









Area report - Wollaton East/Lenton Abbey and Wollaton West

Generated on: 16 May 2018

AC7-1 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%	85.09%			95.92%	94.21%	Figure has 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%	93.86%			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>		92			129	129	Reduction in overall number of cases
Tenant satisfaction with the ASB service	85.00%	87.25%			86.53%	73.45%	The percentage of customers either very or fairly satisfied with how their case of anti-social behaviour (ASB) was handled in Q4 2017/18 is 85%. 2017/18 year end 87% of customers surveyed are either

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<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>very or fairly satisfied with how their case of anti-social behaviour was handled. This has exceeded the year-end target and Corporate Plan target of 85%.</p> <p>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 69 Surveys were completed during Q4, this is an improvement on the number of surveys completed when compared with Q3. During 2017/18 204 surveys were completed in total, this is a slight increase when compared with 193 surveys completed in 2016/17.</p> <p>Satisfaction with the outcome of the case and being kept up-to-date is below target for Q4; however, it is pleasing to see that on the whole for 2017/18 satisfaction with being kept up to date has exceeded 85%. We will continue to have a strong focus on managing expectations in relation to case outcomes and focus on providing timely good quality information and updates throughout the case. Area Housing Managers will continue to drive high-quality case management through monthly case supervision.</p> <p>It is pleasing to see that during 2017/18 90% of customers surveyed are either very or fairly willing to report anti-social behaviour to Nottingham City Homes in the future; this indicates that there is a level of confidence in reporting ASB to Nottingham City Homes. Customer's surveyed rating the quality of advice and information provided as either very or fairly satisfied is 88%.</p> <p>Throughout 2017/18 the noise smartphone app continued 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 continues to be used to address a range of ASB issues. Referrals have covered cases including household noise, loud music, pet nuisance, parking issues and boundary disputes.</p> <p>Highlights of positive feedback received in Q4:</p> <p>"Great, [HPM] responded very quickly and kept up to date with what was happening"</p> <p>"Absolutely brilliant from start to finish. Very impressed with NCH keeping me in the loop and very happy with</p>
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								HPM". "HPM dealt with it really quickly. Actually I was surprised, I thought it would go on for ages. I was really pleased". "HPM was brilliant, no asb since HPM resolved it. HPM was constantly following up to make sure I was ok, and was bang on".
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AC7-2 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 - Wollaton East/Lenton Abbey and Wollaton West <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.69%			95.19%	95.18%	
% of repairs completed in target – Wollaton East & Lenton Abbey Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.76%			94.94%	94.89%	
% of repairs completed in target – Wollaton West Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.43%			96.22%	96.33%	







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AC7-3 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%	100.56%			100.29%	100.25%	<p>The target of 100% collection rate has been achieved again this year, at 100.56% this shows an improvement on the position last year when 100.29% was the final out turn. The overall arrears figure has reduced by £69,000 over the course of the financial year, despite the challenges of the continued welfare reform measures. The rents team will continue to support tenants affected by the benefit cap, bedroom tax and Universal Credit to ensure collection levels remain within target.</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>

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AC7-4a 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 - Wollaton East/Lenton Abbey and Wollaton West</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	21.73			11.15	11.2	<p>Void performance summary: There are currently 6 empty properties in the Area Committee 7 area. The average time to relet properties in the Area Committee 7 area is 25 days. There have been 31 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 4 weeks. The lettings service houses around 200 families each month around the city.</p>
<p>Average void re-let time (calendar days) – Wollaton East & Lenton Abbey 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	26.71			20.17	15.3	<p>Void performance summary: There are currently 5 empty properties in the Wollaton East & Lenton Abbey ward area. The average time to relet properties in the Wollaton East & Lenton Abbey ward area is 23 days. There have been 20 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 3 weeks. The lettings service houses around 200 families each month around the city.</p>
<p>Average void re-let time (calendar days) – Wollaton West 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	29.75			11.35	5.33	<p>Void performance summary: There are currently 1 empty properties in the Wollaton West ward area. The average time to relet properties in the Wollaton West ward area is 29 days. There have been 11 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 4</p>

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<i>tenancy</i>							weeks. The lettings service houses around 200 families each month around the city.
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AC7-4b 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 - Wollaton East/Lenton Abbey and Wollaton West <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			3	3	
Number of lettable voids – Wollaton East & Lenton Abbey 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			2	1	
Number of lettable voids – Wollaton West 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			1	2	

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AC7-4c 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 - Wollaton East/Lenton Abbey and Wollaton West</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	
<p>Number of empty properties awaiting decommission – Wollaton East & Lenton Abbey 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	
<p>Number of empty properties awaiting decommission – Wollaton West Ward</p> <p><i>Note: This PI shows the number of empty properties which will not be</i></p>		0			0	0	

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<i>re-let and includes those being decommissioned and / or demolished.</i>							
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AC7-5 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 - Wollaton East/Lenton Abbey and Wollaton West <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	100%			100%	97.62%	No tenancy failures in last quarter
Percentage of new tenancies sustained - Wollaton East & Lenton Abbey Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	100%			100%	96.67%	No tenancy failures in last quarter
Percentage of new tenancies sustained - Wollaton West Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	100%			100%	100%	100% off a low sample size; NCH has limited stock in this ward