

# 2025-26 KPI Amendment Proposals

Performance and Insights Team  
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# Foreword



This appendix is to highlight the key performance indicators (KPIs) that are new or have had changes made to them for the 2025/26 financial year.

If you have any questions, please direct them to:

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## Proposed KPI Changes

| Performance Indicator  | PI Holder  | Proposed Change | Proposed Change Details | Justification  |
|--|------------|-----------------|-------------------------|--|
| 7. Number of Homeless Preventions Achieved   | Jon Collen | No change       | Current Target: 480     | There has been no change to this metrics target or tolerance. This has been informed by the availability of properties for let via the Home-Link scheme. |
|  |            |                 | Proposed Target: 480    |  |
|  |            |                 | Current Tolerance: 445  |  |
|  |            |                 | Proposed Tolerance: 445 |  |
| 8. Number of households housed through the housing register and Home-Link scheme. (cumulative) | Jon Collen | No change       | Current Target: 685     | There has been no change to this metrics target or tolerance. This is informed by the projected units via the new build programme.                       |
|  |            |                 | Proposed Target: 685    |  |
|  |            |                 | Current Tolerance: 616  |  |
|  |            |                 | Proposed Tolerance: 616 |  |
| 9. Number of households in Temporary Accommodation. (cumulative)                               | Jon Collen | No change       | Current Target: 135     | There has been no change to this metric, however we continue to work to keep this number low by helping people into more permanent accommodation.        |
|  |            |                 | Proposed Target: 135    |  |
|  |            |                 | Current Tolerance: 148  |  |
|  |            |                 | Proposed Tolerance: 148 |  |

## Proposed KPI Change & Addition



| Proposed Performance Indicator        | Proposed PI Holder           | Proposed Addition Justification   | Proposed Details                                     |
|---------------------------------------|------------------------------|---|--|
| 35. Average length of service (years) | Leanne Harfield & Ryan Roden | <p>ADDITION - This metric would supplement KPI 34 by highlighting if we are retaining our experience. This would be especially valuable during a potentially high turnover period. This should be reported quarterly. Currently, we have an average length of service of 7.9 years, and this typically changes by about 0.5 every year. Therefore, the target will be to retain this 7.9 years of average experience and the tolerance will be 7.3 years.</p> | <p>Target: 7.9 years</p> <p>Tolerance: 7.3 years</p> |