









Area report - Aspley, Bilborough & Leen Valley









Generated on: 09 August 2018

AC3-1 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 – Aspley <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%	99.39%	Great to see that performance remains strong and robust case management is the focus of the team
% of ASB cases resolved by first intervention – Aspley <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%	87.32%			89.54%	97.37%	Performance below target, however a number of cases have now either been resolved at Court Stage or are awaiting court dates for enforcement action.
Number of new ASB cases – Aspley <i>Note: Data for this PI is only available by Housing Office.</i>		74			309	525	Performance remains strong within the team in terms of tackling a varying type of Anti-Social Behaviour within the Ward. We are currently carrying the highest number of cases Citywide, however we are working closely with our partners in Community Protection to bring successful resolutions in many cases.
Tenant satisfaction with the ASB	87.00%				87.25%	86.53%	The % of customers either very or fairly satisfied with how their case of anti-social behaviour was handled in Q1





<p>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>						<p>2018/19 is 93.5%. Performance in Q1 has exceeded the target of 87%.</p> <p>We are continuing to contact customers by telephone and 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%.</p> <p>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%</p> <p>Area Housing Managers will continue to drive high quality case management through case supervision, with an additional focus on victim support during Q2.</p> <p>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.</p> <p>Positive feedback received in Q1 includes:</p> <ul style="list-style-type: none"> - " [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"
---	--	--	--	--	--	--

AC3-2 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 - Aspley, Bilborough & Leen Valley <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.82%			93.8%	95.55%	Performance is slightly below target in quarter at 95.87%. Performance has seen consistent improvement over each quarter with quarter 1 being 91.6%. 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 – Aspley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.57%			93.73%	95.45%	Performance is slightly below target in Qtr at 95.28%. Performance has seen consistent improvement over each qtr with qtr 1 being 92.19%. 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 – Bilborough Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.32%			94.01%	95.49%	Performance is slightly above target in quarter at 96.28%. Performance has seen consistent improvement over each quarter with quarter1 being 91.32%. 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 – Leen Valley Ward	96%	95.76%			93.08%	96.41%	Performance is slightly below target in quarter at 97%. Performance has seen consistent improvement over each quarter with quarter1 being 89.92%. We are keeping 98% of all our appointments made and will



<i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>							continue to work to bring further improvements to the day waiting performance.
---	--	--	--	--	--	--	--

AC3-3 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%	99.02%			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.

AC3-4a 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 - Aspley, Bilborough & Leen Valley</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	29.3			25.61	30.45	See below
<p>Average void re-let time (calendar days) – Aspley 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	28.15			30.82	33.64	<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 27 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) – Bilborough 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	28.82			22.56	29	The target was met during this period

<p>Average void re-let time (calendar days) – Leen Valley 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	45.67			29.69	25.35	<p>The target was not 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>
--	----	-------	--	---	-------	-------	--







AC3-4b 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 - Aspley, Bilborough & Leen Valley <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>		42			46	27	See below
Number of lettable voids – Aspley 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>		23			24	13	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 – Bilborough 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>		17			19	13	The number increased by ten 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 – Leen Valley Ward		2			3	1	The number increased by four 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.

Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.









empty.

AC3-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of empty properties awaiting decommission – AC - Aspley, Bilborough & Leen Valley</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>		2			0	0	See below
<p>Number of empty properties awaiting decommission – Aspley 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	None at present
<p>Number of empty properties awaiting decommission – Bilborough Ward</p> <p><i>Note: This PI shows the number of empty properties which will not be re-let and includes those being</i></p>		2			0	0	None at present

<i>decommissioned and / or demolished.</i>							
<p>Number of empty properties awaiting decommission – Leen Valley 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	None at present

AC3-5 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 - Aspley, Bilborough & Leen Valley <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	97.03%			99.09%	94.94%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Aspley Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	96.35%			98.9%	93.85%	Performance is slightly below target, however the team are working hard with partners and other NCH officers to sustain tenancies wherever possible.
Percentage of new tenancies sustained - Bilborough Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	98.02%			99.06%	95.27%	Performance is slightly below target, however staff are working hard to sustain tenancies where possible. This is in conjunction with partners and other NCH Officers in the Tenancy Sustainment Teams.
Percentage of new tenancies sustained - Leen Valley Ward <i>Note: This PI measures the number of new tenants who are still in their</i>	96.5%	95.45%			100%	98.04%	Performance is only slightly under target, which shows the hard work staff have committed to sustaining tenancies where possible.

tenancy 12 months later.

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