









Appendix 2

Area report - St Ann's, Dales & Mapperley







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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%	84.35%			78.95%	82.22%	Performance shows an improvement as we are just above target. The upward trend is pleasing to see and good performance management from the TEM's with staff in their 1:1's should hopefully see continuous improvement.
% 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%	98.64%			100%	100%	Pleasing to see that we are exceeding our target with figures of 98.64%. Our staff team are fully aware of the need to be resolving cases satisfactorily.
Number of new ASB cases – St Ann's <i>Note: Data for this PI is only available by Housing Office.</i>		149			158	233	Not available
Tenant satisfaction with the ASB service <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>	8.5	7.49			7.51	7.3	Tenant satisfaction with the ASB service has dipped. This has been discussed at both management level and also discussed with staff in their 1:1's and at Team Briefs to remind them of the need to adhere policy and procedures robustly and to ensure the victims of ASB are kept up to date on a regular basis. To further drive up performance and improvement we will continue to undertake regular case supervision and regular case



							quality checks. Community mediation service has now been launched to support early intervention and is expected to positively impact on customer satisfaction. The team have received some favourable feedback so we are now looking to drive up and sustain performance in relation to tenant satisfaction using the above process/tools highlighted.
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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%						
% of repairs completed in target – Dales Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.4%			97.81%	96.86%	WS-Apr-2016 Performance has slightly improved from the last Quarter but is still below the agreed target and we continue to monitor this and implement improvements and resources to improve this KPI.
% of repairs completed in target – Mapperley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.59%			97.91%	97.28%	WS-Apr-2016 Performance has slightly improved from the last Quarter but is still below the agreed target and we continue to monitor this and implement improvements and resources to improve this KPI.
% of repairs completed in target – St Ann's Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed</i>	96%	95.28%			97.58%	96.96%	WS-Apr-2016 Performance has slightly improved from the last Quarter but is still below the agreed target and we continue to monitor this and implement improvements and resources to improve this KPI



<i>timescales.</i>							
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	9.1			8.9	8.78	WS-Apr- 2016 Performance is currently in target for the year at 9.1%. This performance is better than any recent annual outturn. We continue to look at introducing service improvements through the repairs modernisation and monitor customer satisfaction data to help highlight and inform these service improvements.







AC6-3 Rent Collection

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
% of rent collected <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> <i>Trend shows as improving if value is over 100% as arrears are decreasing.</i>	100%	100.25%			100.56%	100.02%	<p>The current collection rate of 100.84% equates to being £658k ahead of the 100% target. At the end of the previous quarter, we were £100k short of the same target.</p> <p>In November a £100 credit was applied to the accounts of qualifying tenants under the Responsible Tenant Reward Scheme, which had a beneficial effect on rent collection performance. Staff will be working at weekends during the final quarter, concentrating on tenants who we find it difficult to contact during the week. This activity is designed to maximise rent collection and ensure the year-end target will be met.</p> <p>So far this year we have carried out fewer evictions – 83 compared to 111 at the same point last year.</p> <p>We continue to sign up as many customers as possible for Direct Debit payments. In December we hit our target of 36.5% of customers signed up to pay by Direct Debit.</p> <p>A corporate programme of work continues, designed to ensure that the whole of NCH plans for and responds to</p>

							the challenges of Universal Credit (which will be rolled out in Nottingham in February) and wider welfare reforms. An intensive data collection exercise relating to our tenants continues and we now hold the required data on 5,000 of the 13,000 working age tenants who are likely to be affected by Universal Credit. The required data includes information on bank account ownership, internet access and confidence in using the internet. This data allows us to target those tenants who require additional support. Information sessions will be held for staff to ensure they are able to give appropriate advice, and tenants to ensure they have access to the necessary information to successfully manage any claim they make for Universal Credit.
% of tenancies ending due to eviction <i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i>	0.45%	0.43%			0.56%	0.74%	This indicator will be on target by the end of the financial year. WE are currently only 0.02% behind target and as we are not carrying out any further evictions during March we will be on target. We have done 101 evictions so far this year and at this point last year we had done 129.





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	
Average void re-let time (calendar days) – AC - St Ann's, Dales & Mapperley <i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old</i>	25	24.15			25.28	29.73	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. With effect from April 2016 both teams will become part of Housing and

<i>tenancy to the start of the new tenancy</i>							Customer Services which should lead to improved performance going forward
<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	27.28			31.72	23.14	The target was not achieved during this period due to letting of long term 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. With effect from April 2016 both teams will become part of Housing and Customer Services which should lead to improved performance going forward
<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 properties from the end of the old tenancy to the start of the new tenancy</i></p>	25	17.83			14.16	32.71	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. With effect from April 2016 both teams will become part of Housing and Customer Services which should lead to improved performance going forward
<p>Average void re-let time (calendar days) – St Anns 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</i></p>	25	23.84			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. With effect from April 2016 both teams will become part of Housing and Customer Services which should lead



<i>tenancy</i>							to improved performance going forward
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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	
Number of lettable voids – AC - St Ann's, Dales & Mapperley <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>		43			24	45	The number increased by 19 in the period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty. With effect from April 2016 both teams will become part of Housing and Customer Services which should lead to improved performance going forward
Number of lettable voids – Dales 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>		12			6	15	The number increased by 6 in the period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty. With effect from April 2016 both teams will become part of Housing and Customer Services which should lead to improved performance going forward



<p>Number of lettable voids – Mapperley Ward</p> <p><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></p>		1			2	3	<p>The number increased by 1 in the period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty. With effect from April 2016 both teams will become part of Housing and Customer Services which should lead to improved performance going forward</p>
<p>Number of lettable voids – St Anns Ward</p> <p><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></p>		30			16	27	<p>The number increased by 14 in the period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty. With effect from April 2016 both teams will become part of the Housing and Customer Services which should lead to improved performance going forward</p>







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		0			0	2	Not available

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>							
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	Not available
Number of empty properties awaiting decommission – St Anns 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			5	0	Not available

AC6-5 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 - St Ann's, Dales & Mapperley <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	95.39%			96.54%	93.83%	Overall we are just below target at 95.39%. However the trend shows that the team are up nearly 3% compared to the same period last year. Generally, the team are working hard with our partner agencies to assist our customers to sustain their tenancies as highlighted in the individual wards in the PI's

							below.
<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%	93.81%			94.12%	92.93%	We are still meeting this target. We often cover this in our staff 1:1's and regularly discuss cases that do involve cross working with other agencies to ensure we are assisting those customers who's tenancies are at potential risk of 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%	95.46%			94.87%	100%	We are up on our performance compared with this period last year. At 95.46% we are just outside the 96% target. The trend is downward however we are just outside the target which is positive.
<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%	95.9%			97.61%	93.68%	We are still meeting this target. We often cover this in our staff 1:1's and regularly discuss cases that do involve cross working with other agencies to ensure we are assisting those customers who's tenancies are at potential risk of failure.