



















Appendix 2 – Performance Report

Generated on: 21 January 2015





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%	81.08%			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%	89.19%			100%	100%	Performance below target due to one case where customer by their own choice disengaged from the process and therefore classed as unresolved. Performance was 100% for Nov and Dec
Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i>		86			144	144	Number of new cases reported to NCH in December remains within seasonal trend
Tenant satisfaction with the ASB service - Central region <i>Note: Data for this PI is only available by Housing Office.</i>	8.5	7.8			7.8	6.95	Trend on this challenging target is improving but more work to be done to reach target. Customer care is a 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%	98.48%			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%	98.43%			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 timescales.</i>	96%	98.46%			97.91%	96.33%	
% of repairs completed in target – Radford & Park Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.51%			97.55%	94.87%	
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	8.91			8.78	8.64	Whilst slightly short of the Corporate Plan target of 9, year-to-date performance of 8.91 in 2014/15 is higher than all previous annual outturns and the most recent in-month score of 9.23 is the highest tenant satisfaction rating we have ever received. We call all customers who have rated us lower than 5/10 to discuss the specifics of their dissatisfaction and use this feedback to deliver improvements to the repairs service. Satisfaction survey results are discussed at team meetings, highlighting both good and bad feedback and challenging staff that are not following processes.

AC4-3 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%	101.57%			100.02%	100.21%	<p>The collection rate is above target at 101.57%, an improvement on the figure at the end of quarter two which was 99.87%. In November a £100 credit was applied to the accounts of qualifying tenants under the Responsible Tenant Reward Scheme. This had a beneficial effect on rent arrears and collection performance.</p> <p>A revised Service Level Agreement is being finalised between NCH and Nottingham Revenue and Benefits Ltd - the new company formed to deal with Housing Benefit claims on behalf of the City Council. This is designed to improve the relationship between the two organisations and ensure that targets set for processing of claims etc will be monitored and met. This is expected to have a positive effect on our rent arrears and collection performance.</p> <p>Measures being taken to ensure a continued high level of collection will include weekend working by the team from the end of January. We will also start a campaign to contact all customers who currently pay at local housing offices (where the cash payment facility will close) to offer support with alternative payment methods and to sign as many as possible up for Direct Debit.</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>	0.75%	0.63%			0.74%	0.55%	<p>This performance indicator is of particular importance to the team as we are committed to sustaining as many tenancies as possible and have measures in place to support tenants in arrears. The Tenancy Sustainment Team receive referrals from Rent Account Managers relating to tenants who require additional support. The Team supports such tenants to manage their finances more effectively with the aim of maintaining their tenancy and avoiding eviction. We have evicted 167 tenants in the last 12 months, this compares to 187 at the same point last year. We will work to ensure that this downward trend continues.</p>









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	
<p>Average void re-let time (calendar days) – AC - Dunkirk/Lenton, Arbotetum & 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	31.18			23.07	26.02	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	32.72			49.24	25.82	<p>The target is currently not being met and this is mainly due to the six lettings at the Independent Living scheme at Selhurst Court where at times demand at times can be limited.</p> <p>The Housing Services and Property Services Teams strive to minimise the time properties remain empty and meet weekly to discuss performance and resolve any issues relating to empty property management</p>
<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	13.09			4.63	15	<p>The target is currently being met.</p> <p>The Housing Services and Property Services Teams strive to minimise the time properties remain empty and meet weekly to discuss performance and resolve any issues relating to empty property management</p>
<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</i></p>	25	33.42			18.96	29.62	<p>The target is currently not being met and this is mainly due to the six lettings at the Independent Living schemes at Garfield Court and Meden Gardens where at times demand at times can be limited.</p> <p>The Housing Services and Property Services Teams strive to minimise the time properties remain empty and</p>









properties from the end of the old tenancy to the start of the new tenancy.

meet weekly to discuss performance and resolve any issues relating to empty property management









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>		15			15	26	There are currently 15 empty Properties, the same as at 31.03.14
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			7	5	There are currently three empty properties a decrease of four since 31.03.14
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	2	There is currently one empty property an increase of one since 31.03.14
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>		11			8	19	There are currently 11 empty properties an increase of three since 31.03.14

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>		96			325	268	These are properties at Willoughby Court where demolition is underway
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>		0			52	52	NA
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>		96			0	162	These are properties at Willoughby Court where demolition is underway
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 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>	93.5%	93.71%			92%	91.08%	Performance fractionally above target; Berridge, Arboretum and Radford and Park wards all above 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%	95.12%			95.56%	78.38%	Performance above target; 1 x NTQ lodging and 1 x Abandoned are only tenancies not meeting sustainability 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>	93.5%	90.48%			81.25%	97.06%	2 x rehoused through decommissioning
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%	93.81%			92.14%	94.19%	Performance above target; 2x refused after commenced; 2x rehoused; 1 x NTQ lodging; 1 x eviction for asb; 1 x NTQ private rented