



South Tyneside Council

item 7

Housing Services Performance Quarter 4 2025/2026

This document has been classified as: **Not
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Housing and Environment Scrutiny Committee

Report to Housing and Environment Scrutiny Committee

Cabinet Portfolio/Lead Member: Cllr Smith

Report of Director of Community Operations, Gary Kirsop

Subject: Housing Services Performance Quarter 4 2025/2026

Date: Wednesday 24 June 2026

Wards affected: All

Council ambitions: Financially Secure, Health and Well, Part of Strong Communities, Targeting Support to make things Fairer.

Does the report and any appendices contain information which has been identified as confidential or exempt?

No, this report does not contain information identified as confidential or exempt.

For Executive Decisions only:

Is the decision a Key Decision? ☐ Yes ☐ No

Is it included in the Forward Plan? ☐ Yes ☐ No

If not in the Forward Plan is the report: General Exception Rule/ Special Urgency Rule

Relevant Scrutiny Chair: Cllr Oughton

Is the decision eligible for call-in by Scrutiny? No

Purpose of Report

1. The report provides Housing and Environment Scrutiny Committee an update on the 2025/2026 quarter four strategic performance indicators for Community Operations Housing Services.

Background Information

2. Performance is set out against the four Consumer Standards and includes the Management Tenant Satisfaction Measures to support our approach to regulatory compliance and includes key strategic performance indicators for Housing Services.

3. The Consumer Standards are as follows:

- **Safety and Quality Standard-** requires landlords to provide safe and good quality homes and landlord services.
- **Transparency, Influence and Accountability Standard-** requires landlords to be open with tenants and to treat them with fairness and respect so that tenants can access services, raise complaints, and when necessary, influence decision making and hold their landlord to account.
- **Neighbourhood and Community Standard-** requires landlords to engage with other relevant partners so that tenants can live in safe and well maintained neighbourhoods and feel safe in their homes.
- **Tenancy Standard-** sets for the fair allocation and letting of homes and how homes are managed and ended by landlords.

Implications

Financial and Resources

4. Rent arrears and former tenant arrears impacts the financial recovery of the Housing Revenue account; however, performance remains in a strong position despite the challenging strategic and financial environment. There is continuous performance monitoring and management and this supports our effective operational response to income management.

Legal and Governance

5. The performance indicators support monitoring and measurement against the new regulatory environment and our compliance with the four consumer standards outlined within the report.

Risk

6. There are no significant risks arising from proposed recommendations in this report. The ongoing monitoring of strategic performance supports the effective monitoring and management of risks, both strategically and at a service level, and supports part of the ongoing service delivery planning within the Community Operations Directorate.

Equality, Diversity and Community

7. There are no significant equality, diversity, community and integration implication arising from the proposed recommendations in this report.

Environmental and Sustainability

8. There are no significant environmental and sustainability implications arising from the proposed recommendations in this report.

Council Ambitions, Policies, Strategies and Plans

9. The report provides details of strategic performance supporting the Council to ensure customers have a good standard of living, support arrangements, and live in clean, green, and connected communities where they feel safe. This all links into the Council ambitions and ensures that we continue to deliver services in a fair and transparent way.

Consultation and Engagement

10. There has been consultation with the Scrutiny Committee in relation to this report to allow participative feedback.

Recommendations

11. It is recommended that the Housing Strategy Group note and comment on the performance content of this report.

Reason for Recommendations

12. The recommendation allows reporting governance in line with the Social Housing Act 2023.

List of Appendices

13. None

Good	
Within 5% variance of target	
Not on target	
Was not previously measured/reporting only	N/A
If a target is profiled across the full year this will be displayed with an asterisk	*

Safety and Quality Standard

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing?	Direction of Travel
	Year End Total/Cumulative Figure				
Gas safety checks (MTSM)	100%	100%	100%		
Fire safety checks (MTSM)	100%	100%	100%		
Asbestos safety checks (MTSM)	100%	100%	100%		
Water safety check (MTSM)	100%	100%	100%		
Lift safety checks (MTSM)	100%	100%	100%		
Number of homes that do not meet the Decent Homes standard (MTSM)	0	To be reported year end	0 year end	N/A	N/A
Emergency repairs completed within target timescale (MTSM)	99.63%	99.97%	98.70%		
Non-emergency repairs completed within target timescale (MTSM)	91.89%	97.78%	89.20%		

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing?	Direction of Travel
	Year End Total/Cumulative Figure				
Percentage of repairs completed right first visit	87.09%	87.32%	86.50%	✓	↓
Percentage of jobs with no answer	6.44%	5.90%	8.35%	✓	↓
Capital spend by Asset and Property services versus budget	£27,074,521	£26,132,391	£30,445,654	⬢	↓
Percentage of stock condition surveys carried out	85.84%	98.88%	100% year end	⬢	↓
The percentage of fire and safety, and advice checks carried out in eligible housing plus properties	New	100%	100%	✓	—
Number of damp, mould, and condensation surveys raised	1,212	2,409	Report only	N/A	N/A
Percentage of damp, mould and condensation investigation surveys carried out within 10 days	92.85%	99.35%	100%	▲	↑

Safety and Quality Standard

14. All areas of compliance remain at 100%.

15. 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.

16. The stock condition programme ended year end slightly below target, with all outstanding homes within our no access protocols, with 10 warrants currently in process for court application.

17. The Decent Homes performance indicator has previously been an annual performance indicator. However, due to the risk relating to the Decent Homes Standard, we are currently in the process of implementing a quarterly performance indicator for 2026/2027.

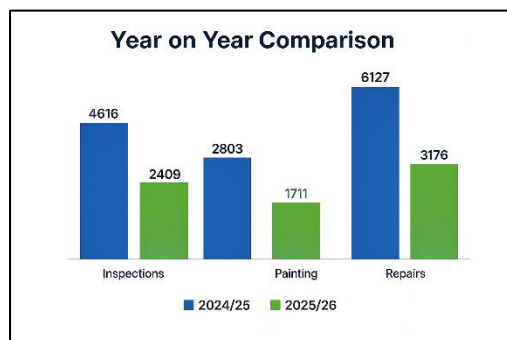
18. Repairs performance indicators continue to remain above target, and is reaffirmed by the strong benchmarking performance shown in table 1, with a comparison to the Regulator of Social Housings recent performance publication, demonstrating upper quartile performance.

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	99.83%	98.90%	✓
Non-emergency repairs completed within target timescale	97.78%	90.80%	✓

19. There were 2,409 damp, mould, and condensation surveys attended in 2025/2026, with 99.35% carried out within the legislative timescale. Since the introduction of Awaab's Law in October 2025, our performance within the surveys has remained strong, with only six jobs missing the target- four in December and two in March. Of these, five surveys were completed outside the required timescale at the tenant's request, and the remaining case exceeded the target date by just one day.

The data displayed in graph 1 indicates that overall demand has decreased in comparison to last year, and suggest proactive measures implemented over recent years are beginning to have a measurable impact in reducing cases and will continue to be monitored alongside the timeliness of surveys completed.

Graph 1



20. All cases identified as failing within the scope of Awaab's Law are allocated a dedicated Customer Liaison Officer who manages the case from start to finish, including all aftercare visits to ensure the steps taken have been successful to resolve the issue.

21. We continue to review resource requirements, including those during high periods of season demand.

Transparency, Influence, and Accountability Standard

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing?	Direction of Travel
	Year Total/Cumulative Figure				
Percentage of calls resolved at the first point of contact	89.65%	99.56%	85%	✓	↑

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing?	Direction of Travel
	Year Total/End Cumulative Figure				
Percentage of abandoned calls	12.44%	3.81%	10%	✓	↑
Average call wait time	New	45 seconds	3 minutes	✓	↑
Number of stage 1 complaints raised by tenants per 1,000 properties (MTSM)	48.57	33.79	44.8	✓	↑
Number of stage 2 complaints raised by tenants per 1,000 properties (MTSM)	9.28	8.4	7.6	⬛	↑
Percentage of stage 1 complaints responded to within Complaint Handling Code timescales (MTSM)	92.63%	92.22%	90%	✓	↑
Percentage of stage 2 complaints responded to within Complaint Handling Code timescales (MTSM)	92.62%	100%	95%	✓	—
The number of customer activities facilitated (wider customers)	118	361	40	✓	—
The number of customers who have actively engaged in each activity during the year	609	1447	400	✓	—
The number of engagement and involvement activities facilitated	49	84	40	✓	—
The number of activities undertaken to support the building engagement strategy	New	5	4	✓	—

Performance Indicator	2024/2025	Current Performance	Target	How Are We Doing?	Direction of Travel
	Year Total/Cumulative Figure				
Number of compliments received	352	614	Report only	N/A	N/A

22. The number of stage 1 complaints ended year end under target, however, stage 2 complaints ended year end above target, despite a slight decrease in stage 2 complaints during Quarter 4. Table 2 outlines the complaints performance across the sector for Local Authorities, with stage 1 complaints significantly below the average, while stage 2 complaints are slightly above.

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%. Both year end positions are above the median landlord performance within this area, evidencing a very responsive approach to complaints, supporting both regulatory compliance and customer experience.

An analysis, and management and monitoring tool has been implemented to support Senior Management and service managers in dealing with complaints, and work is ongoing to develop a range of robust and impactful service improvements to address and resolve recurring themes, and to enhance customer experience.

The work ongoing in the development of service improvements includes an initial focus on enhancing communication externally, as well as across service areas to help support a fair, consistent, and empathetic approach to complaints.

Table 2

Sector Benchmark November 2025 (Regulator of Social Housing Publication)	Housing Services Performance	Median Landlord Performance Local Authority	How Are We Doing?
Number of stage 1 complaints raised by tenants per 1,000 properties	33.79	44.8	
Number of stage 2 complaints raised by tenants per 1,000 properties	8.4	7.6	
Percentage of stage 1 complaints responded to within Complaint Handling Code timescales	92.22%	81.80%	
Percentage of stage 2 complaints responded to within Complaint Handling Code timescales	100%	82.70%	

Neighbourhood and Community Standard

Performance Indicator	2025/2026	Current Performance	Target	How Are We Doing?	Direction of Travel
	Year End Total/Cumulative Figure				
ASB cases relative to the size of the landlord (MTSM)	38.4	32.20	35.5	✓	
ASB cases relative to the size of the landlord that involve a hate crime (MTSM)	0.80	0.52	0.6	✓	

23. 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 team have been working closely with the New Build and Major Works teams in relation to tenancies where work is required to meet compliance and health and safety regulations. There have been a number of these cases which have seen successful outcomes.

The number of ASB cases raised per 1,000 properties ended year end within target, table 4 shows performance against the most recent sector performance publication; the number of cases per 1,000 properties which involve a hate crime also ended under the sector benchmark at year end. 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.

Table 3: Regulator of Social Housing Publication Local Authority ASB Performance

Sector Benchmark November 2025 (Regulator of Social Housing Publication)	Housing Services Performance	Median Landlord Performance Local Authority	How Are We Doing?
ASB cases raised by tenants per 1,000 properties (MTSM)	32.20	35.5	✓
ASB cases raised by tenants per 1,000 properties that involve a hate crime (MTSM)	0.52	0.8	✓

Tenancy Standard

Performance Indicator	2025/2026	Current Performance	Target	How Are We Doing?	Direction of Travel
	Year End Total/Cumulative Figure				
The number of customers that have had a behind the door visit with the current 3 year programme (worked out against the current number of tenancies)	8,573 (October 2023- March 2025 programme)	4,935	5,149		
Percentage of cases prevented from being homeless cumulative	48.09%	60.85%	50%		
Percentage of cases relieved from being homeless	New	39.15%	50%		
Spend on emergency and temporary accommodation versus budget	£320,560	£224,336	Report only	N/A	N/A
The percentage of tenancies that have failed within the first 12 months (excluding deceased)	1.72%	2.45%	1.75%		
Proportion of rent collected including arrears brought forward	99.88%	100.18%	99%		
Value of current rent arrears as a percentage of the debit	3.55%	3.26%	3.5%		
The percentage of arrears made up of Universal Credit benefit	New	73%	Report only	N/A	N/A
Value of former tenant arrears	£2,599,842	£2,811,266	£2,125,890		
Value of former tenant arrears collected	£119,210	£105,047	£185,000		

Performance Indicator	2025/2026	Current Performance	Target	How Are We Doing?	Direction of Travel
	Year End Total/Cumulative Figure				
Total number of active voids general needs	New	94	250	✓	↑
Total number of active voids housing plus	New	20	45	✓	↑
Total number of non active voids	New	147	Report only	N/A	N/A
Value of rent lost for empty homes for active general needs properties	£860,000	£350,857	£549,753	✓	↑
Value of rent lost for empty homes for active housing plus properties	£162,285	£70,188	£150,766	✓	↑
Value of rent lost for empty homes for non active properties	Report only	£832,882	Report only	N/A	N/A

24. Homeless prevention performance increased throughout the year, leading to the end of year performance significantly up on 2024/2025 despite a continued increase in demand on the service. This was achieved through increased focus on upstream prevention and early intervention in partnership with other housing teams. This is leading to a reduction in cases moving to relief cases and a reduction in spend on temporary accommodation. As we extend out plans to make homelessness everyone's business and take forward the Homelessness Prevention Action Plan, we expect this positive performance to continue, leading to better and sustainable outcomes for customers.

The integration of Housing Strategy into Housing Services reinforces a coordinated and joined up approach to homelessness. This is expected to further improve performance, enhance customer experience, and increase effectiveness in delivering the Homelessness Prevention Action Plan.

The strong performance is further evidenced by the benchmarking information at both a national and North East level, despite the shared challenges both nationally and regionally. The authority is aligned to meet the requirements of the National Plan to End Homelessness, learn from best practice and are engaging with the MHCLG to ensure our data is robust and maximises funding opportunities to the authority.

Going forward we will build on the joined up approach with Housing Strategy to continue to improve performance and embed customer experience in service improvements as part of the Homelessness Prevention Action Plan.

Table 4

Ministry of Housing, Communities and Local Government most recent publication	Housing Services Performance	Median Performance		How Are We Doing?	
		North East	National	North East	National
Percentage of cases prevented from being homeless cumulative	60.40%	41.4%	44.2%		

25. 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. The use of automated contacts by our income management system, Voicescape, has proven very effective, resulting in an average of over 65% of our tenants opting to speak to us about their rent account after receiving an automated contact.

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 ended the year at 3.26% performing significantly within target and representing a 0.29% improvement compared with the previous year. Benchmarking against regional housing providers places us firmly in the upper quartile, as displayed in table 5, and demonstrates robust income management. This has been achieved while maintaining an empathetic, customer focused approach that prioritises early intervention and support.

Table 5

Latest Regional Benchmarking Information	Housing Services Performance	Median Landlord Performance	How Are We Doing?
Rent arrears as a percentage of the debit	3.26%	4.48%	

26. Behind the door performance reduced slightly in Quarter 4, however the majority of tenants have now received a visit, and the remaining cases largely involve harder to reach households. We are actively working to reduce no access cases through increased promotion and visibility of the service, and clear communication about the purpose and benefits of the visits to encourage engagement and to build trust with our tenants.

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. Monthly performance clinics and weekly performance reviews ensure progress is monitored closely. A data driven approach supports Housing Officers to manage and prioritise their caseloads effectively within their individual patches, ensuring consistency and accountability across the service.

27. Although tenancy failure is significant behind target, a significant proportion of these are due to terminations around a customer's physical health, and the move is often to a more

suitable property. Work is ongoing to review the end of tenancy process, alongside a separate piece of work to review the termination reasons, which can be used to inform the wider objectives of tenancy sustainment.

28. . Former tenant arrears have seen a significant value written off again within Quarter 4. The process is currently being reviewed, and discussions are taking place on how to best utilise the current rent collection system to support income maximisation within this area.

We have recently reviewed our Former Tenant Arrears Procedure to modernise and streamline our approach, ensuring we are able to support our most vulnerable former tenants while managing former debts appropriately. The updated procedure, alongside the introduction of Voicescape Caseload Manager, will enhance our capacity to manage these cases more effectively and strengthen early intervention for tenants who may require additional support.

29. Void rent loss has improved significantly in comparison to last year, and the strong performance is very much evidenced again when comparing void rent loss to other housing providers. As void levels stabilise to a state of natural turnover, we may see performance level out, however income will be maximised as part of our robust repair and allocation process.

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