









Area report - Sherwood & Berridge

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AC5-1 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%	Trend with this PI is slowly improving upwards again
% 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%	One case unresolved -long standing dispute between neighbours
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 following transfer of Area 5 management to St Anns
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

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..

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%.

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.

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.

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%.

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.







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.

Highlights of positive feedback received in Q4:





"Great, [HPM] responded very quickly and kept up to date with what was happening"
"Absolutely brilliant from start to finish. Very impressed with NCH keeping me in the loop and very happy with

							<p>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".</p>
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AC5-2 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 - Sherwood & Berridge <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	94.95%			95.74%	95.29%	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 2 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 – Berridge Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.73%			94.56%	94.64%	Performance is slightly above target in quarter3 at 96.98%.Performance has seen consistent improvement over each quarter with quarter1 being 89.22%. 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 – Sherwood Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.17%			95.96%	95.42%	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 2 We are keeping 98% of all our appointments made and will continue to work to bring further improvements to this performance







AC5-3 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>







AC5-4a 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 - Sherwood & Berridge</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	37.74			35.61	39.32	See below
<p>Average void re-let time (calendar days) – Berridge 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	11.17			9.65	9.88	<p>The target was not met 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>
<p>Average void re-let time (calendar days) – Sherwood 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	42.76			43.02	43.85	<p>The target was not met 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>

AC5-4b 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 - Sherwood & Berridge <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>		9			5	10	See below
Number of lettable voids – Berridge 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	0	There are currently three 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 – Sherwood 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			4	10	There are currently four 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

AC5-4c 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 - Sherwood & Berridge</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 – Berridge 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 – Sherwood 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>							
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AC5-5 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 - Sherwood & Berridge <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	100%			94.2%	92%	Housing Patch Managers and Housing Officers are working with residents to find out why tenancies are ending to see what NCH can do to help them maintain their tenancies.
Percentage of new tenancies sustained - Berridge Ward (2003) <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	100%			90.91%	100%	Performance commentary should include highlights and achievements, reasons for changes in performance and how underperformance will be addressed.
Percentage of new tenancies sustained - Sherwood Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	100%			94.83%	91.18%	Housing Patch Managers and Housing Officers are working with residents to find out why tenancies are ending to see what NCH can do to help them maintain their tenancies.