









## APPENDIX 2

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

Generated on: 23 January 2018

#### 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%	85.39%			95.92%	94.21%	Figure has 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%	96.63%			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
Number of new ASB cases – Central region  <i>Note: Data for this PI is only available by Housing Office.</i>		76			129	129	Reduction in overall number of cases following transfer of Area 5 management to St Anns
Tenant satisfaction with the ASB service	85.00%	89.22%			86.53%	73.45%	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%

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<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>						<p><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 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%	93.69%			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%	93.76%			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%	93.43%			96.22%	96.33%	
Tenant satisfaction with the repairs	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

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service							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>							

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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%	101.93%			100.29%	100.25%	<p>The collection rate at the end of the third quarter is ahead of target at 101.93% and shows a significant improvement on the same point last year. The level of arrears continues to reduce as more rent is collected, both the current debit charged and historic debt on rent accounts. The "Rent First" campaign adopted by the team has been successful in mitigating against the impact of the welfare reform measures which continue to affect NCH tenants. These include "bedroom tax", the reduced benefit cap and Universal Credit. The changes announced in the recent budget mean that the roll of of the full Universal Credit service in Nottingham has been delayed until October 2018 and there will be no new claims under the current live service from 1st January. However we are continuing with our plans to support tenants in the lead up to the full roll out with accessing bank accounts, internet use and budgeting skills. We are continuing to work closely with Nottingham Credit Union and an article will be published in the next edition of NCH News detailing the benefits of joining the Credit Union. In addition we are continuing with the Northgate developments, with the initial launch of Task Manager in December. This is helping the team to work more effectively and will be fully operational by the time Universal Credit is fully rolled out, allowing us to manage a larger caseload.</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%	0.44%			0.36%	0.43%	<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>



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### AC7-4a Empty properties - Average relet time

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<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	26.38			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	21.25			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</p>







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<i>tenancy</i>							weeks. The lettings service houses around 200 families each month around the city.
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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>		2			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>		0			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>		2			1	2	

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### 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</i>		0			0	0	

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<i>re-let and includes those being decommissioned and / or demolished.</i>							
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### 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%	92.16%			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%	90.7%			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