

NCH update report

Time: 5:30 pm

Date: 19 June 2019

Presented by: Toni Smithurst

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Improvement works</p> <p>We are currently evaluating tender returns for kitchens, bathrooms and roofing.</p>	Information
2	Area Regeneration and Environmental Issues	<p>The Decent Neighbourhoods team have commenced works at Vincent Gardens to transform the current hard landscaping into an area which softens the environment and provides a space for residents which can be used by individuals or groups.</p> <p>The Decent Neighbourhoods team would welcome the opportunity to be involved in Ward walks to assist in the identification of Environmental Works for future Area Committee approval.</p>	Decision
3	Key messages from the Tenant and Leasehold Congress	<p>Tenant Academy</p> <p>The new Tenant Academy prospectus for the period from January to June 2019 is now available providing a programme of free training to Nottingham City Homes' residents. Hard copies can be requested by calling 0115 74</p>	X

		<p>691100, emailing involved@nottinghamcityhomes.org.uk or downloaded online at:</p> <p>http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p> <p>Become a Street and Block Champion</p> <p>We already have over 100 champions within our communities helping to make their neighbourhood a better place to live by being a champion for their street or block – but we want to have many more!</p> <p>Find out more by vising the website</p> <p>http://www.nottinghamcityhomes.org.uk/get-involved/help-improve-your-neighbourhood/love-my-place/</p>	
4	Tenant and Residents Associations updates	<p>Lenton Fun Day</p> <p>On 08 June Nottingham City Homes will be supporting the Lenton Fun Day Festival due to be held between 12pm till 4pm at the Lenton Recreation Ground, Lenton, NG7 2DP.</p> <p>Lenton Abbey Great Get Together</p> <p>On the 22 June a local Street Champion will be delivering The Great Get Together Event in memory of Joe Cox. The event will be held at Shelia Roper Centre from 3pm till 5pm. There will be many activities being held on the day including face painting, bouncy castle, in door crafts, outdoor games and food available on the day.</p>	X

		<p>Lenton Abbey Family Fun Day</p> <p>6th July 1-5pm at Lenton Abbey Park. Supporting the event, lots of fun and engaging activities for the whole family.</p> <p>LARA</p> <p>A Special General Meeting has been arranged for the 18th June 6:30pm, at the Shelia Roper Community Centre. Jon Cass is the new Tenant and Community Involvement Manager for the area and will be facilitating the meeting.</p> <p>NEMTRA</p> <p>Bowls on Tuesday, Thursday afternoons, 2-4 pm at Queens Walk Park Pavilion and Saturday morning, 11 am till 1 pm, £2 for Meadows residents, £2:50 for non-residents</p>	
5	Good News	<p>The new Multi Use Games Area (MUGA) has now been installed in the meadows further to NEMTRA being awarded funding for its construction. The installation of the MUGA was celebrated with a community event delivered by NEMTRA on 29 May.</p> <p>Best Garden Competition 2019</p> <p>The annual best garden competition has been held in Nottingham for more than 80 years. It recognises the genuine pride taken by our residents for looking after their gardens. Entries for this year's competition are now open.</p> <p>This year, we're asking all entries to submit photos of their picture perfect</p>	

	<p>garden for the first round of judging.</p> <p>To enter, residents can send their photographs with their name, address, contact telephone number and details of the category or categories they'd like to be entered in. Photos can be emailed to involved@nottinghamcityhomes.org.uk</p>	
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Area report - Wollaton East/Lenton Abbey and Wollaton West and Bridge

Generated on: 04 June 2019











AC7-1 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 – Central region <i>Note: This PI monitors the ability of the HPM to select the correct first intervention.</i>	85%	84.91%			85.09%	95.92%	Case which required multiple interventions to resolve closed this month
% of ASB cases resolved – Central region <i>Note: This PI measures the proportion of ASB cases NCH has</i>	99%	96.23%			93.86%	97.96%	PI has been at 100% for last three months





<p>successfully resolved. Data for this PI is not available by ward and is reported by Housing Office.</p>							
<p>Number of new ASB cases – Central region</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		90			92	129	Reduction in overall number of cases following transfer of Area 5 management to St Anns
<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%	82.69%			87.25%	86.53%	<p>The % of customers either very or fairly satisfied with how their case of anti-social behaviour was handled in Q4 2018/19 is 67.92. Performance in Q4 has fallen below the 87% target. Work is underway identify the reason and to develop a plan of action for improvement.</p> <p>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 53 surveys were completed during Q2; this is a return rate of 41%</p> <p>Case quality assurance is a top priority and we will continue to deliver victim focused case supervision with a move towards reflective practice. This will provide an opportunity for managers to quality assure the work of Housing Patch Managers, encourage reflection and ensure victim focused case management.</p>

AC7-2 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 - Wollaton East/Lenton Abbey and Wollaton West <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.71%			93.54%	95.19%	WS-May 2019 Performance is above target at 97.04%. Repairs continue to develop the service to ensure we complete as many repairs as possible Right First Time and within target. All Trade Colleagues have received core skill training in all basic trades to help increase Right First Time performance.
% of repairs completed in target – Wollaton East & Lenton Abbey Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.41%			93.58%	94.94%	WS-May 2019 Performance is above target at 96.97%. Repairs continue to develop the service to ensure we complete as many repairs as possible Right First Time and within target. All Trade Colleagues have received core skill training in all basic trades to help increase Right First Time performance.
% of repairs completed in target – Wollaton West Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.77%			93.37%	96.22%	WS-May 2019 Performance is above target at 98.68%. Repairs continue to develop the service to ensure we complete as many repairs as possible Right First Time and within target. All Trade Colleagues have received core skill training in all basic trades to help increase Right First Time performance.
% of repairs completed in target – Bridge Ward	96%	96.68%			94.28%	95.96%	WS-May 2019 Performance is above target at 96.49%. Repairs continue to develop the service to ensure we complete as many repairs as possible Right First Time and within target. All Trade Colleagues have received



<i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>							core skill training in all basic trades to help increase Right First Time performance.
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AC7-3 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%	100.42%			100.56%	100.29%	<p>This indicator is ahead of target, we have collected more than the 100% set. It is slightly down on the same point last year, which saw an out turn of 100.68%. However this is to be expected to some extent with the roll out of Universal Credit and the impact of tenants now having to pay rent instead of this being covered by Housing Benefit. We are expanding the team and creating a new Universal Credit Team to meet this challenge in the new financial year. We will also continue our "Rent First" approach.</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>	0.3%	0.25%			0.37%	0.36%	<p>This performance indicator is well within target. We have reduced evictions year-on-year and this year to date we have carried out 45 evictions, this compares with 81 at the same point last year.</p>



AC7-4a 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 - Wollaton East/Lenton Abbey and Wollaton West</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>		23.31			21.73	11.15	See below
<p>Average void re-let time (calendar days) – Wollaton East & Lenton Abbey 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	23.12			26.71	20.17	The target was met during this period
<p>Average void re-let time (calendar days) – Wollaton West 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	19.83			29.75	11.35	The target was met during this period





<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	25.92			14.71	36.72	<p>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.</p>
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AC7-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of lettable voids – AC - Wollaton East/Lenton Abbey and Wollaton West</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>		4			2	3	See below
<p>Number of lettable voids – Wollaton East & Lenton Abbey 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>		2			1	2	There are two empty homes in the Ward at present
<p>Number of lettable voids – Wollaton</p>		2			1	1	There are two empty homes in the Ward at present

West 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>							
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>		5			5	5	The number currently stands at five - the team are working hard to minimise the number of empty homes and the period they remain vacant









AC7-4c 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 - Wollaton East/Lenton Abbey and Wollaton West							
<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>							
Number of empty properties		0			0	0	Nil at present
		0			0	0	Nil at present

<p>awaiting decommission – Wollaton East & Lenton Abbey 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>							
<p>Number of empty properties awaiting decommission – Wollaton West 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	Nil at present
<p>Number of empty properties awaiting decommission – Bridge 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

AC7-5 Tenancy sustainment

Performance indicator and definition	Target	2018/19	2017/18	2016/17	Latest Note
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		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Wollaton East/Lenton Abbey and Wollaton West <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	100%			100%	100%	Performance remains on target-1x NTQ private rented only failure
Percentage of new tenancies sustained - Wollaton East & Lenton Abbey Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	100%			100%	100%	Performance remains above target- 1x NTQ - private rented only tenancy failure
Percentage of new tenancies sustained - Wollaton West Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	100%			100%	100%	100% off a low sample size; NCH has limited stock in this ward
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%	98.46%			99.21%	98.59%	

