

AREA 8 COMMITTEE (Bridge, Clifton North, Clifton South) – 24 June 2015

Title of paper:	Nottingham City Homes Update Report		
Director(s)/ Corporate Director(s):	Nick Murphy Chief Executive of Nottingham City Homes	Wards affected: Bridge, Clifton North & Clifton South	
Report author(s) and contact details:	Wade Adams Tenancy and Estate Manager Wade.adams@nottinghamcityhomes.org.uk		
Other colleagues who have provided input:	None		
Date of consultation with Portfolio Holder(s) (if relevant)			
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 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 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.		

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

8.1 None

NCH update report

Time: 19:00

Date: Wednesday 24th June 2015

Presented by: Wade Adams



	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Decent Homes</p> <p>Background 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>What we have achieved Citywide 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 the project began.</p>	Information

		<p>Zero per cent non decency achieved by 31 March 2015</p> <ul style="list-style-type: none"> • 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% <p>The future</p> <p>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.</p> <p>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>	
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		<p>External Wall Insulation</p> <p>The project is nearing completion with customers really pleased with the end result. Many noticing a difference to the thermal efficiency of their home.</p> <p>Nobel Road will be the next area to benefit from external wall insulation with the work commencing in late Spring/early summer. It will be a cross tenure project with owner occupiers able to benefit at a reduced cost. Information events for residents will be held prior to work starting.</p>	
2	Area Regeneration and Environmental Issues	<p>Demolition Demolition is ongoing with one resident left at Middle Furling.</p> <p>AMCG – Funding to be secured at Area Committee to fund a ‘pop up garden’ around the demolition sites</p> <p>Designs being worked up regarding the improvement to the external areas around the Meadows Ward, including fencing, resurfacing and bin storage. Design being carried out by NCC Landscape Architect.</p> <p>Fencing & Guttering Planned Programme for Area Eight Bridge - April/July/October/January Clifton North & South - June/September/December/March</p> <p>Southchurch Court Passenger lift replacement is ongoing and progressing well.</p>	Information
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 29th April at the New Art Exchange and involved interactive workshops to shape the future structure and direction of the group.</p>	Information

		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 & Residents groups across the city, ensuring wider and more local representation and engagement and there is also an open invitation in place for all NCH Board members to attend.	
4	Tenant and Residents Associations updates	<p>NEMTRA</p> <ul style="list-style-type: none"> • Secured £27,000 grant from People's Health Trust to deliver a project to welcome new residents to the Meadows and help them to integrate into the community. • Meadows Tree Project open day launch on 6th February which was attended by over 70 people including children from a local school. • Held Open Day to see Architect student designs of the Pavilion on Saturday 28th March • Winner of Community Group of the Year award category in NCH Tenants and Leaseholders Awards 2015 • Community Film screening event held on Saturday 25th April. • Funding application submitted for phase 2 of the Meadows Tree Project <p>Southchurch Court</p> <ul style="list-style-type: none"> • Bi monthly meetings being held for the residents • AGM and Roadshow planned for June to get more volunteers and new committee members involved. 	Information
5	Area Performance Figures	See Appendix 2	Information



Area report - Clifton North, Clifton South & Bridge

Generated on: 15 May 2015













AC8-1 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 by first intervention – Clifton <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%	91.23%			87.5%	79.66%	Targets have been met so far this year.
% of ASB cases resolved – Clifton <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%			100%	98.88%	Targets have been met for ASB ReACT cases.
Number of new ASB cases – Clifton <i>Note: Data for this PI is only available by Housing Office.</i>		118			185	133	.For information only.

<p>Tenant satisfaction with the ASB service - Clifton</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		5.1			9.45	6.93	<p>Housing Patch Managers and Tenancy Estate Managers are being pro-active when managing cases to ensure they are being customer focussed and keeping the customer up to date with progress. No figures were so far this year.</p>
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AC8-2 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 - Clifton North, Clifton South & Bridge <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.74%			97.2%	93.35%	Performance has hit target for the year and we continue to improve working practices to keep performance at this level. Performance is showing a year on year improvement and is the highest ever annual outturn.
% of repairs completed in target – Bridge Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.92%			97.17%	92.98%	Performance has hit target for the year and we continue to improve working practices to keep performance at this level. Performance is showing a year on year improvement and is the highest ever annual outturn.
% of repairs completed in target – Clifton North Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.36%			96.67%	93.32%	Performance has hit target for the year and we continue to improve working practices to keep performance at this level. Performance is showing a year on year improvement and is the highest ever annual outturn.
% of repairs completed in target – Clifton South Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.82%			97.58%	93.75%	Performance has hit target for the year and we continue to improve working practices to keep performance at this level. Performance is showing a year on year improvement and is the highest ever annual outturn.









<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	<p>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.</p>
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AC8-3 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> <p>Communications activity e.g. via the tenants' newsletter Tenancy Sustainment Team holding events in local communities and targetting support Updating Northgate IT system to better enable management of affected accounts Staff training across NCH to ensure support to tenants is provided by the whole organisation</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%	0.56%			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 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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AC8-4a Empty properties - Average relet time









Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Average void re-let time (calendar days) – AC - Clifton North, Clifton South & Bridge <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>	25	22.64			22.63	28.9	The Housing Services and Property Services teams work jointly to ensure the time properties remain empty is minimised. The target for 2014-15 was met.
Average void re-let time (calendar days) – Bridge Ward <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>	25	7.64			8.22	29.04	The Housing Services and Property Services teams work jointly to ensure the time properties remain empty is minimised. The target for 2014-15 was met.
Average void re-let time (calendar days) – Clifton North Ward <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>	25	19.14			19.71	22.69	The Housing Services and Property Services teams work jointly to ensure the time properties remain empty is minimised. The target for 2014-15 was met.
Average void re-let time (calendar days) – Clifton South Ward <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>	25	38.27			38.29	33.13	The Housing Services and Property Services teams work jointly to ensure the time properties remain empty is minimised. The target for 2014-15 was not met and this was due to low demand issues with some Independent Living

<i>start of the new tenancy</i>							accommodation at Todd Court and Gabor Court. The letting of general needs accommodation stood at 20.64 days.
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AC8-4b 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 - Clifton North, Clifton South & Bridge <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>		37			40	43	The Housing Services and Property Services teams work jointly to ensure the time properties remain empty is minimised with a decrease of 3 properties from the previous year.
Number of lettable voids – Bridge 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>		16			15	13	The Housing Services and Property Services teams work jointly to ensure the time properties remain empty is minimised with an increase of one property from the previous year.
Number of lettable voids – Clifton North 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>		9			11	7	The Housing Services and Property Services teams work jointly to ensure the time properties remain empty is minimised with a decrease of two properties from the previous year.
Number of lettable voids – Clifton South 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>		12			14	23	The Housing Services and Property Services teams work jointly to ensure the time properties remain empty is minimised with a decrease of two properties from the previous year.

AC8-4c 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 - Clifton North, Clifton South & Bridge <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>		139			67	87	The properties relate to the Meadows Q Blocks where demolition has commenced.
Number of empty properties awaiting decommission – Bridge 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>		139			0	87	The properties relate to the Meadows Q Blocks where demolition has commenced.
Number of empty properties awaiting decommission – Clifton North 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	0	N/A
Number of empty properties awaiting decommission – Clifton South 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	0	N/A

AC8-5 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 - Clifton North, Clifton South & Bridge <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	94.6%			93.73%	92.63%	
Percentage of new tenancies sustained - Bridge Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.05%			93.55%	89.91%	
Percentage of new tenancies sustained - Clifton North Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	88.89%			93.52%	95%	
Percentage of new tenancies sustained - Clifton South Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	97.89%			94.07%	93.33%	

Key:



Performance on or exceeding target



Performance below target



Data only performance indicator



Performance has improved compared to two years ago



Performance has deteriorated compared to two years ago



Performance unchanged

Data prepared by Nottingham City Homes Performance Team

For more information please contact Marcus Parton, Performance Analyst on 0115 746 9381