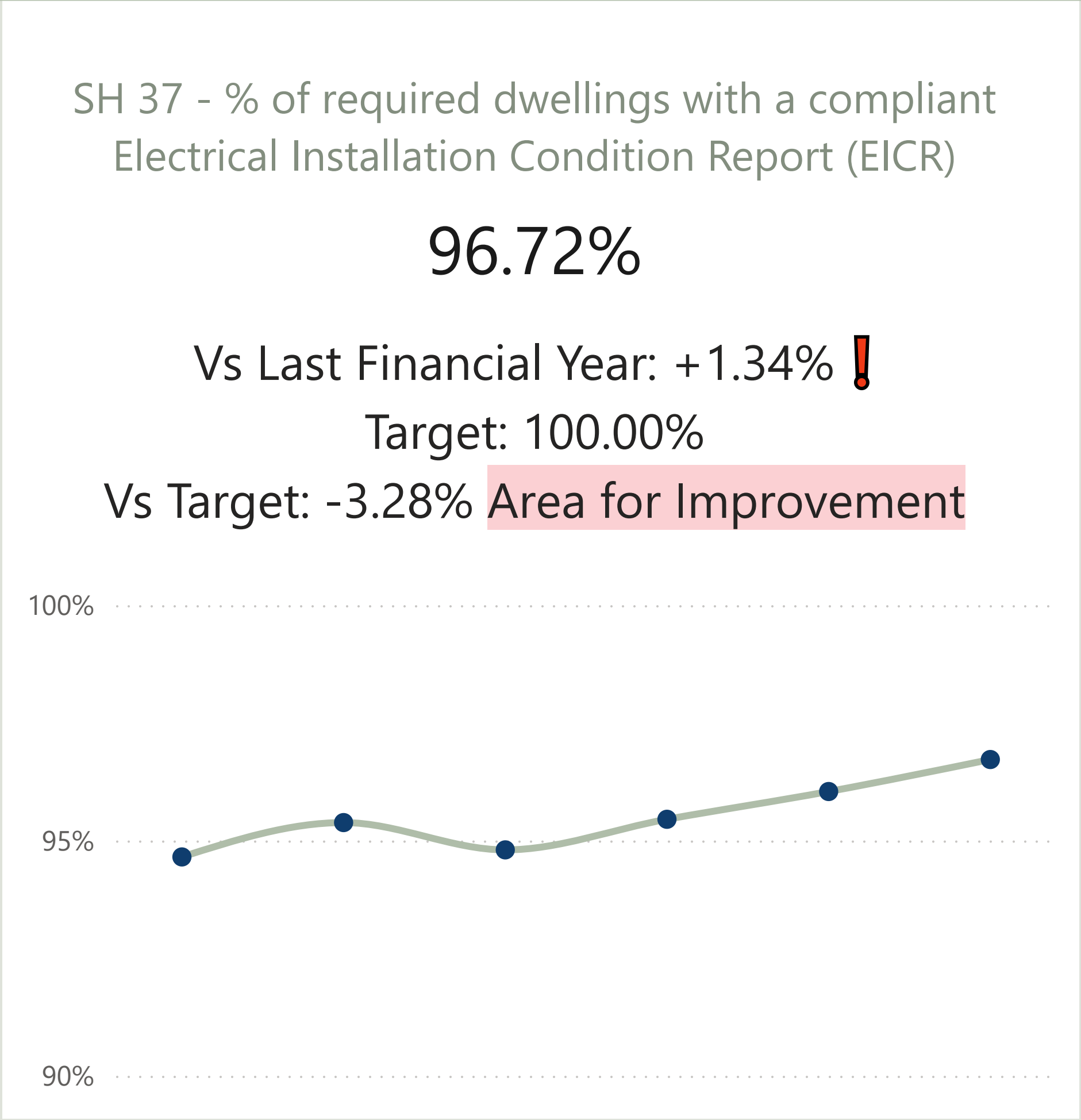
Vs Target

N/A

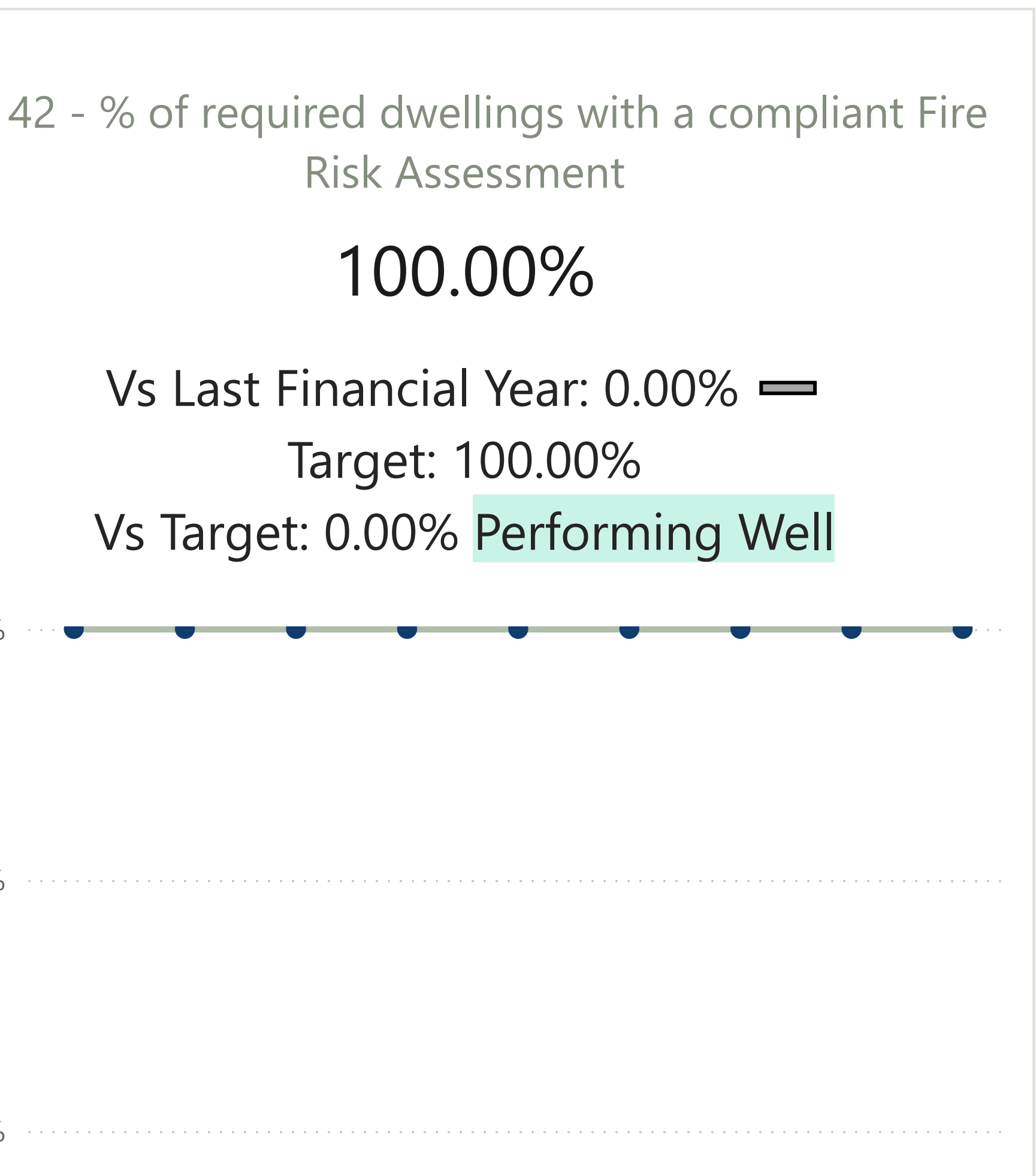
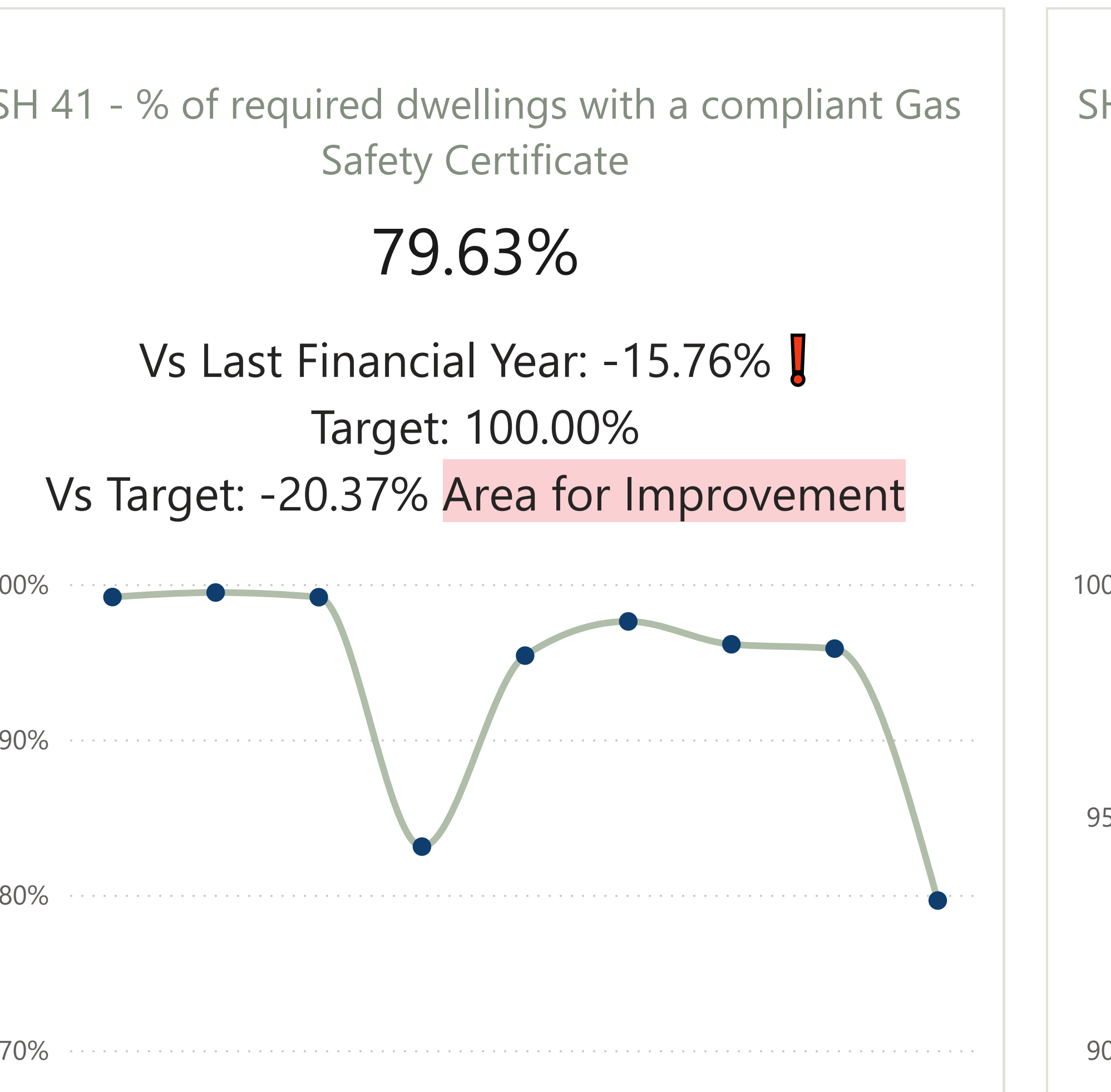
Performance:: No Target Defined

Comments





Visuals showing data - as at 30 June 2026



Communities and Community Safety

Visuals showing Financial Year to Date (FYTD)

CS 01 - Community Safety Partnership Performance (Total Recorded Crime)

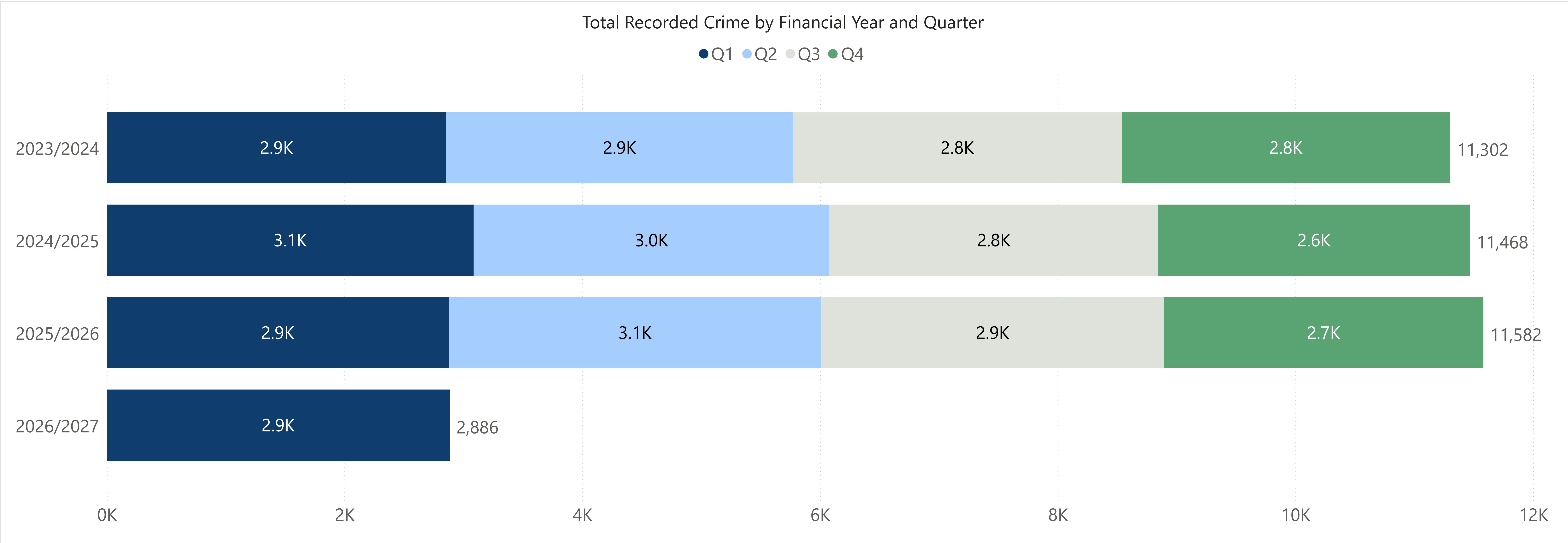
values - as at 30 June 2026

Total Recorded Crime (FYTD)
2,886
Vs Last Financial Year: +8 ▲

Target
No Target Defined
Favourability: Lower is better

Vs Target
N/A
Performance:: No Target Defined

Comments



Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

CS 02 - Number of ASB cases

94

Vs Last Financial Year: +34 
Target: No Target Defined

CS 03 - Number of new ASB cases

23

Vs Last Financial Year: +3 
Target: No Target Defined

CS 04 - Number of closed ASB cases

5

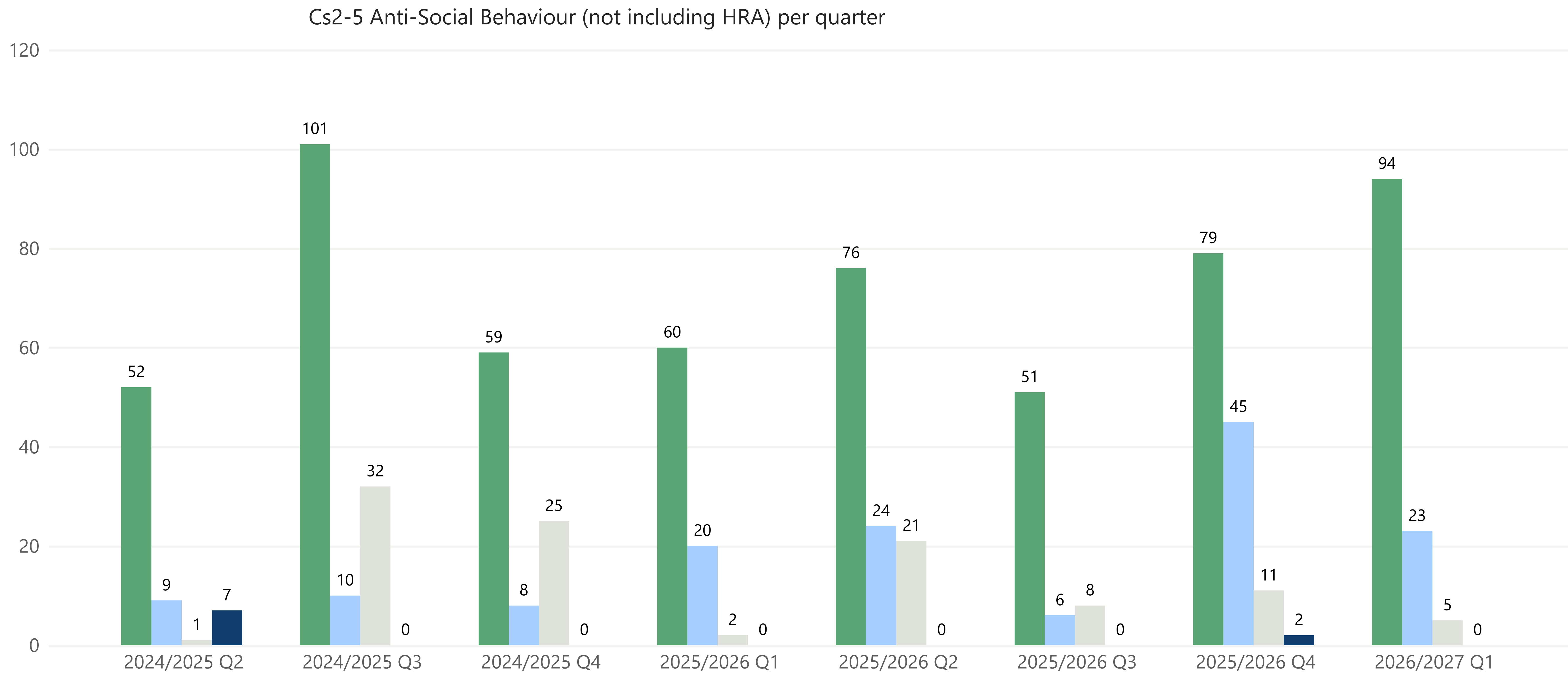
Vs Last Financial Year: +3 
Target: No Target Defined

CS 05 - Number of ASB legal interventions

0

Vs Last Financial Year: 0 
Target: No Target Defined

- 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



Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

SH 09 - Number of HRA ASB cases

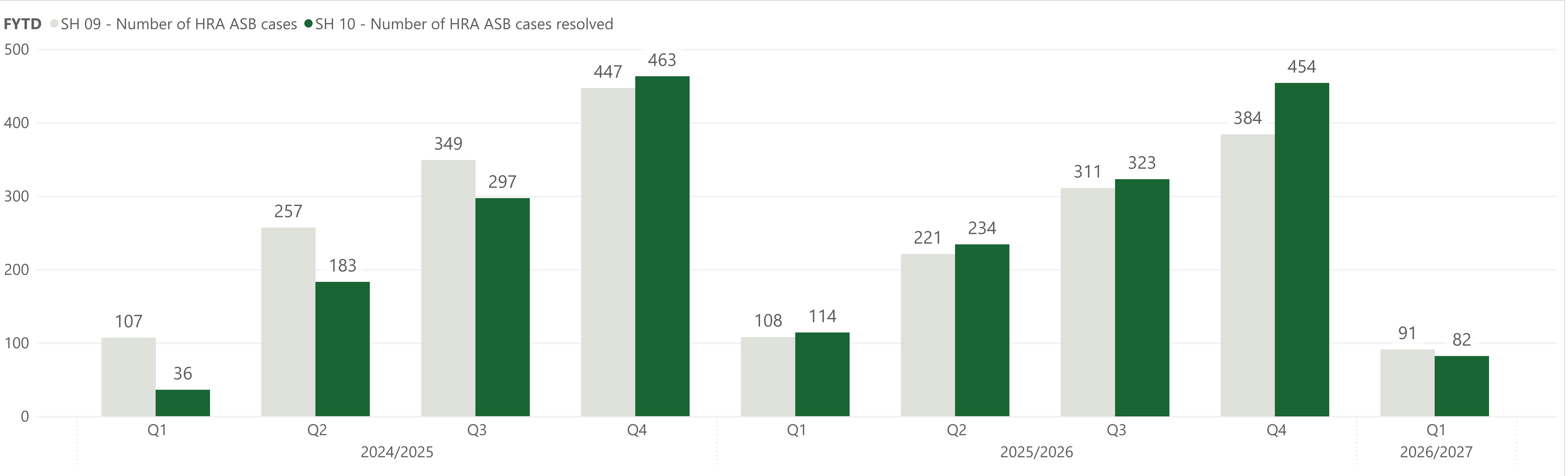
91

Vs Last Financial Year: -17
Target: No Target Defined
Favourability: N/A

SH 10 - Number of HRA ASB cases resolved

82

Vs Last Financial Year: -32
Target: No Target Defined
Favourability: N/A



Visuals showing data - as at 30 June 2026

SH 15 - Time taken to relet general purpose properties (days) - not incl DTLs

144

Vs Last Financial Year: +77 !

Target: 36

Vs Target: +108 Area for Improvement

Favourability: Lower is better

SH 15 - Time taken to relet general purpose properties (days) - not incl DTLs

144

Vs Last Financial Year: +77 !

Target: 36

Vs Target: +108 Area for Improvement

Favourability: Lower is better

SH 15 - Time taken to relet general purpose properties (days) - not incl DTLs

144

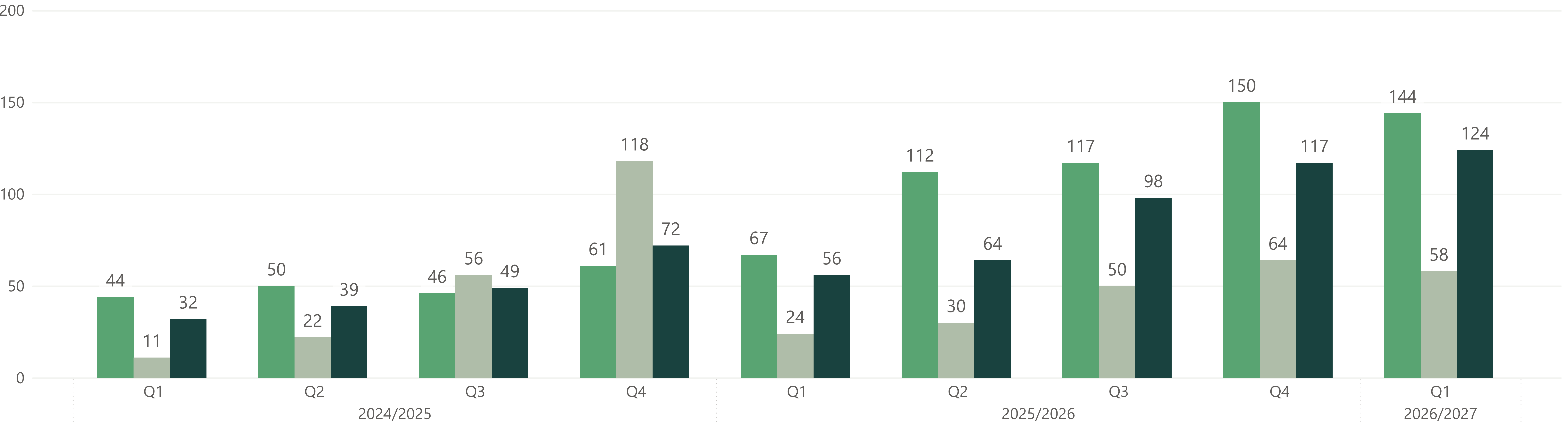
Vs Last Financial Year: +77 !

Target: 36

Vs Target: +108 Area for Improvement

Favourability: Lower is better

● SH 15 - Time taken to relet general purpose properties (days) - not incl DTLs ● SH 16 - Time taken to relet IL properties (days) not incl DTLs ● SH 17 - Overall relet time (days)



SH 20 - Number of outstanding responsive repairs

Outstanding responsive repairs

4,902

Vs Last Financial Year: +1,484 

Target

No Target Defined

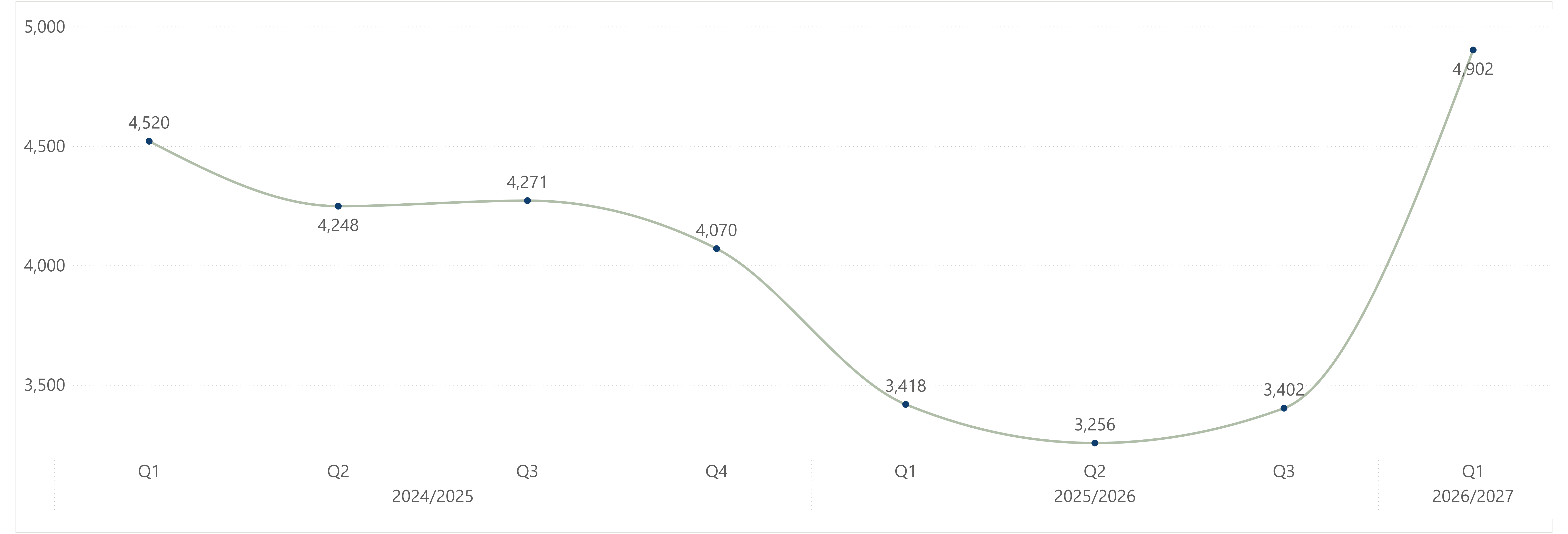
Favourability: N/A

Vs Target

N/A

Performance:: No Target Defined

Comments



Landlord Services

SH 26 - Rent collected as a % of total rent due for the year

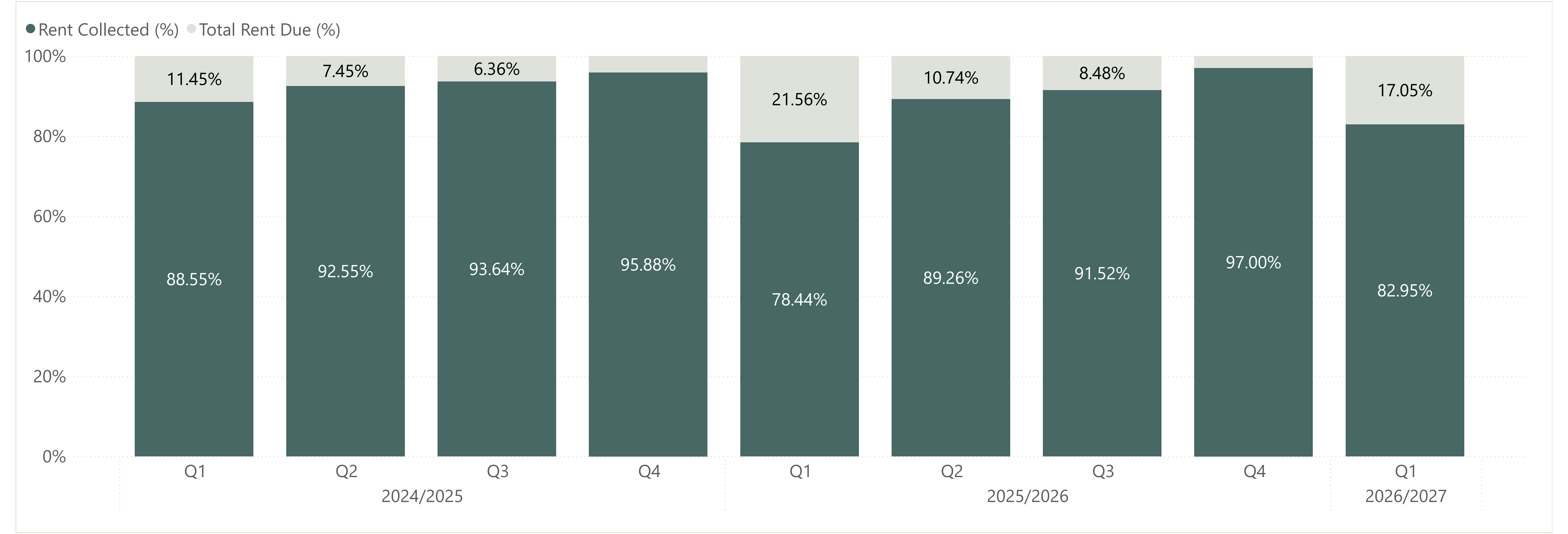
Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

Rent Collected (%)
82.95%
Vs Last Financial Year: +4.51% 

Target
No Target Defined
Favourability: Higher is better

Vs Target
N/A
Performance:: No Target Defined

Comments



Landlord Services

SH 27 - Current tenant rent arrears as a % of rent due for the year

Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

Current tennant rent arrears (%)

14.24%

Vs Last Financial Year: -3.76% 

Target

No Target Defined

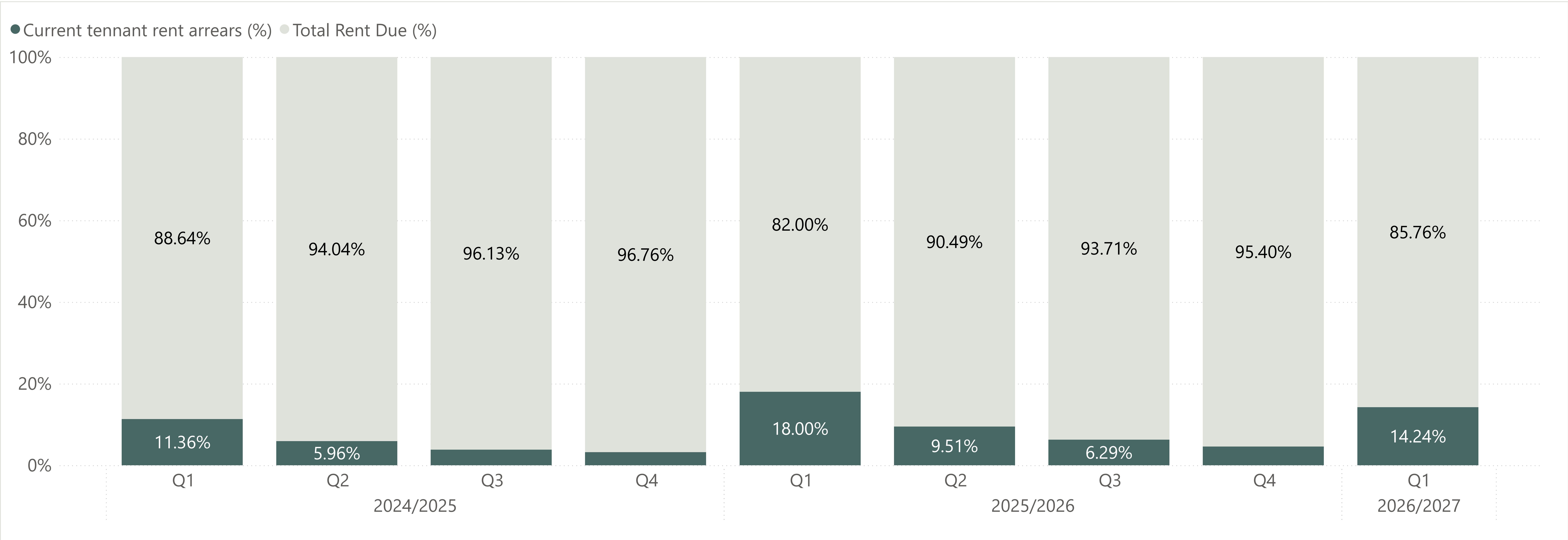
Favourability: Lower is better

Vs Target

N/A

Performance:: No Target Defined

Comments



Landlord Services

Visuals showing data - as at 30 June 2026

SH 28 - Former Tenant Arrears

Former Tenant Arrears

£1,692,761.41

Vs Last Financial Year: +£220,504.14 

Target

No Target Defined

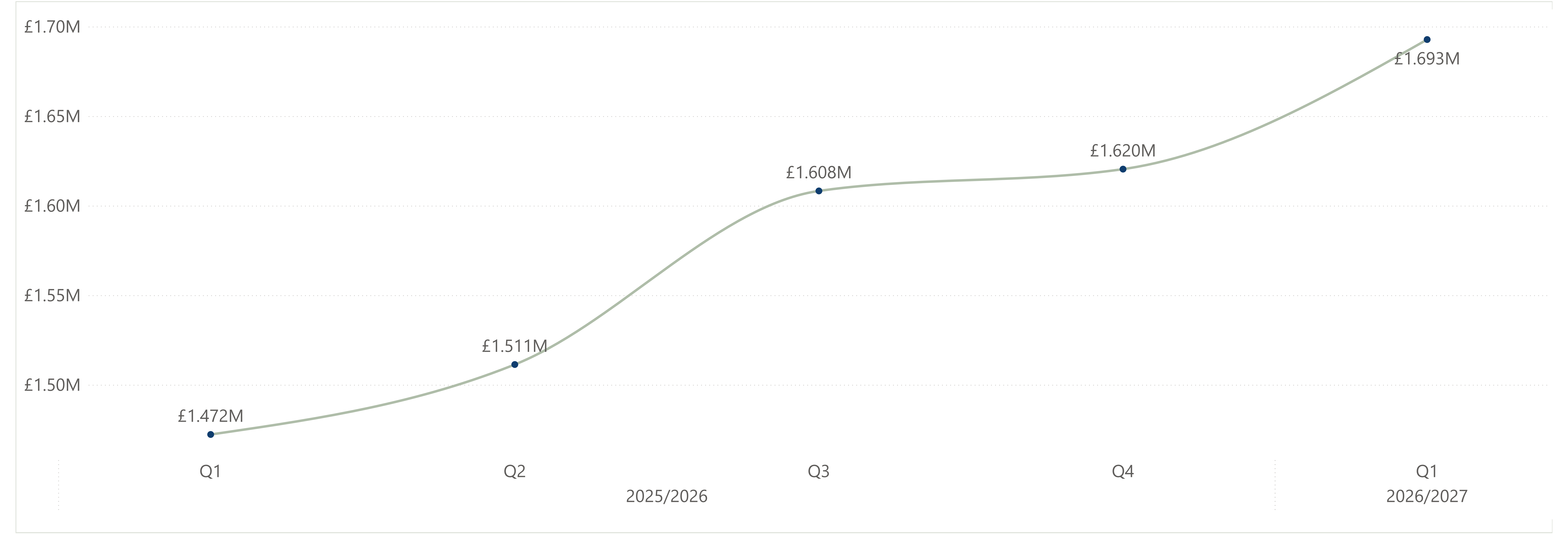
Favourability: N/A

Vs Target

N/A

Performance:: No Target Defined

Comments



Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

HS 03 - Homelessness - Total Number of Applications Made

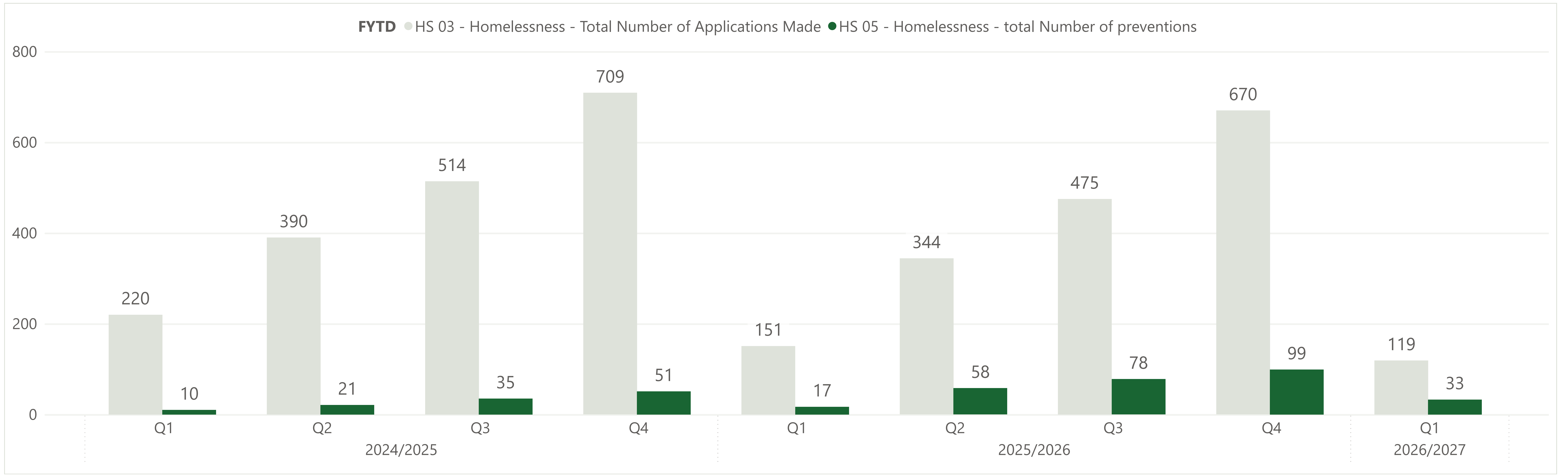
119

Vs Last Financial Year: -32
Target: No Target Defined
Favourability: N/A

HS 05 - Homelessness - total Number of preventions

33

Vs Last Financial Year: +16
Target: 80
Favourability: N/A



HS 06 - Choice Based Lettings No. on the Housing Waiting List

Number on the Housing Waiting List

3,195

Vs Last Financial Year: -1,137 

Target

No Target Defined

Favourability: Lower is better

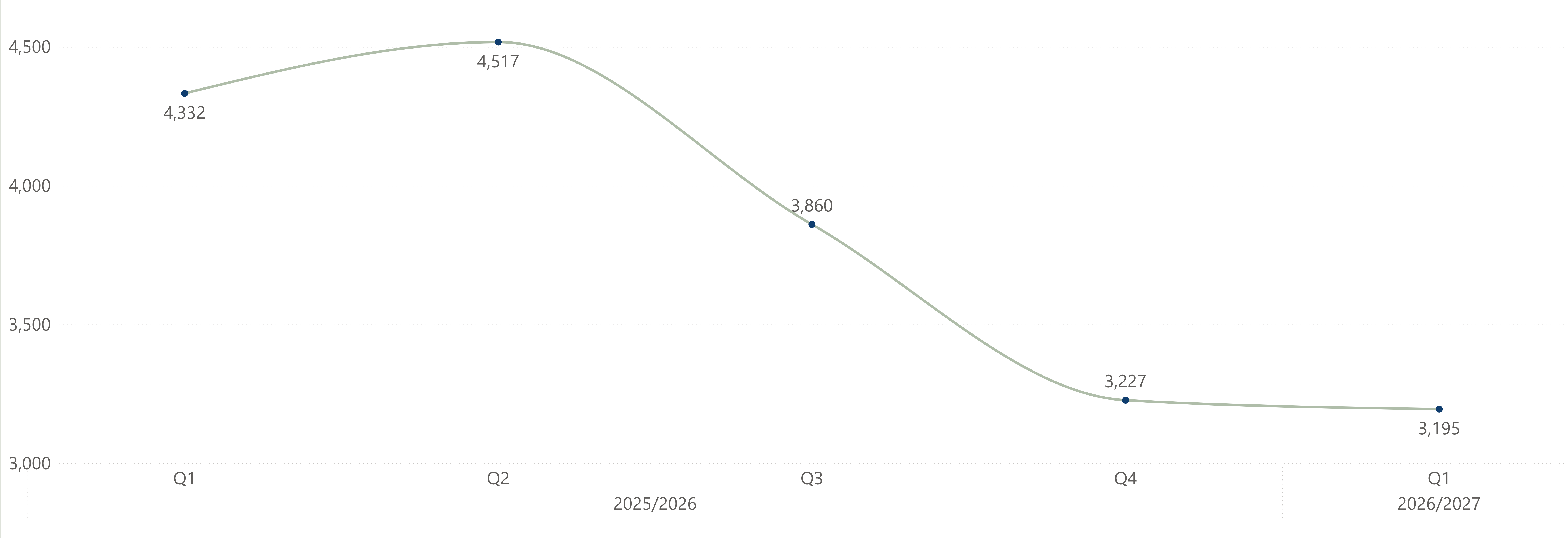
Vs Target

N/A

Performance:: No Target Defined

Comments

- Total
- By Category
- By Category & Bed need



Visuals showing data - as at 30 June 2026

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

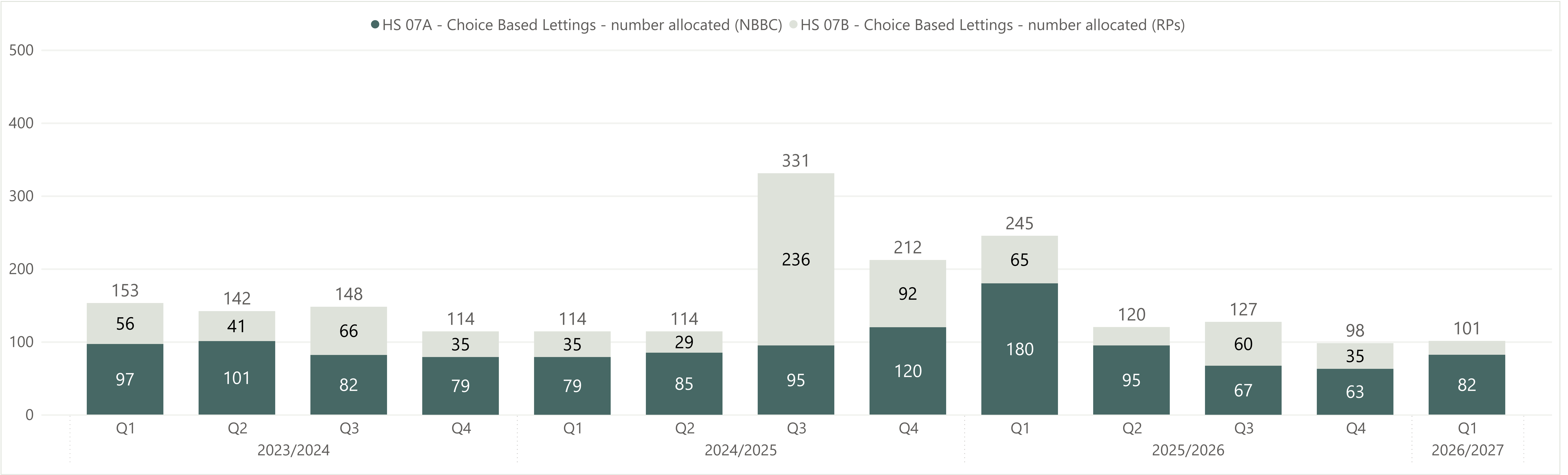
82

Vs Last Financial Year: -98
Target: No Target Defined
Favourability: N/A

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

19

Vs Last Financial Year: -46
Target: No Target Defined
Favourability: N/A



Private Sector Housing

PSHLS 01B - Number of Private Sector Hazard Removals

Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

Private Sector Hazard Removals

13

Vs Last Financial Year: -33 

Target

No Target Defined

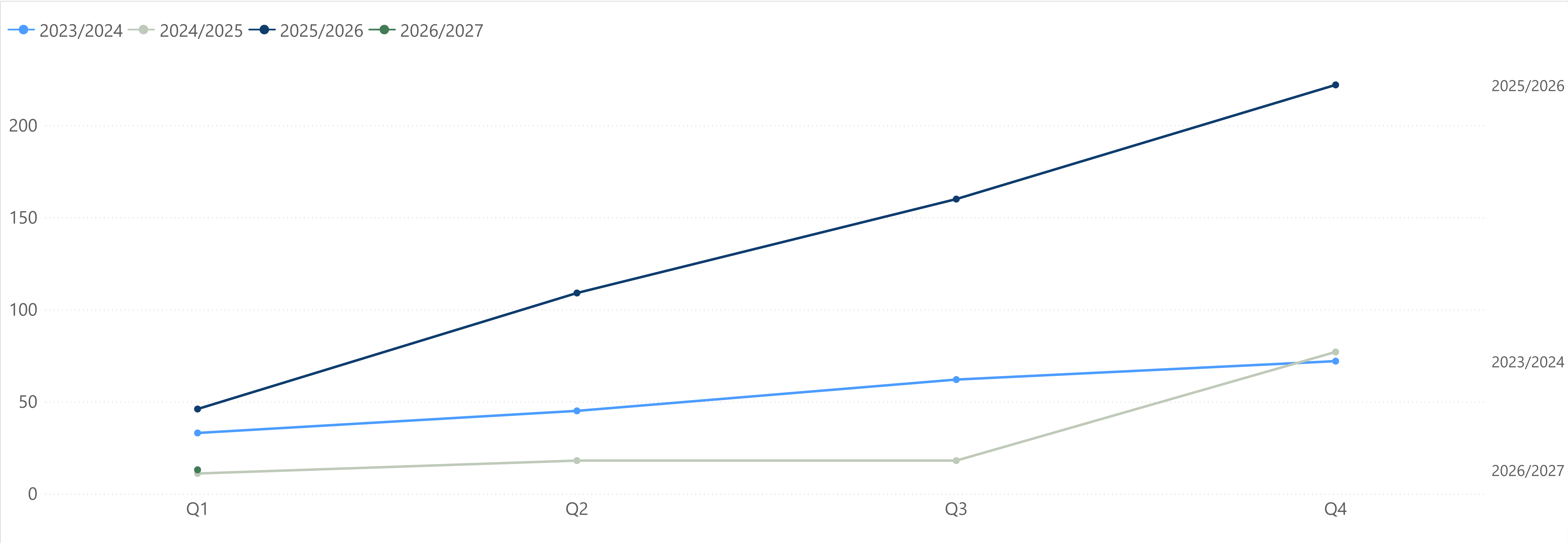
Favourability: N/A

Vs Target

N/A

Performance:: No Target Defined

Comments



Private Sector Housing

Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

PSHLS 02 - Number of HMOs licensed

Number of HMOs licensed

9

Vs Last Financial Year: +1 

Target

No Target Defined

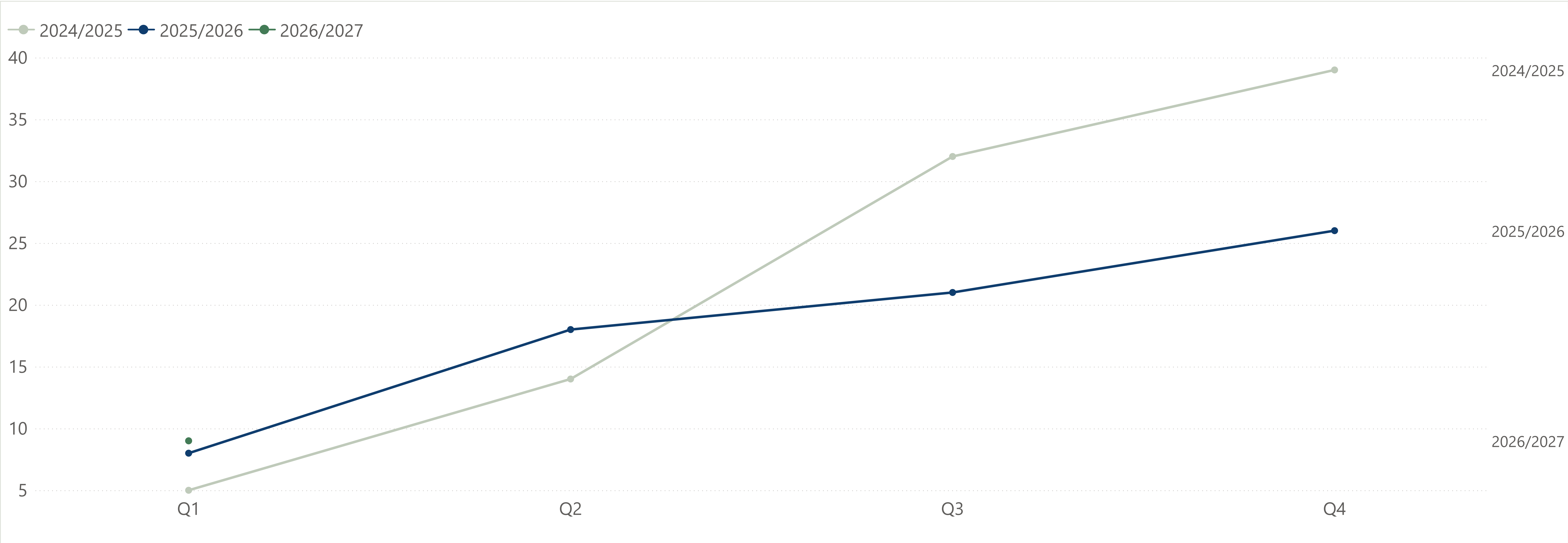
Favourability: N/A

Vs Target

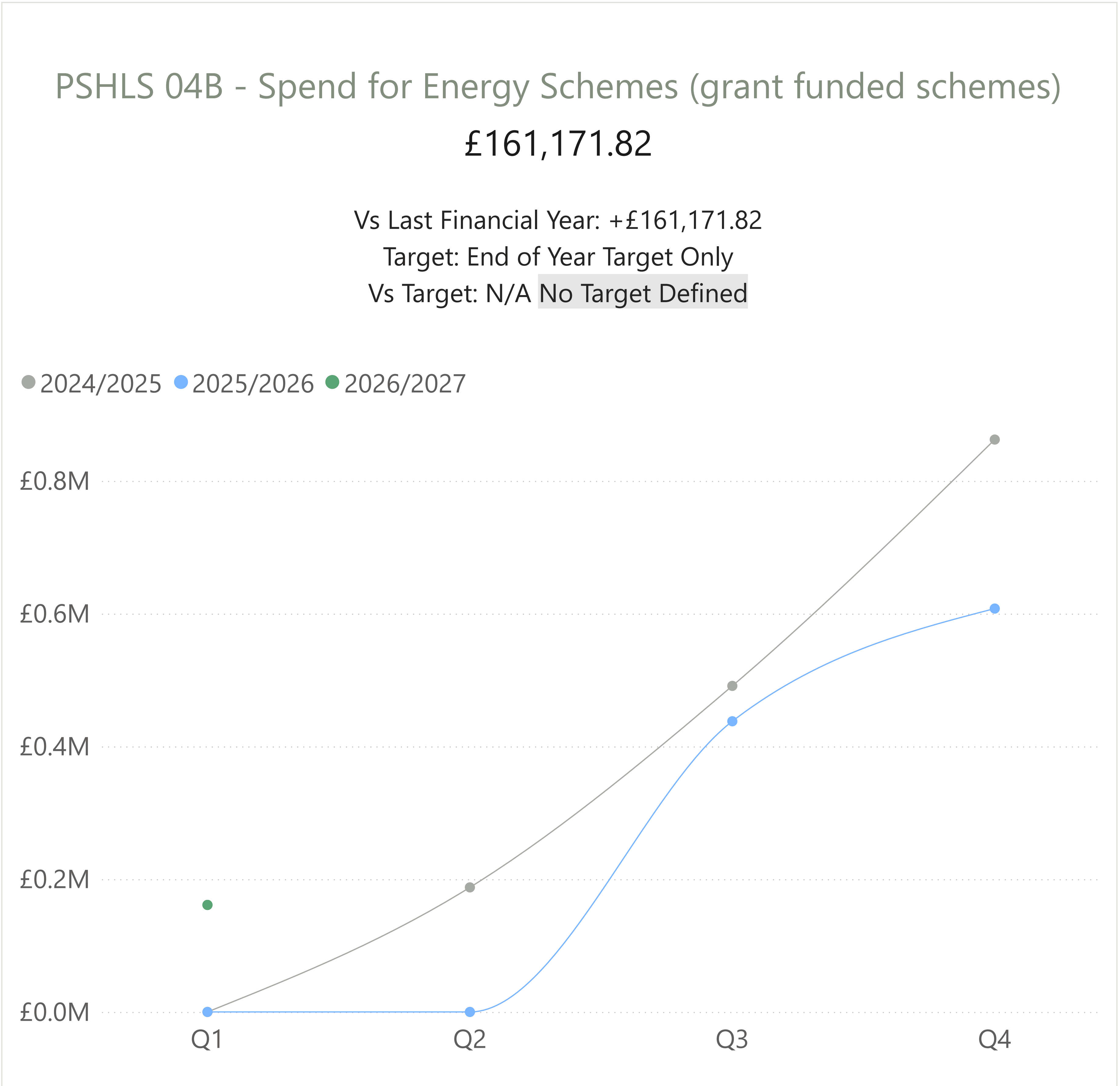
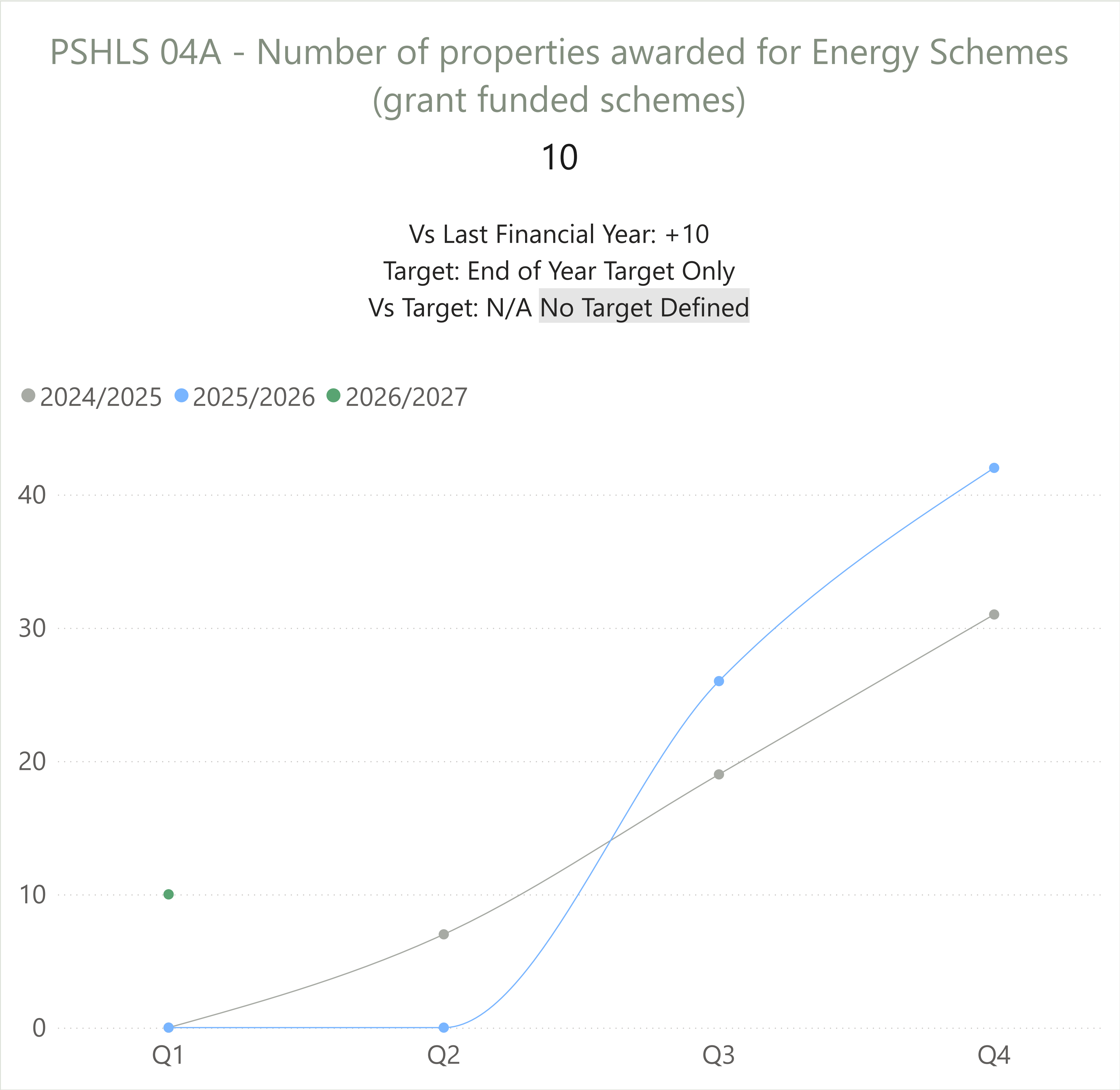
N/A

Performance:: No Target Defined

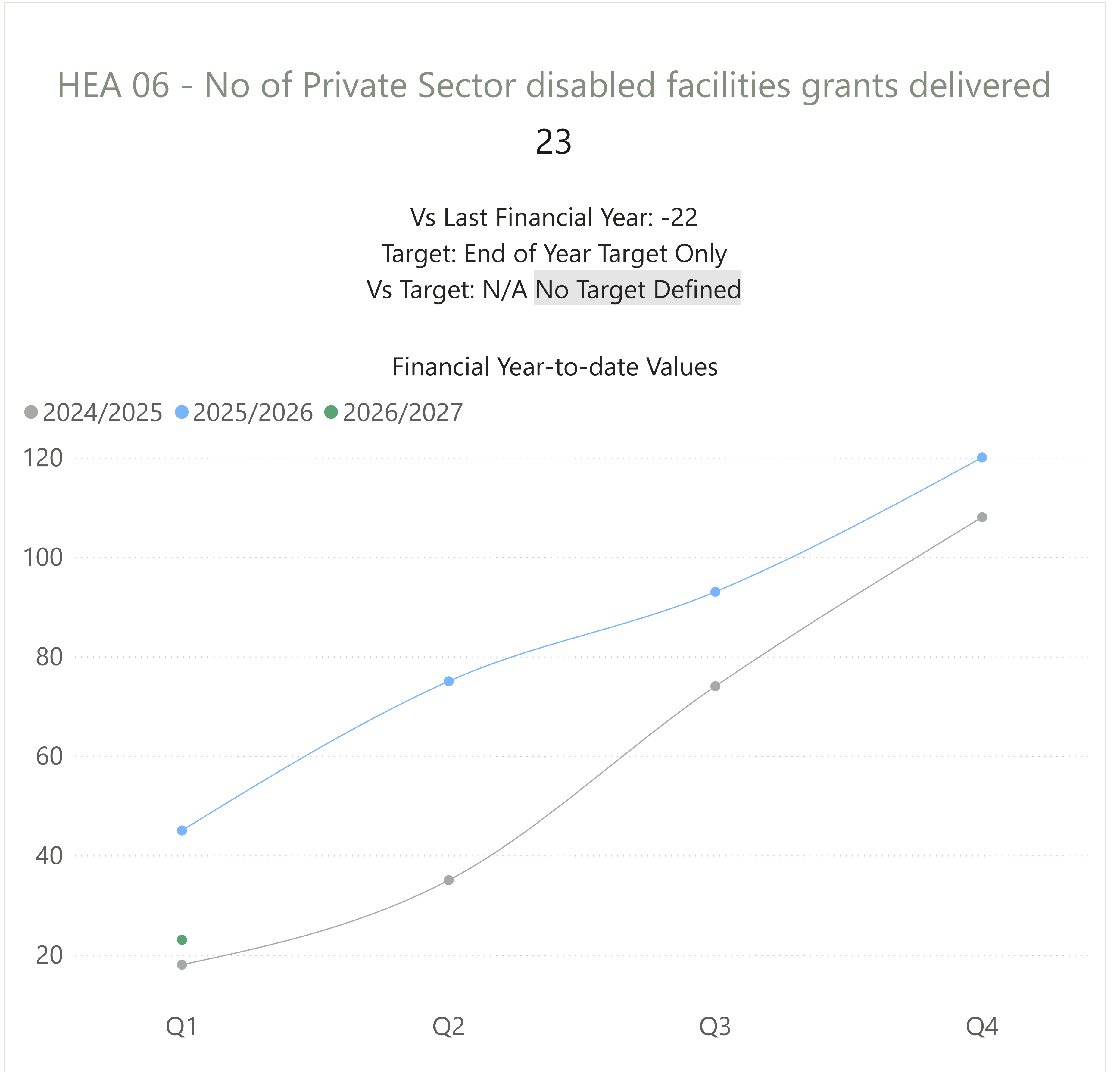
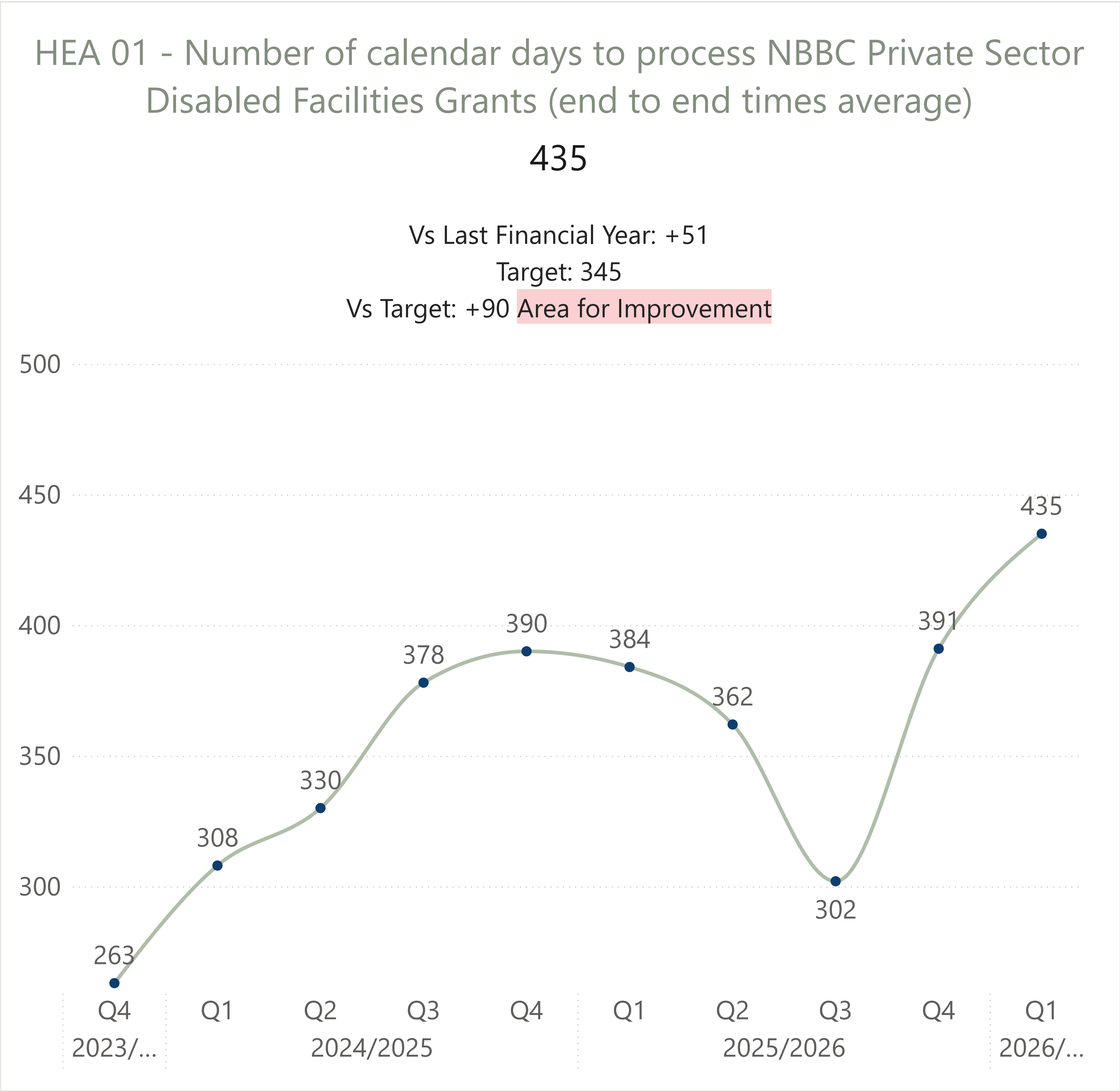
Comments



Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

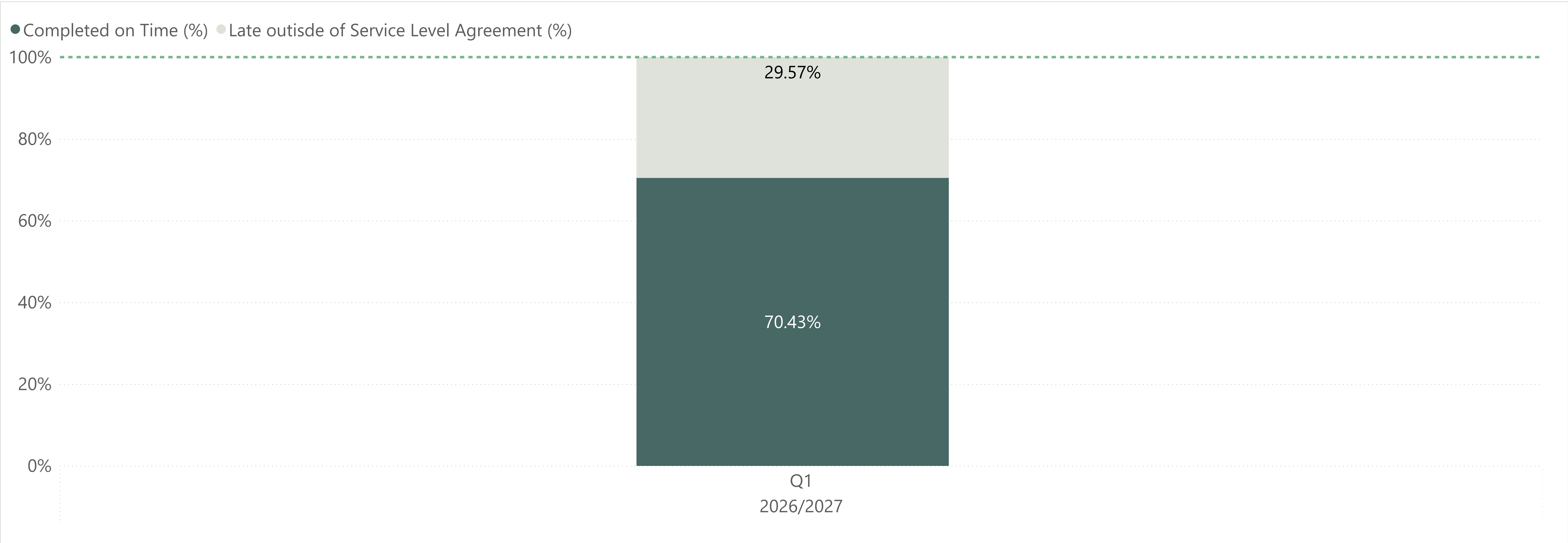


Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026



CSR 01 - Freedom of Information Requests (FOI) % compliance

Completed on Time (%)	Target	Vs Target	Comments
70.43%	100.00%	-29.57%	
Vs Last Financial Year: -5.43% 	Favourability: Higher is better	Performance:: Area for Improvement	



CSR 02 - Subject access requests (SAR) % compliance

Compliance (%)

66.67%

Vs Last Financial Year: +38.10% 

Target

100.00%

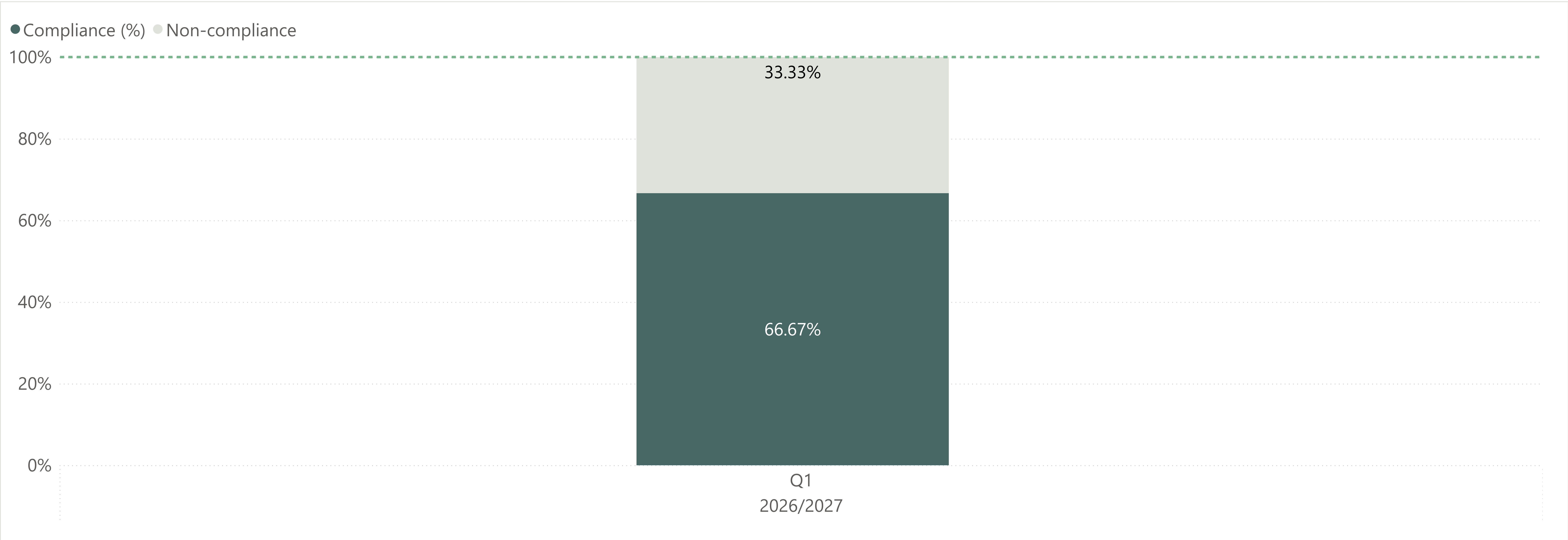
Favourability: Higher is better

Vs Target

-33.33%

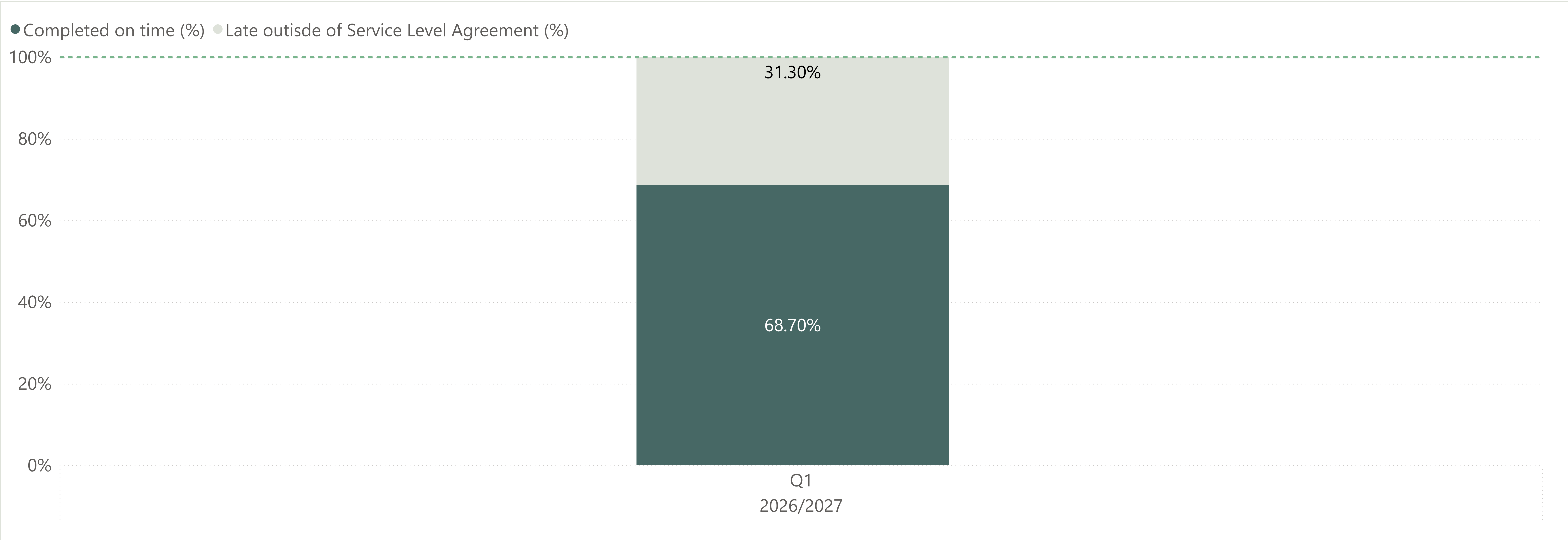
Performance:: Area for Improvement

Comments



CSR 03 - Member Enquiry forms completed on time %

Completed on time (%)	Target	Vs Target	Comments
68.70% Vs Last Financial Year: +15.70% 	100.00% Favourability: Higher is better	-31.30% Performance:: Area for Improvement	

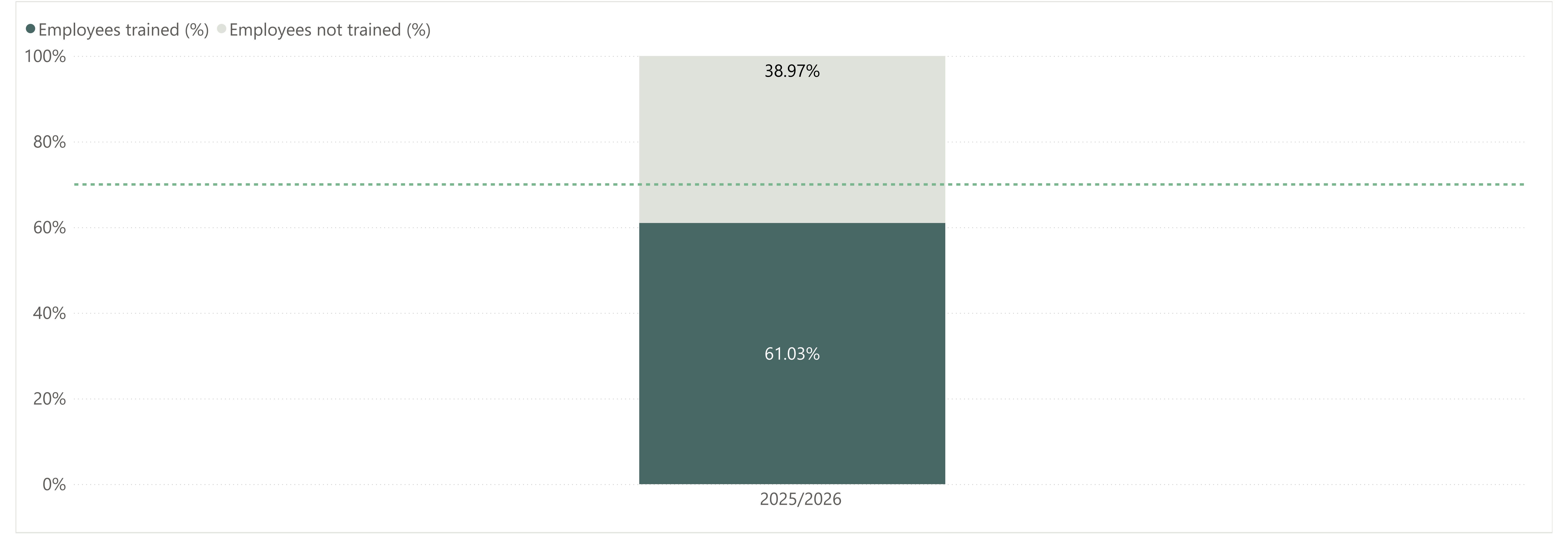


Equality

EQ 01 - Current training rate total in-house (%)

Visuals showing Financial Year to Date (FYTD) values - as at 30 June 2026

Training rate total in-house (%) 61.03% Vs Last Financial Year: -3.97% 	Target 70.00% Favourability: Higher is better	Vs Target -8.97% Performance:: Area for Improvement	Comments
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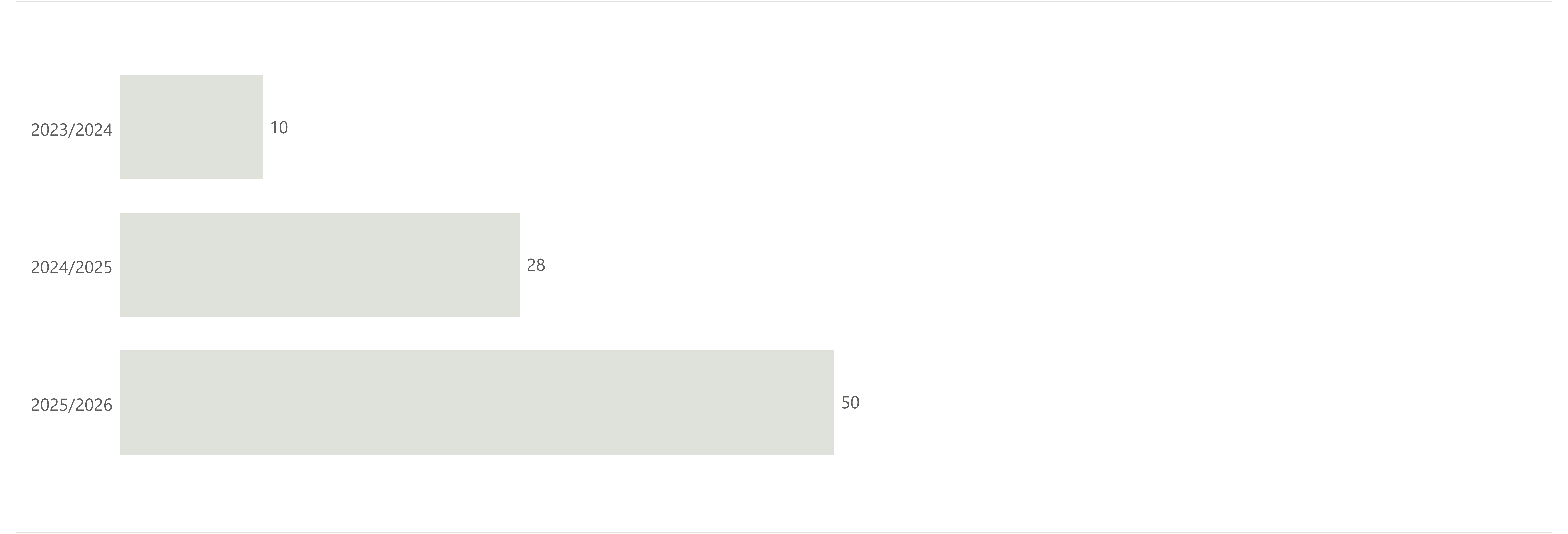


Equality

EQ 02 - Impact assessments

Visuals showing Financial Year to Date (FYTD) values - as at 30 June 2026

Impact Assessments	Target	Vs Target	Comments
50 Vs Last Financial Year: +22 	No Target Defined Favourability: N/A	N/A Performance:: No Target Defined	



Human Resources

HR 02 - Recruitment overall turnover %

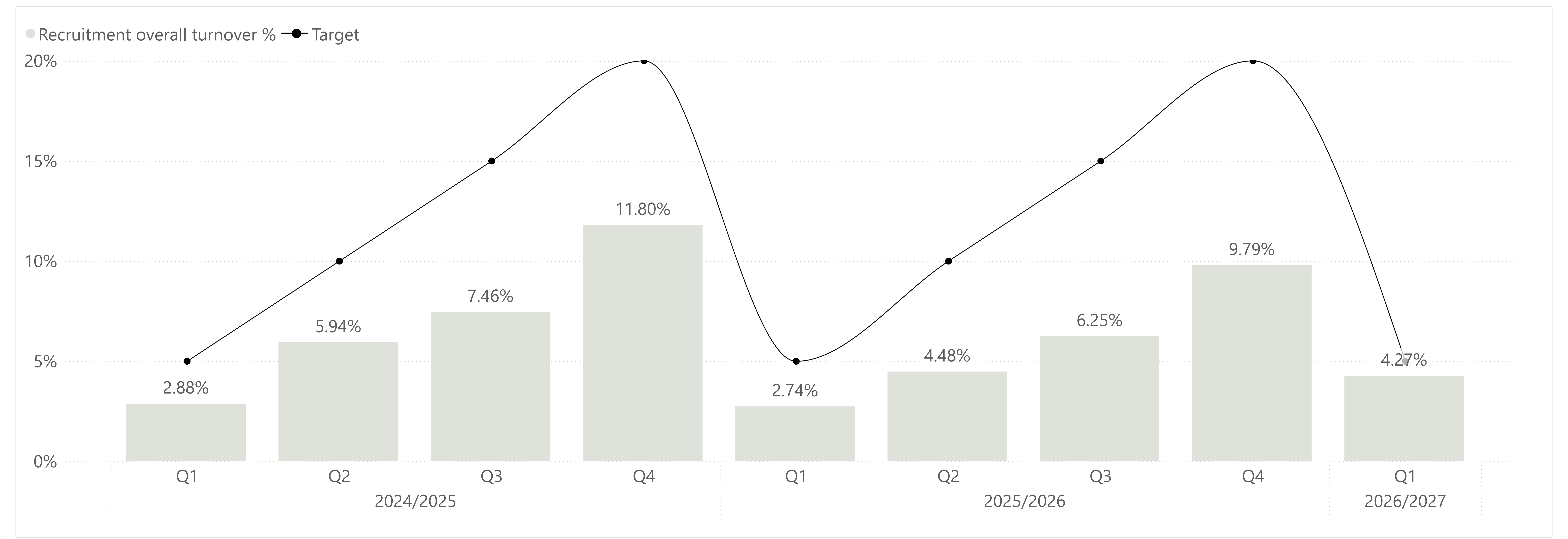
Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

Recruitment overall turnover %
4.27%
Vs Last Financial Year: +1.53% 

Target
5.00%
Favourability: Lower is better

Vs Target
-0.73%
Performance:: Performing Well

Comments



Human Resources

Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

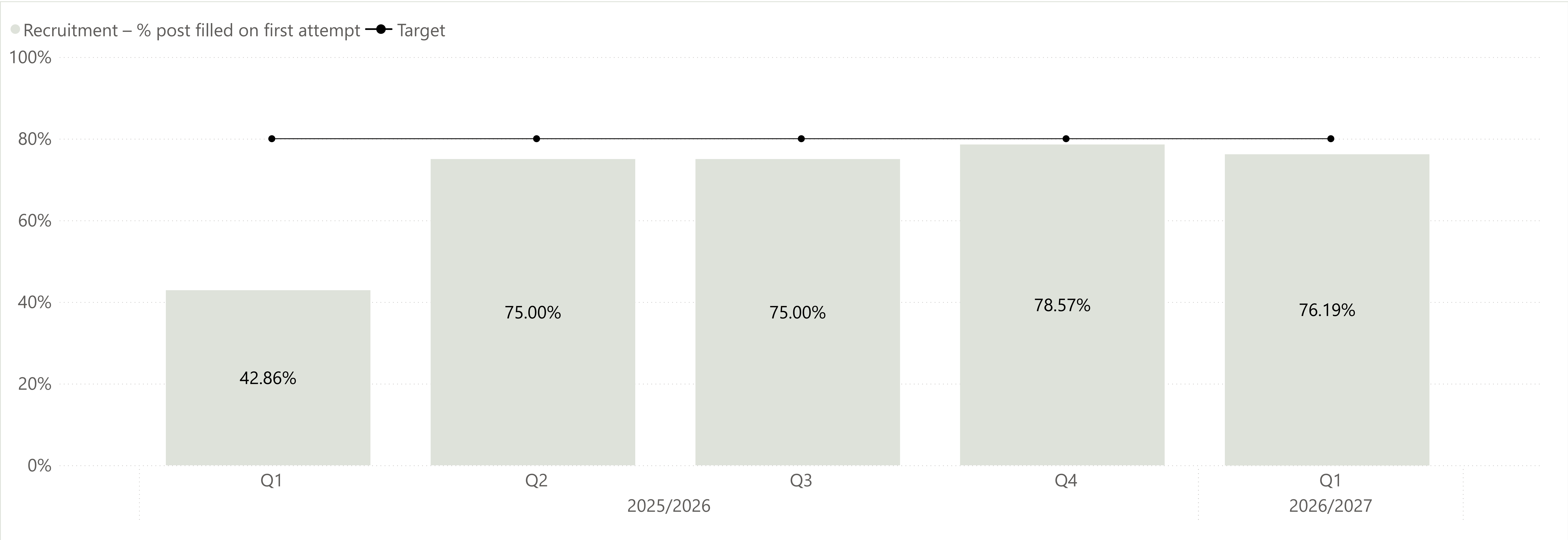
HR 07 - Recruitment – % post filled on first attempt

Post filled on first attempt (%)
76.19%
Vs Last Financial Year: +33.33% 

Target
80.00%
Favourability: Higher is better

Vs Target
-3.81%
Performance:: Area for Improvement

Comments
Not included adverts with a closing date after 01/07/2026 or where shortlisting not yet undertaken; roles advertised in...



HR 10 - % of staff spend that is Agency: % of agency spend versus actual salary budget Year-To-Date (YTD) as a total

Visuals showing Financial Year to Date (FYTD) values - as at 30 June 2026

% of staff spend that is Agency

5.51%

Vs Last Financial Year: -0.90% 

Target

10.00%

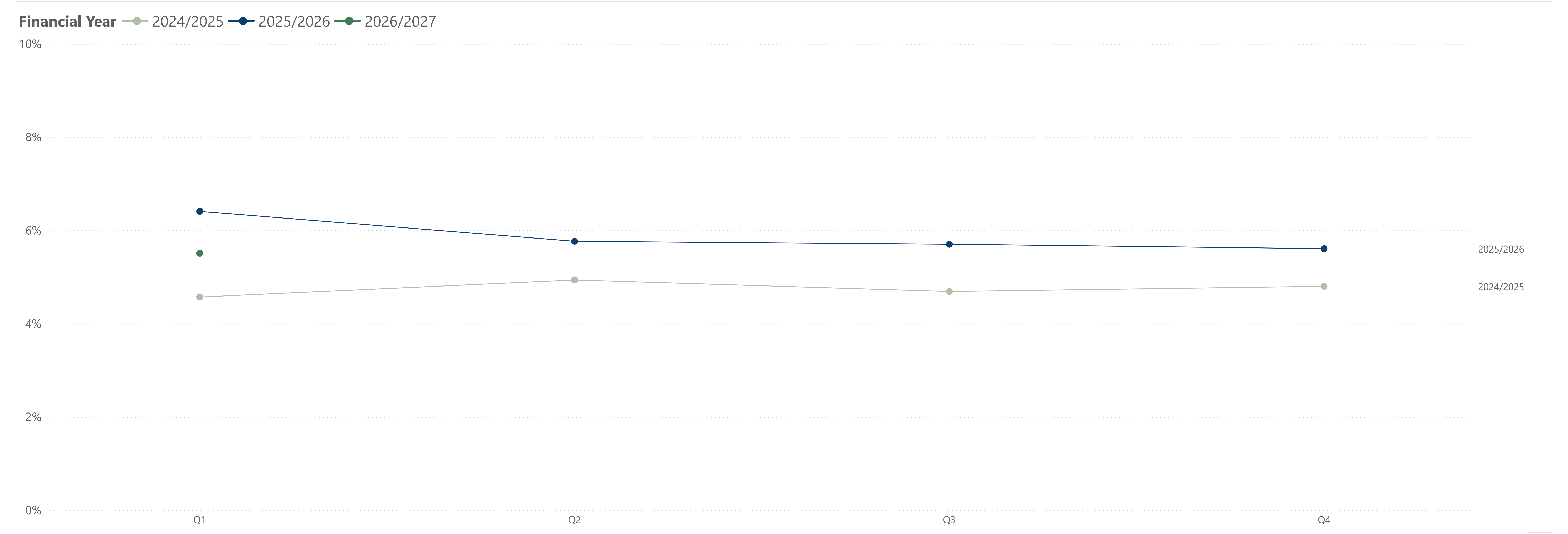
Favourability: Lower is better

Vs Target

-4.49%

Performance:: Performing Well

Comments





Select KPI:

All

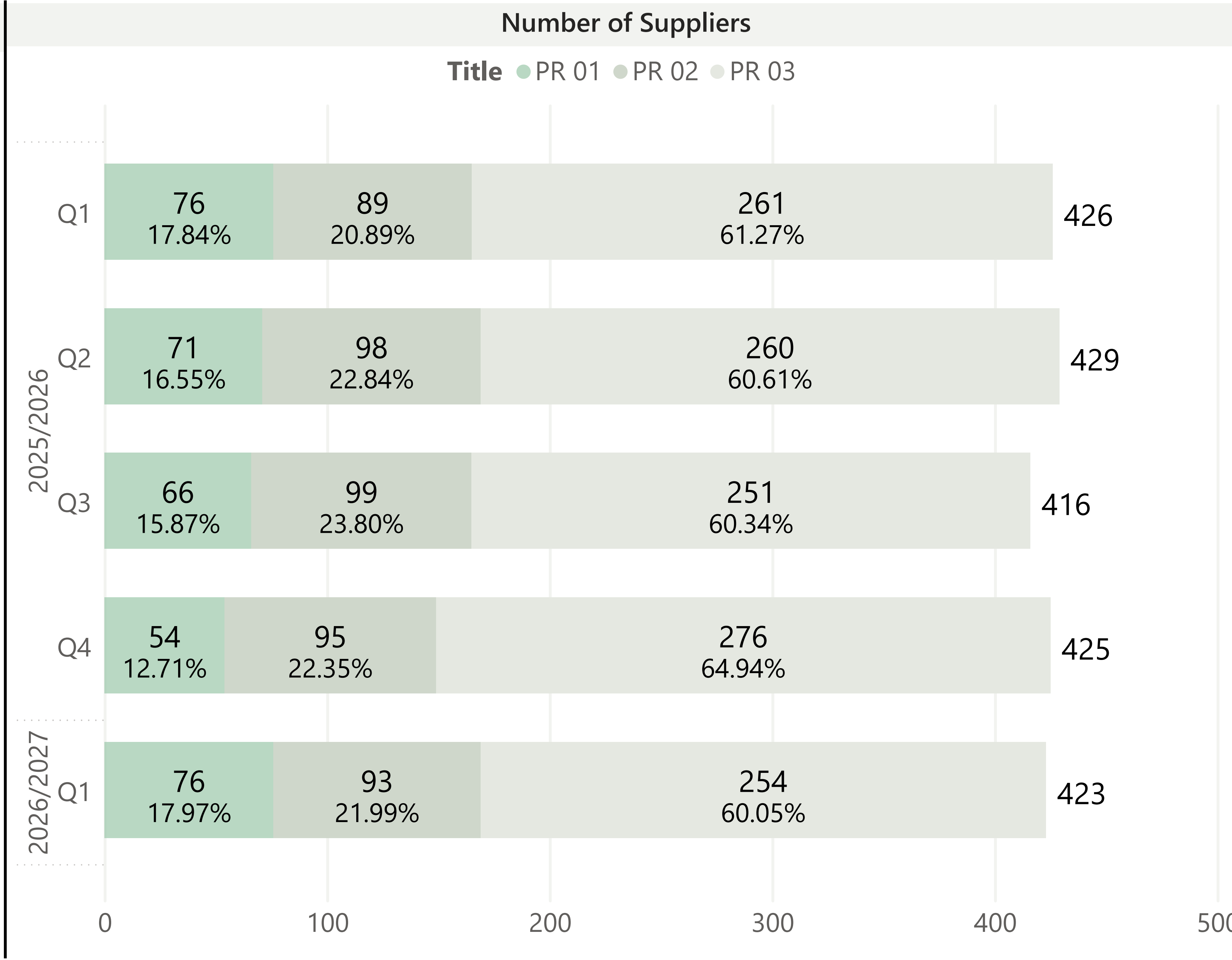


Navigate to Page



Visuals showing Financial Year to Date (FYTD) values - as at 30 June 2026

PR 01	PR 02	PR 03
Spend with local suppliers (N&B %)	Spend with local suppliers (W&WM %)	Spend with local suppliers (UK & International %)
17.01%	33.34%	49.65%
Target: No Target Defined	Target: No Target Defined	Target: No Target Defined
Vs Last Financial Year: +6.35%	Vs Last Financial Year: +12.18%	Vs Last Financial Year: -18.53%





Select KPI:

All

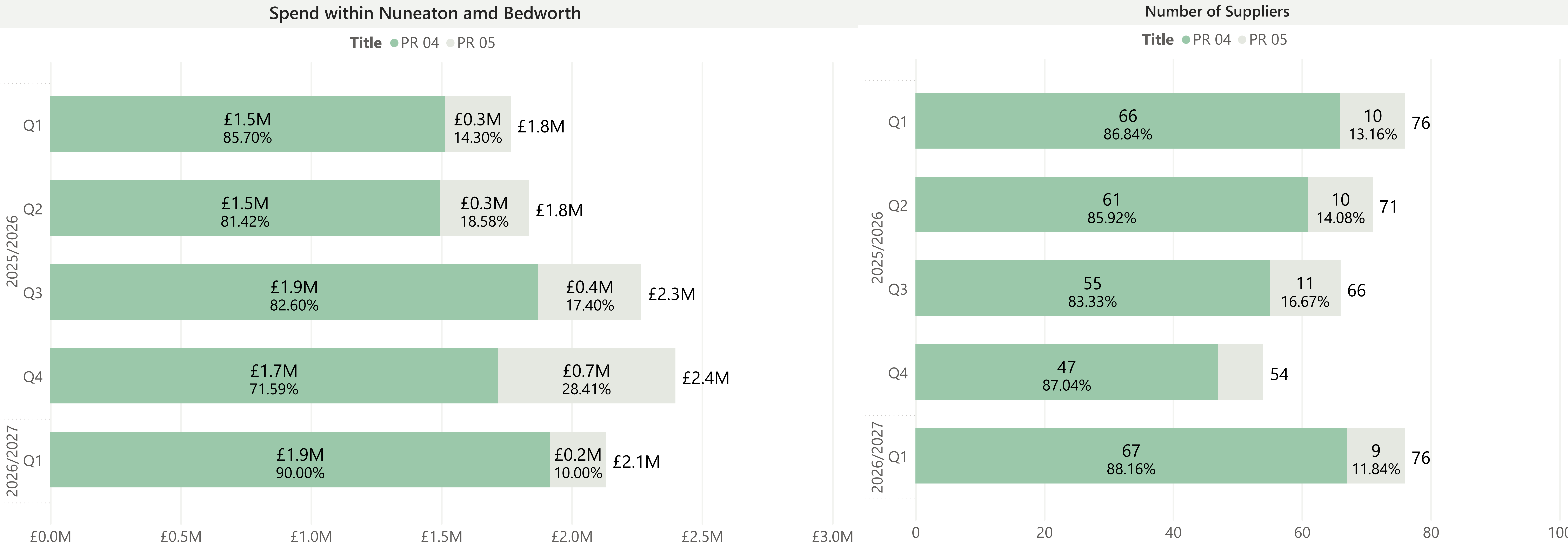


Navigate to Page



Visuals showing Financial Year to Date (FYTD) values - as at 30 June 2026

PR 04	PR 05
Spend within Nuneaton and Bedworth (% based on value of spend by SME)	Spend within Nuneaton and Bedworth (% based on value of spend with “large” companies)
90.00% Target: No Target Defined Vs Last Financial Year: +4.30%	10.00% Target: No Target Defined Vs Last Financial Year: -4.30%



Rev & Bens

Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

CFLPI 09 - Collection of Council Tax

Collected (%)

27.96%

Vs Last Financial Year: +0.16% 

Target

28.00%

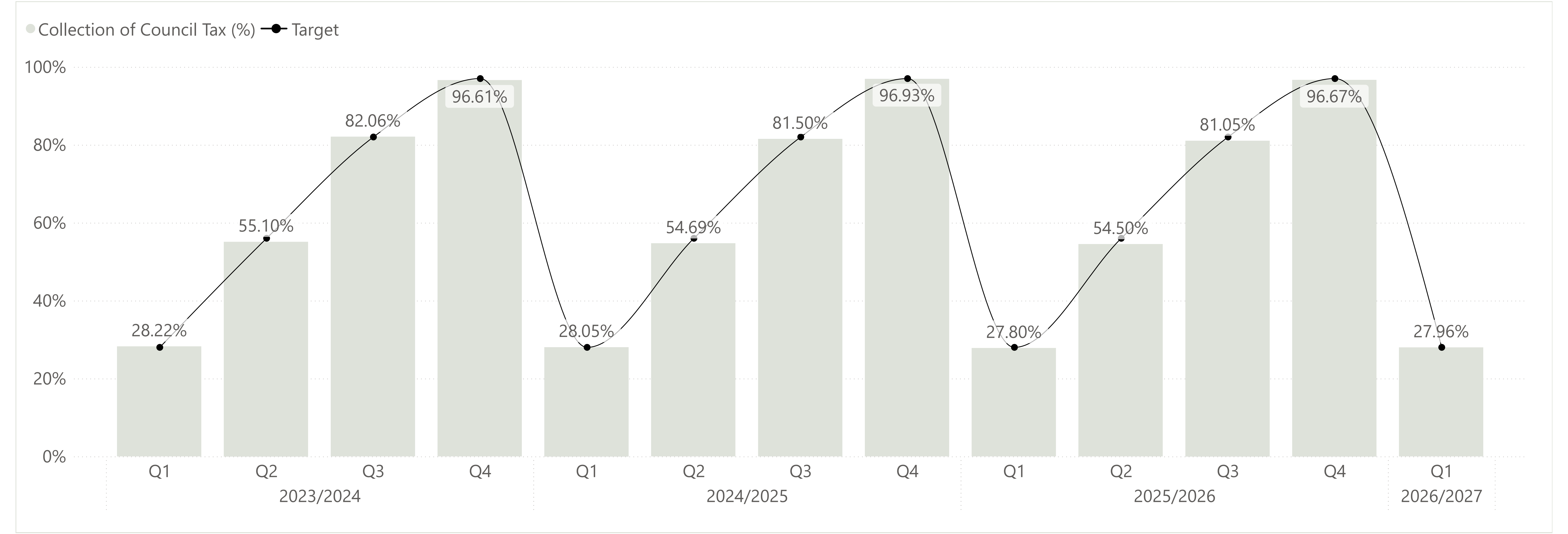
Favourability: Higher is better

Vs Target

-0.04%

Performance:: Area for Improvement

Comments



Rev & Bens

Visuals showing Financial Year to Date (FYTD)
values - as at 30 June 2026

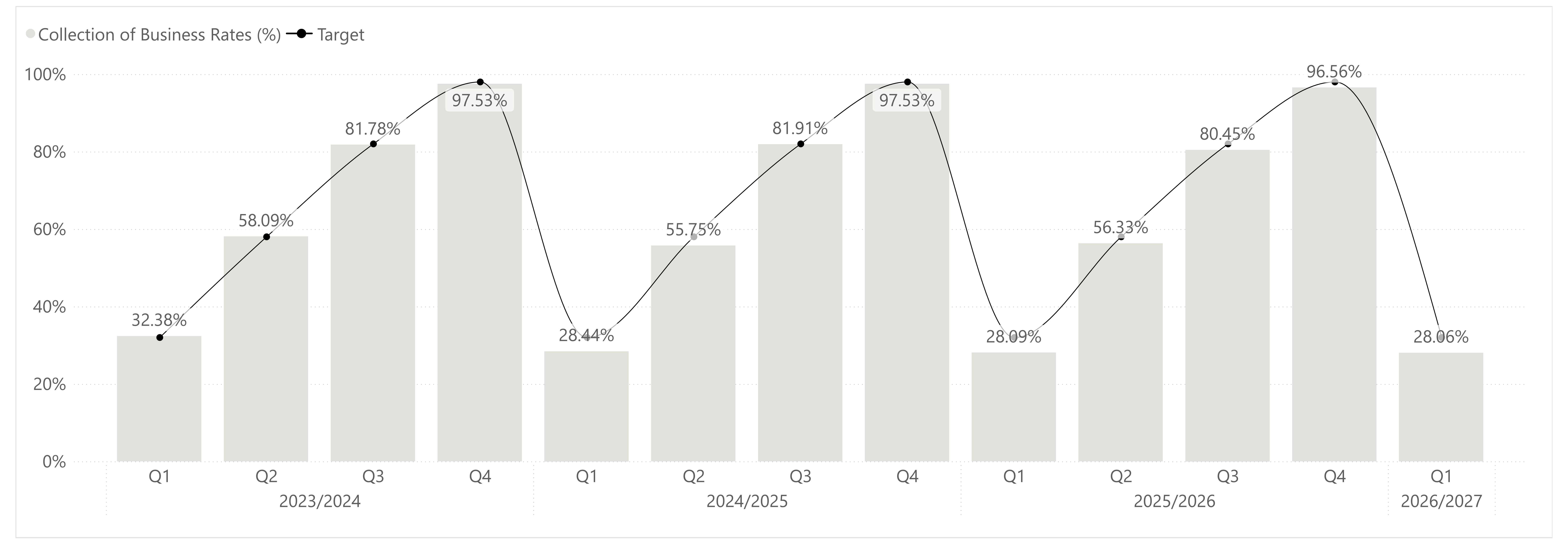
CFLPI 10 - Collection of Business Rates

Collected (%)
28.06%
Vs Last Financial Year: -0.03% 

Target
32.00%
Favourability: Higher is better

Vs Target
-3.94%
Performance:: Area for Improvement

Comments



Visuals showing Financial Year to Date (FYTD) values - as at 30 June 2026

CFLPI 13 - Average Days to Process New Housing Benefit Claims (Financial YTD)

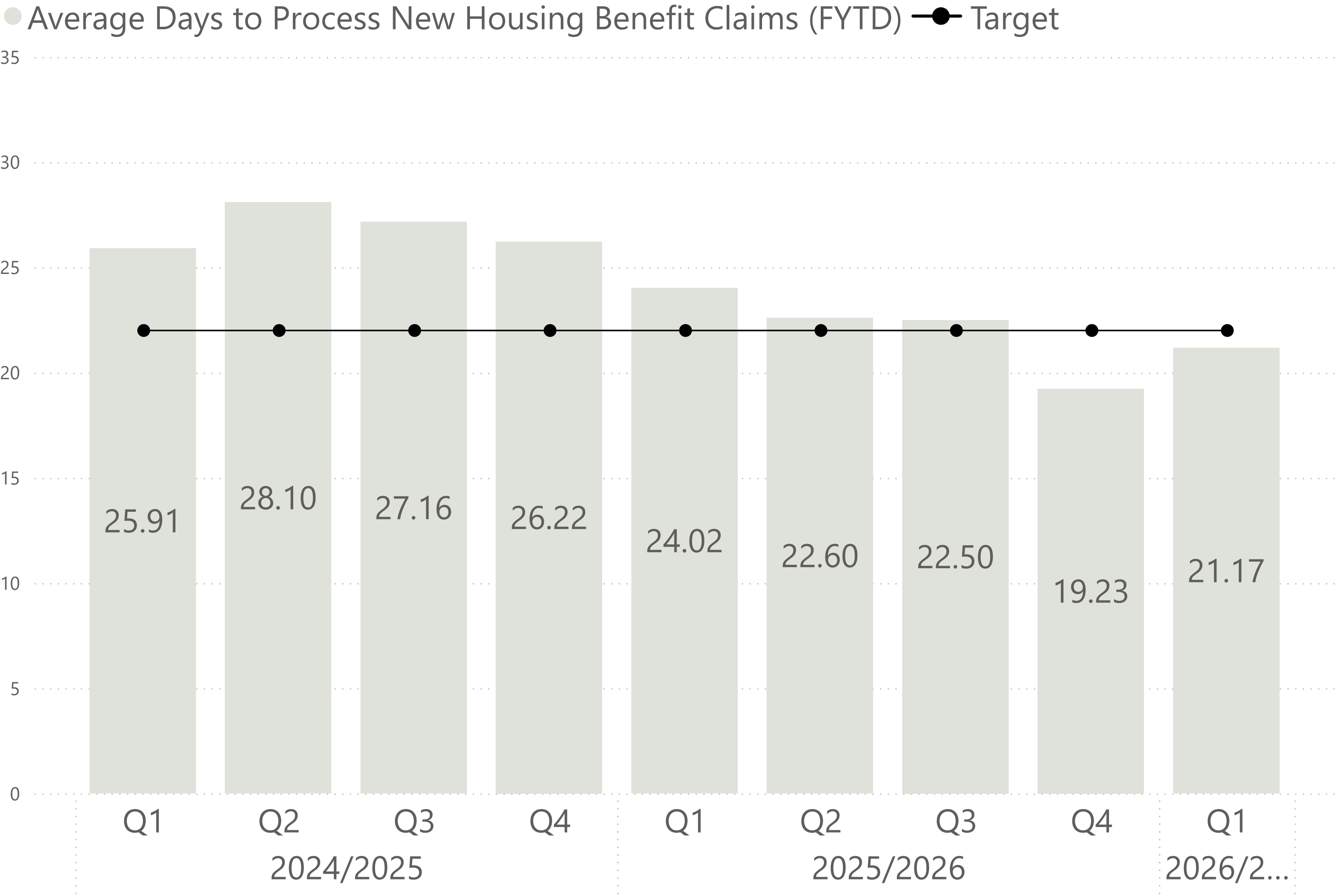
21.17

Vs Last Financial Year: -2.85 

Target: 22.00

Vs Target: -0.83 Performing Well

No. of New Claims decided: 258



CFLPI 14 - Average Days to Process Changes of Circumstances Housing Benefit (Financial YTD)

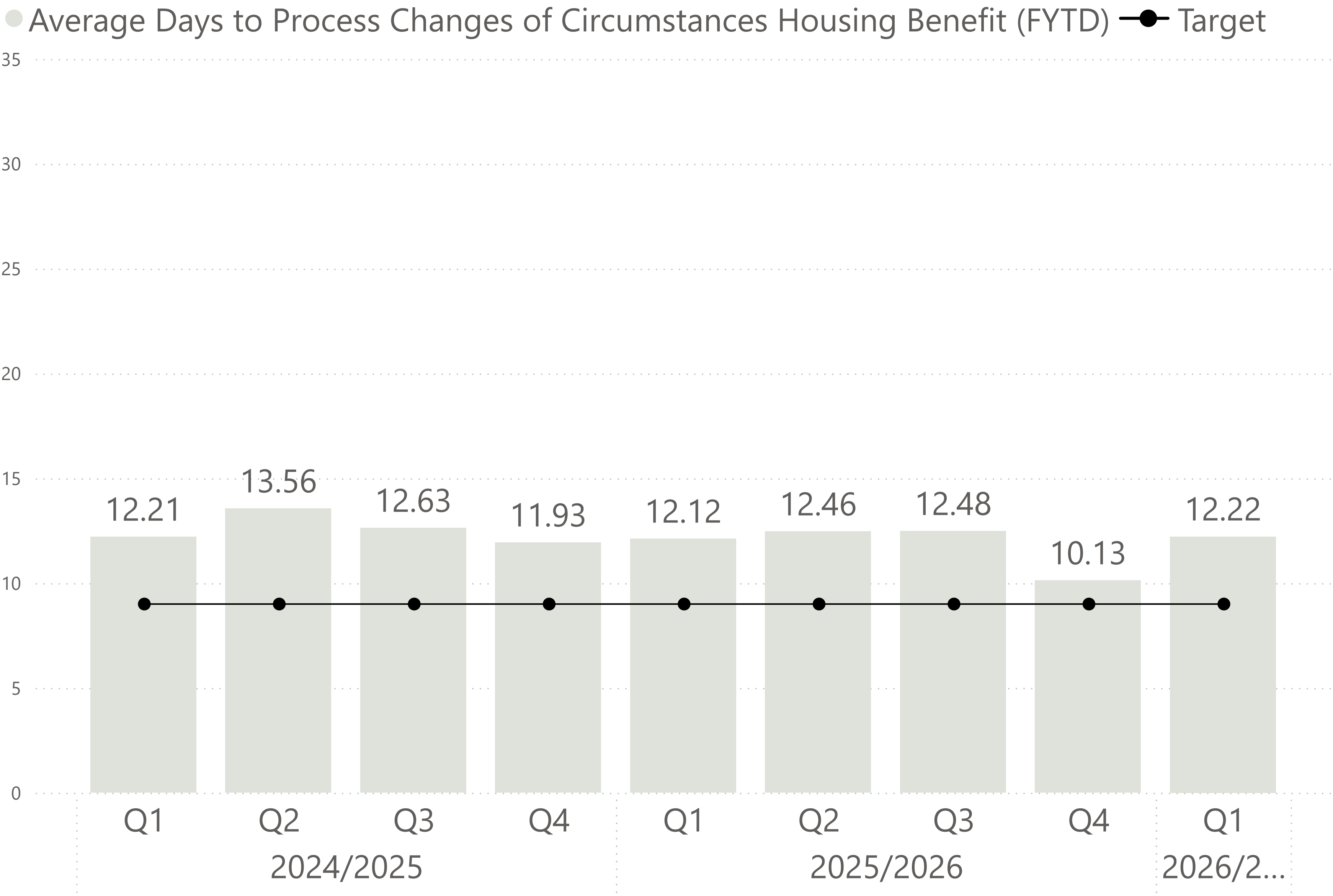
12.22

Vs Last Financial Year: +0.10 

Target: 9.00

Vs Target: +3.22 Area for Improvement

N0. of Change Events processed: 1,379



Visuals showing Financial Year to Date (FYTD) values - as at 30 June 2026

CFLPI 15 - Average Days to Process New Council Tax Support Claims (Financial YTD)

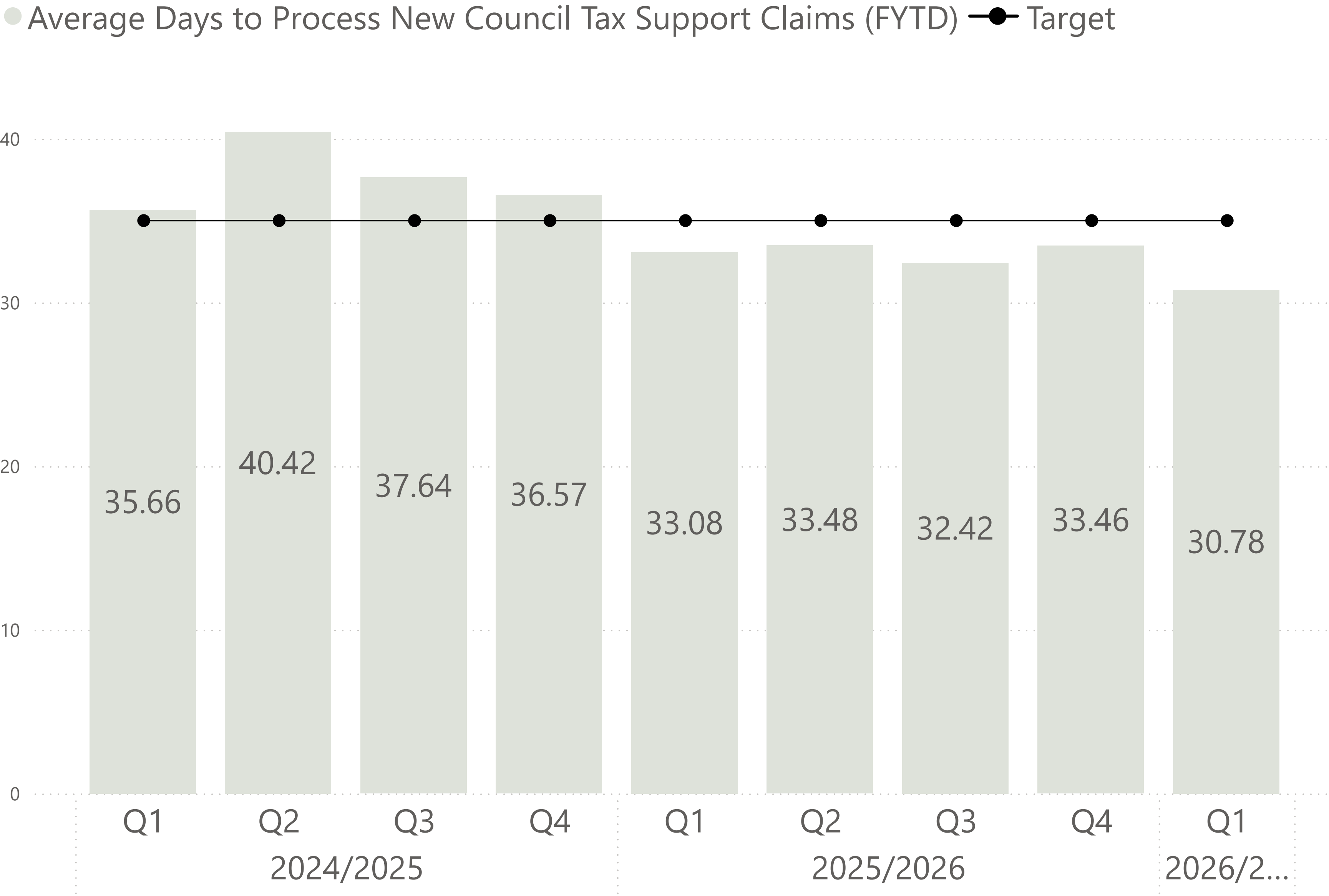
30.78

Vs Last Financial Year: -2.30 

Target: 35.00

Vs Target: -4.22 Performing Well

No. of New Claims decided: 815



CFLPI 16 - Average Days to Process Changes of Circumstances Council Tax Support (Financial YTD)

6.87

Vs Last Financial Year: -1.08 

Target: 15.00

Vs Target: -8.13 Performing Well

N0. of Change Events processed: 14,522

