



NCH update report – Appendix 1

Date: June 2018

Presented by: Toni Smithurst

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Improvement works continue with kitchen, bathroom, window and door replacements as well as roofs where applicable.</p> <p>Mayfield Court is due to have Grander Design work this financial year - details have been sent to NCC Planning.</p> <p>Simone Gardens is due Grander Design improvement work this financial year.</p> <p>The fire enhancement resident event at Southchurch Court was well attended. Section 20 consultation with Leaseholder has started. A value for money exercise is being conducted with the in house delivery team and the current contractor, Marlow. The fire enhancement works will start</p>	Information

		during the summer.	
2	Area Regeneration and Environmental Issues	<p><u>Clifton North</u> The NCH Decent Neighbourhoods Team are working with housing and neighbourhood development colleagues to identify further fencing schemes across the ward following on from earlier phases across the ward that have been very successful.</p> <p><u>Clifton South</u> We are asking the area committee to approve the funding for the knee rail fencing at Sprydon Walk to alleviate issues with unauthorised parking and damage to the green spaces. We are also looking at external improvements to Holbrook Court.</p> <p><u>Bridge</u></p> <p><u>New Build/Exiting Stock collaboration</u> The decent neighbourhoods team have recently completed their first major project in the ward consisting of boundary improvements at Crammond Close as these NCH properties are adjacent to our new build stock and they now look extremely poor in comparison. We have also improved the front surfaces, fencing to front and rear and upgrading the canopies. We are now scoping out phase 2 of the project across the ward.</p> <p><u>Bruce Close, Kirkby Gardens, Ryland Gardens</u> We are due to commence the project where we are installing new metal knee rail fencing to these areas of the ward. The current fencing is either dilapidated or non-existent and creates boundary issues and also looks unsightly.</p>	Information

3	<p>Tenant Involvement Recognition</p> <p>NCH have won the UK Housing Award for Excellence in Tenant Involvement, for the way in which we include tenants in decision making from Board level down.</p> <p>We also won the TPAS Central Region award for Excellence in Tenant Engagement and will go forward to the TPAS National Awards Final.</p> <p>The work done has been recognised at national level.</p> <p>Tenant and Leaseholder Awards 2018</p> <p>Our Tenant and Leaseholder Awards shine a light on the many unsung heroes who make our neighbourhoods great places to live. The winners of our 2018 Awards have been announced – showcasing the tremendous work residents and groups do across the city.</p> <p>To find out who the winners were visit http://www.nottinghamcityhomes.org.uk/get-involved/tenant-awards/</p> <p>Nominations for the 2019 awards are now open, and you can make your nomination until Friday 30th November.</p> <p>Best Garden Competition</p> <p>Nottingham’s Best Garden Competition has been held every year for more than 80 years</p> <p>The 2018 competition is now open for entries and the categories are:</p> <ul style="list-style-type: none"> • Area categories • Best container display 	X
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Key messages from the Tenant and Leaseholder Involvement

		<ul style="list-style-type: none"> • Best community garden • Best edible garden • Best school garden <p>For more information on entering contact Tenant and Leaseholder Involvement Team on 0115 7469100, email involved@nottinghamcityhomes.org.uk</p> <hr/> <p>Become a Street and Block Champion</p> <p>We have over 90 Street and Block Champions helping to make their neighbourhood a better place to live by being a champion for their street or block – but we want to have many more!</p> <p>Find out more by vising the website or calling the Tenant and Leaseholder Involvement Team 0115 7469100</p> <p>http://www.nottinghamcityhomes.org.uk/get-involved/help-improve-your-neighbourhood/love-my-place/</p>	
4	Tenant and Residents Associations updates	<p>New Meadows Tenants and Residents Association (NEMTRA)</p> <p>NEMTRA Public Meeting date TBC</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>Southchurch Court Flats Tenants and Residents Association</p>	X







		<p>Bi monthly public meetings being held with attendance from Woodlands Surveillance team and NCH Housing Patch Manager.</p>	
6	<p>Good news stories & positive publicity</p>	<p>Tenant Academy</p> <p>The Tenant Academy prospectus for the period from March to June 2018 is still available: http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p> <p>Upcoming courses include:</p> <ul style="list-style-type: none"> • Basic bookkeeping – 14 June, bookable online • Money Management – 13th June, 10am – 3pm at Nottingham Community Housing Association Mansfield Road, NG1 3GY • Practical DIY skills – 15th June and 12 October, bookable online • Surplus cook and eat lessons – 19 July, bookable on line <p>The new Tenant Academy Prospectus (June – December 2018) is now available.</p> <p>Fit in the Community – Fitness Sessions</p> <ul style="list-style-type: none"> • Beginners Learn 2 Cycle – 2nd & 4th Saturday of each month, 10.00 – 11.00am at AMC Community Garden, Meadows • Right Mind – Wednesdays, 10.00am – 11.30am, Portland Centre, Meadows • On the Ball – Wednesdays, 11.00am – 1.00pm, Portland Centre, Meadows 	<p>X</p>



Area report - Clifton North, Clifton South & Bridge

Appendix 2

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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%	89.47%			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%	97.89%			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>		102			107	175	.

<p>Tenant satisfaction with the ASB service</p> <p><i>Note: . Overall tenant satisfaction with the ASB service - The average score (Percentage) for each survey question. Data for this indicator is not available by ward..</i></p>	85.00%	87.25%			86.53%	73.45%	<p>The percentage of customers either very or fairly satisfied with how their case of anti-social behaviour (ASB) was handled in Q4 2017/18 is 85%.</p> <p>2017/18 year end 87% of customers surveyed are either very or fairly satisfied with how their case of anti-social behaviour was handled. This has exceeded the year-end target and Corporate Plan target of 85%.</p> <p>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 69 Surveys were completed during Q4, this is an improvement on the number of surveys completed when compared with Q3. During 2017/18 204 surveys were completed in total, this is a slight increase when compared with 193 surveys completed in 2016/17.</p> <p>Satisfaction with the outcome of the case and being kept up-to-date is below target for Q4; however, it is pleasing to see that on the whole for 2017/18 satisfaction with being kept up to date has exceeded 85%.</p> <p>We will continue to have a strong focus on managing expectations in relation to case outcomes and focus on providing timely good quality information and updates throughout the case. Area Housing Managers will continue to drive high-quality case management through monthly case supervision.</p> <p>It is pleasing to see that during 2017/18 90% of customers surveyed are either very or fairly willing to report anti-social behaviour to Nottingham City Homes in the future; this indicates that there is a level of confidence in reporting ASB to Nottingham City Homes. Customer's surveyed rating the quality of advice and information provided as either very or fairly satisfied is 88%.</p> <p>Throughout 2017/18 the noise smartphone app continued to receive a positive reception from customers. It is improving the quality of noise nuisance reporting and enables Housing Patch Mangers to quickly assess complaints of noise nuisance and intervene swiftly.</p> <p>Mediation continues to be used to address a range of ASB issues. Referrals have covered cases including household noise, loud music, pet nuisance, parking issues and boundary disputes.</p> <p>Highlights of positive feedback received in Q4:</p>
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							<p>"Great, [HPM] responded very quickly and kept up to date with what was happening"</p> <p>"Absolutely brilliant from start to finish. Very impressed with NCH keeping me in the loop and very happy with HPM".</p> <p>"HPM dealt with it really quickly. Actually I was surprised, I thought it would go on for ages. I was really pleased".</p> <p>"HPM was brilliant, no asb since HPM resolved it. HPM was constantly following up to make sure I was ok, and was bang on".</p>
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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%	93.86%			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%	94.28%			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%	93.01%			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%	94.01%			95.3%	95.36%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (96.37%).







Note: This PI monitors the proportion of repairs being completed within agreed timescales.



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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>		100.56%			100.29%	100.25%	<p>The target of 100% collection rate has been achieved again this year, at 100.56% this shows an improvement on the position last year when 100.29% was the final out turn. The overall arrears figure has reduced by £69,000 over the course of the financial year, despite the challenges of the continued welfare reform measures. The rents team will continue to support tenants affected by the benefit cap, bedroom tax and Universal Credit to ensure collection levels remain within target.</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>		0.37%			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	24.87			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	14.71			36.72	27.32	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	24.82			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	34.77			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 22 days</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>		19			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>		5			5	6	The number currently stands at five 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>		4			3	4	The number currently stands at four 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>		10			17	9	The number currently stands at eight 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.

*properties available for re-letting.
They will receive repair work and
then be re-let to a new tenant.*









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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	
<p>Number of empty properties awaiting decommission – AC - Clifton North, Clifton South & Bridge</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	89	None at present
<p>Number of empty properties awaiting decommission – Bridge 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	89	None at present
<p>Number of empty properties awaiting decommission – Clifton North 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</i></p>		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%	97.81%			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%	99.21%			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%	92.98%			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</i>	96.5%	98.52%			93.4%	97.16%	

<i>still in their tenancy 12 months later.</i>							
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