



NCH update report

Time: 4:30pm

Date: Wednesday December 2017

Presented by: Cath Stocks

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Scooter stores Work to install a scooter store at Crossfield is underway and about 30% complete.</p> <p>Maintaining decency We continue to replace single glazed and wooden double glazed windows across the City as well as installing composite doors where needed. A concentration to replace double glazed timber windows has started in the Bestwood area.</p> <p>Kitchens and bathrooms continue to be renewed when they come to the end of their natural lifespan whilst appeals for new kitchen and bathrooms are increasing in volume. There is flexibility to incorporate them in the current programme within 8 to 10 weeks. Last property for financial year 2017-8 will be opened in February.</p> <p>Decent neighbourhoods A decision regarding decent neighbourhoods on Toton Close remains</p>	Information

	<p>outstanding.</p> <p>Leybourne Road phase three - The project was approved in September and will be delivered late November early December.</p> <p>New build</p> <p>Tunstall Drive NCH are currently working through feasibility studies for this site, with a view to delivering around 10 new family home</p> <p>Padstow Padstow, now in period of public consultation on the basic draft plans showing road layout and indication on dwelling dispersment.</p> <p>Eastglade 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>Hazel Hill Twenty one bungalows scheduled for completion in Autumn 2017.</p> <p>Gautries Close Five new family homes scheduled to complete in Autumn 2017.</p> <p>Amber Hill Eight new homes to complete in Autumn 2017.</p> <p>Haywood New site, currently in feasibility stage and pre-site investigations. Site is</p>	
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		<p>4.33hectares, possible development of up to 160 homes.</p> <p>Flood mitigation works</p> <p>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. A community event was held at the end of October where a few people attended but door step conversations were really positive. Work is due to commence in early 2018.</p>	
2	<p>Area Regeneration and Environmental Issues</p>	<p>Bestwood</p> <p>Leybourne Drive Phase 3 received approval and has commenced on site with completion expected before Christmas.</p> <p>Basford</p> <p>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>	Information
3	<p>Key messages from the Tenant and Leasehold Congress</p>	<p>My Neighbours, My Neighbourhood – Get Involved at NCH</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 the Tenant Involvement Team and local Housing Patch Managers.</p> <p>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</p>	Information








	<p>opportunities available:</p> <p><u>Communications Panel Volunteer</u> – Help us make sure our newsletters, our website, events and publications are covering the issues that matter most to our customers.</p> <p>Equalities Panel Volunteers – Help us to offer services that meet everyone’s different needs – and help us build strong communities based on mutual respect.</p> <p>Customer Excellence Panel Volunteers – Help us to review our services and work with us to identify ways we can improve.</p> <p>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.</p> <p>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.</p> <p>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 50</p>	
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		<p>of our tenants attended the event and we are hoping to recruit many more. The Tenant and Community Involvement Manager for the North has recently promoted this initiative via NCC Social media channels.</p> <p>-----</p> <p>NCH annual Fun Day - 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.</p> <p>This year we had 1300 people who attend the event. The turnout was amazing and breaking all previous Fun Day records. The event was jam packed with activities, stalls, performances and events suitable for all ages.</p> <p>Best Garden Competition - 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 on the 9th November.</p> <p>Families Fund Application Bid to Sport England working in Partnership with Notts County Fit In The Community. – 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	Currently we are advised there are no active groups in the area.	Information

Report to Area Committee - Area 2 Bestwood and Basford







5	Area Performance Figures	See attached report	Information
6	Good news stories & positive publicity		Information



AC2-1 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 – 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%			99.56%	100%	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%	95.43%			92.07%	88.24%	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>		217			189	188	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</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





<p><i>service - The average score (out of 10) for each survey question. Data for this indicator is not available by ward..</i></p>						<p>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.</p>
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AC2-2 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 - Bestwood & Basford <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.43%			96.39%	97.75%	WS-Mar-2017 Performance is just under target for Qtr. 4 we completed 8166 jobs in this period and 388 were completed out of target this is mostly down to scaffold work and ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance around these areas.
% of repairs completed in target – Basford Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.7%			96.26%	97.56%	WS-Mar-2017 Performance is just under target for Qtr. 4 we completed 5510 jobs in this period and 237 were completed out of target this is mostly down to scaffold work and ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance around these areas.
% of repairs completed in target – Bestwood Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.28%			96.46%	97.85%	WS-Mar-2017 Performance is just under target for Qtr. 4 we completed 2656 jobs in this period and 151 were completed out of target this is mostly down to scaffold work and ordering of special materials. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance around these

<p>Tenant satisfaction with the repairs service</p> <p><i>Note: Data for this PI is only available citywide</i></p>	9.1	9.08			9.1	8.9	<p>areas.</p> <p>WS -Mar - 2016 Performance is just under target 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.</p>
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AC2-3 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 <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> <i>Trend shows as improving if value is over 100% as arrears are decreasing.</i></p>	100%	100.29%			100.25%	100.56%	We are above target at 101.22% and showing an improvement on this point last year when we were 100.84%. We had a "Rent First" campaign in January in order to raise awareness amongst customers and staff of the importance of paying rent. This intended to ensure performance continued to hit target leading to our of year end push.
<p>% of tenancies ending due to eviction <i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i></p>		0.36%			0.43%	0.56%	We were below target and 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.

AC2-4a 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 - Bestwood & 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	31.91			27	30.71	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	40.42			33.19	24.43	<p>The target was not met 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 26 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</i></p>	25	29.1			24.17	32.89	<p>The target was not met due to the letting of empty properties within Independent Living schemes where demand at times can be limited.</p>

<p><i>properties from the end of the old tenancy to the start of the new tenancy</i></p>						<p>General needs properties were let in an average of 23 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>
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AC2-4b 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 - Bestwood & Basford <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			28	46	See below
Number of lettable voids – Basford 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>		4			9	16	The number has decreased by 5 since the previous report
Number of lettable voids – Bestwood 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>		14			19	30	The number has decreased by 5 since the previous report

AC2-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of empty properties awaiting decommission – AC - Bestwood & Basford</p> <p>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</p>		0			1	1	None at present
<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			1	1	None at present
<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 at present

AC2-5 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 - Bestwood & Basford <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	92.6%			92.92%	95.15%	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.
Percentage of new tenancies sustained - Basford Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	92.73%			93.68%	94.12%	No data available
Percentage of new tenancies sustained - Bestwood Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	92.54%			92.62%	95.52%	No data available