














**AC3-1 Anti-social behaviour**



Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of ASB cases resolved – Aspley</p> <p><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></p>	99%	99.39%			99.44%	100%	100% achieved, showing a continued robust approach to ASB
<p>% of ASB cases resolved by first intervention – Aspley</p> <p><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</i></p>	85%	97.37%			95.83%	85.03%	100% Achieved, showing a consistent and robust approach

<i>Housing Office.</i>							
Number of new ASB cases – Aspley  <i>Note: Data for this PI is only available by Housing Office.</i>		525			370	185	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  <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			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.



### AC3-2 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 - Aspley, Bilborough & Leen	96%	95.55%			96.01%	97.81%	WS-Mar-2017 Performance is in target for Qtr4 we completed 7668 jobs in this period and 394 jobs were completed out of target this is mostly

Valley  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>							down to scaffold work and the ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain further value for money and to help deliver improvements in performance in these areas.
% of repairs completed in target – Aspley Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.45%			95.79%	97.89%	WS-Mar-2017 Performance is in target for Qtr4 we completed 3503 jobs in this period and 175 jobs were completed out of target this is mostly down to scaffold work and the ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain further value for money and to help deliver improvements in performance in these areas.
% of repairs completed in target – Bilborough Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.49%			96.15%	97.63%	WS-Mar-2017 Performance is in target for Qtr4 we completed 3473 jobs in this period and 187 jobs were completed out of target this is mostly down to scaffold work and the ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain further value for money and to help deliver improvements in performance in these areas.
% of repairs completed in target – Leen Valley Ward  <i>Note: This PI monitors the proportion of</i>	96%	96.41%			96.47%	98.26%	WS-Mar-2017 Performance is in target for Qtr4 we completed 692 jobs in this period and 32 jobs were completed out of target this is mostly down to scaffold work and the ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain





<i>repairs being completed within agreed timescales.</i>							further value for money and to help deliver improvements in performance in these areas.
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 -Mar - 2016 Performance is just under target 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.





### AC3-3 Rent Collection

Performance indicator and definition	Target	2016/17			2015/16	2014/15	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>	100%	100.29%			100.25%	100.56%	We are above target at 101.22% and showing an improvement on this point last year when we were 100.84%. We have a "Rent First" campaign planned for January in order to raise awareness amongst customers and staff of the importance of paying rent. This is intended to ensure our performance continues to hit target leading to our of year end push.









<i>Trend shows as improving if value is over 100% as arrears are decreasing.</i>							
<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>	0.3%	0.36%			0.43%	0.56%	We are below target and have carried out less evictions that at this point last year. We have evicted 76 tenants for rent arrears so far this financial year. At the same point last year we had evicted 83. We continue to focus on tenancy sustainment and supporting our tenants who find themselves in financial difficulty.

### AC3-4a 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 - Aspley, Bilborough &amp; 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	30.45			22.18	24.25	See below
<p>Average void re-let time (calendar days) – Aspley Ward</p> <p><i>Note: This PI measures how long it</i></p>		33.64			18.88	24.5	The target was not met mainly due to the letting of empty properties within Independent Living schemes where demand at times can be limited.

<p><i>takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>							<p>General needs properties were let in an average of 26 days.</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working 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 the new tenancy</i></p>		29			24.84	23.21	<p>The target was not met mainly due to the letting of empty properties within Independent Living schemes where demand at times can be limited.</p> <p>General needs properties were let in an average of 28 days.</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.</p>
<p>Average void re-let time (calendar days) – Leen Valley 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	25.35			23.12	27.78	<p>The target was not met mainly due to the letting of empty properties within Independent Living schemes where demand at times can be limited.</p> <p>General needs properties were let in an average of 23 days.</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.</p>

### AC3-4b Empty properties - Lettable voids









Performance indicator and definition	Target	2016/17			2015/16	2014/15	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>		27			42	35	The number decreased by 15 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>		13			18	11	The number decreased by five during this period
Number of lettable voids – Bilborough 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>		13			20	17	The number decreased by seven during this period
Number of lettable voids – Leen Valley 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			4	7	The number decreased by three during this period

### AC3-4c 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 - Aspley, Bilborough & Leen Valley  <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	112	None at present
Number of empty properties awaiting decommission – Aspley 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	28	None at present
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			0	84	None at present
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	None at present

### AC3-5 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 - Aspley, Bilborough & Leen Valley  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	95.51%			97.81%	97.35%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Aspley Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	94.76%			96.44%	97.65%	performance exceeds target which is pleasing in uncertain economic times
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>	96.5%	95.63%			99.02%	97.24%	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>	96.5%	98.08%			100%	96%	performance exceeds target which is pleasing in uncertain economic times