

AREA 8 COMMITTEE
16 NOVEMBER 2016



Title of paper:	Nottingham City Homes Update and Approvals	
Director(s)/ Corporate Director(s):	Nick Murphy, Chief Executive of Nottingham City Homes	Wards affected: Clifton North, South & Bridge
Report author(s) and contact details:	Garry Nelms, Tenancy & Estates Manager, Clifton Area Housing Office, contact on 0115 8786234.	
Other colleagues who have provided input:	N/A	
Date of consultation with Portfolio Holder(s) (if relevant)	N/A	
Relevant Council Plan Key Theme:		
Strategic Regeneration and Development	<input type="checkbox"/>	
Schools	<input type="checkbox"/>	
Planning and Housing	<input checked="" type="checkbox"/>	
Community Services	<input type="checkbox"/>	
Energy, Sustainability and Customer	<input type="checkbox"/>	
Jobs, Growth and Transport	<input type="checkbox"/>	
Adults, Health and Community Sector	<input type="checkbox"/>	
Children, Early Intervention and Early Years	<input type="checkbox"/>	
Leisure and Culture	<input type="checkbox"/>	
Resources and Neighbourhood Regeneration	<input type="checkbox"/>	
Summary of issues (including benefits to customers/service users):		
<p>The report provides 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; • Good news stories and positive publicity. 		
Recommendation(s):		
1	To note and comment on the update and performance information in Appendices 1 and 2.	
2	To note the allocation of funds for 2016/17, detailed in Appendix 3.	
3	To approve the Area Capital Programme funding request set out in Appendix 3	

1. REASONS FOR RECOMMENDATIONS

- 1.1 The Nottingham City Homes Update 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 update 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 Nottingham City Homes previously reported on performance at local Area Panels that sat below the respective Area Committees. These panels were attended by local residents, local Councillors and partner agencies.
- 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 is one of a number of initiatives that increases the transparency and accountability of the Company's performance.
- 2.3 Following the decision for Nottingham City Homes representatives to attend Area Committee, it was decided to provide the Nottingham City Homes Update Report to Area Committee. Appendices 1 and 2 provide the latest performance position for the committee to note and comment on.
- 2.4 Appendix 3 outlines the remaining capital budget for this area for noting and provides details of current schemes that require approval by the Committee.

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

- 3.1 None

4 FINANCE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)

- 4.1 Budgets are allocated on a yearly basis for each ward and there is an obligation on Nottingham City Homes to ensure that funds are allocated to projects within these budget requirements

5 LEGAL AND PROCUREMENT COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)

- 5.1 None

6 STRATEGIC ASSETS & PROPERTY COMMENTS (FOR DECISION RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE)

6.1 None

7 EQUALITY IMPACT ASSESSMENT

7.1 Has the equality impact of the proposals in this report been assessed?

No



An EIA is not required because: the decision does not relate to changing policies or function.

Yes



8 LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

None

9 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

None



NCH update report – Appendix 1

Date: 16 November 2016

Presented by: Mr Garry Nelms

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Sample checks of water systems in tenant homes will be undertaken in Independent living schemes across the City to the end of the financial year. This is to confirm that water stored in water tanks and pipework is clean and hygienic.</p> <p>Stock condition and energy performance surveys continue Citywide targeting homes where we have little or no information this could be due to previous no access issues. This information helps to plan future works including a programme of maintaining decency continues across the City replacing windows, doors, kitchens and bathrooms where needed.</p> <p><u>Willowbrook Court</u> Grander designs at Willowbrook Court is due to commence in October, after a slight delay</p>	Information
2	Area Regeneration and Environmental Issues	<p><u>Clifton North</u> We are working with the Housing Team, NDO and Cllrs for this ward to determine priority schemes for the use of the environmental money. Finalising some costings with our contractor and they will</p>	Information

		<p>then be presented to all parties for a decision to be reached. We aim for some approvals at February's area committee.</p> <p><u>Clifton South</u> We are gathering some quotes for various schemes across the ward, including some fencing and resurfacing works to the Nobel Road Estate.</p> <p>We will be delivering a fencing upgrade project to Dartmoor Close as the houses in this cul de sac do not have any boundary fencing and have been suffering a lot of nuisance from young people. The new fencing will help resolve this issue and smarten up the area.</p> <p><u>Bridge</u> Funding was agreed at September 2015 area committee to upgrade the fascia's and lighting to the Bridgeway Shopping Centre. This project is being delivered by NCC and funding from the Bridge Environmental budget has been agreed. We are awaiting the project to commence to enable us to transfer the funding agreed.</p> <p><u>Balcony upgrades –</u> NCH have delivered a successful scheme to the Queens Walk flats to upgrade the balconies from timber to a bespoke metal finish. We are seeking the approval of some environmental funding at this area committee to upgrade the remaining 37 balconies and these will be installed later in the year.</p> <p><u>New Build/Exiting Stock collaboration</u> The Decent Neighbourhoods Team, New Build Team and Tenancy and Estate Management have formed a working group to ensure that investment work is considered to the stock surrounding the new build areas to ensure maximum regeneration benefits are delivered in the ward. We have now identified some key areas across the ward to start delivering these external improvements around the new build sites. These are currently being costed up with our contractors and we will ask the next area committee for some environmental funding towards this major project of ours.</p>	
3	Key messages from the Tenant	<p><u>TPAS Accreditation</u> Nottingham City Homes has successfully achieved Landlord reaccreditation from the Tenant</p>	X

	and Leasehold Congress	<p>Participation Advisory Service (TPAS) in resident Involvement. The award acknowledges that NCH are leaders in best practice nationally when it comes to keeping our customers informed and involved by delivering NCH News to every household four times a year.</p> <p>Our growing use of social media, our annual Tenant Fun Day which attracts some 600 people and the Tenant and Leaseholder Awards showcases the work of individuals and community groups across the city. In addition to this, we were recognised for our tenant representation on the NCH board and through tenants directly helping to improve services through our customer panels, neighbourhood inspections and tenant scrutiny.</p> <p><u>Tenant and Leaseholder Awards 2017</u> Once again we're looking for nominations for the NCH Tenant and Leaseholder Awards 2017. Every year we recognise individuals and groups who go that extra mile for members of their community. There are 11 award categories and 8 of these are open to the wider community to nominate projects.</p> <p>The closing date for nominations is Friday 6th January.</p>	
4	Tenant and Residents Associations updates	<p><u>Rivergreen Area Community Group</u> Carol Thomas the Chairperson of the group sadly passed away earlier this month. Carol was an amazing person who was really passionate about helping other people in the community especially those who are isolated.</p> <p>Unfortunately due to her illness she was not able pursue the plans she had for the new community group which she helped start up not too long ago. Carol is a big loss for the community and I am sure the other committee members will arrange something in Carol's memory.</p> <p><u>Friends of Nobel Road Tenants and Residents Association</u> The next Public meeting is on Thursday 10th November, 6.30pm at Park Gate Community Centre.</p> <p>The group's next event is going to be a Christmas event for the Nobel Road estate on Saturday 17th December, 1.00pm – 4.00pm, Park Gate Community Centre.</p>	X

		<p><u>Southchurch Court Flats Tenants and Residents Association</u> The group now meets bi monthly. The group continue to work on issues that affect the quality of life in their block.</p> <p>They are currently working with NCH and NCC on project called 'Fit in the Community' to help people get active in their neighbourhoods. There will be a taster session in November held at Clifton Community Centre which will be promoted the tenants in Southchurch Court.</p> <p><u>New Meadows Tenants and Residents Association (NEMTRA)</u> Day trip to Scarborough for the community which was part funded by NCH Tenants and Residents Associations grant funding. The trip was really well attended.</p> <p>A public meeting was held on 8th September with guest speakers from Nottingham City Homes talking about the new properties that are currently being built in West Meadows.</p>	
5	Area Performance Figures	Please see attached report – Appendix 2	
6	Good news stories & positive publicity	<p><u>Swim or Fit for a £1</u></p> <ul style="list-style-type: none"> 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>For more information contact NCH Involvement Team on 0115 746 910 www.fitinthecommunity.com</p> <p><u>Fit in the Community' Free Weekly Fitness Sessions:</u></p> <ul style="list-style-type: none"> Legs, Bums & Tums, 5.00pm – 6.00pm at Park Gate Community Centre Zumba, 6.00pm – 7.00pm at Park Gate Community Centre <p><u>Tenant Academy Training Courses</u></p>	X








	<ul style="list-style-type: none">• Sound As a Pound – Money Talks• Lunch and Learn <p>The above courses will take place on Wednesday 23rd November, 10.00am – 3pm at Nottingham Community Housing Association, Sheridan Court, 64 Mansfield Road, Nottingham, NG1 3GY</p> <p><u>IT for Universal Credit</u></p> <ul style="list-style-type: none">• This course is aimed at supporting tenants who will have to apply for future welfare benefits on line. <p><u>Click Silver for 60's</u></p> <ul style="list-style-type: none">• It and internet safety training for people aged 60 and over. This six week course will allow participants to learn at their own pace with a personal mentor. The next course starts on Weds 11 January 2016. <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>	
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Appendix 2

Area report - Clifton North, Clifton South & Bridge









Generated on: 19 October 2016



AC8-1 Anti-social behaviour

Performance indicator and definition	Target	2016/17			2015/16	2014/15	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>	85%	81.36%			90.86%	91.23%	This PI is showing that we are not on target this month. TEM have discussed this in our team meetings and 1:1's with relevant staff. Hopefully we will see an improvement for the next quarter.
% 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%	100%	We have worked hard this last quarter and have dealt promptly and firmly with all ASB cases when they have been received by our office. The priority here is, early intervention and where appropriate, firm prevention at all times.
Number of new ASB cases – Clifton <i>Note: Data for this PI is only available by Housing Office.</i>		58			175	118	n/a
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</i>	8.5				7.1	7.51	The satisfaction with the ASB service is still surprisingly below target given that we have been closely monitoring to see what the underlying issues are as to why we are below target with this



indicator is not available by ward..							PI. To further drive performance improvement we will continue to undertake regular case supervision and regular case quality checks.
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AC8-2 Repairs

Performance indicator and definition	Target	2016/17			2015/16	2014/15	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%	94.56%			95.5%	97.74%	WS-Oct-2016 Performance is under target at 94.56%.Continued monitoring of resources is taking place to help bring further improvements. We have had high demands in some work streams that has cause delays in attending within 15 days. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in this performance
% of repairs completed in target – Bridge Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	94.8%			95.97%	97.92%	WS-Oct-2016 Performance is under target at 94.8%.Continued monitoring of resources is taking place to help bring further improvements. We have had high demands in some work streams that has cause delays in attending within 15 days. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in this performance
% of repairs completed in target – Clifton North Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.84%			95.14%	97.36%	WS-Oct-2016 Performance is under target at 93.8%.Continued monitoring of resources is taking place to help bring further improvements. We have had high demands in some work streams that has cause delays in attending within 15 days. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in this performance
% of repairs completed in target – Clifton South Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	94.86%			95.36%	97.82%	WS-Oct-2016 Performance is under target at 94.86%.Continued monitoring of resources is taking place to help bring further improvements. We have had high demands in some work streams that has cause delays in attending within 15 days.



<i>timescales.</i>							We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in this performance
<p>Tenant satisfaction with the repairs service</p> <p><i>Note: Data for this PI is only available citywide</i></p>	9.1	9.06			9.1	8.9	<p>WS- Oct -2016 Performance is below target for the month at 9.06% but has increased from last months. We continue to look at introducing service improvements through the repairs modernisation and monitor customer satisfaction data to highlight and inform these service improvements. These improvements have been added to an action plan that covers the whole of R&M to improve customer's satisfaction with the service. We are also currently piloting new customer service cards.</p>



AC8-3 Rent Collection

Performance indicator and definition	Target	2016/17			2015/16	2014/15	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%	99.58%			100.25%	100.56%	<p>Following the rent free week in August when our collection rate improved as tenants still paid despite the reduced debit, we had a reduced collection in September. At 99.58% the collection rate was £220,000 off a 100% return. It is also slightly behind last year's position of 99.8%. Arrears as a % of debit is 2.45% against a target of 2% - this is £470,000 above where we need to be to hit the target. However as the debit reduced by 1% this year, this is an increasingly difficult target to attain. The numbers of Universal Credit cases continues to increase - with the total standing at just over 200, the arrears on these cases totals £109,014 currently. Equally the amount of Housing Benefit we receive continues to decrease, at a rate of approximately £20,000 each week. This means that we have more rent to actually physically collect from tenants. Although more people are coming off benefit they are taking up low paid jobs that are not permanent with regular hours and therefore their income is liable to fluctuate. This makes it difficult for people to budget and as a result we have increased arrears. Additionally there is still the problem of Court fees standing at £325 - as a consequence we are entering</p>







							cases at a much higher level. Judges will often adjourn cases, allowing the debt to increase but Housing Benefit backdates are now severely restricted.
% of tenancies ending due to eviction <i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i>	0.45%	0.45%			0.43%	0.56%	This indicator will be on target by the end of the financial year. WE are currently only 0.02% behind target and as 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.



AC8-4a Empty properties - Average relet time

Performance indicator and definition	Target	2016/17			2015/16	2014/15	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>		24.33			27.37	22.64	Performance during the period was 29.81 days. The figure for general needs accommodation was 26 days and for Independent Living (where demand can be limited at times) was 91 days.
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>		29.81			27.33	7.64	Performance during the period was 29.81 days. The figure for general needs accommodation was 26 days and for Independent Living (where demand can be limited at times) was 91 days.
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</i>		17.22			24.79	19.14	Performance during the period was 17.22 days. The figure relates to general needs accommodation and there were no Independent Living lettings.







<i>new tenancy</i>							
<p>Average void re-let time (calendar days) – Clifton South 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>		24.79			29.18	38.27	Performance during the period was 24.79 days. The figure for general needs accommodation was 16 days and for Independent Living (where demand can be limited at times) was 55 days.



AC8-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of lettable voids – AC - Clifton North, Clifton South & Bridge</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>		30			19	37	The number has increased by 11 during this period
<p>Number of lettable voids – Bridge 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>		14			6	16	The number has increased by 8 during this period
<p>Number of lettable voids – Clifton North 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>		5			4	9	The number has increased by 1 during this period







<p>Number of lettable voids – Clifton South 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>		11			9	12	The number has increased by 2 during this period
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AC8-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of empty properties awaiting decommission – AC - Clifton North, Clifton South & Bridge</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>		70			89	139	This relates to the remaining Q Block properties in the Meadows where demolition is in progress.
<p>Number of empty properties awaiting decommission – Bridge 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>		70			89	139	This relates to the remaining Q Block properties in the Meadows where demolition is in progress.
<p>Number of empty properties awaiting decommission – Clifton North 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	0	NA

Number of empty properties awaiting decommission – Clifton South Ward		0			0	0	NA
<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>							

AC8-5 Tenancy sustainment

Performance indicator and definition	Target	2016/17			2015/16	2014/15	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>	96%	96.31%			96.46%	94.6%	We are now on target with this PI. We are continually working with all partner agencies to ensure we deal effectively with all tenancy issues which could adversely affect how our tenancies are sustained etc, i.e. ASB, domestic violence & financial inclusion issues.
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>	96.5%	97.73%			95.05%	95.05%	We have now hit target with this PI. Staff members are continually working hard to sustain tenancies that are at risk of failure. Indeed we are now working closely with the rents income team on a joint eviction prevention process. Again, this new way of working has not long been in operation and hopefully this can only lead to more sustainable tenancies in the future.
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>	96.5%	95.59%			97.1%	88.89%	Again we see an upward trend but we are just below our PI of 96.5% and have achieved 95.59%. The management team are ensuring our team are undertaking the NTV's, ITR's and RTV's to identify at an early stage some of the issues that may affect tenancy sustainment and ensure these are dealt with

							is efficiently as possible throughout the whole Area 8 ward.
<p>Percentage of new tenancies sustained - Clifton South Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>	96.5%	95.65%			97.16%	97.89%	<p>We are just below our PI of 96.5% and have achieved 95.65%. The management team are ensuring our team are undertaking the NTV's, ITR's and RTV's to identify at an early stage some of the issues that may affect tenancy sustainment and ensure these are dealt with is efficiently as possible throughout the whole Area 8 ward.</p>