Corporate Data Dashboard Q2 2025/26

Measure	Annual trend							2024/25				2025/26					Notes
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	In year Trend	
Homes and Communities																	
Housing and Homelessness																	
Number of homelessness approaches				3,548	4,302	Lower		1,090	1,080	1,034	1,098	1,043	**1,136**				
Number of Rough Sleepers - snapshot of those observed on a single night	42	97	90	121	131	Lower		121	111	109	131	126	117.00				
Number of rough sleepers moved off the street into accommodation or reconnected to home area	458	399	443	417	291	Higher		57	60	79	95	18	**56**				
Number of households living in temporary accommodation	494	540	569	808	1,014	Lower		845	968	961	1,014	952	**1,188**				
Number of households with children living in temporary accommodation				468	551	Lower		468	536	540	551	549	**567**				
Number of family households in B&Bs for over 6 weeks **NEW**						Lower						**0**	**4**				
Number of households on the housing register (waiting list)	7,062	7,017	7,423	7,653	8,380	Lower		8,000	8,152	8,193	8,370	8,397	**8,544**				
Number of social housing lets					676	Higher		205	141	170	160	164	**157**				
Number of overcrowded households rehoused			196	251	331	Higher		101	76	88	66	63	**67**				
% of rent collected for all council tenants	98.1%	97.9%	97.4%	97.7%	99.0%	Higher		97.7%	99.1%	99.0%	99.7%	99.9%	**100.7%**				A targeted campaign is in place to drive reductions throughout the year. This programme involves a thorough review of arrears cases, contact strategies, and regular follow-ups to support residents in managing and resolving their arrears.
Total rent owed by tenants (£m)	10.39	12.34	15.29	17.41	16.93	Lower		18.07	17.98	17.92	16.9	16.76	**16.10**				Arrears have continued to reduce compared to the same period in the previous financial year.
Total service charge arrears (£m) owed by leaseholders **NEW**						Lower						10.585	**5.274**				
Total major works arrears (£m) owed by leaseholders **NEW**						Lower						9.789	**8.117**				
Number of HMO properties licenced	435	650	535	764	898	Higher		193	195	297	213	273	**251**				Numbers licensed will vary on a quarterly, monthly basis. The overall trend is upwards, with an ongoing review to increase numbers moving forward.

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Homes and Communities																	
Property Management																	
Total number of customer repair requests **NEW**						N/A		24,214	19,361	33,765	36,436	55,932	**57,949**				Volumes remain steady with improvements to MadeTech helping to embed channel shift. This online tool may eventually become preferable to Whats App
% of repair orders raised online			71%	86%	85%	N/A		84%	83%	87%	87%	86%	**87%**				The Council has put in place a range of measures such as Whats App, SMS and a new MadeTech online portal to raise and manage repairs, these have been very successful and means that those who need support or have an emergency can always get through quickly on the phone. MadeTech now allows residents to book appointments and modify them.
Number of day to day repairs awating completion	New indicator	4,330	6,527	5334	4435	Lower		4,192	4,571	4,477	4,501	5,569	**5,061**				The Council is focussed on reducing the level of 'work in progress' making sure older orders are addressed. The Council receives approximately 56,000 building repair orders each year so a WIP figure of between 4,500 and 5,500 is expected.
RP02a Proportion of emergency responsive repairs completed within target **NEW**				84.6%		Higher						83%	**74.2%**				This are regulatory Tenant Satisfaction Measures (TSMs), figures are fluctuating as we embed ROCC processes which monitors in house repairs in real time
RP02b Proportion of non-emergency responsive repairs completed within target **NEW**				77.7%		Higher						92%	**76.1%**				
Customer satisfaction with Right First Time (RFT) repairs	91%	85%	85%	86%	85%	Higher		89%	87%	83%	81%	86%	**86%**				Satisfaction with completed repairs has remained steady at over 80% in recent years. It is noted that prior to Covid the Council was consistently scoring above 90%. The key difference is waiting times due to resources and that is the driver in reduced satisfaction levels.
Customer satisfaction with Mechanical & Electrical (M&E) repairs	87%	77%	80%	80%	81%	Higher		84%	84%	76%	81%	82%	**82%**				
Number of live Disrepair cases	New indicator	406	565	494	434	Lower		516	412	420	383	342	**413**				The Council is fully focused on proactively addressing disrepair claims. They are fairly consistent in volume, but the team is proactive in addressing them, aiming to resolve repairs at an early stage and reduce the risk of legal procedings.
Number of households waiting for major adaptations works to start **NEW**												308	**292**				There is a considerable backlog for adaptations due to the funding constraints on the Council (we cannot use Disabled Facilities Grants on Council homes) and the increasing demands upon the service. Work is being undertaken to look at the factors behind the level of demand and the strategic work that can be undertaken to address it. In the meantime we have allocated additional HRA capital resources to help address the work outstanding.
Number of active voids **NEW**				811	951							414	**421**				The management of void properties is a high priority and the number of active voids is closely monitored.
Average key-to-key re-let times in days for routine voids						Lower		206	169	170		162	**156**				Full key to key times are reducing due to focused work by the repairs and lettings teams to close out the more complex voids and process new voids as quickly as possible.
Average time that voids are in the repair stage **NEW**												50	**51**				Additional contractor resources are available to help progress routine works more quickly.
HRA Property Management capital expenditure (£m) (cumulative)								27.7	83.7	99.6	146.8	22.2	**47.3**				Delays are still being encountered on a range of schemes due to the new "Gateway 2" processes for tall buildings.