















## 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>	85%	94.37%			86.67%	84.78%	Performance maintained in June off a medium sample size
% 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%	97.89%			100%	100%	Performance on target in last month; regular meetings regarding cases ensuring correct direction is taken at an early stage
Number of new ASB cases – Central region  <i>Note: Data for this PI is only available by Housing Office.</i>		129			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-Aug-2016 Performance is under target at 95.29%. Continued monitoring of resources is taking place to help bring further improvements. 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 – 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-Aug-2016 Performance is under target at 94.64%. Continued monitoring of resources is taking place to help bring further improvements. 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 – 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-Aug-2016 Performance is under target at 95.42%. Continued monitoring of resources is taking place to help bring further improvements. 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	9.1	9.1			8.9	8.78	WS Aug- 2016 Performance is in target at 9.1%. We continue to look at introducing service improvements through the repairs







<i>Note: Data for this PI is only available citywide</i>							modernisation and monitor customer satisfaction data to highlight and inform these service improvements.
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### 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>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</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</p>







percentage of tenants being evicted due to rent arrears and is reported citywide.							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.
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### 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>		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>		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 became 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</i></p>		43.85			37.66	46.67	The target was not achieved during this period due to the letting of long term voids within Independent Living accommodation where at times demand can be limited. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain

<i>tenancy</i>							empty. With effect from April 2016 both teams became part of Housing and Customer Services which should lead to improved performance going forward
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### 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 increased by two during this period - the aim continues to minimise the time properties remain empty
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	There are currently no void properties
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 increased by two during this period - the aim continues to minimise the time properties remain empty

### 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	There are currently no void properties awaiting decommissioning
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	There are currently no void properties awaiting decommissioning
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	There are currently no void properties awaiting decommissioning

## 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 relates to Sherwood Ward rather than Berridge
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>	96.5%	100%			100%	80%	100% off low sample size - NCH has limited stock in this ward
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>	96.5%	91.18%			94.87%	95.65%	further analysis to be undertaken to address underperformance in this ward