

Hodge Hill District

Performance Narrative

Quarter 1 2016 / 2017

Anti Social Behaviour	<p>In Quarter 1, 97.3% of cases were closed with a successful outcome which exceeds the City target. This represents 112 cases successfully closed in the first quarter of 2016/2017.</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.</p> <p>In the first quarter of 2016/2017 Hodge Hill District received 139 new ASB Complaints of which 3 reports were on the grounds of hate crime.</p> <p>Hodge Hill District currently has 106 live ASB cases which is a small increase on the last quarter.</p> <p>ASB cases responded to within target time are showing at 99% for the first quarter Think Family are currently working with 20 families across the East Quadrant.</p>
Introductory Tenancies	<p>In Quarter 1 only 6.4% of Introductory Tenancies for Hodge Hill were not made secure which is below the target of 8% . The principal reason for not making these tenancies secure is rent arrears. The performance report is under review to consider whether the data and target are in an accurate and meaningful format.</p>

Voids and Lettings	<p>Overview</p> <p>In Quarter 1, 113 void properties were let at an average turnaround of 23.01 days which is slightly higher than the last Quarter. The city target is 28 days.</p> <p>Sheltered voids let in the quarter were at a turnaround of 24 days</p> <p>Average Void Turnaround</p> <p>The average days from FFL to TSD was 15.12 days against a target of 10 days. This target is affected by the sheltered voids which prove harder to let than non-sheltered voids</p> <p>This quarter's performance is well within the Corporate target of 28 days.</p>
Repairs	<p>Percentage of RTR (Right to repair) completed on time:</p> <p>There is no District breakdown available but the City Wide Performance shows 88.4% against the City target of 92.6% in the last month of 2015/2016.</p> <p>Average time taken to complete repairs that are not RTR:</p> <p>There are no performance figures for this Quarter on a District level.</p> <p>Percentage of works overdue by more than 5 days as a proportion of jobs received:</p> <p>There are no District performance figures for this Quarter.</p>

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