

## Housing Key Performance Indicator Target Setting 2024/25.

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### Purpose of Report

1. To provide an update and receive feedback on the Housing Environment & Healthier Communities (HEHC) Key Performance Indicators (KPI) proposed targets 2024/25.

### Background

2. An annual target review began in January 2024 and all targets have been reviewed using S.M.A.R.T. (Specific, Measurable, Attainable, Realistic, Timely) methodology. This will ensure that targets set are challenging and demonstrate the Council's commitment to improve service delivery.
3. Where performance data is available for 2022/23 and 2023/24 it is used to identify trends to help inform 2024/25 targets.
4. In addition, benchmarking data from HouseMark is used to identify our current quartile position and compare current performance against the wider housing sector. We aim to improve our performance towards the top quartile or the next available quartile in the shortest possible time, except where we are performing at top quartile already.
5. The peer group we use is made up of other national local authorities, ALMO's and housing associations. These organisations have a similar social housing stock size to Gateshead and deliver a similar housing service.
6. For indicators where no benchmark comparisons exist or previous performance data, we have set targets at a level that we feel is achievable and appropriate taking into consideration any influencing factors.

### Thrive

7. The Council is committed to ensuring that Gateshead is a great place for people to live, work and visit. The proposed indicators will help manage performance, support service improvement, improve customer service and assist in achieving the Thrive Agenda.

### Key Performance Indicators

8. It is proposed that the following KPI's should be amalgamated and reported as one.
  - Total households initially assessed as owed a homelessness duty.
  - Households with dependent children owed a duty under the Homelessness Reduction Act Child and Maternal Health.

- New - Total households assessed as owed a Statutory homelessness duty.
9. KPI supporting commentary in quarterly performance reports will breakdown the data between households that are owed a duty and households with children that are owed a duty. This will allow for further forensic scrutiny by officers and OSC. See appendix for additional commentary.
10. It is proposed the following KPI title will change as below:
- From - % of households that remained in existing accommodation.
  - To - % of homeless households that remained in existing accommodation.
11. The following KPI will be replaced as it measures those people that we categorised as sleeping rough at the time of the Council assessment when that person presented themselves as homeless. The proposed new indicator will measure the people that were sleeping rough, and data is collated by officers visiting areas where people sleeping rough congregate.
- Total households assessed and owed a homelessness duty who were sleeping rough at time of application.
  - New - Number of people who have slept rough in Gateshead over the course of the period.
12. The measurement of the following KPI is being revised to reflect Awaab's law. The Council are now required to adhere to the Act definition for damp and mould data capture and reporting. Development work beginning in 2023/24 and will continue into 2024/25. It is considered that accurate data realisation may not be evident until quarter 2, 2024/25. Therefore, this KPI has a baseline target.
- % of damp and mould cases that have been successfully resolved.
13. The following TSMs below were initially published by the Regulator as follows:
- Anti-social behaviour (ASB) cases relative to the size of the landlord.
  - Complaints relative to the size of the landlord per 1,000 homes.
  - Repairs completed within target timescale.
14. Using the submission guidance publicised by the Regulator on 30 June 2023 it has been established that we are required to submit data as detailed below. To ensure compliance with the Regulators requirements we have split the original KPI's above into individual KPI's as below and developed individual targets. See appendix for additional commentary.
- New - Number of anti-social behaviour cases, opened per 1,000 homes (including hate incidents).
  - New - Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.

- New - Number of stage one complaints received per 1,000 homes.
- New - Number of stage two complaints received per 1,000 homes.
  
- New - Percentage of non-emergency responsive repairs completed within the landlord's target timescale.
- New - Percentage of emergency responsive repairs completed within the landlord's target timescale.

15. The attached Appendix sets out in detail the revised suite of KPI's and their proposed targets. A comments field provides specific details and reasoning on how the targets were developed.

### **Recommendations**

16. Feedback and agreement is sought on the:

- The proposed set of KPI targets for 2024/25.

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Contact: Martin Poulter ext 5380.