







Appendix 1

Area report - St Ann's, Dales & Mapperley





Generated on: 04 January 2016





AC6-1 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 – St ann's <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%	85.48%			78.95%	82.22%	Pleased that the team are striving to achieve this target despite some challenging cases and complex issues.
% of ASB cases resolved – Stanns <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%	99.19%			100%	100%	Performance again above target which is a credit to staff and their efforts to provide and efficient service
Number of new ASB cases – St Ann's <i>Note: Data for this PI is only</i>		115			158	233	





<i>available by Housing Office.</i>							
Tenant satisfaction with the ASB service - St ann's					7.45	5	
Note: Data for this PI is only available by Housing Office.							

AC6-2 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 - St ann's, Dales & Mapperley <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%						WS-Jan-2015 Performance has improved from 94.05% last Quarter but is still below the agreed target and we continue to monitor this and implement required improvements.
% of repairs completed in target – Dales Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.3%			97.81%	96.86%	WS-Jan-2015 Performance has improved from 93.64% last Quarter but is still below the agreed target and we continue to monitor this and implement required improvements.
% of repairs completed in target – Mapperley Ward	96%	95.1%			97.91%	97.28%	WS-Jan-2015 Performance has improved from 94.07% last Quarter



<p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>							<p>but is still below the agreed target and we continue to monitor this and implement required improvements.</p>
<p>% of repairs completed in target – St ann's Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	95.13%			97.58%	96.96%	<p>WS-Jan-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.</p>
<p>Tenant satisfaction with the repairs service</p> <p><i>Note: Data for this PI is only available citywide</i></p>	9	9.05			8.9	8.78	<p>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.</p>

AC6-3 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%	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>% 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%	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.

AC6-4a 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 - St ann's, Dales & Mapperley</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	22.72			25.28	29.73	<p>The target was achieved during this period</p> <p>The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty</p>
<p>Average void re-let time (calendar days) – Dales 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	26.22			31.72	23.14	<p>The target was not achieved during this period due to letting of voids in Independent Living complexes where at times demand can be limited. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty.</p> <p>Performance was 16.4 for general needs properties</p>
<p>Average void re-let time (calendar days) – Mapperley Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty</i></p>	25	10.79			14.16	32.71	<p>The target was achieved during this period</p> <p>The Housing Services and Property Services teams continue to work</p>







<i>properties from the end of the old tenancy to the start of the new tenancy</i>							closely to minimise the time properties remain empty
Average void re-let time (calendar days) – St Anns Ward <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>	25	23.08			24.19	31.77	The target was achieved during this period The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty

AC6-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of lettable voids – AC - St ann's, Dales & Mapperley</p> <p>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</p>		31			24	45	The number has increased by 7 during this period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty.
<p>Number of lettable voids – Dales Ward</p> <p>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</p>		9			6	15	The number has increased by 3 during this period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty.
<p>Number of lettable voids – Mapperley Ward</p> <p>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</p>		8			2	3	The number has increased by 6 during this period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty.
<p>Number of lettable voids – St Anns Ward</p>		14			16	27	The number has decreased by 2 during this period. The Housing Services and Property Services teams





Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.							continue to work closely to minimise the time properties remain empty.
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AC6-4c 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 – Dales 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	2	No properties at present
Number of empty properties awaiting decommission – Mapperley 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	5	No properties at present
Number of empty properties awaiting decommission – St Anns Ward		0			5	0	No properties at present

<p><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></p>							
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AC6-5 Tenancy sustainment

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Percentage of new tenancies sustained - AC - St ann's, Dales & Mapperley</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>	96%	96.09%			96.54%	93.83%	<p>Pleasing to see that hard work from HPM's along with other stakeholders is managing to reach this target</p>
<p>Percentage of new tenancies sustained - Dales Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>	96%	95.75%			94.12%	92.93%	<p>It is pleasing to note that the long trend is improving. However staff are reminded to continue working closely with internal and external partners to assist those customers who's tenancies are at potential risk of</p>

							failure.
<p>Percentage of new tenancies sustained - Mapperley Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>	96%	96.88%			94.87%	100%	
<p>Percentage of new tenancies sustained - St Anns Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>	96%	96.11%			97.61%	93.68%	