



# NCH update report

## AREA 2 COMMITTEE (Basford and Bestwood ) – 25 November 2015

<b>Title of paper:</b>	<b>Nottingham City Homes Update Report</b>	
<b>Director(s)/ Corporate Director(s):</b>	Nick Murphy Chief Executive of Nottingham City Homes	<b>Wards affected: Berridge &amp; Sherwood</b>
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<b>Summary of issues (including benefits to customers/service users):</b>		
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.		
<b>Recommendation(s):</b>		
	Area Committee notes and comments on paragraphs 1-6 listed in Appendix 1.	
	Area Committee notes and comments on the performance data detailed in Appendix 2.	

## APPENDIX 1

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p><b>Stock condition survey</b> A five year planned programme of stock condition surveys has commenced across the City. A comprehensive survey, it will gather information to help ensure our properties are maintained through planned programmes of refurbishment as well as informing the current and future active Asset Management Strategy.</p> <p><b>Solar PV</b> Homes eligible for panels have been written to. Suitability was based on specific criteria like the roof size and the direction houses face. The installation programme is being escalated due to possible reduction in the feed in tariff in early 2016. It is aimed that where customers who have expressed an interest and where the roof is suitable, panels will be installed by the end of the year.</p> <p><b>Secure Warm Modern (Maintaining decency)</b> After successfully bringing our homes up to the Nottingham Decent Homes Plus Standard in March 2015, we are now focussed on maintaining this standard with ongoing planned works programmes.</p> <p>A four year property improvement framework tender has been awarded to a constructor partner who will embark on this planned programme of property refurbishment during Autumn 2015.</p> <p>The Decent Homes Standard is set by government to ensure that homes meet certain minimum criteria. There are four criteria that we consider when planning our Secure Warm Modern Improvement works. These determine whether or not a home is considered decent.</p>	Information

	Item	Executive Summary / Key Points	For information or decision
		<ol style="list-style-type: none"> <li>1. Is the property in a reasonable state of repair?</li> <li>2. Does it have reasonably modern facilities or services?</li> <li>3. Is there efficient heating and insulation?</li> <li>4. Does the property meet the statutory minimum standard set out by the Housing Health and Safety Rating System (HHSRS)?</li> </ol>	
2	Area Regeneration and Environmental Issues	<p><b>Bestwood</b> Phase 2 of the major fencing scheme on Raymede Drive is now complete and this has significantly improved the quality of the boundaries on this street. Plans are to continue this on Leybourne Drive in the New Year. NCH awaiting quotation from contractor and then consultation can be undertaken for this project.</p> <p><b>Basford</b> Plans are being drawn up for the Toton Close street upgrade project. This is being led by NCC with a contribution from the NCH Environmental Budget made in June 2015. Awaiting further design options to be drawn up by NCC highways and this project can move into consultation phase.</p>	Information
3	Key messages from the Tenant and Leasehold Congress – now known as the ‘Communities in Action’ group.	Due to recent poor attendance at CIA meetings and further consultation with group members and staff, it has been decided to close the Communities in Action Group and to explore possible new opportunities as part of the forthcoming NCH Tenant & Leaseholder Involvement Strategy review. NCH Area Committee representatives will continue to be identified and supported by the Tenant & Leaseholder Involvement team at NCH.	Information

	Item	Executive Summary / Key Points	For information or decision
4	Tenant and Residents Associations updates	<p>Highbury Vale TRA</p> <ul style="list-style-type: none"> <li>The TRA now have progression on the play area that they have been working on with NCC parks and open spaces. The winning design has been chosen by residents, the order of works raised and the contract signed. Once work starts it will take approximately 2 weeks to complete. The TRA are now planning an opening event to include partner organisations such as Robin Hood Energy and the fuel poverty team</li> <li>The TRA held a very successful fun day on 1<sup>st</sup> August with very good representation from the community.</li> </ul> <p>SALTRA</p> <ul style="list-style-type: none"> <li>Were successful in securing funding from NCH's 10<sup>th</sup> anniversary celebration fund towards their opening event for the revamped pavilion play area and park and held the opening event on 12<sup>th</sup> August.</li> </ul> <p>Rosegay</p> <ul style="list-style-type: none"> <li>The TRA have successfully completed the football sessions for young people which has run from April to the end of the summer.</li> </ul>	Information
5	Area Performance Figures	See below Nottingham City Homes ward performance report	Information
6	Good news stories & positive publicity	<p><b>Fit in the Community</b></p> <p>FitC are providing a number of free fitness sessions across the area for residents to try out something new or get back into their fitness habits. Sessions currently being held are:</p> <ul style="list-style-type: none"> <li>Family Zumba – a fun and fitness regime for all the family weekly from 3<sup>rd</sup></li> </ul>	Information







	Item	Executive Summary / Key Points	For information or decision
		<p>October between 10.00 am and 11.30 am</p> <ul style="list-style-type: none"><li>• Tai Chi at the Top Valley Community Centre weekly from 4<sup>th</sup> October between 10.00 am and 11.00 am</li></ul> <p>For more information contact NCH Involvement Team on 0115 746 9100 or <a href="http://www.fitinthecommunity.com">www.fitinthecommunity.com</a></p>	

## APPENDIX 2

### Area report - Bestwood & Basford









Generated on: 16 September 2015

#### AC2-1 Anti-social behaviour

Performance indicator and definition	Target	2015/16			2014/15	2013/14	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>	98.6%	98.28%			100%	99.3%	Performance is below target but cases are not always resolved to the satisfaction of the complainant even though the issues have been resolved satisfactorily. This comes down to managing the expectations of our customers.
% 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%	84.48%			88.24%	88.28%	Performance is on target.
Number of new ASB cases – Bestwood		58			188	130	Year to date there has been a decrease in the number of new ASB cases but this figure is for information only.





Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<i>Note: Data for this PI is only available by Housing Office.</i>							
<p>Tenant satisfaction with the ASB service - Bestwood</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>					7.9	5.6	<p>No figures to date.</p> <p>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.</p> <p>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.</p> <p>Tenancy Estate Managers are now contacting customers as soon as Housing Patch Managers have met with them to ensure quality of cases and expectations are managed from the first point of contact until the case is closed.</p>

## AC2-2 Repairs







Performance indicator and definition	Target	2015/16			2014/15	2013/14	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%	95.39%			97.75%	97.42%	Sept-2015 Performance is slightly under target this is mainly due to a higher than normal demand on some repairs work streams. This has had a negative effect on this KPI. We have now upped resources to help improve the performance in this area.
% of repairs completed in target – Basford Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.08%			97.56%	97.38%	Sept-2015 Performance is slightly under target this is mainly due to a higher than normal demand on some repairs work streams. This has had a negative effect on this KPI. We have now upped resources to help improve the performance in this area.
% of repairs completed in target – Bestwood Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.55%			97.85%	97.45%	Sept-2015 Performance is slightly under target this is mainly due to a higher than normal demand on some repairs work streams. This has had a negative effect on this KPI. We have now upped resources to help improve the performance in this area.
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	9.01			8.9	8.78	Sep-2015 Exceeded target which is an excellent achievement for those involved.









### AC2-3 Rent Collection

Performance indicator and definition	Target	2015/16			2014/15	2013/14	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%	98.78%			100.56%	100.02%	<p>Although performance is behind target, and slightly behind the position at this point last year, this is a year-end target and we are on track to achieve 100% by the end of quarter two. We have a range of initiatives planned to improve collection rate. We are focusing on the Responsible Tenant Reward recipients from last year. All those who received the reward last year but who have failed to reduce their debt will be targeted by the team. In addition we have a cash collection competition running in August and a data capture competition. The latter will have the added benefit of increased contact which should improve the collection rate.</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>	0.45%	0.47%			0.56%	0.74%	<p>We continue to work hard to sustain tenancies and only evict when all other avenues have been exhausted. We have evicted only half the number of tenants for rent arrears compared to the same point last year.</p>







### AC2-4a Empty properties - Average relet time

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Bestwood &amp; 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	21.87			30.71	35.93	The target was achieved during this period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty.
<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	25.03			24.43	24.23	The target was not achieved during this period due to letting of 3 long term voids in Independent Living complexes where at times demand can be limited. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty.
<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	20.33			32.89	39.46	The target was achieved during this period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty.







### AC2-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2015/16			2014/15	2013/14	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>		34			46	41	The number has decreased by 12 during this period.
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>		16			16	5	The number has remained static during this period
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>		18			30	36	The number has decreased by 12 during this period.

### AC2-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of empty properties awaiting decommission – AC - Bestwood &amp; 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			1	7	This relates to a property awaiting demolition with a new build bungalow planned as a replacement
<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			1	2	This relates to a property awaiting demolition with a new build bungalow planned as a replacement
<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			0	5	Not applicable

### AC2-5 Tenancy sustainment

Performance indicator and definition	Target	2015/16			2014/15	2013/14	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%	95.7%			95.15%	92%	An ended tenancy includes 'Sole to Joint' and 'Joint to Sole' tenancies which are tenancies sustained but by legal definition the tenancy must be ended on the Housing Database (Northgate).
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%	95.06%			94.12%	95.79%	89 tenancies created, 85 tenancies sustained, 4 tenancies lost.
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%	95.9%			95.52%	90.59%	269 tenancies created, 253 tenancies sustained, 16 tenancies lost.