


## Bestwood Area Performance Bulletin


### 1.0 % of new tenancies sustained

Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
		Status		Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	
TEM10B-BES-SUS	Bestwood		96.5%	93.48 %	99.05 %	96.23 %	96.88 %	95.18%	95.18%	95.87%	96.56%	96.23%	96.88%	Daniel Pickard 20-May-2019 Housing Patch Managers are working closely with tenancy sustainment and rents to address this. Links are also being made with the leaving care team

### 2.1 % of new tenancy visits where access was gained with target

Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
		Status		Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	
NTV-Bestwood	Bestwood		92%	96.61 %	99.63 %	98.31 %		100%	100%	95.65%	92.31%	92.31%		Daniel Pickard 20-May-2019 Performance remains above target and shows the commitment of the team to actively access properties at the start of the tenancy

### 2.3 Intro to secure (tem16)

Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
		Status		Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	
TEM16-Bestwood	Bestwood		100%	100%	100%	88.86 %		97.22%	97.06%	77.63%	79.59%	75.56%		Daniel Pickard 20-May-2019 dip in performance but this is being picked up in staff 1-2-1's to get within target. This is also due to rent action being taken so

Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value


Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
						therefore we are unable to make the properties secure

**2.4 % of regular tenancy visits completed**

Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value
RTV-Bestwood	Bestwood		92%	91.95 %	54.84 %	58.62 %	

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
52.63%	22.22%	43.48%				Daniel Pickard 20-May-2019 properties that require visits are being completed

**5.1 ASB - % of ASB resolved by first intervention**


Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value
ASB9-BESTWOOD	Bestwood		85%	95.5%	95.05 %	92.35 %	

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
100%	87.5%	100%	93.33%	100%		Daniel Pickard 20-May-2019 performance remains above target and shows the commitment of the team and the seriousness in which they deal with anti-social behaviour

**5.2 ASB - % of ASB cases resolved**


Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	

Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value
ASB1-Bestwood	Bestwood		99%	100%	100%	100%	


Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
100%	100%	100%	100%	100%		Daniel Pickard 20-May-2019 performance remains above target and shows the commitment of the team and the seriousness in which they deal with anti-social behaviour

### 5.3 ASB - % of complainant interviews completed in target

Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value
ASB5-Bestwood	Bestwood		100%	100%	98.15%	97%	


Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
100%	100%	100%	100%	100%		Daniel Pickard 20-May-2019 Excellent performance this month where all interviews were completed within target and shows that the team are being proactive in managing ASB

### 5.4 ASB - % of perpetrator interviews completed in target

Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value
ASB8-BESTWOOD	Bestwood		100%	100%	100%	98.17%	

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
100%	100%	87.5%	100%	100%		Daniel Pickard 20-May-2019 Excellent performance this month where all interviews were completed within target and shows the commitment of the team in dealing with ASB

### 5.5 ASB - % of case reviews completed in target

Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value
ASB107-BESTWOOD	Bestwood		100%	100%	100%	99.76%	

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
100%	100%	100%	100%	100%		Daniel Pickard 20-May-2019 Excellent performance this month where all interviews were completed within target and shows that the team are being proactive in managing ASB

### 5.8 Med - % Satisfied with the mediation service

Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value
Com-Med-Q001	Customer Survey		85%	100%	100%		

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
						Luke Walters 01-Nov-2018 St Ann's continue to use the mediation service as a tool to resolve cases where appropriate.

### 5.9 Med - Cases referred to the Community Mediation Service


Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value
Com-Med001-Best	Bestwood			10	7	12	

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
0	0	2	4	2		Daniel Pickard 29-Mar-2018 Referrals continue to be made to community mediation service, where appropriate.

### 6.0 % of Garages that are vacant


Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	

Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value
TEM7-BES	Bestwood			54.18 %	55.73 %	50.66 %	51.31 %

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
53.87%	53.79%	52.61%	52.19%	50.66%	51.31%	Daniel Pickard 27-Nov-2018 Housing Officers and Housing Patch Managers have been encouraging the rental of garages with each contact made with customers in order to increase take up.

### 7.3 CCC - % of members casework responded to within target

Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value
CCC9-Bestwood	Bestwood		99%	100%	98.85 %	100%	

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
100%	100%	100%	100%	100%		Daniel Pickard 20-May-2019 All current enquiries within target and councillors are kept up to date