

AREA 8 COMMITTEE (Bridge, Clifton North, Clifton South) – 12th November 2014

Title of paper:	Nottingham City Homes Update Report	
Director(s)/ Corporate Director(s):	Nick Murphy Chief Executive of Nottingham City Homes	Wards affected: Bridge, Clifton North & Clifton South
Report author(s) and contact details:	Wade Adams Tenancy and Estate Manager Wade.adams@nottinghamcityhomes.org.uk	
Other colleagues who have provided input:	None	
Date of consultation with Portfolio Holder(s) (if relevant)		
Relevant Council Plan Strategic Priority:		
Cutting unemployment by a quarter		<input type="checkbox"/>
Cut crime and anti-social behaviour		<input type="checkbox"/>
Ensure more school leavers get a job, training or further education than any other City		<input type="checkbox"/>
Your neighbourhood as clean as the City Centre		<input type="checkbox"/>
Help keep your energy bills down		<input type="checkbox"/>
Good access to public transport		<input type="checkbox"/>
Nottingham has a good mix of housing		<input type="checkbox"/>
Nottingham is a good place to do business, invest and create jobs		<input type="checkbox"/>
Nottingham offers a wide range of leisure activities, parks and sporting events		<input type="checkbox"/>
Support early intervention activities		<input type="checkbox"/>
Deliver effective, value for money services to our citizens		<input type="checkbox"/>
Summary of issues (including benefits to customers/service users):		
<p>The area performance reports provide updates on key issues and themes which link back to local priorities and the strategic themes for Nottingham City Homes.</p> <p>The reports provide summary updates on the following key themes:</p> <ul style="list-style-type: none"> • Capital Programme and major work • Area Regeneration and Environmental Issues • Key messages from the Tenant and Leasehold Congress • Tenant and Residents Associations updates • Area Performance Figures • Good news stories & positive publicity 		
Recommendation(s):		
	Area Committee note and comment on the Nottingham City Homes Update Report in Appendices 1 & 2.	

1 REASONS FOR RECOMMENDATIONS (INCLUDING OUTCOMES OF CONSULTATION)

- 1.1 The Nottingham City Homes Update Report 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 Nottingham City Homes Update Report 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 The Nottingham City Homes Update Report has been important for a number of years in Nottingham as a means of engaging better with tenants and leaseholders and to drive forward service improvement.
- 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 Report helps us to understand where we are doing well and which areas need to be improved.
- 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.

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

- 3.1 None

4 FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)

- 4.1 None

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

- 5.1 None

6 EQUALITY IMPACT ASSESSMENT

Has the equality impact been assessed?

Not needed (report does not contain proposals or financial decisions)

No

Yes— Equality impact Assessment attached

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

- 7.1 None

8 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

8.1 None



NCH update report

Time: 19:00

Date: Wednesday 12th November 2014

Presented by: Wade Adams

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Decent Homes There has been a good response to the mailshot that was sent out in July and a second one posted in early September. Tenant advising they would now like kitchen and bathroom improvement work undertaken through Decent Homes will be contacted directly by our constructor partners.</p> <p>Door replacement programme All wooden doors will be replaced during financial years 2016-18 subject to access.</p> <p>Slate Roof Replacement Slate roofs across the City are being replaced there are around 80 in the Bridge area but none in Clifton North or South. Tenants have been invited to an information event and will be contacted prior to work commencing.</p> <p>External wall insulation Phase One 937 properties completed cross tenure in Clifton North. Phase One A</p>	Information

		<p>128 private properties completed which were funded by a Deal Greener.</p> <p>Phase Two Work commenced in August in Clifton South in a zoned (there are nine zones) and street by street approach. Work on 183 social properties has commenced. There are 322 private sign-ups for zones 1-6 (a 20-25% take-up).</p> <p>Equalities Act Work The Equalities Act 2010 works covers the following works to 60 Independent Living Schemes throughout the City</p> <ul style="list-style-type: none"> • Kitchen Refits to allow for a range of access and use requirements • WC refits to allow for a range of use access requirements • External Access Ramps • Laundry adaptations to taps and machinery heights • High contrast signage throughout independent living schemes • Communal doors, access and thresholds • Car parking surfaces and marking <ul style="list-style-type: none"> • Brookfield Court, Meadows } Internal work is complete at these • Strome Court, Meadows } complexes with the exterior • Mayfield Court, Meadows. } improvements underway. • Willowbrook Court, Meadows } • Haworth Court, Clifton Works to commence October 2014 	
2	Area Regeneration and Environmental Issues	<p>Demolition Meadows Phase 1 Tarbet Close , Middle Furlong Gardens & Bosworth Walk (Bridge Ward)</p> <p>Revised provisional anticipated start is November 2014 with a completion date to be confirmed once work has commenced,</p> <p>Fencing & Guttering Planned Programme for Area Eight Bridge - April/July/October/January</p>	Information

		<p>Clifton North & South - June/September/December/March</p> <p>Environmental work includes:</p> <p>Clifton North Southchurch Court – Painting of the railings to the perimeter of the complex Southchurch Court – Resurfacing of the top car park. 15 – 19 Farm Close – Supply and installation of a security gate</p> <p>Clifton South 17 – 18 Florey Walk – Demolish the outside porch to prevent ASB, following on from a previous scheme. 104 – 120 Glapton Lane - Supply and installation of a security gate.</p> <p>Bridge Ward Remove tree on Eugene Gardens to replace it with two smaller trees.</p>	
3	Key messages from the Tenant and Leasehold Congress	<p>The Area 8 representative for Tenant & Leaseholder Congress / NCH Area Committee is Mr Rupert Soloman (NEMTRA).</p> <p>TLC have so far discussed and/or influenced such matters as:</p> <ul style="list-style-type: none"> • the Nottingham City Homes' Corporate Plan 2015+, also influencing the methods of communications used. • 'Customer Services Week' – what shape this will take and how this will be delivered. • Anti-Social Behaviour - New Powers & Tools <p>TLC has also approved the Service Review Programme 2014-15 which sets out which service areas the Customer Excellence Panel will scrutinise - all findings and recommendations for service improvement are forwarded to NCH Board for consideration.</p> <p>TLC has also supported and endorsed the successful Tenants Fun Day / Conference – 27th September 2014</p>	Information

4	Tenant and Residents Associations updates	<p><u>Southchurch Court TRA</u></p> <ul style="list-style-type: none"> - has set up a weekly Zumba session, held every Tuesday at Southchurch Court and are actively advertising and encouraging local people to take part. - hold a monthly Swap Shop at Southchurch Court encouraging local tenants to bring household items/clothing and bedding etc. This takes place on the 1st Sunday of every month and is proving very popular. <p><u>New Meadows TRA</u></p> <ul style="list-style-type: none"> - Bowls are played 3 times a week by local tenants & residents. Croquet started this year with training taking place once a week. - Choir rehearsals and singing in local venues e.g. AMC gardens, Carroll Gardens and Long Meadow Day centre. - Mosaic workshops with 3 different groups - Riverside school children, Bridge youth club, Crocus Field disabled teenagers and adults. Giant flowers made to be fixed on the Queens Walk Park Pavilion. - Meadows Art Gallery exhibitions included arts and crafts, photography by Crocus Fields, In Bloom photographs - currently the 'Peace' exhibition. - Meadows Tree Project - installing 9 wood carvings along Queens Walk. Last 3 to be installed in October. Welcome signs are also carved and ready to be installed. Fortnightly wood carving workshops are held in pavilion for beginners. - A great outing to Matlock Bath for 40 residents has taken place. - Also welcoming disabled teenagers on work experience in the pavilion once a month. 	Information
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5	Area Performance Figures	See Appendix 2	Information
6	Good news stories & positive publicity	A Nottingham City Homes tenant from Brookfield Court, Meadows, entered a 'Tenants With a Talent' where over 50 tenants took part. The event took part on 1 st October 2014 at the Council House. Our customer created homemade cards, knitted garments (cardigans) and toys.	Information

Area report - Clifton North, Clifton South & Bridge

Generated on: 17 September 2014













AC8-1 Anti-social behaviour

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved by first intervention – Clifton <i>Note: This PI monitors how many ASB cases NCH resolved on the first intervention e.g. written warning. Data for this indicator is not available by ward and is reported by Housing Office.</i>	84%	91.3%			87.5%	79.66%	Nottingham City Homes always try to resolve ASB cases in the first instance. At present, Nottingham City Homes are above target for this Performance Indicator.
% of ASB cases resolved – Clifton <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>	97.8%	100%			100%	98.88%	Nottingham City Homes will always try and resolve all ASB cases when they intervene. At present, Nottingham City Homes are above target for this Performance Indicator.
Number of new ASB cases – Clifton <i>Note: Data for this PI is only available by Housing Office.</i>		57			185	133	This is how many ASB cases which have been logged for the Clifton and Meadows area so far this financial year. This is for information only and there are no targets for this Performance Indicator.





Tenant satisfaction with the ASB service - Clifton <i>Note: Data for this PI is only available by Housing Office.</i>	8				9.45	6.93	There are no figures available at present for this indicator. When surveys are sent out, Nottingham City Homes relies on customers completing them and sending them back in with scores so we can assess our ASB service and see where our strengths and development areas are.
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AC8-2 Repairs









Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Clifton North, Clifton South & Bridge <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.5%			97.2%	93.35%	Performance is in target for the year and we continue to improve working practices to keep performance at this level. Performance is showing a year on year improvement
% of repairs completed in target – Bridge Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.66%			97.17%	92.98%	Performance is in target for the year and we continue to improve working practices to keep performance at this level. Performance is showing a year on year improvement
% of repairs completed in target – Clifton North Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.93%			96.67%	93.32%	Performance is in target for the year and we continue to improve working practices to keep performance at this level. Performance is showing a year on year improvement
% of repairs completed in target – Clifton South Ward <i>Note: This PI monitors the proportion of</i>	96%	98.72%			97.58%	93.75%	Performance is in target for the year and we continue to improve working practices to keep performance at this level. Performance is showing a year on year improvement

repairs being completed within agreed timescales.							
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	8.76			8.78	8.64	Whilst slightly short of the challenging Corporate plan target of 9, year-to-date performance in 2014/15 is at a record high in comparison to all previous annual outturns.









AC8-3 Rent Collection

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
% of rent collected <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> <i>Trend shows as improving if value is over 100% as arrears are decreasing.</i>	100%	100.28%			100.02%	100.21%	This indicator is behind target, but still showing improvement month on month and is on target to achieve 100% in August. The in-month figure for July was 101.39% which is the best result ever for July. We have now recruited to all our vacant posts in the rents team and so have additional resources to assist in attaining this target.
% of tenancies ending due to eviction <i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i>	0.75%	0.71%			0.74%	0.55%	There has been a reduction in the number of evictions at the beginning of this financial year after an increase last year. We are working hard to sustain tenancies and the work of the Financial Inclusion Team has helped to support this approach.









AC8-4a Empty properties - Average relet time

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Average void re-let time (calendar days) – AC - Clifton North, Clifton South & Bridge <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>	25	30.54			22.63	28.9	See below
Average void re-let time (calendar days) – Bridge Ward <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>	25	31.78			8.22	29.04	A total of 41 properties were let during the period. The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.
Average void re-let time (calendar days) – Clifton North Ward <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>	25	18.61			19.71	22.69	A total of 38 properties were let during the period. The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.
Average void re-let time (calendar days) – Clifton South Ward <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>	25	38.76			38.29	33.13	A total of 49 properties were let during the period. The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.









AC8-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Clifton North, Clifton South & Bridge <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>		46			40	43	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.
Number of lettable voids – Bridge Ward <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>		18			15	13	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.
Number of lettable voids – Clifton North Ward <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>		9			11	7	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.
Number of lettable voids – Clifton South Ward <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>		19			14	23	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.







AC8-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Clifton North, Clifton South & Bridge <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>		108			67	87	The properties in question are part of the ongoing decommissioning programme for the Q Blocks in the Meadows.
Number of empty properties awaiting decommission – Bridge Ward <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>		108			0	87	The properties in question are part of the ongoing decommissioning programme for the Q Blocks in the Meadows.
Number of empty properties awaiting decommission – Clifton North Ward <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>		0			0	0	
Number of empty properties awaiting decommission – Clifton South Ward <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>		0			0	0	

AC8-5 Tenancy sustainment

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Clifton North, Clifton South & Bridge <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.17%			93.73%	92.63%	Please note that these figures include Tenancy Successions where tenancies are ended to create new tenancies (i.e. Sole to Joint and Joint to Sole)
Percentage of new tenancies sustained - Bridge Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.28%			93.55%	89.91%	As of August 2014 in a rolling 12 month period, NCH had 128 new tenancies created and 122 tenancies sustained in the Bridge Ward so 6 tenancies were ended.
Percentage of new tenancies sustained - Clifton North Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	91.35%			93.52%	95%	As of August 2014 in a rolling 12 month period, NCH had 105 new tenancies created and 96 tenancies sustained in the Clifton North Ward so 9 tenancies were ended.
Percentage of new tenancies sustained - Clifton South Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	97.89%			94.07%	93.33%	As of August 2014 in a rolling 12 month period, NCH had 149 new tenancies created and 146 tenancies sustained in the Clifton South Ward so 3 tenancies were ended.

Key:

-  Performance on or exceeding target
-  Performance below target
-  Data only performance indicator
-  Performance has improved compared to two years ago
-  Performance has deteriorated compared to two years ago
-  Performance unchanged

Data prepared by Nottingham City Homes Performance Team

For more information please contact Marcus Parton, Performance Analyst on 0115 746 9381