

Housing, Environment and Healthier Communities	Quarter 2
	2021/22
Not on Target	4
On Target	3
Not on Target but Improved	
Baseline Information/No Targets Set/No Activity	41

Ref	Performance Measure	2020/21 Year End	2021/22 Target	Quarter 1	Quarter 2	Trend Against previous result	Traffic light against target & previous year	Comment
1	Number of new homes built against annual housing requirement.	333	N/A	N/A	N/A	N/A		The measure is an annual requirement published by the government and links to the Housing Delivery Test. Data reported is based on Council Tax records detailing when homes are occupied. The government's calculation of the requirement is published in arrears therefore, this Performance Indicator (PI) for current reporting financial year 2021/22 will not be reported until 2023. This measure will be reported annually. There is no specific target for this measure.
2	% of new homes built that are affordable by the council.	1.2	N/A	N/A	N/A	N/A		This measure is monitored in parallel with annual reporting of Local Plan Policy which requires the provision of 15% affordable homes on all developments of 15 or more dwellings. There is no specific target for this measure.
3	% of new homes built that are affordable by RP's.	3.9	N/A	N/A	N/A	N/A		As above.
4	% of new homes built that are affordable by developers.	6.9	N/A	N/A	N/A	N/A		As above.
5	No. of under-occupied council tenants that have downsized.	New 2021/22	Baseline	N/A	34	N/A		34 council tenants have moved to properties with fewer bedrooms from April to September 2021. All but one were previously affected by the penalty for underoccupation ("bedroom tax"). 32 tenants are now free from the penalty, and one has seen it reduce from a 25% reduction in benefit (for 2 rooms spare) to a 14% reduction (for 1 room spare). In terms of making best use of stock, the properties released included 10 x 3 bedroom houses, 5 x 2 bedroom houses, 1 x 3 bedroom bungalow and 2 x 2 bedroom bungalows. We are working with tenants in 4 bedroomed houses who are under occupying and exploring opportunities for downsizing. Tenants qualifying for downsizing can access up to £1,000. £500 to assist with relocation costs such as removal vans, boxes, refitting carpets/curtains. A further £500 is available for relocation costs such as paint, wallpaper, new carpets/curtains. Any excess spend over each £500 budget must be met by the tenant.
6	No. of overcrowded households that have been assisted to relieve their overcrowding.	New 2021/22	Baseline	N/A	50	N/A		50 overcrowded households have been rehoused to council dwellings from April to September 2021 (6.6% of all lets in the period). 10 of the households had been short of 3 or more bedspaces, and qualified for an Urgent Need priority under the lettings policy. 40 of the households were short of 1 or 2 bedspaces, which qualified for a Substantial Need priority. At the end of the period, the housing register included 376 applicants with an overcrowded priority (18 with Urgent Need, 358 with Substantial Need). As a proposal for the review of lettings policy, it has been recommended that the threshold for Urgent Need overcrowding be reviewed and reduced to "2 bedspaces short" instead of 3. This would give a higher priority to those families with a Substantial Need award who are short of 2 bedspaces.

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7	No. of council homes empty for 6 months or more.	New 2021/21	Baseline	N/A	0.55	N/A		The number of long term vacant council homes has been reducing. In April 2020 there were 200 council properties that had been empty for 6 months or more. In the last 18 months this has reduced to 103 as the backlog of vacant property repairs has been tackled. In the second half of the year consultation is to take place with residents of some of the multi-storey blocks where there are concentrations of vacant properties.
8	No. of homes (remaining tenures) empty for 6 months or more.	New 2021/22	Baseline	N/A	N/A	N/A		This performance measure is new for 2021/22. Officers across the Council are working to produce accurate data collection and it is anticipated that performance will be reported by 2021/22 year-end. The data includes non-Council properties including owner occupiers, privately owned, and registered social landlords (RSL). Empty properties can attract anti-social behaviour, impact on the neighbourhood and local residents. Prompt action on empty homes can enhance the local area, neighbourhood and community safety.
9	% tenant profile data verified.	New 2021/22	Baseline	N/A	N/A	N/A		This is a new performance indicator that requires changes to our NEC housing system in order to report on performance. This should be completed by February 2022. Employees will be briefed on the importance of collecting and verifying customer profile information (their protected characteristics) and how this helps us to tailor service delivery to meet the needs of our diverse customer base. Reporting on this performance indicator will begin in 2022/23.
10	The total number of private dwellings that have been identified as having a Category 1 hazard and of these the number that had this hazard removed.	114 of 128 cat 1 hazard removed	N/A	N/A	N/A	N/A		This performance measure is new for 2021/22 and reported annually. There will be no target set for this performance measure and reflects demand for service by residents in Gateshead. The Housing Health and Safety Rating System (HHSRS) is a system for assessing the health and safety risks in dwellings. Category 1 hazards are those where the most serious harm outcome is identified, for example, death, permanent paralysis, permanent loss of consciousness, loss of a limb or serious fractures.
11	% of repairs completed right first time.	New 2021/22	Baseline	74.82	73.1	↓		This is a new indicator for 2021/22. Of the 16,756 repairs, 12,249 were completed at the first visit, with an overall performance of 73.10%. The service has been severely affected by Covid-19 and this has been a housing sector wide trend. Several trades having a variety of issues around Covid from isolating to contracting, hospitalisation and feeling the longer term effects of Covid that have been widely reported. As the service internally sees the return of trades from sickness and holidays, it expected to see an improvement in performance. A root and branch review of the Repairs and Maintenance Service commenced in December 2021. A Project team led by Mark Smith Director of Public Sector Reform, has been set up to analyse repairs data, conduct case mapping and carry out fieldwork which includes speaking with customers and other stakeholders, in order to inform potential solutions. The review will result in a new Prototype which will be tested to facilitate service re-design and transformation.

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12	Appointments kept as a percentage of appointments made.	97.55	92	90.5	89.6	↓		Of the 16,424 appointments made, 14,716 were kept with an overall performance of 89.60%. The overall performance is made up of the following priorities. Urgent – 9,124 completed, 8,208 in target = 89.96%. Routine – 5,645 completed, 5,110 in target = 90.52%. As of the 19th May customers have been able to report non urgent repairs. Prior to this only emergency and essential works had been completed. The service has been severely affected by Covid-19 and this has been a housing sector wide trend. Several trades having a variety of issues around Covid from isolating to contracting, hospitalisation and feeling the longer term effects of Covid that have been widely reported. As the service internally sees the return of trades from sickness and holidays, it expected to see an improvement in performance.
13	% of emergency, urgent and routine repairs completed within timescale.	87.24	94	87.77	84.62	↓		Of the 24,120 repairs, 20,410 were completed within target with an overall performance of 84.62%. The overall performance is made up of the following priorities. Emergency – 7,275 completed, 5,992 in target = 82.36%. Urgent – 10,766 completed, 9,057 in target = 84.13%. Routine - 6,079 completed, 5,361 in target = 88.19%. As above the service has been severely affected by Covid-19 and this has been a housing sector wide trend. Several trades having a variety of issues around Covid from isolating to contracting, hospitalisation and feeling the longer term effects of Covid that have been widely reported. As the service internally sees the return of trades from sickness and holidays, it expected to see an improvement in performance.
14	Average days to let a home from VOID to Ready to Let.	159.82	Baseline	118.52	119	↓		Average of 89 days from void to Ready to Let date. 30 days from Ready to Let date to start of new tenancy (rounded to nearest calendar day). This is a very high figure due to the letting of longstanding vacant properties. Long term vacant properties let in the current financial year have an adverse impact on current performance. However, as the number of vacant properties continues to reduce and more recent properties make up the majority of lets then the average days result will start to reduce too. Specific actions to enable earlier advertising will help to reduce the time to let once properties are 'Ready to Let'.
15	% of tenancies terminated in the first 12 months.	New 2021/22	Baseline	N/A	0.33	N/A		The total number of tenancies terminated in the first 12 months of tenancy to the end of quarter 2 was 62 (0.33%), as a total number of 18,744 housing stock. This represents 9.9% of total number of tenancies terminated. The main termination reasons for tenancies terminated in the first 12 months of tenancy are: <ul style="list-style-type: none"> <li>• Dislike estate/property/street – 14 (23%)</li> <li>• Move closer to family/friends/work/school - 8 (13%)</li> <li>• Anti-social behaviour – 8 (13%)</li> <li>• Deceased – 8 (13%)</li> <li>• Medical condition – 5 (8%)</li> <li>• Unable to afford/manage property/tenancy – 5 (8%)</li> <li>• Other – 14 (23%).</li> </ul>

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16	% tenancies audited within 12 months.	New 2021/22	Baseline	N/A	N/A	N/A		A definition for the indicator has been agreed. A process is under development to include the overarching procedure, employee guidance and training. Northgate development is also underway to ensure that visits (including outcomes) can be effectively recorded and reported. Visits will begin in April 2022 with the first reporting in quarter 1 2022/23.
17	Total households initially assessed as owed a homelessness duty.	1706	1700 (provisional)	419	816	N/A		In the period April - September 2021, the service offered advice and assistance to 1,370 households who either presented or were referred to us as being homeless or at risk of homelessness. In the same period the service assessed 824, of those 816 were initially assessed as owed a homeless duty The HRA 2017 places duties on the local authority to assist all eligible households. This means that all households, whether they are in priority need or not, will be able to access assistance regarding both the prevention of and the resolution of homelessness. The Act requires a clear focus on prevention and early interventions. All clients that are assessed are provided with a personal housing plan. In quarter 1 there were 423 assessments of which 419 households were owed a duty, this is comparable to quarter 2 where 401 households were assessed and 397 households were owed a duty. Therefore, the cumulatively at the end of quarter 2 824 households were assessed with 816 households being owed a duty.
18	Total households assessed and owed a duty where the reason for loss of last settled home at the time of assessment was domestic abuse.	411	411 (provisional)	91	203	N/A		Of the 816 initially assessed as owed a duty 203 (25%) had lost their last settled accommodation due to domestic abuse. This is a new performance indicator; it shows that nearly a quarter of clients who were assessed as homeless or threatened with homelessness was due to domestic abuse. Historically this has continued to be the main reason for homelessness in Gateshead and the figures are similar to previous years. This is higher than the average for the North East which is 14%. Within our service we have specialist domestic abuse and housing outreach workers who offer support and advise and prevent or relieve the victim's homeless situations. The Council's domestic abuse team work with victims and refer to our service where there is a risk of homelessness; this approach is proactive and impacts positively on the volume that come through at prevention stage. Not all local authorities provide victims of domestic abuse with a homeless assessment during the allocations process. Our newly drafted Homelessness and Rough Sleeping Strategy includes a number of specific actions that we will carry out with partners to prevent and reduce homelessness due to domestic abuse. In quarter 1 of the 419 assessed as owed a duty 98 households had lost their settled accommodation due to domestic abuse.

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19	Total households assessed and owed a homelessness duty who were sleeping rough at time of application.	11	Baseline	15	21	N/A		<p>Of the 816 households assessed as owed a duty, 21 were recorded as sleeping rough.</p> <p>Definition of sleeping rough:</p> <ol style="list-style-type: none"> <li>1. People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the street, in tents, doorways, parks, bus shelters or encampments).</li> <li>2. People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or "bashes" which are makeshift shelters often comprised of cardboard boxes).</li> </ol> <p>The definition does not include:</p> <ul style="list-style-type: none"> <li>• people in hostels or shelters</li> <li>• people in campsites or other sites used for recreational purposes or organised protest</li> <li>• squatters</li> <li>• travellers</li> </ul> <p>Our newly drafted Homelessness and Rough Sleeping Strategy has a specific aim to have 'no-one sleeping rough or in unsuitable accommodation'. The strategy sets out the actions we will carry out with partners to deliver this aim and reduce rough sleeping in Gateshead. In quarter 1 there was 15 households who were rough sleeping in the judgement of the assessor, this is higher than quarter 2 where there was only 6 households. Over the same period last year there was only 5 households who were owed a homeless duty who were sleeping rough in the judgement of the assessor. The increase this year is believed to be due to the ongoing promotion of the government's 'Everyone in' scheme and the targeted work by our rough sleeping co-ordinator and outreach team.</p>
20	Number of households in nightly-booked temporary accommodation.	New 2021/22	Baseline	90	166	N/A		<p>166 households were placed into nightly booked accommodation. In Gateshead we only have 4 bedspaces for single males available as 24/7 direct access emergency accommodation and this was not available during this reporting period as it is a new scheme. We therefore use nightly booked accommodation to respond to crisis and emergencies until a temporary accommodation unit becomes available. For this period the average stay in nightly booked accommodation for single households was 5 nights and 3 nights for households with children. Our newly drafted Homelessness and Rough Sleeping Strategy has a specific aim to have 'no-one sleeping rough or in unsuitable accommodation'. The strategy sets out the actions we will carry out with partners to deliver this aim and reduce bed and breakfast stays in Gateshead. The new homeless strategy identifies the need to review supported accommodation including 24/7 access.</p> <p>Some of these cases will need to be provided with temporary accommodation, this will either be due to the fact the household is in priority need, we have reason to believe they will be in priority need or we will place non-priority clients on a discretionary basis if we have reason to believe they are at risk of rough sleeping. This is in line with 'everybody in', the government's response to accommodating all rough sleepers.</p>

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21	Number in nightly-booked accommodation who are households with children.	New 2021/22	Baseline	N/A	18	N/A		Of the 166 households placed into nightly booked accommodation 18 households had children. It is noted that this data includes 2 households with unborn children and 1 where the child remained in their existing accommodation so did not therefore move into nightly booked accommodation. Our newly drafted Homelessness and Rough Sleeping Strategy has a specific aim to have 'no-one sleeping rough or in unsuitable accommodation'. The strategy sets out the actions we will carry out with partners to deliver this aim and reduce bed and breakfast stays in Gateshead.
22	(A) % of households where homelessness prevention duty ended that maintained or secured accommodation for 6+mths. And (B) % of those that remained in existing accommodation.	(A) 53.5 (B) 20	Baseline	57.7	54	N/A		(A) 54% of households where prevention duty ended that maintained or secured accommodation for 6+months (Of the 589 cases where prevention ended, 316 secured or maintained accommodation for 6M+).  Of the (A) 54% of cases who secured accommodation for 6m+ (B) 15% remained in existing accommodation. (Of the 316 cases where accommodation was secured for 6m+, 47 cases were able to remain in their existing accommodation).
23	Households with dependent children owed a duty under the Homelessness Reduction Act Child and Maternal Health.	New 2021/21	Baseline	N/A	N/A	N/A		This indicator has been adopted from the Public Health team. Officers from the Strategic Housing Team are working with colleagues from the Public Health to ensure accurate and timely data collection. Further work is needed to develop this performance measure however it is anticipated that performance will be reported in 2022/23.
24	% of self-service transactions – rent payments.	New 2021/22	Baseline	N/A	N/A	N/A		This is a new indicator and requires a report mechanism to be built into NEC housing system where the data is held. This is ongoing, and we anticipate that reporting on this indicator will start from quarter 1, 2022/23.
25	% of self-service transactions – responsive repairs.	New 2021/22	Baseline	N/A	6.58	N/A		This is a new indicator and the facility for tenants to report repairs online was "soft" launched in June 2021. The % reported is for quarter 2 is low, although 719 repairs have been reported online during quarter 2 out of a total of 10929 repairs. Early adopters have been surveyed to identify improvements. As a result to improve communication with the customer, two automated emails will be added to the system shortly which will provide confirmation of the repair raised and any appointment slot booked. Further work is planned for 2022 to increase the range of repairs a tenant can book online including communal repairs for leaseholders.
26	% stock with a negative Net Property Value (NPV).	New 2021/22	Baseline	N/A	N/A	N/A		This performance measure is new for 2021/22 and annual performance data will be reported in quarter 4, 2021/22. The performance measure is set with a baseline target. Data collected in 2021/22 will be used to develop performance targets for 2022/23. The Net Present Value (NPV) of Council owned homes is the value of future rents and income, less the projected costs to manage and maintain those properties over the 30 years of the Housing Revenue Account (HRA) Business Plan. Properties with expected management and maintenance costs in excess of their projected total income will have a negative NPV rating.
27	Ratio responsive to planned repairs.	New 2021/23	Baseline	N/A	36:64	N/A		This performance measure is new for 2021/22. Officers across the Council in Construction Services and Financial Management work to produce accurate data collection. The current ratio split is 36% for responsive repairs and 64% for planned repairs.

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28	Rent lost due to empty properties as a % of rent due.	3.74	3.5	3.22	3.17	↑		The number of vacant properties is reducing, and so the predicted annual void rent loss is reducing too. In the first 6 months of the current year void rent loss was £1,420,448 which is £260k less than at the same point in 2020/21. Further reductions in vacant properties are required and improvement plans are focused on this. Consultation with residents of three multi-storey blocks is also planned in order to help inform decisions on the future of some stock.
29	Current tenant arrears as a % of rent due (excluding voids).	5.58	4.5	6.14	6.24	↓		Rent arrears at the end of the period stood at £5,209,35 and the net rent roll for the year (total rent payable for occupied properties) is predicted to be over £83 million. Around one-third of tenants are in receipt of Universal Credit, but their rent arrears make up more than two-thirds of the total amount owed for all tenant (6,143 tenants are in receipt of Universal Credit and owe a total of £3,579,327). With the £20 weekly uplift to Universal Credit now removed, these tenants will require even more support to try to minimise arrears and sustain tenancies.
30	Rent arrears of former tenants as a % of rent due (excluding voids).	3.32	3.5	3.46	3.67	↓		Former tenant rent arrears stood at £3,058, 357 at the end of the period, and the net rent roll for the year (total rent payable for occupied properties) is predicted to be over £83 million. £145,699 has been collected so far from former tenants, and new debt of £393,541 has been created so far as tenancies come to an end. A write-off of unrecoverable debt takes place in the final quarter of the year, so no debt has been written off yet this year.
31	Total CPP of housing management.	New 2021/22	Baseline	N/A	N/A	N/A		This performance measure is new for 2021/22. Data is sourced from the HouseMark Annual Benchmarking collection for the previous financial year (2020/21). Total Cost Per Property (CPP) encompasses all the financial elements to provide the housing management service. This measure shows the overall cost to the organisation of the direct activity for housing management. This includes non-pay costs (operating costs incurred by housing management) and pay costs (time apportionment exercise for 'front-line' housing management employees). This measure also includes overheads. Allocated overheads include the proportion of the IT & communications costs, office premises costs, finance costs, HR costs and central overheads costs to enable the housing management service to function. It is expected that data for this performance measure will be available for quarter 3 reporting.

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32	Total CPP of responsive repairs & void works.	New 2021/22	Baseline	N/A	N/A	N/A		<p>Total Cost Per Property (CPP) encompasses all the financial elements to provide the responsive repairs &amp; void works service.</p> <p>This measure shows the overall cost to the organisation of the direct activity for responsive repairs &amp; void works. This includes non-pay costs (operating costs incurred by responsive repairs &amp; void works) and pay costs (time apportionment exercise for 'front-line' responsive repairs &amp; void works employees).</p> <p>This measure also includes overheads. Allocated overheads include the proportion of the IT &amp; communications costs, office premises costs, finance costs, HR costs and central overheads costs to enable the responsive repairs &amp; void works service to function. It is expected that data for this performance measure will be available for quarter 3 reporting.</p>
33	Total CPP of void works (management).	New 2021/22	Baseline	N/A	N/A	N/A		<p>Total Cost Per Property (CPP) encompasses all the financial elements to provide the void works (management).</p> <p>Void works (management) includes those employees that manage front line employees/operatives to carry out repairs.</p> <p>This measure shows the overall cost to the organisation of the direct activity for void works (management). This includes non-pay costs (operating costs incurred by void works (management) and pay costs (time apportionment exercise for 'front-line' void works (management) employees).</p> <p>This measure also includes overheads. Allocated overheads include the proportion of the IT &amp; communications costs, office premises costs, finance costs, HR costs and central overheads costs to enable the void works (management) service to function. It is expected that data for this performance measure will be available for quarter 3 reporting.</p>
34	Total CPP of void works (service provision).	New 2021/22	Baseline	N/A	N/A	N/A		<p>Total Cost Per Property (CPP) encompasses all the financial elements to provide the void works (service provision).</p> <p>Void works (service provision) includes those employees/operatives that deliver the front-line service to carry out repairs.</p> <p>This measure shows the overall cost to the organisation of the direct activity for void works (service provision). This includes non-pay costs (operating costs incurred by void works (service provision) and pay costs (time apportionment exercise for 'front-line' void works (service provision) employees).</p> <p>This measure also includes overheads. Allocated overheads include the proportion of the IT &amp; communications costs, office premises costs, finance costs, HR costs and central overheads costs to enable the void works (service provision) service to function. It is expected that data for this performance measure will be available for quarter 3 reporting.</p>



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35	% of tenants satisfied with their most recent transaction (repairs).	New 2021/22	Baseline	N/A	74	N/A		A new data collection method has been implemented using text messaging to customers to gain their satisfaction levels with the repairs service. This is the first set of data collected in this manner. Work has begun on a service improvement plan where customer satisfaction will be at the core of the decision making and consideration will be given to this as we are implementing changes across the service. Using this and other data sets will inform of the trends in the performance measure and allow structured approach to be made to ensure that satisfaction improves.
36	% tenants satisfied that their housing landlord, Gateshead Council, is easy to deal with.	New 2021/22	Baseline	N/A	52	N/A		This is a new indicator. The key theme of the comments left by dissatisfied customers are predominantly related to repairs and maintenance and were not just relating to communication. However, communication between the customer and housing services in general was also mentioned in the comments. The results of the survey have been shared widely across service areas, including the Repair and Maintenance Improvement project team. Survey comments are being triangulated with records of the customers most recent repair transactions. From this we can identify the type of repair and if it is new or an existing report. This will help inform a customer journey mapping exercise that aims to identify where in the process service failure occurs and what actions are required to fix the process.
37	% of tenants satisfied with their new Council home.	New 2021/22	Baseline	N/A	N/A	N/A		This is a new indicator and requires an automated text survey to be built and a reporting mechanism developed in NEC housing system where the data will be held. This is ongoing, and we anticipate that reporting on this indicator will start from quarter 1, 2022/23.
38	% of residents satisfied with planned/investment works.	New 2021/22	97	N/A	97	N/A		The last 18 months has seen a suspension of the traditional Maintaining Decency improvements. However, these have recently restarted and customers are starting to return satisfaction surveys following completion of the work to their home. At the end of quarter 2, 32 surveys were returned, of which 31 customers were satisfied with the overall improvements carried out and one customer was neither satisfied nor dissatisfied. Moving forward, any expressions of dissatisfaction will be monitored and any negative trends will be investigated to enable us to improve the service provided in future for our customers.
39	% residents satisfied with adaptations to their home.	New 2021/22	Baseline	N/A	100	N/A		During the past 18 months due to the pandemic, we have had to deliver services in alternative ways. Our usual face to face contact with customers has been significantly reduced, resulting in a lack of customer feedback being received. At the end of quarter 2 we received 3 customer satisfaction surveys, and although the sample is low of the customers that returned them, they were 100% satisfied with the adaptations to their property. We will continue to look at methods of communication and aim to improve the delivery of our customer satisfaction surveys to better generate valid and consistent customer feedback. The voice of the customer is important in providing us with the information we need to continually review, evaluate, and improve our service. Through improved use of customer satisfaction surveys, we aim to deliver a service based on what is important to our customers and their experience during the process.

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40	% of tenants satisfied with the overall appearance of their neighbourhood.	New 2021/22	Baseline	N/A	42	N/A		This is a new indicator. Comments from customers show that litter; fly tipping, grass cutting, and uneven paths were the top four reasons for dissatisfaction. The results and customer comments have been shared with the relevant service managers. Budget restrictions play a key role in the ability we have to respond to the survey findings. However the key themes will be picked up by a joint working group of Street Scene and Neighbourhood Housing to consider how we can both educate residents and encourage volunteer activities that will help address some of the issues raised.
41	% of tenants satisfied with the opportunities to influence decisions about how housing related services are delivered (inc service standards).	New 2021/22	Baseline	N/A	40	N/A		This is a new indicator. Following the Housing Review, we undertook a project with TPAS to redesign the way we provide opportunities for tenants to influence how services are delivered. That project is complete, and a new strategy has been drafted and we have established a Resident Influence Panel comprising of tenants and leaseholders. They are working with employees to design a new Resident Influence Framework that will set out clearly the range of ways customers views will be sought to influence service delivery. This will be officially launched in early 2022 and will be accompanied by an awareness raising campaign.
42	% of tenants satisfied with the service provided by your housing Landlord, Gateshead Council.	New 2021/22	Baseline	N/A	49	N/A		Overall satisfaction with housing services is an existing indicator measured every two years. Since 2015 the trend has shown declining levels of satisfaction with Housing services. HouseMark have reported a sector wide reduction in satisfaction for some social landlords during the pandemic and the effects are still being felt. Respondents who expressed dissatisfaction in this question were invited to leave a comment. The key theme of those comments was predominantly related to repairs and maintenance. Survey comments are being triangulated with records of the customers most recent repair transactions. From this we can identify the type of repair and if it is new or an existing report. This will help inform a customer journey mapping exercise that aims to identify where in the process service failure occurs and what actions are required to fix the process.
43	% of tenants satisfied with the services provided by Gateshead Council (former tenants).	New 2021/22	Baseline	N/A	N/A	N/A		This is a new indicator and requires an automated text survey to be built and a reporting mechanism developed in NEC housing system where the data will be held. This is ongoing, and we anticipate that reporting on this indicator will start from quarter 1, 2022/23.
44	% exit interviews completed.	New 2021/22	Baseline	N/A	N/A	N/A		The termination procedure (including termination reasons) is currently under review and will be adapted to include an exit survey. The NEC housing system will be updated to ensure that the exit interviews can be effectively recorded and outcomes reported. The exit survey will be implemented in April 2022 with the first reporting in quarter 1 2022/23.
45	% of residents satisfied with how their anti-social behaviour case is handled.	82.48	85	85.71	91.73	↑		114 satisfaction surveys were carried out and 104 (91.23%) were satisfied with the handling of their complaint. All customer dissatisfaction feedback/comments received are shared with the relevant team manager for learning or feedback to individual investigating officers. ASB Review: a review of the Council's ASB services is underway, any learning and feedback from customer surveys will be considered as part of the wider review to help inform future service delivery.

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46	Number of formal step 2 complaints received.	45	Baseline	30	22	N/A		The results are for each quarter and not a cumulative total. Whilst the number of formal complaints recorded has increased since the same period in 2020/21 the numbers are much lower than the average reported across the wider housing sector by HouseMark. They report an average of between 2 -2.5 complaints per 1,000 properties per month which would mean for a landlord the size of Gateshead at least 110 plus complaints per quarter should be registered. Information about how a customer can make a complaint is available on the Council website on a dedicated housing page. To encourage services to register formal complaints a team brief has been circulated that sets out responsibilities under the Complaints policy and how to respond to them. Complaint handling training has been made available to service on an ongoing basis.
47	Number of stage 2 (Investigations) and stage 3 (Review) complaints responded to within the agreed timescale.	New 21/22	Baseline	19 out of 19	10 out of 13	N/A		During quarter 2, 29 out of 32 Stage 2 complaints were responded to in timescale.
48	Number of stage 3 (Review) complaints responded to within the agreed timescale.	New21/22	Baseline	01 out of 4	0 out of 2	N/A		During quarter 1 & 2, 1 out of 6 Stage 3 complaints were responded to in timescale. This may in part reflect the more complex nature of the investigations required. The average number of days to respond to Stage 3's during this period is 29 against a target of 20 working days.
49	Number of investigations accepted by the Housing Ombudsman and following completion is upheld in the tenant's favour.	0	Baseline	0	0	N/A		Performance reflects the longer-term trend of low numbers of complaints being escalated to the Housing Ombudsman Service and then upheld. Our approach to complaint handling reflects the Housing Ombudsman's complaint handling code and that we have involved customers in developing our approach to complaint handling and employee training.