









Area report - Sherwood & Berridge







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AC5-1 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%	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%	96.63%			97.96%	97.89%	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>		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%





<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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AC5-2 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 - Sherwood & Berridge <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	94.95%			95.74%	95.29%	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 in performance should be visible by Qtr 3 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 – Berridge Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.73%			94.56%	94.64%	Performance is slightly above target in quarter3 at 96.98%. Performance has seen consistent improvement over each quarter with quarter1 being 89.22%. We are keeping 98% of all our appointments made and will continue to work to bring further improvements to the day waiting performance.
% of repairs completed in target – Sherwood Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.17%			95.96%	95.42%	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 in performance should be visible by Qtr 3 We are keeping 98% of all our appointments made and will continue to work to bring further improvements to this performance
Tenant satisfaction with the repairs service	9.1				9.08	9.1	

<i>Note: Data for this PI is only available citywide</i>							
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AC5-3 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>







AC5-4a 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 - 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	31.29			35.61	39.32	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	10.2			9.65	9.88	<p>The target was not 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	37.96			43.02	43.85	<p>The target was not 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>

AC5-4b 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 - 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>		13			5	10	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>		0			1	0	There are currently three empty properties in the Ward 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 – 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>		13			4	10	There are currently four empty properties in the Ward 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

AC5-4c 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 - Sherwood & Berridge <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
Number of empty properties awaiting decommission – Berridge 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
Number of empty properties awaiting decommission – Sherwood Ward <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being</i>		0			0	0	None at present

<i>decommissioned and / or demolished.</i>							
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AC5-5 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 - Sherwood & Berridge <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	96.1%			94.2%	92%	Housing Patch Managers and Housing Officers are working with residents to find out why tenancies are ending to see what NCH can do to help them maintain their tenancies.
Percentage of new tenancies sustained - Berridge Ward (2003) <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	81.82%			90.91%	100%	Performance commentary should include highlights and achievements, reasons for changes in performance and how underperformance will be addressed.
Percentage of new tenancies sustained - Sherwood Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	98.48%			94.83%	91.18%	Housing Patch Managers and Housing Officers are working with residents to find out why tenancies are ending to see what NCH can do to help them maintain their tenancies.