



NCH update report

Time: 4:30pm

Date: Wednesday 21 June 2017

Presented by: Wade Adams

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	Maintaining decency upgrading kitchens, bathrooms, electrics continues across the City as does a roof replacement programme. Surveys to capture property information including energy performance information are ongoing with 4,000 planned for 2017/18 citywide.	Information
2	Area Regeneration and Environmental Issues	<p>Demolition Crossfield, Bestwood – garage site identified for demolition with discussion to be held about land use afterwards.</p> <p>New build Tunstall Drive, Basford - NCH are currently working through feasibility studies for this site, with a view to delivering around 10 new family homes.</p> <p>Padstow, Bestwood Draft plans of the exciting Padstow development will be shared with internal stakeholders during May for advice and comment; this is to support the master planning process.</p> <p>Eastglade, Bestwood</p>	Information

		<p>An inspirational development of 44 eco homes and a community food growing facility, to be owned, built and managed by NCH</p> <p>Hazel Hill Crescent, Bestwood Three bungalows available for May 2017</p> <p>Hazel Hill, Bestwood Twenty one bungalows scheduled for completion in October 2017</p> <p>Gautries Close, Bestwood Five new family homes scheduled to complete in October.</p> <p>Amber Hill, Bestwood Eight new homes are all at roofing stage. New tenants are expected to move in at the end of August.</p> <p><u>Bestwood</u> The second phase of the major fencing scheme on Leybourne Drive is now complete and has been well received. We are now in the process of quoting the remainder of the street with a view to approve further funding at September's Area Committee and a delivery late Autumn/winter 2017.</p> <p><u>Basford</u> We are still waiting for NCC to confirm plans and final costings 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. We can then agree start date for this project to be delivered.</p>	
3	Key messages from the Tenant and Leasehold Congress	<p>Tenant and Leaseholder Awards 2017</p> <p>"NCH successfully hosted its fourth annual Tenant and Leaseholder Awards ceremony on 29th March 2017. We had an outstanding amount of</p>	Information

	<p>nominations for many local individuals, projects and community groups, the 11 winning organisations in each category were;</p> <ul style="list-style-type: none"> • Tenant and Leaseholder of the Year – Abdoulie Jah and Adele Brooksbank • Best Youth Initiative – Switch Up Boxing club • Best Green Initiative – Windmill Community Garden • Best Sporting Achievement – STOP TRA • Outstanding Achievement in Learning or Self-development - Sarita-Marie Rehman Wall • Best Community Event - Broxtowe Community Club TRA • Best Older Persons Initiative – The residents of Marinor Court • Community Group of the Year – Greens Mill Community Garden • Good Neighbour Award – Duncan Patrick • Community Safety Award – NCH ACE Inspectors • Equality and Diversity Award – Tasty Tuesdays <p>NCH will be having an open nomination process throughout 2017 so that projects and individuals can be nominated anytime throughout the year.</p> <p>My Neighbours, My Neighbourhood – Get Involved at NCH 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 aswell as one to one support from the Tenant Involvement Team and local Housing Patch Managers.</p> <p>It's a great way for residents to give back to the their communities and be there for other people who need extra support. There are a variety of opportunities available:</p> <p>Communications Volunteer – Help us make sure this newsletter, our</p>	
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	<p>website, events and publications are covering the issues that matter most to you.</p> <p>Equalities Panel Volunteer – help us to offer services that meet everyone's different needs – and help us build strong communities based on mutual respect.</p> <p>Customer Excellence Panel Volunteer – help us to review our services and work with us to identify ways we can improve.</p> <p>Complaints Panel Volunteer – help us to understand how we're doing and where we need to improve by making sure we're dealing with complaints correctly and that our services are fair.</p> <p>ACE Inspector – help us to review our services and make recommendations to improve quality of our neighbourhoods</p> <p>Street or Block Champion – be an important voice for your area, providing a valuable link between us and your neighbourhood.</p> <p>For further details, please contact: The Tenant Involvement Team on 0115 7469100 or email involved@nottinghamcityhomes.org.uk You can also complete an online expression of interest at www.nottinghamcityhomes.org.uk/expression-of-interest</p> <p>Best Garden Competition 2017 The best garden competition has been held every year in Nottingham for more than 80 years. It recognises the genuine pride taken by the people who live on our estates in looking after their gardens and helping us to achieve our vision of creating homes and places where people want to live.</p> <p>The 2017 competition is now open. The categories are as follows:</p>	
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	<p>Area Categories</p> <ul style="list-style-type: none">• Aspley, Strelley, Broxtowe and Beechdale• Bilbrough• Lenton, Meadows and Wollaton• Bulwell, Highbury Vale, Stockhill and Basford• Radford and Hyson Green• Clifton• Bestwood and Sherwood• Mapperley, St Anns , Colwick and Sneinton <p>Best Container Display Including hanging baskets, tubs, window boxes, balconies and planters</p> <p>Best Community Garden For groups of people working on a garden together. This includes Independent Living communal gardens.</p> <p>Best Horticultural Enterprise For people or groups who are growing their own produce and eating or donating what they grow.</p> <p>Best School Garden Open to all Nottingham City Schools that have gardens which are looked after by the pupils.</p> <p>You can enter by calling 0115 7469100 or emailing involved@nottinghamcityhomes.org.uk, or you can enter online at www.nottinghamcityhomes.org.uk – and search ‘The Garden Competition’.</p> <p>Deadline is Friday 23 June 2017.</p>	
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		<p>Tenant Academy</p> <p>All tenant Academy courses are free to NCH tenants and groups. A range of courses are available for tenants and leaseholders to access from online training, money saving advice, 121 support for over 60 and brushing up your IT skills. We also offer workshops for painting and decorating, photography, film making and youth drama.</p> <p>For a full list of courses in the Tenant Academy Prospectus and booking details contact the Involvement Team on 0115 746 9100 or visit the website: http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p>	
4	Tenant and Residents Associations updates	<p>Highbury Vale TRA</p> <p>The group are currently looking at potentially amalgamating with another local group due to the lack of numbers. Anyone interested in getting more involved in the group should contact the Tenant and Leaseholder Involvement Team on 0115 746 9100</p> <p>Stockhill and Ladbroke Tenants and Residents (SALTAR)</p> <p>The group continue to hold their monthly meetings to advocate for improvements in the park and surrounding neighbourhoods at the Pavilion in Stockhill Park.</p> <p>Rosegay TRA</p> <p>The group continue to work on issues that are of interest and concern to local residents and are providing football sessions for local children. The group recently held there annual AGM and committee members were appointed.</p>	Information
5	Area Performance Figures	See below	Information
6	Good news stories & positive publicity	Nottingham City Homes working in partnership with Nottingham City Council's legal section, obtained an Outright Possession Order from the	Information







		<p>Courts after finding a family member was illegally occupying a property on Bestwood Park Drive. The family member had no legal right to be at the property and refused leave when she was told to vacate.</p> <p>Nottingham City Council and Nottingham City Homes take a zero tolerance stance on unauthorised occupancy and we will always consider applying for full possession.</p>	
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AC2-1 Anti-social behaviour

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of ASB cases resolved – Bestwood</p> <p><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></p>	99%	100%			99.56%	100%	100% target met for the month of March by HPMs managing cases on ReACT and working with complainants and alleged perpetrators to resolve ASB issues.
<p>% of ASB cases resolved by first intervention – Bestwood</p> <p><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></p>	85%	95.43%			92.07%	88.24%	In March, one case was not resolved by warning letter so NCH had to apply to court for an injunction order which was successfully obtained.
<p>Number of new ASB cases – Bestwood</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		217			189	188	Year to date there has been a decrease in the number of new ASB cases (49) when compared to 2013/14 (69).
<p>Tenant satisfaction with the ASB service</p> <p><i>Note: . Overall tenant satisfaction with the ASB</i></p>	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




<p><i>service - The average score (out of 10) for each survey question. Data for this indicator is not available by ward..</i></p>							<p>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.</p>
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AC2-2 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 - Bestwood & Basford <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.43%			96.39%	97.75%	WS-Mar-2017 Performance is just under target for Qtr. 4 we completed 8166 jobs in this period and 388 were 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.
% of repairs completed in target – Basford Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.7%			96.26%	97.56%	WS-Mar-2017 Performance is just under target for Qtr. 4 we completed 5510 jobs in this period and 237 were 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.
% of repairs completed in target – Bestwood Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.28%			96.46%	97.85%	WS-Mar-2017 Performance is just under target for Qtr. 4 we completed 2656 jobs in this period and 151 were 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

<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>areas.</p> <p>WS -Mar - 2016 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&M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.</p>
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AC2-3 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 <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> <i>Trend shows as improving if value is over 100% as arrears are decreasing.</i></p>	100%	100.29%			100.25%	100.56%	We are above target at 101.22% and showing an improvement on this point last year when we were 100.84%. We had a "Rent First" campaign in January in order to raise awareness amongst customers and staff of the importance of paying rent. This intended to ensure performance continued to hit target leading to our of year end push.
<p>% 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></p>		0.36%			0.43%	0.56%	We were below target and 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.

AC2-4a 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 - 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	31.91			27	30.71	See below
<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	40.42			33.19	24.43	<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 26 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) – Bestwood Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty</i></p>	25	29.1			24.17	32.89	<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><i>properties from the end of the old tenancy to the start of the new tenancy</i></p>						<p>General needs properties were let in an average of 23 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>
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AC2-4b 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 - 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>		18			28	46	See below
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>		4			9	16	The number has decreased by 5 since the previous report
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>		14			19	30	The number has decreased by 5 since the previous report

AC2-4c 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 - 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>		0			1	1	None at present
<p>Number of empty properties awaiting decommission – Basford Ward</p> <p><i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i></p>		0			1	1	None at present
<p>Number of empty properties awaiting decommission – Bestwood Ward</p> <p><i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i></p>		0			0	0	None at present

AC2-5 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 - Bestwood & Basford <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	92.6%			92.92%	95.15%	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>	96.5%	92.73%			93.68%	94.12%	No data available
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>	96.5%	92.54%			92.62%	95.52%	No data available