



North Kesteven
DISTRICT COUNCIL

Housing Regulatory Performance Report

Q3 - 2024/25

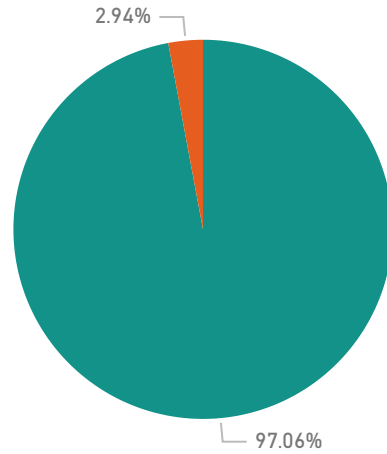
Accountable to you

Our Tenants, Customers, Colleagues, Members and Partners



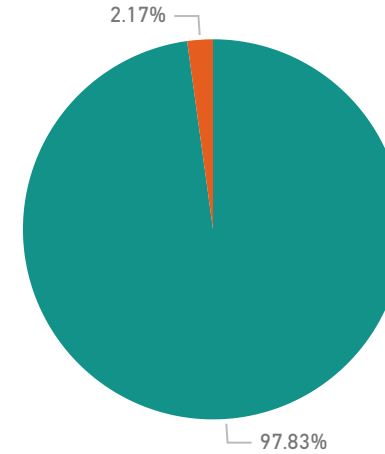
Safety & Quality Standard

● % Complete ● % Incomplete



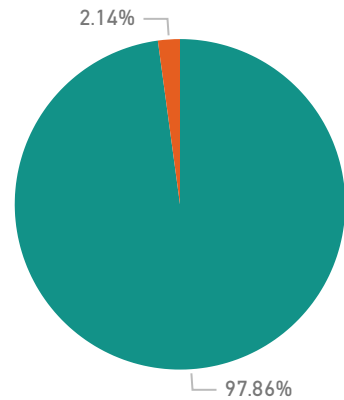
Tenancy Standard

● % Complete ● % Incomplete



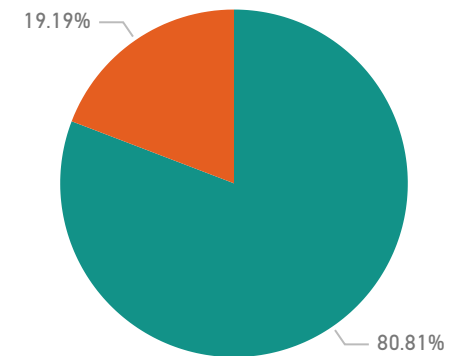
Neighbourhood & Community Standard

● % Complete ● % Incomplete

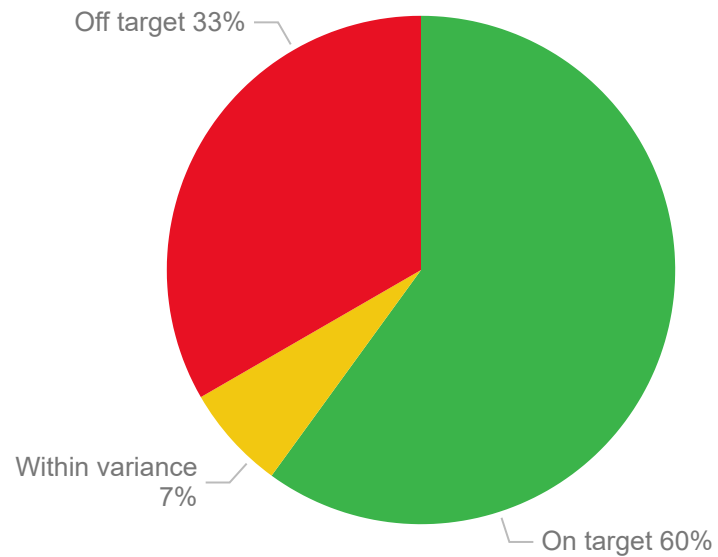


Transparency, Accountability & Influence Standard

● % Complete ● % Incomplete



As a whole, the Council has 27 Housing Regulatory Key Performance Indicators (KPIs), with 15 KPIs being reported on during Q3 of 2024/25.



✓	On target	9
!	Within variance	1
✗	Off target	5

Regulatory Key Performance Indicators

Housing Regulatory Key Performance Indicators

KPI Name ▲	Period	RAG
HP013 Number of Stage 1 complaints received per 1000 homes (landlord services only)	Period: Quarter	⊗ Off target
HP014 Number of Stage 2 complaints received per 1000 homes (landlord services only)	Period: Quarter	⊗ Off target
HP015 % of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (landlord services only)	Period: Quarter	⊗ Off target
HP016 % of Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (landlord services only)	Period: Quarter	⊗ Off target
HP017 Number of ASB cases opened per 1000 homes (landlord services only)	Period: Quarter	⊗ Off target
HP018 Number of ASB cases involving hate incidents opened per 1000 homes (landlord services only)	Period: Quarter	✓ On target
HP019 % of homes that do not meet the Decent Homes Standard	Period: Quarter	✓ On target
HP020 % of non-emergency repairs completed within the target timescale	Period: Quarter	✓ On target
HP021 % of emergency repairs completed within the target timescale	Period: Quarter	⚠ Within variance
HP022 % of homes for which all required gas safety checks have been carried out	Period: Month	⊗ Off target
HP023 % of homes for which all required fire risk assessments have been carried out	Period: Month	✓ On target
HP024 % of homes for which all required asbestos management surveys or re-inspections have been carried out	Period: Month	✓ On target
HP025 % of homes for which all required legionella risk assessments have been carried out	Period: Month	✓ On target
HP026 % of homes for which all required communal passenger lift safety checks have been carried out	Period: Month	✓ On target
HP027 % of homes for which all required electrical safety checks have been carried out	Period: Month	✓ On target

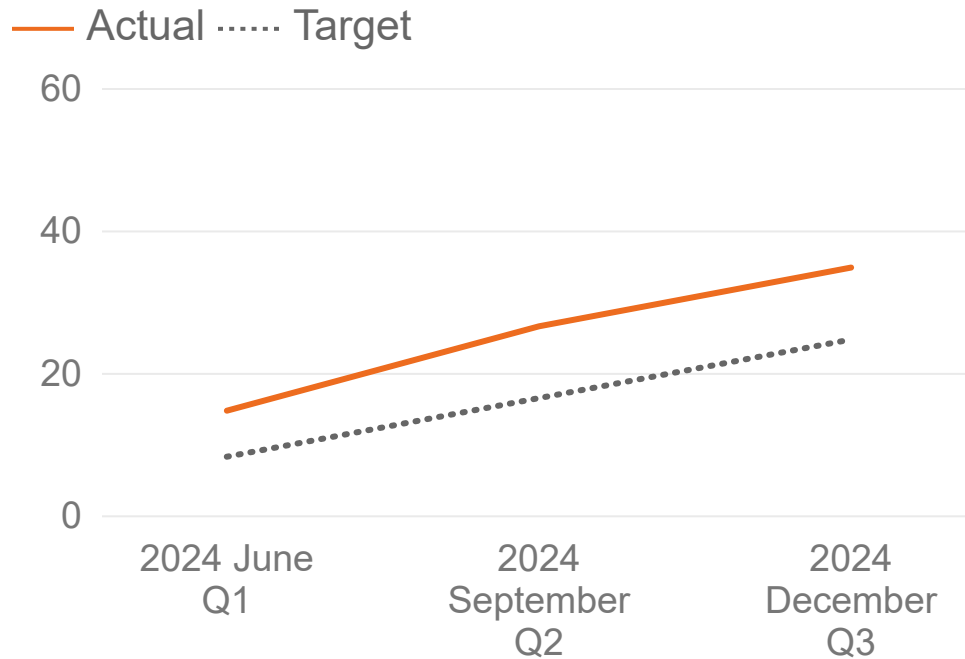
Overview



Off target

HP013 Number of Stage 1 complaints received per 1000 homes (landlord services only)

34.8



Unit: # Calculation Method: Less is Better
 Period: Quarter 16

Financial Year	FY Quarter	Actual	Target	RAG
2024/25	Q1	14.69	8.2	⊗ Off target
2024/25	Q2	26.54	16.5	⊗ Off target
2024/25	Q3	34.79	24.7	⊗ Off target

32 stage 1 Complaints received (/3.881 = 8.25 per 1000 homes)

NKDC Average for stage 1 & 2 - 3.4
 National Average for stage 1 & 2 - 4.7
 Under 10k units average stage 1 & 2 - 4.1

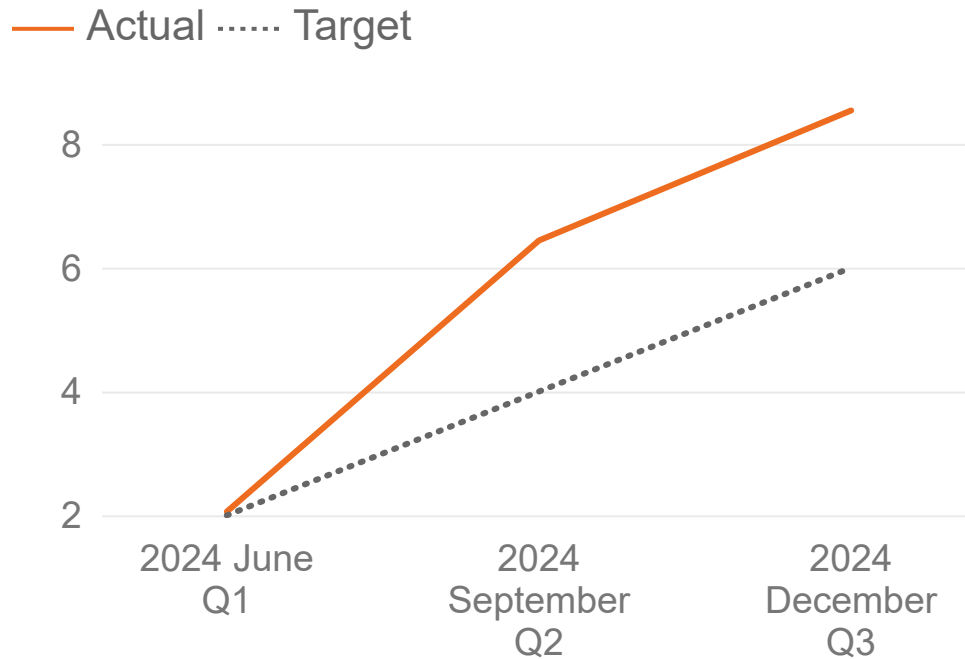
Director of Housing and Property (Interim)



Off target

HP014 Number of Stage 2 complaints received per 1000 homes (landlord services only)

8.5



Unit: # Calculation Method: Less is Better
 Period: Quarter 4

Financial Year	FY Quarter	Actual	Target	RAG
2024/25	Q1	2.06	2.0	⊗ Off target
2024/25	Q2	6.44	4.0	⊗ Off target
2024/25	Q3	8.54	6.0	⊗ Off target

Director of Housing and Property (Interim)

8 St2 complaints received ($8/3.881 = 2.1$ per 1000 homes)

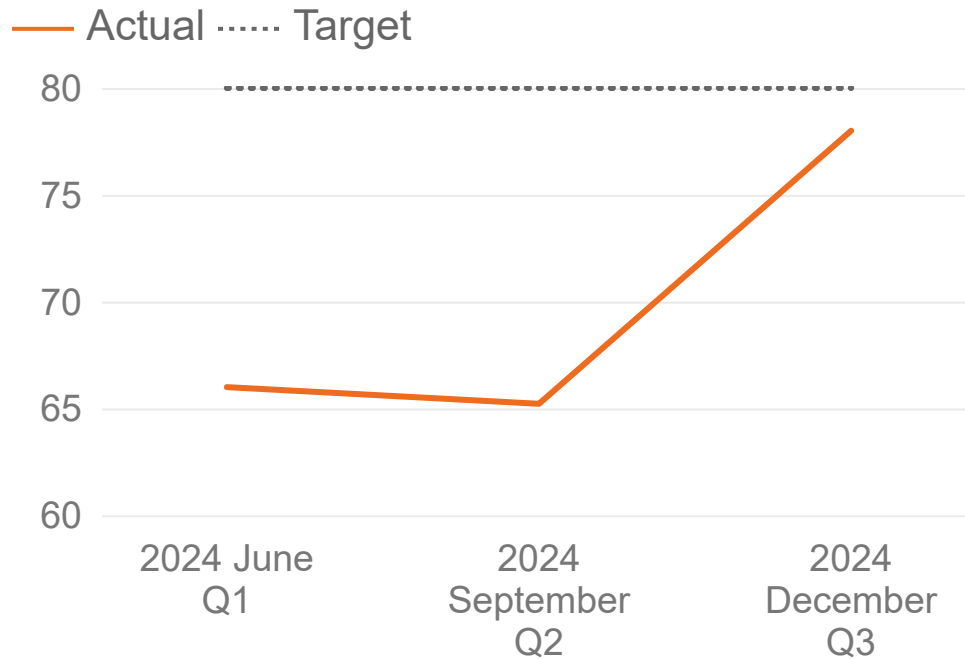
NKDC Average for stage 1 & 2 - 3.4
 National Average for stage 1 & 2 - 4.7
 Under 10k units average stage 1 & 2 - 4.1



Off target

HP015 % of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (landlord services only)

78.0



Unit: % Calculation Method: More is Better
 Period: Quarter 80

Financial Year	FY Quarter	Actual	Target	RAG
2024/25	Q1	66.0	80.0	⊗ Off target
2024/25	Q2	65.2	80.0	⊗ Off target
2024/25	Q3	78.0	80.0	⊗ Off target

Director of Housing and Property (Interim)

25 out of 32 responded to 'Within permissible timescales' - complaints resolved in the time limit(s) permitted by the Ombudsman, including any agreed extension.

Number of complaints per permissible timescales:

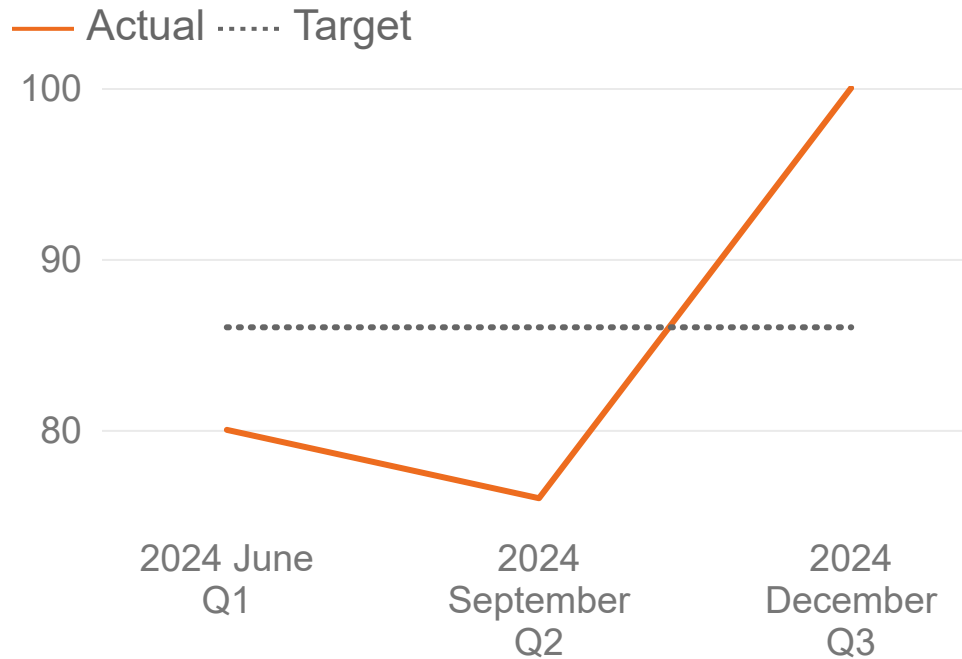
- 10 days - 15 complaints with this target - 73% of those were responded to within that target.
- 20 days - 12 complaints with this target - 83% of those were responded to within that target.
- Extension - 5 complaints with an extension - 80% of those were responded to within that extension.



On target

HP016 % of Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (landlord services only)

100.0



Unit: % Calculation Method: More is Better
 Period: Quarter 86

Financial Year	FY Quarter	Actual	Target	RAG
2024/25	Q1	80.0	86.0	⊗ Off target
2024/25	Q2	76.0	86.0	⊗ Off target
2024/25	Q3	100.0	86.0	✓ On target

Director of Housing and Property (Interim)

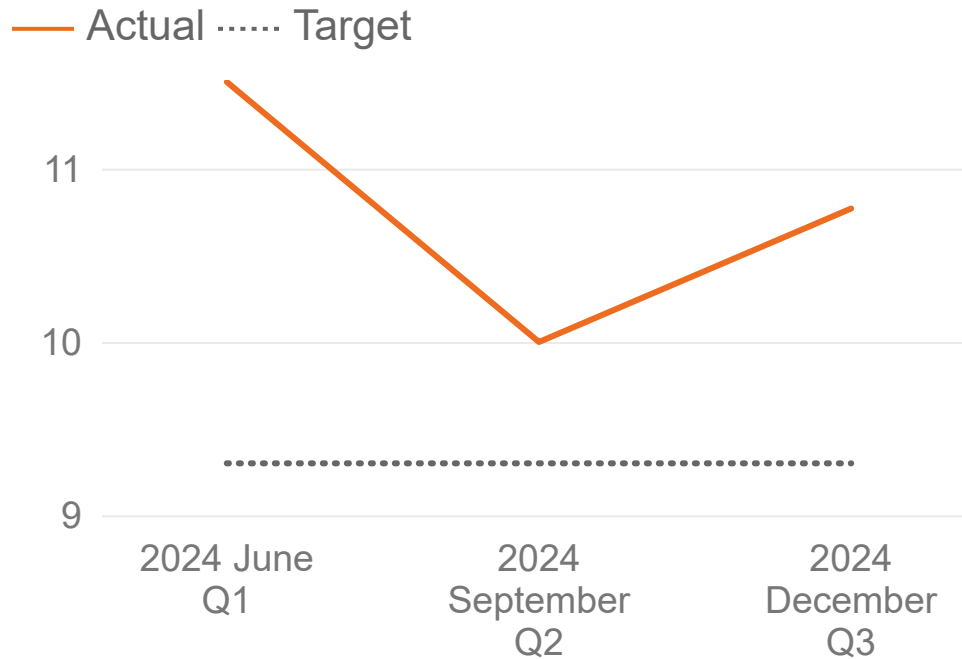
8 out of 8 - 100% stage 2 complaints were responded to within 20 day Housing Ombudsman target, all without extension.



Off target

HP017 Number of ASB cases opened per 1000 homes (landlord services only)

10.8



Unit: # Calculation Method: Less is Better
 Period: Quarter 9

Financial Year	FY Quarter	Actual	Target	RAG
2024/25	Q1	11.5	9.3	⊗ Off target
2024/25	Q2	10.0	9.3	⊗ Off target
2024/25	Q3	10.8	9.3	⊗ Off target

Housing Services Manager

This performance indicator shows all our ASB cases per 1,000 and is higher than the median of 7.89 cases from our benchmarking peer group data for 2023/24, however below the highest quartile of 12.02 cases (per 1,000). The number of cases has increased since last year, primarily due to improved recording practices. Since January 2024, all cases are now documented on the ECINs system, ensuring comprehensive data capture.

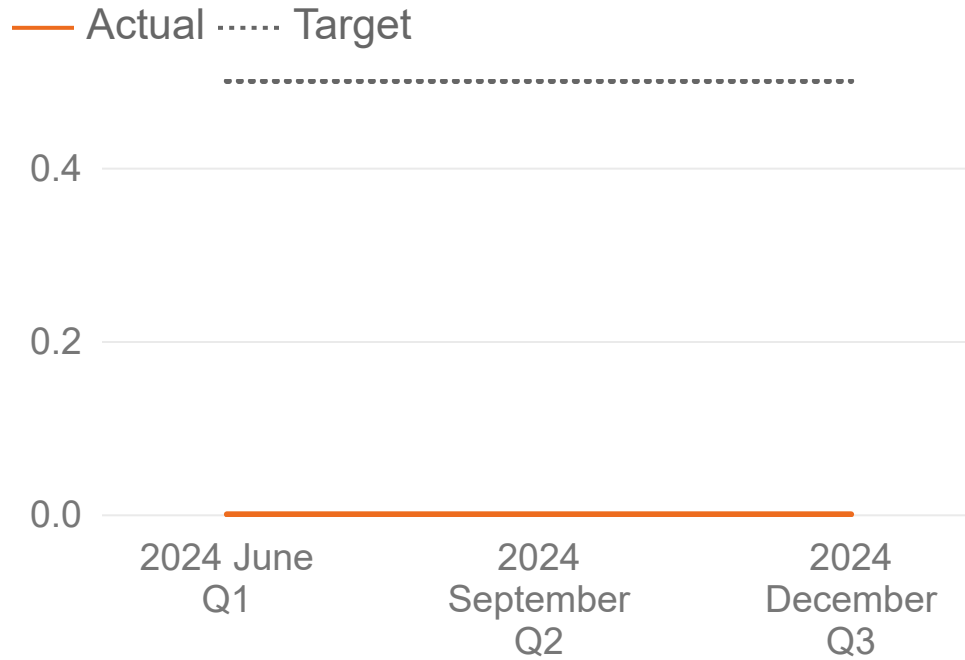
The latest monthly benchmarking data for new ASB cases only per 1,000 in quarter 2 shows the national peer group quartile 1 as 16.4 cases, in comparison to NKDCs 18.2 anti-social behaviour cases per 1,000 homes, which is currently more than the national average.



On target

HP018 Number of ASB cases involving hate incidents opened per 1000 homes (landlord services only)

0.0



Unit: # Calculation Method: Less is Better
 Period: Quarter 1

Financial Year	FY Quarter	Actual	Target	RAG
2024/25	Q1	0.0	0.5	✓ On target
2024/25	Q2	0.0	0.5	✓ On target
2024/25	Q3	0.0	0.5	✓ On target

No comment provided

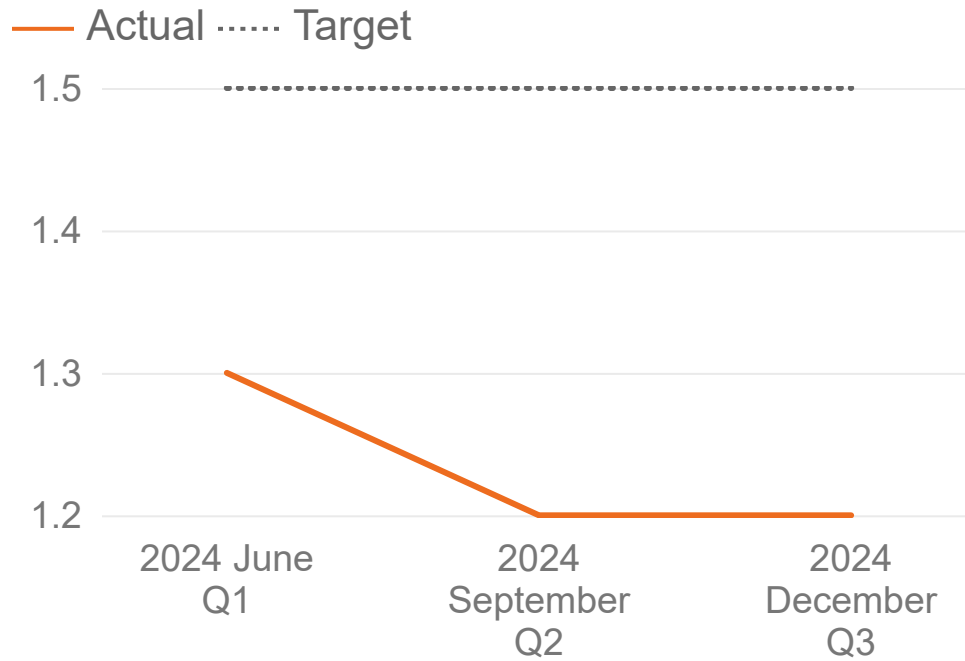
Housing Services Manager



On target

HP019 % of homes that do not meet the Decent Homes Standard

1.2



Unit: % Calculation Method: Less is Better
 Period: Quarter 2

Financial Year	FY Quarter	Actual	Target	RAG
2024/25	Q1	1.3	1.5	✓ On target
2024/25	Q2	1.2	1.5	✓ On target
2024/25	Q3	1.2	1.5	✓ On target

No comment provided

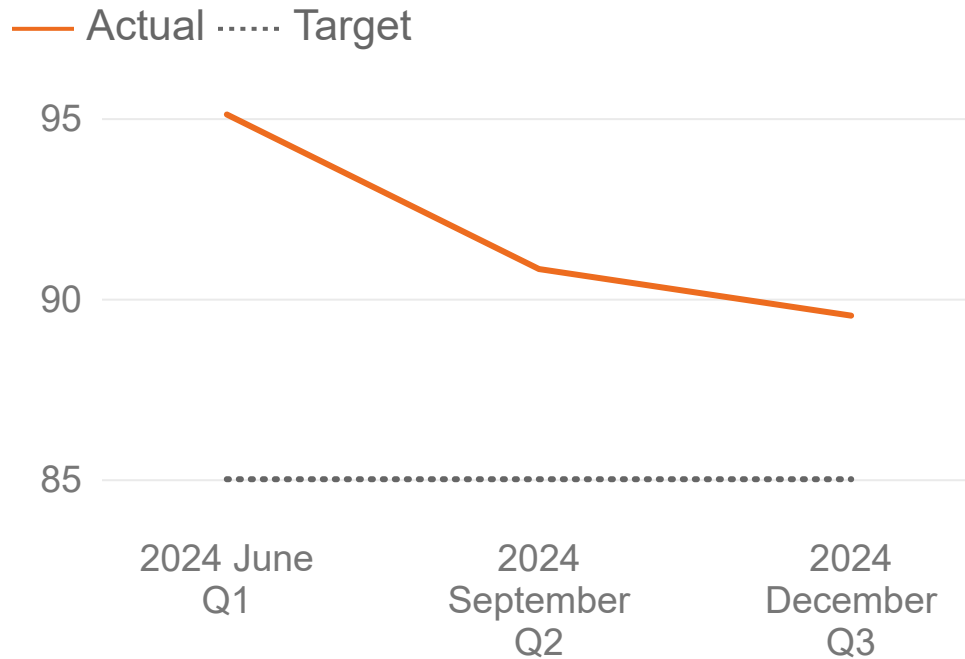
Property Services Manager



On target

HP020 % of non-emergency repairs completed within the target timescale

89.5



Unit: % Calculation Method: More is Better
 Period: Quarter 85

Financial Year	FY Quarter	Actual	Target	RAG
2024/25	Q1	95.1	85.0	✓ On target
2024/25	Q2	90.8	85.0	✓ On target
2024/25	Q3	89.5	85.0	✓ On target

Repairs Manager

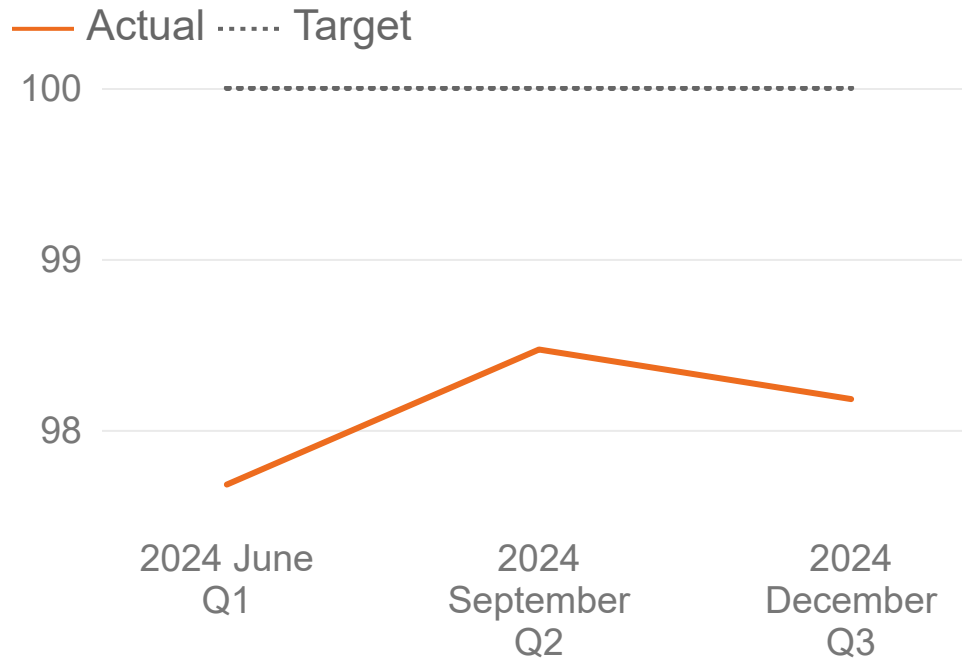
Data is currently being provided by contractor (IW Ltd), in the long term this will be monitored and assured by NKDC housing management system.



HP021 % of emergency repairs completed within the target timescale

98.2

Within variance



Unit: % Calculation Method: More is Better
 Period: Quarter 100.00%

Financial Year	FY Quarter	Actual	Target	RAG
2024/25	Q1	97.7	100.0	⊗ Off target
2024/25	Q2	98.5	100.0	⚠ Within variance
2024/25	Q3	98.2	100.0	⚠ Within variance

Repairs Manager

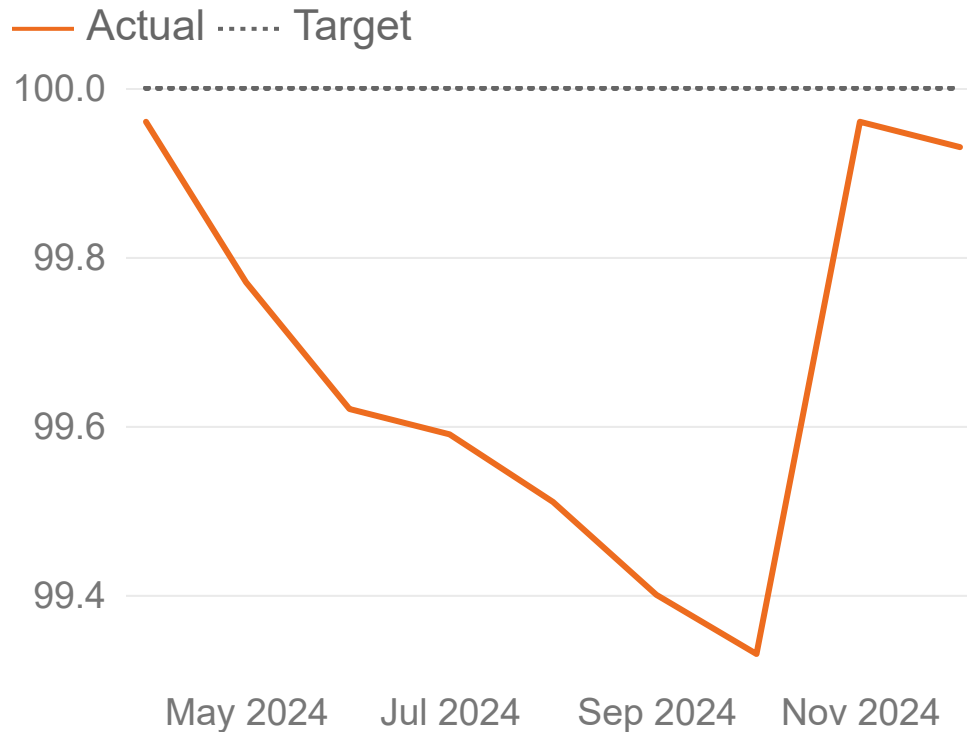
Data is currently being provided by contractor (IW Ltd), in the long term this will be monitored and assured by NKDC housing management system.



Off target

HP022 % of homes for which all required gas safety checks have been carried out

99.9



Unit: % Calculation Method: More is Better
 Period: Month 100

Financial Year	FY Quarter	Month	Actual	Target	RAG
2024/25	Q1	April	99.96	100.0	Off target
2024/25	Q1	May	99.77	100.0	Off target
2024/25	Q1	June	99.62	100.0	Off target
2024/25	Q2	July	99.59	100.0	Off target
2024/25	Q2	August	99.51	100.0	Off target
2024/25	Q2	September	99.40	100.0	Off target
2024/25	Q3	October	99.33	100.0	Off target
2024/25	Q3	November	99.96	100.0	Off target
2024/25	Q3	December	99.93	100.0	Off target

Safe and Decent Homes Manager

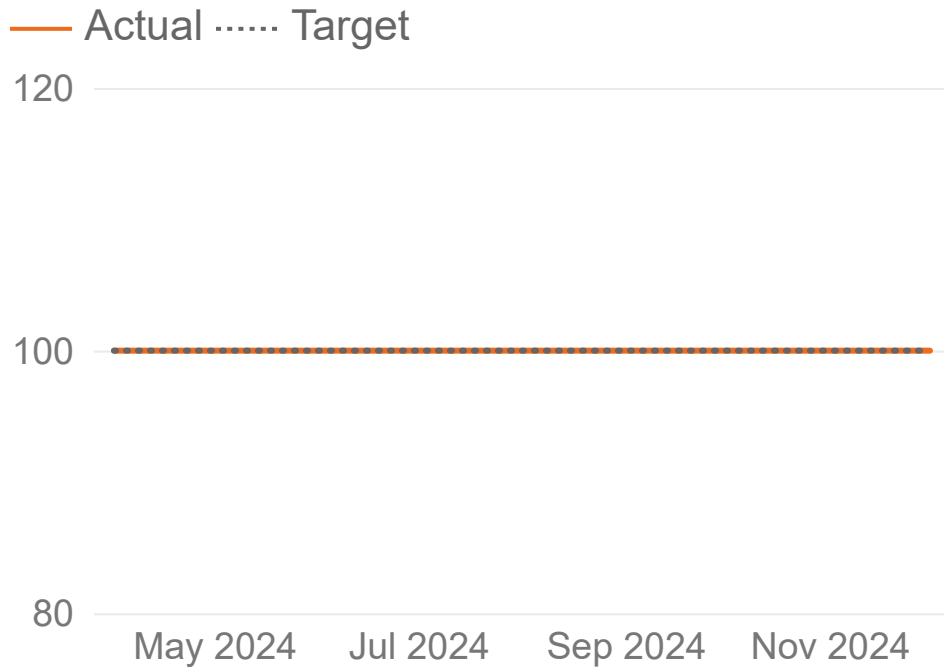
157 services completed in time out of 158 for December 2024. One overdue, completed 18 days late due to incorrect review date within our system, this has been corrected on the system and the ticket autogenerated. We are confident all the other gas servicing annual review dates are correct.



On target

HP023 % of homes for which all required fire risk assessments have been carried out

100.0



Unit: % Calculation Method: More is Better
 Period: Month 100

Financial Year	FY Quarter	Month	Actual	Target	RAG
2024/25	Q1	April	100.0	100.0	✓ On target
2024/25	Q1	May	100.0	100.0	✓ On target
2024/25	Q1	June	100.0	100.0	✓ On target
2024/25	Q2	July	100.0	100.0	✓ On target
2024/25	Q2	August	100.0	100.0	✓ On target
2024/25	Q2	September	100.0	100.0	✓ On target
2024/25	Q3	October	100.0	100.0	✓ On target
2024/25	Q3	November	100.0	100.0	✓ On target
2024/25	Q3	December	100.0	100.0	✓ On target

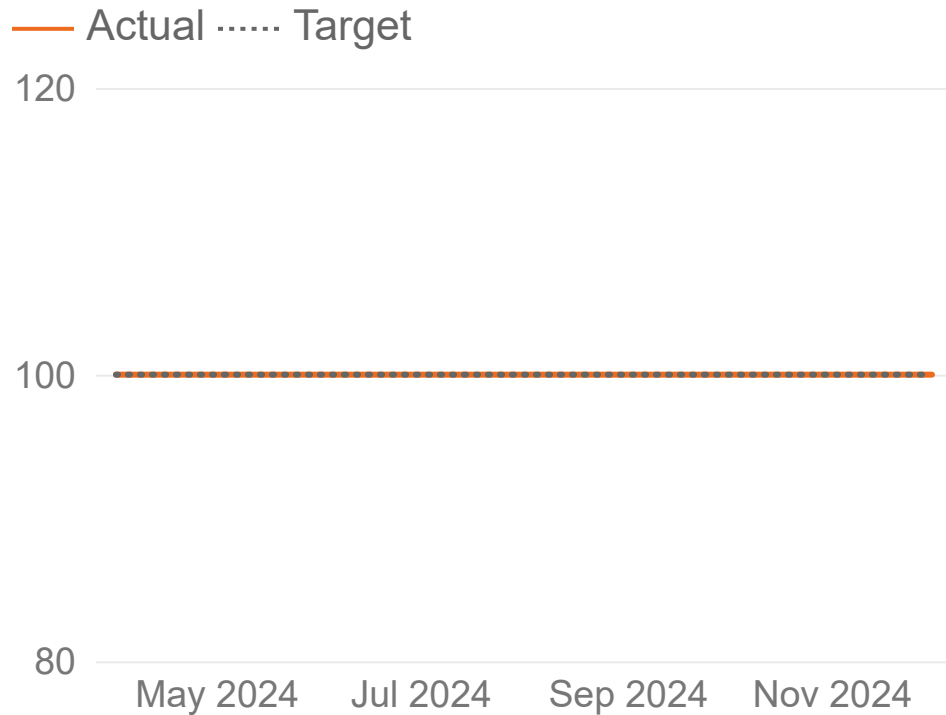
Safe and Decent Homes Manager



On target

HP024 % of homes for which all required asbestos management surveys or re-inspections have been carried out

100.0



Unit: % Calculation Method: More is Better
 Period: Month 100

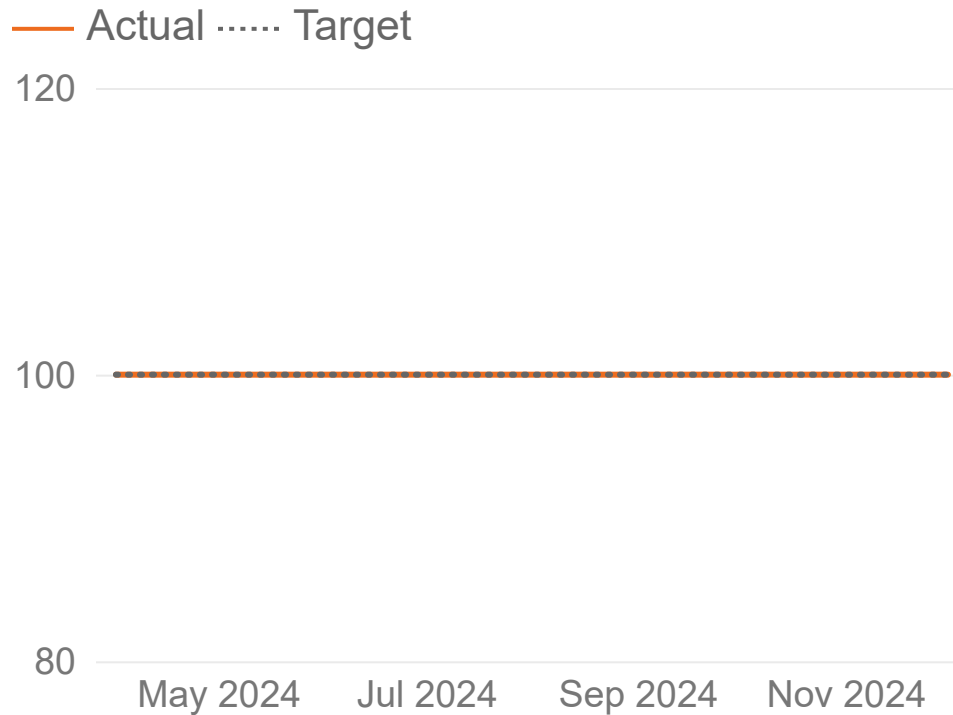
Financial Year	FY Quarter	Month	Actual	Target	RAG
2024/25	Q1	April	100.0	100.0	✓ On target
2024/25	Q1	May	100.0	100.0	✓ On target
2024/25	Q1	June	100.0	100.0	✓ On target
2024/25	Q2	July	100.0	100.0	✓ On target
2024/25	Q2	August	100.0	100.0	✓ On target
2024/25	Q2	September	100.0	100.0	✓ On target
2024/25	Q3	October	100.0	100.0	✓ On target
2024/25	Q3	November	100.0	100.0	✓ On target
2024/25	Q3	December	100.0	100.0	✓ On target



On target

HP025 % of homes for which all required legionella risk assessments have been carried out

100.0



Unit: % Calculation Method: More is Better
 Period: Month 100

Financial Year	FY Quarter	Month	Actual	Target	RAG
2024/25	Q1	April	100.0	100.0	✓ On target
2024/25	Q1	May	100.0	100.0	✓ On target
2024/25	Q1	June	100.0	100.0	✓ On target
2024/25	Q2	July	100.0	100.0	✓ On target
2024/25	Q2	August	100.0	100.0	✓ On target
2024/25	Q2	September	100.0	100.0	✓ On target
2024/25	Q3	October	100.0	100.0	✓ On target
2024/25	Q3	November	100.0	100.0	✓ On target
2024/25	Q3	December	100.0	100.0	✓ On target

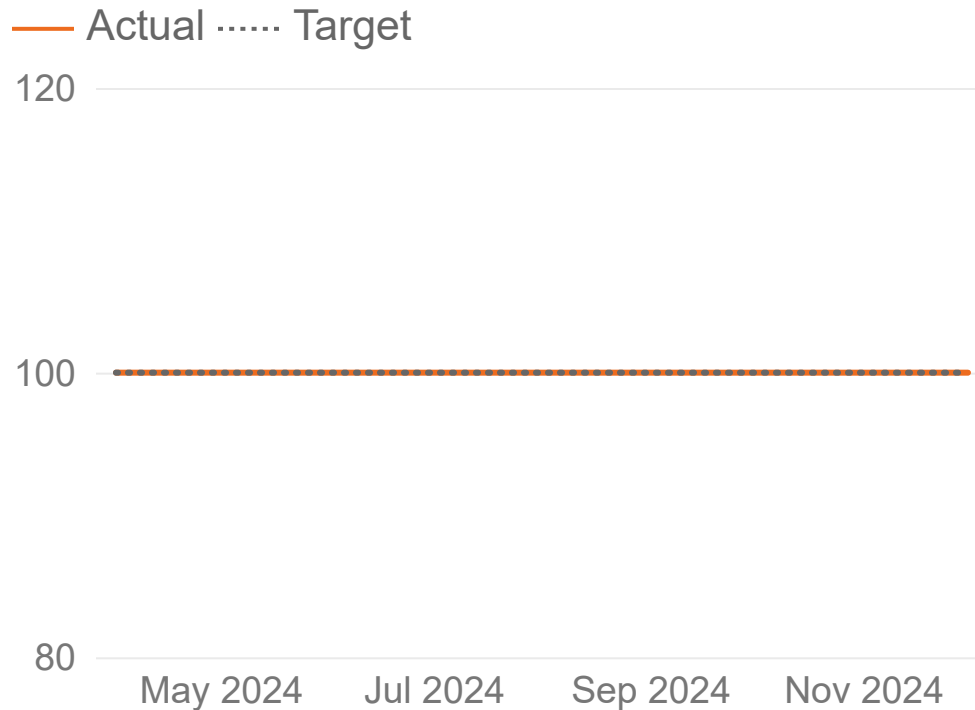
Safe and Decent Homes Manager



On target

HP026 % of homes for which all required communal passenger lift safety checks have been car...

100.0



Unit: % Calculation Method: More is Better
 Period: Month 100

Financial Year	FY Quarter	Month	Actual	Target	RAG
2024/25	Q1	April	100.0	100.0	✓ On target
2024/25	Q1	May	100.0	100.0	✓ On target
2024/25	Q1	June	100.0	100.0	✓ On target
2024/25	Q2	July	100.0	100.0	✓ On target
2024/25	Q2	August	100.0	100.0	✓ On target
2024/25	Q2	September	100.0	100.0	✓ On target
2024/25	Q3	October	100.0	100.0	✓ On target
2024/25	Q3	November	100.0	100.0	✓ On target
2024/25	Q3	December	100.0	100.0	✓ On target

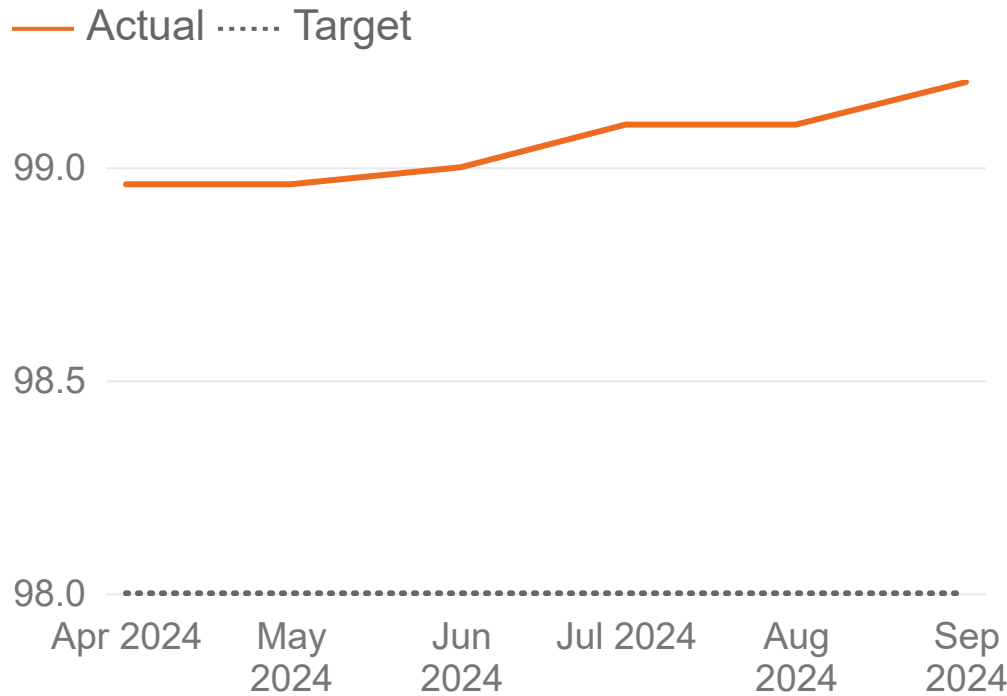
Safe and Decent Homes Manager



On target

HP027 % of homes for which all required electrical safety checks have been carried out

98.8



Unit: % Calculation Method: More is Better
 Period: Month 98

Financial Year	FY Quarter	Month	Actual	Target	RAG
2024/25	Q1	April	98.96	98.00	✓ On target
2024/25	Q1	May	98.96	98.00	✓ On target
2024/25	Q1	June	99.00	98.00	✓ On target
2024/25	Q2	July	99.10	98.00	✓ On target
2024/25	Q2	August	99.10	98.00	✓ On target
2024/25	Q2	September	99.20	98.00	✓ On target
2024/25	Q3	October	99.00	98.00	✓ On target
2024/25	Q3	November	98.80	98.00	✓ On target
2024/25	Q3	December	98.80	98.00	✓ On target

Safe and Decent Homes Manager



This report will be considered by our Tenant Liaison Panel and the Council's Resources Committee.

The information will be accessible using this link:

<https://northkesteven.dashboard.cammsgroup.co.uk/#/>

The purpose of this document is to provide timely information on our performance as a social housing landlord, to enable scrutiny and for others to make informed judgements on our service provision.

Accountable to you

Our Tenants, Customers, Colleagues, Members and Partners