

Yardley District

End of Year Performance Narrative

Quarter 1 2016/2017

Anti-Social Behaviour	<p>In Quarter 1, 100% of ASB cases in the Yardley District were responded to within timescale.</p> <p>In Quarter 1, 97% cases were also closed successfully. There were 100 cases closed in Quarter 1</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 133 new cases of ASB reported in Quarter 1 of which 3 were hate crime.</p> <p>There is 1 Think Family Support Officer based at the Lea Hall East Quadrant Office. They worked with a total of 20 cases during Quarter 1.</p> <p>Introductory Tenancies</p> <p>In Quarter 1, 3.2% of Introductory Tenancies were not made secure against a target of 8%. The main reason for not making tenancies secure was arrears of rent.</p>
Voids and Lettings	<p>Overview</p> <p>In Quarter 1, 72 void properties were let at an average void turnaround of 23.5 days. The city target is 28 days. Non sheltered voids let in the quarter were at a turnaround of 20.02 days</p> <p>Sheltered voids were let during the period at an average turnaround of 23.5 days which is an improvement.</p> <p>The average days from FFL to TSD was 15.29 days against a target of 10 days. This target was affected by sheltered voids proving harder to let than non-sheltered voids</p>

	<p>This quarter's performance is well within the Corporate 28 day target.</p>
<p>Repairs</p>	<p>Percentage of RTR (Right to repair) completed on time: There are no figures available for each District but City wide the performance was 88.4% against the City target of 92.6% for the first quarter.</p> <p>Average time taken to complete repairs that are not RTR: There are no performance figures available on a District level.</p> <p>Percentage of works overdue by more than 5 days as a proportion of jobs received: There are no District performance figures available for Quarter 1.</p>