


## 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
		Statu s		Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	
TEM10B- BUL- SUS	Bulwell and Bulwell Forest		96.5%	92.04 %	98.19 %	95.94 %	95.6%	95.94%	95.94%	95.91%	95.22%	95.94%	95.6%	<p>Elira Mano 08-Feb-2019 Bulwell continues to be a very deprived area in the city where tenants likelihood to experience Domestic Violence or ASB.</p> <p>Housing Patch Managers provide support and advice to tackle the ASB at an early stage and therefore support vulnerable tenants to sustain their tenancies.</p> <p>Out of 269 new tenancies, 11 tenancies were not sustained within the last 12 months. We will remain focussed on making sure that support is available to our tenants to sustain their tenancies.</p>

### 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
		Statu s		Value	Value	Value	Value	Value	Value	Value	Value	Value		
NTV- Bulwell	Bulwell and Bulwell Forest		92%	89.04 %	96.71 %	99.05 %		100%	96.15%	100%	100%	100%		<p>Elira Mano 08-Feb-2019 January's target met and exceeded showing commitment of the team to access properties within the required time frame</p>

### 2.3 Intro to secure (tem16)

Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
		Status		Value	Value	Value	Value
TEM16-Bulwell	Bulwell and Bulwell Forest		100%	100%	99.16 %	91.72 %	

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
95.45%	100%	85.29%	78.95%	78.85%		Elira Mano 08-Feb-2019 January's performance is not met, where 3 out of 22 visits was not completed within target. AHM analysing if there are any mitigating factors, which have meant this target has been missed. This will include sensitivity of the tenancy and reasons why a visit is not possible. This will be recorded on Northgate as to the reason why, alternatively this will be addressed with individual HPMs why targets were not met and this will be discussed formally during performance 1-2-1s so targets are not missed in future.

### 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-Bulwell	Bulwell and Bulwell Forest		92%	57.38 %	13.13 %	79.51 %	

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
76.92%	42.86%	73.33%				Elira Mano 03-May-2017 During this quarter, the HPMs have carried out 84 visits out of 200 required (42%). Whilst the target has not been met, HPMs are trying to complete as many visits as possible. As Bulwell Housing office has only got 5 HPMs they are required to be office based more often than larger offices. As a result they have less time to allocate for their visits. In addition Bulwell has got the highest percentage of turnover, (all 5 HPM have top 5 highest percentage of turnover) therefore HPMs complete the highest number of NTVs and ITRs throughout the city. Finally in the last quarter we have been one HPM short, therefore we have operated with 80% capacity.

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	
						Nevertheless we will ensure that performance improves and priority visits are completed. TEM will continue to discuss this PI with the team at least once a month on the team brief and addressing any issues in the one to ones.

### 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-BULWELL	Bulwell and Bulwell Forest		85%	94.35 %	92.83 %	80.19 %	

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
86.36%	83.33%	77.78%	66.67%	63.64%		Elira Mano 08-Feb-2019 Performance not met this month. AHM will continue to maintain robust monitoring through one to ones and TEM React Reviews.

### 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
ASB1-Bulwell	Bulwell and Bulwell Forest		99%	100%	99.1%	99.03 %	

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
95.45%	100%	100%	100%	100%		Elira Mano 08-Feb-2019 Excellent performance this month where all cases were successfully resolved. This reflects robust case management where regular meetings regarding cases ensuring correct direction is taken at an early stage. In addition, this is reflective of the customer focused ASB service and effective partnership working.

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	
						Customers are kept informed about their case and speed in which the case was dealt with. We will continue to have a focus on the frequency of victim contact and quality of information and updates provided to victims.

### 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-Bulwell	Bulwell and Bulwell Forest		100%	97.3%	97.41%	97.65%	


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%		Elira Mano 08-Feb-2019 Excellence performance this month where all interviews were completed within target  In addition, we will continue to have a focus on the frequency of victim contact and quality of information and updates provided to victims.

### 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-Bulwell	Bulwell and Bulwell Forest		100%	98.18%	94.37%	95.74%	

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
100%	100%	100%	77.78%	87.5%		Elira Mano 08-Feb-2019 Excellent performance this month where all cases were managed within target. HPM's are managing case load effectively and ensuring all actions are recorded on ReACT. This is achieved through robust monitoring and scrutiny of the cases

### 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-BULWELL	Bulwell and Bulwell Forest		100%	99.47%	98.71%	98.16%	

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%		Elira Mano 08-Feb-2019 Excellent performance this month where all 65 case reviews conducted by Area Housing Managers were carried out ensuring correct direction is taken at an early stage

### 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-Bul	Bulwell and Bulwell Forest			6	9	9	

Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
Value	Value	Value	Value	Value	Value	
1	1	1	1	1		

### 6.0 % of Garages that are vacant


Code	Area	2013/14	Current Target	2016/17	2017/18	2018/19	2019/20
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Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Latest Note
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		Statu s		Value	Value	Value	Value
TEM7- BUL	Bulwell and Bulwell Forest			36.46 %	37.42 %	38.06 %	38.06 %

Value	Value	Value	Value	Value	Value	
36.56%	36.34%	36.77%	36.77%	38.06%	38.06%	Elira Mano 18-Sep-2018 Out of 465 garages at the moment we have 174 vacant garages.

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

Code	Area	2013/ 14	Current Target	2016/17	2017/18	2018/19	2019/20
		Statu s		Value	Value	Value	Value
CCC9- Bulwell	Bulwell and Bulwell Forest		99%	97.96 %	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%	Elira Mano 08-Feb-2019 Excellent performance this month where all new cases have been responded within target to support the Councillors as well as tenants' enquiries.