









Appendix 2

Area report – Aspley, Bilborough and Leen Valley











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AC3-1 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 – Aspley <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%	99.17%			100%	98.04%	One case classed as unresolved due to mediation not being accepted by both parties (case ref 9229). All other 12 cases dealt by the Aspley office have been completed where ASB issues were resolved.
% of ASB cases resolved by first intervention – Aspley <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%	95.83%			85.03%	80.27%	The percentage of cases resolved on the first intervention in Aspley continues to exceed target. This reflects the Housing Patch Manager's ability to effectively manage and resolve cases which supports our aim to deliver a 'right first time' customer service. Whilst performance has slightly dipped this month, 92.31% March and February 92.86, the year to date cumulative average is 95.83%. TEMs will continue to maintain robust monitoring through one to ones and TEM React Reviews.



<p>Number of new ASB cases – Aspley</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		370			185	156	<p>The Aspley team recorded 20 new cases, which represents a mix of drug related activity, untidy gardens and neighbour disputes. The ASB partnership with the Police and Community Protection continue to deliver joined up solutions to these issues</p>
<p>Tenant satisfaction with the ASB service</p> <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>	8.5	5.77			7.51	7.3	<p>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 future.</p> <p>To further drive performance improvement we will continue to undertake regular case supervision and regular case quality checks.</p>

AC3-2 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 - Aspley, Bilborough & Leen Valley <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.01%			97.81%	97.32%	WS Apr 2016 Performance has increase from since the last Qtr to 96.01%. Performance is now in target and we continue to monitor this to improve further.
% of repairs completed in target – Aspley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.79%			97.89%	97.3%	WS Apr 2016 Performance is under the agreed target at 95.79%. Performance has been affected by the demand on the Repairs service and we are looking to increasing resources to help this performance improve.
% of repairs completed in target – Bilborough Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.15%			97.63%	97.22%	WS Apr 2016 Performance has increase from since the last Qtr to 96.15%. Performance is now in target and we continue to monitor this to improve further.
% of repairs completed in target – Leen Valley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.47%			98.26%	97.87%	WS Apr 2016 Performance has increase from since the last Qtr to 96.47%. Performance is now in target and we continue to monitor this to improve further.
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 Mar- 2016 Performance is currently in target for the month at 9.39% and for the year at 9.13%. We continue to look at introducing service improvements through the repairs modernisation and monitor customer satisfaction data to highlight and inform these service improvements.





AC3-3 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%	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 the challenges of</p>







							<p>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.</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%	0.43%			0.56%	0.74%	<p>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.</p>



AC3-4a 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 - Aspley, Bilborough & Leen Valley</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	22.18			24.25	24	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) – Aspley 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	18.88			24.5	26.73	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 Customer Services which should lead to improved performance going forward









<p>Average void re-let time (calendar days) – Bilborough 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	24.84			23.21	20.8	<p>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>
<p>Average void re-let time (calendar days) – Leen Valley 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	23.12			27.78	23.18	<p>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>

AC3-4b 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 - Aspley, Bilborough & Leen Valley <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>		42			35	60	See below
Number of lettable voids – Aspley 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>		18			11	30	The number increased by 7 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 – Bilborough 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>		20			17	26	The number increased by 3 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 – Leen Valley 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>		4			7	4	<p>The number decreased by 3 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>
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AC3-4c 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 - Aspley, Bilborough & Leen Valley <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			112	45	Not Applicable
Number of empty properties awaiting decommission – Aspley 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			28	0	Not Applicable
Number of empty properties awaiting decommission – Bilborough 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			84	0	Not Applicable
Number of empty properties awaiting decommission – Leen Valley 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	Not Applicable

AC3-5 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 - Aspley, Bilborough & Leen Valley <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	97.81%			97.35%	94.53%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Aspley Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	96.44%			97.65%	94.04%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Bilborough Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	99.02%			97.24%	95.12%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Leen Valley Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	100%			96%	95%	performance exceeds target which is pleasing in uncertain economic times