



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

Corporate Plan Priorities for 2026/27





Here we'll set out our focus for 2026-2027. This is an addendum (supplementary information) to our five year Corporate Plan document which you can find here:

<https://nph.org.uk/about-northamptonshire-partnership-homes/our-purpose/>

Our focus during 2026/27 will be to:

- Deliver all legislative and regulatory standards to ensure great quality homes and services to residents and neighbourhoods
- Continue to strengthen the ways we listen and learn from what residents have to say, including through our governance structures
- Deliver our Data Strategy to improve how we collect and use data, ensuring decisions are based on good evidence and services are targeted where most need
- Manage our budgets carefully, plan ahead financially and deliver services that give great value for money for every pound spent
- Deliver smooth transition of Housing Services back to WNC, ensuring effective outcomes for both staff, residents and the Council
- Support WNC to invest in better systems so services are delivered more efficiently, effectively and reliably for residents
- Ensure the homes we manage are safe, secure and energy efficient through the implementation of our Asset Management Strategy
- Have a relentless focus on service excellence; helping residents thrive and feel part of connected and supportive communities
- Deliver our People and Culture Strategy, investing in staff training, wellbeing, and development so residents continue to receive great services



Measuring success in 2026/27

Our Corporate Plan KPIs and the associated targets, are largely a continuation of those agreed for the first years of the Corporate Plan. Many of our Corporate KPIs are aligned directly to the Regulator of Social Housing (RSH's) [Tenant Satisfaction Measures](#). Our Corporate KPIs are agreed annually by our Board and WNC. To allow us to know if we've met our priorities successfully our target figures and measures are listed below:

Work collaboratively to provide great neighbourhoods where residents are proud to live	Listen and act on our residents' views to provide great services	Provide great homes that are safe, sustainable and high quality
Overall resident satisfaction with our services (TSM) – 73%	we listen to resident's views and acts upon them (TSM) – 62%	Resident Satisfaction with repairs (TSM) – 75%
We keep Communal areas well maintained (TSM) – 68%	We keep residents informed about things that matter to them (TSM) – 76%	Satisfaction with time taken to complete most recent repair (TSM) – 70%
Resident satisfaction with handling ASB (TSM) – 62%	We treat residents fairly and with respect (TSM) – 78%	Satisfaction that the home is well maintained (TSM) – 73%
Resident satisfaction that the landlord makes a positive contribution to neighbourhoods (TSM) – 67%	Satisfaction with the landlord's approach to handling complaints (TSM) – 38%	Satisfaction that the home is safe (TSM) – 76%
Average no of days to relet all void properties (key to key) – 40 days (excluding TAs)	Stages 1 (60) & 2 (12) complaints per 1000 properties (TSM)	Homes that don't meet the Decent Homes Standard (%) (TSM) < 1%
Rent collection rate – 99%	Stage 1 & 2 requests response times (TSM) – 90%	Repairs completed within target timescale (non-emergency (90%) & emergency (98%) (TSM)
Current resident arrears as % of Annual rent debit – 3.1%	Housing Ombudsman Maladministration Findings Rate - < 65%	Building Safety Compliance (Gas, FRA, Asbestos, Legionella, Electrical) (all TSM except Electrical) – 100%
ASB cases per 1000 properties (TSM) - 35	Residents Involved in Decision Making - > 0.5%	Awaab's Law emergency hazards within 24 hours – 98%
		Fire Door Inspections within required timescales Communal Doors (100%) Individual Flat Doors (95%)

As part of our Corporate KPIs, we also monitor and report RIDDOR incidents. RIDDOR stands for the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, which is the law in the UK that requires employers, the self-employed, and people in control of work premises to report specific serious workplace incidents, injuries, and near misses.