

## Housing Performance Reporting

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### Purpose of the Report

1. To update members of the Housing, Environment and Healthier Communities Overview and Scrutiny Committee (HEHC OSC) on Housing Performance results at the end of quarter 2.

### Background

2. It is important that the council robustly monitors a wide range of performance measures to ensure that its key housing services and functions are effective and responsive to the needs of residents, are compliant with any regulatory requirements, and offer good quality and value for money.
3. From 1<sup>st</sup> April 2021 all Housing related functions were brought together within the Council and this necessitated a change to and the development of a new framework of performance indicators. This framework underpins the delivery of the Council's strategic priorities across all tenures and not just limited to Council Housing.
4. The new framework of Housing indicators can be broadly broken down into five objectives:
  - Increase the supply of, and access to suitable affordable homes.
  - Ensure the effective management and maintenance of the council's homes.
  - Reduce homelessness.
  - Housing Revenue Account "health".
  - Resident Satisfaction.
5. The framework was presented to and approved by HEHC OSC at its meeting on 30 September 2021. It has also been shared and discussed with the Strategic Housing Board.

### Performance Management Indicators

6. Appendix 1 sets out performance against each indicator for the period April 2021–September 2021.
7. Comments are provided for each indicator that detail the current position and where appropriate the actions to be taken to improve future performance. In subsequent reports an update on the impact on performance of these actions will be provided.

8. Some performance indicators are reported annually and therefore performance for 2021/22 will not be reported until year end. Where this applies it is stated in the comments field.
9. Appendix 1 includes indicators that were measured and reported on prior to 01 April 2021. For these indicators, year-end results for 2020/21 are included in addition to quarter 1 & 2 performance where available. This gives an indication as to performance trends over a longer period. Where appropriate each of these indicators were set targets for 2021/22.
10. The remaining indicators are new and have required definitions and collection methods to be developed and agreed. Some of the new indicators require further process and procedural changes to be made. It is anticipated that reporting will commence during 2022/23. Where this applies details have been provided in the comments field of the appendix 1 for each indicator.
11. It was proposed to include the performance indicator 'Repairs reported within 28 days of a new tenancy starting'. However, after further discussion it has been agreed that we pend development of this performance measure; and to concentrate on learning from customer satisfaction via the '% of tenants satisfied with their most recent transaction (repairs)' performance measure. It was also acknowledged that the service development to review the Lettable Standard would encompass repairs to properties before they are let to new tenants.

### **Customer Satisfaction 2021.22**

12. Four of the performance indicators in this report relate to customer satisfaction measured by a survey of all tenants, carried out in October 2021.
13. The survey asked four key questions:
  - How Satisfied are you that your landlord Gateshead Council is easy to deal with?
  - How satisfied are you that your landlord Gateshead Council gives you the opportunity to influence the way housing services are delivered?
  - How satisfied are you with the overall appearance of your neighborhood?
  - Overall, how satisfied are you with the service provided by your landlord, Gateshead Council?
14. A detailed update on the results of the survey is included in Appendix 2

### **Regulator of Social Housing**

15. The Regulator for Social Housing has signalled a move to a more proactive regulation regime of social landlords including local authorities.
16. This includes the introduction of a set of detailed customer satisfaction measures which will be mandatory for all social landlords to collect, publish and submit performance to the Regulator. The proposed indicators have been published for consultation and it is expected that they will be introduced during 2023/24.
17. The proposed satisfaction measures cover:

- Keeping Properties in Good Repair
- Maintaining Building Safety
- Effective Handling of Complaints
- Respectful and Helpful Engagement
- Responsible Neighbourhood Management

18. An update on the new indicators and the implications for social landlords will be brought to a future meeting of this committee.

### **Recommendations**

19. The views of HEHC OSC are sought on the Key Performance Indicator results at the end of the second quarter 2021/22.

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