

## **Hall Green District**

### **Performance Narrative**

#### **Quarter 4 2016 / 2017**

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| <b>Anti-Social Behaviour</b>  | <p>In Quarter 4, 100% of cases were closed with a successful outcome which exceeds the City target. This represents 34 cases successfully closed in the last 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 fourth quarter of 2016/2017 Hall Green District received 34 new ASB Complaints of which 1 report were on the grounds of hate crime.</p> <p>Hall Green District currently has 75 live ASB cases.</p> <p>ASB cases responded to within target time are showing at 98% for the fourth quarter<br/>Think Family are currently working with 21 families across the East Quadrant.</p> |
| <b>Introductory Tenancies</b> | <p>In Quarter 4 there were no Introductory Tenancies which were not made secure which is well below the target of 8%. The performance report is under review to consider whether the data and target are in an accurate and meaningful format.</p>  |
| <b>Voids and Lettings</b>     | <p><b><u>Overview</u></b></p> <p>In Quarter 4, 25 voids were let at an average turnaround of 35.60 days.</p> <p>22 Non-Sheltered voids had a turnaround of 35.41 days.</p> <p>3 voids let in the quarter were sheltered which currently prove hard to let and these Sheltered voids had a turnaround of 37.00 days.</p> <p><b><u>Average Void Turnaround</u></b></p> <p>The average days from FFL to TSD was 8.40 days against a target of 10 days</p>  |

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|                | <p>The average days for keys to contractor were -2.32 days against a target of 1 day.</p> <p>The Hall Green district void turnaround was over the target but was affected by 2 voids that totalled nearly 200 days between them to be repaired due to the poor condition they were returned from the outgoing Tenants. On top of this, it took a further 6 weeks for the one void to be allocated due to severe anti-social behaviour issues from a neighbour.</p> <p>There were also issues with a high number of gas central heating installations which delayed the period between fit for letting and the tenancy start date. The contractor will not fit new heating systems on an empty property for security reasons.</p> <p>Sheltered high-rise properties continue to distort void turnaround due to low demand.</p>   |
| <b>Repairs</b> | <p><b>Percentage of Right To Repair jobs completed on time - Target 87.9% to 92.6%</b></p> <p>Hall Green's performance out turn was 88.7% which is above standard target and Amber although overall City performance was Red.</p> <p><b>We will respond to emergency repairs within 2 hours - Target 98.1%</b></p> <p>Hall Green's Performance out turn was 95.7%. This is Red against a very challenging 98.1% KPI Target. BCC Client Team continues to work with contractors to improve performance further. However it should be noted that when contractors respond in fractionally over 2 hours and complete the job the performance will still fail the KPI target. So if a contractor responds in 2 hours and 5 minutes and completes the job to the tenant's satisfaction they will still fail the KPI target. This demonstrates just how challenging this target is in rightly driving a rapid response for our tenants.</p> |