

**Basford and Bestwood Area Committee**  
**20 September 2017**

<b>Title of paper:</b>	Nottingham City Homes - update		
<b>Director:</b>	Nick Murphy, Chief Executive of Nottingham City Homes	<b>Wards affected:</b>	Bestwood & Basford
<b>Report author:</b>	Leanne Hoban, Decent Neighbourhoods Manager, Nottingham City Homes <a href="mailto:Leanne.hoban@nottinghamcityhomes.org.uk">Leanne.hoban@nottinghamcityhomes.org.uk</a>		
<b>Other colleagues who have provided input:</b>	Joanne Smith, Area Housing Manager, Nottingham City Homes joanne.smith@nottinghamcityhomes.org.uk 0115 746 9090		

**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):**

The report provides updates on key issues and themes which link back to local priorities and the strategic themes for Nottingham City Homes.

The reports provide summary updates on the following key themes:

- 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;
- Good news stories and positive publicity.

**Recommendations:**

<b>1</b>	To note the update and performance information.
<b>2</b>	To note the funding for 2017/18, and approve the allocation of funds to the Bestwood scheme, as detailed in appendix 3.

## **1. REASONS FOR RECOMMENDATIONS (INCLUDING OUTCOMES OF CONSULTATION)**

- 1.1 The Nottingham City Homes Update provides a descriptive and statistical picture of what is happening at an area level and invite community representatives to comment, debate, challenge and identify how they can add value to improve their neighbourhoods.
- 1.2 The update 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 Nottingham City Homes previously reported on performance at local Area Panels, Panels that sit below the respective Area Committees. These panels were attended by local residents, local Councillors and partner agencies.
- 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 and Performance Report is one of a number of initiatives that increases the transparency and accountability of the Company's performance.
- 2.3 Following the decision for the 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**

None

## **4 FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)**

Budgets are allocated on a yearly basis for each ward and there is an obligation on Nottingham City Homes to ensure that funds are allocated to projects within these budget requirements

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

None

## **6 EQUALITY IMPACT ASSESSMENT**

- 6.1 Not needed.

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

None

## **8. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT**

None



## NCH update report – Appendix 1

Item	Executive Summary / Key Points
Capital Programme & major works	<p><b><u>Decent neighbourhoods</u></b></p> <p><b>Bestwood</b> We have now received the quotations for the Phase 3 of Leybourne Drive and will be presenting these for approval at September's Area Committee for delivery on site in late 2017. See attached.</p> <p><b>Basford</b> We are still waiting for NCC to confirm plans and final costings for the Toton Close Project as funding was agreed at Area Committee in June 2015 and is on hold until designs agreed and consultation undertaken with residents. We can then agree start date for this project to be delivered.</p> <p><b>Decent Homes</b> Maintaining decency continues around the City with new kitchens and bathrooms being renewed when required. Wood double glazed windows and slate roofs are being replaced through a planned programme of works.</p> <p><b>Flood protection</b> Properties around Daron Gardens, Edern Gardens, Towyn Court and Cadlan Court have been identified as requiring personal property level resilience (PLR). Assessment of properties is needed to decide what is best is needed to protect them. NCC project with NCH support for customer interaction.</p>

<p>Area Regeneration and Environmental Issues</p>	<p><b><u>New Build</u></b></p> <p><b>Tunstall Drive</b> NCH are currently working through feasibility studies for this site, with a view to delivering around 10 new family homes</p> <p><b>Padstow</b> Now in period of public consultation on the basic draft plans showing road layout and indication on dwelling dispersment.</p> <p><b>Eastglade</b> An inspirational development of 44 eco homes and a community food growing facility, to be owned, built and managed by NCH. Eastglade, the boundary plans have been taken to public events to raise awareness of a future development of eco homes on this site.</p> <p><b>Hazel Hill Crescent</b> Three bungalows available for May 2017 done,</p> <p><b>Hazel Hill</b> Twenty one bungalows scheduled for completion in October 2017 on schedule end of oct</p> <p><b>Gautries Close</b> Five new family homes scheduled to complete in October.4 week delay</p> <p><b>Amber Hill</b> Eight new homes are all at roofing stage. New tenants are expected to move in at the end of August. complete at end of 2nd wk in sept</p> <p><b>Haywood,</b> New site, currently in feasibility stage and presite investigations. Site is 4.33ha, development of upto 160 homes (CH)</p>
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Key messages  
from the Tenant  
and Leasehold  
Congress

### **My Neighbours, My Neighbourhood – Get Involved at NCH**

We're always looking for resident volunteers to work with us to help us improve services. Experience and qualifications are not necessary as we can help residents with everything they need to be successful by offering free training through the Tenant Academy as well as one to one support from the Tenant Involvement Team and local Housing Patch Managers.

It's a great way for residents to give back to their communities and be there for other people who need extra support. There are a variety of opportunities available:

**Communications Panel Volunteer** - Help us make sure our newsletters, our website, events and publications are covering the issues that matter most to our customers.

**Equalities Panel Volunteers** – Help us to offer services that meet everyone's different needs – and help us build strong communities based on mutual respect.

**Customer Excellence Panel Volunteers** – Help us to review our services and work with us to identify ways we can improve.

**Complaints Panel Volunteers** – help us to understand how were doing and where we need to improve by making sure we're dealing with complaints correctly and that our services are fair.

**ACE Inspectors** – Our tenants and leaseholders can help us to review our services and make recommendations to improve quality of our neighbourhoods. ACE inspectors support the Customer Excellence Panel, by carrying out 'reality checks' on front-line services, such as the Customer Service Centre (CSC) and our housing officers and reception areas. Their work ranges from conducting mystery shopping to judging 'best garden' competition.

**Street or Block Champions** – This is a new initiative for our tenants and leaseholders to be an important voice in their area, providing a valuable link between us and their neighbourhoods. To launch this new initiative we hosted a launch event at the Council House recently where we invited our tenants and leaseholders who expressed an interest to be involved. Over 40 of our tenants attended the event and we are hoping to recruit many more.







	<p><b>NCH annual Fun Day</b> - We've held our Fun Day for a number of years - it's the biggest event we organise for our residents with more than 600 people attending last year. Our Fun Day will take place at Bulwell Academy on Saturday 16 September from 12 noon until 4pm.</p> <p>There's going to be lots happening on the day to keep the whole family entertained. From have-a-go activities, demonstrations, entertainment, workshops, arts and crafts and food and refreshments. We've even got some of the animals from White Post Farm coming along.</p> <p><b>Best Garden Competition</b> - The annual best garden competition has been held in Nottingham for more than 80 years. It recognises the genuine pride taken by our tenants and leaseholders in looking after their gardens. Our Ace Inspectors have recently been judging this year's competition. The winners will be invited to an awards ceremony at the council house in November.</p> <p><b>Families Fund Application Bid to Sport England working in Partnership with Notts County Fit In The Community. –</b> If the NCH bid is successful we hope to encouraging families to exercise together in their local neighbourhoods. Green Spaces have been selected from our most deprived communities. Consultation has recently taken place within the locality of these areas to see what activities local residents would take part in on the green space near to their home. It is hoped that organisers can provide free or very low cost activities for local residents to take part in together as a family.</p>
<p>Tenant and Residents Associations updates</p>	<p><b>Highbury Vale TRA</b></p> <p>The group are currently looking at potentially amalgamating with another local group due to the lack of numbers. Anyone interested in getting more involved in the group should contact the Tenant and Leaseholder Involvement Team on 0115 746 9100</p> <p><b>Stockhill and Ladbrooke Tenants and Residents (SALTAR)</b></p> <p>The group continue to hold their monthly meetings to advocate for improvements in the park and surrounding neighbourhoods at the Pavilion in Stockhill Park.</p>

	<p><b>Rosegay TRA</b></p> <p>The group continue to work on issues that are of interest and concern to local residents and are providing football sessions for local children.</p>
<p>Good news stories &amp; positive publicity</p>	<p><b>Southglade Live – 27<sup>th</sup> July.</b> This was a well- attended event by residents. NCH involvement to promote the proposed development sites at Knights Close, Padstow Road and Ridgeway Walk. Both positive and negative feedback on the proposals received.</p> <p>Work undertaken by the HPM and Tenancy Fraud Investigator led to the successful return of a property in the Bestwood area due to non-occupancy. This was through joint partnership working and the robust efforts of all involved. Meaning that the property can now be allocated to a waiting applicant.</p>

## Area report - Bestwood & Basford







Generated on: 22 August 2017

### AC2-1 Anti-social behaviour



Performance indicator and definition	Target	2017/18			2016/17	2015/16	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>	99%	100%			100%	99.56%	100% target met for the month of March by HPMs managing cases on ReACT and working with complainants and alleged perpetrators to resolve ASB issues.
% 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>	85%	96.72%			95.5%	92.07%	In March, one case was not resolved by warning letter so NCH had to apply to court for an injunction order which was successfully obtained.
Number of new ASB cases – Bestwood  <i>Note: Data for this PI is only available by Housing Office.</i>		55			217	189	Year to date there has been a decrease in the number of new ASB cases (49) when compared to 2013/14 (69).
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	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.





## AC2-2 Repairs







Performance indicator and definition	Target	2017/18			2016/17	2015/16	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%	93.1%			95.43%	96.39%	
% of repairs completed in target – Basford Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	92.5%			95.7%	96.26%	
% of repairs completed in target – Bestwood Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.45%			95.28%	96.46%	
Tenant satisfaction with the repairs service  <i>Note: Data for this PI is only available citywide</i>	9.1				9.08	9.1	WS -Oct - 2016 Performance is in target for the month at 9.2% .With performance at 9.08 for the year 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 improvements have been added to an action plan that covers the whole of R&M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.

## AC2-3 Rent Collection







Performance indicator and definition	Target	2017/18			2016/17	2015/16	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%	99.03%			100.29%	100.25%	<p>Rent collection was 98.85%, against the 100% target; this is comparable to the position at the end of quarter one last year. Arrears at the end of the fourth quarter were £2.67 million of the annual debit of £103 million.</p> <p>The continued roll out of the Government's Welfare Reforms is having an impact on the rents performance. In the first three months of this financial year we received £674,085 less in Housing Benefit payments, although the amount of rent charged only reduced by £39,147, giving us the challenge of having more money to collect. There was an increase in cash collection of £621,350 for this period compared to the first quarter of 2016/17.</p> <p>An increased number of our tenants are now in in temporary, irregular and low-paid employment (such as zero-hours contracts). This has exacerbated the problem of frequent Housing Benefit suspensions, making rent collection more challenging.</p> <p>The roll out of Universal Credit cases continues to affect the overall rents performance. There are currently 434 total cases with 354 live cases. The debt on these cases is £192,752.81 - an increase of £83,018.87 due to UC. This is impacting on our ability to reduce the overall debt, which was 2.54% of the annual debit of £103 million at the end of quarter one. We are working hard to reduce this debt; we have the first of our UC days of action planned at the Woodlands on 28th July. The whole of the North Team, including Tenancy Sustainment Officers will be based in the blocks for the day talking to tenants about UC and taking</p>

							<p>enforcement action where appropriate. We are also working on a revised process for dealing with UC cases and will be rolling out refresher training to all RAMs and TSOs over the next few weeks</p> <p>A corporate programme of work continues, designed to ensure that the whole of NCH responds to the challenges of UC and wider welfare reforms. The Welfare Reform Programme Board is working closely with strategic partners such as the DWP, NCC and voluntary sector groups to mitigate the impact of Welfare Reform on our tenants and our rent performance. It will also monitor the actions taken to mitigate against the impact of UC. Last financial year, we commenced the 'Rent First' campaign with a series of events aimed at raising awareness amongst staff and residents of the importance of paying rent on time and this will continue next year. There will be articles in staff and tenant publications, in addition to messages on social media. We are continuing to meet our target for evictions, however we have completed 31 so far this financial year and this compares with 27 at the same point last year. The numbers are likely to increase as the team tackles the higher level debt, although eviction is only ever a last resort and we try where possible to work with tenants to resolve their debt by other means.</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>	0.43%	0.36%			0.36%	0.43%	<p>We are below target and have carried out less evictions than at this point last year. We have evicted 76 tenants for rent arrears so far this financial year. At the same point last year we had evicted 83. We continue to focus on tenancy sustainment and supporting our tenants who find themselves in financial difficulty.</p>




## AC2-4a Empty properties - Average relet time

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Bestwood &amp; 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	34.56			31.91	27	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	35.05			40.42	33.19	<p>The target was not met partly due to the letting of empty properties within Independent Living schemes where demand at times can be limited.</p> <p>General needs properties were let in an average of 30 days.</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.</p>
<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	34.34			29.1	24.17	<p>The target was not met partly due to the letting of empty properties within Independent Living schemes where demand at times can be limited.</p> <p>General needs properties were let in an average of 29 days</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.</p>







## AC2-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of lettable voids – AC - Bestwood &amp; 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>		34			18	28	See below
<p>Number of lettable voids – Basford Ward</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>		11			4	9	<p>The number increased by seven during this period</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.</p>
<p>Number of lettable voids – Bestwood Ward</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>		23			14	19	<p>The number increased by nine during this period</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.</p>

### AC2-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of empty properties awaiting decommission – AC - Bestwood &amp; Basford</p> <p><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></p>		0			0	1	None
<p>Number of empty properties awaiting decommission – Basford Ward</p> <p><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></p>		0			0	1	None
<p>Number of empty properties awaiting decommission – Bestwood Ward</p> <p><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></p>		0			0	0	None

## AC2-5 Tenancy sustainment

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Percentage of new tenancies sustained - AC - Bestwood &amp; Basford</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>	96.5%	95.71%			93.22%	92.92%	Currently behind target but HPMs working with Lettings Team to accompany at sign up to make early interventions with new customers to help sustain tenancies.
<p>Percentage of new tenancies sustained - Basford Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>	96.5%	96.97%			94.78%	93.68%	
<p>Percentage of new tenancies sustained - Bestwood Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>	96.5%	95.15%			92.41%	92.62%	

APPENDIX 3: SCHEMES SEEKING APPROVAL 2017/18

**APPENDIX 3**

Area	Ward	Actual Budget (including carry over from 2016/17)	Schemes Approved	Schemes Committed	Schemes De Committed	Remaining Budget
2	Bestwood	£165,277.95	£0	£0	£0	£165,277.95
2	Basford	£146,226.99	£0	£0	£0	£146,226.99

Address	Request	Reason	Nottingham City Homes Officer	Cost	Approval
No Requests					
Leybourne Drive - Bestwood	Request for funding for phase 3 of the project. We have completed phase 1 & 2 where we have replaced poor boundaries to NCH and some private properties and upgraded with a high quality black metal railing.	To improve the appearance of this street and assist with completion of the project.	Leanne Hoban	£152,353	Approval