









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%	Excellent achievement again by the team carrying a large caseload across all formats of case types
% 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%	89.54%			97.37%	95.83%	Performance is below target, however a number of long running cases have come to fruition this last 6 weeks. These have resulted in Court Action and orders being granted
Number of new ASB cases – Aspley <i>Note: Data for this PI is only available by Housing Office.</i>		309			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%	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

<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>handled in Q4 2017/18 is 85%.</p> <p>2017/18 year end 87% of customers surveyed are either 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%.</p> <p>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</p>
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							<p>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 HPM”.</p> <p>“HPM dealt with it really quickly. Actually I was surprised, I thought it would go on for ages. I was really pleased”.</p> <p>“HPM was brilliant, no asb since HPM resolved it. HPM was constantly following up to make sure I was ok, and was bang on”.</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



<i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>							continue to work to bring further improvements to the day waiting performance.
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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%	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 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	25.61			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	30.82			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	22.56			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	29.69			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>		46			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>		24			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		3			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.









<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>							empty.
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AC3-4c 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 – AC - Aspley, Bilborough & Leen Valley <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>		0			0	0	See below
Number of empty properties awaiting decommission – Aspley 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>		0			0	0	None at present
Number of empty properties awaiting decommission – Bilborough Ward <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being</i>		0			0	0	None at present

<i>decommissioned and / or demolished.</i>							
Number of empty properties awaiting decommission – Leen Valley 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>		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%	99.09%			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%	98.9%			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%	99.06%			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%	100%			98.04%	100%	Performance is only slightly under target, which shows the hard work staff have committed to sustaining tenancies where possible.

<i>tenancy 12 months later.</i>							
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