

NCH update report

West Area Committee – Aspley, Bilborough & Leen Valley

Time:

Date: 30th January 2015

Presented by: Chris Holloway

	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>	Information
2	Area Regeneration and Environmental Issues	<p>Planned fencing & guttering programme for west area through 2014-15 Aspley & Leen Valley – June/September/December/March Bilborough - April/July/October/January</p> <p>Denton Green, Aspley Work being undertaken by Robert Woodhead & BEST (partnership). Four x 1 bedroom bungalows being built. Started date - Mid October. . Completion date –doing well April finish..</p>	Decision





		<p>Cranwell Rd Phase 1 and 2 (Bilborough ward) Delay due to bat survey.</p> <p>Keverne Close, Aspley Passenger lift replacement to commence by end of financial year.</p> <p>Lindfield Road, Broxtowe Work is ongoing for the creation of brick walls with a low level railing to sit on top, installing a single and double gate where necessary between 252 - 177 Lindfield Road.</p>	
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 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>	X

		TLC is currently in the process of reviewing its practices for the future.	
4	Tenant and Residents Associations updates	<p>Friends United Network, a tenant and resident group in Beechdale, was formed in November 2014 with a committee of 11 people being elected. The group are focussing on social inclusion activities for older people living in the constituted area and carrying a series of fundraising activities that will contribute to future community work and donations to an elected charity.</p> <p>Two NCH Road shows were held in November in Broxtowe and Beechdale. Each was organised with the support of the local Housing Patch Manager and the tenants group for that respective area.</p> <p>Beechdale road show focussed on remembrance day with an old style tea dance, bread a dripping, prizes and fun activities. Over 70 people attended from the surrounding area many of which being brought back into the community centre that they previously didn't use. Additional interest in the group was established and resulted in more committee members coming forward at the AGM.</p> <p>Broxtowe family fun day was held at the Hope Centre with 300 people attending of all ages. Lots of sport activities were on show as well as local tenants (Broxtowe Community Club) running the event with free food, face painting and a winter wonderland room. The event was attended by Councillor Chapman, Councillor McCullough and Graham Allen MP.</p> <p>DADTRA ran a Christmas event that attracted around 100 people where they were given a present from Santa. They are currently planning for an energy efficiency event on Saturday 28th February.</p> <p>DADTRA and BELLSatra have signed up to the Big Energy Race and are currently planning on how to get more residents involved in the programme through promoting energy saving, using energy saving gadgets in the homes and promoting to their friends and family.</p>	X







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Area Performance Figures



AC3-1 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 – Aspley <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%			98.04%	99.42%	Performance for this indicator is pleasing and reflects the effective working relationship between NCH and partners to challenge ASB.
% of ASB cases resolved by first intervention – Aspley <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%	81.25%			80.27%	84.12%	There have been a number of cases where formal action has been required meaning that we have not been able to resolve each case at first intervention.



X



		Number of new ASB cases – Aspley		123			156	149	
		<i>Note: Data for this PI is only available by Housing Office.</i>							
		Tenant satisfaction with the ASB service - Aspley	8	9.25			9.6	7.97	Excellent progress made against a challenging target.
		<i>Note: Data for this PI is only available by Housing Office.</i>							
AC3-2 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 - Aspley, Bilborough & Leen Valley	96%	98.59%			97.32%	93.41%			
<i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>									



		<p>% of repairs completed in target – Aspley Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	98.73%	✓	↑	97.3%	93.35%	
		<p>% of repairs completed in target – Bilborough Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	98.37%	✓	↑	97.22%	93.27%	
		<p>% of repairs completed in target – Leen Valley Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within</i></p>	96%	98.99%	✓	↑	97.87%	94.41%	



		<i>agreed timescales.</i>								
		<p>Tenant satisfaction with the repairs service</p> <p><i>Note: Data for this PI is only available citywide</i></p>	9	8.91			8.78	8.64	<p>Whilst slightly short of the Corporate Plan target of 9, year-to-date performance of 8.91 in 2014/15 is higher than all previous annual outturns and the most recent in-month score of 9.23 is the highest tenant satisfaction rating we have ever received. We call all customers who have rated us lower than 5/10 to discuss the specifics of their dissatisfaction and use this feedback to deliver improvements to the repairs service. Satisfaction survey results are discussed at team meetings.</p>	



							highlighting both good and bad feedback and challenging staff that is not following processes.
AC3-3 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>	100%	101.57%	✓	↑	100.02%	100.21%	The collection rate is above target at 101.57%, an improvement on the figure at the end of quarter two which was 99.87%. In November a £100 credit was applied to the accounts of qualifying tenants under the Responsible Tenant Reward Scheme. This had a beneficial effect on rent arrears and collection performance. A revised Service Level Agreement is being finalised between NCH and Nottingham Revenue and Benefits Ltd - the new company formed to deal with







		<i>Trend shows as improving if value is over 100% as arrears are decreasing.</i>							<p>Housing Benefit claims on behalf of the City Council. This is designed to improve the relationship between the two organisations and ensure that targets set for processing of claims etc will be monitored and met. This is expected to have a positive effect on our rent arrears and collection performance.</p> <p>Measures being taken to ensure a continued high level of collection will include weekend working by the team from the end of January. We will also start a campaign to contact all customers who currently pay at local housing offices (where the cash payment facility will close) to offer support with alternative payment methods and to sign as many as possible up for Direct Debit.</p>	
		% of tenancies ending due to eviction	0.75%	0.63%			0.74%	0.55%	This performance indicator is of particular importance to the	



		<p><i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i></p>							team as we are committed to sustaining as many tenancies as possible and have measures in place to support tenants in arrears. The Tenancy Sustainment Team receive referrals from Rent Account Managers relating to tenants who require additional support. The Team supports such tenants to manage their finances more effectively with the aim of maintaining their tenancy and avoiding eviction. We have evicted 167 tenants in the last 12 months, this compares to 187 at the same point last year. We will work to ensure that this downward trend continues.	
<p>AC3-4a Empty properties - Average relet time</p>										
Performance indicator and definition		Target	2014/15			2013/14	2012/13	Latest Note		
			Value	Status	Long Trend	Value	Value			
Average void relet time (calendar days) – AC - Aspley,		25	26.86			24	29.96	Void performance summary: There are currently 42 empty properties in the Area Committee 3 area. The average time to relet		







		<p>Bilborough & Leen Valley</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>properties in the Area Committee 3 area is 30 days. There have been 300 new lettings this year. The city wide time to let empty properties is 31. 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 25 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>	
		<p>Average void re-let time (calendar days) – Aspley Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of</i></p>	25	25.95			26.73	29.94	<p>Void performance summary: There are currently 24 empty properties in the Aspley ward area. The average time to relet properties in the Aspley ward area is 30 days. There have been 148 new lettings this year. The city wide time to let empty properties is 31. Our voids processes have recently undergone a review. In the long</p>	





		<i>the old tenancy to the start of the new tenancy</i>							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 25 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area	
		<p>Average void re-let time (calendar days) – Bilborough Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of</i></p>	25	27.21			20.8	30.16	<p>Void performance summary: There are currently 13 empty properties in the Bilborough ward area. The average time to relet properties in the Bilborough ward area is 29 days. There have been 124 new lettings this year. The city wide time to let empty properties is 31. Our voids processes have recently undergone a</p>	





		<i>the old tenancy to the start of the new tenancy</i>							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 13 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area	
		<p>Average void re-let time (calendar days) – Leen Valley 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	30.14			23.18	29.12	<p>Void performance summary: There are currently 5 empty properties in the Leen Valley ward area. The average time to relet properties in the Leen Valley ward area is 30 days. There have been 28 new lettings this year. The city wide time to let empty properties is 31. 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</p>	

							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.
AC3-4b 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 - Aspley, Bilborough & Leen Valley <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>		42			60	53	
Number of lettable voids – Aspley 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>		24			30	31	
Number of lettable		13			26	19	

		voids – Bilborough 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>							
		Number of lettable voids – Leen Valley 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			4	3	
AC3-4c Empty properties - Decommissioning									
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		<i>not be re-let and includes those being decommissioned and / or demolished.</i>								
		Number of empty properties awaiting decommission – Aspley 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>		23			0	0		
		Number of empty properties awaiting decommission – Bilborough 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>		84			0	0		
		Number of empty properties awaiting decommission – Leen Valley Ward								
		<i>Note: This PI shows the number of empty properties which will not be re-let and</i>		0			0	1		

		includes those being decommissioned and / or demolished.							
AC3-5 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 - Aspley, Bilborough & Leen Valley <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	97.11%			94.53%	95.3%	performance exceeds target which is pleasing in uncertain economic times		
Percentage of new tenancies sustained - Aspley Ward <i>Note: This PI measures the number of new tenants who are still in their</i>	93.5%	97.67%			94.04%	94.47%	performance exceeds target which is pleasing in uncertain economic times		

		<p><i>tenancy 12 months later.</i></p> <p>Percentage of new tenancies sustained - Bilborough Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p> <p>93.5% 96.55%   95.12% 96.26%</p> <p>performance exceeds target which is pleasing in uncertain economic times</p>	
		<p>Percentage of new tenancies sustained - Leen Valley Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p> <p>93.5% 96%   95% 95%</p> <p>performance exceeds target which is pleasing in uncertain economic times</p>	
6	Good news stories & positive publicity	<p>NCH has worked effectively with the Strelley Social Club, its owners and partner agencies to deliver a number of healthy activities for tenants and residents in the surrounding area. The team are now promoting their activities via social media to reach a wider target market and involve residents in shaping future activities.</p> <p>The Aspley team have been actively promoting and securing nominations on behalf of West area tenants for NCH's annual tenant and leaseholder awards.</p>	X

		<p>Award categories include community group of the year, sporting achievement award and best community event.</p> <p>HPM Kate Rand helped organise and deliver the 'winter wonderland' event in Broxtowe during December which attracted in excess of 300 visitors. The event attracted a diverse range of visitors reflecting the Broxtowe Community Club's ambitions to be increasingly diverse and attractive to all members of the community. Local councillors and Graham Allen (MP) also attended and provided positive encouragement for the event.</p>	
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