








Area report - Wollaton East/Lenton Abbey and Wollaton West









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AC7-1 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%	76.32%			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%	97.37%			100%	100%	PI back on target and performance has returned to previous level
Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i>		34			144	144	Number of new cases remains around yearly average
Tenant satisfaction with the ASB service - Central region <i>Note: Data for this PI is only available by Housing Office.</i>	8	7.8			7.8	6.95	Whilst slightly short of this challenging target, the trend is improving but more work to be done. Customer care is paramount issue and is constantly reinforced through one to ones

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AC7-2 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 - Wollaton East/Lenton Abbey and Wollaton West <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.77%			96.73%	92.27%	
% of repairs completed in target – Wollaton East & Lenton Abbey Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.41%			96.67%	91.93%	
% of repairs completed in target – Wollaton West Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	99.21%			97%	93.6%	
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	8.76			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.







AC7-3 Rent Collection

Performance indicator and definition	Target	2014/15			2013/14	2012/13	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%	100.28%			100.02%	100.21%	This indicator is behind target, but still showing improvement month on month and is on target to achieve 100% in August. The in-month figure for July was 101.39% which is the best result ever for July. We have now recruited to all our vacant posts in the rents team and so have additional resources to assist in attaining this target.
<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>	0.75%	0.71%			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.







AC7-4a Empty properties - Average relet time

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Wollaton East/Lenton Abbey and Wollaton West</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	36.78			14.68	42.41	See details below
<p>Average void re-let time (calendar days) – Wollaton East & Lenton Abbey 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	34.71			13.48	29.21	Six properties were let during the period taking between 19 and 60 days to relet. The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.
<p>Average void re-let time (calendar days) – Wollaton West 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	44			19.29	107.7	Two properties were let during the period taking between 40 and 48 days to relet. The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.

AC7-4b 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 - Wollaton East/Lenton Abbey and Wollaton West <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			3	3	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.
Number of lettable voids – Wollaton East & Lenton Abbey 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>		5			1	3	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.
Number of lettable voids – Wollaton West 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			2	0	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.

AC7-4c 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 - Wollaton East/Lenton Abbey and Wollaton West <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	2	
Number of empty properties awaiting decommission – Wollaton East & Lenton Abbey 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	2	
Number of empty properties awaiting decommission – Wollaton West 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	

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AC7-5 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 sustained - AC - Wollaton East/Lenton Abbey and Wollaton West <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	88.64%			95.24%	98%	Percentage is skewed somewhat by low sample rate. Wollaton West 6/7 tenancies sustained- only one that wasn't was rehoused by another authority. In Lenton Abbey and Wollaton East 1 was evicted for rent arrears, 3 gave NTQ to private rented.
Percentage of new tenancies sustained - Wollaton East & Lenton Abbey Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	89.19%			94.29%	100%	
Percentage of new tenancies sustained - Wollaton West Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	85.71%			100%	92.86%	

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Key:



Performance on or exceeding target



Performance below target



Data only performance indicator



Performance has improved compared to two years ago



Performance has deteriorated compared to two years ago



Performance unchanged

Data prepared by Nottingham City Homes Performance Team

For more information please contact Marcus Parton, Performance Analyst on 0115 746 9381