

TSM TP - TSM Tenant Perception Measures Report

Generated on: 06 January 2025

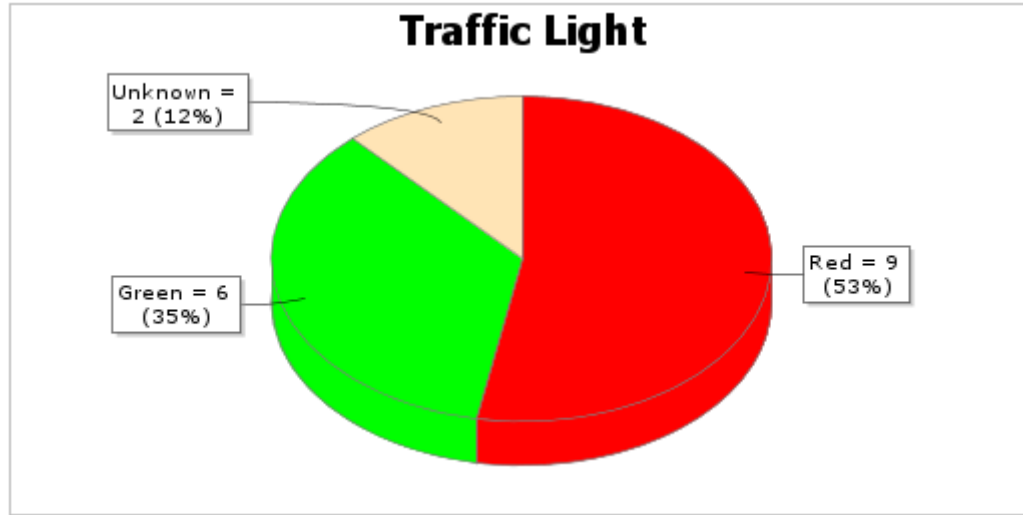


PI Code	PI Short Name	Last Update	Last Value	Peer Group Average*
TSM_TP01	TP01 - Proportion of respondents who report that they are satisfied with the overall service from their landlord	2023/24	58%	72%
TSM_TP02	TP02 - Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	2023/24	62%	73%
TSM_TP03	TP03 - Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	2023/24	62%	69%
TSM_TP04	TP04 - Proportion of respondents who report that they are satisfied that their home is well maintained	2023/24	63%	71%
TSM_TP05	TP05 - Proportion of respondents who report that they are satisfied that their home is safe	2023/24	69%	78%
TSM_TP06	TP06 - Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	2023/24	51%	60%
TSM_TP07	TP07 - Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	2023/24	56%	67%
TSM_TP08	TP08 - Proportion of respondents who report that they agree their landlord treats them fairly and with respect	2023/24	69%	76%
TSM_TP09	TP09 - Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	2023/24	23%	35%
TSM_TP10	TP10 - Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	2023/24	68%	66%
TSM_TP11	TP11 - Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	2023/24	52%	63%
TSM_TP12	TP12: Proportion of respondents who report that they are satisfied with the landlord's approach to handling anti-social behaviour	2023/24	54%	53%

* [Using 11 Peers from West Midlands Region](#) from RSH TSMS published November 2024


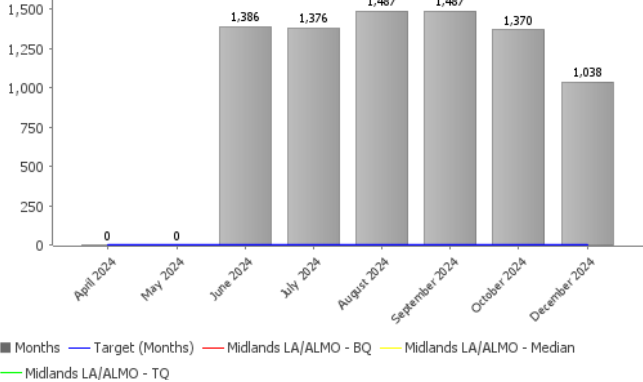

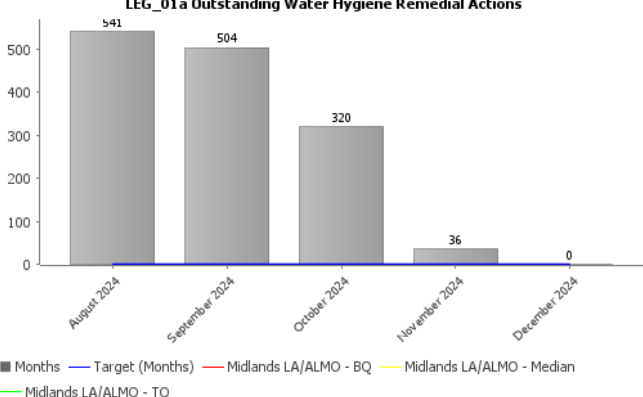
SHRP 2024/25 TSM PIs


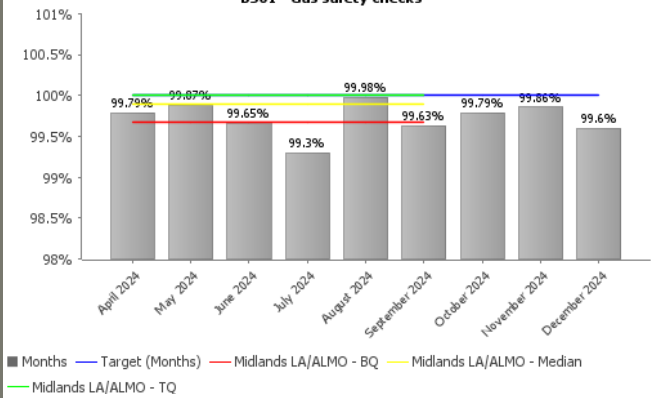

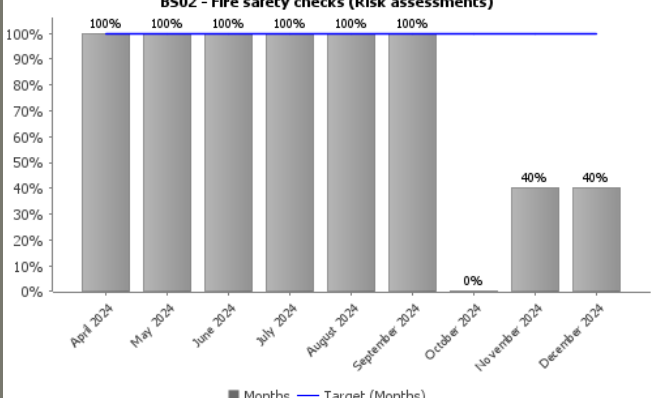
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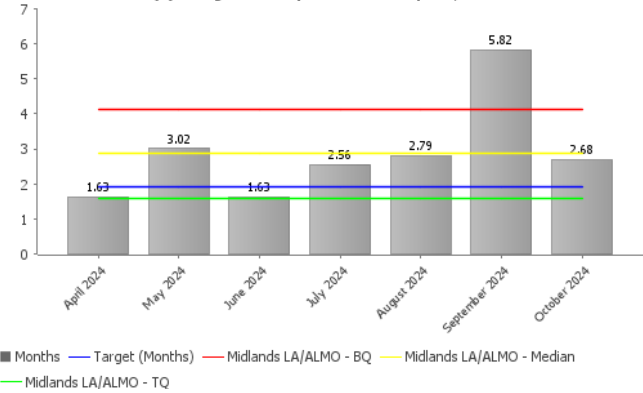

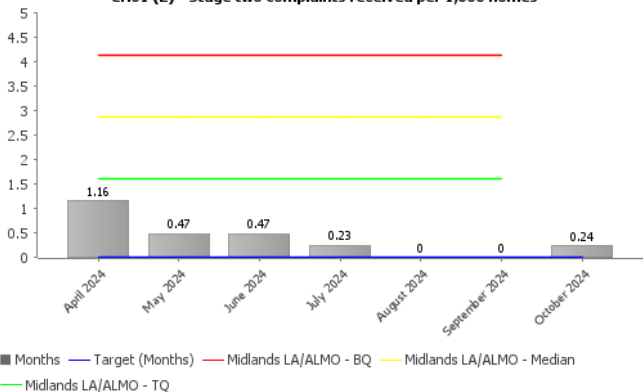
PI Code	PI Short Name	Last update	Status icon	Latest Note	Assigned To	Current Value	Current Target	Performance Data Trend Chart
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PI Code	PI Short Name	Last update	Status icon	Latest Note	Assigned To	Current Value	Current Target	Performance Data Trend Chart																		
TBC_EICR_01a	EICR_01a Outstanding Electrical Certificates	December 2024		06-Jan-2025 As at the 13th Dec 2024 - Regulator informed that 332 EICRs completed based on 320 per month target. 1038 now overdue.	Sarah Bulger; Rowena Thomas	1,038	0	<p>EICR_01a Outstanding Electrical Certificates</p>  <table border="1"> <caption>EICR_01a Outstanding Electrical Certificates</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2024</td><td>0</td></tr> <tr><td>May 2024</td><td>0</td></tr> <tr><td>June 2024</td><td>1,386</td></tr> <tr><td>July 2024</td><td>1,376</td></tr> <tr><td>August 2024</td><td>1,487</td></tr> <tr><td>September 2024</td><td>1,487</td></tr> <tr><td>October 2024</td><td>1,370</td></tr> <tr><td>December 2024</td><td>1,038</td></tr> </tbody> </table>	Month	Value	April 2024	0	May 2024	0	June 2024	1,386	July 2024	1,376	August 2024	1,487	September 2024	1,487	October 2024	1,370	December 2024	1,038
Month	Value																									
April 2024	0																									
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TBC_LEG_01a	LEG_01a Outstanding Water Hygiene Remedial Actions	December 2024		12-Dec-2024 As at 11th Dec. Zero outstanding actions on LRAs for 2023/24.	Sarah Bulger; Martin Harper; Rowena Thomas	0	0	<p>LEG_01a Outstanding Water Hygiene Remedial Actions</p>  <table border="1"> <caption>LEG_01a Outstanding Water Hygiene Remedial Actions</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>August 2024</td><td>541</td></tr> <tr><td>September 2024</td><td>504</td></tr> <tr><td>October 2024</td><td>320</td></tr> <tr><td>November 2024</td><td>36</td></tr> <tr><td>December 2024</td><td>0</td></tr> </tbody> </table>	Month	Value	August 2024	541	September 2024	504	October 2024	320	November 2024	36	December 2024	0						
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TSM_BS01	BS01 - Gas safety checks	December 2024		06-Jan-2025 Two properties in the no-access procedure awaiting court warrants.	Sarah Bulger; Rowena Thomas	99.6%	100%	<p>BS01 - Gas safety checks</p>  <table border="1"> <caption>BS01 - Gas safety checks Performance Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2024</td><td>99.79%</td></tr> <tr><td>May 2024</td><td>99.07%</td></tr> <tr><td>June 2024</td><td>99.65%</td></tr> <tr><td>July 2024</td><td>99.3%</td></tr> <tr><td>August 2024</td><td>99.98%</td></tr> <tr><td>September 2024</td><td>99.63%</td></tr> <tr><td>October 2024</td><td>99.79%</td></tr> <tr><td>November 2024</td><td>99.86%</td></tr> <tr><td>December 2024</td><td>99.6%</td></tr> </tbody> </table>	Month	Performance (%)	April 2024	99.79%	May 2024	99.07%	June 2024	99.65%	July 2024	99.3%	August 2024	99.98%	September 2024	99.63%	October 2024	99.79%	November 2024	99.86%	December 2024	99.6%
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TSM_BS02	BS02 - Fire safety checks (Risk assessments)	December 2024		06-Jan-2025 2024/2025 underway – completion by Jan 2025. NFSS re-procured with external investment in training & strategy for onward management	Sarah Bulger	40%	100%	<p>BS02 - Fire safety checks (Risk assessments)</p>  <table border="1"> <caption>BS02 - Fire safety checks (Risk assessments) Performance Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2024</td><td>100%</td></tr> <tr><td>May 2024</td><td>100%</td></tr> <tr><td>June 2024</td><td>100%</td></tr> <tr><td>July 2024</td><td>100%</td></tr> <tr><td>August 2024</td><td>100%</td></tr> <tr><td>September 2024</td><td>100%</td></tr> <tr><td>October 2024</td><td>0%</td></tr> <tr><td>November 2024</td><td>40%</td></tr> <tr><td>December 2024</td><td>40%</td></tr> </tbody> </table>	Month	Performance (%)	April 2024	100%	May 2024	100%	June 2024	100%	July 2024	100%	August 2024	100%	September 2024	100%	October 2024	0%	November 2024	40%	December 2024	40%
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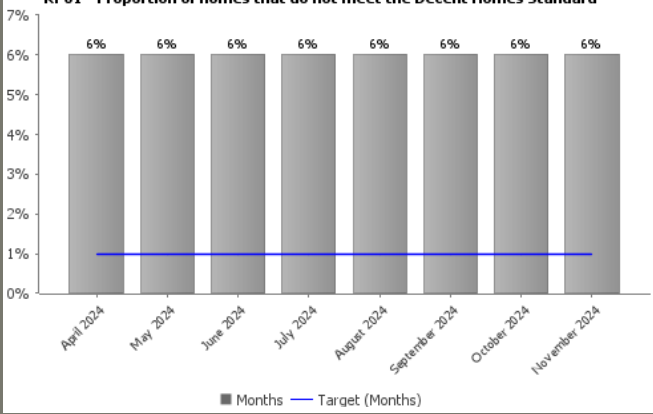

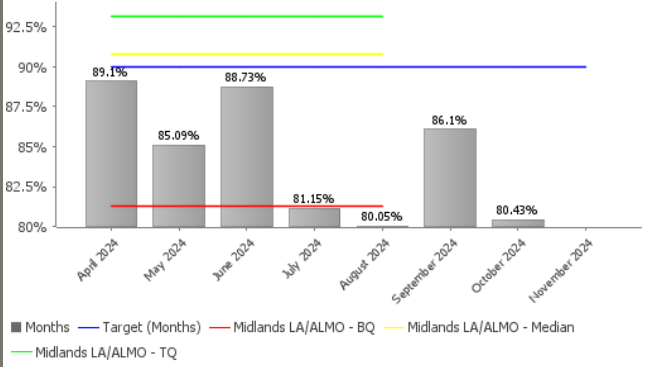
PI Code	PI Short Name	Last update	Status icon	Latest Note	Assigned To	Current Value	Current Target	Performance Data Trend Chart																														
TSM_BS02a	BS02a - Number of outstanding fire risk actions	December 2024	✔	06-Jan-2025 2023/2024 all completed. 2024/2025 underway	Sarah Bulger; Rowena Thomas	0	0	<p>BS02a - Number of outstanding fire risk actions</p> <table border="1"> <caption>BS02a - Number of outstanding fire risk actions</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr> <td>August 2024</td> <td>238</td> <td>0</td> </tr> <tr> <td>September 2024</td> <td>205</td> <td>0</td> </tr> <tr> <td>October 2024</td> <td>12</td> <td>0</td> </tr> <tr> <td>November 2024</td> <td>0</td> <td>0</td> </tr> <tr> <td>December 2024</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Month	Months	Target (Months)	August 2024	238	0	September 2024	205	0	October 2024	12	0	November 2024	0	0	December 2024	0	0												
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TSM_BS03	BS03 - Asbestos safety checks	December 2024	✔	06-Jan-2025 Asbestos inspections 100%. Asbestos register created with external support - ICT project underway within Orchard (MH lead)	Sarah Bulger	100%	100%	<p>BS03 - Asbestos safety checks</p> <table border="1"> <caption>BS03 - Asbestos safety checks</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr> <td>April 2024</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>May 2024</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>June 2024</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>July 2024</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>August 2024</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>September 2024</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>October 2024</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>November 2024</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>December 2024</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Month	Months	Target (Months)	April 2024	100%	100%	May 2024	100%	100%	June 2024	100%	100%	July 2024	100%	100%	August 2024	100%	100%	September 2024	100%	100%	October 2024	100%	100%	November 2024	100%	100%	December 2024	100%	100%
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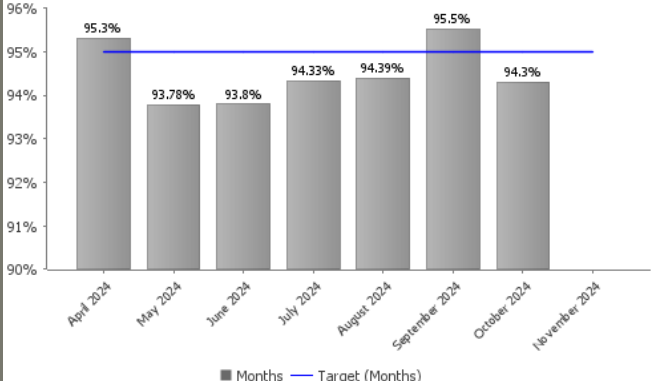
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TSM_BS04	BS04 - Water safety checks (Risk assessments)	December 2024	✅	<p>06-Jan-2025 All 541 remedial works for 23/24 completed.</p> <p>24/25 risk assessments and remedial works from 23/24 subject to external verification and tracking.</p>	Sarah Bulger	100%	100%	<p>BS04 - Water safety checks (Risk assessments)</p> <table border="1"> <caption>BS04 - Water safety checks (Risk assessments)</caption> <thead> <tr> <th>Month</th> <th>Completion %</th> </tr> </thead> <tbody> <tr><td>April 2024</td><td>100%</td></tr> <tr><td>May 2024</td><td>100%</td></tr> <tr><td>June 2024</td><td>100%</td></tr> <tr><td>July 2024</td><td>100%</td></tr> <tr><td>August 2024</td><td>100%</td></tr> <tr><td>September 2024</td><td>0%</td></tr> <tr><td>October 2024</td><td>100%</td></tr> <tr><td>November 2024</td><td>100%</td></tr> <tr><td>December 2024</td><td>100%</td></tr> </tbody> </table>	Month	Completion %	April 2024	100%	May 2024	100%	June 2024	100%	July 2024	100%	August 2024	100%	September 2024	0%	October 2024	100%	November 2024	100%	December 2024	100%
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TSM_BS05	BS05 - Lift safety checks (LOLER)	December 2024	✅	<p>12-Dec-2024</p> <p>All lift safety checks complete as at 11th Dec.</p>	Sarah Bulger	100%	100%	<p>BS05 - Lift safety checks (LOLER)</p> <table border="1"> <caption>BS05 - Lift safety checks (LOLER)</caption> <thead> <tr> <th>Month</th> <th>Completion %</th> </tr> </thead> <tbody> <tr><td>April 2024</td><td>44.28%</td></tr> <tr><td>May 2024</td><td>100%</td></tr> <tr><td>June 2024</td><td>90.24%</td></tr> <tr><td>July 2024</td><td>52.91%</td></tr> <tr><td>August 2024</td><td>18.76%</td></tr> <tr><td>September 2024</td><td>72.05%</td></tr> <tr><td>October 2024</td><td>53.01%</td></tr> <tr><td>November 2024</td><td>100%</td></tr> <tr><td>December 2024</td><td>100%</td></tr> </tbody> </table>	Month	Completion %	April 2024	44.28%	May 2024	100%	June 2024	90.24%	July 2024	52.91%	August 2024	18.76%	September 2024	72.05%	October 2024	53.01%	November 2024	100%	December 2024	100%
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TSM_CH01 (1)	CH01 (1) - Stage one complaints received per 1,000 homes	October 2024		28-Nov-2024 Increase in complaint volumes being reviewed to establish a pattern for learning.	Paula Buchanan-Lawrance; Sarah Bulger; Nicola Hesketh	2.68	1.9	<p>CH01 (1) - Stage one complaints received per 1,000 homes</p>  <table border="1"> <caption>CH01 (1) - Stage one complaints received per 1,000 homes</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> <th>Midlands LA/ALMO - BQ</th> <th>Midlands LA/ALMO - Median</th> <th>Midlands LA/ALMO - TQ</th> </tr> </thead> <tbody> <tr> <td>April 2024</td> <td>1.63</td> <td>1.9</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> <tr> <td>May 2024</td> <td>3.02</td> <td>1.9</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> <tr> <td>June 2024</td> <td>1.63</td> <td>1.9</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> <tr> <td>July 2024</td> <td>2.56</td> <td>1.9</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> <tr> <td>August 2024</td> <td>2.79</td> <td>1.9</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> <tr> <td>September 2024</td> <td>5.82</td> <td>1.9</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> <tr> <td>October 2024</td> <td>2.68</td> <td>1.9</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> </tbody> </table>	Month	Months	Target (Months)	Midlands LA/ALMO - BQ	Midlands LA/ALMO - Median	Midlands LA/ALMO - TQ	April 2024	1.63	1.9	4.1	2.9	1.7	May 2024	3.02	1.9	4.1	2.9	1.7	June 2024	1.63	1.9	4.1	2.9	1.7	July 2024	2.56	1.9	4.1	2.9	1.7	August 2024	2.79	1.9	4.1	2.9	1.7	September 2024	5.82	1.9	4.1	2.9	1.7	October 2024	2.68	1.9	4.1	2.9	1.7
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TSM_CH01 (2)	CH01 (2) - Stage two complaints received per 1,000 homes	October 2024		03-Dec-2024 The number of Stage 2 complaints continues to decrease, with 0 complaints received in September. This is attributed to an increase in satisfactory responses and outcomes to Stage 1 complaint responses.	Paula Buchanan-Lawrance; Sarah Bulger; Nicola Hesketh	0.24	0	<p>CH01 (2) - Stage two complaints received per 1,000 homes</p>  <table border="1"> <caption>CH01 (2) - Stage two complaints received per 1,000 homes</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> <th>Midlands LA/ALMO - BQ</th> <th>Midlands LA/ALMO - Median</th> <th>Midlands LA/ALMO - TQ</th> </tr> </thead> <tbody> <tr> <td>April 2024</td> <td>1.16</td> <td>0</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> <tr> <td>May 2024</td> <td>0.47</td> <td>0</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> <tr> <td>June 2024</td> <td>0.47</td> <td>0</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> <tr> <td>July 2024</td> <td>0.23</td> <td>0</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> <tr> <td>August 2024</td> <td>0</td> <td>0</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> <tr> <td>September 2024</td> <td>0</td> <td>0</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> <tr> <td>October 2024</td> <td>0.24</td> <td>0</td> <td>4.1</td> <td>2.9</td> <td>1.7</td> </tr> </tbody> </table>	Month	Months	Target (Months)	Midlands LA/ALMO - BQ	Midlands LA/ALMO - Median	Midlands LA/ALMO - TQ	April 2024	1.16	0	4.1	2.9	1.7	May 2024	0.47	0	4.1	2.9	1.7	June 2024	0.47	0	4.1	2.9	1.7	July 2024	0.23	0	4.1	2.9	1.7	August 2024	0	0	4.1	2.9	1.7	September 2024	0	0	4.1	2.9	1.7	October 2024	0.24	0	4.1	2.9	1.7
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October 2024	0.24	0	4.1	2.9	1.7																																																			

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TSM_CH02 (1)	CH02 (1) - Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	October 2024		03-Dec-2024 Response times for Stage 1 decreased in September compared to August. The increase in Stage 1 complaints during this period likely contributed to the slower response times. A working group has been established to address these delays and improve response times, with ongoing monitoring and feedback aimed at continuous improvement, enhancing service delivery, and ensuring greater satisfaction for residents.	Paula Buchanan-Lawrance; Sarah Bulger; Nicola Hesketh	18%	100%	<p>CH02 (1) - Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales</p> <table border="1"> <caption>CH02 (1) Performance Data</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> <th>Midlands LA/ALMO - BQ</th> <th>Midlands LA/ALMO - Median</th> <th>Midlands LA/ALMO - TQ</th> </tr> </thead> <tbody> <tr> <td>April 2024</td> <td>57.14%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> <tr> <td>May 2024</td> <td>46.15%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> <tr> <td>June 2024</td> <td>42.86%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> <tr> <td>July 2024</td> <td>54.55%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> <tr> <td>August 2024</td> <td>41.67%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> <tr> <td>September 2024</td> <td>12%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> <tr> <td>October 2024</td> <td>18%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> </tbody> </table>	Month	Months	Target (Months)	Midlands LA/ALMO - BQ	Midlands LA/ALMO - Median	Midlands LA/ALMO - TQ	April 2024	57.14%	100%	~55%	~75%	100%	May 2024	46.15%	100%	~55%	~75%	100%	June 2024	42.86%	100%	~55%	~75%	100%	July 2024	54.55%	100%	~55%	~75%	100%	August 2024	41.67%	100%	~55%	~75%	100%	September 2024	12%	100%	~55%	~75%	100%	October 2024	18%	100%	~55%	~75%	100%
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TSM_CH02 (2)	CH02 (2) - Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	October 2024		12-Dec-2024 October performance was out of target, but this was just one stage 2 complaint. Performance for stage two complaint responses has improved and is in target.	Paula Buchanan-Lawrance; Sarah Bulger; Nicola Hesketh	0%	100%	<p>CH02 (2) - Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales</p> <table border="1"> <caption>CH02 (2) Performance Data</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> <th>Midlands LA/ALMO - BQ</th> <th>Midlands LA/ALMO - Median</th> <th>Midlands LA/ALMO - TQ</th> </tr> </thead> <tbody> <tr> <td>April 2024</td> <td>20%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> <tr> <td>May 2024</td> <td>50%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> <tr> <td>June 2024</td> <td>50%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> <tr> <td>July 2024</td> <td>100%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> <tr> <td>August 2024</td> <td>100%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> <tr> <td>September 2024</td> <td>100%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> <tr> <td>October 2024</td> <td>0%</td> <td>100%</td> <td>~55%</td> <td>~75%</td> <td>100%</td> </tr> </tbody> </table>	Month	Months	Target (Months)	Midlands LA/ALMO - BQ	Midlands LA/ALMO - Median	Midlands LA/ALMO - TQ	April 2024	20%	100%	~55%	~75%	100%	May 2024	50%	100%	~55%	~75%	100%	June 2024	50%	100%	~55%	~75%	100%	July 2024	100%	100%	~55%	~75%	100%	August 2024	100%	100%	~55%	~75%	100%	September 2024	100%	100%	~55%	~75%	100%	October 2024	0%	100%	~55%	~75%	100%
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PI Code	PI Short Name	Last update	Status icon	Latest Note	Assigned To	Current Value	Current Target	Performance Data Trend Chart																				
TSM_NM01 (1)	NM01 (1) - Anti-social behaviour cases opened per 1,000 homes	December 2024	?	06-Jan-2025 37 cases received December 2024 representing 8.63% of the total housing stock	Lee Birch; Sarah Bulger; Julia Gibbs	8.63		<p>NM01 (1) - Anti-social behaviour cases opened per 1,000 homes</p> <table border="1"> <caption>Data for NM01 (1) - Anti-social behaviour cases opened per 1,000 homes</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2024</td><td>9.54</td></tr> <tr><td>May 2024</td><td>9.54</td></tr> <tr><td>June 2024</td><td>6.75</td></tr> <tr><td>July 2024</td><td>9.32</td></tr> <tr><td>August 2024</td><td>6.52</td></tr> <tr><td>September 2024</td><td>7.6</td></tr> <tr><td>October 2024</td><td>3.73</td></tr> <tr><td>November 2024</td><td>6.29</td></tr> <tr><td>December 2024</td><td>8.63</td></tr> </tbody> </table> <p>Legend: Months (Grey bars), Target (Months) (Blue line), Midlands LA/ALMO - BQ (Red line), Midlands LA/ALMO - Median (Yellow line), Midlands LA/ALMO - TQ (Green line)</p>	Month	Value	April 2024	9.54	May 2024	9.54	June 2024	6.75	July 2024	9.32	August 2024	6.52	September 2024	7.6	October 2024	3.73	November 2024	6.29	December 2024	8.63
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TSM_NM01 (2)	NM01 (2) - Anti-social behaviour cases that involve hate incidents opened per 1,000 homes	December 2024	?	06-Jan-2025 1 report of hate received in December 2024 representing 0.23% of the total housing stock.	Lee Birch; Julia Gibbs	0.23		<p>NM01 (2) - Anti-social behaviour cases that involve hate incidents opened per 1,000 homes</p> <table border="1"> <caption>Data for NM01 (2) - Anti-social behaviour cases that involve hate incidents opened per 1,000 homes</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2024</td><td>0</td></tr> <tr><td>May 2024</td><td>0</td></tr> <tr><td>June 2024</td><td>0.4</td></tr> <tr><td>July 2024</td><td>0</td></tr> <tr><td>August 2024</td><td>0</td></tr> <tr><td>September 2024</td><td>0</td></tr> <tr><td>October 2024</td><td>0</td></tr> <tr><td>November 2024</td><td>0</td></tr> <tr><td>December 2024</td><td>0.23</td></tr> </tbody> </table> <p>Legend: Months (Grey bars), Target (Months) (Blue line), Midlands LA/ALMO - BQ (Red line), Midlands LA/ALMO - Median (Yellow line), Midlands LA/ALMO - TQ (Green line)</p>	Month	Value	April 2024	0	May 2024	0	June 2024	0.4	July 2024	0	August 2024	0	September 2024	0	October 2024	0	November 2024	0	December 2024	0.23
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TSM_RP01	RP01 - Proportion of homes that do not meet the Decent Homes Standard	November 2024		12-Dec-2024 Current stock condition survey shows decency at 94% based on aggregated calculation of 45% surveys. All 36 of the Cat 1 hazards have had repairs completed which when the final figures are analysed will show an improved decency level.	Sarah Bulger; Ann Summers; Paul Weston	6%	1%	<p>RP01 - Proportion of homes that do not meet the Decent Homes Standard</p>  <table border="1"> <caption>RP01 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2024</td><td>6%</td></tr> <tr><td>May 2024</td><td>6%</td></tr> <tr><td>June 2024</td><td>6%</td></tr> <tr><td>July 2024</td><td>6%</td></tr> <tr><td>August 2024</td><td>6%</td></tr> <tr><td>September 2024</td><td>6%</td></tr> <tr><td>October 2024</td><td>6%</td></tr> <tr><td>November 2024</td><td>6%</td></tr> </tbody> </table>	Month	Value (%)	April 2024	6%	May 2024	6%	June 2024	6%	July 2024	6%	August 2024	6%	September 2024	6%	October 2024	6%	November 2024	6%
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TSM_RP02 (1)	RP02 (1) - Non-emergency responsive repairs completed within the landlord's target timescale	November 2024		28-Nov-2024 The performance of Equans is being reviewed to ensure that this moves within target.	Sarah Bulger; Martin Harper; Rowena Thomas	77.34%	90%	<p>RP02 (1) - Non-emergency responsive repairs completed within the landlord's target timescale</p>  <table border="1"> <caption>RP02 (1) Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2024</td><td>89.1%</td></tr> <tr><td>May 2024</td><td>85.09%</td></tr> <tr><td>June 2024</td><td>88.73%</td></tr> <tr><td>July 2024</td><td>81.15%</td></tr> <tr><td>August 2024</td><td>80.05%</td></tr> <tr><td>September 2024</td><td>86.1%</td></tr> <tr><td>October 2024</td><td>80.43%</td></tr> <tr><td>November 2024</td><td>-</td></tr> </tbody> </table>	Month	Value (%)	April 2024	89.1%	May 2024	85.09%	June 2024	88.73%	July 2024	81.15%	August 2024	80.05%	September 2024	86.1%	October 2024	80.43%	November 2024	-
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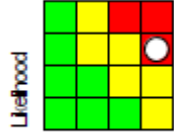
PI Code	PI Short Name	Last update	Status icon	Latest Note	Assigned To	Current Value	Current Target	Performance Data Trend Chart																											
TSM_RP02 (2)	RP02 (2) - Emergency repairs completed within the landlord's target timescale	November 2024		<p>12-Dec-2024</p> <p>Performance can be improved to move it towards 95%. The team are working with the contact centre on the definition of an emergency and with Equans on their performance.</p>	Sarah Bulger; Martin Harper; Rowena Thomas	88.37%	95%	<p>RP02 (2) - Emergency responsive repairs completed within the landlord's target timescale</p>  <table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2024</td> <td>95.3%</td> <td>95%</td> </tr> <tr> <td>May 2024</td> <td>93.78%</td> <td>95%</td> </tr> <tr> <td>June 2024</td> <td>93.8%</td> <td>95%</td> </tr> <tr> <td>July 2024</td> <td>94.33%</td> <td>95%</td> </tr> <tr> <td>August 2024</td> <td>94.39%</td> <td>95%</td> </tr> <tr> <td>September 2024</td> <td>95.5%</td> <td>95%</td> </tr> <tr> <td>October 2024</td> <td>94.3%</td> <td>95%</td> </tr> <tr> <td>November 2024</td> <td>94.3%</td> <td>95%</td> </tr> </tbody> </table>	Month	Performance (%)	Target (%)	April 2024	95.3%	95%	May 2024	93.78%	95%	June 2024	93.8%	95%	July 2024	94.33%	95%	August 2024	94.39%	95%	September 2024	95.5%	95%	October 2024	94.3%	95%	November 2024	94.3%	95%
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SHRP 2024/25 Risks Summary

Generated on: 06 January 2025

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Code	Corporate Risk Heading	Status	Status	Current Risk Matrix	Executive Leadership Team
1	Reputational Risk – if the Council is not able to comply with data requests and/or fails to meet required standards in Knowledge Information Management/KIM.		Alert		Tina Mustafa
2	Change in national political leadership which is likely to lead to a review on the overall strategic approach to the sector.		Warning		Tina Mustafa
3	Insufficient resourcing of the programme could put pressure on existing resources		Alert		Tina Mustafa
4	Customer dissatisfaction and rising complaints from tenants and leaseholder leading to unmanageable expectations		Alert		Tina Mustafa
5	Management intervention by the regulator if appropriate resourcing not put in place		Alert		Tina Mustafa

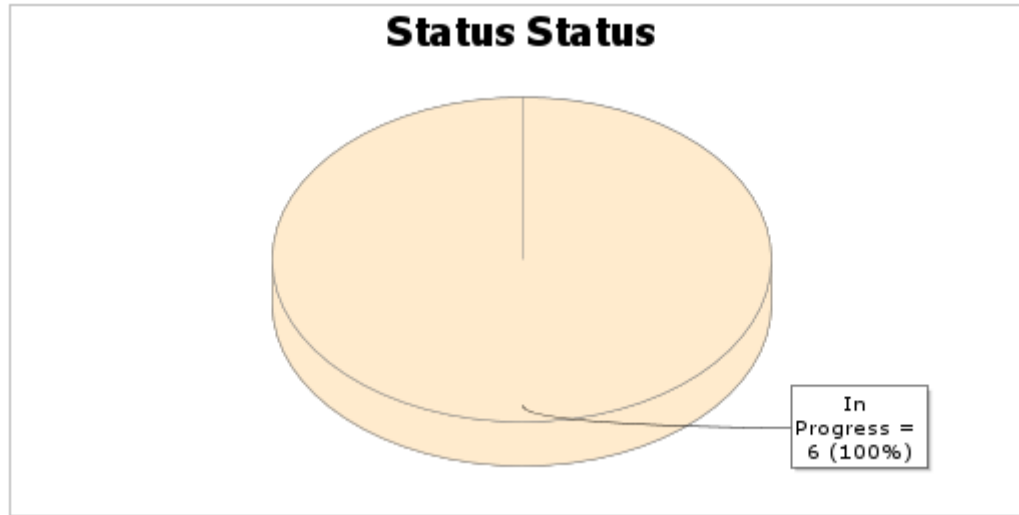
Code	Corporate Risk Heading	Status	Status	Current Risk Matrix	Executive Leadership Team
6	Internal Audit – substantial assurance is based on continuing to progress the improvement plan, not doing this will result in risk. Lack of subject expertise within internal team.		Alert		Tina Mustafa
7	Non-compliance and fined by the regulator for not evidencing high quality housing services.		Alert		Tina Mustafa

Risk Status	
	Alert
	High Risk
	Warning
	OK
	Unknown

SHRP 2024/25 Action Report


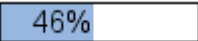

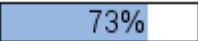

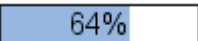
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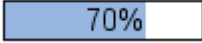



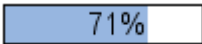
Responsible OUs SHRP Measures

SHRP_01 Conduct and Competence		Assigned to	Jackie Noble	Managed by	Zoe Wolicki
Action start date		Action due date	31-Mar-2025	Action completed date	
Action Status and Note	▶	<div style="border: 1px solid black; width: 50px; height: 15px; background-color: #ADD8E6; display: inline-block;"></div> 50%	28-Nov-2024 MHCLG round table invite for latest on C&C due by end of November 2024. Training needs analysis completed. On hold pending the outcome of the consultation on the proposed standard. Policies up to date. Potential gap in qualifications in some areas.		
Milestone description	Milestone due date	Milestone note	Milestone completed	Completed date	






SHRP_02 Knowledge Information Management		Assigned to	Gareth Youlden	Managed by	Zoe Wolicki
Action start date		Action due date	31-Mar-2025	Action completed date	
Action Status and Note			<p>28-Nov-2024 Led by ICT in relation to data integrity, intelligence and application. Work Streams mapped and ICT scoping document produced for onward actions.</p> <p>Revised work programme so the work streams need assigning.</p> <p>An area of risk to TBC until progress is made.</p> <p>Work on compliance has improved data integrity.</p>		
Milestone description	Milestone due date	Milestone note	Milestone completed	Completed date	
SHRP_03 Neighbourhoods and Community		Assigned to	Mark Greaves; Lisa Hall	Managed by	Hannah Peate; Joanne Sands
Action start date		Action due date	31-Mar-2025	Action completed date	
Action Status and Note			<p>28-Nov-2024 A grounds maintenance strategy has been drafted and is expected to be circulated for consultation in December.</p> <p>Service standards for grounds maintenance being progressed in partnership with TCG.</p> <p>Domestic Abuse and ASB policy review progressing well.</p> <p>Housing Strategy commissioned.</p> <p>Service standards and fact sheets produced for ASB and Hate Crime.</p> <p>Community Safety structure is a strength.</p>		
Milestone description	Milestone due date	Milestone note	Milestone completed	Completed date	
SHRP_04 Safety and Quality		Assigned to	Martin Harper	Managed by	Paul Weston
Action start date		Action due date	31-Mar-2025	Action completed date	
Action Status and Note			<p>12-Dec-2024 As at 6th Dec, the safety and quality improvement plan has been updated with external assurance giving estimated completion across each workstream.</p>		

			Asset Management Strategy in place, but will be refreshed when the Stock Condition Survey is completed. Stock condition survey deadline has been extended to the end of March due to challenges with access. Now compliant on all areas except electrical safety where there's a target of 320 per month, on track to complete 1918 with £1m mobilised works. Damp and mould policy in place and being complied with by Equans as jobs are raised.	
Milestone description	Milestone due date	Milestone note	Milestone completed	Completed date

SHRP_05 Tenancy		Assigned to	Lee Birch; Sarah Finnegan	Managed by	Tina Mustafa
Action start date		Action due date	31-Mar-2025	Action completed date	
Action Status and Note			28-Nov-2024 Tenancy Management Policy approved 21/11/24. Tenancy Roadshow underway for service improvements. Fixed term tenancies to be reviewed as part of tenancy management policy. Income management policy in place. Service Standards drafted and will be published with the other housing service standards.		
Milestone description	Milestone due date	Milestone note	Milestone completed	Completed date	

SHRP_06 Transparency Influence and Accountability		Assigned to	Lee Birch; Nicola Hesketh	Managed by	Tina Mustafa; Zoe Wolicki
Action start date		Action due date	31-Mar-2025	Action completed date	
Action Status and Note			28-Nov-2024 Annual report informed by HQN, approved by Cabinet and published in November. Tenant Roadshow started in October. Getting To Know You Better survey commissioned with MEL research to improve the knowledge of household characteristics. Review completed of website content to ensure is it compliant with accessibility standards.		

			<p>Tenant Involvement Strategy on track.</p> <p>Tenants conference in September attended by 72 residents.</p> <p>Complaints policy now compliant with Housing Ombudsman, but complaint responses within target remain very poor.</p>		
Milestone description		Milestone due date	Milestone note	Milestone completed	Completed date

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

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