









Area report - Clifton North, Clifton South & Bridge











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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 <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%	90.55%			91.23%	87.5%	Out of target. Currently analysing the reason, hoping to resolve for next month
% of ASB cases resolved – Clifton <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%			100%	100%	This is on target. This is achieved through robust monitoring, scrutiny of the cases and the work of the team.
Number of new ASB cases – Clifton <i>Note: Data for this PI is only available by Housing Office.</i>		136			118	185	.
Tenant satisfaction with the ASB service	8.5	7.39			7.51	7.3	Tenant satisfaction with the ASB service has improved. We received the highest scores for the support provided, ease of reporting, and willingness to report ASB in the

<p><i>Note: . Overall tenant satisfaction with the ASB service - The average score (out of 10) for each survey question. Data for this indicator is not available by ward..</i></p>							<p>future. CommUNITY mediation service will be launched in the summer to support early intervention and is expected to positively impact on customer satisfaction To further drive performance improvement we will continue to undertake regular case supervision and regular case quality checks.</p>
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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 <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.44%			97.74%	97.2%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.06%).
% of repairs completed in target – Bridge Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.81%			97.92%	97.17%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.83%).
% of repairs completed in target – Clifton North Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.05%			97.36%	96.67%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.19%).
% of repairs completed in target – Clifton South Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.39%			97.82%	97.58%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (96.37%).
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	9.05			8.9	8.78	WS Dec- 2015 Performance is currently in target for the month and for the year. We continue to monitor customer satisfaction data to highlight and inform service improvements.

AC8-3 Rent Collection









Performance indicator and definition	Target	2015/16			2014/15	2013/14	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%	102.07%			100.56%	100.02%	<p>The current collection rate of 99.56% against a target of 100% is slightly ahead of the same point last year (99.55%). We are concentrating on the Responsible Tenant Reward Scheme as our major incentive for tenants to make payments to reduce their arrears. HB receipts are significantly down and therefore we are having to chase greater numbers of rent payers and often these tenants are in low paid, unpredictable employment which makes payment difficult.</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>	0.45%	0.5%			0.56%	0.74%	<p>There is an improving trend with this indicator and we are now within 0.05% of achieving the target of 0.50%. Evictions carried out so far this year = 80 and at the same point last year the number was 99.</p>

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	
<p>Average void re-let time (calendar days) – AC - Clifton North, Clifton South & Bridge</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	25.74			22.64	22.63	<p>Void performance summary: There are currently 33 empty properties in the Area Committee 8 area. The average time to relet properties in the Area Committee 8 area is 26 days. There have been 178 new lettings this year. The city wide time to let empty properties is 44 days. 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 47 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>
<p>Average void re-let time (calendar days) – Bridge 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	21.15			7.64	8.22	<p>Void performance summary: There are currently 15 empty properties in the Bridge ward area. The average time to relet properties in the Bridge ward area is 24 days. There have been 4 new lettings this year. The city wide time to let empty properties is 44. 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 47 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>
<p>Average void re-let time (calendar days) – Clifton North 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	25.11			19.14	19.71	<p>Void performance summary: There are currently 8 empty properties in the Clifton North ward area. The average time to relet properties in the Clifton North ward area is 21 days. There have been 4 new lettings this year. The city wide time to let empty properties is 44. 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 5 weeks. The lettings service houses around 200 families each month around the city.</p>

<p>Average void re-let time (calendar days) – Clifton South 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	30.6			38.27	38.29	<p>Void performance summary: There are currently 10 empty properties in the Clifton South ward area. The average time to relet properties in the Clifton South ward area is 30 days. There have been 11 new lettings this year. The city wide time to let empty properties is 44. 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 10 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>
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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 <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>		27			37	40	
Number of lettable voids – Bridge 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			16	15	
Number of lettable voids – Clifton North 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			9	11	
Number of lettable voids – Clifton South 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>		13			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 <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>		122			139	67	
Number of empty properties awaiting decommission – Bridge 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>		122			139	0	
Number of empty properties awaiting decommission – Clifton North 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			0	0	
Number of empty properties awaiting decommission – Clifton South 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			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 <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	96.01%			94.6%	93.73%	These are all in target
Percentage of new tenancies sustained - Bridge Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	96.12%			95.05%	93.55%	These are all in target
Percentage of new tenancies sustained - Clifton North Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	93.9%			88.89%	93.52%	As a team we are continuing to monitor tenants and offer support where necessary to sustain tenancies.
Percentage of new tenancies sustained - Clifton South Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	97.16%			97.89%	94.07%	These are all in target

