









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









Generated on: 14 May 2019

### 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%	84.91%			85.09%	95.92%	Case which required multiple interventions to resolve closed this month
% 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%	96.23%			93.86%	97.96%	PI has been at 100% for last three months
Number of new ASB cases – Central region  <i>Note: Data for this PI is only available by Housing Office.</i>		90			92	129	Reduction in overall number of cases following transfer of Area 5 management to St Anns
Tenant satisfaction with the ASB service	87.00%	82.69%			87.25%	86.53%	The % of customers either very or fairly satisfied with how their case of anti-social behaviour was handled in Q4 2018/19 is 67.92. Performance in Q4 has fallen below the 87% target. Work is underway identify the reason and to develop a plan of action for improvement.





<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>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 53 surveys were completed during Q2; this is a return rate of 41%</p> <p>Case quality assurance is a top priority and we will continue to deliver victim focused case supervision with a move towards reflective practice. This will provide an opportunity for managers to quality assure the work of Housing Patch Managers, encourage reflection and ensure victim focused case management.</p>
--	--	--	--	--	--	--	---

## 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%	97.33%			94.99%	96.07%	WS-May 2019 Performance is above target at 97.34%. Repairs continue to develop the service to ensure we complete as many repairs as possible Right First Time and within target. All Trade Colleagues have recieved core skill training in all basic trades to help increase Right First Time performance.
% of repairs completed in target – Arboretum ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.31%			94.83%	95.44%	WS-May 2019 Performance is above target at 97.18%. Repairs continue to develop the service to ensure we complete as many repairs as possible Right First Time and within target. All Trade Colleagues have recieved core skill training in all basic trades to help increase Right First Time 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%	96.65%			95.13%	94.79%	WS-May 2019 Performance is above target at 96.61%. Repairs continue to develop the service to ensure we complete as many repairs as possible Right First Time and within target. All Trade Colleagues have recieved core skill training in all basic trades to help increase Right First Time performance.
% of repairs completed in target – Radford & Park Ward	96%	97.54%			95.02%	96.75%	WS-May 2019 Performance is above target at 97.64%. Repairs continue to develop the service to ensure we complete as many repairs as possible Right First Time and within target. All Trade Colleagues have recieved



<i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>							core skill training in all basic trades to help increase Right First Time performance.
---	--	--	--	--	--	--	--

### 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%	100.42%			100.56%	100.29%	<p>This indicator is ahead of target, we have collected more than the 100% set. It is slightly down on the same point last year, which saw an out turn of 100.68%. However this is to be expected to some extent with the roll out of Universal Credit and the impact of tenants now having to pay rent instead of this being covered by Housing Benefit. We are expanding the team and creating a new Universal Credit Team to meet this challenge in the new financial year. We will also continue our "Rent First" approach.</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%	0.25%			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>

### 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	17.53			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	20.96			18.47	14.66	The target was met during this period
<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	11.82			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	19.76			30.4	24.81	The target was met during this period.
--	----	-------	--	---	------	-------	--







### 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>		11			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>		2			5	4	There are currently two 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>		1			0	1	There is currently one void in the Ward
Number of lettable voids – Radford & Park Ward		8			3	4	There are currently eight 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>							
---	--	--	--	--	--	--	--

### 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>		74			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>		74			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%	96.73%			98.71%	92.81%	PI fractionally under target- analysis to be carried out on current terminations to analyse any trends; 2x NTQ lodging, 1x refused after commenced; 1 x rent eviction
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%	100%			100%	93.75%	Sustainability level remains on target
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%	95.7%			97.83%	87.84%	Addresses to be analysed to look for any patterns to underperformance- 2x NTQ lodging; 1 x Eviction rent; 1xrefused after commenced; 1x NTQ private rented

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

--	--	--	--	--	--	--	--