



## NCH update report    Appendix 1

Time: 5:30pm

Date: Wednesday 27 September 2017

Presented by: Elira Mano

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p><b>Maintaining decency</b> Maintaining decency continues around the City with new kitchens and bathrooms being renewed when required. Slate roofs are being replaced through a planned programme of works. Concentrating on Bulwell Hall wood double glazed windows are being replaced.</p> <p><b>Grander designs</b> Kersall Court, Bulwell is now complete. Works to create a scooter store will start by the end of 2017. Duchess Gardens, grander designs is due next year. Chatham Court, Bulwell, grander designs due financial year 2017/18.</p> <p><b>Legislative projects</b> Springhead and Holwood Courts - Swift Fire Security (Swift) are due to complete pipework and sprinklers to the corridors and individual flats at Springhead and Holwood Courts by the end of September. The project is going very well with residents providing access into their homes to allow the</p>	Information

		<p>work to take place.</p> <p>Naomi Court – new smoke alarms are being installed in each of the flats starting in September. The new smoke detectors provide a big improvement in resident safety, in the event of a serious incident they can contact the emergency services through the Woodlands Control Centre (Woodlands). For this reason the essential work cannot be refused. Information about the smoke detectors is attached.</p>	
2	Area Regeneration and Environmental Issues	<p><b><u>Bulwell</u></b></p> <p><b>Norwich Gardens</b> –Phase 5 of this project is now complete. NCH will carry out a satisfaction survey now the work is complete to capture tenant's views of the works. The works across phases 1-4 have always been very well received and had a positive impact on tenant's quality of life. We hope to continue the major works across this part of Bulwell due to the success of what we have already delivered.</p> <p><b>Duchess Gardens-</b> The works have now been completed with a positive reaction from the residents. We will then evaluate the success of this project and consider more works over the coming years. . NCH will carry out a satisfaction survey now the work is complete to capture tenant's views of the works.</p> <p><b>Courtleet Way</b> The funding was agreed for the project and the works are currently on site and 25% complete. We anticipate this will take a further 4 weeks to complete and again have a positive impact. We are now looking at further phases in the area for potential development.</p>	Information

		<p><b><u>Bulwell Forest</u></b> NCH have installed a pocket park at the Colston Road flats to create a natural play area for the young people living in a particular block. This work has now been completed and has received positive feedback from the parents in this area.</p> <p><b>New build</b> Ragdale Road – is now complete.</p> <p>The government has agreed with NCC that the land is no longer needed for school use. Investigations are currently taking place or about to commence on the site of Marlstones, Henry Mellish main (school) and Picadilly (school field) to ascertain whether the land is suitable for development. The land has previously been allocated by planning for residential development and, subject to site investigations proving satisfactory, the land is likely to be sold for this purpose.</p>	
3	Key messages from Tenant & Leaseholder Involvement	<p><b>My Neighbours, My Neighbourhood – Get Involved at NCH</b></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><b><u>Communications Panel Volunteer</u></b> – Help us make sure our newsletters, our website, events and publications are covering the issues that matter</p>	Information

	<p>most to our customers.</p> <p><b>Equalities Panel Volunteers</b> – Help us to offer services that meet everyone’s different needs – and help us build strong communities based on mutual respect.</p> <p><b>Customer Excellence Panel Volunteers</b> – Help us to review our services and work with us to identify ways we can improve.</p> <p><b>Complaints Panel Volunteers</b> – 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><b>ACE Inspectors</b> – 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><b>Street or Block Champions</b> – 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> <p>-----</p> <p><b>NCH annual Fun Day</b> - 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</p>	
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		<p>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> <p><b>Best Garden Competition</b> - 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><b>Families Fund Application Bid to Sport England working in Partnership with Notts County Fit In The Community.</b> – 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	<p><b>Bulwell Hall TRA</b></p> <p>The TRA continue to work on improving the community facilities on the Totley Close playing fields and have recently took delivery of 2 new football posts paid for by a Sport England grant.</p>	Information

		<p><b>CRESTA</b> The group now meet bi monthly with the next meeting taking place on 6<sup>th</sup> September at 6pm. The group continue to work with local councillors, Police and Nottingham city Homes to address issues of concern in their area.</p> <p><b>The People's Choice TRA</b> The group have been actively supporting the Crabtree Community Centre to develop its offer in the local community and have worked with Rebalancing the North to deliver a community arts project to redecorate the pedestrian underpass leading on to the estate. The new look underpass was opened on the 20<sup>th</sup> July.</p> <p><b>HART</b> The TRA hold regular monthly meetings at Duchess Gardens Common Room and encourage local residents to attend and air their concerns. Next meeting Wednesday 27<sup>th</sup> September 2017 at 7pm</p>	
5	Good news stories & positive publicity	<p><b>Colston Road – Fun Day</b></p> <p>Nottingham City Homes in partnership with the Bulwell Forest Garden and the local Neighbourhood Development Officer held a resident engagement event for tenants and residents of Colston Road and Austin Street Flats. An engagement event was planned to address a number of Housing Management issues and a history of poor engagement from residents. The event was a success with residents turning up on the day telling us what needed to be improved and a number of new volunteers were recruited as potential Block Champions.</p>	Information