

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

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
	2023/24	2023/24	2023/24	2023/24
Not on Target	13	16	15	15
On Target	9	8	20	22
Not on Target but Improved	3	4	6	6
Baseline Information/No Targets Set/No Activity	18	15	2	0

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
1	% of self-service transactions - responsive repairs	11.60	13.00		12.20	12.18	11.76	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 4,510 works orders have been raised using the online service. We have set a target of 13% for annual performance. Whilst we did not meet this this year, further phases of development continue to be in progress to incorporate improvements in diagnostics, the ability to report more types of repairs, the addition of more customer friendly video guides, and a redesign of repairs content on the council website. Customer feedback surveys are to be sent in May to customers who have used the system to log a repair in the last 12 months. We aim to use this information to drive changes in the reporting tool. A communications campaign will run alongside this to gain customer involvement and promote any changes.

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
2	Total households initially assessed as owed a homelessness duty	1588.00	1750.00	367.00	714.00	1051.00	1397.00	If a person is threatened with homelessness, the authority has a duty to help prevent homelessness (the prevention duty). If a person is homeless, the authority has a duty to help secure accommodation for at least six months (the relief duty). We provided advice & assistance to 3180 households who presented as being homeless or at risk of homelessness. This is a 5% increase on 2022/23 where 3017 households approached us. Of the 1419 households we assessed, 1397 were initially assessed as being owed a homeless duty. This is lower than last year; 1609 households were assessed in 2022/23 with 1588 households assessed as being owed a homeless duty. We have seen an increase in approaches, but experiencing a decrease in owed duty acceptance rates as we are giving clients advice & sign posting before they require a full homelessness assessment. In Gateshead, people are waiting longer for rehousing due to the pressures on social housing, so we are seeing more people for advice. In quarter 4 the 3 main reasons for homeless presentations were Domestic Abuse (21.4%), Family/Friends evictions (19.8%) and end of Private Rented tenancies (17.3%). In Quarter 4, from both new and existing cases, we placed 502 households into nightly paid accommodation (473 households into B&B and 58 households into holiday lets). Please note that there will be crossover where some households will have been placed in both types of accommodation. In comparison with 22/23, this is a rise of 41 households placed (461 in 22/23 and 502 in 23/24). 154 of these households had children, this is an increase on the figures seen in 22/23 of over 10%. The percentage of households with children in nightly booked accommodation is 29% this year & was 18% in 2022-23. In quarter 4 the average length of stay was 26 nights for single households (11 nights for households with children) in B&B, with the average length of stay in other nightly paid accommodation being 60 nights. The length of stay for households has increased which is a continuing trend seen since 21/22. The approval process for placing in B&B was reviewed in 2023/24 & we no longer place non-priority applicants. We continue to face challenges in managing demand for temporary accommodation due to several issues including system pressures lack of move on options.
3	% of households that remained in existing accommodation	17.00	20.00	12.00	13.19	11.58	10.60	Of the 1036 households where prevention duty ended, the service prevented 48 households (10.59%) from becoming homeless by maintaining their existing accommodation. This is roughly half of the target of 20%. Please see KPI % of households where homelessness prevention duty ended that maintained or secured accommodation for 6+mths for further details.

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
4	% of households where homelessness prevention duty ended that maintained or secured accommodation for 6+mths	47.00	52.00	45.00	46.16	44.92	43.00	In quarter 4, 1036 homelessness prevention duties were ended. This is a cumulative of the prevention duties ended across the year. 453 (43.72%) households had their prevention duty ended due to the household maintaining or securing alternative accommodation for at least 6 months. The KPI target for 2023-24 was 52% so we have not met this target. This is linked to the demand for social and affordable housing, longer waiting times for people to be rehoused and the lack of available housing in Gateshead. 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 is reflected in the increase in temporary accommodation placements this year, increasing from 461 households placed in 2022-23 to 502 households placed in 2023-24. This is a 15.1% increase. This is an area in which performance has been consistently declining. We are aware of this and have a plan to address this issue. The Housing Solutions team is in the process of increasing resources within the team to enable more prevention work, we are introducing a triage system to improve the level of information and advice we provide people with when they first approach. We are looking to increasing capacity within the team and currently we are recruiting 2 additional posts to assist in the development of our homeless prevention pathways which includes exploring opportunities to work with private landlords and develop access to the private rental sector. Employees will not in place until quarter 2 and the impact of these appointment will not be realised until later in the financial year.
5	Households with dependent children owed a duty under the Homelessness Reduction Act Child and Maternal Health	New in 2023/24	New in 2023/24	4.72	9.54	13.80	18.60	Of the 1419 households assessed as owed a duty, 421 (18.6) were households with dependent children. This means that 18.6 Gateshead households with dependent children were owed a duty per 1000 Gateshead households. This was a new measure implemented in 2022-23. In comparison to that year, the figures this year have decreased. This is a positive move as shows that fewer households with children in Gateshead are threatened with homelessness. It is important to note, however, that these figures are in relation to the whole population of Gateshead, figures given in KPI 1 regarding households with children only refers to those households in Gateshead who have had a homelessness assessment. Comparator data is taken from ONS of total Gateshead households with dependent children in Gateshead.
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	9.00	17.00	Of the 1397 households assessed as owed a duty, 17 were recorded as sleeping rough in the judgement of assessor at the time of the assessment. This figure does not include households who are believed to be at risk of rough sleeping or those we know frequently sleep rough. The year end result is below the target of 29 households. This shows that less people are sleeping rough in Gateshead at the time of assessment. This positive outcome is attributable to the partnership working approach we take in Gateshead to rough sleeping. We have Rough Sleeper Initiative funding which allows us to deliver services to reduce rough sleeping and improve local responses. In addition to the monthly and annual rough sleeper count we are now working in partnership with Basis to complete weekly counts, being proactive in approaching the rough sleeper community and offering advice, support, and guidance.

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
7	New homes built in the Borough in the period 2022-2027	New in 2023/24	500.00		468.00	468.00	468.00	<p>The KPI relates to the number of homes delivered in 2022/23 which has become available in the previous 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>The performance data is annually reported for each year. Data becomes available in the 2/3rd quarter of the following year (ie 2023/24) due to the reconciliation lag in reporting from Council tax. A staggered delivery will be delivered for future years with 500 being expected in 2023/24.</p>
8	% of planned repairs	48.80	48.80				48.02	<p>It is best practice to have a higher proportion of work delivered in a planned way rather than responsively. At year end of 2023/24 48.02% of work was delivered in a planned way and 51.98% responsively. This represents a slightly lower outturn compared to the end of 2022/23.</p> <p>While the amount of work delivered in a planned way increased in comparison to the previous year, this was off set by significantly higher spend on void properties and a smaller increase in response repairs.</p> <p>Work is ongoing to analyse the cost increases, collaboratively across Construction, Asset and Housing Services. Looking specifically at the social and built environmental factors that are leading to higher responsive cost. This is supported by the ongoing review of the end-to-end void property management process.</p> <p>An accelerated programme of condition surveying is being developed to increase stock intelligence further, this will support planned investment before instances of responsive repairs start to increase.</p> <p>Alongside increasing data analysis, an asset referral process is being further embedded providing Construction Services with a process for escalating potentially developing repairs trends and better informing the planning of the 5 year HRS capital programme.</p>
9	% of residents satisfied with planned/investment works	94.87	97.00	100.00	100.00	99.35	100.00	<p>At the end of quarter 4, 159 customers had returned satisfaction surveys for improvement works. The customer feedback was related to capital investment work to replace kitchens, boilers, bathrooms and other improvements like wiring upgrades and roof replacements.</p> <p>All customers were completely satisfied with the work that they received and how that work was delivered, managed and how they were supported through it by the Asset Management and Construction Services teams.</p> <p>The positive feedback and approach will be used to ensure that satisfaction remains high and excellent customer service is consistently delivered within the Capital Works Programme.</p>

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
10	% stock with a negative Net Property Value (NPV)	10.40	10.00	8.00	8.00	8.00	8.00	Year end performance is not available for the % of stock with a negative NPV. The performance figure is a conglomerate of 12 separate performance and business intelligence metrics that are processed outside of core IT systems and system integration. The resource needed to produce the figure has been directed towards other business priorities that are aligned to the preparations for the new Housing Regulatory Framework. The figure for the end of 2023/24 will be reported in quarter 1 of 2024/25.
11	% of tenants satisfied with the condition of their new Council home	New in 2023/24	New in 2023/24		62.85	67.02	66.67	To date 162 customers responded to the survey. 108 customers were satisfied, 39 dissatisfied and 15 were neither satisfied/nor satisfied. Of the 14 dissatisfied customers for quarter 4, we were unable to make contact with 2, 1 customer was a succession and 1 customer refused to provide further detail. Of the 10 we spoke to, 3 requested décor that is above the lettable standard 2 had small repair issues which have since been rectified 2 had to wait longer than expected for a new tenants gas safety check. This was due to resource issues and higher than normal gas repairs within the service. 1 had repair following a mutual exchange 1 had an issue with noise from their neighbour 1 had an issue with the property size being too small however the size of the property matches the household composition and our lettings policy The review by consultants Campbell and Tickell will offer a new approach to the lettable standard in regards to decoration which should have a positive impact on some of the dissatisfaction above. Alongside this Construction Service are currently in the process of recruiting 20 additional staff into the voids service which will allow us the capacity to offer above lettable standards including decent homes standard properties while also continuously feeding the waiting lists. The additional staff should be in place by May 2024 however it is likely to be quarter 3, 2024/25 before we see the impact of these changes on the service and performance figures. Issues raised with regards to housing and lettings have been passed to those services to follow up where it is required.
12	Average days to let a home	109.00	100.00	123.00	124.00	132.00	138.00	The average time to let a home has increased from 109 days in 2022/23 to 138 in quarter 4 2023/24. - Average 95 days from Tenancy End date to Ready to Let (81, 2022/23). - Average 43 days from Ready to Let to New Tenancy start date (28, 2022/23). The number of vacant properties increased from 571 at the start of the year to 618 at year end. Of the year end vacant properties, 310 have already been vacant for 3 months or more and 140 of these for 6 months or more. Assuming that they will be let in the year 2024/25, these properties will impact on future performance and it will be difficult to significantly reduce the overall average days in 2024/25. The approach will be to clear backlogs of properties in 2024/25 and aim for better performance in 2025/26. Construction Services are progressing with recruitment of 32 additional trades and expect to have them in post by end of May 2024. Additional employee resources have been sought and a decision is pending. The team have a number of vacancies and are working on the post-implementation plan of a new lettings system which aims to better join up vacant property and lettings work.

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
13	Percentage of council homes empty for 6 months or more	0.73	0.50	0.61	0.66	0.79	0.77	<p>The number of properties vacant for 6 months or longer was 140 at the end of the year (0.77% of the housing stock).</p> <p>To be on target, the number would need to reduce by 49 to 91.</p> <p>69 of the vacant properties were in the process of being advertised, offered and let.</p> <p>21 are undergoing structural or major work to ensure compliance and health and safety.</p> <p>10 are being assessed for viability (whether it is viable for work to be carried out to enable reletting)</p> <p>32 are undergoing general repair work</p> <p>8 are undergoing major repair work.</p> <p>Construction Services are progressing with recruitment of 32 additional trades and expect to have them in post by end of May 2024.</p> <p>Additional resources for the lettings team are also now being sought. The team have a number of vacancies and are working on the post-implementation plan of a new lettings system which aims to better join up vacant property and lettings work</p>
14	Rent lost due to empty properties as a % of rent due	2.98	2.00	3.33	3.46	3.44	3.50	<p>Vacant property rent loss for the full year was £3,327,080.</p> <p>The Housing Revenue Account budget setting report in January 2024 noted that whilst there are planned improvements including investment in additional internal trade staffing resources focused on vacant property repair works and a planned reduction in contractor works, these will take time to deliver. The void loss target has therefore been remodelled to 3% for 2024/25 and further reducing by 0.5% per year thereafter to 2027/28.</p> <p>A comprehensive review of vacant property processes, classifications/standards and performance has been carried out with external support from consultants Campbell Tickell. An implementation plan is being rolled out.</p> <p>Construction Services are progressing with recruitment of 32 additional trades and expect to have them in post by end of May 2024.</p> <p>Additional resources for the lettings team are also now being sought. The team have a number of vacancies and are working on the post-implementation plan of a new lettings system which aims to better join up vacant property and lettings work.</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	97.27	98.19	<p>£90,130,912 of rent was collected during the year from a total of £91,793,759 charged to tenants.</p> <p>The focus of the service has been on supporting tenants to sustain their tenancy against a backdrop of continued cost of living pressures. Working in partnership with other agencies and services, financial gains of over £3 million were made for tenants during the year (an increase of £1.1 million on the previous year).</p> <p>7,185 tenants were in receipt of Universal Credit at the end of the year (up from 6,878 the previous year). More tenants will move on to Universal Credit during 2024/25 and some will find that they have less income as a result. The government has recently announced that it wants to accelerate the rollout of Universal Credit. This will have implications for rent collection in 2024/25</p> <p>A further issue for 2024/25 will be that there are 53 weeks in the financial year (and 51 charging weeks), but Universal Credit claimants will not receive additional housing costs for the extra week.</p> <p>1,054 tenants are known to have benefit reductions for under-occupation and 46 are affected by the benefit cap.</p> <p>There have been 26 evictions this year for rent arrears.</p>

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
16	% of properties where damp and mould has been successfully resolved	New in 2023/24	New in 2023/24	71.17	74.77	76.11	78.43	<p>During this quarter, the total number of damp and mould cases raised was 3,324. The total number of damp and mould cases resolved was 2,607. This marks a continued improvement from quarter 3 2023/24.</p> <p>Changes in the process of how we diagnose damp and mould have been implemented which is making identification quicker and identify key repairs that contribute to dampness early on. We are continuing to work with a specialist contractor to carry out mould wash downs for first reports and a temporary measure whilst we plan more detailed work.</p> <p>We are developing online videos guides for customer on how to spot damp and mould earlier, preventative measures, and making improvements to our website content. We are consulting with customers in May 2024 to gain feedback.</p> <p>The recruitment of an additional six Building Technicians to increase our capacity of inspecting properties, provide post inspections and prioritise damp and mould cases, is reducing the time to resolves cases. 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>We anticipate further changes to our overall approach in response to Awaab's Law. The changes are expected to come into force in 2024. Repairs and Maintenance (R&M) and IT Service employees are working closely to ensure we meet the requirements of the law. Development work beginning in 2023/24 and will continue into 2024/25.</p> <p>Accurate data realisation may not be evident until quarter 2, 2024/25 and that data gathered in 2024/25 will be used to develop targets for 2025/26.</p>
17	% of repairs completed right first time	71.60	83.00	72.06	74.09	88.71	89.08	<p>This quarter, of the 63,813 works orders completed, 56,842 were completed first time. 89.08% of repairs were completed right first time, marking a slight improvement from the previous quarter. We have reviewed the data capture to ensure that it meets the Housemark definition. The score reflects this.</p> <p>Changes previously made to the Online MyAccount Portal with more detailed diagnostics for customers have contributed to this. Improvements to our website and online reporting continue to be in development. We are also planning user feedback for the reporting tool to support additional phases of development and improved functionality.</p> <p>We have closely monitored out of hours service in the out ability to carry out repairs first time, with particular attention to the need for parts. This has helped inform what common parts our tradespeople require on van stocks.</p> <p>We expect to see this performance maintained in the next quarter.</p>
18	Appointments kept as a percentage of appointments made	92.70	94.00	93.72	93.01	93.17	93.08	<p>During this quarter, 50,279 appointments made, 46,800 were kept marking a sustained performance from quarter 3 2023/24. 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 in quarter 3, by holding some appointments until the new process was in place. This has had a knock-on effect to both our appointments kept and repairs completed in timescales, particularly around our routine appointments.</p> <p>The recruitment of tradespeople will aim to increase the available appointments, whilst work we are doing to around quotas for different repair priorities will aim to optimise trade resource.</p> <p>We hope to return to demonstrating improvements in the next quarter.</p> <p>Breakdown: Emergency Repairs – 4,361 appointments made, 4,182 were kept = 95.90%. Urgent Repairs – 17,787 appointments made, 16,725 were kept = 94.03%. Routine Repairs – 28,131 appointments made, 25,893 were kept = 92.04%.</p>

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
19	% of tenants satisfied with their most recent repair (transactional repairs)	83.58	80.00	84.17	84.37	84.72	84.44	This indicator is measured by a text survey. In this quarter, of the 9,458 returned surveys 7,341 were very satisfied and 645 fairly satisfied with the most recent repair. Overall satisfaction has declined slightly since quarter 3, 2023/24. The continued level in satisfaction from customers reflects the ongoing work to improve the service, the recruitment of additional operatives and a focus on learning from tenant feedback. Trends in satisfaction around amount of time to complete repairs have been identified. It is anticipated that the recruitment of tradespeople will assist in improving the time taken to complete repair.
20	% of residents satisfied with how their anti-social behaviour case is handled (transactional ASB case)	54.55	62.00	28.59	40.00	43.48	48.39	During this period 1018 ASB cases were closed. Of these, 700 customers were linked to cases that were closed (some cases had no customer and others had more than one). Of these, 163 customers had opted in to receiving a satisfaction survey by text message and a total of 31 responded to the satisfaction question. Of the 31 responses, 10 customers expressed dissatisfaction with the service provided and they were then contacted to discuss further. Customer feedback highlighted the need to update customers on case management progress. Managers have discussed this with individual Officers during their supervision to ensure Officers keep in contact with Customers more regularly. ICT have implemented changes to several screens within the NEC ASB case closure/customer survey process. This will make the selection of Customers that are to be surveyed on each case mandatory. These changes have led to an increased number of customers contacted to complete a survey however, this has not been reflected in the customer willingness to take part in the text survey.
Tenant Satisfaction Measure - Perception Survey								
21	Overall satisfaction, taking everything into account	44.00	73.00			64.00	64.00	Registered providers of social housing are required by the Regulator of Social Housing (RSH) to carry out an annual perception survey against 12 Tenant Satisfaction Measures (TSM's). from 2023.24. The survey was carried out by telephone and Kwest Research Ltd were appointed to undertake this on the Council's behalf. Overall satisfaction has increased from 44% in 2022.23 to 64% in 2023.24, a 20% increase.
22	Agreement that the landlord treats tenants fairly and with respect	47.00	77.00			80.00	80.00	Satisfaction has increased from 47% in 2022.23 to 80% in 2023.24, a 33% increase.
23	Satisfaction that the home is safe	51.00	65.00			72.00	66.00	Satisfaction has increased from 36% in 2022.23 to 66% in 2023.24, a 30% increase.
24	Satisfaction that the home is well maintained	36.00	60.00			68.00	66.00	Satisfaction has increased from 36% in 2022.23 to 66% in 2023.24, a 30% increase.
25	Satisfaction that the landlord keeps communal areas clean and well maintained	55.00	63.00			69.00	68.00	Satisfaction has increased from 55% in 2022 to 68% in 2023, a 13% increase.
26	Satisfaction that the landlord keeps tenants informed about things that matter to them	45.50	71.00			69.00	71.00	Satisfaction has increased from 45.5% in 2022.23 to 71% in 2023.24, a 23.5% increase.
27	Satisfaction that the landlord listens to tenant views and acts upon them	29.00	57.00			65.00	64.00	Satisfaction has increased from 29% in 2022.23 to 64% in 2023.24, a 35% increase.
28	Satisfaction that the landlord makes a positive contribution to neighbourhoods	34.00	56.00			64.00	64.00	Satisfaction has increased from 34% in 2022 to 64% in 2023, a 31% increase.
29	Satisfaction with repairs	52.00	80.00			65.00	69.00	The two questions directly relating to repairs and maintenance were answerable by only those tenants who had reported a repair in the last 12 months. Repairs and Maintenance is a key driver of overall satisfaction, and this has increased from 52% in 2022.23 to 69% in 2023.24, a 17% increase.
30	Satisfaction with the landlord's approach to handling anti-social behaviour	31.00	47.00			61.00	60.00	Satisfaction has increased from 31% in 2022.2023 to 60% in 2023.2024, a 29% increase.

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
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31	Satisfaction with the landlord's approach to handling complaints	21.00	41.00			27.00	26.00	Satisfaction has increased from 21% in 2022.23 to 26% in 2023.24, a 5% increase. Although satisfaction has increased, it remains comparatively low against the other TSM's. This is a trend widely reported across the social housing sector. In 2023.24 we have carried out training to over 100 officers and introduced a Power Bi dashboard to track open complaints. A discovery project has also been undertaken to identify barriers to performance and to identify solutions. This work will be completed in May 2024 and subject to a separate report. In addition Tenants are undertaking a scrutiny review of the Council's stage 1 Housing complaint responses to assess the quality and to ensure that all responses are fully compliant with the Housing Ombudsman's complaint handling code.
32	Satisfaction with time taken to complete most recent repair	42.00	60.00			60.00	63.00	Satisfaction has increased from 42% in 2022.23 to 63% in 2023.24 a 21% increase.
33	Satisfied that their housing landlord, Gateshead Council, is easy to deal with	44.00	70.00			70.00	71.00	In addition to the TSM questions, Gateshead Council also included an additional quantitative question asking customers about their satisfaction that their landlord is easy to deal with. Satisfaction has increased from 44% to 71% a 27% increase.
Tenant Satisfaction Measure Management Generated								
34	Anti-social behaviour (ASB) cases relative to the size of the landlord	New in 2023/24	56.00	17.64	31.21	42.76	54.74	2021/22 year-end data was used to develop this 2023/24 target of 56 and this was included in the Target Setting Report to HEHC OSC in June 2023. Year-end 2023/24 performance data of 54.74 ASB cases per 1,000 properties is therefore below the target of 56. The Regulator for Social Housing indicated when the TSM's were developed in September 2022 'We recognise that the total number of ASB cases in isolation will not necessarily be a clear indicator of performance but, after consideration of consultation responses, our view continues to be that it should be included in the TSM suite'. As this is the first year of formally reporting data to the Regulator there is likely to be a learning curve for the sector to discover how ASB service improvements are reflected once sector data is available in Autumn 2024. During this period 992 new ASB cases were opened. This is a decrease of 3% when compared to the same period last year when 1026 new cases were opened. Of the new cases, 965 (97%) cases related to general ASB and 27 (3%) cases related to Hate Crime. An ASB review is on-going and the outcome of the review, will lead to changes to ASB reporting procedures for reporting to one single point of contact. It is hoped that this will lead to improved 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.
35	Complaints relative to the size of the landlord	New in 2023/24	13.00	1.95	7.58	13.41	24.16	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. We have exceeded the target of registering 13 complaints per 1000 homes during 2023/24, which evidences a proactive approach to registering complaints. In quarter 4, 179 stage 1 complaints required a response, an increase from quarter 3 when 91 were registered. Of the 179 stage 1 complaints, 149 (83%) related to repairs and maintenance and 11 (6%) related to Neighbourhood Housing Services. The remainder related to Neighbourhood Relations, Homelessness, Lettings, Multi-Storey and Rent and Income. A total of 16 stage 2 complaints required a response in quarter 4, which is an increase from from the 9 requiring a response in quarter 2. Of the 16 stage 2 complaints, 14 (88%) related to repairs and maintenance, 1 (6%) related to Neighbourhood Housing services and 1 (6%) related to Planned Investment work. In total we received 195 complaints during this period.

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
36	Complaints responded to within Complaint Handling Code timescales	New in 2023/24	66.00	55.00	52.50	41.00	29.00	<p>This KPI is reported annually to the Regulator of Social Housing as part of the new set of Tenant Satisfaction Measures. It measures compliance with a requirement of the Complaint Handling Code (Housing Ombudsman) to answer stage 1 complaints within 10 working days. A total of 179 stage 1 complaints required a response in quarter 4. We responded to 28 (16%) within the target of 10 working days. The KPI figure reported is a cumulative % over the 4 quarters. The 10 day target is challenging and we are not meeting our target. To support officers, we have delivered complaint handling training to almost 100 employees and issued Team Briefs and Good Practice Guides. A Power Bi dashboard provides live complaint data to help officers manage complaint handling performance.</p> <p>A discovery project has also been undertaken to identify barriers to performance and to identify solutions. This work will be completed in May 2024 and subject to a separate report. In addition Tenants are undertaking a scrutiny review of the Council's stage 1 Housing complaint responses to assess the quality and to ensure that all responses are fully compliant with the Housing Ombudsman's complaint handling code.</p> <p>This KPI only relates to stage 1 complaints for 2023.24. However, we also collect data related to Stage 2 complaints which is also reported to the RSH annually. At the end of quarter 4, a total of 16 stage 2 complaints required a response. We responded to 56% of stage 2 complaints within the 20-day target. It is proposed to add this as a KPI for 2024.25.</p>
37	Asbestos safety checks	New in 2023/24	100.00	100.00	99.83	100.00	100.00	<p>All Asbestos safety checks are completed for quarter 4. 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>
38	Water safety checks	New in 2023/24	100.00	42.53	42.56	99.95	99.80	<p>Total of 2060 made up of 36 blocks containing 2032 Dwelling units and 28 communal lounges. 1 Block outstanding with 4 Dwelling units, access is being arranged via warden for WRA to be carried out as soon as possible.</p>
39	Fire safety checks	New in 2023/24	100.00	100.00	100.00	100.00	100.00	<p>All Fire Risk Assessments (FRAs) are completed for quarter 4.</p> <p>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.</p>
40	Gas safety checks	New in 2023/24	100.00	100.00	100.00	100.00	100.00	<p>A total of 16597 addresses made up of council, TGHC and 2 Shared ownership. All required gas safety checks completed for quarter 4.</p> <p>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.</p> <p>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.</p>
41	Lift safety checks	New in 2023/24	100.00	82.81	62.01	71.00	85.98	<p>There are a total of 2025 dwelling units across all blocks.</p> <p>As at quarter 4 there was a total of 8 blocks with 284 dwelling units overdue. Crowhall Towers has now been removed from the figures as the block is now empty.</p> <p>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 is currently in the set up process. This is expected to take around 3 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.</p>

KPI No	Performance Measure	2022/23	2023/24	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
42	Proportion of homes that do not meet the Decent Homes Standard	New in 2023/24	3.20				3.62	<p>Capital investment work has been underway across the borough delivering improvements across the year. Those improvements have made homes 'decent' and prevent others from becoming 'non-decent' during the year. This work has resulted in an increase in the number of homes that meet the Decent Homes Standard.</p> <p>A five year investment plan is also in place to forecast and steer future investment in the stock. Work is also underway to further enhance the way that stock condition data is collected. A revised stock condition surveying programme is being developed for 2024/25 to increase the % of homes that we hold condition data on. Additional officers are being trained on collecting condition data and further surveys will now form part of the void property process.</p> <p>This additional information will enhance how investment work is planned and how the housing capital programme is developed to maintain homes as decent.</p>