

Falcon Housing Association Key Performance Indicators

Message from the Chief Executive

Introduction to 2026–2027 Key Performance Indicators

I am pleased to present FHA's Key Performance Indicators (KPIs) for 2026/2027, designed to provide a clear and ambitious framework for measuring performance, strengthening accountability, and delivering meaningful outcomes for the tenants we serve.

As FHA continues to evolve within an increasingly complex housing and care landscape, these KPIs reflect not only our operational priorities, but also our long-term strategic vision. They have been carefully developed to align with our organisational objectives, regulatory expectations, and unwavering commitment to delivering safe, sustainable, and high-quality homes and services.

Our KPIs extend beyond performance measurement alone. They represent a strategic tool for driving continuous improvement, enhancing service delivery, and ensuring that tenants, and stakeholders remain at the centre of every decision we make. Through focused performance monitoring, we aim to strengthen tenant satisfaction, improve operational responsiveness, raise standards across our property portfolio, and support environmental sustainability.

In line with the expectations of the RSH and wider sector best practice, these measures reinforce a culture of transparency, accountability, innovation, and evidence-led decision-making. They enable us to assess not only where we are performing well, but also where we must adapt, improve, and invest to meet future challenges and opportunities.

Looking ahead to 2026/2027, FHA remains committed to delivering lasting social value and achieving excellence across all areas of our work. These KPIs will be reviewed and monitored regularly to ensure they remain relevant, ambitious, and responsive to the changing needs of our tenants, and stakeholders.

Together, with our colleagues, partners, and tenants, we will continue to build on our progress, exceed expectations where possible, and reaffirm FHA's commitment to providing services that create positive, measurable, and lasting impact.

Sharon Bannister Scollen

Chief Executive

