

Yardley District

End of Year Performance Narrative

Quarter 4 2015/2016

Anti-Social Behaviour	<p>In Quarter 4, 100% of ASB cases in the Yardley District were responded to within timescale.</p> <p>In Quarter 4, 100% cases were also closed successfully. There were 66 cases closed in Quarter 4</p> <p>ASB cases are reviewed fortnightly and action plans are agreed between the customer, support agencies and the ASB officers. Interventions include targeted work with Aquarius, Women's Aid, Addaction, Safe, Phoenix Futures, Mind and Brave. This allows for a balanced approach between enforcement, intervention and diversionary activity. The ASB team continue to work in partnership with the Think Family Team delivering targeted support to families with complex needs. We also work with Shelter in respect of intensive family support provisions and we also work in partnership with the Police and Community Safety colleagues.</p> <p>There were 123 new cases of ASB reported in Quarter 4 of which 4 were hate crime.</p> <p>There is 1 Think Family Support Officers based at the Lea Hall East Quadrant Office. They worked with a total of 22 cases during Quarter 4.</p>
Introductory Tenancies	<p>In Quarter 4, 4.2% of Introductory Tenancies were not made secure against a target of 8%. The main reason for not making tenancies secure was arrears of rent.</p>
Voids and Lettings	<p>Overview</p> <p>In Quarter 4 105 void properties were let at an average void turnaround of 19.50 days. The city target is 30 days. 88 of the voids let in the quarter were non sheltered at a turnaround of 17.10 days.</p> <p>17 sheltered voids were let during the period at an average turnaround of 31.88 days.</p> <p>The contractor Mears repaired the voids at an average of 14.95 days.</p>

	<p>Average Void Turnaround</p> <p>The average days from FFL to TSD were 10.10 days against a target of 10 days. This target was affected by the 17 sheltered voids prove harder to let than non-sheltered voids.</p> <p>Average days for keys to contractor was-2.80 days against a target of 1 day.</p> <p>This quarter was an outstanding achievement by my voids team who during February achieved the lowest void turnaround time for the year. The month of March in particular was a tough period with the immobilisation of the repairs contract. The east performance for the year was the best throughout the city.</p>
Repairs	<p>Percentage of RTR (Right to repair)completed on time:</p> <p>Yardley District has achieved a response time of 98% against the City target of 98% in the last month of 2015/2016.</p> <p>Average time taken to complete repairs that are not RTR:</p> <p>Performance for the last month is 10.1 days which meets the City standard of 30 days.</p> <p>Percentage of works overdue by more than 5 days as a proportion of jobs received:</p> <p>The District performance 4.7% against the City standard of 15% - 20% for the last month.</p> <p>The year to date KPIs for the Mears contract is all green at contract end.</p>