









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%	78.81%			79.17%	88.27%	Only three cases not resolved by first intervention as further action was needed before case could be closed.
% 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%	99.34%			97.92%	96.94%	100% this month so another 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>		172			238	215	.
Tenant satisfaction with the ASB	87.00%	87.74%			87.25%	86.53%	The % of customers either very or fairly satisfied with how their case of anti-social behaviour was handled in Q3

<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 88.1%. Performance in Q3 has exceeded the target of 87%.</p> <p>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 42 surveys were completed during Q3; this is a return rate of 41%</p> <p>The speed of the interview, the support provided by HPM's and advice given were the strongest performing areas. It is pleasing to see that support provided by HPM's and the advice given has improved when compared with Q2. The lowest performing area was ease of contacting a member of staff to report anti-social behaviour, with 83% of respondents either very or fairly satisfied, this is usually an area of strong performance, further analysis will be undertaken to understand the reasons for this.</p> <p>Positive feedback received in Q2 includes: "The Patch Manager was very good at keeping in contact, they were very understanding of the issue" "I am very happy with all of the support my HPM provided and I have not had any issues since the case has been closed" "I have no problems anymore, my HPM was good, they helped me out"</p>
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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%	96.61%	✓	↑	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%	96.73%	✓	↑	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%	96.33%	✓	↑	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%	100.85%			100.56%	100.29%	<p>This performance indicator is well ahead of the target of 100%, although slightly behind the same point last year. The slight drop may be accounted for by the roll out of Universal Credit (UC) in Nottingham this quarter. There are currently just over 1,000 UC cases amongst NCH tenants with total arrears of £290,432. We are continuing our Rent First campaign to support tenants with making rent payments and managing their money.</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>	0.3%	0.2%			0.37%	0.36%	<p>This performance indicator is well within target. We have reduced evictions year-on-year and this year to date we have carried out 45 evictions, this compares with 81 at the same point last year.</p>

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 & 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	21.71			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	40.48			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	21.94			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>		27			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>		6			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>		3			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









<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>							<p>joint working to minimise the time properties remain empty</p>
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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%	93.73%			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%	96.67%			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%	91.89%			95.77%	96.26%	Staff are working hard to maintain customer focus towards those tenancies that at are most risk

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