









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%	80.57%			79.17%	88.27%	Target met this month by HPMs taking ownership and managing cases effectively so complainants are involved and updated each step of the way with their 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%	99.43%			97.92%	96.94%	AHM has emailed the BID team to find out which ASB case was not resolved in May as this is 100% according to ReACT.
Number of new ASB cases – St Ann's <i>Note: Data for this PI is only available by Housing Office.</i>		200			238	215	
Tenant satisfaction with the ASB	88.50%	82.69%			87.25%	86.53%	Cumulative Performance for the quarter shows performance has not been met by a slight margin

<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>However for the month of June alone it has been exceeded. We will continue to ensure overall satisfaction is acheieved</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 received 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 received 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 received 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>At 98.72% this indicator is behind target and slightly behind the position at the same point last year. However we would expect the collection rate to remain below 100% until the rent free week in August when the rate improves, as a result of the impact of the rent free week. As no rent is charged on week 22 but there will be rent paid, the impact is to bring our performance above 100%.</p> <p>We are continuing to promote the "Rent First" message both amongst tenants and colleagues. The impact of Universal Credit is being felt, with UC arrears now above £1 million, however we are working on our processes to deal with UC cases to ensure that we are being as effective as possible.</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 & 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>		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>	25	20.12			26.82	26.48	The target was achieved during this period







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

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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 Ann's 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>		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 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	
<p>Number of empty properties awaiting decommission – Dales 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	See below
<p>Number of empty properties awaiting decommission – Mapperley 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>		2			0	0	None at present
<p>Number of empty properties awaiting decommission – St Ann's 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>		2			0	0	None at present

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 Ann's Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</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