








APPENDIX 1

Area 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%	86.67%			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%	92.38%			100%	100%	Figure is showing low due to inputting error in one Month that does not reflect actual performance. Matter has been raised with Performance team
Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i>		14			144	144	Quite a lot of new cases this month (Jan) including a number of drug warrants executed by Police.
Tenant satisfaction with the ASB service - Central region <i>Note: Data for this PI is only available by Housing Office.</i>	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



APPENDIX 1

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	8.9			8.78	8.64	MAR-2015 Whilst slightly short of the Corporate Plan target of 9, year-to-date performance of 8.913 in 2014/15 is higher than all previous annual outturn's. This month all scores on the VMS survey were above Target giving an overall score of 8.924 . Satisfaction survey results are discussed at team meetings, highlighting both good and bad feedback and challenging staff that are not following processes.

APPENDIX 1

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%	100.56%			100.02%	100.21%	<p>The rent collection rate for 2014-15 was above target at 100.56%, an improvement on the figure at the end of 2013-14 which was 100.02%.</p> <p>Measures taken to ensure a high level of collection included evening and weekend working by the team. We also conducted a campaign to contact all customers who paid at local housing offices (where the cash payment facility was due to close) to offer support with alternative payment methods and to sign as many as possible up for Direct Debit. This resulted in approximately 600 extra customers signing up to pay by direct debit.</p> <p>A revised Service Level Agreement is being finalised between NCH and Nottingham Revenue and Benefits Ltd - the new company formed to deal with Housing Benefit claims on behalf of the City Council. This is expected to be in place early in 2015-16 and 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>2015-16 will see the introduction of Universal Credit. This will result a significant percentage of our weekly rent debit being paid directly to tenants, where it is currently paid directly to NCH as housing benefit. Several measures are being taken to ensure the impact of this on our rent collection figures is minimised, including:</p> <ul style="list-style-type: none"> Communications activity e.g. via the tenants' newsletter Tenancy Sustainment Team holding events in local communities and targetting support Updating Northgate IT system to better enable management of affected accounts Staff training across NCH to ensure support to tenants is provided by the whole organisation

APPENDIX 1

<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%	0.56%			0.74%	0.55%	<p>This performance indicator is of particular importance to the team as we are committed to sustaining as many tenancies as possible and have measures in place to support tenants in arrears. The Tenancy Sustainment Team receive referrals from Rent Account Managers relating to tenants who require additional support. The Team supports such tenants to manage their finances more effectively with the aim of maintaining their tenancy and avoiding eviction. We have evicted 148 tenants in the last 12 months, this compares to 197 during 2013-14. We will work to ensure that this downward trend continues.</p>
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APPENDIX 1

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	36.14			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	17.6			14.14	15.29	The Housing Services and Property Services teams work jointly to ensure the time properties remain empty is minimised. The target for 2014-15 was met
<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	37.66			46.67	48.59	The Housing Services and Property Services teams work jointly to ensure the time properties remain empty is minimised. The target for 2014-15 was not met and this was due to low demand issues with some Independent Living accommodation at Woodthorpe and Winchester Courts. The letting of general needs accommodation stood at 22.31 days.







APPENDIX 1

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>		8			15	16	The Housing Services and Property Services teams work jointly to ensure the time properties remain empty is minimised with a decrease of 7 properties from the previous year
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>		0			1	1	The Housing Services and Property Services teams work jointly to ensure the time properties remain empty is minimised with a decrease of 1 property from the previous year
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>		8			14	15	The Housing Services and Property Services teams work jointly to ensure the time properties remain empty is minimised with a decrease of 6 properties from the previous year







APPENDIX 1

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

APPENDIX 1

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%	95.46%			94.6%	95.95%	sustainability above target for sixth consecutive month. Berridge sustainability 100% off low sample size
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 off low sample size (10)
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%	94.87%			95.65%	96.88%	Above target. Failures were: 1x eviction rent; 1x NTQ lodging; 1x NTQ private rented; 1 x NTQ non-homelink partner