







## Area report - Wollaton East/Lenton Abbey and Wollaton West







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### AC7-1 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 – Central region  <i>Note: This PI monitors the ability of the HPM to select the correct first intervention.</i>	85%	91.89%			95.92%	94.21%	Figure has slightly increased since last year and reflects careful case management
% 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%	97.3%			97.96%	97.89%	There have been a couple of cases where residents have disengaged from the process for personal reasons. These cases are marked off as unresolved
Tenant satisfaction with the ASB service  <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>	85.00%	89.22%			86.53%	73.45%	<i>Customer satisfaction with the ASB service has continued to improve in Q2 2017/18. Current performance for Q2 2017/18 is 91.11%. Year to date performance is 89.22%</i>  <i>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 45 Surveys were completed during Q2. The number of surveys completed during in Q2 is lower than Q1 due to capacity to</i>

						<p><i>complete the survey, this has been addressed and it is expected that the response rate for Q3 will return to higher levels.</i></p> <p><i>We will continue to have a focus on the frequency of victim contact and quality of information and updates provided to victims, including regular case reviews conducted by Area Housing Managers, we will also place a greater focus on managing expectations in relation to case outcomes, since this is an area where performance dipped in July.</i></p> <p><i>The noise smartphone app continues to receive a positive reception from customers. It is improving the quality of noise nuisance reporting and enables Housing Patch Mangers to quickly assess complaints of noise nuisance and intervene swiftly.</i></p> <p><i>Mediation has been used to address a range of ASB issues. Referrals have covered cases including household noise, loud music, pet nuisance, parking issues and boundary disputes. We separately measure satisfaction with the mediation service and have achieved 100% customer satisfaction in Q2. This service is empowering residents to work together to resolve disputes.</i></p>
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## AC7-2 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 - Wollaton East/Lenton Abbey and Wollaton West  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	90.63%			95.19%	95.18%	
% of repairs completed in target – Wollaton East & Lenton Abbey Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	91.5%			94.94%	94.89%	
% of repairs completed in target – Wollaton West Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	87.33%			96.22%	96.33%	



<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>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&amp;M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.</p>
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### AC7-3 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%	100.01%	✓	↓	100.29%	100.25%	<p>The collection rate at the end of the second quarter is just ahead of target at 100.01%. This is ahead of the same point last year when we achieved 97.58% at the end of quarter two. This also corresponds with a lower level of arrears when compared with the same point last year. The number of Universal Credit cases continues to increase steadily with a continuing reduction in the amount of Housing Benefit received, however following a review of our processes the team is continuing to manage all UC cases effectively. There are currently 390 live cases with a total debt of £194,138, an increase of £88,467 due to UC. The "Rent First" campaign is continuing to raise awareness of the importance of paying rent and putting measures in place to prepare NCH tenants for the full roll out of UC in 2018.</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>	0.43%	0.37%	✓	↑	0.36%	0.43%	<p>We are below target and have carried out less evictions than 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>

### AC7-4a Empty properties - Average re-let time

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Wollaton East/Lenton Abbey and Wollaton West</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	17.44			11.15	11.2	<p>Void performance summary: There are currently 6 empty properties in the Area Committee 7 area. The average time to relet properties in the Area Committee 7 area is 25 days. There have been 31 new lettings this year. The city wide time to let empty properties is 26. 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 4 weeks. The lettings service houses around 200 families each month around the city.</p>
<p>Average void re-let time (calendar days) – Wollaton East &amp; Lenton Abbey 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	23.71			20.17	15.3	<p>Void performance summary: There are currently 5 empty properties in the Wollaton East &amp; Lenton Abbey ward area. The average time to relet properties in the Wollaton East &amp; Lenton Abbey ward area is 23 days. There have been 20 new lettings this year. The city wide time to let empty properties is 26. 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 3 weeks. The lettings service houses around 200 families each month around the city.</p>







<p>Average void re-let time (calendar days) – Wollaton West 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	12			11.35	5.33	<p>Void performance summary: There are currently 1 empty properties in the Wollaton West ward area. The average time to relet properties in the Wollaton West ward area is 29 days. There have been 11 new lettings this year. The city wide time to let empty properties is 26. 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 4 weeks. The lettings service houses around 200 families each month around the city.</p>
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### AC7-4b 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 - Wollaton East/Lenton Abbey and Wollaton West  <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			3	3	
Number of lettable voids – Wollaton East & Lenton Abbey 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			2	1	
Number of lettable voids – Wollaton West 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>		0			1	2	



### AC7-4c 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 - Wollaton East/Lenton Abbey and Wollaton West  <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	
Number of empty properties awaiting decommission – Wollaton East & Lenton Abbey 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	
Number of empty properties awaiting decommission – Wollaton West 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	

## AC7-5 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 - Wollaton East/Lenton Abbey and Wollaton West  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	93.33%			100%	97.62%	KPI is being reviewed this year as there are incidences on the report of residents being rehoused or exercising the RTB which should not be included in these figures. This figure should therefore be revised significantly upwards
Percentage of new tenancies sustained - Wollaton East & Lenton Abbey Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	92.5%			100%	96.67%	KPI is being reviewed this year as there are incidences on the report of residents being rehoused or exercising the RTB which should not be included in these figures. This figure should therefore be revised significantly upwards
Percentage of new tenancies sustained - Wollaton West Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	100%			100%	100%	100% off a low sample size; NCH has limited stock in this ward