









Appendix 2

Area report - Wollaton East/Lenton Abbey and Wollaton West









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AC7-1 Anti-social behaviour

Performance indicator and definition	Target	2016/17			2015/16	2014/15	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>	85%	95.89%			94.21%	86.67%	Two cases required second interventions to resolve- 8/10
% 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>	99%	98.63%			97.89%	100%	Incorrect coding on two cases has led to the figure dipping fractionally below target- this has been discussed with relevant staff
Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i>		92			129	121	Figure is for whole City
Tenant satisfaction with the ASB service <i>Note: . Overall tenant satisfaction with the ASB service - The average score (out of 10) for each survey question. Data for this indicator is not available by ward..</i>	8.5	8.75			7.1	7.51	Tenant satisfaction with the ASB service has improved. We received the highest scores for the support provided, ease of reporting, and willingness to report ASB in the future. CommUNITY mediation service will be launched in the summer to support early intervention and is expected to positively impact on customer satisfaction To further drive performance improvement we will continue to undertake regular case supervision and regular case quality checks.





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AC7-2 Repairs

Performance indicator and definition	Target	2016/17			2015/16	2014/15	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%	95.04%			95.18%	97.49%	Plumbing backlog across City in the Summer has affected these figures
% 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%	94.86%			94.89%	97.28%	
% of repairs completed in target – Wollaton West Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.81%			96.33%	98.22%	
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9.1	9.08			9.1	8.9	WS -Oct - 2016 Performance is in target for the month at 9.2% .With performance at 9.08 for the year we continue to look at introducing service improvements through the repairs modernisation and monitor customer satisfaction data to highlight and inform these service improvements. These improvements have been added to an action plan that covers the whole of R&M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.

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AC7-3 Rent Collection

Performance indicator and definition	Target	2016/17			2015/16	2014/15	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%	101.22 %			100.25%	100.56%	<p>Following the rent free week in August when our collection rate improved as tenants still paid despite the reduced debit, we had a reduced collection in September. At 99.58% the collection rate was £220,000 off a 100% return. It is also slightly behind last year's position of 99.8%. Arrears as a % of debit is 2.45% against a target of 2% - this is £470,000 above where we need to be to hit the target. However as the debit reduced by 1% this year, this is an increasingly difficult target to attain. The numbers of Universal Credit cases continues to increase - with the total standing at just over 200, the arrears on these cases totals £109,014 currently. Equally the amount of Housing Benefit we receive continues to decrease, at a rate of approximately £20,000 each week. This means that we have more rent to actually physically collect from tenants. Although more people are coming off benefit they are taking up low paid jobs that are not permanent with regular hours and therefore their income is liable to fluctuate. This makes it difficult for people to budget and as a result we have increased arrears. Additionally there is still the problem of Court fees standing at £325 - as a consequence we are entering cases at a much higher level. Judges will often adjourn cases, allowing the debt to increase but Housing Benefit backdates are now severely restricted.</p>
% of tenancies ending due to eviction	0.45%	0.42%			0.43%	0.56%	This indicator will be on target by the end of the



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<i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i>							financial year. WE are currently only 0.02% behind target and as we are not carrying out any further evictions during March we will be on target. We have done 101 evictions so far this year and at this point last year we had done 129.
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AC7-4a Empty properties - Average relet time

Performance indicator and definition	Target	2016/17			2015/16	2014/15	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	5.85			11.2	14.9	Void performance summary: There are currently 6 empty properties in the Area Committee 7 area. The average time to relet properties in the Area Committee 7 area is 25 days. There have been 31 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 4 weeks. The lettings service houses around 200 families each month around the city.
<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	10.53			15.3	13.11	Void performance summary: There are currently 5 empty properties in the Wollaton East & Lenton Abbey ward area. The average time to relet properties in the Wollaton East & Lenton Abbey ward area is 23 days. There have been 20 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



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							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 3 weeks. The lettings service houses around 200 families each month around the city.
<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	0			5.33	18.59	<p>Void performance summary: There are currently 1 empty properties in the Wollaton West ward area. The average time to relet properties in the Wollaton West ward area is 29 days. There have been 11 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 4 weeks. The lettings service houses around 200 families each month around the city.</p>







AC7-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of lettable voids – AC - Wollaton East/Lenton Abbey and Wollaton West</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>		4			3	6	
Number of lettable voids – Wollaton East & Lenton Abbey Ward		2			1	5	

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<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>							
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>		2			2	1	

AC7-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2016/17			2015/16	2014/15	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	0	
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	0	
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	2016/17			2015/16	2014/15	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>	96%	100%			97.62%	93.62%	PI is currently above target.
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>	96.5%	100%			96.67%	94.44%	Sustainability has increased in the area over time
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>	96.5%	100%			100%	90.91%	100% off a low sample size; NCH has limited stock in this ward