







Area report - Bulwell & Bulwell Forest -Appendix 2

Generated on: 19 May 2018

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%	99.1%			100%	100%	Excellent performance this month 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</i>	85%	92.83%			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

<p><i>not available by ward and is reported by Housing Office.</i></p>							<p>and TEM React Reviews.</p>
<p>Number of new ASB cases – Bulwell</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		<p>228</p>			<p>139</p>	<p>112</p>	<p>Customer satisfaction with the ASB service improved during quarter three and is now above target.</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</p>





							<p>Managers will ensure there is a continued drive in this area.</p> <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>
<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>2017/18 year end 87% 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</p>



						<p>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%. 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</p>
--	--	--	--	--	--	--

						<p>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 with NCH keeping me in the loop and very happy with HPM".</p> <p>"HPM dealt with it really quickly.</p>
--	--	--	--	--	--	--



							<p>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>
--	--	--	--	--	--	--	--



AC1-2 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 - Bulwell & Bulwell Forest</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	95.06%			95.73%	96.59%	<p>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</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>% of repairs completed in target – Bulwell Forest</p> <p><i>Note: This PI monitors the</i></p>	96%	95.71%			95.37%	96.43%	<p>Performance is below target for completing jobs within 15 days, we are implementing actions to reduce the length of time taken to complete</p>



<i>proportion of repairs being completed within agreed timescales.</i>							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 <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	94.89%			95.83%	96.63%	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





AC1-3 Rent Collection

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
% of rent collected <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</i>	100%	100.56%			100.29%	100.25%	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







<p><i>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>							£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>% 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%	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.

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	
<p>Average void re-let time (calendar days) – AC - Bulwell & Bulwell Forest</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old</i></p>	25	32.36			30.83	20.4	See below

<i>tenancy to the start of the new tenancy</i>							
<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	27.24			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	33.59			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>		36			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>		3			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>		33			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	
<p>Number of empty properties awaiting decommission – AC - Bulwell & Bulwell Forest</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>		5			0	0	See below
<p>Number of empty properties awaiting decommission – Bulwell Forest 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>		5			0	0	This relates to a property at Knights Close that will be demolished once the block is empty
<p>Number of empty properties awaiting decommission – Bulwell 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</i></p>		0			0	0	None at present

demolished.							
-------------	--	--	--	--	--	--	--

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%	98.11%			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%	98%			84.31%	94.12%	As above
Percentage of new tenancies sustained - Bulwell Ward <i>Note: This PI measures the number</i>	96.5%	98.13%			93.36%	94.26%	As above

*of new tenants who are still in their
tenancy 12 months later.*

--	--	--	--	--	--	--	--