

NCH update report



Time:

Date: 26 February 2015

Presented by: Lynn Standen

	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>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 <p>Area 2</p>	Information

		<ul style="list-style-type: none"> • Cadlan Court, Top Valley • Valley Farm Court, Top Valley • Carnforth Court, Bestwood Park 	<p>Works are ongoing</p> <p>Works are ongoing</p> <p>Works are ongoing</p>	
2	Area Regeneration and Environmental Issues	<p>Planned fencing & guttering programme for area two through 2014-15 Basford - April/July/October/January Bestwood – May/August/November/February</p> <p>Infill developments on Trinstead Way to be built by NCH. Demolition of site required first. Anticipated start is Spring 2015</p>		Decision
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>SALTAR</p> <ul style="list-style-type: none"> • Currently working with NCC Parks and open spaces on a Bid for the play area and Pavilion and developing the old bowling green into more usable space in the local park. <p>Rosegay</p> <ul style="list-style-type: none"> • The TRA ave been successful in securing EEM funding to hire pitches for the young people football programme which will start in April 2015. • Working with the police to discourage underage drinkers and to resolve parking issues outside the school and in surrounding areas during drop off and pick up times <p>Top Valley TRA</p> <ul style="list-style-type: none"> • The TRA have been working closely with local councillors to install a new footpath through the grassed area at Chichester close and monitoring usage, planting of apple trees and improvements to the footpath in Southglade park and working with relevant service areas to improve street lighting, fly tipping and 	X
5	Area Performance Figures	See details below	X
6	Good news stories & positive publicity	<p>Official opening of Bestwood Office- attended by local councillors, local contractors and architects and the Chief Executive, took place on December 2nd. Nick Murphy welcomed everyone to the event and then handed over to Councillor Grocock.</p> <p>In true Christmas spirit, carols were sung by children from Southglade primary school and they assisted with the 'xmas light switch on' for the tree in the reception area.</p> <p>Community events</p> <p>Christmas events in Bestwood Community were attended by NCH staff; an additional light switch was attended and a party took place at Bestwood Church.</p>	X

Staff also supported an open day event regarding Domestic Violence at the Southglade access centre

Raymede Drive fencing improvements

The scheme at Raymede Drive in Bestwood is part of on-going Nottingham City Homes' Decent Neighborhood's project, which aims to improve and regenerate outdoor areas in the city's estates.

Both NCH properties and those privately owned will have new fences. Tenants and residents have been fully consulted about the proposals. Funding for the improvements has come from NCH and also Nottingham City Council's area grants through local Councillor's.

Work is expected to take around 12 weeks to complete, with even-numbered properties now completed and odd-numbered homes to be done in the new year.

The work is being done by local company Rushcliffe Fencing, who are also working with local social enterprise BEST Build on the scheme.









Environmental Improvements at **Fenton Court** in Heathfield including installation of high double leaf gates and bow top railings should be completed in April 2015.

The installation of railings around the community amenity at **Broad Walk** in Stockhill was completed in December and the communal gates at Violet Close was completed on 26 January 2015.









Area report - Bestwood & Basford

Generated on: 21 January 2015





AC2-1 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 – Bestwood <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%			99.3%	98.08%	Performance exceeds target. This is reflective of our commitment to a customer focused ASB service and effective partnership working
% of ASB cases resolved by first intervention – Bestwood <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%	86.67%			88.28%	79.56%	Due to a problem with the software used to report performance on anti-social behaviour, data for quarter two is available for July 2014 only. In July 2014 three cases were not resolved by 1st intervention. One case being complex and protracted in nature, where ASB persisted despite early intervention; the case resulted in an outright possession order and eviction. For the remaining two cases, an error in recording was identified and steps have been taken to ensure Housing Patch Managers understand the definition of 1st intervention and how to apply the definition.
Number of new ASB cases – Bestwood <i>Note: Data for this PI is only available by Housing Office.</i>		116			130	138	Year to date there has been a decrease in the number of new ASB cases (49) when compared to 2013/14 (69).
Tenant satisfaction with the ASB service - Bestwood <i>Note: Data for this PI is only available by Housing Office.</i>	8.0	7.9			5.6	7.1	Data relates to customer satisfaction returns for July 2014. Two surveys out of 5 were returned. The steps taken to improve ASB customer satisfaction include: Increased focus on ASB case supervision focusing on victim care, quality of the case action plan and frequency of victim contact. The ASB customer satisfaction survey is currently conducted by a postal survey. Work is underway to change the survey method to a telephone survey, it is envisaged this will improve the survey response rate and quality of service feedback.







AC2-2 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 - Bestwood & Basford <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.38%			97.42%	93.96%	
% of repairs completed in target – Basford Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.21%			97.38%	92.68%	
% of repairs completed in target – Bestwood Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.47%			97.45%	94.64%	
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	8.91			8.78	8.64	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, highlighting both good and bad feedback and challenging staff that are not following processes.







AC2-3 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%	101.57%			100.02%	100.21%	<p>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.</p> <p>A revised Service Level Agreement is being finalised between NCH and Nottingham Revenue and Benefits Ltd - the new company formed to deal with 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>
<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%	0.63%			0.74%	0.55%	<p>This performance indicator is of particular importance to the 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>







AC2-4a 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 - Bestwood & Basford</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	29.72			35.93	43.77	<p>Void performance summary: There are currently 43 empty properties in the Area Committee 2 area. The average time to relet properties in the Area Committee 2 area is 31 days. There have been 241 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 78 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) – Basford 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	26.06			24.23	70.61	<p>Void performance summary: There are currently 11 empty properties in the Basford ward area. The average time to relet properties in the Basford ward area is 31 days. There have been 52 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 14 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) – Bestwood 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	30.82			39.46	34.42	<p>Void performance summary: There are currently 31 empty properties in the Bestwood ward area. The average time to relet properties in the Bestwood ward area is 32 days. There have been 174 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 78 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>







AC2-4b 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 - Bestwood & Basford <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			41	46	
Number of lettable voids – Basford 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>		11			5	11	
Number of lettable voids – Bestwood 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>		31			36	35	

AC2-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of empty properties awaiting decommission – AC - Bestwood & Basford</p> <p>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</p>		1			7	4	
<p>Number of empty properties awaiting decommission – Basford Ward</p> <p>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</p>		1			2	3	
<p>Number of empty properties awaiting decommission – Bestwood Ward</p> <p>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</p>		0			5	1	

AC2-5 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 - Bestwood & Basford <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	94.43%			92%	94.55%	
Percentage of new tenancies sustained - Basford Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	96.12%			95.79%	97.2%	
Percentage of new tenancies sustained - Bestwood Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	93.8%			90.59%	93.46%	

