







Area report - Sherwood & Berridge









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AC5-1 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 by first intervention – Central region <i>Note: This PI monitors the ability of the HPM to select the correct first intervention.</i>	85%	95.12%			94.21%	86.67%	Back on target following dip last month
% 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>	99%	97.56%			97.89%	100%	8/9 - one unresolved case
Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i>		97			129	121	Reduction in overall number of cases following transfer of Area 5 management to St Anns

Appendix 2

AC5-2 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 - Sherwood & Berridge <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.33%			95.29%	97.45%	
% of repairs completed in target – Berridge Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.64%			94.64%	98.01%	
% of repairs completed in target – Sherwood Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.45%			95.42%	97.35%	
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	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&M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.

AC5-3 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%	<p>Following the rent free week in August when our collection rate improved as 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>
<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%	<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>

Appendix 2

AC5-4a 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 - Sherwood & 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	35.85			39.32	36.14	<p>Void performance summary: There are currently 10 empty properties in the Area Committee 5 area. The average time to relet properties in the Area Committee 5 area is 32 days. There have been 82 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) – 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	1.83			9.88	17.6	<p>Void performance summary: There are currently 0 empty properties in the Berridge ward area. The average time to relet properties in the Berridge ward area is 18 days. There have been 5 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 0 weeks. The lettings service houses around 200 families each month around the city.</p>
<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	45.57			43.85	37.66	<p>Void performance summary: There are currently 8 empty properties in the Sherwood ward area. The average time to relet properties in the Sherwood ward area is 38 days. There have been 61 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>

AC5-4b 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 - 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>		8			10	8	
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>		2			0	0	
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>		6			10	8	

Appendix 2

AC5-4c 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 - 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	0	
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	0	
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	0	

AC5-5 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 - Sherwood & Berridge <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	91.04%			92%	95.46%	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%	90%			100%	100%	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%	91.23%			91.18%	94.87%	further analysis to be undertaken to address underperformance in this ward