



NOTTINGHAM CITY COUNCIL
BULWELL AND BULWELL FOREST AREA COMMITTEE

Date: Wednesday, 28 February 2018

Time: 5.30 pm

Place: Bulwell Riverside Joint Service Centre, Main Street, Bulwell, NG6 8QJ

Councillors are requested to attend the above meeting to transact the following business

Corporate Director for Strategy and Resources

Governance Officer: Catherine Ziane-Pryor **Direct Dial:** 0115 8764298

- 1 APOLOGIES FOR ABSENCE**
- 2 DECLARATIONS OF INTERESTS**
- 3 MINUTES** 3 - 12
Of the meeting held on 22 November 2017 (for confirmation)
- 4 LOCAL POLICING UPDATE**
Verbal update of crime statistics and Policing issues in the Area.
- 5 PARKS AND OPEN SPACES** 21 - 28
 - a Parks and Open Spaces Investment Plans**
 - b Nottingham Open Spaces Forum**
- 6 RIGHT TRACK SOCIAL ENTERPRISE - UPDATE** 29 - 42
Activity update from Lead Organisation Right Track Social Enterprise.
- 7 NOTTINGHAM CITY HOMES** 65 - 82
 - a Update and Approvals**
 - b Area Cluster Report**

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|-----------|---|-----------|
| 8 | BULWELL AND BULWELL FOREST AREA CAPITAL FUND
Report of the Director of Community Protection | 83 - 90 |
| 9 | ISSUES RAISED BY COMMUNITY REPRESENTATIVES
Head of Highway and Energy Infrastructure to Respond. | |
| 10 | WARD PERFORMANCE REPORT
Report of Director of Community Protection | 91 - 102 |
| 11 | BULWELL AND BULWELL FOREST WARD COUNCILLOR BUDGET REPORT
Report of the Director of Community Protection | 103 - 106 |
| 12 | ITEMS FOR FUTURE AGENDA
The opportunity for Community Group Representatives to suggest topics for future agenda. | |
| 13 | FORTHCOMING EVENTS
The opportunity for Community Groups and City Council Colleagues to inform the Committee of forthcoming events. | |
| 14 | DATE OF NEXT MEETING
To note that the next meeting is provisionally scheduled for 20 June 2018 (subject to Annual Council Approval) at 5.30pm in Bulwell Riverside. | |

IF YOU NEED ANY ADVICE ON DECLARING AN INTEREST IN ANY ITEM ON THE AGENDA, PLEASE CONTACT THE GOVERNANCE OFFICER SHOWN ABOVE, IF POSSIBLE BEFORE THE DAY OF THE MEETING

CITIZENS ARE ADVISED THAT THIS MEETING MAY BE RECORDED BY MEMBERS OF THE PUBLIC. ANY RECORDING OR REPORTING ON THIS MEETING SHOULD TAKE PLACE IN ACCORDANCE WITH THE COUNCIL'S POLICY ON RECORDING AND REPORTING ON PUBLIC MEETINGS, WHICH IS AVAILABLE AT WWW.NOTTINGHAMCITY.GOV.UK. INDIVIDUALS INTENDING TO RECORD THE MEETING ARE ASKED TO NOTIFY THE GOVERNANCE OFFICER SHOWN ABOVE IN ADVANCE.

NOTTINGHAM CITY COUNCIL

BULWELL AND BULWELL FOREST AREA COMMITTEE

MINUTES of the meeting held at Bulwell Riverside Joint Service Centre, Main Street, Bulwell, NG6 8QJ on 22 November 2017 from 5.36 pm – 5.59pm formally (7.07pm informally).

Membership

Present

Councillor Ginny Klein (Vice Chair)
 Councillor Eunice Campbell (Vice Chair)
 Councillor Nick McDonald (minutes 36-42 inclusive)

Absent

Councillor Jackie Morris
 Councillor John Hartshorne
 Councillor Cheryl Barnard

Community Representatives (✓ indicates present)

✓	Reginald Knowles	Bradford Street Allotments
✓	Colin Bones	Bulwell Churches Together
	Joseph Zulu	Covenant Ministries
✓	John Hancock	Coventry Road Estate Tenant and Residents Association
	Doreen Carruthers	Forest Park Neighbourhood Watch
✓	Ros Yousouf	Friends of Bulwell Bogs
	Gillian Slack	Ravensworth Methodist Church
✓	Paul Bakajsa	Rise Park Action Group
✓	Paul Jackson	Royal British Legion - Bulwell
	Rev. David Gray	St John's Church
	Maria Shakespeare	The People's Choice
✓	Robin Goodwin	Top Valley Community Association

Colleagues, partners and others in attendance:

Councillor Toby Neal	- Portfolio Holder for Community and Customer Services
Inspector Christine Busuttil	- Nottinghamshire Police
Lisa Elliker) Children's Integrated Services
Nuno Fernandes)
Laura Arnold	- Community Protection
Suki Shergill	- Neighbourhood Development Officer (Bulwell)
Celia Knight	- Neighbourhood Development Officer (Bulwell Forest)
Catherine Ziane-Pryor	- Governance Officer
Adele Brooksbank	- Street Block Champion
Jon Cass	- Tenant and Community Engagement) Nottingham City
Joanne Smith	- Tenancy and Estate Manager) Homes

36 CHAIR FOR THE MEETING

RESOLVED for Joint Vice-Chair Councillor Eunice Campbell, to Chair the meeting in the absence of the Chair, Councillor Hartshorne.

37 MEMBERSHIP

RESOLVED to note the election of Councillor Cheryl Barnard to represent Bulwell Forest Ward.

38 APOLOGIES FOR ABSENCE

Councillor John Hartshorne – leave
Councillor Cheryl Barnard – leave
Councillor Jackie Morris – Health
Reg Knowles
Joseph Zulu
Gillian Slack
Doreen Curruthers

39 DECLARATIONS OF INTERESTS

None.

40 MINUTES

The minutes of the meeting held on 27 September 2017 were confirmed as a true record and signed by the Chair presiding at the meeting.

41 POLICING LOCAL UPDATE

Nottinghamshire Police Inspector, Christine Busuttil, verbally updated the Committee with crime statistics for the Area compared to the same two week period last year. As reporting methods had changed part way through this quarter period last year, the last 2 week period of this and last year's criminal activity reporting applied the same recording methods and so were provided a more accurate comparison.

For the Bulwell Forest Ward:

- Violent crime has neither risen nor fallen;
- Domestic violence without injury is down by 2 incidents;
- Robbery is up by 2 (but 4 young males have been arrested for one instance and 3 of them remanded. It is a concern that the criminal activity of these men had rapidly spiralled very quickly from low-level criminal activity);
- Burglary was up by 9 incidents, mainly from sheds (non-residential);
- Criminal damage and arson is reducing.

For Bulwell ward:

- Robbery was up by 1 to 2;
- There was 1 domestic violence report;
- General, opportunistic theft has risen;
- shop theft has risen, specifically at Boot and Wilkinson's in the run-up to Christmas;
- Police have arrested 3 men in a stolen van full of tools stolen from other vans. One received a suspended sentence and rehabilitation order;
- A prolific offender has also been arrested and sentenced;

There haven't been any recent purse thefts but this sort of crime does appear to rise at this time of year and everyone is reminded to keep valuable items purchased for Christmas, out of plain sight and not to have lots of Christmas presents on view under the Christmas tree. In addition, if you're going away, it's not a good idea to advertise this on social media. A gun amnesty is currently operating – more details are available online.

RESOLVED to thank Inspector Busuttil for her attendance and update.

42 BULWELL AND BULWELL FOREST AREA CAPITAL FUND

Neighbourhood Development Officers Suki Shergill and Celia Knight introduced the Area Capital Report which proposes Area Capital and Public Realm (Local Transport Plan –LTP) funded schemes within each Ward.

It is noted that some of the funding allocation towards the Carey Road tram and railway crossing feasibility study has been spent but as of yet no solutions have been identified to solve the barrier failure issues.

Councillor and citizens expressed frustration at the inconvenience caused to pedestrians, drivers regarding the long diversion, and to bus passengers, particularly when unknowingly waiting for a bus that was not going to arrive.

Alternative traffic control measures have been investigated but due to the complex road lay out in the vicinity of the crossing, it is not possible to install traffic lights similar to the arrangement at Basford Crossings.

The barriers have failed on 22 instances during a recent twelve month period which is not considered acceptable. The Area Committee is funding CCTV cameras to be temporarily focused on the crossing to try and identify if damage is being caused to the barriers by people bouncing and riding on them or pushing through them. Once it is understood if the failures are due to such damage, then a new approach may be taken although Network Rail have stated that they currently have no plans to change the barriers.

Community representatives were alarmed at the cost of £70,000 to undertake the consultations and liaisons necessary and install a zebra crossing outside ParkVale Academy.

RESOLVED

(1) with regard to Bulwell Ward:

(a) to approve the following Local Transport Plan scheme:

Location	Estimate	Details
Sellars Wood Drive	£41,838	Resurfacing of footpath on Sellars Wood Drive from Cinderhill Road to Crabtree Road (LTP contribution)

(b) to approve the following Public Realm schemes:

Location	Estimate	Details
Sellars Wood Drive	£1,209	Resurfacing of footpath on Sellars Wood Drive from Cinderhill Road to Crabtree Road (PR contribution)
Quarry Avenue/ Bromley Close	£400	Installation of dropped kerb at identified location on Quarry Avenue/Bromley Close to improve pedestrian access

(c) to note the following financial position:

2017 - 2018 LTP allocation		£85,600
LTP carried forward from 2016 - 2017		£9,881
2017 - 2018 Public Realm allocation		£51,300
Public Realm carried forward from 2016 - 2017		£0
Total Available 2017 - 2018 ACF		£146,781
Less LTP schemes	-	£95,481
Less Public Realm schemes	-	£13,139
De-committed funds	+	£0
Remaining available balance		£38,161
LTP element remaining		£0
Public Realm element remaining		£38,161

(2) with regard to Bulwell Forest Ward:

(a) to approve the following Local Transport Plan scheme:

Location	Estimate	Details
Top Valley	£35,000	Installation of zebra crossing outside Park Vale Academy (formerly Top Valley Academy): initial contribution

(b) to note that there are no Public Realm schemes proposed at this time;

(c) to note the following financial position:

2017 - 2018 LTP allocation		£48,300
LTP carried forward from 2016 - 2017		£4,196
2017 - 2018 Public Realm allocation		£29,000
Public Realm carried forward from 2016 - 2017		£14,227
Total Available 2017 - 2018 ACF		£95,723
Less LTP schemes	-	£49,246
Less Public Realm schemes	-	£15,550
De-committed funds	+	£11
Remaining available balance		£30,938
LTP element remaining		£3,250
Public Realm element remaining		£27,688

43 AT THIS POINT COUNCILLOR NICK MCDONALD LEFT THE MEETING AND THE MEETING BECAME INQUORATE AND CONTINUED INFORMALLY.

A WARD ANTISOCIAL BEHAVIOUR AND DESIGNING OUT CRIME

Councillor Toby Neal attended the meeting in his role of Portfolio Holder for Community and Customer Services, to inform the Committee that some aspects of Neighbourhood Services were to become the responsibility of the Community Protection Department as of 1 December 2017 as part of the drive improve service co-ordination, and help 'design out crime' in neighbourhoods .

A 'Nottingham Together' grant has been received to help target specific criminal/anti-social issues identified by citizens as a particular problem in local neighbourhoods. All communities are encouraged to report issues to CPOs/Ward Councillors/ Cllr Neal himself and offer potential solutions to 'design out crime'. Communities across the City are recognised as differing greatly with a range of diversity so an individual, neighbourhood specific approach is to be taken while at the same time improving co-ordination of related services.

Communities and community groups are being asked to identify local priorities which can then feed into a broader plan. Further information on the priorities identified and the approach to address issues will be available in the New Year.

Community representatives identified the following issues:

- People cycling inconsiderately on pavements and in the market place;
- On-road parking which restricts traffic flow at junctions when capacity is reduced to a single carriageway and restricts visibility for traffic emerging from side roads;
- A lack of parking enforcement.

AGREED to note the presentation and thank Councillor Neal for his attendance.

B LOCAL INFORMATION ONLINE NOTTINGHAM (LION)

Lisa Ellika, Project Manager, delivered a presentation on Local Information Online Nottingham (LION) and was accompanied by Nuno Fernandes, Families Information Service Directory Co-Ordinator.

LION has been designed to be an online one-stop information hub to provide information on local services. LION aims to provide citizens with choice and control and is accessible 24 hours a day, 7 days a week.

LION was only launched during the summer this year but already has 2,557 accounts registered by service providers with 188 entries relating to services in and for Area 1. A variety of information and advice is available and relevant for citizens of all ages from City Council and NHS Health Services to information on what's available from voluntary sector groups and churches.

Although steadily expanding, it is recognised that LION will continue to be a 'work in progress' and there may still be some gaps in the information available, which once identified, can be focused on to address. Community groups and organisations can provide valuable local knowledge so community representatives are encouraged to help identify and report information gaps and promote LION.

To date, approximately 3,500 (4%) of the users have accessed information relating to Area 1, but it is not possible to determine where those users actually live. The access activity can be identified and a summary list was circulated at the meeting along with the top-20 Area 1 relevant sites visited via LION. A more comprehensive list is to be issued with the initial publication of the minutes.

In addition to the web based facility, for those who cannot or prefer not to access the internet, a Freephone number of 0800 458 4114 also operates during office hours.

Community groups and organisations are able to register on LION with assistance available during office hours if required.

Suggestions and comments from the Committee included:

- (a) the 'take a seat' campaign promoted by Nottingham University and Age Friendly Nottingham should be included so those who need to rest while shopping etc. can find out where there is public seating and which shops/offices offer the use of a seat;
- (b) this is a really good idea and wholly supported;
- (c) a directory of 'changing places' toilets suitable for disabled citizens should be included;
- (d) The site must be simple and easy to navigate, with simple language;
- (e) The Freephone access option is welcomed.

AGREED to note the presentation and record the Committee's thanks to Lisa and Nuno for attending.

C NOTTINGHAM CITY HOMES

a STREET CHAMPIONS

Jon Cass, Tenant and Community Engagement Manager, was accompanied by Adele Brooksbank, Nottingham City Homes Street/Block Champion, to promote the Street/Block Champion scheme which is hosted by Nottingham City Homes.

There are approximately 70 active volunteer Block/Street Champions but NCH are still recruiting tenants/lease holders and residents living in areas where there are NCH properties, to report problems such as fly tipping and maintenance issues to NCH, help neighbours who need support, promote their area and arrange community activities/engagement including litter picks.

Anyone wanting to get involved should contact the Tenant and Community Engagement Team who will arrange for the Housing Patch Manager to visit and discuss what is involved and required and what training may be available through the Tenant Academy. Training can be provided to help volunteers acquire new skills or improve existing skills which will benefit their voluntary role but also which may be useful in employment.

Adele, a local resident of Logan Street, became involved a few months ago and informed the Committee that she feels her activity in the role has been beneficial to her and also her local community. Adele has arranged another group litter pick for 3 December on Pirate Park, for which 30 local residents have expressed an interest in taking part. In addition, Adele has liaised with CPO Laura Arnold, to help resolve local resident's ASB issues and has managed to get a litter bin installed in what was a litter hot-spot but which is now much cleaner.

The Committee's questions were responded to as follows:

- (a) The scheme is not open only to NCH tenants and leaseholders if residents are keen to become involved and live in an area with NCH properties where NCH has an obvious presence, but only NCH Tenants can attend the Academy;
- (b) 11 new champions were recruited at a recent engagement event;
- (c) The Team is not specifically targeting Tenant and Resident (T&R) groups but welcomes their support;
- (d) NCH is linking this scheme with City Council schemes, to pool resources and ensure co-ordination.

Committee members commented:

- (e) There was a noticeably positive difference in the Logan Road Area and Adele should be applauded for her achievements;
- (f) NCH needs to provide support for new and emerging T&R groups to ensure citizen engagement, particularly in areas where groups no longer exist such as the Deptford Crescent area;
- (g) Consideration should be given to the branding of the promotional leaflets as initially they appear only relevant to NCH tenants. Clarifying that the scheme is sponsored by NCH may be more beneficial in attracting and recruiting local residents.

AGREED to thank Jon Cass and Adele Brooksbank for their attendance and presentation, and to congratulate Adele on her achievements so far.

D NOTTINGHAM CITY HOMES

b PERFORMANCE AND ACTIVITY UPDATE

Joanne Smith, Nottingham City Homes Area Housing Manager, presented the report of the Chief Executive of Nottingham City Homes which provides performance information, and reports activity in the area.

It is noted that on this occasion no requests for environmental improvement projects have been submitted but achieving and exceeding performance targets was highlighted.

It is noted that with reference to 'The People's Choice' community group delivering a community arts project to redecorate the pedestrian underpass leading on to the estate, project had been 50% funded by City Councillors and not wholly by NCH.

Joanne responded to concerns as to how evictions are handled by assuring the Committee that eviction is the very last option taken by NCH and before it was even considered, concerted efforts are made to engage with the tenant and resolve issues or work with tenants to support them and come to an agreement. However, where tenants refuse to engage or correspond with NCH, or do not maintain an agreement, eviction may be the result.

NCH are preparing for the impact of Universal Credit which may result in initial non-payment of rent until the benefit is received, and are aware of the mental health impact which this may have on some tenants.

If residents are evicted for rent-arrears, they are still liable to pay the outstanding rent and this will be pursued. If evicted from an NCH property, the tenant is considered to have made themselves purposely homeless and therefore are not eligible to be rehoused by NCH, but the City Council may in some circumstances provide support or temporary housing.

AGREED to note

- (1) the Nottingham City Homes local and City wide performance information;**
- (2) the remaining environmental budget as follows:**

Bulwell Ward	£52,298.40
Bulwell Forest Ward	£62,585.49

E BULWELL AND BULWELL FOREST WARD REPORTS

Neighbourhood Development Officers, Suki Shergill and Celia Knight, presented the report which outlines current ward priorities and issues within the wards and identifies the lead organisation or City Council Department for addressing those issues.

AGREED to note:

- (1) the current ward priorities for Bulwell Ward as follows;**
 - (a) Safer Nottingham
anti-social behaviour and criminal damage**
 - (b) Neighbourhood Nottingham
dog fouling/fly tipping reduction
CCTV**
 - (c) Families Nottingham
Small Steps Big Changes**
 - (d) Health Nottingham
Promote healthy lifestyles**
 - (e) Working Nottingham
Market Trader's scheme
maximising employment opportunities for local people
NCH Tenancy Involvement Scheme – transferrable skills**
- (2) the current ward priorities for Bulwell Forest Ward as follows;**
 - (a) Safer Nottingham
St Alban's Crossing
ASB around St Alban's/Colston/Austin flats**
 - (b) Neighbourhood Nottingham
increased engagement particularly the Deptford crescent area
management of vacant sites**

**development of parks and open spaces
dog fouling**

- (c) **Health Nottingham
promotion of energy advice
provision of support to carers**
- (d) **Working Nottingham
increase access to awareness about training and employment opportunities.**

(3) **the current ward issues as follows:**

- (a) **Bulwell Ward
town centre upgrade and development
anti-social behaviour
reducing fly tipping;**
- (b) **Bulwell Forest Ward
Management of vacant sites;**

(4) **the forthcoming community and partner events and engagement listed in Appendix 3 to the report.**

F WARD COUNCILLOR BUDGET REPORT

Neighbourhood Development Officers Suki Shergill and Celia Knight presented the report which informs the Committee of the financial position of Ward Member Budgets and the actions agreed by the Director of Neighbourhood Services as a result of Ward Member funding requests.

It is noted that further schemes and events may have received Councillor support in principal but that the formal approval process is yet to be completed.

AGREED

(1) **Bulwell Ward Budget Allocations 2017/18:**

(a) **to note new Ward Councillor Budget allocations since the last meeting:**

<u>Scheme</u>	<u>Councillors</u>	<u>Total £</u>
Carey road /St Albans Feasibility Study	Klein & Hartshorne	£5,000
Nottingham Music Hub	Klein, Hartshorne & Morris	£1,080

(b) **to note the Ward Councillor Budget Financial position as follows:**

Balance Brought Forward 16/17	4,898
Councillor funding 17/18	15,000
Total funds	19,898

De-committed schemes 17/18	0
Allocated 17/18	£6,080
Uncommitted Funds after allocated schemes	£13,818

(2) Bulwell Forest Ward Budget Allocations 2017/2018

(a) to note new Ward Councillor Budget allocations since the last meeting:

Scheme	Councillors	Total £
Nottingham Music Hub	Campbell, McDonald	£150
Bulwell Forest Week of Action 2018	Campbell, McDonald	£1500
Bulwell and Rise Park Christmas Lights 2018	Campbell, McDonald	£3900
Knights Close event	Campbell, McDonald	£1000
Rise Park Christmas event 2018	Campbell, McDonald	£300

(b) to note the Ward Councillor Budget Financial position as follows:

Balance Brought Forward 16/17	£3,507
Councillor funding 17/18	£15,000
Total funds 17/18	£18,507
De-committed schemes 17/18	0
Allocated 17/18	£8,150
Uncommitted Funds after allocated schemes	£10,357

G ITEMS FOR FUTURE AGENDA

This is an opportunity for Community Representatives to suggest future agenda items to be considered by the Committee. Any suggestions needed to be presented at least six weeks before the meeting date to either Celia Knight, Neighbourhood Development Officer for Bulwell Forest Ward, or Suki Shergill, Neighbourhood Development Officer for Bulwell Ward. No items were suggested.

H FORTHCOMING EVENTS

Saturday 2 December 2017 – Rise Park Christmas Fayre. 10am-12:30pm Church on Revelstoke Way.

Monday 4 December 2017 – Bulwell Christmas Festival. 3.30pm-5.30pm Bulwell Market Place.

Thursday 21 December 2017 – Bulwell Academy Event. 12:30pm-3.30pm

I DATE OF NEXT MEETING

AGREED to note that the next meeting is scheduled for 28 February 2018, at 5.30pm in Bulwell Riverside.

BULWELL AND BULWELL FOREST AREA COMMITTEE – 28 FEBRUARY 2018

Title of paper:	Parks and Open Spaces Investment Plans	
Director(s)/ Corporate Director(s):	Dave Halstead, Director, Neighbourhood Services Andy Vaughan, Corporate Director, Commercial & Operations	Wards affected: Bulwell Bulwell Forest
Report author(s) and contact details:	James Dymond, Parks & Open Spaces Development Manager, 0115 876 4983	
Other colleagues who have provided input:	Eddie Curry, Head of Parks, Open spaces & Investment Funding, 0115 876 4982	
Date of consultation with Portfolio Holder(s) (if relevant)	20 November 2017	
Relevant Council Plan Key Theme:		
Strategic Regeneration and Development		<input type="checkbox"/>
Schools		<input type="checkbox"/>
Planning and Housing		<input type="checkbox"/>
Community Services		<input type="checkbox"/>
Energy, Sustainability and Customer		<input type="checkbox"/>
Jobs, Growth and Transport		<input type="checkbox"/>
Adults, Health and Community Sector		<input type="checkbox"/>
Children, Early Intervention and Early Years		<input type="checkbox"/>
Leisure and Culture		<input checked="" type="checkbox"/>
Resources and Neighbourhood Regeneration		<input checked="" type="checkbox"/>
Summary of issues (including benefits to citizens/service users):		
The Parks and Open Spaces Service has produced plans for all eight Area Committee areas to summarise the investment needed into sites to bring them up to Green Flag standard in the future.		
Recommendation(s):		
1	That the Area Committee endorses the investment to guide the future development of the City's parks and open spaces.	

1 REASONS FOR RECOMMENDATIONS

- 1.1 Investment plans for all of the City's parks and open spaces were produced in 2011 and updated in 2015 to outline the investment required into the City to bring sites up to a good quality standard. These plans have now been updated for 2018.

2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

- 2.1 The investment plans include all types of open space, ranging from formal parks and gardens to nature reserves, allotments and Neighbourhood Tree Improvements.

- 2.2 A wide range of propose improvements are listed in each plan to ensure that all types of space are improved.
- 2.3 Consultation with local Councillors on the draft plans took place throughout November and December 2017 to ensure that the plans are reflective of local needs.
- 2.4 Once signed off, the investment plans will be used to determine where future Section 106 funding from housing developments is allocated and help the parks development team prioritise resources to secure external grant funding. The plans will help to demonstrate that the City has an ongoing need for investment into the City's parks and open spaces, both for existing users and to accommodate new residents in the future.

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

- 3.1 If the investment plans are not approved and used to determine the use of future Section 106 funding, there is a risk that developers will challenge the City's need for such funding and possible external grants funds may be missed as a result.

4 FINANCE COLLEAGUE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)

- 4.1 n/a

5 LEGAL AND PROCUREMENT COLLEAGUE COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)

- 5.1 n/a

6 STRATEGIC ASSETS & PROPERTY COLLEAGUE COMMENTS (FOR DECISION RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE) (AREA COMMITTEE REPORTS ONLY)

- 6.1 The recommendations raise no significant land or property issues. All the sites are within the ownership and control of Nottingham City Council, and it is not proposed that any letting or disposal will take place on them that would impact on the need to carry out the improvement works.
- 6.2 Nevertheless full consideration should be given to each site and each set of improvement works before commencing to ensure that they are aligned with the latest version of the Service Asset Management Plan.
- 6.3 Should any unforeseen property matters arise out of the recommended works, the Property section will work with the Parks team to investigate and resolve them on a case-by-case basis as required.

Advice provided by John West, Estates Surveyor, 10/01/2018

7 EQUALITY IMPACT ASSESSMENT

7.1 Has the equality impact of the proposals in this report been assessed?

No



An EIA is not required because there is no proposal for new or changing policies/services/functions or financial decisions that would have a major impact on services.

8 LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

8.1 None.

9 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

9.1 None.

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Appendix A: Parks & Open Spaces Investment Plan

PARKS & OPEN SPACES AREA BASED PRIORITISED INVESTMENT / IMPROVEMENT PLANS: Area 1								
WARDS	Priority	SITE NAME / AREA OF IMPROVEMENT	TYOLOGY	FUNDING REQUIRED £	FUNDING SECURED £	FUNDING SOURCE	LEAD	
Bulwell		Bulwell Hall Park					Parks Service	
	High	<ul style="list-style-type: none"> Eradication of snowberry growing along new woodland ride 		£3,000				
	Medium	<ul style="list-style-type: none"> Dredging the lakes 		£100,000				
	Low	<ul style="list-style-type: none"> Car park resurfacing 		£20,000				
	Low	<ul style="list-style-type: none"> Woodland management 		£10,000				
	Medium	<ul style="list-style-type: none"> Line marking on drive and car parks 		£2,000				
	Medium	<ul style="list-style-type: none"> Restoration of stable-block 		£3,000,000				
		Bulwell Bogs						Parks Service
	High	<ul style="list-style-type: none"> Play area refurbishment 		£100,000		WREN		
	Low	<ul style="list-style-type: none"> New use for former pump house – concessions kiosk, changing rooms or toilet facilities. 		£tbc				

Appendix A: Parks & Open Spaces Investment Plan

	High	<ul style="list-style-type: none"> Repairs to the River Leen Steps 		£tbc			
	High	<ul style="list-style-type: none"> Surface repairs to water park 		£40,000			
	Medium	<p>Blenheim Lane Allotments</p> <ul style="list-style-type: none"> Improve security and maintenance and form better ties with Bulwell Hall Park. 		£192,500			Parks Service
	High	<p>River Leen</p> <ul style="list-style-type: none"> Management of invasive species (especially Himalayan balsam) Assess potential for habitat enhancements for water vole and breeding birds – important corridor into City from Ashfield DC Interpretation panels 		£500			Parks Service
	Medium			£7,500			
	Low			£2,000			
	Low	<p>Snape Wood</p> <ul style="list-style-type: none"> Management of ancient woodland Access improvements 		£10,000			Parks Service
	Low	<p>High Wood link woodland (in-between Seller's Wood and Cemetery)</p> <ul style="list-style-type: none"> Woodland management Access improvements Bird hide creation Interpretation 		£15,000			Parks Service
	Low	<p>Bradford Street Allotments</p> <ul style="list-style-type: none"> Security, fencing, gates 		£5-50,000	£0		Parks Service

Appendix A: Parks & Open Spaces Investment Plan

		<p>infrastructure improvements.</p> <ul style="list-style-type: none"> • Association and community building & facilities. 					
	Low	<p>Seller's Wood Local Nature Reserve</p> <ul style="list-style-type: none"> • Investigate the potential for increased accessibility of Seller's Wood without compromising the ecological value of the site • Woodland management • Pond management 		£7,500			Parks Service
	High	<p>Neighbourhood Tree Improvement Programme 2</p>		£30,000			Parks Service
Bulwell Forest	Low	<p>Hucknall Road Walkway Local Nature Reserve</p> <ul style="list-style-type: none"> • Woodland management – sycamore removal 		£5,000			Parks Service
	Medium	<p>Bulwell Forest</p> <ul style="list-style-type: none"> • Heathland and acid grassland creation (including soil and depth testing) 		£10,000			Parks Service
	Medium	<ul style="list-style-type: none"> • Creation of habitat enhancements for common lizard (e.g. installation of hibernacula) 		£1,000			
	Low	<ul style="list-style-type: none"> • Creation of footpath 		£15,000			
	Low	<ul style="list-style-type: none"> • Entrance features • Re-seeding of wildflower meadow 		£10,000			
	Low			£1,400			

Appendix A: Parks & Open Spaces Investment Plan

	<p>Low</p> <p>Medium</p> <p>Medium</p> <p>Low</p> <p>Low</p> <p>Low</p> <p>Medium</p>	<p>Southglade Park</p> <ul style="list-style-type: none"> • Mural on utility building • Lighting repairs (car park) • Footpath repairs • Entrance works • Woodland management • Reseeding of wildflower meadow • Additional Children's play area at Top Valley end of the park (has commitment from Bestwood Ward) • Installation of CCTV in car park 		<p>£3,000</p> <p>£tbc</p> <p>£15,000</p> <p>£15,000</p> <p>£5,000</p> <p>£1,400</p> <p>£60,000</p> <p>£tbc</p>			Parks Service
	<p>Medium</p>	<p>Additional allotment site within the Bulwell Forest Ward to address deficit of food-growing provision and to meet demands</p> <ul style="list-style-type: none"> • Development of allotment garden facilities and infrastructure. 		<p>£40,000</p>			Parks Service
	<p>High</p>	<p>Neighbourhood Tree Improvement Programme 2</p>		<p>£30,000</p>			Parks Service

BULWELL AND BULWELL FOREST AREA COMMITTEE – 28 FEBRUARY 2018

Title of paper:	Nottingham Open Spaces Forum	
Director(s)/ Corporate Director(s):	Dave Halstead, Director, Neighbourhood Services Andy Vaughan, Corporate Director, Commercial & Operations	Wards affected: Bulwell Bulwell Forest
Report author(s) and contact details:	James Dymond, Parks & Open Spaces Development Manager, 0115 876 4983 Nottingham Open Spaces Forum, nottinghamosf@gmail.com	
Other colleagues who have provided input:	Eddie Curry, Head of Parks, Open spaces & Investment Funding, 0115 876 4982	
Date of consultation with Portfolio Holder(s) (if relevant)	n/a	
Relevant Council Plan Key Theme:		
Strategic Regeneration and Development		<input type="checkbox"/>
Schools		<input type="checkbox"/>
Planning and Housing		<input type="checkbox"/>
Community Services		<input type="checkbox"/>
Energy, Sustainability and Customer		<input type="checkbox"/>
Jobs, Growth and Transport		<input type="checkbox"/>
Adults, Health and Community Sector		<input type="checkbox"/>
Children, Early Intervention and Early Years		<input type="checkbox"/>
Leisure and Culture		<input checked="" type="checkbox"/>
Resources and Neighbourhood Regeneration		<input type="checkbox"/>
Summary of issues (including benefits to citizens/service users):		
This paper explains the role and purpose of the Nottingham Open Spaces Forum (NOSF).		
Recommendation(s):		
1	That the Committee notes the contents of the report and endorses the work of the NOSF.	

1 REASONS FOR RECOMMENDATIONS

- 1.1 The Nottingham Open Spaces Forum (NOSF) was set up in 2016 to support Nottingham City Council and other public landowners to maintain and improve the City's open spaces.

2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

- 2.1 The NOSF manifesto sets out how it aims to do this, by:
- Lobbying government to formulate and implement appropriate national policies.
 - Raising funds to supplement City Council funding
 - Raising public awareness of the importance and public benefit of open spaces.
 - Working together with Friends Groups, encouraging them to work with each other and helping to create new Groups.

- Liaising with other organisations with similar objectives in Nottingham.
- Encouraging Area Committees to expend funds available to them on open spaces in their area.
- Overseeing the City Council's open spaces policies and making representations when necessary to ensure all departments are committed to these and their implementation.
- Affiliating with the National Open Spaces Forum and working with it.

2.2 The Forum has is a constituted body and is currently applying for Charity status. The board consists of:

- Chair: Martin Willis
- Vice-Chairs: Cherry Underwood & Ben Standing
- Board members: Tom Huggon, Rob Kirkwood, Sarah Manton

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

3.1 None

4 FINANCE COLLEAGUE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)

4.1 n/a

5 LEGAL AND PROCUREMENT COLLEAGUE COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)

5.1 n/a

6 STRATEGIC ASSETS & PROPERTY COLLEAGUE COMMENTS (FOR DECISION RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE)

6.1 n/a

7 EQUALITY IMPACT ASSESSMENT

7.1 An EIA is not required because there is no proposal for new or changing policies/services/functions or financial decisions that would have a major impact on services.

8 LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

8.1 None

9 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

9.1 None

Appendix 1: NOSF Manifesto

Appendix 2: Benefits of Green Space paper



Nottingham Open Spaces Forum is an independent charity which brings together Friends of Groups, other volunteers, community gardeners, partner organisations and other stakeholders to create a support network. We aim to work together and in partnership with Nottingham City Council and other public landowners to promote, protect, conserve and enhance the open and green spaces of our City.

The charity's objects are:

- To advance the education of the public in the enjoyment, understanding, application and conservation of open spaces within the city of Nottingham.
- To promote for the benefit of the public the conservation, protection and improvement of the physical and natural environment (including parks, play areas, sports fields, allotments, nature reserves, woodlands and cemeteries) within the City of Nottingham
- To enhance public health and wellbeing through access to and activity in open spaces

<https://www.facebook.com/NottinghamOSF>

nottinghamosf@gmail.com

We will support the maintenance and improvement of the City's Open Spaces by:

- Lobbying government to formulate and implement appropriate national policies.
- Raising funds to supplement public funding.
- Raising public awareness of the importance and public benefit of open spaces
- Working together with Friends Groups, encouraging them to work with each other, helping to create new Groups, growing the network by involving previously separate groups, assisting groups with sustainability.
- Liaising with other organisations with similar objectives in Nottingham.
- Encouraging Area Committees to expend funds available to them on open spaces in their area.
- Overseeing the City Council's open spaces policies and making representations when necessary to ensure that all Council departments and Nottingham City Homes are committed to these and their implementation.
- Affiliating to and working with the appropriate Regional & National bodies.

We will provide the following benefits to our members:

- Providing group insurance, either through a City Council scheme or another insurance company.
- Providing banking facilities for groups.
- Assisting with bids for grants.
- Providing templates for operating policies required by statute or good practice.
- Organising training events.
- Using the Forum's charitable status to gain financial and other benefits for members.
- Providing a database of potential funding sources.
- Developing systems for shared communications.
- Producing a regular newsletter.
- Organising events and visits.

To implement this manifesto we will:

- Providing an efficient core secretariat and organisation to implement this manifesto.
- Develop links with all parts of the media.
- Appoint an enthusiastic and skilled board of trustees to formulate policy, inspire and steer.



The benefits of our open and green spaces.

Our City's green spaces and biodiversity have long been diminished through insensitive development and other pressures of urbanisation. These threats continue and our open space network is now at even greater risk through imposed austerity.

A healthy green and blue infrastructure requires political will, investment and professional management. These are difficult to sustain when facing more apparently pressing demands from social care and other statutory services. This situation and the consequent increasing need to attract inward investment and development mean that, as the recent cross-party committee of M.P.s concluded, the benefits of green spaces to all of us are at the point of being lost.

Nationally Local Government Parks have seen 92% of their budgets cut in recent years. Through strong political direction and innovative management the City of Nottingham has not so far suffered to the same degree as other Authorities. The situation does however remain critical, Nottingham's Parks and Open Spaces will receive no direct Council funding by 2020.

We should value, and take responsibility for the wellbeing of our greenspaces and biodiversity for their own sake. Attempting to quantify the song of a thrush in monetary terms demonstrates the worst aspects of human nature. However in our neo-liberal age more pragmatic arguments are required, there are many.

A study for Edinburgh City Council concluded that £1 invested in parks delivers £12 of social, environmental and economic benefits. A similar investigation on behalf of Sheffield City Council suggested that the benefits were even higher at £34.

The benefits gained have been presented in "three general functions of greenspace"⁽¹⁾:

- Reducing harm (e.g. exposure to air pollution, noise & heat)
- Restoring capacities (e.g. attention restoration & physiological stress recovery)
- Building capacities (e.g. encouraging physical activity & facilitating social cohesion)

Reducing harm:

It is estimated that the 2003 heatwave increased mortality in London by 42%⁽²⁾. Urban green spaces, particularly trees, ameliorate this effect through evapotranspiration and by providing shade. The cooling effect extends beyond the green space itself.

Urban green spaces, particularly those more "naturally" managed, take in more carbon than they emit thus contributing to a reduction of atmospheric carbon⁽³⁾.

The presence of urban vegetation leads to an overall reduction in air pollution⁽⁴⁾. Studies have demonstrated, for example, that schools surrounded by green space experience lower traffic pollution in the classroom⁽⁵⁾.

Urban areas are especially liable to excessive surface run-off leading to localised flooding and increased contamination of water courses. This will be reduced by including green space in new developments and by integrating green spaces within the existing urban structure⁽⁶⁾.

Restoring capacities:

It has been established that depressive disorders are now the main cause of disability in developed countries ⁽⁷⁾. It is however also widely accepted that the need to treat for mental health conditions can be significantly reduced by enabling access to green spaces ⁽⁸⁾. Use of green spaces has beneficial chemical impacts on the brain ⁽⁹⁾ and also increases the ability to maintain attention ⁽¹⁰⁾.

Importantly it has also been demonstrated that usage of green space is not affected by localised socio-economic factors ⁽¹¹⁾. The provision of accessible green space is therefore very likely to contribute to the reduction of socio-economic inequalities in health ⁽¹²⁾.

Building capacities:

Two thirds of the UK population do not reach recommended levels of physical activity ⁽¹³⁾ and across Europe the lack of physical activity contributes to 1 in 15 deaths ⁽¹⁴⁾. Accessible green space is crucial to addressing this issue. Physical activity is encouraged by the presence of a pleasant environment and more organised physical activity requires sport and playing fields and neighbourhood parks ⁽¹⁵⁾.

Well managed and maintained urban green spaces have been shown to promote increased social activity and strengthen neighbourhood cohesion ⁽¹⁶⁾. Studies have also highlighted the particular importance of this to older neighbourhood residents ⁽¹⁷⁾. It is also clear that neglected and poorly managed open space has correspondingly negative effects on social cohesion and anti-social behaviour.

Biodiversity and urban greenspace:

"A decline in wildlife is threatening core functions of the ecosystem that are vital for human wellbeing, researchers behind an unprecedented study of biodiversity in the UK have warned. Further declines in biodiversity driven by intensive farming and urbanisation could lead to catastrophic and irreversible impacts on human wellbeing". ⁽¹⁸⁾.

Urban areas can and should make a significant contribution to the conservation of nature. All our green spaces, from roundabouts and roadside verges to woodlands and parks have the potential to support a healthy level of biodiversity. Creating wildlife corridors prevents the fragmentation, isolation and loss of wildlife.

The phrase nature deficit disorder has been used to describe a widespread alienation from nature leading to concerns about the effect on our mental wellbeing. Many of our citizens have no contact with nature outside our own open space network and "such contact has measurable physical and psychological benefits which increase with species richness. Successful management of urban greenspaces should emphasis biological complexity to enhance human wellbeing in addition to biodiversity conservation." ⁽¹⁹⁾.

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AREA BASED GRANT QUARTERLY MONITORING REPORT

CONTACT DETAILS

Area	Bulwell & Bulwell Forest
Name of Organisation	Right Track Social Enterprise
Monitoring period	October – December 2017
Name of person completing form	Nick Parr
Date completed	5 th February 2018
Please return this form via email to:	louise.graham@nottinghamcity.gov.uk

Targets for main tasks and activity can be found within the Service Level Agreement for this grant. Please increase/reduce text boxes within the form as appropriate to your information. Please try to ensure that separate sections do not merge on the same page to enable easy sharing of information within NCC.

NOTE – All individuals recorded should be unique, i.e. only recorded once in the year.

SECTION 1 – GRANT MANAGEMENT

1.1 Partnership meetings

Date of meeting	Purpose of meeting	No. of organisations attending
4/10/17	Meeting with provider to look at what is offered within the area DHADVICE	2
13/10/17	Meeting with Bulwell Job Centre	2
3/11/17	Meeting with Adecco to look at bringing Amazon Vacancies to local people	2
8/11/17	Bulwell Jobcentre Platinum Event	15

1.2 Area Committee / cluster meetings

Date of meeting	Overview of ABG within meeting
2/10/17	Area 1&2 Employment & Skills Meeting
9/10/17	Area 1 ABG Consortium Meeting

1.3 General overview

Please give a brief overview of any other key information from this quarter not covered in this report

We have met with councillors to look at how we are utilising the available funding and look at new direction.

One area we do need to improve is as a consortium we are part of a lot wider support within the area and this is not reflected within the report, we are looking at how this is captured within our internal consortium reports, examples are TFTF and the Toy Library attend a number of meetings and are involved in the community through ABG which we will start to capture for the next quarter.

As part of the consortium Steve Parkinson chairs the Bulwell Art Festival and runs the Bulwell Partnership meetings, also Steve is working towards creating a new partnership called Better Bulwell.

Together with TFTF and the Toy Library a meeting is being planned with Youth & Play to look at youth work across the whole area.

For the next quarter we will capture all the activity carried out by the consortium to show the wider work involved with ABG.

SECTION 2 – EMPLOYMENT AND TRAINING

2.1 Services delivered

Organisation Name	Amount this Quarter	Outline of activity delivered including <ul style="list-style-type: none"> • number of sessions • location of sessions • days/times of sessions
RTSE	£9800	We held job Job Clubs at the riverside every week on a Wednesday and a Thursday, 24 sessions have been delivered this quarter, we have seen drops in attendance for these
		We have held a weekly job club on a Monday at our Top Valley location, we have held 12 sessions, although attendance is still poor so we still need to look at the marketing
		We ran 2 courses focused on employability from our Top Valley site, these were CV development and motivation and included money management
		The RTSE centre continued with being open for 8 sessions, split 4 sessions per month, so weekly open days for the community to access support in looking for work, they had access to the IT suite and staff who could support them, sign posting to appropriate agencies, we didn't run this in December as this is a notoriously poor month for attendance.

2.2 Period Progress

Please give a brief overview of any other key activities undertaken this quarter

Of the activity we have carried out.

Outcomes this quarter	Number of clients
Moved into employment	4
Moved into training	12
Moved into volunteering	0
Referrals into Hub/NJPF Vacancies	15
New IAG 1-1s delivered	
Referrals into Specialist Support	

In addition to this activity funded through Right Track we have also delivered a number of courses for local people around Customer Service, Employability and money management.

We are also working with employers to bring opportunities for local people, we are engaging with Hovis, GSSL a security company who have the contract for both Notts County and Nottingham Forest, we are also in talks with Adecco to look the opportunity for putting on a shuttle bus to the Amazon depot in Leicester, this is being ran in other parts of the city so we are looking at bringing it to Area 1.

There are a number of other large employers we are in the early stages with to improve local opportunity.

2.3 Outputs and Outcomes

Quantitative Output & Monitoring method	Quarterly target & actuals							
	Q1	Q1	Q2	Q2	Q3	Q3	Q4	Q4
Preparation for work programmes for people aged 50+	2	2	2	3	2	2	2	0
Job search / mentoring sessions for people aged 29+	10	42	10	39	10	32	10	0

Qualitative Output & Monitoring method	Quarterly target & actuals							
	Q1	Q1	Q2	Q2	Q3	Q3	Q4	Q4
Unique people aged 50+ accessing programmes	10	5	10	16	10	14	10	0
Unique people aged 29+ supported by mentoring sessions	20	29	20	22	20	25	20	0

2.4 Emerging Issues

Summary of issue	RAG rating (red/amber/green)
Drop in attendance at Job Clubs, these need to be re-marketed and the purpose made clear as this has become confusing. The primary focus for the job clubs is to establish the support required and then sign post to appropriate agencies, also giving high quality IAG	Amber

2.5 Planned activity next quarter

Please give a brief overview of key activities planned for the next quarter

We are working with Nottingham Together to put volunteering courses on for those looking at volunteering and supporting the new Nottingham Voluntary Passport.

We are working with Bulwell Library to put courses on that meet the needs they are being asked for.

Together with the Job Centre we will be putting on courses to support change management and overcoming barriers.

We are also looking at IT courses as it clear through our research this is definitely a gap in the area.

SECTION 3 – CHILDREN & YOUNG PEOPLE

3.1 Services delivered (please add rows as required)

Organisation Name	Amount this Quarter	Outline of activity delivered including <ul style="list-style-type: none"> • number of sessions • location of sessions • days/times of sessions 			
Think For The Future	£5,287	DIVERSIONARY			
		Location	No. of sessions	Day/ Times	Activities
		Crabtree Farm Community Centre	12	Tuesdays 6-8pm	<u>Topical focuses include:</u> <ul style="list-style-type: none"> - Dealing with Stress - Anger Management - Maintaining a Positive Mindset - Building Self-Esteem - Accepting Blame - Dealing with Frustration - How to Respect Others - Boundaries <u>Activities include:</u> <ul style="list-style-type: none"> - Sports activities - Halloween party - Christmas party - Arts and crafts - Competitions - Classic games - Graffiti Prints - Recipes and cooking - "Chill and chat"

3.2 Period Progress

Please give a brief overview of any other key activities undertaken this quarter

- Did not run over Christmas break. The last session of 2017 was on the 22nd December
- Girl's numbers have dropped due to staffing changes, however we have been awarded some extra money from Comic Relief #iwill campaign to help increase the numbers to the session and put them on a course of their choosing. The funding will also allow us to increase our self-esteem and compliment-focus by running a social action project focused around empowering other young women.
- Outreach is going well – with mentors continuing to focus on youth crime 'hot-spots' in the area including: Golden Ball Park, Southglade, Skate Park and Tesco Top Valley and engage with young people using the spaces talking about their use of the areas, any personal or social issues they are having, what they like about the area, recommendations for improvements in the area, etc. Our team then pass over this information to Celia and the other councillors so they are up to date with what young people are thinking about the area. The young people who were previously nervous about using the spaces recognise our uniform, feel safe and engage with the mentors voluntarily talking through any issues. Celia Knight has personally acknowledged our work and is impressed with the outreach support we are providing. Winter has meant less young people are outside, however the work that the team is doing with young people during this session is very valuable and effective.

We have a new project coordinator (who has previously worked as youth mentor on our programmes), who is now responsible for overseeing all of our youth groups in the city, including Area 1. She has some very interesting and creative ideas of things to bring to the youth group.

GOOD NEWS STORY

Young female, 13 years old, Crabtree Farm indoor session

This young lady came to us unable to control her emotions and easily becoming frustrated and angry at little incidents. She was liked by many, but would only communicate with people who were similar in age to her. She came to our youth group with her younger sister every week but would often swear at her, be rude to her and attempt to leave her stranded at the venue and leave without her. She was negative towards others and life in general. In recent weeks, we have seen a dramatic change in her attitude- she is much calmer, polite, and more respectful. She has started to realise what is and is not good for her i.e. friends who have negative banter verging on bullying towards others – she is not afraid to stand up for her own beliefs and values and has removed some of the negative friends from her life. She has shown great maturity in her day-to-day decisions that some adults would even struggle with. This big shift in her becoming such a loving, positive, mature and upstanding individual has really impressed our team and been positively noted by her peers.

3.3 Outputs and Outcomes

Quantitative Output & Monitoring method	Quarterly target & actuals							
	Q1	Q1	Q2	Q2	Q3	Q3	Q4	Q4
Hours of targeted youth support delivered	72	72	72	72	72	72	72	
Hours of diversionary youth support delivered	120	75	120	77	120	72	120	

Qualitative Output & Monitoring method	Quarterly target & actuals							
	Q1	Q1	Q2	Q2	Q3	Q3	Q4	Q4
Young people accessing targeted sessions	30	180	30	108	30	255	30	
Young people accessing diversionary sessions	75	840	75	760	75	565	75	

3.4 Emerging Issues

Summary of issue	RAG rating (red/amber/green)
None this quarter	

3.5 Planned activity next quarter

Please give a brief overview of key activities planned for the next quarter
<p>Indoor sessions and mentoring will continue at the stated venues. This quarter, the focus for these sessions will be on Healthy Lifestyles. We have noticed a lot of young people drinking high-sugar drinks, unhealthy food and having an overall unhealthy diet and lifestyle so this quarter, each week will cover one or more of the following topics:</p> <ul style="list-style-type: none"> - Eating (what's in our food? What does the traffic light system mean? How does food affect our behaviour?) - Drinking (what goes into our drinks? How does sugar affect our body?) - Sleeping and screen time - Exercise - Self-esteem/ positive mindset - Emotion Management (in more detail than previous quarter i.e. dealing with outbursts, anger, upset, etc) - Mental health - Self-expression - Compliments <p>Across all sessions, we will continue running our fun activities such as the ones delivered for this quarter.</p> <p>Outreach will continue weekly with our two focuses: gathering views and opinions from young people in the area so they feel heard and it can translate into something productive. Many young people don't feel like they have a voice so we want to make sure they feel heard and</p>

increase relationships between them, the council and their area. Secondly, to highlight our presence in the area and increase brand awareness so more young people recognise our uniforms and know what we are there to do for them.

We are currently searching for donations and subsidized activities that we can offer to young people for the next quarter.

3.6 Communications and Partnership work

Please describe how you have worked with the Early Help Team, Young Peoples Panel, (eg through referrals) and any other Nottingham City Council Officers this quarter.

Attended Young Persons Panel

SECTION 4 – COMMUNITY ASSOCIATIONS

4.1 Services delivered (please add rows as required)

Organisation Name	Amount this Quarter	Outline of activity delivered including			
		<ul style="list-style-type: none"> number of sessions location of sessions days/times of sessions 			
Bulwell Vision of Health	£1993	Day	Time	Activity	Number of Sessions per Quarter
		Monday	10am -11am	Bulwell Heart Support Group	11
		Tuesday	9.30 -11	SSBC	11
			1.30pm-3.30pm	Young at Heart	10
		Wednesday	1.30 – 2.30pm	Baby Weighing	3
			9.30 – 12.30pm and 9 pm – 4pm	Pain Management Session	20
		Thursday	9.00 – 12.30	SSBC	10
			1.30pm – 4.30pm	Pain Management Session	8
		Friday	8.30 – 4pm	Pain Management Session	7
		Saturday			
Sunday					
Total Number of Sessions				80	
Crabtree	£1441	<i>GKR Karate 16 sessions ran every Monday 6pm-8pm</i>			
		<i>Youth Link 16 sessions ran every Wednesday 6:30pm-7:30pm</i>			
		<i>Boxercise 16 session ran every Thursday 7pm -8pm</i>			
		Ran a total of 48 sessions			

Snapewood CA	£1179.50	Day	Time	Activity	Number of Sessions per Quarter	
		Monday	9.30-11.30	Kids Group	12	
			1-3	Tots group	12	
			7.30pm- 8.30pm	Boxing/Fitness	12	
		Tuesday				
			6-8	Church	12	
		Wednesday	9.30-11.30	SSBC	12	
			7.30pm- 8.30pm	Boxing/fitness	12	
		Thursday	10-12	College NCN IT	12	
			1-3	Work Club - NCN	12	
			6-8	Church	12	
		Friday	9.30-11.30	Ncn/ college	12	
7.30pm- 8.30pm	Boxing/Fitness		12			
Saturday	10.30-12.30	Dance	12			
Sunday	11-1 and 6-7.30	Church	24			
Total Number of Sessions				168		
Top Valley	£838	Day	Time	Activity	Number of Sessions per Quarter	
		Monday	9-5	Adventure service	12	
			6-7	Karate	12	
			7-8	zumba	12	
		Tuesday	9-5	Adventure service	12	
			1.30-2.30	YMCA	12	
			3-9	Slimming World	12	
			10-12	Craft & Chat	12	
		Wednesday	10-11	Tiny tots	12	
			9-5	Adventure service	12	
			9-5	Shine Education	12	
			6.30-8.30	karate	12	
		Thursday	9-5	Adventure service	12	
			9-1	Slimming world	12	
			10-12	Coffee Morning	12	
			5-6.30	Children's dance	12	
		Friday	6.30-9	karate	12	
			9-5	Adventure service	12	
			5.30-7.30	karate	12	
			7.30-8.30	burlesque	12	
		Saturday	7-8	church	12	
		Sunday	1-4	Church	12	
			12-2	church	12	
			5.30-6.30	dance	12	
			7-9	burlesque	12	
		Total Number of Sessions				288

4.2 Period Progress

Please give a brief overview of any other key activities undertaken this quarter

Bulwell Vision of Health

2.10.17 There was a meeting held by City care, this attendance was 11.

8.10.17 There was a private party, the attendance was 50.

14.10.17 There was a private party, the attendance was 16.

19.10.17 There was an AGM Meeting, the attendance was 10.

15.12.17 There was a kids Christmas party, the attendance was 100.

All of these activities took place in the hall.

Small Steps Big Changes This group rent the office rooms every weekday all day.

Red Lion Nursery 47 Sessions. The nursery rents out the crèche each weekday all day apart from holidays.

Crabtree

Crabtree Farm Centre Boxercise 16 sessions, ran every Thursday 7pm - 8pm

Limitless Youth Group 32 sessions ran every Tuesday 6pm – 8pm

Standguide { Job Club} 30th October 2017 – 16th October 2017 9am – 5pm

The People's Choice TRA Meeting 4th November 5.15pm – 6.15pm 2017

Crabtree farm Community Centre AGM 11th 5pm- 7pm

50+ Christmas Dinner 2pm – 6pm

Crabtree farm School Christmas Dinner 9am -3pm

Snapewood

We have now got a date to start the lunch club

We have now started our own tots & toddlers group which is a great success.

SSBC hired the large hall to deliver a parent champion session.

We now have a Dance class on a Saturday morning

Top Valley

Cosmetic improvements have been made to the centre.

4.3 Outputs and Outcomes

Quantitative Output & Monitoring method	Quarterly target & actuals							
	Q1	Q1	Q2	Q2	Q3	Q3	Q4	Q4
Hours that community centres are open	105 0	296 2	105 0	296 2	105 0	296 2	105 0	
Sessions within community centres aimed at over 50's	25	74	25	75	25	60	25	
Business plans in place for community associations	1	2	1	1	1	1	1	

Qualitative Output & Monitoring method	Quarterly target & actuals							
	Q1	Q1	Q2	Q2	Q3	Q3	Q4	Q4
Community centre users	250 0	756 4	250 0	12,8 76	250 0	12,1 84	250 0	
Older residents supported by group sessions	175	142	175	722	175	763	175	
Community associations working towards financial sustainability	0	0	0	1	2	1	2	

4.4 Emerging Issues

Summary of issue	RAG rating (red/amber/green)
A centre has raised that the council is going to increase their rent, currently they are in negotiations	Amber

4.5 Planned activity next quarter

Please give a brief overview of key activities planned for the next quarter
<p>Top Valley</p> <p>We have no activities planned for the next quarter.</p> <p>Bulwell Vision of Health</p> <p>We will be hosting Cobra Kickboxing on Saturdays starting from the 13th January.</p> <p>There will be two private parties in the month of February.</p> <p>All of these will take place in the hall.</p> <p>Crabtree</p> <p>A Star Development multi-sports activity session – January 2018</p> <p>Snapewood</p> <p>Our the next quarter we have:</p> <ul style="list-style-type: none"> • tots and toddlers group • Wycar Leys Training Sessions • SSBC – Training to recruit new mentors • Lunch club starting in January • Halloween Disco • Children’s Xmas party

SECTION 5 – SUPPORT FOR LOCAL VCS INFRASTRUCTURE

5.1 Services delivered (please add rows as required)

Organisation Name	Amount this Quarter	Outline of activity delivered including <ul style="list-style-type: none"> • number of sessions • location of sessions • days/times of sessions
	£0	

5.2 Period Progress

give a brief overview of any other key activities undertaken this quarter

Groups are not coming forward, there is 2 booked in for the new year, a lady providing rest bite care and another looking at developing sessions for home schooled children.

The library has raised people are asking for this support and are signposted to our job club but for this quarter only the 2 above have come forward.

We organised a meeting with our consortium to meet with NCC to discuss any issues or concerns and what the overall plan for community looks like moving forward.

This quarter time has been spent on development and looking at how we can reach those people not coming forward, we expect that supporting the volunteer passport this will enable us to increase our reach

5.3 Outputs and Outcomes

Quantitative Output & Monitoring method	Quarterly target & actuals							
	Q1	Q1	Q2	Q2	Q3	Q3	Q4	Q4
Groups accessing support	0	1	2	1	4	0	4	
Sessions to support new groups setting up	0	2	1	2	1	0	2	

Qualitative Output & Monitoring method	Quarterly target & actuals							
	Q1	Q1	Q2	Q2	Q3	Q3	Q4	Q4
Groups improving service delivery / sustainability	0	0	0	1	2	0	3	
New groups setting up	0	0	0	0	2	0	2	

5.4 Emerging Issues

Summary of issue	RAG rating (red/amber/green)
This has been very quiet this quarter, we promote this service through the libraries and the job centre and locally.	amber

5.5 Planned activity next quarter

Please give a brief overview of key activities planned for the next quarter

We are putting together a course to support the Nottingham Volunteer Passport, this will provide training for current and potential volunteers.

We will be working with Nottingham Together, Rebalancing the North and adding re focus into the job clubs.

SECTION 6 – LOCAL IDENTIFIED PRIORITIES

6.1 Services delivered (please add rows as required)

Organisation Name	Amount this Quarter	Outline of activity delivered including <ul style="list-style-type: none"> number of sessions location of sessions days/times of sessions
Bulwell Community Toy Library over 5's team	£11,250	Term time Mondays and Thursdays Riverside 3:30-5:30 x 13 Saturdays Woodland play session Barkers Community Woodland 11-3 x 8 11-3x1 Holidays Riverside Mondays and Thursdays 11-3 x 4

6.2 Period Progress

Please give a brief overview of any other key activities undertaken this quarter
Joint Halloween and Christmas parties with the city team. Christmas woodland session. lights switch on in Bulwell market place. Supporting Bulwell Academy Christmas fair

6.3 Outputs and Outcomes

Quantitative Output & Monitoring method	Quarterly target & actuals							
	Q1	Q1	Q2	Q2	Q3	Q3	Q4	Q4
Play sessions held for 5-13 year olds	10	59	10	57	10	29	10	
Parents and carers getting involved as volunteers	5	16	5	11	5	13	5	

Qualitative Output & Monitoring method	Quarterly target & actuals							
	Q1	Q1	Q2	Q2	Q3	Q3	Q4	Q4
Children aged 5-13 accessing supervised play opportunities	75	137	75	200	75	112	75	
Case studies regarding individual children supported	0	0	0	1	2	1	1	

6.4 Emerging Issues

Summary of issue	RAG rating (red/amber/green)

6.5 Planned activity next quarter

Please give a brief overview of key activities planned for the next quarter
Regular sessions 2 days a week at Riverside play setting. Woodland play sessions every Saturday. February half term play scheme at Riverside. Re-launch children committee for Riverside sessions.

Case study

Ruth (not real name) started attending the Riverside play session twice a week last year.

She was a very confident young lady and well thought of by other children attending, she had a happy home life and school life that she talked about fondly. Her family circumstances changed with dad leaving the family home. She became very demanding of workers time and struggled with mum dropping her as she thought her mum wouldn't come back for her.

The team worked hard to re-build Ruth's confidence working one to one when needed and reassuring her that her parents still loved her. She was encouraged to make a diary and put her worries and thoughts in it. She shared her thoughts with a worker and was supported with her emotions to have better understanding of what she was feeling.

Getting Ruth to help with activity planning and the choosing of activities for the following session was a good start in making her feel valued within the setting and starting to re build her self-confidence. Although it took time to see the change in Ruth the continuous support we gave showed a positive impact on her.

Mum was also encouraged to attend sessions and found this a support for her and Ruth. Over this quarter we have seen the happy confident Ruth return. She will now again attend sessions without mum staying and she has built good relationships back at school. Ruth knows we are all there to support her as and when she needs it.

Bulwell and Bulwell Forest Area Committee/ Nottingham City Homes – 29th January 2018

Title of paper:	Nottingham City Homes Update and Approvals	
Director(s)/ Corporate Director(s):	Nick Murphy, Chief Executive of Nottingham City Homes	Wards affected: Bulwell and Bulwell Forest Area Committee
Report author(s) and contact details:	Elira Mano elira.mano@nottinghamcityhomes.org.uk	
Other colleagues who have provided input:	N/A	
Date of consultation with Portfolio Holder(s) (if relevant)	N/A	
Relevant Council Plan Key Theme:		
Strategic Regeneration and Development		<input checked="" type="checkbox"/>
Schools		<input type="checkbox"/>
Planning and Housing		<input checked="" type="checkbox"/>
Community Services		<input type="checkbox"/>
Energy, Sustainability and Customer		<input type="checkbox"/>
Jobs, Growth and Transport		<input type="checkbox"/>
Adults, Health and Community Sector		<input type="checkbox"/>
Children, Early Intervention and Early Years		<input type="checkbox"/>
Leisure and Culture		<input type="checkbox"/>
Resources and Neighbourhood Regeneration		<input checked="" type="checkbox"/>
Summary of issues (including benefits to citizens/service users):		
The report provides updates on key issues and themes which link back to local priorities and the strategic themes for Nottingham City Homes.		
The reports provide summary updates on the following key themes:		
<ul style="list-style-type: none"> • Capital Programme and major work; • Area regeneration and environmental issues; • Key messages from the Tenant and Leasehold Involvement; • Area performance; • good news stories and positive publicity. 		
Recommendation(s):		
1	To note and comment on the update and performance information in Appendices 1 and 2.	
2	To note the allocation of funds for 2016/17, detailed in Appendix 3.	
3	To approve the Area Capital Programme funding request set out in Appendix 3.	
4		

1 REASONS FOR RECOMMENDATIONS

- 1.1 The Nottingham City Homes Update provides a descriptive and statistical picture of what is happening at an area level and invite community representatives to comment, debate, and challenge and identify how they can add value to improve their neighbourhoods.

- 1.2 The update also monitors progress in the wards and acts as a catalyst for debate about the key performance issues impacting upon the ward on a quarterly basis.

2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

- 2.1 Nottingham City Homes previously reported on performance at local Area Panels that sat below the respective Area Committees. These panels were attended by local residents, local Councillors and partner agencies.
- 2.2 Nottingham City Homes has a goal to 'create homes and places where people want to live' and to give tenants and leaseholders an input in shaping what happens in their area. The Nottingham City Homes Update and Performance Report is one of a number of initiatives that increases the transparency and accountability of the Company's performance.
- 2.3 Following the decision for Nottingham City Homes reps to attend Area Committee, it was decided to provide the Nottingham City Homes Update Report to Area Committee. Appendices 1 and 2 provide the latest performance position for the committee to note and comment on.
- 2.4 Appendix 3 outlines the remaining capital budget for this area for noting and provides detail of the schemes that require approval by the Committee.

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

- 3.1 None

4 FINANCE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)

- 4.1 Budgets are allocated on a yearly basis for each ward and there is an obligation on Nottingham City Homes to ensure that funds are allocated to projects within these budget requirements

5 LEGAL AND PROCUREMENT COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)

- 5.1 None

6 STRATEGIC ASSETS & PROPERTY COMMENTS (FOR DECISION RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE) (AREA COMMITTEE REPORTS ONLY)

- 6.1 None

7 EQUALITY IMPACT ASSESSMENT

- 7.1 Has the equality impact of the proposals in this report been assessed?

No



***An EIA is not required because:
(Please explain why an EIA is not necessary)***

Yes

Attached as Appendix x, and due regard will be given to any implications identified in it.

8 LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

8.1 None

9 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

9.1 None

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NCH update report – Appendix 1

Date: 29th January 2018

Presented by: Elira Mano

Page 47

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>High rise At the start of the new financial year a programme to clean bin chutes will be collated this will include replacing hoppers and smoke flaps. Dates are to be agreed.</p> <p>Engagement events for high rise residents are being arranged (dates to be agreed). Work will then commence to install a new intercom, personal address system and sprinklers to high rise across the City via a planned programme of works. Details about the communication system are attached.</p> <p>Damp and mould Compared to last year the number of damp and mould surveys has reduced. The Reduce Mouldy campaign with leaflet and DVD is proving to have an affect with residents taking note of the advice provided. (www.reducemouldy.co.uk)</p>	Information

		<p>Maintaining decency Kitchens and bathrooms continue to be changed across the City through a planned programme of work.</p> <p>Wooden double glazed windows are being upgraded to UPVC across the City as are the old style doors through planned programmes of work.</p> <p>Planned programmes of work are created via the on-going stock condition and EPC surveys taking place around the City.</p> <p>Grander designs Chatham Court - due financial year 2017/18. Planning permission is needed. Naomi Court - work has started.</p>	
2	Area Regeneration and Environmental Issues	<p><u>Bulwell</u></p> <p>Courtleet Way NCH have successfully delivered the first phase of the fencing upgrade project to this part of the ward, We are now scoping out the proposals for further phases of this project, in conjunction with NCH Housing colleagues and Cllrs. We will look to present a funding bid to the n next Area Committee to contribute towards this ongoing.</p> <p><u>Norwich Gardens</u> NCH Decent Neighbourhoods Team are currently scoping out the works for phase 6 of this highly successful boundary improvement project. We will look to present a funding bid to the next Area Committee to contribute towards this phase of the project.</p> <p><u>Duchess Gardens</u> NCH has now delivered 2 phases to the external improvements to this part of the ward. Residents are very satisfied with the work we have delivered as we have created private,</p>	Information









		<p>defensible space that they can enjoy. We are currently scoping out phase 3 of the project with a view to present a funding request to the next Area Committee.</p> <p><u>Bulwell Forest</u></p> <p>Colston Road Flats NCH Decent Neighbourhood Team is currently working with housing colleagues and the NDO for the area to consider ideas for environmental improvements across the ward.</p>	
3	Key messages from the Tenant and Leasehold Congress	<p>My Neighbours, My Neighbourhood – Get Involved at NCH</p> <p>We’re always looking for resident volunteers to work with us to help us improve services. Experience and qualifications are not necessary as we can help residents with everything they need to be successful by offering free training through the Tenant Academy as well as one to one support from the Tenant Involvement Team and local Housing Patch Managers.</p> <p>It’s a great way for residents to give back to their communities and be there for other people who need extra support. There are a variety of opportunities available:</p> <p><u>Communications Panel Volunteer</u> – Help us make sure our newsletters, our website, events and publications are covering the issues that matter most to our customers.</p> <p>Equalities Panel Volunteers – Help us to offer services that meet everyone’s different needs – and help us build strong communities based on mutual respect.</p> <p>Customer Excellence Panel Volunteers – Help us to review our services and work with us to identify ways we can improve.</p> <p>Complaints Panel Volunteers – help us to understand how we’re doing and where we need to improve by making sure we’re dealing with complaints correctly and that our services are fair.</p>	X

		<p>ACE Inspectors – Our tenants and leaseholders can help us to review our services and make recommendations to improve quality of our neighbourhoods. ACE inspectors support the Customer Excellence Panel, by carrying out 'reality checks' on front-line services, such as the Customer Service Centre (CSC) and our housing officers and reception areas. Their work ranges from conducting mystery shopping to judging 'best garden' competition.</p> <p>Street and Block Champions - We're looking for people who are passionate about where they live, who want to improve where they live, want to give something back to their community, help others and help us improve the housing services for them and their neighbour's.</p> <p>Being a Street or Block Champion is all about making a difference in their local area. There are lots of ways they can help. Some may only take a short amount of time, others could take a bit longer. As well as making a difference to their local area our Champions will receive free training and mentoring, will be able to meet new people and make friends, develop their skills and enhance their CV.</p>	
4	Tenant and Residents Associations updates	HART – Casey Harper (Development Manager) from Nottingham City Homes will be attending the next HART tenants meeting on the 31 st January, to discuss the planning application submitted in relation to the proposed build of 13 new houses.	X
6	Good news stories & positive publicity	<p>3rd December – Adele Brooksbank who is a very active Street Champion arranged a community litter pick via her own Social Channels and organised for 20 volunteers to meet locally to clear litter from the Bulwell Forest Pirate Park.</p> <p>The TLI Manager along with the local NDO's and NCC Community Engagement Team have recently agreed to meet as a steering group to discuss how, in partnership we can increase the amount of involved residents within the Bulwell Ward.</p>	X

Area report - Wollaton East/Lenton Abbey and Wollaton West

Generated on: 23 January 2018

AC7-1 Anti-social behaviour







Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved by first intervention – Central region <i>Note: This PI monitors the ability of the HPM to select the correct first intervention.</i>	85%	85.39%			95.92%	94.21%	Figure has increased since last year and reflects careful case management
% of ASB cases resolved – Central region <i>Note: This PI measures the proportion of ASB cases NCH has successfully resolved. Data for this PI is not available by ward and is reported by Housing Office.</i>	99%	96.63%			97.96%	97.89%	There have been a couple of cases where residents have disengaged from the process for personal reasons. These cases are marked off as unresolved
Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i>		76			129	129	Reduction in overall number of cases following transfer of Area 5 management to St Anns
Tenant satisfaction with the ASB service	85.00%	89.22%			86.53%	73.45%	<i>Customer satisfaction with the ASB service has continued to improve in Q2 2017/18. Current performance for Q2 2017/18 is 91.11%. Year to date performance is 89.22%</i>

APPENDIX 2

<p><i>Note: . Overall tenant satisfaction with the ASB service - The average score (Percentage) for each survey question. Data for this indicator is not available by ward..</i></p>						<p><i>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 45 Surveys were completed during Q2. The number of surveys completed during in Q2 is lower than Q1 due to capacity to complete the survey, this has been addressed and it is expected that the response rate for Q3 will return to higher levels.</i></p> <p><i>We will continue to have a focus on the frequency of victim contact and quality of information and updates provided to victims, including regular case reviews conducted by Area Housing Managers, we will also place a greater focus on managing expectations in relation to case outcomes, since this is an area where performance dipped in July.</i></p> <p><i>The noise smartphone app continues to receive a positive reception from customers. It is improving the quality of noise nuisance reporting and enables Housing Patch Mangers to quickly assess complaints of noise nuisance and intervene swiftly.</i></p> <p><i>Mediation has been used to address a range of ASB issues. Referrals have covered cases including household noise, loud music, pet nuisance, parking issues and boundary disputes. We separately measure satisfaction with the mediation service and have achieved 100% customer satisfaction in Q2. This service is empowering residents to work together to resolve disputes.</i></p>
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APPENDIX 2

AC7-2 Repairs





Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Wollaton East/Lenton Abbey and Wollaton West <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.69%			95.19%	95.18%	
% of repairs completed in target – Wollaton East & Lenton Abbey Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.76%			94.94%	94.89%	
% of repairs completed in target – Wollaton West Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.43%			96.22%	96.33%	
Tenant satisfaction with the repairs	9.1				9.08	9.1	WS -Oct - 2016 Performance is in target for the month at 9.2% .With performance at 9.08 for the year we continue

APPENDIX 2

<p>service</p> <p><i>Note: Data for this PI is only available citywide</i></p>							<p>to look at introducing service improvements through the repairs modernisation and monitor customer satisfaction data to highlight and inform these service improvements. These improvements have been added to an action plan that covers the whole of R&M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.</p>
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APPENDIX 2

AC7-3 Rent Collection

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of rent collected</p> <p><i>Note: This PI measures the amount of rent collected (including tenant arrears) as a percentage of rent due for the current year. Data for this indicator is not available by ward and is reported city wide.</i></p> <p><i>Trend shows as improving if value is over 100% as arrears are decreasing.</i></p>	100%	101.93%			100.29%	100.25%	<p>The collection rate at the end of the third quarter is ahead of target at 101.93% and shows a significant improvement on the same point last year. The level of arrears continues to reduce as more rent is collected, both the current debit charged and historic debt on rent accounts. The "Rent First" campaign adopted by the team has been successful in mitigating against the impact of the welfare reform measures which continue to affect NCH tenants. These include "bedroom tax", the reduced benefit cap and Universal Credit. The changes announced in the recent budget mean that the roll of of the full Universal Credit service in Nottingham has been delayed until October 2018 and there will be no new claims under the current live service from 1st January. However we are continuing with our plans to support tenants in the lead up to the full roll out with accessing bank accounts, internet use and budgeting skills. We are continuing to work closely with Nottingham Credit Union and an article will be published in the next edition of NCH News detailing the benefits of joining the Credit Union. In addition we are continuing with the Northgate developments, with the initial launch of Task Manager in December. This is helping the team to work more effectively and will be fully operational by the time Universal Credit is fully rolled out, allowing us to manage a larger caseload.</p>
<p>% of tenancies ending due to eviction</p> <p><i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i></p>	0.43%	0.44%			0.36%	0.43%	<p>We are below target and have carried out less evictions that at this point last year. We have evicted 76 tenants for rent arrears so far this financial year. At the same point last year we had evicted 83. We continue to focus on tenancy sustainment and supporting our tenants who find themselves in financial difficulty.</p>

APPENDIX 2

AC7-4a Empty properties - Average relet time







Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Wollaton East/Lenton Abbey and Wollaton West</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>	25	17.44			11.15	11.2	Void performance summary: There are currently 6 empty properties in the Area Committee 7 area. The average time to relet properties in the Area Committee 7 area is 25 days. There have been 31 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 4 weeks. The lettings service houses around 200 families each month around the city.
<p>Average void re-let time (calendar days) – Wollaton East & Lenton Abbey Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>	25	26.38			20.17	15.3	Void performance summary: There are currently 5 empty properties in the Wollaton East & Lenton Abbey ward area. The average time to relet properties in the Wollaton East & Lenton Abbey ward area is 23 days. There have been 20 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 3 weeks. The lettings service houses around 200 families each month around the city.
<p>Average void re-let time (calendar days) – Wollaton West Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>	25	21.25			11.35	5.33	Void performance summary: There are currently 1 empty properties in the Wollaton West ward area. The average time to relet properties in the Wollaton West ward area is 29 days. There have been 11 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 4

APPENDIX 2

<i>tenancy</i>								weeks. The lettings service houses around 200 families each month around the city.
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APPENDIX 2

AC7-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of lettable voids – AC - Wollaton East/Lenton Abbey and Wollaton West</p> <p><i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i></p>		2			3	3	
<p>Number of lettable voids – Wollaton East & Lenton Abbey Ward</p> <p><i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i></p>		0			2	1	
<p>Number of lettable voids – Wollaton West Ward</p> <p><i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i></p>		2			1	2	

APPENDIX 2

AC7-4c Empty properties - Decommissioning







Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of empty properties awaiting decommission – AC - Wollaton East/Lenton Abbey and Wollaton West</p> <p><i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i></p>		0			0	0	
<p>Number of empty properties awaiting decommission – Wollaton East & Lenton Abbey Ward</p> <p><i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i></p>		0			0	0	
<p>Number of empty properties awaiting decommission – Wollaton West Ward</p> <p><i>Note: This PI shows the number of empty properties which will not be</i></p>		0			0	0	

APPENDIX 2

<i>re-let and includes those being decommissioned and / or demolished.</i>							
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APPENDIX 2

AC7-5 Tenancy sustainment

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Wollaton East/Lenton Abbey and Wollaton West <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	92.16%			100%	97.62%	KPI is being reviewed this year as there are incidences on the report of residents being rehoused or exercising the RTB which should not be included in these figures. This figure should therefore be revised significantly upwards
Percentage of new tenancies sustained - Wollaton East & Lenton Abbey Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	90.7%			100%	96.67%	KPI is being reviewed this year as there are incidences on the report of residents being rehoused or exercising the RTB which should not be included in these figures. This figure should therefore be revised significantly upwards
Percentage of new tenancies sustained - Wollaton West Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	100%			100%	100%	100% off a low sample size; NCH has limited stock in this ward

APPENDIX 3

Area	Ward	Actual Budget (including carry over from 2015/16)	Schemes Approved	Schemes Committed	Schemes De Committed	Remaining Budget
1	Bulwell	£198,096.18	£0	£0	£0	£52,298.40
1	Bulwell Forest	£68,187.37	£0	£0	£0	£62,585.49

Address	Request	Reason	Nottingham City Homes Officer	Cost	Approval
Austin Road Flats- Bulwell Forest ward	3 new aluminium doors to the entry of the flats.	To improve security	Leanne Hoban	£6,200.00	Approval

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AREA CLUSTER MEETINGS – HOUSING REPORT OF CITY HOUSING MANAGERS CATH STOCKS AND WILL MORRITT

SUMMARY

Area Cluster reviews for Housing, more specifically Nottingham City Homes, took place during September, October and November 2017. The purpose of this report is to share with Area Committees an overview of these meetings and additional feedback on additional questions asked by Councillors.

REPORT DETAIL

The NCH service offer

Creating and maintaining successful tenancies and communities lies at the heart of our vision to create homes and places where people want to live. Since our creation as an Arms' Length Management Organisation (ALMO) of Nottingham City Council back in 2005, we have taken a major role in building communities where people can thrive and feel they belong, now and in the future.

The ground breaking work we do to tackle anti-social behaviour, to support our residents in sustaining their tenancies, collect rents and to develop flagship new developments has been recognised at a national level. Underpinning this is our commitment to delivering the day to day services that our residents rely on – repairs and maintenance, tenancy sustainment, Homelink, lettings, involvement, and tenancy and estate management.

Results from our annual resident survey are testament to our success. Customer satisfaction between January and March 2017 hit over 91% - a record high for an individual quarter – and satisfaction for the year was 89.3%. Residents are satisfied with the ways in which we take their views into account, satisfied with their neighbourhoods, and satisfied that their rents offering value for money, with record scores in all these areas.

Satisfaction with the ASB service was better than target, and we collected more than 100% of the rent due to us (by chasing arrears and outstanding debt). Empty homes were re-let more quickly, and the number of lettable empty properties reached a record low.

This is great news for us as we deliver the final year of our three-year Corporate Plan, and it gives us a solid foundation upon which to build the next. We're proud of our achievements, but we're not resting on our laurels. These are challenging times, and challenging times create great opportunities – opportunities that we're seizing with both hands.

Challenges include:

- Impact of welfare reform on residents
- 1% rent cut
- Loss of homes through Right to buy leading to reduced income
- Funding challenges
- Increasing homelessness
- Reduction in provision of support services
- Increased demand on services.

Successes include:

- Record levels of customer satisfaction
- Best new social housing development in the county – Palmer Court Independent Living Scheme, Lenton
- National awards for tenancy sustainment and equality and diversity
- Building more new homes than any other ALMO in the country – 159 built, 414 under construction, 471 proposed.

The future:

- New Corporate Plan from April 2018
- More joint working with partners
- More joint working internally, to get it right first time and to empower staff and increase resilience
- NCH Enterprises Limited (buying and building homes for market rent, under the brand name Living)
- NCH Registered Provider (enabling us to draw down funding from the Homes and Communities Agency (HCA) to build more affordable homes, which we will own and manage.

Within the Area Cluster meetings, we asked Councillors to share their concerns and priorities. Many of the questions and queries were similar across the different areas and we also had some useful 'local' discussions. In addition to the information we shared within the presentation and reports, additional questions and concerns were answered and responses have been collated to share with Area Committees.

COMMON THEMES CITYWIDE	NCH RESPONSE
Repairs offer and getting it right first time, reducing the need for multiple visits and conflicting information and advice	<p>89% of tenants are satisfied with the way that NCH deals with repairs and maintenance.</p> <p>Getting it 'right first time' is our goal and for colleagues to take ownership of jobs. We now have terms and conditions in place to allow for this, including van stock profiles and training.</p>
Universal Credit preparation and incentivising Credit Union accounts	<p>We are continuing with our preparations for the roll out of Universal Credit, however with a slightly amended time scale due to the delay of the full digital roll out until October 2018. In addition there will be no new UC claims under the live service from this month and therefore we will see a decline in the total number of UC cases being managed by the team. We currently have 402 live cases. We have launched the new facility within Northgate, our housing management system which will allow us to work more effectively and manage a larger caseload, in readiness for the full roll out when we will have more people actually paying rent.</p> <p>The team is continuing to collect data to show which NCH tenants do not have a bank account, access to the internet or confidence in using the internet. We are targeting these households to offer support prior to the roll out of the full service. We are also continuing to work with partners, including the Credit Union, to help tenants to access affordable credit and banking facilities. Members of the Tenancy Sustainment Team are able to set up Credit Union Accounts on behalf of NCH tenants and we cover the £10 set up fee for all those who take up this account. All members of the team have targets for setting up Credit Union Accounts for NCH tenants.</p> <p>Our Head of Rents is meeting with Sam Whitworth, Head of marketing, and Ella Ferris from the Credit Union on 16 January to discuss how we can help to promote the Credit Union. We will look at ways in which we can support NCU with marketing materials and an improved social media campaign. There will be a Rents Week of Action from the 22 January and we will be heavily promoting the use of NCU during this week.</p>
Support with preventing evictions	We know that the cost of evictions is high, both from a financial and social perspective

	<p>and are committed to reducing evictions which we have been successful in doing year on year, from a high of 442 ten years ago to less than 100 last year. Eviction is only ever considered as a last resort.</p> <p>We have recently introduced an Eviction Prevention Protocol which has been implemented to provide further protection to families and vulnerable adults who are at risk of losing their homes. Multi-agency meetings, which are chaired by NCH are now held fortnightly to discuss all vulnerable tenants at risk of eviction, with partners including Housing Aid, Housing Benefit, Child Services and Nottingham Law Centre. Housing Aid and Child Services are also now conducting joint visits where families are at risk of eviction.</p>
<p>Ability for NCH to manage and maintain other social housing in the area</p>	<p>We are currently in the process of extending our PA (ASRA) contract to manage and maintain a further independent living scheme within St Ann's, this in addition to the properties we currently manage on their behalf. We provide Homelink to 13 RSL partners in the City as well as Nottingham on Call services to 16 other organisations in the locality. In addition we provide out of hour call handling services to Tuntum housing, Enviro Energy and Robin Hood Energy.</p> <p>Construction Repairs & Maintenance have established a Commercial team to complete works that would sit outside the traditional work streams covered. This team has been established to generate growth and additional income through new work streams such as Schools, market and private rent properties, new build projects etc.</p> <p>We continue to identify opportunities for new business wherever we can, dependent on commercial opportunities.</p>

<p>Buying private voids and purchasing scattered Registered Provider stock</p>	<p>NCH Enterprises Limited (NCHEL) is enabling us to buy and build home for market rent, under the brand name Living and we currently have 92 market rented properties.</p> <p>NCH Registered Provider will enable us to draw down funding from the Homes and Communities Agency (HCA) to build more affordable homes, which we will own and manage.</p> <p>Through our subsidiary company NCHEL, we have recently acquired 50 dispersed properties for homeless accommodation and we are planning to purchase a further 50 properties following NCC borrowing approval.</p>
<p>Case responses and prompt updates from Asset Management</p>	<p>Asset Management have reviewed internal processes and are having Quarterly performance meetings with the Customer Relations Team to discuss overall performance/Members casework/training/quality responses/ first time resolution for Asset enquiries. This has already had a positive impact, with Asset management responding to 100% Cllr enquires within set timescales for December 17.</p>
<p>Support of Tenant and Resident Associations (TRAs) and increasing access for Councillors through other involved customers, e.g. the Block and Street Champion initiative</p>	<p>We are committed to supporting and empowering TRAs to ensure that they are able to sustain themselves but also recognise that TRAs are not the best solution in every area and are looking at different ways of engagement with our tenants and residents.</p> <p>We will share details of Block and Street Champions with Councillors to support with engagement and consultation. Increasing uptake and developing great links with our newly formed Block and Street Champions is an initiative within our Team Plan. Establishing closer working relationships with Housing Patch Managers (HPMs) and Ward Members, helping to create great places to live as well as ensuring increased neighbourhood satisfaction and opportunities to get involved.</p>
<p>Increasing partnership working with Registered Providers to tackle shared challenges</p>	<p>Continuing to improve partnership working with other Nottingham Social Housing Providers is a priority for us over the coming year. This will include supporting work linked to the Nottingham Standard to improve the overall quality of service from social housing providers to ensure increased neighbourhood satisfaction. We are members of Nottingham Social Landlords Forum and regularly attend meetings.</p>

<p>Targeted work to support tenants with downsizing and freeing up family size accommodation</p>	<p>We currently offer Band 2 priority for tenants who are downsizing and releasing two bedroom houses as these are in high demand. We have a Rightsize team to specifically support tenants who want to downsize, and our Tenancy Sustainment Team carry out targeted work. However as we are giving priority to offering accommodation to homeless families to support with the homeless crisis, this means that there are less properties to assist with downsizing. We are promoting mutual exchanges to mitigate some of this impact as well as the option of taking in a lodger.</p>
<p>Management of ASB and links with police. This was specifically with regards to police support with regards to drugs cases</p>	<p>Preventing and tackling anti-social behaviour and criminality through a victim focused approach is a priority for us. It is central to achieving our goals set out in our Corporate Plan and in contributing to city wide objectives set out in the wider Nottingham Plan and Nottingham Crime and Drug Partnership Plan 2015-20.</p> <p>Customer satisfaction with the ASB service has continued to improve. Current performance for Q2 2017/18 is 91.11% exceeding the target of 85%. Year to date performance is 89.22%. This is currently our best ever performance.</p> <p>As a partnership, NCH, Nottinghamshire Police and Community Protection recognise the impact of drugs and associated crime and anti-social behaviour on our estates and are committed to tackling drugs on estates. The numbers of drug-related warrants referred to NCH from the Police has declined and we are working to understand this and ensure appropriate priority is given to tackling drugs as feedback suggests that drug-related activity is still a priority for tenants living in the neighbourhoods.</p> <p>Neighbourhood Policing Inspectors (NPI's) have a certain amount of autonomy for policing decisions within their own areas and will prioritise competing issues. We would encourage Councillors to report drug concerns to local NPIs.</p>
<p>More regular information on breakdown of ASB cases</p>	<p>We are amending the Area Committee report to include a breakdown of ASB data by Ward.</p>
<p>Management of alleyways and untidy gardens</p>	<p>Improving management of alleyways and untidy gardens is a priority for us over the coming year and a focus in our new Corporate Plan. We recently held an Estates Improvement Workshop with partners, including Community Protection, to discuss the</p>

	<p>issues on our estates and new ideas to resolve these. We will be creating management tools for HPMs to ensure that we meet our goal of 5 star estates, as set out within the new Corporate Plan.</p> <p>We are planning a Spring Clean initiative where we will hold week long “spring cleans” on each estate, targeting areas for deep cleaning, encouraging TRAs and Block and Street Champions to be involved, and encouraging all tenants to spring clean their homes and gardens at the same time.</p>
Garden Assistance	<p>We recognise the value of this service and conducted a quality assessment during October 2017 to determine the quality of the Garden Assistance service and the satisfaction of service users.</p> <p>We have discussed the decline in quality of service with Neighbourhood Services and have referred our concerns the NCH/NCC Housing Partnership Forum to agree improvement to the service</p>
Parking issues	<p>Parking continues to be the biggest cause of concern in their neighbourhood for our tenants. We held a Parking Workshop with partners last year to explore the different issues within different estates, and ways in which we can tackle these issues. Different options are appropriate depending on the issue and we have had some successes working with Traffic to put in permit schemes and double yellow lines, as well as some Environmental works to creating parking areas. We are currently working to put in place a permit scheme at the Woodlands where parking is a particular concern as well as access for Emergency vehicles.</p> <p>A hard-standing/driveway pilot is going to be trialled this year for a limited number of tenants whereby we will offer the opportunity for a dropped kerb and hard-standing, with the tenant repaying via a weekly payment arrangement. We are currently developing the criteria for this pilot.</p>

Trees	<p>Processes are in place in agreement with Tree Services to ensure that a quick response is received when enquiries relating to tree issues are raised. A number of site visits have taken place since September with HPMS and Tree Services Officers to identify concerns and agree resolutions.</p> <p>However we have some concerns with regards to value for money as we cannot evidence that the total HRA funding is being spent on HRA estates. A report is being prepared to take to the NCH/NCC Housing Partnership in early February.</p>
Consistency of front line staff managing cases	<p>We receive some excellent feedback from customers and Councillors with regards to case management from our HPMS. We're currently delivering a project to increase resilience across our citywide team of Housing Patch Managers. The project has been developed in response to increasing responsibilities for HPMS, reduced agency support, and the implications of reduced budgets, fewer staff, and increasing patch sizes.</p> <p>We're looking to provide extra training and support to make sure that HPMS are engaged in and aware of issues in the sector, the city and their patch. We're also seeking to make sure that they are equipped with the relevant tools, skills and knowledge to respond appropriately to challenging cases, and that they are empowered to make positive changes as appropriate.</p>

	AREA SPECIFIC ISSUES/CONCERNS	NCH RESPONSE
Area 1	Increasing access to advice sessions in Bulwell	<p>NCH Tenancy Sustainment Team provides a weekly drop-in advice service at Bulwell JobCentre Plus on Friday mornings. This is specifically to assist tenants transferring to Universal Credit, but is also available to support other tenants. Details of this session have been provided to Cllrs to promote with residents.</p> <p>Tenancy Sustainment Officers are able to carry out home visits to support tenants who need help and can also pre-arrange appointments at Bulwell Riverside.</p>
	New build in Knight's Close to be completed in May 2019	We have noted the requirement to complete works by May 2019. We are currently revising the programme which will be shared with local Councillors once it is complete.
	Decent neighbourhoods – noted some great improvements to some of the bungalows in Bulwell but there are some gaps	We continue to work on a rolling programme of works in neighbourhoods. We would encourage Ward Members to share suggested scheme improvements to HPMs so that these can be added to advance plans, helping schedule work going forward.
Area 2	Management of the new build sites in Bestwood	Concerns on this specific site were fed back and are now resolved. To address this going forward, all information on new build sites is included within the Councillor e-bulletin and the New Build team has a dedicated team member to contact Councillors in areas where we are working, both in advance and throughout the project.
Area 3	None area specific	

Area 4	Purchase of potential private rent properties in Lenton area to reduce the impact of current HIMO lettings	NCH Enterprises Limited is enabling us to buy and build homes for market rent, under the brand name Living and we currently have 92 market rented properties. We will continue to consider purchase of properties to improve areas and increase the number of NCH owned homes. Our HPMs are also attending training with NCC Safer Housing Team to highlight rogue landlord activities and identify what they can look out for.
Area 5	Impact of an increased number of private rented properties in Sherwood and Carrington	Further to the comments made by Councillor Urquhart at the Area Cluster meeting, we are working closely together with her as the local Councillor, and in her role as portfolio holder. She is contacting other housing providers in the area (including private landlords) to ensure that landlord standards are similar to NCH. As a commercial proposition NCH are able to provide management services which are already in place in other areas of the city. Any private properties we identify on our estates which are being poorly managed are referred to Community Protection for action. We also link in with the Safer Housing Team where there are concerns about standards within the property.
	Area development around Perry Road	A site visit has been carried out in partnership with the police, prison service and Cllrs. We are now developing option proposals.
Area 6	None area specific	
Area 7	None area specific	
Area 8	Opportunity for further development sites in Clifton area	We are currently reviewing the garage sites and looking at opportunities for development.

Housing cluster presentations September/October 2017 Information pack



Area 1 – Bulwell and Bulwell Forest



The NCH service offer

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The groundbreaking work we do to tackle anti-social behaviour, to support our residents in sustaining their tenancies, collect rents and to develop flagship new developments has been recognised at a national level. Underpinning this is our commitment to delivering the day to day services that our residents rely on – repairs and maintenance, tenancy sustainment, Homelink, lettings, involvement, and tenancy and estate management.

Results from our annual resident survey are testament to our success. Customer satisfaction between January and March this year hit over 91% - a record high for an individual quarter – and satisfaction for the year was to 89.3%.

This is an overview of the services we deliver in the wards in your area. We hope you find it useful.

Overview

	Bulwell	Bulwell Forest
Number of NCH tenanted properties	2512	645
Number of NCH leasehold properties	44	50
Independent living schemes	Duchess Gardens Hazlehurst Gardens Lathkill Close Mariner Court Naomi Court Sketchley Court Snape Nook Court	Chatham Court
Tenants' and Residents' Associations / involved local community groups	Bulwell Hall TRA Coventry Road Estates Tenants and Residents Association (CRESTA) The People's Choice TRA Hoewood Area Residents and Tenants (HART)	Bulwell Forest Gardens
Void (empty property) rate	0.96%	0.93%
Number of voids (empty properties) at 31/8/17	43	6
Number of untidy gardens	27	6
New Build sites	Marlstones, 10 new homes Ragdale Road, new homes now complete	Knights Close, 18 houses, two flats, one shop, one parsonage
Caretaking service offer	Low rise - Cinderhill Walk, Bromley Close, Quarry Avenue, Springhead Court, Holwood Court Independent living – Mariner Court, Snapenook Court, Duchess Gardens, Sketchley Court NCC independent living – Lathkill Close, Naomi Court	Low rise – Colston Road, Austin Street, St Alban's Road Independent living – Chatham Court
Number of repairs per property per month	0.27	0.28
Number of ASB cases year to date	86	18
ASB hotspots	Snape Wood – ASB includes, untidy	Colston and Austin Flats – ASB includes

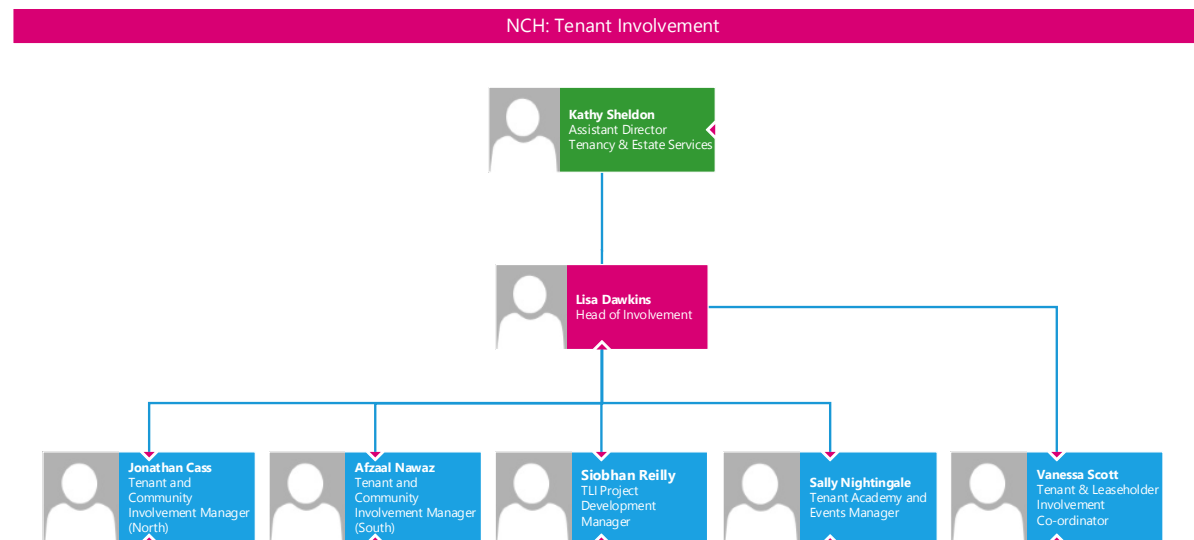
	gardens, fly tipping and drug dealing. HPM is in the process of organising an action day with local partners to tackle the issues and support and educate residents .	noise, neighbour disputes and drug dealing.
Number and type of capital investment programmes	Grander Designs - Naomi and Chatham Courts - Pipework and sprinkler installs Springhead and Holwood Courts Smoke alarm upgrade - Naomi Court Timber double glazed windows being replaced with double glazed uPVC - Bulwell Forest estate.	
Average rent arrears	£278.43	£250.05
Number of evictions April to August 2017	3	1
Number of households potentially affected by UC	1148	267

TLI changes

As a result of budget pressures, the Tenant and Leaseholder Involvement (TLI) Team has reduced from nine members of staff to six. There are now just two Tenant and Community Involvement Managers, covering the north and south of the city and focusing on grass roots involvement, the recruitment and support of community volunteers, event delivery and project management.

The Tenant Academy and Events Manager is responsible for the delivery of the Tenant Academy plus the Tenant and Leaseholder Awards in March, the Fun Day in September and the Garden Competition in November.

The Project Development Manager is responsible for delivering Fit in the Community and other involvement projects, and identifying external funding streams.



Recruiting involved resident volunteers who want to make a difference in their neighbourhoods and to support the scrutiny and development of NCH services is being done via the new Street and Block Champion initiative - we have already recruited around 50 new volunteers. This initiative is closely linked with the Clean Champions, and gives us a much more flexible and accessible route to involvement for all.

Universal Credit

The rollout of Universal Credit (UC) continues to affect NCH residents; we have had a total of 434 cases to date, with 354 currently live. We will transition to the full UC service from June 2018, when we will see a significant increase in the number of claimants.

All new UC claimants are referred to a rent account manager or tenancy sustainment officer for support and advice. We also help residents with applications for discretionary housing payments (DHPs) if they're under-occupying their property. If a resident is in significant rent arrears or has a vulnerability that may impact upon their ability to pay their rent, we apply for a direct payment from the Department for Work and Pensions (DWP) to make sure that rent payments are maintained.

The Rents Team currently has three Rent Support Officers; two focus on pre-tenancy work, and one on Universal Credit, and all work closely with the DWP and other partners. We're keen to stay proactive in our approach to Universal Credit, and we're rolling out UC Actions Days in areas that we have highlighted will be most affected. We recently piloted an Action Day at The Woodlands in Radford, and completed almost 300 visits.

We are keen to be approachable and visible, particularly at this difficult time for residents.

HPM role – empowerment and resilience

We're currently delivering a project to increase resilience across our citywide team of Housing Patch Managers (HPMs). The project has been developed in response to increasing responsibilities for HPMs, reduced agency support, and the implications of reduced budgets, fewer staff, and increasing patch sizes.

We're looking to provide extra training and support to make sure that HPMs are engaged in and aware of issues in the sector, the city and their patch. We're also seeking to make sure that they are equipped with the relevant tools, skills and knowledge to respond appropriately to challenging cases, and that they are empowered to make positive changes as appropriate.

Citywide summary

Customer satisfaction across the board improved last year. Our residents are satisfied with the ways in which we take their views into account, satisfied with their neighbourhoods, and satisfied that their rents offering value for money, with record scores in all these areas.

Satisfaction with the ASB service was better than target, and we collected more than 100% of the rent due to us (by chasing arrears and outstanding debt). Empty homes were re-let more quickly, and the number of lettable empty properties reached a record low.

This is great news for us as we deliver the final year of our three-year Corporate Plan, and it gives us a solid foundation upon which to build the next. We're proud of our achievements, but we're not resting on our laurels. These are challenging times, and challenging times create great opportunities – opportunities that we're seizing with both hands.

Anti-social behaviour (ASB)

Breakdown by type

April to August 2017

Bulwell

Case Type	Number
Alcohol related	0
Begging	0
Criminal Behaviour / Crime	2
Domestic Abuse	5
Drugs / Substance Misuse / Drug Dealing	2
Garden Nuisance (Untidy Gardens)	27
Hate-Related Incidents	3
Litter / Rubbish / Fly-Tipping	2
Misuse of Communal Area or Loitering	1
Noise	21
Nuisance from vehicles	2
Pets and Animal Nuisance	1
Physical Violence	1
Prostitution/sexual acts/kerb crawling	0
Staff abuse	2
Vandalism and Damage to Property	1
Verbal / Harassment / Intimidation / Threatening	16
Total	86

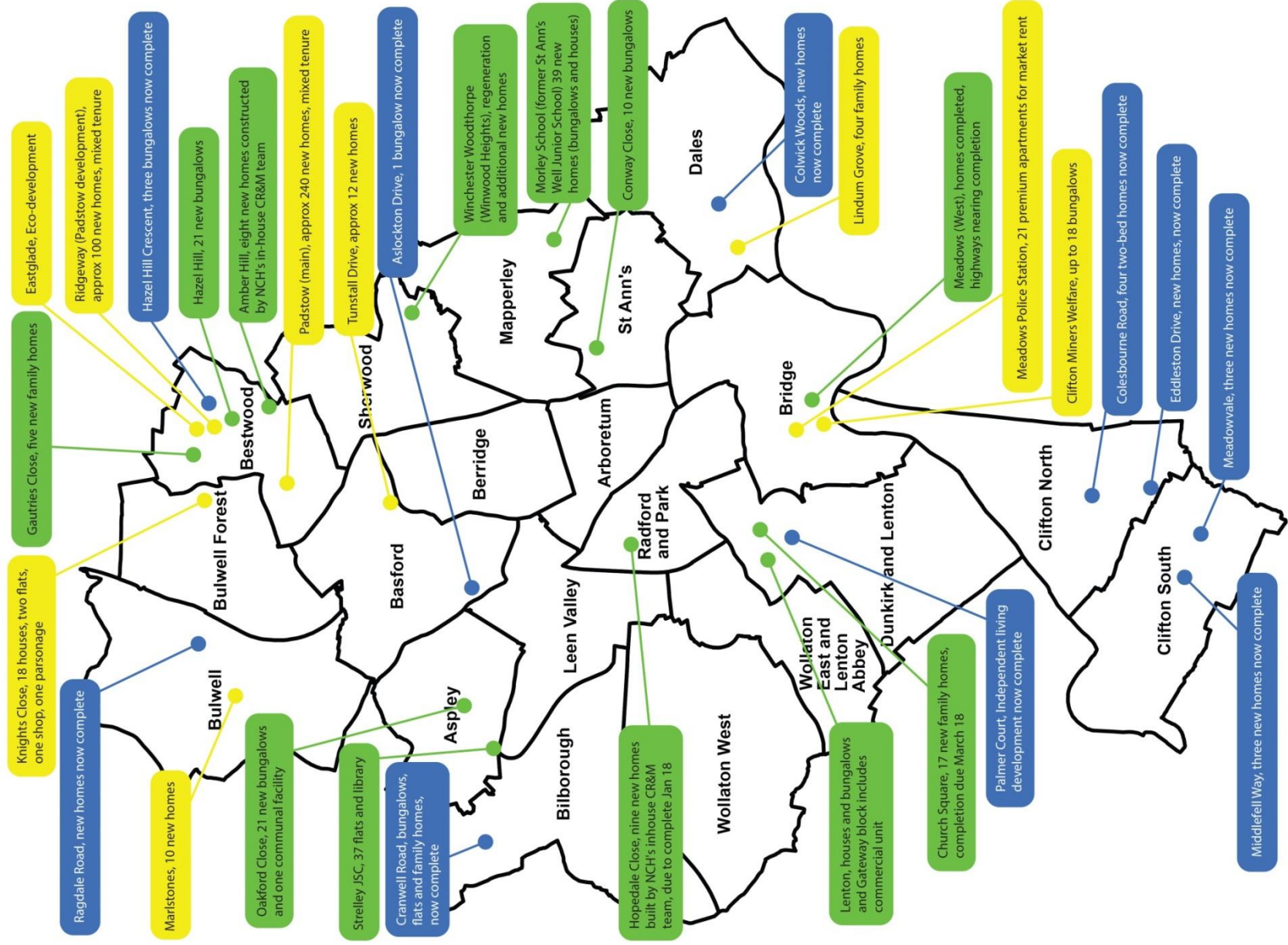
Bulwell Forest

Case Type	Number
Alcohol related	0
Begging	0
Criminal Behaviour / Crime	0
Domestic Abuse	1
Drugs / Substance Misuse / Drug Dealing	1
Garden Nuisance (Untidy Gardens)	6
Hate-Related Incidents	0
Litter / Rubbish / Fly-Tipping	0
Misuse of Communal Area or Loitering	0
Noise	4
Nuisance from vehicles	0
Pets and Animal Nuisance	1
Physical Violence	0
Prostitution/sexual acts/kerb crawling	0
Staff abuse	0
Vandalism and Damage to Property	0
Verbal / Harassment / Intimidation / Threatening	5
Total	18

New build

BUILDING A BETTER NOTTINGHAM

Creating homes and places where people want to live



Key

- Pre-start including planning
- Under construction
- Development complete

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BULWELL AND BULWELL FOREST AREA COMMITTEE – FEBRUARY 28TH 2018

Title of paper:	Bulwell and Bulwell Forest Area Capital Fund	
Director(s)/ Corporate Director(s):	Andrew Errington Director Community Protection	Wards affected: Bulwell and Bulwell Forest
Report author(s) and contact details:	Celia Knight, Neighbourhood Development Officer (Bulwell Forest Ward) Tel 0115 8833729 celia.knight@nottinghamcity.gov.uk Suki Shergill, Neighbourhood Development Officer (Bulwell Ward) Tel 0115 8833728 sukhbir.shergill@nottinghamcity.gov.uk	
Other colleagues who have provided input:	Nancy Hudson, Projects Officer, Highway Services Tel: 0115 915 2061 nancy.hudson@nottinghamcity.gov.uk	
Date of consultation with Portfolio Holder(s) (if relevant)	N/A	
Relevant Council Plan Key Theme:		
Strategic Regeneration and Development		<input type="checkbox"/>
Schools		<input type="checkbox"/>
Planning and Housing		<input type="checkbox"/>
Community Services		<input type="checkbox"/>
Energy, Sustainability and Customer		<input type="checkbox"/>
Jobs, Growth and Transport		X
Adults, Health and Community Sector		<input type="checkbox"/>
Children, Early Intervention and Early Years		<input type="checkbox"/>
Leisure and Culture		<input type="checkbox"/>
Resources and Neighbourhood Regeneration		X
Summary of issues (including benefits to citizens/service users):		
This report provides Area Committee with :-		
<ul style="list-style-type: none"> • Latest spend proposals under the Area Capital Fund including highways and footways • Latest spend proposals regarding Public Realm schemes 		
Recommendation(s):		
1	That the prioritised Area Capital and public realm schemes for Bulwell and Bulwell Forest, as set out below, are approved.	

1 REASONS FOR RECOMMENDATIONS

1.1 The Nottingham LTP 2011-2026 maintains a commitment to deliver local transport improvements across Nottingham's Neighbourhoods and prioritises small scale transport. improvements of importance to local communities.

1.2 As part of the budget process, Nottingham City Council approved in February 2017 an LTP capital allocation of £1.25 million citywide between 2017-18. In addition, £750,000 was approved for funding across the city on public realm schemes.

1.3 To give opportunity for the Area Committee to make comments on suggested schemes and their progress.

2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

- 2.1 The Area Capital Programme was established in 2006 to improve the environment of the neighbourhoods and to create a sense of place for residents in order to improve the quality of life of local people.
- 2.2 Resources are allocated from the Nottingham City Council general fund, the Local Transport Plan (LTP) and from the Housing revenue Account. To achieve a joint approach to environmental improvements in neighbourhoods, a greater degree of flexibility has been established to prioritise and deliver improvements so that there is a synergy in local solutions for local issues across neighbourhoods.
- 2.3 The programme of works is a rolling programme. There have been instances where schemes are started, with strong community involvement and interest, only to be altered at a later stage due to changing circumstances such as economic conditions and changes in land values.
- 2.4 The Area Committee, particularly community representatives, are invited to comment specifically on those schemes identified in the proposals column and also to consider whether certain schemes can be linked to other programmes of work in order to generate best value and create a greater impact on the local area.

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

- 3.1 None

4 FINANCE COLLEAGUE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)

- 4.1 Bringing together the various strands which form part of the Area Capital Programme enables the City Council to respond efficiently in delivering on public realm improvements as identified by local people.

5 LEGAL AND PROCUREMENT COLLEAGUE COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)

- 5.1 A risk register has been produced which is regularly monitored.

6 STRATEGIC ASSETS & PROPERTY COLLEAGUE COMMENTS (FOR DECISION RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE) (AREA COMMITTEE REPORTS ONLY)

- 6.1 None

7 EQUALITY IMPACT ASSESSMENT

- 7.1 Has the equality impact of the proposals in this report been assessed?

No

X

An EIA is not required because this report does not relate to changing policy or functions.

8 LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

8.1 Highways Framework Agreement

9 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

9.1 Executive Board Report 21st February 2017

Bulwell Area Capital 2017 - 2018 Programme

	Indicates previously approved
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Bulwell LTP schemes

Location	Type	Councillor Prioritised / Area Committee Approved	Estimate	Estimated start date	Completed	Details
Sellers Wood Drive	footpath	Approved November 2017	£41,838	Feb 18		Resurfacing of footpath on Sellers Wood Drive from Cinderhill Road to Crabtree Road (LTP contribution) - lead service: Highway Maintenance
Bonington Close	footpath	Approved September 2017	£5,307	-	complete	Resurfacing of footpath on Bonington Close - surface only - lead service: Highway Maintenance
Courtleet Way	footpath	Approved June 2017	£48,336	08/01/2018	In progress	Resurfacing of footpath on Courtleet Way (main section) from Crabtree Road to T-junction - lead service: Highway Maintenance

Total LTP schemes* £95,481

Bulwell Public Realm schemes

Location	Type	Councillor Prioritised / Area Committee Approved	Estimate	Estimated start date	Completed	Details
Newmarket Road area	parking	Prioritised 17 January 2018	£15,000			Resident parking scheme for Newmarket Road area - lead service: Traffic & Safety
Quarry Avenue/ Bromley Close	crossing	Prioritised 11 January 2018	£1,100			Further contribution to previously approved scheme - lead service: Traffic & Safety
Sellers Wood Drive	footpath	Approved November 2017	£1,209	Feb 18		Resurfacing of footpath on Sellers Wood Drive from Cinderhill Road to Crabtree Road (PR contribution) - lead service: Highway Maintenance
Quarry Avenue/ Bromley Close	crossing	Approved November 2017	£400			Installation of dropped kerb at identified location on Quarry Avenue/Bromley Close to improve pedestrian access - lead service: Traffic & Safety
Bulwell Ward CCTV	security cameras	Approved June 2017	£4,830	-	ongoing	Additional contribution to ward CCTV project - lead service: Neighbourhood Management
Courtleet Way	area improvement	Approved June 2017	£6,700	in planning		Contribution to NCH area improvement scheme on Courtleet Way - lead service: NCH

Total Public Realm schemes** £29,239

Bulwell Withdrawn schemes

Location	Type	Reason	Amount	Details
<i>No de-commitments to date</i>				

Total De-committed*** £0

2017 - 2018 LTP allocation			£85,600	
LTP carried forward from 2016 - 2017			£9,881	
2017 - 2018 Public Realm allocation			£51,300	
Public Realm carried forward from 2016 - 2017			£0	
Total Available 2017 - 2018 ACF			£146,781	
<i>*Less LTP schemes</i>		-	£95,481	
<i>**Less Public Realm schemes</i>		-	£29,239	
<i>***De-committed funds</i>		+	£0	
Remaining available balance			£22,061	
LTP element remaining			£0	
Public Realm element remaining			£22,061	

Bulwell Forest Area Capital 2017 - 2018 Programme

Bulwell Forest LTP schemes

Location	Type	Prioritised / Approved	Estimate	Estimated start date	Completed	Details
Top Valley Drive	road safety	Prioritised 22 January 2018	£3,250			Further contribution to installation of zebra crossing outside Top Valley Academy (LTP contribution - lead service: Traffic & Safety)
Top Valley Drive	road safety	Approved November 2017	£35,000			Installation of zebra crossing outside Park Vale Academy: initial contribution - lead service: Traffic & Safety
Highbury Road	footpath	Approved June 2017	£9,081	in planning		Surface treatment of footpath on Highbury Road from Broomhill Lane to Piccadilly - lead service: Highway Maintenance
Church Lane	area improvement	Approved June 2017	£165	-	complete	White edging to steps leading from Church Lane to Northolme Avenue - lead service: Highway Maintenance
Carey Road/St Albans Road	road safety	Approved June 2017	£5,000			Contribution to feasibility study to identify safety measures at Carey Road/St Albans Road level crossing - lead service: Traffic & Safety

Total LTP schemes* £52,496

Bulwell Forest Public Realm schemes

Location	Type	Prioritised / Approved	Estimate	Estimated start date	Completed	Details
Top Valley Drive	road safety	Prioritised 22 January 2018	£27,688			Further contribution to installation of zebra crossing outside Top Valley Academy (PR contribution - lead service: Traffic & Safety)
Right Track	play equipment	Approved September 2017	£12,550	in planning		Transfer of Council-owned play equipment from Right Track social enterprise to a public area to be identified in Bulwell Forest ward - lead service: Parks & Open Spaces
Bulwell Forest tree improvement	tree works	Approved June 2017	£2,000	ongoing		Programme of tree works at identified locations across the ward - lead service: Parks & Open Spaces
Southglade Park	park improvement	Approved June 2017	£1,000	Autumn 2017		Scheme to cover locally identified improvements at Southglade Park - lead service: Neighbourhood Management

Total Public Realm schemes** £43,238

Bulwell Forest Withdrawn schemes

Location	Type	Reason	Amount	Details
Previously de-committed			£11	
Total De-committed***			£11	

2017 - 2018 LTP allocation		£48,300
LTP carried forward from 2016 - 2017		£4,196
2017 - 2018 Public Realm allocation		£29,000
Public Realm carried forward from 2016 - 2017		£14,227
Total Available 2017 - 2018 ACF		£95,723
*Less LTP schemes	-	£52,496
**Less Public Realm schemes	-	£43,238
***De-committed funds	+	£11
Remaining available balance		£0
LTP element remaining		£0
Public Realm element remaining		£0

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Bulwell and Bulwell Forest Area Committee – 28TH February 2018

Title of paper:	Bulwell and Bulwell Forest Ward Reports	
Director(s)/ Corporate Director(s):	Andrew Errington Director Community Protection	Wards affected: Wards affected: Bulwell & Bulwell Forest
Report author(s) and contact details:	Suki Shergill – Neighbourhood Development Officer, Bulwell Ward sukhbir.shergill@nottinghamcity.gov.uk Tel 0115 8833728 Celia Knight – Neighbourhood Development Officer, Bulwell Forest Ward celia.knight@nottinghamcity.gov.uk Tel 0115 8833729	
Other colleagues who have provided input:	Gursharan Nijran Senior Neighbourhood Development Officer Gursharan Nijran@nottinghamcity.gov.uk Tel 0115 8833734	
Date of consultation with Portfolio Holder(s) (if relevant)	Councillor Graham Chapman 12th November 2015	
Relevant Council Plan Key Theme:		
Strategic Regeneration and Development		X
Schools		
Planning and Housing		
Community Services		X
Energy, Sustainability and Customer		
Jobs, Growth and Transport		X
Adults, Health and Community Sector		X
Children, Early Intervention and Early Years		X
Leisure and Culture		X
Resources and Neighbourhood Regeneration		X
Summary of issues (including benefits to citizen's/service users): This report focusses on current priorities and issues facing the two wards within Area 1 and gives details of forthcoming events and activities. It also highlights the latest issues now being addressed through regular Neighbourhood Action Team (NAT) meetings.		
Recommendation(s):		
1	To note the progress on Ward priorities and other supporting information including the issues being addressed by each Neighbourhood Action Team (NAT), and upcoming opportunities for citizens to engage (Appendix 1 & 2)	

1 REASONS FOR RECOMMENDATIONS

- 1.1 Each Ward has agreed priorities which link to the City Council's current ambitions contained in the latest City Council Plan 2015-19. Actions for each priority are developed and led by appropriate service teams and partnerships. These priorities are updated for each Area Committee, taking into account discussions at NAT meetings and various groups and activities involving Councillors, residents, and local groups.

- 1.2 The events and activities detailed in the report take account of the work undertaken by Neighbourhood Development Officers (NDOs), with partner organisations, within the wards. It shows a range of activity in place across neighbourhoods to improve social cohesion and tackle priorities at a ward and area level.

2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

- 2.1 Each Ward manages a set of priorities and key issues through regular meetings of the NAT. These meetings are led by Neighbourhood Development Officers and supported by core partners including: Nottingham City Homes (NCH), Neighbourhood Policing, Community Protection, Early Help, City Services/Waste Management, Fire and Rescue Services, Employment and Skills, and Health.
- 2.2 Ward Councillors are also invited to participate in these meetings.
- 2.3 Ward priorities are identified through a range of sources including: Citizens, Councillors, Partners, and Officers and current issues will be updated for each area committee.
- 2.4 Area Committee Chairs will be invited to review the latest Ward Reports to ensure that the format is accessible for Councillors and community representatives and that there is sufficient consistency across all areas.
- 2.5 The current individual Ward priorities, Key Issues, and Opportunities for Engagement for Bulwell and Bulwell Forest are shown in Appendices 1 and 2 respectively and will be updated for each Area Committee.

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

- 3.1 None

4 FINANCE COLLEAGUE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)

- 4.1 None

5 LEGAL AND PROCUREMENT COLLEAGUE COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)

- 5.1 None

6 STRATEGIC ASSETS & PROPERTY COLLEAGUE COMMENTS (FOR DECISION RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE) (AREA COMMITTEE REPORTS ONLY)

- 6.1 None

7 EQUALITY IMPACT ASSESSMENT

7.1 An EIA is not required as this is not a new or changing policy, service or function. Appendix 1 and 2 highlights forthcoming opportunities for citizens to engage in events and activities in their neighbourhoods

8 LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

8.1 None

9 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

9.1 None

Bulwell Ward
Neighbourhood Nottingham

Priority	Progress Since last Area Committee	Lead
To improve the visual appearance of Whitebeam Gardens and the footpaths behind by reducing flytipping. And monitor outcomes.	<ul style="list-style-type: none"> • NOM cleared Whitebeam footpaths in November 2018. • Letter drops and door knocking conducted on the 18th January 2018 to engage residents to help reduce flytipping. • 30 houses mailed with relevant contact details and “see it report it” leaflets. • 8 residents engaged with. 	Community Protection, NOM, Neighbourhood Management, Nottingham City Homes (NCH).
Regenerate and upgrade Bulwell Town centre and surrounding areas.	<ul style="list-style-type: none"> • New benches installed and older ones painted. • Conservation area mapped and agreed on the 20th September 2016, to cover town centre area and up 5 character areas: (1) the Market Place and town centre, (2) the Commercial Road corridor, (3) Highbury Road and Station Road, (4) north Main Street and (5) Bulwell Bogs and the River Leen. • An arch has been specifically designed and installed near the traffic lights to improve the entrance into the main shopping area and to attract new consumers into the town centre. • Paving has been repaired. • Bulwell Bogs Bridge and railings repaired and painted. • A stage has been installed near Wilco’s to encourage performances and events in the market area. • The Lidl Development is currently being completed to offer more shopping choices and to increase visitors to Bulwell. • Costa, micro pub & sandwich shop has opened. 	Town Centre Coordinator
To reduce parking concerns from the overspill of workers based in Bulwell Riverside parking in residential areas and other concerns.	<ul style="list-style-type: none"> • Controlled parking zones proposed to be introduced on Farley, lime, Muriel, Stockton streets. This will also include Quarry Avenue and Bromley close 	Traffic Management/ Councillors/Neighbourhood Management

Safer Nottingham

Priority	Progress Since last Area Committee	Lead
Reduce anti-social behaviour, flytipping and criminal damage by installing CCTV on Bonnington Close	<ul style="list-style-type: none"> • Camera has been vandalised and we are waiting for a replacement. 	Police/Community Protection
Reduce high levels of ASB, reduce number of untidy gardens, tackle noise issues and improve the visual appearance of roads.	<ul style="list-style-type: none"> • 20 Clean Champions engaged with to litter pick their residential areas. • 8 Gardens Improved and cleared up. • 14 cases referred to enforcement (court/injunctions) for further action. 	NCH
To raise awareness of domestic abuse by informing residents of the White Ribbon campaign and provide advice and support to women and men.	<ul style="list-style-type: none"> • Stall held on the 24th November • 170 people engaged with. • 200 white ribbons given away. • 2 referrals to women's aid. • Referral and awareness raised of the drop in sessions provided by women's aid at Riverside as a means of support. • 3 cases of advice and support provided to relatives/friends of victims. • 150 purse bells given away to help reduce purse theft. 	Neighbourhood management/Housing/Youth & Play/Women's Aid/NCH/Community Protection/Police

Families Nottingham

Priority	Progress Since last Area Committee	Lead
Big Steps Small Changes	City Care/Schools/Toy Library/Early Years	Continuous family mentors visiting & engaging with families/range of activities being offered.

Health Nottingham

Priority	Progress Since last Area Committee	Lead
Promote healthy lifestyles	<ul style="list-style-type: none"> • 24th November health information was provided alongside the domestic violence stall. • Information ranging from bowel cancer to keeping 	Neighbourhood management/Housing/Youth & Play/Women's Aid/

	<p>fit was accessed by 50 people.</p> <ul style="list-style-type: none"> • 30 emergency personnel health information tubes were given away to help increase the correct medical knowledge being provided by those living alone or who are vulnerable in case of an emergency. 	NCH/Community Protection/Police
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Working Nottingham

Priority	Progress Since last Area Committee	Lead
Deliver Employment and training support to help residents into work.	<ul style="list-style-type: none"> • To provide opportunities for starting up a market stall leading to long term employment. A plan of action has now been agreed to a Market trader's scheme. Staff changes are in process and the scheme should progress. 	Job Centre/Markets/NOM/TCC
Nottingham City Homes are running a Tenancy Involvement Scheme. This offers an opportunity for training in a wide range of areas. A key aim is to gain new skills that are transferable to employment.	<ul style="list-style-type: none"> • 8 tenants have enrolled. 	NCH

Bulwell Forest Ward

Neighbourhood Nottingham	Progress Since last Area Committee	Lead
Increased tenant/resident engagement particularly around the Deptford crescent area Neighbourhood	<p>A ward walk has taken place around the Deptford estate. It has been proposed to run a family fun day on Deptford estate in 2018 and a planning meeting for this will be held shortly.</p> <p>Other community events are also planned e.g. Southglade ParkLive, Fun on Bulwell Forest, Rise Park Xmas event. In addition, various public consultation sessions will take place during 2018 e.g. around the Knights Close development.</p>	Nottingham City Council and Nottingham City Homes.

Management of vacant sites	<p>There is ongoing discussion with the owners of derelict sites which present issues within the ward e.g. Aldi in relation to the security of their proposed Hucknal Rd site, graffiti and brambles. This will continue through 2018.</p> <p>A consultation session took place on January 23rd in relation to the planning application which has been submitted for the redevelopment of the Knights Close and former Harvesters site.</p>	Nottingham City Council
Development of parks and open spaces	Additional play equipment has been installed on the Rise Park playground site which has extended this popular playground. Bulb planting around this area will take place with the involvement of a local school. Two new benches have been provided on Southglade Park with funding provided by the ward councillors.	Nottingham City Council
Dog Fouling	Community Protection continue to carry out dog fouling operations within the ward.	Community Protection
Spillage on road from lorries around Bestwood Rd/Hucknall Rd causing a potential danger to other vehicles.	The company which may be responsible for this has been spoken to by Community Protection. Evidence needs to be obtained from the vehicles responsible.	Nottingham City Council

Safer Nottingham

Priority	Progress Since last Area Committee	Lead
Frequent breakdown of barriers on St Albans/Carey Rd crossing	This issue will be discussed at a senior level between Nottingham City Council and Network Rail to try and find a resolution. The barriers continue to cause difficulties when they break down. A CCTV camera has been moved to this location to address reports that some of the breakdowns are due to damage caused by vehicles/pedestrians.	. Nottingham City Council

Healthy Nottingham	Progress Since last Area Committee	Lead
Promotion of energy advice	Robin Hood Energy leaflets have been delivered to homes being covered by the January ward walk.	Nottingham City Council
Provision of support to carers	Information stalls will be invited to community events in 2018. Information about the Dementia Friendly swimming sessions have been posted on the My Bulwell Facebook page which provides free swimming for a carer accompanying anyone with dementia. The lion's emergency canisters were given away at the Rise Park and St Mary's Church Christmas events.	Nottingham City Council

Working Nottingham	Progress Since last Area Committee	Lead
Increase access to awareness about training and employment opportunities.	Information about Universal Credit was discussed at the Area 1 and 2 employment forum in January. A Jobs Fair is being planned for Bulwell Riverside in March 2018. Information about training or employment opportunities has been regularly circulated to community groups in Bulwell Forest Ward and posted on My Bulwell which now has over 1200 followers.	Nottingham City Council

Appendix 2

Key Current Issues

Bulwell Ward

Town centre upgrade & development
 Anti-Social Behaviour
 Reducing Flytipping in hotspots

Bulwell Forest Ward

Derelict sites

Opportunities for citizens to engage - forthcoming dates of events and activities

Bulwell Ward

Thursday March 8th – International Women’s day event.

Wednesday March 28th 7pm – HART

Wednesday March 21st, 11am- Ward walk

Thursday April 5th, 10.30 - Crabtree Community Centre

Friday April 6th Bulwell Partnership

Wednesday April 4th 6 pm Cresta

Wednesday April 25th, 7pm - HART

Wednesday May 30th, 7pm -HART

Wednesday June 6th, 6pm – Cresta

Tuesday April 10th, 5.30 – People’s Choice

Tuesday June 5th, 5.30 – People’s Choice

Thursday June 7th, 10.30 – Crabtree Community Centre

Bulwell Forest Ward

Thursday, March 1st 9.30am – Bulwell Forest North Local Area Group

Thursday, March 8th 6pm – Bulwell Forest South Local Area Group

Tuesday, March 13th 10am – Ward Walk around Deptford estate

Tuesday, April 10th 6pm – Ward Walk

Thursday, April 19th 7.30pm – Rise Park Action Group

Tuesday, May 15th 6pm – Ward Walk

Thursday, June 7th – Bulwell Forest South Local Area Group

SUMMARY PERFORMANCE REPORT

Area 1 Bulwell & Bulwell Forest

Area Total	Category	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Year To Date				YTD Rates		
														2016-17	2017-18	Vol +/-	% Change	2016-17	2017-18	
Area Committee 1	All Crime	266	310	296	296	273	267	366	335	318				2410	2727	317	13%	80.95	91.60	
	Victim Based Crime	238	276	263	256	251	235	333	304	279				2094	2435	341	16%	70.34	81.79	
	Criminal Damage	29	45	52	37	40	24	49	36	41				373	353	-20	-5%	12.53	11.86	
	Theft	72	75	62	80	92	49	90	106	89				658	715	57	9%	22.10	24.02	
	Burglary - Residential	15	29	26	12	14	14	16	16	15				-	157	-	-	-	-	5.27
	Violence	70	88	85	88	76	82	110	89	88				649	776	127	20%	21.80	26.07	
	<i>Domestic Violence</i>	26	31	33	27	29	26	38	30	31				230	271	41	18%	7.73	9.10	
	<i>NTE Violence</i>	7	7	6	14	6	6	4	5	2				53	57	4	8%	1.78	1.91	
	<i>Other Violence</i>	37	50	46	47	41	50	68	54	55				366	448	82	22%	12.29	15.05	
	ASB	86	92	91	120	107	66	106	94	79				1051	841	-210	-20%	35.30	28.25	
	<i>Noise</i>	14	23	24	32	29	17	34	33	20				274	226	-48	-18%	9.20	7.59	
	<i>Youth</i>	31	34	26	40	36	18	28	21	20				289	254	-35	-12%	9.71	8.53	
	<i>Alcohol</i>	18	13	13	13	13	8	7	8	11				131	104	-27	-21%	4.40	3.49	
Ave. Qrt Score	Deliberate Fires	10	5	7	23	25	6	9	4					58	89	31	53%	1.95	2.99	
	Cleanliness Score	90	87.5	87	88	87	87.5	89	87.5					89	88	-1	-1%	N/A	N/A	
	Graffiti (reactive)	5	6	5	6	3	0	4	6					100	35	-65	-65%	3.36	1.18	
	Fly-Tipping (reactive)	37	40	46	48	30	39	42	22					274	304	30	11%	9.20	10.21	
	Dog Fouling (reactive)	6	3	13	10	8	12	10	19					84	81	-3	-4%	2.82	2.72	
	Unemployment	795	790	800	790	800	770	745						4975	5490	515	10%	167.11	184.41	

Ward	Category	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Year To Date				YTD Rates		
														2016-17	2017-18	Vol +/-	% Change	2016-17	2017-18	
Bulwell	All Crime	176	195	190	209	165	168	224	240	206				1644	1773	129	8%	101.75	109.74	
	Victim Based Crime	157	176	173	176	153	147	206	213	180				1427	1581	154	11%	88.32	97.85	
	Criminal Damage	16	34	33	19	20	16	32	20	23				251	213	-38	-15%	15.54	13.18	
	Theft	53	54	48	60	61	36	52	80	66				489	510	21	4%	30.27	31.57	
	Burglary - Residential	9	11	7	10	10	8	5	6	9				-	75	-	-	-	-	4.64
	Violence	47	58	59	59	43	49	76	64	52				425	507	82	19%	26.30	31.38	
	<i>Domestic Violence</i>	18	20	24	19	14	20	31	25	21				169	192	23	14%	10.46	11.88	
	<i>NTE Violence</i>	5	6	4	10	5	3	3	3	2				40	41	1	3%	2.48	2.54	
	<i>Other Violence</i>	24	32	31	30	24	26	42	36	29				216	274	58	27%	13.37	16.96	
	ASB	58	59	53	89	78	47	70	58	65				696	577	-119	-17%	43.08	35.71	
	<i>Noise</i>	9	16	10	24	20	14	23	22	18				182	156	-26	-14%	11.26	9.66	
	<i>Youth</i>	20	22	17	30	23	12	18	8	17				191	167	-24	-13%	11.82	10.34	
<i>Alcohol</i>	12	9	6	10	10	5	5	6	10				94	73	-21	-22%	5.82	4.52		
Ave. Qrt Score	Deliberate Fires	9	3	4	3	6	4	5	1					36	35	-1	-3%	2.23	2.17	
	Cleanliness Score	89	87	87	86	86	90	90	87					88	88	0	0%	N/A	N/A	
	Graffiti (reactive)	2	4	4	2	1	0	0	0					37	13	-24	-65%	2.29	0.80	
	Fly-Tipping (reactive)	21	31	32	29	21	29	32	17					208	212	4	2%	12.87	13.12	
	Dog Fouling (reactive)	1	1	5	5	1	6	5	10					48	34	-14	-29%	2.97	2.10	
	Unemployment	560	555	565	555	560	535	520						3485	3850	365	10%	215.70	238.29	

Ward	Category	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Year To Date				YTD Rates		
														2016-17	2017-18	Vol +/-	% Change	2016-17	2017-18	
Bulwell Forest	All Crime	90	115	106	87	108	99	142	95	112				766	954	188	25%	56.27	70.07	
	Victim Based Crime	81	100	90	80	98	88	127	91	99				667	854	187	28%	48.99	62.73	
	Criminal Damage	13	11	19	18	20	8	17	16	18				122	140	18	15%	8.96	10.28	
	Theft	19	21	14	20	31	13	38	26	23				169	205	36	21%	12.41	15.06	
	Burglary - Residential	6	18	19	2	4	6	11	10	6				-	82	-	-	-	-	5.08
	Violence	23	30	26	29	33	33	34	25	36				224	269	45	20%	16.45	19.76	
	Domestic Violence	8	11	9	8	15	6	7	5	10				61	79	18	30%	4.48	5.80	
	NTE Violence	2	1	2	4	1	3	1	2	0				13	16	3	23%	0.95	1.18	
	Other Violence	13	18	15	17	17	24	26	18	26				150	174	24	16%	11.02	12.78	
	ASB	28	33	38	31	29	19	36	36	14				355	264	-91	-26%	26.08	19.39	
	Noise	5	7	14	8	9	3	11	11	2				92	70	-22	-24%	6.76	5.14	
	Youth	11	12	9	10	13	6	10	13	3				98	87	-11	-11%	7.20	6.39	
Alcohol	6	4	7	3	3	3	2	2	1				37	31	-6	-16%	2.72	2.28		
Ave. Qrt Score	Deliberate Fires	1	2	3	20	19	2	4	3					22	54	32	145%	1.62	3.97	
	Cleanliness Score	91	88	87	90	88	85	88	88					89	88	-1	-1%	N/A	N/A	
	Graffiti (reactive)	3	2	1	4	2	0	4	6					63	22	-41	-65%	4.63	1.62	
	Fly-Tipping (reactive)	16	9	14	19	9	10	10	5					66	92	26	39%	4.85	6.76	
	Dog Fouling (reactive)	5	2	8	5	7	6	5	9					36	47	11	31%	2.64	3.45	
	Unemployment	235	235	235	235	240	235	225							1490	1640	150	10%	109.45	120.46

BULWELL AND BULWELL FOREST AREA COMMITTEE – 28TH FEBRUARY 2018

Title of paper:	Bulwell and Bulwell Forest Ward Members Budgets	
Director(s)/ Corporate Director(s):	Andrew Errington Director Community Protection	Wards affected: Bulwell and Bulwell Forest
Report author(s) and contact details:	Suki Shergill Neighbourhood Development Officer – Bulwell Ward sukhbir.shergill@nottinghamcity.gov.uk Tel 0115 8833728 Celia Knight Neighbourhood Development Officer – Bulwell Forest celia.knight@nottinghamcity.gov.uk Tel 0115 8833729	
Other colleagues who have provided input:	Kate Spencer Finance Assistant 0115 8762765 catherine.spencer@nottinghamcity.gov.uk	
Date of consultation with Portfolio Holder(s) (if relevant)	N/A	
Relevant Council Plan Key Theme:		
Strategic Regeneration and Development		<input type="checkbox"/>
Schools		<input type="checkbox"/>
Planning and Housing		X
Community Services		X
Energy, Sustainability and Customer		<input type="checkbox"/>
Jobs, Growth and Transport		X
Adults, Health and Community Sector		X
Children, Early Intervention and Early Years		X
Leisure and Culture		X
Resources and Neighbourhood Regeneration		X
Summary of issues (including benefits to citizens/service users):		
This report advises the Area Committee of the use of delegated authority by the Director of Communities.		
Recommendation(s):		
1	That the Area Committee note the actions agreed by the Director of Neighbourhood Services in respect of projects and schemes within Area 1, detailed in Appendix A.	

1 REASONS FOR RECOMMENDATIONS

- 1.1 Records detailing Members spending decisions and consultation are shown in the attached Appendix. In accordance with the Constitution the Area Committee is required to note spending decisions taken by Ward Members. This report outlines the spending decisions since the report taken to the Area Committee Meeting on November 22nd.

2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

- 2.1 This action follows the arrangements established by the Executive Board to allow for spending approvals through individual Members budget allocations and Area Committee Finances

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

- 3.1 Not to provide the funding outlined in Appendix 1 but the funding requested will provide additional services or benefit to residents of Bulwell and Bulwell Forest wards.

4 FINANCE COLLEAGUE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)

- 4.1 Members have been allocated £5000 per member for 2017/2018 which has been added to any underspend from the previous financial year.
- 4.2 The full balance has not been allocated. Further projects will be reported to a subsequent committee

5 LEGAL AND PROCUREMENT COLLEAGUE COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)

- 5.1 These arrangements provide transparency and regulation to the spending of individual Member's allocation
- 5.2 The funds allocated by Area Committee are used to address diverse needs from various sections of the community and reduce inequalities.

6 STRATEGIC ASSETS & PROPERTY COLLEAGUE COMMENTS (FOR DECISION RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE) (AREA COMMITTEE REPORTS ONLY)

- 6.1 None

7 EQUALITY IMPACT ASSESSMENT

- 7.1 An EIA is not required because this report does not relate to changing policy or functions

8 LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

- 8.1 A delegated authority for each scheme is available

9 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

- 9.1 None

APPENDIX A

Bulwell Ward Budget Allocations April 2017/ March 2018

Schemes: Bulwell Ward	Councillor(s)	Amount (total)
Carey road/St Albans feasibility study	Hartshorne & Klein	5,000
Nottingham Music Hub	Hartshorne, Klein & Morris	1,080
Indoor Scouts group	Hartshorne, Klein & Morris	200
Crabtree elderly Christmas dinner	Hartshorne, Klein & Morris	250

Balance Brought Forward 116/17	4,898
Councillor funding 17/18	15,000
Total funds 17/18	19,898
Decommitted schemes 17/18	0
Allocated 17/18	6,530
Uncommitted Funds after allocated schemes	13,368

Bulwell Forest Ward Budget Allocations April 2017/March 2018

Schemes: Bulwell Forest Ward	Councillor(s)	Amount (total in £)
Fun on Bulwell Forest	Barnard, Campbell, McDonald	990
Scout Group	Barnard, Campbell, McDonald	600
Army Cadets	Barnard, Campbell, McDonald	459
New Litter Bins	Barnard, Campbell, McDonald	1870
Flymo for use on Bowls Club	Barnard, Campbell, McDonald	365
Highbury Hospital Advent Calendar	Barnard, Campbell, McDonald	200
Chatham Court Christmas Tree	Barnard, Campbell, McDonald	200
Southglade ParkLive 2018	Barnard, Campbell, McDonald	1500

Balance Brought Forward 16/17	£3,507
Councillor funding 17/18	£15,000
Total funds 17/18	£18,507
Decommitted schemes 17/18	0
Allocated 17/18	£14,334
Uncommitted Funds after allocated schemes	£4,173