

Housing, Environment and Healthier Communities - Quarter 3.

Ref	Performance Measure	2020/21 Year End	2021/22 Target	Quarter 1	Quarter 2	Quarter 3	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	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	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	N/A		As above.
4	% of new homes built that are affordable by developers.	6.9	N/A	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	53	N/A		53 council tenants have moved to properties with fewer bedrooms from April to December 2021. 51 were previously affected by the penalty for underoccupation ("bedroom tax"). 47 of those tenants are now free from the penalty, and 4 have 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 2 x 4 bedroom houses, 16 x 3 bedroom houses, 7 x 2 bedroom houses, 1 x 3 bedroom bungalow and 4 x 2 bedroom bungalows. 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.
6	No. of overcrowded households that have been assisted to relieve their overcrowding.	New 2021/22	Baseline	N/A	50	75	N/A		75 overcrowded households have been rehoused to council dwellings from April to December 2021. 14 of the households had been short of 3 or more bedspaces and qualified for an Urgent Need priority under the lettings policy. 61 of the households were short of 1 or 2 bedspaces, which qualified for a Substantial Need priority Rehoused households are a mix of existing Gateshead Council tenants as well as those previously living in with family, renting privately or renting from housing associations.
7	Percentage of council homes empty for 6 months or more.	New 2021/21	Baseline	N/A	0.55	0.67	↓		This includes 63 vacant properties at 3 multi storey blocks which are subject to a February 2022 cabinet report with recommendation not to let and to decommission the blocks. Without these there are 62 council properties vacant for 6 months+ (or 0.34% of the council stock). Of the 62 voids at end of quarter 3: • 9 held pending decisions on future use (due to property issues) • 28 still undergoing repair work • 25 were Ready to Let at the end of the quarter and in the process of being let. 11 of these had just been made ready in December.

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8	Percentage of homes (remaining tenures) empty for 6 months or more.	New 2021/22	Baseline	N/A	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 2020/21 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	N/A		This is a new performance indicator and changes are being implemented to our NEC housing system to ensure we can collect and report on this indicator. Before going live, internal testing will be done to ensure it works prior to being rolled out in time for reporting 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	Baseline	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	73.37	↑		The service has been severely affected by Covid-19 and this has been a housing sector wide trend. Several trades have a variety of issues around Covid from isolating to contracting, hospitalisation and feeling the effects of Long Covid that have been widely reported. Of the 27,485 repairs, 20,165 were completed at the first visit, with an overall performance of 73.37%. 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.
12	Appointments kept as a percentage of appointments made.	97.55	92	90.5	89.6	89.56	↓		As detailed above the service has been severely affected by Covid-19. Of the 23,576 appointments made, 21,116 were kept with an overall performance of 89.56%. The overall performance is made up of the following priorities. Urgent – 13,900 completed, 12,444 in target = 89.53%. Routine – 9,676 completed, 8,672 in target = 89.62%. Also mentioned above the review of the Repairs and Maintenance Service commenced in December 2021 which will facilitate service re-design and transformation.
13	% of emergency, urgent and routine repairs completed within timescale.	87.24	94	87.77	84.62	83.53	↓		Of the 40,119 repairs, 33,512 were completed within target with an overall performance of 83.53%. The overall performance is made up of the following priorities. Emergency – 12,522 completed, 10,206 in target = 81.50%. Urgent – 16,870 completed, 14,142 in target = 83.83%. Routine - 10,727 completed, 9,164 in target = 85.43%. As above the service has been severely affected by Covid-19 and this has been a housing sector wide trend.

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14	Average days to let a home.	159.82	Baseline	118.52	119	110.9	↑		<p>Average days to let a home = 110.9 days</p> <ul style="list-style-type: none"> •Average days from Void to Ready to Let = 81.1 days •Average days from Ready to Let to Let = 29.9 days <p>This is a very high figure due to the letting of longstanding vacant properties but is starting to reduce (average was 119 days at end of Quarter 2). 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 to let” result reduces too.</p> <p>The backlog of repair work has reduced, although progress has slowed and there are still staffing and supply issues for the repair teams which hinder progress to prepare a property for let.</p>
15	% of tenancies terminated in the first 12 months.	New 2021/22	Baseline	N/A	0.33	0.56	N/A		<p>This performance indicator provides statistical information regarding the reasons customers terminated their tenancies and is linked to the performance indicator ‘% exit interviews completed’ which is detailed below. Tenancies terminated in the first 12 months of tenancy in quarters 1,2 and 3 was 104 (0.56%), as a total number of 18,714 housing stock. This represents 10% of all tenancies terminated for this period.</p> <p>The termination reasons for tenancies terminated in the first 12 months of tenancy are:</p> <ul style="list-style-type: none"> • Dislike estate/property/street – 29 (28%) • Move closer to family/friends/work/school - 18 (17%) • Deceased – 14 (13%) • Anti-social behaviour – 10 (10%) • Medical condition – 9 (9%) • Unable to afford/manage property/tenancy – 5 (5%)
16	% tenancies audited within 12 months.	New 2022/23	N/A	N/A	N/A	N/A	N/A		<p>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.</p>
17	Total households initially assessed as owed a homelessness duty.	1706	1700 (provisional)	419	816	1169	N/A		<p>In the period April - December 2021, the service offered advice and assistance to 2045 households who either presented or were referred to us as being homeless or at risk of homelessness.</p> <p>In quarter 1 there were 423 assessments of which 419 households were owed a duty and quarter 2 401 households were assessed and 397 households were owed a duty . These were both comparable to quarter 3 where there were 354 households assessed and 353 were owed a duty. Therefore, at the end of quarter 3; 1178 households were assessed with 1169 households being owed a duty. In comparison to the same period last year we have seen a decrease in presentations and decrease in households assessed as owed a homelessness duty, (Apr 20 - Dec 20) 1938 presentations, 1281 were assessed and 1253 were initially assessed as owed a duty. The higher numbers last year are likely linked to COVID and the governments 'everyone in' policy.</p>

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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	284	N/A		<p>This indicator shows that a quarter of clients 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%.</p> <p>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.</p> <p>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.</p> <p>In quarter 1 of the 419 assessed as owed a duty 98 households (23%) had lost their settled accommodation due to domestic abuse. Quarter 2 105 of the 397 assessed as owed a duty (26%) and in quarter 3 81 of the 353 households (23%) assessed as owed a duty had lost their settled accommodation due to domestic abuse. This is consistent throughout the year.</p>
19	Total households assessed and owed a homelessness duty who were sleeping rough at time of application.	11	Baseline	15	21	29	N/A		<p>29 households were owed a homeless duty were sleeping rough.</p> <p>Of the 1169 households assessed as owed a duty, 29 were recorded as sleeping rough at the time of the assessment, (this does not mean that they were confirmed as rough sleeping). This does not include households who are believed to be at risk of rough sleeping or those we know frequently sleep rough. We pro-actively work to prevent households sleeping rough therefore will accommodate non-priority households if we believe they are at risk of rough sleeping.</p> <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.</p> <p>In quarter 1 there was 15 households who were rough sleeping, this is higher than quarter 2 where there was only 6 households. Over the same period last year there was 5 households who were owed a homeless duty who were sleeping rough. The increase this year is believed to be due to the promotion of the government's 'Everyone in' policy and the targeted work by our rough sleeping co-ordinator and outreach team.</p> <p>Quarter 3 there were 8 cases recorded as sleeping rough which is consistent with quarter 2.</p>

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20	Number of households in nightly-booked temporary accommodation.	New 2021/22	Baseline	90	166	243	N/A		243 households were placed into nightly booked accommodation. This accommodation is used to respond to emergency and crisis situations and to prevent rough sleeping. In Gateshead we have 4 bedspaces for single males available as 24/7 direct access emergency accommodation and this was not available during quarter 1 & 2 as it is a new scheme. 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. The number households assessed in quarter 3 was 1178 households. Of those households 1169 were owed a duty; 267 of which were owed a relief duty. For these cases it has been established that the household is already homeless so a prevention duty would not be appropriate. 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. In quarter 1 there was 90 households booked into nightly accommodation this is slightly higher than the 76 in quarter 2. Quarter 3 was comparable with 77 placements in B&B.
21	Number in nightly-booked accommodation who are households with children.	New 2021/22	Baseline	N/A	18	23	N/A		Of the 243 households placed into nightly booked accommodation 23 households had children. It is noted that this data includes 2 households with unborn children, 1 where the child remained in their existing accommodation and 1 where the children were currently not in parent's care 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	51			51% of households where prevention duty ended that maintained or secured accommodation for 6+months. (Of the 916 cases where prevention ended, 464 secured or maintained accommodation for 6M+) Of the 51% of cases who secured accommodation for 6m+ 14% remained in existing accommodation. (of the 464 cases where accommodation was secured for 6m+, 65 cases were able to remain in their existing accommodation). In quarter 3 was 1178 households. Of those households 1169 were owed a duty; 901 were owed a prevention duty and 268 were owed a relief duty. Of the households where prevention duty ended in the period the service prevented 464 households from becoming homeless. The service also managed to secure accommodation for 6 months or more for 216 households where their relief duty ended during the same period. Data for the financial where we have managed to secure either existing or alternative accommodation for 6m+ has decreased although there is defining reason for this. Over the 3 quarters we have seen a slight increase in clients moving onto relief duty, clients refusing suitable offers and clients withdrawing their homeless applications. We will continue to monitor this to identify trends in client engagement and service delivery.

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23	Households with dependent children owed a duty under the Homelessness Reduction Act Child and Maternal Health.	New 2022/23	N/A	N/A	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 team to ensure accurate and timely data collection. Further work is needed to develop this 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	23.7	N/A		Analysis of rent transactions shows that paying via the online portal is the most popular method. Second is paying at the post office (20.4%) with Direct Debit (14.6%) and Standing Order (11.7%), third and fourth respectively. This is a positive result which indicates that the planned move to paperless statements is in line with customer preference.
25	% of self-service transactions – responsive repairs.	New 2021/22	Baseline	N/A	6.58	7.5	↑		The % reported online has increased in quarter 3 compared to quarter 2 with 1290 out of 15788 repairs (8.17%) reported online. We promote the service regularly via a range of communication channels. We have recently used customer feedback to make improvements to both the online repairs service and the My Housing account.
26	% stock with a negative Net Property Value (NPV).	New 2021/22	Baseline	N/A	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	37:63	N/A		This performance measure is new for 2021/22. Officers across the Council in Construction Services, Property & Assets and Financial Management have joint responsibility for this performance indicator. The Asset Management Strategy has been jointly developed with the HRA Business Plan 2021-51. The key priorities and outcomes detailed in the strategy have been modelled in the business plan and are fully funded and sustainable, enabling the Council to meet its strategic goals and statutory requirements. The strategy will embed work to correct the balance of responsive repairs verses planned work. The split between responsive and planned repair needs to be addressed so that more work is delivered in a planned way, ensuring value for money and the efficiencies associated with programmed works. The current ratio split is 37% for responsive repairs and 63% for planned repairs.
28	Rent collected from tenants as a percentage of rent due to date in the financial year (excluding arrears brought forward)	98.78	98	98.76	99.23	99.74	↑		£61,579,910 rent has been collected from a total of £61,738,316 falling due up to the end of the third quarter. This is a very positive result and is higher than at the same point last year (99.03%). Coming just after the two weeks when rent is not charged (at Christmas and New Year) this tends to be the high point for collection rates. With increasing pressures and cost of living increases, the focus continues to be on supporting tenants to maximise income and reduce expenditure in order to be able to afford rent payments. 6,320 tenants were in receipt of Universal Credit at the end of the third quarter (compared to 5,733 at the start of the financial year, and 5,485 at the same point last year.)
29	Rent lost due to empty properties as a % of rent due.	3.74	3.5	3.22	3.17	3.2	↓		Vacant property rent loss has reduced by £371k so far this year (compared to the same period last year when the result was 3.79%). This year the rent loss has been £2,041,340 (£2,412,817 the at same point last year). The figure will be lower and performance much improved if the 22 Feb cabinet report on the future of three multi-story blocks is approved.

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30	Current tenant arrears as a % of rent due (excluding voids).	5.58	4.5	6.14	6.24	5.79	↑		Rent arrears at the end of Quarter 3 stood at £4,829,744. 6,320 tenants were in receipt of Universal Credit at the end of the third quarter (compared to 5,733 at the start of the financial year, and 5,485 at the same point last year.) The 6,320 tenants receiving Universal Credit owe almost 60% of the total for all tenants with £2,863,402 arrears. Rent arrears are expected to increase as more tenants move onto Universal Credit. All tenants at risk of arrears are offered advice and support and we always try to ensure that repayment plans are affordable. There have been no evictions for rent arrears this year. Legal action will be taken if tenants do not engage with the support offered, but county courts currently have backlogs and it is taking longer to get possession cases listed at court.
31	Rent arrears of former tenants as a % of rent due (excluding voids).	3.32	3.5	3.46	3.67	3.82	↓		Former tenant arrears stood at £3,184,439 at the end of the third quarter (compared to £2,841,554 at the same point last year). £587,302 of new debt has been created as a result of tenancy terminations (£519,935 at same point last year) £217,710 of former tenant arrears have been repaid this year up to the end of the third quarter (compared to £217,636 at the same point last year) There has been no write-off of former tenant arrears so far this year, but a write-off will be proposed in Quarter 4.
32	Total CPP of housing management.	339.3 (2019/20)	Baseline	N/A	N/A	346.56 (2020/21)			The performance result for 2020/21 is £346.56 and has increased when compared to £339.30 in 2019/20. Data is sourced from the HouseMark Annual Benchmarking collection for the previous financial year (2020/21). Total CPP performance indicators encompass all the financial elements to provide each particular service. All of the performance indicators show the overall cost to the organisation of the direct activity for each of the service being delivered. This includes non-pay costs (operating costs incurred by each service) and pay costs (time apportionment exercise for 'front-line' service employees). All of the performance indicators also include overheads. Allocated overheads include the proportion of the IT & communications costs, office premises costs, finance costs, HR costs and central overheads costs to enable each service to function. HouseMark is delivering a tailored benchmarking feedback session on 10 March 2022. This provides insight and information into our 2020/21 costs and performance and how it benchmarks against other organisations.
33	Total CPP of responsive repairs & void works.	1,263.09 (2019/20)	Baseline	N/A	N/A	1218.49 (2020/21)			The performance result for 2020/21 is £1,218.49 and has decreased when compared to £1,263.09 in 2019/20. Please refer to comments in 'Total CPP of housing management' regarding data collection period, cost inclusion and the HouseMark tailored feedback session on 10 March 2022.
34	Total CPP of void works (management).	66.22 (2019/20)	Baseline	N/A	N/A	64.87 (2020/21)			The performance result for 2020/21 is £64.87 and has decreased when compared to £66.22 in 2019/20. Please refer to comments in 'Total CPP of housing management' regarding data collection period, cost inclusion and the HouseMark tailored feedback session on 10 March 2022.

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35	Total CPP of void works (service provision).	472.08 (2019/20)	Baseline	N/A	N/A	461.8 (2020/21)			The performance result for 2020/21 is £461.80 and has decreased when compared to £472.08 in 2019/20. Please refer to comments in 'Total CPP of housing management' regarding data collection period, cost inclusion and the HouseMark tailored feedback session on 10 March 2022.
36	% of tenants satisfied with their most recent transaction (repairs).	New 2021/22	Baseline	N/A	74	74.17	↑		There have been 9705 surveys issued, of which 3054 have been returned. Of the 3054 customers that have responded 2265 were satisfied with the service that they received, 74.17%
37	% tenants satisfied that their housing landlord, Gateshead Council, is easy to deal with.	New 2021/22	Baseline	N/A	52	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.
38	% of tenants satisfied with their new Council home.	New 2021/22	Baseline	N/A	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.
39	% of residents satisfied with planned/investment works.	New 2021/22	97	N/A	97	91.55			71 customers had returned satisfaction surveys following Housing Capital Improvements to their homes. The reasons for dissatisfaction were two missed appointments by subcontractors, a missing kitchen shelf, not being offered storage during a rewire and carpets being lifted. Discussions have been held with subcontractors regarding communication with customers (missed appointments), the missing kitchen shelf was not delivered and re-ordered, storage wasn't needed during rewire (electricians work around furniture/belongings) and rolling back of carpets is an essential part of electrical works, to give access to floorboards and this was explained to the customer before works started. In addition, an elderly customer did not understand how to operate the new boiler. The tenant was shown how to use it and received a follow up courtesy call to confirm they understood how to control the heating/hot water temperatures. Customer satisfaction will continue to be monitored and discussions will be held with the relevant Project Manager regarding any consistent trends in dissatisfaction.
40	% residents satisfied with adaptations to their home.	New 2021/22	Baseline	N/A	100				This indicator is new for 2020/21. Performance data and commentary was not available for quarter 3 and a full update will be provided in quarter 4.
41	% of tenants satisfied with the overall appearance of their neighbourhood.	New 2021/22	Baseline	N/A	42	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.

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42	% 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	40	N/A		This is a new indicator. Cabinet will be asked to formally approve a new Resident Influence Strategy and Framework at its meeting in March 2022. The Resident Influence Panel is now meeting on a monthly basis and commissioning engagement activities with the wider customer base. An official launch event is planned for May 2022 and a Communications plan is being drafted to promote engagement opportunities and outcomes.
43	% of tenants satisfied with the service provided by your housing Landlord, Gateshead Council.	New 2021/22	Baseline	N/A	49	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.
44	% of tenants satisfied with the services provided by Gateshead Council (former tenants).	New 2022/23	N/A	N/A	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.
45	% exit interviews completed.	New 2022/23	N/A	N/A	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. As mentioned above this indicator is linked to '% of tenancies terminated in the first 12 months' which provide statistical information regarding tenancy termination whilst this indicator provide customer experience of ending a tenancy.
46	% of residents satisfied with how their anti-social behaviour case is handled.	82.48	85	85.71	91.73	81.5	↓		173 Customer satisfaction surveys were carried out, of these 141 (81.50%) customers were satisfied with the way their ASB case was handled. During this period 28 customers were dissatisfied and four customers were neither satisfied nor dissatisfied. Satisfaction levels dropped during quarter 3 21/22, with 20 customers saying they were dissatisfied, these cases have been reviewed by relevant Housing Managers and where appropriate customers have been contacted to discuss their concerns further. All cases were found to have been investigated correctly and in line with procedures. Development is under way with ICT to automate the way surveys are carried out using Northgate. Moving forward all Customers will be sent a survey via text message when their ASB case is closed. This will enable us to receive feedback from a larger number of Customers and use this feedback to help inform service developments. 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.

Ref	Performance Measure	2020/21 Year End	2021/22 Target	Quarter 1	Quarter 2	Quarter 3	Trend Against previous result	Traffic light against target & previous year	Comment
47	Number of formal step 2 complaints received.	45	Baseline	30	52	78	N/A		Although the number of formal complaints recorded has increased since the same period in 2020/21 it remains very low. This would suggest that complaints are not being registered but dealt with informally. Actions are being undertaken to remind officers of how and why it is important to formally register complaints. A team brief was circulated at the end of January 2022 and a dedicated complaints page has been added to the intranet where officers can access a full library of support around complaints, including the policy, Northgate guides and best practice guide.
48	Number of stage 2 (Investigations) and stage 3 (Review) complaints responded to within the agreed timescale.	0	Baseline	20	30	48	N/A		44 out of 51 (86%) Stage 2 complaints were responded to within timescale. And a total of 4 out of 10 stage 3 complaints (40%). The average number of days to respond to Stage 3's during this period is 27 against a target of 20 working days. Whilst the average days to complete a stage 3 may exceed the target, it is rare that they escalate to the Ombudsman Service. This would suggest that the additional time taken to investigate the complaint ensures that a satisfactory resolution is achieved.
49	Number of investigations accepted by the Housing Ombudsman and following completion is upheld in the tenant's favour.	0	Baseline	0	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.