
















Area report - Sherwood & Berridge

Generated on: 09 January 2015





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%	100%			84.78%	78.92%	Performance exceeds targets.
% 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%	95.83%			100%	100%	2 x garden related cases were resolved only at second intervention and a high profile garden case was finally resolved and closed following eviction of the tenant. This required numerous interventions
Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i>		7			144	144	Number of new cases reported to NCH in December remains within seasonal trend
Tenant satisfaction with the ASB service - Central region <i>Note: Data for this PI is only available by Housing Office.</i>	8.5	7.8			7.8	6.95	Trend on this challenging target is improving but more work to be done to reach target. Customer care is a paramount issue and is constantly reinforced through one to ones







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%	98.35%			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%	97.64%			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%	98.48%			96.65%	93.31%	
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	8.91			8.78	8.64	Dec - 2014 Whilst slightly short of the Corporate Plan target of 9, in month performance of 8.96 and year-to-date performance of 8.86 for 2014/15 is higher than all previous annual outturn's.







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%	101.57%			100.02%	100.21%	<p>The collection rate is above target at 101.57%, an improvement on the figure at the end of quarter two which was 99.87%. In November a £100 credit was applied to the accounts of qualifying tenants under the Responsible Tenant Reward Scheme. This had a beneficial effect on rent arrears and collection performance.</p> <p>A revised Service Level Agreement is being finalised between NCH and Nottingham Revenue and Benefits Ltd - this is the new company formed to deal with Housing Benefit claims on behalf of the City Council. This is designed to improve the relationship between the two organisations and ensure that targets set for processing of claims etc will be monitored and met. This is expected to have a positive effect on our rent arrears and collection performance.</p> <p>Measures that we will be taking to ensure a continued high level of collection will include weekend working by the team from the end of January. We will also start a campaign to contact all customers who currently pay at local housing offices, where the cash payment facility will close, to offer support with alternative payment methods and to sign as many as possible up for Direct Debit.</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%	0.63%			0.74%	0.55%	<p>The team still has a strong emphasis on tenancy sustainment where possible. We balance effectively the collection of debt with ensuring that evictions are kept to an absolute minimum.</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	22.27			43.55	41.91	<p>The target is currently being met and is also an improvement on 2013/2014.</p> <p>The Housing Services and Property Services Teams strive to minimise the time properties remain empty and meet weekly to discuss performance and resolve any issues relating to empty property management.</p>
<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	4.64			14.14	15.29	<p>The target is currently being met and is also an improvement on 2013/2014.</p> <p>The Housing Services and Property Services Teams strive to minimise the time properties remain empty and meet weekly to discuss performance and resolve any issues relating to empty property management.</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	24.44			46.67	48.59	<p>The target is currently being met and is also an improvement on 2013/2014.</p> <p>The Housing Services and Property Services Teams strive to minimise the time properties remain empty and meet weekly to discuss performance and resolve any issues relating to empty property management.</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>		6			15	16	There are currently six empty properties a reduction of nine since 31.03.14
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>		2			1	1	There are currently two empty properties an increase of one since 31.03.14
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>		4			14	15	There are currently four empty properties a reduction of ten since 31.03.14

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	Not applicable
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	Not applicable
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	Not applicable

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%	96.25%			94.6%	95.95%	Pi above target; 3 x failures in Sherwood Ward- 1x NTQ lodging; 1 x eviction rent; 1x NTQ - rehoused
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%	Sustainability high and exceeds target
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%	95.89%			95.65%	96.88%	Performance above target- 1x NTQ lodging; 1 x eviction rent; 1x NTQ - rehoused