



## NCH update report – Appendix 1

Date: 12<sup>th</sup> September 2018

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	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Improvement works continue across the City replacing kitchens, bathrooms, windows and doors when they are due for renewal through a planned programme of works.</p> <p>Surveys for stock condition, structural and energy performance carry on across the City. Mayfield Court is due to have Grander Design work this financial year - details have been sent to NCC Planning for their approval. A start date is to be confirmed. Simone Gardens is also due Grander Design improvement work this financial year with a start date to be confirmed. Fire enhancement works at Southchurch Court, including installation of sprinklers, will begin in late 2018 to early 2019 r due to electrical infrastructure issues that are being resolved.</p>	Information
2	Area Regeneration and Environmental Issues	<p>The Decent Neighbourhood team have recently delivered external and boundary improvements to Crammond Close. We chose the existing stock at Crammond Close because there has been a new build development adjacent and this highlighted that our older stock was in need of regeneration works. We upgraded the canopies, fascias and front boundary fencing, along with providing new</p>	Information

door numbers as the old ones were tired and worn. We aim to roll this type of work out now across the ward, targeting new build areas initially.

They are currently engaging with residents at Lakehead House to agree a design for a new community garden. Once this is complete, we will update and present accordingly.

In Clifton North they will be looking to continue the fencing upgrades to the low rise blocks as this has already proved successful in previous years.

### **Clifton North**

The NCH Decent Neighbourhoods Team are working with housing and neighbourhood development colleagues to identify further fencing schemes across the ward following on from earlier phases across the ward that have been very successful. Environmental schemes of all shapes and sizes are welcome to commit the budget for environmentals which currently stands at £137,505 which either needs to be spent or committed on schemes that will enhance, provide security and improve the environment of housing retained land.

### **Clifton South**

The NCH Decent Neighbourhoods Team are working with housing and neighbourhood development colleagues to identify further fencing schemes across the ward following on from earlier phases across the ward that have been very successful. Environmental schemes of all shapes and sizes are welcome to commit the budget for environmentals which currently stands at £110,530 which either needs to be spent or committed on schemes that will enhance, provide security and improve the environment of housing retained land.

### **Bridge**

Great steps have been taken since the last area committee to identify areas on investment with significant proposals being made to improve the NCH properties adjacent to the new build properties in the meadows area.







Working in conjunction with housing colleagues and Councillors areas of improvement around bridge have been identified taking away and improving street furniture and planters that are not maintained and damaged.



3	Key messages from the Tenant and Leaseholder Involvement	<p><b>Tenant Academy courses delivered and number of attendees</b></p> <ul style="list-style-type: none"> <li>• Practical DIY, 15 June, 7 attendees</li> <li>• Basic Booking, 14 June, 10 attendees</li> <li>• Women in Construction, 26 June, 12 attendees</li> <li>• How to start a market stall , 2 attendees</li> <li>• Practical Face painting, 29 June, 8 attendees</li> <li>• First quarter stats April to June = 105 course attendees</li> </ul> <p><b>Garden Competition – 76 entries received for 2018</b></p> <p><b>Tenant and Leaseholder Fun Day at Bulwell Academy, 12noon to 4pm – 15<sup>th</sup> September – all tenants and leaseholder and their families invited.</b></p> <p><b>UKHA Celebration Event at the Council House on 14<sup>th</sup> August – all NCH volunteers/involved tenants, including Street and Block Champions are invited to get involved in celebrating NCH becoming Landlord of the Year 2018.</b></p> <p><b>Just Grow</b> projects and activities, funded by NCH, have been and are currently being delivered by the Nottingham Growing Network across the City at Bulwell Forest Garden, Summerwood Garden, Arkwright Meadows Garden and Windmill Community Garden – all tenants and leaseholders are invited across the City, including resident volunteers who help make a difference.</p>	X
4	Tenant and Residents Associations updates	TBC	X
6	Good news stories & positive publicity	At the National Final of the TPAS Awards 2018 Nottingham City Homes won the Excellence in Tenant Engagement Award for the variety and quality of resident involvement delivered across the City.	X

## Area report - Clifton North, Clifton South & Bridge Appendix 2









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### AC8-1 Anti-social behaviour

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved by first intervention – Clifton  <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%	86.96%			89.47%	89.52%	PI achieved and again, this is down to the team working very well and sustaining performance.
% of ASB cases resolved – Clifton  <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%	91.3%			97.89%	100%	Performance is showing that the PI has been met. Good work by the team.
Number of new ASB cases – Clifton  <i>Note: Data for this PI is only available by Housing Office.</i>		22			102	107	.

<p>Tenant satisfaction with the ASB service</p> <p><i>Note: . Overall tenant satisfaction with the ASB service - The average score (Percentage) for each survey question. Data for this indicator is not available by ward..</i></p>	87.00%				87.25%	86.53%	<p>The % of customers either very or fairly satisfied with how their case of anti-social behaviour was handled in Q1 2018/19 is 93.5%. Performance in Q1 has exceeded the target of 87%.</p> <p>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 62 surveys were completed during Q1; this is a return rate of 43%.</p> <p>It is pleasing to see that 90.3% of respondents were either fairly or very satisfied with being kept up to date with what was happening throughout their anti-social behaviour case. Satisfaction with the speed of interview scored the highest at 95.2%. It is pleasing to see that satisfaction with the outcome of the case has improved during Q1 and has exceeded the 87% target at 90.3%. - Satisfaction with support provided by staff is the lowest scoring area 88.7%, however this still exceeds the target of 87%</p> <p>Area Housing Managers will continue to drive high quality case management through case supervision, with an additional focus on victim support during Q2.</p> <p>Mediation continues to be used to address a range of ASB issues and the noise app continues to be well received by customers. We continue to work with our partners, such as Community Protection and the Police to deliver positive interventions in ASB cases.</p> <p>Positive feedback received in Q1 includes:</p> <ul style="list-style-type: none"> <li>- " [ASB] was speedily dealt with. HPM was very good and kept in regular contact by letters and phone calls"</li> <li>- "HPM is absolutely brilliant and has done excellent job"</li> <li>- "HPM was very good and offered support where needed"</li> <li>- "Problems resolved, service was very professional"</li> <li>- "ASB issues dealt with straight away. HPM listened and took the matter seriously"</li> </ul>
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## AC8-2 Repairs

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Clifton North, Clifton South & Bridge  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.78%			93.86%	95.41%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.06%).
% of repairs completed in target – Bridge Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.42%			94.28%	95.96%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.83%).
% of repairs completed in target – Clifton North Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.88%			93.01%	94.91%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.19%).
% of repairs completed in target – Clifton South Ward	96%	97.04%			94.01%	95.3%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (96.37%).

*Note: This PI monitors the proportion of repairs being completed within agreed timescales.*

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### AC8-3 Rent Collection

Performance indicator and definition	Target	2018/19			2017/18	2016/17	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%	99.02%			100.56%	100.29%	The end of quarter one saw a collection rate of 99.02%, which although behind target is an improvement on last month (98.69%) and on the position at this point last year (98.95%). We are continuing to develop improvements in Northgate which are helping the team to review cases more effectively. In addition we have introduced a series of reports to support performance. This is part of our preparations for UC which is being rolled out in October in Nottingham.
<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>	0.3%	0.3%			0.37%	0.36%	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.






### AC8-4a Empty properties - Average relet time

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Clifton North, Clifton South &amp; Bridge</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	28.52			24.87	30.65	See below
<p>Average void re-let time (calendar days) – Bridge 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	29			14.71	36.72	The target was met during this period
<p>Average void re-let time (calendar days) – Clifton North 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	31.87			24.82	19.81	The target was met during this period

<p>Average void re-let time (calendar days) – Clifton South 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	25.77			34.77	32.93	<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 22 days</p>
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### AC8-4b Empty properties - Lettable voids



Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Clifton North, Clifton South & Bridge  <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>		33			19	25	See below
Number of lettable voids – Bridge 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>		8			5	5	The number currently stands at five  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 – Clifton North 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>		2			4	3	The number currently stands at four  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 – Clifton South Ward  <i>Note: Lettable voids are empty</i>		23			10	17	The number currently stands at ten  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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### AC8-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Clifton North, Clifton South & Bridge  <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	None at present
Number of empty properties awaiting decommission – Bridge 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	None at present
Number of empty properties awaiting decommission – Clifton North Ward  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or</i>		0			0	0	None at present

<i>demolished.</i>							
<p>Number of empty properties awaiting decommission – Clifton South 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

## AC8-5 Tenancy sustainment

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Clifton North, Clifton South & Bridge  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	96.18%			97.81%	96.02%	
Percentage of new tenancies sustained - Bridge Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	97.59%			99.21%	98.59%	
Percentage of new tenancies sustained - Clifton North Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	96.15%			92.98%	97.3%	As a team we are continuing to monitor tenants and offer support where necessary to sustain tenancies.
Percentage of new tenancies sustained - Clifton South Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	95.28%			98.52%	93.4%	

