














Area report - Bulwell & Bulwell Forest

Generated on: 13 January 2017





AC1-1 Anti-social behaviour

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved – Bulwell <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>	99%	100%			100%	100%	Excellent performance this month where all 22 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.
% of ASB cases resolved by first intervention – Bulwell <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%	95.29%			90.2%	74.13%	Out of 22 cases only one case has been resolved on second intervention. Nevertheless, 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.
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	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.







AC1-2 Repairs

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Bulwell & Bulwell Forest <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.36%			96.59%	97.82%	Performance target being achieved despite issues with plumbing backlog in summer.
% of repairs completed in target – Bulwell Forest <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.12%			96.43%	97.96%	Performance target being achieved despite issues with plumbing backlog in summer.
% of repairs completed in target – Bulwell Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.42%			96.63%	97.78%	Performance target being achieved despite issues with plumbing backlog in summer.
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9.1	9.08			9.1	8.9	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&M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.

AC1-3 Rent Collection







Performance indicator and definition	Target	2016/17			2015/16	2014/15	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%	101.22 %			100.25%	100.56%	We are still slightly behind target and also slightly behind the position at this point last year. However there has been an improvement incrementally over the year, and we have measures in place to maximise our collection over the final quarter in order to achieve our end of year target. There is a "Rent First" campaign being re-launched during January with internal and external communications to raise the awareness of the importance of paying rent. The rents team is also taking part in a week of action from 23rd January to target accounts where we have struggled to gain contact or payment.
<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%	0.42%			0.43%	0.56%	We are below target and have carried out less evictions that at this point last year. We have evicted 76 tenants for rent arrears so far this financial year. At the same point last year we had evicted 83. We continue to focus on tenancy sustainment and supporting our tenants who find themselves in financial difficulty.

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 & 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	19.84			20.4	24.75	<p>Void performance summary: There are currently 25 empty properties in the Area Committee 1 area. The average time to relet properties in the Area Committee 1 area is 25 days. There have been 215 new lettings this year. The city wide time to let empty properties is 26. 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 5 weeks. The lettings service houses around 200 families each month around the city.</p>
<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	9.96			20.19	25.4	<p>Void performance summary: There are currently 3 empty properties in the Bulwell Forest ward area. The average time to relet properties in the Bulwell Forest ward area is 25 days. There have been 43 new lettings this year. The city wide time to let empty properties is 26. 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 2 weeks. The lettings service houses around 200 families each month around the city.</p>
<p>Average void re-let time (calendar days) – Bulwell Ward</p> <p><i>Note: This PI measures how</i></p>	25	22.52			20.45	24.59	<p>Void performance summary: There are currently 22 empty properties in the Bulwell ward area. The average time to relet properties in the Bulwell ward area is 25 days. There have been 172 new lettings this year. The city wide time to let empty properties is 26. Our voids</p>

long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy							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 5 weeks. The lettings service houses around 200 families each month around the city.
--	--	--	--	--	--	--	---



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>		24			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>		7			4	3	The number increased by one since the previous report
Number of lettable voids – Bulwell 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>		17			27	22	The number decreased by ten since the previous report

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 <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

AC1-5 Tenancy sustainment

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Percentage of new tenancies sustained - AC - Bulwell & Bulwell Forest</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>	96.5%	93.26%			94.23%	96.36%	<p>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.</p>