

9 June 2026

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Community Area Form Riverside

South Tyneside Council Housing Services

Community Area Forum Riverside

Report By: Catherine Delaney, Housing Manager, Riverside

Date: 9 June 2026

South Tyneside Council Housing Services Report Quarter 4 2025/2026

Purpose of report

1. The purpose of the report is to update the Community Area Forum on South Tyneside Council Housing Services' performance for Quarter 4 of 2025/2026 and to provide a local update on activity for Riverside.

Background

2. The performance information provides indicators from across the business.
3. There are five Housing Managers who act as South Tyneside Council's representatives for each CAF area, and each area has an Assistant Housing Manager, and Housing Officers. There is a separate Housing Manager who is responsible for Housing Plus across the borough, and the information for both Housing Officers and Housing Plus Officers is displayed in appendix 1

South Tyneside Council's Performance and Key Activities

4. Below is the performance scorecard for South Tyneside Housing Service's performance for Quarter 4 for the financial year 2025/2026

Performance Key

How are we doing?					
Good		Room for improvement		Cause for concern	

Asset

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing ?
	Year End/ Cumulative Figure			
Capital spend by asset and property services versus budget cumulative	£27,074,521	£26,132,391	£30,445,654	

5. The year end capital spend was slightly below target due to changes within project delivery timelines. This includes leasehold consultation and procurement, structural and architectural design, and approvals by the Building Safety Regulator.

Property Services

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing?
	Year End/ Cumulative Figure			
Emergency repairs completed within target timescale (MTSM)	99.63%	99.79%	98.70%	
Non-emergency repairs completed within target timescale (MTSM)	91.89%	99.08%	89.20%	
Percentage of repairs completed right first time	87.09%	87.32%	86.50%	
Percentage of jobs where there was no answer	6.44%	5.90%	8.35%	

6. Repairs performance indicators continue to remain above target and is reaffirmed by the strong benchmarking performance shown in table 1, with a comparison to the Regulator of Social Housing's recent performance publication, demonstrating upper quartile performance.

Table 1

Sector Benchmark November 2025 (Regulator of Social Housing Publication)	Housing Services Performance	Upper Quartile Performance	How Are We Doing?
Emergency repairs completed within target timescale	99.79%	98.90%	✓
Non-emergency repairs completed within target timescale	99.08%	90.80%	✓

Compliance

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing ?
	Year End/ Cumulative Figure			
The proportion of homes for which all required landlord gas service and safety inspections have been carried out	100%	100%	100%	✓
The proportion of required fire risk assessments that have been carried out	100%	100%	100%	✓
The proportion of required asbestos management surveys or re-inspections that have been carried out	100%	100%	100%	✓
The proportion of homes for which all required passenger lift safety checks have been carried out	100%	100%	100%	✓
The proportion of annual water safety checks completed within programme	100%	100%	100%	✓

7. Compliance across gas, fire, asbestos, water, and lift safety remains fully compliant.

Housing Management

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing ?
	Year End/ Cumulative Figure			
ASB cases relative to the size of the landlord (MTSM)	38.40	32.20	35.5	
ASB cases relative to the size of the landlord that involve a hate crime (MTSM)	0.80	4.01	0.6	

8. The Community Safety Team, which sits within our Place Strategy Directorate, continue to work closely with services within Housing Services. During the year there have been some excellent results through extensive partnership working with external colleagues such as Police and Support Services, and internal colleagues within the Business and Community Response Team.

The number of ASB cases raised per 1,00 properties ended year end within target, however those which included a hate crime ended up outside of the target. The number of hate crimes reported nationally have also increased, and this is further expected when the Home Office release the statistics for 2025/2026. The anti-social behaviour team continue to work with the Police, to investigate, and support victims, in line with the Crime and Policing Act 2014.

Housing Management

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing ?
	Year End/ Cumulative Figure			
Number of customers that have had a behind the door visit (worked out against the total number of tenancies) Riverside	(October 2023- March 2025)	661	754 year end	

9. A structured and planned approach to Behind the Door visits is now embedded, with a commitment to visiting every customer at least once every three years. Although Riverside ended year end behind target, due to staff shortages throughout the year, there was a significant increase in the number of visits within both Quarter 3 and Quarter 4, and there have been regular reviews with Senior Management to ensure the improvement in performance continues.

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing ?
	Year End/ Cumulative Figure			
Proportion of rent collected including arrears brought forward cumulative	99.88%	100.18%	99%	
Outstanding rent arrears as a percentage of the overall percentage of rent due Riverside	3.61%	3.58%	3.50%	
Outstanding rent arrears Riverside	£459,450	£479,432	Report only	N/A

10. Our income collection performance has shown consistent improvement throughout the year, surpassing last year's end year performance despite the challenges associated with the rent increase and the increasing levels of poverty and deprivation across the Borough.

Our strong rent collection performance demonstrates our commitment to income maximisation and tenancy sustainment, directly contributing to the wider ambitions of the Council. Our approach continues to focus on early intervention while providing targeted support to tenants experiencing financial hardship so that they can maintain stable and successful tenancies.

Rent arrears for Riverside ended the year at 3.58%, performing above the target, however there has been a gradual improvement throughout the year, and also in comparison to the same previous last year. There continues to be an empathetic, customer focused approach that prioritises early intervention and support.

Customer Service

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing ?
	Year End/ Cumulative Figure			
The percentage of calls resolved at first point of contact cumulative	89.65%	99.56%	85%	

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing ?
	Year End/ Cumulative Figure			
The percentage of abandoned calls cumulative	12.44%	3.81%	10%	✓

11. Both contact performance indicators ended the year significantly within target, and this demonstrates a timeliness and effective approach, while ensuring customers receive the information that they need within their initial call to the contact centre.

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing ?
	Year End/ Cumulative Figure			
Percentage of stage 1 complaints responded to within the Complaint Handling Code MTSM	92.63%	92.22%	90%	✓
Percentage of stage 2 complaints responded to within the Complaint Handling Code MTSM	92.62%	100%	95%	✓

12. Both stage 1 and stage 2 complaints response rates exceed targets, with stage 2 ending year end at 100%, and stage 1 performance improvement further within Quarter 4 to end year end at 92.22%. An analysis, and management and monitoring tool has been implemented to support Senior Managers and service managers in dealing with complaints.

Financial Wellbeing

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing ?
	Year End/ Cumulative Figure			
Overall financial gains obtained on behalf of residents from welfare benefits and casework Riverside	£2,506,491.89	£2,490,694	£10million end of year all of South Tyneside	✓

13. The total financial gains by Welfare Support for Riverside was £2,490,694 for year end, with a total value of £487,478 within Quarter 4. The service has been supporting customers in the transition from legacy benefits to Universal Credit; the process is expected to end in July 2026, and this is expected to be reflected within the welfare gains going forward.

Housing Solutions

Housing Options

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing?
	Year End Total/Cumulative Figure			
Percentage of cases prevented from being homeless	48.09%	60.85%	50%	

14. Homeless prevention performance increased throughout the year, leading to the end of year performance significant up on 2024/2025 despite a continued increase in demand on the service. This was achieved through increase focus on upstream prevention and early intervention in partnership with other housing teams. As we extend our plans to make homelessness everyone's business and take forward the Homelessness Prevention Action Plan, we expect this positive performance to continue.

By the end of Quarter 4, the number of cases that were prevented from becoming homelessness by the Housing Options Service was 35, set against 25 that were relieved. Year to date we have prevented 553 (60.85%) of individuals and families from becoming homeless against 347 (39.15%) relief homeless applications.

Table 1 Housing Applications By Band

Band	Number of Applications
Band 1+	2
Band 1	178
Band 2	193
Band 3	780
Band 4	2502

We continue to receive housing applications, we currently have 3655 active applications, and we continue to cleanse the system to ensure applications are current and up to date.

Void and Allocations

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing?
	Year End Total/Cumulative Figure			
Current number of active voids general needs Riverside	15	20	Report only	N/A
Current number of active voids Housing Plus Riverside	8	2	Report only	N/A

15. Void performance in general continues to be very strong due to the robust and effective void management. Although there has been a slight increase in the number of general needs voids in comparison to the same period last year, this is a snapshot in time, and performance has mainly improved, and is now expected to level out with a natural turnover of voids.

The focus will be on ensuring that properties that are returned are allocated to those that best meet the needs, and work is scheduled to review the Allocations Policy which will ensure properties are allocated in a fair and transparent way and supports the best use of stock.

Health and Housing

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing?
	Year End Total/Cumulative Figure			
Average days taken for a health and housing assessment to start cumulative	14	18	28	
Number of pre tenancy cases where the tenancy has been sustained for at least 12 month after the case has ended	90.7%	99%	90%	

16. The Health and Housing team continue to support customers before their tenancy, and during their tenancy, and despite the demand and the complexity of cases, performance remains strong. The team continue to work with the different services with Housing Services, and across a wider range of partners to support customers within their homes.

Housing Plus

17. The well-being call service operates 365 days a year with many tenants choosing to receive a daily morning call to check on their welfare. All of the customers that have opted into receiving a wellbeing call, received these calls, and all required, fire, safety, and advice checks were carried out during the year.

Recommendation

18. The CAF is asked to note the report contents and performance information.

Contact Officer

The Housing Manager for Riverside is Catherine Delaney and is available on 07918165819 or Catherine.Delaney@southtyneside.gov.uk; the Assistant Manager is Nick Little and is available on 07483138297 or Nick.Little@southtyneside.gov.uk. A list of the Housing Officers and their contact details for Riverside are below.

Appendix 1

CAF Housing Officers	Estate	Telephone Number and Email
Joshua Bush	Laygate	07733413751 Joshua.bush@southtyneside.gov.uk
Peter Tindle	Brinkburn, Dean Road, Chichester, John Clay Street, Wolsey Court	07879214605 Peter.J.Tindle@southtyneside.gov.uk
Michael Kelly	Trinity, Westoe, Woodbine Estate	07721731278 Michael.Kelly@southtyneside.gov.uk
Sarah Bowskill (Tue non Working)	Simonside East	07436035252 Sarah.Bowskill@southtyneside.gov.uk
Michelle Pandeles	Mile End Road, Simonside East	07810852938 Michelle.Pandeles@southtyneside.gov.uk
Sophie Barrow (Mon Tue non working)	Tyne Dock, Victoria Road South Shields	07773099991 Sophie.Barrow@southtyneside.gov.uk

Appendix 2

Jackie Redman is the Assistant Housing Manager for Housing Plus schemes in Hebburn and can be contacted on 07795544242 or at Jackie.Redman@southtyneside.gov.uk

CAF Housing Plus Officers	Ward/Scheme	Telephone Number
Sharon Chisholm	Patrick Cain House	07890058554 Sharon.Chisholm@southtyneside.gov.uk
Vera Farrell	Clayside House, Glenthorpe House	07920062043 Vera.Farrel@southtyneside.gov.uk
Allyson Gill	Hallgarth House	07812511877 Allyson.Gill@southtyneside.gov.uk
Jackie Redman	Casper Court, Julius Court	07795544242 Jackie.Redman@southtyneside.gov.uk

