















Performance report – Berridge and Sherwood

Generated on: 16 September 2015





AC5-1 Anti-social behaviour

| Performance indicator and definition | Target | 2015/16 | | | 2014/15 | 2013/14 | 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% | 100% |  |  | 86.67% | 84.78% | Good performance in first quarter in relation to this indicator. Quite a few overgrown garden cases resolved by first intervention |
| % 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% | 100% |  |  | 100% | 100% | Strong performance in this quarter for this PI. |
| Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i> | | 31 |  |  | 121 | 144 | Number is based on City figures |
| Tenant satisfaction with the ASB service - Central region <i>Note: Data for this PI is only available by Housing Office.</i> | 8 | | | | | 7.8 | trend is improving but more work to be done to reach target; customer care is paramount issue and is constantly reinforced through one to ones |







AC5-2 Repairs

| Performance indicator and definition | Target | 2015/16 | | | 2014/15 | 2013/14 | Latest Note |
|--|--------|---------|--|---|---------|---------|--|
| | | Value | Status | Long Trend | Value | Value | |
| % of repairs completed in target – AC - Sherwood & Berridge <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i> | 96% | 93.41% |  |  | 97.45% | 96.68% | |
| % of repairs completed in target – Berridge Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i> | 96% | 92.51% |  |  | 98.01% | 96.85% | |
| % of repairs completed in target – Sherwood Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i> | 96% | 93.6% |  |  | 97.35% | 96.65% | |
| Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i> | 9 | 9.01 |  |  | 8.9 | 8.78 | WS June-2015 Whilst slightly short of the Corporate Plan target of 9, performance of 8.94 in 2014/15 is higher than all previous annual outturn's. We are changing how we survey this satisfaction going forward which may have a positive or negative affect on this KPI. |







AC5-3 Rent Collection

| Performance indicator and definition | Target | 2015/16 | | | 2014/15 | 2013/14 | 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% | 100.13% |  |  | 100.56% | 100.02% | <p>Although performance is behind target, and slightly behind the position at this point last year, this is a year-end target and we are on track to achieve 100% by the end of quarter two. We have a range of initiatives planned to improve collection rate. We are focusing on the Responsible Tenant Reward recipients from last year. All those who received the reward last year but who have failed to reduce their debt will be targeted by the team. In addition we have a cash collection competition running in August and a data capture competition. The latter will have the added benefit of increased contact which should improve the collection rate.</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> | 0.45% | 0.5% |  |  | 0.56% | 0.74% | <p>We continue to work hard to sustain tenancies and only evict when all other avenues have been exhausted. We have evicted only half the number of tenants for rent arrears compared to the same point last year.</p> |







AC5-4a Empty properties - Average relet time

| Performance indicator and definition | Target | 2015/16 | | | 2014/15 | 2013/14 | Latest Note |
|--|--------|---------|--|---|---------|---------|---|
| | | Value | Status | Long Trend | Value | Value | |
| <p>Average void re-let time (calendar days) – AC - Sherwood & Berridge</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 | 25.58 |  |  | 36.14 | 43.55 | <p>Void performance summary: There are currently 10 empty properties in the Area Committee 5 area. The average time to relet properties in the Area Committee 5 area is 32 days. There have been 82 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 5 weeks. The lettings service houses around 200 families each month around the city.</p> |
| <p>Average void re-let time (calendar days) – Berridge 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 | 5.25 |  |  | 17.6 | 14.14 | <p>Void performance summary: There are currently 0 empty properties in the Berridge ward area. The average time to relet properties in the Berridge ward area is 18 days. There have been 5 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 0 weeks. The lettings service houses around 200 families each month around the city.</p> |
| <p>Average void re-let time (calendar days) – Sherwood 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 | 31 |  |  | 37.66 | 46.67 | <p>Void performance summary: There are currently 8 empty properties in the Sherwood ward area. The average time to relet properties in the Sherwood ward area is 38 days. There have been 61 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 5 weeks. The lettings service houses around 200 families each month around the city.</p> |







AC5-4b Empty properties - Lettable voids

| Performance indicator and definition | Target | 2015/16 | | | 2014/15 | 2013/14 | Latest Note |
|--|--------|---------|--|---|---------|---------|-------------|
| | | Value | Status | Long Trend | Value | Value | |
| Number of lettable voids– AC - Sherwood & Berridge <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> | | 16 |  |  | 8 | 15 | |
| Number of lettable voids – Berridge 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> | | 0 |  |  | 0 | 1 | |
| Number of lettable voids – Sherwood 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> | | 16 |  |  | 8 | 14 | |

AC5-4c Empty properties - Decommissioning

| Performance indicator and definition | Target | 2015/16 | | | 2014/15 | 2013/14 | Latest Note |
|--|--------|---------|--|---|---------|---------|-------------|
| | | Value | Status | Long Trend | Value | Value | |
| Number of empty properties awaiting decommission – AC - Sherwood & Berridge <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 | 6 | |
| Number of empty properties awaiting decommission – Berridge 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 | 4 | |
| Number of empty properties awaiting decommission – Sherwood 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 | |

AC5-5 Tenancy sustainment

| Performance indicator and definition | Target | 2015/16 | | | 2014/15 | 2013/14 | Latest Note |
|---|--------|---------|--|---|---------|---------|--|
| | | Value | Status | Long Trend | Value | Value | |
| Percentage of new tenancies sustained - AC - Sherwood & Berridge <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i> | 93.5% | 97.62% |  |  | 95.46% | 94.6% | Above target 3x failures in Sherwood ward were 1x eviction rent; 1x NTQ lodging; 1x NTQ private rented |
| Percentage of new tenancies sustained - Berridge 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% |  |  | 100% | 80% | 100% performance off low sample size |
| Percentage of new tenancies sustained - Sherwood Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i> | 93.5% | 97.33% |  |  | 94.87% | 95.65% | Above target - Failures in ward were 1x eviction rent; 1x NTQ lodging; 1x NTQ private rented |