

AREA 8 COMMITTEE (Bridge, Clifton North, Clifton South) – 10th September 2014

Title of paper:	Nottingham City Homes Update Report	
Director(s)/ Corporate Director(s):	Nick Murphy Chief Executive of Nottingham City Homes	Wards affected: Bridge, Clifton North & Clifton South
Report author(s) and contact details:	Wade Adams Tenancy and Estate Manager Wade.adams@nottinghamcityhomes.org.uk	
Other colleagues who have provided input:	None	
Date of consultation with Portfolio Holder(s) (if relevant)		
Relevant Council Plan Strategic Priority:		
Cutting unemployment by a quarter		<input type="checkbox"/>
Cut crime and anti-social behaviour		<input type="checkbox"/>
Ensure more school leavers get a job, training or further education than any other City		<input type="checkbox"/>
Your neighbourhood as clean as the City Centre		<input type="checkbox"/>
Help keep your energy bills down		<input type="checkbox"/>
Good access to public transport		<input type="checkbox"/>
Nottingham has a good mix of housing		<input type="checkbox"/>
Nottingham is a good place to do business, invest and create jobs		<input type="checkbox"/>
Nottingham offers a wide range of leisure activities, parks and sporting events		<input type="checkbox"/>
Support early intervention activities		<input type="checkbox"/>
Deliver effective, value for money services to our citizens		<input type="checkbox"/>
Summary of issues (including benefits to customers/service users):		
<p>The area performance reports provide updates on key issues and themes which link back to local priorities and the strategic themes for Nottingham City Homes.</p> <p>The reports provide summary updates on the following key themes:</p> <ul style="list-style-type: none"> • Capital Programme and major work • Area Regeneration and Environmental Issues • Key messages from the Tenant and Leasehold Congress • Tenant and Residents Associations updates • Area Performance Figures <p>Good news stories & positive publicity</p>		
Recommendation(s):		
	Area Committee note and comment on the Nottingham City Homes Update Report in Appendices 1 & 2.	

1 REASONS FOR RECOMMENDATIONS (INCLUDING OUTCOMES OF CONSULTATION)

- 1.1 The Nottingham City Homes Update Report provides a descriptive and statistical picture of what is happening at an area level and invite community representatives to comment, debate, and challenge and identify how they can add value to improve their neighbourhoods.
- 1.2 The Nottingham City Homes Update Report also monitors progress in the wards and acts as a catalyst for debate about the key performance issues impacting upon the ward on a quarterly basis.

2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

- 2.1 The Nottingham City Homes Update Report has been important for a number of years in Nottingham as a means of engaging better with tenants and leaseholders and to drive forward service improvement.
- 2.2 Nottingham City Homes has a goal to 'create homes and places where people want to live' and to give tenants and leaseholders an input in shaping what happens in their area. The Nottingham City Homes Update Report helps us to understand where we are doing well and which areas need to be improved.
- 2.3 Following the decision for Nottingham City Homes reps to attend Area Committee, it was decided to provide the Nottingham City Homes Update Report to Area Committee.

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

- 3.1 None

4 FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)

- 4.1 None

5 RISK MANAGEMENT ISSUES (INCLUDING LEGAL IMPLICATIONS AND CRIME AND DISORDER ACT IMPLICATIONS)

- 5.1 None

6 EQUALITY IMPACT ASSESSMENT

Has the equality impact been assessed?

Not needed (report does not contain proposals or financial decisions)

No

Yes— Equality impact Assessment attached

7 LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

- 7.1 None

8 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

- 8.1 None



NCH update report

Time: 7.00 pm

Date: 10th September 2014

Presented by: Wade Adams

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Decent Homes 2014-15 is the final year of the Nottingham Decent Homes programme. Constructor partners Keepmoat and Bullock continue to improve kitchens and bathrooms where required. Single glazed windows continue to be replaced as Nottingham City Homes gain access, as well as heating systems being upgraded.</p> <p>Week commencing 14th July 2014, a letters were sent to customers who had previously refused the improvement work or not allowed Nottingham City Homes access. The letter asked them contact Nottingham City Homes so we can plan the improvement work by end March 2015. After March 2015 a Maintaining Decency programme will continue to ensure properties meet the Nottingham Decent Homes Plus Standard.</p> <p>Door replacement programme All wooden doors will be replaced during financial years 2016-18 subject to access.</p> <p>Slate Roof Replacement Slate roofs across the City are being replaced. There are around 80 properties in the Bridge Ward area but none in Clifton North or Clifton South. Tenants have been invited to an information event and will be contacted prior to work commencing.</p>	Information

External wall insulation

External wall insulation to 937 Wimpey no-fines properties were completed in Clifton North. 330 of these properties were Nottingham City Homes properties. The cost to owner occupiers was at a greatly reduced rate and 607 owner occupiers took up the offer. Residents who have had the work done have already noticed a difference in the thermal efficiency of their homes.

Due to changes in ECO (Energy Company Obligation) a further 128 owner occupiers were able to take up the insulation but at a higher cost. These are in progress and due to be completed by the end of July 2014.

The phase in Clifton South is a cross tenure project too. Though the cost to owner occupiers is at an increased rate it is competitive and will be through a Green Deal provider, if applicable. The work will be planned in zones on a street by street basis and is due to commence in August 2014 subject to funding. An information event for residents will be held.

Equalities Act Work

The Equalities Act 2010 works covers the following works to 60 Independent Living Schemes throughout the City

- Kitchen Refits to allow for a range of access and use requirements
 - WC refits to allow for a range of use access requirements
 - External Access Ramps
 - Laundry adaptations to taps and machinery heights
 - High contrast signage throughout independent living schemes
 - Communal doors, access and thresholds
 - Car parking surfaces and marking
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- Brookfield Court, Meadows Works currently underway
 - Strome Court, Meadows Works currently underway
 - Mayfield Court, Meadows. Works to commence 14.07.14
 - Willowbrook Court, Meadows Works to commence 14.07.14
 - Haworth Court, Clifton Works to commence 13.10.14

2	Area Regeneration and Environmental Issues	<p>Demolition Meadows Phase 1 Tarbet Close , Middle Furlong Gardens & Bosworth Walk (Bridge Ward) Anticipated start mid-August and be complete by January 31st 2015.</p> <p>Fencing & Guttering Planned Programme for Area 8 Bridge - April/July/October/January Clifton North & South - June/September/December/March</p>	Information
3	Key messages from the Tenant and Leasehold Congress	<ul style="list-style-type: none"> • The newly re-formed TLC (Tenant Leaseholder Conference) held its first meeting 29 January 2014. Membership consists of Chairs from each of the customer panels and Nottingham City Homes representatives from within the Area Committee areas ensuring good representation from neighbourhoods to higher level involvement within the decision-making processes at Nottingham City Homes (Area 5 position is currently vacant – more details contact Tenant & Leaseholder Team on 0115 9157380. • TLC have so far discussed and/or influenced such matters as Rent Setting and the Responsible Tenant Reward Scheme; New Repairs Agreement; Proposed Service Review Programme 2014-15; Tenants Conference – September 2014 • TLC and NCH Board meet on a quarterly basis and are developing new ways to work effectively together. Shared objectives include: jointly supporting the delivery of the Tenant & Leaseholder Involvement Strategy and the Corporate Plan; To link tenant involvement and the Board and to ensure tenants' and leaseholders' interests are at the heart of the organisation; to ensure transparency and accountability of decision making on behalf of tenants and leaseholders through sharing information and collaborative working. 	Information
4	Tenant and Residents Associations updates	<ul style="list-style-type: none"> • NEMTRA BBQ event on the 10th July 2014 was a great success with a really good attendance including local Councillors. ASRA Housing Group was in attendance and consulted on a proposed new housing development in the Meadows, plans were displayed for people to view and have their say. • Southchurch Court TRA have started work on a Community Garden following committee members attending a Tenant Academy training course on gardening. New volunteers have also been recruited for the community garden. 	Information

5	Area Performance Figures	See Appendix 2	Information
6	Good news stories & positive publicity	<p>Staff from Nottingham City Homes Clifton Housing Office met with the chair of NEMTRA to move over 1 ton of tree stumps from Cromarty Court to a garage site in the Meadows. These tree stumps will be used for wood carvings in the Meadows.</p> <p>A Nottingham City Homes customer contacted NCH to pay a special compliment about the work a Housing Patch Manager had done for her. The Housing Patch Manager had been helping the customer her with an issue and went above and beyond the call of duty in helping her resolve the problem. It transpired that the Housing Patch Manager went to see her about a shed in her garden and ended up helping the customer to empty the shed, break it down, arranged to get it removed and helped her clean and tidy up afterwards, even bringing his own cleaning products to help the customer so she was not inconvenienced.</p>	Information

Area report - Clifton North, Clifton South & Bridge

Generated on: 29 July 2014













AC8-1 Anti-social behaviour

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of ASB cases resolved by first intervention – Clifton</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>	84%	98.11%			87.5%	79.66%	<p>5835 started off as a drugs case then there was an incident once the case was opened where the alleged perpetrator's dog attacked a CPO so this was then included with the case. The case was delayed as CP were waiting for a statement from a Police Officer who was off work sick so the case was delayed until he returned back to work to provide his statement. There were delays with case going to legal from CP, court date was in October 2013 when a trial date was set for Jan 2014.</p> <p>6608 case about neighbour who was littering in a communal courtyard. Then counter allegations were made about noise which could not be substantiated. The original complaint did not what the case to be closed so HPM agreed to keep it open and keep in contact with both parties. Both parties continued to make allegations against each other which could not be substituted.</p>
<p>% of ASB cases resolved – Clifton</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>	97.8%	100%			100%	98.88%	Unresolved / no outcome case numbers: 5011
<p>Number of new ASB cases – Clifton</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		38			185	133	.
<p>Tenant satisfaction with the ASB service - Clifton</p>	8				9.45	6.93	<p>There were two customers who gave low scores.</p> <p>5047 was a case where NCH obtained a 15 month SPO in September 2013 but the complainant wanted the perpetrator to be evicted. It was explained to the</p>





<p><i>Note: Data for this PI is only available by Housing Office.</i></p>							<p>customer that NCH will always pursue the strongest action possible but it is the judge who will make the final decision. The perpetrator has broken the SPO and is back in court in April 2014.</p> <p>6334 was a case where the complainant was complaining about her neighbour making noise (back door was being slammed by the tenant and the tenant swearing at her own children) and she wanted NCH to take action against her. It was explained that NCH cannot take action against the way a customer chooses to speak to her children in her own home as this is not a breach of tenancy. The HPM conducted a property inspection and found the back door was sticking which was why the tenant had to slam it shut. This was reported to repairs and the door slamming issues was resolved. Complainant said NCH should have a separate policy for when owner occupiers complain which speeds up the process of NCH taking action against tenants</p>
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AC8-2 Repairs









Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of repairs completed in target – AC - Clifton North, Clifton South & Bridge</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	98.5%			97.2%	93.35%	<p>Performance is the highest it's been for the last three years and we continue to monitor failures to highlight trends</p>
<p>% of repairs completed in target – Bridge Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	98.66%			97.17%	92.98%	<p>Performance is the highest it's been for the last three years and we continue to monitor failures to highlight trends</p>
<p>% of repairs completed in target – Clifton North Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	97.93%			96.67%	93.32%	<p>Performance is the highest it's been for the last three years and we continue to monitor failures to highlight trends.</p> <p>Performance is slightly lower in this ward and this could be due to the number of appointments raised being lower than other wards so failures have a higher effect on performance %.</p>

<p>% of repairs completed in target – Clifton South Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	98.72%			97.58%	93.75%	Performance is the highest it's been for the last three years and we continue to monitor failures to highlight trends
<p>Tenant satisfaction with the repairs service</p> <p><i>Note: Data for this PI is only available citywide</i></p>	9	8.81			8.78	8.64	Whilst slightly short of the challenging Corporate plan target of 9, year-to-date performance in 2014/15 is at a record high in comparison to all previous annual outturns.









AC8-3 Rent Collection

Performance indicator and definition	Target	2014/15			2013/14	2012/13	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%	98.25%			100.02%	100.21%	Whilst this indicator is not achieving the target set it is ahead of the same point last year (97.45%). This indicator continues to be affected by "Bedroom Tax" and the resulting £2.3m (approximate) extra annual collection requirement. Other factors affecting performance include problems with the new cash receipting system which resulted in several periods of 'down time' when cash was not been taken. We are also still waiting for the remainder of the DHP payments to be made onto accounts which will improve performance for this KPI.
<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>	0.75%	0.75%			0.74%	0.55%	There has been a reduction in the number of evictions at the beginning of this financial year after an increase last year. We are working hard to sustain tenancies and the work of the Financial Inclusion Team has helped to support this approach.









AC8-4a Empty properties - Average relet time

Performance indicator and definition	Target	2014/15			2013/14	2012/13	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	26.49			22.63	28.9	<p>A range of improvements to the void process have been introduced, as a result of a 'LEAN' review. This is helping to reduce the time that properties remain empty and in turn will bring performance in line with the target.</p> <p>Average relet times have been affected by lower demand for three bedroom houses in recent months. This means in practice that properties have to be advertised more than once. A number of initiatives are in progress to address this situation.</p>
<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	28.1			8.22	29.04	As above
<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	17.75			19.71	22.69	
<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	35.74			38.29	33.13	As above









AC8-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2014/15			2013/14	2012/13	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>		60			40	43	A series of improvements have been introduced as a result of a 'LEAN' review of the process for managing void properties. This includes changing the structure, with now just two teams (as opposed to three) being involved. This will help to reduce the number of properties that are empty at any one time.
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>		21			15	13	See comments above
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>		10			11	7	See comments above
Number of lettable voids – Clifton South 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>		29			14	23	See comments above

AC8-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2014/15			2013/14	2012/13	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>		97			67	87	See Comments Below
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>		97			0	87	The majority of properties in phase 1 and phase 2 Q blocks re-development programme have over vacated (over 90%). Work is also progressing with Phase 3, with approximately 20% of residents still to move. Phase 4 is only in its early stages.
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 demolished.</i>		0			0	0	
Number of empty properties awaiting decommission – Clifton South 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	0	

AC8-5 Tenancy sustainment

Performance indicator and definition	Target	2014/15			2013/14	2012/13	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>	93.5%	94.51%			93.73%	92.63%	Please note that these figures include Tenancy Successions where tenancies are ended to create new tenancies (i.e. Sole to Joint and Joint to Sole)
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>	93.5%	93.5%			93.55%	89.91%	As of August 2014 in a rolling 12 month period, NCH had 122 new tenancies created and 116 tenancies sustained in the Bridge Ward so 6 tenancies were ended.
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>	93.5%	92.93%			93.52%	95%	As of August 2014 in a rolling 12 month period, NCH had 102 new tenancies created and 94 tenancies sustained in the Clifton North Ward so 8 tenancies were ended.
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>	93.5%	96.48%			94.07%	93.33%	As of August 2014 in a rolling 12 month period, NCH had 147 new tenancies created and 143 tenancies sustained in the Clifton South Ward so 4 tenancies were ended.