



Chart 1

Annual Tenancy Visit (ATV) Summary

Metric	S & SE	BITMO	E & NE	W & NW	CITY
Completed ATVs	10,834	852	19,497	14,874	46,057
Outstanding ATVs	5,619	1,356	1,417	8,542	16,934
KPI (% Completed)	65.85%	38.59%	93.22%	63.52%	73.12%

Table 1

Commentary

S&SE

During 2013/14, 10,834 out of 16,453 Tenancies received an Annual Tenancy Visit (ATV). To achieve this, officers working in all customer facing services made 28,404 ATV visit attempts, through:

- Day to day operational work
- Targeted ATV action days
- ATV 'out of hours' working
- Project initiatives linked with 'Burglary Reduction' and 'Arrears Recovery' work; and
- Project initiatives linked with tenant involvement work and planned works regeneration schemes.

17,570 (61.9%) were unsuccessful due to officers being unable to gain access to tenants homes at the time of visiting.

A key out come from is, additional household and tenancy support information was obtained on 10,148 (93.7%) tenants, to support future works towards key council priorities.

High levels of no accesses experienced at the initial visit and subsequent repeat home visits remain a challenge. To mitigate this, there is ongoing work with the Contact Centre and Repairs Contractor, designed to increase the opportunity for a successful visit on the first attempt.

BITMO

By the end of March BITMO staff had undertaken 2556 visits, of which 882 resulted in a successful ATV - the large number of no accesses has had a large impact on the workload of the small team of staff completing the visits. From January we have adopted a new approach to ATVs which involves a greater number of staff and this is showing signs of an improved performance although no access visits are still an issue.

W&NW

For the W&NW area performance started slowly during quarters 1&2 , however monitoring arrangements were implemented and individual targets for each of the local area teams were revised, also a number of ATV team action days were planned and implemented. Therefore during Qtr 3 & 4 whilst the trend improved significantly until year end the year-end target was not achieved.

For 14/15 a revised performance monitoring framework has now been implemented down to patch level and individual targets are in place and these are monitored by the Team Leaders on a weekly basis. Scheme Managers continue to undertaking the ATV visits as part of the Annual Support Plan. Officers also now combine ATV visits along with any other visits , ie rent arrears , benefit visits, support visits .