

**Appendix 1 HEHC – Existing Key Performance Indicators.**

| Ref | Performance Measure   | Service Director             |
|-----|---|------------------------------|
| 1   | Number of new homes built against annual housing requirement.   | Anneliese Hutchinson         |
| 2   | % of new homes built that are affordable by the council.  | Anneliese Hutchinson         |
| 3   | % of new homes built that are affordable by RP's.   | Anneliese Hutchinson         |
| 4   | % of new homes built that are affordable by developers.   | Anneliese Hutchinson         |
| 5   | No. of under-occupied council tenants that have downsized.  | Neil Bouch                   |
| 6   | No. of overcrowded households that have been assisted to relieve their overcrowding.  | Neil Bouch                   |
| 7   | Percentage of council homes empty for 6 months or more.   | Neil Bouch                   |
| 8   | Percentage of homes (remaining tenures) empty for 6 months or more.   | Kevin Scarlett               |
| 9   | % tenant profile data verified.   | Kevin Scarlett               |
| 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.                           | Kevin Scarlett               |
| 11  | % of repairs completed right first time.  | Ian McLackland               |
| 12  | Appointments kept as a percentage of appointments made.   | Ian McLackland               |
| 13  | % of emergency, urgent and routine repairs completed within timescale.  | Ian McLackland               |
| 14  | Average days to let a home.   | Ian McLackland/Neil Bouch    |
| 15  | % of tenancies terminated in the first 12 months.   | Neil Bouch                   |
| 16  | % tenancies audited within 12 months.   | Neil Bouch                   |
| 17  | Total households initially assessed as owed a homelessness duty.  | Neil Bouch                   |
| 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.  | Neil Bouch                   |
| 19  | Total households assessed and owed a homelessness duty who were sleeping rough at time of application.  | Neil Bouch                   |
| 20  | Number of households in nightly-booked temporary accommodation.   | Neil Bouch                   |
| 21  | Number in nightly-booked accommodation who are households with children.  | Neil Bouch                   |
| 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. | Neil Bouch                   |
| 23  | Households with dependent children owed a duty under the Homelessness Reduction Act Child and Maternal Health.  | Neil Bouch                   |
| 24  | % of self-service transactions – rent payments.   | Kevin Scarlett               |
| 25  | % of self-service transactions – responsive repairs.  | Kevin Scarlett               |
| 26  | % stock with a negative Net Property Value (NPV).   | Sandra Watson                |
| 27  | Ratio responsive to planned repairs.  | Ian McLackland/Sandra Watson |
| 28  | Rent collected from tenants as a percentage of rent due to date in the financial year (excluding arrears brought forward)   | Neil Bouch                   |
| 29  | Rent lost due to empty properties as a % of rent due.   | Neil Bouch                   |
| 30  | Current tenant arrears as a % of rent due (excluding voids).  | Neil Bouch                   |
| 31  | Rent arrears of former tenants as a % of rent due (excluding voids).  | Neil Bouch                   |
| 32  | Total CPP of housing management.  | TBC                          |
| 33  | Total CPP of responsive repairs & void works.   | TBC                          |
| 34  | Total CPP of void works (management).   | TBC                          |
| 35  | Total CPP of void works (service provision).  | TBC                          |
| 36  | % of tenants satisfied with their most recent transaction (repairs).  | Ian McLackland               |
| 37  | % tenants satisfied that their housing landlord, Gateshead Council, is easy to deal with.   | Kevin Scarlett               |
| 38  | % of tenants satisfied with their new Council home.   | Kevin Scarlett               |
| 39  | % of residents satisfied with planned/investment works.   | Ian McLackland               |
| 40  | % residents satisfied with adaptations to their home.   | Kevin Scarlett               |
| 41  | % of tenants satisfied with the overall appearance of their neighbourhood.  | Neil Bouch                   |
| 42  | % of tenants satisfied with the opportunities to influence decisions about how housing related services are delivered (inc service standards).                                | Kevin Scarlett               |
| 43  | % of tenants satisfied with the service provided by your housing Landlord, Gateshead Council.   | Kevin Scarlett               |

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|------------|---|-------------------------|
| 44         | % of tenants satisfied with the services provided by Gateshead Council (former tenants).                              | Kevin Scarlett          |
| 45         | % exit interviews completed.  | Neil Bouch              |
| 46         | % of residents satisfied with how their anti-social behaviour case is handled.  | Neil Bouch              |
| 47         | Number of formal step 2 complaints received.  | Kevin Scarlett          |
| 48         | Number of stage 2 (Investigations) and stage 3 (Review) complaints responded to within the agreed timescale.          | Kevin Scarlett          |
| 49         | Number of investigations accepted by the Housing Ombudsman and following completion is upheld in the tenant's favour. | Kevin Scarlett          |