









Area report - Aspley, Bilborough & Leen Valley









Generated on: 11 May 2019

AC3-1 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 – Aspley <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%	80.99%			89.54%	97.37%	Performance below target, however a number of cases have now either been resolved at Court Stage or are awaiting court dates for enforcement action.
% of ASB cases resolved – Aspley <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%			100%	99.39%	Fantastic work by the team to maintain high standards of case management and outcomes
Number of new ASB cases – Aspley <i>Note: Data for this PI is only available by Housing Office.</i>		297			309	525	Performance remains strong within the team in terms of tackling a varying type of Anti-Social Behaviour within the Ward. We are currently carrying the highest number of cases Citywide, however we are working closely with our partners in Community Protection to bring successful resolutions in many cases.
Tenant satisfaction with the ASB	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





<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 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> <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>
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AC3-2 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 - Aspley, Bilborough & Leen Valley <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.21%			93.8%	95.55%	WS-May 2019 Performance is above target at 97.21%. 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 received core skill training in all basic trades to help increase Right First Time performance.
% of repairs completed in target – Aspley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.24%			93.73%	95.45%	WS-May 2019 Performance is above target at 97.24%. 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 received core skill training in all basic trades to help increase Right First Time performance.
% of repairs completed in target – Bilborough Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.21%			94.01%	95.49%	WS-May 2019 Performance is above target at 97.21%. 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 received core skill training in all basic trades to help increase Right First Time performance.
% of repairs completed in target – Leen Valley Ward	96%	97.1%			93.08%	96.41%	WS-May 2019 Performance is above target at 97.1%. 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 received



<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.
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AC3-3 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>

AC3-4a 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 - Aspley, Bilborough & Leen Valley</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	18.48			25.61	30.45	See below
<p>Average void re-let time (calendar days) – Aspley 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	17.47			30.82	33.64	<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) – Bilborough 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	25.05			22.56	29	<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) – Leen Valley 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	24.12			29.69	25.35	<p>The target was not met during this period. 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>
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AC3-4b 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 - Aspley, Bilborough & Leen Valley <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>		33			46	27	See below
Number of lettable voids – Aspley 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>		18			24	13	The number of empty homes dropped by one during this period
Number of lettable voids – Bilborough 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			19	13	The number of empty homes dropped by two during this period
Number of lettable voids – Leen Valley Ward		5			3	1	The number of empty homes increased by one during this period

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









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AC3-4c 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 - Aspley, Bilborough & Leen Valley</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>		2			0	0	See below
<p>Number of empty properties awaiting decommission – Aspley 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 – Bilborough 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>		2			0	0	There are two properties awaiting demolition to allow for a proposed new build development

<i>decommissioned and / or demolished.</i>							
<p>Number of empty properties awaiting decommission – Leen Valley 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

AC3-5 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 - Aspley, Bilborough & Leen Valley <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>		97.55%			99.09%	94.94%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Aspley Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	97.77%			98.9%	93.85%	Performance is slightly below target, however the team are working hard with partners and other NCH officers to sustain tenancies wherever possible.
Percentage of new tenancies sustained - Bilborough Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	97.35%			99.06%	95.27%	Performance is slightly below target, however staff are working hard to sustain tenancies where possible. This is in conjunction with partners and other NCH Officers in the Tenancy Sustainment Teams.
Percentage of new tenancies sustained - Leen Valley Ward <i>Note: This PI measures the number of new tenants who are still in their</i>	96.5%	97.73%			100%	98.04%	Performance is only slightly under target, which shows the hard work staff have committed to sustaining tenancies where possible.

tenancy 12 months later.

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