






Area report - Bulwell & Bulwell Forest







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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 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. Yearly performance also met.
% 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%	94.31%			90.2%	74.13%	Out of 8 cases, 3 were not resolved at first intervention. This is due to the complexity of the issues in resolving the ASB complaints. Nevertheless yearly target met and exceeded. 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. AHM 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</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.



with the ASB service - The average score (out of 10) for each survey question. Data for this indicator is not available by ward..							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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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%	95.73%			96.59%	97.82%	WS-Mar-2017 Performance is just under target for Qtr. 4 we completed 614 jobs in this period and 43 were completed out of target this is mostly down to scaffold work and ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance around these areas.
% of repairs completed in target – Bulwell Forest <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.37%			96.43%	97.96%	WS-Mar-2017 Performance is just under target for Qtr. 4 we completed 2639 jobs in this period and 152 were completed out of target this is mostly down to scaffold work and ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance around these areas.
% of repairs completed in target – Bulwell Ward	96%	95.83%			96.63%	97.78%	WS-Mar-2017 Performance is just under target for Qtr. 4 we completed 3253 jobs in this period and 168 were completed out of target this is mostly down to scaffold work





<i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>							and ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance around these areas.
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 -Mar - 2017 Performance is just under target 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	
% of rent collected <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> <i>Trend shows as improving if value is over 100% as arrears are decreasing.</i>	100%	100.29%			100.25%	100.56%	We are above target at 101.22% and showing an improvement on this point last year when we were 100.84%. We have a "Rent First" campaign planned for January in order to raise awareness amongst customers and staff of the importance of paying rent. This is intended to ensure our performance continues to hit target leading to our of year end push.





<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>		0.36%			0.43%	0.56%	<p>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.</p>
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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 & 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	30.83			20.4	24.75	See below
<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	25.28			20.19	25.4	<p>The target was not met due to the letting of empty properties within Independent Living schemes where demand at times can be limited.</p> <p>General needs properties were let in an average of 22 days.</p> <p>The Lettings and Voids team are now co-</p>







							located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.
<p>Average void re-let time (calendar days) – Bulwell 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	32.36			20.45	24.59	<p>The target was not met due to the letting of empty properties within Independent Living schemes where demand at times can be limited.</p> <p>General needs properties were let in an average of 16 days.</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.</p>

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	
<p>Number of lettable voids – AC - Bulwell & Bulwell Forest</p> <p><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></p>		32			31	25	See below
<p>Number of lettable voids – Bulwell Forest Ward</p> <p><i>Note: Lettable voids are empty properties available for re-</i></p>		6			4	3	The number increased by 2 since the previous report

letting. They will receive repair work and then be re-let to a new tenant.							
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>		26			27	22	The number decreased by 1 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	None 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	None 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	None 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	
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.
Percentage of new tenancies sustained - Bulwell Forest Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	90%			94.12%	96.3%	As above
Percentage of new tenancies sustained - Bulwell Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	94.01%			94.26%	96.38%	As above

