
















AC3-1 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 – Aspley <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%	99.36%			100%	98.04%	Performance excellent this month; regular meetings regarding cases ensuring correct direction is taken at an early stage. In addition, this is reflective of the customer focused ASB service and effective partnership working.
% of ASB cases resolved by first intervention – Aspley <i>Note: This PI monitors how many ASB cases NCH resolved on the first intervention e.g. written warning. Data for this indicator is not available by ward and is reported by Housing Office.</i>	84%	96.17%			85.03%	80.27%	Performance excellent this month where out of 24 cases, 23 were resolved by first intervention; Will continue to maintain this through monitoring and one to ones.
Number of new ASB cases – Aspley <i>Note: Data for this PI is only available by Housing Office.</i>		290			185	156	The Aspley team recorded 20 new cases in July 2014 which represents a mix of drug related activity, untidy gardens and neighbour disputes. The ASB partnership with the Police and Community Protection continue to deliver joined up solutions to these issues
Tenant satisfaction with the ASB service - Aspley <i>Note: Data for this PI is only available by Housing Office.</i>	8				9.25	9.6	excellent progress made against a challenging target.

AC3-2 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 - Aspley, Bilborough & Leen Valley <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.9%			97.81%	97.32%	Performance is slightly under target this is mainly due to a higher than normal demand on some repairs work streams. This has had a negative effect on this KPI. We continue to monitor this to improve this KPI.
% of repairs completed in target – Aspley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.69%			97.89%	97.3%	Performance is slightly under target this is mainly due to a higher than normal demand on some repairs work streams. This has had a negative effect on this KPI. We continue to monitor this to improve this KPI.
% of repairs completed in target – Bilborough Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.02%			97.63%	97.22%	Performance is in target for this ward but is lower than previous years due to the pressures on certain areas of work. we continue to monitor this to improve this KPI.
% of repairs completed in target – Leen Valley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.49%			98.26%	97.87%	Performance is in target for this ward but is lower than previous years due to the pressures on certain areas of work. we continue to monitor this to improve this KPI.



Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	9.07			8.9	8.78	WS Dec- 2015 Performance is currently in target for the month and for the year. We continue to monitor customer satisfaction data to highlight and inform service improvements.
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AC3-3 Rent Collection





Performance indicator and definition	Target	2015/16			2014/15	2013/14	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 decreasing.</i>	100%	100.84%			100.56%	100.02%	The current collection rate of 99.56% against a target of 100% is slightly ahead of the same point last year (99.55%). We are concentrating on the Responsible Tenant Reward Scheme as our major incentive for tenants to make payments to reduce their arrears. HB receipts are significantly down and therefore we are having to chase greater numbers of rent payers and often these tenants are in low paid, unpredictable employment which makes payment difficult.
% 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>	0.45%	0.48%			0.56%	0.74%	There is an improving trend with this indicator and we are now within 0.05% of achieving the target of 0.50%. Evictions carried out so far this year = 80 and at the same point last year the number was 99.


AC3-4a 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 - Aspley, Bilborough & Leen Valley</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	22.68			24.25	24	<p>The target was achieved during this period</p> <p>The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty</p>
<p>Average void re-let time (calendar days) – Aspley 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	18.89			24.5	26.73	<p>The target was achieved during this period</p> <p>The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty</p>
<p>Average void re-let time (calendar days) – Bilborough 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</i></p>	25	25.72			23.21	20.8	<p>The target was not achieved during this period due to letting of voids in Independent Living complexes where at times demand can be limited. The Housing Services and Property Services teams continue to work closely to minimise the time</p>





<i>the new tenancy</i>							properties remain empty.
Average void re-let time (calendar days) – Leen Valley Ward <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	23.91			27.78	23.18	The target was achieved during this period The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty





AC3-4b 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 - Aspley, Bilborough & Leen Valley <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>		47			35	60	The number has increased by 12 during this period
Number of lettable voids – Aspley 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>		23			11	30	The number has increased by 12 during this period





<p>Number of lettable voids – Bilborough Ward</p> <p><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></p>		22			17	26	The number has increased by 5 during this period
<p>Number of lettable voids – Leen Valley Ward</p> <p><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></p>		2			7	4	The number has decreased by 5 during this period





AC3-4c Empty properties – Decommissioning

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of empty properties awaiting decommission – AC - Aspley, Bilborough & Leen Valley</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			112	45	NA
<p>Number of empty properties awaiting decommission – Aspley Ward</p> <p><i>Note: This PI shows the number of empty properties which will not be re-</i></p>		0			28	0	NA

<i>let and includes those being decommissioned and / or demolished.</i>							
Number of empty properties awaiting decommission – Bilborough 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			84	0	NA	
Number of empty properties awaiting decommission – Leen Valley 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	NA	

AC3-5 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 - Aspley, Bilborough & Leen Valley <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	97.64%			97.35%	94.53%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Aspley Ward <i>Note: This PI measures the</i>	96%	96.36%			97.65%	94.04%	performance exceeds target which is pleasing in uncertain economic times

<i>number of new tenants who are still in their tenancy 12 months later.</i>							
Percentage of new tenancies sustained - Bilborough Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	98.57%			97.24%	95.12%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Leen Valley Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	100%			96%	95%	performance exceeds target which is pleasing in uncertain economic times