









Area report - Aspley, Bilborough & Leen Valley









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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 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%	79.91%			89.54%	97.37%	Despite highest caseload Citywide, the team continue to perform above target and manage cases efficiently
% 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%	Fantastic work by the team to maintain high standards of case management and outcomes
Number of new ASB cases – Aspley <i>Note: Data for this PI is only available by Housing Office.</i>		242			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.

<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>	87.50%	87.61%			87.25%	<p>86.53%</p> <p>The % of customers either very or fairly satisfied with how their case of anti-social behaviour was handled in Q2 2018/19 is 93.5%. Performance in Q2 has dipped below target; however, strong performance in Q1 means year to date performance is on target at 87.6%.</p> <p>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 51 surveys were completed during Q2; this is a return rate of 33%.</p> <p>Speed of interview, ease of reporting ASB to NCH and being kept up to date were the strongest performing areas. Satisfaction with support provided by staff is the lowest scoring area 72.5% falling from 88.7% in Q1. Area Housing Managers will continue to drive high quality case management through case supervision, with an additional focus on victim support and quality of updates provided in Q3.</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. 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 Q2 includes:</p> <ul style="list-style-type: none"> • "I've been extremely satisfied with how the case was handled. I was made to feel at ease by your staff, which was very important to me" • "HPM was very experienced; they kept in regular contact with me" • "Happy with the contact from HPM on monthly basis to check everything ok, this was reassuring" • "HPM was very helpful and resolved issues quickly" • "Tenant wanted to say how helpful HPM was throughout the whole case, she felt very supported and wanted to say the HPM is a great asset to our company" • "Happy with the outcome of the case. HPM was polite and did a good job"
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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%	WS-Nov 2018 Performance is slightly above target in Qtr.1 at 96.82%. Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.
% 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%	WS-Nov 2018 Performance is slightly above target in Qtr1 at 97.57% .Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.
% 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%	WS-Nov 2018 Performance is slightly above target in Qtr1 at 96.32% .Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.
% of repairs completed in target – Leen Valley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.76%			93.08%	96.41%	WS-Nov 2018 Performance is slightly below target in Qtr1 at 95.76%. This performance is an increase of 2.3% on Qtr4 of last year.Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.









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%	101.65%			100.56%	100.29%	<p>This performance indicator is well ahead of the target of 100%, although slightly behind the same point last year. The slight drop may be accounted for by the roll out of Universal Credit (UC) in Nottingham this quarter. There are currently just over 1,000 UC cases amongst NCH tenants with total arrears of £290,432. We are continuing our Rent First campaign to support tenants with making rent payments and managing their money.</p>
<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%	0.2%			0.37%	0.36%	<p>This performance indicator is well within target. We have reduced evictions year-on-year and this year to date we have carried out 45 evictions, this compares with 81 at the same point last year.</p>









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	19.61			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	17.93			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>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	27.18			22.56	29	<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) – 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	27.43			29.69	25.35	<p>The target was not met 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.</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>		30			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>		14			24	13	The number of empty homes dropped by one during this period
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>		12			19	13	The number of empty homes dropped by two during this period
Number of lettable voids – Leen Valley 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>		4			3	1	The number of empty homes increased by one during this period

AC3-4c 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 - Aspley, Bilborough & Leen Valley <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>		2			0	0	See below
Number of empty properties awaiting decommission – Aspley 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	None at present
Number of empty properties awaiting decommission – Bilborough 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>		2			0	0	There are two properties awaiting demolition to allow for a proposed new build development
Number of empty properties awaiting decommission – Leen Valley 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	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%	97.4%			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%	97.37%			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%	97.37%			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 tenancy 12 months later.</i>	96.5%	97.67%			100%	98.04%	Performance is only slightly under target, which shows the hard work staff have committed to sustaining tenancies where possible.