



NCH update report – Appendix 1

Date: 13 September 2017

Presented by: Toni Smithurst

| | Item | Executive Summary / Key Points | For information or decision |
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| 1 | Capital Programme & major works | <p>Newark Crescent External wall insulation is due for completion in September. Feedback from residents to date has been very positive.</p> <p>Officers from Sustainable Building Services and NCH made a health and safety presentation to children at William Booth School. A drawing competition asking for safety posters created a number of submissions. The top three have been used to create scaffolding awning and the three winners visited the working site.</p> <p>We have written to Newark Crescent residents asking how many have and use the storage areas then whether they prefer they be removed or renovated. Responses are being collated to help us make a decision. Any work agreed will not be part of the current EWI</p> | Information |

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| | | <p>project.</p> <p>Once external wall insulation is complete decent neighbourhoods will be able to review the area for future plans.</p> <p>Bentinck Manvers Kingston As part of fire safety work our constructor partner, Kaefer have started to remove the ground floor storage area ceiling coverings.</p> | |
| 2 | <p>Area Regeneration and Environmental Issues</p> | <p><u>Dales</u></p> <p>NCH Decent Neighbourhoods Team are currently scoping up works to the ward to agree some priorities for the NCH Environmental Budget. These will then be costed up and taken to Area Committee for approval and programmed in for delivery.</p> <p><u>Mapperley</u></p> <p>We are currently costing options to improve the major wall on Dooland Drive as it is significantly damaged and decaying. This has been referred to NCC Highways for design and quotation. We are also looking to reconfigure some of the gardens within Dooland Drive to make some additional parking to solve a problem where disabled residents cannot park near their houses. This project will also be costed up and presented to a later Area Committee for approval.</p> <p>The fencing to The Nottingham Academy has now been completed to help maximise the safety of pedestrians in this area.</p> <p><u>St Ann's</u></p> | <p>Information</p> |

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| | | <p>We are seeking the approval of some minor schemes at this Area Committee for delivery later in the financial year. We are also working towards costing some further schemes ready for the November Area Committee to maximise the environmental budget.</p> <p>We are exploring the options for new parking within the Sargent Gardens area and this is currently with NCC Highways for feasibility and costing.</p> <p>Victoria Centre Roof Garden - we are awaiting final costings from NCC and we are very much looking forward to delivering this project for the benefit of tenants and residents to this complex. We feel the garden will have huge health and wellbeing benefits and we will keep the area committee updated of our progress. This has been passed to NCC highways and energy infrastructure team to progress with a construction cost and mobilisation plan.</p> <p>Massey Gardens/ Melville – This project is now complete and we are pleased with the outcome as part of the wider generation to this part of the ward.</p> | |
| 3 | Key messages from the Tenant and Leasehold Congress | <p>My Neighbours, My Neighbourhood – Get Involved at NCH</p> <p>We’re always looking for resident volunteers to work with us to help us 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> <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> – Help us make sure our newsletters, our website, events and publications are covering the issues that matter most to our customers.</p> <p>Equalities Panel Volunteers – Help us to offer services that meet everyone’s different needs – and help us build strong communities based on mutual respect.</p> | X |

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| | <p>Customer Excellence Panel Volunteers – Help us to review our services and work with us to identify ways we can improve.</p> <p>Complaints Panel Volunteers – 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>ACE Inspectors – Our tenants and leaseholders can help us to review our services and make recommendations to improve quality of our neighbourhoods. ACE inspectors support the Customer Excellence Panel, by carrying out 'reality checks' on front-line services, such as the Customer Service Centre (CSC) and our housing officers and reception areas. Their work ranges from conducting mystery shopping to judging 'best garden' competition.</p> <p>Street or Block Champions – This is a new initiative for our tenants and leaseholders to be an important voice in their area, providing a valuable link between us and their neighbourhoods. To launch this new initiative we hosted a launch event at the Council House recently where we invited our tenants and leaseholders who expressed an interest to be involved. Over 40 of our tenants attended the event and we are hoping to recruit many more.</p> <hr/> <p>NCH annual Fun Day - We've held our Fun Day for a number of years - it's the biggest event we organise for our residents with more than 600 people attending last year.</p> <p>There's going to be lots happening on the day to keep the whole family entertained. From have-a-go activities, demonstrations, entertainment, workshops, arts and crafts and food and refreshments. We've even got some of the animals from White Post Farm coming along.</p> <p>Our Fun Day will take place at Bulwell Academy on Saturday 16 September from 12 noon until 4pm.</p> | |
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| | | <p>Best Garden Competition - The annual best garden competition has been held in Nottingham for more than 80 years. It recognises the genuine pride taken by our tenants and leaseholders in looking after their gardens. Our Ace Inspectors have recently been judging this year’s competition. The winners will be invited to an awards ceremony at the council house in November.</p> <p>Families Fund Application Bid to Sport England working in Partnership with Notts County Fit In The Community. – If the NCH bid is successful we hope to encouraging families to exercise together in their local neighbourhoods. Green Spaces have been selected from our most deprived communities. Consultation has recently taken place within the locality of these areas to see what activities local residents would take part in on the green space near to their home. It is hoped that organisers can provide free or very low cost activities for local residents to take part in together as a family.</p> | |
| 4 | Tenant and Residents Associations updates | TBC | X |