



NCH update report







West Area Committee – Aspley, Bilborough & Leen Valley





Presented by: Elira Mano





	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Nottingham City Council and Nottingham City Homes are working in partnership to expand Nottingham City Council’s domestic solar photovoltaic (PV) installation programme across the city under the Nottingham Greener Solar HousiNG branding. There have been two mailings to NCH tenants on the Broxtowe estate with a 30% positive response rate to both. The first installs will commence during the first week of September. NCH tenants on the Aspley estate will be receiving a letter inviting them to register interest in solar panels by the end of August.</p>	
2	Area Regeneration and Environmental Issues	<p>Planned fencing & guttering programme for west area through 2014-15 Aspley & Leen Valley – June/September/December/March Bilborough - April/July/October/January</p> <p>Aspley Phase 2 of the wall and railing installation on Lindfield Road commenced in June 2015 and this project is progressing steadily. Local Social Enterprise BestBuild is delivering this project on our behalf.</p> <p>NCH hosted a design Charrette in late July to gather design options for the improvement to the Broxtowe Country Park entrance on Alwyn Road. An early concept design was achieved and this was showcased to the local</p>	







		<p>community at the Tea in the Park event on 8th August. Feedback on the design was very positive from the community and further consultation with key partners is now required before this concept can be progressed.</p> <p>Bilborough Funding to be agreed from the Environmental Budget of £42,350.90 for the fencing project on Oakmead Avenue. Existing wooden fencing will be upgraded to metal bow top railings with a high quality litter guard attached. This will visually improve this area, increase security and prevent litter from gathering inside gardens. Anticipated start date for this project is mid-late October. Additional funding to be agreed from the ACF Public Realm element at September Committee.</p> <p>Leen Valley Decent Neighbourhoods Team is currently working with Ward Cllrs, Housing and Neighbourhood Development Officer to identify improvements in the Kennington Road and Ashwell Gardens areas. Once work and costs are established, funding needs to be agreed from the Environmental Budget and taken to Area Committee in November for approval.</p> <p>Cranwell Road The re-development has involved the relocation from 88 crosswall flats preceding demolition.</p> <ul style="list-style-type: none"> • Planning permission concluded October last year for 48 new homes comprising 12 flats, 11 bungalows and 25 family houses • Keepmoat won a competitive tender process to build the homes • Meet the Builder event at Strelley Social Club was held 21st April • Keepmoat commenced enabling works 27th July 	
3	Key messages from the Tenant and Leasehold Congress	Following the recent review of TLC (the overarching tenants voice / influencing group for NCH) there have been some significant changes:	



		<ul style="list-style-type: none"> • The group, is now called the ‘Communities in Action’ group • Has a wider membership to include representatives from each of the NCH customer involvement panels, from each of the recognised Tenant and Resident Associations and also includes an open invitation to Nottingham City Homes Board Members • The group meet quarterly and have a stronger focus on learning/sharing, showcasing good practice and for meetings to take a more themed approach to topical issues affecting tenants and leaseholders. <p>The first ‘new style’ meeting took place on 29th July and elections were carried out for the position of Chair, Vice Chair, Performance and Service Improvement representative and representatives to each of the NCH Area Committee posts.</p> <p>The group also focussed on ‘Welfare Reform/Universal Credit’ for the second part of the meeting. Group members met several agencies from across Nottingham gathering useful information to share with tenants and residents within their neighbourhoods.</p> <p>The NCH West Area Committee post is currently vacant. For further information, please contact the Tenant & Leaseholder Involvement Team on 0115 74 69100.</p>	
4	Tenant and Residents Associations updates	<p>The 2 new groups in the area are flourishing, Broxtowe Community Club and Friends United Network.</p> <p>BCC have delivered their first main event, <i>Broxtowe T in the Park</i> which attracted over 300 people. Partners including Nottingham City Homes, Ridewise, NCC Play and Youth, Nottingham City Gymnastics, Lifeline and others supported the successful event. The group will be using this experience to plan their activity for the coming 12 months.</p>	



		<p>Friends United Network is to hold their second event on Saturday 29th August at Beechdale Community Centre as part of Nottingham City Homes 10 year anniversary. It will be a fun event to promote social inclusion for people living in the area. The group will use the event to raise additional funds for future activity.</p> <p>At Strelley Social Club NCH have teamed up with IGNITE to run a Science Community Curiosity Lab. The project is designed to get young people from inner cities more interested in Science and promote that to their friends and family. This will culminate in an open day on Saturday 29th August with the local Boxing Club supporting the event.</p> <p>DADTRA are in the process of organising a bus trip and have plans to promote the Community House more with a 'week of action' that includes introducing other activity such as book clubs, 'knot and natter' and a training session. This is to encourage more people to get involved with the group. The group are also looking to change their name to Denewood Community Group as they felt DADTRA didn't tell people who they were.</p> <p>New Whitemoor TRA joined up with New Whitemoor Baptist Church to run a community BBQ on Saturday 8th August which was a great success. Naburn Court has started FITC activities and the group are looking at additional activities they can start.</p>																						
5	Area Performance Figures	<p>AC3-1 Anti-social behaviour</p> <table border="1"> <thead> <tr> <th rowspan="2">Performance indicator and definition</th> <th rowspan="2">Target</th> <th colspan="3">2015/16</th> <th>2014/15</th> <th>2013/14</th> <th rowspan="2">Latest Note</th> </tr> <tr> <th>Value</th> <th>Status</th> <th>Long Trend</th> <th>Value</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>% of ASB cases</td> <td>98.6%</td> <td>100%</td> <td></td> <td></td> <td>100%</td> <td>98.04%</td> <td></td> </tr> </tbody> </table>	Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note	Value	Status	Long Trend	Value	Value	% of ASB cases	98.6%	100%			100%	98.04%		
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		<p>resolved – Aspley</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>									
		<p>% of ASB cases resolved by first intervention – Aspley</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%	96.12%			85.03%	80.27%		<p>Monthly performance is positive, but the long term trend is slightly off target. It is hoped that we will reach target for year end</p>	
		<p>Number of new ASB cases – Aspley</p> <p><i>Note: Data for this PI is only</i></p>		109			185	156			



	<p>available by Housing Office.</p>								
	<p>Tenant satisfaction with the ASB service - Aspley</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>	8				9.25	9.6	Excellent progress made against a challenging target.	
	<p>AC3-2 Repairs</p>								
	<p>Performance indicator and definition</p>	<p>Target</p>	<p>2015/16</p>			<p>2014/15</p>	<p>2013/14</p>	<p>Latest Note</p>	
		<p>Value</p>	<p>Status</p>	<p>Long Trend</p>	<p>Value</p>	<p>Value</p>			
	<p>% of repairs completed in target – AC - Aspley, Bilborough & Leen Valley</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	95.11%			97.81%	97.32%		
	<p>% of repairs completed in target – Aspley Ward</p>	96%	95.09%			97.89%	97.3%		







		<p><i>Note: Data for this PI is only available citywide</i></p>							<p>8.94 in 2014/15 is higher than all previous annual outturn's. We are changing how we survey this satisfaction going forward which may have a positive or negative affect on this KPI.</p>																						
<p>AC3-3 Rent Collection</p>																															
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		<p><i>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>							<p>those who received the reward last year but who have failed to reduce their debt will be targeted by the team. In addition we have a cash collection competition running in August and a data capture competition. The latter will have the added benefit of increased contact which should improve the collection rate.</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>	0.45%	0.47%			0.56%	0.74%	<p>We continue to work hard to sustain tenancies and only evict when all other avenues have been exhausted. We have evicted only half the number of tenants for rent arrears compared to the same point last year.</p>	







AC3-4a Empty properties - Average re-let time							
Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Aspley, Bilborough & Leen Valley</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	21.51			24.25	24	<p>Void performance summary: There are currently 35 empty properties in the Area Committee 3 area. The average time to relet properties in the Area Committee 3 area is 24 days. There have been 398 new lettings this year. The city wide time to let empty properties is 26. 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</p>













									<p>this area is 15 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>
	<p>Average void re-let time (calendar days) – Aspley 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	15.97			24.5	26.73	<p>Void performance summary: There are currently 11 empty properties in the Aspley ward area. The average time to relet properties in the Aspley ward area is 24 days. There have been 194 new lettings this year. The city wide time to let empty properties is 26. 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 15 weeks. Our lettings teams are</p>	





		<p>Average void re-let time (calendar days) – Leen Valley 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	24.8			27.78	23.18	<p>city.</p> <p>Void performance summary: There are currently 7 empty properties in the Leen Valley ward area. The average time to relet properties in the Leen Valley ward area is 28 days. There have been 36 new lettings this year. The city wide time to let empty properties is 26. 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>	
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AC3-4b Empty properties - Lettable voids							
Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Aspley, Bilborough & Leen Valley <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>		37			35	60	
Number of lettable voids – Aspley 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>		18			11	30	
Number of lettable voids – Bilborough Ward		15			17	26	

		<p><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></p>								
		<p>Number of lettable voids – Leen Valley Ward</p> <p><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></p>	4			7	4			
<p>AC3-4c Empty properties – Decommissioning</p>										
<p>Performance indicator and definition</p>	<p>Target</p>	<p>2015/16</p>			<p>2014/15</p>	<p>2013/14</p>	<p>Latest Note</p>			
<p>Number of empty properties awaiting decommission – AC - Aspley, Bilborough & Leen Valley</p> <p><i>Note: This PI shows the number of</i></p>		28			112	45				

		<i>empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>							
		Number of empty properties awaiting decommission – Aspley 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>		28			28	0	
		Number of empty properties awaiting decommission – Bilborough 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			84	0	
		Number of empty properties awaiting		0			0	0	

		<p>decommission – Leen Valley 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>																																						
<p>AC3-5 Tenancy sustainment</p>																																								
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		<p>Percentage of new tenancies sustained - Bilborough Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>	93.5%	98.18%			97.24%	95.12%	performance exceeds target which is pleasing in uncertain economic times	
		<p>Percentage of new tenancies sustained - Leen Valley Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their</i></p>	93.5%	97.78%			96%	95%	performance exceeds target which is pleasing in uncertain economic times	

		<p><i>tenancy 12 months later.</i></p>	
6	<p>Good news stories & positive publicity</p>	<p>Broxtowe T in the Park On 8th August the tenant and residents group, Broxtowe Community Club, ran its first event –‘T in the Park’. The group secured £250 of funding from NCH’s 10 year anniversary fund and £200 from BEST. The event was supported by partner agencies including Youth and Play, Nottingham Gymnastics, Ridewise. NCH’s Caretaking team supported the entire event and were absolutely amazing, transporting many tables to and from the park to the Hope Centre in the 25 degree heat! HOSTER/NCH displayed the winning design of the Charette competition to transform the entrance of the country park. Local Councillors also attended to support the event and offered praise to Broxtowe Community Club for their attempts at improving the estate. The event offered a free picnic, lots of fun and free activities including gymnastics, face painting, bouncy castle, music, tennis and yoga. The event was well attended by local tenants and residents and it was great to see so many people enjoying their local park in the sunshine!!</p> <p>Strelley Community club and Community Curiosity Lab with Ignite Strelley Community club have provided three afternoon sessions of diversionary boxing sessions over the summer holidays for young people aged 8-18.</p> <p>Community Curiosity Lab worker together with Ignite to get young people from inner city estate interested in Science, creating their own experiments and showcasing them to the public. In June and July we recruited young people to this programme and held science busking sessions at Strelley Social Club and Beechdale Bluecoat</p>	

		<p>school. The young people have attended 10 sessions (full days) facilitated by a local scientist in residence over the summer holidays to develop their interest in science and experiments that mean something to them. This has also included a visit to the national gaming arcade and to Nottingham University. The showcase event that the young people then present to the public is on 29th August 2015.</p> <p>Week of Action – Broxtowe – July 2015 The week of action in Broxtowe focused on the cleansing of Lindfield, Beckley, Fenwick and Withern Roads. Nottingham City Homes together with Nottingham City Council worked together to improve the appearance of Broxtowe Estate. Residents were asked to dispose all their household bulky waste out on the street in front of their garden. Residents have given great feedback and they feel that it has made a real difference in terms of the general appearance of the estate. Pictures attached in appendix 1.</p>	
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