









## Area report - Dunkirk/Lenton, Arboretum & Radford/Park

Generated on: 06 November 2018









### AC4-1 Anti-social behaviour

Performance indicator and definition	Target	2018/19			2017/18	2016/17	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%	91.3%			85.09%	95.92%	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%	95.65%			93.86%	97.96%	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>		35			92	129	On course to have fewer cases than last year
Tenant satisfaction with the ASB service	87.00%	91.00%			87.25%	86.53%	The % of customers either very or fairly satisfied with how their case of anti-social behaviour was handled in Q1 2018/19 is 93.5%. Performance in Q1 has exceeded the target of 87%. We are continuing to contact customers by telephone and

*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..*





this has continued to give better quality information about the service provided. 62 surveys were completed during Q1; this is a return rate of 43%.  
It is pleasing to see that 90.3% of respondents were either fairly or very satisfied with being kept up to date with what was happening throughout their anti-social behaviour case. Satisfaction with the speed of interview scored the highest at 95.2%. It is pleasing to see that satisfaction with the outcome of the case has improved during Q1 and has exceeded the 87% target at 90.3%. - Satisfaction with support provided by staff is the lowest scoring area 88.7%, however this still exceeds the target of 87%  
Area Housing Managers will continue to drive high quality case management through case supervision, with an additional focus on victim support during Q2.  
Mediation continues to be used to address a range of ASB issues and the noise app continues to be well received by customers. We continue to work with our partners, such as Community Protection and the Police to deliver positive interventions in ASB cases.  
Positive feedback received in Q1 includes:  
- “[ASB] was speedily dealt with. HPM was very good and kept in regular contact by letters and phone calls”  
- “HPM is absolutely brilliant and has done excellent job”  
- “HPM was very good and offered support where needed”  
- “Problems resolved, service was very professional”  
- “ASB issues dealt with straight away. HPM listened and took the matter seriously”

## AC4-2 Repairs


Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Dunkirk/Lenton, Arbotetum & Radford/Park  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.18%			94.99%	96.07%	
% of repairs completed in target – Arboretum ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.3%			94.83%	95.44%	Performance is slightly above target in quarter 3 at 96.82%. Performance has seen consistent improvement over each quarter with quarter 1 being 93.32%. 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 – Dunkirk & Lenton Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.8%			95.13%	94.79%	
% of repairs completed in target – Radford & Park Ward	96%	97.25%			95.02%	96.75%	Performance is slightly above target in quarter 3 at 97.27%. Performance has seen consistent improvement over each quarter with quarter 1 being 93.84%. 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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### AC4-3 Rent Collection









Performance indicator and definition	Target	2018/19			2017/18	2016/17	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%	100.01%			100.56%	100.29%	At the end of quarter two the target of 100% collection rate was achieved with 100.01% collection rate attained. This is the same position as this point last year, but with the arrears levels having reduced by £23,000 on this point last year. Performance is showing an improving trend over the year, putting us in a stronger position before the roll out of Universal Credit in quarter three.
<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>	0.3%	0.26%			0.37%	0.36%	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.

### AC4-4a Empty properties - Average relet time

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Dunkirk/Lenton, Arbotetum &amp; Radford/Park</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	16.57			21.94	19.36	See below
<p>Average void re-let time (calendar days) – Arboretum 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	25.31			18.47	14.66	The target was not met during this period. The Lettings and Voids team are now working through an action plan to minimise the time properties remain empty.
<p>Average void re-let time (calendar days) – Dunkirk &amp; Lenton 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	7.62			9.06	12.2	The target was met during this period.

<p>Average void re-let time (calendar days) – Radford &amp; Park 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	24.31			30.4	24.81	The target was met during this period.
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### AC4-4b Empty properties - Lettable voids


Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Dunkirk/Lenton, Arbotetum & Radford/Park  <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>		14			8	9	See below
Number of lettable voids – Arboretum 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>		3			5	4	There are currently three voids in the Ward
Number of lettable voids – Dunkirk & Lenton 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>		2			0	1	There are currently two voids in the Ward
Number of lettable voids – Radford & Park Ward		9			3	4	There are currently nine voids in the Ward











<p><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></p>							
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### AC4-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of empty properties awaiting decommission – AC - Dunkirk/Lenton, Arboretum &amp; Radford/Park</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>		68			59	10	See below
<p>Number of empty properties awaiting decommission – Arboretum 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>		68			59	0	This relates to the properties around the Forest Road/Burns Street area.
<p>Number of empty properties awaiting decommission – Dunkirk &amp; Lenton Ward</p> <p><i>Note: This PI shows the number of empty properties which will not be</i></p>		0			0	10	None at present

<i>re-let and includes those being decommissioned and / or demolished.</i>							
<p>Number of empty properties awaiting decommission – Radford &amp; Park 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

### AC4-5 Tenancy sustainment

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Dunkirk/Lenton, Arboretum & Radford/Park  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	91.62%			98.71%	92.81%	PI below target and data analysed for trends found that 2x refused after sign up and 1x eviction for rent – care leaver- this has been raised at care leavers forum
Percentage of new tenancies sustained - Arboretum Ward (2003)  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	92.86%			100%	93.75%	As above
Percentage of new tenancies sustained - Dunkirk & Lenton Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	96.55%			100%	98.36%	Sustainability level remains on target
Percentage of new tenancies sustained - Radford & Park Ward (2003)  <i>Note: This PI measures the number</i>	96.5%	90%			97.83%	87.84%	As above

*of new tenants who are still in their  
tenancy 12 months later.*

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