



NCH update report

Time: 4.30pm

Date: Wednesday 30th September 2015

Presented by: Wade Adams

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	No works to report at the moment.	Information
2	Area Regeneration and Environmental Issues	<p>Planned fencing & guttering programme for area two through 2015-16 Basford - April/July/October/January Bestwood – May/August/November/February</p> <p><u>Bestwood</u> Raymede Drive major fencing scheme phase 2 commenced on 27th July 2015 with an expected duration of 6 weeks until completion. Similar works planned on Leybourne Drive in 2016/17 as a continuation of this project to improve this estate.</p>	Information

		<p><u>Basford</u> Detailed drawings in production with NCC Highways for the upgrade of Toton Close following the funding being agreed at Area Committee in June 2015. NCC are lead on this project with NCH making a contribution of £60k from ward environmental budget.</p> <p>Works will include – resurfacing the street, boundary upgrades to each property and improvements to the parking and green spaces within the cul de sac.</p>	
3	Key messages from the Tenant and Leasehold Congress – now known as the 'Communities in Action' group.	<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>	Information

		<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>Pleased to announce that Michael Savage was voted in as the Area Committee 2 representative.</p>	
4	Tenant and Residents Associations updates	<ul style="list-style-type: none"> • Regular TRA meetings are taking place for Highbury Vale, Rosegay and Stockhill TRA. • Rosegay TRA – After successful securing funding from EEM, the TRA have gone on to offer mixed football training sessions to children in the local area. Sessions take place every Tuesday and Wednesday evenings. • The Southglade Park life event took place on 30th July with lots of local TRA's, community groups and partners attending. It was a very successful event with a great turnout! • Highbury Vale TRA held a great community event on the 1st August 2015. NCH and partner organisations were in attendance with lots of local people attending. 	Information
5	Area Performance Figures	See below Nottingham City Homes ward performance report	Information







6	Good news stories & positive publicity	Housing Patch Manager monthly SALTRA Tenants and Residents groups whereby issues are identified and discussed. The local Councillors attend the meetings whereby they play an active role within the meetings. On the 10th May 2015 HPM attended a planting day whereby the large communal family area to the Stockhill Estate was renovated and bulbs were planted.	Information
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Area report - Bestwood & Basford

Generated on: 11 August 2015









AC2-1 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 – Bestwood <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>	98.6%	98.28%			100%	99.3%	Performance is below target but cases are not always resolved to the satisfaction of the complainant even though the issues have been resolved satisfactorily. This comes down to managing the expectations of our customers.
% of ASB cases resolved by first intervention – Bestwood <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%	84.48%			88.24%	88.28%	Performance is on target.



<p>Number of new ASB cases – Bestwood</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		58			188	130	<p>Year to date there has been a decrease in the number of new ASB cases but this figure is for information only.</p>
<p>Tenant satisfaction with the ASB service - Bestwood</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>					7.9	5.6	<p>No figures to date.</p> <p>The steps taken to improve ASB customer satisfaction include: Increased focus on ASB case supervision focusing on victim care, quality of the case action plan and frequency of victim contact.</p> <p>The ASB customer satisfaction survey is currently conducted by a postal survey. Work is underway to change the survey method to a telephone survey, it is envisaged this will improve the survey response rate and quality of service feedback.</p>





AC2-2 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 - Bestwood & Basford <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.39%			97.75%	97.42%	Performance is slightly under target for the year this is due to high workload demands. We continue to push for works to be completed Right First Time and we should start to see improvement Month on Month.
% of repairs completed in target – Basford Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.08%			97.56%	97.38%	Performance is slightly under target for the year this is due to high workload demands. We continue to push for works to be completed Right First Time and we should start to see improvement Month on Month.
% of repairs completed in target – Bestwood Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.55%			97.85%	97.45%	Performance is slightly under target for the year this is due to high workload demands. We continue to push for works to be completed Right First Time and we should start to see improvement Month on Month.
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available</i>	9	8.94			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.







citywide							
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AC2-3 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>

AC2-4a 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 - Bestwood & Basford</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	25.6			30.71	35.93	See below
<p>Average void re-let time (calendar days) – Basford 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	28.71			24.43	24.23	The target was not met and this was due to some demand issues at the Independent Living complex at Kersall Court. A successful Open Day was held at the scheme in July 2015 with a view to increasing demand for the scheme.





<p>Average void re-let time (calendar days) – Bestwood 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	24.22			32.89	39.46	The target was met and the voids teams continue to work hard to minimise the time properties remain empty
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AC2-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of lettable voids – AC - Bestwood & Basford</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>		26			46	41	The number decreased from 46 to 26. The voids teams are striving to reduce the number of empty properties.
<p>Number of lettable voids – Basford Ward</p> <p><i>Note: Lettable voids are empty</i></p>		11			16	5	The number decreased from 16 to 11. The voids teams are striving to reduce the number of empty properties

<i>properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>							
Number of lettable voids – Bestwood 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>		15			30	36	The number decreased from 30 to 15. The voids teams are striving to reduce the number of empty properties

AC2-4c 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 - Bestwood & Basford <i>Note: This PI shows the number of empty properties which will not be re-</i>		1			1	7	This relates to a bungalow awaiting demolition which is due to be replaced by a new build bungalow

let and includes those being decommissioned and / or demolished.							
Number of empty properties awaiting decommission – Basford 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>		1			1	2	This relates to a bungalow awaiting demolition which is due to be replaced by a new build bungalow
Number of empty properties awaiting decommission – Bestwood 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	5	No properties at present

AC2-5 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 - Bestwood & Basford <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.7%	✓	↑	95.15%	92%	An ended tenancy includes 'Sole to Joint' and 'Joint to Sole' tenancies which are tenancies sustained but by legal definition the tenancy must be ended on the Housing Database (Northgate).
Percentage of new tenancies sustained - Basford Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.06%	✓	↑	94.12%	95.79%	81 tenancies created, 77 tenancies sustained, 4 tenancies lost.
Percentage of new tenancies sustained - Bestwood Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.9%	✓	↑	95.52%	90.59%	268 tenancies created, 257 tenancies sustained, 11 tenancies lost.

