

Area report - Dunkirk/Lenton, Arboretum & Radford/Park

Generated on: 25 October 2017

AC4-1 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 by first intervention – Central region <i>Note: This PI monitors the ability of the HPM to select the correct first intervention.</i>	85%	91.89%			95.92%	94.21%	Figure has slightly increased since last year and reflects careful case management
% 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%	97.3%			97.96%	97.89%	There have been a couple of cases where residents have disengaged from the process for personal reasons. These cases are marked off as unresolved
Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i>		37			129	129	Reduction in overall number of cases following transfer of Area 5 management to St Anns

AC4-2 Repairs

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Dunkirk/Lenton, Arbotetum & Radford/Park <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.91%			96.07%	97.29%	
% of repairs completed in target – Arboretum ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.32%			95.44%	97.67%	
% of repairs completed in target – Dunkirk & Lenton Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95%			94.79%	96.67%	
% of repairs completed in target – Radford & Park Ward	96%	93.84%			96.75%	97.27%	

<p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></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&M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.</p>

AC4-3 Rent Collection

Performance indicator and definition	Target	2017/18			2016/17	2015/16	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%	100.01%			100.29%	100.25%	<p>The collection rate at the end of the second quarter is just ahead of target at 100.01%. This is ahead of the same point last year when we achieved 97.58% at the end of quarter two. This also corresponds with a lower level of arrears when compared with the same point last year. The number of Universal Credit cases continues to increase steadily with a continuing reduction in the amount of Housing Benefit received, however following a review of our processes the team is continuing to manage all UC cases effectively. There are currently 390 live cases with a total debt of £194,138, an increase of £88,467 due to UC. The "Rent First" campaign is continuing to raise awareness of the importance of paying rent and putting measures in place to prepare NCH tenants for the full roll out of UC in 2018.</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%	0.37%			0.36%	0.43%	<p>We are below target and have carried out less evictions than 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>

AC4-4a Empty properties - Average relet time

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Dunkirk/Lenton, Arboretum & Radford/Park</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	26.85			19.36	18.56	<p>Void performance summary: There are currently 15 empty properties in the Area Committee 4 area. The average time to relet properties in the Area Committee 4 area is 29 days. There have been 126 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 18 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>
<p>Average void re-let time (calendar days) – Arboretum 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	26.5			14.66	25.78	<p>Void performance summary: There are currently 7 empty properties in the Arboretum ward area. The average time to relet properties in the Arboretum ward area is 33 days. There have been 33 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 17 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>
<p>Average void re-let time (calendar days) – Dunkirk & Lenton 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</i></p>	25	13.11			12.2	13.91	<p>Void performance summary: There are currently 1 empty properties in the Dunkirk & Lenton ward area. The average time to relet properties in the Dunkirk & Lenton ward area is 12 days. There have been 8 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 12 weeks. Our lettings teams are working</p>

<i>tenancy</i>							hard to find appropriate tenants for this property and others in the area
<p>Average void re-let time (calendar days) – Radford & Park 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	35.14			24.81	19.18	<p>Void performance summary: There are currently 8 empty properties in the Radford & Park ward area. The average time to relet properties in the Radford & Park ward area is 28 days. There have been 88 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 18 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>

AC4-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Dunkirk/Lenton, Arbotetum & Radford/Park <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			9	16	
Number of lettable voids – Arboretum 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			4	3	
Number of lettable voids – Dunkirk & Lenton 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			1	2	
Number of lettable voids – Radford & Park Ward		12			4	11	

<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>							
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AC4-4c 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 - Dunkirk/Lenton, Arboretum & Radford/Park</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>		62			10	100	
<p>Number of empty properties awaiting decommission – Arboretum 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>		62			0	0	
<p>Number of empty properties awaiting decommission – Dunkirk & Lenton Ward</p> <p><i>Note: This PI shows the number of empty properties which will not be</i></p>		0			10	100	

<i>re-let and includes those being decommissioned and / or demolished.</i>							
<p>Number of empty properties awaiting decommission – Radford & Park 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	

AC4-5 Tenancy sustainment

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Dunkirk/Lenton, Arboretum & Radford/Park <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	93.55%			92.81%	97.56%	KPI is being reviewed this year as there are incidences on the report of residents being rehoused or exercising the RTB which should not be included in these figures. This figure should therefore be revised significantly upwards
Percentage of new tenancies sustained - Arboretum Ward (2003) <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	92.11%			93.75%	100%	KPI is being reviewed this year as there are incidences on the report of residents being rehoused or exercising the RTB which should not be included in these figures. This figure will therefore be revised significantly upward
Percentage of new tenancies sustained - Dunkirk & Lenton Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	98.53%			98.36%	100%	Sustainability level remains on target
Percentage of new tenancies sustained - Radford & Park Ward (2003) <i>Note: This PI measures the number</i>	96.5%	90%			87.84%	96.51%	Addresses to be analysed to look for any patterns to underperformance- 2x NTQ lodging; 1 x Eviction rent; 1xrefused after commenced; 1x NTQ private rented

*of new tenants who are still in their
tenancy 12 months later.*

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