

# LONDON BOROUGH OF CROYDON

<b>REPORT:</b>	<b>Homes Sub Committee</b>	
<b>DATE OF DECISION</b>	<b>11 September 2024</b>	
<b>REPORT TITLE:</b>	<b>Housing - Key Performance Indicators</b>	
<b>CORPORATE DIRECTOR / DIRECTOR:</b>	<b>Susmita Sen, Corporate Director of Housing</b>	
<b>LEAD OFFICER:</b>	<b>Lara Ashley, Housing Transformation Lead</b> Email: <a href="mailto:lara.ashley@croydon.gov.uk">lara.ashley@croydon.gov.uk</a>	
<b>LEAD MEMBER:</b>	<b>Councillor Lynne Hale, Cabinet Member for Homes and Deputy Mayor</b>	
<b>CONTAINS EXEMPT INFORMATION?</b>	<b>No</b>	
<b>WARDS AFFECTED:</b>	<b>All</b>	

## 1. Introduction

1.1 The Homes Scrutiny has requested that an opportunity is provided to members of the Sub-Committee to consider the performance of the Council's Housing Service through Key Performance Indicators (KPIs) selected by the Sub-Committee from a longlist of 145 KPIs used within the service.

## 2. List of KPIs

2.1 The overall group of 145 Housing KPIs are set out in agreed suites and monitored by relevant Housing Managers and DMT, the Housing Improvement Board, the Performance Monitoring Group of residents, the Regulator of Social Housing and are amongst those KPIs in the Mayor's Business Plan and are therefore monitored by Cabinet.

2.2 The majority of KPIs are, of necessity, very operational and are used to manage the service and contractors. The ones selected by the Housing Improvement Board and the RSH tend to be more strategic and arguably more useful in monitoring the trajectory of improvement in the service. Key amongst

these are the Ministry of Housing, Communities and Local Government's (MHCLG – formerly DLUHC) Tenant Satisfaction Measures.

### **3. Tenant Satisfaction Measures**

3.1 In many ways the key measures of performance in Housing are the Tenant Satisfaction Measures (TSMs).

3.2 The government's 2020 Social Housing White Paper set an expectation that the RSH would bring forward a set of Tenant Satisfaction Measures on issues that matter to tenants.

3.3 Following consultation, the regulator published 22 TSMs to be used by landlords from the 1st of April 2023.

3.5 Twelve of the TSMs are collected from tenant satisfaction surveys, that measure tenant's perception of the services they receive, for instance 'Satisfaction that the landlord listens to tenant's views and acts upon them.'

3.6 The remaining ten come from data collected by the landlord and are primarily transactional/operational e.g. 'Proportion of homes for which all required gas safety checks have been carried out'.

3.7 As all social housing landlords have to provide responses to the same set questions, customers and landlords are able to make direct comparisons of performance.

3.8 Further monitoring of performance is undertaken through national benchmarking groups such as HouseMark, of which Croydon Council is a member.

3.9 This data is published by all social housing landlords including councils. The first year's data for Croydon is available to all on the [Council's website](#).

### **4. Appendices**

4.1 Appendix 1 - Performance monitoring group report Q1

4.2 Appendix 2 – MBP Housing Needs KPI's

4.3 Appendix 3 - KPI list