Report to	Housing Advisory Board
Date	28/07/2026
Agenda No. & Title	No.9 | Quarter 1 Performance update
Purpose of the Report	To provide the Housing Advisory Board with an overview of quarter 1 performance for 2026/27.
Status	For assurance and approval
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Appendices	Appendix 1: Q1 HLT Scorecard
Background Documents	N/A
Recommendation/s	• Discuss and note the Q1 26/27 performance and assurance from mitigations • Agree new rolling target for Complaints and ASB cases per 1000 stock • Agree additions/removals of Performance indicators.
Corporate Plan Objective	The indicators provide evidence to the reporting of the 3 year objectives. • Improve the quality and safety of our homes • Improve customer service and increase customer influence • Ensure a sustainable business plan • Prevent and reduce homelessness and support communities • Improve tenant satisfaction
Risk Implications	H1 – Unsafe, insecure and non-compliant homes H2 – Unsafe, unsecure and non-compliant tenancies H3 – Poor tenant satisfaction H4 – Increased homelessness H10 – Ongoing poor rent collection/ performance

Mitigations/Controls	Regular performance monitoring of key services areas and performance indictors ensures HAB are able to track performance and understand areas where improvement is required. Mitigating actions where performance is not meeting target are included in the performance report.
Financial and Value for money implications	Right first time delivery of services ensure the services are delivered effectively and efficiently. Rent income performance indictors provide an indication of the effectiveness and efficiency of the council's rent collection process and whether we are collecting the income due into the HRA. One of the key areas for improvement to improve the health of the HRA is to ensure we improve our rent collections and work to decrease the level of arrears over the next three years. An improvement plan for income collection is being managed by the Head of Corporate Collection & Support.
Regulatory/ governance and legal implications	The report demonstrates alignment with regulatory expectations, including the Housing Ombudsman Complaint Handling Code and emerging requirements such as Awaab's Law. Performance monitoring and benchmarking against Housemark support transparency and assurance
Assets and Liabilities	Asset Management indicators are key to ensuring oversight of the assets and liabilities. New indicators provide assurance of progress towards 100% coverage of stock.
Resource Implications	Performance has been impacted by resourcing challenges, including recruitment and retention pressures. Recruitment to key service areas is now largely complete, with improved alignment between demand and capacity expected in 2026/27.
Customer Impact	Customers have experienced variability in service delivery, particularly in repairs, communication, and access to services. However: • Complaint handling performance has improved • Safety and compliance performance remains strong • Service changes and planned improvements are expected to enhance customer experience

EDI Implications	Not applicable
Sustainability and Environmental Implications	There are no sustainability or environmental impacts of this report. Specific indicators monitor the EPC rating for the stock.
Privacy/Data Protection	N/A
Colleague Impact	Not applicable
Stakeholder Communications and Reputational Impact	Performance below sector benchmarks in key areas may carry reputational risk. However, transparent reporting, clear improvement planning, and engagement with tenants (e.g. Tenant Voice Forum) and visibility upon publishing performance support trust and accountability
Next Steps	• Track performance against 2026/27 targets • Continue to implement and track progress of mitigating actions where applicable. • Continue benchmarking against Housemark and sector peers • Provide regular performance updates to the Housing Advisory Board.

1. Overall Summary

1.1. Appendix 1 presents quarter one 2026-27 performance for Bury Housing Services. 28 performance indicators are below the expected targets and Heads of Service have provided commentary to explain performance and action being taken to improve.

1.2. Benchmarking information is provided where it is available against the 2025/26 data for comparison. When new benchmarking information is available, the report will be updated.

1.3. Performance on the Tenant Satisfaction Measures (TSMs) have seen progress continuing to build on the foundations of 2025-26. Further work on the communications strategy should help improve perception of our work throughout the year.

1.4. Targets have been set to drive progress throughout the year. Quarter 1 has set a good precedent, for example key actions on the service plans have driven improvements in repairs for work in progress and emergency repairs which should filter down to the rest of the service.

1.5. Indicators that are not meeting target have been mitigated. On assessment key risk areas are Income Collection and outstanding EICRs. The Leadership Team will meet with The Head of Corporate Collection & Support to assess progress of the action plan in August 2026. Monthly compliance reporting will monitor the review of the outstanding EICR's to ensure that recovery and backlog is being well managed and there is no further risk to tenants.

2. Amends to Performance Indicators

2.1. As we have reviewed performance during the quarter one reporting cycle it has become evident that there would be more suitable calculations for some performance indicators, particularly where the performance indicator is an annual performance indicator. Therefore, HAB is asked to approve the following changes

2.1.1. **Complaints relative to the size of the landlord – Stage 1** – having reviewed how this performance indicator is calculated, in year performance would be better represented as an annual rolling figure. We have also reviewed the target based on the number of complaints received in the first quarter of the year and calculated the year end target based on this. It is recommended that the target is changed from 27.5 complaints per 1000 properties to 83 complaints per 1000 property to reflect the first quarter volume and the new complaints culture.

2.1.2. **Anti-social behaviour cases relative to the size of the landlord** - similarly to complaints this performance indicator is better represented as an annual rolling figure. The target is 20 case per 1000 aiming for similar number of cases last year to encourage Housing Officers opening appropriate cases.

2.1.3. **Homes that do not meet the Decent Homes Standard** the target was previously staggered but been set for the end of the year as 0%.

3. New and removed Indicators

3.1. Heads of Service have reviewed the indicators and propose the following changes to make reporting clearer

3.1.1. **Volume of Stock Condition Surveys Completed** and the sister PI **Percentage of planned stock condition surveys completed** are included to provide HAB with an understanding of the progress of the 12-month stock condition survey programme to bring us to 100%.

3.1.2. **Homes (dwelling units) that have had a stock condition survey in the last 2 years** has been removed as the focus is on the 5-year cycle.

3.1.3. From quarter 2 the **percentage of tenancies visited in the last 12 months will be reported** as a rolling 12-month figure. The target will be 45%.

3.1.4. From quarter 2 the **percentage of upheld stage 1 complaints** will be reported to monitor the balance between the number of complaints and failures in performance. This will be for information only to build a baseline.

4. Next steps

4.1. Housing Advisory Board are asked to;

- Discuss and note the Q1 26/27 performance and assurance from mitigations
- Agree new rolling target for Complaints and ASB cases per 1000 stock
- Agree additions/removals of Performance indicators.