









## Area report – Dales, Mapperley and St Ann's







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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%	80.11%			79.17%	88.27%	Slightly off target with three cases not resolved at first intervention due to additional enforcement action being required. Moving forward AHM's will continue with regular ASB 1-2-1's to ensure robust management of cases.
% 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%	99.45%			97.92%	96.94%	Strong performance from the team. 100% target met.
Number of new ASB cases – St Ann's  <i>Note: Data for this PI is only available by Housing Office.</i>		218			238	215	
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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## 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%	96.8%			93.27%	94.35%	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 – Mapperley Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.51%			93.67%	95.18%	WS-May 2019 Performance is above target at 96.73% .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 – St ann's Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.6%			92.78%	94.89%	WS-May 2019 Performance is above target at 96.33% .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.

### 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%	100.42%			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>

### 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 &amp; 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	20.39			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	36.03			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	8.34			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	20.12			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>		28			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>		3			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>		5			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		20			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

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

joint working to minimise the time properties remain empty











### 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>		2			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%	95.02%			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%	95.38%			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%	94.27%			95.77%	96.26%	Staff are working hard to maintain customer focus towards those tenancies that at are most risk

*tenancy 12 months later.*

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