

KPI no.	KPI	Metric	2025/26	Target	Previous year
1	Increase the number of new homes built in the Borough.	National Planning Policy Framework target	778	1111	790
2	Ensure a minimum 25% of new homes are affordable housing.	Calculation of affordable housing as a percentage of KPI 1	34%	25%	38%
3	Increase the number of council homes available, including through new build and acquisitions.	Housing Scorecard: 13.1: Number of new homes delivered from January 2018	114	100	156
4	Ensure all council new build and acquisitions are a minimum EPC C when let.	Percentage of KPI 3 that are EPC C or above	99%	100%	N/A
5	Increasing the percentage of satisfied tenants in all of the Regulator of Social Housing's Tenant Satisfaction Measures	Tenant Satisfaction Measures:			
5.1		TP01 - Proportion of respondents who report that they are satisfied with the overall service from their landlord	N/A		78.20%
5.2		TP02 - Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	N/A		78.60%
5.3		TP03 - Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	N/A		77.60%

5.4		TP04 - Proportion of respondents who report that they are satisfied that their home is well maintained	N/A		77.70%
5.5		TP05 - Proportion of respondents who report that they are satisfied that their home is safe	N/A		81%
5.6		TP06 - Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	N/A		71.50%
5.7		TP07 - Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	N/A		76.80%
5.8		TP08 - Proportion of respondents who report that they agree their landlord treats them fairly and with respect	N/A		83%
5.9		TP09 - Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlords approach's to complaints handling	N/A		34.50%
5.1		TP10 - Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	N/A		68.10%
6	Increasing the proportion of our council homes that meet the Decent Homes Standard and continue to	TSM	N/A		95.15%

	improve our repairs and health and safety compliance performance				
7	Increasing the number of private sector landlord actions addressing Category 1 and 2 hazards following Council intervention.	Data collection will commence as part of requirements for the Renters Reform Act in 2026/27.	N/A	No target	N/A
8	Reducing the percentage of households living in (Low Income Low Energy Efficiency) fuel poverty in Rotherham	National Fuel Poverty Statistics (data is two years behind)	N/A	To reduce the percentage of households living in fuel poverty	Latest data available is 2023: 14.5% of households in Rotherham live in Fuel Poverty
9	Increasing energy efficiency in existing homes, including ensuring all council homes achieve an EPC certificate minimum rating C by 2030.	Housing Scorecard 3.17: % of council housing with an Energy Performance Certificate rated C and above	61.10%	55%	58.20%
10	An increase in the proportion of households approaching us for help who are prevented or relieved from homelessness, rather than requiring longer term support.	Housing Scorecard 7.4: % of households prevented or relieved from homelessness	88.60%	85%	
11	Further reductions in the use of hotels as emergency accommodation.	Distinct number of households in B&B	525		835
12	An increase in the number of affordable homes built in Rotherham that meet a specialist need.	Calculation of the delivery of bungalows, flats & DPUs for specific needs by the Council and RP partners	17	N/A	10

13	More residents able to benefit from adaptations to their homes, within smaller waiting times.	Housing Scorecard Section 6 summary: The average amount of weeks from the customer first contact to Social Services to the contactor completion of works	32.43 weeks	52 weeks	
14	Reduce the number of long-term empty homes.	Housing Scorecard 13.7: Number of empty homes brought back into use by EHO	36	30	34
15	Increase the percentage of council tenants satisfied we make a positive contribution to neighbourhoods.	TP11 - Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	N/A		71.20%
16	Increase the percentage of tenants satisfied with our approach to handling anti-social behaviour.	TP12 - Proportion of respondents who report that they are satisfied with their landlords approach to handling anti-social behaviour	N/A		63.30%