

Housing, Environment and Healthier Communities - Quarter 4.

Ref	Performance Measure	2020/21 Year End	2021/22 Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	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	N/A		Data on new homes built is based on Council Tax records detailing when homes are occupied and this data will be available by July/Aug for return to the Government. The Governments Housing Delivery Test (HDT) is an annual measurement of housing delivery which compares the net homes delivered over 3 years to the homes required over the same period, and this isn't published until January of the following year. The target therefore changes depending on which 3 year period is covered by the HDT.
2	% of new homes built that are affordable by the council.	1.2	N/A	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. Data on this indicator will be available by the end July/Aug (from the data the Council assembles on overall housing completions for return to the Government).
3	% of new homes built that are affordable by RP's.	3.9	N/A	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	N/A		As above.
5	No. of under-occupied council tenants that have downsized.	New 2021/22	Baseline	N/A	34	53	64	N/A		64 council tenants have moved to properties with fewer bedrooms from April 2021 to March 2022. 62 were previously affected by the penalty for underoccupation ("bedroom tax"). 57 of those tenants are now free from the penalty, and 5 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, 20 x 3 bedroom houses, 8 x 2 bedroom houses, 1 x 3 bedroom bungalow and 7 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	98	N/A		98 overcrowded households have been rehoused to council dwellings from April 2021 to March 2022. 21 of the households had been short of 3 or more bedspaces and qualified for an Urgent Need priority under the lettings policy. 77 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	0.32%	N/A		There were 59 properties that had been empty for 6 months or more. This was an improvement from the start of the year when there had been 102. Of the 59: <ul style="list-style-type: none"> • 9 held pending decisions on future use (due to property issues) • 31 still undergoing repair work • 19 were Ready to Let at the end of the year and in the process of being let. 10 of these had just been made ready in March.
8	Percentage of homes (remaining tenures) empty for 6 months or more.	New 2021/22	Baseline	N/A	N/A	N/A	N/A	N/A		This is a new performance measure. Officers across the Council are working to produce accurate data collection and it is anticipated that performance will be reported in 2022/23. 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.

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9	% tenant profile data verified.	New 2021/22	Baseline	N/A	N/A	N/A	N/A	N/A		Work has continued with ICT to update NEC (Northgate) and include verification of profile information questions in the most appropriate location of the system, CRM. Testing has taken place and feedback has resulted in further development work. In addition, profile information can now be updated by customers directly through MyHousingAccount. A communication plan to promote MyHousingAccount generally and this feature specifically will be developed and implemented in early 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	87	N/A		The Council as Local Housing Authority has a duty under the Housing Act 2004 when it becomes aware that housing may be affected by any deficiencies that could result in hazards to the health or safety of the occupier or any other person, to carry out an inspection in accordance with the Housing Health and Safety Rating System. The Council becomes aware in a range of ways; private tenant requests about the failure by their landlord to carry out repairs, neighbour nuisance complaints, or proactive theme or geographically targeted schemes such as Selective Landlord Licensing. Where a Category 1 Hazard (the most serious) is identified, the Council has a duty to take action. To improve property condition the Council had to progress to 15 legal actions to secure improvement. The Council took legal action on a further 41 occasions to improve the condition of homes affected by a Category 2, or slightly less serious hazard. This included issuing Improvement Notices, Emergency Remedial Action, recovery of the costs from the landlord, and Prohibition of dangerous housing on 2 occasions.
11	% of repairs completed right first time.	New 2021/22	Baseline	74.82	73.1	73.37	73.37	→		Of the 27,485 repairs, 20,165 were completed at the first visit, with an overall performance of 73.37%. This is a new indicator for this year and we continue to develop the report to include the data. 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	89.49	↓		Of the 33,295 appointments made, 29,797 were kept with an overall performance of 88.88 89.49%. The overall performance is made up of the following priorities. Urgent – 18,974 completed, 17,060 in target = 89.91%. Routine – 14,321 completed, 12,737 in target = 88.94%. Please refer to the '% of repairs completed right first time' indicator above regarding the root and branch review of the Repairs and Maintenance Service which commenced in December 2021.
13	% of emergency, urgent and routine repairs completed within timescale.	87.24	94	87.77	84.62	83.53	82.21	↓		Of the 56,320 repairs, 46,300 were completed within target with an overall performance of 82.21%. The overall performance is made up of the following priorities. Emergency – 17,065 completed, 13,777 in target = 80.73%. Urgent – 23,219 completed, 19,017 in target = 81.90%. Routine - 16,036 completed, 13,056 in target = 84.22%. Please refer to the '% of repairs completed right first time' indicator above regarding the root and branch review of the Repairs and Maintenance Service which commenced in December 2021.

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14	Average days to let a home.	159.82	Baseline	118.52	119	110.9	113	↓		<ul style="list-style-type: none"> •Average days from Void to Ready to Let = 81 days •Average days from Ready to Let to Let = 32 days <p>This figure is still very high, but is an improvement on the previous year when it would have been 176 days. Although the number of long term vacant properties is reducing, each time one is let it has an impact on this indicator. The number of long term vacant properties is reducing though, so the impact of these will not be as great in future.</p> <p>At the start of April 2020 there were 200 properties that had been vacant for 6 months+. This had reduced to 102 by April 2021, and by April 2022 had further reduced to 59.</p> <p>Due to improvements in the void repair process, adverts are now able to be placed at an earlier point in the cycle of the vacant property, and this will reduce the time taken to let.</p>
15	% of tenancies terminated in the first 12 months.	New 2021/22	Baseline	N/A	0.33	0.56	0.72	N/A		<p>The total cumulative number of tenancies terminated in the first 12 months of tenancy was 127 (0.72%), as a total number of 17,752 housing stock. This represents 9% of total number of all tenancies terminated for this period. The main termination reasons for tenancies terminated in the first 12 months of tenancy are:</p> <ul style="list-style-type: none"> •Dislike estate/property/street – 32 (25%) •Move closer to family/friends/work/school - 22 (17%) •Deceased – 18 (14%) •Anti-social behaviour – 16 (13%) •Medical condition – 9 (7%) •Property size (too large/small) – 7 (6%) •Other – 23 (18%)
16	% tenancies audited within 12 months.	New 2022/23	N/A	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	1615	N/A		<p>In 2021/22, the service offered advice & assistance to 3011 households who either presented or were referred to us as being homeless or at risk of homelessness. In the same period, we assessed 1629 households, of those 1615 were owed a homeless duty. This is an increase in overall approaches in comparison to 2793 the previous year. There has been a small decrease in the number of households assessed (1629, 2021/22 compared to 1717, 2020/21) and in duties accepted (1615, 2021/22 compared to 1676, 2020/21). There was an increase in presentations in quarter 4 (451 presentations with 446 duties accepted) when compared to previous quarters. This was expected for the time of year.</p>
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	390	N/A		<p>Of the 1615 households assessed as owed a duty 390 (24%) lost their last settled accommodation due to domestic abuse. This figure is higher than the average for the North-East (14%). We have specialist domestic abuse and housing outreach workers who offer support and advice to prevent or relieve the victim's homeless situation. Our proactive approach impacts positively reducing the volume of cases that come through at prevention stage. Many local authorities do not provide victims of domestic abuse with a homeless assessment during the allocations process. Our new Homelessness and Rough Sleeping Strategy includes several actions that we will carry out with partners to prevent and reduce homelessness due to domestic abuse. Performance in quarter 4 has remained consistent compared to previous quarters.</p>

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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	29	35	N/A		Of the 1615 households assessed as owed a duty, 35 were recorded as sleeping rough in the judgement of the assessor at the time of the assessment. This is an increase compared to the previous year (11, 2020/21) which is believed to be due to the ongoing promotion of the government's 'Everyone in' scheme and targeted work by our rough sleeping co-ordinator and outreach team. This figure 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 and will accommodate non-priority households if they are at risk of rough sleeping. Our new 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 that we will carry out with partners to deliver this aim and reduce rough sleeping in Gateshead.
20	Number of households in nightly-booked temporary accommodation.	New 2021/22	Baseline	90	166	243	325	N/A		Nightly accommodation is used to respond to emergency situations and to prevent rough sleeping until appropriate accommodation becomes available. In Gateshead we have four bedspaces for single males available as 24/7 direct access emergency accommodation (this was not available during quarters 1 and 2 as the scheme was new). On average there have been 81 households in nightly accommodation each quarter in 2021/22. The average stay in nightly booked accommodation for single households was 10 nights (4 nights for households with children). The length of stay in B&B accommodation has increased for singles from five days in quarter 3 to 10 in quarter 4. There are challenges currently in facilitating move on from temporary accommodation due to staff shortages to prepare properties ready to move into and a shortage of single person accommodation. It is anticipated this situation may worsen as we decant a number of multi storey blocks in Gateshead. Our new Homelessness and Rough Sleeping Strategy identifies the need to review supported accommodation including 24/7 access. This action will be progressed as part of our homelessness and allocations review which is ongoing.
21	Number in nightly-booked accommodation who are households with children.	New 2021/22	Baseline	N/A	18	23	31	N/A		Of the 325 households placed into nightly booked accommodation, 31 (9%) had children. Seven of those however did not have children staying with them in the nightly booked accommodation for the following reasons: <ul style="list-style-type: none"> -Two had unborn children -One child remained in their existing accommodation -Three children were not currently in their parent's care -One child stayed with family Our new Homelessness and Rough Sleeping Strategy has a specific aim to have 'no-one sleeping rough or in unsuitable accommodation'. The strategy sets out 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	N/A		In 2021/22, 1629 households were assessed, of those, 1615 were owed a duty (1277 were owed a prevention duty and 338 a relief duty). Of the households where prevention duty ended, the service prevented 635 households (51%) from becoming homeless. Of those, 98 (15%) remained in existing accommodation. Accommodation was secured for 6 months+ for 287 households where their relief duty ended. During the period, there has been a slight increase in clients moving onto relief duty, clients refusing suitable offers and clients withdrawing their homeless applications. This will need to be closely monitored going forward.
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	N/A		This indicator has been adopted from the Public Health team. Officers from the Strategic Housing Team are working with the Housing Solutions 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.

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24	% of self-service transactions – rent payments.	New 2021/22	Baseline	N/A	N/A	23.7	23.7	N/A		Paying via the online portal, which is accessed via MyHousingAccount or the website, remains the most popular method followed by paying at the post office (18.8%), Direct Debit (15.6%) and Standing Order (12.1%). As more customers sign up for My Housing account, the numbers paying via the online portal should also increase.
25	% of self-service transactions – responsive repairs.	New 2021/22	Baseline	N/A	6.58	7.5	9	N/A		The % of repairs reported online via MyHousingAccount has increased for the third consecutive quarter, with 1805 out of 15788 repairs in quarter 4 being reported online. This is an increase of 3.53% compared to quarter 3. 5108 current tenants now have a MyHousingAccount. The website Repairs page promotes MyHousingAccount as the best way to report a repair and book a repair appointment, and encourages tenants to create an account. Online repairs reporting is also promoted via our social media channels.
26	% stock with a negative Net Property Value (NPV).	New 2021/22	Baseline	N/A	N/A	N/A	13.1	N/A		This performance figure excludes the properties where there has been a decision made by cabinet to divest, for example Warwick Court. The largest percentage of properties that fall into the band of having a negative NPV are flats and in particular larger flats with more than one bedroom. The HRA Asset Strategy has highlighted that there are number of properties that require an options appraisal to assess their long term viability and sustainability. The first round of options appraisals has been completed and further rounds will follow during the current and subsequent financial years, these appraisals will focus on properties with a negative NPV. For example the strategy highlights the need to review sheltered accommodation, assessment of the NPV data highlights there are 181 sheltered properties in one neighbourhood with a negative NPV. Alongside the NPV data the HRA Viability tool, which rates the stock on a RAG (Red/Amber/Green) will also be used to assess options around appraising stock and delivering interventions that will improve stock performance.
27	Ratio responsive to planned repairs.	New 2021/23	Baseline	N/A	36:64	37:63	N/A	N/A		Previous performance information has only reflected the split between planned and responsive activities within the Repairs budget, rather than the boarder activity across Repairs and Capital. A new definition for this indicator will be jointly developed by Asset Management, Construction Services & Finance. The definition will agree the activities and costs to be captured with in the performance and those to be excluded, for example decommissioning.
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	98.85	↓		£82,832,629 rent has been collected from a total of £83,794,279 that fell due during the rental year. Collection of 98.85% is an improvement on the previous year (98.78%). Tenants in receipt of Universal Credit tend to have much higher rent arrears than those on Housing Benefit or not in receipt of benefit. The number in receipt of Universal Credit increased from 5,733 to 6,440 during the year.
29	Rent lost due to empty properties as a % of rent due.	3.74	3.5	3.22	3.17	3.2	2.82	↑		Vacant property rent loss for the year was £2,430,506. This was an improvement on the previous year with a reduction of £784,727. The number of vacant properties had reduced from 626 to 508 during the year.
30	Current tenant arrears as a % of rent due (excluding voids).	5.58	4.5	6.14	6.24	5.79	6.00	↓		Rent arrears increased by £412,379 during the year (8.9% increase) from £4,617,255 to £5,029,634. 6,440 tenants were in receipt of Universal Credit at the end of the year (compared to 5,733 at the start) The 6,440 tenants receiving Universal Credit owe £3,027,697 arrears. This is 60% of the total for all tenants. Rent arrears are expected to increase as more tenants move onto Universal Credit in future. 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.
31	Rent arrears of former tenants as a % of rent due (excluding voids).	3.32	3.5	3.46	3.67	3.82	3.58	↑		Former tenant arrears stood at £2,997,291 at the end of the year. This was an increase of £251,437 compared to £2,745,854 the previous year. £606,918 of new debt has been created as a result of tenancy terminations (£640,809 at same point last year). £284,957 of former tenant arrears have been repaid this year (compared to £306,138 at the same point last year). £245,360 was written off, with £49,963 re-instated, giving a net-write-off of £195,397. The write-off is relatively small compared to the level of debt.

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32	Total CPP of housing management.	339.3 (2019/20)	Baseline	N/A	N/A	346.56 (2020/21)	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)	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)	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.
35	Total CPP of void works (service provision).	472.08 (2019/20)	Baseline	N/A	N/A	461.8 (2020/21)	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	73.56	↓		18,000 customers were asked if they wanted to participate in a satisfaction survey. Of those surveys offered 5,727 (31.08% return rate) were completed and 4,213 customers were satisfied with the overall service they received. Please refer to the '% of repairs completed right first time' indicator above regarding the root and branch review of the Repairs and Maintenance Service commenced in December 2021.
37	% tenants satisfied that their housing landlord, Gateshead Council, is easy to deal with.	New 2021/22	Baseline	N/A	52	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. As part of the Housing Improvement programme a Customer Contact workstream will commence in May 2022. The feedback and insight from the comments will be shared with the project group and will inform the work undertaken.
38	% of tenants satisfied with their new Council home.	New 2022/23	Baseline	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.
39	% of residents satisfied with planned/investment works.	New 2021/22	97	N/A	97	91.55	90.79	↓		76 customers returned a satisfaction survey following Housing Capital Improvements to their home. 1 expression of dissatisfaction was received. Dissatisfaction was due to a re-arranged start date at the last minute. This was due to the site team having to attend to an emergency at another property, where work had already started. Customer satisfaction will be monitored and discussions will be held with the Project Manager regarding trends in dissatisfaction, with a view to improving the level of service and support provided to our customers.

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40	% residents satisfied with adaptations to their home.	New 2021/22	Baseline	N/A	100	N/A	N/A	N/A		This is a new performance measure. Officers from the Strategic Housing Growth Team are working 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.
41	% of tenants satisfied with the overall appearance of their neighbourhood.	New 2021/22	Baseline	N/A	42	42	42	N/A		A new Neighbourhood Management policy is in development, building on previous service level agreements between housing and environmental teams. The policy involves input from both team representatives and will make clear our approach to making our neighbourhoods clean, safe, attractive and well managed: places where Gateshead residents can thrive. At an operational level, there are plans to reinvigorate regular meetings between housing and environmental frontline management teams. There is also ongoing work to develop better understanding of environmental services systems to ensure we are effective at prioritising hazards that need the most attention and can understand the volume of work required in each neighbourhood.
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	40	N/A		This is a new indicator. Cabinet formally approved a new Resident Influence Strategy and Framework at its meeting in March 2022. This provides residents with a wide range of opportunities to influence decisions on services and how they are delivered. The Resident Influence Panel is now meeting on a monthly basis and commissioning engagement activities with the wider customer base and the Strategic Housing Board receives regular progress reports.
43	% of tenants satisfied with the service provided by your housing Landlord, Gateshead Council.	New 2021/22	Baseline	N/A	49	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 in Gateshead with the biggest drop being recorded in the survey carried out in 2021/22. HouseMark have reported a sector wide reduction in satisfaction for many social landlords, since the pandemic. This remains the trend suggesting that social landlords are still under considerable pressure as services struggle to meet expectation. In Gateshead the key theme of respondents who expressed dissatisfaction predominately related to repairs and maintenance and more generally communication with services. Both of these feature as workstreams in the Housing Improvement Programme and the feedback and insight from the comments will be shared with the project groups.
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	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	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.

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46	% of residents satisfied with how their anti-social behaviour case is handled.	82.48	85	85.71	91.73	81.5	79.06	↓		<p>234 customer satisfaction surveys were carried out, of these 185 (79.06%) customers were satisfied with the way their ASB case was handled. During this period 43 customers were dissatisfied with the service and six customers were neither satisfied nor dissatisfied.</p> <p>Satisfaction has slightly improved during quarter 4 compared to quarter 3. 15 customers said they were dissatisfied; these cases have been reviewed by relevant Housing Managers and where appropriate we do contact customers to discuss their concerns further. All cases were found to have been investigated correctly and in line with procedures and closure agreed with customer. 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 help inform service developments.</p> <p>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.</p>
47	Number of formal step 2 complaints received.	45	Baseline	30	52	78	97	↑		<p>The number of formal complaints recorded in the period has decreased and is the lowest number of complaints recorded in any period during 2021/22. The benchmarking organisation HouseMark, indicates that a landlord the size of Gateshead Council should expect to register approximately 110 formal complaints per quarter (440 per year). During 2021/22 we registered just 22% of this total which suggests that we are significantly under-reporting formal complaints. The Regulator of Social Housing has indicated that this will feature in the new set of Tenant Satisfaction measures currently being developed and it is important that we address this issue.</p> <p>A contributory factor to the low levels reported is the practice of informally responding to complaints outside of the formal complaints process. One potential reason is that officers are not always clear whether to deal with a customer contact as a complaint or just a service request. An analysis of a sample of stage 1 (informal) complaints from 2021/22 will be undertaken to understand the extent of this issue further and if required a clearer definition will be provided to officers.</p>
48	Number of stage 2 (Investigations) and stage 3 (Review) complaints responded to within the agreed timescale.	0	Baseline	20	30	48	51	N/A		<p>During 2021/22, 51 out of 59 Stage 2 complaints and 5 out of 12 Stage 3 complaints were responded to within timescale. The average number of days to respond to Stage 3's during this period is 29 against a target of 20 working days. A dedicated officer has been introduced to the Repairs service in March whose remit is to manage stage 3 complaints and reduce the time taken to resolve them.</p>
49	Number of investigations accepted by the Housing Ombudsman and following completion is upheld in the tenant's favour.	0	Baseline	0	0	0	0	N/A		<p>Performance continues to reflect reflects the longer-term trend of low numbers of complaints being escalated to the Housing Ombudsman Service and when they are, upheld. During 2021/22 only one case was fully investigated by the Housing Ombudsman. The HO upheld our original determination but ordered us to pay the complainant £100 because we were slow to handle the complaint.</p>