

Yardley District

End of Year Performance Narrative

Quarter 4 2016/2017

Anti-Social Behaviour	<p>In Quarter 4, 100% of ASB cases in the Yardley District were responded to within timescale.</p> <p>In Quarter 4, 100% cases were also closed successfully. There were 146 cases closed in Quarter 4</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 were 156 new cases of ASB reported in Quarter 4 of which 3 were hate crime.</p> <p>There is 1 Think Family Support Officers based at the Lea Hall East Quadrant Office. They worked with a total of 21 cases during Quarter 4.</p> <p>Legal actions for Yardley District are as follows:</p> <p>1 Individual committed to Prison due to breaching an ASB injunction.</p> <p>3 civil injunctions obtained 2 of which were due to Domestic Abuse.</p>
Introductory Tenancies	In Quarter 4, there were no Introductory Tenancies were not made secure against a target of 8%. The main reason for not making tenancies secure was arrears of rent.
Voids and Lettings	<p><u>Overview</u></p> <p>In Quarter 4, 118 voids were let at an average turnaround of 37.53 days.</p> <p>92 Non-Sheltered voids had a turnaround of 38.21 days.</p> <p>26 voids let in the quarter were sheltered which currently prove hard to let and these Sheltered voids had a turnaround of 35.12 days.</p>

	<p>Average Void Turnaround</p> <p>The average days from FFL to TSD was 13.76 days against a target of 10 days</p> <p>The average days for keys to contractor were -2.81 days against a target of 1 day.</p> <p>The Yardley district void turnaround was over the target but was affected by letting a number of complex voids in the period which added nearly 1300 days to the void turnaround.</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>
Repairs	<p>Percentage of Right To Repair jobs completed on time - Target 87.9% to 92.6%</p> <p>Yardley's performance out turn was 89.4% which is above the standard target. Therefore although City performance is Red, Performance against this KPI in Yardley is Amber and on target.</p> <p>We will respond to emergency repairs within 2 hours - Target 98.1%</p> <p>Yardley's Performance out turn was 95%. 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> <p>We will resolve routine repairs with 30 days – Target 92.6%</p> <p>Yardley's Performance out turn was Green at 95.4% which is well above the 92.6% contractual target.</p> <p>KPI 002 - Work orders completed within timescale – Target 87.9% to 92.6%</p>