

NCH update report



AREA 6 COMMITTEE (Dales, Mapperley & St Ann's) – November 2015

Title of paper:	Nottingham City Homes Update Report	
Director(s)/ Corporate Director(s):	Nick Murphy Chief Executive of Nottingham City Homes	Wards affected: Dales, Mapperley & St Ann's
Report author(s) and contact details:	Kristian Murden / Gary Nelms Kristian.Murden@nottinghamcityhomes.org.uk	
Other colleagues who have provided input:	Leanne Hoban – Decent Neighbourhoods Manager	
Date of consultation with Portfolio Holder(s) (if relevant)		
Relevant Council Plan Strategic Priority:		
Cutting unemployment by a quarter		<input type="checkbox"/>
Cut crime and anti-social behaviour		<input checked="" type="checkbox"/>
Ensure more school leavers get a job, training or further education than any other City		<input type="checkbox"/>
Your neighbourhood as clean as the City Centre		<input checked="" type="checkbox"/>
Help keep your energy bills down		<input type="checkbox"/>
Good access to public transport		<input type="checkbox"/>
Nottingham has a good mix of housing		<input type="checkbox"/>
Nottingham is a good place to do business, invest and create jobs		<input type="checkbox"/>
Nottingham offers a wide range of leisure activities, parks and sporting events		<input type="checkbox"/>
Support early intervention activities		<input type="checkbox"/>
Deliver effective, value for money services to our citizens		<input checked="" type="checkbox"/>
Summary of issues (including benefits to customers/service users):		
<p>The area performance reports provide updates on key issues and themes which link back to local priorities and the strategic themes for Nottingham City Homes.</p> <p>The reports provide summary updates on the following key themes:</p> <ul style="list-style-type: none"> • Capital Programme and major work • Area Regeneration and Environmental Issues • Key messages from the Tenant and Leasehold Congress • Tenant and Residents Associations updates • Area Performance Figures <p>Good news stories & positive publicity</p>		

Recommendation(s):

Area Committee note the allocation of funds for 2015/16 in Appendix 1.

Area Committee note and comment on paragraphs 1-6 listed below.

That Area Committee approve the Area Capital Programme Funding for Dales, Mapperley & St Ann's wards as set out in Appendix 1.

1 REASONS FOR RECOMMENDATIONS (INCLUDING OUTCOMES OF CONSULTATION)

- 1.1 The Nottingham City Homes Update Report provides a descriptive and statistical picture of what is happening at an area level and invite community representatives to comment, debate, and challenge and identify how they can add value to improve their neighbourhoods.
- 1.2 The Nottingham City Homes Update Report also monitors progress in the wards and acts as a catalyst for debate about the key performance issues impacting upon the ward on a quarterly basis.

2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

- 2.1 The Nottingham City Homes Update Report has been important for a number of years in Nottingham as a means of engaging better with tenants and leaseholders and to drive forward service improvement.
- 2.2 Nottingham City Homes has a goal to 'create homes and places where people want to live' and to give tenants and leaseholders an input in shaping what happens in their area. The Nottingham City Homes Update Report helps us to understand where we are doing well and which areas need to be improved.
- 2.3 Following the decision for Nottingham City Homes reps to attend Area Committee, it was decided to provide the Nottingham City Homes Update Report to Area Committee.

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

- 3.1 None

4 FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)

4.1 None

5 RISK MANAGEMENT ISSUES (INCLUDING LEGAL IMPLICATIONS AND CRIME AND DISORDER ACT IMPLICATIONS)

5.1 None

6 EQUALITY IMPACT ASSESSMENT

Has the equality impact been assessed?

- ✓ No
- Yes
- Not needed (report does not contain proposals or financial decisions)

7 LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

7.1 None

8 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

8.1 None

NCH update report – Appendix 1

Time: 6:00pm

Date: 10th November 2015

Presented by: Kristian Murden/Garry Nelms

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Stock condition survey A five year planned programme of stock condition surveys has commenced across the City. A comprehensive survey, it will gather information to help ensure our properties are maintained through planned programmes of refurbishment as well as informing the current and future active Asset Management strategy.</p> <p>Solar PV Homes eligible for panels have been written to. Suitability was based on specific criteria like the roof size and the direction houses face. The installation programme is being escalated due to possible reduction in the feed in tariff in early 2016. It is aimed that where customers who have expressed an interest and where the roof is suitable panels will be installed by the end of the year.</p> <p>Secure Warm Modern (Maintaining decency) After successfully bringing our homes up to the Nottingham Decent Homes Plus Standard in March 2015, we are now focussed on maintaining this standard with ongoing planned works programmes.</p>	Information

A four year property improvement framework tender has been awarded to a constructor partner who will embark on this planned programme of property refurbishment during Autumn 2015.

The Decent Homes Standard is set by government to ensure that homes meet certain minimum criteria. There are four criteria that we consider when planning our Secure Warm Modern Improvement works. These determine whether or not a home is considered decent.

1. Is the property in an reasonable state of repair?
2. Does it have reasonably modern facilities or services?
3. Is there efficient heating and insulation?
4. Does the property meet the statutory minimum standard set out by the Housing Health and Safety Rating System (HHSRS)?

Bentinck, Manvers, Kingston (BMK)

The 54 week programme to insulate the blocks as well as bring district heating to them is due for completion during October. Below is an extract from a letter received from William Booth Primary School where Wates carried out work on one of the play areas.

		<p>To everybody at Wates,</p> <p>I am writing to say a huge thank you for the work which you recently carried out in our Unit 1 play area.</p> <p>Both staff and children have commented on how great it all looks and it feels like the whole unit has had a lift! I appreciate not only the resources - but more importantly the staffing hours - that went into the job and I am extremely impressed that you made such a significant commitment to our school.</p> <p>As a school we are always looking to improve our learning environment, build links with the local community and teach our pupils about being socially responsible and being prepared to contribute to the world around them. In one day you managed to bring all of these things to life on our site and it has led to some wonderful conversations with our children.</p>	
2	<p>Area Regeneration and Environmental Issues</p>	<p>Colwick Woods - new build of eight two bedroomed houses The build is being undertaken by Nottingham City Homes DLO team and is due for completion in April 2016.</p> <p>As part of the project, NCH tradespeople will be giving apprentices the opportunity to learn how things operate on a building site and gain real on-the-job experience of a variety of construction techniques and situations.</p> <p>All properties in the scheme will be built through a traditional brick and block construction. With high performance construction materials to ensure high levels of energy efficiency, lower carbon emissions, and provide warm, secure homes that cost less for tenants to run.</p> <p>Each home will be fitted with photo-voltaic panels, secure-by-design 'A' rated</p>	<p>Information</p>

windows and doors, as well as sheds and water butts in the garden, to maximise the reuse of rainwater. Driveways and paths will be constructed using eco friendly material, supplementing the Sustainable Drainage design of the new site road, the combination of which allows net surface water outfall rates to be over 50% less than the current site.

Once complete, the new homes will be let to people currently on the housing register and will be open to those with strong connections to Nottingham, for example those who have lived in the city for a number of years.

Dales

NCH is currently working with Ward Members and locality teams in determining key priorities for this ward. We are pursuing 2 schemes for this ward and these are currently in the feasibility and costing stage. It is envisaged that we will bring an update to Area Committee regarding these schemes at the earliest opportunity.

Mapperley

Fencing upgrade complete on Pippin Close and this has improved the external appearance of the properties within this area. NCH funded this project from their Decent Neighbourhoods Budget as a commitment to completing the fencing upgrade on the Pearmain Drive Estate.

St Ann's

NCH are supporting the regeneration of the public space on the 'Chase' site following demolition and regeneration in this area. This project is being led by NCC with a contribution being made from the NCH Environmental fund for this ward.

Various fencing schemes have been delivered across the ward to areas such as

		<p>Leighton Street, Woodborough Road and Westville Gardens.</p> <p>NCH are also delivering a transformation of Truman Close by re landscaping the bank in front of these properties, to create a better outlook for residents in this area. We aim to commence this project in the next 4 weeks.</p>	
3	<p>Key messages from the Tenant and Leasehold Congress</p>	<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.</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 Area 6 Committee post is currently vacant. For further information, please contact the Tenant & Leaseholder Involvement Team on 0115 74 69100.</p>	X

4	<p>Tenant and Residents Associations updates</p>	<p>STOP TRA</p> <ul style="list-style-type: none"> • Wednesday evening young people's Multi Games Sessions delivered in partnership with NCC and Police are really well attended. • Bi monthly public meetings held at King Edwards Pavilion with the meeting in July focusing on welfare reform and the support available to residents. The meeting was attended by NCH Financial Inclusion Officer. Future public meeting to focus on fuel poverty with an officer from NCH attending the meeting to give advice on energy saving techniques. • £4000 funding received from NCH Anniversary Making a Difference grant to help towards developing a Community Garden and Allotment. • £250 funding received from NCH Anniversary Celebration grant for a Family Fun Day. • <p>STANNRA</p> <ul style="list-style-type: none"> • Successful AGM held on 13th July with new committee members elected. • Monthly public meetings held at Wells Road Community Centre. <p>General Involvement</p> <ul style="list-style-type: none"> • Victoria Centre Flats Resource Room Improvement Works Consultation held on 6th May. Work is now underway to upgrade the room. • Door knocking exercise to see if interest in forming a tenants and residents group on Ipswich / Skipton Circus estate. • NCH will be involved in the St Anns week of action which commences on 26th October. • Door knocking and consultation on Marmion estate re development of 	<p>X</p>
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		green space on Britten Gardens held on 3 rd August Friends of Coppice Park received £250 funding from NCH Anniversary Celebration grant	
5	Area Performance Figures	Please see below attached Performance Report	X
6	Good news stories & positive publicity	<p>Following on from the last Area Committee, Nottingham City Homes were successful in gaining the first Closure Order for a residential property within the City. We can further update that we have now completed the process to take back this same property under the legislation of “Absolute Grounds for Possession”.</p> <p>Housing Patch Managers have been involved a combined approach with local residents on King Edward Park to clear a redundant patch of land to initiate the “Just Grow Project”. This is well thought out scheme and has the buy in of residents and other partner agencies. It is hoped the long term prospect will benefit the community for years to come and possibly give rise to other initiatives.</p>	X







Area	Ward	Actual Budget (including carry over from 2014/15)	Schemes Approved	Schemes Committed	Schemes De Committed	Remaining Budget
6	Dales	£96,654	£53,525	£53,525	£0	£43,129
6	Mapperley	£45,572	£28,545.94	£28,545.94	£0	£17,026.06
6	St Ann's	£332,153	£161,481	£161,481	£0	£170,672

Address	Request	Reason	Nottingham City Homes Officer	Cost	Approval
The Chase open Space project	NCH Environmental contribution towards the upgrade of the external space in this area as part of the wider regeneration in this area.	Wider demolition and regeneration taking place in this area and this piece of land requires re landscaping and a stylish public space being created for local people to utilise.	Leanne Hoban	£125,000	Commit
Kind Edwards Park	Fencing to be installed around the site of the new community garden within the park	To protect the new community garden from any ASB and vandalism.	Leanne Hoban	£8,200.00	Commit
Findern Green	Carry out a traffic safety audit at the site.	To determine the viability of a parking scheme in this area.	Leanne Hoban	£1,800	Commit









Area report - St ann's, Dales & Mapperley

Generated on: 16 September 2015





AC6-1 Anti-social behaviour

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of ASB cases resolved by first intervention – St ann's</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%	81.4%			78.95%	82.22%	It is pleasing to note that St Anns ASB cases resolved at 1st Intervention are above target. Staff have been reminded with briefings at what stage a case can be attributed to this key stage. The only case not resolved at 1st Intervention for Dec 2014 was ReACT # 7535, which has been audited and is correct
<p>% of ASB cases resolved – Stanns</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>	97.8%	100%			100%	100%	Investigated reasons why performance below target. It has been found that ReACT Case # 6011 was closed without the "outcome" being inputted. The HPM has been advised of this and reminded that this PI is an important performance figure.
<p>Number of new ASB cases – St Ann's</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		47			158	233	
<p>Tenant satisfaction with the ASB service - St ann's</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>					7.45	5	







AC6-2 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 - St ann's, Dales & Mapperley <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%						
% of repairs completed in target – Dales Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	94.05%			97.81%	96.86%	
% of repairs completed in target – Mapperley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.64%			97.91%	97.28%	
% of repairs completed in target – St ann's Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	94.07%			97.58%	96.96%	
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.

AC6-3 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%	100.13%			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%	0.5%			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>

AC6-4a 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 - St ann's, Dales & Mapperley</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	21.32			25.28	29.73	The target was achieved during this period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty
<p>Average void re-let time (calendar days) – Dales 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	21.73			31.72	23.14	The target was achieved during this period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty
<p>Average void re-let time (calendar days) – Mapperley 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	17.22			14.16	32.71	The target was achieved during this period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty

<p>Average void re-let time (calendar days) – St Anns 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	21.62			24.19	31.77	<p>The target was achieved during this period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty</p>
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AC6-4b 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 - St ann's, Dales & Mapperley <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>		36			24	45	The number has increased by 12. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty
Number of lettable voids – Dales 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>		13			6	15	The number has increased by 7. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty
Number of lettable voids – Mapperley 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>		0			2	3	The number has decreased by 2. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty
Number of lettable voids – St Anns 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			16	27	The number has increased by 7. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty

AC6-4c 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 – Dales 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	2	NA
Number of empty properties awaiting decommission – Mapperley 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	NA
Number of empty properties awaiting decommission – St Anns 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			5	0	NA

AC6-5 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 - St ann's, Dales & Mapperley <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.39%			96.54%	93.83%	
Percentage of new tenancies sustained - Dales Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	94.18%			94.12%	92.93%	HPm's are working hard to identify possible trends regarding NTQ's and reasons why a tenancy may fail. It is hoped that the new type of tenancy visits will help to bring an upward trend in this PI
Percentage of new tenancies sustained - Mapperley Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	94.12%			94.87%	100%	
Percentage of new tenancies sustained - St Anns Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.91%			97.61%	93.68%	