



NCH update report – Appendix 1

Date: November 2017

Presented by: Toni Smithurst

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>New Build</p> <p>Meadows Police Station NCH now own this land. Pre-site investigations start next week. Arcus are doing the designs for this flagship development of 21 high spec private rent apartments. The scheme will be owned and managed by NCH.</p> <p>Clifton Miners Welfare - Presite investigations start next week. Bailey Garner are appointed to design the development of 18 bungalows.</p> <p>Meadows West properties complete, external highway works nearing completion</p>	Information

		<p>Market rent - there is potential to purchase flats in the area for market rent purposes.</p> <p>Middlefell Way Three new homes completed and tenanted at end of March2017.finished</p> <p>Meadowvale Crescent Three new homes available for letting end of April 2017.finished</p> <p>Colesbourne Road This development of 4 x 2 bed houses is progressing and due to complete in October.</p> <p>Scooter stores Simone Gardens, Clifton– scooter stores – on-going. Todd Court - Now prioritised onto the current programme due to the many scooters on site - at design stage.</p> <p>Maintaining decency continues across the City with kitchens and bathrooms being replaced through a planned programme of works. Single glazed windows continue to be replaced and composite doors installed.</p> <p>Surveys to all high rise bin chutes are completed and has identified that each hopper needs to be replaced as the seals are broken. The chutes themselves are fine but require cleaning. Work to the high rise chutes will be complete this financial year. Low rise bin chute surveys will happen next through a planned programme of work.</p> <p>Proposals from the fire risk assessments is to install sprinklers into all the high rise across the City including the following upgrades - intercom, fire alarm, smoke detectors. Installation of PA systems to communal landing areas. This will be a two year project starting in 2018.</p>	
2	Area Regeneration and Environmental Issues	<p><u>Clifton North</u></p> <p>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</p>	Information

		<p>around the ward with HPM's, Cllrs and NDO's to help highlight schemes that we can take to November 2017 Area Committee.</p> <p><u>Clifton South</u></p> <p>The further funding requested for the Barbury Drive upgrade scheme has been approved at the previous committee. NCC are currently drawing up plans to be approved by the Cllrs.</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 Novembers Area Committee for approval.</p> <p><u>Bridge</u></p> <p><u>New Build/Exiting Stock collaboration</u> – 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 Leaseholder Involvement	<p>NCH Annual Fun Day – This year's Fun Day on Saturday 16th September broke all previous records with more than 1300 people attending – more than twice as many as last year.</p> <p>There were lots of fun activities for people from all ages and backgrounds along with important information from NCH and our partners.</p>	X

	<p>The feedback from customers and partners has been overwhelmingly positive.</p> <hr/> <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> <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 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 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>	
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		<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> <p>-----</p> <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>	
4	Tenant and Residents Associations updates	<p>New Meadows Tenants and Residents Association (NEMTRA)</p> <p>Art exhibition by the late Eric Allsebrook during October at the Meadows Art Gallery, Queen Walk Park Pavilion.</p> <p>Coffee morning in aid of Cancer Research, 28th October, 11am – 1pm Queens Walk Park Pavilion.</p> <p>Talk by Age UK on home safety, security and fire safety on 9th November, 2pm at Queens Walk Park Pavilion</p> <p>Meadows memories book called Meadow Musing which was funded by NCH grant is ready. Launch date to be confirmed</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>	X

		<p>Friends of Nobel Road Tenants and Residents Association</p> <p>The TRA have decided to disband the group because low attendance at public meetings and lack of interest in the committee roles. The group are going to work with NCH via the new Street and Block Champions initiative to help make a difference to their neighbourhood.</p> <p>Southchurch Court Flats Tenants and Residents Association</p> <p>Bi monthly public meetings being held with attendance from Woodlands Surveillance team and NCH Housing Patch Manager.</p>	
6	Good news stories & positive publicity	<p>Tenant Academy</p> <p>The new Tenant Academy prospectus for the period from September 2017 to February 2018 is available online at: http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p> <p>Upcoming highlights include:</p> <ul style="list-style-type: none"> • CV writing skills – 12 October • Pumpkin carving (family and adult/10years+ level sessions) – 28 October • Practical DIY sessions – 2 November • Clicksilver (IT training) for the over 55's – limited places available starts 6 November • Mock interview skills – 14 November • Sound as a Pound – 15 November • Food Safety Level 2 – 13 December, the training must be used for community value 	X









Area report - Clifton North, Clifton South & Bridge

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AC8-1 Anti-social behaviour





Performance indicator and definition	Target	2017/18			2016/17	2015/16	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%	87.1%			89.52%	90.86%	PI achieved and again, this is down to the team working very well and sustaining performance.
% 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%	96.77%			100%	100%	Performance is showing that the PI has been met. Good work by the team.
Number of new ASB cases – Clifton <i>Note: Data for this PI is only available by Housing Office.</i>		31			107	175	.

AC8-2 Repairs

Performance indicator and definition	Target	2017/18			2016/17	2015/16	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%	90.56%			95.41%	95.5%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.06%).
% of repairs completed in target – Bridge Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	91.23%			95.96%	95.97%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.83%).
% of repairs completed in target – Clifton North Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	89.93%			94.91%	95.14%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.19%).
% of repairs completed in target – Clifton South Ward	96%	90.4%			95.3%	95.36%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (96.37%).



<i>Note: This PI monitors the proportion of 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	<p>WS -Oct - 2016 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	2017/18			2016/17	2015/16	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%	100.01%			100.29%	100.25%	<p>The collection rate at the end of the second quarter is just ahead of target at 100.01%. This is ahead of the same point last year when we achieved 97.58% at the end of quarter two. This also corresponds with a lower level of arrears when compared with the same point last year. The number of Universal Credit cases continues to increase steadily with a continuing reduction in the amount of Housing Benefit received, however following a review of our processes the team is continuing to manage all UC cases effectively. There are currently 390 live cases with a total debt of £194,138, an increase of £88,467 due to UC. The "Rent First" campaign is continuing to raise awareness of the importance of paying rent and putting measures in place to prepare NCH tenants for the full roll out of UC in 2018.</p>
<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>	0.43%	0.37%			0.36%	0.43%	<p>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.</p>

AC8-4a Empty properties - Average relet time

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Clifton North, Clifton South & 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	30.02			30.65	27.37	See below
<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	17.04			36.72	27.33	The target was met during this period
<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	15.74			19.81	24.79	The target was met during this period







<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	43.58			32.93	29.18	<p>The target was not met partly 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>
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AC8-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2017/18			2016/17	2015/16	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>		29			25	19	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>		7			5	6	The number increased by five during this period 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.
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>		9			3	4	The number remained the same during this period 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.
Number of lettable voids – Clifton South Ward <i>Note: Lettable voids are empty</i>		13			17	9	The number decreased by four during this period 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.









<i>properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>							
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AC8-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2017/18			2016/17	2015/16	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			0	89	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			0	89	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</i>		0			0	0	None at present

<i>demolished.</i>							
<p>Number of empty properties awaiting decommission – Clifton South 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

AC8-5 Tenancy sustainment

Performance indicator and definition	Target	2017/18			2016/17	2015/16	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%	96.47%			96.02%	96.46%	
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%	97.37%			98.59%	95.05%	
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%	97.7%			97.3%	97.1%	As a team we are continuing to monitor tenants and offer support where necessary to sustain tenancies.
Percentage of new tenancies sustained - Clifton South Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	95%			93.4%	97.16%	

