

Housing, Environment and Healthier Communities.

			2021/22	Quarter 4 2022/23					Trend Against Previous Result	Traffic Light	Comments
	Service Area	Performance Indicator	Year End Performance	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4			
1	Customer and Support Services	% tenant profile data verified							X		Following a review of Key Performance Indicators (KPIs) it has been agreed by HEHC OSC that this indicator is changed from a KPI to a Management Performance Indicator. However, it remains important that we collect profile information so we can tailor services to meet our tenants needs. We are taking a stepped approach to embedding collection and NEC has now been upgraded to facilitate collection of profile information. A Team Brief has been circulated to all Housing colleagues in January 2023 reminding them why we collect profile information and setting out the changes made to NEC. A report on the number of tenant profiles updated will be run monthly to monitor performance.
2	Customer and Support Services	% of self-service transactions – rent payments	23.70		23.48	21.94	20.58	22.84	↑		Tenants' preference to rent payment method remain constant. Paying via the online portal, which is accessed via MyHousingAccount or the website, continues to be the most popular method followed by paying at the post office (17.54%), Direct Debit (16.86%) and Standing Order (12.12%).
3	Customer and Support Services	% of self-service transactions – responsive repairs	9.00		11.60				X		The online repair reporting service has been suspended from 9 January 2023 to upgrade the system. This will address the duplication of works orders and misdiagnosis of repairs by tenants using the MyHousingAccount which impacts on the accuracy of the data used to report on this indicator. Reporting of this indicator has been suspended until these issues are resolved. It is anticipated that the online service will be restored in May 2023.
4	Customer and Support Services	% tenants satisfied that their housing landlord, Gateshead Council, is easy to deal with	52.00					44.00	↓		Ease of contact is a key driver of overall satisfaction and following a review of KPI's it has been agreed by HEHC OSC that this indicator should be retained in the reporting structure for 2023/24. This indicator is measured by an annual Customer Satisfaction survey which was carried out in December 2022. A housing transformation review project is currently underway relating to customer contact. This will aim to improve the overall customer experience.
5	Customer and Support Services	% of tenants satisfied with their new Council home							X		Following a review of KPI's it has been agreed by HEHC OSC that this indicator should be removed from the reporting structure for 2023/24 as it is very broad and covers many areas of service delivery. It is considered that measuring tenant satisfaction with their new home should be collected and measured when the review of the Void, Repairs and Lettings Services have been concluded.
6	Customer and Support Services	% of tenants satisfied with the overall appearance of their neighbourhood	42.00						X		Following a review of Key Performance Indicators (KPIs) it has been agreed by HEHC OSC that this indicator should be removed from the reporting structure for 2023/24. The new suite of Tenant Satisfaction measures introduced by the Regulator of Social Housing includes a new indicator "How satisfied or dissatisfied are you that your landlord, Gateshead Council, makes a positive contribution to your neighbourhood" This will be included from 2023/24 in the KPI reporting structure.
7	Customer and Support Services	% of tenants satisfied with the opportunities to influence decisions about how housing related services are delivered (inc service standards)	40.00						X		Following the introduction of a new suite of Tenant Satisfaction Measures by the Regulator of Social Housing, it has been agreed by HEHC OSC that this KPI is deleted. It will be replaced from 2023/24 with a new TSM "Satisfaction that the landlord listens to tenant views and acts upon them". The new TSM question was included in the 2022/23 Customer Satisfaction survey carried out in December 2022. The results of this survey will be reported separately and will provide an early benchmark ahead of formal collection of this new KPI in 2023/24.

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8	Customer and Support Services	% of tenants satisfied with the service provided by your housing Landlord, Gateshead Council	49.00					44.00	↓		Following the introduction of a new suite of Tenant Satisfaction Measures by the Regulator of Social Housing, it has been agreed that this KPI is retained. It is measured by the annual Customer Satisfaction Survey that was issued in December 2022. Overall satisfaction has declined from 49% in 2021 to 44% in 2022. The survey highlighted that the biggest drivers of overall satisfaction remain repairs and maintenance, antisocial behavior and environmental issues. Ease of contact is also emerging as a key driver of satisfaction.	
9	Customer and Support Services	% of tenants satisfied with the services provided by Gateshead Council (former tenants)							X		Following a review of Key Performance Indicators (KPIs) it has been agreed by HEHC OSC that this indicator is changed from a KPI to a Management Performance Indicator 2023/24.	
10	Customer and Support Services	Number of formal step 2 complaints received	97.00		16.00	28.00	15.00	42.00			There were 42 step 2 complaints received in quarter 4. This number is an increase in the number of formal complaints registered in each of the previous 3 quarters. Of the 42 complaints received, 30 related to repairs and maintenance (71%). Numbers of formal complaints registered would still suggest under reporting. This in part was due to significant pressure on the repairs and maintenance service who dealt with a high proportion of complaints informally. A move to a two stage complaints process will simplify and make it easier for employees to log complaints. A process review will be undertaken with input from the repairs and maintenance service. This KPI will be replaced from 2023/24 with a new Tenant Satisfaction Measure “ Complaints relative to the size of the landlord”.	
11	Customer and Support Services	Number of stage 2 (Investigations) and stage 3 (Review) complaints responded to within the agreed timescale	51.00		11.00	15.00	20.00	38.00			In quarter 4, 31 out of 42 stage 2 complaints were responded to within the timescales specified within the Councils Complaints policy. There were 9 step 3 reviews and 7 were responded to within the timescale. From 1st April 2023, Gateshead Council have adopted the timescale for responding to formal complaints set out in the Housing Ombudsman's complaint handling code. This changed to 10 working days instead of 20 working days. Following the introduction of a new suite of Tenant Satisfaction Measures by the Regulator of Social Housing it has been agreed by HEHC OSC that this KPI is deleted. It will be replaced from 2023.24 with a new TSM “ Complaints responded to within Complaint Handling Code timescales”.	
12	Customer and Support Services	Number of investigations accepted by the Housing Ombudsman and following completion is upheld in the tenant's favour	0.00		0.00	1.00	0.00	0.00			During quarter 4 there were no investigations accepted by the Housing Ombudsman (HO) and following completion were upheld in the tenant’s favour. Performance continues to reflect the longer-term trend of low numbers of complaints being escalated to the HO Service and when they are, upheld.	
13	Home Improvement	% of adaptations fitted to a client’s home and which have made a positive difference to their life						100.00			Clients were asked, after the first 2 quarters of surveys “Do you consider the adaptations made to your home have made a positive difference to your life?” instead of “How satisfied with the service were you?”, and a very significant increase in returns of surveys came about. Whilst it is reassuring that clients are so positive when looking back on their adaptations, we recognise the need to keep making the service faster and easier for future users of the service and we will aim to do this during 2023/24.	

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14	Homelessness	Total households initially assessed as owed a homelessness duty	1615.00	1650.00	363.00	721.00	1120.00	1588.00			In quarter 4 advice and assistance was offered to 3017 households who either presented or were referred as being homeless or at risk of homelessness, a slight increase compared to 3011 in the same period last year. There was a small decrease in the households which were assessed and initially owed a homeless duty (1690 households in 22/23 compared to 1615 for the same period last year). The Housing Solutions service has been providing an enhanced initial assessment in recent months which may be having an impact and reducing the need for formal homelessness assessments. Cost of Living impacts and/or trends are also being closely monitored however there have been no emerging themes to date.
15	Homelessness	Total households assessed and owed a duty where the reason for loss of last settled home at the time of assessment was domestic abuse	390.00	411.00	82.00	158.00	245.00	352.00			Of the 1588 households initially assessed as owed a duty 352 (22%) lost their last settled accommodation due to domestic abuse, a decrease on the same quarter last year (25%). Both figures are higher than the average for the North-East (14%) but consistent within Gateshead. Specialist domestic abuse and housing outreach workers offer support and advice to prevent or relieve the victim’s homeless situation. The Council's Homelessness and Rough Sleeping Strategy includes several actions that we will carry out with partners to prevent and reduce homelessness due to domestic abuse. The Council are in the process of recommissioning supported accommodation for domestic abuse victims. The types of accommodation being commissioned fit with the need and demand profile of this client group and will provide both accommodation and appropriate support. It is envisaged that this will enable victims to successfully move on and reduce the number of repeat cases occurring in the borough.
16	Homelessness	Total households assessed and owed a homelessness duty who were sleeping rough at time of application	35.00		5.00	8.00	16.00	24.00			Only 24 of the 1588 households assessed as owed a duty (1.5%) were recorded as sleeping rough in the judgement of the assessor at the time of the assessment. This figure does not include households believed to be at risk of rough sleeping or those who frequently sleep rough. The Annual Rough Sleeper count in November 2022 recorded only one rough sleeper, which is consistent with previous years, however in March three rough sleepers were identified who all had connections to other local authorities. This will be closely monitored. The Homelessness and Rough Sleeping Strategy has a specific aim to have ‘no-one sleeping rough or in unsuitable accommodation’. The recommissioning of supported accommodation for homeless people in Gateshead, including those with who are rough sleeping or have multiple and complex needs will directly address this aim and ensure that suitable placements can be made in supported accommodation which meets people's needs.
17	Homelessness	Number of households in nightly-booked temporary accommodation	325.00		100.00	202.00	305.00	461.00			Nightly accommodation is used to respond to emergency situations and prevent rough sleeping until appropriate accommodation becomes available. In Gateshead there are four bedspaces for single males available as 24/7 direct access emergency accommodation. The upward trend has continued in quarter 4 which saw 461 households placed in nightly accommodation, this is a increase in comparison to 325 households in the same period last year. The average stay in nightly booked accommodation for single households was 15 nights (7 nights for households with children). The length of stay in B&B accommodation has increased for families from 4 days for this period in 2021/2022 to 7 & from 10 nights for singles to 15 nights. Approval processes for placing into B&B are currently being reviewed. We are continuing to face challenges in managing demand for temporary accommodation due to a number of issues including system pressures and move on options. We are meeting with the voids team each week to discuss priorities and direct letting. There is a review of Temporary Accommodation underway and findings and recommendations will be shared when they are available.

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18	Homelessness	Number in nightly-booked accommodation who are households with children	31.00		17.00	39.00	54.00	86.00			Of the 461 households placed into nightly booked accommodation, 86 (18%) had children, an increase in comparison to 10% of placements in the same quarter last year. It is anticipated that the recommissioning of supported accommodation will improve this situation by providing more suitable accommodation options and enabling increased throughput. The temporary accommodation review which is underway will also identify findings and recommendations which will be relevant to this performance measure.
19	Homelessness	% of households where homelessness prevention duty ended that maintained or secured accommodation for 6+mths. And % of those that remained in existing accommodation	51.00		57.00	52.00	49.00	47.00	↓		In quarter 4, 1609 households were assessed. Of those, 1588 were owed an initial duty (1225 were owed a prevention duty and 363 a relief duty, nine were deemed not to be homeless within 56 days). Of the 1195 households where prevention duty ended, the service prevented 563 households (47%) from becoming homeless by securing current or new accommodation for at least 6 months. Of those, 95 (17%) remained in existing accommodation. The Homelessness and Allocations review has considered how to best support people to sustain their tenancies and prevent homelessness. This includes securing the most appropriate accommodation and support offer at the outset. The recommissioning of supported accommodation will ensure that people can be placed in an accommodation and support solution which meets their needs and moved on successfully to other accommodation when it is appropriate to do so.
20	Homelessness	Households with dependent children owed a duty under the Homelessness Reduction Act Child and Maternal Health							X		This is a new indicator for 2022/23 and will be monitored to establish any patterns or trends.
21	HomeRepairs	% of repairs completed right first time	73.37		70.64	70.97	71.37	71.60	↑		The repairs service continues to go through a change process to streamline the initial repair reporting process. Changes have been made to ensure correct diagnosis of repairs at first point of contact which will have an impact on repairs being completed right first time. During quarter 3 it was anticipated an improvement would be realised in quarter 4 and this is evident from the data and figures provided. We expect to see further improvements as we move into the new financial year.
22	HomeRepairs	Appointments kept as a percentage of appointments made	89.49		91.36	91.45	91.91	92.70	↑		Total number of appointments raised 47824, of these appointments 44331 were kept. Emergency and urgent 21648 raised, 20270 kept- 93.63%. Routine 26176 raised, 24061 kept- 91.92%.
23	HomeRepairs	% of emergency, urgent and routine repairs completed within timescale	82.21		78.65	79.80	78.20	77.80	↓		Of the 58154 repairs, 45239 were completed within target with an overall performance of 77.8%. The overall performance is made up of the following priorities. Emergency and urgent- 30803 completed, 25660 in target= 83.3%. Routine – 27351 completed, 19579 in target = 71.6%. The performance for routine orders has decreased in quarter 4 as we had to utilise these appointments for higher priority emergency appointments following boiler breakdowns over the winter period.
24	HomeRepairs	% of tenants satisfied with their most recent transaction (repairs)	73.56		70.95	74.58	83.48	83.58	↑		Of 9793 surveys carried out, 1178 customers were dissatisfied, 8185 were satisfied and 430 were neither satisfied or dissatisfied with their repair. Overall 83.58% of customers were satisfied with their repair.

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25	Housing Services	% of residents satisfied with how their anti-social behaviour case is handled	79.06			50.00	56.36	54.55	↓		In April 2022 a new procedure was introduced to capture customer satisfaction via automated text facility. During 2022/23 there were 290 customers to survey and we received 80 responses: 10 customers opted out; four blank responses received and 66 completed the survey. Of the 66, 36 (54.55%) customers were very satisfied or fairly satisfied, 7 customers said they were neither satisfied nor dissatisfied. A review of the remaining 23 cases has been undertaken by the NRT Manager and Housing Managers; in 20 of these cases all relevant actions had been taken and dissatisfaction related to expectations and communication. These themes have been shared with officers and will also be used to inform our ASB training going forward. The remaining 3 cases required further action to resolve the issues.
26	Investment	% of residents satisfied with planned/investment works	90.79	97.00	91.67	96.88	91.53	94.87	↑		At the end of quarter 4, 120 customers had returned a satisfaction survey following Capital Improvements to their home. Of the surveys returned, 117 responded to the question asking how satisfied they were with improvements completed. Of these, 111 were satisfied. No expressions of dissatisfaction were returned during quarter 4. However, one customer responded that they were neither satisfied nor dissatisfied with works done, therefore, as 2 neither/nor responses were received during the year, these have affected the year end score, which would have been 96.58% if these were not counted as a dissatisfaction. Overall, 4 customers were dissatisfied with the overall improvements during the year. These were detailed in quarters 1 and 3. All expressions of dissatisfaction are investigated, and discussions held with relevant officers regarding any service improvements that can be made, where necessary.
27	Lettings	No. of under-occupied council tenants that have downsized	64.00		17.00	27.00	34.00	35.00			The property types released as a result of tenants downsizing into smaller properties were: 1 x 3 bed bungalow (which very rarely become available). 1 x 4 bed house. 18 x 3 bed houses. 6 x 2 bed houses. 1 x 3 bed flat. 5 x 2 bed flats. 2 x 1 bed flats, this freed up high demand 1 bed properties with people downsizing to bedsits. 1 x 2 bed maisonette.
28	Lettings	No. of overcrowded households that have been assisted to relieve their overcrowding	98.00		19.00	37.00	56.00	73.00			20 applicants have been rehoused from the Urgent Need category (Band 2). 53 applicants have been rehoused from the Substantive Need category (Band 3).

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29	Neighbourhood Services	% of tenancies terminated in the first 12 months	0.72		0.20	0.35	0.44	0.57	↑		<p>The total cumulative number of tenancies terminated in the first 12 months of tenancy was 105 – (0.57%), as a total number of 18289 housing stock. This represents 9.4% of total number of all tenancies terminated for this period.</p> <p>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 – 22 (21%) - down from 32% this time last year. •Deceased – 20 (19%). •Move closer to family/friends/work/school – 11 (10%). •Medical condition – 10 (10%). •Unable to afford / manage property / tenancy – 9 (9%). •Anti-social behaviour – 8 (8%) - down from 13% this time last year. •Other – 25 (24%). <p>Whilst ASB is recorded as the main termination reason by eight outgoing tenants only one reported any problems with ASB prior to ending their tenancy. It should also be noted that three of the outgoing tenants (including the one that reported ASB) had been investigated as alleged perpetrators of ASB.</p> <p>Following the pilot (quarter 3) and rollout (quarter 4) of the updated termination procedure (including termination reasons) a cross service group will meet from quarter 1 next year to review the data with a view to improving tenancy sustainment.</p>
30	Neighbourhood Services	% tenancies audited within 12 months									<p>A process has been developed which includes employee guidance/training documentation. NEC Housing System development is underway to ensure that visits (including outcomes) can be effectively recorded and reported. This will also involve a refreshed approach to managing introductory tenancies with programmed visits to ensure all relevant support is offered and there are no tenancy breaches before we convert to a secure tenancy. Whilst the overarching "tenancy audits" programme will now begin in 2023/24, 773 tenancy audits have taken place in 2022/23 as part of the tenancy change and pre termination inspection processes.</p>
31	Neighbourhood Services	% exit interviews completed									<p>70 (out of a possible 175) exit surveys were completed during quarter 4.</p> <p>58.5% of respondents were very or fairly satisfied with the financial support offered to maintain their tenancy/rent payments.</p> <p>55.7% were very or fairly satisfied with other/general support to help maintain their tenancy.</p> <p>For those dissatisfied with financial or general support no detail was given in relation to their dissatisfaction.</p> <p>For those moving to another landlord the top three factors were: 1) Medical/health - 27%, 2) Better area - 15.2%, 3) Closer to support - 11.9%.</p> <p>41.4% of respondents stated that we could have done more to make their stay more positive.</p> <p>The main reasons related to resolving issues with: 1) Repairs - 34.3%, 2) ASB - 15.7%.</p> <p>Only one respondent indicated that they wanted us to consider ways to help them remain with us. When further contact was made to discuss this they chose not to pursue further help and the tenancy was terminated.</p>

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32	Private Sector Housing	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	87.00					82.00			In 2022/23, 132 properties were identified as having a Category 1 Hazard, and 82 of these had Category 1 Hazards removed by the Council intervention. 50 case are ongoing and will be resolved in the next financial year. 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 that housing may be affected by hazards in a range of ways; requests for help from private tenants 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 the Council identifies a Category 1 Hazard (the most serious), the Council has a duty to take action in relation to the hazard.
33	Property and Assets	% stock with a negative Net Property Value (NPV)	13.10					10.40	↑		<p>The dataset for the end of the year indicates that 10.4% of the housing stock has a negative NPV. This figure includes properties that have already been identified in the Housing Revenue Account (HRA) Asset Strategy as targets for options appraisal, but excludes properties where a decision has been made to decommission a property or building.</p> <p>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 HRA Business Plan. Properties with expected management and maintenance costs in excess of their projected total income will have a negative NPV rating.</p> <p>Flat accommodation is significantly the highest archetype with a negative NPV. Flats form around 24% of the housing portfolio, but account for 92.2% of the stock with a negative NPV. Of the 10.4% of stock with a Negative NPV 9.6% is made up flats.</p> <p>Within the flat archetype multi storey properties are the variant that have the highest proportion of negative NPV at 67%. Lower demand with high turnover and greater investment and cyclical maintenance cost significantly impact on the performance of these properties.</p> <p>Within the HRA capital programme work is planned to update the building management & security systems and improve energy efficiency and affordability of multi storey blocks.</p> <p>Targeted investment in sustainable blocks will help improve NPV by reducing repairs associated with vandalism, promote tenancy stability, and reduce the amount of income lost through voids.</p> <p>The performance reported at year-end is baseline and will be used to target improvements as well as further options appraisals.</p>
34	Property and Assets	% of planned repairs						48.80			<p>It is best practice to have a higher proportion of work planned, than responsive. The split at year end 2022/23 is 48.4% of work was delivered in a planned way and 51.6% responsively.</p> <p>The proportion of planned work being delivered responsively is high due to a number of factors. The exercise to complete the repair backlog, the work to reduce void properties and the increase in Housing Condition Claims - have all increased the proportion of work that has been delivered responsively in year.</p> <p>The development of the 5 year HRA capital programme, additional support in capital for voids and work to reduce the number of Housing Condition Claims will lower the proportion of repairs delivered in a responsive way.</p> <p>An new asset referral process, alongside live monitoring of repair trends and quarterly reviews will allow for the quick identification of emerging priorities. This will allow for works that could become responsive to be quickly identified and picked up as planned activity.</p>

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35	Rent and Income	Rent collected from tenants as a percentage of rent due to date in the financial year (excluding arrears brought forward)	98.85	98.00	95.77	97.42	97.25	97.79	↑		£84,704,909 rent was collected during the year out of a total of £86,620,958 charged to tenants. The collection rate of 97.79% is down compared to the previous year (98.85%). The cost of living and energy cost increases have had an impact on tenants' ability to pay rent, leading to increased demand for debt advice, and support on issues such as emergency top-ups for prepayment meters. 6,878 tenants are in receipt of Universal Credit (UC) as at the end of the financial year (compared to 6,440 a year ago), and 3,029 of these have an Alternative Payment Arrangement in place either because of their vulnerability or a history of debt/arrears. 1,108 tenants are known to have benefit reductions for under-occupation and 126 are affected by the benefit cap. There were no evictions for rent arrears during the year.
36	Rent and Income	Rent lost due to empty properties as a % of rent due	2.82	3.50	2.79	2.90	2.92	2.98	↓		Void loss totalled £2,664,794 at year end (compared to £2,430,506 in the previous year). Void levels increased in quarters 1 & 2, but levelled off in quarters 3 & 4. The improvement plan to reduce void loss involves reducing the number of vacant properties undergoing repair in the first 2 quarters of the new financial year 2023/24. This will increase the number of properties available to let and when let will increase rent collection.
37	Rent and Income	Current tenant arrears as a % of rent due (excluding voids)	6.00	4.50	6.90	6.99	6.23	6.91	↓		Rent arrears of current tenants increased by £954,157 during the year (19% increase) from £5,029,634 to £5,983,791. The 6,878 tenants receiving UC owe £3,888,561 (65% of the total arrears for all tenants). Rent arrears are expected to increase as more tenants move onto UC in future. All tenants at risk of arrears are offered advice and support and we always try to ensure that repayment plans are affordable. The team delivered approximately £1.7million of financial gains for tenants during the year.
38	Rent and Income	Rent arrears of former tenants as a % of rent due (excluding voids)	3.58	3.50	3.57	3.85	3.99	3.77	↑		At the end of the year former tenant rent arrears stood at £3,264,800 (£2,997,291 at same point in the previous year). £440,508 was collected from former tenants during the year (£305,977 previous year), and new debt of £854,028 has been created (£708,666 previous year). A net total of £227,999 former tenant debt was written off during the year (£195,396 previous year).
39	Spatial Planning and Environment	Number of new homes built against annual housing requirement	373.00		373.00				X		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 2022/23 will not be reported until 2023/24. This measure will be reported annually. There is no specific target for this measure.
40	Spatial Planning and Environment	% of new homes built that are affordable by the council	3.00		4.00				X		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. This Performance Indicator (PI) for current reporting financial year 2022/23 will not be reported until 2023/24. This measure will be reported annually. There is no specific target for this measure.
41	Spatial Planning and Environment	% of new homes built that are affordable by RP's	47.00		69.00				X		As above.
42	Spatial Planning and Environment	% of new homes built that are affordable by developers	18.00		27.00				X		As above.

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43	Strategic Housing and Residential Growth	Total CPP of housing management	346.56					363.23	↓		Data is sourced from the HouseMark Annual Benchmarking collection for the previous financial year (2021/22) .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.
44	Strategic Housing and Residential Growth	Total CPP of responsive repairs and void works	1218.49					1382.12	↓		Data is sourced from the HouseMark Annual Benchmarking collection for the previous financial year (2021/22) .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.
45	Strategic Housing and Residential Growth	Total CPP of void works (management)	64.87					62.80	↑		Data is sourced from the HouseMark Annual Benchmarking collection for the previous financial year (2021/22) .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.
46	Strategic Housing and Residential Growth	Total CPP of void works (service provision)	461.80					472.33	↓		Data is sourced from the HouseMark Annual Benchmarking collection for the previous financial year (2021/22) .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.
47	Vacant Properties	Percentage of council homes empty for 6 months or more	0.32		0.30	0.54	0.63	0.73	↓		570 council properties were vacant at year end, from a total property stock of 18288. Of these, 134 had been vacant for 6 months or more: - 29 were held vacant because of property condition/need for structural repairs. - 55 were undergoing repair. - 50 were in the process of being let.

			2021/22	Quarter 4 2022/23					Trend Against Previous Result	Traffic Light	Comments
	Service Area	Performance Indicator	Year End Performance	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4			
48	Vacant Properties	Percentage of homes (remaining tenures) empty for 6 months or more							X		This performance measure was new for 2021/2022, however it is duplicated as is available through the Local Index of Need (IT system) data which is updated on an annual basis in March. The current data shows a rate of 4% across the Borough, however it is mapped at the Lower Super Output Area (LSOA) level (deep dive using the IT system above) to give more detailed local information via Gateshead Maps - L10N21. This uses data taken from Council tax records where properties are vacant for more than 6 months and 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. Year end 2022/23 data will be reported in Quarter 1, 2023/24 once Council Tax data has been verified and incorporated on to L10N.
49	Void Properties and Lettings	Average days to let a home from VOID to RTL and RTL to Let	113.00		111.00	106.00	105.00	109.00	↓		The average time to let has reduced slightly from 113 days in 2021/22 to 109 in 2022/23. This is still very high and improvements are a priority. Properties undergoing major repair work are not included in this performance indicator. - Average 81 days from Void date to Ready to Let (81 previous year). - Average 28 days from Ready to Let to Let (32 previous year). The improvement plan includes carrying out void repairs more quickly, thus reducing the number of properties undergoing work and increasing the number available for letting. It also includes providing accurate target dates for repair completion to facilitate earlier advertising and this in turn will reduce the time taken to let a property.