

NCH update report

Time: 4:30pm

Date: Wednesday 25th May 2016

Presented by: Wade Adams



	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Wilmington Gardens, Edwards Lane – Electric heating being changed to gas which should help customers have cheaper heating bills.</p> <p>Internals scheme for 15/16 - Delivery Partner – Keepmoat – works have progressed well and are now completing</p> <p>Internals scheme for 16/17 - Delivery Partner – Keepmoat –scheme is mobilising for commencement on 3rd May 1,500 properties on GMP. Will pick up previous refusals and no access.</p> <p>Slate Roofing Scheme – Delivery Partner – Keepmoat – a number of properties have been delivered as part of the Internals scheme which are completing</p> <p>Slate Roofing Scheme 16/17– Delivery Partner – To be awarded – to be awarded imminently and to mobilise to commence in June / July</p> <p>Nationwide Windows and Doors 15/16 – Delivery Partner – Nationwide – works are being completed in this scheme</p> <p>Nationwide Windows and Doors 16/17 – Delivery Partner – Nationwide – to be mobilised for a commencement in May Will pick up previous refusals and no access.</p> <p>New build coming soon to Hazel Hill, Bestwood - 20 bungalows plus communal unit. In procurement stages at the moment.</p>	Information
2	Area		Information

	<p>Regeneration and Environmental Issues</p>	<p><u>Bestwood</u> Major fencing project to commence at the end of April on Leybourne Drive. This will be very similar to the works already delivered on Raymede Drive over the past two years. We have received positive feedback from the recipients of the works so far on Raymede Drive and this has enabled us to agree to continue with the works across the estate, starting with Leybourne Drive. It is anticipated that works on Leybourne will take 6 weeks to complete and will include both NCH tenants and private properties were they have been signed up to receive the works.</p> <p><u>Basford</u> Environmental works recently delivered to Oakleigh Street around the low rise flats. We have upgraded the fencing with a high quality metal ball finial option and this has improved the appearance of security of this area.</p> <p>We are still waiting for NCC to confirm plans for the Toton Close Project as funding was agreed at Area Committee in June 2015 and is on hold until designs agreed and consultation undertaken with residents.</p>	
3	<p>Key messages from the Tenant and Leasehold Congress</p>	<p>The NCH Group Tenant & Leaseholder Involvement Strategy 2016-19 has now been agreed and is available to view and download at http://www.nottinghamcityhomes.org.uk/about-us/strategies/. NCH are passionate about involvement and we will be introducing a wide range of opportunities for tenants to participate in creating homes and places where people want to live.” We will also seek to continually renew our pool of involved tenants and leaseholders so that we gain a wider range of perspectives and diversity to the role of Involved customer.</p> <p>Tenant and Leaseholder Awards 2016 “NCH successfully hosted its third annual Tenant and Leaseholder Awards ceremony on 18th March 2016. 31 organisations were shortlisted from the 97 nominations received. The 11 winning organisations in each category were;</p>	<p>Information</p>

		<ul style="list-style-type: none"> • Tenant and Leaseholder of the Year - Karen Humble • Best Youth Initiative - Old Highbury Vale TRA • Best Green Initiative - Bulwell Forest Garden • Best Sporting Achievement - Strelley Community ABC • Outstanding Achievement in Learning or Self-development - Michaela King • Best Community Event - BOBS • Best Older Persons Initiative - The residents of Peartree Orchard • Community Group of the Year - Lenton Health and Wholeness Project (Tommy's) • Good Neighbour Award - Betty Tolley • Community Safety Award - CommUNITY Mediation Volunteers • Equality and Diversity Award - Epic Partners <p>NCH will be having an open nomination process throughout 2016 so that projects and individuals can be nominated anytime throughout the year. For the awards.</p>	
4	Tenant and Residents Associations updates	<p>Highbury Vale TRA The TRA were successful in receiving the award for Best Youth Initiative at the NCH Tenant and Leaseholders Awards for their work on developing the Highbury Vale children's play area. The group also held a successful opening event for the play area on Saturday 14th march attended by over 150 people.</p> <p>Stockhill and Ladbroke Tenants and Residents (SALTAR) The group will be holding a picnic in the park event on Friday 22nd April with bouncy castles, side shows and a magician. The group also took part in "Clean for the Queen" where a party of Ellis Guilford students and staff and students from Basford Hall joined members of SALTAR, Councillors, NCC and NCH staff to clear the park of litter. 25 bags were filled</p> <p>Rosegay TRA The group continue to work on issues that are of interest and concern to local residents and will be organising the football sessions for local children again this year</p>	Information









5	Area Performance Figures	See Performance Report below	Information
6	Good news stories & positive publicity	<p>Fitness Sessions in Nottingham North from Fit in the Community</p> <ul style="list-style-type: none"> • Reggae Zumba takes place at Snapewood Community Centre, every Monday between 7.00 pm and 8.00 pm. • Insanity takes place at Crabtree Community Centre, Bulwell every Tuesday between 6.00 pm and 7.00 pm • Reggae Aerobics takes place at Bulwell Hall Healthy Living Centre, every Thursday between 10.00 am and 11.00 am <p>Sessions are free.</p> <p>Swim or Fit for a £1 For £1 tenants and leaseholders can use the gym or attend fitness classes at any of the Nottingham City Council fitness centres. This offer is currently running alongside the very successful swim for a £1 running at any Nottingham city council swimming pools.</p> <p>For more information contact NCH Involvement Team on 0115 746 910 www.fitinthecommunity.com</p> <p>Tenant Academy All tenant Academy courses are free to NCH tenants and groups. A variety of courses are now available for tenants and leaseholders to access from Lunch and learn money matters, IT and social media courses to starting your own business.</p> <p>FREE six week course - Bulwell Forest Gardens Grow Your Own – Edible Gardening for residents living in Bulwell, Bestwood and Basford, starting Wednesday 16th April</p> <p><input type="checkbox"/> Learn more about growing your own fruit and veg</p>	Information

	<ul style="list-style-type: none"><input type="checkbox"/> Find out about eating well – and saving money!<input type="checkbox"/> Seedling for participants to take home<input type="checkbox"/> Children are welcome<input type="checkbox"/> Lunch is provided<input type="checkbox"/> Recipe ideas<input type="checkbox"/> Opportunities for volunteering <p>For a full list of courses and booking details contact the Involvement Team on 0115 746 9100 or the website below.</p> <p>http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p>	
--	---	--









Area report - Bestwood & Basford

Generated on: 11 April 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%	99.53%			100%	99.3%	100% target met for the month of February by HPMS managing cases on ReACT and working with complainants and alleged perpetrators to resolve ASB issues
% 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%	91.59%			88.24%	88.28%	100% for February by TEM and HPMS managing cases to the satisfaction of customer before closure.
Number of new ASB cases – Bestwood <i>Note: Data for this PI is only available by Housing Office.</i>		177			188	130	Year to date there has been a decrease in the number of new ASB cases (49) when compared to 2013/14 (69).
Tenant satisfaction with the ASB service <i>Note: . Overall tenant satisfaction with the ASB service - The average score (out of 10) for each survey question. Data for this indicator is not available by ward..</i>	8.5	7.49			7.51	7.3	Tenant satisfaction with the ASB service has improved. We received the highest scores for the support provided, ease of reporting, and willingness to report ASB in the future. CommUNITY mediation service will be launched in the summer to support early intervention and is expected to positively impact on customer satisfaction To further drive performance improvement we will continue to undertake regular case supervision and regular case quality checks.

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%	96.39%			97.75%	97.42%	WS Apr 2016 Performance has increase from since the last Qtr to 96.39%. 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%	96.26%			97.56%	97.38%	WS Apr 2016 Performance has increase from since the last Qtr to 96.26%. Performance is now in target and 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%	96.46%			97.85%	97.45%	WS Apr 2016 Performance has increase from since the last Qtr to 96.46%. 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	9.1			8.9	8.78	WS Apr- 2016 Performance is currently in target for the year at 9.1%.This performance is better than any recent annual outturn. We continue to look at introducing service improvements through the repairs modernisation and monitor customer satisfaction data to highlight and inform these 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%	100.25%			100.56%	100.02%	<p>The current collection rate of 100.84% equates to being £658k ahead of the 100% target. At the end of the previous quarter, we were £100k short of the same target.</p> <p>In November a £100 credit was applied to the accounts of qualifying tenants under the Responsible Tenant Reward Scheme, which had a beneficial effect on rent collection performance. Staff will be working at weekends during the final quarter, concentrating on tenants who we find it difficult to contact during the week. This activity is designed to maximise rent collection and ensure the year-end target will be met.</p> <p>So far this year we have carried out fewer evictions – 83 compared to 111 at the same point last year.</p> <p>We continue to sign up as many customers as possible for Direct Debit payments. In December we hit our target of 36.5% of customers signed up to pay by Direct Debit.</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 (which will be rolled out in Nottingham in February) and wider welfare reforms. An intensive data collection exercise relating to our tenants continues and we now hold the required data on 5,000 of the 13,000 working age tenants who are likely to be affected by Universal Credit. The required data includes information on bank account ownership, internet access and confidence in using the internet. This data allows us to target those tenants who require additional support. Information sessions will be held for staff to ensure they are able to give appropriate advice, and tenants to ensure they have access to the necessary information to successfully manage any claim they make for Universal Credit.</p>
% of tenancies ending due to	0.45%	0.43%			0.56%	0.74%	This indicator will be on target by the end of the financial year. WE are currently only 0.02% behind target and as

<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>we are not carrying out any further evictions during March we will be on target. We have done 101 evictions so far this year and at this point last year we had done 129.</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 & 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			30.71	35.93	<p>Void performance summary: There are currently 48 empty properties in the Area Committee 2 area. The average time to relet properties in the Area Committee 2 area is 30 days. There have been 317 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 73 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) – 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	33.19			24.43	24.23	<p>Void performance summary: There are currently 16 empty properties in the Basford ward area. The average time to relet properties in the Basford ward area is 24 days. There have been 76 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 11 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) – 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	24.17			32.89	39.46	<p>Void performance summary: There are currently 30 empty properties in the Bestwood ward area. The average time to relet properties in the Bestwood ward area is 33 days. There have been 219 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 73 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>







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>		28			46	41	The number has decreased by 18 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>		9			16	5	The number has decreased by 7 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>		19			30	36	The number has decreased by 11 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 & 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>	96%	92.92%			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%	93.68%			94.12%	95.79%	95 tenancies created, 89 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%	92.62%			95.52%	90.59%	244 tenancies created, 226 tenancies sustained, 18 tenancies lost.