

## Yardley District

### End of Year Performance Narrative

#### Quarter 1 2015/2016

<b>Anti-Social Behaviour</b>	<p>In Quarter 1, <b>100%</b> of ASB cases in the Yardley District were responded to within timescale. This is due to system error and cases put on by the call centre in error.</p> <p>In Quarter 1, <b>100%</b> cases were also closed successfully.</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 are 2 Think Family Support Officers based at the Lea Hall East Quadrant Office. They worked with a total of 27 cases during Quarter 1.</p> <p>There were 4 new Hate Crimes reported in Quarter 1</p>
<b>Lodgers in Occupation</b>	<p>In Quarter 1 there are <b>2</b> live cases in Yardley where Lodgers have been left in occupation of dwelling (LIOs).</p>
<b>Voids and Lettings</b>	<p>During Quarter 1 we let 460 properties. Our performance for average day's turnaround was 22 days against a target of 30 days.</p> <p>Fit for Let (FFL) to Tenancy Start Date (TSD)</p> <p>FFL to TSD performance is 14.1 days against a target of 10 days. The reason for this is due to the long term difficult to let properties.</p> <p><u>Sheltered voids</u></p> <p>Average days voids turnaround on void sheltered properties is 28 days for Yardley. The total number of current voids in quarter 1 is 22</p>

<b>Rents</b>	<p>The total percentage of rent collected in Quarter 1 is 97.8% against a target of 94.7%</p> <p>The current amount of rent in Quarter 1 is £1,440,368.10</p>
<b>Repairs</b>	<p><b>Percentage of RTR (Right to repair) jobs completed on time:</b></p> <p>Yardley District has achieved a response time of 99.4% as performance for Quarter 1 against the City target of 98%.</p> <p><b>Average time taken to complete repairs that are not RTR:</b></p> <p>Performance for this quarter is 10.6 days for the District, against the City standard of 11 days.</p> <p><b>Percentage of works overdue by more than 5 days as a proportion of jobs received:</b></p> <p>The District has achieved 15.3% against the City standard of 20%.</p>
<b>Estate Assessments</b>	<p>All our estates have a twice yearly assessment and these have been completed for Yardley. A score of 29+ is rated as excellent and the Yardley conditions of estates score is 32.7</p>