









## APPENDIX 1

### Area report - Bestwood & Basford

Generated on: 26 April 2018







#### AC2-1 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 – Bestwood  <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%	99.56%	performance remains above target and shows the commitment of the team and the seriousness in which they deal with anti-social behaviour
% of ASB cases resolved by first intervention – Bestwood  <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%	95.05%			95.5%	92.07%	performance remains above target and shows the commitment of the team and the seriousness in which they deal with anti-social behaviour
Number of new ASB cases – Bestwood  <i>Note: Data for this PI is only available by Housing Office.</i>		203			217	189	Year to date there has been a decrease in the number of new ASB cases (49) when compared to 2013/14 (69).





<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%	87.25%			86.53%	73.45%	<p>The percentage of customers either very or fairly satisfied with how their case of anti-social behaviour (ASB) was handled in Q4 2017/18 is 85%.</p> <p><b>2017/18 year end 87%</b> of customers surveyed are either very or fairly satisfied with how their case of anti-social behaviour was handled. This has exceeded the year-end target and Corporate Plan target of 85%.</p> <p>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 69 Surveys were completed during Q4, this is an improvement on the number of surveys completed when compared with Q3. During 2017/18 204 surveys were completed in total, this is a slight increase when compared with 193 surveys completed in 2016/17.</p> <p>Satisfaction with the outcome of the case and being kept up-to-date is below target for Q4; however, it is pleasing to see that on the whole for 2017/18 satisfaction with being kept up to date has exceeded 85%.</p> <p>We will continue to have a strong focus on managing expectations in relation to case outcomes and focus on providing timely good quality information and updates throughout the case. Area Housing Managers will continue to drive high-quality case management through monthly case supervision.</p> <p>It is pleasing to see that during 2017/18 90% of customers surveyed are either very or fairly willing to report anti-social behaviour to Nottingham City Homes in the future; this indicates that there is a level of confidence in reporting ASB to Nottingham City Homes. Customer's surveyed rating the quality of advice and information provided as either very or fairly satisfied is 88%.</p> <p>Throughout 2017/18 the noise smartphone app continued 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.</p> <p>Mediation continues to be used to address a range of ASB issues. Referrals have covered cases including household noise, loud music, pet nuisance, parking issues and boundary disputes.</p> <p>Highlights of positive feedback received in Q4:</p> <p>"Great, [HPM] responded very quickly and kept up to date with what was happening"</p> <p>"Absolutely brilliant from start to finish. Very impressed"</p>
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							<p>with NCH keeping me in the loop and very happy with HPM".</p> <p>"HPM dealt with it really quickly. Actually I was surprised, I thought it would go on for ages. I was really pleased".</p> <p>"HPM was brilliant, no asb since HPM resolved it. HPM was constantly following up to make sure I was ok, and was bang on".</p>
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## AC2-2 Repairs

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of repairs completed in target – AC - Bestwood &amp; Basford</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	94.73%			95.43%	96.39%	
<p>% of repairs completed in target – Basford Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	94.18%			95.7%	96.26%	Performance is slightly below target in quarter3 at 95.77%.Performance has seen consistent improvement over each quarter with quarter1 being 92.5%. We are keeping 98% of all our appointments made and will continue to work to bring further improvements to the day waiting performance.
<p>% of repairs completed in target – Bestwood Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	95.03%			95.28%	96.46%	Performance is slightly above target in quarter3 at 96.39%.Performance has seen consistent improvement over each quarter with quarter1 being 93.45%. We are keeping 98% of all our appointments made and will continue to work to bring further improvements to the day waiting performance.






### AC2-3 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%	100.56%			100.29%	100.25%	<p>The target of 100% collection rate has been achieved again this year, at 100.56% this shows an improvement on the position last year when 100.29% was the final out turn. The overall arrears figure has reduced by £69,000 over the course of the financial year, despite the challenges of the continued welfare reform measures. The rents team will continue to support tenants affected by the benefit cap, bedroom tax and Universal Credit to ensure collection levels remain within target.</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 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>







## AC2-4a 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 - Bestwood &amp; Basford</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	27.6			31.91	27	See below
<p>Average void re-let time (calendar days) – Basford 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	33.28			40.42	33.19	<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 30 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) – Bestwood 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	25.83			29.1	24.17	<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 29 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>

### AC2-4b 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 - Bestwood & Basford  <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>		32			18	28	
Number of lettable voids – Basford 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>		5			4	9	
Number of lettable voids – Bestwood 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>		27			14	19	

### AC2-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of empty properties awaiting decommission – AC - Bestwood &amp; Basford</p> <p>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</p>		1			0	1	
<p>Number of empty properties awaiting decommission – Basford Ward</p> <p><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></p>		1			0	1	
<p>Number of empty properties awaiting decommission – Bestwood Ward</p> <p><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></p>		0			0	0	

## AC2-5 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 - Bestwood & Basford  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	99.04%	✓	↑	93.22%	92.92%	Currently behind target but HPMs working with Lettings Team to accompany at sign up to make early interventions with new customers to help sustain tenancies.
Percentage of new tenancies sustained - Basford Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	98.7%	✓	↑	94.78%	93.68%	
Percentage of new tenancies sustained - Bestwood Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	99.15%	✓	↑	92.41%	92.62%	