









Area report - Bestwood & Basford (Appendix 3)









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AC2-1 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 – Bestwood <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%	99.56%			100%	99.3%	100% target met for the month of June by HPMs managing cases on ReACT and working with complainants and alleged perpetrators to resolve ASB issues
% of ASB cases resolved by first intervention – Bestwood <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>	85%	92.07%			88.24%	88.28%	In June there was on case which was not resolved at first intervention. The ASB case was dog nuisance, warning letter and HPM interviewing alleged perp failed to resolve the issue so the case was commissioned to Community Protection for enforcement action and a court injunction was secured which then resolved the issue.
Number of new ASB cases – Bestwood <i>Note: Data for this PI is only available by Housing Office.</i>		189			188	130	Year to date there has been a decrease in the number of new ASB cases (49) when compared to 2013/14 (69).
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	7.1			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 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.
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AC2-2 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 - Bestwood & Basford <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.39%			97.75%	97.42%	WS-July-2016 Performance has increase to 96.39%. Performance is now in target and we continue to monitor this to improve further. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance.
% of repairs completed in target – Basford Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.26%			97.56%	97.38%	WS-July-2016 Performance has increase to 96.26%. Performance is now in target and we continue to monitor this to improve further. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance.
% of repairs completed in target – Bestwood Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.46%			97.85%	97.45%	WS-July-2016 Performance has increase to 96.46%. Performance is now in target and we continue to monitor this to improve further. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance.
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9.1	9.1			8.9	8.78	WS- July- 2016 Performance is in target for the month at 9.1%. We continue to look at introducing service improvements through the repairs modernisation and monitor customer satisfaction data to highlight and inform these service improvements.

AC2-3 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>Although we had an exceptionally good start to the year last year, with a collection rate above 100%, typically the pattern of income collection is that there is a dip at the beginning of the financial year. This is due in part to benefit uprates which do take some time to co-ordinate with Housing Benefit. Measures are in place to ensure that income collection is maximised this year. The RAMs have been moved into new teams from the very beginning of the financial year and are being made aware of their new targets through 1-2-1s. There is new reporting in place for RAM activity and this is reported weekly to the RAMs and the management team. We continue to be affected by bedroom tax cases, and we now have 62 UC cases with a total debt of £32,682. These cases are being robustly managed and we hope to have 3 new members of the team starting in June.</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>

AC2-4a 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 - Bestwood & Basford</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>		27			30.71	35.93	<p>Void performance summary: There are currently 39 empty properties in the Area Committee 2 area. The average time to relet properties in the Area Committee 2 area is 26 days. There have been 71 new lettings this year. The city wide time to let empty properties is 25. 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 36 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) – Basford 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>		33.19			24.43	24.23	<p>Void performance summary: There are currently 9 empty properties in the Basford ward area. The average time to relet properties in the Basford ward area is 37 days. There have been 21 new lettings this year. The city wide time to let empty properties is 25. 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 36 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) – Bestwood 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>		24.17			32.89	39.46	<p>Void performance summary: There are currently 30 empty properties in the Bestwood ward area. The average time to relet properties in the Bestwood ward area is 21 days. There have been 50 new lettings this year. The city wide time to let empty properties is 25. 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 8 weeks. The lettings service houses around 200 families each month around the city.</p>
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AC2-4b 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 - Bestwood & Basford <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>		28			46	41	For information only
Number of lettable voids – Basford 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>		9			16	5	For information only
Number of lettable voids – Bestwood 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>		19			30	36	For information only

AC2-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of empty properties awaiting decommission – AC - Bestwood & Basford</p> <p>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</p>		1			1	7	This relates to a property awaiting demolition with a new build bungalow planned as a replacement
<p>Number of empty properties awaiting decommission – Basford Ward</p> <p>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</p>		1			1	2	This relates to a property awaiting demolition with a new build bungalow planned as a replacement
<p>Number of empty properties awaiting decommission – Bestwood Ward</p> <p>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</p>		0			0	5	Not applicable

AC2-5 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 - Bestwood & Basford <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	92.92%			95.15%	92%	Currently behind target but HPMs working with Lettings Team to accompany at sign up to make early interventions with new customers to help sustain tenancies.
Percentage of new tenancies sustained - Basford Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	93.68%			94.12%	95.79%	114 tenancies created, 105 tenancies sustained, 9 tenancies lost.
Percentage of new tenancies sustained - Bestwood Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	92.62%			95.52%	90.59%	248 tenancies created, 228 tenancies sustained, 20 tenancies lost.