









## Area report - St Ann's, Dales & Mapperley







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### AC6-1 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 – St Ann's  <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%	80.3%			88.27%	84.28%	Performance is currently within target and being managed accurately.
% of ASB cases resolved – St Ann's  <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%	98.48%			96.94%	98.74%	Performance is currently within target. Housing Patch Managers are managing cases of anti social behaviour effectively and in line with policy and procedure.
Number of new ASB cases – St Ann's  <i>Note: Data for this PI is only available by Housing Office.</i>		202			215	156	





<p>Tenant satisfaction with the ASB service</p> <p><i>Note: . Overall tenant satisfaction with the ASB service - The average score (Percentage) for each survey question. Data for this indicator is not available by ward..</i></p>	85.00%	89.22%			86.53%	73.45%	<p><i>Customer satisfaction with the ASB service has continued to improve in Q3 2017/18. Current performance for Q3 2017/18 is 91.11%. Year to date performance is 89.22%</i></p> <p><i>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 45 Surveys were completed during Q3. The number of surveys completed during in Q2 is lower than Q1 due to capacity to complete the survey, this has been addressed and it is expected that the response rate for Q3 will return to higher levels.</i></p> <p><i>We will continue to have a focus on the frequency of victim contact and quality of information and updates provided to victims, including regular case reviews conducted by Area Housing Managers, we will also place a greater focus on managing expectations in relation to case outcomes, since this is an area where performance dipped in July.</i></p> <p><i>The noise smartphone app continues to receive a positive reception from customers. It is improving the quality of noise nuisance reporting and enables Housing Patch Mangers to quickly assess complaints of noise nuisance and intervene swiftly.</i></p> <p><i>Mediation has been used to address a range of ASB issues. Referrals have covered cases including household noise, loud music, pet nuisance, parking issues and boundary disputes. We separately measure satisfaction with the mediation service and have achieved 100% customer satisfaction in Q2. This service is empowering residents to work together to resolve disputes.</i></p>
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## AC6-2 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 - St Ann's, Dales & Mapperley  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%						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 3  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 – Dales Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.23%			94.35%	95.4%	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 3  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 – Mapperley Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.36%			95.18%	95.59%	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 3  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 – St Ann's Ward	96%	92.73%			94.89%	95.28%	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.



<p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>							<p>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>
<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>

### AC6-3 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%	101.93%			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%	0.44%			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>

### AC6-4a 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 - St Ann's, Dales &amp; Mapperley</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	7.42			28.59	24.15	See below
<p>Average void re-let time (calendar days) – Dales 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	4.64			31.24	27.28	The target was achieved during this period
<p>Average void re-let time (calendar days) – Mapperley 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	2.56			22.75	17.83	The target was achieved during this period

<p>Average void re-let time (calendar days) – St Ann’s 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	14.36			26.48	23.84	<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 23 days</p>
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### AC6-4b 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 - St Ann's, Dales & Mapperley  <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>		24			25	43	See below
Number of lettable voids – Dales 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>		8			5	12	At the end of the period there were 7 empty properties in the ward.  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 – Mapperley 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>		0			2	1	At the end of the period there were 4 empty properties in the ward.  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 – St Ann's Ward		16			18	30	At the end of the period there were 17 empty properties in the ward.  The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved



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









joint working to minimise the time properties remain empty

### AC6-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – Dales 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>		1			0	0	None at present
Number of empty properties awaiting decommission – Mapperley 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>		3			0	0	None at present
Number of empty properties awaiting decommission – St Ann's Ward  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being</i>		1			0	0	None at present

<i>decommissioned and / or demolished.</i>							
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## AC6-5 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 - St Ann's, Dales & Mapperley  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	93.45%			94.46%	95.39%	Performance is just below the target. We are now starting to investigate the reasons behind NTQ to obtain a clearer picture to sustain tenancies.
Percentage of new tenancies sustained - Dales Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	90.48%			91.76%	93.81%	Performance is just below the target. We are now starting to investigate the reasons behind NTQ to obtain a clearer picture to sustain tenancies.
Percentage of new tenancies sustained - Mapperley Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	100%			88.46%	95.46%	
Percentage of new tenancies sustained - St Ann's Ward  <i>Note: This PI measures the number of new tenants who are still in their</i>	96.5%	93.58%			96.26%	95.9%	Staff are working hard to maintain customer focus towards those tenancies that at are most risk

*tenancy 12 months later.*

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