

## **Hodge Hill District**

### **Performance Narrative** **Quarter 4 2015 / 2016**

<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 94 cases successfully closed in the fourth quarter of 2015/2016.</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 2015/2016 Hodge Hill District received 114 new ASB Complaints of which 4 reports were on the grounds of hate crime.</p> <p>Hodge Hill District currently has 95 live ASB cases.</p> <p>ASB cases responded to within target time are showing at 100% for the fourth quarter Think Family are currently working with 30 families across the East Quadrant.</p>
<b>Introductory Tenancies</b>	<p>In Quarter 4 only 3.7% of Introductory Tenancies for Hodge Hill 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>Overview</b></p> <p>In Quarter 4, 102 void properties were let at an average void turnaround of 20.58 days. The city target is 30 days. 93 of the voids let in the quarter were non sheltered at a turnaround of 20.60 days, 9 sheltered voids were let during the period at an average turnaround of 20.33 days.</p> <p>The contractor Mears repaired the voids at an average of 18.85 days.</p>

	<p><b>Average Void Turnaround</b></p> <p>The average days from FFL to TSD were 10.98 days against a target of 10 days. This target was affected by the 9 sheltered voids which prove harder to let than non-sheltered voids.</p> <p>The average days for keys to contractor were - 2.53 days against a target of 1 day.</p> <p>This quarter was an outstanding achievement by my voids team who during February achieved the lowest void turnaround time for the year. The month of March in particular was a tough period with the immobilisation of the repairs contract. The east performance for the year was the best throughout the city.</p>
<b>Repairs</b>	<p><b>Percentage of RTR (Right to repair) completed on time:</b> Hodge Hill District has achieved a response time of 98.6% against the City target of 98% in the last month of 2015/2016.</p> <p><b>Average time taken to complete repairs that are not RTR:</b> Performance for the last month is 12.6 days which meets the City standard of 30 days.</p> <p><b>Percentage of works overdue by more than 5 days as a proportion of jobs received:</b> The District performance 6% against the City standard of 15% - 20% for the last month.</p> <p>The year to date KPIs for the Mears contract is all green at contract end.</p>