

Quarter 4 2025-26 (January to March 2026) Corporate Performance Monitoring Report

Targets are applied to some of our indicators. These targets may be statutory or designed to demonstrate continuous improvement. They may also demonstrate the strength of performance relative to benchmarks. It is not always appropriate to set targets. As such, some of our indicators are monitored for trends.

The Direction of Travel arrows (where applicable) show relative change i.e. whether the quarterly performance has improved or declined when compared to the previous quarter.

Some measures and targets are still under development.

Note that the maintenance of data quality is a continuous and an integral part of Hounslow's performance reporting process. As a result, it is possible for provisional or existing data to be retrospectively updated after final release or subsequent ratification.

A Greener Hounslow	Ref	Directorate	Lead member	Measure	2025-26 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q4 Direction of travel	Commentary on Q4 performance
	BPI 46	C&S	Cllr Katherine Dunne	Borough-wide emissions per person (Per capita emissions) (annual)	N/A	-	-	2.6t	-	N/A	N/A	This is an annual indicator. The Climate Emergency Action Plan (CEAP) 2026-2030 (published in December 2025) utilises the 2023 CO2 emissions dataset produced by DESNZ. Note the two year time lag for emissions reporting. Per Capita emissions have reduced by 63% since 2005 from 7.1 tCO2e to 2.6tCO2e. This demonstrates a continued downward trajectory. Central Government policy has a key impact on this target, as well as all the work outlined in the CEAP that the Council is delivering and enabling including the emerging Local Plan, Climate Change SPD, Local Area Energy Plan, Strategic Energy Partnership, Transport Strategy and District Heat Network. Data for this indicator will be published in July 2026.
	BPI 12a	C&S	Cllr Katherine Dunne	Tonnes of CO2 [emitted] from Council operations (annual)	N/A	-	-	-	-	N/A	N/A	In 2025, we undertook a midpoint review of the CEAP. The review recognises that over the first five years of the plan, across each of the priority areas, significant progress has been made in delivering projects and reducing carbon emissions. However, it also recognises that a lot has changed since July 2020 and that the council's understanding of how to respond to the climate emergency has evolved. One critical piece of learning is that measurement of carbon emissions is very difficult and subject to inaccuracy due to complex methodologies and approaches meaning that tracking change or percentage reductions is fraught with difficulty and can lead to inconsistent conclusions. The revised plan and targets focus on tracking the number of assets that are being decarbonised (e.g. the buildings and vehicles from which carbon emissions arise). This approach is both easier to track and far clearer to understand than the previous approach of tracking reduction in emissions. For example, during 2024/25, decarbonisation measures (full or partial) have been installed at 24 of 37 corporate buildings. The Council has commissioned net zero surveys for all 37 assets, once complete a strategic investment plan will be developed which will set out the funding pathway to decarbonise the corporate buildings. The council also completed the Sustainable Fleet Plan which will see further decarbonisation of vehicle fleet. The council has also commissioned a methodology to calculate emissions from procured goods and services, this will form part of an action plan that will encourage suppliers of high value contracts to deliver projects that enable the council to achieve its net zero targets.
	BPI 65	C&S	Cllr Katherine Dunne	Percentage of Council energy usage that is self-generated (annual)	N/A	-	-	10.70%	14.30%	N/A	↑	14.3% of the council's energy usage is self-generated. The 25% reduction by 2026 target was removed by Cabinet decision in December 2025. This metric will be removed and/ or replaced in future monitoring reports in line with the Climate Emergency Action Plan.
	BPI 48	RH&ES	Cllr Katherine Dunne	Number of new electric vehicle charging points rolled out	2000 by 2026	0	0	0	0	A	—	The Corporate Plan sets out a target to deliver 2000 charging points by spring 2026. Zest has been awarded a contract to deliver 50% of the rapid charge points associated with the Lot 3 procurement and Qwello have been awarded to deliver 50% of the fast charge points associated with the Lot 2 procurement. Contracts are yet to be signed with another provider who is expected to provide the remaining sites set out in the procurement for fast and rapid charging points. The lamp column charge point tender documents have been submitted to the OZEV support body for review with further works required before the application is taken to the OZEV moderation board for final approval and the release of LEVI Capital funding to begin the lamp column procurement. Proposed charging point locations across 18 wards have been shared publicly on the Let's Talk engagement platform. Proposed locations in the final four wards will be shared following the pre-election period. A number of proposed Qwello and Zest sites that have progressed through the feasibility stages have also been consulted upon. As a result, 9 fast charge point sites and one rapid charge point site are anticipated to be delivered and live by July 2026. It should be noted that the target of delivering 2000 charging points by March 2026 will not be possible due to procurement delays, resourcing challenges and the outcome of more detailed feasibility work. This work has identified that in order to meet the walking distance targets set out in the strategy (every resident without off-street parking being within a 30 second walk of a charging point, and a 5 min walk for those with off-street parking), whilst also taking account of site constraints, that around 1000 charging points will be required to achieve these targets. This more cautious and phased approach is considered to be preferable, given the need to balance customer demand against anticipated resident objections to the loss of parking associated with the programme. The delivery of the initial 1000 points required will be the focus for this year, with further phases in future years intended to deliver the full 2000. However, this will be informed by utilisation data and updated demand projections.

	BPI 49	F&R	Cllr Katherine Dunne	Number of sustainable urban drainage projects completed	Disconnect 3.2 Hectares of land from the Main Sewage system by March 2025	9	9 (cumulative)	9 (cumulative)	9 (cumulative)		—	All Thames Water SuDS schemes are now complete. More SuDS schemes are in the pipeline for approval with the first construction of the new set of schemes (Stansfield Road and two school schemes) planned for the summer.
	BPI 50	RH&ES	Cllr Sue Sampson	Percentage of Council Houses that meet EPC Band B or are considered as energy efficient as practically possible (annual)	N/A	-	-	4.60%	4.60%	N/A	—	4.6% of the council's social housing stock is rated EPC B or above. 64.2% of the council's social housing stock is rated EPC C. Homes in EPC Band A, B and C would be considered to have good energy efficiency ratings. 68.8% of the council's social housing stock is rated EPC Band C or higher and is considered to be as energy efficient as practically possible. To date, 150 homes have been decarbonised. By the end of the Q4 2025/26, limited further progress has been made towards this target due to lack of funding available from external grants. At scale decarbonisation of the council's 16,000 social homes will be achieved through scaling of net zero neighbourhoods' approach through the Strategic Energy Partnership.
	BPI 7c	RH&ES	Cllr Salman Shaheen	Percentage of the Borough classified as green infrastructure	45%	42.44%	42.44%	42.44%	42.65%		↑	A slight increase of 0.21% from the previous quarter, based on new data made available by Ordnance and Survey at the end of October 2025. The Parks team continue to engage with Planning, Asset Management, and other relevant teams, to help highlight potential priority areas and other LBH owned open spaces to help achieve this greening target. Specifically in relation to the Local Plan and overarching Planning strategies, the Greener Borough Framework and the Green and Blue Infrastructure Strategy.
	BPI 7a	RH&ES	Cllr Salman Shaheen	Amount invested in green infrastructure	£5.4m by 2026	£204,782	£403,384	£315,926	£437,788		↑	Amount invested in green infrastructure has exceeded target for Q4. The total recorded investment is £5,963,570. This exceeds the corporate target of £5.4million by 2026. Some of the main investments during quarter 4 included the following: Nature Recovery Projects £72.5K Avenue Park Improvements £25K Protection of Vulnerable Sites £23.6K Feltham Green Pond Improvement Works £23.6K Grow for the Future £19.3K Please note, Finance expect some adjustments may need to be applied for this quarter, to account for recharge to capital delivery teams.
	BPI 7b	RH&ES	Cllr Salman Shaheen	Number of trees planted	20,000 by 2026	0	0	0	4,763		↑	Please note this is a preliminary figure and does not include additional tree planting figures by Hounslow Highways on the Project Network. The Parks team continue to manage and support tree planting programs within our parks and open spaces, as led by our parks service provider Lampton Greenspace and with support from community groups and other organisations. A largescale tree planting project at Blenheim Park continued this winter, forming the phase 2 of the Feltham Forest. This is a Miyawaki Forest, developed in partnership with Energy Garden. However there is no specific dedicated additional budget available for tree planting projects, but we have well exceeded the corporate target of 25,000 trees planted by 2026, now having reached at least 38,066 new trees planted since 2021.

A Healthier Hounslow	Ref	Directorate	Lead member	Measure	2025-26 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q4 Direction of travel	Commentary on Q4 performance
	BPI 51	H&SC	Cllr Lily Bath	Number of residents accessing drug and alcohol services	1127 (Annual)	1216 (rolling 12 month figure)	1182 (rolling 12 month figure)	1133 (rolling 12 month figure)	1162 (rolling 12 month figure)		↑	These numbers are above target and inline with treatment numbers from Summer 2025.
	BPI 67	H&SC	Cllr Lily Bath	Rates of breastfeeding at 6-8 weeks	65%	59.87%	62.51%	59.49%	61.26%		↑	Work to achieve breastfeeding rates continues with extension of contracts that form the foundation of the offer to women.
	BPI 52a	H&SC	Cllr Lily Bath	Children who are overweight (including obesity) at age Reception (annual)	N/A	-	-	21.0% (2024/25)	-	N/A	N/A	This is an annual indicator. The Food Systems Analysis Report has been written and a Hounslow Food strategy will be developed later this year.
	BPI 52b	H&SC	Cllr Lily Bath	Children who are overweight (including obesity) at Year 6 (annual)	N/A	-	-	39.3% (2024/25)	-	N/A	N/A	This is an annual indicator
	BPI 54	RH&ES	Cllr Salman Shaheen	Percentage of residents who are inactive (<30 minutes of activity a week) (annual)	N/A	-	-	-	26.6% (2024/25)	N/A	N/A	The figures for 2025/26 will be available from Sports England in April 2027. The percentage of inactive residents decreased from 31.7% in 2023/24 to 26.6% in 2024/25 - an improvement. Targeted work continues to support residents to be active.
	BPI 68	H&SC	Cllr Lily Bath	Number of falls in people aged 65+	N/A	604	465	415	TBC	N/A	TBC	Awaiting March figures to be able to complete the Quarter 4 outturn. Attendances to ED were 209 in Jan and 101 in Feb, winter is usually the time where we would see an increase in falls activity.
	BPI 69	H&SC	Cllr Lily Bath	Number of health checks completed	2000	2782	3780	3502	3960		↑	We continue to see high numbers of NHS Health Checks delivered in Hounslow. In Q4, 8254 invitations were sent and 3960 checks were delivered.
	BPI 27c	H&SC	Cllr Lily Bath	Number of people quitting smoking in 4-weeks	900 per annum (225 per quarter)	217	290	185	TBC	TBC	TBC	Smoking cessation data is provided a quarter in arrears therefore Q4 2025/26 data is not yet available and will be updated at the beginning of July. Actions carried out in Q4 include: New Contract Manager started in post and has been monitoring staff performance. They have set new performance measures for the stop smoking advisors and are progressing these through a Service Improvement Plan. At the end of the quarter, there was a vacancy in the stop smoking team and the service are actively recruiting in April. They aim to recruit two new advisors, to increase capacity within the team to reach the KPIs. Actively supporting the NWL working group to develop a regional PGD for provision of Varenicline and Cytisinicline through pharmacies. Two stop smoking events carried out in Easter holidays: Bedfont Lane Community Centre & Beavers Community Hub - both had great footfall, evaluation underway. Ongoing workplace engagement, with presence from a stop smoking advisor. New partnerships with: Bristol Court, Wellbeing Network ARC clinic continues to run, including in the Recovery Day Programme

	BPI 12b	C&S	Cllr Katherine Dunne	Percentage of diffusion tube sites exceeding NO2 limits	0%	0%	0.50%	0%	0%		—	There was no exceedances of the 40ug/m3 limit this quarter. All data collection was done on time and there was no statistically significant data loss. Our NO2 limits are safely within the statutory limit across the borough.
	BPI 12c	C&S	Cllr Katherine Dunne	Average trend of NO2	<40 micrograms per cubic air	25.60	19.00	23.70	24.00		↓	NO2 levels are typically higher during the winter months compared to the summer, which explains the elevated average observed earlier in the quarter. However, as we moved towards the next quarter, seasonal conditions began to improve, supporting a gradual reduction in pollutant concentrations. During winter, increased emissions from heating, combined with meteorological conditions, contribute to poorer air quality. Nitrogen oxides, primarily emitted from vehicle exhausts and combustion processes, can react with other atmospheric compounds to influence the formation of secondary pollutants, including ground-level ozone and particulate matter. A key contributing factor to poorer winter air quality is the temperature inversion effect, where a layer of warmer air traps colder air near the surface. This prevents pollutants such as vehicle emissions from dispersing, leading to a build-up of smog. These conditions tend to occur more frequently in colder months. In addition, shorter daylight hours and weaker ultraviolet (UV) radiation during winter reduce the rate at which pollutants are broken down and dispersed. As daylight hours increase into early spring, atmospheric mixing and pollutant dispersion improve, contributing to better air quality towards the end of the quarter. Taking this seasonal transition into account, although NO2 levels were higher earlier in the quarter, concentrations have remained safely within the annual limit of 40 µg/m³. Our NO2 monitors have continued to operate consistently throughout the quarter.
	BPI 12d	C&S	Cllr Katherine Dunne	Average trend of fine particulate matter (PM2.5)	<20 micrograms per cubic air	10.83	12.20	7.20	9.35		↓	There was a slight increase in levels of fine particulate matter (PM2.5) recorded in Q4 (9.35 micrograms) compared to Q3 (7.20 micrograms), however overall levels continue to remain below the UK target value of 20micrograms. Work is underway to repair the equipment in the air quality monitoring stations as we have noticed inaccuracies in the real time data recorded at all sites. Once complete, it is likely emissions level will be similar to those recorded in 2024/25.
	BPI 12e	C&S	Cllr Katherine Dunne	Average trend of coarse particulate matter (PM10)	<40 micrograms per cubic air	20.63	18.27	11.80	11.50		↑	There was a slight decrease in levels of coarse particulate matter (PM10) recorded in Q4 (11.50 micrograms) compared to Q3 (11.80 micrograms), however overall levels continue to remain below the UK target value of 40micrograms. Work is underway to repair the equipment in the air quality monitoring stations as we have noticed inaccuracies in the real time data recorded at all sites. Once complete, it is likely emissions level will be similar to those recorded in 2024/25.
	BPI 14b	CAS	Cllr Lily Bath	Average time taken to complete adult carer first assessment (days)	50	67	84	67	66.5		↑	ASC has set an internal target of completing adult carer first assessments within an average of 50 days. In Q4 of the 2025–2026 financial year, the average completion time was 66.5 days. Adult Social Care (ASC) recognises the importance of reducing this timeframe to ensure carers can access appropriate support in a timely and effective manner. To support this, a dedicated post has been established within the First Contact Team to focus specifically on progressing backlogged carer assessments throughout the year. For the purposes of this performance measure, historic referrals from previous years have been excluded to provide a more accurate reflection of current operational activity. ASC has introduced a series of targeted actions to improve the timeliness of carer assessments. At the same time, social work teams remain committed to ensuring that assessments are completed promptly and that carers' voices, preferences, and needs are fully embedded in the process. These actions reflect ASC's ongoing commitment to delivering high-quality, responsive support for carers.

	BPI 14c	CAS	Cllr Lily Bath	Number and percentage of adult carers who receive self-directed support or Council commissioned support	85%	89.25%	89.55%	88.70%	91.30%		↑	In Q4, 91.3% of 1146 total carers are receiving some form of carers provision which is either self-directed support or council-commissioned support. The department remains committed to fostering the wellbeing of both individuals and carers within the local community. In addition to council-commissioned support, ASC is embracing a strength-based approach in assessing carers' needs, focusing on empowering carers to achieve their goals. Furthermore, ASC is actively encouraging participation in community-led initiatives, such as cycling and walking groups, to further enhance carers' wellbeing and promote social inclusion. These efforts reflect our commitment to delivering holistic, person-centred support that fosters independence and resilience among carers.
	BPI 14d	CAS	Cllr Lily Bath	Proportion of carers who receive direct payment	20%	15.00%	15.00%	15.60%	16.80%		↑	Following the CQC inspection in 2024, which highlighted key areas for development within ASC's Carer Strategy, the service set an ambitious internal target to ensure that by the end of the 2025–2026 financial year, 20% of carers would be supported through direct payments. Although this target has not yet been fully met, ASC has made clear and measurable progress, achieving a 5% increase in carers accessing direct payments compared with the previous year. As of Q4, 16.8% of carers which accounts for 192 out of 1,146 individuals are now receiving support through direct payments. This upward trend demonstrates ASC's ongoing commitment to strengthening choice, control, and support for carers. To further accelerate progress towards the 20% target, ASC has enhanced its operational capacity by appointing two new Carer Advisors in Q1 and prioritising targeted actions to reduce the number of overdue carer reviews. Early forecast indicates that carer quality of life has improved as a response to carers survey.
	BPI 34b	CAS	Cllr Lily Bath	Percentage of open adult social care cases with an assessment or review in the past 12 months	70%	65.50%	63.00%	62.60%	62.50%		↓	The department has set a target to complete reviews for at least 70% of cared-for individuals and carers within a 12-month period. In Q4 of the 2025–2026 financial year, Adult Social Care (ASC) remains close to this target, with 62.5% of open case, equating to 2,096 out of 3,352—having received an assessment or review within the past 12 months. Despite the continued impact of rising caseloads and operational pressure department continues to monitor performance closely and remains committed to delivering timely, person-centred reviews in line with departmental expectations. In 2026/2027 this metric will be amended to reflect specifically those cases where people are receiving long term care in a community setting.
	BPI 34d	CAS	Cllr Lily Bath	Average time taken to complete first care act assessment for new people (locality teams) (days)	28	26.0	17.0	30.6	32.2		↓	This performance measure for Adult Social Care (ASC) focuses specifically on the locality teams. In Q4 of 2025/26, the average time taken to complete a first assessment was 32.2 days, with 59% of assessments completed within 28 days. It is acknowledged, in line with the Care Act (2014), that assessments may appropriately be paused, and as such, a 100% completion rate within the target timeframe is neither expected nor realistic. Assessment durations are likely to vary depending on the complexity of individual cases.
	BPI 84	RH&ES	Cllr Salman Shaheen	Fitness membership levels (Lampton 360)	N/A	22967	23145	22493	23483	N/A	↑	Total membership up by over 4% from Q3.
	BPI 85	RH&ES	Cllr Salman Shaheen	Net Promoter Score (a measure of customer satisfaction) (Lampton 360)	5	2	-	2	3		↑	Reported monthly scores of 14/40, 18/38 and 39/38. Monthly average of 24/39 which equates 3/5. March figure exceeded the target which is a significant improvement

A Cleaner Hounslow	Ref	Directorate	Lead member	Measure	2025-26 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q4 Direction of travel	Commentary on Q4 performance
	BPI 42	RH&ES	Cllr Shivraj Grewal	Total number of fly tips on the public highway (25% reduction by 2026)	25% reduction by 2026	6417	6629	5540	5548		↓	The borough-wide fly-tipping figures are not achieving the targeted 25% reduction from the 2021–22 baseline, with a reported increase of 2.30%. This shortfall reflects a range of external and systemic factors, including population growth, an increase in unregistered Houses in Multiple Occupation (HMOs), a rise in short-term tenancies with fewer long-term residents, a decline in civic pride, and improved accessibility of fly-tipping reporting mechanisms within Hounslow. In response, a new Enforcement Team was established in March 2026, bringing together Special Waste Services (SWS) and elements of the Regulatory Enforcement Teams. Once operational logistics are fully embedded, the team will undertake borough-wide enforcement activity across a range of offences, with a primary focus on tackling fly-tipping. APCOA continue to enforce against fly tipping.
	BPI 43b	RH&ES	Cllr Shivraj Grewal	Pavement Pledge - total spent against £2m pledge	£2m by 2026	£0	£425,521	£450,160	£2,000,000		↑	The Pavement Pledge was completed in March 2026 with Kingsley Road being the final scheme.
	BPI 4h	RH&ES	Cllr Shivraj Grewal	Total household residual waste collected per household (kgs/household)	510 (Annual)	-	-	173kg/hh	485kg/hh		↑	This KPI is reported one quarter in arrears. Outturn reported at Q4 is the year end total and final outturn , it is indicative data awaiting verification. This is a positive outturn and shows a decreasing quantity of residual (non-recyclable) household waste being generated per household. This has a positive impact onto waste disposal budgets and assists in the achievement of recycling performance. With statutory waste reduction targets required in 2042, the service will continue to concentrate its projects primarily on waste reduction and waste minimisation activities
	BPI 4b	RH&ES	Cllr Shivraj Grewal	Percentage of waste sent for reuse, recycling, or composting (recycling rate)	37%	-	-	33.20%	40.00%		↑	This KPI is reported one quarter in arrears. Outturn reported is indicative Q4 data awaiting verification but does include annual downturn in Q4 (green waste reduction). This level of performance show that we achieved 40% recycling for the first time in any quarter. This has largely been achieved by the decrease in residual waste generation and the increase in green waste tonnage collected due to the unusually mild winter period
	BPI 40	RH&ES	Cllr Shivraj Grewal	Percentage of streets on the adopted public highway clear of litter or at acceptable standard	96%	96.00%	94.04%	93.27%	97.62%		↑	The percentage of streets assessed as litter-free has increased compared with the previous quarter (Q3). The Deep Cleanse Programme is making a noticeable impact, with a growing number of streets across the borough benefiting from a thorough cleanse. The use of Temporary Traffic Regulation Orders (TTROs) has enabled vehicles to be moved, allowing cleansing teams to access areas that were previously unreachable due to parked cars. This has significantly improved cleaning outcomes. The Deep Cleanse Programme commenced on 16 March 2026, and to date approximately 187 roads have been completed.
	BPI 41	RH&ES	Cllr Shivraj Grewal	Percentage of streets on the adopted public highway clear of detritus or at an acceptable standard	91%	94.91%	91.93%	94.19%	96.67%		↑	The proportion of streets assessed as detritus-free has increased compared with the previous quarter (Q3). This improvement reflects the success of the leaf clearance programme, which effectively removed detritus and leaf litter across the borough. Building on this progress, the Deep Cleanse Programme was launched on 16 March 2026. The programme cleans approximately 20 streets per week, and teams are currently completing week seven of delivery. The use of Temporary Traffic Regulation Orders (TTROs) has enabled vehicles to be moved, allowing cleansing teams to access areas that were previously unreachable due to parked cars. To date, approximately 187 roads have undergone a deep cleanse.

	BPI 83	RH&ES	Cllr Shivraj Grewal	Missed collections – number of reports of missed bins (Lampton 360)	1500	1651	1522	2080	1370			Decrease from previous quarter, February & March reported figures significantly lower than 500 monthly target. Most missed collections from January, likely due to changes to collection schedules during Christmas period
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A Thriving Hounslow	Ref	Directorate	Lead member	Measure	2025-26 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q4 Direction of travel	Commentary on Q4 performance
	BPI 23b	CAS	Cllr Samia Chaudhary	Percentage of school attendance sessions	95%	93.70%	94.70%	94.00%	93.70%		↓	Attendance across all Hounslow schools from the start of the school year to the end of the spring term was 93.7%. The rate of persistent absence in Hounslow is 1.4% lower than the national figure for the same period. The rate of severe absence is lower also. A child persistently absent is missing, on average, half a day of school each week. A child severely absent is missing, on average, at least half of their week in school. We are evaluating the impact of our attendance interventions and communications with families. The School Attendance Support Service will be collaborating with schools and colleagues in Family Hubs to have an earlier and positive impact in the next academic year.
	BPI 24	CAS	Cllr Samia Chaudhary	Percentage of possible school days statutory school aged CLA have attended	92%	83.60%	88.92%	88.82%	89.52%		↑	Monitoring and supporting the attendance of our children looked after remains a key priority for our service and individual caseworkers respond daily to reported cases of unauthorised non-attendance. Absences in Q4 being mainly attributed to illness / hospital admissions; medical appointments; new into care; placement moves & new school arrangements; and suspensions Actions: - Monitor and respond to attendance concerns on a daily and weekly basis with child's network - Review cases of non-attendance within the fortnightly student review meeting - Follow up complex causes for concern with Corporate Parenting and SEN - Follow up on those most vulnerable with Access, Inclusion & Participation & QRI meetings - Bespoke provision to meet complex needs
	BPI 23c-d	CAS	Cllr Samia Chaudhary	Number and percentage of young people aged 16-18 who are in Education, Employment or Training	94%	8661 (78.1%)	-	6885 (96.9%)	8133 (74.4%)		↓	A coordinated programme of actions is being implemented to improve the number of young people participating in education, employment or training (EET). This includes strengthening data quality and early identification of those at risk of becoming NEET through the early collection and alignment of Year 11 cohort data on the Integrated Youth Support System (IYSS) ahead of DfE returns, ensuring accurate tracking for the September Guarantee and Activity Survey. The inclusion of the Year 11 Activity Survey within Raising Participation Age (RPA) data packs supports schools to plan provision and target interventions using the Risk of NEET Indicator (RONI) tool across Years 7–11. Robust data sharing is underpinned by an annual schools partnership agreement, while monthly quality assurance processes and regular engagement with school data managers ensure timely recording and compliance with statutory duties. Ongoing development of national and local RONI tools, including NCCIS and OnTrack+, further enhances identification and support needs. In parallel, targeted support is delivered through initiatives such as the Youth Skills and Employment Guarantee, employer-led careers education, dedicated careers advice for Year 11 elective home education cohorts, and traded Risk of NEET service to Woodbridge Park Education Service (WPES), ensuring young people receive tailored guidance and opportunities to sustain engagement in post-16 pathways

	BPI 93	CAS	Cllr Samia Chaudhary	Percentage Post 16 CLA (age 16-17) who are in Education, Employment or Training	65%	67.16%	71.28%	73.74%	77.38%		↑	The P16 CLA (Age 16-17) EET sits at 77% this quarter which is 12% above the target of 65% Context: Support is available to sustain EET and progress to EET for both CLA and CL cohorts. Cross directorate support through Virtual School, 14-19 Service, Work Hounslow and social care support. Regular SEET (Seeking education, employment and training) drops-ins/ coaching and support into relevant engagement activities. Personalised intensive case work to support with attendance and engagement in education and training. Bespoke placements onto appropriate engagement schemes (e.g. apprenticeships, internships). Professional and Transition Meetings to support engagement and bespoke opportunities to create inclusion. Access to HE opportunities. Tuition for EET and NEET - in house accredited alternative provision for Maths & English Functional Skills
	BPI 94	CAS	Cllr Samia Chaudhary	Percentage Post 16 CL (age 18-25) who are in Education, Employment or Training	65%	53.48%	43.10%	50.12%	51.37%		↑	The P16 CL (18-25) EET cohort sits at 51% this quarter which is 14% below the target of 65% Context: This figure includes young people who have recently turned 18 and whilst still NEET have been receiving intensive support from the team around them to progress to the meaningful opportunities. Support is available to sustain EET and progress to EET for both CLA and CL cohorts. Cross directorate support through Virtual School, 14-19 Service, Work Hounslow and social care support. Regular SEET (Seeking education, employment and training) drops-ins/ coaching and support into relevant engagement activities. Personalised intensive case work to support with attendance and engagement in education and training where appropriate Bespoke placements onto appropriate engagement schemes (e.g. apprenticeships, internships). Professional and Transition Meetings to support engagement and bespoke opportunities to create inclusion. Access to HE opportunities. Tuition for EET and NEET - in house accredited alternative provision for Maths & English Functional Skills.
	BPI 95	CAS	Cllr Samia Chaudhary	Percentage of Children and Young People open to Early Help for less than 12 months	95%	90.85%	91.53%	88.0%	95.2%		↑	95.2% (297/312) We have strong oversight of case and review cases at 6 months and 9 months involvement. Weekly monitoring from data highlighting those cases that are due for review.
	BPI 35b	CAS	Cllr Samia Chaudhary	Percentage of Early Help Plans completed by Family Help with a positive outcome	80%	88.5%	77.2%	91.2%	88.3%		↓	88.3% (68/77) When a case is closed with a negative outcome, threshold considerations are always applied, and proportionate planning is implemented. This incorporates oversight from the professional network and ensures ongoing universal support.

	BPI 96a-b	CAS	Cllr Samia Chaudhary	Number and percentage of Children with a positive outcome that did not require a referral in 24 months	95%	32 (86.49%)	40 (93.02%)	79 (78.69%)	20 (83.3%)		↑	83.3% (20/24) This demonstrates the effectiveness of early and targeted interventions in supporting children and families to achieve sustainable change. Interventions remain a central focus of the service, aimed at improving outcomes, strengthening family resilience, and reducing the future need for statutory involvement. Case reviews show that the four children who did require further support came from only two families, highlighting that challenges were concentrated rather than widespread. Overall, this evidence confirms that the service continues to operate in line with the ethos of early intervention, achieving meaningful and long-term improvements for children and families while helping to reduce escalation to statutory services. When a case is closed with a negative outcome, threshold considerations are always applied, and proportionate planning is implemented. This incorporates oversight from the professional network and ensures ongoing universal support. With careful consideration it has been agreed to reduce this KPI target to 80%, with a 3% tolerance given the length of time between episodes and referrals (24 months). All re-referrals involving previous Family Help involvement will be systematically reviewed to provide robust oversight of repeat concerns, support reflective practice and identify key learning opportunities. This will contribute to continuous improvement and enhanced service delivery outcomes
	BPI 26b-c	CAS	Cllr Samia Chaudhary	Number and percentage of Education, Health and Care (EHC) Plans (including exception cases) completed within 20 weeks	90%	41 (47.1%)	35 (27.6%)	21 (17.1%)	40 (36.0%)		↑	Increase in timeliness is due to 1. Improved timeliness of EP advice and improving timeliness in health advice. 2. Prioritisation of completing assessments within 20 weeks whilst maintaining momentum on completion of assessments that had exceeded 20 weeks. 3. Internal monitoring of officer performance on the elements of the 20-week assessment that are solely within the team i.e. 2 weeks from advice received to panel decision; two weeks from decision to issue to draft being issued; 4 weeks from draft being issued to final plan. Actions to further improve timeliness: Embedding task reallocation between Assistant Case Officer and Case Officers to reduce the administrative tasks undertaken by the Case Officer to increase their capacity. Close monitoring of demand and caseloads for an equitable casework distribution amongst officers.
	BPI 78	CAS	Cllr Samia Chaudhary	Take up of funded 15 hour places by 2 year olds from families receiving additional support	65.10%	63.00%	76.00%	62.00%	72.00%		↑	The team have identified families on the DWP list that also have a working family's code used by providers rather than the Early Learning for 2-Year-olds code. We have strengthened the marketing campaign to highlight the Early Learning for 2-Year-olds entitlement and will continue to request the need to increase the Early Learning for 2-Year-olds entitlement hourly funding rate beyond the working family 2 yr hourly rate. Ensuring these hard-to-reach families are not disadvantaged.
	BPI 79	CAS	Cllr Samia Chaudhary	Percentage of pupils who are persistently absent	20.00%	15.20%	15.60%	16.50%	16.80%		↓	Persistent absence (i.e. children missing an average of one school day within a two-week period) has reduced when comparing this quarter with the corresponding period last year. This is a year on year improvement. This area of work alongside severe absence have been an area for sharp focus by the School Attendance Support Service (SASS) this year. The % in Hounslow is 1.4% lower than the national rate for this point in the year.
	BPI 82	CAS	Cllr Samia Chaudhary	September Guarantee (offers) (annual)	N/A	-	-	98.00%	-	N/A	N/A	This is an annual indicator

	BPI 87	CAS	Cllr Samia Chaudhary	Percentage of Children's Social Care referrals that become repeat referrals within 12 months	15%	13.5%	12.6%	12.3%	12.7%		↑	For the rolling year to date Hounslow has received 2367 referrals with 301 of those, 12.7%, being re-referrals within a 12-month period. The re-referral rate is well below the latest published national figure of 22.6% and on a downward trend indicating children and families are receiving an impactful intervention promoting an enduring change.
	BPI 89	CAS	Cllr Samia Chaudhary	Long-term placement stability (2.5 years)	75%	78.7%	76.20%	80.60%	77.50%		↓	For long-term CLA aged 0–15 as of 31 March 2026, 77.5% had lived in their placement for at least two years. This represents a slight decrease from the previous quarter (Q3 2025/26: 80.6%) but remains higher than both the national figure published on 31 March 2025 (69.0%) and the Outer London figure on 31 March 2025 (68.0%). As the cohort is constantly changing, the figure naturally fluctuates throughout the year and is currently on track to finish above 75%.
	BPI 91	CAS	Cllr Samia Chaudhary	Former relevant care leavers in Education, Employment or Training (EET) 17-21 years - 17th, 18th, 19th, 20th & 21st birthdays	65%	63.9%	56.30%	51.60%	52.10%		↑	159 Former Relevant Carers were in EET. 2 YP were NEET due to illness/disability, 11 YP due to pregnancy or parenting, and 133 YP due to other circumstances. Further analysis has identified that the majority of NEETs in this cohort are resident care leavers, i.e. not UASC (approx two third to a third ratio). We are deploying available resource to support this group, but many face significant wellbeing and social barriers to participation. A fuller understanding of the changing profile of cohort will allow us to better target support. We will also be utilising our direct adult learning offer to support.

A Safer Hounslow	Ref	Directorate	Lead member	Measure	2025-26 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q4 Direction of travel	Commentary on Q4 performance
	BPI 70	C&S	Cllr Pritam Grewal	Number of Violence Against the Person with Injury offences (excluding domestic abuse)	N/A	580	618	530	492	N/A	↑	A total of 492 offences for Violence Against the Person with Injury were recorded in Q4 25/26 in the borough. This is a decrease of 7% in comparison to the previous quarter (530), but a slight increase of 3% when compared to the same period last year (479). Across London there has been a 5% decrease in comparison to the previous quarter and a 1% increase when compared to the same period last year. In Hounslow, the highest number of offences was recorded in March (180). This trend broadly reflects the London wide picture, where offences also fell per quarter but showed a slight yearly increase. March recorded the highest number of offences within the quarter, highlighting it as a peak period for violence with injury. Continued monitoring and targeted prevention remain important to sustain reductions and address seasonal increases.
	BPI 71	C&S	Cllr Pritam Grewal	Number of robbery offences	N/A	177	176	133	141	N/A	↓	There were a total of 141 offences recorded for Robbery in Q4 25/26 in Hounslow. In comparison to the previous quarter (133), this is a slight increase of 6% and a 4% increase when compared to Q4 24/25 (135). Across London there has been a 4% decrease compared to the previous quarter and a 4% decrease compared to the same period last year. January recorded the highest number of offences (54) in Hounslow. Robbery offences increased slightly in Q4 25/26, with January recording the highest number in the quarter. Levels were close to those seen in the same period last year, suggesting no significant long term change. Ongoing patrols and preventative work continue in identified locations.
	BPI 72	C&S	Cllr Ajmer Grewal	Percentage of domestic and sexual abuse survivors who feel safe following the offer of specialist help	100%	100%	100%	100%	100%		—	In Q4 25/26, the service collected 140 feedback forms, compared to 100 forms in Q4 24/25, representing a 40% increase year on year. This notable rise highlights continued improvements in engagement and reflects growing confidence among clients in sharing their experiences. Feedback collected during this quarter remains essential in capturing client perspectives, celebrating areas of good practice, and identifying opportunities for service enhancement. Each response contributes to a deeper understanding of client needs and informs ongoing efforts to deliver responsive, survivor-led support. The sustained focus on encouraging feedback demonstrates the service's commitment to continuous improvement and ensuring that client voices remain central to service development.
	BPI 86	CAS	Cllr Samia Chaudhary	Number first time entrants to criminal justice system (Rate per 100,000)	<87	33.14	59.56	55.2	68.18		↓	The First-Time Entrant (FTE) rate for the period (Jan-Mar 2026) was 68.18 per 100,000. A total of 21 young people entered the youth justice system for the first time, comprising 18 males and 3 females, and accounting for 47 offences. The largest proportion of entrants were aged 16 (7), followed by those aged 15 (4), 12 (4), 17 (3), and 14 (3). Violence Against the Person was the most common offence type (15 offences), followed by motoring offences (11 offences). The number of first-time entrants increased in 2025/26 (71) compared with 2024/25 (64) and 2023/24 (38). The FTE rate per 100,000 population also remained higher in Hounslow than both the London and national averages.

	BPI 19c	CAS	Cllr Lily Bath	Percentage of adult safeguarding referrals where risks were identified that ended with risks having been removed or reduced	85%	86.43%	80.90%	87.90%	92.20%		↑	In Q4, Adult Social Care (ASC) achieved a positive outcome with 92.2% of safeguarding referrals where identified risks were either removed or reduced. A higher percentage reflects improved safety and wellbeing for individuals, aligning with ASC's commitment to delivering effective safeguarding interventions. To sustain and build upon this standard of practice, additional measures have been implemented. This includes the reinstatement of the High Risk Panel, enabling agencies to make appropriate referrals where required. The panel provides support in managing complex safeguarding concerns, particularly in situations where internal mechanisms have been fully utilised. It will consider targeted interventions to address high-risk scenarios such as hoarding, significant fire hazards, and self-neglect. ASC continues to embed the 'Making Safeguarding Personal' approach, ensuring that individuals' voices are central to the safeguarding process. Service users are actively encouraged to provide feedback on their experiences, which informs continuous improvement within the safeguarding risk management framework.
	BPI 19e	CAS	Cllr Lily Bath	Percentage of adult safeguarding concerns with outcomes achieved or partially achieved	85%	86.4%	91.4%	90.9%	92.6%		↑	ASC remains committed to promoting independence and reducing risks for adults who may be vulnerable to abuse, with a clear focus on preventing or delaying the need for formal care and support. As part of our safeguarding approach, individuals are asked whether they feel their desired safeguarding outcomes have been fully or partially achieved. In Q4 2025–2026, ASC continued to perform strongly, with 92.6% of individuals reporting that their safeguarding outcomes were achieved or partially achieved. This high level of positive feedback reflects the effectiveness of our safeguarding practice and our ongoing commitment to delivering safe, person-centred support.
	BPI 19f	CAS	Cllr Lily Bath	Percentage of adult safeguarding referrals responded to within 48 hours	90%	87.00%	81.90%	92.00%	89.20%		↓	ASC have a departmental target to respond to 90% of safeguarding referrals within 48 hours. In Q4, the department received a total of 278 safeguarding referrals of which 248 were responded to within 48 hours, which results to 89.2% of referrals responded to within 48 hours. ASC are continuously performing well above the departmental target and have been closely monitoring this measure monthly through the Core Standards Report.
	BPI 22d	RH&ES	Cllr Pritam Grewal	Percentage of local businesses broadly compliant with food (safety) law	N/A	88%	88%	89%	89%	N/A	—	For this period the percentage of broadly compliant premises is 89%. 1971 premises within the borough have received a hygiene rating of 3, 4 & 5. This is based on the scoring system used after completing an inspection which is broken down into 3 scoring systems : Hygiene, Structure & Confidence in management
	BPI92	CAS	Cllr Samia Chaudhary	Open Child Protection Plans under 18 months duration	95%	93.9%	93.4%	93.9%	98.7%		↑	As of 31st March 2026, there were 239 children subject to a child protection plan. 236 (98.74%) had been subject to a plan for less than 18 months, an improvement of 5.88 percentage points from 92.86% on 30th April 2025. The number and rate of children protection plans at month end has increased since the start of the reporting year from 182 (26.9/10,000) to 239 (35.4/10,000). We are maintaining a good standard of performance despite the increase in demand.

	BPI 56	RH&ES	Cllr Sue Sampson	Number of completed safety cases prepared for in-scope buildings (Council homes) (cumulative)	14 (annual target)	12 (cumulative)	12 (cumulative)	12 (cumulative)	12 (cumulative)	A	—	The number of in-scope LBH HRA High-Rise Buildings (HRBs) that fall under the requirements of the Building Safety Act 2022 is 24 (2 blocks – Eden House and New Road – are Lampton's responsibility). The Building Safety Regulator (BSR) is directing Landlords to provide Safety Cases and other documents over the five years period, between 2024-2029. The BSR are not setting up a full 5-year programme but are deciding on an annual basis which buildings to direct Landlords to provide Safety Cases. During 2024/25 the BSR directed LBH to provide Safety Cases for 12 of the HRBs and these were all submitted within the timescales. The BSR give Landlords 28-days to provide the Safety Case Reports and documents. 12 HRBs are still awaiting the direction from the BSR to supply their Safety Case Reports and as of the end of December 2025 all of the 12 Safety Case Reports are drafted (subject to having a structural assessment by a competent external resource), ready for the time that BSR give 'direction' for them to be provided. As at May 2026, the Council has been informed by the BSR that 10 of the 12 submitted Safety Cases require additional information, primarily in relation to structural assessment, to meet BSR requirements. As such, these are currently deemed 'non-compliant' and require a BSR notice to be displayed in the communal area of the relevant blocks. We have received a Building Assessment Certificate for 1 of the 2 remaining submitted applications. The final BAC application is still in progress.
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A Liveable Hounslow	Ref	Directorate	Lead member	Measure	2025-26 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q4 Direction of travel	Commentary on Q4 performance
	BPI 57	C&S	Cllr Ajmer Grewal	Percentage of TCF funded projects that have met their agreed outcomes	100%	100%	100%	100%	100%		—	7 end of grant reports (4 small and 3 revenue) were received in Q4 - all met their agreed grant outcomes. One midway report was received on a revenue grant and this group is on track to achieving their agreed outcomes.
	BPI 58	C&S	Cllr Ajmer Grewal	Number of resident beneficiaries of the TCF funding over the quarter	N/A	6,100	13,735	412	2,018	N/A	↑	2, 018 residents are expected to benefit from the 17 grants allocated in Q4. This brings the total for the year to 22,265 across 78 projects
	BPI 15e	C&S	Cllr Ajmer Grewal	Number of active/ open volunteering opportunities in the period	N/A	253	276	257	271	N/A	↑	There has been a continued increase in organisations contacting the Volunteer Centre for support, particularly around developing role descriptions, promoting opportunities, and accessing volunteering templates and documentation. 271 roles were available for volunteers in the period. The Volunteer Centre continues to support Hounslow Council services considering or currently hosting volunteers including through quarterly peer support meetings.
	BPI 73	RH&ES	Cllr Sue Sampson	HRA tenant satisfaction with responsive repairs	85.00%	91.67%	91.12%	89.62%	90.37%		↑	Tenant satisfaction with responsive repairs has remained consistently strong throughout the year, with performance exceeding the 85% target in every quarter. Results have been stable overall, with a slight peak in Q1 and Q2. This performance can also be supported by additional quality indicators, such as the post-inspection outcomes, which show an average pass rate of approximately 96% (both internally and by LBH). There is also strong alignment with independent customer satisfaction measures (Kwest), with both internal and external feedback reflecting similarly high levels of satisfaction. Importantly, this level of performance has been achieved despite an increase in overall demand, particularly in urgent and emergency repairs. The total number of jobs completed in the last quarter was 7% higher than Q3, suggesting the team's focus is on providing and maintaining service quality. Overall, the sustained customer satisfaction levels reflect effective service delivery.
	BPI 1a	RH&ES	Cllr Sue Sampson	Number of households on the housing register	N/A	4462	4692	4725	5100	N/A	↓	Number of households on our housing register have increased slightly by 7.94% compared to Q3
	BPI 2a	RH&ES	Cllr Sue Sampson	Number of homelessness approaches	N/A	1059	1130	1064	1121	N/A	↑	Homeless approaches are below 1200 per quarter forecast. This indicator cannot be targeted because there is a statutory duty to provide assistance to any household that approaches the council and presents as homeless.
	BPI 2b	RH&ES	Cllr Sue Sampson	Number of households in temporary accommodation	720	536	474	492	531		↓	We continue to be successful in our homelessness prevention activity and the management of our TA population.
	BPI 32a	RH&ES	Cllr Sue Sampson	Total arrears across Council housing estates	TBC	£8,844,293	£8,479,737	£8,472,344	£8,631,760	TBC	↓	The arrears have remained consistent from previous quarter. It has increased by over £159K from quarter 3.
	BPI 32b	RH&ES	Cllr Sue Sampson	Number of households in arrears	TBC	6459	6322	6005	6063	TBC	↓	Overall the number of households in arrears have been consistently reducing and hope the trend will continue into the next quarter
	BPI 32e	RH&ES	Cllr Tom Bruce	Number of Council homes built	1000 by 2026	536 (cumulative)	538 (cumulative)	540 (cumulative)	541 (cumulative)		↑	London Borough of Hounslow has secured 541 Council homes towards the Corporate Plan pledge to deliver 1,000 new council homes by 2026

BPI 32f	RH&ES	Cllr Tom Bruce	Number of newly purchased Council owned rental homes	1000 by 2026	221 (cumulative)	224 (cumulative)	225 (cumulative)	229 (cumulative)	TBC	↑	Four additional units let in Q4
BPI 32g	RH&ES	Cllr Tom Bruce	Amount invested on Council Estates improvements	£435m* by 2026 *revised by Cabinet in Feb '25	£366m (cumulative)	£373m (cumulative)	£386m (cumulative)	£405m (cumulative)	A	↑	Cabinet (Jan'23, revised in Jan'24 and also revised in Feb'25) approved capital budgets across (a) Estate Investment Programme (EIP) – to ensure that council housing is maintained at statutory, regulatory decent homes standards, with a high energy efficiency rating; and (b) Council Housing Delivery Plan (CHD) - to deliver a further 1,000 council homes in 2022-26. Estate Investment Programme (EIP): 22/23 = Spent £22m (of £30m budget, 74.6%). 23/24 = Spent £24m (of £30m budget, 80%). 24/25: Spent £25.4m (of £28m budget, 91%). 25/26: £28.1m (of £30m budget, 94% of budget). Overall programme delivery was largely achieved in 25/26, with the majority of planned works successfully completed across the social housing stock. Full budget delivery was not achieved due to a combination of factors, including longer-than-anticipated approval timelines for certain building safety and fire safety commissions, driven by statutory regulatory gateway requirements. In addition, a small number of projects experienced delays alongside slippage in the mobilisation of some projects. Council Housing Delivery (CHD): 22/23 = Spent £123m (of £133m budget, 94.6%). 23/24 = Spent £106m (of £107.4m budget, 98.7%). 24/25: Spent £61m (of £66m budget, 92.5%). 25/26 = Spent £15.1m (of £16.3m budget, 92.8%). The Council's housing delivery slowdown reflects a combination of interrelated pressures, including reduced scheme viability due to inflation and enhanced safety requirements, planning and regulatory delays, reliance on market partners, and internal financial constraints and capital programme re-phasing.
BPI 90a	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required gas safety checks have been carried out	100%	99.92%	99.87%	99.90%	99.85%	A	↓	13 Domestic properties are currently non-compliant, with 7 properties becoming non-compliant this month, 2 properties 1 – 3months overdue, 2 properties 3-6months overdue and the remaining 2, 6months +. Housing Officers are following the agreed policy and procedure.
BPI 90b	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required fire risk assessments have been carried out	100%	100%	100%	100%	100%	G	—	All sites requiring FRAs have valid assessments. In line with our policy, some FRAs are being reviewed and validated.
BPI 90c	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	99.85%	100.00%	100.00%	98.97%	A	↓	Two sites (comprising 96 dwellings) are currently non-compliant. Reinspections have been scheduled, and we expect to achieve full compliance in the coming weeks.
BPI 90d	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required legionella risk assessments have been carried out	100%	93%	100%	100%	100%	G	—	All dwelling sites have a valid water risk assessment.
BPI 90e	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	99.36%	95.57%	99.37%	95.10%	A	↓	7 lifts (comprising of 347 dwelling units) remain overdue for LOLER. All examinations have been scheduled, and progress is being monitored closely to ensure timely completion. All lifts has been serviced and are safe for continued use..
BPI90f	RH&ES	Cllr Sue Sampson	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	96%	88.96%	82.66%	79.63%	84.99%	R	↑	Non emergency completed in target has improved since last quarter which we expect as the weather beings to improve towards the end of the quarter we see the demand for emergency and urgent repair begin to fall slightly (which effect diary efficiency). However, demand on the service is higher than the same period last year which indicates the success of the planners continued focus on maximising diary space. It is a significant improvement compared to last year where the YTD score was 77.9% showing that the efforts made to improve the service this past year have been working. Always more work to do as we now focus on the older jobs that have accumulated over the winter months. As we move into the warmer months, we expect demand for emergency and urgent jobs to continue to decrease giving us more diary space for the more complex jobs which tend also to be our oldest jobs.

	BPI90g	RH&ES	Cllr Sue Sampson	Proportion of emergency responsive repairs completed within the landlord's target timescale	100%	99.14%	99.54%	99.48%	100.00%			Emergency repairs were in 100% in target, suggesting all repairs were completed in 24H target time. A total of 506 emergency repairs were completed. By trade, the highest number of emergency jobs were related to plumbing, followed by electrical and Drainage works.
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Corporate Health	Ref	Directorate	Lead member	Measure	2025-26 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q4 Direction of travel	Commentary on Q4 performance
	BPI 31a	C&S	Cllr Pritam Grewal	Percentage of Contact Centre calls answered	82%	82% (40010)	84% (41741)	73% (32415)	70% (37124)		↓	The number of contact centre calls answered increased from 32k in Q3 to 37k in Q4, aligning with the increase seen from Q3 to Q4 in 2024/25. This increase is due to increased demand the contact centre traditionally receives in Q4 due to seasonal factors such as garden waste renewals and subscriptions. The answer rate decreased slightly from 73% in Q3 to 70% in Q4 due to the increased demand that was handled by the contact centre in Q4.
	BPI 31b	C&S	Cllr Pritam Grewal	Speed to answer Contact Centre calls (seconds)	N/A	257 (mean)	223 (mean)	154 (median)	271 (median)	N/A	↓	The median waiting time to answer calls increased from 154 seconds in Q3 to 271 seconds in Q4. Note that from December 2025, the methodology of this KPI has changed to report on the median waiting time rather than the mean average. This trend aligns with the increase seen in the preceding year (Q3 to Q4 2024/25) and is due to seasonal factors such as garden waste renewals and subscriptions.
	BPI 59	C&S	Cllr Shantanu Rajawat	Days lost to sickness per FTE	0.75	0.67	0.78	0.80	0.75		↑	The average days lost to sickness has decreased slightly from last quarter to 0.75 days lost per employee per month. (totalling 2.26 days per employee for the quarter). Stress and anxiety continues to be the leading cause of sickness. We are continuing to work with managers to get insight into what may be done to reduce these cases and help people return to work.
	BPI 60	C&S	Cllr Shantanu Rajawat	Employee turnover rate	1.08%	0.96%	1.14%	0.71%	0.86%		↓	Turnover has increased in the last quarter and is now 0.86% (average per month). We have a stable workforce and our turnover rate is in line with the median across London Boroughs.
	BPI 61	C&S	Cllr Shantanu Rajawat	Employee retention rate (staff in employment for >2 years)	80%	75.94%	77.16%	76.75%	77.16%		↑	Our retention rate has slightly increased and remains below our target rate and the London Council's median of 80%. As part of our continuing EDI priorities, we are expanding our focus on career progression and considering how we can retain and develop our own people and help them progress into higher roles.
	BPI 36i	F&R	Cllr Shantanu Rajawat	Projected General Fund Revenue Outturn within Budget/ Resource Allocation (target £, projected £, variance £)	£0m	£10.5m	£10.5m	£6.8m	£1.6m		↑	Outturn £1.6m overspend - as detailed in the Budget Outturn 2025/26 report to Cabinet on 14 July 2026. Key issues are a forecast shortfall in the delivery of savings included in the 2025/26 budget of £2.8m, and the continuation of pressures seen in 2024/25 on the net cost of waste collection and waste disposal totalling £1.9m, and from the social care skills academy of £1.3m.
	BPI 36b	F&R	Cllr Shantanu Rajawat	Projected Capital Programme Outturn within Budget/ Resource Allocation (target £, projected £, variance £)	£0m	£0m	£-10.1m	£-35.0m	£-28.6m		↑	As included in the Budget Outturn 2025/26 report to Cabinet on 14 July 2026, there was a n outturn in-year variance of £25.6m on the General Fund capital programme, due to slippage in various programmes, including £1.2m in the unallocated capital pipeline. There was also an outturn in-year variance of £3.0m on the HRA capital programme, consisting of variances of £1.9m on the Estate Investment Programme and £1.1m on the Council House Building Programme.

	BPI 36f	F&R	Cllr Shantanu Rajawat	Projected DSG Outturn within planned DSG deficit (target £, projected £, variance £)	£4.2m	£4.2m	£4.3m	£4.4m	£4.4m		—	The net ongoing DSG budget for 2025/26 was set at a deficit of £4.2m, approved from drawing on the High Needs DSG reserve during 2025/26 to meet budgeted High Needs DSG expenditure for the year. These figures are before any 2025/26 General Fund or DfE contributions stated in the DfE Safety Valve Agreement. At outturn there was a £0.2m overspend against the High Needs Block. This comprises overspends against Education Other Than At School (EOTAS), the Council's Alternative Provision and Pupil Referral Unit, partially offset by underspends against Independent and Non-maintained Special Schools.
	BPI 36h	F&R	Cllr Shantanu Rajawat	Projected HRA Outturn within planned HRA activity (target £, projected £, variance £) – report target contribution to capital programme vs. actual	£1.8m	£1.8m	£1.8m	£1.8m	£5.0m		↑	The HRA budget for 2025/26 has been set with a view to restoring HRA unallocated balances to an acceptable level commensurate with the risk profile of the fund, and included a budgeted contribution to HRA balances of £1.75m. The outturn position is for the HRA to make a contribution of £5.0m. This would still mean that HRA reserves are below the target level, but the improved outturn for 2025/26 means that the HRA is on track to reach the target level two years ahead of the trajectory set out in the HRA Business Plan approved by Cabinet in February 2026.
	BPI 10a	C&S	Cllr Shantanu Rajawat	Number of local firms providing services to LBH	N/A	97	81	101	86	N/A	↓	This is for information only.
	BPI 10b	C&S	Cllr Shantanu Rajawat	Percentage of contracts open to local firms	80%	44%	22%	15%	18%		↓	There were 2 light touch awards and one tender process did initially go out open, but had to be direct awarded due to no bids received. There were also 2 mini competitions via a framework so there was still some form of competition.
	BPI 10c	C&S	Cllr Shantanu Rajawat	Percentage of in-scope Procurement exercises including Social Value	100%	100%	100%	71%	100%		↓	All eligible contracts went out with Social Value this month. Work has also been done to increase awareness of adding social value to direct awards.
	BPI 80	F&R	Cllr Shantanu Rajawat	Speed of processing new benefit claims (days)	15	9.33	10.30	10.14	12.89		↓	New claims speed of turnaround is 12.89 days, and below the stretch target of <15 days. In-month performance through-out the quarter has been strong
	BPI 81	F&R	Cllr Shantanu Rajawat	Speed of processing change of circumstance (days)	5	2.14	2.29	2.31	3.10		↓	Changes of circumstances speed of turnaround is 3.10 days and is below the stretch target of <5.00 days. In-month performance through-out the quarter has been strong.
	BPI90h	RH&ES	Cllr Sue Sampson	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code	100%	87.00%	74.00%	22.00%	76.00%		↑	Complaints performance improved during Q4, with overall compliance with the Complaints Code increasing across both acknowledgement and response times. This improvement was achieved following staff returning to work, which restored service capacity and enabled more consistent oversight of complaint handling. As a result, acknowledgement and response performance strengthened and remained improved throughout Q4. Performance continues to be routinely monitored and discussed at monthly performance meetings, ensuring any emerging risks are promptly identified and addressed, with assurance provided to key stakeholders. The forthcoming system enhancements through TCE, expected by May 2026, will further support sustained compliance and the continued delivery of high standards of service.
	BPI90i	RH&ES	Cllr Sue Sampson	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code	100%	80.00%	71.00%	26.00%	86.00%		↑	Complaints performance improved during Q4, with overall compliance with the Complaints Code increasing across both acknowledgement and response times. This improvement was achieved following staff returning to work, which restored service capacity and enabled more consistent oversight of complaint handling. As a result, acknowledgement and response performance strengthened and remained improved throughout Q4. Performance continues to be routinely monitored and discussed at monthly performance meetings, ensuring any emerging risks are promptly identified and addressed, with assurance provided to key stakeholders. The forthcoming system enhancements through TCE, expected by May 2026, will further support sustained compliance and the continued delivery of high standards of service.