







Area report - Bulwell & Bulwell Forest Appendix 2

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AC1-1 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 – 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 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. Customers are kept 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. |
| % 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% | 97.3% |  |  | 94.35% | 90.2% | Excellent performance which 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. |

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| <p>Tenant satisfaction with the ASB service</p> <p><i>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..</i></p> | 85.00% | 87.72% |  |  | 86.53% | 73.45% | <p>Customer satisfaction with the ASB service improved during quarter three and is now above target. Current performance of 87.72% also represents a significant improvement on last year's outturn of 86.53%.</p> <p>Our approach of contacting customers by telephone and much more quickly after case closure is producing a greater survey participation rate.</p> <p>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.</p> <p>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.</p> <p>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.</p> |
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| | | | | | | | <p>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 and is empowering residents to work together to resolve disputes and find new and better ways of dealing with each another.</p> |
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AC1-2 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 - Bulwell & Bulwell Forest <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i> | 96% | 93.51% |  |  | 95.73% | 96.59% | Performance is below target for completing jobs within 15 days, we are implementing actions to reduce the length of time taken to complete work. Improvement should be visible by Qtr 2 We are keeping 98% of all our appointments made and will continue to work to bring further improvements to this performance |
| % of repairs completed in target – Bulwell Forest <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i> | 96% | 94.52% |  |  | 95.37% | 96.43% | Performance is below target for completing jobs within 15 days, we are implementing actions to reduce the length of time taken to complete work. Improvement should be visible by Qtr 2 We are keeping 98% of all our appointments made and will continue to work to bring further improvements to this performance |
| % of repairs completed in target – Bulwell Ward | 96% | 93.25% |  |  | 95.83% | 96.63% | Performance is below target for completing jobs within 15 days, we are implementing actions to reduce |



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| <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p> | | | | | | | <p>the length of time taken to complete work. Improvement should be visible by Qtr 2</p> <p>We are keeping 98% of all our appointments made and will continue to work to bring further improvements to this performance</p> |
| <p>Tenant satisfaction with the repairs service</p> <p><i>Note: Data for this PI is only available citywide</i></p> | 9.1 | | | | 9.08 | 9.1 | <p>Performance for tenant's satisfaction is currently in target and we continue to use customer valuable feedback to drive the service forward.</p> |

AC1-3 Rent Collection



| Performance indicator and definition | Target | 2017/18 | | | 2016/17 | 2015/16 | 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% | 99.03% |  |  | 100.29% | 100.25% | <p>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 quarter were £2.67 million.</p> <p>The continued roll out of the Government's Welfare Reforms is having an impact on the rents performance. As a result of the 1% rent reduction the amount of rent charged only reduced by £39,147 for the first three months of this financial year. Incorporating the 1% reduction We received £647,743 less in Housing Benefit than the same period last year. There was an increase in cash collection of £621,350 for this period compared to the first quarter of 2016/17.</p> <p>An increased number of our tenants are now in temporary, irregular and low-paid employment (such as zero-hours contracts). This has exacerbated the problem of frequent Housing Benefit suspensions,</p> |





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| | | | | | | <p>making rent collection for working families more challenging. Those tenants claiming UC can move on and off with ease as they gain or cease employment.</p> <p>The roll out of Universal Credit cases continues to affect the overall rents performance. We have had 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 £105 million at the end of quarter one. We are working hard to reduce this debt; we had the first of our UC days of action planned at the Woodlands. The whole of the North Team, including Tenancy Sustainment Officers were 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</p> <p>A corporate programme of work continues, designed to ensure that the whole of NCH responds to the challenges of UC and wider</p> |
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| | | | | | | <p>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.</p> <p>The Rents Team have recently undergone their annual inspection from Housing Quality Network's Rent and Income Excellence Network. The inspection examines our policies, procedures and plans for dealing with Universal Credit compared to other authorities nationally. We were awarded reaccreditation with no recommendations.</p> <p>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.</p> <p>We are continuing to meet our target for evictions, however we have completed 31 so</p> |
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| | | | | | | | 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 <i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i> | 0.45% | 0.39% |  |  | 0.36% | 0.43% | Currently at 0.39% which is a reduction on last year of 0.08% but we have evicted 62 cases so far this year compared to 46 at this point last year. Ahead of 0.45% target. |

AC1-4a 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 - Bulwell & Bulwell Forest <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</i> | 25 | 39.42 |  |  | 30.83 | 20.4 | See below |

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| tenancy | | | | | | | |
| <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 | 25.65 |  |  | 25.28 | 20.19 | <p>The target was not met partly 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 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) – 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 | 43.67 |  |  | 32.36 | 20.45 | <p>The target was not met partly 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> |







AC1-4b 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 - Bulwell & Bulwell Forest <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 |  |  | 32 | 31 | See below |
| Number of lettable voids – Bulwell Forest 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 |  |  | 6 | 4 | The number remained the same during this period 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. |
| 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> | | 19 |  |  | 26 | 27 | The number reduced by seven during this period 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. |

AC1-4c 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 - 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> | | 1 |  |  | 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> | | 1 |  |  | 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 | 2017/18 | | | 2016/17 | 2015/16 | 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% | 92.94% |  |  | 91.6% | 94.23% | Whilst target is not met, 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% | 84% |  |  | 84.31% | 94.12% | 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% | 94.98% |  |  | 93.36% | 94.26% | As above |

