

NCH update report

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West Area Committee – Aspley, Bilborough & Leen Valley

Date: September 2016

Presented by: Nicky Jarvis & Kristian Murden



	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>External wall insulation</p> <p>Bilborough - Delivery Partner – Keepmoat – works are progressing to the no fines properties. Six properties need major structural repairs before work. Pilot BISF properties near completion. 255 BISFs to complete – each to be left weather proofed at the end of each day. Improvements to each property will take approximately eight weeks to complete.</p> <p>Aspley – 517 properties to complete – work commenced during July the aim is to complete 24 per week with three streams by end September. 100 open at the moment, the project going well.</p> <p>Unlike other times when there have been social and private homes target there is no ECO or other funding available to private home owners but Sustainable Building Services can offer a discounted price to owner occupiers due to the economies of scale as they are in the area delivering external wall insulation to NCH properties EWI. If home owners sign up to have the EWI they will be project managed by NCH. A final decision about how long the offer will</p>	Information

	<p>be available will be made by the end of August.</p> <p>Radon surveys – surveys are being returned from Public Health on a regular basis. A planned programme of work will be collated taking into account their recommendations.</p> <p>Fire alarms are being replaced at Belconnen Court and Cairns Close, Leen Valley work is to start in autumn 2016 and will coincide with grander designs improvement work.</p>	
2	<p>Area Regeneration and Environmental Issues</p> <p>Strelley – Joint Centre Service centre with 30 flats above to be built where the old housing office was. GEDA are the appointed contractors, work is scheduled to commence in Autumn 2016 subject to survey and planning.</p> <p>Cranwell new build is progressing well.</p> <p>Ainsdale Crescent hardstanding project– NCH have commissioned NCC Highways Infrastructure team to deliver the drop kerb and hardstanding project to the NCH properties on the latter part of this street. NCC are currently on site delivering these works and we are now working to secure the funding for phased 2 of this project at this area committee. This will see completion of the hardstanding installation to this street to help alleviate parking and traffic issues. This will also improve the visual appearance of the street. We aim to deliver phase 2 seamlessly to phase 1 completing</p> <p>Lindfield Road boundary improvements –NCH have commissioned the works to our internal DLO and they are currently on site delivering the works.</p> <p>Frinton Road Community Allotment – We are currently looking at internal labour within our DLO to start the preparation element of this project and aim to have this off the ground as soon as possible.</p> <p><u>Bilborough</u> We have incurred a delay with this project due to the contractor we had commissioned this project to now being out of business. NCH are currently trying to secure a new start date</p>	Information

		<p>internally through our DLO to complete this project as a priority. We will communicate with residents when we have secured a new start date.</p> <p><u>Leen Valley</u> NCH need to work with the NDO and housing team to discuss further improvements to the Kennington Road and Ashwell Gardens areas, as work was delivered to these estates earlier this year and improvements have been noted. We have recently carried out some further fencing improvements to Chesil Cottages within the Kennington Road area in a bid to improve the visual appearance of this estate</p>	
3	Key messages from the Tenant and Leasehold Congress	<p>The secret of Nottingham City Homes' success over recent years has been genuine tenant and leaseholder involvement – seeking out our customers' views, and putting their interests at the heart of what we do.</p> <p>In the build-up to this year's NCH Tenant Fun Day on 17th September at Bulwell Academy, we will be working with teams across the business to deliver our first ever NCH Involvement Week running from the 12th to 16th September.</p> <p>We want to use this week to celebrate our success and increase awareness amongst staff, tenants, leaseholders, and partners about the many opportunities available and ways people can get involved in helping to 'make their neighbourhood an even better place to live'.</p>	X
4	Tenant and Residents Associations updates	<p><u>BELSATRA</u> The group meet regularly to plan events and discuss matters that arise locally and continue to offer regular events for the local residents. The group have recently taken local children on a camping trip to Derbyshire. The group also offer regular play sessions to children & an over 50's luncheon. The TRA group members have responsibility for certain streets / areas in the locality and report issues regularly to the HPM's.</p> <p><u>DADTRA</u> Regular meetings are held with local partners. A coffee morning is held every Wednesday morning at the Community House on Denewood Crescent. Local residents are encouraged to attend.</p>	X

		<p>The TRA successfully applied for a one off grant to enable them to offer 50 local residents a bus trip to Skegness, with this taking place on Sunday 28th August 2016. The TRA were also successful in gaining a £500 grant from NCC to celebrate the groups 10th anniversary. The TRA are planning a boat trip in Newark and this will be offered to all local residents in the locality of the TRA on a first come, first served basis.</p> <p><u>Broxtowe Community Club</u> Community Pocket Park/garden project - The group were successful with securing £15k of funding for the park from DCLG's Pocket Park funding. The group are working with the HPM and the Involvement team to progress the project. The site is currently being cleared with works being planned in. The group meet regularly to discuss local issues.</p> <p><u>Friends United Network</u> FUN are a successful group in the Beechdale area and deliver regular activities in the local area to all residents, these include a breakfast morning on a Wednesday, a games afternoon on Thursday afternoon and a bingo night on a Friday.</p> <p><u>New Whitemoor</u> The TRA meet bi monthly at Naburn Court with partner agencies and have a large turnout for these meetings. The TRA work in conjunction with Naburn Court to deliver regular events to the community, recent events include a hanging basket planting session, a strawberry tea and a BBQ.</p> <p><u>STAR</u> A new TRA group was recently set up to cover the Kennington Road area of Radford with a full Committee being elected. The group is in its infancy and will be working closely with NCH and NCC to put together an action plan for the group. The group are looking to attend a world food event at Southwold School with the scope of attracting more members.</p>	
5	Area Performance Figures	Please see below table of results	X

6	<p>Good news stories & positive publicity</p>	<p>NCH carried out a door knock event on Beckley Road to meet the residents, private and NCH tenants and obtain information about what they like in the area and what they would like to improve.</p> <p>The door knock was very successful meeting with nearly 100 residents. The residents were very forthcoming, provided very positive feedback as well as recommendations for improvement and appreciated the activity organised from NCH.</p> <p>We also raised awareness of the youth activities taking place in Aspley and in Broxtowe and provided the residents with the leaflets that Cllr McCulloch had been kind to provide.</p> <p>Broxtowe Park Fun Day: Local partners worked together to make the day a great success. The event had everything from creative woodwork activities to inflatables and exotic animals and there were lots of smiling faces in spite of the rain! NCH Involvement team, HPM's from TEM, Becky from Women in Construction staffed that trailer and promoted the Tenant Fun Day, various training schemes and other involvement opportunities such as TRA and panels. Consultation was carried out on the new designs for the entrance to Broxtowe Country Park. Karen Swan ran a boxing activity from Strelley Boxing Club, which was a hit with the kids. Kate Rand promoted the new Pocket Park in Broxtowe and gathered some interest from new volunteers. All in all a great day!</p> <p>Fitness Sessions in Nottingham North from Fit in the Community</p> <ul style="list-style-type: none"> • Yoga takes place on Wednesdays at 10 - 11am and Friday's 10.15 – 10.45 at Bulwell Forest Gardens, Austin Street • Insanity takes place at Crabtree Community Centre, Bulwell every Tuesday between 6.30 pm and 7.30 pm <p>All Sessions are free.</p> <p>Swim or Fit for a £1</p> <p>For £1 tenants and leaseholders can use the gym or attend fitness classes at any of the Nottingham City Council fitness centres. This offer is currently running alongside the very successful swim for a £1 running at any Nottingham city council swimming pools.</p>	X
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For more information contact NCH Involvement Team on 0115 746 910
www.fitinthecommunity.com

Tenant Academy

All tenant Academy courses are free to NCH tenants and groups. A range of courses are available for tenants and leaseholders to access from Lunch and learn money matters, IT and construction skills to starting your own business.

IT for Universal Credit

This course is aimed at supporting tenants who will have to apply for future welfare benefits on line

Click Silver

It and internet safety training for people aged 60 and over. This six week course will allow participants to learn at their own pace with a personal mentor from Bulwell Academy. The next course starts in October 2016.



For a full list of courses and booking details contact the Involvement Team on 0115 746 9100 or the website below.

<http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/>



Area report - Aspley, Bilborough & Leen Valley

Generated on: 30 August 2016





AC3-1 Anti-social behaviour

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved – Aspley <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%	99.43%			99.44%	100%	One case recorded as unresolved. It relates to leaseholder who sublets and the tenant is not responding. Therefore this case has been referred to CPO's.
% of ASB cases resolved by first intervention – Aspley <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>	85%	99.43%			95.83%	85.03%	One case recorded as unresolved. It relates to leaseholder who sublets and the tenant is not responding. Therefore this case has been referred to CPO
Number of new ASB cases – Aspley <i>Note: Data for this PI is only available by Housing Office.</i>		260			370	185	The Aspley team recorded 20 new cases in July 2014 which represents a mix of drug related activity, untidy gardens and neighbour disputes. The ASB partnership with the Police and Community Protection continue to deliver joined up solutions to these issues
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				7.1	7.51	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.







AC3-2 Repairs



Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Aspley, Bilborough & Leen Valley <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%				96.01%	97.81%	
% of repairs completed in target – Aspley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%				95.79%	97.89%	
% of repairs completed in target – Bilborough Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%				96.15%	97.63%	
% of repairs completed in target – Leen Valley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%				96.47%	98.26%	
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9.1	9.02			9.1	8.9	WS -Aug- 2016 Performance is below target for the month at 8.72% .We continue to look at introducing service improvements through the repairs modernisation and monitor customer satisfaction data to highlight and inform these service improvements. These service improvements link to the R&M action plan to improve the customers experiance with all R&M services.

AC3-3 Rent Collection









Performance indicator and definition	Target	2016/17			2015/16	2014/15	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%	98.88%			100.25%	100.56%	<p>Although we had an exceptionally good start to the year last year, with a collection rate above 100%, typically the pattern of income collection is that there is a dip at the beginning of the financial year. This is due in part to benefit uprates which do take some time to co-ordinate with Housing Benefit. Measures are in place to ensure that income collection is maximised this year. The RAMs have been moved into new teams from the very beginning of the financial year and are being made aware of their new targets through 1-2-1s. There is new reporting in place for RAM activity and this is reported weekly to the RAMs and the management team. We continue to be affected by bedroom tax cases, and we now have 62 UC cases with a total debt of £32,682. These cases are being robustly managed and we hope to have 3 new members of the team starting in June.</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%	0.52%			0.43%	0.56%	<p>This indicator will be on target by the end of the financial year. WE are currently only 0.02% behind target and as we are not carrying out any further evictions during March we will be on target. We have done 101 evictions so far this year and at this point last year we had done 129.</p>

AC3-4a Empty properties - Average relet time









Performance indicator and definition	Target	2016/17			2015/16	2014/15	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	23.13			22.18	24.25	<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 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	20.59			18.88	24.5	<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 working hard to find appropriate tenants for this property and others in the area</p>
<p>Average void re-let time (calendar days) – Bilborough 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	26.31			24.84	23.21	<p>Void performance summary: There are currently 17 empty properties in the Bilborough ward area. The average time to relet properties in the Bilborough ward area is 23 days. There have been 168 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 8 weeks. The lettings service houses around 200 families each month around the city.</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	18.31			23.12	27.78	<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	2016/17			2015/16	2014/15	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>		40			42	35	
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>		13			18	11	
Number of lettable voids – Bilborough 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>		20			20	17	
Number of lettable voids – Leen Valley 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>		7			4	7	

AC3-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Aspley, Bilborough & Leen Valley <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	112	
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>		0			0	28	
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			0	84	
Number of empty properties awaiting decommission – Leen Valley 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	

AC3-5 Tenancy sustainment

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Aspley, Bilborough & Leen Valley <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	96.88%			97.81%	97.35%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Aspley Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	95.34%			96.44%	97.65%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Bilborough Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	97.97%			99.02%	97.24%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Leen Valley Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	100%			100%	96%	performance exceeds target which is pleasing in uncertain economic times