

# NCH update report



Time: 4:30pm

Date: Tuesday 24<sup>th</sup> February 2016

Presented by: Wade Adams

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	No works to report at present	Information
2	Area Regeneration and Environmental Issues	<p><b><u>Bestwood</u></b> Completion of Raymede Drive Fencing Scheme in September 2016 and the Decent Neighbourhoods Team has issued customer satisfaction surveys to all NCH properties to gauge the level of satisfaction with how the project was undertaken and the impact the fencing upgrade has had on each property.</p> <p>Leybourne Drive will be the next street in this ward to receive fencing improvement works and this project is currently in the design and costing phase. It is anticipated that works will commence in Spring /Summer 2016 following consultation and agreements signed by owner occupiers who wish to receive the work.</p> <p><b><u>Basford</u></b> Funding committed from the Environmental Budget in June 2015 for external improvements to Toton Close. NCH Decent Neighbourhoods Manager and NCC Neighbourhood Development</p>	Information







		Officer to meet to discuss progress on this project and delivery timescales. Further discussions regarding ideas on what to spend the remaining funding for this ward to also be undertaken.	
3	Key messages from the Tenant and Leasehold Congress	<p>New involvement opportunities are being explored as part of the ongoing NCH Tenant &amp; Leaseholder Involvement Strategy review.</p> <p>NCH Area Committee representatives continue to be identified and supported by the Tenant &amp; Leaseholder Involvement team. The representative for Area 2 is Michael Savage.</p> <p>NCH is preparing for the 3<sup>rd</sup> Tenant Awards event taking place on 18<sup>th</sup> March. NCH are keen to acknowledge and reward the valuable input and time given by customers for the work they do with either shaping and improve NCH services and / or the positive impact they make within their local communities.</p>	Information
4	Tenant and Residents Associations updates	<p><b>Highbury Vale TRA</b> Following a successful summer of events, the TRA are now preparing for the opening of the new play area on Highbury Vale Park. The park was completed in November and has new and improved play equipment provided in conjunction with local councillors. The TRA are planning an opening event for the park during January.</p> <p><b>SALTAR</b> Now that the group have successfully moved into the new Pavilion in Stockhill park they are carrying out consultation with local residents and partners to determine what further improvements should be made to the park and the surrounding environment. The group have also been successful once again in securing funding from NCH's 10<sup>th</sup> Anniversary 'Making a Difference' Fund to purchase a new gazebo to be used when the group carry out activities away from the pavilion such as play days, gardening projects, fun days etc.</p>	Information
5	Area Performance Figures	See Area Report below	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 following the festive period. Sessions are:</p> <table border="1" data-bbox="405 416 1740 639"> <tr> <td>Zumba</td> <td>Bestwood Estate Community Centre, Bestwood</td> <td>Tuesdays 10.00 – 11.00am Starting 5<sup>th</sup> Jan</td> </tr> <tr> <td>Family Street Dance</td> <td>Heathfield Primary School, Basford</td> <td>Fridays 14.15 – 15.15pm Starting 8<sup>th</sup> Jan</td> </tr> </table> <p>For more information contact NCH Tenant &amp; Leaseholder Involvement Team on 0115 746 9100 or <a href="http://www.fitinthecommunity.com">www.fitinthecommunity.com</a></p> <p><b>CommUNITY Mediation Service</b></p> <p>NCH have launched a Mediation Service in November 2015 and trained volunteers to an accredit standard to help our customers resolve disputes without the need to go to court. It involves an independent third party, the mediator, who helps both sides find a mutually agreeable resolution to their dispute. It is a voluntary process so people who agree to take part do so because they want things to improve. People who take part in mediation are involved in the decision making process and any agreements made are done so in good will only, they are not enforceable or legally binding and it is not the mediator's role to find the answer.</p>	Zumba	Bestwood Estate Community Centre, Bestwood	Tuesdays 10.00 – 11.00am Starting 5 <sup>th</sup> Jan	Family Street Dance	Heathfield Primary School, Basford	Fridays 14.15 – 15.15pm Starting 8 <sup>th</sup> Jan	Information
Zumba	Bestwood Estate Community Centre, Bestwood	Tuesdays 10.00 – 11.00am Starting 5 <sup>th</sup> Jan							
Family Street Dance	Heathfield Primary School, Basford	Fridays 14.15 – 15.15pm Starting 8 <sup>th</sup> Jan							

## Area report - Bestwood & Basford









Generated on: 04 January 2016

### 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>	97.8%	98.29%			100%	99.3%	Target met for this month
% 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%	88.57%			88.24%	88.28%	There were four cases which were not resolved by first intervention. Two were for untidy gardens where the gardens were not maintained after first letters were sent by the HPM. The other two cases were about noise where the noise continued after the HPM's first intervention with the alleged perpetrators.
Number of new ASB cases – Bestwood  <i>Note: Data for this PI is only available by Housing Office.</i>		145			188	130	For information only

Tenant satisfaction with the ASB service - Bestwood					7.9	5.6	No Data available
<i>Note: Data for this PI is only available by Housing Office.</i>							







## 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%	96.24%			97.75%	97.42%	WS-Dec-2015 Performance has increase from 95.36% since the last Qtr. to 96.24%. Performance is now in target and we continue to monitor this to improve further.
% of repairs completed in target – Basford Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.84%			97.56%	97.38%	WS-Dec-2015 Performance has increased but is still just short of the corporate target of 96%. We continue to monitor this to improve further.
% of repairs completed in target – Bestwood Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.43%			97.85%	97.45%	WS-Dec-2015 Performance has increase from 95.55% since the last Qtr. to 96.43%. Performance is now in target and we continue to monitor this to improve further.
Tenant satisfaction with the repairs service  <i>Note: Data for this PI is only available citywide</i>	9	9.05			8.9	8.78	WS Dec- 2015 Performance is currently in target for the month and for the year. We continue to monitor customer satisfaction data to highlight and inform service improvements.

### 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%	102.07%			100.56%	100.02%	The current collection rate of 99.56% against a target of 100% is slightly ahead of the same point last year (99.55%). We are concentrating on the Responsible Tenant Reward Scheme as our major incentive for tenants to make payments to reduce their arrears. HB receipts are significantly down and therefore we are having to chase greater numbers of rent payers and often these tenants are in low paid, unpredictable employment which makes payment difficult.
<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%	0.5%			0.56%	0.74%	There is an improving trend with this indicator and we are now within 0.05% of achieving the target of 0.50%. Evictions carried out so far this year = 80 and at the same point last year the number was 99.







### 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	27.78			30.71	35.93	<p>The target was not achieved during this period due to letting of 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> <p>Performance was 16.8 for general needs properties</p>
<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	27.87			24.43	24.23	<p>The target was not achieved during this period due to letting of 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> <p>Performance was 16.1 for general needs properties</p>
<p>Average void re-let time (calendar days) – Bestwood Ward</p>	25	27.72			32.89	39.46	<p>The target was not achieved during this period due to letting of long term voids in Independent Living</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>							<p>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> <p>Performance was 17.2 for general needs properties</p>
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**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	
<p>Number of lettable voids – AC - Bestwood &amp; Basford</p> <p><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></p>		37			46	41	The number has decreased by 9 during this period
<p>Number of lettable voids – Basford Ward</p> <p><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></p>		9			16	5	The number has decreased by 7 during this period
<p>Number of lettable voids – Bestwood Ward</p> <p><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></p>		28			30	36	The number has decreased by 2 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><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></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><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></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>	96%	94.02%			95.15%	92%	Currently behind target but HPMs working with Lettings Team to accompany at sign up to make early interventions with new customers to help sustain tenancies.
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>	96%	94.51%			94.12%	95.79%	94 tenancies created, 88 tenancies sustained, 6 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>	96%	93.85%			95.52%	90.59%	263 tenancies created, 245 tenancies sustained, 18 tenancies lost.