

Appendix 2

Area report - Wollaton East/Lenton Abbey and Wollaton West

Generated on: 20 August 2018



AC7-1 Anti-social behaviour







Performance indicator and definition	Target	2018/19			2017/18	2016/17	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%	88.89%			85.09%	95.92%	Trend with this PI is slowly improving upwards again
% 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%	88.89%			93.86%	97.96%	Two cases unresolved -long standing dispute between neighbours and disengagement by resident
Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i>		13			92	129	Trend is broadly consistent with increase in cases over summer months in previous years
Tenant satisfaction with the ASB service	87.00%	93.5%			87.25%	86.53%	The % of customers either very or fairly satisfied with how their case of anti-social behaviour was handled in Q1 2018/19 is 93.5%. Performance in Q1 has exceeded the target of 87%. We are continuing to contact customers by telephone and

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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>this has continued to give better quality information about the service provided. 62 surveys were completed during Q1; this is a return rate of 43%. It is pleasing to see that 90.3% of respondents were either fairly or very satisfied with being kept up to date with what was happening throughout their anti-social behaviour case. Satisfaction with the speed of interview scored the highest at 95.2%. It is pleasing to see that satisfaction with the outcome of the case has improved during Q1 and has exceeded the 87% target at 90.3%. - Satisfaction with support provided by staff is the lowest scoring area 88.7%, however this still exceeds the target of 87% Area Housing Managers will continue to drive high quality case management through case supervision, with an additional focus on victim support during Q2. Mediation continues to be used to address a range of ASB issues and the noise app continues to be well received by customers. We continue to work with our partners, such as Community Protection and the Police to deliver positive interventions in ASB cases. Positive feedback received in Q1 includes: - “[ASB] was speedily dealt with. HPM was very good and kept in regular contact by letters and phone calls” - “HPM is absolutely brilliant and has done excellent job” - “HPM was very good and offered support where needed” - “Problems resolved, service was very professional” - “ASB issues dealt with straight away. HPM listened and took the matter seriously”</p>
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AC7-2 Repairs

Performance indicator and definition	Target	2018/19			2017/18	2016/17	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%	96.09%			93.54%	95.19%	
% 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%	96.17%			93.58%	94.94%	
% of repairs completed in target – Wollaton West Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.8%			93.37%	96.22%	







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AC7-3 Rent Collection

Performance indicator and definition	Target	2018/19			2017/18	2016/17	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%	98.74%			100.56%	100.29%	The end of quarter one saw a collection rate of 99.02%, which although behind target is an improvement on last month (98.69%) and on the position at this point last year (98.95%). We are continuing to develop improvements in Northgate which are helping the team to review cases more effectively. In addition we have introduced a series of reports to support performance. This is part of our preparations for UC which is being rolled out in October in Nottingham.
<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>	0.3%	0.3%			0.37%	0.36%	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.

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AC7-4a Empty properties - Average relet time







Performance indicator and definition	Target	2018/19			2017/18	2016/17	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>		33.75			21.73	11.15	See below
<p>Average void re-let time (calendar days) – Wollaton East & 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	59.33			26.71	20.17	<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) – 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</i></p>	25	0			29.75	11.35	Not applicable

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<i>tenancy</i>							
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AC7-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2018/19			2017/18	2016/17	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>		3			2	3	See below
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>		3			1	2	There are three empty homes in the Ward at present
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>		0			1	1	No empty properties at present

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AC7-4c Empty properties - Decommissioning







Performance indicator and definition	Target	2018/19			2017/18	2016/17	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	Nil at present
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	Nil at present
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	Nil at present

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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	2018/19			2017/18	2016/17	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>	96.5%	96.23%			100%	100%	Performance remains broadly target-1x NTQ private rented only failure
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%	95.35%			100%	100%	Performance remains slightly below target but no trends identified
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