









Area report - Aspley, Bilborough & Leen Valley









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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 <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 <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%	91.18%			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 <i>Note: Data for this PI is only available by Housing Office.</i>		237			525	370	Performance remains strong within the team in terms of tackling a varying type of Anti-Social Behaviour within the Ward. We are currently carrying the highest number of cases Citywide, however we are working closely with our partners in Community Protection to bring successful resolutions in many cases.
Tenant satisfaction with the ASB	85.00%	89.22%			86.53%	73.45%	<i>Customer satisfaction with the ASB service has continued to improve in Q2 2017/18. Current</i>





<p>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>						<p>performance for Q2 2017/18 is 91.11%. Year to date performance is 89.22%</p> <p>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 Q2. 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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
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AC3-2 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 - Aspley, Bilborough & Leen Valley <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.8%			95.55%	96.01%	Performance is slightly below target in quarter 3 at 95.87%. Performance has seen consistent improvement over each quarter with quarter 1 being 91.6%. We are keeping 98% of all our appointments made and will continue to work to bring further improvements to the day waiting performance.
% of repairs completed in target – Aspley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.77%			95.45%	95.79%	Performance is slightly below target in qtr 3 at 95.28%. Performance has seen consistent improvement over each qtr with qtr 1 being 92.19%. We are keeping 98% of all our appointments made and will continue to work to bring further improvements to the day waiting performance.
% of repairs completed in target – Bilborough Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	94%			95.49%	96.15%	Performance is slightly above target in quarter3 at 96.28%. Performance has seen consistent improvement over each quarter with quarter1 being 91.32%. We are keeping 98% of all our appointments made and will continue to work to bring further improvements to the day waiting performance.
% of repairs completed in target – Leen Valley Ward	96%	92.94%			96.41%	96.47%	Performance is slightly below target in quarter3 at 97%. Performance has seen consistent improvement over each quarter with quarter1 being 89.92%. We are keeping 98% of all our appointments made and will



<p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>							<p>continue to work to bring further improvements to the day waiting 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>	

AC3-3 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 third quarter is ahead of target at 101.93% and shows a significant improvement on the same point last year. The level of arrears continues to reduce as more rent is collected, both the current debit charged and historic debt on rent accounts. The "Rent First" campaign adopted by the team has been successful in mitigating against the impact of the welfare reform measures which continue to affect NCH tenants. These include "bedroom tax", the reduced benefit cap and Universal Credit. The changes announced in the recent budget mean that the roll of of the full Universal Credit service in Nottingham has been delayed until October 2018 and there will be no new claims under the current live service from 1st January. However we are continuing with our plans to support tenants in the lead up to the full roll out with accessing bank accounts, internet use and budgeting skills. We are continuing to work closely with Nottingham Credit Union and an article will be published in the next edition of NCH News detailing the benefits of joining the Credit Union. In addition we are continuing with the Northgate developments, with the initial launch of Task Manager in December. This is helping the team to work more effectively and will be fully operational by the time Universal Credit is fully rolled out, allowing us to manage a larger caseload.</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>

AC3-4a 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 - Aspley, Bilborough & 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	24.94			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	30.73			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	21.44			29	24.84	The target was met during this period

<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	31.21			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
		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>		28			27	42	See below
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>		7			13	18	The number remained the same during this period 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 <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>		19			13	20	The number increased by ten during this period. 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		2			1	4	The number increased by four during this period. 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 & 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

<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
		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%	96.81%			94.94%	97.81%	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%	96.98%			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 <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	97.34%			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 <i>Note: This PI measures the number of new tenants who are still in their</i>	96.5%	94.23%			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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