Sutton Constituency

Performance Narrative

Quarter 1 April – June 2017

Anti Social Behaviour Green (Pages 18-25)	We have received 45 ASB cases in Quarter 1 down by 11 on Quarter 4, across Category A, B and C type. Out of the 10 constituencies Sutton sits 10th for the amount of cases received which is 3.14% of
	the total City cases. As a snapshot we have 56 cases open, up by 8 Quarter 4. Percentage of cases responded to on time = 100%. For the City = 98%
	Breakdown on performance responded to on time –
Amber	CAT A – 24hrs = 100%
Green	CAT B – 5 days = 100%
Green	CAT C – 10 days = 100%
	Cases close successfully for Sutton = 100%
Estates and Tenancy	High Rise Blocks
Management Green	75%% of High Rise blocks rated good or better, the target is 72%.
(Pages 27-28)	Low Rise Blocks
	100% of low rise blocks rated good or better, target is 99%.
(Page 29)	Unlawful Occupiers
(Page 29) No Target Set	Unlawful Occupiers more than 12 weeks as a snapshot equal 1. For the City cases are down by 42 on Quarter 4.
	Cases can be complex but are managed robustly at a local level, but the process to go for possession is reliant on the legal system and getting an early court date.
Green	Introductory Tenancies
3.0011	Introductory Tenancies over 12 months stand at

(Page 30)	0.00% same as Quarter 4, joint best in the City. We have a target of 8%. Reason for not made secure is due to the intro being extended by 6 months due to ASB or rent arrears.
	Estate Assessments
(Page 31) Green	We carry out twice per year, April and September Assessment 1 with residents based on 8 questions. Examples, litter, graffiti, vandalism, hard and soft landscapes etc.
	Sutton scored 33.0 out of a possible 40, which equates to achieving an excellent score. Compared to the 10 constituencies Sutton scored the highest score.
Rent Collection	Sutton rent collected as a % = 97.65%. No Quarterly targets set. Note compared to City Collection 96.31% Sutton collected 1.34% more.
Amber	Sutton arrears as a snapshot = £314,234 increased by £32,577 on Quarter 4. Overall on Quarter 1 as a City perspective arrears are over target by £79,626.
(Page 11-12)	2.1, p2.1,p23.1.2 a.13 a.13 a.13 a.13 a.13 a.13 a.13 a.13

Of the Business Area's with a target, Sutton was in **Green** on all 4 counts and **Amber** on 1.

NARRATIVE RESPONSES TO PERFORMANCE ARE PROVIDED TOWARDS FRONT OF REPORT ON VOIDS & LETTINGS, REPAIRS SERVICE AND HOUSING CUSTOMER SERVICE HUB.