



NCH update report – Appendix 1

Date: 17th February 2016 Time: 5:30pm

Presented by: Toni Smithurst

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	Noting to report.	Information
2	Area Regeneration and Environmental Issues	<p><u>Bulwell</u></p> <p>NCH are soon to undertake phase 4 of the external boundary improvement works at Norwich Gardens. Phase 3 has recently been complete and the project continues to be received very well by tenants and residents. This scheme has made a huge difference to the security of people residing in this area and NCH feel this is extremely important, given the age and frailty of some of the occupants.</p> <p><u>Duchess Gardens</u></p> <p>NCH have recognised that this area of the ward also lacks in security and good design features. We are currently looking at better fencing and boundary definition for this area, as feedback from the tenants and residents is that they would like to feel safer. We will establish costs and consult with each resident to ensure their needs are met in the same manner we have with the successful</p>	Information

		<p>Norwich Gardens project.</p> <p><u>Snapenook Court</u> NCH have recently undergone a successful project at this Independent Living complex where we have upgraded the lighting to aid security, added some extra planters and seating to the external areas. This was following feedback from the residents on what they would like to see improved externally at this site.</p>	
3	Key messages from the Tenant and Leasehold Congress	<p>New involvement opportunities are being explored as part of the on-going NCH Tenant & Leaseholder Involvement Strategy review.</p> <p>NCH Area Committee representatives continue to be identified and supported by the Tenant & Leaseholder Involvement team. The representative for Area 1 is Maria Shakespeare.</p> <p>NCH is preparing for the 3rd Tenant Awards event taking place on 18th March. NCH are keen to acknowledge and reward the valuable input and time given by customers for the work they do with either shaping and improve NCH services and / or the positive impact they make within their local communities.</p>	X
4	Tenant and Residents Associations updates	<p>Bulwell Hall TRA Having secured £500.00 funding from NCH for the TRA to hold two very successful events over the Christmas period; the over 50s Christmas party and the children's Christmas party. Both events as previous years were well attended and received very good feedback from attendees.</p> <p>The group has also been working closely with the Fit in the Community (FiTC), Programme and will have football sessions delivered on site and if successful FiTC will provide the area with semi-permanent football posts in conjunction with the TRA and the boxing club.</p> <p>CRESTA The group continue to work on issues raised at their meeting that affect residents in and around Lathkill Close, Stockwell, Coventry Road and Newmarket Road.</p> <p>The People's Choice TRA The group have been active in clean up campaigns in the area and are looking to do an event, working with NCH, in March under the banner "Clean for the Queen" a Keep Britain Tidy initiative to celebrate the Queen's 90th birthday</p>	X

		<p>Top Valley TRA In conjunction with Top Valley Community Centre the group have been successful in securing some Celebration funding through NCH 10 year anniversary fund to provide four afternoon tea sessions. The sessions will allow community centre users and TRA members to come together, meet new people and promote activities being held at the centre.</p> <p>HART The TRA held their AGM in November and returned the existing chair and treasurer but welcomed a new Secretary. The group will continue to advocate on behalf of local issues particularly in relation to the redevelopment of Hoewood Fields.</p>										
6	Good news stories & positive publicity	<p>Fit in the Community</p> <p>FiTC are providing a number of free fitness sessions across the area for tenants and residents to try out something new or get back into their fitness habits. Sessions for the New Year are listed below:</p> <table><tr><td>Reggae Zumba</td><td>Snapewood Community Centre, Snapewood</td><td>Mondays 19.00 – 20.00pm</td></tr><tr><td>Insanity</td><td>Crabtree Community Centre, Bulwell</td><td>Tuesdays 18.00 – 19.00pm</td></tr><tr><td>Reggae Aerobics</td><td>Bulwell Hall Healthy Living Centre</td><td>Thursdays 18.00 – 19.00pm</td></tr></table> <p>For more information contact NCH Involvement Team on 0115 746 9100 or www.fitinthecommunity.com</p> <p>Successful applications to the 10 year Anniversary Funding from NCH</p> <p>Bulwell Forest Gardens Bulwell Forest Gardens have been successful in securing two pots of funding from NCH. The group received £250.00 towards putting on a workshop and purchasing craft materials for their harvest celebration and community BBQ. Produce from the community garden was used to make salads, side dishes and puddings.</p> <p>The group also received a grant of £4,000 from the ‘Making a difference’ funding pot to purchase a shed including flooring and shelving, gardening materials and the provision of 20 ‘cook and eat’</p>	Reggae Zumba	Snapewood Community Centre, Snapewood	Mondays 19.00 – 20.00pm	Insanity	Crabtree Community Centre, Bulwell	Tuesdays 18.00 – 19.00pm	Reggae Aerobics	Bulwell Hall Healthy Living Centre	Thursdays 18.00 – 19.00pm	X
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	<p>workshop sessions for the local community.</p> <p>Life CIC Life CIC based on Main Street in Bulwell work with young people and adults with learning difficulties and disabilities across the city. The £3,000 grant from NCH will enable Life to work with their users to put on fun days and events that attract the wider community and provide their users with an opportunity to gain experience of “working and setting up a business” within the context of the wider community.</p> <p>Patch re-organisation Garry Handley, Bulwell Housing Patch Manager is on secondment supporting the implementation of the new CRM. This secondment is due to end on 31 March 2016. Gez Kinsella, Regional Manager and Toni Smithurst, Tenancy Estate Manager met on 16 December 2015 with Councillor Klein, Hartshorne and Clark and TRA representative John Hancock to advise of actions we were taking to fill this vacancy. We agreed that rather than replace Garry with agency staff – whose commitment and quality cannot always be guaranteed, we have agreed that Lee Barrowcliffe will cover Garry’s patch during this period. Lee is one of Nottingham City Homes’ most experienced and knowledgeable Housing Patch Managers. We will update the Area Committee of any further changes prior to Garry’s expected return on 31 March 2016.</p>	
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Area report - Bulwell & Bulwell Forest









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Appendix 2

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%	100%			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%	89.02%			74.13%	82.35%	Cases being managed by appropriate HPM and working in partnership with CP and local Police in order to resolve. Discussion surrounding case closure had with HPM's.
Number of new ASB cases – Bulwell <i>Note: Data for this PI is only available by Housing Office.</i>		91			108	176	.
Tenant satisfaction with the ASB service <i>Note: . Overall tenant satisfaction with the ASB service - The average score (out of 10) for each survey question. Data for this indicator is not available by ward.</i>	8.5	7.39			7.51	7.3	Tenant satisfaction with the ASB service has improved. We received the highest scores for the support provided, ease of reporting, and willingness to report ASB in the future. CommUNITY mediation service will be launched in the summer to support early intervention and is expected to positively impact on customer satisfaction To further drive performance improvement we will continue to undertake regular case supervision and regular case quality checks.

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%	96.47%			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%	96.55%			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%	96.45%			97.78%	97.53%	
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	9.11			8.9	8.78	WS Dec- 2015 Performance is currently in target for the month and for the year. We continue to monitor customer satisfaction data to highlight and inform service improvements.

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%	100.84%	✓	↑	100.56%	100.02%	<p>The current collection rate of 100.84% equates to being £658k ahead of the 100% target. At the end of the previous quarter, we were £100k short of the same target.</p> <p>In November a £100 credit was applied to the accounts of qualifying tenants under the Responsible Tenant Reward Scheme, which had a beneficial effect on rent collection performance. Staff will be working at weekends during the final quarter, concentrating on tenants who we find it difficult to contact during the week. This activity is designed to maximise rent collection and ensure the year-end target will be met.</p> <p>So far this year we have carried out fewer evictions – 83 compared to 111 at the same point last year.</p> <p>We continue to sign up as many customers as possible for Direct Debit payments. In December we hit our target of 36.5% of customers signed up to pay by Direct Debit.</p> <p>A corporate programme of work continues, designed to ensure that the whole of NCH plans for and responds to the challenges of Universal Credit (which will be rolled out in Nottingham in February) and wider welfare reforms. An intensive data collection exercise</p>

							relating to our tenants continues and we now hold the required data on 5,000 of the 13,000 working age tenants who are likely to be affected by Universal Credit. The required data includes information on bank account ownership, internet access and confidence in using the internet. This data allows us to target those tenants who require additional support. Information sessions will be held for staff to ensure they are able to give appropriate advice, and tenants to ensure they have access to the necessary information to successfully manage any claim they make for Universal Credit.
<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%	0.48%			0.56%	0.74%	Again there is continued improvement with this indicator, we have carried out 83 evictions this financial year - at this point last year the figure was 111.







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	19.5			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	21.25			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	19.04			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>		25			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>		3			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>		22			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>	96%	95.2%			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>	96%	96.23%			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>	96%	94.89%			96.38%	92.89%	HPM's to continue pre termination visits, and try to establish why NCH customers are failing to sustain tenancies or wanting to leave NCH properties. An evaluation of termination reasons is being carried out to see how NCH can further sustain tenancies.