

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%	95.92%			94.21%	86.67%	100% off low sample size
% 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%	97.96%			97.89%	100%	100% off lower than usual sample size
Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i>		129			129	121	Reduction in overall number of cases following transfer of Area 5 management to St Anns

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%	95.74%			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%	94.56%			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%	95.96%			95.42%	97.35%	

Tenant satisfaction with the repairs service	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.
<i>Note: Data for this PI is only available citywide</i>							

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%	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>	0.3%	0.36%			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.

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	35.61			39.32	36.14	See below
<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	9.65			9.88	17.6	<p>The target was met during this period</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) – 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	43.02			43.85	37.66	<p>The target was not met mainly 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 21 days.</p> <p>The Lettings and Voids team are now co-located in the same office for the first</p>







time and this will lead to improved joint working to minimise the time properties remain empty.

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>		5			10	8	See below
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>		1			0	0	The number has increased by 1 since the previous report
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>		4			10	8	The number has decreased by 6 since the previous report





AC5-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	

<p>Number of empty properties awaiting decommission – AC - Sherwood & Berridge</p> <p><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></p>	0			0	0	None at present
<p>Number of empty properties awaiting decommission – Berridge ward</p> <p><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></p>	0			0	0	None at present
<p>Number of empty properties awaiting decommission – Sherwood Ward</p> <p><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></p>	0			0	0	None at present

AC5-5 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 - Sherwood & Berridge</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%	91.04%			92%	95.46%	Dip in performance relates to Sherwood Ward rather than Berridge

<p>Percentage of new tenancies sustained - Berridge Ward (2003)</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%	90%			100%	100%	100% off low sample size - NCH has limited stock in this ward
<p>Percentage of new tenancies sustained - Sherwood Ward</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%	91.23%			91.18%	94.87%	further analysis to be undertaken to address underperformance in this ward