

**AREA COMMITTEE EAST (DALES, ST ANN'S & MAPPERLEY) 10 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: Dales, St Anns & Mapperly
Report author(s) and contact details:	Kristian Murden Tenancy and Estate Manager Kristian.Murden@nottinghamcityhomes.org.uk	
Other colleagues who have provided input:	None	
Date of consultation with Portfolio Holder(s) (if relevant)	N/A	
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 checked="" 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 		

<ul style="list-style-type: none">• 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; That Area Committee approve the Area Capital Programme Schemes for Dales, Mapperly and St Anns Wards as set out in appendix 3 (to be circulated in advance of the meeting).

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

None

	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>Fencing and guttering planned programme for Area Six St Anns & Dales - May/August/November/February Dales - May/August/November/February</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 	Information

	<ul style="list-style-type: none"> • Car parking surfaces and marking <p>So far:-</p> <ul style="list-style-type: none"> • 53 Scheme on the existing schedule • 25 schemes with 100% works completed • 10 Schemes currently in progress • 18 Schemes to complete <p>For Area Six -</p> <ul style="list-style-type: none"> • Bellevue Court, St Anns Works commenced and on track. • Courtenay Gardens, St Anns Works commenced and on track. • Woodview Court, Bakersfield Works commenced and on track. <p>Highwood house, St Anns Rewire and LED lighting work now complete. Decent Homes work is progressing well. Two flats are to have level access showers installed and wheelchair access</p> <p>Colwick Wood Court Work to the passenger lifts continues. Smoke detectors to be installed.</p> <p>Victoria Centre Roof Work is ahead of schedule with completion due at the end of March.</p> <p>The corridor lighting to each floor will be replaced with reactive LED lighting thereby helping to reduce costs. This will be completed via a planned programme due to commencing mid January 2015 (</p> <p>Bentinck, Manvers, Kingston (BMK) Work is progressing well. Mast climbers are installed to all three blocks. Insulation has been removed from two blocks. External wall insulation</p>	
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		<p>starting on these during January.</p> <p>Monitoring equipment to be installed in 18 of the Manvers flats to capture 12 months thermal comfort data and impact of the work.</p> <p>Stonebridge, St Anns External treatments to properties around the new build sites including fencing, sheds, doors, driveways - to commence November 2014 - 18 month programme over three phases starting on Limmen Gardens at the end of January. The first phase of residents have all received an induction meeting. A garage site on Limmen Gardens is to be demolished to create a parking area.</p>	
2	<p>Area Regeneration and Environmental Issues</p>	<p>Robin Hood Chase, St Anns Demolition of second block is due to start in January 2015.</p> <p>Colwick Woods Demolition of infill garage site with new build of ten units – April 2015 commencement due.</p>	<p>Decision</p>
3	<p>Key messages from the Tenant and Leasehold Congress</p>	<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 the Responsible Tenant Reward Scheme; the Repairs Agreement; Cash Collection arrangements; the 'Tenant Fun day' - September 2014; NCH Corporate Plan 2015+.</p>	<p>X</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	<p>Tenant and Residents Associations updates</p>	<p>STOP TRA</p> <ul style="list-style-type: none"> • The community café and pavilion refurbishment work has started with new doors being installed to the public toilets; however the internal and external painting has been delayed due to the unavailability of the local college. The project aim is to give local students / apprentices practical experience. • The group have also expanded the area they cover to benefit more tenants and residents. <p>There are several tenants and residents interested in setting up a new TRA in the St Anns area. NCH staff are supporting with development and training.</p> <p>The Area 6 TLC / NCH Area Committee representative position is now vacant. For further information about how to get involved, please contact the Tenant & Leaseholder Involvement Team on 0115 7469100.</p>	X





5	Area Performance Figures	Please see report attached below	X
6	Good news stories & positive publicity	<p>NCH in close partnership with Community Protection have been successful in obtaining Outright Possession Orders on a number of properties within the Ward. These have been long running cases, which have had significant impact on the local community. The cases have ranged from Substance Misuse/Dealing, Anti-Social Behaviour and Fraudulent Activity. It has been a testament to the hard work and dedication of staff that we have been successful in our enforcement action. We have a number of other cases currently pending awaiting Court Hearings, which will increase this number further.</p> <p>The Regeneration works to BMK are rapidly progressing and feedback from residents, despite some disruption has been very positive. It is a significant investment into the area, which we hope will produce long term benefits for its residents in respect of increased fuel efficiency and a more secure and modern building.</p>	X




Area report - St ann's, Dales & Mapperley

Generated on: 05 January 2015













Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of ASB cases resolved by first intervention – St ann's</p> <p><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></p>	84%	82.52%			82.22%	81.97%	Having looked at the performance data from ReACT, St Anns currently have a total of 48% of their open ASB cases as "Drugs Substance misuse" . As you will be aware the time taken from opening a case to resolution is significant in this type of case. A number of cases have been closed over the last 2 months, which have been open for between 12-18 months. The delay with concluding these is due to civil and criminal matters being concluded at Court and NCH/CP then being able to take the appropriate course of action from a TEM perspective once convictions are known. Our enforcement action is then based on the outcome of criminal proceedings. Furthermore St Anns Team have the most current open cases within the City.
<p>% of ASB cases resolved – Stanns</p> <p><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></p>	97.8%	100%			100%	99.03%	Investigated reasons why performance below target. It has been found that ReACT Case # 6011 was closed without the "outcome" being inputted. The HPM has been advised of this and reminded that this PI is an important performance figure.
<p>% of rent collected</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



<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>							<p>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>
<p>% of repairs completed in target – AC - St ann's, Dales & Mapperley</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%					92.87%	
<p>% of repairs completed in target – Dales Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	98.44%			96.86%	93.35%	<p>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.</p>
<p>% of repairs completed in target – Mapperley Ward</p> <p><i>Note: This PI monitors the</i></p>	96%	98.7%			97.28%	91.7%	<p>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.</p>

<i>proportion of repairs being completed within agreed timescales.</i>							
<p>% of repairs completed in target – St ann's Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	98.44%			96.96%	92.65%	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.
<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.
<p>Average void re-let time (calendar days) – AC - St ann's, Dales & Mapperley</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	31.39			29.73	31.38	See below
<p>Average void re-let time (calendar days) – Dales Ward</p>	25	43.94			23.14	32.25	<p>The target was not hit due to the impact of letting 7 Independent Living properties, some of which had issues with a lack of demand.</p> <p>The Housing Services and Property Services Teams</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>							<p>work closely together to minimise the time properties remain empty.</p>
<p>Average void re-let time (calendar days) – Mapperley 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	20.15			32.71	25.05	<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) – St Anns 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	28.78			31.77	30.3	<p>The target was not hit due to the impact of letting 30 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>
<p>Number of lettable voids – AC - St ann's, Dales & Mapperley</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>		37			45	44	<p>The number has reduced by 8 since 31.03.14</p>





Report to Area Committee - Area 6

<p>Number of lettable voids – Dales 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>		8			15	11	The number has reduced by 7 since 31.03.14
<p>Number of lettable voids – Mapperley 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>		1			3	3	The number has reduced by 2 since 31.03.14
<p>Number of lettable voids – St Anns 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>		28			27	30	The number has increased by 1 since 31.03.14
<p>Number of new ASB cases – St Ann's</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		121			233	266	. Historically this Ward has always had the highest proportion of recorded Anti-Social Behaviour cases within the City. Staff are proactively working each case and making sure that where necessary, enforcement action is taken to prevent further tenancy breaches or in more serious cases, seek outright possession.
<p>Tenant satisfaction with the ASB service - St ann's</p>		7.45			5	7.99	

Note: Data for this PI is only available by Housing Office.							
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 outturn's.

Cannot group these rows by Code & Description

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 - St ann's, Dales & Mapperley <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	94.85%			93.83%	92.67%	This is particularly pleasing to see the hard work staff have undertaken to reach our most vulnerable customers in the ward. Partnership working with other agencies has led to early intervention and positive steps being taken to sustain these tenancies we identified as likely to fail within the first 12 months.
Percentage of new tenancies sustained - Dales Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12</i>	93.5%	92.93%			92.93%	95.19%	HPM's are working hard to identify possible trends regarding NTQ's and reasons why a tenancy may fail. It is hoped that the new type of tenancy visits will help to bring an upward trend in this PI Staff are now visiting new tenancies within 4 weeks and then again after 6 months to prevent potential tenancy failure.

<i>months later.</i>							
<p>Percentage of new tenancies sustained - Mapperley Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>	93.5%	93.1%			100%	91.67%	<p>HPM's are working hard to identify possible trends regarding NTQ's and reasons why a tenancy may fail. It is hoped that the new type of tenancy visits will help to bring an upward trend in this PI Staff are now visiting new tenancies within 4 weeks and then again after 6 months to prevent potential tenancy failure</p>
<p>Percentage of new tenancies sustained - St Anns Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>	93.5%	95.77%			93.68%	91.87%	<p>This is particularly pleasing to see the hard work staff have undertaken to reach our most vulnerable customers in the ward. Partnership working with other agencies has led to early intervention and positive steps being taken to sustain these tenancies we identified as likely to fail within the first 12 months.</p>