
















Area performance report - Sherwood & Berridge

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AC5-1 Anti-social behaviour

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved by first intervention – Central region <i>Note: This PI monitors the ability of the HPM to select the correct first intervention.</i>	84%	76.32%			84.78%	78.92%	Second interventions required on 2x gardens cases and third intervention required on extremely high profile asb case that was resolved to customers satisfaction
% of ASB cases resolved – Central region <i>Note: This PI measures the proportion of ASB cases NCH has successfully resolved. Data for this PI is not available by ward and is reported by Housing Office.</i>	97.8%	97.37%			100%	100%	PI back on target and performance has returned to previous level
Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i>		34			144	144	Average is about 8 cases per calendar month for region
Tenant satisfaction with the ASB service - Central region <i>Note: Data for this PI is only available by Housing Office.</i>	8	7.8			7.8	6.95	trend is improving but more work to be done to reach target; customer care is paramount issue and is constantly reinforced through one to ones. Introduction of harm centred approach with a greater focus on the impact of anti-social behaviour combined with quality checks completed while the anti-social behaviour case is ongoing should have a positive impact on this figure.







AC5-2 Repairs

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Sherwood & Berridge <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.37%			96.68%	92.72%	
% of repairs completed in target – Berridge Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.18%			96.85%	90.04%	
% of repairs completed in target – Sherwood Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.57%			96.65%	93.31%	
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	8.76			8.78	8.64	Whilst slightly short of the challenging Corporate plan target of 9, year-to-date performance in 2014/15 is at a record high in comparison to all previous annual outturns.







AC5-3 Rent Collection

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of rent collected</p> <p><i>Note: This PI measures the amount of rent collected (including tenant arrears) as a percentage of rent due for the current year. Data for this indicator is not available by ward and is reported city wide.</i></p> <p><i>Trend shows as improving if value is over 100% as arrears are decreasing.</i></p>	100%	100.28%			100.02%	100.21%	<p>This indicator is behind target, but still showing improvement month on month and is on target to achieve 100% in August. The in-month figure for July was 101.39% which is the best result ever for July. We have now recruited to all our vacant posts in the rents team and so have additional resources to assist in attaining this target.</p>
<p>% of tenancies ending due to eviction</p> <p><i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i></p>	0.75%	0.71%			0.74%	0.55%	<p>There has been a reduction in the number of evictions at the beginning of this financial year after an increase last year. We are working hard to sustain tenancies and the work of the Financial Inclusion Team has helped to support this approach.</p>







AC5-4a Empty properties - Average relet time

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Sherwood & Berridge</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>	25	52.09			43.55	41.91	See below
<p>Average void re-let time (calendar days) – Berridge Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy.</i></p>	25	54			14.14	15.29	<p>This relates to one property let in April 2014.</p> <p>The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.</p>
<p>Average void re-let time (calendar days) – Sherwood Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>	25	52.03			46.67	48.59	<p>A total of 32 properties were let during the period. -16 general needs, average relet time of 24.5 days and 16 Independent Living, average relet time of 80 days due to limited demand. A successful Open Day was recently held at Woodthorpe and Winchester Courts to attract new customers.</p> <p>The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.</p>







AC5-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids– AC - Sherwood & Berridge <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		11			15	16	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.
Number of lettable voids – Berridge Ward <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		1			1	1	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.
Number of lettable voids – Sherwood Ward <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		10			14	15	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.

AC5-4c Empty properties – Decommissioning

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Sherwood & Berridge <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			6	14	NA
Number of empty properties awaiting decommission – Berridge ward <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			4	11	NA
Number of empty properties awaiting decommission – Sherwood Ward <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			2	3	NA

AC5-5 Tenancy sustainment

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Sherwood & Berridge <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	93.26%			94.6%	95.95%	Berridge 100% sustainability off a low sample size; Sherwood 3 x rehoused; 1 x eviction rent; 1 x refused after commencement and 1 x private NTQ. Overall 0.24% below target across the wards
Percentage of new tenancies sustained - Berridge Ward (2003) <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	100%			80%	90%	100% sustainability maintained since start of financial year although very small sample size (5/5)
Percentage of new tenancies sustained - Sherwood Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	92.86%			95.65%	96.88%	1 x refused after commenced; 3 x rehoused; 1 x eviction rent; 1x NTQ - lodging. Fractionally below target overall