

# NCH update report

Time: 17:30

Date: 10 December 2014

Presented by: Nicky Jarvis

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p><b>Decent Homes</b> 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 we gain access as well as heating systems being upgraded.</p> <p>Two letters have been sent to customers who have previously refused the improvement work or not allowed us access. The letters ask 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. The letter was posted on 21 July with a good response to date.</p> <p>There has been a good response, Housing Patch Managers are helping to gather further information with their knowledge of the estates and residents.</p> <p><b>Door replacement programme</b> All wooden doors will be replaced during financial year 2015-16 subject to access.</p> <p><b>Slate Roof Replacement</b> Slate roofs across the City are being replaced there are thirteen properties on Hempshill Lane to be</p>	Information

upgraded. Work continues and where we have not been able to gain access Patch Managers are assisting.

**Fencing and guttering planned programme for Area One**

Bulwell & Bulwell Forest - April/July/October/January.

**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

So far:-

- 53 Scheme on the existing schedule
- 25 schemes with 100% works completed
- 10 Schemes currently in progress
- 18 Schemes to complete

For Area One -

- |                                    |                            |
|------------------------------------|----------------------------|
| • Duchess Gardens Bulwell          | Works to commence 27.10.14 |
| • Mariner Court, Hempshill Vale    | Works in progress.         |
| • Chatham Court, New Highbury Vale | Works to commence 20.10.14 |
| • Snape Nook Court, Snapewood      | Works to commence 20.10.14 |









		<p>Grander design work is due to start to Ogdeon Court, Old Highbury Vale in early 2015.</p> <p>Scooter stores being installed at the following by end of 2014</p> <ul style="list-style-type: none"> <li>• Lathkill, Bulwell</li> <li>• Kersall Court, Old Highbury Vale</li> </ul>	
2	Area Regeneration and Environmental Issues	There are currently no plans for demolition in the area or new build.	Decision
3	Key messages from the Tenant and Leasehold Congress	<p>The Area 1 representative for Tenant &amp; Leaseholder Congress / NCH Area Committee is Sheila Loades.</p> <p>TLC have so far discussed and/or influenced such matters as:</p> <ul style="list-style-type: none"> <li>• the Nottingham City Homes' Corporate Plan 2015+, also influencing the methods of communications used.</li> <li>• 'Customer Services Week' – what shape this will take and how this will be delivered.</li> <li>• Anti-Social Behaviour - New Powers &amp; Tools</li> </ul> <p>TLC has also approved the Service Review Programme 2014-15 which sets out which service areas the Customer Excellence Panel will scrutinise - all findings and recommendations for service improvement are forwarded to NCH Board for consideration.</p> <p>TLC has also supported and endorsed the Tenants Conference – 27th September 2014</p>	X
4	Tenant and Residents Associations	<ul style="list-style-type: none"> <li>• Bulwell Hall TRA continues to be a very active group holding regular committee meetings and running weekly over 50s luncheons and exercise sessions at the local community centre. They have recently organised a successful bus trip with local tenants and residents from the area.</li> </ul>	X

	updates	<ul style="list-style-type: none"> <li>• CRESTA TRA and Top Valley TRA are also local active groups that meet regularly and are doing well.</li> <li>• Sadly, Rufford TRA has recently closed down. Good news is that a new TRA has been set up which will cover this area and wider. HART TRA has had initial meetings and the committee has now been selected. A planning meeting has been organised for later in the month that will be attended by local partner organisations.</li> </ul> <p>The Peoples Choice TRA is a new group now set up and covering the Crabtree Farm area. The group is developing well and will hold its AGM on the 29th October.</p>	
5	Area Performance Figures	Please see table below	X
6	Good news stories & positive publicity	<p>Toton Close, Councillors have granted approval to regenerate an area of land previously used as allotments, back into allotments. This is the first of its kind across the city, and a success story for all involved.</p> <p>Totley Close, a former site of flats, is now a multifunctional sports ground. Works are completed and the land has to settle until next year before it can be used.</p> <p>Newmarket Garages and Lodgewood Garages have now been demolished and the land will be tarmacked.</p> <p>Crabtree T&amp;R group was constituted on Tuesday 28<sup>th</sup> October. The event was celebrated with refreshments and hot food.</p> <p>A single mum with 6 children recently joined a T&amp;R with support from the HPM. She has now progressed and is the T&amp;R chair. She has accessed courses through Tenant Academy and has also been recognised by Janet Storer for a potential board member in the future.</p>	X









## Area report - Bulwell & Bulwell Forest

Generated on: 13 October 2014





### AC1-1 Anti-social behaviour

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved – Bulwell  <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>	97.8%	100%			98.74%	99.19%	Performance exceeds target. This is reflective of our commitment to a customer focused ASB service and effective partnership working
% of ASB cases resolved by first intervention – Bulwell  <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>	84%	76.56%			82.35%	81.97%	Due to a problem with the software used to report performance on anti-social behaviour, quarter two data is available for July 2014 only.  In July 2014, only 4 out of 18 cases were not resolved by 1 <sup>st</sup> intervention. Two cases being complex and protracted in nature, where ASB persisted despite early intervention; the case resulted in an outright possession order and eviction. The remaining two cases were also complex and protracted and resolved without eviction. Further steps have been taken to ensure Housing Patch Managers understand the definition of 1 <sup>st</sup> intervention and how to apply the definition
Number of new ASB cases – Bulwell  <i>Note: Data for this PI is only available by Housing Office.</i>		63			176	114	.Year to date there has been a decrease in the number of new ASB cases (63) when compared to 2013/14 .
Tenant satisfaction with the ASB service - Bulwell  <i>Note: Data for this PI is only available by Housing Office.</i>	8	10			8.93	6.6	A comprehensive action plan, dedicated to Bulwell, addressing the individual HPM's and also the individual questions where the low scores were previously reported, and underperformance of 6.6. A positive outcome achieved in performance now exceeding target at 10.







## AC1-2 Repairs

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Bulwell & Bulwell Forest  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.45%			97.57%	94.06%	
% of repairs completed in target – Bulwell Forest  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.46%			97.74%	94.31%	
% of repairs completed in target – Bulwell Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.44%			97.53%	93.99%	
Tenant satisfaction with the repairs service  <i>Note: Data for this PI is only available citywide</i>	9	8.76			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.

### AC1-3 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%	99.87%			100.02%	100.21%	This indicator is behind target, but still showing improvement month on month and is on target to achieve 100% in August. The in-month figure for July was 101.39% which is the best result ever for July. We have now recruited to all our vacant posts in the rents team and so have additional resources to assist in attaining this target.
<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%	0.69%			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.

### AC1-4a Empty properties - Average re-let 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 - Bulwell &amp; Bulwell Forest</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	35.89			33.03	28.41	
<p>Average void re-let time (calendar days) – Bulwell Forest 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	43.68			26.43	24.33	
<p>Average void re-let time (calendar days) – Bulwell 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	33.67			34.73	29.68	









### AC1-4b 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 - Bulwell & Bulwell Forest  <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>		23			29	32	
Number of lettable voids – Bulwell Forest 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			4	7	
Number of lettable voids – Bulwell 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>		19			25	25	

### AC1-4c 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 - Bulwell & Bulwell Forest  <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			3	9	
Number of empty properties awaiting decommission – Bulwell Forest 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	1	
Number of empty properties awaiting decommission – Bulwell 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			3	8	

### AC1-5 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 - Bulwell & Bulwell Forest  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.05%			93.55%	91.87%	
Percentage of new tenancies sustained - Bulwell Forest Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.59%			95.78%	96.08%	
Percentage of new tenancies sustained - Bulwell Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	94.9%			92.89%	90.95%	Having checked the current figure for sustainability with Marcus April 13 stood at 91.7% and currently stands at 93.59% which shows a consistent high level of tenants remaining in Bulwell. Due to Welfare Reform and the bedroom tax more tenants have had to change accommodation however, Bulwell remains a popular location due to the tram links and market town.