

**Housing, Environment and Healthier Communities.**

		2021/22	Quarter 2 2022/23					
Service Area	Performance Indicator	Year End Performance	Target	Quarter 1	Quarter 2	Trend Against Previous Result	Traffic Light	Comments
Customer and Support Services	% tenant profile data verified							Following a review of Key Performance Indicators (KPIs) it has been proposed that this indicator is changed from a KPI to a Management Performance Indicator (MPI). It is important that we collect profile information so we can tailor services to meet needs. However, we will take a stepped approach to embedding collection. Work has continued with ICT to update NEC (Northgate) and include verification of profile information questions in the most appropriate location of the system. A separate report on the Review of KPI's will be presented to HEHC OSC on 07.11.22.
Customer and Support Services	% of self-service transactions – rent payments	23.70		23.48	21.94	↓		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 (18%), Direct Debit (15.9%) and Standing Order (11.7%).
Customer and Support Services	% of self-service transactions – responsive repairs	9.00		11.60				Duplication of works orders and misdiagnosis of repairs by tenants using the MyHousingAccount have been identified as issues that impact on the accuracy of the data used to report on this indicator. Therefore, reporting of this indicator will be suspended until these issues are resolved. A further update will be provided in the quarter 3 update.
Customer and Support Services	% tenants satisfied that their housing landlord, Gateshead Council, is easy to deal with	52.00						This indicator is measured by an annual Customer Satisfaction survey that was last carried out in 2021. The key theme of the comments left by dissatisfied customers were predominantly related to repairs and maintenance but also highlighted poor communication with tenants across all services. The results of the survey were shared widely across HEHC service areas, including the Repair and Maintenance Improvement project team. A Customer Contact workstream as part of the Housing Improvement programme will use the feedback and insight to inform the work undertaken. The Customer Satisfaction survey will be issued again in November 2022 and this question will be included.
Customer and Support Services	% of tenants satisfied with their new Council home							Following a review of KPI's it has been proposed 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. A separate report on the Review of KPI's will be presented to HEHC OSC on 07.11.22.
Customer and Support Services	% of tenants satisfied with the overall appearance of their neighbourhood	42.00						This indicator was measured by an annual Customer Satisfaction survey that was last carried out in 2021. However following the introduction of a new suite of Tenant Satisfaction measures by the Regulator of Social Housing it is proposed that this KPI is deleted. It will therefore not be collected in 2022.23. A separate report on the Review of KPI's will be presented to HEHC OSC on 07.11.22.
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						Following the introduction of a new suite of Tenant Satisfaction measures by the Regulator of Social Housing it is proposed 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. A separate report on the Review of KPI's will be presented to HEHC OSC on 07.11.22.

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Customer and Support Services	% of tenants satisfied with the service provided by your housing Landlord, Gateshead Council	49.00						This indicator is measured by an annual Customer Satisfaction survey that was last carried out in 2021. Since 2015 the trend has shown declining levels of satisfaction with Housing services in Gateshead with the biggest drop being recorded in the survey carried out in 2021/22. In Gateshead the key theme of respondents who expressed dissatisfaction predominately related to repairs and maintenance and more generally communication with services. Both of these feature as workstreams in the Housing Improvement Programme and the feedback and insight from the comments have been shared with the project groups. Following the introduction of a new set of Tenant Satisfaction Measures the Customer Satisfaction survey will be issued later in 2022/23.	
Customer and Support Services	% of tenants satisfied with the services provided by Gateshead Council (former tenants)							Following a review of KPI's it has been proposed that this indicator should be changed to an MPI. Data will continue to be collected and used by Service Managers to monitor FT arrears and new debt created. Data will feature in Annual Lettings Report and is also collected for HouseMark. A separate report on the Review of KPI's will be presented to HEHC OSC on 07.11.22.	
Customer and Support Services	Number of formal step 2 complaints received	97.00		16.00	28.00			The benchmarking organisation HouseMark, indicates that a landlord the size of Gateshead Council should expect to register approximately 110 formal complaints per quarter (440 per year). The figure for quarter 2 is 28 an improvement on quarter 1. A review has taken place of complaint handling within Repairs and Maintenance service and further guidance and training will be provided. Following the introduction of a new suite of Tenant Satisfaction measures by the Regulator of Social Housing it is proposed that this KPI is deleted. It will be replaced from 2023.24 with a new TSM - Complaints relative to the size of the landlord. A separate report on the Review of KPI's will be presented to HEHC OSC on 07.11.22.	
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			During this quarter 14 out of 16 Stage 2 complaints and 1 out of 4 stage 3 complaints were responded to within timescale. Following the introduction of a new suite of Tenant Satisfaction measures by the Regulator of Social Housing it is proposed that this KPI is deleted. It will be replaced from 2023.24 with a new TSM - Complaints responded to within Complaint Handling Code timescales. A separate report on the Review of KPI's will be presented to HEHC OSC on 07.11.22.	

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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			<p>This case related to the handling of repairs in one of the Council's tenancies, the Housing Ombudsman determined there was:</p> <ul style="list-style-type: none"> <li>•Maladministration in the council's handling of repairs at the property.</li> <li>•Maladministration in the council's complaint handling and record keeping.</li> </ul> <p>As a result of this decision the council were ordered to:</p> <ul style="list-style-type: none"> <li>•Apologise to the resident for the failings identified by this investigation.</li> <li>•Re-offer the £150 decoration vouchers and £180 compensation if not previously accepted.</li> <li>•Pay the resident a total of £550 compensation comprised of: <ul style="list-style-type: none"> <li>•£350 for the distress and inconvenience caused by the handling of repairs at the property between July 2019 and July 2020.</li> <li>•£200 for the distress and inconvenience caused by the complaint handling failures identified by this investigation.</li> </ul> </li> <li>•Arrange an inspection of the property to ensure that repairs completed in 2020 and 2021 were carried out to an acceptable standard.</li> <li>•Contact the resident and enquire whether they wish to raise a formal complaint about issues that transpired between April and December 2021. If so, the Council should deal with the complaint in line with its complaints policy.</li> <li>•Remind staff of: <ul style="list-style-type: none"> <li>•The importance of keeping a clear and accurate audit trail of all repairs – including major works.</li> <li>•The timescales and exclusions detailed in the complaints policy.</li> </ul> </li> </ul>
Home Improvement	% residents satisfied with adaptations to their home							<p>Measuring the number of adaptations can increase or decrease year on year depending upon the demand on the service. The data does not inform the reader how we are meeting the Thrive Agenda or if indicate whether service delivery is good or bad.</p> <p>It is considered that a better indicator would be '% of adaptations where the Council have made Gateshead Residents lives better'.</p> <p>Data is collected directly from the resident receiving the service regardless of their housing tenure (social housing, owner occupier, privately rented etc). A process will have to be developed to capture this data. This measure will not be reportable until quarter 4, 2022/23.</p>
Homelessness	Total households initially assessed as owed a homelessness duty	1615.00	1700.00	363.00	721.00			<p>As at the end of quarter 2 the cumulative total of incidences where service offered advice and assistance was 1543. These households either presented or were referred to us as being homeless or at risk of homelessness. This is a significant increase from the same period last year where we saw 1370.</p> <p>729 households were assessed, of which 721 were initially owed a homeless duty. This is a decrease in comparison to the same period last year. (in Q2 2021/2022 824 households were assessed and 816 were initially owed a duty).</p> <p>Within the Housing Solutions service we have been focussing on providing enhanced advice and support at the first point of contact - meaning people are getting advice and support which prevents the need for a formal homelessness assessment.</p>

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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			<p>As at the end of quarter 2. From the cumulative total of the 721 households who were initially assessed as owed a duty 158 (22%) who lost their last settled accommodation due to domestic abuse. This percentage is higher than the average for the North-East (14%) but consistent within Gateshead.</p> <p>We have specialist domestic abuse and housing outreach workers who offer support and advice to prevent or relieve the victim's homeless situation. Our proactive approach impacts positively reducing the volume of cases that come through at prevention stage. Many local authorities do not provide victims of domestic abuse with a homeless assessment during the allocations process. Our new Homelessness and Rough Sleeping Strategy includes several actions that we will carry out with partners to prevent and reduce homelessness due to domestic abuse.</p>	
Homelessness	Total households assessed and owed a homelessness duty who were sleeping rough at time of application	35.00		5.00	8.00			<p>As at quarter 2 the cumulative total of the 721 households assessed as owed a duty, 8 were recorded as sleeping rough in the judgement of the assessor at the time of the assessment. This is a decrease compared to the same quarter last year where we saw 21 clients assessed as rough sleeping. 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>We work pro-actively in Gateshead to prevent households sleeping rough and our accommodation of non-priority households if they are at risk of rough sleeping supports this approach. Our new Homelessness and Rough Sleeping Strategy has a specific aim to have 'no-one sleeping rough or in unsuitable accommodation'. The strategy sets out the actions that we will carry out with partners to deliver this aim and reduce rough sleeping in Gateshead.</p>	
Homelessness	Number of households in nightly-booked temporary accommodation	325.00		100.00	202.00			<p>Nightly booked accommodation is used to respond to emergency situations and to prevent rough sleeping until appropriate accommodation becomes available. In Gateshead we have four bedspaces for single males available as 24/7 direct access emergency accommodation.</p> <p>As at quarter 2 the cumulative total of households placed in nightly accommodation was 202 across the 6 month period. This is an increase in comparison to the same period last year in which 166 households were placed.</p> <p>The average stay in nightly booked accommodation for single households was 8 nights (6 nights for households with children).</p> <p>The length of stay in nightly stay accommodation has increased for families from three nights for this period in 2021/22 to six 6. For single people the average stay has increased from 5 nights in 2021/22 to 8 nights in the first 6 months of 22/23.</p> <p>There are challenges currently in facilitating move on from temporary accommodation due to a number of issues impacting, including a shortage of suitable accommodation, increased demand and ongoing voids issues which are being addressed in the short term with longer terms plans being developed.</p> <p>Our new Homelessness and Rough Sleeping Strategy identifies the need to review supported accommodation including 24/7 access. This is being progressed and all supported accommodation is due to be recommissioned by June 2023.</p>	

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Homelessness	Number in nightly-booked accommodation who are households with children	31.00		17.00	39.00			<p>As at quarter 2 the cumulative total of the 202 households placed into nightly booked accommodation, 39 (19%) had children, this is an 8% increase in comparison to the previous year.</p> <p>This increase is due to low turnover of temporary accommodation as it is taking longer for families to be offered a suitable property.</p> <p>From this figure of 39 households &lt;5 did not have children staying with them in the nightly booked accommodation as the children stayed with family.</p> <p>Our new Homelessness and Rough Sleeping Strategy has a specific aim to have 'no-one sleeping rough or in unsuitable accommodation'. The strategy sets out actions we will carry out with partners to deliver this aim and reduce bed and breakfast stays in Gateshead.</p>	
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	↓		<p>As at quarter 2 the cumulative total of households that were assessed was 729. Of those, 721 were owed an initial duty (560 were owed a prevention duty and 161 a relief duty).</p> <p>Of the households where prevention duty ended, the service prevented 287 households (52%) from becoming homeless by securing their current or new accommodation for at least 6 months.</p> <p>Of those, 59 (21%) remained in existing accommodation.</p> <p>Accommodation was also secured for 6 months plus for 132 households where their relief duty ended.</p> <p>This is a decrease on the same period in 2021/22 where 54% of households secured accommodation for 6 months or more at the end of prevention duty.</p> <p>As part of our homelessness and allocations review we will be considering how we can best support people to sustain their tenancies and prevent homelessness.</p>	
Homelessness	Households with dependent children owed a duty under the Homelessness Reduction Act Child and Maternal Health			5.30	10.10			<p>10.1 Gateshead households owed a duty per 1000 Gateshead families</p> <p>This is a new indicator for 2022/23 and will be monitored for the next 12 months to establish any patterns and trends.</p>	
HomeRepairs	% of repairs completed right first time	73.37		70.64	70.97	↑		<p>Of the 22,263 repairs, 15,801 were completed right first time with an overall performance of 70.97%.</p>	
HomeRepairs	Appointments kept as a percentage of appointments made	89.49	92.00	91.36	91.45	↑		<p>Of the 20,586 appointments made, 18,825 were kept with an overall performance of 91.45%. The overall performance is made up of the following priorities.</p> <p>Urgent – 9,296 completed, 8,611 in target = 92.63%</p> <p>Routine – 11,290 completed, 10,214 in target = 90.47%</p>	
HomeRepairs	% of emergency, urgent and routine repairs completed within timescale	82.21	94.00	78.65	79.80	↑		<p>Of the 30,649 repairs, 24,457 were completed within target with an overall performance of 79.80%.</p> <p>The overall performance is made up of the following priorities.</p> <p>Emergency – 7,887 completed, 6,655 in target = 84.38%.</p> <p>Urgent – 10,723 completed, 9,018 in target = 84.10%.</p> <p>Routine – 12,039 completed, 8,784 in target = 72.96%.</p>	
HomeRepairs	% of tenants satisfied with their most recent transaction (repairs)	73.56		70.95	74.58	↑		<p>15,695 customers were asked if they wanted to participate in a satisfaction survey. Of those surveys offered 4,729 (30.13 % return rate) were completed and 3,527 customers were satisfied with the overall service they received, giving an overall satisfaction rate of 74.58%.</p>	

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Housing Services	% of residents satisfied with how their anti-social behaviour case is handled	79.06			50.00			In April 22 a new procedure was introduced to capture customer satisfaction via automated text facility. During this period there were 141 customers to survey and we received 41 responses: 6 customers opted out; 1 blank response received and 34 completed the survey. Of the 34, 17 (50%) customers were very satisfied or fairly satisfied, 4 customers said they were neither satisfied nor dissatisfied. A review of the remaining 13 cases has been undertaken by the NRT manager; in 12 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 case requires further actions to resolve the issues and this is currently in progress.
Investment	% of residents satisfied with planned/investment works	90.79	97.00	91.67	96.88	↑		To date one customer was dissatisfied and this was reported in quarter 1. No further expressions of dissatisfaction were received during quarter 2. Any negative comments are discussed with contractors, with a view to improving the service delivered, should a trend be highlighted.
Lettings	No. of under-occupied council tenants that have downsized	64.00		17.00	27.00			The property types released as a result of tenants downsizing into smaller properties included: 1 x 3 bed bungalow (which very rarely become available). 1 x 4 bed house. 14 x 3 bed houses. 5 x 2 bed houses.
Lettings	No. of overcrowded households that have been assisted to relieve their overcrowding	98.00		19.00	37.00			13 applicants have been rehoused from the Urgent Need category (Band 2). 24 applicants have been rehoused from the Substantive Need category (Band 3).
Neighbourhood Services	% of tenancies terminated in the first 12 months	0.72		0.20	0.35			The total cumulative number of tenancies terminated in the first 12 months of tenancy in quarter 2 was 64 – (0.35%), as a total number of 18395 housing stock. This represents 11% of total number of all tenancies terminated for this period. The main termination reasons for tenancies terminated in the first 12 months of tenancy are: <ul style="list-style-type: none"> <li>•Dislike estate/property/street – 14 (22%)</li> <li>•Medical condition – 7 (11%)</li> <li>•Move closer to family/friends/work/school – 7 (11%)</li> <li>•Deceased – 6 (9%)</li> <li>•Unable to manage property / tenancy – 6 (9%)</li> <li>•Anti-social behaviour – 5 (8%)</li> <li>•Other – 19 (30%)</li> </ul> The termination procedure (including termination reasons) has been reviewed to ensure that more detail is collected of the reasons tenants are ending their tenancies within the first 12 months. In addition, a cross service group will meet quarterly to review the data with a view to improving tenancy sustainment. The first meeting is taking place during quarter 3 and will continue to meet thereafter.
Neighbourhood Services	% tenancies audited within 12 months							A definition for the indicator has been agreed. 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. Whilst the overarching "tenancy audits" programme will now begin in quarter 3, 356 tenancy audits have taken place in quarter 1 and 2 as part of the tenancy change and pre termination inspection processes.

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Neighbourhood Services	% exit interviews completed							The termination procedure (including termination reasons) has been reviewed and has been adapted to include an exit survey. The NEC Housing System is being updated to ensure that the exit interviews can be effectively recorded and outcomes reported. The survey will be implemented during quarter 3 (backdated to the beginning of quarter 1) with the first reporting in quarter 4.	
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						<p>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.</p> <p>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.</p> <p>Where the Council identifies a Category 1 Hazard (the most serious), the Council has a duty to take action in relation to the hazard.</p> <p>Category 1 hazards are those where the most serious harm outcome is identified, for example, death, permanent paralysis, permanent loss of consciousness, loss of a limb or serious fractures. This performance will be reported annually at year end.</p>	
Property and Assets	% stock with a negative Net Property Value (NPV)	13.10						<p>Work has commenced to produce the NPV performance data, with the initial dataset having now been rerun. The initial raw data set indicates less than 10% of the stock has a negative NPV. This figure includes properties that have already been identified in the HRA Asset Strategy as targets for options appraisal. Work is underway to validate the raw data set and produce the full Viability Tool, which includes the NPV dataset.</p> <p>Annual performance data is scheduled to be reported in quarter 4, 2022/23, if possible that will be brought forward to quarter 3.</p> <p>The performance measure is set with a baseline target. Data collected in 2021/22 will be used to develop performance targets for 2022/23. 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. Properties with expected management and maintenance costs in excess of their projected total income will have a negative NPV rating.</p>	
Property and Assets	% of planned repairs							<p>This indicator was scheduled to be reported as baseline at the end of quarter 2. Due to staff absence the work to collate the dataset and develop the report needed to produce the performance figure could not be completed.</p> <p>Inline with service need, priority has been given to the implementation and testing of the property interface between NPS and Civica Keystone and the refresh of the HRA Viability tool. Work that is required to facilitate the next round of HRA stock options appraisals. Performance will be report at quarter 4 as baseline.</p>	

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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	↑		<p>Rent collection of 97.42% is lower than at the end of the previous year, but is the highest so far this year. The cost of living and energy cost increases are having an impact on tenants' ability to pay rent. Requests for debt advice are increasing along with referrals for help with energy issues such as emergency top-ups for prepayment meters.</p> <p>6,664 tenants are currently in receipt of Universal Credit, and 2,994 of these have an Alternative Payment Arrangement in place, with a further 29 pending.</p> <p>1,139 tenants are known to have benefit reductions for under-occupation and 130 are affected by the benefit cap.</p> <p>There have been no evictions for rent arrears so far this year.</p>	
Rent and Income	Rent lost due to empty properties as a % of rent due	2.82	3.50	2.79	2.90	↓		<p>Void loss totalled £1,345,555 at the end of Quarter 2.</p> <p>Void levels have increased in the first half of the year, but reducing the backlog of void repairs is a priority and will enable more properties to be let.</p>	
Rent and Income	Current tenant arrears as a % of rent due (excluding voids)	6.00	4.50	6.90	6.99	↓		<p>Rent arrears of current tenants have increased by £1million so far this year (compared to £600k in the same period last year), and at the end of quarter 2 stood at £6,059,608. More tenants have required support with cost of living issues, and more direct debits (which are usually a more stable payment method) have failed.</p> <p>The team have delivered over £1.2million of financial gains for tenants so far this year, which helps them to pay rent and reduce arrears</p> <p>The 6,664 tenants receiving UC owe £3,787,046.67 and the 1,139 tenants affected by under occupation owe £196,608.</p>	
Rent and Income	Rent arrears of former tenants as a % of rent due (excluding voids)	3.58	3.50	3.57	3.85	↓		<p>Former tenant rent arrears stood at £3,335,267 (£3,058,357 at same point last year).</p> <p>£222,400 has been collected so far from former tenants (£157,347 last year), and new debt of £492,560 has been created (£393,541 last year).</p>	
Spatial Planning and Environment	Number of new homes built against annual housing requirement	373.00		373.00				<p>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.</p>	
Spatial Planning and Environment	% of new homes built that are affordable by the council	3.00		4.00				<p>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.</p>	
Spatial Planning and Environment	% of new homes built that are affordable by RP's	47.00		69.00				<p>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.</p>	
Spatial Planning and Environment	% of new homes built that are affordable by developers	18.00		27.00				<p>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.</p>	

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Strategic Housing and Residential Growth	Total CPP of housing management	346.56						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. The data for this performance measure will be available later in the financial year.	
Strategic Housing and Residential Growth	Total CPP of responsive repairs and void works	1218.49						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. The data for this performance measure will be available later in the financial year.	
Strategic Housing and Residential Growth	Total CPP of void works (management)	64.87						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. The data for this performance measure will be available later in the financial year.	
Strategic Housing and Residential Growth	Total CPP of void works (service provision)	461.80						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. The data for this performance measure will be available later in the financial year.	
Vacant Properties	Percentage of council homes empty for 6 months or more	0.32		0.30	0.54	↓		The number of council homes empty for 6 months has increased to 99 at the end of quarter 2. 14 are held because of structural issues or decisions on future use. 52 are undergoing or require repair before they can be let. 33 are now in the process of being let.	

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Service Area	Performance Indicator	Year End Performance	Target	Quarter 1	Quarter 2	Trend Against Previous Result	Traffic Light	Comments	
Vacant Properties	Percentage of homes (remaining tenures) empty for 6 months or more							<p>This performance measure was new for 2021/22. An Empty Homes officer has recently been employed to proactively work towards producing accurate data collection and to work towards reducing the number of empty homes in the Borough. There is potential that this indicator will need to be updated to reflect data readily available. A more detailed update will be provided in quarter 3 to update on this position.</p> <p>The data includes non-Council properties including owner occupiers, privately owned, and registered social landlords (RSL).</p> <p>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.</p>	
Void Properties and Lettings	Average days to let a home from VOID to RTL and RTL to Let	113.00		111.00	106.00	↑		<p>The average time to let has reduced by 5 days by the end of quarter 2 compared to quarter 1. Average 80 days from Void date to Ready to Let (was 83). Average 26 days from Ready to Let to Let (was 28).</p>	