









Area report - Bestwood & Basford







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AC2-1 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 – 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%	100%	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%	86.42%			95.05%	95.5%	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>		125			203	217	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>	87.00%				87.25%	86.53%	<p>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%.</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"
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AC2-2 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 - Bestwood & Basford <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.43%			94.67%	95.43%	
% of repairs completed in target – Basford Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.86%			94.32%	95.7%	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.
% of repairs completed in target – Bestwood Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.2%			94.86%	95.28%	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	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%	100.47%			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%	0.27%			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.







AC2-4a 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 - Bestwood & 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	31.61			27.6	31.91	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	32.16			33.28	40.42	<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>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	31.32			25.83	29.1	<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>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	2018/19			2017/18	2016/17	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>		20			32	18	See below
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>		6			5	4	There has been an increase from five to six empty homes
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>		14			27	14	The number of empty homes had dropped from 27 to 14

AC2-4c 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 - Bestwood & 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			1	0	See below
<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			1	0	There is one property awaiting demolition to make way for new build
<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</i></p>		0			0	0	None at present

<i>decommissioned and / or demolished.</i>							
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AC2-5 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 - Bestwood & Basford <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	96.15%			99.04%	93.22%	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%	97.22%			98.7%	94.78%	
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%	95.79%			99.15%	92.41%	