

# You Said We Did 2025–2026

This summary sets out how customer feedback, complaints and service learning have informed improvements during 2025–2026. It provides examples of what customers told us, the actions taken or being progressed in response, and the difference these changes are expected to make. Where available, Tenant Satisfaction Measure, complaints and KPI data has been included to evidence the wider direction of travel and demonstrate how learning is being embedded across services.

| New Homes, Handover and Defects                                                                                                              |                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer feedback<br>(You Said)                                                                                                              | Learning Identified<br>(We Did)                                                                                                                                            | The Difference                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Recurring drainage issues on new build estates were not always being correctly directed to the developer during the defect liability period. | We clarified the escalation process so recurring drainage issues are referred to the developer once more than two PPC drainage jobs have been logged at the same property. | The escalation trigger means recurring drainage issues are referred for developer investigation once the repair history shows repeated Platform Property Care(PPC) attendance. This reduces the risk of treating an underlying defect as a routine repair, supports clearer ownership during the defect liability period, and helps reduce repeat visits for customers. <b>TP04 increased from 64.8% in 2024/25 to 70.8% in 2025/26, a +6.0 percentage point improvement.</b>                   |
| Multiple complaints were received about latent drainage defects on an estate.                                                                | We established a multi-department working group to coordinate the response, strengthen ownership and improve customer updates.                                             | The working group provides a single route for coordinating estate-wide drainage issues, agreeing ownership and sharing consistent updates. This responds directly to complaint themes around coordination and unclear responsibility, and supports the wider reduction in Stage 1 complaint volume from 3,459 to 3,392. It also aligns with improved TSM results for being kept informed. <b>TP07 increased from 61.8% in 2024/25 to 68.7% in 2025/26, a +6.9 percentage point improvement.</b> |
| Customers were unclear about broadband arrangements on sites with multiple delivery companies.                                               | We improved handover information so broadband arrangements are explained more clearly before customers move in.                                                            | Clearer handover information gives customers the broadband position before they move in, reducing avoidable post-handover queries and repeat contact. This supports improved communication at move-in and aligns with improved TSM results for being kept informed. <b>TP07 increased from 61.8% in 2024/25 to 68.7% in 2025/26, a +6.9 percentage point improvement.</b>                                                                                                                       |

|                                                                              |                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Some customers received incorrect information about their warranty provider. | We strengthened validation checks so the warranty provider is confirmed and customers receive the correct certificate information. | The additional validation check reduces the risk of customers receiving incorrect warranty information or needing to make further contact to clarify responsibility. Customers receive the correct certificate information first time, supporting more accurate advice and clearer accountability. <b>TP06 increased from 52.4% in 2024/25 to 59.4% in 2025/26, a +7.0 percentage point improvement.</b> |
|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Payments, Rent and Charges

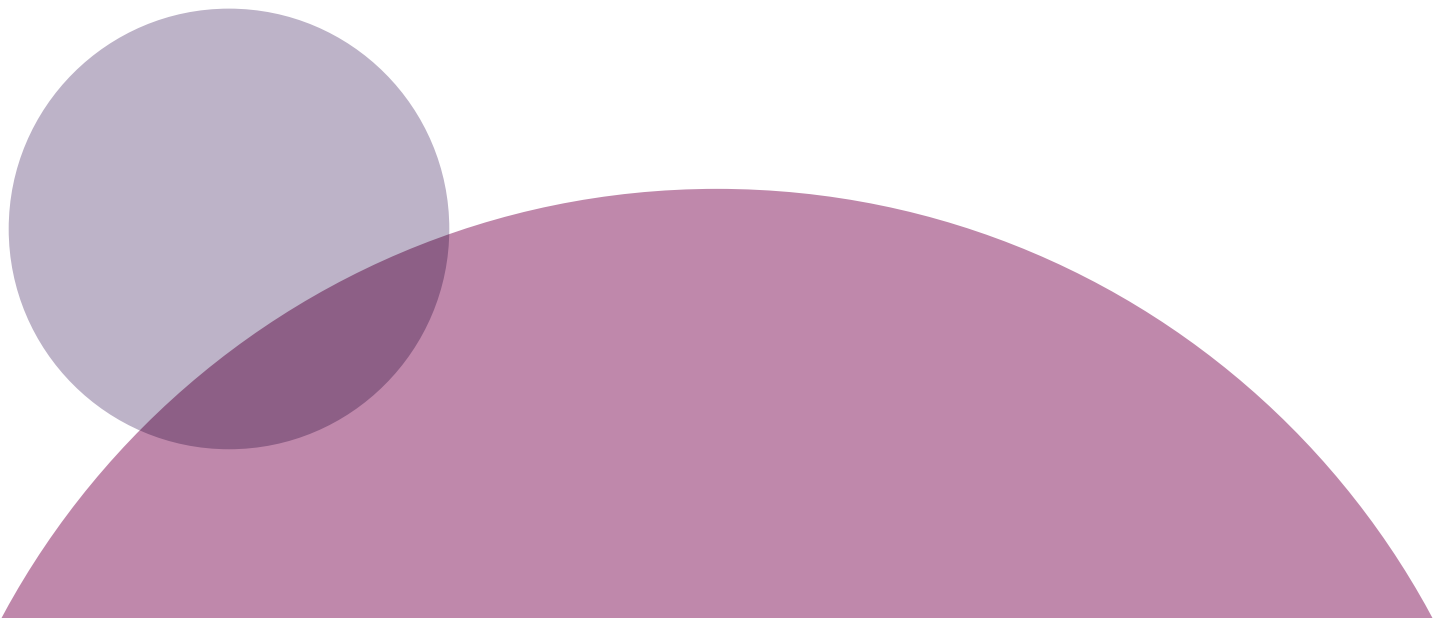
| Customer feedback (You Said)                                                                                                           | Learning Identified (We Did)                                                                                                                                         | The Difference                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customers wanted us to discuss arrears caused by a Platform Housing error before changing Direct Debit payments.                       | We strengthened guidance so Direct Debit arrangements are not amended without first discussing the matter with the customer and obtaining agreement.                 | The revised guidance requires customer contact and agreement before Direct Debit arrangements are changed because of arrears caused by a Platform error. This reduces the risk of unexpected payment changes, helps prevent avoidable arrears escalation, and provides a clearer audit trail of customer consent. <b>TP06 increased from 52.4% in 2024/25 to 59.4% in 2025/26, a +7.0 percentage point improvement.</b> |
| Some Direct Debits were not adjusted following the rent increase because accounts were held on an incorrect code.                      | Regular data checks are completed by exporting and cross-referencing account information to confirm customers are on the correct code and charges are accurate.      | The cross-checking process identifies incorrect account coding before Direct Debit values are confirmed, reducing the risk of inaccurate rent or service charge payments. This helps prevent avoidable corrections, customer confusion and follow-up contact. <b>TP06 increased from 52.4% in 2024/25 to 59.4% in 2025/26, a +7.0 percentage point improvement.</b>                                                     |
| Some customers moving into a property were not contacted early enough, which contributed to Direct Debit set-up issues.                | From February 2026, introductory calls will be completed with all new home ownership customers to confirm Direct Debit arrangements and explain billing information. | Introductory calls create an earlier check that Direct Debit arrangements and billing information are understood before issues arise. This should reduce avoidable payment queries after move-in and give customers a clearer route to resolve account questions at the start of their tenancy or ownership journey.                                                                                                    |
| An alternative payment arrangement was requested from Universal Credit earlier than appropriate, causing unnecessary customer anxiety. | The income management process is being reviewed to establish clear guidance on when it is appropriate to apply for an Alternative Payment Arrangement.               | Clearer guidance will set out when an Alternative Payment Arrangement should be requested, reducing the risk of escalation before affordability and account circumstances have been fully reviewed. This provides a more consistent decision-making process and clearer safeguards before action is taken.                                                                                                              |

## Customer Communication and Keeping Informed

| Customer Feedback (You Said)                                                                                                                                                                                                                            | Learning Identified (We Did)                                                                                                                                                             | The Difference                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Some repairs for leaseholders and shared owners were being logged for PHG when they were the customer's responsibility.                                                                                                                                 | We strengthened point-of-entry prompts to help colleagues confirm responsibility before repairs are logged.                                                                              | The point-of-entry prompt requires colleagues to confirm repair responsibility before logging work, reducing misdirected repairs, avoidable delays and customer confusion. Customers receive clearer advice about whether Platform or the customer is responsible, supporting improved repairs satisfaction. <b>TP02 increased from 67.8% in 2024/25 to 72.5% in 2025/26, a +4.7 percentage point improvement.</b>                                                                                                                                                        |
| Customers wanted clearer updates during the application process for a new property.                                                                                                                                                                     | We introduced proactive automated customer contact so approved customers receive either a predicted ready-to-let date or a clear holding update.                                         | Proactive updates provide customers with either a predicted ready-to-let date or a clear holding message while they wait for their new home. This reduces avoidable chasing, sets clearer expectations and supports improved TSM results for being kept informed. <b>TP07 increased from 61.8% in 2024/25 to 68.7% in 2025/26, a +6.9 percentage point improvement.</b>                                                                                                                                                                                                   |
| Some complaint cases were being logged incorrectly, and customers were not always receiving clear information about the process.                                                                                                                        | Complaints handling training was provided to clarify Housing Ombudsman requirements, colleague responsibilities and practical examples of how complaints should be recorded and managed. | The training gives colleagues a clearer understanding of complaint logging, Housing Ombudsman requirements and advisor responsibilities. This reduces the risk of complaints being recorded incorrectly, improves consistency in the information customers receive, and supports improved complaints satisfaction. <b>TP09 increased from 34.4% in 2024/25 to 40.2% in 2025/26, a +5.8 percentage point improvement.</b> It also forms part of wider organisational learning, with <b>67 customer feedback case studies completed and shared across teams in 2025/26.</b> |
| Customers submitting complaints by email or other digital routes were not always clear about what would happen next after their complaint was received.                                                                                                 | An email response template was created for customer-facing colleagues to use when complaints are received digitally, setting out clear next steps and expectations for customers.        | Customers who submit complaints by email or other digital channels receive a consistent written response confirming their complaint has been received and explaining what will happen next. This reduces uncertainty at the start of the process, provides a clearer record of expectations, and supports improved complaints satisfaction. <b>TP09 increased from 34.4% in 2024/25 to 40.2% in 2025/26, a +5.8 percentage point improvement.</b> It also supports the wider reduction in formal complaints investigated, <b>from 3,410 to 3,310.</b>                     |
| Follow-up requests are actions or updates added after a customer contact has already been recorded. In some cases, these were being added to closed cases, meaning they were not always visible to the colleague responsible for completing the action. | Guidance was updated on how to manage follow-up actions, including where to record updates so they remain visible to the colleague responsible for completing the action.                | The updated guidance makes follow-up actions more visible by directing colleagues to record them where the case owner can see and action them. This reduces the risk of missed actions, delayed updates and repeat customer contact. Managers can also monitor follow-up activity more consistently, supporting complaint themes around communication, delays and ownership. <b>TP07 increased from 61.8% in 2024/25 to 68.7% in 2025/26, a +6.9 percentage point improvement.</b>                                                                                        |

## ASB and Neighbourhood Management

| Customer Feedback (You Said)                                                                                                                                   | Learning Identified (We Did)                                                                                                                                                                                                                                   | The Difference                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Historical sewage charge information for some freeholders was not visible in the main customer account records, resulting in an incorrect charge being issued. | Clear process notes were developed to explain how sewage treatment charges should be set correctly for freeholders.                                                                                                                                            | The process notes give colleagues a clear reference point for setting sewage treatment charges for freeholders. This reduces the risk of incorrect charges being issued, avoids unnecessary corrections and complaints, and supports more consistent service charge decision-making.                                                                                                                                                           |
| Some ASB cases did not include all required actions, such as risk assessments, customer contact and action plans.                                              | A learning log is being introduced to capture learning, monitor improvements and identify knowledge gaps in ASB case management. Regular audits and case reviews are also being used to check that cases follow policy and procedure.                          | The learning log, audits and case reviews provide a clearer mechanism for checking whether ASB cases include required actions such as risk assessments, customer contact and action plans. This strengthens oversight, helps address knowledge gaps and supports more consistent compliance with ASB policy and procedure. <b>LCRA TP12 increased from 52.7% in 2024/25 to 58.1% in 2025/26, a +5.4 percentage point improvement.</b>          |
| Colleagues needed further support to record and manage ASB cases effectively using the updated case management arrangements.                                   | Additional in-house training has been delivered to support colleagues using the updated ASB case management arrangements. Case audits and regular reviews are taking place to identify further support needs and check that cases follow policy and procedure. | Additional training and regular case reviews give colleagues clearer expectations for recording and managing ASB cases through the updated case management arrangements. This reduces the risk of missing required actions, improves consistency with policy and procedure, and supports more effective monitoring of case quality. <b>LCRA TP12 increased from 52.7% in 2024/25 to 58.1% in 2025/26, a +5.4 percentage point improvement.</b> |
| Some customers in Retirement Villages felt their concerns were not fully heard following ASB or other incidents.                                               | A reflective process has been introduced for colleagues managing incidents, ASB or accidents in retirement living settings, helping ensure all relevant areas are considered.                                                                                  | The reflective process gives colleagues a structured way to review incidents, ASB and accidents in retirement living settings, so key issues are considered and recorded consistently. This supports clearer follow-up, improves case records and aligns with improved ASB satisfaction. <b>LCRA TP12 increased from 52.7% in 2024/25 to 58.1% in 2025/26, a +5.4 percentage point improvement.</b>                                            |



## Repairs Routing, Responsibility and Timeliness

| Customer Feedback (You Said)                                                                                                   | Learning Identified (We Did)                                                                                                                                                                                                            | The Difference                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Out-of-hours processes were not always followed consistently, leading to delays and some incorrect information being provided. | A point-of-entry prompt was introduced to reinforce the correct out-of-hours process for emailing, calling and confirming 24-hour attendance. The out-of-hours job template was also improved and job audits focused on duplicate jobs. | The point-of-entry prompt and revised job template reinforce the out-of-hours process at the point the job is raised, helping reduce incorrect information, duplicate jobs and avoidable delays. Job audits provide an additional check that urgent repairs are being handled correctly. This supports improvements in repairs satisfaction and timeliness. <b>TP02 increased from 67.8% in 2024/25 to 72.5% in 2025/26, a +4.7 percentage point improvement, and TP03 increased from 60.0% in 2024/25 to 67.8% in 2025/26, a +7.8 percentage point improvement.</b> |

## Safety, Compliance and Access

| Customer Feedback (You Said)                                                                                                              | Learning Identified (We Did)                                                                                                                                                                         | The Difference                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customers were not always clear that, once an appointment was passed to a subcontractor, the original PPC appointment would not go ahead. | Text message wording was updated to make clear that, where a repair is passed to a subcontractor, the subcontractor will arrange a new appointment rather than the original appointment going ahead. | The revised text message confirms that the subcontractor will contact the customer directly to arrange a new appointment, making clear that the original appointment will no longer go ahead. This reduces the risk of customers waiting unnecessarily, repeat contact and confusion about who will attend. <b>TP03 increased from 60.0% in 2024/25 to 67.8% in 2025/26, a +7.8 percentage point improvement.</b>                               |
| Customers experienced slower updates where subcontractor management was inconsistent and colleagues were unsure who to contact.           | Dedicated contractor contacts have been established for operational managers, making it easier to identify the right person and build stronger subcontractor relationships.                          | Dedicated contractor contacts give operational managers a clearer escalation route when subcontractor updates are needed. This reduces time spent identifying the right contact, supports quicker issue resolution and helps provide more timely customer updates. <b>TP07 increased from 61.8% in 2024/25 to 68.7% in 2025/26, a +6.9 percentage point improvement.</b>                                                                        |
| Damp and mould works could not always be completed where access was not provided, and supporting evidence was not consistently available. | External contractors are required to provide photographic evidence when access is not available, with weekly submissions reviewed and actioned so follow-up can be progressed.                       | Photographic evidence and weekly review submissions provide clearer information when damp and mould works cannot be completed because access has not been provided. This supports timely follow-up, stronger case records and earlier customer liaison where customers need support to enable access so essential works can be completed. <b>TP05 increased from 75.9% in 2024/25 to 80.0% in 2025/26, a +4.1 percentage point improvement.</b> |

|                                                                                                                                          |                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customers who requested an asbestos report wanted clearer explanation rather than receiving the report as an attachment without context. | Colleagues responsible for building safety information will contact customers before sending the survey, explain what it means, confirm whether asbestos is present and advise how it should be managed before issuing the report. | Pre-contact from colleagues responsible for building safety information gives customers an explanation of the asbestos survey before the report is issued, including whether asbestos is present and how it should be managed. This reduces the risk of customers receiving technical information without context and supports clearer understanding of any safety-related action needed. <b>TP05 increased from 75.9% in 2024/25 to 80.0% in 2025/26, a +4.1 percentage point improvement.</b> |
| Repairs linked to retrofit installations under warranty were sometimes routed to incorrect resource, causing delays and dissatisfaction. | Works covered by warranty have been identified and a warranty flag has been added to customer repair records, so jobs are routed automatically to the responsible contractor.                                                      | The warranty flag routes retrofit warranty repairs to the responsible contractor automatically, reducing misdirected jobs, avoidable handoffs and delays. Customers are more likely to receive the correct repair route first time, supporting repairs satisfaction and timeliness. <b>TP02 increased from 67.8% in 2024/25 to 72.5% in 2025/26, a +4.7 percentage point improvement, and TP03 increased from 60.0% in 2024/25 to 67.8% in 2025/26, a +7.8 percentage point improvement.</b>    |

## Communal Services and Estate Issues

| Customer Feedback (You Said)                                                                                                     | Learning Identified (We Did)                                                                                                                                                       | The Difference                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customers told us the quality of cleaning in an internal block was poor, with cleaning taking place every 15 days.               | The cleaning schedule was changed so visits take place every five days to improve service quality.                                                                                 | The revised cleaning schedule increases visits from every 15 days to every five days, giving customers a more frequent and visible service in the block. This directly addresses feedback about cleaning quality and supports improved satisfaction that communal areas are clean and well maintained. <b>TP10 increased from 55.4% in 2024/25 to 64.0% in 2025/26, a +8.6 percentage point improvement.</b>                                                |
| Minor adaptations were sometimes refused because colleagues incorrectly requested an Occupational Therapist referral.            | Toolbox talks were arranged to remind colleagues that minor adaptations do not require an Occupational Therapist referral.                                                         | Toolbox talks clarify that minor adaptations do not require an Occupational Therapist referral, reducing unnecessary refusals and avoidable delays. Customers can access straightforward adaptations more quickly, supporting improved perceptions that homes are well maintained. <b>TP04 increased from 64.8% in 2024/25 to 70.8% in 2025/26, a +6.0 percentage point improvement.</b>                                                                    |
| The component replacement process was not visible to colleagues across the business, which made customer updates more difficult. | A new process and shared case record were introduced to give colleagues visibility of component replacement cases, enabling customer updates and follow-up on outstanding actions. | Managing component replacement requests as cases gives colleagues a visible record of progress and ownership across the business. This reduces avoidable handoffs, enables clearer customer updates and supports follow-up on outstanding actions. <b>TP04 increased from 64.8% in 2024/25 to 70.8% in 2025/26, a +6.0 percentage point improvement, and TP07 increased from 61.8% in 2024/25 to 68.7% in 2025/26, a +6.9 percentage point improvement.</b> |

|                                                                                                                                    |                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EV chargers installed at new build properties were not always maintained or repaired because ownership of the process was unclear. | Clear ownership has been agreed for repairs and maintenance of existing EV chargers, with responsibility defined for both communal chargers and individual chargers at new build properties. | Clearer ownership for EV charger repairs and maintenance gives customers a defined route for reporting issues and enables the right team to progress repairs. This reduces uncertainty about responsibility, supports faster resolution and aligns with improved perceptions that homes are safe. <b>TP05 increased from 75.9% in 2024/25 to 80.0% in 2025/26, a +4.1 percentage point improvement.</b> |
| Customers told us they were not satisfied with some programmed works contractors.                                                  | Satisfaction surveys are completed within seven days of programmed works being finished, with any dissatisfaction triggering a post-inspection by a surveyor.                                | Satisfaction surveys completed within seven days provide earlier feedback on programmed works quality. Where dissatisfaction is identified, the post-inspection process creates a clear route for a surveyor to review the issue and agree follow-up action. <b>TP02 increased from 67.8% in 2024/25 to 72.5% in 2025/26, a +4.7 percentage point improvement.</b>                                      |
| Scaffolding was being left in place for extended periods after works had been completed.                                           | Colleagues were reminded not to close jobs until scaffolding has been removed. Monthly reviews are also completed to monitor remaining scaffold structures.                                  | Monthly reviews provide a regular check on scaffold structures that remain in place after works are complete. This improves visibility of outstanding scaffolding, supports earlier removal and reduces disruption for customers. <b>TP03 increased from 60.0% in 2024/25 to 67.8% in 2025/26, a +7.8 percentage point improvement.</b>                                                                 |

## Cross-team Repairs Coordination

| Customer Feedback (You Said)                                                                                                                                                                                                                 | Learning Identified (We Did)                                                                                                                                                                                                                                                                                                                                                                      | The Difference                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customers raised formal complaints about communal heating and hot water issues at a retirement living scheme, highlighting the need for clearer communication between contractors, responsible service teams, site colleagues and residents. | Contractors are now required to provide updates on issues affecting communal heating and hot water. These issues are monitored where they affect multiple homes, with information shared with site colleagues so residents can be kept informed.                                                                                                                                                  | The contractor update requirement provides earlier visibility of communal heating and hot water issues affecting multiple homes. Site colleagues can then share more timely and consistent resident updates, directly addressing complaint themes about communication during communal service failures. <b>TP10 increased from 55.4% in 2024/25 to 64.0% in 2025/26, a +8.6 percentage point improvement, and TP07 increased from 61.8% in 2024/25 to 68.7% in 2025/26, a +6.9 percentage point improvement.</b> |
| Leaks from neighbouring flats were not always progressed effectively where access issues required coordination between repairs colleagues and local housing teams.                                                                           | The locality-based operating model is strengthening working relationships between repairs colleagues and local housing teams, with clearer ownership and escalation routes where access is needed. For example, within one locality, weekly operational meetings now provide a regular forum to review access issues, agree next steps and maintain strong working relationships across services. | Weekly operational meetings provide a regular route for repairs colleagues and local housing teams to review leak-related access issues, agree ownership and confirm next steps. This supports quicker escalation, reduces delay where access to neighbouring homes is required, and responds to complaint themes around ownership and coordination. <b>TP03 increased from 60.0% in 2024/25 to 67.8% in 2025/26, a +7.8 percentage point improvement.</b>                                                       |