

# NCH update report Aspley, Bilborough and Leen Valley

Time: 17:30

Date: 17.6.15

Presented by: Nicky Jarvis / Elira Mano

|   | Item                            | Executive Summary / Key Points  | For information or decision |
|---|---------------------------------|---|-----------------------------|
| 1 | Capital Programme & major works | <p>West Area Committee Report - Decent Homes</p> <p><u>Background</u><br/>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><u>What we have achieved Citywide</u><br/>Bathrooms, kitchens, boilers and roofs have been replaced and upgraded at a cost of £200 million in the Secure Warm Modern programme. It means</p> | Information                 |

that every Nottingham council home (100%) now meets the government's minimum 'decent homes' specifications compared to just 44 per cent when 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

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|   |   | wall, BISF (British Steel Frame) and other hard to treat properties.  |          |
| 2 | Area Regeneration and Environmental Issues          | <p>Three main schemes currently being put together for Area 3</p> <ul style="list-style-type: none"> <li>• Broxtowe Boundary Improvements – Lindfield Road with further consideration to continue with these improvements across the estate</li> <li>• Strelley Social Club – Renovation to convert a poorly used snooker room into a fit for purpose boxing club and Gym. Funds have been donated by Wollaton Rotary £250<br/>EEM £4990<br/>Futures £7000 for day time employment projects<br/>Ground works £3500 for digital inclusion</li> <li>• Denewood – Boundary improvements to begin on Oakmead Avenue</li> </ul>  | Decision |
| 3 | Key messages from the Tenant and Leasehold Congress | <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 29<sup>th</sup> 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 <b>‘Communities in Action’</b> group. Membership has been widened to include representatives from each of the NCH customer panels, and each of the recognised Tenants &amp; Residents groups across the city, ensuring wider and more local representation and engagement. There is also an open invitation in place for all NCH Board members to attend.</p> | X        |
| 4 | Tenant and Residents Associations updates           | Broxtowe Community Club has successfully run a 5 week course with the Citizen Advice Bureau. The programme included a 2 hour workshop looking at debt management, budgeting, benefits etc. and was followed by a 45 minute fitness class provided by the Fit in the Community project. The  | X        |

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|   |  | <p>project was geared towards social inclusion for families in the area and a grant was secured to provide the training, food and childcare. There is now a committed group of tenants taking part in the fitness class full time. The secretary of the group recently won the NCH 'Tenant and leaseholder of the year' award.</p> <p>Beechdale TRA (known as FUN) is now fully constituted, up and running and planning summer activities. They ran an event on Saturday 28th March at Beechdale Community Centre and are now exploring multiple funding opportunities. They have also taken part in a hanging basket event which was run through the NCH Tenant Academy and will then be entered into the NCH garden competition 2015.</p> <p>Denewood and District TRA (DADTRA) ran a 'warm' event in February through funds secured from NCH. They are now preparing for their AGM and future summer events.</p> <p>New Whitemoor TRA has secured funds to run a hanging basket event for local residents and will also have their AGM at the end on May 2015.</p> <p>There is potential for a new tenants group in the Bilborough area with initial discussions on going with local residents.</p> |   |
| 5 | Area Performance Figures               | Please see table below  | X |
| 6 | Good news stories & positive publicity | <p>Aspley Housing Office has now moved into its new premises at ACTC on Minver Crescent.</p> <p>Strelley Social Club has now had its boxing ring delivered. There have been up to 25 children attending training sessions.</p>  | X |

**Littlewood Gardens Project**

Leah Hope has put forward a proposal and had a successful response from residents at Littlewoods Gardens to pursue a tenant and resident involvement project. We will be arranging a working group to plan and plant! An area of Littlewoods Gardens has had a drastic clearing. It has been arranged and agreed to get some bulbs and plants to plant in this area to then be maintained by the residents. The closing date was the 24th and we have had a good enough response to go forward with the plans.

Sam Masood and Kate Rand were involved in an Easter Parade along with the TRA group. This event was well attended including Councillor Chapman and Graham Allen MP.

**Kennington Road**

During February & March 2015 the Kennington Road area had a tasking group set up, for six weeks. Partners (including; NCH, NCC City Services, waste advisers, Community Protection, Southwold School children and Neighbourhood Development Officer) cleaned the area and are working to now improve tenant and resident involvement in improving the appearance of this area.

**Just Grow**









Nicky and Elira (Aspley TEMS) with HPM Dan Pickard joined several other NCH staff to support the “Just Grow” project at Melbury Primary School, which aims at encouraging NCH tenants and their children to grow their own food to support healthier living and supports healthy eating across the city. The site identified at Melbury Primary School required serious clearance and some volunteers helped with this as part of the project. Nottingham Trent University provided volunteers too. Following the clearance, NCH will be supporting the school to introduce a number of facilities to grown fruit and vegetables. The project is being delivered in partnership with Nourish

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|  |  | Associates, a social enterprise focused on improving energy, food and water supply in Nottingham. |  |
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## Area report - Aspley, Bilborough & Leen Valley

Generated on: 15 April 2015

### 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<br><br><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%  | A positive result.   |
| % of ASB cases resolved by first intervention – Aspley<br><br><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%    | 84.93%  |   |   | 80.27%  | 84.12%  | Monthly performance is positive  |
| Number of new ASB cases – Aspley<br><br><i>Note: Data for this PI is only available by Housing Office.</i>  |        | 184     |   |   | 156     | 149     | The Aspley team ASB partnership with the Police and Community Protection continue to deliver joined up solutions to ASB issues |
| Tenant satisfaction with the ASB service - Aspley<br><br><i>Note: Data for this PI is only available by Housing Office.</i>   | 8      | 9.25    |  |  | 9.6     | 7.97    | Excellent progress made against a challenging target.  |

## 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<br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i> | 96%    | 98.59%  |    |    | 97.32%  | 93.41%  |   |
| % of repairs completed in target – Aspley Ward<br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>                           | 96%    | 98.73%  |    |    | 97.3%   | 93.35%  |   |
| % of repairs completed in target – Bilborough Ward<br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>                       | 96%    | 98.37%  |    |    | 97.22%  | 93.27%  |   |
| % of repairs completed in target – Leen Valley Ward<br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>                      | 96%    | 98.99%  |    |    | 97.87%  | 94.41%  |   |
| Tenant satisfaction with the repairs service<br><i>Note: Data for this PI is only available citywide</i>  | 9      | 8.9     |  |  | 8.78    | 8.64    | MAR-2015 Whilst slightly short of the Corporate Plan target of 9, year-to-date performance of 8.913 in 2014/15 is higher than all previous annual outturn's. This month all scores on the VMS survey were above Target giving an overall score of 8.924 . Satisfaction survey results are discussed at team meetings, highlighting both good and bad feedback and challenging staff that are 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   |  |
| <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   |









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| <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 receives 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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### AC3-4a 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 - Aspley, Bilborough &amp; 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> | 25     | 24.25   |    |    | 24      | 29.96   | <p>Void performance summary: There are currently 35 empty properties in the Area Committee 3 area. The average time to relet properties in the Area Committee 3 area is 24 days. There have been 398 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 15 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 the old tenancy to the start of the new tenancy</i></p>                               | 25     | 24.5    |    |    | 26.73   | 29.94   | <p>Void performance summary: There are currently 11 empty properties in the Aspley ward area. The average time to relet properties in the Aspley ward area is 24 days. There have been 194 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 15 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) – Bilborough 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     | 23.21   |  |  | 20.8    | 30.16   | <p>Void performance summary: There are currently 17 empty properties in the Bilborough ward area. The average time to relet properties in the Bilborough ward area is 23 days. There have been 168 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 8 weeks. The lettings service houses around 200 families each month around the city.</p>                                 |

|  |    |       |  |   |       |       |  |
|--|----|-------|--|---|-------|-------|--|
| <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 | 27.78 |  |  | 23.18 | 29.12 | <p>Void performance summary: There are currently 7 empty properties in the Leen Valley ward area. The average time to relet properties in the Leen Valley ward area is 28 days. There have been 36 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 7 weeks. The lettings service houses around 200 families each month around the city.</p> |
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### 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<br><br><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> |        | 35      |    |    | 60      | 53      |             |
| Number of lettable voids – Aspley Ward<br><br><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      |    |    | 30      | 31      |             |
| Number of lettable voids – Bilborough Ward<br><br><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>                       |        | 17      |    |    | 26      | 19      |             |
| Number of lettable voids – Leen Valley Ward<br><br><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>                      |        | 7       |  |  | 4       | 3       |             |

### AC3-4c 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 - Aspley, Bilborough & Leen Valley<br><br><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> |        | 112     |    |    | 45      | 1       |             |
| Number of empty properties awaiting decommission – Aspley Ward<br><br><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>                           |        | 28      |    |    | 0       | 0       |             |
| Number of empty properties awaiting decommission – Bilborough Ward<br><br><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<br><br><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       |             |

### 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<br>- AC - Aspley, Bilborough & Leen Valley<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i> | 93.5%  | 97.35%  |    |    | 94.53%  | 95.3%   | performance exceeds target which is pleasing in uncertain economic times |
| Percentage of new tenancies sustained<br>- Aspley Ward<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>                           | 93.5%  | 97.65%  |    |    | 94.04%  | 94.47%  | performance exceeds target which is pleasing in uncertain economic times |
| Percentage of new tenancies sustained<br>- Bilborough Ward<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>                       | 93.5%  | 97.24%  |    |    | 95.12%  | 96.26%  | performance exceeds target which is pleasing in uncertain economic times |
| Percentage of new tenancies sustained<br>- Leen Valley Ward<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>                      | 93.5%  | 96%     |  |  | 95%     | 95%     | performance exceeds target which is pleasing in uncertain economic times |

The theme for this Committee is 'Safer'.

Headlines for ASB service includes.

Development of in-house community mediation service, the service is due to be launched later in the year. We will soon be launching a marketing and recruitment campaign to recruit volunteers to deliver community mediation. Volunteers will be trained to accredited mediator status through NCHs tenant academy and supported by NCH's Community Mediation Officer. We will be looking to partners to help promote the recruitment campaign and encourage community interest.

In July 2015 NCH Housing Patch Managers and TEMs will be attending hate crime training delivered by the Sophy Lancaster Foundation. The training will be innovative and be delivered in a workshop format.

It will explore and challenge delegates stereotypes and beliefs system and give an understanding of the legal aspects around Hate Crime.

It will recognise alternative subcultures and their relation to Hate Crime looking at the impact and effects of Hate Crime in the lives of victims, families, communities and perpetrators.

It will explore how to overcome barriers to reporting and effective partnership working.

NCH are about to commence development of our NCH tackling ASB and Crime strategy. Focus groups have already been held with partners, tenants and residents and staff.