

NCH update report

Time: 5.30pm

Date: 23.09.2015

Presented by: Toni Smithurst

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	Fencing and guttering planned programme for Area One Bulwell & Bulwell Forest - April/July/October/January.	Information
2	Area Regeneration and Environmental Issues	<p>Bulwell Request for funding for the fencing upgrade at Snapenook Court to compliment the grander design works underway to this scheme. (See appendix 2)</p> <p>With agreement of the committee, we will be requesting further funding from the Environmental Budget towards landscaping and lighting at Snapenook Court and we aim to have the design and quotation for this at November Area Committee.</p> <p>Phase 1 & 2 of the Norwich Gardens complete and this is beginning to have a very positive effect on this area. Phase 3 to be agreed in conjunction with key partners and works can then be costed and programmed in accordingly. Funding already secured from Bulwell Environmental Budget at June's Area Committee.</p>	Decision







		<p>Grander Designs work underway at Hazelhurst Gardens and further work to be delivered to this scheme through the Decent Neighbourhood's programme, including fencing upgrade and landscaping works.</p> <p>Bulwell Forest Awaiting design and costs for the parking scheme on Thornbury Way. A request for environmental funding can then be made to Area Committee for this scheme.</p> <p>Upgrade to the drying areas on the Deptford Crescent Estate to be programmed in late summer/early autumn.</p> <p>Request for funding for the fencing works to Flaxton Way- (see appendix 2)</p>	
3	Key messages from the Tenant and Leasehold Congress	<p>Following the recent review of TLC (the overarching tenants voice / influencing group for NCH) there have been some significant changes:</p> <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. The group also focussed on 'Welfare Reform/Universal</p>	

		<p>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 Area Committee (1) 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	<ul style="list-style-type: none"> • Regular TRA meetings are taking place for Bulwell Hall TRA, Cresta, HART, The Peoples Choice and Top Valley TRA. • Bulwell Hall TRA is holding a fun day on 22 August – the Official opening of Totley Close open space with the Lord Mayor in attendance. The TRA is taking control of unused land at Totley Close, Bulwell Forest. <p>The group also hold weekly 'over 50's' luncheon club sessions taking place on Friday's and Right Track attend every Wednesday to deliver cooking workshops to the local children.</p> <ul style="list-style-type: none"> • The People's Choice TRA held a VIP day in August to commemorate opening their community café in the Children's Centre on the Crabtree Estate. The Café will be run by the Chair of the TRA and volunteers and will provide healthy snacks and meals 3 days a week when they go live later this month or in early September 	
6	Good news stories & positive publicity	Crabtree Primary School 'Young Inspectors' have been very busy undertaking estate inspections	









Area report - Bulwell & Bulwell Forest

Generated on: 19 August 2015





AC1-1 Anti-social behaviour

Performance indicator and definition	Target	2015/16			2014/15	2013/14	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%	94.44%			100%	98.74%	Tenancy and Estate Manager has now advised employee of correct process and determination or resolved / un resolved cases.
% 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%	83.33%			74.13%	82.35%	10 cases were closed. 8 at 1st intervention, 2 at second. 7646, noise of a pump to a medical bed in a upstairs flat making vibrating noise. Ist intervention was to remedy the vibration from the bed pump. Health and Safety declined this could be done. Therefore 2nd intervention and in agreement with tenant is to put on Homeswapper. HPM continues communication with tenant any may proceed with a Management Recommendation should the need arise. 7697 was keyed incorrectly and should have been closed at first intervention.
Number of new ASB cases – Bulwell <i>Note: Data for this PI is only available by Housing Office.</i>		41			108	176	.
Tenant satisfaction with the ASB service - Bulwell <i>Note: Data for this PI is only available by Housing Office.</i>	8				10	8.93	I have put together a comprehensive action plan, dedicated to Bulwell addressing the individual HPM's and also the individual questions of where the low scores have been reported. the action plan is a personal working document which I have changed and amended to address areas of concern, and maintain a record of improvements. The score for April 2013 has just been reported and we have achieved 9.4 which is the highest score in the city. The main aim now is to maintain a score above 8.00. I am now updating my action plan to address this.







AC1-2 Repairs

Performance indicator and definition	Target	2015/16			2014/15	2013/14	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%	95.42%			97.82%	97.57%	
% of repairs completed in target – Bulwell Forest <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.2%			97.96%	97.74%	
% of repairs completed in target – Bulwell Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.24%			97.78%	97.53%	
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	9.01			8.9	8.78	WS June-2015 Whilst slightly short of the Corporate Plan target of 9, performance of 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.







AC1-3 Rent Collection

Performance indicator and definition	Target	2015/16			2014/15	2013/14	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%	98.78%			100.56%	100.02%	<p>Although performance is behind target, and slightly behind the position at this point last year, this is a year-end target and we are on track to achieve 100% by the end of quarter two. We have a range of initiatives planned to improve collection rate. We are focusing on the Responsible Tenant Reward recipients from last year. All 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>







AC1-4a Empty properties - Average relet 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 - 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	17.78			24.75	33.03	<p>Void performance summary: There are currently 25 empty properties in the Area Committee 1 area. The average time to relet properties in the Area Committee 1 area is 25 days. There have been 215 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 5 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	20.12			25.4	26.43	<p>Void performance summary: There are currently 3 empty properties in the Bulwell Forest ward area. The average time to relet properties in the Bulwell Forest ward area is 25 days. There have been 43 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 2 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	17.09			24.59	34.73	<p>Void performance summary: There are currently 22 empty properties in the Bulwell ward area. The average time to relet properties in the Bulwell ward area is 25 days. There have been 172 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 5 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	2015/16			2014/15	2013/14	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>		26			25	29	
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>		5			3	4	
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>		21			22	25	

AC1-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2015/16			2014/15	2013/14	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			0	3	
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	0	
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			0	3	

AC1-5 Tenancy sustainment

Performance indicator and definition	Target	2015/16			2014/15	2013/14	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%	96.05%			96.36%	93.55%	
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%	96.36%			96.3%	95.78%	
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%	95.96%			96.38%	92.89%	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.

