















## Area report - Sherwood & Berridge

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### AC5-1 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 – Central region  <i>Note: This PI monitors the ability of the HPM to select the correct first intervention.</i>	84%	94.2%			86.67%	84.78%	Performance has been consistent from the HPMs. Regular case reviews are held to ensure performance is sustained. It is also encouraging we have an upward trend as well.
% of ASB cases resolved – Central region  <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%	97.83%			100%	100%	Performance has dipped and the TEM will look into this and remind staff of the need to ensure all cases are resolved when the first opportunity arises to do this. To be discuss on ReACT with regular reviews and also to be discussed in 1:1's.
Number of new ASB cases – Central region  <i>Note: Data for this PI is only available by Housing Office.</i>		118			121	144	Reduction in overall number of cases following transfer of Area 5 management to St Anns

## AC5-2 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 - Sherwood & Berridge  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.29%			97.45%	96.68%	WS Apr-2016 Performance is currently under target at 95.29% this is due to high repair demands across all areas. We do continue to monitor this and implement improvements and increase resources to improve this KPI.
% of repairs completed in target – Berridge Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	94.64%			98.01%	96.85%	WS Apr-2016 Performance is currently under target at 94.64% this is due to high repair demands across all areas. We do continue to monitor this and implement improvements and increase resources to improve this KPI.
% of repairs completed in target – Sherwood Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.42%			97.35%	96.65%	WS Apr-2016 Performance is currently under target at 95.42% this is due to high repair demands across all areas. We do continue to monitor this and implement improvements and increase resources to improve this KPI.
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 highlight and inform these service improvements.

## AC5-3 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 Universal Credit (which will be rolled out in Nottingham in February) and wider welfare</p>

							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>% 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%	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.







### AC5-4a 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 - Sherwood &amp; Berridge</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	39.32			36.14	43.55	See below
<p>Average void re-let time (calendar days) – Berridge 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	9.88			17.6	14.14	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) – Sherwood 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	43.85			37.66	46.67	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







### AC5-4b 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 - Sherwood & Berridge  <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			8	15	The number has increased by 2 during this period
Number of lettable voids – Berridge 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>		0			0	1	Not applicable
Number of lettable voids – Sherwood 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			8	14	The number has increased by 2 during this period

### AC5-4c 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 - Sherwood & Berridge  <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	6	Not applicable
Number of empty properties awaiting decommission – Berridge 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	4	Not applicable
Number of empty properties awaiting decommission – Sherwood 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	Not applicable

## AC5-5 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 - Sherwood & Berridge  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	92%			95.46%	94.6%	Dip in performance and the trend shows a downward turn as well. The TEM will be speaking to staff to highlight what the issues may be in 1:1's etc. However we will be looking to reverse the downward trend with more closer monitoring of case work and ensuring all partners are working across each other's service area etc. We are now currently starting to undertake Bi-Annual sustainment reviews to determine if any short or long term trends can be seen.
Percentage of new tenancies sustained - Berridge Ward (2003)  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	100%			100%	80%	We have hit the 100% target, the same as this period last year. One of the reasons the area is of high demand is that properties do not come vacant very often.
Percentage of new tenancies sustained - Sherwood Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	91.18%			94.87%	95.65%	There were 6 tenancy 'failures' from the 68 new tenancies began in the last 2 years. All the terminations are from the high rise blocks. Often tenancies end here due to the changing needs of the tenant rather than problems with the area. Will discuss with the HPM and partner agencies to ascertain if there are any initiatives we can progress to help with sustainment.