

















Area report - Bestwood & Basford

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AC2-1 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 – Bestwood <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%	100%			99.3%	98.08%	Performance exceeds target. This is reflective of our commitment to a customer focused ASB service and effective partnership working
% of ASB cases resolved by first intervention – Bestwood <i>Note: This PI monitors how many ASB cases NCH resolved on the first intervention e.g. written warning. Data for this indicator is not available by ward and is reported by Housing Office.</i>	84%	82.5%			88.28%	79.56%	Due to a problem with the software used to report performance on anti-social behaviour, quarter two data is available for July 2014 only. In July 2014 three cases were not resolved by 1 st intervention. One case being complex and protracted in nature, where ASB persisted despite early intervention; the case resulted in an outright possession order and eviction. For the remaining two cases, an error in recording was identified and steps have been taken to ensure Housing Patch Managers understand the definition of 1 st intervention and how to apply the definition.
Number of new ASB cases – Bestwood <i>Note: Data for this PI is only available by Housing Office.</i>		49			130	138	Year to date there has been a decrease in the number of new ASB cases (49) when compared to 2013/14 (69).
Tenant satisfaction with the ASB service - Bestwood <i>Note: Data for this PI is only available by Housing Office.</i>	8	7.9			5.6	7.1	Data relates to customer satisfaction returns for July 2014. Two surveys out of 5 were returned The steps taken to improve ASB customer satisfaction include: Increased focus on ASB case supervision focusing on victim care, quality of the case action plan and frequency of victim contact. The ASB customer satisfaction survey is currently conducted by a postal survey. Work is underway to change the survey method to a telephone survey, it is envisaged this will improve the survey response rate and quality of service feedback.







AC2-2 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 - Bestwood & Basford <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.38%			97.42%	93.96%	
% of repairs completed in target – Basford Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.21%			97.38%	92.68%	
% of repairs completed in target – Bestwood Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.47%			97.45%	94.64%	
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.







AC2-3 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%	99.87%			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%	0.69%			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>







AC2-4a 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 - Bestwood & Basford</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	31.98			35.93	43.77	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let empty properties swiftly.
<p>Average void re-let time (calendar days) – Basford 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	34.47			24.23	70.61	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let empty properties swiftly.
<p>Average void re-let time (calendar days) – Bestwood 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	31.31			39.46	34.42	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let empty properties swiftly.







AC2-4b 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 - Bestwood & Basford <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>		41			41	46	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let empty properties swiftly.
Number of lettable voids – Basford 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>		12			5	11	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let empty properties swiftly.
Number of lettable voids – Bestwood 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>		29			36	35	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let empty properties swiftly.

AC2-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of empty properties awaiting decommission – AC - Bestwood & Basford</p> <p>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</p>		1			7	4	The property is a 'corporate' property and will be sold at auction by Nottingham City Council.
<p>Number of empty properties awaiting decommission – Basford Ward</p> <p>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</p>		1			2	3	The property is a 'corporate' property and will be sold at auction by Nottingham City Council.
<p>Number of empty properties awaiting decommission – Bestwood Ward</p> <p>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</p>		0			5	1	

AC2-5 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 - Bestwood & Basford <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	94.43%			92%	94.55%	
Percentage of new tenancies sustained - Basford Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	96.15%			95.79%	97.2%	
Percentage of new tenancies sustained - Bestwood Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	93.77%			90.59%	93.46%	