Area report - Clifton North, Clifton South & Bridge

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Nottingham City Homes — Homes and places where people want to live

AC8-1 Anti-social behaviour

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved by first intervention – Clifton *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.*	84%	94.83%	✅	⬆	91.23%	87.5%	7714 has been corrected to say it has been resolved at first intervention. 7473 had a tenancy warning letter, there was a FIP, CPP referral and multi-agency meeting (Victim support, environmental health, CP, NCH ASB Officer, HPM, Police) and also an undertaking was obtained and allegedly breached.
% of ASB cases resolved – Clifton *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.*	98.6%	100%	✅	▬	100%	100%	Targets have been met for ASB ReACT cases.
Number of new ASB cases – Clifton *Note: Data for this PI is only available by Housing Office.*		59	📈	⬆	118	185	.

					5.1	9.45	There were two customers who gave low scores. 5047 was a case where NCH obtained a 15 month SPO in September 2013 but the complainant wanted the perpetrator to be evicted. It was explained to the customer that NCH will always pursue the strongest action possible but it is the judge who will make the final decision. The perpetrator has broken the SPO and is back in court in April 2014. 6334 was a case where the complainant was complaining about her neighbour making noise (back door was being slammed by the tenant and the tenant swearing at her own children) and she wanted NCH to take action against her. It was explained that NCH cannot take action against the way a customer choses to speak to her children in her own home as this is not a breach of tenancy. The HPM conducted a property inspection and found the back door was sticking which was why the tenant had to slam it shut. This was reported to repairs and the door slamming issues was resolved. Complainant said NCH should have a separate policy for when owner occupiers complain which speeds up the process of NCH taking action against tenants
Tenant satisfaction with the ASB service - Clifton *Note: Data for this PI is only available by Housing Office.*							

AC8-2 Repairs

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Clifton North, Clifton South & Bridge *Note: This PI monitors the proportion of repairs being completed within agreed timescales.*	96%	94.13%	🔴	⬇	97.74%	97.2%	
% of repairs completed in target – Bridge Ward *Note: This PI monitors the proportion of repairs being completed within agreed timescales.*	96%	94.15%	🔴	⬇	97.92%	97.17%	
% of repairs completed in target – Clifton North Ward *Note: This PI monitors the proportion of repairs being completed within agreed timescales.*	96%	93.09%	🔴	⬇	97.36%	96.67%	
% of repairs completed in target – Clifton South Ward *Note: This PI monitors the proportion of repairs being completed within agreed timescales.*	96%	94.81%	🔴	⬇	97.82%	97.58%	
Tenant satisfaction with the repairs service *Note: Data for this PI is only available citywide*	9	8.94	🔴	⬆	8.9	8.78	WS June-2015 Whilst slightly short of the Corporate Plan target of 9, performance of 8.94 in 2014/15 is higher than all previous annual outturn's. We are changing how we survey this satisfaction going forward which may have a positive or negative affect on this KPI.

AC8-3 Rent Collection

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
% of rent collected *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.* *Trend shows as improving if value is over 100% as arrears are decreasing.*	100%	98.78%	🛑	⬇	100.56%	100.02%	Although performance is behind target, and slightly behind the position at this point last year, this is a year-end target and we are on track to achieve 100% by the end of quarter two. We have a range of initiatives planned to improve collection rate. We are focusing on the Responsible Tenant Reward recipients from last year. All those who received the reward last year but who have failed to reduce their debt will be targeted by the team. In addition we have a cash collection competition running in August and a data capture competition. The latter will have the added benefit of increased contact which should improve the collection rate.
% of tenancies ending due to eviction *Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.*	0.45%	0.47%	🛑	⬆	0.56%	0.74%	We continue to work hard to sustain tenancies and only evict when all other avenues have been exhausted. We have evicted only half the number of tenants for rent arrears compared to the same point last year.

AC8-4a Empty properties - Average relet time

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
Average void re-let time (calendar days) – AC - Clifton North, Clifton South & Bridge *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*	25	26.38	🛑	⬇	22.64	22.63	Void performance summary: There are currently 17 empty properties in the Area Committee 8 area. The average time to relet properties in the Area Committee 8 area is 8 days. There have been 107 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 21 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area
Average void re-let time (calendar days) – Bridge Ward *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*	25	14.05	✅	⬇	7.64	8.22	Void performance summary: There are currently 16 empty properties in the Bridge ward area. The average time to relet properties in the Bridge ward area is 8 days. There have been 99 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 21 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area
Average void re-let time (calendar days) – Clifton North Ward *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*	25	33.36	🛑	⬇	19.14	19.71	Void performance summary: There are currently 9 empty properties in the Clifton North ward area. The average time to relet properties in the Clifton North ward area is 19 days. There have been 71 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 4 weeks. The lettings service houses around 200 families each month around the city.
Average void re-let time (calendar	25	33.39	🛑	⬆	38.27	38.29	Void performance summary: There are currently 12 empty properties in the Clifton South ward area. The

| days) – Clifton South Ward

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							average time to relet properties in the Clifton South ward area is 38 days. There have been 111 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 31 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area

AC8-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Clifton North, Clifton South & Bridge *Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.*		28	📈	⬆	37	40	
Number of lettable voids – Bridge Ward *Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.*		15	📈	⬆	16	15	
Number of lettable voids – Clifton North Ward *Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.*		5	📈	⬆	9	11	
Number of lettable voids – Clifton South Ward *Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.*		8	📈	⬆	12	14	

AC8-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Clifton North, Clifton South & Bridge *Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.*		149	📊	⬇	139	67	
Number of empty properties awaiting decommission – Bridge Ward *Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.*		149	📊	⬇	139	0	
Number of empty properties awaiting decommission – Clifton North Ward *Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.*		0	📊	➖	0	0	
Number of empty properties awaiting decommission – Clifton South Ward *Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.*		0	📊	➖	0	0	

AC8-5 Tenancy sustainment

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Clifton North, Clifton South & Bridge *Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.*	93.5%	95.14%	✅	⬆	94.6%	93.73%	
Percentage of new tenancies sustained - Bridge Ward *Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.*	93.5%	94.74%	✅	⬆	95.05%	93.55%	
Percentage of new tenancies sustained - Clifton North Ward *Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.*	93.5%	92%	🛑	⬆	88.89%	93.52%	
Percentage of new tenancies sustained - Clifton South Ward *Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.*	93.5%	97.76%	✅	⬆	97.89%	94.07%	