



NCH update report – Appendix 1

Date: 25th November 2015 Time: 5:30pm

Presented by: Toni Smithurst

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Stock condition survey 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>Solar PV 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>Secure Warm Modern (Maintaining decency)</p>	Information

		<p>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> <ol style="list-style-type: none"> 1. Is the property in an reasonable state of repair? 2. Does it have reasonably modern facilities or services? 3. Is there efficient heating and insulation? 4. Does the property meet the statutory minimum standard set out by the Housing Health and Safety Rating System (HHSRS)? 	
2	Area Regeneration and Environmental Issues	<p>Bulwell Phase 3 of the Norwich Gardens Estate Impact project currently in the quotation stage. We will be receiving official quotations for this work imminently and moving this project into the consultation phase with involved residents.</p> <p>Snapenook Court – NCH are undertaking Grander Design work to this Independent Living Scheme to ensure it is modern and fit for purpose for our tenants. In addition, we are also looking to invest in the external spaces at this project as part of a wider transformation at this site. This includes, new fencing, lighting, seating and planters.</p> <p>Bulwell Forest Drying areas have recently been upgraded on the Deptford Crescent estate and this has improved the appearance of these prominent sites on this estate.</p>	Information

		Further work underway to determine the viability of a the parking scheme on Ridgeway and this is with NCC Highways to determine whether we can proceed with this scheme from a traffic safety perspective.	
3	Key messages from the Tenant and Leasehold Congress	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 Tenant & Leaseholder Involvement team at NCH.	X
4	Tenant and Residents Associations updates	<p>Bulwell Hall TRA The TRA continues to lobby about their ongoing concerns around the increase in traffic congestion on Hucknall Lane and Moor Bridge once the new homes and industrial units suggested for the former Rolls Royce site has been completed.</p> <p>The TRA held an open day on the Totley Close open space that they have campaigned for long and hard to be a usable community space. The open day on 22 August was a great success</p> <p>CRESTA The group are working hard to resolve several issues in their area including parking on the grassed areas around the estate and some anti-social behaviour problems.</p> <p>The People's Choice TRA The group hold their meetings monthly at Crabtree Community Centre. The group has been successful in securing funding from NCH to run a trip to the seaside for families in the summer and are working with Crabtree School Young Inspectors to put up signage around the estate to deter dog fouling, dropping litter and smoking around the school gates and children's centre.</p> <p>Top Valley TRA The TRA continues to advocate on behalf of residents experiencing ASB and to drive forward for</p>	X







		<p>service improvements. Meetings are held bi-monthly at the Top Valley community centre</p> <p>HART The TRA meet monthly at Duchess Gardens and continue to address issues relevant to their area. The group will be holding their AGM on Wednesday 25th November, all are welcome to attend.</p>	
6	Good news stories & positive publicity	<p>Fit in the Community</p> <p>FiTC are providing a number of free fitness sessions across the area for tenants and 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"> • Reggae Zumba – Mondays between 7.00 pm and 8.00 pm at Snapewood Community Centre • Insanity – Tuesdays at Crabtree Community Centre between 6.00 and 7.00 pm • Reggae Aerobics – Bulwell Hall Healthy Living Centre on Thursdays between 6.00 pm and 7.00 pm. • Motivate is held at Bulwell Riverside on Fridays between 12.30 and 1.30 pm <p>For more information contact NCH Involvement Team on 0115 746 9100 or www.fitinthecommunity.com</p> <p>NCH Ten Year Anniversary successes:</p> <p>Bulwell Forest Gardens – have received £4k to purchase a shed, shelving and materials to expand cook and eat sessions aimed at local families. Funding will also provide materials to expand on growing areas, providing more produce year after year. Also in discussion with FIT in the Community and NCH Tenant Academy with regards to future partnership working for the benefit of local tenants.</p> <p>The People’s Choice – received £1k to fund the “Young Inspectors Sign Competition”. In conjunction with the People’s Choice TRA and Nottingham City Homes, the Young Inspectors have designed posters that would be produced as signs and placed around the estate. The designs are centred around dropping litter, dog fouling and stop smoking; the three main issues the young Inspectors have found that concern pupils the most.</p>	X

Appendix 2

Area report - Bulwell & Bulwell Forest







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AC1-1 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 – 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%			100%	98.74%	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 <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%	90.74%			74.13%	82.35%	Performance is currently within target and will continue to be monitored and maintained.
Number of new ASB cases – Bulwell		74			108	176	.



<i>Note: Data for this PI is only available by Housing Office.</i>							
Tenant satisfaction with the ASB service - Bulwell <i>Note: Data for this PI is only available by Housing Office.</i>	8				10	8.93	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	2015/16			2014/15	2013/14	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%	95.42%			97.82%	97.57%	
% of repairs completed in target – Bulwell Forest <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.2%			97.96%	97.74%	
% of repairs completed in target – Bulwell Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed</i>	96%	95.24%			97.78%	97.53%	







<i>timescales.</i>							
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	9.03			8.9	8.78	WS Oct 2015 Performance is currently in target for the month and just for the year. We continue to monitor customer satisfaction data to highlight and inform service improvements.

AC1-3 Rent Collection







Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
% of rent collected <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> <i>Trend shows as improving if value is over 100% as arrears are decreasing.</i>	100%	99.8%			100.56%	100.02%	<p>The current collection rate of 99.80% equates to being £100k short of the 100% target. At the end of the previous quarter, we were £350k short of the same target.</p> <p>We are in a very similar position to the same point last year and are confident that the year-end target of 100% will be met.</p> <p>So far this year we have carried out fewer evictions – 55 compared to 70 at the same point last year.</p> <p>The team is contacting all customers who are at risk of not qualifying for this year's Responsible Tenant Reward Scheme, with a view to clearing their debts or putting payment arrangements in place to ensure they will qualify for the reward.</p> <p>We continue to sign up as many customers as possible for Direct Debit payments. During the second quarter, 1,066 customers changed their payment method to Direct Debit.</p> <p>The 'Rent First' initiative is being implemented company-wide and is designed to ensure all areas of NCH have received a level of training and awareness of the implications of Universal Credit. For example we intend to</p>

							<p>provide all caretakers and operatives with information cards to give to tenants. These cards detail the support available from NCH's Tenancy Sustainment Team and other agencies designed to enable tenants to maintain their rent payments.</p> <p>A corporate programme of work continues, designed to ensure that the whole of NCH plans for and responds to the challenges of Universal Credit and wider welfare reforms. One initiative already undertaken was an intensive data collection exercise relating to our tenants, including information on bank account ownership, internet access and confidence in using the internet. This data is all recorded on Northgate and allows us to target those tenants who require additional support.</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%	0.49%			0.56%	0.74%	<p>This performance indicator is still slightly below target at 0.49%, however the number of evictions is still lower than at the same point last year - 55 compared to 70 at the end of September 2014. We only evict as an absolute last resort, however as arrears rise and the number of accounts over 7 weeks in arrears increases we have to take appropriate action.</p>







AC1-4a 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 - Bulwell & 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	18.42			24.75	33.03	<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	19.77			25.4	26.43	<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	18.03			24.59	34.73	<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	2015/16			2014/15	2013/14	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>		26			25	29	
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			3	4	
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>		23			22	25	

AC1-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2015/16			2014/15	2013/14	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			0	3	
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	0	
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			0	3	

AC1-5 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 - Bulwell & Bulwell Forest <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	94.72%			96.36%	93.55%	
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>	96%	94.64%			96.3%	95.78%	
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>	96%	94.74%			96.38%	92.89%	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.

APPENDIX 3

Area	Ward	Actual Budget (including carry over from 2014/15)	Schemes Approved	Schemes Committed	Schemes De Committed	Remaining Budget
1	Bulwell	£197,653	£81,781	£81,781	£0	£96,953
1	Bulwell Forest	£44,503	£25,554	£25,554	£0	£18,949

Address	Request	Reason	Nottingham City Homes Officer	Cost	Approval
Snapenook Court	External improvements to the scheme including planters, seating, fencing, lighting and trellis	To complement the wider improvements undertaken at this scheme as part of NCH's Grander Designs programme.	Leanne Hoban	£14,389	Commit