









## Appendix 2 - Performance Indicators







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### AC4-1 Anti-social behaviour

Performance indicator and definition	Target	2014/15			2013/14	2012/13	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>	84%	75%			84.78%	78.92%	Second interventions required on 2x gardens cases and third intervention required on extremely high profile asb case that was resolved to customers satisfaction
% 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>	97.8%	96.88%			100%	100%	PI below target for this month as 1 case out of the 10 was unresolved. The case involved a customer who by their own choice and despite multiple efforts and support on our part withdrew from the process and refused to co-operate any further. It was not therefore possible to reach a final resolution and therefore it was only logical to code the case as unresolved. This is a rare occurrence and has not happened before in the previous 24 months.
Number of new ASB cases – Central region  <i>Note: Data for this PI is only available by Housing Office.</i>		22			144	144	Number of new cases remains around yearly average
Tenant satisfaction with the ASB service - Central region	8	7.8			7.8	6.95	Trend is improving but more work to be done to reach target; customer



Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<i>Note: Data for this PI is only available by Housing Office.</i>							care is paramount issue and is constantly reinforced through one to ones



### AC4-2 Repairs

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Dunkirk/Lenton, Arbotetum & Radford/Park  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.17%			97.39%	94.39%	
% of repairs completed in target – Arboretum ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.3%			96.62%	92.04%	
% of repairs completed in target – Dunkirk & Lenton Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed</i>	96%	98.48%			97.91%	96.33%	





Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<i>timescales.</i>							
% of repairs completed in target – Radford & Park Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.98%			97.55%	94.87%	
Tenant satisfaction with the repairs service  <i>Note: Data for this PI is only available citywide</i>	9	8.81			8.78	8.64	Whilst slightly short of the challenging Corporate plan target of 9, year-to-date performance in 2014/15 is at a record high in comparison to all previous annual outturns.





### AC4-3 Rent Collection

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
% of rent collected  <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>  <i>Trend shows as improving if value is over 100% as arrears are</i>	100%	98.25%			100.02%	100.21%	Whilst this indicator is not achieving the target set it is ahead of the same point last year (97.45%). This indicator continues to be affected by "Bedroom Tax" and the resulting £2.3m (approximate) extra annual collection requirement. Other factors affecting performance include problems with the new cash receipting system which resulted in several periods of 'down time' when cash was

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<i>decreasing.</i>							not been taken. We are also still waiting for the remainder of the DHP payments to be made onto accounts which will improve performance for this KPI.
% of tenancies ending due to eviction  <i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i>	0.75%	0.75%			0.74%	0.55%	There has been a reduction in the number of evictions at the beginning of this financial year after an increase last year. We are working hard to sustain tenancies and the work of the Financial Inclusion Team has helped to support this approach.







#### AC4-4a Empty properties - Average relet time



Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Average void re-let time (calendar days) – AC - Dunkirk/Lenton, Arbotetum & Radford/Park  <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>	25	52.33			23.07	26.02	See details for specific Wards
Average void re-let time (calendar days) – Arboretum ward	25	47.86			49.24	25.82	Seven properties were let during the period, six of which took between 28

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<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>							<p>and 42 days. A seventh Independent Living property at Selhurst Court took 147 days due to there being limited demand for the property.</p> <p>A 'Lean' review of voids has taken place with an action plan produced to ensure the process happens as quickly as possible whilst ensuring the quality of properties let is to an excellent standard.</p>
<p>Average void re-let time (calendar days) – Dunkirk &amp; 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	41.33			4.63	15	<p>Three properties were let during the period and they took between 31 and 47 days to let.</p> <p>A 'Lean' review of voids has taken place with an action plan produced to ensure the process happens as quickly as possible whilst ensuring the quality of properties let is to an excellent standard.</p>
<p>Average void re-let time (calendar days) – Radford &amp; 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	56.93			18.96	29.62	<p>Fifteen properties were let during the period with one Independent Living property at Garfield Court taking 214 days due to there being limited demand for the property.</p> <p>A 'Lean' review of voids has taken place with an action plan produced to ensure the process happens as</p>





Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
							quickly as possible whilst ensuring the quality of properties let is to an excellent standard.



#### AC4-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Dunkirk/Lenton, Arbotetum & 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>		23			15	26	A 'Lean' review of voids has taken place with an action plan produced to ensure the process happens as quickly as possible whilst ensuring the quality of properties let is to an excellent standard
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>		10			7	5	A 'Lean' review of voids has taken place with an action plan produced to ensure the process happens as quickly as possible whilst ensuring the quality of properties let is to an excellent standard
Number of lettable voids – Dunkirk & Lenton Ward  <i>Note: Lettable voids are empty properties available for re-letting.</i>		5			0	2	A 'Lean' review of voids has taken place with an action plan produced to ensure the process happens as quickly as possible whilst ensuring the quality of properties let is to an


Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<i>They will receive repair work and then be re-let to a new tenant.</i>							excellent standard
Number of lettable voids – Radford & Park 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>		8			8	19	A 'Lean' review of voids has taken place with an action plan produced to ensure the process happens as quickly as possible whilst ensuring the quality of properties let is to an excellent standard

#### AC4-4c Empty properties – Decommissioning







Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Dunkirk/Lenton, Arbotetum & 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>		182			325	268	See details for specific Wards
Number of empty properties awaiting decommission – Arboretum ward		0			52	52	NA

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<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>							
Number of empty properties awaiting decommission – Dunkirk & Lenton 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>		182		↓	0	162	The 182 properties are part of the major decommissioning programme at Lenton high rise. Three blocks are now empty, with Willoughby Court due to be completed by September 2014 and Newgate Court due to start in the coming months.
Number of empty properties awaiting decommission – Radford & Park 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	54	NA

### AC4-5 Tenancy sustainment

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies	93.5%	93.02%		↑	92%	91.08%	Trend is up and PI is fractionally



Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
sustained - AC - Dunkirk/Lenton, Arbotetum & Radford/Park  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>							below target
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>	93.5%	100%			95.56%	78.38%	
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>	93.5%	81.82%			81.25%	97.06%	Decommissioning is affecting the figures as all 'failures' actually rehoused
Percentage of new tenancies sustained - Radford & Park Ward (2003)  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	92.66%			92.14%	94.19%	