

AREA 8 COMMITTEE (Bridge, Clifton North, Clifton South) – 11 February 2015

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 11 February 2015

Presented by: Wade Adams



	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Decent Homes Progressing well to end of financial year.</p> <p>Door replacement programme All wooden doors will be replaced during financial year 2015-18 subject to access.</p> <p>Slate Roof Replacement Programme continues to end of March 2015.</p> <p>External wall insulation</p> <p>Phase Two Work is to be completed in Spring 2015.</p> <p>Equalities Act Work The Equalities Act 2010 works covers the following works to 60 Independent Living Schemes throughout the City</p>	Information

		<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 <p>• Haworth Court, Clifton Works underway.</p>	
2	Area Regeneration and Environmental Issues	<p>Demolition Meadows Phase 1 Tarbet Close , Middle Furlong Gardens & Bosworth Walk (Bridge Ward)</p> <p>Started due to complete March 2015.</p> <p>Fencing & Guttering Planned Programme for Area Eight Bridge - April/July/October/January Clifton North & South - June/September/December/March</p> <p>Lakehead House, Clifton Grander Design work underway sprinklers will be installed at the same time</p> <p>Southchurch Court Passenger lift replacement to start early 2015.</p>	Information
3	Key messages from the Tenant and Leasehold Congress	<p>The TLC has been in place for approximately 12 months now. Reforming TLC was part of the overarching NCH Involvement restructure and through successful partnership working with the City Council, there is now a recognised TLC / NCH tenant voice at 'area' level.</p> <p>TLC have influenced and shaped many key developments over this period e.g. customer priorities and budget setting e.g. rent setting for 2015/16 and</p>	Information

		<p>the Responsible Tenant Reward Scheme; the Repairs Agreement; Cash Collection arrangements; the 'Tenant Fun day' - September 2014; NCH Corporate Plan 2015+.</p> <p>TLC have also supported all Customer Excellence Panel Service Reviews and approved the Service Review Plan for 2014/15.</p> <p>TLC has also received key information on Customer Panel activity (Equality, Communications, Customer Excellence and Complaints), Community information and activities; NCH Board and Board sub-committees through joint meetings; regular updates from Performance and Service Improvement Committee (PSIC) via TLC nominated representative; NCH Four Star Promises; Social Housing Equality Framework; Anti-Social Behaviour – new powers and tools and major new projects e.g. 'City of Football' programme, Fit in the Community etc.</p> <p>TLC is currently in the process of reviewing its practices for the future.</p>	
4	Tenant and Residents Associations updates	<p>NEMTRA</p> <ul style="list-style-type: none"> • Grant obtained to purchase a cinema screen with community film shows planned for the New Year. • Held a successful Christmas Party for the community on Thursday 11th December. Nottingham Energy Partnership was also invited to talk briefly about winter warmth. • Organised a great Christmas Fun event with disabled young people from Crocus Fields making mini mosaics as Christmas presents. <p>Southchurch Court TRA</p> <ul style="list-style-type: none"> • Have set up weekly Zumba sessions for local tenants and residents to 	Information

		<p>get involved in. This is held every Thursday at Southchurch Court.</p> <ul style="list-style-type: none">• Bi monthly public meetings held at Southchurch Court Social room – all welcome to attend.	
5	Area Performance Figures	See Appendix 2 below	Information



Area report - Clifton North, Clifton South & Bridge

Generated on: 17 December 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%	91.4%			87.5%	79.66%	ASB Performance Indicator on target
% 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%	Targets have been met for ASB ReACT database cases.
Number of new ASB cases – Clifton <i>Note: Data for this PI is only available by Housing Office.</i>		92			185	133	This is for information only and shows the number of cases which have been logged across all three Wards (Clifton North, Clifton South and Bridge) this financial year.

<p>Tenant satisfaction with the ASB service - Clifton</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		5.1			9.45	6.93	<p>Housing Patch Managers are being pro-active when managing cases to ensure they are being customer focussed and keeping the customer up to date with progress. No figures available for November 2014.</p>
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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%	98.43%			97.2%	93.35%	Dec-2014 Performance is in target for the year and we continue to improve working practices to help 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%	Dec-2014 Performance is in target for the year and we continue to work on our service delivery to complete more work right first time. Performance is higher than any other previous years for this ward.
% of repairs completed in target – Clifton North Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.95%			96.67%	93.32%	Dec-2014 Performance is in target for the year and we continue to work on our service delivery to complete more work right first time. Performance is higher than any other previous years for this ward.
% of repairs completed in target – Clifton South Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.53%			97.58%	93.75%	Dec-2014 Performance is in target for the year and we continue to work on our service delivery to complete more work right first time. Performance is higher than any other previous years for this ward.
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	8.86			8.78	8.64	Dec - 2014 Whilst slightly short of the Corporate Plan target of 9, in month performance of 8.96 and year-to-date performance of 8.86 for 2014/15 is higher than 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	
<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%	102.99%			100.02%	100.21%	There have been some problems with our IT systems during October which have affected our rent collection performance. Payment systems were down at the Mary Potter Office for a whole day and cash collection in the CSC was affected particularly during week commencing 27th October - a significant collection week for us. We also had a reduced Housing Benefit receipt due to a large number of suspended claims. We continue to work closely with our colleagues in NCC HB in order to resolve any on-going issues with claims and to ensure that we contact customers at the earliest opportunity in order to get any suspended claim back into payment. The team is continuing to carry out over time during the whole of November in order to maximise collection in the period leading up to Christmas.
<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>	0.75%	0.61%			0.74%	0.55%	The team still has a strong emphasis on tenancy sustainment where possible. We balance effectively the collection of debt with ensuring that evictions are kept to an absolute minimum.

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	
<p>Average void re-let time (calendar days) – AC - Clifton North, Clifton South & Bridge</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	22.27			22.63	28.9	See below
<p>Average void re-let time (calendar days) – Bridge 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	13.64			8.22	29.04	<p>The target has been met during 2014/2015</p> <p>The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.</p>
<p>Average void re-let time (calendar days) – Clifton North 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	19.2			19.71	22.69	<p>The target has been met during 2014/2015</p> <p>The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.</p>
<p>Average void re-let time (calendar days) – Clifton South 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	33.17			38.29	33.13	<p>The target was not hit due to the impact of letting 10 Independent Living properties, some of which had issues with a lack of demand.</p> <p>The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty.</p>

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>		39			40	43	The number has increased by 1 since 31.03.14 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>		16			15	13	The number has increased by 1 since 31.03.14 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>		5			11	7	The number has decreased by 6 since 31.03.14 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</i>		18			14	23	The number has increased by 4 since 31.03.14 The Housing Services and Property

<i>will receive repair work and then be re-let to a new tenant.</i>							Services Teams work closely together to minimise the time properties remain empty
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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>		137			67	87	For information only, no performance indicators for decommissioning programme. The properties in question are part of the decommissioning of the Meadows Q Blocks. Demolition has now commenced in parts of phase one.
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>		137			0	87	For information only, no performance indicators for decommissioning programme. The properties in question are part of the decommissioning of the Meadows Q Blocks. Demolition has now commenced in parts of phase one
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%	93.79%			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%	93.75%			93.55%	89.91%	As of November 2014 in a rolling 12 month period, NCH had 112 new tenancies created and 105 tenancies sustained in the Bridge Ward so 7 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%	88.89%			93.52%	95%	As of November 2014 in a rolling 12 month period, NCH had 99 new tenancies created and tenancies sustained in the Clifton North Ward so 11 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%	97.2%			94.07%	93.33%	As of November 2014 in a rolling 12 month period, NCH had 143 new tenancies created and 139 tenancies sustained in the Clifton South Ward so 7 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