


Bestwood Area Performance Bulletin


1.0 % of new tenancies sustained

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
		Status		Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	
TEM10B-BES-SUS	Bestwood		96.5%	92.61 %	93.48 %	99.05 %	94.92 %	95.58%	95.58%	99.05%	95.51%	95.47%	94.92%	Daniel Pickard 18-Jun-2018 The target is abit below where it should be due to decants and issues around care leavers which is being looked in to

2.1 % of new tenancy visits where access was gained with target

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
		Status		Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	
NTV-Bestwood	Bestwood		92%	95.45 %	96.61 %	99.63 %	96.83 %	100%	100%	96.97%	100%	95.65%	95%	Daniel Pickard 18-Jun-2018 Performance remains above target and shows the commitment of the team to actively access properties at the start of the tenancy

2.3 Intro to secure (tem16)

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
		Status		Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	
TEM16-Bestwood	Bestwood		100%	100%	100%	100%	98.31 %	100%	100%	100%	91.67%	100%	100%	Daniel Pickard 18-Jun-2018 performance remains on target and shows the commitment of the team

2.4 % of regular tenancy visits completed

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19
		Status		Value	Value	Value	Value
RTV-Bestwood	Bestwood		92%		91.95 %	54.84 %	70%

Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
Value	Value	Value	Value	Value	Value	
			60%	54.55%	100%	Daniel Pickard 18-Jun-2018 properties that require visits are being completed

5.1 ASB - % of ASB resolved by first intervention

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19
		Status		Value	Value	Value	Value
ASB9-BESTWOOD	Bestwood	✔	85%	92.07 %	95.5%	95.05 %	97.67 %


Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
Value	Value	Value	Value	Value	Value	
88.89%	100%	100%	100%	94.12%	100%	Daniel Pickard 18-Jun-2018 performance remains above target and shows the commitment of the team and the seriousness in which they deal with anti-social behaviour

5.2 ASB - % of ASB cases resolved

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19
		Status		Value	Value	Value	Value
ASB1-Bestwood	Bestwood	✔	99%	99.56 %	100%	100%	100%


Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
Value	Value	Value	Value	Value	Value	
100%	100%	100%	100%	100%	100%	Daniel Pickard 18-Apr-2018 performance remains above target and shows the commitment of the team and the seriousness in which they deal with anti-social behaviour

5.3 ASB - % of complainant interviews completed in target

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19
		Status		Value	Value	Value	Value
ASB5-Bestwood	Bestwood		100%	98.48%	100%	98.15%	95%


Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
Value	Value	Value	Value	Value	Value	
100%	100%	100%	100%	88.89%	100%	Daniel Pickard 18-Jun-2018 performance remains on target and shows the commitment of the team

5.4 ASB - % of perpetrator interviews completed in target

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19
		Status		Value	Value	Value	Value
ASB8-BESTWOOD	Bestwood		100%	98.26%	100%	100%	95%

Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
Value	Value	Value	Value	Value	Value	
100%	100%	100%	100%	100%	88.89%	Daniel Pickard 18-Jun-2018 performance on target and shows the commitment of the team

5.5 ASB - % of case reviews completed in target

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19
		Status		Value	Value	Value	Value
ASB107-BESTWOOD	Bestwood		100%	99.09%	100%	100%	100%

Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
Value	Value	Value	Value	Value	Value	
100%	100%	100%	100%	100%	100%	Daniel Pickard 18-Apr-2018 performance remains on target and shows the commitment of the team

5.8 Med - % Satisfied with the mediation service

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19
		Status		Value	Value	Value	Value
Com-Med-	Customer		85%	80%	100%	100%	

Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
Value	Value	Value	Value	Value	Value	
						Daniel Pickard 18-Jun-2018 Referrals continue to be made to community

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19
		Status		Value	Value	Value	Value
Q001	Survey						


Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
Value	Value	Value	Value	Value	Value	
						mediation service, where appropriate.

5.9 Med - Cases referred to the Community Mediation Service

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19
		Status		Value	Value	Value	Value
Com-Med001-Best	Bestwood			3	10	7	3


Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
Value	Value	Value	Value	Value	Value	
2	0	1	1	2	0	Daniel Pickard 29-Mar-2018 Referrals continue to be made to community mediation service, where appropriate.

6.0 % of Garages that are vacant

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19
		Status		Value	Value	Value	Value
TEM7-BES	Bestwood		35%	47.24%	54.18%	55.73%	56.35%

Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
Value	Value	Value	Value	Value	Value	
55.01%	55.11%	55.73%	56.55%	56.76%	56.35%	Daniel Pickard 29-Mar-2018 AHM to work with HPM'S and housing officers to promote our garage sites to try and improve this.

7.3 CCC - % of members casework responded to within target

Code	Area	2013/14	Current Target	2015/16	2016/17	2017/18	2018/19
		Status		Value	Value	Value	Value
CCC9-Bestwood	Bestwood		99%	100%	100%	98.85%	100%

Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Latest Note
Value	Value	Value	Value	Value	Value	
100%	100%	100%	100%	100%	100%	Daniel Pickard 18-Jun-2018 all current enquiries within target

