

## Appendix 2

### Six-Monthly Performance Reporting Framework

| Theme                             | Detailed KPIs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Reporting format                                                                                             | Exception trigger *                                                                                                                                                     |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Stock profile                     | <ol style="list-style-type: none"> <li>1. Total number of homes in East Cambridgeshire.</li> <li>2. Homes by tenure type, including social rent, affordable rent, shared ownership and supported or specialist housing.</li> <li>3. Homes by settlement or ward where available.</li> <li>4. Net increase/decrease in properties during the period.</li> <li>5. Number and percentage of void homes for &lt;6 months and &gt;6 months at period end.</li> <li>6. New development pipeline.</li> </ol>                                                                                                            | Number, percentage, settlement breakdown and six-month movement.                                             | Significant local stock change, increase in voids, loss of affordable rented homes, or lack of settlement-level information.                                            |
| Repairs > 6 months responsiveness | <ol style="list-style-type: none"> <li>1. Emergency repairs completed within target timescale.</li> <li>2. Average time to complete emergency repairs.</li> <li>3. Non-emergency repairs completed within target timescale.</li> <li>4. Average time to complete non-emergency repairs.</li> <li>5. Total number of repairs completed.</li> <li>6. Number of internal and external repairs outstanding at period end.</li> <li>7. Number of internal and external repairs overdue against the provider's own target timescale.</li> <li>8. Percentage of appointments kept by provider or contractor.</li> </ol> | Number, percentage, average days or hours, target timescale used, previous period comparison and commentary. | Performance below target, increase in overdue repairs, deterioration from previous period, contractor capacity issues, or repeated resident reports of delayed repairs. |
| Repairs quality                   | <ol style="list-style-type: none"> <li>1. Percentage of tenants satisfied with repairs completed in the period.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Number, percentage, tenant satisfaction result,                                                              | Decline in tenant satisfaction, high or rising repeat repairs, or                                                                                                       |

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|                           | <p>2. Repeat repairs within 12 months for the same issue or component.</p> <p>3. Repairs requiring follow-on works.</p> <p>4. Complaints relating to repairs quality, workmanship or communication.</p> <p>5. Number of compensation payments linked to repair failures.</p>                                                                                                                                                                                                                                                                                                 | trend and top three repair quality themes.                                                                        | recurring complaints about workmanship or communication.                                                                                                       |
| Damp, mould and disrepair | <p>1. New damp and mould cases opened during the period.</p> <p>2. Open damp and mould cases at period end.</p> <p>3. Cases inspected within target timescale.</p> <p>4. Cases where works were completed within target timescale.</p> <p>5. Average time from report to inspection.</p> <p>6. Average time from report to completion of remedial works.</p> <p>7. Number of cases involving vulnerable residents or health risk indicators.</p> <p>8. Number of formal disrepair claims received.</p> <p>9. Number of repeat damp and mould cases at the same property.</p> | Number, percentage, average days, case age profile, vulnerability flag count and six-month trend.                 | Cases exceeding target timescales, unresolved high-risk cases, repeat cases, increase in disrepair claims, or lack of evidence of vulnerability consideration. |
| Planned maintenance       | <p>1. Planned works scheduled for East Cambridgeshire homes during the period.</p> <p>2. Planned works completed against programme.</p> <p>3. Homes deferred from the programme and reasons for deferral.</p> <p>4. Stock condition surveys completed or updated.</p>                                                                                                                                                                                                                                                                                                        | Number, percentage, programme status, deferral reasons, settlement-level summary and forward programme narrative. | Programme slippage, repeated deferrals, poor tenant communication, incomplete stock condition information, or absence of a forward programme for local homes.  |

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|                                                    | <p>5. Percentage of homes with up-to-date stock condition data.</p> <p>6. Tenant satisfaction with planned works where collected.</p> <p>7. Future works programmed for the next 12 months.</p>                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                              |                                                                                                                                                               |
| Building safety and compliance                     | <p>1. Gas safety checks completed and in date.</p> <p>2. Electrical safety checks completed and in date.</p> <p>3. Fire risk assessments completed and actions overdue.</p> <p>4. Asbestos management checks completed where applicable.</p> <p>5. Water safety checks completed where applicable.</p> <p>6. Lift safety checks completed where applicable.</p> <p>7. Number of overdue compliance actions by risk rating.</p> <p>8. Number of access failures affecting compliance.</p> <p>9. Number of serious safety incidents or regulatory notifications relating to local stock.</p> | Percentage compliance, number overdue, risk rating, action status and explanation for any non-compliance.    | Any compliance area below 100% where statutory checks are required, overdue high-risk actions, repeated access failures, or lack of clear remedial timescale. |
| Anti-social behaviour and neighbourhood management | <p>1. ASB cases opened during the period.</p> <p>2. ASB cases closed during the period.</p> <p>3. ASB cases open at period end.</p> <p>4. Average case duration.</p> <p>5. Cases involving hate incidents.</p> <p>6. Cases involving safeguarding concerns or vulnerability.</p> <p>7. Number of joint actions with police, community safety partners or support agencies.</p> <p>8. Tenant satisfaction with ASB case handling where collected.</p>                                                                                                                                       | Number, percentage, average days, case type, settlement or hotspot summary and partnership action narrative. | Long-running unresolved cases, rise in hate incidents, repeated hotspot issues, lack of partnership action, or poor satisfaction with ASB handling.           |

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|                            | 9. Estate or neighbourhood issues reported, including fly-tipping, grounds maintenance, communal repairs or nuisance.                                                                                                                                                                                                                                                                                   |                                                                                                        |                                                                                                                                                       |
| Local improvement activity | 1. Improvement actions agreed in the previous six-month report.<br>2. Actions completed during the period.<br>3. Actions delayed or not started, with reasons.<br>4. New improvement actions identified.<br>5. Named lead for each action.<br>6. Target completion date.<br>7. Evidence of tenant impact or service improvement.<br>8. Partnership support required from the Council or other agencies. | Action tracker using red, amber or green status, completion date, owner and short progress commentary. | Repeated slippage, no named owner, unclear timescale, lack of measurable tenant benefit, or issue requiring escalation to provider senior management. |

\*Providers should include an exception note where performance has declined, where targets have not been met, or where there are recurring issues affecting tenants. The exception note should briefly set out the issue, the cause, the impact on tenants, the action being taken, the expected timescale for improvement and the named lead responsible for follow-up.