

Yardley District

End of Year Performance Narrative

Quarter 2 2015/2016

Anti-Social Behaviour	<p>In Quarter 2, 99% 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 2, 100% 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 20 cases during Quarter 2.</p> <p>There were 6 new Hate Crimes reported in Quarter 2</p>
Lodgers in Occupation	<p>In Quarter 2 there are 3 live cases in Yardley where Lodgers have been left in occupation of dwelling (LIOs).</p>
Voids and Lettings	<p><u>Overview</u></p> <p>During Quarter 2 we let 154 properties. Our performance for average days turnaround was 29.66 days against a target of 30 days.</p> <p>We managed to let 15 sheltered Cat 1 high-rise flat type properties within the period. These 15 properties took an average of 120 days to let and therefore caused the overall average to be higher than the non-sheltered turnaround of 22.74 days.</p> <p><u>Fit for Let (FFL) to Tenancy Start Date (TSD)</u></p> <p>FFL to TSD performance is 16.27 days against a target</p>

	<p>of 10 days. This figure is over the target due to the low demand sheltered high-rise voids as well as a number of mature flats and low-rise flats requiring additional short-lists. The refusal rate for these properties is higher than other voids due either the bedroom tax issue, age restrictions or the small layout of the 3 storey-walk-up type flats.</p> <p>Along with this, tenancy start dates are the Monday following the letting date and therefore we always lose days in void turnaround between the letting date and the tenancy start date.</p>
Rents	<p>The total percentage of rent collected in Quarter 2 is 98.1% against a target of 94.7%</p> <p>The current amount of rent in Quarter 2 is £1,488,212.00</p>
Repairs	<p><u>Overview</u></p> <p>For Quarter 2 all local KPIs are green which puts Mears in a strong position to enter the remaining 6 months of the current contract.</p> <p><u>Percentage of appointments kept</u> City wide this measure is in amber but in Yardley Mears are achieving a performance of 97.9% and is green locally.</p> <p><u>We will respond to emergency repairs in two hours</u> Performance remains within contractual targets and has improved overall in the 2nd quarter 96.9% versus 95.7% in 1st quarter.</p> <p><u>We will resolve routine repairs within 30 days</u> Performance continues to improve with a focus on completing non-urgent repairs. This quarter at 92.6% against 91.6% in 1st quarter.</p> <p><u>Percentage of gas repairs completed within 7 days</u> City wide this target is amber however in Yardley Mears have achieved 91.3% which is above target and green.</p>
Estate Assessments	<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 32.8</p>

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