

Corporate Data Dashboard Q4 2025/26														
Measure	Measure Format	Good Performance	2025/26						5 Year Trend	2025/26				Notes
			2021/22	2022/23	2023/24	2024/25	2025/26	Q1		Q2	Q3	Q4	In year Trend	
<b>Homes and Communities</b>														
<b>Housing and Homelessness</b>														
Number of homelessness approaches	Number	Lower			3,548	4,302	4,469		1,043	1,136	1,161	<b>1,129</b>		Continuing a year-on-year increase in homelessness approaches.
Number of Rough Sleepers - snapshot of those observed on a single night	Number	Lower	97	90	121	109	<b>107</b>		126	117	119	<b>96</b>		The March 2026 single-night figure should be treated with caution due to data inconsistencies. Work is ongoing with the outreach team to resolve these discrepancies. The new outreach service delivered by Single Homeless Project commenced on 1 April 2026 and is expected to improve data accuracy going forward.
Number of rough sleepers moved off the street into accommodation or reconnected to home area	Number	Higher	399	443	417	291	<b>339</b>		17	56	113	<b>99</b>		March saw 12 moves into accommodation and 13 reconnections, which were predominantly people rough sleeping in an encampment.
Number of households living in temporary accommodation	Number	Lower	540	569	808	1,014	<b>1,331</b>		952	1,188	1,372	<b>1,393</b>		Challenges in securing accommodation and the high number of applications received at the relief stage, when people are already homeless, continue to impact performance against this indicator. Despite this, performance has remained consistently between 40–50% over the past year, meaning homelessness is prevented in almost half of cases identified early enough.
Number of households with children living in temporary accommodation	Number	Lower			468	551	<b>690</b>		549	567	676	<b>690</b>		The council has a statutory duty to provide temporary accommodation to homeless households with dependent children.
Number of family households in B&Bs for over 6 weeks	Number	Lower					<b>1</b>		0	4	1	<b>1</b>		Monitoring controls are in place within the business to identify breaches, whilst we continue to develop integrated IT systems.
Number of households on the housing register (waiting list)	Number	Lower	7,017	7,423	7,653	8,380	<b>8,984</b>		8,397	8,544	8,751	<b>8,984</b>		As across London, we have seen the demand for housing continue to increase year on year by approx. 7%.
Number of social housing lets	Number	Higher				676	<b>843</b>		167	207	250	<b>219</b>		The number of annual lettings has increased year on year for last 3 years, demonstrating a sustained improvement in delivery and positive trajectory going into 2026/27.
Number of overcrowded households rehoused	Number	Higher		196	251	331	<b>373</b>		67	92	<b>126</b>	<b>88</b>		44% of the Council's annual lets are to households with an element of overcrowding.
% of rent collected for all council tenants	Percentage	Higher	97.9%	97.4%	97.7%	99.0%	<b>101.1%</b>		99.9%	100.7%	100.4%	<b>101.1%</b>		Following changes introduced in January 2025, the team exceeded the annual target and achieved an end-of-year collection rate of 101.1%, up 1.4% on the previous year, reflecting the team's continued hard work and commitment.
Total rent owed by tenants (£m)	£m	Lower	12.34	15.29	17.41	16.93	14.37		16.76	16.10	15.70	<b>14.37</b>		The number of accounts in high rent arrears (£10k+) has reduced from 304 to 259 compared with the previous year. This downward trend demonstrates continued progress in tackling personal arrears.
Total service charge arrears (£m) owed by leaseholders <b>NEW</b>	£m	Lower					<b>£1.646</b>		10.585	5.274	3.001	<b>1.646</b>		We have reduced the debt from 2024/25 by £333,343.41 which is a reduction of 16.83%
Total major works arrears (£m) owed by leaseholders <b>NEW</b>	£m	Lower					<b>£8.968</b>		9.789	8.117	10.345	<b>8.968</b>		We have reduced the debt by £1,321,256.15 from the 1st April 2026 despite a large increase in invoices being issued in September 2025
Number of HMO properties licenced	Number	Higher	650	535	764	898	1041		273	251	217	<b>300</b>		Progress is being made in increasing license numbers, with further improvements expected through the introduction of desktop processing for low-risk HMOs and streamlined processes.

Property Management														
Total number of customer repair requests NEW	Number	N/A	290,927	177,579	136,401	113,776	246,567		55,932	57,949	69,319	<b>63,367</b>		Calls remain at a higher level than previously experienced, primarily due to an increase in follow-up requests. The priority in Q1/Q2 is to further understand why this is occurring.
% of repair orders raised online	Percentage	N/A		71%	86%	85%	93%		86%	87%	88%	<b>93%</b>		There has been a consistent increase in the usage of online options for submitting repair requests. Targeted digital investment is improving access and efficiency: Online damp and mould reporting; FRA tenant booking platform is now live; Next phase: digitisation of annual gas servicing bookings, Online portal and Whatsapp integration, VoiceAI and so on.
Number of day to day repairs awaiting completion	Number	Lower	4,330	6,527	5,334	4,435	3,823		5,569	5,061	4,608	<b>3,823</b>		WIP has steadily reduced on building repairs during the financial year.
RP02a Proportion of emergency responsive repairs completed within target NEW	Percentage	Higher			84.6%	85.9%	83.8%		85.3%	82.1%	87.1%	<b>80.8%</b>		Day to day repairs (Rapid Response Team) continue to perform well and in line with Awaabs Law (95%+ in Q4). The overall average greatly affected by M&E contractors not closing orders in real time and the performance of two suppliers. IT admin being addressed by new M&E interfaces in 2026/27.
RP02b Proportion of non-emergency responsive repairs completed within target NEW	Percentage	Higher			77.7%	84.5%	85.3%		83.7%	85.2%	87.7%	<b>84.7%</b>		Direct labour operatives (DLO) recruitment is underway to strengthen in-house capacity. Additional administrative support has been introduced to ensure compliance with Awaab's Law. Damp and mould processes are now fully embedded, supporting consistent delivery against regulatory requirements. A contractor transition was completed successfully at year-end, alongside insourcing gas servicing to strengthen quality and compliance control.
Transactional survey of day to day repairs (scores of 3, 4 or 5 out of 5)	Percentage	Higher	85%	85%	86%	85%	<b>85%</b>		84%	86%	84%	<b>86%</b>		Dec & Jan has affected Q4, KWEST feedback will be analysed to see why. The %age is those rating the service 3, 4 or 5 out of 5 where 3 is neither satisfied / dissatisfied, 4 is satisfied and 5 is very satisfied.
Transactional survey of Mechanical & Electrical (M&E) repairs (scores of 3, 4 or 5 out of 5)	Percentage	Higher	77%	80%	80%	81%	<b>80%</b>		82%	82%	<b>77%</b>	<b>77%</b>		Reduced from pre-Q4, significant drop in the heating season in relation to the performance of GEM. New M&E contracts in place from Q1 expected to make impact once established. The %age is those rating the service 3, 4 or 5 out of 5 where 3 is neither satisfied / dissatisfied, 4 is satisfied and 5 is very satisfied.
Number of live Disrepair cases	Number	Lower	406	565	494	434	<b>200</b>		342	413	284	<b>200</b>		Annual position - Case volumes are trending positively, reflecting improved early intervention and management.
Number of households waiting for major adaptations works to start NEW	Number	Higher					<b>294</b>		308	292	304	<b>273</b>		Dedicated working group, action plan and governance in place. Additional capital resources assigned for 2026/27 onwards to help tackle the backlog. Also working with OTs on prioritisation.
Number of active voids NEW	Number	Lower			811	951	<b>355</b>		450	460	395	<b>355</b>		Steady reduction in live voids.
Average key-to-key re-let times in days for routine voids	Number	Lower				133	<b>147</b>		162	156	<b>161</b>	<b>130</b>		Key to key time fluctuates slightly but remains above 100 days. A new head of voids programme started early Q1 26/27 to focus on reducing this.
Average time that voids are in the repair stage NEW	Number	Lower				81	<b>53</b>		70	66	41	<b>33</b>		Additional supply chain on board helping to reduce times. Camden still does a reasonable amount of work and the age profile of the stock dictates additional work is often needed when compared to benchmarks.
HRA Property Management capital expenditure (£m) (cumulative)	Percentage	N/A				146.8	109.7		22.2	47.3	66.9	109.7		Year-end outturn was 0.2% variance to profile. Increased expenditure on Chalcots is offset by delays caused by Gateway 2 requirements on a range of capital works to tall buildings.