















## Area report - Aspley, Bilborough & Leen Valley

Generated on: 29 August 2017

### AC3-1 Anti-social behaviour



| Performance indicator and definition                                                                                                                                                                                                                            | Target | 2017/18 |                                                                                      |                                                                                       | 2016/17 | 2015/16 | Latest Note                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                 |        | Value   | Status                                                                               | Long Trend                                                                            | Value   | Value   |                                                                                                                                                                                                                                                                 |
| % of ASB cases resolved – Aspley<br><br><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%    | 100%    |    |    | 99.39%  | 99.44%  | Performance is on target and this shows the real dedication, hard work and commitment of all officers covering wards.                                                                                                                                           |
| % of ASB cases resolved by first intervention – Aspley<br><br><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> | 85%    | 94.44%  |    |    | 97.37%  | 95.83%  | Performance is above target, which again shows the hard work of our officers in tackling ASB across all wards                                                                                                                                                   |
| Number of new ASB cases – Aspley<br><br><i>Note: Data for this PI is only available by Housing Office.</i>                                                                                                                                                      |        | 127     |  |  | 525     | 370     | 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 |



## AC3-2 Repairs

| Performance indicator and definition                                                                                                                                              | Target | 2017/18 |                                                                                      |                                                                                       | 2016/17 | 2015/16 | Latest Note                                                                                                                                                                                                                                                                                                                               |
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|                                                                                                                                                                                   |        | Value   | Status                                                                               | Long Trend                                                                            | Value   | Value   |                                                                                                                                                                                                                                                                                                                                           |
| % of repairs completed in target – AC - Aspley, Bilborough & Leen Valley<br><br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i> | 96%    | 91.6%   |    |    | 95.55%  | 96.01%  | Performance is below target for completing jobs within 15 days, we are implementing actions to reduce the length of time taken to complete work. Improvement should be visible by Qtr 2<br><br>We are keeping 98% of all our appointments made and will continue to work to bring further improvements to this performance                |
| % of repairs completed in target – Aspley Ward<br><br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>                           | 96%    | 92.19%  |    |    | 95.45%  | 95.79%  | Performance is below target for completing jobs within 15 days, we are implementing actions to reduce the length of time taken to complete work. Improvement in performance should be visible by Qtr 2<br><br>We are keeping 98% of all our appointments made and will continue to work to bring further improvements to this performance |
| % of repairs completed in target – Bilborough Ward<br><br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>                       | 96%    | 91.32%  |  |  | 95.49%  | 96.15%  | Performance is below target for completing jobs within 15 days, we are implementing actions to reduce the length of time taken to complete work. Improvement in performance should be visible by Qtr 2<br><br>We are keeping 98% of all our appointments made and will continue to work to bring further improvements to this performance |
| % of repairs completed in target – Leen Valley Ward                                                                                                                               | 96%    | 89.92%  |  |  | 96.41%  | 96.47%  | Performance is below target for completing jobs within 15 days, we are implementing actions to reduce the length of time taken to complete work. Improvement in performance should be visible by Qtr 2                                                                                                                                    |







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| <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>            |            |  |  |  |             |            | <p>We are keeping 98% of all our appointments made and will continue to work to bring further improvements to this performance</p>                                                                                                                                                                                                                                                                                                                                                                    |
| <p>Tenant satisfaction with the repairs service</p> <p><i>Note: Data for this PI is only available citywide</i></p> | <p>9.1</p> |  |  |  | <p>9.08</p> | <p>9.1</p> | <p>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&amp;M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.</p> |



### AC3-3 Rent Collection

| Performance indicator and definition                                                                                                                                                                                                                                                                                                          | Target | 2017/18 |                                                                                    |                                                                                     | 2016/17 | 2015/16 | Latest Note                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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|                                                                                                                                                                                                                                                                                                                                               |        | 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%   | 99.03%  |  |  | 100.29% | 100.25% | <p>Rent collection was 98.85%, against the 100% target; this is comparable to the position at the end of quarter one last year. Arrears at the end of the fourth quarter were £2.67 million of the annual debit of £103 million.</p> <p>The continued roll out of the Government's Welfare Reforms is having an impact on the rents performance. In the first three months of this financial year we received £674,085 less in Housing Benefit payments, although the amount of rent charged only reduced by £39,147, giving us the challenge of having more money to collect. There was an increase in cash collection of £621,350 for this period compared to the first quarter of 2016/17.</p> <p>An increased number of our tenants are now in temporary, irregular and low-paid employment (such as zero-hours contracts). This has exacerbated the problem of frequent Housing Benefit suspensions, making rent collection more challenging.</p> <p>The roll out of Universal Credit cases continues to affect the overall rents performance. There are currently 434 total cases with 354 live cases. The debt on these cases is £192,752.81 - an increase of £83,018.87 due to UC. This is impacting on our ability to reduce the overall debt, which was 2.54% of the annual debit of £103 million at the end of quarter one. We are working hard to reduce this debt; we have the first of our UC days of action planned at the Woodlands on 28th July. The whole of the North Team, including Tenancy Sustainment Officers will be based in the blocks for the day talking to tenants about UC and taking enforcement action where appropriate. We are also working on a revised process for dealing with UC cases and will be rolling out refresher training to all RAMs and TSOs over the next few weeks. A corporate programme of work continues, designed to ensure that the whole of NCH responds to the challenges of UC and wider welfare reforms. The Welfare Reform Programme Board is working closely with strategic partners such as the DWP, NCC and voluntary sector groups to mitigate the impact of Welfare Reform on our</p> |









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|                                                                                                                                                                         |       |       |                                                                                    |                                                                                     |       |       | <p>tenants and our rent performance. It will also monitor the actions taken to mitigate against the impact of UC. Last financial year, we commenced the 'Rent First' campaign with a series of events aimed at raising awareness amongst staff and residents of the importance of paying rent on time and this will continue next year. There will be articles in staff and tenant publications, in addition to messages on social media.</p> <p>We are continuing to meet our target for evictions, however we have completed 31 so far this financial year and this compares with 27 at the same point last year. The numbers are likely to increase as the team tackles the higher level debt, although eviction is only ever a last resort and we try where possible to work with tenants to resolve their debt by other means.</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> | 0.43% | 0.36% |  |  | 0.36% | 0.43% | <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

### AC3-4a Empty properties - Average relet time

| Performance indicator and definition                                                                                                                                                                                                              | Target | 2017/18 |                                                                                      |                                                                                       | 2016/17 | 2015/16 | Latest Note                                                                                                                                                                                                                                                                                                                                                                                                  |
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|                                                                                                                                                                                                                                                   |        | 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     | 19.9    |    |    | 30.45   | 22.18   | See below                                                                                                                                                                                                                                                                                                                                                                                                    |
| <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     | 29.62   |    |    | 33.64   | 18.88   | <p>The target was not met partly 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 27 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>                           | 25     | 17.08   |  |  | 29      | 24.84   | The target was met during this period                                                                                                                                                                                                                                                                                                                                                                        |

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| <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 | 35.4 |  |  | 25.35 | 23.12 | <p>The target was not during this period.</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> |
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### AC3-4b Empty properties - Lettable voids







| Performance indicator and definition                                                                                                                                                                                 | Target | 2017/18 |                                                                                      |                                                                                       | 2016/17 | 2015/16 | Latest Note                                                                                                                                                                                                                             |
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|                                                                                                                                                                                                                      |        | Value   | Status                                                                               | Long Trend                                                                            | Value   | Value   |                                                                                                                                                                                                                                         |
| Number of lettable voids – AC - Aspley, Bilborough & Leen Valley<br><br><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> |        | 41      |    |    | 27      | 42      | See below                                                                                                                                                                                                                               |
| Number of lettable voids – Aspley Ward<br><br><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      |    |    | 13      | 18      | The number remained the same during this period<br><br>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.  |
| Number of lettable voids – Bilborough Ward<br><br><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      |  |  | 13      | 20      | The number increased by ten during this period.<br><br>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.  |
| Number of lettable voids – Leen Valley Ward                                                                                                                                                                          |        | 5       |  |  | 1       | 4       | The number increased by four during this period.<br><br>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. |





*Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.*









empty.

### AC3-4c Empty properties - Decommissioning

| Performance indicator and definition                                                                                                                                                                                                                       | Target | 2017/18 |                                                                                      |                                                                                       | 2016/17 | 2015/16 | Latest Note     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------|---------|-----------------|
|                                                                                                                                                                                                                                                            |        | Value   | Status                                                                               | Long Trend                                                                            | Value   | Value   |                 |
| <p>Number of empty properties awaiting decommission – AC - Aspley, Bilborough &amp; 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       |    |    | 0       | 0       | See below       |
| <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-let and includes those being decommissioned and / or demolished.</i></p>                               |        | 0       |    |    | 0       | 0       | None at present |
| <p>Number of empty properties awaiting decommission – Bilborough Ward</p> <p><i>Note: This PI shows the number of empty properties which will not be re-let and includes those being</i></p>                                                               |        | 0       |  |  | 0       | 0       | None at present |

|                                                                                                                                                                                                                                   |  |   |                                                                                    |                                                                                     |   |   |                 |
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| <i>decommissioned and / or demolished.</i>                                                                                                                                                                                        |  |   |                                                                                    |                                                                                     |   |   |                 |
| <p>Number of empty properties awaiting decommission – Leen Valley Ward</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 |  |  | 0 | 0 | None at present |

### AC3-5 Tenancy sustainment

| Performance indicator and definition                                                                                                                                                         | Target | 2017/18 |                                                                                      |                                                                                       | 2016/17 | 2015/16 | Latest Note                                                                                                                                                                                             |
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|                                                                                                                                                                                              |        | Value   | Status                                                                               | Long Trend                                                                            | Value   | Value   |                                                                                                                                                                                                         |
| Percentage of new tenancies sustained - AC - Aspley, Bilborough & Leen Valley<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i> | 96.5%  | 94.64%  |    |    | 94.94%  | 97.81%  | performance exceeds target which is pleasing in uncertain economic times                                                                                                                                |
| Percentage of new tenancies sustained - Aspley Ward<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>                           | 96.5%  | 94.06%  |    |    | 93.85%  | 96.44%  | Performance is slightly below target, however the team are working hard with partners and other NCH officers to sustain tenancies wherever possible.                                                    |
| Percentage of new tenancies sustained - Bilborough Ward<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>                       | 96.5%  | 94.77%  |  |  | 95.27%  | 99.02%  | Performance is slightly below target, however staff are working hard to sustain tenancies where possible. This is in conjunction with partners and other NCH Officers in the Tenancy Sustainment Teams. |
| Percentage of new tenancies sustained - Leen Valley Ward<br><br><i>Note: This PI measures the number of new tenants who are still in their</i>                                               | 96.5%  | 96.36%  |  |  | 98.04%  | 100%    | Performance is only slightly under target, which shows the hard work staff have committed to sustaining tenancies where possible.                                                                       |

*tenancy 12 months later.*

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