

Appendix Key Performance Indicator Target Proposal 2023/24.									
	Performance Measure	2022/23 Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Proposed 23/24 Target		
1	New homes built in the Borough in the period 2022-2027	N/A	N/A	N/A	N/A	N/A	500		
<ul style="list-style-type: none"> <li>The performance indicator measures the number of new homes built in the Borough.</li> <li>The number of new homes projected to be built within the period 2022-2027 is detailed in the Housing Development Strategy and Programme.</li> <li>It is anticipated that 3500 homes will be built during the period 2022-2027.</li> <li>Of those 450 properties are predicted to be returned for 2022/23 and this data will be confirmed in October 2023.</li> <li>Staggered delivery will be as follows for future years: 2023-2024 = 500. 2024-2025 = 750. 2025-2026 = 850. 2026-2027 = 950.</li> </ul>									
2	% of tenants satisfied with the condition of their new Council home	N/A	N/A	N/A	N/A	N/A	New 2023/24		
<ul style="list-style-type: none"> <li>This KPI is new for 2023/24.</li> <li>Data will be collected via text message that will be sent to customers that we hold telephone details for and will be sent one week after tenancy commencement.</li> <li>Data gathered in 2023/24 will be used to develop targets for 2024/25.</li> <li>Elements of dissatisfaction that are collected will generate a service request to the relevant housing service for a response directly to the customer.</li> <li>Where appropriate dissatisfaction with the condition of the tenants new Council home will inform the developments of the Lettable Homes Standard.</li> <li>Outcomes from collection of customer satisfaction will be identified as we progress through 2023/24 and we will continue to update HEHC OSC via quarterly performance reporting.</li> </ul>									
3	Percentage of council homes empty for 6 months or more.	N/A	0.3	0.54	0.63	0.73	0.5		
<ul style="list-style-type: none"> <li>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.</li> <li>Outcomes from the Construction Services Review will result in more properties becoming Ready to Let, which can then be advertised and let.</li> <li>It is expected that the final two quarters of 2023/24 will show an improvement in performance when compared to 2022/23.</li> <li>The usual method of letting properties is by advertising via our choice based lettings scheme. In addition to repairing more empty homes, the improvement plan also looks for accurate target dates for these repairs so that the advertising properties can be done at an optimum time ahead of the ready to let date. This helps to reduce the time then taken to let. Accompanied viewings are always offered, which helps reduce refusals.</li> <li>It is proposed set the 2023/24 target at 0.5%.</li> </ul>									

	Performance Measure	2022/23 Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Proposed 23/24 Target
4	% of repairs completed right first time.	N/A	70.64	70.97	71.37	71.6	83%
<ul style="list-style-type: none"> <li>• The polarity of this indicator is the higher number of repairs completed right first time the better service is being delivered to customers and Value for Money is being secured.</li> <li>• Where appropriate we have used HouseMark Peer Group 2021/22 data to help us develop targets.</li> <li>• 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 the similar housing service.</li> <li>• HouseMark benchmarking data shows our current performance is in the lower quartile when compared to our peer group (83% and below).</li> <li>• The HouseMark Peer Group 2021/22 data is recorded as - Lower quartile 83%, Median 89% and Upper 95%.</li> <li>• The Construction Services Improvement review is ongoing. The impact of the review and the changes implemented from it will influence the performance result of this indicator.</li> <li>• Ensuring repairs are completed right first time is a key driver to and, links directly to customer repair satisfaction.</li> <li>• It is proposed to set a challenging target of 83% for 2023/24.</li> </ul>							
5	Appointments kept as a percentage of appointments made.	92	91.36	91.45	91.91	92.7	94%
<ul style="list-style-type: none"> <li>• Current performance has seen a continuous improvement since 2021/22 and 2022/23.</li> <li>• HouseMark benchmarking data shows our current performance is in the lower quartile when compared to our peer group (90% and below).</li> <li>• The HouseMark Peer Group 2021/22 data is recorded as - Lower quartile 90%, Median 96% and Upper 98%.</li> <li>• Benchmarking informs us the average days to complete repairs has increased by 40% to around 14 days since 2020.</li> <li>• Many landlords are continuing to complete repairs in target, but are taking longer to do so.</li> <li>• The Construction Services Improvement review is ongoing. The impact of the review and the changes implemented from it will influence the performance result of this indicator.</li> <li>• It is proposed to set an aspirational target of 94% for 2023/24.</li> </ul>							
6	% of damp and mould cases that have been successfully resolved.	N/A	N/A	N/A	N/A	N/A	New 2023/24
<ul style="list-style-type: none"> <li>• This KPI is new for 2023/24.</li> <li>• Issues with damp and mould are a high priority for customer experiencing problems.</li> <li>• Development of this KPI is in line with the Council commitment to the Secretary of State for Levelling Up a new process is in place that involves repairs teams, asset management, housing management and external support resources.</li> <li>• Data will be collected via the NEC housing system.</li> <li>• Raw data is available and will be developed further to ensure accurate and timely KPI reporting in 2023/24.</li> <li>• Data gathered in 2023/24 will be used to develop targets for 2024/25.</li> </ul>							

	Performance Measure	2022/23 Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Proposed 23/24 Target
7	Average days to let a home.	N/A	111	106	105	109	100
<ul style="list-style-type: none"> <li>• Current performance has seen an improvement since 2021/22 (113 days) and throughout 2022/23 as shown above.</li> <li>• The HouseMark Peer Group 2021/22 data is recorded as - Lower quartile 63 days, Median 43 days and Upper 31 days.</li> <li>• Performance results for this KPI are measured from Void to Ready to Let then from Ready to Let to Let.</li> <li>• Year end 2021/22 and 2022/23 YTD data trend analysis shows consistent pattern of progression. <ul style="list-style-type: none"> <li>• 2021/22: Average 81 days from Void to Ready to Let. Average 32 days from Ready to Let to Let. Total 113 days.</li> <li>• Q3, 22/23 Average 79 days from Void date to Ready to Let. Average 26 days from Ready to Let to Let. Total 105 days.</li> </ul> </li> <li>• In March 2023 137 voids were completed and 133 properties were available to let.</li> <li>• There are still a high number of vacant properties undergoing or awaiting work. Existing voids have already been vacant for an average 142 days (as at 10 Feb 2023) and most of these will be let in the year 2023/24. This will improve void rent loss but will have a negative impact on this performance indicator.</li> <li>• The overall target is to have no more than 200 voids undergoing works by the end of September 2023. This is an extremely challenging target and goes over and above the industry standard of 2% of stock.</li> <li>• Because of the ongoing impact of existing void properties, the average days to let will inevitably be high for the year 2023/24. Once long-term voids have been repaired and let, then we can plan for better performance against this indicator from 2024/25 onwards. The proposed target for 2023/24 is 100 days.</li> </ul>							
<b>Homelessness Overview</b>							
<ul style="list-style-type: none"> <li>• The country is experiencing a cost-of-living crisis, and this impacts immensely on people with the least disposable income. They are being hit disproportionately hard and any of these people live in social housing.</li> <li>• Those tenants in the privately rented sector are seeing a significant rise in rent charges or receiving tenancy termination notices from their landlords due to the property being sold.</li> <li>• As the Bank of England continue to increase interest rates households with mortgages across the country are experiencing a reduction in household income.</li> <li>• It is difficult to accurately predict the extent of the impact of the above, but it is considered in the wider housing sector that there will be more people experiencing or threatened by homelessness.</li> <li>• Gateshead Council work closely with partner organisations to offer relief and support from homelessness and this work is supported by Homelessness and Rough Sleeping Strategy.</li> <li>• 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.</li> <li>• Where possible the target setting process encourages performance improvement. Although it is impossible to accurately predict the extent the above will have.</li> <li>• Data analysis has indicated that the proposed targets will remain challenging to meet as we are unable to predict the number of households presenting themselves as homeless.</li> <li>• Performance data collected in 2021/22 &amp; 2022/23 has been used to develop annual/quarterly targets for 2023/24.</li> </ul>							

	Performance Measure	2022/23 Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Proposed 23/24 Target
8	Total households initially assessed as owed a homelessness duty.	1700	363	721	1120	1588	1750
9	Total households assessed and owed a homelessness duty who were sleeping rough at time of application.	N/A	5	8	16	24	29
10	% of households where homelessness prevention duty ended that maintained or secured accommodation for 6+mths.	N/A	57	52	49	47	52
11	% of those that maintained in existing accommodation.	N/A	57	21	17	17	20
12	Households with dependent children owed a duty under the Homelessness Reduction Act Child and Maternal Health.	N/A	5.3	10.1	15.4	N/A	22
<ul style="list-style-type: none"> <li>Homelessness KPI's are being reviewed again as part of the wider review on temporary accommodation including the use of B&amp;B.</li> <li>This may result in a change to the homelessness KPI's and we continue to report on the above until this review is complete.</li> </ul>							
13	% of self-service transactions – responsive repairs.	N/A	11.6	N/A	N/A	N/A	Baseline
<ul style="list-style-type: none"> <li>During quarter 2 2022/23 it was identified that duplication of repair orders and misdiagnosis of repairs via MyHousingAccount was impacting on the accuracy of the data used to report on this indicator.</li> <li>Reporting of this indicator was suspended from 9 January 2023 until these issues were resolved and the system upgraded to ensure accurate repairs reporting moving forward.</li> <li>Service will be reinstated and available for customers to use on 31/5/23.</li> <li>As a result, there is minimal recent data to help develop future performance targets.</li> <li>A baseline target will be set for 2023/24 and data collect in this year will be used to develop targets for 2024/25.</li> </ul>							
14	% stock with a negative Net Property Value (NPV).	N/A	N/A	N/A	N/A	10.4	10
<ul style="list-style-type: none"> <li>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.</li> <li>Properties with expected management, maintenance and investment costs in excess of their projected total income will have a negative NPV rating and will trigger an options appraisal for to address performance issues. ie To demolish.</li> <li>This indicator will be reported annually and the target for 2023/24 will be 10%.</li> </ul>							
15	% of planned repairs	N/A	N/A	N/A	N/A	48.8	Baseline
<ul style="list-style-type: none"> <li>This KPI will measure financial spend for responsive repairs against planned repairs.</li> <li>The KPI will be measured financially as it will be statistically accurate.</li> <li>Data will be extracted by the NEC housing system (responsive &amp; planned repairs) and Agresso (Capital spend).</li> <li>This indicator will be reported annually.</li> <li>The initial 2023/24 target will be set at baseline. During 2023 the 2022/23 financial accounts will be approved by auditors a specific target will be set and reported to this group at year-end.</li> </ul>							

	Performance Measure	2022/23 Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Proposed 23/24 Target
16	Rent collected from tenants as a percentage of rent due to date in the financial year (excluding arrears brought forward)	98	95.77	97.42	97.25	97.79	97.5
<ul style="list-style-type: none"> <li>• Please note Benchmarking data is based on Rent collected from current AND former tenants as a percentage of rent owed. HEHC data is reported for Rent collected from current tenants only as a percentage of rent due to date in the financial year and Rent collected for Former Tenants Separately.</li> <li>• The HouseMark Peer Group 2021/22 data is recorded as - Lower quartile 99%, Median 99.5% and Upper 100%.</li> <li>• The collection rate from current tenants in 2022/23 was 97.79%, down from 98.85% the previous year. 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.</li> <li>• A key factor in the reduced collection rate is the increasing reliance on Universal Credit and accompanying higher risk of rent arrears. Tenants on Universal Credit owed an average £565 at the end of the year, whereas tenants still claiming the legacy Housing Benefit owed £95.</li> <li>• The migration to Universal Credit still has some way to go, as there are still 6,572 tenants receiving Housing Benefit – many of whom are expected to have to migrate over to Universal Credit in the next year.</li> <li>• The impact of Universal Credit will continue to have a negative pull on performance in 2023/24 and beyond.</li> <li>• Local NE benchmarking groups are reporting similar challenges in rent collection.</li> <li>• It is proposed set the 2023/24 target at 97.5%.</li> </ul>							
17	Rent lost due to empty properties as a % of rent due.	3.5	2.79	2.9	2.92	2.98	2
<ul style="list-style-type: none"> <li>• This indicator will be retained.</li> <li>• The target is set in line with the Council Housing Revenue Account (HRA) Business Plan projection and this has been set at 2%.</li> <li>• There has been significant investment into reducing the voids and we need to ensure targets are ambitious and achievable.</li> <li>• Achieving 2% will be challenging however, reducing void levels is a priority for the Council.</li> </ul>							
18	% of tenants satisfied with their most recent repair (transactional repairs).	N/A	70.95	74.58	83.48	83.58	80
<ul style="list-style-type: none"> <li>• When a repair has been completed the customer is sent a text message 30 minutes later asking how satisfaction they were with the service they received.</li> <li>• HouseMark benchmarking data shows our current performance is in the lower quartile when compared to our peer group (80% and below).</li> <li>• The HouseMark Peer Group 2021/22 data is recorded as - Lower quartile 80%, Median 86% and Upper 92%.</li> <li>• HouseMark data collected in December highlighted repairs transactional satisfaction decreased 86%, in line with falls in overall satisfaction</li> <li>• The Construction Services Improvement review is ongoing. The impact of the review and the changes implemented from it will influence the performance result of this indicator.</li> <li>• Ease of reporting, repairs completed right first time, appointments made and kept and length of time it takes to complete repairs are one of the key drivers of overall satisfaction.</li> <li>• It is proposed to set an aspirational target of 80% for 2023/24.</li> </ul>							

	Performance Measure	2022/23 Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Proposed 23/24 Target
19	% of residents satisfied with planned/investment works.	97	91.67	96.88	91.53	94.87	97
<ul style="list-style-type: none"> <li>This indicator will be retained. This data is collection via a transactional survey which collects customers' feedback on actual experience they received when they engaged with a service.</li> <li>Surveys are conducted via a mixture leaving surveys with customers, postal and face to face.</li> <li>The Capital Programme has been developed for 2023/24.</li> <li>The Programme is managed in-house and continues to cover replacement kitchens, bathrooms, rewires, roofs, windows and heating systems.</li> <li>Due to the types of improvements that are suitable for satisfaction survey, the level of returns means that one expression of dissatisfaction can have a considerable impact on the overall score.</li> <li>Taking the above into consideration, it is proposed to maintain the 2022/23 target for 2023/24 at 97%.</li> </ul>							
20	% of residents satisfied with how their anti-social behaviour case is handled (transactional ASB case).	N/A	N/A	50	56.36	54.55	62
<ul style="list-style-type: none"> <li>Prior to 2022/23 performance for this indicator was collect collected via a telephone survey and resulted in data collection being time consuming to collect.</li> <li>To ensure officer time was spent managing and addressing ASB a customer satisfaction text messaging survey was introduced in quarter 2, 2022/23.</li> <li>Data collection via text messaging ensures that customers are surveyed shortly after the ASB case is closed and whilst the experience is still fresh in their mind.</li> <li>However, HouseMark benchmark research highlights that text messaging surveys yield lower customer satisfaction than telephone surveys.</li> <li>This data is collection via a transactional survey which collects customers' feedback on actual experience they received when they engaged with a service.</li> <li>The handling of ASB cases is carried out throughout the social housing network and training, service improvement and sharing of best practise is shared routinely.</li> <li>The HouseMark Peer Group 2021/22 data is recorded as - Lower quartile 50%, Median 63% and Upper 87%.</li> <li>A cross tenure ASB Review has been undertaken in 2022/23 and the proposals from the review will be implemented in 2023/24.</li> <li>Outcomes from the review implementation will be realised as we progress through 2023/24 and we will continue to update HEHC OSC via quarterly performance reporting.</li> <li>It is proposed to reflect the HouseMark Median quartile and set a baseline target for the first full year of text surveys at 62% satisfaction for council tenants.</li> </ul>							
21	Satisfied that their housing landlord, Gateshead Council, is easy to deal with	N/A	N/A	N/A	44	44	70
<ul style="list-style-type: none"> <li>Ease of contact impacts on all of the TSM survey questions.</li> <li>The satisfaction measures is collected via a customer perception survey which is used to gain a broad insight into how customers think and feel about the services we deliver.</li> <li>Monthly HouseMark benchmarking data informs us that customer satisfaction has been falling across the housing sector for 21 months.</li> <li>The HouseMark Peer Group 2021/22 The HouseMark Peer Group 2021/22 data is recorded as - Lower quartile 67%, Median 77% and Upper 85%.</li> <li>The current 2022/23 performance is 44%.</li> <li>It is proposed to set a target of 70% for 2023/24.</li> </ul>							

	Performance Measure	2022/23 Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Proposed 23/24 Target
<b>Tenant Satisfaction Measures (TSM )Overview</b>							
<ul style="list-style-type: none"> <li>• The Regulator for Social Housing (RSH) has introduced a set of detailed Tenant Satisfaction Measures (TSM's) which will be mandatory for all social landlords to collect, publish and submit performance to the RSH.</li> <li>• TSM's will come into force from April 2023. Submission of performance data for 2023/24 is required during summer 2024 and results published nationally during the autumn of 2024.</li> <li>• The set of TSM's were included in the review of HEHC KPI's and form part of the KPI suite.</li> <li>• To ensure that targets set are challenging and demonstrate the Council's commitment to improve service delivery we have used HouseMark benchmarking data from 2022/23 to identify current quartile position and, compare current performance against the wider housing sector.</li> <li>• The following satisfaction measures are collected via a customer perception survey which are used to gain a broad insight into how customers think and feel about the services we deliver.</li> </ul>							
22	Overall satisfaction, taking everything into account - Tenant Satisfaction Measure	N/A	N/A	N/A	44	44	73
<ul style="list-style-type: none"> <li>• The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 72.6%, Median 79.3% and Upper 85%.</li> <li>• Targets are in line with HouseMark 2023/24 benchmarking findings (Lower quartile, 73%).</li> <li>• The current 2022/23 performance is 44%.</li> <li>• It is proposed to set a target of 73% for 2023/24.</li> </ul>							
23	Satisfaction with repairs - Tenant Satisfaction Measure	N/A	N/A	N/A	52	52	80
<ul style="list-style-type: none"> <li>• The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 74.5%, Median 80% and Upper 84.9%.</li> <li>• Targets are in line with HouseMark 2023/24 benchmarking findings (Median Quartile, 80%).</li> <li>• The current 2022/23 performance is 52%.</li> <li>• It is proposed to set a target of 80% for 2023/24.</li> </ul>							
24	Satisfaction with time taken to complete most recent repair (perception) - Tenant Satisfaction Measure	N/A	N/A	N/A	42	42	60
<ul style="list-style-type: none"> <li>• The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 70.3%, Median 75.8% and Upper 78.5%.</li> <li>• As previously mentioned, the Construction Services Improvement review is ongoing. The impact of the review and the changes implemented from it will influence the performance result of this indicator.</li> <li>• It is considered that ensuring the service is meeting the needs of customer is paramount before being aspirational with target setting.</li> <li>• The current 2022/23 performance is 42%.</li> <li>• It is proposed to set a target of 60% for 2023/24.</li> </ul>							

	Performance Measure	2022/23 Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Proposed 23/24 Target
25	Satisfaction that the home is well maintained - Tenant Satisfaction Measure	N/A	N/A	N/A	36	36	60
<ul style="list-style-type: none"> <li>The HouseMark 2023/24 benchmarking findings data is recorded as - Lower – 79%, Median 82.9% &amp; Upper 87.1%.</li> <li>Tenants' perception of their home is well maintained is also tracking above perception of overall satisfaction.</li> <li>Factors that influence how satisfied customers are with how their home is maintained include responsive repairs being carried out promptly, in one visit and within timescales.</li> <li>The Investment Programme has been agreed for 2023/24 with £18m of improvements being delivered which include 300/400 kitchen, 200 bathrooms, 1,000 heating units and 200 roofs.</li> <li>Targets have been developed in line with HouseMark 2023/24 benchmarking findings and have considered the 2023/24 Improvement Programme.</li> <li>The current 2022/23 performance is 36%.</li> <li>It is proposed to set a target of 60%.</li> </ul>							
26	Satisfaction that the home is safe - Tenant Satisfaction Measure	N/A	N/A	N/A	51	51	65
<ul style="list-style-type: none"> <li>The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 79%, Median 82.9% and Upper 87.1%.</li> <li>Tenants' perception of their home being safe is tracking slightly above perception of overall satisfaction.</li> <li>There are many factors and housing services that influence how satisfied customer feel in their home.</li> <li>Services include concierge and repairs and maintenance. The programme of Capital Works and Health and Safety Compliance (Grenfell) measures also impact on satisfaction levels.</li> <li>The current 2022/23 performance is 51%.</li> <li>It is proposed to set a target of 65% for 2023/24.</li> </ul>							
27	Satisfaction that the landlord listens to tenant views and acts upon them - Tenant Satisfaction Measure	N/A	N/A	N/A	29	29	57
<ul style="list-style-type: none"> <li>The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 56.63%, Median 64.2% and Upper 72%.</li> <li>Targets are in line with HouseMark 2023/24 benchmarking findings (Lower quartile, 56.6%).</li> <li>The current 2022/23 performance is 29%.</li> <li>It is proposed to set a target of 57% for 2023/24.</li> </ul>							
28	Satisfaction that the landlord keeps tenants informed about things that matter to them - Tenant Satisfaction Measure	N/A	N/A	N/A	45.5	45.5	71
<ul style="list-style-type: none"> <li>The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 71.2%, Median 75% and Upper 82.3%.</li> <li>Targets are in line with HouseMark 2023/24 benchmarking findings (Lower quartile, 71.2%).</li> <li>The current 2022/23 performance is 45.5%.</li> <li>It is proposed to set a target of 71% for 2023/24.</li> </ul>							



	Performance Measure	2022/23 Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Proposed 23/24 Target
29	Agreement that the landlord treats tenants fairly and with respect - Tenant Satisfaction Measure	N/A	N/A	N/A	47	47	77
<ul style="list-style-type: none"> <li>The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 77%, Median 82.5% and Upper 87.3%.</li> <li>Targets are in line with HouseMark 2023/24 benchmarking findings (Lower quartile, 77%).</li> <li>The current 2022/23 performance is 47%.</li> <li>It is proposed to set a target of 77% for 2023/24.</li> </ul>							
30	Satisfaction with the landlord's approach to handling complaints - Tenant Satisfaction Measure	N/A	N/A	N/A	21	21	41
<ul style="list-style-type: none"> <li>The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 40.7%, Median 55.9% and Upper 65.1%.</li> <li>Targets are in line with HouseMark 2023/24 benchmarking findings (Lower quartile, 41%).</li> <li>The current 2022/23 performance is 21%.</li> <li>It is proposed to set a target of 41% for 2023/24.</li> </ul>							
31	Satisfaction that the landlord keeps communal areas clean and well maintained - Tenant Satisfaction	N/A	N/A	N/A	55	55	63
<ul style="list-style-type: none"> <li>The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 63.4%, Median 68% and Upper 75.9%.</li> <li>Targets are in line with HouseMark 2023/24 benchmarking findings (Lower quartile, 63%).</li> <li>The current 2022/23 performance is 55%.</li> <li>It is proposed to set a target of 63% for 2023/24.</li> </ul>							
32	Satisfaction that the landlord makes a positive contribution to neighbourhoods - Tenant Satisfaction	N/A	N/A	N/A	34	34	56
<ul style="list-style-type: none"> <li>The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 55.6%, Median 62.6% and Upper 69.1%.</li> <li>Targets are in line with HouseMark 2023/24 benchmarking findings (Lower quartile, 56%).</li> <li>The current 2022/23 performance is 34%.</li> <li>It is proposed to set a target of 56% for 2023/24.</li> </ul>							
33	Satisfaction with the landlord's approach to handling anti-social behaviour (perception) - Tenant	N/A	N/A	N/A	31	31	47
<ul style="list-style-type: none"> <li>The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 47.4%, Median 60.4% and Upper 69%.</li> <li>Targets are in line with HouseMark 2023/24 benchmarking findings (Lower quartile, 47%).</li> <li>The current 2022/23 performance is 31%.</li> <li>It is proposed to set a target of 47% for 2023/24.</li> </ul>							
34	Complaints relative to the size of the landlord - Tenant Satisfaction Measure	N/A	N/A	N/A	N/A	N/A	13
<ul style="list-style-type: none"> <li>This TSM is part of the management generated TSM's which uses the NEC housing system to extract performance data.</li> <li>Development for the management generated TSM's took place during 2022/23.</li> <li>Consequently, there was no performance data collected in 2022/23.</li> <li>Collection will begin in 2023/24 to enable data submission to the Regulator.</li> <li>The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 12.7%, Median 27.4% and Upper 46.1%.</li> <li>Targets are in line with HouseMark 2023/24 benchmarking findings (Lower quartile, 13%).</li> <li>It is proposed to set a target of 13% for 2023/24.</li> </ul>							

	Performance Measure	2022/23 Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Proposed 23/24 Target
35	Complaints responded to within Complaint Handling Code timescales - Tenant Satisfaction Measure	N/A	N/A	N/A	N/A	N/A	66
<ul style="list-style-type: none"> <li>• This TSM is part of the management generated TSM's which uses the NEC housing system to extract performance data.</li> <li>• Development for the management generated TSM's took place during 2022/23.</li> <li>• Consequently, there was no performance data collected in 2022/23.</li> <li>• Collection will begin in 2023/24 to enable data submission to the Regulator.</li> <li>• The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 66.3%, Median 80.3% and Upper 93%.</li> <li>• Targets are in line with HouseMark 2023/24 benchmarking findings (Lower quartile, 66%).</li> <li>• It is proposed to set a target of 66% for 2023/24.</li> </ul>							
36	Anti-social behaviour (ASB) cases relative to the size of the landlord - Tenant Satisfaction Measure	N/A	N/A	N/A	N/A	N/A	56
<ul style="list-style-type: none"> <li>• This TSM is part of the management generated TSM's which uses the NEC housing system to extract performance data.</li> <li>• Development for the management generated TSM's took place during 2022/23.</li> <li>• Consequently, there was no performance data collected in 2022/23.</li> <li>• Collection will begin in 2023/24 to enable data submission to the Regulator.</li> <li>• The above indicator will be reported as part of the suite of indicators requested by The Housing Regulator to monitor the Council's management of social housing service in the borough.</li> <li>• The polarity of this indicator is the lower number of ASB cases reported the better service is being delivered to customers. However, it should also be considered that the higher number of cases reported could demonstrate easy of access to the service for tenants.</li> <li>• The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 23.53%, Median 49.9% and Upper 76.8%.</li> <li>• The most recent Gateshead Council performance data is 58.43% (2021/22) which is below the median quartile.</li> <li>• The outcome of the ASB Review is ongoing and changes to service delivery could impact on the performance of this indicator.</li> <li>• It is proposed to set a target of 56% which will be challenging to meet.</li> </ul>							
37	Proportion of homes that do not meet the Decent Homes Standard - Tenant Satisfaction Measure	N/A	N/A	N/A	N/A	N/A	3.2
<ul style="list-style-type: none"> <li>• This TSM is part of the management generated TSM's which uses the NEC housing system to extract performance data.</li> <li>• Development for the management generated TSM's took place during 2022/23.</li> <li>• Consequently, there was no performance data collected in 2022/23.</li> <li>• Collection will begin in 2023/24 to enable data submission to the Regulator.</li> <li>• This KPI measures the minimum standards for rented housing, the government has outlined in its white paper.</li> <li>• A "decent" home needs to be "free from the most serious health and safety hazards, such as fall risks, fire risks, or carbon monoxide poisoning".</li> <li>• The KPI compares the number of dwelling units owned to which the Decent Homes Standard applied at year end against the number of dwelling units owned to which failed the Decent Homes Standard at year end.</li> <li>• The HouseMark 2023/24 benchmarking findings data is recorded as an average of homes not meeting the Decent Homes Standard at 2.4%.</li> <li>• This indicator will be reported annually and the target for 2023/24 will be 3.2%.</li> </ul>							

	Performance Measure	2022/23 Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Proposed 23/24 Target
38	Repairs completed within target timescale - Tenant Satisfaction Measure	N/A	N/A	N/A	N/A	N/A	85
<ul style="list-style-type: none"> <li>• This TSM is part of the management generated TSM's which uses the NEC housing system to extract performance data.</li> <li>• Development for the management generated TSM's took place during 2022/23.</li> <li>• Consequently, there was no performance data collected in 2022/23.</li> <li>• Collection will begin in 2023/24 to enable data submission to the Regulator.</li> <li>• The HouseMark 2023/24 benchmarking findings data is recorded as - Lower quartile 79.6%, Median 85.2% and Upper 93.4%.</li> <li>• Current 2022/23 data indicates performance for this indicator is 75.8%.</li> <li>• It is proposed to set a target of 85% for 2023/24 in line with HouseMark 2023/24 median benchmarking findings as detailed above.</li> </ul>							
39	Gas safety checks - Tenant Satisfaction Measure	N/A	N/A	N/A	N/A	N/A	99.99
<ul style="list-style-type: none"> <li>• This TSM is part of the management generated TSM's which uses the NEC housing system to extract performance data.</li> <li>• Development for the management generated TSM's took place during 2022/23.</li> <li>• Consequently, there was no performance data collected in 2022/23.</li> <li>• Collection will begin in 2023/24 to enable data submission to the Regulator.</li> <li>• The HouseMark 2023/24 benchmarking findings data is recorded as Landlords that are fully compliant 46% and those that achieve Median compliance 99.99%. There no Upper compliance reported.</li> <li>• Targets are in line with HouseMark 2023/24 benchmarking findings (Median, 99.99%).</li> <li>• It is proposed to set a target of 99.99% for 2023/24.</li> </ul>							
40	Fire safety checks - Tenant Satisfaction Measure	N/A	N/A	N/A	N/A	N/A	100
<ul style="list-style-type: none"> <li>• This TSM is part of the management generated TSM's which uses the NEC housing system to extract performance data.</li> <li>• Development for the management generated TSM's took place during 2022/23.</li> <li>• Consequently, there was no performance data collected in 2022/23.</li> <li>• Collection will begin in 2023/24 to enable data submission to the Regulator.</li> <li>• The HouseMark 2023/24 benchmarking findings data is recorded as Landlords that are fully compliant 77.5% and those that achieve Median compliance 100%. There no Upper compliance reported.</li> <li>• Targets are in line with HouseMark 2023/24 benchmarking findings (Median, 99.99%).</li> <li>• It is proposed to set a target of 100% for 2023/24.</li> </ul>							
41	Asbestos safety checks - Tenant Satisfaction Measure	N/A	N/A	N/A	N/A	N/A	100
<ul style="list-style-type: none"> <li>• This TSM is part of the management generated TSM's which uses the NEC housing system to extract performance data.</li> <li>• Development for the management generated TSM's took place during 2022/23.</li> <li>• Consequently, there was no performance data collected in 2022/23.</li> <li>• Collection will begin in 2023/24 to enable data submission to the Regulator.</li> <li>• The HouseMark 2023/24 benchmarking findings data is recorded as Landlords that are fully compliant 86.7% and those that achieve Median compliance 100%. There no Upper compliance reported.</li> <li>• Targets are in line with HouseMark 2023/24 benchmarking findings (Median, 99.99%).</li> <li>• It is proposed to set a target of 100% for 2023/24.</li> </ul>							

	Performance Measure	2022/23 Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Proposed 23/24 Target
42	Water safety checks - Tenant Satisfaction Measure	N/A	N/A	N/A	N/A	N/A	100
<ul style="list-style-type: none"> <li>• This TSM is part of the management generated TSM's which uses the NEC housing system to extract performance data.</li> <li>• Development for the management generated TSM's took place during 2022/23.</li> <li>• Consequently, there was no performance data collected in 2022/23.</li> <li>• Collection will begin in 2023/24 to enable data submission to the Regulator.</li> <li>• The HouseMark 2023/24 benchmarking findings data is recorded as Landlords that are fully compliant 81.8% and those that achieve Median compliance 100%. There no Upper compliance reported.</li> <li>• Targets are in line with HouseMark 2023/24 benchmarking findings (Median, 99.99%).</li> <li>• It is proposed to set a target of 100% for 2023/24.</li> </ul>							
43	Lift safety checks - Tenant Satisfaction Measure	N/A	N/A	N/A	N/A	N/A	100
<ul style="list-style-type: none"> <li>• This TSM is part of the management generated TSM's which uses the NEC housing system to extract performance data.</li> <li>• Development for the management generated TSM's took place during 2022/23.</li> <li>• Consequently, there was no performance data collected in 2022/23.</li> <li>• Collection will begin in 2023/24 to enable data submission to the Regulator.</li> <li>• The HouseMark 2023/24 benchmarking findings data is recorded as Landlords that are fully compliant 62.746% and those that achieve Median compliance 100%. There no Upper compliance reported.</li> <li>• Targets are in line with HouseMark 2023/24 benchmarking findings (Median, 99.99%).</li> <li>• It is proposed to set a target of 100% for 2023/24.</li> </ul>							