

# NCH update report

Area 1 Committee – Bulwell & Bulwell Forest

Time:

Date: May 2014

Presented by: Toni Smithurst



	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p><b>Decent Homes</b></p> <p><b>Background</b> The Nottingham Decent Homes programme has been running for the past six years aimed at improving more than 18,000 homes across the city. It started in 2009 after it was revealed that more than 40 per cent of council houses in Nottingham did not meet national standards. The programme was funded 80 per cent by central government and 20 per cent by Nottingham City Council. Nottingham City Homes took the opportunity to go beyond the government's decent homes standard with the Nottingham Decent Homes Plus Standard.</p> <p><b>What we have achieved Citywide</b> Bathrooms, kitchens, boilers and roofs have been replaced and upgraded at a cost of £200 million in the Secure Warm Modern programme. It means that every Nottingham council home (100%) now meets the government's minimum 'decent homes' specifications compared to just 44 per cent when</p>	Information

the project began.

Zero per cent non decency achieved by 31 March 2015

- 14,325 Bathrooms
- 18,959 Kitchens
- 37,607 Secure by Design Doors
- 18,729 properties have received (80,000) Grade A Secure by Design windows
- 4,478 Loft Insulations
- 14,910 Electrical upgrades
- 15,460 New Grade A energy efficient boilers
- 14,621 Heating distribution upgrades (this is radiators, pipework and programmes)
- 567 New roofs
- £200 million investment
- 200+ apprentices taken on and trained
- Up to 600 employed on the scheme at any one time
- Satisfaction with quality / condition of home up from 57% to 87%

### **The future**

A planned programme of maintaining decency will continue year after year to continue a level of quality within our housing stock. £13m has been set aside for 2015/6 to uphold this goal. The maintaining decency project will remain under the title of Secure Warm Modern which is, and always has been, based on tenant priorities.

Stock condition data and Energy Performance information collected about our housing stock is helping to produce an additional planned programme of energy efficiency works across the City including insulation work to solid wall, BISF (British Steel Frame) and other hard to treat properties.

		<p><b>Fencing and guttering planned programme for Area One</b> Bulwell &amp; Bulwell Forest - April/July/October/January.</p>	
2	<p>Area Regeneration and Environmental Issues</p>	<p><b>Norwich Gardens</b> – improvement work to be carried out to the external boundaries in this area, following a successful pilot.</p> <p><b>Hazelhurst Gardens</b> – Fencing improvements to the front of the scheme, new bow top metal fencing to compliment wider regeneration of this area through NCH grander designs works. Landscaping and security improvements to the rear of the scheme, including removal of several large tree stumps to allow for the installation of the new fencing.</p> <p><b>Deptford Crescent</b> – improvements to drying area including installation of some double gates where appropriate, and possible creation of some parking spaces.</p>	Decision
3	<p>Key messages from the Tenant and Leasehold Congress</p>	<p>TLC has recently undergone review and a number of improvements have been identified and implemented following on from further consultation with tenants. The first 'new style' meeting was held on Wednesday 29th April at the New Art Exchange and involved interactive workshops to shape the future structure and direction of the group.</p> <p>The group also decided on a new name and will now be known as the 'Communities in Action' group. Membership has been widen to include representatives from each of the NCH customer panels, each of the recognised Tenants &amp; Residents groups across the city, ensuring wider and more local representation and engagement and there is also an open</p>	X

		invitation in place for all NCH Board members to attend.	
4	Tenant and Residents Associations updates	<p><b>Bulwell Hall TRA</b> The TRA continues to lobby on ongoing concerns around the increase in traffic congestion on Hucknall Lane once the 900 new homes suggested for the former Rolls Royce site has been completed particularly as there is no planned improvements suggested for Moorbridge Island or Hucknall Lane.</p> <p>The TRA are still looking into the 'owning and renaming' of Totley Close Land and have purchased 2 grass sweepers and a petrol strimmer to help maintain the land. In addition 2 volunteers have obtained health and safety certificates so will be carrying out the work.</p> <p>The group held their AGM on 15<sup>th</sup> April 2015.</p> <p><b>CRESTA</b> The group still have ongoing issues around parking on the grassed areas around the estate and are working with the HPM about the best way to resolve these issues.</p> <p>The group is also working closely with NCC, NCH and local councillors about the purchase of land to bring into the curtilage of some existing gardens.</p> <p><b>The People's Choice TRA</b> The group hold their meetings monthly at Crabtree Community Centre and have now established themselves as an effective TRA. The group have held a door knocking session on the estate to raise awareness of fire safety and the group are planning a family away day trip for residents on the estate and looking to set up a health living community café.</p> <p><b>Top Valley TRA</b> A "get involved" session was held at Tesco in early March to encourage</p>	X

		<p>more residents to get involved in the work of the community centre and the TRA and a new committee member was welcomed in at the AGM held on 19<sup>th</sup> May.</p> <p><b>HART</b> The TRA meet monthly at Duchess Gardens and continue to address issues relevant to their area. Issues being dealt with by the TRA include pedestrian safety on Bulwell market days, clear signage for properties in Duchess Gardens to allow emergency vehicles and delivery vans to find the correct address</p>	
5	Area Performance Figures	Please see table below.	X





## Area report - Bulwell & Bulwell Forest

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### AC1-1 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 – Bulwell  <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%			98.74%	99.19%	Tenancy and Estate Manager has now advised employee of correct process and determination or resolved / un resolved cases.
% of ASB cases resolved by first intervention – Bulwell	84%	74.13%			82.35%	81.97%	10 cases were closed. 8 at 1st intervention, 2 at second. 7646, noise of a pump to a medical bed in a upstairs flat making vibrating noise. 1st intervention was to remedy the





<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>							vibration from the bed pump. Health and Safety declined this could be done. Therefore 2nd intervention and in agreement with tenant is to put on Homeswapper. HPM continues communication with tenant any may proceed with a Management Recommendation should the need arise. 7697 was keyed incorrectly and should have been closed at first intervention.
Number of new ASB cases – Bulwell <i>Note: Data for this PI is only available by Housing Office.</i>		108			176	114	.
Tenant satisfaction with the ASB service - Bulwell <i>Note: Data for this PI is only available by Housing Office.</i>	8	10			8.93	6.6	I have put together a comprehensive action plan, dedicated to Bulwell addressing the individual HPM's and also the individual questions of where the low scores have been reported. the action plan is a personal working document which I have changed and amended to address areas of concern, and maintain a record of improvements. The score for April 2013 has just been reported and we have achieved 9.4 which is the highest score in the city. The main aim now is to maintain a score above 8.00. I am now updating my action plan to address this.

### AC1-2 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 - Bulwell & Bulwell Forest <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.82%			97.57%	94.06%	
% of repairs completed in target – Bulwell Forest <i>Note: This PI monitors the proportion of</i>	96%	97.96%			97.74%	94.31%	

repairs being completed within agreed timescales.							
<p>% of repairs completed in target – Bulwell Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	97.78%			97.53%	93.99%	
<p>Tenant satisfaction with the repairs service</p> <p><i>Note: Data for this PI is only available citywide</i></p>	9	8.9			8.78	8.64	Whilst slightly short of the Corporate Plan target of 9, performance of 8.9 in 2014/15 is higher than all previous annual outturns. 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 not following processes.







## AC1-3 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%	100.56%			100.02%	100.21%	<p>The rent collection rate for 2014-15 was above target at 100.56%, an improvement on the figure at the end of 2013-14 which was 100.02%.</p> <p>Measures taken to ensure a high level of collection included evening and weekend working by the team. We also conducted a campaign to contact all customers who paid at local housing offices (where the cash payment facility was due to close) to offer support with alternative payment methods and to sign as many as possible up for Direct Debit. This resulted in approximately 600 extra customers signing up to pay by direct debit.</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 expected to be in place early in 2015-16 and 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>2015-16 will see the introduction of Universal Credit. This will result a significant percentage of our weekly rent debit being paid directly to tenants, where it is currently paid directly to NCH as housing benefit. Several measures are being taken to ensure the impact of this on our rent collection figures is minimised, including:</p> <ul style="list-style-type: none"> <li>Communications activity e.g. via the tenants' newsletter</li> <li>Tenancy Sustainment Team holding events in local communities and targetting support</li> <li>Updating Northgate IT system to better enable management of affected accounts</li> <li>Staff training across NCH to ensure support to tenants is provided by the whole organisation</li> </ul>
% of tenancies ending due to	0.75%	0.56%			0.74%	0.55%	This performance indicator is of particular importance to the team as we are committed to sustaining as many









<p>eviction</p> <p><i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i></p>							<p>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 148 tenants in the last 12 months, this compares to 197 during 2013-14. We will work to ensure that this downward trend continues.</p>
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### AC1-4a 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 - Bulwell &amp; Bulwell Forest</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	24.75			33.03	28.41	<p>Void performance summary: There are currently 25 empty properties in the Area Committee 1 area. The average time to relet properties in the Area Committee 1 area is 25 days. There have been 215 new lettings this year. The city wide time to let empty properties is 26. 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 5 weeks. The lettings service houses around 200 families each month around the city.</p>
<p>Average void re-let time (calendar days) – Bulwell Forest 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	25.4			26.43	24.33	<p>Void performance summary: There are currently 3 empty properties in the Bulwell Forest ward area. The average time to relet properties in the Bulwell Forest ward area is 25 days. There have been 43 new lettings this year. The city wide time to let empty properties is 26. 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 2 weeks. The lettings service houses around 200 families each month around the city.</p>
<p>Average void re-let time (calendar days) – Bulwell 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	24.59			34.73	29.68	<p>Void performance summary: There are currently 22 empty properties in the Bulwell ward area. The average time to relet properties in the Bulwell ward area is 25 days. There have been 172 new lettings this year. The city wide time to let empty properties is 26. 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 5 weeks. The lettings service houses around 200 families each month around the city.</p>







### AC1-4b 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 - Bulwell & Bulwell Forest  <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>		25			29	32	
Number of lettable voids – Bulwell Forest 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>		3			4	7	
Number of lettable voids – Bulwell 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>		22			25	25	

### AC1-4c 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 - Bulwell & Bulwell Forest  <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			3	9	
Number of empty properties awaiting decommission – Bulwell Forest 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	1	
Number of empty properties awaiting decommission – Bulwell 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			3	8	

## AC1-5 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 - Bulwell & Bulwell Forest  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	96.36%			93.55%	91.87%	
Percentage of new tenancies sustained - Bulwell Forest Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	96.3%			95.78%	96.08%	
Percentage of new tenancies sustained - Bulwell Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	96.38%			92.89%	90.95%	Having checked the current figure for sustainability with Marcus April 13 stood at 91.7% and currently stands at 93.59% which shows a consistent high level of tenants remaining in Bulwell. Due to Welfare Reform and the bedroom tax more tenants have had to change accommodation however, Bulwell remains a popular location due to the tram links and market town.

