

**AREA 8 COMMITTEE**  
**14 June 2017**



<b>Title of paper:</b>	Nottingham City Homes Update and Approvals	
<b>Director(s)/ Corporate Director(s):</b>	Nick Murphy, Chief Executive of Nottingham City Homes	<b>Wards affected: Clifton North, South &amp; Bridge</b>
<b>Report author(s) and contact details:</b>	Garry Nelms, Area Housing Manager, Clifton Area Housing Office, contact on 0115 8786234.	
<b>Other colleagues who have provided input:</b>	N/A	
<b>Date of consultation with Portfolio Holder(s) (if relevant)</b>	N/A	
<b>Relevant Council Plan Key Theme:</b>		
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"/>	
<b>Summary of issues (including benefits to customers/service users):</b>		
<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"> <li>• Capital Programme and major work;</li> <li>• Area regeneration and environmental issues;</li> <li>• Key messages from the Tenant and Leasehold Congress;</li> <li>• Tenant and Residents Associations updates;</li> <li>• Area performance;</li> <li>• Good news stories and positive publicity.</li> </ul>		
<b>Recommendation(s):</b>		
<b>1</b>	To note and comment on the update and performance information in Appendices 1 and 2.	
<b>2</b>	To note the allocation of funds for 2016/17, detailed in Appendix 3.	
<b>3</b>	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: 14 June 2017

Presented by: Mr Garry Nelmb's

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p><u>Stock Condition</u> Stock condition surveys continue across the city focussing on those where we have not been able to gain access previously. The surveys are also collecting energy performance information on the properties.</p> <p>Home improvement works in the form of new kitchens and bathrooms continue across the city as well as electrical rewires and roof replacements.</p> <p><u>Meadows Police Station</u> This flagship scheme of 21, high specification private rent apartments will be submitted to planning this Summer. The scheme will be owned and managed by NCH.</p> <p><u>Clifton Miners Welfare</u> Further to consultation with local councillors and the school, on the 20 April, this development of approximately 18 bungalows is being presented to steering group for approval. If approved, a report</p>	Information

		<p>will be submitted to NCC's Executive Board.</p> <p><u>Meadows West</u> The first 17 of these incredible new homes will be ready to let 3rd week in May 2017. The next 17 new homes will be available for tenants to move in 3rd week in June 2017.</p> <p><u>Middlefell Way</u> Three new homes completed and tenanted at end of March 2017.</p> <p><u>Meadowvale Crescent</u> Three new homes available for letting end of April 2017.</p> <p><u>Colesbourne Road</u> This development of 4 x 2 bed houses is progressing and due to complete in October.</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 Decent Neighbourhoods Manager has plans to come walk around the ward with HPM's, Cllrs and NDO's to help highlight schemes that we can take to September's Area Committee.</p> <p><u>Clifton South</u> We are asking this area committee for further funding towards the Barbury Drive upgrade scheme.</p> <p>Improvements to the Nobel Road estate and some fencing works around the low rise flats within this ward have recently been delivered.</p> <p>The Decent Neighbourhoods Manager will be spending some time in the ward looking at schemes with the HPM, Cllrs and NDO and these will then be taken to September's Area Committee for approval.</p> <p>We have recently delivered a fencing upgrade project to Dartmoor Close as the houses in this cul de</p>	Information

		<p>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><b><u>Bridge</u></b></p> <p><b><u>Balcony upgrades</u></b> NCH have delivered a successful scheme across the ward to upgrade the timber balconies with a black metal railing. These have made a huge impact aesthetically. We are now locating the last few and we will programme these in.</p> <p><b><u>New Build/Exiting Stock collaboration–</u></b> 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> <p>We are now in discussions with Cllrs to agree which areas we will upgrade first and we hope to have some schemes approved and programmed in very soon.</p>	
3	Key messages from the Tenant and Leasehold Involvement	<p><b><u>Tenant and Leaseholder Awards 2017</u></b> NCH successfully hosted its fourth annual Tenant and Leaseholder Awards ceremony on 29th March 2017. We had an outstanding amount of nominations for many local individuals, projects and community groups, for information on the 11 winners in each category visit the website below <a href="http://www.nottinghamcityhomes.org.uk/get-involved/tenant-awards-2017/">http://www.nottinghamcityhomes.org.uk/get-involved/tenant-awards-2017/</a></p> <p><b><u>My Neighbours, My Neighbourhood – Get Involved at NCH</u></b> We're looking for resident volunteers to work with us to improve services. Experience and qualifications are not necessary as we can help residents with everything they need to be successful by offering free training through the Tenant Academy as well as one to one support from the Tenant Involvement Team and local Housing Patch Managers.</p>	X

		<p>It's a great way for residents to give back to their communities and be there for other people who need extra support. There are a variety of opportunities available:</p> <p><u>Communications Panel Volunteer</u> To help us make sure this newsletter, our website, events and publications are covering the issues that matter most to you.</p> <p><u>Equalities Panel Volunteer</u> To help us to offer services that meet everyone's different needs – and help us build strong communities based on mutual respect.</p> <p><u>Customer Excellence Panel Volunteer</u> To help us to review our services and work with us to identify ways we can improve.</p> <p><u>Complaints Panel Volunteer</u> To help us to understand how were doing and where we need to improve by making sure we're dealing with complaints correctly and that our services are fair.</p> <p><u>ACE Inspector</u> To help us to review our services and make recommendations to improve quality of our neighbourhoods</p> <p><u>Street or Block Champion</u> To be an important voice for your area, providing a valuable link between us and your neighbourhood. For further details, please contact: The Tenant Involvement Team on 0115 7469100 or email <a href="mailto:involved@nottinghamityhomes.org.uk">involved@nottinghamityhomes.org.uk</a></p>	
4	Tenant and Residents Associations updates	<p><u>New Meadows Tenants and Residents Association (NEMTRA)</u> Meadows Welcome event planned for June date TBC</p> <p>10 weeks Photography Course started on Tuesday 2<sup>nd</sup> May, 6pm – 8pm at Queens Walk Park</p>	X

		<p>Pavilion. There is also The Meadows memories book called 'Meadow Musing' which, is funded by NCH grant and is almost ready for printing.</p> <p>Bowls on Tuesday, Thursday afternoons, 2-4 pm at Queens Walk Park Pavilion and Saturday morning, 11 am till 1 pm, £2 for Meadows residents, £2:50 for non-residents</p> <p><u>Friends of Nobel Road Tenants and Residents Association</u> Summer Fun Day planned for July date TBC.</p> <p><u>Southchurch Court Flats Tenants and Residents Association</u> Bi monthly public meetings being held with attendance from Woodlands Surveillance team and NCH Housing Patch Manager.</p>	
5	Area Performance Figures	Please see attached report – Appendix 2	
6	Good news stories & positive publicity	<p><u>Colin Smith Memorial Award 2017</u> Karen Humble won the Colin Smith Memorial Award for Tenant of the Year 2017 at the East Midlands Tenant Participation Forum on 27th April.</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 September, 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 website below. <a href="http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/">http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</a></p> <p><u>ASB case resolved</u> The Clifton Housing Team has recently been dealing with an ASB case on the Noble Road estate. The perpetrators of the ASB had been causing an annoyance, nuisance and making life a misery for residents since June 2016. However with successful partnership working and taking robust and positive action, possession proceedings have now concluded in May.2017.</p>	X










## Appendix 2

### Area report - Clifton North, Clifton South & Bridge





Generated on: 17 May 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%	89.52%			90.86%	91.23%	PI achieved and again, this is down to the team working very well and sustaining performance. Again this is down to very hard work of the team in ensuring we deal quickly, promptly and robustly with ASB complaints.
% 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%	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</i>		107			175	118	



<i>available by Housing Office.</i>							
<p>Tenant satisfaction with the ASB service</p> <p><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></p>	8.5				7.1	7.51	<p>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</p> <p>To further drive performance improvement we will continue to undertake regular case supervision and regular case quality checks.</p>



## AC8-2 Repairs

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of repairs completed in target – AC - Clifton North, Clifton South &amp; Bridge</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	95.41%			95.5%	97.74%	<p>WS-Mar-2017 Performance is just under target for Qtr4. We have completed 3712 jobs in this period with 157 completed out of target this is mostly down to scaffold work and ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance around these areas.</p>
<p>% of repairs completed in target – Bridge Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	96.45%			95.97%	97.92%	<p>WS-Mar-2017 Performance is in target target for Qtr4 We completed 1353 jobs in this period with 49 completed out of target this is mostly down to scaffold work and ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance around these areas.</p>



<p>% of repairs completed in target – Clifton North Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	94.91%			95.14%	97.36%	<p>WS-Mar-2017 Performance is just under target for Qtr4. We completed 920 jobs in this period With 43 completed out of target this is mostly down to scaffold work and ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance around these areas.</p>
<p>% of repairs completed in target – Clifton South Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	95.3%			95.36%	97.82%	<p>WS-Mar-2017 Performance is just under target for Qtr4. We completed 1439 jobs in this period with 66 completed out of target this is mostly down to scaffold work and ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance around these areas.</p>
<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>WS -Mar - 2017 Performance is just under target 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&amp;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</i></p>	100%	100.29%			100.25%	100.56%	<p>We are above target at 101.22% and showing an improvement on this point last year when we were 100.84%. We have a "Rent First" campaign planned</p>









<p><i>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>							for January in order to raise awareness amongst customers and staff of the importance of paying rent. This is intended to ensure our performance continues to hit target leading to our of year end push.
<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>	0.3%	0.36%			0.43%	0.56%	We are below target and have carried out less evictions that at this point last year. We have evicted 76 tenants for rent arrears so far this financial year. At the same point last year we had evicted 83. We continue to focus on tenancy sustainment and supporting our tenants who find themselves in financial difficulty.

#### 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	
<p>Average void re-let time (calendar days) – AC - Clifton North, Clifton South &amp; Bridge</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	30.65			27.37	22.64	<p>The target was not met due to the letting of empty properties within Independent Living schemes where demand at times can be limited.</p> <p>General needs properties were let in an average of 19 days.</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.</p>

<p>Average void re-let time (calendar days) – Bridge 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	36.72			27.33	7.64	<p>The target was not met due to the letting of empty properties within Independent Living schemes where demand at times can be limited.</p> <p>General needs properties were let in an average of 19 days.</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.</p>
<p>Average void re-let time (calendar days) – Clifton North 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	19.81			24.79	19.14	<p>The target was met during this period</p>
<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>	25	32.93			29.18	38.27	<p>The target was not met due to the letting of empty properties within Independent Living schemes where demand at times can be limited.</p> <p>General needs properties were let in an average of 20 days.</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.</p>









**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>		25			19	37	See below
Number of lettable voids – Bridge 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			6	16	The number decreased by 1 during this period
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>		3			4	9	The number decreased 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>		17			9	12	The number increased by 8 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>		0			89	139	None at present
Number of empty properties awaiting decommission – Bridge 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			89	139	None at present
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	None at present
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	None at present

## 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%	Just below the target at 95.86%. However, the stats are showing an upward trend as the team are working really hard with all agencies to have intervention and preventative processes to help tenants in the whole sustain their tenancies
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%	97.59%			95.05%	95.05%	The target for this PI has been met by the 2 x HPMs who have patches in The Meadows. Again working extremely hard and with good inter-agency tasking we are able to have good intervention and referral processes to sign post individuals and families to the correct service area.
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%	95.45%			97.1%	88.89%	As a team we are continuing to monitor tenants and offer support where necessary to sustain tenancies. Again, just below PI with this one
Percentage of new tenancies sustained - Clifton South Ward	96.5%	94.87%			97.16%	97.89%	We are just below our PI of 96.5% and have achieved 94.87%. 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



*Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.*

the issues that may affect tenancy sustainment and ensure these are dealt with as efficiently as possible throughout the whole Area 8 ward.