Nottingham City Homes
Homes and places where people want to live

AC8-1 Anti-social behaviour

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved by first intervention – Clifton *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.*	85%	87.1%	✅	⬇️	89.52%	90.86%	PI achieved and again, this is down to the team working very well and sustaining performance.
% of ASB cases resolved – Clifton *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.*	99%	96.77%	🛑	⬇️	100%	100%	Performance is showing that the PI has been met. Good work by the team.
Number of new ASB cases – Clifton *Note: Data for this PI is only available by Housing Office.*		31	📈	⬆️	107	175	.
Tenant satisfaction with the ASB service	85.00%	87.72%	✅	⬆️	86.53%	73.45%	Customer satisfaction with the ASB service improved during quarter three and is now above target. Current performance of 85.62% also represents a significant

							improvement on last year's outturn of 73.45%.
Note: . Overall tenant satisfaction with the ASB service - The average score (Percentage) for each survey question. Data for this indicator is not available by ward..							Our approach of contacting customers by telephone and much more quickly after case closure is producing a greater survey participation rate – 146 so far this year compared to 113 in the whole of 2015-16.
							The noise app has been rolled out across all offices and has received a positive reception from customers. It is improving the quality of noise nuisance reporting and enables Housing Patch Mangers to quickly triage complaints of noise nuisance and intervene swiftly.
							Whilst overall satisfaction is above target there are areas which require a continued focus, including keeping customers informed about their case and speed in which the case was dealt with.
							We will continue to have a focus on the frequency of victim contact and quality of information and updates provided to victims. Regular case reviews conducted by Area Housing Managers will ensure there is a continued drive in this area.
							Mediation has been used on a range of antisocial behaviour issues. Referrals have covered issues including household noise, loud music, pet nuisance, parking issues and fencing disputes. The service has achieved customer 100% satisfaction to year to date 2016/17 and is empowering residents to work together to resolve disputes and find new and better ways of dealing with each another.

AC8-2 Repairs

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Clifton North, Clifton South & Bridge *Note: This PI monitors the proportion of repairs being completed within agreed timescales.*	96%	90.56%	🔴	⬇	95.41%	95.5%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.06%).
% of repairs completed in target – Bridge Ward *Note: This PI monitors the proportion of repairs being completed within agreed timescales.*	96%	91.23%	🔴	⬇	95.96%	95.97%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.83%).
% of repairs completed in target – Clifton North Ward *Note: This PI monitors the proportion of repairs being completed within agreed timescales.*	96%	89.93%	🔴	⬇	94.91%	95.14%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.19%).
% of repairs completed in target – Clifton South Ward	96%	90.4%	🔴	⬇	95.3%	95.36%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (96.37%).

Note: This PI monitors the proportion of repairs being completed within agreed timescales.						
Tenant satisfaction with the repairs service *Note: Data for this PI is only available citywide*	9.1				9.08	9.1	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.

AC8-3 Rent Collection

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
% of rent collected *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.* *Trend shows as improving if value is over 100% as arrears are decreasing.*	100%	99.03%	🛑	⬇	100.29%	100.25%	Rent collection was 98.85%, against the 100% target; this is comparable to the position at the end of quarter one last year. Arrears at the end of the fourth quarter were £2.67 million of the annual debit of £103 million. The continued roll out of the Government's Welfare Reforms is having an impact on the rents performance. In the first three months of this financial year we received £674,085 less in Housing Benefit payments, although the amount of rent charged only reduced by £39,147, giving us the challenge of having more money to collect. There was an increase in cash collection of £621,350 for this period compared to the first quarter of 2016/17. An increased number of our tenants are now in in temporary, irregular and low-paid employment (such as zero-hours contracts). This has exacerbated the problem of frequent Housing Benefit suspensions, making rent collection more challenging. The roll out of Universal Credit cases continues to affect the overall rents performance. There are currently 434 total cases with 354 live cases. The debt on these cases is £192,752.81 - an increase of £83,018.87 due to UC. This is impacting on our ability to reduce the overall debt, which was 2.54% of the annual debit of £103 million at the end of quarter one. We are working hard to reduce this debt; we have the first of our UC days of action planned at the Woodlands on 28th July. The whole of the North Team, including Tenancy Sustainment Officers will be based in the blocks for the day talking to tenants about UC and taking enforcement action where appropriate. We are also working on a revised process for dealing with UC cases and will be rolling out refresher training to all RAMs and TSOs over the next few weeks A corporate programme of work continues, designed to ensure that the whole of NCH responds to the challenges of UC and wider welfare reforms. The Welfare Reform Programme Board is working closely with strategic partners such as the DWP, NCC and voluntary sector groups to mitigate the impact of Welfare Reform on our

							tenants and our rent performance. It will also monitor the actions taken to mitigate against the impact of UC. Last financial year, we commenced the 'Rent First' campaign with a series of events aimed at raising awareness amongst staff and residents of the importance of paying rent on time and this will continue next year. There will be articles in staff and tenant publications, in addition to messages on social media. We are continuing to meet our target for evictions, however we have completed 31 so far this financial year and this compares with 27 at the same point last year. The numbers are likely to increase as the team tackles the higher level debt, although eviction is only ever a last resort and we try where possible to work with tenants to resolve their debt by other means.
% of tenancies ending due to eviction *Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.*	0.43%	0.36%	✅	⬆	0.36%	0.43%	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.

AC8-4a Empty properties - Average relet time

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
Average void re-let time (calendar days) – AC - Clifton North, Clifton South & Bridge *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*	25	30.66	🛑	⬇️	30.65	27.37	Void performance summary: There are currently 33 empty properties in the Area Committee 8 area. The average time to relet properties in the Area Committee 8 area is 26 days. There have been 178 new lettings this year. The city wide time to let empty properties is 44 days. 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 47 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area
Average void re-let time (calendar days) – Bridge Ward *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*	25	19.9	✅	⬆️	36.72	27.33	Void performance summary: There are currently 15 empty properties in the Bridge ward area. The average time to relet properties in the Bridge ward area is 24 days. There have been 4 new lettings this year. The city wide time to let empty properties is 44. 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 47 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area
Average void re-let time (calendar days) – Clifton North Ward *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*	25	14.6	✅	⬆️	19.81	24.79	Void performance summary: There are currently 8 empty properties in the Clifton North ward area. The average time to relet properties in the Clifton North ward area is 21 days. There have been 4 new lettings this year. The city wide time to let empty properties is 44. 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

tenancy						each month around the city.
Average void re-let time (calendar days) – Clifton South Ward *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*	25	42.43	🛑	⬇	32.93	29.18	Void performance summary: There are currently 10 empty properties in the Clifton South ward area. The average time to relet properties in the Clifton South ward area is 30 days. There have been 11 new lettings this year. The city wide time to let empty properties is 44. 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 10 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area

AC8-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Clifton North, Clifton South & Bridge *Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.*		26	📈	⬇	25	19	
Number of lettable voids – Bridge Ward *Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.*		10	📈	⬇	5	6	
Number of lettable voids – Clifton North Ward *Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.*		3	📈	⬆	3	4	
Number of lettable voids – Clifton South Ward		13	📈	▬	17	9	

Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.							

AC8-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Clifton North, Clifton South & Bridge *Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.*		0			0	89	
Number of empty properties awaiting decommission – Bridge Ward *Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.*		0			0	89	
Number of empty properties awaiting decommission – Clifton North Ward *Note: This PI shows the number of empty properties which will not be re-let and includes those being*		0			0	0	

decommissioned and / or demolished.						
Number of empty properties awaiting decommission – Clifton South Ward *Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.*		0		▬	0	0

AC8-5 Tenancy sustainment

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Clifton North, Clifton South & Bridge *Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.*	96.5%	96.47%	🔴	⬆️	96.02%	96.46%	
Percentage of new tenancies sustained - Bridge Ward *Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.*	96.5%	97.37%	✅	⬆️	98.59%	95.05%	
Percentage of new tenancies sustained - Clifton North Ward *Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.*	96.5%	97.7%	✅	⬆️	97.3%	97.1%	As a team we are continuing to monitor tenants and offer support where necessary to sustain tenancies.
Percentage of new tenancies sustained - Clifton South Ward *Note: This PI measures the number of new tenants who are still in their*	96.5%	95%	🔴	⬇️	93.4%	97.16%	

tenancy 12 months later.							