









Area report - Dunkirk/Lenton, Arboretum & Radford/Park









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AC4-1 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%	83.33%			85.09%	95.92%	2 cases which required multiple interventions to resolve closed this month
% 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%	97.22%			93.86%	97.96%	PI has improved from last year and there have been fewer cases where residents have disengaged from the cases
Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i>		56			92	129	Figure is for the whole city local detail not available
Tenant satisfaction with the ASB service	87.00%	87.74%			87.25%	86.53%	The % of customers either very or fairly satisfied with how their case of anti-social behaviour was handled in Q3 2018/19 is 88.1%. Performance in Q3 has exceeded the target of 87%.





<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>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 42 surveys were completed during Q3; this is a return rate of 41%</p> <p>The speed of the interview, the support provided by HPM's and advice given were the strongest performing areas. It is pleasing to see that support provided by HPM's and the advice given has improved when compared with Q2. The lowest performing area was ease of contacting a member of staff to report anti-social behaviour, with 83% of respondents either very or fairly satisfied, this is usually an area of strong performance, further analysis will be undertaken to understand the reasons for this.</p> <p>Positive feedback received in Q2 includes: "The Patch Manager was very good at keeping in contact, they were very understanding of the issue" "I am very happy with all of the support my HPM provided and I have not had any issues since the case has been closed" "I have no problems anymore, my HPM was good, they helped me out"</p>
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AC4-2 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 - Dunkirk/Lenton, Arboretum & Radford/Park <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.18%			94.99%	96.07%	WS-Nov 2018 Performance is slightly above target in Qtr1. 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 – Arboretum ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.3%			94.83%	95.44%	WS-Nov 2018 Performance is slightly above target in Qtr1 97.3%. 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 – Dunkirk & Lenton Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.8%			95.13%	94.79%	WS-Nov 2018 Performance is slightly above target in Qtr1 96.8%. 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 – Radford & Park Ward	96%	97.25%			95.02%	96.75%	WS-Nov 2018 Performance is slightly above target in Qtr1 at 97.25%. Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through

<i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>							significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.
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AC4-3 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%	100.85%			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>

AC4-4a 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 - Dunkirk/Lenton, Arboretum & Radford/Park</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	17.31			21.94	19.36	See below
<p>Average void re-let time (calendar days) – Arboretum 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	21.04			18.47	14.66	The target was met during this period. The Lettings and Voids team are now working through an action plan to minimise the time properties remain empty.
<p>Average void re-let time (calendar days) – Dunkirk & Lenton 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	10			9.06	12.2	The target was met during this period.

<p>Average void re-let time (calendar days) – Radford & Park 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	20.38	✓	↑	30.4	24.81	The target was met during this period.
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AC4-4b 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 - Dunkirk/Lenton, Arboretum & Radford/Park <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>		9			8	9	See below
Number of lettable voids – Arboretum 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			5	4	There are currently three voids in the Ward
Number of lettable voids – Dunkirk & Lenton 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>		1			0	1	There is currently one void in the Ward
Number of lettable voids – Radford & Park Ward		5			3	4	There are currently five voids in the Ward

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









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AC4-4c 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 - Dunkirk/Lenton, Arboretum & Radford/Park <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>		74			59	10	See below
Number of empty properties awaiting decommission – Arboretum 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>		74			59	0	This relates to the properties around the Forest Road/Burns Street area.
Number of empty properties awaiting decommission – Dunkirk & Lenton Ward <i>Note: This PI shows the number of empty properties which will not be</i>		0			0	10	None at present

<i>re-let and includes those being decommissioned and / or demolished.</i>							
<p>Number of empty properties awaiting decommission – Radford & Park 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

AC4-5 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 - Dunkirk/Lenton, Arboretum & Radford/Park <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	92.86%			98.71%	92.81%	PI fractionally under target- analysis to be carried out on current terminations to analyse any trends; 2x NTQ lodging, 1x refused after commenced; 1 x rent eviction
Percentage of new tenancies sustained - Arboretum Ward (2003) <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	94.29%			100%	93.75%	Sustainability level slightly below target
Percentage of new tenancies sustained - Dunkirk & Lenton Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	95.83%			100%	98.36%	Sustainability level fractionally below on target
Percentage of new tenancies sustained - Radford & Park Ward (2003) <i>Note: This PI measures the number</i>	96.5%	91.87%			97.83%	87.84%	Addresses to be analysed to look for any patterns to underperformance- 2x NTQ lodging; 1 x Eviction rent; 1xrefused after commenced; 1x NTQ private rented

<i>of new tenants who are still in their tenancy 12 months later.</i>							
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