NCH update report

Time: 6.30pm

Date: 12 December 2018

Presented by: Katie Sharp

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	**Grander design** Simone Gardens residents are being consulted on grander design work which will start during this financial year. **Improvement works** Planned replacements of kitchens, bathrooms and roofs continue across the city along with electrical re-wiring. **Sprinkler installation at Southchurch Court** Further assessment is being carried out in relation to this large scale piece of work, with a view to works being started in Q2 of 2019. Further update will be provided at next Area Committee meeting.	
2	Area Regeneration and Environmental Issues	**Clifton North** Works approved at the recent area committee are in the process of being scheduled in with our partner's works programmes for delivery this financial year.	

		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 environmental projects which currently stands at £107,505.92 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** We are asking Area Committee to approve a parking scheme for Yewdale Close that requires contribution of £25,000 from the ward budget. The scheme will be programmed in with NCC highways later in this financial year. Further ideas for environmental schemes of all shapes and sizes are welcome to commit the budget for environmentals which currently stands at £87,968.58 which either needs to be spent or committed on schemes that will enhance, provide security and improve the environment of housing retained land. **Bridge** We have successfully identified and secured funding for a large number of environmental schemes in the bridge ward, largely around the new build sites where we will enhance the existing NCH stock and deliver external improvements such as fencing and boundary improvements. The Boundary Improvement works at Kirkby Gardens, Bruce Close and Ryland Gardens is now underway. Completion of works on Kirkby and Ryland Gardens is expected to be due before Christmas, with Bruce Close already now complete The extensive plans for the ward are extremely positive and we are delighted to be delivering such a high volume of schemes in this ward over the next	

		few months. We hope this will set the tone for environmental projects over the coming years to improve the neighbourhoods within this ward. We have provided the orders for the CCTV at The Bridgeway Centre and Cavan Court and both orders are currently in progress with TIS and a project lead has been assigned.	
3	Key messages from the Tenant and Leasehold Involvement Team	**Tenant Academy** The Tenant Academy prospectus for the period from June to December 2018 is still available: http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/ A new prospectus is due out in January and run until June. Upcoming courses include: • Women in Construction taster workshop, 27 Nov, Nottingham City Homes, Bilborough • Women in Construction taster workshop, 11 Dec, Nottingham City Homes, Bilborough **Tenant and Leaseholder Awards 2019** Our Tenant and Leaseholder Awards shine a light on the many unsung heroes who make our neighbourhoods great places to live. There are ten award categories including Tenant and Leaseholder of the Year, Good neighbour, Community Group of the Year and a brand new award for NCH Young Person of the Year. The deadline for submissions is 30 November. Further information can be found at: https://www.nottinghamcityhomes.org.uk/get-involved/tenant-awards/ **Street and Block Champions** We have over 100 Street and Block Champions helping out in communities across the city. We want to start expanding the opportunities available to	X

		them and are asking our community partners to let us know if they have any upcoming opportunities for our volunteers to take part in that will help make a difference to where they live. For example, if you have any upcoming events, projects or ward walks that requite volunteers. You can let us know by emailing involved@nottinghamcityhomes.org.uk. **New Tenant and Community Involvement Manager:** Jon Cass is your new Tenant and Community Involvement Manager for the South. He will be working towards increasing involvement opportunities in the area. For further information please email jonathan.cass@nottinghamcityhomes.org.uk or tel:0115 7469100	
4	Tenant and Residents Associations updates	**Southchurch Ct TRA** – Attempts will be made in the next couple of months to increase resident involvement within the block. If after attempts, there isn't much interest from residents, a special general meeting will be held, with a view of disbanding the group.	X
5	Good news stories & positive publicity	The driveway pilot is now underway with a number of tenants applying to be considered for the scheme and those applications are now being processed. There was a day of Action on Arkwright Walk in August where agencies including NCH , Police and city services took to the street armed with tools (provided by City Services and NCH Caretakers) to dig out weeds, sweep up mess and collect litter. The days was arranged to tackle the presentation of the area and give information to local residents on how to maintain the area, how to report ASB, fly tipping and drug use / dealing and to encourage community engagement in the area. We are working with Nottingham City Council to support the introduction of the RingGo scheme to help resolve parking issues at the Bridgeway Centre. Nottingham City Homes is committing £10,000 from our Estate Impact budget in support of this project.	X

Area report - Clifton North, Clifton South & Bridge

Generated on: 20 November 2018

Nottingham City Homes — Homes and places where people want to live

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 *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.*	85%	79.71%			89.47%	89.52%	following a dip in performance we have picked this up and exceeded the KPI for this month.
% of ASB cases resolved – Clifton *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.*	99%	97.1%			97.89%	100%	This target continues to be exceeded remaining at 100% for the last three months. The team work hard to tackle ASB and resolve issues effecting the communities
Number of new ASB cases – Clifton *Note: Data for this PI is only available by Housing Office.*		60			102	107	.
Tenant satisfaction with the ASB service	87.50%	87.61%			87.25%	86.53%	The % of customers either very or fairly satisfied with how their case of anti-social behaviour was handled in Q2 2018/19 is 93.5%. Performance in Q2 has dipped below

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..							target; however, strong performance in Q1 means year to date performance is on target at 87.6%. We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 51 surveys were completed during Q2; this is a return rate of 33%. Speed of interview, ease of reporting ASB to NCH and being kept up to date were the strongest performing areas. Satisfaction with support provided by staff is the lowest scoring area 72.5% falling from 88.7% in Q1. Area Housing Managers will continue to drive high quality case management through case supervision, with an additional focus on victim support and quality of updates provided in Q3. 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% Area Housing Managers will continue to drive high quality case management through case supervision, with an additional focus on victim support during Q2. 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. Positive feedback received in Q2 includes: • “I've been extremely satisfied with how the case was handled. I was made to feel at ease by your staff, which was very important to me” • “HPM was very experienced; they kept in regular contact with me” • “Happy with the contact from HPM on monthly basis to check everything ok, this was reassuring” • “HPM was very helpful and resolved issues quickly” • “Tenant wanted to say how helpful HPM was throughout the whole case, she felt very supported and wanted to say the HPM is a great asset to our company” • “Happy with the outcome of the case. HPM was polite and did a good job”

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 *Note: This PI monitors the proportion of repairs being completed within agreed timescales.*	96%	96.78%			93.86%	95.41%	WS-Nov 2018 Performance is slightly above target in Qtr. 1 at 96.78% .Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.
% of repairs completed in target – Bridge Ward *Note: This PI monitors the proportion of repairs being completed within agreed timescales.*	96%	96.42%			94.28%	95.96%	WS-Nov 2018 Performance is slightly above target in Qtr. 1 at 96.42% .Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.
% of repairs completed in target – Clifton North Ward *Note: This PI monitors the proportion of repairs being completed within agreed timescales.*	96%	96.88%			93.01%	94.91%	WS-Nov 2018 Performance is slightly above target in Qtr. 1 at 96.88% .Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.
% of repairs completed in target – Clifton South Ward *Note: This PI monitors the proportion of repairs being completed within agreed timescales.*	96%	97.04%			94.01%	95.3%	WS-Nov 2018 Performance is slightly above target in Qtr.1 at 97.4% .Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.

AC8-3 Rent Collection

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
% of rent collected *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.* *Trend shows as improving if value is over 100% as arrears are decreasing.*	100%	100.01%			100.56%	100.29%	At the end of quarter two the target of 100% collection rate was achieved with 100.01% collection rate attained. This is the same position as this point last year, but with the arrears levels having reduced by £23,000 on this point last year. Performance is showing an improving trend over the year, putting us in a stronger position before the roll out of Universal Credit in quarter three.
% of tenancies ending due to eviction *Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.*	0.3%	0.26%			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	
Average void re-let time (calendar days) – AC - Clifton North, Clifton South & Bridge *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*	25	29.1			24.87	30.65	See below
Average void re-let time (calendar days) – Bridge Ward *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*	25	28.81			14.71	36.72	The target was not met during this period. The Lettings and Voids team are now working through an action plan to minimise the time properties remain empty.
Average void re-let time (calendar days) – Clifton North Ward *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*	25	29.92			24.82	19.81	The target was not met during this period. The Lettings and Voids team are now working through an action plan to minimise the time properties remain empty.
Average void re-let time (calendar days) – Clifton South Ward *Note: This PI measures how long it*	25	28.95			34.77	32.93	The target was not met during this period. The Lettings and Voids team are now working through an action plan to minimise the time properties remain empty.

takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy							

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 *Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.*		25			19	25	See below
Number of lettable voids – Bridge Ward *Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.*		4			5	5	The number currently stands at seven 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 *Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.*		6			4	3	The number currently stands at two 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 *Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.*		15			10	17	The number currently stands at twelve 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

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 *Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.*		0			0	0	None at present
Number of empty properties awaiting decommission – Bridge Ward *Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.*		0			0	0	None at present

Number of empty properties awaiting decommission – Clifton North Ward *Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.*		0			0	0	None at present
Number of empty properties awaiting decommission – Clifton South Ward *Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.*		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 *Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.*	96.5%	96.32%			97.81%	96.02%	

Percentage of new tenancies sustained - Bridge Ward *Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.*	96.5%	100%			99.21%	98.59%	
Percentage of new tenancies sustained - Clifton North Ward *Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.*	96.5%	93.75%			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 *Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.*	96.5%	94.62%			98.52%	93.4%	