

**Appendix 2 Proposed 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	Percentage of council homes empty for 6 months or more.	Neil Bouch
6	% of repairs completed right first time.	Ian McLackland
7	Appointments kept as a percentage of appointments made.	Ian McLackland
8	Average days to let a home.	Ian McLackland/Neil Bouch
9	Total households initially assessed as owed a homelessness duty.	Neil Bouch
10	Total households assessed and owed a homelessness duty who were sleeping rough at time of application.	Neil Bouch
11	(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
12	Households with dependent children owed a duty under the Homelessness Reduction Act Child and Maternal Health.	Neil Bouch
13	% of self-service transactions – responsive repairs.	Kevin Scarlett
14	% stock with a negative Net Property Value (NPV).	Sandra Watson
15	Ratio responsive to planned repairs.	Ian McLackland/Sandra Watson
16	Rent collected from tenants as a percentage of rent due to date in the financial year (excluding arrears brought forward)	Neil Bouch
17	Rent lost due to empty properties as a % of rent due.	Neil Bouch
18	% of tenants satisfied with their most recent transaction (repairs).	Ian McLackland
19	% tenants satisfied that their housing landlord, Gateshead Council, is easy to deal with.	Kevin Scarlett
20	% of residents satisfied with planned/investment works.	Ian McLackland
21	% of residents satisfied with how their anti-social behaviour case is handled.	Neil Bouch
22	Satisfied that their housing landlord, Gateshead Council, is easy to deal with	Kevin Scarlett
23	Overall satisfaction - Tenant Satisfaction Measure	Kevin Scarlett
24	Satisfaction with repairs - Tenant Satisfaction Measure	Kevin Scarlett
25	Satisfaction with time taken to complete most recent repair - Tenant Satisfaction Measure	Kevin Scarlett
26	Satisfaction that the home is wellmaintained - Tenant Satisfaction Measure	Kevin Scarlett
27	Satisfaction that the home is safe - Tenant Satisfaction Measure	Kevin Scarlett
28	Satisfaction that the landlord listens to tenant views and acts upon them - Tenant Satisfaction Measure	Kevin Scarlett
29	Satisfaction that the landlord keeps tenants informed about things that matter to them - Tenant Satisfaction Measure	Kevin Scarlett
30	Agreement that the landlord treats tenants fairly and with respect - Tenant Satisfaction Measure	Kevin Scarlett
31	Satisfaction with the landlord's approach to handling complaints - Tenant Satisfaction Measure	Kevin Scarlett
32	Satisfaction that the landlord keeps communal areas clean and well maintained - Tenant Satisfaction Measure	Kevin Scarlett
33	Satisfaction that the landlord makes a positive contribution to neighbourhoods - Tenant Satisfaction Measure	Kevin Scarlett
34	Satisfaction with the landlord's approach to handling anti-social behaviour - Tenant Satisfaction Measure	Kevin Scarlett
35	Complaints relative to the size of the landlord - Tenant Satisfaction Measure	Kevin Scarlett
36	Complaints responded to within Complaint Handling Code timescales - Tenant Satisfaction Measure	Kevin Scarlett
37	Anti-social behaviour (ASB) cases relative to the size of the landlord - Tenant Satisfaction Measure	Neil Bouch
38	Homes that Do not meet the Decent Homes Standard - Tenant Satisfaction Measure	Sandra Watson
39	Repairs completed within target timescale - Tenant Satisfaction Measure	Ian McLackland
40	Gas safety checks - Tenant Satisfaction Measure	Ian McLackland
41	Fire safety checks - Tenant Satisfaction Measure	Ian McLackland
42	Asbestos safety checks - Tenant Satisfaction Measure	Ian McLackland
43	Water safety checks - Tenant Satisfaction Measure	Ian McLackland
44	Lift safety checks - Tenant Satisfaction Measure	Ian McLackland

**Appendix 2 Proposed Management Performance Indicators.**

<b>Ref</b>	<b>Performance Measure</b>	<b>Service Director</b>
1	No. of under-occupied council tenants that have downsized.	Neil Bouch
2	No. of overcrowded households that have been assisted to relieve their overcrowding.	Neil Bouch
3	% tenant profile data verified.	Kevin Scarlett
4	% of tenancies terminated in the first 12 months.	Neil Bouch
5	% tenancies audited within 12 months.	Neil Bouch
6	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
7	Number of households in nightly-booked temporary accommodation.	Neil Bouch
8	Number in nightly-booked accommodation who are households with children.	Neil Bouch
9	% of self-service transactions – rent payments.	Kevin Scarlett
10	Current tenant arrears as a % of rent due (excluding voids).	Neil Bouch
11	Rent arrears of former tenants as a % of rent due (excluding voids).	Neil Bouch
12	% residents satisfied with adaptations to their home.	Kevin Scarlett
13	% of tenants satisfied with the services provided by Gateshead Council (former tenants).	Kevin Scarlett
14	% exit interviews completed.	Neil Bouch
15	Number of investigations accepted by the Housing Ombudsman and following completion is upheld in the tenant's favour.	Kevin Scarlett

**Appendix 2 Proposed Key Performance Indicators to delete.**

<b>Ref</b>	<b>Performance Measure</b>	<b>Service Director</b>
1	Percentage of homes (remaining tenures) empty for 6 months or more.	Kevin Scarlett
2	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
3	Total CPP of housing management.	TBC
4	Total CPP of responsive repairs & void works.	TBC
5	Total CPP of void works (management).	TBC
6	Total CPP of void works (service provision).	TBC
7	% of tenants satisfied with their new Council home.	Kevin Scarlett
8	% of tenants satisfied with the overall appearance of their neighbourhood.	Kevin Scarlett
9	% of tenants satisfied with the opportunities to influence decisions about how housing related services are delivered (inc service standards).	Kevin Scarlett
10	% of tenants satisfied with the service provided by your housing Landlord, Gateshead Council.	Kevin Scarlett
11	Number of formal step 2 complaints received.	Kevin Scarlett
12	Number of stage 2 (Investigations) and stage 3 (Review) complaints responded to within the agreed timescale.	Kevin Scarlett