


**Area report - St ann's,
Dales & Mapperley**

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AC6-1 Anti-social behaviour - Appendix 2

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 – St ann's <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%	88.27%			84.28%	78.95%	Performance is currently within target, with all cases of anti-social behaviour being managed effectively and within the policy and procedure.
% of ASB cases resolved – Stanns <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%	96.94%			98.74%	100%	Performance is being maintained at 100%, as cases continue to be managed effectively and updated accurately on the system.
Number of new ASB cases – St Ann's		215			156	158	.



<i>Note: Data for this PI is only available by Housing Office.</i>							
<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	<p>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</p> <p>To further drive performance improvement we will continue to undertake regular case supervision and regular case quality checks.</p>



AC6-2 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 – Dales Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	94.35%			95.4%	97.81%	
<p>% of repairs completed in target – Mapperley Ward</p> <p><i>Note: This PI monitors the proportion of</i></p>	96%	95.18%			95.59%	97.91%	





<i>repairs being completed within agreed timescales.</i>							
% of repairs completed in target – St ann's Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	94.89%			95.28%	97.58%	
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.





AC6-3 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</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><i>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>% 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>	0.3%	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>

AC6-4a 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 - St ann's, Dales & Mapperley</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	28.59			24.15	25.28	See below
Average void re-let time (calendar days) – Dales Ward		31.24			27.28	31.72	The target was not met due to the letting of empty properties within Independent Living schemes where

<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>							<p>demand at times can be limited.</p> <p>General needs properties were let in an average of 19 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>
<p>Average void re-let time (calendar days) – Mapperley 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	22.75			17.83	14.16	<p>The target was met during this period</p>
<p>Average void re-let time (calendar days) – St Anns 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>		26.48			23.84	24.19	<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-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>



AC6-4b 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 - St ann's, Dales & Mapperley <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>		25			43	24	The number decreased by 18 during this period
Number of lettable voids – Dales 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			12	6	The number decreased by 7 during this period
Number of lettable voids – Mapperley 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			1	2	The number increased by 1 during this period
Number of lettable voids – St Anns 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>		18			30	16	The number decreased by 12 during this period

AC6-4c 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 – Dales 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 – Mapperley 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 – St Anns 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	5	None at present

AC6-5 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 - St ann's, Dales & Mapperley	96%	95.1%			95.39%	96.54%	Performance is just below the target. We are now starting to investigate the reasons behind NTQ to obtain a clearer picture to sustain tenancies.

<i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>							
Percentage of new tenancies sustained - Dales Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	91.21%			93.81%	94.12%	Performance is just below the target. We are now starting to investigate the reasons behind NTQ to obtain a clearer picture to sustain tenancies.
Percentage of new tenancies sustained - Mapperley Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	90.48%			95.46%	94.87%	
Percentage of new tenancies sustained - St Anns Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	97.02%			95.9%	97.61%	Staff are working hard to maintain customer focus towards those tenancies that at are most risk