

AREA 8 COMMITTEE
1 March 2017



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, Clifton South & Bridge
Report author(s) and contact details:	Garry Nelms, Tenancy & Estates Manager, Clifton Area Housing Office, contact on 0115 8786287.	
Other colleagues who have provided input:	None	
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):		
The report provides updates on key issues and themes which link back to local priorities and the strategic themes for Nottingham City Homes.		
The reports provide summary updates on the following key themes:		
<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: February 2017

Presented by: Garry Nelms

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p><u>Demolition</u> Garage site on Ellerby Avenue, Clifton will start to be demolished in January 2017.</p> <p><u>Grander Designs</u> Willowbrook Court in the Meadows will be completed with Grander Designs during January.</p> <p><u>Scooter stores</u> Work is ongoing to build scooter stores at Simone Gardens independent living scheme.</p> <p><u>New build on The Meadows</u> 55 homes are built and awaiting connection to common sewers and water connections. The first properties to be completed for lettings will be ready at the end of March. Planning is about to be submitted for 21 premium standard market rent apartments to be built by NCH on the Meadows police station site.</p>	Information

		<p><u>Clifton</u> Clifton miner's welfare club. We are purchasing the building on which to build a new bungalow scheme.</p> <p><u>Middlefell Way, Clifton</u> Work has now commenced on this site.</p>	
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. The costings for some minor fencing schemes have now been presented to ward members and the housing team and we are awaiting feedback regarding these before proceeding through Area Committee for approval.</p> <p><u>Clifton South</u> We are asking this area committee for the approval of funding towards the Barbury Drive upgrade scheme, improvements to the Nobel Road estate and some fencing works around the low rise flats within this ward. Full details of these schemes to be located in the appendix 3.</p> <p>We have recently delivered a fencing upgrade project to Dartmoor Close as the houses in this cul de sac did not have any boundary fencing and have been suffering a lot of nuisance from young people. The new fencing has helped resolve this issue and smarten the area up.</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. The remaining 37 balconies will be upgraded in February 2017.</p> <p><u>New Build/Exiting Stock collaboration</u></p>	Information

		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.	
3	Key messages from the Tenant and Leasehold Congress	<p><u>Tenant and Leaseholder Awards 2017</u></p> <p>The deadline for the tenant & leaseholder nominations is Friday 20th January. We're once again looking for your nominations for our fantastic Tenant and Leaseholder Awards – looking for the very best individuals, groups or initiatives that are improving the lives of residents and neighbourhoods and helping us to create homes and places where people want to live.</p>	X
4	Tenant and Residents Associations updates	<p><u>New Meadows Tenants and Residents Association (NEMTRA)</u></p> <ul style="list-style-type: none"> NEMTRA Christmas lunch event held on 8th December. This was a success as all people that attended made it a really nice event. <p>A project funded by NCH Ten Year Anniversary grant is progressing well; latest stage involves producing a memories book of Meadows residents called Meadows Musing.</p> <p>The Peoples' Health Lottery funded project a Meadows Welcome is progressing with activities and event planed including DIY project for women takin place at AMC gardens.</p> <p>The next meeting will be the AGM on Thursday 16th February, 6.30pm at the Queens Walk Community Centre.</p> <p><u>Friends of Nobel Road Tenants and Residents Association</u></p> <ul style="list-style-type: none"> Public meeting was held on 10th November at Park Gate community centre. Christmas event held on Saturday 17th December. 	X

		<p>The next Public meeting is planned for March with an event during Easter and summer.</p> <p><u>Southchurch Court Flats Tenants and Residents Association</u> Bi monthly public meetings are being held with attendance from Woodlands Surveillance team and NCH Housing Patch Manager/Area Housing Manager.</p>	
5	Area Performance Figures	Please refer to appendix 2.	
6	Good news stories & positive publicity	<p><u>Swim or Fit for a £1</u> 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><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> Energy Champions Training, 10.00am – 12noon, Loxley House, Station Street, NG2 3NJ</p> <p><u>Click Silver for 60's</u> 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. Due to start in February, start date to be confirmed.</p> <p>For a full list of courses and booking details contact the Involvement Team on 0115 746 9100 or the</p>	X








	website below.	
	http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/	

Appendix 2

Area report - Clifton North, Clifton South & Bridge









Generated on: 13 January 2017



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%	83.33%			90.86%	91.23%	Performance has dipped quite alarmingly with this PI. To send email to team re performance and discuss at next TB. I have also raised this as a concern at our recent team meetings for the team to remain focused on sustaining performance. We are currently at 83.33% which is just outside the initial PI of 85%. Not bad but we need to do better and achieve the target as we have done previously.
% 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>	99%	100%			100%	100%	Again, this PI has been achieved by the team. Great performance.
Number of new ASB cases – Clifton <i>Note: Data for this PI is only available by Housing Office.</i>		70			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	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



<i>indicator is not available by ward.</i>							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.
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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%	95.29%			95.5%	97.74%	Performance slightly below target due to backlog of Plumbing works in the summer. Backlog has now been cleared and performance has improved.
% of repairs completed in target – Bridge Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.77%			95.97%	97.92%	Performance slightly below target due to backlog of Plumbing works in the summer. Backlog has now been cleared and performance has improved.
% of repairs completed in target – Clifton North Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	94.78%			95.14%	97.36%	Performance slightly below target due to backlog of Plumbing works in the summer. Backlog has now been cleared and performance has improved.
% of repairs completed in target – Clifton South Ward <i>Note: This PI monitors the proportion of</i>	96%	95.26%			95.36%	97.82%	Performance slightly below target due to backlog of Plumbing works in the summer. Backlog has now been cleared and performance has improved.





<i>repairs being completed within agreed timescales.</i>							
<p>Tenant satisfaction with the repairs service</p> <p><i>Note: Data for this PI is only available citywide</i></p>	9.1	9.08			9.1	8.9	<p>Performance is in target for the month at 9.2%. With performance at 9.08 for the year 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 customers 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%	101.22%			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</p>





							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 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%	0.42%			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>		24.8			27.37	22.64	See below
Average void re-let time (calendar days) – Bridge Ward <i>Note: This PI measures how long it takes NCH to re-let empty properties</i>		28.84			27.33	7.64	The target was not met due to the letting of empty properties within Independent Living schemes where demand at times can be limited





<i>from the end of the old tenancy to the start of the new tenancy</i>							
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 new tenancy</i>		16.47			24.79	19.14	The target was met during this period
Average void re-let time (calendar days) – Clifton South 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>		26.59			29.18	38.27	The target was not met due to the letting of empty properties within Independent Living schemes where demand at times can be limited





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	
Number of lettable voids – AC - Clifton North, Clifton South & Bridge <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>		30			19	37	The number increased by 11 during this period.
Number of lettable voids – Bridge Ward <i>Note: Lettable voids are empty</i>		12			6	16	The number increased by 6 during this period





<i>properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>							
Number of lettable voids – Clifton North 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>		5			4	9	The number increased by 1 during this period
Number of lettable voids – Clifton South 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>		13			9	12	The number increased by 4 during this period





AC8-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Clifton North, Clifton South & Bridge <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>		70			89	139	This relates to the remaining Q Block properties in the Meadows - these have subsequently been demolished and will be removed from future reports
Number of empty properties awaiting decommission – Bridge Ward		70			89	139	This relates to the remaining Q Block properties in the Meadows - these have

<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>							subsequently been demolished and will be removed from future reports
Number of empty properties awaiting decommission – Clifton North 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	NA	
Number of empty properties awaiting decommission – Clifton South 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	NA	

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>	96.5%	95.86%			96.46%	94.6%	We are below target with this PI. It is worth mentioning that TEMs are looking into the reasons as to why our tenants are leaving NCH accommodation. We are monitoring trends on certain types of notices in all areas with view to looking at initiative in an effort to help sustain their tenancies. This is ongoing work amongst all AHMs at this present time.
Percentage of new tenancies sustained	96.5%	97.59%			95.05%	95.05%	This PI for The Meadows has been met.

<p>- Bridge Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>							<p>However see above notes.</p>
<p>Percentage of new tenancies sustained - Clifton North 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%	95.45%			97.1%	88.89%	<p>We are below target with this PI. It is worth mentioning that TEMs are looking into the reasons as to why our tenants are leaving NCH accommodation. We are monitoring trends on certain types of notices in all areas with view to looking at initiative in an effort to help sustain their tenancies. This is ongoing work amongst all AHMs at this present time.</p>
<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%	94.87%			97.16%	97.89%	<p>We are below target with this PI. It is worth mentioning that TEMs are looking into the reasons as to why our tenants are leaving NCH accommodation. We are monitoring trends on certain types of notices in all areas with view to looking at initiative in an effort to help sustain their tenancies. This is ongoing work amongst all AHMs at this present time.</p>