









## Area report - St ann's, Dales & Mapperley







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### AC6-1 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 – St ann's  <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%	77.67%			79.17%	88.27%	Four cases were not resolved by first warning so follow up action was needed before situation was resolved.
% of ASB cases resolved – Stanns  <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%			97.92%	96.94%	100% this month so good performance by the team.
Number of new ASB cases – St Ann's  <i>Note: Data for this PI is only available by Housing Office.</i>		127			238	215	.
Tenant satisfaction with the ASB	87.50%	87.61%			87.25%	86.53%	The % of customers either very or fairly satisfied with how their case of anti-social behaviour was handled in Q2

<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>2018/19 is 93.5%. Performance in Q2 has dipped below target; however, strong performance in Q1 means year to date performance is on target at 87.6%.</p> <p>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 51 surveys were completed during Q2; this is a return rate of 33%.</p> <p>Speed of interview, ease of reporting ASB to NCH and being kept up to date were the strongest performing areas. Satisfaction with support provided by staff is the lowest scoring area 72.5% falling from 88.7% in Q1. Area Housing Managers will continue to drive high quality case management through case supervision, with an additional focus on victim support and quality of updates provided in Q3.</p> <p>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%</p> <p>Area Housing Managers will continue to drive high quality case management through case supervision, with an additional focus on victim support during Q2.</p> <p>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.</p> <p>Positive feedback received in Q2 includes:</p> <ul style="list-style-type: none"> <li>• "I've been extremely satisfied with how the case was handled. I was made to feel at ease by your staff, which was very important to me"</li> <li>• "HPM was very experienced; they kept in regular contact with me"</li> <li>• "Happy with the contact from HPM on monthly basis to check everything ok, this was reassuring"</li> <li>• "HPM was very helpful and resolved issues quickly"</li> <li>• "Tenant wanted to say how helpful HPM was throughout the whole case, she felt very supported and wanted to say the HPM is a great asset to our company"</li> <li>• "Happy with the outcome of the case. HPM was polite and did a good job"</li> </ul>
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## AC6-2 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 – Dales Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.26%			93.27%	94.35%	WS-Nov 2018 Performance is slightly below target in Qtr.1 at 95.26%. This performance is an increase of 1.8% on last years Qrt 4. Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.
% of repairs completed in target – Mapperley Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.95%			93.67%	95.18%	WS-Nov 2018 Performance is slightly below target in Qtr.1 at 95.95%. This performance is an increase of 1.6% on Qrt 4 and relates to 346 jobs completed and 332 of these jobs in target failing 14. Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.
% of repairs completed in target – St ann's Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.14%			92.78%	94.89%	WS-Nov 2018 Performance is slightly above target in Qtr.1. 96.14% Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.

### AC6-3 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%	99.81%			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%	0.23%			0.37%	0.36%	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.

### AC6-4a 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 - St ann's, Dales &amp; Mapperley</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	21.58			27.42	28.59	See below
<p>Average void re-let time (calendar days) – Dales 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	43.26			26	31.24	<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>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) – Mapperley 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	6.83			26.05	22.75	The target was achieved during this period

<p>Average void re-let time (calendar days) – St Anns 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	24.21			26.82	26.48	The target was achieved during this period
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### AC6-4b 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 - St ann's, Dales & Mapperley  <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>		29			29	25	See below
Number of lettable voids – Dales 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>		10			6	5	At the end of the period there were 14 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 – Mapperley 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	At the end of the period there were 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 – St Anns Ward		18			22	18	At the end of the period there were 32 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

*Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.*

joint working to minimise the time properties remain empty











### AC6-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – Dales 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	See below
Number of empty properties awaiting decommission – Mapperley 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>		2			0	0	None at present
Number of empty properties awaiting decommission – St Anns Ward  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being</i>		1			0	0	None at present

<i>decommissioned and / or demolished.</i>							
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## AC6-5 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 - St ann's, Dales & Mapperley  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	93.48%			96.83%	94.46%	Performance is just below the target. We are now starting to investigate the reasons behind NTQ to obtain a clearer picture to sustain tenancies.
Percentage of new tenancies sustained - Dales Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	96.88%			98.57%	91.76%	Performance is just below the target. We are now starting to investigate the reasons behind NTQ to obtain a clearer picture to sustain tenancies.
Percentage of new tenancies sustained - Mapperley 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%	88.46%	
Percentage of new tenancies sustained - St Anns Ward  <i>Note: This PI measures the number of new tenants who are still in their</i>	96.5%	91.44%			95.77%	96.26%	Staff are working hard to maintain customer focus towards those tenancies that at are most risk

*tenancy 12 months later.*

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