

Housing Environment and Healthy Communities - Key Performance Indicators 2023/24

	Quarter 2
	2023/24
Not on Target	13
On Target	5
Not on Target but Improved	4
Baseline Information/No Targets Set/No Activity	21

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Comments
		Year End	Target			
1	% of self-service transactions - responsive repairs	11.60	13.00		12.20	The online repair reporting service was suspended from 9 January 2023 to upgrade the system. This was to address the duplication of works orders and misdiagnosis of repairs by tenants using the MyHousingAccount which impacted on the delivery of the service. The system was relaunched on 21st June 2023 and performance information was not reported in quarter 1 due to insufficient data. Since resuming the service 1,345 works orders have been raised using the online service. We have set a target of 13% for annual performance. Further phase of development is underway to incorporate improvements in diagnostic and the addition of more customer friendly video guides. A further customer communications campaign will run alongside this.
2	Total households initially assessed as owed a homelessness duty	1588.00	1750.00	367.00	714.00	Housing Solutions offered advice and assistance to 1664 households who either presented or were referred to us as being homeless or at risk of homelessness. Of these, we assessed 726 households, of which 714 were initially assessed as owed a homeless duty. If this rate continues for the remainder of the year then we are likely to not reach the annual target set at 1750. This would be a positive outcome of less cases however this will need to be monitored during the next two quarters which includes the winter period. This annual target has been set based on previous years figures, it is not a performance target, it is a measure of demand on the service which is difficult to predict therefore quarterly targets have not been set. In this period we have also placed 256 household into nightly paid accommodation (220 into B&B and 36 into holiday lets) this will be new and existing cases. 75 of these households had children. This is 54 more placements than the same period last year and 100 more than the year before that in 2021/22. The placements for households with children is double that than same period last year. A review of the approach to Temporary Accommodation including the use of B&B is underway and a number of actions have been identified to be progressed and shared with CMT and Portfolio. It is not likely that we will see the benefits of these actions in the immediate short term however this will be monitored and further updates provided as part of quarterly performance monitoring.

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Comments
		Year End	Target			
3	% of households that remained in existing accommodation	17.00	20.00	12.00	13.19	<p>Of the 235 households where prevention duty ended by maintaining or securing accommodation for at least 6 months, 31 households (13.19%) where prevented from becoming homeless by maintaining their existing accommodation.</p> <p>If this maintains although an improvement since last quarter, it is unlikely to reach the target set. Being able to secure households existing accommodation is very much circumstantial and a case-by-case basis. It depends on whether it is reasonable to do so considering suitability, safety and affordability.</p> <p>We are continuing to link in with Citizen Advice Bureau CAB) to try and work with them to negotiate with private landlords as well as working with the neighbourhood relations team to look at legal powers we have to help households feel safer in their home so they can remain.</p> <p>Family and friend exclusion are a large reason for homelessness and we are looking at ways we can improve our prevention methods around this so they are able to remain in the household.</p>
4	% of households where homelessness prevention duty ended that maintained or secured accommodation for 6+mths	47.00	52.00	45.00	46.16	<p>The Homeless Reduction Act 2017 Act requires a clear focus on prevention and early actions; strong referral routes and joint working with other statutory agencies and that all clients who are assessed are provided with a personal housing plan. The number of households assessed in quarter 2 was 726. Of these households 714 were owed a duty. 534 were owed a prevention duty and 180 were owed a relief duty. In this period, 235 (46.16%) households had their prevention duty ended due to the household maintaining or securing alternative accommodation for at least 6 months. To try and reach the target we continually raise the awareness of the duty to refer with the statutory and non-statutory agencies as the earlier we can work with households increases the prevention options available. For example, we have a direct referral route into CAB who can help liaise with private landlords and offer debt advice and support. We have also introduced a pathway for households who are being asked to leave accommodation provided by Home Office as asylum support. Part of this pathway is to work with the many voluntary and community groups involved with this cohort to try and increase the prevention options available. It is unlikely we will meet the target, this is linked to the huge pressures on social housing, especially for single households. This is for some resulting in prevention not being possible and they are becoming homeless and moving into the relief duty and often temporary accommodation. This can be seen in the large increase in temporary accommodation placements.</p>
5	Households with dependent children owed a duty under the Homelessness Reduction Act Child and Maternal Health		22.00	4.72	9.54	<p>Of the 726 households assessed as owed a duty, 216 were households with dependent children. This means that 9.54 Gateshead households with dependent children were owed a duty per 1000 Gateshead families. This indicator has been established by Public health and is not a measure of performance but shows the impact on families being affected by homelessness. It is difficult to predict a target as this number is based on demand on the service; achieving less than the annual target is a positive outcome as this means less families have been affected by homelessness. The annual target has been set at 22 in anticipation of possible increased impacts on families as a result of the cost of living crisis although at this stage in the year we are not seeing this in the data at this point.</p>

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Comments
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6	Total households assessed and owed a homelessness duty who were sleeping rough at time of application	24.00	29.00	6.00	8.00	<p>Of the 714 households assessed as owed a duty, 8 were recorded as sleeping rough in the judgement of assessor at the time of the assessment. This is a decrease from the previous quarter. This figure does not include households who are believed to be at risk of rough sleeping or those we know frequently sleep rough.</p> <p>The decrease is linked to the pro-active work we do to prevent households sleeping rough and our accommodation of non-priority households if they are at risk of rough sleeping. If this trend continues we will not be on target however this will be a positive outcome of less rough sleepers. This target has been set based on previous years data. It is an indicator of demand on the service based on an individuals circumstances therefore difficult to predict and for these reasons quarterly targets have not been set.</p>
7	New homes built in the Borough in the period 2022-2027	New for 2023/24	500.00		468.00	<p>The KPI relates to the number of homes delivered in 2022/23 which has become available this quarter following updates to Council Tax records and notifications from Housing developers and Registered Housing providers for this period.</p> <p>This is 32 below the target, which will be directly attributable to:</p> <ul style="list-style-type: none"> - nervousness in the development market following increase in interest rates impacting on mortgage payments, - increased costs of materials and labour over the period - the difficulty in progressing sites within the borough due to ground conditions and visibility. <p>The number of new homes projected to be built within the period 2022/27 is detailed in the Housing Development Strategy and Programme.</p> <p>As part of the strategy and programme, to overcome some of these barriers, Council officers will:</p> <ul style="list-style-type: none"> - look to bring forward Council owned sites for housing development as soon as practicable, - apply for grant funding where appropriate to overcome viability issues on sites and - continue to work with developer partners to optimise site development across the borough <p>It is anticipated that 3500 homes will be built during this period. Achieving this is dependent upon a buoyant housing market.</p> <p>A staggered delivery will be delivered for future years with 500 being expected in 2023/24.</p>

		2022/23	2023/24			
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8	% of planned repairs	48.80	48.80			<p>This performance will be reported at the end of the financial year.</p> <p>It is best practice to have a higher proportion of work delivered in a planned way rather than responsively. At year end of 2022/23 48.4% of work was delivered in a planned way and 51.6% responsively.</p> <p>Work is ongoing to increase the proportion of work delivered in a planned way. Changes are being made to the way the 5 year HRA capital programme is delivered and additional support has been added. A planned review took place in September to look at some areas of work that are commonly delivered responsively, but are best suited to a planned capital approach. Agreement was collectively reached on the transferring of a several repair activities from responsive to planned works. For example, this included the replacement of garage doors. Historically a repair cost, but as a whole building element, replaced as a planned repair this should be classified as planned work.</p>
9	% of residents satisfied with planned/investment works	94.87	97.00	100.00	100.00	<p>At the end of quarter 2, 101 customers had returned a satisfaction survey following improvements to their home. 95 customers responded to the survey question. All responses were following works to replace the central heating boiler or remove a redundant gas fire. 100.00% of customers who responded were satisfied with the work. This result is 3.12% higher than for the same period 2022/23.</p>
10	% stock with a negative Net Property Value (NPV)	10.40	10.00	8.00	8.00	<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 Housing Revenue Account (HRA) Business Plan.</p> <p>Properties with expected management, maintenance and investment costs in excess of their projected total income, or with high levels of low demand, will have a negative NPV rating. Properties with a negative NPV will undergo an 'options appraisal' to examine why they are performing poorly and what measures could be implemented to arrest it. Those measures could include interventions like investment, change of use, remodelling or demolition.</p>
11	% of tenants satisfied with the condition of their new Council home	New for 2023/24			62.85	<p>Data for this KPI is collected via text message that is sent to customers one week after tenancy commencement. For this transactional survey indicator the number of customers who answered the question 'very & fairly satisfied', 'very & fairly dissatisfied and 'neither satisfied/nor satisfied' are all valid responses used to calculate this performance result. To date 35 responded to the survey 22 customer were satisfied, 7 dissatisfied and 6 were neither satisfied/nor satisfied.</p> <p>2 elements of dissatisfaction raised by customers related the communal areas outside of the property and adaptations to the property that weren't need by the new tenant which results in a charge to replaster when the tenant removed them. Neither reasons relate to the Void Delivery process.</p> <p>We will continue to evaluate this KPI for its relevance to Void Management as we progress through 2023/24 and discuss with colleagues in Customer Services.</p> <p>This KPI target is set at baseline as it is new for 2023/24. Data gathered will be used to develop targets for 2024/25.</p>

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Comments
		Year End	Target			
12	Average days to let a home	109.00	100.00	123.00	124.00	<p>The average time to let a home has increased from 106 days in quarter 2 2022/23 to 124 in quarter 2 2023/24.</p> <ul style="list-style-type: none"> - Average 90 days from Void date to Ready to Let (80, 2022/23). - Average 34 days from Ready to Let to Let (26, 2022/23). <p>457 properties unavailable for letting (including undergoing works). 162 Properties were in the process of being let at the end of the quarter. Performance is currently 24 days over the 100 day target set for the year. Although achieving 100 days may now be difficult it is the aim to reduce the average time as much as possible in the second half of the year. To help achieve this a comprehensive review is looking at vacant property processes, classifications / standards and performance is being carried with external support from consultants Campbell Tickell. Construction Services are preparing a business case to increase in-house trade capacity to reduce the number of void works in progress by the end of the year. The business case, which is subject to CMT approval, is predicated on reducing the reliance on external contractors. In addition, two temporary tenancy assistants will be recruited to support the letting of available properties. Properties undergoing major repair work are not included in this performance indicator.</p>
13	Percentage of council homes empty for 6 months or more	0.73	0.50	0.61	0.66	<p>The number of properties vacant for 6 months or longer was 120 at the end of quarter 2. (0.66% of the housing stock).</p> <p>Due to the need to reduce numbers in temporary accommodation (mostly single persons) the focus has been on letting suitable single persons properties rather than on the oldest vacant properties. This is likely to continue into the second half of the year.</p> <p>To be on target, the number would have needed to be 30 fewer (i.e. 90 properties). 56 of the vacant properties were in the process of being advertised, offered and let. 32 are held in connection with major work, including structural work and work to ensure compliance and health and safety. (This includes 15 flats at Angel Court that we would expect to be able to let in second half of the year, and 7 flats at Melbourne Court where roofing work is required) 32 are undergoing general repair work.</p> <p>As mentioned above, Construction Services are preparing a business case to increase in-house trade capacity to reduce the number of void works in progress by the end of the year. The business case, which is subject to CMT approval, is predicated on reducing the reliance on external contractors. In addition, two temporary tenancy assistants will be recruited to support the letting of available properties.</p>

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14	Rent lost due to empty properties as a % of rent due	2.98	2.00	3.33	3.46	<p>Void rent loss stands at £1,712,513.30 at the half year stage and as a % of annual rent roll has been increasing by around 0.05% each month. Clearly the target is out of reach this year, but reducing void loss in the remainder of the year is a priority.</p> <p>A comprehensive review looking at vacant property processes, classifications / standards and performance is being carried with external support from consultants Campbell Tickell.</p> <p>As mentioned above, Construction Services are preparing a business case to increase in-house trade capacity to reduce the number of void works in progress by the end of the year. The business case, which is subject to CMT approval, is predicated on reducing the reliance on external contractors. In addition, two temporary tenancy assistants will be recruited to support the letting of available properties.</p>
15	Rent collected from tenants as a percentage of rent due to date in the financial year (excluding arrears brought forward)	97.79	97.50	94.33	97.31	<p>£46,163,268 of rent was collected up to the end of quarter 2 out of a total of £47,830,988 charged to tenants. Despite the challenges, rent collection of 97.31% at the half-year stage is very close to target of 97.50%. This is before the non-debit weeks in second half of the year when collection rate usually increases.</p> <p>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.</p> <p>6,975 tenants are in receipt of Universal Credit (UC) as at the end quarter 2 and 3,192 of these have an Alternative Payment Arrangement in place either because of their vulnerability or a history of debt/arrears.</p> <p>The DWP made a change at the end of quarter 2 in the landlord portal that limits our ability to request direct housing costs on some accounts.</p> <p>1,081 tenants are known to have benefit reductions for under-occupation and 93 are affected by the benefit cap.</p> <p>There have been 7 evictions this year for rent arrears.</p> <p>The Rent and Income Team (RAIT) continue to assist tenants to access financial advice and support.</p>
16	% of properties where damp and mould has been successfully resolved	New for 2023/24		71.17	74.77	<p>During this quarter, the total number of damp and mould cases raised was 1597. The total number of damp and mould cases resolved was 1194. This marks an improvement from quarter 1 2023/24.</p> <p>Changes in the process of how we diagnose damp and mould have been implemented to make the process quicker, more accurate, and more user friendly online reporting tool. We are continuing to work with a specialist contractor to carry out mould wash downs for first reports. We are recruiting additional Building Technicians to increase our capacity of inspecting properties and provide post inspections. We continue to carry out the installation of Positive Input Ventilation Units (PIVs) in properties to help customers manage high humidity in their home.</p> <p>Due to the limited KPI data collected in 2022/23 we were unable to develop targets that met the SMART methodology. 2023/24 data will be used to develop targets for 2024/25.</p>

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Comments
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17	% of repairs completed right first time	71.60	83.00	72.06	74.09	This quarter, of the 25,134 works orders completed, 18,621 were completed first time. 74.09% of repairs were completed right first time, marking an improvement from the previous quarter. Changes that have been made to the Online MyAccount Portal with more detailed diagnostics for customers. We have further improvements to our website and online reporting in development. Multi-skilling of our tradespeople has led us to expand van stock, so parts are more readily available. Analysis is being carried out to repairs requiring further actions to ensure van stocks are adequate and continually monitored. We expect to see further improvements throughout the financial year.
18	Appointments kept as a percentage of appointments made	92.70	94.00	93.72	93.01	<p>During this quarter, 23,210 appointments made, 21,588 were kept. The repairs service continues to go through a change process to make repairs delivery more efficient. To facilitate some of these changes we needed to free up some of the diaries by holding some appointments until the new process was in place.</p> <p>As a result there was a minor decline in performance during the quarter. The changes is now complete, and we hope to return to demonstrating improvements in the next quarter.</p> <p>Breakdown: Emergency Repairs – 1,416 appointments made, 1,349 were kept = 95.27%. Urgent Repairs – 8,204 appointments made, 7,713 were kept = 94.02%. Routine Repairs – 13,590 appointments made, 12,526 were kept = 92.17%.</p>
19	% of tenants satisfied with their most recent repair (transactional repairs)	83.58	80.00	84.17	84.37	This indicator is measured by a text survey. In this quarter, of the 4,121 returned surveys 3,213 were very satisfied and 264 fairly satisfied with the most recent repair. Overall satisfaction has improved since quarter 1, 2023/24. The increase in satisfaction from customers could be attributed to changes in service. We are reviewing and learning from complaints to identify key trends and issues that will help inform service improvements going forward.
20	% of residents satisfied with how their anti-social behaviour case is handled (transactional ASB case)	54.55	62.00	28.59	40.00	<p>During this period 322 customers were linked to cases that were closed (some cases had no customer and others had more than one). Of these, 72 customers had opted in to receiving a satisfaction survey by text message and a total of 15 responded to the satisfaction question. Of the 15 responses, eight expressed dissatisfaction with the service provided and they were then contacted to discuss further. When contacted, one customer said they were very happy with the service received from Gateshead Council, their dissatisfaction related to Northumbria Police. If the satisfaction was amended to reflect this, the result would be 46.67% satisfaction.</p> <p>Customer feedback highlighted the need to update customers on ASB case management progress and this has been shared with Managers. There have been discussions with ICT and Senior Housing Managers in relation to satisfaction levels. It has been agreed that changes will be made to NEC processes which will be complimented with training to investigating officers.</p>

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Comments
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21	Agreement that the landlord treats tenants fairly and with respect	47.00	77.00			This indicator is measured by a perception satisfaction survey and reported to the Regulator of Social Housing (RSH) on an annual basis. The survey will be carried out by telephone to ensure that we hear from a sample of tenants that reflects our customer profile. An external provider Kwest Research Ltd have been appointed to carry out the survey on behalf of the Council in 2023/24 and 2024/25. The survey will be completed in two phases each year, October and March. The combined results will then be reported to the RSH. A communications plan will support delivery of the survey, feedback of results and our response to the results.
22	Overall satisfaction, taking everything into account	44.00	73.00			Please refer to KPI 'Agreement that the landlord treats tenants fairly and with respect' for comment.
23	Satisfaction that the home is safe	51.00	65.00			Please refer to KPI 'Agreement that the landlord treats tenants fairly and with respect' for comment.
24	Satisfaction that the home is well maintained	36.00	60.00			Please refer to KPI 'Agreement that the landlord treats tenants fairly and with respect' for comment.
25	Satisfaction that the landlord keeps communal areas clean and well maintained	55.00	63.00			Please refer to KPI 'Agreement that the landlord treats tenants fairly and with respect' for comment.
26	Satisfaction that the landlord keeps tenants informed about things that matter to them	45.50	71.00			Please refer to KPI 'Agreement that the landlord treats tenants fairly and with respect' for comment.
27	Satisfaction that the landlord listens to tenant views and acts upon them	29.00	57.00			Please refer to KPI 'Agreement that the landlord treats tenants fairly and with respect' for comment.
28	Satisfaction that the landlord makes a positive contribution to neighbourhoods	34.00	56.00			Please refer to KPI 'Agreement that the landlord treats tenants fairly and with respect' for comment.
29	Satisfaction with repairs	52.00	80.00			Please refer to KPI 'Agreement that the landlord treats tenants fairly and with respect' for comment.
30	Satisfaction with the landlord's approach to handling anti-social behaviour	31.00	47.00			Please refer to KPI 'Agreement that the landlord treats tenants fairly and with respect' for comment.
31	Satisfaction with the landlord's approach to handling complaints	21.00	41.00			Please refer to KPI 'Agreement that the landlord treats tenants fairly and with respect' for comment.
32	Satisfaction with time taken to complete most recent repair	42.00	60.00			Please refer to KPI 'Agreement that the landlord treats tenants fairly and with respect' for comment.
33	Satisfied that their housing landlord, Gateshead Council, is easy to deal with	44.00	70.00			Please refer to KPI 'Agreement that the landlord treats tenants fairly and with respect' for comment.
34	Anti-social behaviour (ASB) cases relative to the size of the landlord	New in 2023/24	56.00	17.64	31.21	During this period 568 new ASB cases were opened. This is a decrease of 3% when compared to the same period last year when 584 new cases were opened. Of the new cases, 553 (97%) cases related to general ASB and 15 (3%) cases related to Hate Crime. An ASB review is on-going and outcome of the review, will lead to changes to ASB reporting procedures and improving access to service for customers experiencing ASB. ASB cases relative to the size of the landlord's housing stock provides the Regulator of Social Housing (RSH) with the number of complaints received per 1000 properties. This, alongside data from other Tenant Satisfaction Measures (TSM's) provides an indication as to how effective the current ASB Policy is.

		2022/23	2023/24			
KPI No	Performance Measure	Year End	Target	Quarter 1	Quarter 2	Comments
35	Complaints relative to the size of the landlord	New in 2023/24	13.00		7.58	<p>Complaints relative to the size of the landlord's housing stock provides the Regulator of Social Housing (RSH) with the number of complaints received per 1000 properties. This alongside data from other Tenant Satisfaction Measures provides an indication as to how effective a landlord's complaint policy is being implemented.</p> <p>The Council has adopted a simpler two stage process for housing complaints to reflect the Housing Ombudsman complaint handling code requirements. This has been supported by Team Briefs, good practice guidance and complaint handling training for almost 100 employees. As a result there has been an increase in the number of stage 1 complaints registered from 22 in quarter 1 to 92 in quarter. 2. This should be viewed as a positive improvement. Of the 92 stage 1 complaints, 73 (79%) related to repairs and maintenance and 15 (16%) related to Neighbourhood Housing Services. We also received a total of 15 stage 2 complaints during quarter 2 a slight increase from 14 in quarter. When compared to the overall number of complaints registered it reflects a smaller proportion that are now being escalated to the next stage. Of the 15 stage 2 complaints, 9 (60%) related to repairs and maintenance and 6 (40%) related to Neighbourhood Housing services. In total we received 107 complaints during this period.</p> <p>The results are reported annually to the RSH as part of a suite of TSM indicators.</p>
36	Complaints responded to within Complaint Handling Code timescales	New in 2023/24	66.00	55.00	52.50	<p>This KPI is reported annually to the Regulator of Social Housing as part of the new set of Tenant Satisfaction Measures. The KPI measures compliance with a requirement of the Complaint Handling Code (Housing Ombudsman).</p> <p>The target for Stage 1 complaints is 10 days and in Qtr 2 we received a total of 92 stage 1 complaints and responded to 46 (50%) within the target of 10 working days. We received a total of 15 stage 2 complaints in quarter 2, with 100% being answered within the target timescale of 20 working days.</p> <p>The 10 day target is challenging and we are not yet meeting our target. To support officers we have delivered complaint handling training to almost 100 employees and issued Team Briefs and Good Practice Guides. New complaints monitoring reports will help us to monitor performance closely and will highlight any complaints that are approaching target dates.</p>
37	Asbestos safety checks	New in 2023/24	100.00	100.00	99.83	<p>3525 asbestos safety checks are required and 3519 have been carried out.</p> <p>There are 2 blocks overdue and have access issues. The asbestos team are currently arranging access to these blocks with housing management to ensure the blocks are surveyed as soon as possible.</p> <p>The asbestos team continue to utilise the asset management system and planned maintenance programme to ensure all asbestos reinspections are issued, residential blocks surveyed and reports are received. All surveys are then reviewed and actions processed to ensure any remedials are carried out in the correct timescales to maintain the safety of the residential blocks.</p>

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38	Water safety checks	New in 2023/24	100.00	42.53	42.56	The total number of checks where risk assessments are required is 18518 made up of 18455 domestic dwellings and 63 communal areas. A total of 7882 risk assessments were carried out by end of quarter 2 made up of 7819 domestic dwellings and 63 communal areas. A new water hygiene and legionella risk assessor has been employed by the building safety team and interviews are being held for an additional risk assessor. They will assist in a full review of the processes and procedures whilst also carrying out the high risk domestic legionella risk assessments as a priority. The water hygiene process will also be moving to a new dedicated compliance management database which will help to streamline and improve the process. The new software should help to improve productivity and assist with reporting.
39	Fire safety checks	New in 2023/24	100.00	100.00	100.00	In review of all domestic blocks requiring an Fire Risk Assessment (FRA) it was found 4 blocks were outstanding. This was due to a change in procedure for recording FRA's. The fire team had carried out the FRA's in time and had progressed any urgent or high risk actions. As with the other areas of compliance, the FRA process is currently under review and will be moving into a new dedicated compliance database in the coming months. This will help to streamline the process and improve reporting.
40	Gas safety checks	New in 2023/24	100.00	100.00	100.00	Of the 16613 gas services required 100% had been serviced by the end of quarter 2. The gas servicing team continue to perform well and achieve full compliance. Where a non access is identified a robust non access process is enforced which would culminate in a warrant if required to ensure compliance and gas safety. The gas safety manager also has a full audit process in place to maintain the high standards of both the operational work on site and the quality of the certification, data and documents.
41	Lift safety checks	New in 2023/24	100.00	82.81	62.01	There are 2219 dwelling units across 15 blocks. OF these blocks lift safety checks effect 843 dwelling units. (1376/2219 = 62.01%). Management of passenger lifts will be moving out of the existing database and into a dedicated compliance management software solution database. This has now been procured and will improve the management of lifts, contractors and improve the reporting of passenger lift compliance moving forward. This is expected to take between 3 to 6 months to implement. Meetings are taking place with the lifting contractor in relation to current performance, contractor performance will be monitored through monthly performance meetings to improve performance.

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42	Proportion of homes that do not meet the Decent Homes Standard	3.70	3.20			<p>Performance for this indicator is measured annually and will be reported at quarter 4. Capital investment work is on site across the borough delivering improvements that will make homes 'decent' and prevent others from becoming 'non-decent'. By the end of the second quarter six investment schemes are nearing completion and a further 44 are either onsite or about to start on site.</p> <p>The housing capital investment programme has been developed to deliver improvements that will make some homes decent and prevent others from becoming non-decent. Some work is currently on specific sites and will be delivered across the year to improve the stock. A five year investment plan is also in place to forecast and steer future investment in the stock. The housing capital programme is aligned to the priorities in the HRA Housing Asset Management Strategy.</p>