

## Appendix 2

### Area report - Bulwell & Bulwell Forest

Generated on: 04 November 2016











#### AC1-1 Anti-social behaviour

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of ASB cases resolved – Bulwell</p> <p><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></p>	97.8%	100%			100%	100%	Excellent performance this month where all 6 cases were successfully resolved. This reflects robust case management where regular meetings regarding cases ensuring correct direction is taken at an early stage. In addition, this is reflective of the customer focused ASB service and effective partnership working.
<p>% of ASB cases resolved by first intervention – Bulwell</p> <p><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></p>	85%	93.75%			90.2%	74.13%	The percentage of cases resolved on the first intervention in Bulwell 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. TEMs will continue to maintain robust monitoring through one to ones and TEM React Reviews.
<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				7.1	7.51	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



							<p>service will be launched in the summer to support early intervention and is expected to positively impact on customer satisfaction</p> <p>To further drive performance improvement we will continue to undertake regular case supervision and regular case quality checks.</p>
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### AC1-2 Repairs



Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of repairs completed in target – AC - Bulwell &amp; Bulwell Forest</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	95.82%			96.59%	97.82%	<p>WS Oct-2016 Performance is slightly under target this is mainly due to a higher than normal demand on some repairs work streams.</p> <p>This has had a negative effect on this KPI.</p> <p>We have now upped resources to help improve the performance in this area going forward.</p>
<p>% of repairs completed in target – Bulwell Forest</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	95.18%			96.43%	97.96%	<p>WS Oct-2016 Performance is slightly under target this is mainly due to a higher than normal demand on some repairs work streams.</p> <p>This has had a negative effect on this KPI.</p> <p>We have now upped resources to help improve the performance in this area</p>

							going forward.
<p>% of repairs completed in target – Bulwell Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	95.98%			96.63%	97.78%	<p>WS Oct-2016 Performance is slightly under target this is mainly due to a higher than normal demand on some repairs work streams.</p> <p>This has had a negative effect on this KPI.</p> <p>We have now upped resources to help improve the performance in this area going forward.</p>
<p>Tenant satisfaction with the repairs service</p> <p><i>Note: Data for this PI is only available citywide</i></p>	9.1	9.08			9.1	8.9	<p>WS -Oct - 2016 Performance is in target for the month at 9.2% .With performance at 9.08 for the year we continue to look at introducing service improvements through the repairs modernisation and monitor customer satisfaction data to highlight and inform these service improvements. These improvements have been added to an action plan that covers the whole of R&amp;M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.</p>





### AC1-3 Rent Collection



Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
% of rent collected	100%	99.58%			100.25%	100.56%	Following the rent free week in August when our collection rate improved as

<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>						<p>tenants still paid despite the reduced debit, we had a reduced collection in September. At 99.58% the collection rate was £220,000 off a 100% return. It is also slightly behind last year's position of 99.8%. Arrears as a % of debit is 2.45% against a target of 2% - this is £470,000 above where we need to be to hit the target. However as the debit reduced by 1% this year, this is an increasingly difficult target to attain. The numbers of Universal Credit cases continues to increase - with the total standing at just over 200, the arrears on these cases totals £109,014 currently. Equally the amount of Housing Benefit we receive continues to decrease, at a rate of approximately £20,000 each week. This means that we have more rent to actually physically collect from tenants. Although more people are coming off benefit they are taking up low paid jobs that are not permanent with regular hours and therefore their income is liable to fluctuate. This makes it difficult for people to budget and as a result we have increased arrears. Additionally there is still the problem of Court fees standing at £325 - as a consequence we are entering cases at a much higher level. Judges will often adjourn cases, allowing the debt to increase but Housing Benefit backdates are now severely restricted.</p>
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<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%	0.45%			0.43%	0.56%	The number of evictions are approximately the same as at this point last year and we continue to work to sustain tenancies. We are developing further partnership working between RAMs and HPMs to improve sharing of information to support tenancies and prevent evictions.
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### AC1-4a Empty properties - Average relet time

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Bulwell &amp; Bulwell Forest</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	20.52			20.4	24.75	The target was met during the current period with 115 properties relet
<p>Average void re-let time (calendar days) – Bulwell Forest 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	10.05			20.19	25.4	The target was met during the current period with 93 properties relet







Average void re-let time (calendar days) – Bulwell Ward  <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>	25	23			20.45	24.59	The target was met during the current period with 22 properties relet
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### AC1-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Bulwell & Bulwell Forest  <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>		22			31	25	The number decreased by nine since the previous report
Number of lettable voids – Bulwell Forest 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>		5			4	3	The number increased by one since the previous report
Number of lettable voids – Bulwell Ward		17			27	22	The number decreased by ten since the previous report



<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>							
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### AC1-4c Empty properties – Decommissioning

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Bulwell & Bulwell Forest  <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	No properties at present
Number of empty properties awaiting decommission – Bulwell Forest 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	No properties at present
Number of empty properties awaiting decommission – Bulwell Ward		0			0	0	No properties at present

<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>							
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### AC1-5 Tenancy sustainment

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Bulwell & Bulwell Forest  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	93.26%			94.23%	96.36%	Housing Patch Managers continue to remain focussed on making sure that support is available to our tenants to sustain their tenancies. As Pre Terms visits are no longer completed by Tenancy and Estate, we are currently carrying out an analysis to evaluate the reasons why tenants chose to terminate their tenancies before 12 months. This information should assist us to identify any trends and therefore assist us to improve the performance.