

NCH update report

Area 1 Committee– Bulwell & Bulwell Forest

Time: 17.30

Date:18th February 2015

Presented by: Nicky Jarvis



	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 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>Door replacement programme All wooden doors will be replaced during financial year 2015-16 subject to access.</p> <p>Slate Roof Replacement Slate roofs across the City are being replaced there are thirteen properties on Hempshill Lane to be upgraded. Work continues and where we have not been able to gain access Patch Managers are assisting.</p> <p>Fencing and guttering planned programme for Area One Bulwell & Bulwell Forest - April/July/October/January.</p>	Information

		<p>Equalities Act Work</p> <p>The Equalities Act 2010 works covers the following works to 60 Independent Living Schemes throughout the City</p> <ul style="list-style-type: none"> • 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 adaption to taps and machinery heights • High contrast signage throughout independent living schemes • Communal doors, access and thresholds • Car parking surfaces and marking <p>So far:-</p> <ul style="list-style-type: none"> • 53 Scheme on the existing schedule • 25 schemes with 100% works completed • 10 Schemes currently in progress • 18 Schemes to complete <p>For Area One -</p> <ul style="list-style-type: none"> • 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>Scooter stores being installed at the following by end of 2014</p> <ul style="list-style-type: none"> • Lathkill, Bulwell • Kersall Court, Highbury Vale 	
2	Area Regeneration and Environmental Issues	There are currently no plans for demolition in the area or new build.	Decision
3	Key messages	The TLC has been in place for approximately 12 months now. Reforming TLC was part of the overarching	X









	<p>from the Tenant and Leasehold Congress</p>	<p>NCH Involvement restructure and through successful partnership working with the City Council, there is now a recognised TLC / NCH tenant voice at 'area' level.</p> <p>TLC have influenced and shaped many key developments over this period e.g. customer priorities and budget setting e.g. rent setting for 2015/16 and the Responsible Tenant Reward Scheme; the Repairs Agreement; Cash Collection arrangements; the 'Tenant Fun day' - September 2014; NCH Corporate Plan 2015+.</p> <p>TLC have also supported all Customer Excellence Panel Service Reviews and approved the Service Review Plan for 2014/15.</p> <p>TLC has also received key information on Customer Panel activity (Equality, Communications, Customer Excellence and Complaints), Community information and activities; NCH Board and Board sub-committees through joint meetings; regular updates from Performance and Service Improvement Committee (PSIC) via TLC nominated representative; NCH Four Star Promises; Social Housing Equality Framework; Anti-Social Behaviour – new powers and tools and major new projects e.g. 'City of Football' programme, Fit in the Community etc.</p>	
4	<p>Tenant and Residents Associations updates</p>	<p>Bulwell Hall TRA</p> <ul style="list-style-type: none"> • Held over 50's Christmas party with residents coming from Hazel Hurst Sheltered Housing, Duchess Gardens, Springfield Nursing Home, Hall Park Nursing Home as well as residents from the Bulwell Hall Area. Children from Springfield School sang Carols with additional entertainment provided by Riccy Hunter, Vintage Vocalist & Trumpeter. • The TRA also held a children's Christmas party and a dog chipping event to promote responsible dog ownership. <p>CRESTA</p> <ul style="list-style-type: none"> • The TRA have held open meeting attended by the community and partners such as the Police, Nottingham City Homes, The council and meetings are attended by local councillors. • The group are currently working on parking issues around Newmarket Rd, fly tipping and cleanliness of identified sites <p>The People's Choice TRA</p> <ul style="list-style-type: none"> • The TRA was newly formed and constituted in October and meetings are held at Crabtree Community Centre. • The group have been instrumental in securing attendance at a three day workshop teaching resident's how to cut fuel bills, cook and eat healthily and conserve water. 	X

		<p>HART</p> <ul style="list-style-type: none"> The TRA was formed following the winding up of Rufford TRA. The committee is made up of 10 members and is currently planning its first open public meeting. <p>Highbury Vale TRA</p> <ul style="list-style-type: none"> The TRA are currently working with NCC Parks and Open Spaces and local councillors to develop the play area at Brooklyn Park. Will be doing local consultation to determine what young people want in the area in terms of play equipment Planning to work with local school children to design the TRA logo Started planning the summer fun day that takes place annually in August <p>Top Valley TRA</p> <ul style="list-style-type: none"> The TRA have been working closely with local councillors to install a new footpath through the grassed area at Chichester close and monitoring usage, planting of apple trees and improvements to the footpath in Southglade park and working with relevant service areas to improve street lighting, fly tipping . 	
5	Area Performance Figures	Area Performance: please see table below	X









Area report - Bulwell & Bulwell Forest

Generated on: 21 January 2015





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%	72.44%			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 st 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 st 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>		91			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	8.91			8.78	8.64	Whilst slightly short of the Corporate Plan target of 9, year-to-date performance of 8.91 in 2014/15 is higher than all previous annual outturns and the most recent in-month score of 9.23 is the highest tenant satisfaction rating we have ever received. We call all customers who have rated us lower than 5/10 to discuss the specifics of their dissatisfaction and use this feedback to deliver improvements to the repairs service. Satisfaction survey results are discussed at team meetings, highlighting both good and bad feedback and challenging staff that are not following processes.







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%	101.57%			100.02%	100.21%	<p>The collection rate is above target at 101.57%, an improvement on the figure at the end of quarter two which was 99.87%. In November a £100 credit was applied to the accounts of qualifying tenants under the Responsible Tenant Reward Scheme. This had a beneficial effect on rent arrears and collection performance.</p> <p>A revised Service Level Agreement is being finalised between NCH and Nottingham Revenue and Benefits Ltd - the new company formed to deal with Housing Benefit claims on behalf of the City Council. This is designed to improve the relationship between the two organisations and ensure that targets set for processing of claims etc will be monitored and met. This is expected to have a positive effect on our rent arrears and collection performance.</p> <p>Measures being taken to ensure a continued high level of collection will include weekend working by the team from the end of January. We will also start a campaign to contact all customers who currently pay at local housing offices (where the cash payment facility will close) to offer support with alternative payment methods and to sign as many as possible up for Direct Debit.</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>	0.75%	0.63%			0.74%	0.55%	<p>This performance indicator is of particular importance to the team as we are committed to sustaining as many tenancies as possible and have measures in place to support tenants in arrears. The Tenancy Sustainment Team receive referrals from Rent Account Managers relating to tenants who require additional support. The Team supports such tenants to manage their finances more effectively with the aim of maintaining their tenancy and avoiding eviction. We have evicted 167 tenants in the last 12 months, this compares to 187 at the same point last year. We will work to ensure that this downward trend continues.</p>







AC1-4a 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 - Bulwell & 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	27.01			33.03	28.41	<p>Void performance summary: There are currently 29 empty properties in the Area Committee 1 area. The average time to relet properties in the Area Committee 1 area is 31 days. There have been 155 new lettings this year. The city wide time to let empty properties is 31. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 7 weeks. The lettings service houses around 200 families each month around the city.</p>
<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	27.53			26.43	24.33	<p>Void performance summary: There are currently 6 empty properties in the Bulwell Forest ward area. The average time to relet properties in the Bulwell Forest ward area is 28 days. There have been 34 new lettings this year. The city wide time to let empty properties is 31. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 4 weeks. The lettings service houses around 200 families each month around the city.</p>
<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	26.87			34.73	29.68	<p>Void performance summary: There are currently 23 empty properties in the Bulwell ward area. The average time to relet properties in the Bulwell ward area is 31 days. There have been 121 new lettings this year. The city wide time to let empty properties is 31. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 7 weeks. The lettings service houses around 200 families each month around the city.</p>







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>		29			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>		6			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>		23			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%	96.36%			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%	96.55%			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%	96.31%			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.