



## NCH update report – Appendix 1

Date: 15<sup>th</sup> November 2017

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	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>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>Radon Asset Management have met with a company to assess the work which will create a positive pressure to make air changes - this could be installing an air brick or putting a small fan in the loft to create a down draft. Work to start soon on 250 properties who will be written to. 7,500 surveys sent, 4,000 replies (53%), 250 need action(3%).</p>	Information

2	Area Regeneration and Environmental Issues	<p><b>New build</b></p> <p>Aspley Library / Stepney Court Contractor, Geda is now on site and works have commenced to construct a new library and 37 independent living apartments with associated communal space. on program</p> <p>Oakford Close 21 new bungalows plus 1 communal building due for completion October 2017</p> <p>Cranwell Road 11 new bungalows available 28th April 2017, with the houses available to let mid May 2017. done</p> <p>Melbury - new site currently in feasibility stage and presite investigations. Site is 1.39ha, development of upto 56 homes</p> <p><b>Garage demolition</b> Asset Management are working with the HPM to consult with residents regarding disused garage sites to demolish, develop or tarmac at Kildonan Close, Strelley and Melbury Road, Bilborough.</p>	Information
3	Key messages from the Tenant and Leasehold Congress	<p><b>My Neighbours, My Neighbourhood – Get Involved at NCH</b></p> <p>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</p>	X

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 we're 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>-----</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>	
4	Tenant and Residents Associations updates	<b>DADTRA</b> – The group have recently been informed that the use of the DADTRA House on Denewood Crescent will be used as a family home. The TLI Team are currently trying to find a suitable place, appropriate for the group's needs.	X
6	Good news stories & positive publicity	<p>Broxtowe Pocket Park (Kate Rand)            HPM and members of the group attended Britain in Bloom ceremony. They were awarded Level 4 - Thriving award, which is one below the top award, which can be given.</p> <p>Fircroft land. (Community Garden)            NCH arranged for transportation of 3 boats to be collected and delivered, donated by Highfields Park to the land. Boats arrived by two Lorries. Neighbours helped to carry them through the gate.</p>	X

### AC3-1 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 – 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>	99%	100%			99.39%	99.44%	Performance is on target and this shows the real dedication, hard work and commitment of all officers covering wards.
% 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%	94.44%			97.37%	95.83%	Performance is above target, which again shows the hard work of our officers in tackling ASB across all wards
Number of new ASB cases – Aspley  <i>Note: Data for this PI is only available by Housing Office.</i>		127			525	370	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</i>	85.00%	87.72%			86.53%	73.45%	Customer satisfaction with the ASB service improved during quarter three and is now above target. Current performance of 85.62% also represents a significant improvement on last year's outturn of 73.45%.  Our approach of contacting customers by telephone and much more quickly after case closure is producing a

<p><i>with the ASB service - The average score (Percentage) for each survey question. Data for this indicator is not available by ward..</i></p>							<p>greater survey participation rate – 146 so far this year compared to 113 in the whole of 2015-16.</p> <p>The noise app has been rolled out across all offices and has received a positive reception from customers. It is improving the quality of noise nuisance reporting and enables Housing Patch Mangers to quickly triage complaints of noise nuisance and intervene swiftly.</p> <p>Whilst overall satisfaction is above target there are areas which require a continued focus, including keeping customers informed about their case and speed in which the case was dealt with.</p> <p>We will continue to have a focus on the frequency of victim contact and quality of information and updates provided to victims. Regular case reviews conducted by Area Housing Managers will ensure there is a continued drive in this area.</p> <p>Mediation has been used on a range of antisocial behaviour issues. Referrals have covered issues including household noise, loud music, pet nuisance, parking issues and fencing disputes. The service has achieved customer 100% satisfaction to year to date 2016/17 and is empowering residents to work together to resolve disputes and find new and better ways of dealing with each another.</p>
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## AC3-2 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 - Aspley, Bilborough & Leen Valley  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	91.6%			95.55%	96.01%	Performance is below target for completing jobs within 15 days, we are implementing actions to reduce the length of time taken to complete work. Improvement should be visible by Qtr 2  We are keeping 98% of all our appointments made and will continue to work to bring further improvements to this performance
% of repairs completed in target – Aspley Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	92.19%			95.45%	95.79%	Performance is below target for completing jobs within 15 days, we are implementing actions to reduce the length of time taken to complete work. Improvement in performance should be visible by Qtr 2  We are keeping 98% of all our appointments made and will continue to work to bring further improvements to this performance
% of repairs completed in target – Bilborough Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	91.32%			95.49%	96.15%	Performance is below target for completing jobs within 15 days, we are implementing actions to reduce the length of time taken to complete work. Improvement in performance should be visible by Qtr 2  We are keeping 98% of all our appointments made and will continue to work to bring further improvements to this performance
% of repairs completed in target – Leen Valley Ward	96%	89.92%			96.41%	96.47%	Performance is below target for completing jobs within 15 days, we are implementing actions to reduce the length of time taken to complete work. Improvement in performance should be visible by Qtr 2

<p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>							<p>We are keeping 98% of all our appointments made and will continue to work to bring further improvements to this performance</p>
<p>Tenant satisfaction with the repairs service</p> <p><i>Note: Data for this PI is only available citywide</i></p>	<p>9.1</p>				<p>9.08</p>	<p>9.1</p>	<p>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&amp;M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.</p>











### AC3-3 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%	100.01%			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 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. 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.</p>









							<p>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.</p> <p>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%	0.37%			0.36%	0.43%	<p>We are below target and have carried out less evictions that 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>

### AC3-4a 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 - Aspley, Bilborough &amp; 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	24.11			30.45	22.18	See below
<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	30.77			33.64	18.88	<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 27 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) – 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	21.12			29	24.84	The target was met during this period

<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	34.93			25.35	23.12	<p>The target was not 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>
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### AC3-4b Empty properties - Lettable voids



Performance indicator and definition	Target	2017/18			2016/17	2015/16	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>		44			27	42	See below
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>		18			13	18	The number remained the same during this period  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.
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>		15			13	20	The number increased by ten during this period.  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.
Number of lettable voids – Leen Valley Ward  <i>Note: Lettable voids are empty</i>		11			1	4	The number increased by four during this period.  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.

*properties available for re-letting.  
They will receive repair work and  
then be re-let to a new tenant.*

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### AC3-4c 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 - Aspley, Bilborough &amp; Leen Valley</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	See below
<p>Number of empty properties awaiting decommission – Aspley 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 at present
<p>Number of empty properties awaiting decommission – Bilborough 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</i></p>		0			0	0	None at present

<i>demolished.</i>							
<p>Number of empty properties awaiting decommission – Leen Valley 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 at present



### AC3-5 Tenancy sustainment

Performance indicator and definition	Target	2017/18			2016/17	2015/16	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%	94.64%			94.94%	97.81%	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%	94.06%			93.85%	96.44%	Performance is slightly below target, however the team are working hard with partners and other NCH officers to sustain tenancies wherever possible.
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%	94.77%			95.27%	99.02%	Performance is slightly below target, however staff are working hard to sustain tenancies where possible. This is in conjunction with partners and other NCH Officers in the Tenancy Sustainment Teams.
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%	96.36%			98.04%	100%	Performance is only slightly under target, which shows the hard work staff have committed to sustaining tenancies where possible.

