

Housing Environment and Healthy Communities - Key Performance Indicators 2024/25

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
	2024/25	2024/25	2024/25	2024/25
Not on Target	10	8	0	0
On Target	10	14	0	0
Not on Target but Improved	8	7	0	0
Baseline/No Targets/No Activity	20	19	48	48

		2023/24	2024/25					
KPI No	Performance Measure	Year End	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
1	% of self-service transactions - responsive repairs	11.76	14.00	11.81	12.09			<p>This quarter 2,658 works orders have been raised using the online service from 1,312 customers.</p> <p>To understand why use of the system is not increasing we are undertaking a customer feedback survey to all customers registered to use MyHousingAccount. The survey is expected to be distributed in quarter 3 and will also act as a promotion of the service. It is anticipated that analysis of the feedback will aid further development alongside NEC Housing system upgrade to the repair reporting in November. This aims to incorporate improvements in diagnostics, the ability to report more types of repairs and the addition of more customer friendly video guides. Alongside this we are working with our Communications Team to improve repairs content on the council website.</p>
2	Total households assessed as owed a Statutory homelessness duty	1397.00	1350.00	361.00	697.00			<p>The Housing Solutions Service saw 1774 approaches up to the end of Quarter 2 of these 715 had a homeless assessment. The remainder received housing advice and support. 697 of the 715 who had homelessness assessments were owed a homeless duty. Duty breakdown is Prevention Duty 463, Relief Duty 234. For those awarded a prevention duty, 70 had been served a Section 21 notice. The main reasons for homelessness were Fleeing Domestic Abuse, Family & Friend evictions & End of private tenancies & are consistent with recent trends. We have seen a reduction in Domestic Abuse & End of Private Rented Tenancy compared to quarter 1. In addition we have seen a reduction in people who have left Asylum Accommodation with the rates similar in 2023/24. Action Plans are in place across multiple Directorates/service areas, and continue to be rolled out, with a focus on managing demand/prevention of homelessness, as well as improving outcomes for people experiencing homelessness. This includes the implementation of a new service model enhancing the advice/support at the homeless front door, and creating capacity to enable more prevention casework to be undertaken. All of the actions planned will have a longer term impact on the number of homeless acceptances.</p>

KPI No	Performance Measure	2023/24	2024/25	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
3	% of homeless households that remained in existing accommodation	10.60	20.00	14.00	17.00			<p>We record that a household is able to remain in existing accommodation whilst in the prevention duty however, this is not reflective of all of the work we undertake across housing solutions.</p> <p>Up to the end of Quarter 2, 463 cases in the prevention duty ended, and of this, 181 secured accommodation for 6 months or more - 39%. Furthermore, of the 181 households that had their prevention duty ended, 30 of these were able to remain in existing accommodation which is 17%.</p> <p>We help people to remain in existing accommodation via mediation work with family, we are looking to extend our offerings in this area and are developing a pathway which will include home visits, incentives, mediation.</p>
4	% of households where homelessness was successfully resolved through securing accommodation for 6 months or more	43.00	61.00	56.00	57.00			<p>Up to the end of Quarter 2, 57% of cases where all duties have come to end have been successful in securing accommodation for 6 months or more. The Housing Solutions Service, as part of the Homelessness Action Plans, have implemented a number of actions across the course of the year and worked to support other Housing Improvement and Programme Boards, including work around Lettings and Voids. A combination of the various actions across the boards have meant that we have started to improve the flow of people coming through the homelessness front door and moving through to longer term, settled accommodation more quickly, or being able to remain in their current accommodation. This and the recommissioning of some of the supported homeless accommodation will continue to provide us with access to a range of housing options. We have introduced a triage system. This will improve the capacity of information/advice we provide people when they first approach the service. We have approval for 5 additional posts to support performance in this area overall. We will provide a further update on recruitment in quarter 3.</p>

KPI No	Performance Measure	2023/24	2024/25	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
5	Total homeless cases in nightly paid accommodation	New for 2024/25	502.00	141.00	244.00			244 households were in emergency accommodation up to the end of Quarter 2 24-25, of which 232 were in B&B, 23 in Other Nightly Paid Self-Contained accommodation (SCNP). Some households were placed in both. Of the 244 households, 52 were with dependent children: 43 of these were in B&B, 19 in SCNP. Demand/pressures in the housing system continue, with a lack of suitable housing options, and temporary accommodation (TA) stock. There is more demand for longer term housing than supply, and it is taking longer to house people due to wide ranging pressures in the housing/homelessness system. This is adding to homelessness services costs of TA and people are remaining in all forms of temporary accommodation for longer. A review and action plan is in place to support people living in TA as well as on widening housing options to move people quickly into suitable, long-term accommodation. As mentioned above there are Action Plans in place, This includes the implementation of a new service model enhancing the advice/support, creating capacity to enable more prevention casework, and to ensure the pressures on TA are reduced. The actions planned will have a longer term impact on the number of homeless acceptances, reducing further in future.
6	Number of people who have slept rough in Gateshead over the course of the period	New for 2024/25	74.00	23.00	47.00			There were 47 people in total who were identified as sleeping rough to the end of Quarter 2. For Quarter 2 this equates to 24 cases - 6 were in July, 8 in August and 10 were in September. of the 24 - 5 were female and 19 were male. 15 were recorded as being new to sleeping rough and 9 were already known. We are seeing an increase this year in the numbers found rough sleeping and trending to not meeting the target. This is a regional and national trend. We are looking into those new to sleeping rough in order to develop action & personal plans to address any issues identified. We are also working closely with our partners across Gateshead to support this through the Rough Sleeper Action Group, and through our assertive outreach work. We also have an Ending Rough Sleeping Plan for Gateshead which supports the Homelessness and Rough Sleeper Strategy, to further support this work. With the recommissioning of new services in Gateshead, we will see an enhanced offer of support and accommodation for people who are rough sleeping in Gateshead, including the provision of 20 Housing First units, and additional capacity for females.

KPI No	Performance Measure	2023/24	2024/25	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
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7	New homes built in the Borough in the period 2022-2027	468.00	500.00					<p>The number of new homes projected to be built within the period 2022/27 is detailed in the Housing Development Strategy and Programme. It is anticipated that 3500 homes will be built during this period.</p> <p>A staggered delivery will be delivered for future years. In 2023/24, 389 housing units were delivered, of which 105 were affordable.</p> <p>Over the period April 2022 to March 2024, 811 units have been delivered in total. The performance data is reported annually. Data becomes available in the 3rd quarter of the following year (ie 2024/25) 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	48.02	48.80					<p>This performance will be reported at the end of the financial year. Data becomes available in final quarter of the financial year following reconciliation between repairs completed and financial accounts being approved by auditors. It is best practice to have a higher proportion of work delivered in a planned way rather than responsively. Additional work is ongoing to support an increase in the percentage of work that is planned rather than responsive.</p> <p>Work is underway to analyse repair trends data and an accelerated programme of stock condition surveying is now underway. To increase the percentage of the stock that has been conditioned surveyed additional surveying resource has been procured. The communications that are linked to condition surveying have also been reviewed to improve customer access.</p> <p>This will support the identification of emerging repair themes early, diagnose premature element failure and enable planned work packages to be delivered to tackle issues before they become a larger responsive repairing liability.</p>
9	% of residents satisfied with planned/investment works	99.79	97.00	100.00	100.00			<p>This customer feedback is 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 and managed by the Asset Management and Construction Services teams. Customers were also 100% satisfied with the Customer Support that was provided during the investment work.</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> <p>Work is also underway to explore alternative methods for collecting satisfaction information, including via SurvyeMonkey and by Text. This will increase the accessibility of the surveys for customers and any time efficiencies generated will increase the amount of officer resource available to support customers involved in capital work packages.</p>

KPI No	Performance Measure	2023/24	2024/25	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
10	% stock with a negative Net Property Value (NPV)	8.00	7.50					<p>This indicator is produced at year end.</p> <p>The Net Present Value (NPV) of Council owned homes is the value of future rents and income, less the projected costs to manage and maintain those properties over the 30 years of the HRA Business Plan. Properties with expected management and maintenance costs in excess of their projected total income will have a negative NPV rating.</p> <p>Property & Asset's have commenced a refresh of the viability model that forecasts stock performance and viability. The refresh will pick up changes to how demand is calculated, based on the changes to how lettings information is recorded, and update investment forecasts.</p>
11	% of tenants satisfied with their new Council home	67.00	67.00	61.67	64.22			<p>Where customers indicate they are dissatisfied we will call them back to discuss further. This generates a service request to the relevant housing service for a response directly to the customer. 15 customers were dissatisfied in quarter 2 and we were able to contact 12 and of those customers 5 had repair issues, which have been resolved, 3 were unsatisfied with the condition of the garden, 1 had a damp issue which has been resolved, 1 had issues with the cleanliness of the property and has been highlighted with our cleaning contractor, 1 customer had issues with the decoration within the property (see below for update) and 1 customer felt they no longer had a support network in their local area. Consultants Campbell Tickell have reviewed our void process and how we let homes. As part of that process, we met with customers on 30 October to gather their opinions on the standard tenants expect of their new home. Once we've completed the consultation we will aim to update elected members through internal governance structure for comments. 12 employees have been recruited and are fully operational which has improved customer satisfaction this quarter. Due to TUPE implications appointing an additional eight employees has been delayed and it is anticipated they will be in place in the next financial year.</p>
12	Average days to let a home	138.00	100.00	137.00	134.00			<p>This KPI is the overall performance result for the average number of days it takes to let a Council property from the day it becomes empty to the day it is re-let. See KPI's 13 & 14 for individual performance result and comments.</p>

KPI No	Performance Measure	2023/24	2024/25	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
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13	Average days to let a home from Void to Ready to Let	New for 2024/25	80.00	82.81	81.00			Construction Services are progressing with recruitment of 32 additional trades and were expecting to have them in post by end of May 2024. Unfortunately, issues with potential TUPE implications have delayed the recruitment process however we do hope to have these positions filled by January 2025. The service will establish an internalised clearance team which will increase performance and reliability at the front end of voids delivery, increasing turnaround time for properties. We also expect to see an increase in performance in quarter 3 due to lower levels of annual leave during September, October & November.
14	Average days to let a home from Ready to Let to Let	New for 2024/25	60.00	54.60	53.00			The indicator target is set at a high level of 60 days because the key aim is to reduce the number of vacant properties and associated rent loss by the end of the year. To do this, we will need to let some long-term vacant properties which will have a negative impact on this indicator (note that the indicator only includes the days for a vacant property once it is let). However, letting the long-term properties will allow for improved performance from 2025/26. There has been progress on this in the first half of the year (as can be seen in the reduction of 6 month+ vacant properties from 140 at the end of 2023/24 to 76 at the half year stage this year). There are some significant issues with low demand for certain properties, especially 1-bed flats and bedsits reserved for older persons that lack amenities. A review of the future use of this type of stock is to be carried out this year. Letting of properties can also be subject to some delays when additional checks on applicants are needed as a result of ASB issues.
15	Percentage of council homes empty for 6 months or more	0.77	0.50	0.51	0.42			The number of 6 month+ vacant properties stood at 76 at the end of quarter 2 (reduced from 140 at start of year, and 92 at the end of quarter 1). Of the 76 properties: 36 are now available and in the advertising/lettings process. 17 undergoing normal repair work. 9 needing major or structural work. 14 referred / being assessed for future viability. Efforts are focused on further reductions to long term voids, which will also then improve other PIs in due course. However there are difficulties in letting some properties. Whilst there is high demand for houses and a high level of need for most 1 bed flats, there is very low demand for flats and some smaller bungalows reserved for older persons. Options for future use of some low demand flats with age restrictions are being developed. There are also issues with a smaller number of general needs properties where sensitive lets are required as a result of previous anti social behaviour, and affordability issues are a factor in lettability of 2 and 3 bed flats. Construction Services are progressing with recruitment of 32 additional trades and were expecting to have them in post by end of May 2024. Potential TUPE implications have delayed the recruitment process. We anticipate all trades being appointed in quarter 3.

KPI No	Performance Measure	2023/24	2024/25	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
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16	Rent lost due to empty properties as a % of rent due	3.50	3.00	3.46	3.31			Void loss has reduced year to date compared 3.46% the same period last year. This has been helped by a reduction in longer term (6 month+) vacant properties. Further reductions in properties undergoing repair works and properties available for letting will be targeted in the remaining two quarters. Types of property in very low demand have been identified, many of these are flats with age restrictions. Options for some of these flats are being developed. There is high demand for 1 bedroom flats without age restrictions (but not 2 bedrooms+) and for all houses. Construction Services are progressing with recruitment of 32 additional trades and were expecting to have them in post by end of May 2024. TUPE implications have delayed the recruitment process. We anticipate all trades being appointed in quarter 3. The Lettings Team Leader was appointed in August which has helped improve rent loss performance. Additional Housing Register employees have been recruited and training is ongoing. The impact of these employees will benefit the customer service delivery of the Lettings Service .
17	Rent collected from tenants as a percentage of rent due to date in the financial year (excluding arrears brought forward)	98.19	97.50	95.11	98.49			Performance is on target at the end of quarter 2 with £52,463,447 rent collected from a total of £53,268,993 rent due. 8,342 tenants are in receipt of Universal Credit (UC) as at the end quarter 2 and 3,799 of these have an Alternative Payment Arrangement in place either because of their vulnerability or a history of debt/arrears. The team have a focus on arrears prevention, early intervention and support. Support activities have generated over £3m in financial gains for residents this financial year so far. From April, the DWP have been issuing managed migration notices to legacy benefit claimants in Gateshead. People receiving these notices will have 3 months to make a claim for UC. At the end of the 3-month window, their legacy benefit claims will cease, regardless of if they have claimed UC or not. This will mean UC claimant numbers will increase significantly throughout 2024 (since April 2024, UC cases have increased by approx. 1000). There have been 12 evictions for rent arrears in quarter 2 taking the total for the financial year to 15.

KPI No	Performance Measure	2023/24	2024/25	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
18	% of properties where damp and mould has been successfully resolved	78.43	80.00	78.73	77.79			We have reintroduced a damp/mould information document that provides tenants with advice on how to limit moisture in their homes & are provided during our inspection visits. We are improving our website content, developing online videos guides on how to spot damp/mould earlier & preventative measures. These are being filmed in October & will be available by the end of quarter 3. We are working with ICT, Housing Management & Rent and Income to develop a referral process to provide better customer support for fuel poverty & customers needing wider range support to combat high levels of moisture in their homes. We are working with ICT & NEC Housing to develop a predictive model for forecasting cases using a variety of metrics, including property type, heating type & other social factors. It is expected to have 70% accuracy, based on studies of other housing providers. The data for the model is currently being collected & expected to be live by the end of quarter 3. We anticipate further changes to our overall approach in response to Awaab's Law. Six Building Technicians have been appointed & are inspecting cases of damp & mould. In August approval was given to appoint 10 employees to deliver the operational service. New employees will be in place in January 2025. It is anticipated they will improve performance.
19	% of repairs completed right first time	89.08	90.00	91.46	90.69			Performance has showed an improvement from this time last year (74.09%). We have reviewed our schedule of rates to ensure that the correct time is allocated for each repair to be completed, allowing for trades to complete more repairs without the need for additional time. This is having a positive impact on right first time. We continue to closely monitor the out of hours repairs service to improve our ability to carry out repairs first time, with particular attention to the parts required. This has helped inform what common parts our tradespeople require on van stocks. Changes previously made to the Online MyHousingAccount Portal with more detailed diagnostics for customers have contributed to improve accuracy in first time reporting. The results of a customer survey to be issued in quarter 3 and referred to in KPI 'Digital Self Service – Percentage of Self-Service Transactions – Responsive Repairs' will build upon this.
20	Appointments kept as a percentage of appointments made	93.08	94.00	91.94	96.38			We have reviewed our schedule of rates to ensure that the correct the amount time is allocated to repairs and adjusted our appointment periods for each repair to ensure the appointment diaries are at optimal efficiency. This also appears to be improving operatives attending in the correct time frame. ICT have carried out improvements in the performance management report to address operatives arriving 15 minutes early and completing the works which will be recorded as a success.

		2023/24	2024/25					
KPI No	Performance Measure	Year End	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
21	% of tenants satisfied with their most recent repair (transactional repairs)	84.44	86.00	83.75	83.33			<p>Trends around reasons for customer enquiries, elected members enquiries and formal stage 1 complaints registered to the repairs service include dissatisfaction with time taken to complete repairs.</p> <p>Repairs service continues to go through a change process to ensure more repairs are completed in timescale and make delivery more efficient. The recruitment of additional tradespeople is currently underway and it is anticipated that they will be appointed and fully trained on the Council's H&S and IT systems by the end of quarter 3. This comes with the expectation of more of the repairs backlog being completed and in time we will see an increase in performance by the end of 2024/25.</p> <p>We anticipate satisfaction to begin to increase once employees are embedded in the organisation.</p>
22	% of residents satisfied with how their anti-social behaviour case is handled (transactional ASB case)	48.39	62.00	38.00	55.56			<p>During this period 481 ASB cases were closed. Of these, 288 customers were linked to cases that were closed (some cases had no customer, and others had more than one). Of these, 74 customers had opted in to receiving a satisfaction survey by text message and a total of 18 responded to the handling question. Of the 18 responses, four customers expressed dissatisfaction with the service provided by Neighbourhood Service and one with the Neighbourhood Relations Team. Where appropriate the customer was contacted by the Housing Manager to discuss further. Customer feedback highlighted customers frustrations with lack of case updates. One customer expressed dissatisfaction with another Council Service not Housing Service.</p> <p>Due to the continued low survey response rate, Housing Managers have been asked to remind investigating Officers that they should encourage customers to complete the survey during the case closure process. The Case Closure standard letter has also been amended to reflect this.</p>
Tenant Satisfaction Measures - Survey								
23	Overall satisfaction, taking everything into account	64.00	76.00					<p>The target for 24.25 has been set based on performance in 23.24 and developed using Housemark benchmarking data. The results are now published on the Council's website.</p> <p>In 24.25, we will be carrying out the tenant perception satisfaction survey using the same method, a telephone survey carried out in two phases in October 24 and February 25.</p> <p>Kwest Research Limited will be carrying out the survey on our behalf. Data collected will reported to the Regulator of Social Housing (RSH) on an annual basis. The survey will be carried out by telephone to ensure that we hear from a sample of tenants that reflects our customer profile.</p>

KPI No	Performance Measure	2023/24	2024/25	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
24	Agreement that the landlord treats tenants fairly and with respect	80.00	82.00					See KPI 23 Overall satisfaction, taking everything into account for comments.
25	Satisfaction that the home is safe	73.00	77.00					See KPI 23 Overall satisfaction, taking everything into account for comments.
26	Satisfaction that the home is well maintained	66.00	74.00					See KPI 23 Overall satisfaction, taking everything into account for comments.
27	Satisfaction that the landlord keeps communal areas clean and well maintained	68.00	73.00					See KPI 23 Overall satisfaction, taking everything into account for comments.
28	Satisfaction that the landlord keeps tenants informed about things that matter to them	71.00	72.00					See KPI 23 Overall satisfaction, taking everything into account for comments.
29	Satisfaction that the landlord listens to tenant views and acts upon them	64.00	70.00					See KPI 23 Overall satisfaction, taking everything into account for comments.
30	Satisfaction that the landlord makes a positive contribution to neighbourhoods	65.00	69.00					See KPI 23 Overall satisfaction, taking everything into account for comments.
31	Satisfaction with repairs	69.00	76.00					See KPI 23 Overall satisfaction, taking everything into account for comments.
32	Satisfaction with the landlord's approach to handling anti-social behaviour	60.00	64.00					See KPI 23 Overall satisfaction, taking everything into account for comments.
33	Satisfaction with the landlord's approach to handling complaints	26.00	31.00					See KPI 23 Overall satisfaction, taking everything into account for comments.
34	Satisfaction with time taken to complete most recent repair	63.00	71.00					See KPI 23 Overall satisfaction, taking everything into account for comments.
Tenant Satisfaction Measures - Management Generated								

KPI No	Performance Measure	2023/24	2024/25	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
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35	Number of anti-social behaviour cases, opened per 1,000 homes (including hate incidents)	54.74	56.00	13.71	30.01			During this period 542 new ASB cases were opened. This is a decrease of 5% when compared to the same period last year when 568 new cases were opened. 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. Analysis of the data shows there are no specific trends in relation to ASB type, however we are seeing more complex cases which can take longer to resolve. We work internally with Private Sector Housing colleagues when there are mixed tenures involved in the ASB. We also work in partnership with other agencies, such as police, probation, social care and health to address the underlying causes of ASB. A review of the ASB & Hate crime Policy has begun and work to involve customers in this is scheduled to take place during quarter 3, further updates will be provided as this work progresses.
36	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	Revised for 2024/25	1.10	0.28	0.72			So far this period 24/25 542 new ASB cases were opened. Of the new cases, 529 (98%) cases related to general ASB and 13 (2%) cases related to Hate Crime. This is a decrease compared to the previous year where 15 Hate Crime cases were reported. Please see comments for KPI 36 Number of anti-social behaviour cases, opened per 1,000 homes (including hate incidents) for detailed service updates.
37	Number of stage one complaints received per 1,000 homes	Revised for 2024/25	19.00	6.52	12.29			Complaints received per 1000 properties provides the Regulator of Social Housing (RSH) with the number of complaints registered relative to the landlords housing stock. This alongside data from other Tenant Satisfaction Measures provides an indication as to how effective a landlord's complaint policy is being implemented. The figure reported is cumulative over the reporting year. We are currently on course to achieve the target of registering 19 stage 1 complaints per 1000 properties. In quarter 2, we registered 104 stage 1 complaints. Of the 104 complaints registered, 86 (83%) related to repairs and maintenance, and 8 (8%) related to Neighbourhood services.

KPI No	Performance Measure	2023/24	2024/25	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
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38	Number of stage two complaints received per 1,000 homes	Revised for 2024/25	2.20	0.94	1.72			Complaints received per 1000 properties provides the Regulator of Social Housing (RSH) with the number of complaints registered relative to the landlords housing stock. This alongside data from other Tenant Satisfaction Measures provides an indication as to how effective a landlord's complaint policy is being implemented. The figure reported is cumulative over the reporting year. We are currently on course to achieve the target of registering 2.20 stage 2 complaints per 1000 properties. In quarter 2, we registered 14 stage 2 complaints. Of the 14 complaints registered, 6 (43%) related to Repairs and Maintenance and 6 (43%) related to Neighbourhood services. The remainder related to complaints about Homelessness and Neighbourhood Relations.
39	% of Stage 1 complaints responded to within the Handling Code timescales	Revised for 2024/25	75.00	20.00	40.00			This KPI is reported annually to the Regulator of Social Housing as part of the new set of Tenant Satisfaction Measures. This KPI measures compliance with a requirement of the Complaint Handling Code (Housing Ombudsman) to answer stage 1 complaints within 10 working days. The KPI figure reported is cumulative over the reporting year. In quarter 2, 115 stage 1 complaints required a response. We responded to 65 (57%) within the target timescale. There has been significant progress on the number of outstanding complaints. There are currently 30 outstanding complaints of which 11 are outside of the 10 day target. In response to poor performance and following a scrutiny review by tenants of stage 1 complaint handling, we are currently going through the process of establishing a new Housing complaint handling team. We expect the new team to be operational by November 2024. In the meantime a Team Brief has been circulated reminding housing services of the importance of dealing with complaints in line with the Council's complaints policy.
40	% of Stage 2 complaints responded to within the Handling Code timescales	Revised for 2024/25	91.00	60.00	78.00			This KPI is reported annually to the Regulator of Social Housing as part of the new set of Tenant Satisfaction Measures. This KPI measures compliance with a requirement of the Complaint Handling Code (Housing Ombudsman) to answer stage 2 complaints within 20 working days. The KPI figure reported is cumulative over the reporting year. In quarter 2, 17 stage 2 complaints required a response. We responded to 15 (88%) within the target timescale. We are not yet achieving the target of 91% of stage 2 complaints responded to within timescale. As mentioned above we are currently going through the process of establishing a new complaint handling team. We expect the new team to be operational by the end of November.

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41	Asbestos safety checks	100.00	100.00	100.00	100.00			All Asbestos safety checks are completed for quarter 2. A total of 2732, made up of 2710 dwelling units and 22 communal lounges. 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.
42	Water safety checks	99.80	100.00	99.80	100.00			Total of 1706 Water Risk Assessment (WRA) are required, made up of 36 blocks containing 1677 Dwelling units and 29 communal lounges. All WRA are in timescale for quarter 2.
43	Fire safety checks	100.00	100.00	71.47	100.00			Total of 3054 made up of 3025 dwelling units and 29 communal lounges. All Fire Risk Assesments (FRAs) are completed for quarter 2. The High-Rise Fire Risk Assessment (FRA) programme has been improved and fully embedded. The programme is planned throughout the calendar year, to better manage time and resources. All High Rise, Mid Rise and Low Rise residential FRAs for common areas are now completed for the current programme.
44	Gas safety checks	100.00	100.00	100.00	99.99			A total of 16772 - made up of 16556 council owned, 8 Shared Ownership and 208 Dwelling units served by a communal boiler. 1 Shared Ownership property outstanding as at quarter 2. The gas servicing team continue to perform well. Where a non access is identified a robust non access process is enforced which would culminate in a warrant if required to ensure compliance and gas safety. The gas safety manager also has a full audit process in place to maintain the high standards of both the operational work on site and the quality of the certification, data and documents.

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		Year End	Target					
45	Lift safety checks	85.98	100.00	73.19	75.21			<p>Total of 1670 dwelling units across all blocks. 13 Lifts overdue across 9 Blocks affecting 414 Dwelling units.</p> <p>All inspections that are outstanding have been booked in with HSB to be carried out within the month (October).</p> <p>Lift data is broken out into addresses to give contact.</p> <p>Beacon, Lough and Fell Court are to be carried out on 16th October with Kone and HSB present due to new lifts being in place. Only one of the lifts is out of time due to certificate of conformity being expired.</p> <p>2 lifts Priory and 2 lifts Peareth Court require SAFed to be complete by Kone which we have been advised will be carried out 15th October following this a LOLER can be rearranged.</p> <p>1 lift Melbourne Court will be attended by HSB on Thursday 17th October to complete the LOLER inspection.</p> <p>2 lifts Ripley Court, 1 lift Bedale Court and 2 lifts Sydney Court are with an engineer visit and are awaiting a confirmation date from HSB to attend.</p> <p>Our specialist contractor TUVSUD are now carrying out maintenance audits on all domestic passenger lifts.</p>
46	Proportion of homes that do not meet the Decent Homes Standard	3.62	0.00					<p>Performance for this indicator is measured annually and will be reported at quarter 4. The 2024/25 target is set at zero and it is hoped all stock will be decent.</p> <p>The housing capital investment programme has been developed to deliver improvements that will make some homes decent and prevent others from becoming non-decent. Work is currently on site and will be delivered across the year to improve the stock.</p> <p>A five year investment plan is also in place to forecast and steer future investment in to the stock.</p> <p>The housing capital programme is aligned to the priorities in the HRA Housing Asset Management Strategy.</p>
47	Percentage of non-emergency responsive repairs completed within the landlords target timescale	Revised for 2024/25	80.00	79.32	79.29			<p>As per the comments for the previous KPI. Repairs service continues to go through a change process to ensure more repairs are completed in timescale and make delivery more efficient. The recruitment of additional tradespeople is currently underway and it is anticipated that they will be appointed and fully trained on the Council's H&S and IT systems by the end of quarter 3. This comes with the expectation of more of the repairs backlog being completed and in time we will see an increase in performance by the end of 2024/25.</p>

KPI No	Performance Measure	2023/24	2024/25	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments
		Year End	Target					
48	Percentage of emergency responsive repairs completed within the landlords target timescale	Revised for 2024/25	97.00	97.76	97.42			<p>Performance for emergency repairs being completed in time has met the target this quarter.</p> <p>As mentioned above, Construction Services are progressing with recruitment of additional tradespeople is currently underway and it is anticipated that they will be appointed and fully trained on the Council's H&S and IT systems by the end of quarter 3. This comes with the expectation of more of the repairs backlog being completed and in time we will see an increase in performance by the end of 2024/25.</p>