

## **Hall Green District**

### **Performance Narrative** **Quarter 2 2016 / 2017**

<b>Anti Social Behaviour</b>	<p>In Quarter 2, 88.9% of cases were closed with a successful outcome which exceeds the City target. The target is 92% and the reason for the dip in number of cases closed successfully was due to a training issue identified and now resolved. This will ensure that Quarter 3 performance will show an 'improvement' in this figure. This represents 36 cases successfully closed in the second 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 second quarter of 2016/2017 Hall Green District received 69 new ASB Complaints. There were 3 complaints on the grounds of hate crime.</p> <p>Hall Green District currently has 54 live ASB cases which is slight increase on the last quarter.</p> <p>ASB cases responded to within target time are again showing at 100% for the second quarter</p>
<b>Introductory Tenancies</b>	<p>In Quarter 2 there were no Introductory Tenancies that were not made secure. The city target is 8%.</p>

<b>Voids and Lettings</b>	<p><b>Overview – Hall Green District</b></p> <p>In quarter 2, 20 void properties were let at an average void turnaround of 16.40 days. The city target is 28 days.</p> <p>16 of the voids let in the quarter were non sheltered at a turnaround of 15.44 days.</p> <p>4 sheltered voids were let during the period at an average turnaround of 20.25 days.</p> <p>The contractor Wates repaired the voids at an average of 8.15 days.</p> <p><b>Average Void Turnaround</b></p> <p>The average days from FFL to TSD was 15.50 days against a target of 10 days. This target was affected by 2 low demand sheltered voids and 3 low demand house conversion flats which had additional viewings.</p> <p>The average days for keys to contractor was - 3.70 days against a target of 1 day.</p> <p>The void turnaround for this district is by far the best in the city for this quarter.</p>
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