



City of
Stoke-on-Trent













Housing and Community Safety Performance Reports













December 2024 – July 2025













| Measure | October - 2024 | November- 2024 | December- 2024 | RAG and Trend | What does each KPI measure mean? |
|--|----------------|----------------|----------------|-------------------------------|---|
| Responsive Repairs Volumes | 7560 | 6657 | 4731 | Decreasing | Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service. |
| Emergency Repairs Volumes (incl. OOH) | 1735 | 2132 | 1952 | Stable | Tracks the number of emergency repairs carried out each month, including out of hours emergency repairs. |
| Number of properties reporting Damp and Mould Issues | 685 | 751 | 461 | Decreasing | Tracks the number of properties reporting damp and mould issues each month. |
| Number of Disrepair Letters of Claim Received | 13 | 9 | 9 | Stable | Measures the volume of disrepair letters of claim received each month. |
| Percentage of Emergency Responsive repairs completed within 24 Hours | 87.0% | 91.1% | 89.5% | Stable | Measures the efficiency of completing emergency repairs (including out of hours repairs) within the target timeframe of 24 hours. |
| Percentage of Routine Responsive repairs completed within 28 Calendar Days | 68.7% | 93.0% | 82.9% | Fluctuating Slightly Downward | Tracks the percentage of routine (non-emergency) responsive repairs completed within 28 days, a key indicator of timely service for less urgent repairs. |
| ASB reports received by the council (per 1000 tenant population) | 5.21 | 5.03 | 4.57 | Decreasing | Tracks the number of anti-social behaviour (ASB) reports per 1,000 tenants, indicating the level of community disturbances and safety concerns across the local authority's housing population. |
| Number of Stage One Complaints Received | 130 | 128 | 77 | Fluctuating Downward | Measures tenant complaints at Stage One of the formal complaints process. |
| Number of Stage Two Complaints Received | 19 | 7 | 9 | Stable | Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One. |
| Rent Arrears as a Percentage of Debit | 4.19% | 4.64% | 3.07% | Decreasing | Tracks the percentage of rent arrears in relation to the total rent due, providing insight into the financial stability of tenants and the effectiveness of rent collection processes. |
| Housing Voids E2E Time (Standard Voids Only) | 29 | 31 | 31 | Stable | Measures the average number of days taken to re-let standard void properties. |













| Measure | November-2024 | December-2024 | January-2025 | RAG and Trend | What does KPI each measure mean? |
|--|---------------|---------------|--------------|-------------------------------|---|
| Responsive Repairs Volumes | 6657 | 4731 | 7830 | Increasing but expected | Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service. |
| Emergency Repairs Volumes (incl. OOH) | 2132 | 1952 | 2649 | Increasing | Tracks the number of emergency repairs carried out each month including out of hours emergency repairs. |
| Number of properties reporting Damp and Mould Issues | 751 | 461 | 731 | Increasing | Tracks the number of properties reporting damp and mould issues each month. |
| Number of Disrepair Letters of Claim Received | 9 | 9 | 15 | Increasing | Measures the volume of disrepair letters of claim received each month. |
| Percentage of Emergency Responsive repairs completed within 24 Hours | 91.1% | 89.5% | 89.4% | Stable | Measures the efficiency of completing emergency repairs (including out of hours repairs) within the target timeframe of 24 hours. |
| Percentage of Routine Responsive repairs completed within 28 Calendar Days | 93.0% | 82.9% | 88.5% | Fluctuating upwards | Tracks the percentage of routine (non-emergency) responsive repairs completed within 28 days, a key indicator of timely service for less urgent repairs. |
| ASB reports received by the council (per 1000 tenant population) | 5.03 | 4.57 | 5.67 | Increasing | Tracks the number of anti-social behaviour (ASB) reports per 1,000 tenants, indicating the level of community disturbances and safety concerns across the local authority's housing population. |
| Number of Stage One Complaints Received | 128 | 77 | 154 | Increasing | Measures tenant complaints at Stage One of the formal complaints process. |
| Number of Stage Two Complaints Received | 7 | 9 | 15 | Increasing | Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One. |
| Rent Arrears as a Percentage of Debit | 4.64% | 3.07% | 3.47% | Fluctuating Slightly Downward | Tracks the percentage of rent arrears in relation to the total rent due, providing insight into the financial stability of tenants and the effectiveness of rent collection processes. |
| Housing Voids E2E Time (Standard Voids Only) | 31 | 31 | 36 | Increasing | Measures the average number of days taken to re-let standard void properties. |

| Measure | December -2024 | January-2025 | February -2025 | RAG and Trend | What does KPI each measure mean? |
|--|----------------|--------------|----------------|-------------------------------|---|
| Responsive Repairs Volumes | 4731 | 7830 | 6283 | Fluctuating Slightly Downward | Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service. |
| Emergency Repairs Volumes (incl. OOH) | 1952 | 2649 | 2021 | Decreasing | Tracks the number of emergency repairs carried out each month including out of hours emergency repairs. |
| Number of properties reporting Damp and Mould Issues | 461 | 731 | 591 | Fluctuating Downward | Tracks the number of properties reporting damp and mould issues each month. |
| Number of Disrepair Letters of Claim Received | 9 | 15 | 21 | Increasing | Measures the volume of disrepair letters of claim received each month. |
| Percentage of Emergency Responsive repairs completed within 24 Hours | 89.5% | 89.4% | 84.8% | Fluctuating Downward | Measures the efficiency of completing emergency repairs (including out of hours repairs) within the target timeframe of 24 hours. |
| Percentage of Routine Responsive repairs completed within 28 Calendar Days | 82.9% | 88.5% | 90.0% | Increasing | Tracks the percentage of routine (non-emergency) responsive repairs completed within 28 days, a key indicator of timely service for less urgent repairs. |
| ASB reports received by the council (per 1000 tenant population) | 4.57 | 5.67 | 5.32 | Stable | Tracks the number of anti-social behaviour (ASB) reports per 1,000 tenants, indicating the level of community disturbances and safety concerns across the local authority's housing population. |
| Number of Stage One Complaints Received | 77 | 154 | 123 | Fluctuating Slightly Downward | Measures tenant complaints at Stage One of the formal complaints process. |
| Number of Stage Two Complaints Received | 9 | 15 | 18 | Increasing | Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One. |
| Rent Arrears as a Percentage of Debit | 3.07% | 3.47% | 3.62% | Fluctuating Slightly Upward | Tracks the percentage of rent arrears in relation to the total rent due, providing insight into the financial stability of tenants and the effectiveness of rent collection processes. |
| Housing Voids E2E Time (Standard Voids Only) | 31 | 36 | 38 | Increasing | Measures the average number of days taken to re-let standard void properties. |

| Measure | January-2025 | February -2025 | March -2025 | RAG and Trend | What does each KPI measure mean? |
|---|--------------|----------------|-------------|---|---|
| Responsive Repairs Volumes | 7830 | 6283 | 5907 |  | Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service. |
| Emergency Repairs Volumes (incl. OOH) | 2649 | 2021 | 1914 |  | Tracks the number of emergency repairs carried out each month including out of hours emergency repairs. |
| Number of properties reporting Damp and Mould Issues | 731 | 591 | 493 |  | Tracks the number of properties reporting damp and mould issues each month. |
| Number of Disrepair Letters of Claim Received | 15 | 21 | 17 |  | Measures the volume of disrepair letters of claim received each month. |
| % of Emergency Responsive repairs completed within 24 Hours | 89.4% | 84.8% | 87.0% |  | Measures the efficiency of completing emergency repairs (including out of hours repairs) within the target timeframe of 24 hours. |
| % of Routine Responsive repairs completed within 28 Calendar Days | 88.5% | 90.0% | 90.6% |  | Tracks the percentage of routine (non-emergency) responsive repairs completed within 28 days, a key indicator of timely service for less urgent repairs. |
| ASB volumes (Council (per 1000 tenant population) | 5.67 | 5.32 | 8.27 |  | Tracks the number of anti-social behaviour (ASB) reports per 1,000 tenants, indicating the level of community disturbances and safety concerns across the local authority's housing population. |
| Number of Stage One Complaints Received | 154 | 123 | 124 |  | Measures tenant complaints at Stage One of the formal complaints process. |
| Number of Stage Two Complaints Received | 15 | 18 | 12 |  | Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One. |
| Rent Arrears as a Percentage of Debit | 3.47% | 3.62% | 2.97% |  | Tracks the percentage of rent arrears in relation to the total rent due, providing insight into the financial stability of tenants and the effectiveness of rent collection processes. |
| % of Cases Homelessness Successfully Prevented/ Relieved | 65% | 71% | 70% |  | Percentage of cases where homelessness is successfully prevented or relieved. |
| Housing Voids E2E Time (Standard Voids Only) | 36 | 38 | 34 |  | Measures the average number of days taken to re-let standard void properties. |

| Measure | February - 2025 | March - 2025 | April - 2025 | RAG and Trend | What does each KPI measure mean? |
|---|-----------------|--------------|--------------|---|---|
| Responsive Repairs Volumes | 6283 | 5907 | 5243 |  | Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service. |
| Emergency Repairs Volumes (incl. OOH) | 2021 | 1914 | 1616 |  | Tracks the number of emergency repairs carried out each month including out of hours emergency repairs. |
| Number of properties reporting Damp and Mould Issues | 591 | 493 | 330 |  | Tracks the number of properties reporting damp and mould issues each month. |
| Number of Disrepair Letters of Claim Received | 21 | 17 | 11 |  | Measures the volume of disrepair letters of claim received each month. |
| % of Emergency Responsive repairs completed within 24 Hours | 84.8% | 87.0% | 88.4% |  | Measures the efficiency of completing emergency repairs (including out of hours repairs) within the target timeframe of 24 hours. |
| % of Routine Responsive repairs completed within 28 Calendar Days | 90.0% | 90.6% | 92.5% |  | Tracks the percentage of routine (non-emergency) responsive repairs completed within 28 days, a key indicator of timely service for less urgent repairs. |
| ASB volumes (Council - per 1000 tenant population) | 5.32 | 8.27 | 9.20 |  | Tracks the number of anti-social behaviour (ASB) reports per 1,000 tenants, indicating the level of community disturbances and safety concerns across the local authority's housing population. |
| Number of Stage One Complaints Received | 123 | 124 | 94 |  | Measures tenant complaints at Stage One of the formal complaints process. |
| Number of Stage Two Complaints Received | 18 | 12 | 13 |  | Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One. |
| Rent Arrears as a Percentage of Debit | 3.62% | 2.97% | 2.36% |  | Tracks the percentage of rent arrears in relation to the total rent due, providing insight into the financial stability of tenants and the effectiveness of rent collection processes. |
| % of Cases Homelessness Successfully Prevented/ Relieved | 71% | 70% | 67% |  | Percentage of cases where homelessness is successfully prevented or relieved. |
| Housing Voids E2E Time (Standard Voids Only) | 38 | 34 | 42 |  | Measures the average number of days taken to re-let standard void properties. |

| Measure | March -2025 | April - 2025 | May - 2025 | RAG and Trend | What does each KPI measure mean? |
|---|-------------|--------------|------------|---|---|
| Responsive Repairs Volumes | 5907 | 5243 | 5104 |  | Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service. |
| Emergency Repairs Volumes (incl. OOH) | 1914 | 1616 | 1194 |  | Tracks the number of emergency repairs carried out each month including out of hours emergency repairs. |
| Number of properties reporting Damp and Mould Issues | 493 | 330 | 236 |  | Tracks the number of properties reporting damp and mould issues each month. |
| Number of Disrepair Letters of Claim Received | 17 | 11 | 25 |  | Measures the volume of disrepair letters of claim received each month. |
| % of Emergency Responsive repairs completed within 24 Hours | 87.0% | 88.4% | 90.1% |  | Measures the efficiency of completing emergency repairs (including out of hours repairs) within the target timeframe of 24 hours. |
| % of Routine Responsive repairs completed within 28 Calendar Days | 90.6% | 92.5% | 93.2% |  | Tracks the percentage of routine (non-emergency) responsive repairs completed within 28 days, a key indicator of timely service for less urgent repairs. |
| ASB volumes (Council - per 1000 tenant population) | 8.27 | 9.20 | 8.34 |  | Tracks the number of anti-social behaviour (ASB) reports per 1,000 tenants, indicating the level of community disturbances and safety concerns across the local authority's housing population. |
| Number of Stage One Complaints Received | 124 | 94 | 100 |  | Measures tenant complaints at Stage One of the formal complaints process. |
| Number of Stage Two Complaints Received | 12 | 13 | 11 |  | Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One. |
| Rent Arrears as a Percentage of Debit | 2.97% | 2.36% | 2.83% |  | Tracks the percentage of rent arrears in relation to the total rent due, providing insight into the financial stability of tenants and the effectiveness of rent collection processes. |
| % of Cases Homelessness Successfully Prevented/ Relieved | 70% | 67% | 70% |  | Percentage of cases where homelessness is successfully prevented or relieved. |
| Housing Voids E2E Time (Standard Voids Only) | 34 | 42 | 56 |  | Measures the average number of days taken to re-let standard void properties. |

| Measure | April - 2025 | May - 2025 | June - 2025 | RAG and Trend | What does each KPI measure mean? |
|---|--------------|------------|-------------|---|---|
| Responsive Repairs Volumes | 5243 | 5104 | 4988 |  | Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service. |
| Emergency Repairs Volumes (incl. OOH) | 1616 | 1194 | 1093 |  | Tracks the number of emergency repairs carried out each month including out of hours emergency repairs. |
| Number of properties reporting Damp and Mould Issues | 330 | 236 | 272 |  | Tracks the number of properties reporting damp and mould issues each month. |
| Number of Disrepair Letters of Claim Received | 11 | 25 | 17 |  | Measures the volume of disrepair letters of claim received each month. |
| % of Emergency Responsive repairs completed within 24 Hours | 88.4% | 90.1% | 91.3% |  | Measures the efficiency of completing emergency repairs (including out of hours repairs) within the target timeframe of 24 hours. |
| % of Routine Responsive repairs completed within 28 Calendar Days | 92.5% | 93.2% | 96.4% |  | Tracks the percentage of routine (non-emergency) responsive repairs completed within 28 days, a key indicator of timely service for less urgent repairs. |
| ASB volumes (Council - per 1000 tenant population) | 9.20 | 8.34 | 8.8 |  | Tracks the number of anti-social behaviour (ASB) reports per 1,000 tenants, indicating the level of community disturbances and safety concerns across the local authority's housing population. |
| Number of Stage One Complaints Received | 94 | 100 | 85 |  | Measures tenant complaints at Stage One of the formal complaints process. |
| Number of Stage Two Complaints Received | 13 | 11 | 7 |  | Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One. |
| Rent Arrears as a Percentage of Debit | 2.36% | 2.83% | 3.03% |  | Tracks the percentage of rent arrears in relation to the total rent due, providing insight into the financial stability of tenants and the effectiveness of rent collection processes. |
| % of Cases Homelessness Successfully Prevented/ Relieved | 67% | 70% | 73% |  | Percentage of cases where homelessness is successfully prevented or relieved. |
| Housing Voids E2E Time (Standard Voids Only) | 42 | 56 | 60 |  | Measures the average number of days taken to re-let standard void properties. |

| Measure | May - 2025 | June - 2025 | July - 2025 | RAG and Trend | What does each KPI measure mean? |
|---|------------|-------------|-------------|---------------|---|
| Responsive Repairs Volumes | 5104 | 4988 | 5306 | ↑ | Tracks the total number of non-emergency responsive repairs conducted by the Repairs and Maintenance Service. |
| Emergency Repairs Volumes (incl. OOH) | 1194 | 1093 | 1064 | ↔ | Tracks the number of emergency repairs carried out each month including out of hours emergency repairs. |
| Number of properties reporting Damp and Mould Issues | 236 | 272 | 247 | ↔ | Tracks the number of properties reporting damp and mould issues each month. |
| Number of Disrepair Letters of Claim Received | 25 | 17 | 11 | ↓ | Measures the volume of disrepair letters of claim received each month. |
| % of Emergency Responsive repairs completed within 24 Hours | 90.1% | 91.3% | 91.2 % | ↔ | Measures the efficiency of completing emergency repairs (including out of hours repairs) within the target timeframe of 24 hours. |
| % of Routine Responsive repairs completed within 28 Calendar Days | 93.2% | 96.4% | 94.7 % | ↔ | Tracks the percentage of routine (non-emergency) responsive repairs completed within 28 days, a key indicator of timely service for less urgent repairs. |
| ASB volumes (Council - per 1000 tenant population) | 8.34 | 8.8 | 9.09 | ↑ | Tracks the number of anti-social behaviour (ASB) reports per 1,000 tenants, indicating the level of community disturbances and safety concerns across the local authority's housing population. |
| Number of Stage One Complaints Received | 100 | 85 | 86 | ↔ | Measures tenant complaints at Stage One of the formal complaints process. |
| Number of Stage Two Complaints Received | 11 | 7 | 14 | ↑ | Measures Stage Two escalated complaints that were not resolved satisfactorily for the complainant at Stage One. |
| Rent Arrears as a Percentage of Debit | 2.83% | 3.03% | 3.27% | ↑ | Tracks the percentage of rent arrears in relation to the total rent due, providing insight into the financial stability of tenants and the effectiveness of rent collection processes. |
| % of Cases Homelessness Successfully Prevented/ Relieved | 70% | 73% | 78% | ↑ | Percentage of cases where homelessness is successfully prevented or relieved. |
| Housing Voids E2E Time (Standard Voids Only) | 56 | 60 | 54 | ↔ | Measures the average number of days taken to re-let standard void properties. |