

Housing Services  
Performance Summary

Housing Services Performance Summary			End Year Target 2024/25	Quarter 1					Q1 Target	Quarter 2					Q2 Target	Quarter 3					Q3 Target	Quarter 4					Q4 Target
				Apr-24	May-24	Jun-24	RAG	DOT		Jul-24	Aug-24	Sep-24	RAG	DOT		Oct-24	Nov-24	Dec-24	RAG	DOT		Jan-25	Feb-25	Mar-25	RAG	DOT	
Resident satisfaction																											
KPI	1	Percentage of tenants satisfied with the quality of their repair	85.0%	80.1%	79.8%	80.2%	Amber	⬇️	85.0%	79.7%	79.9%	80.1%	Amber	⬇️	85.0%	80.0%	80.2%	80.5%	Amber	⬇️	85.0%	80.7%	81.0%	80.7%	Amber	⬇️	85.0%
KPI	2	Percentage of tenants reporting the contractor was polite and helpful	96.0%	95.3%	95.1%	95.0%	Amber	⬇️	96.0%	95.0%	94.9%	95.0%	Amber	⬇️	96.0%	95.2%	95.4%	95.5%	Amber	⬇️	96.0%	95.9%	96.2%	96.1%	Green	⬇️	96.0%
KPI	3	Percentage of tenants reporting the contractor left the property clean & tidy	96.0%	93.9%	93.8%	94.0%	Amber	⬇️	96.0%	94.0%	93.8%	93.8%	Amber	⬇️	96.0%	93.7%	93.9%	93.9%	Amber	⬇️	96.0%	94.0%	94.1%	94.0%	Amber	⬇️	96.0%
KPI	4	Percentage of leaseholders satisfied with the service provided by Home Ownership Services	65.0%	75.6%	71.1%	67.4%	Green	⬇️	60.0%	73.2%	71.8%	70.6%	Green	⬇️	60.0%	74.8%	78.9%	75.4%	Green	⬇️	60.0%	73.6%	76.6%	73.4%	Green	⬇️	65.0%
Estate services & Tenancy Enforcement																											
KPI	5	Internal estate cleaning (% passing inspection)	80.0%	91.6%	92.8%	93.9%	Green	⬆️	80.0%	94.3%	95.0%	95.1%	Green	⬆️	80.0%	95.5%	95.9%	96.1%	Green	⬆️	80.0%	96.4%	96.6%	96.8%	Green	⬆️	80.0%
KPI	6	External estate cleaning (% passing inspection)	80.0%	83.4%	83.4%	83.3%	Green	⬇️	80.0%	82.6%	82.8%	83.0%	Green	⬆️	80.0%	82.6%	82.7%	83.2%	Green	⬆️	80.0%	84.2%	85.1%	86.1%	Green	⬆️	80.0%
KPI	7	Grounds maintenance (% passing inspection)	80.0%	82.2%	84.1%	84.6%	Green	⬆️	80.0%	84.6%	85.7%	86.5%	Green	⬆️	80.0%	87.2%	88.2%	89.1%	Green	⬆️	80.0%	89.9%	90.5%	91.1%	Green	⬆️	80.0%
KPI	8	Percentage of ASB cases responded to within target time	95.0%	99.4%	99.7%	99.3%	Green	⬇️	95.0%	99.3%	99.3%	99.3%	Green	⬇️	95.0%	99.1%	99.2%	99.2%	Green	⬆️	95.0%	99.1%	99.1%	98.9%	Green	⬇️	95.0%
TSM	9	Number ASB cases per 1000 homes	-	6.2	11.8	15.0	-	-	-	19.1	21.2	24.5	-	-	-	30.8	33.3	36.7	-	-	-	39.1	41.9	44.7	-	-	-
TSM	10	Number of hate incidents per 1000 homes	-	0.00	0.00	0.03	-	-	-	0.03	0.03	0.03	-	-	-	0.069	0.104	0.104	-	-	-	0.104	0.104	0.139	-	-	-
Repairs & Disrepair																											
TSM	11	Proportion of Emergency repairs completed within target timescale	83.0%	78.6%	78.9%	80.4%	Amber	⬇️	83.0%	81.1%	81.4%	83.0%	Green	⬆️	83.0%	84.3%	85.5%	86.1%	Green	⬆️	83.0%	86.9%	87.5%	87.9%	Green	⬆️	83.0%
TSM	12	Proportion of Non-emergency repairs completed within target timescale	80.0%	78.6%	81.3%	80.8%	Green	⬇️	80.0%	81.0%	83.4%	84.5%	Green	⬆️	80.0%	85.5%	85.3%	85.3%	Green	⬇️	80.0%	85.1%	85.3%	85.8%	Green	⬆️	80.0%
KPI	13	Percentage of appointments kept (in month)	90.0%	93.3%	93.0%	94.1%	Green	⬆️	90.0%	92.8%	92.2%	92.2%	Green	⬆️	90.0%	94.2%	93.6%	94.6%	Green	⬆️	90.0%	94.8%	92.9%	94.6%	Green	⬆️	90.0%
KPI	14	Average time to complete a responsive repair	15.0	16.3	15.8	15.4	Amber	⬆️	15.0	14.3	13.4	12.5	Green	⬆️	15.0	11.5	11.4	10.9	Green	⬆️	15.0	11.1	10.9	11.0	Green	⬇️	15.0
KPI	15	Average time to remove and treat mould	10.0	31.7	26.4	23.2	Red	⬆️	10.0	23.2	20.7	19.4	Red	⬆️	10.0	17.4	15.8	14.4	Red	⬆️	10.0	16.3	15.4	14.9	Red	⬆️	10.0
KPI	16	Number of disrepair cases closed per month	65	84	91	75	Green	⬇️	65	68	17	25	Red	⬆️	65	31	19	40	Red	⬆️	65	35	15	7	Red	⬇️	65
KPI	17	Number of disrepair work orders completed in a month	60.0	93.0	113.0	123.0	Green	⬆️	60.0	122.0	60.0	98.0	Green	⬆️	60.0	134.0	93.0	43.0	Red	⬆️	60.0	111.0	106.0	138.0	Green	⬆️	60.0
Home ownership services income collection																											
KPI	18	Percentage of day to day income collected	105.0%	144.9%	127.7%	135.4%	Green	⬆️	105.0%	131.2%	125.6%	120.8%	Green	⬇️	105.0%	122.1%	117.4%	114.2%	Green	⬇️	105.0%	115.7%	115.0%	120.8%	Green	⬆️	105.0%
KPI	19	Amount of major works income collected (Section 20)	£2,250,000	£201,389	£455,143	£886,194	Green	⬆️	£562,500	£1,339,461	£1,619,812	£1,900,516	Green	⬆️	£1,125,000	£2,176,868	£2,308,648	£2,475,591	Green	⬆️	£1,687,500	£2,668,794	£2,835,501	£2,983,556	Green	⬇️	£2,250,000
Arrears income collection																											
KPI	20	Rent collection rate in-year	98.5%	105.1%	100.7%	101.4%	Green	⬆️	98.5%	103.9%	102.4%	102.9%	Green	⬆️	98.5%	101.8%	102.1%	101.6%	Green	⬇️	98.5%	101.3%	102.0%	101.8%	Green	⬇️	98.5%
Empty properties																											
KPI	21	Average (working) days to relet short cycle voids	30.0	33.5	29.3	32.3	Amber	⬇️	30.0	30.3	27.3	27.8	Green	⬇️	30.0	29.8	34.6	34.8	Amber	⬇️	30.0	32.7	35.4	35.6	Amber	⬇️	30.0
Complaints & Member's Enquiries*																											
KPI	22	Proportion of Housing Services Members' Enquiries answered within 20 working days	90.0%	93.7%	85.3%	82.4%	Red	⬇️	90.0%	84.2%	83.4%	84.8%	Red	⬆️	90.0%	86.1%	87.0%	87.9%	Amber	⬆️	90.0%	88.9%	89.0%	89.3%	Amber	⬆️	90.0%
TSM	23	Proportion of stage 1 complaints responded to within 10 working days	90.0%	15.0%	16.2%	17.9%	Red	⬆️	90.0%	20.4%	22.4%	24.6%	Red	⬆️	90.0%	28.7%	30.1%	31.6%	Red	⬆️	90.0%	32.8%	33.7%	33.9%	Red	⬆️	90.0%
TSM	24	Proportion of stage 2 complaints responded to within 20 working days	90.0%	100.0%	64.4%	60.0%	Red	⬇️	90.0%	54.2%	51.7%	53.1%	Red	⬆️	90.0%	57.9%	57.6%	59.8%	Red	⬆️	90.0%	61.3%	62.7%	63.5%	Red	⬆️	90.0%
MI	25	Percentage of overdue Housing Services local resolution complaints	-	49.0%	61.0%	61.0%	∴	-	-	56.0%	59.0%	40.0%	∴	-	-	39.0%	38.0%	47.0%	∴	-	-	30.0%	29.0%	23.0%	∴	-	-
MI	26	Percentage of overdue Housing Services Members' Enquiries	-	29.0%	28.0%	32.0%	∴	-	-	23.8%	25.0%	19.0%	∴	-	-	10.0%	12.0%	17.0%	∴	-	-	8.0%	13.0%	13.0%	∴	-	-
TSM	27	Number of stage 1 complaints per 1000 homes	-	17.3	33.3	45.3	-	-	-	59.5	70.8	85.0	-	-	-	100.6	110.4	118.3	-	↗️	-	128.3	137.1	146.3	-	↗️	-
TSM	28	Number of stage 2 complaints per 1000 homes	-	3.5	7.0	10.9	-	-	-	15.4	18.6	23.9	-	-	-	29.4	33.5	36.8	-	↗️	-	40.7	43.6	47.0	-	↗️	-

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Performance Summary				Apr-24	May-24	Jun-24	RAG	DOT		Jul-24	Aug-24	Sep-24	RAG	DOT		Oct-24	Nov-24	Dec-24	RAG	DOT		Jan-25	Feb-25	Mar-25	RAG	DOT	
Managing demand for TA and preventing homelessness																											
KPI	29	Number of Households Leaving Temporary Accommodation	650	62	116	176	Green	⬆	163	252	319	396	Green	⬆	325	481	615	707	Green	⬇	488	790	880	1003	Green	⬆	650
KPI	30	Number of homelessness prevention and relief actions	2500	192	411	633	Green	⬇	625	849	1081	1298	Green	⬇	1250	1538	1706	1906	Green	⬇	1875	2140	2342	2429	Amber	⬇	2500
KPI	31	Proportion of successful outcomes (prevention / relief)	47.5%	26.8%	29.2%	32.9%	Red	⬆	47.5%	44.0%	35.0%	36.0%	Red	⬆	47.5%	38.0%	38.0%	37.0%	Red	⬇	47.5%	37.0%	39.0%	39.0%	Red	⬆	47.5%
Health and Safety																											
TSM	32	Proportion of homes for which all required gas safety checks have been carried out	100.0%	99.67%	99.28%	98.86%	Amber	⬇	100.0%	99.48%	99.39%	99.54%	Amber	⬆	100.0%	99.71%	99.80%	99.58%	Amber	⬇	100.0%	99.51%	99.35%	99.69%	Amber	⬆	100.0%
TSM	33	Proportion of homes for which all required fire risk assessments have been carried out	100.0%	100.00%	100.00%	100.00%	Green	⬆	100.0%	100.00%	100.00%	100.00%	Green	⬆	100.0%	100.00%	100.00%	100.00%	Green	⬆	100.0%	100.00%	100.00%	100.00%	Green	⬆	100.0%
TSM	34	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%	100.00%	100.00%	100.00%	Green	⬆	100.0%	100.00%	100.00%	100.00%	Green	⬆	100.0%	100.00%	100.00%	100.00%	Green	⬆	100.0%	100.00%	100.00%	100.00%	Green	⬆	100.0%
TSM	35	Proportion of homes for which all required legionella risk assessments have been carried out	100.0%	58.10%	58.09%	58.09%	Red	⬆	100.0%	94.34%	94.34%	94.29%	Red	⬇	100.0%	91.45%	96.07%	96.07%	Amber	⬆	100.0%	96.07%	96.58%	96.58%	Amber	⬆	100.0%
PI	36	High risk L8 Structure Compliance	100.0%	95.52%	95.52%	95.52%	Amber	⬆	100.0%	95.52%	95.52%	95.52%	Amber	⬆	100.0%	95.52%	95.52%	100.00%	Green	⬆	100.0%	85.71%	100.00%	98.51%	Amber	⬇	100.0%
TSM	36	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100.0%	99.47%	99.47%	100.00%	Green	⬆	100.0%	100.00%	100.00%	98.56%	Amber	⬇	100.0%	100.00%	98.11%	96.80%	Amber	⬇	100.0%	99.45%	99.84%	99.84%	Amber	⬆	100.0%
Capital Works (Quarterly)																											
KPI	37	Kitchen and bathroom replacement work completions against programme (%)	100%	-	-	100.0%	Green	⬆	100%	-	-	100%	Green	⬇	100%	-	-	100%	Green	⬆	100%	-	-	100%	Green	⬆	100%
KPI	38	LHS/Decent Homes completions against programme (%)	100%	-	-	100.0%	Green	⬆	100%	-	-	100%	Green	⬇	100%	-	-	100%	Green	⬆	100%	-	-	100%	Green	⬆	100%
TSM	39	Proportion of homes that do not meet the Decent Homes Standard	12%	-	-	11.6%	Green	⬆	12%	-	-	11.5%	Green	⬆	12%	-	-	11.4%	Green	⬆	12%	-	-	11.3%	Green	⬆	12%
KPI	40	Number of Lambeth Council homes brought up to LHS standard in-year (YTD)	2850	-	-	105	Green	⬆	40	-	-	117	Red	⬇	320	-	-	464	Red	⬆	1160	-	-	843	Red	⬆	2850
KPI	41	Number of homes retrofitted with energy performance improvement measures	550	-	-	11	Red	⬆	26	-	-	11	Red	⬇	186	-	-	11	Red	⬆	497	-	-	35	Red	⬆	1000
Private Sector Housing (Quarterly)																											
KPI	42	Number of private dwellings and HMOs improved to comply with statutory Housing standards (YTD)	560	-	-	624	Green	571%	140	-	-	969	Green	256%	280	-	-	1431	Green	147%	420	-	-	2198	Green	63%	560
Rough Sleeping (Quarterly)																											
MI	43	Number of people seen rough sleeping after moving into settled accommodation	-	-	-	1	⌵	-	-	-	-	2	⌵	-	-	-	-	1	⌵	-	-	-	-	1	⌵	-	-
MI	44	Number of rough sleepers assisted into accommodation	-	-	-	44	⌵	-	-	-	-	32	⌵	-	-	-	-	55	⌵	-	-	-	-	62	⌵	-	-
KPI	45	Number of T1000 (long term, complex rough sleepers) in accommodation	-	-	-	10	⌵	-	-	-	-	11	⌵	-	-	-	-	11	⌵	-	-	-	-	13	⌵	-	-
* In this report, the complaints KPIs include all housing services complaints including those made by leaseholders and housing needs service users. The annual TSM measures only include tenant services related complaints.																											
RAG Count			Red	7	Red	8	Amber	9	Red	6	Amber	8	Green	22	Green	21	Green	21	Green	9	Green	22	Green	21	Green	37	
Total				37		37		37		37		37		37		37		37		37		37		37		37	