REDDITCH BOROUGH COUNCIL

Executive Committee **24th November 2026**

Quarter 2 2026/27 Housing Performance and Improvement Plan Update

Relevant Portfolio Holder	Councillor Ashley Monk
Portfolio Holder Consulted	Yes
Relevant Assistant Director	Simon Parry and Judith Willis
Report Author	Assistant Director of Environmental and Housing Property Services and Assistant Director of Community and Housing Services Contact email: simon.parry@bromsgroveandredditch.gov.uk, Judith.willis@bromsgroveandredditch.gov.uk
Wards Affected	All
Ward Councillor(s) consulted	N/A
Relevant Council Priority	Community and Housing
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

1. RECOMMENDATIONS

The Executive Committee is asked to RESOLVE that: -

1) **The Council's Quarter 2 2026/27 Housing Performance is noted and**

2) **The Housing Improvement Plan Quarter 2 2026/27 Update is noted.**

2. EXECUTIVE SUMMARY

2.1. Performance

Quarter 2 shows progress in stock information and repairs, with survey coverage increasing to 60.71% and non-emergency repairs completed within target improving to 78.90%. Tenancy audits reached 1,724, strengthening understanding of residents' needs.

Compliance across gas, asbestos, water and lift safety checks is maintained at 100%, with electrical safety checks improved to 97.83%, and damp and mould emergency and five-day make-safe measures achieved 100%.

Outstanding fire remedial actions fell from 2,033 to 1,918, although fire risk assessments fell to 89% with the ongoing completing of outstanding works remaining a priority.

Complaint response timeliness remained strong at 93.2% for Stage 1 and 100% for Stage 2, despite increased demand. Repairs timeliness,

void turnaround and rent arrears remain below target. Additional capacity, closer monitoring and learning from complaints are supporting improvement.

2.2. **Housing Improvement Plan**

The Housing Improvement Plan continues to address the significant improvements required following the Council's C3 regulatory judgement in July 2025. Overall, 35 actions are complete, 27 are on target, 14 are behind target (Amber) and seven are beyond their target date (Red). Recruitment, capacity constraints and increased complaint demand affected delivery during the quarter, with fire safety remedial works and stronger tenant influence remaining key priorities.
Progress includes additional fire remedial funding and contractor capacity, improved adaptations information and development of a housing-specific ASB and Hate Incident Policy. Totalmobile went live on 13 October 2026, after the reporting quarter, explaining its Quarter 2 red rating. Further priorities include reviewing stock condition survey quality assurance, aligning the Asset Management Strategy with the HRA Business Plan, formalising adaptations indicators, establishing the Tenant Scrutiny Panel and completing recruitment to the Tenant Housing Experience Team. Continued monitoring will focus on completing outstanding actions and translating improvements into safer homes, more reliable services and greater tenant accountability.

3. BACKGROUND

3.1. The Regulator for Social Housing (RSH) has established the 'Tenant Satisfaction Measures' (TSM). This places a responsibility on all social housing landlords, in England, to return performance information, so that each provider can be assessed for how well they are providing good quality homes and services.

3.2. Of the 23 measures, they are split between those that the landlord is required to measure directly (11) and those that are measured by tenant perception surveys (12).

3.3. This report also broadens the performance framework beyond the 11 landlord TSM measures to include additional indicators on key housing priorities, including tenancy audits, rent collection, former tenant arrears, void performance and associated rent loss.

3.4. The Social Housing (Regulation) Act 2023 strengthened consumer regulation and gave the Regulator of Social Housing new powers to proactively inspect social landlords with over 1,000 homes from April 2024.

3.5. The inspection of Redditch Borough Council's landlord services, published on 30 July 2025, resulted in a C3 grading and identified the need for significant improvement across repairs, fire safety, compliance data, stock condition information, tenant engagement, complaints handling and performance reporting.

3.6. Key issues included overdue repairs and fire safety remedial actions, inconsistent data and oversight, limited stock condition survey coverage, overdue water safety actions, weak tenant influence arrangements and performance information that was not easily accessible to tenants.

3.7. The Housing Improvement Plan was initially approved by Executive Committee on 2 September 2025 however a revised version was subsequently approved on 9 June 2026 and provides the framework for addressing these issues, improving compliance, strengthening oversight and driving service improvement. This report provides an update on progress to date.

4. OPERATIONAL DETAILS

TSM Landlord Measures 2026/27

4.1. The following sets out the performance for quarter 1 of 2026/27 with commentary where performance has not been on target or where updates on progress are being made. Appendix 1 summarises the performance data.

4.2. **RP – Keeping Properties in good repair**

RP01: Homes that do not meet the Decent Homes Standard

4.3. The Council's stock condition database holds Decent Homes data across four categories: Housing Health and Safety Rating System (HHSRS), reasonably modern facilities, state of repair and thermal comfort. Data cleansing and updates continue as works are completed, with follow-up surveys confirming repair or replacement needs. Recorded non-decency has risen slightly as recent stock condition surveys were added to the database, with affected properties being included in relevant capital programmes.

4.4. **Stock Condition Data**

The Council's consultants continue stock condition surveys, referring urgent issues to relevant teams for action. Asset data has been cleansed to improve stock information accuracy. As survey findings

arrive, the Capital Manager reviews work programmes to target investment at property needs and required standards.

Table 1: Stock Condition Surveys as % of stock

Q1	Q2	Q3	Q4
56.78%	60.71%		

4.5. **Repairs Completed in Timescales**

4.6. Repairs completion within target timescales generally improved in Quarter 2 but remained below 100%. Further gains are expected as the new Repairs Policy embeds. A planned 60-day priority code has better classified more complex repairs works, including window and door replacements. Recruitment of the Business Support Manager and Housing Property Services Manager in Quarter 2, alongside TotalMobile implementation in Quarter 3, will support data analysis to further identify performance issues and improve repairs delivery.

4.7. **Damp & Mould**

Awaab's Law sets response timescales for social landlords to address serious hazards, including damp, mould and emergency risks. In Quarter 2, both the 24-hour emergency and five-day hazard make-safe measures achieved 100%. Access difficulties at a small number of properties affected investigations within ten days and major works within 50 days, with major works performance remaining close to target.

4.8. **BS - Maintaining Building Safety**

Fire Safety

To improve performance and compliance, the Council now follows up 60 rather than 30 days before Fire Risk Assessment (FRA) expiry. However, the rolling FRA programme faced further consultant staffing delays this quarter. Staff departures delayed surveys and reports, but the consultant advises it is now fully staffed, with most outstanding assessment visits taking place in October 2026.

4.9. The outstanding remedial works from the FRAs are included in the table below.

Table 2: Fire Remedial Actions

2026/7	Q4 25/6	Q1	Q2	Q3	Q4
High	661	553	470		
Medium	1,436	1,342	1312		
Low	181	138	136		
	2,278	**2,033**	**1,918**		

4.10. Outstanding actions continue to fall, with over 95% of high-risk items relating to fire doors and compartmentation. The ongoing fire door replacement programme aims to modernise doors and enhance resident protection. A second contractor, engaged at the start of 2026/27, has increased activity, opened more sites and helped close actions. The Council continues to explore further opportunities with contractors to accelerate delivery and clear high-risk items.

4.11. **BS06 – Electrical Safety Checks**

The Electrical Safety Standards Regulations 2025 extend mandatory requirements to social landlords: fixed installations must be inspected and tested at least every five years, Electrical Installation Condition Reports (EICRs) supplied to tenants within 28 days and remedial works completed within required timescales. The RSH's new BS06 measure standardises sector reporting on the proportion of homes with all required electrical safety checks completed, previously covered in quarterly performance reports.

4.12. **Complaints**

Stage 1 complaints rose 71% to 87, from 51 last quarter, compared with 34 in the same period of 2024/25 and 30 in 2025/26. Response performance remained strong: 93.2% of Stage 1 and 100% of Stage 2 complaints were answered within timescale. The 44.6% upheld rate reflects recognition of service failures and learning from feedback.

4.13. Of 74 complaints answered, 21 escalated to Stage 2 (28.4%), with over 70% resolved at Stage 1. Compensation for upheld complaints totalled £4,490, and learning was shared across services to support improvement.

4.14. Key themes were repairs and capital works delays, communication failures, appointment management, record keeping and complaint handling. Actions focused on stronger repairs monitoring and escalation, contractor oversight and accountability,

resident communication, accurate recording of vulnerabilities and inspection actions, and complaint procedures. Stage 1 resolution levels suggest most residents accepted their initial response.

4.15. Despite rising complaints, Housing Services received 44 resident compliments across services, providing context to complaint performance and showing that many residents remain satisfied while complaints drive improvement.

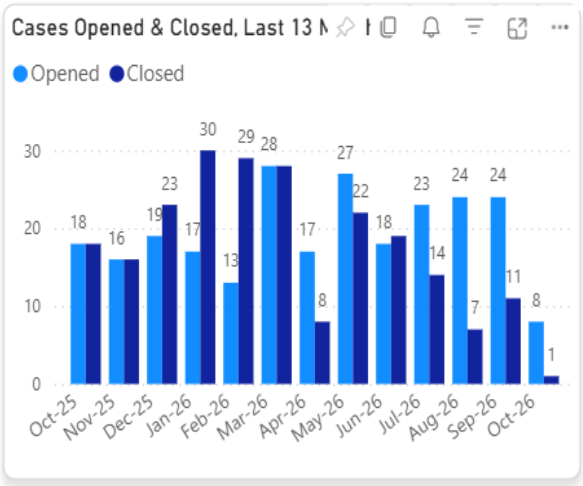
4.16. **Anti-Social Behaviour (ASB)**

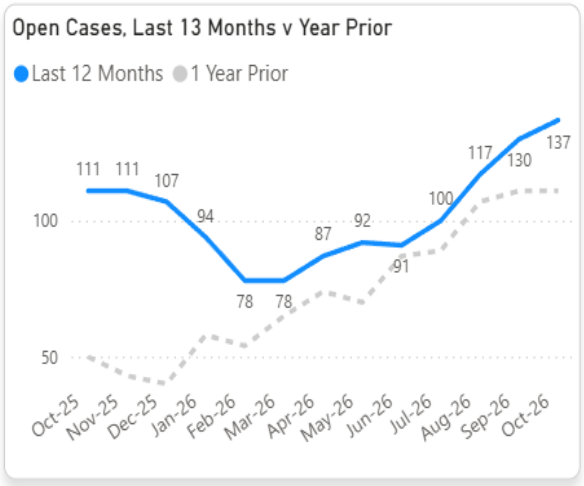
The Council provides a robust and accessible ASB service, working closely with partner agencies such as the Police. The Council use all the tools available to local authorities to engage with tenants to help prevent further ASB where possible and to robustly enforce when it is not. Every ASB complaint is managed according to policy, with a focus on prevention, reducing escalation, continuous risk assessment and fair treatment.

4.17. Over the last 13 months, the Council has continued to see an increase in reported ASB cases. This may reflect greater awareness and confidence among residents to report concerns at an earlier stage, enabling the Housing Team to intervene before issues escalate. However, increased reporting alone does not demonstrate improved outcomes. The Council will therefore strengthen its monitoring to better evidence the impact of its approach, including repeat victimisation, vulnerability and cumulative harm, the effectiveness and timeliness of interventions, reductions in harm, and positive outcomes for residents. This will provide a clearer picture of both demand and the effectiveness of the service's response.

4.18. In Quarter 2, 71 new ASB cases were opened, 32 cases were closed, and at the end of September 130 cases remained active.

Figure 1: Cases by Month





4.19. The Council has a monthly average of 30.8 reported incidents of ASB (No element of Hate Crime) per 1,000 homes. This figure is calculated by dividing the number of reported incidents by the number of homes the authority has, then multiplied by 1,000.

4.20. The Council has a monthly average of 1.5 reported incidents of ASB (Including an element Hate Crime) per 1,000 homes. This figure is calculated by dividing the number of reported incidents by the number of homes the authority has, then multiplied by 1,000.

4.21. Factors contributing to the overall ASB and Nuisance figures include the ongoing cost of living crisis and its impacts on wellbeing, alongside improved reporting accuracy. Backlogs in the Judicial Service are improving, and the Council's court actions are now mainly taking place in a timelier manner.

4.22. **Voids**

Recruitment to the new Housing Solutions Manager and Team Leader posts progressed during the quarter. The Team Leader is now in post, and the Manager starts in early December. Both roles will strengthen the focus on prompt void turnaround.

4.23. A contractor started in August 2026 to increase capacity, and a new tracker provides closer performance monitoring. New processes and this additional capacity are beginning to help manage capital void demand. Completing older voids adversely affected this quarter's

results, but performance is expected to improve in the second half of the financial year.

4.24. **Tenancy Audits**

The Council aims to complete home tenancy audits for all tenants every two years, with full coverage achieved by March 2028 at the latest. The audit cycle will then restart.

4.25. These audits help confirm that homes are occupied by the tenants they were let to, improve the Council's understanding of household circumstances, and provide an opportunity to explain the landlord services available. They have also helped identify and respond to issues such as property neglect, domestic abuse and tenancy fraud, enabling the Council to offer further ongoing intensive support from the Tenancy Sustainment Team as required, signpost residents to appropriate services, or take legal action where necessary to prevent tenancy breaches and help sustain tenancies.

4.26. **Tenant Profile Data**

Tenancy audits and wider data-quality work aim to improve the currently low collection of protected-characteristic information. Complete, regularly updated tenant profiles will help the Council understand diverse needs and tailor accessible, responsive and equitable services. Monitoring access to repairs, complaints and ASB services will help ensure no tenant group is unintentionally disadvantaged.

4.27. **Rents**

Performance remains in the lower quartile against comparable authorities.

4.28. Current tenant arrears remain broadly stable despite the Income Team operating below half strength. Three appointments have been made, and two candidates are in final negotiations. Filling these posts is expected to significantly increase capacity and improve performance.

4.29. Reported former tenancy arrears increased following a methodology review: figures now include all former tenancy debt, including garage arrears and court costs, rather than rent arrears alone.

4.30. A new Charges Advisor has brought the Charges Team to 50% capacity, strengthening former tenancy debt recovery. Recruitment continues for a Charges Team Leader and Charges Officer.

4.31. Former tenancy arrears accumulated over several years amid restructuring, vacancies and changes in responsibility. Debt management transferred to the Charges Team in December 2025, but vacancies remain. The team also manages recharges, leaseholder debt, service charges and court costs.

4.32. A full portfolio review is needed to assess recoverability and set realistic targets. Initial findings identify recoverable debts, accounts needing tracing or legal review, and potential write-offs.

4.33. The Council's phased improvement plan covers:

- Reviewing recoverability, prioritising action and identifying statute-barred debt for write-off.
- Standardising recovery processes and improving performance monitoring.
- Strengthening recovery through tracing, payment arrangements, appropriate legal action and targeted write-off recommendations for irrecoverable debt.

4.34. Former tenancy arrears recovery remains a priority despite resource constraints. Further reporting will follow completion of the portfolio review and detailed resource plan.

4.35. Filling remaining vacancies should strengthen capacity and improve future performance.

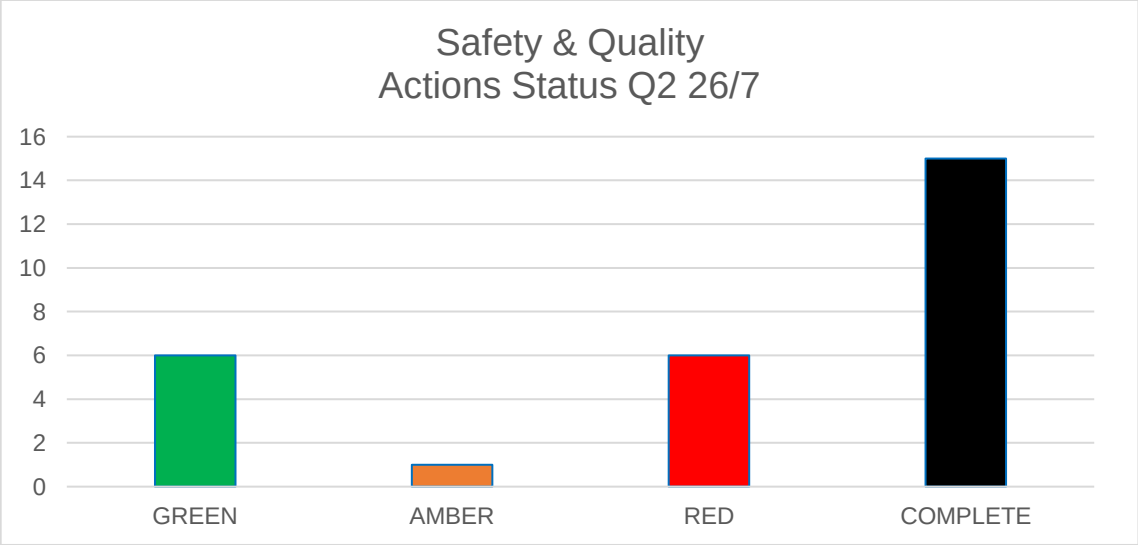
4.36. **Housing Improvement Plan update**

The following section provides a summary of progress against the Housing Improvement Plan actions that were due for completion in Quarter 1 2026/27. Updates are presented by Consumer Standard to show progress against each area of regulatory compliance, highlight actions completed or underway, and set out the arrangements in place to monitor delivery, manage any outstanding activity and support continued service improvement. The updated Housing Improvement Plan is included at Appendix 2.

4.37. Progress during the quarter was affected by recruitment to the Housing Property Services Manager role, with the new manager not starting until early September.

4.38. ***Safety & Quality***

Within the Housing Improvement Plan, the Safety and Quality Consumer Standard Improvement Plan include 28 actions covering stock quality, safety, repairs, maintenance, planned works and adaptations. This section updates Members on Quarter 2 progress and the arrangements in place to monitor compliance and service improvement. 6 actions are on target (Green), 1 action is partially complete (Amber) 6 actions are beyond their target date (Red) and 15 actions are complete.



4.39. **Stock Condition Surveys**

With issues around recruitment identified above the Council have been unable to review the methodology and quality assurance undertaken by the authority's consultant when carrying out Stock Condition Surveys.

4.40. **Asset Management Strategy**

The strategy review has begun, incorporating new housing regulations. The wider review will be aligned with the Housing Revenue Account (HRA) Business Plan review to ensure the two complement each other.

4.41. **HRA Business Plan Review**

The HRA Business Plan is expected to be reviewed by the end of the financial year, supported by an external consultant who is currently being procured. The review will assess the HRA's long-term financial

position, including income, expenditure, investment needs and the affordability of future housing stock works.

4.42. **Totalmobile**

Final testing was completed during the quarter, and the system went live as planned on 13 October 2026. As implementation fell outside the reporting quarter, the action was rated red.

4.43. **Fire Remedial Action Plan**

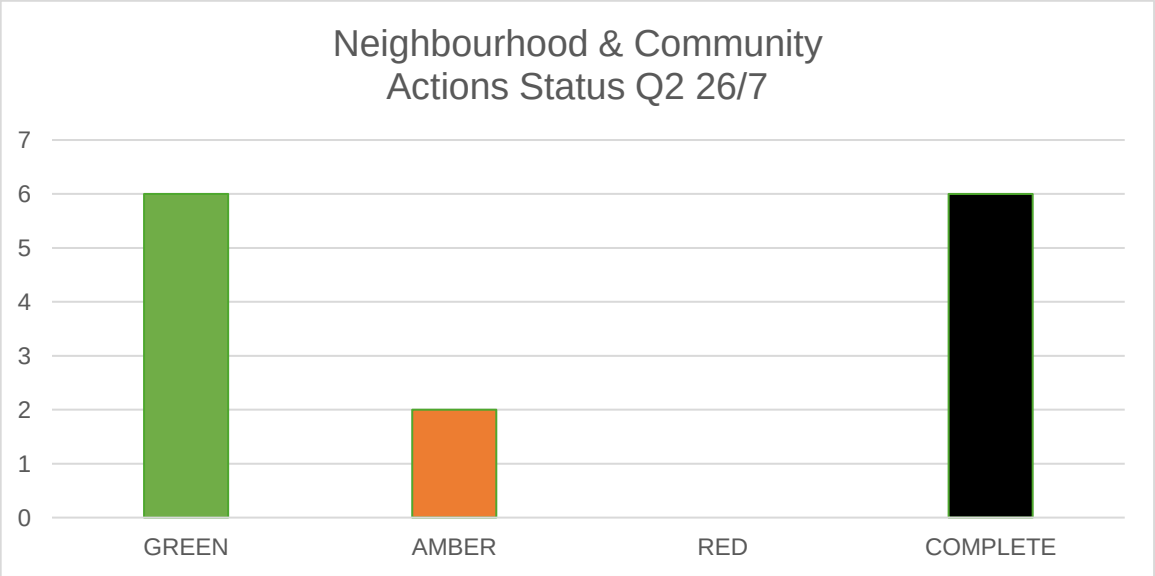
A programme is in place to address most outstanding remedial actions, over 95% of which relate to fire doors and compartmentation. Additional funding and contractor capacity have been secured, contributing to the reduction in outstanding actions reported at paragraph 3.8. The Council continues to work with contractors to accelerate delivery of the fire door and compartmentation programme during the current and next financial years.

4.44. **Adaptations**

Adaptations information and guidance were added to the Council's website to improve access for tenants. A draft set of indicators was also produced but has yet to be formalised and incorporated into the management and monitoring of these works.

4.45. ***Neighbourhood and Community***

Within the Housing Improvement Plan, the Neighbourhood and Community Consumer Standard Improvement Plan includes actions covering ASB, hate crime, tenancy management, neighbourhood safety, tenant engagement and partnership working. This section updates Members on Quarter 2 progress and the arrangements in place to monitor compliance, improve neighbourhood outcomes and support safer, more inclusive communities. 6 actions are on target (Green), 2 actions are behind their target date and 6 actions are complete.



4.46. **Housing ASB and Hate Incident Policy**

Work has started on developing a housing-specific policy, replacing reliance on the brief ASB section within the Tenancy Management Policy and the wider corporate policy. The new policy will set out clear arrangements for hate incidents, partnership working, escalation routes, case management and performance monitoring. A draft policy is being finalised prior to consultation across all appropriate Tenant Engagement methods to reflect tenants' views on the Council's approach. With formal approval required this is anticipated early next year.

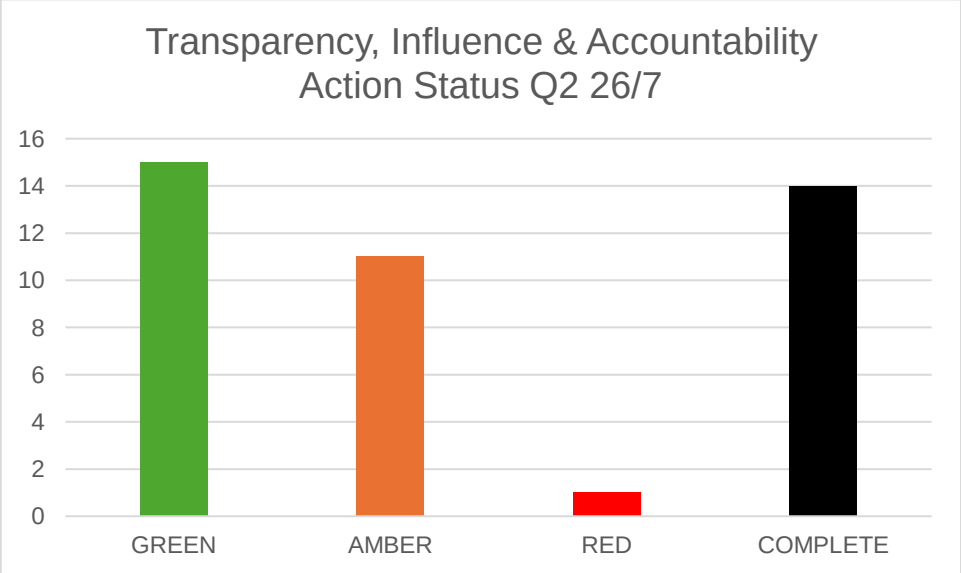
4.47. **ASB Hate Crime Reporting**

Reporting of Hate Crime (HC) linked to ASB has increased following improvements to case recording within our Housing Management and Repairs system Civica CX and increased awareness among frontline officers. Hate incidents continue to be responded to within 24 hours,

using a victim-led approach with appropriate escalation and Police/Safer Neighbourhood Team (SNT) involvement. Further training and support are being provided to ensure any perceived hate element is consistently identified and recorded, with further assurance required before the measure can be completed.

4.48. ***Transparency, Influence and Accountability***

Within the Housing Improvement Plan, the Transparency, Influence and Accountability Consumer Standard include actions covering tenant engagement, complaints, performance information, communication, scrutiny and opportunities for tenants to influence services. This section updates Members on Quarter 2 progress and the arrangements in place to strengthen transparency, improve accountability and ensure tenant views continue to inform service improvement. 15 actions are on target (Green), 11 are behind their target date, 1 action is beyond their target date (Red) and 14 actions are complete.



4.49. **Overview of Tenant Engagement and Complaints**

Tenant Influence and Accountability (TIA) activity continues to focus on two key outcomes: ensuring tenants can access and understand landlord services and hold the Council to account, and ensuring complaints are handled fairly, effectively and promptly. Recruitment to the Tenant Housing Experience Team is expected to conclude in Quarter 3, alongside engagement and training to support establishment of the Tenant Scrutiny Panel. Complaints monitoring continues to focus on cases requiring extensions, with analysis and training aimed at reducing these. Increased complaint volumes during

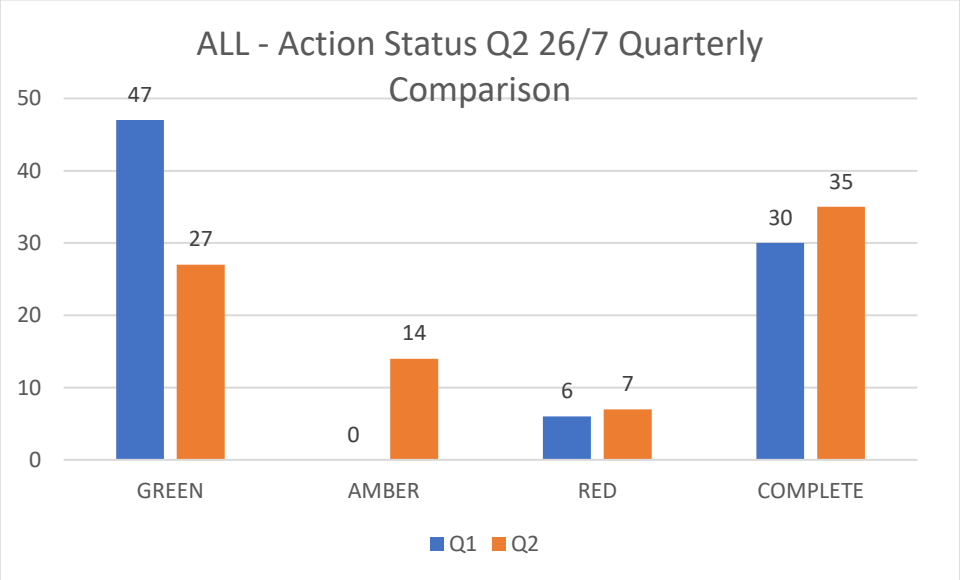
Quarter 2 have, however, impacted the pace of planned reviews and improvement actions.

4.50. Activity to build and deploy complaint case and task functionality in CX has been delayed as the implementation of TotalMobile has taken precedence with resources. Reviewing the plan for further enhancements across the Housing Service the ASB Module in CX and the implementation of the first phase of the Tenants Portal are now being prioritised.

4.51. **Status Report Overall**

Several factors have slowed progress against the Improvement Plan in this quarter, including recruitment across Housing Services to secure the capacity, knowledge and skills needed to further develop the service. Key priorities remain completing fire safety remedial actions under safety and quality and strengthening tenant engagement through a range of opportunities for customers to hold the Council to account.

27 actions are on target (Green), 14 actions are behind target (Amber), 7 actions are beyond their target date (Red) and 35 actions are complete.



5. FINANCIAL IMPLICATIONS

5.1. All work undertaken through the delivery of services highlighted in this report are budgeted through the Capital Programme and the HRA. As part of the development of an improvement plan, where additional

budgets are required to improve compliance and performance, these will be included in a separate report.

6. LEGAL IMPLICATIONS

6.1. The report sets out the requirements of legislation which the Council has to adhere to.

6.2. Compliance is required with Section 193 of the Housing and Regeneration Act 2008 as amended by the Social Housing (Regulation) Act 2023.

6.3. Inspections are carried out under Section 201 to Section 203A of the Housing and Regeneration Act 2008.

7. OTHER – IMPLICATIONS

7.1. Local Government Reorganisation

No direct implications for Local Government Reorganisation have been identified in this report.

7.2. Relevant Council Priority

This report supports the current Council Plan and the following Council priority:

Community and Housing

- Providing Council Housing that is improved and upgraded through the Housing Capital Investment Programme
- Ensuring the housing stock is clean and safe to live in
- Improve time taken for repairs to be completed
- Maximising funding available to the sector.

7.3. Climate Change Implications

The responsive, cyclical and planned maintenance of the Council's properties seeks to ensure that Council Housing properties are well maintained, warm and safe. Included within the programme of works are projects to increase the thermal efficiency of properties.

7.4. Equalities and Diversity Implications

Through the delivery of Housing Services, the Council identify the needs of individuals and households to tailor services appropriately.

7.5. **Community Implications**

Through the delivery of Housing Services and the Housing Improvement Plan, the Council supports local communities and residents, contributing to improved health, wellbeing and neighbourhood safety. This also supports the Council's duty under Section 17 of the Crime and Disorder Act 1998 to have due regard to the impact of its functions on crime and disorder, including anti-social behaviour. Strong partnership working between Housing Services, the Community Safety Team, Police, Public Health and other agencies enables concerns to be identified early and coordinated responses agreed. This approach has been demonstrated through the recent Woodrow multi-agency estate walkabout pilot, bringing residents and partners together to identify local concerns and practical solutions, with the approach planned to be rolled out across other estates. Alongside this, the development of a housing-specific ASB and Hate Incident Policy and improved case recording will strengthen a consistent, victim-centred approach in line with the Anti-social Behaviour, Crime and Policing Act 2014, including consideration of vulnerability and cumulative harm, appropriate support and proportionate use of statutory powers.

8. RISK MANAGEMENT

8.1. The key risk is failure to ensure properties are well maintained, safe and compliant in accordance with the relevant regulations highlighted through this report. Work is ongoing to ensure compliance and is further evidenced through the Housing Improvement Plan.

9. APPENDICES and BACKGROUND PAPERS

9.1. Appendices

- Appendix 1 - Measures Table
- Appendix 2 - Housing Improvement Plan update

10. **REPORT SIGN OFF**

Department	**Name and Job Title**	**Date**
Portfolio Holder	Councillor Monk	27/10/2026
Lead Director / Assistant Director	Guy Revans	28/10/2026
Financial Services	Kunmi Joseph	28/10/2026
Legal Services	Nicola Cummings, Principal Solicitor – Governance	28/10/2026

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Appendix 1 – TSM Landlord Measures

Keeping Properties in good repair

	Measure Name	Type	**Q4 25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
RP01	Homes that do not meet the Decent Homes Standard	%	**11.05%**	5.87%	6.28%			0.00%	**Red**
RP02.1	Repairs completed within Target Timescale (Non-Emergency)	%	**71.95%**	76.50%	78.90%			100%	**Red**
RP02.2	Repairs completed within Target timescale – (Emergency)	%	**83.6%**	95.07%	92.40%			100%	**Red**

Damp & Mould

	Measure Name	Type	**Q4 25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
DM1	% of emergency hazards made safe within 24 hours	%	**100%**	71.43%	100%			100%	**Green**
DM2	% of hazards made safe within 5 days	%	**100%**	100%	100%			100%	**Green**
DM3	% of hazards investigated within 10 days	%	**91.6%**	88.63%	93.3%			100%	**Amber**
DM4	% of major works completed within 50 days	%	**100%**	99.53%	97.9%			100%	**Amber**

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Maintaining Building Safety

	Measure Name	Type	**Q4 25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
BS01	Gas Safety Checks	%	100%	100%	100%			100%	**Green**
BS02	Fire Safety Checks	%	88%	96%	89%			100%	**Amber**
BS03	Asbestos Safety checks	%	100%	100%	100%			100%	**Green**
BS04	Water Safety checks	%	100%	100%	100%			100%	**Green**
BS05	Lift Safety Checks	%	100%	100%	100%			100%	**Green**
BS06	Electrical Safety Checks	%	96.74%	97.23%	97.83%			100%	**Amber**
EI02	Electrical Test of Communal Areas	%	100%	100%	100%			100%	**Green**
EI03	Smoke Alarms	%	99.31%	99.29%	99.56%			100%	**Amber**
EI04	Carbon Monoxide Alarms	%	98.85%	100%	100%			100%	**Green**

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Complaints

	Measure Name	Type	**25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
CH01.1	Complaints relative to the size of the landlord (Stage 1)	# per 1,000 homes	23.8	9.33	15.91			Less than 10	**Green**
CH01.2	Complaints relative to the size of the landlord (Stage 2)	# per 1,000 homes	4.06	2.01	4.57			Less than 3	**Green**
CH02.1	Complaints responded to within Complaint Handling Code timescales (Stage 1)	%	89%	92.5%	93.2%			85%	**Green**
CH02.2	Complaints responded to within Complaint Handling Code timescales (Stage 2)	%	92%	92%	100%			85%	**Green**

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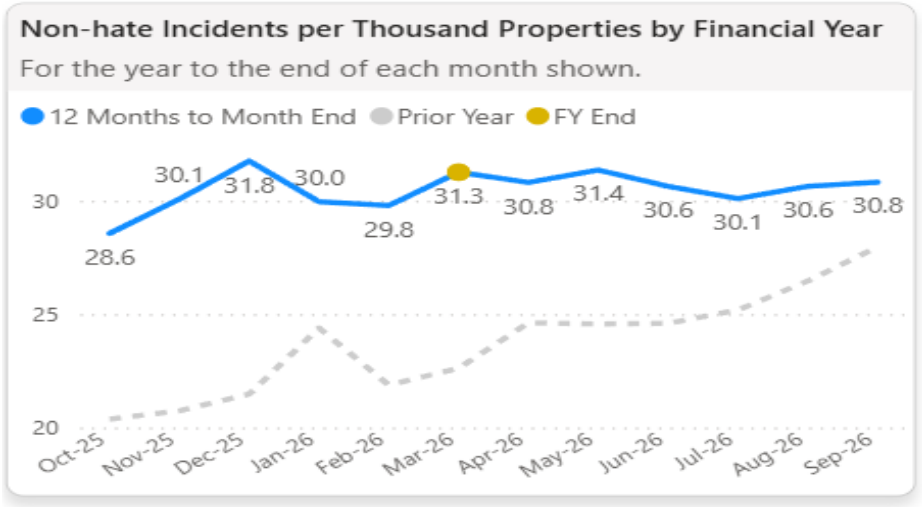
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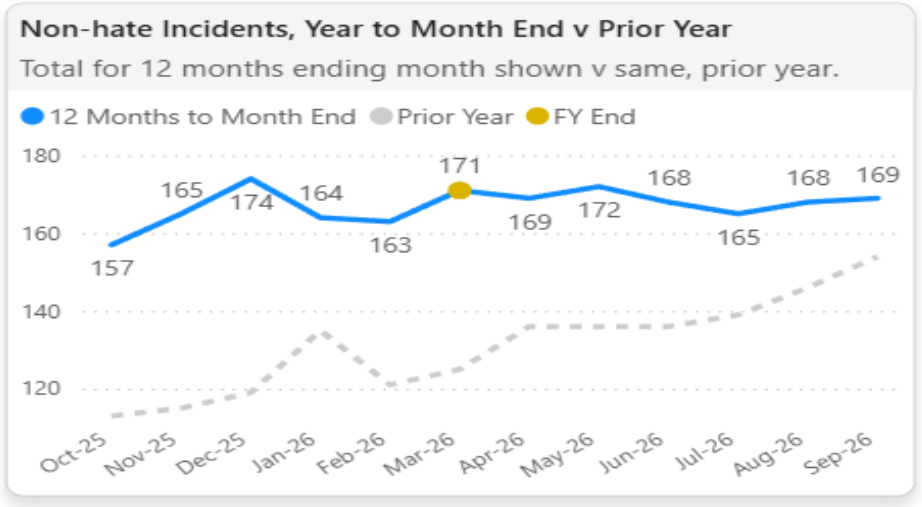
Anti-Social Behaviour (ASB)

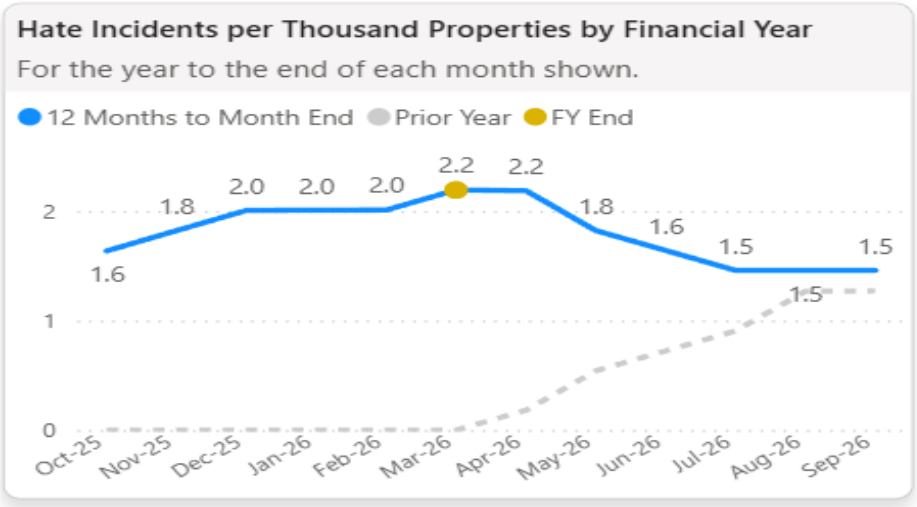
	Measure Name	Type	**Q4 25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
NM01.1	Anti-social behaviour cases relative to the size of the landlord	# per 1,000 homes	33.1	31.4	30.8			35.5	**Green**
NM01.2	Anti-social behaviour cases (involving Hate Crime) relative to the size of the landlord	# per 1,000 homes	2.4	1.8	1.5			0.6	**Red**

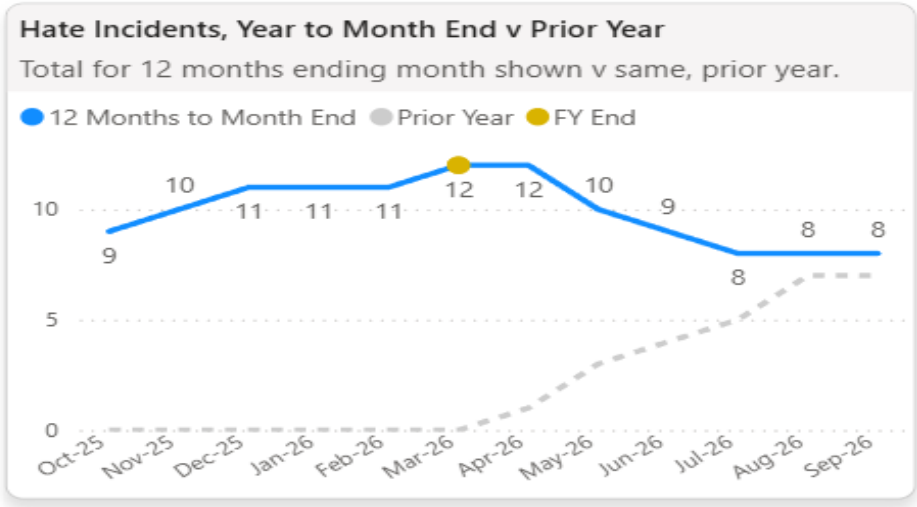
REDDITCH BOROUGH COUNCIL

Executive Committee **24th November 2026**









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Tenancy Audits and Profile Data

	Measure Name	Type	**25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
	Tenancy Audits completed	Cumulative Number	1,121	1,464	1,724			2,730	**Green**
	% Tenancy Audits Completed	%	20.5%	26.78%	31.53%			50%	**Green**
	Tenant Profile Data held by attribute								
	Disabilities	%	N/A	31.3%	35.1%			50%	**Green**
	Date of Birth	%	N/A	91.8%	92.4%			100%	**Green**
	Ethnicity	%	N/A	46.7%	51.1%			75%	**Green**
	Forename	%	N/A	98.2%	98.3%			100%	**Green**
	Surname	%	N/A	100.0%	100.0%			100%	**Green**
	Gender	%	N/A	35.7%	38.9%			50%	**Green**
	Marital Status	%	N/A	26.9%	30.2%			50%	**Green**
	Nationality	%	N/A	97.3%	97.3%			100%	**Green**
	Sexual Orientation	%	N/A	45.2%	49.3%			75%	**Green**

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Void Measures

	Measure Name	Type	**25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
VM 1	Average Void Turnaround - Standard	Days	33.19	29.2	35.0			30	**GREEN**
VM 2	Average Void Turnaround - Capital	Days	198	164.9	171			56	**RED**
VM 3	Void Rent Loss	£	227,328 (cumulative)	57,158	124,919			£225,000	**GREEN**

Rents

	Measure Name	Type	**25/6**	Q1 26/7	Q2 26/7	Q3 26/7	Q4 26/7	Target	RAG Rating
RM 1	Rent Arrears as a percentage of expected total Rent Annual Rent Income	%	3.3%	4.75%	4.84%			3.2%	**RED**
RM 2	Former Tenant Arrears as a percentage of expected total Rent Annual Income	%	3.95%	4.02%	4.51%			3.5%	**RED**