Classification: Open	Decision Type:

Report to:	Housing Advisory Board	**Date:** 18 November 2026
Subject:	Q2 Performance Report	
Report of	Esme Davies	

Report Author and Contact Details:
Name: Esme Davies
Position: Programme Manager
Department: Housing
E-mail: esme.davies@bury.gov.uk

Summary

1. Appendix 1 presents quarter two 2026-27 performance for Bury Housing Services. 26 performance indicators are below the expected targets, a slight improvement on the 28 last quarter and Heads of Service have provided commentary to explain performance and action being taken to improve.

2. The Performance Scorecard has been reviewed against the regulatory judgement and new indicators will be added where appropriate to increase scrutiny in key areas as well as the introduction of a new reporting process for the Springs Tenant Management Cooperative.

Recommendation(s)

3. To note the performance for quarter two and provide scrutiny
4. Agree the proposed changes for future reporting:
    a. The target for Repairs Work in Progress has been updated to 1500. It had previously been misreported as 1000
    b. Homes (dwelling units) that have had a stock condition survey in the last 5 years (was previously information only) will have a target of 100% going forward.
    c. Two new indicators will be included going forward to provide context to relet time breaking the process down into the repairs and lettings timescales respectively.
    d. Indicators will be added to reflect the overdue compliance actions as reported in the Monthly Compliance updates

Areas to Celebrate

5. The Compliance team has raised the percentage of properties with electrical safety certificates to 96% this month. This represents continued efforts to review data and complete surveys as they become due and is one step closer to the full suite of Compliance Indicators being compliant. Remaining certificates may be more challenging as access becomes more of an issue but lessons learnt from the gas process will be used to achieve 100%.

6. Complaints has continued to maintain an upwards trajectory of complaints per 1000 stock showing the new processes and reporting has been embedded. On this PI we are looking to see an increase as tenants and staff know when and how to report complaints. The next steps is to understand the percentage of complaints upheld to understand areas of failings and feedback to staff.

7. The percentage of emergency Awaab's repairs completed within the landlord's target timescale was 100% this month which is positive ahead of Phase 2 of Awaab's Law from 1st December.

Areas of Concern

Rent Collection and Arrears

8. We recognise that there has been a concerning trend with arrears increasing as a percentage of rent roll. This is a cyclical indicator, and it is expected to increase throughout the year and then reduce towards March. However, arrears have increased above expected levels. The Head of Income Collection will bring the Income Management Improvement Plan to the next Housing Advisory Board in December. This plan will outline the use of automation, the review of data and the training provided to the staff to deliver improved arrears collection. October was the first month where arrears have not increased significantly as part of the interventions, but further work is required to turn the trajectory around and begin to reduce arrears.

Relet Time

9. Despite a slightly improved performance for September, the relet time for properties is significantly above the expected target. Work has been undertaken to understand what is impacting performance. Analysis shows that property refusals, delayed hospital discharge and process issues with ending tenancies have contributed to increased void days. Key improvements include reviewing key return arrangements, recruiting to vacant trade posts and strengthening administrative support within the voids service.

10. Two new PIs will be created to breakdown the process into the repairs and lettings processes in order to provide further details.

Repairs

11. A number of PIs are under target this month. Performance has been impacted by ongoing service pressures, including the prioritisation of emergency repairs, damp and mould cases, and other high-risk works, alongside efforts to reduce the backlog of older repairs. Actions are in place to reduce aged repairs, improve scheduling, increase capacity through recruitment and agency resources, and reduce 'work in progress' levels to support improved performance. Continued scrutiny will be provided by HLT.

12. The target for work in progress was misreported as 1000 when the service target is 1500. This is 1000 jobs for the direct labour and 500 for the sub-contractors. This has been amended in the current scorecard. This is based on property volumes and 3 years history of jobs raised.

Reflection from the Regulator's Judgement

13. The regulator raised concerns that there was a lack of clarity on the length of time fire remedial actions have been open. This has previously been reported in separate compliance updates however will be added to the scorecard again to provide transparency and allow scrutiny at multiple levels.

14. Springs Tenant Management Cooperative performance will be aligned with the Bury Housing Scorecard and will be brought as a separate report to the Housing Advisory Board in the New Year to allow the appropriate level of scrutiny.

15. The regulator was concerned that we may fall behind on our stock condition surveys. Therefore, Homes (dwelling units) that have had a stock condition survey in the last 5 years will be targeted to provider greater transparency and importance to achieving 100%.

16. The regulator also identified problems with how performance information is shared with tenants and made available for scrutiny**.** Performance is currently shared on the website Our Performance - Bury Council. We will ask tenants how best to share information in the future and seek out C1 organisations to understand different digital and non-digital options to sharing data.

Links with the Housing and Corporate Priorities:

The scorecard supports measurement of success against the 3-year objectives.

- Improve the quality and safety of our homes
- Improve tenant satisfaction

- Improve customer service and increase customer influence
- Ensure a sustainable business plan
- Prevent and reduce homelessness and support communities

Tenant voice
We will work with tenants to develop a new reporting and publication process for Performance so that performance is transparent and tenants feel they can raise questions as well as see progress.

Equality Impact and Considerations:
Not applicable for this report.

Environmental Impact and Considerations:
Please provide an explanation of the Environmental impact of this decision. Please include the impact on both ***Carbon emissions*** *(contact climate@bury.gov.uk for advice) and* ***Biodiversity*** *(contact S.Tinsley@bury.gov.uk and Dennis.whittle@bury.gov.uk for advice)*

Assessment and Mitigation of Risk:

Risk / opportunity	Mitigation

Procurement Implications:
None for this report.

Legal/ Regulatory 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

---

Financial Implications:
Add in any financial implications - if requiring additional budget speak to your finance lead

---

Appendices:
Please list any appended documents (please save these as clearly labelled separate

documents in the Teams folder).

Background papers:
Please list any background documents to this report and include a hyperlink where possible.

Please include a glossary of terms, abbreviations and acronyms used in this report.

Term	Meaning
HLT	Housing Leadership Team