



NCH update report – Appendix 1

Date: 24th September 2019

Presented by: Toni Smithurst

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Sprinkler installation Sprinkler installations across Southchurch are near completion with communal areas to be finished and 5 properties where access has not been gained. These properties have been passed to Housing Colleagues to support with access.</p> <p>Decent Neighbourhoods Dell Way community garden is due for completion on 6 September with the old garage site having received a total garden transformation. Lakehead House landscaping works came to a unexpected stop when unidentified Virgin communication cables were discovered, this has resulted in a change to the plans which are being communicated to the customers. Works to introduce a new ramp for residents of Chisbury Green start in September, providing improved access for residents.</p>	Information

2	Area Regeneration and Environmental Issues	<p>Kitchen, bathroom and roofing replacements continue across the city through a planned programme of work as required. Surveys for structural work and building performance continue.</p> <p>We currently have a programme of structural works across the City.</p> <p>Southchurch Court - fire sprinkler installations are currently underway across Southchurch Court with an expected completion of September. These works will be followed by the installation of a new intercom and public address systems. Customers will be having a tablet style intercom installed in their home which is linked to a video camera at the front door improving the security of the block. Our in-house Construction, Repairs and Maintenance team have recently completed a refurbishment on the 16th floor, this setting the blue print for the works we are looking to roll out across the city. At the customer event held in July customers living on the floor gave great feedback about the improve look and feel of the lift lobby. We are now working up a programme to deliver high rise improvement works across all 13 blocks.</p> <p>Lakehead House – We working at this independent living complex to improve the outside space for tenants. We have worked closely with them to ensure the improvements enhance the communal space, making it more useable and safer for the people who reside here.</p> <p>Dell Way – Funding has been approved to upgrade the space in this area as the area is being misused and looks unsightly.</p> <p>Chisbury Green – We have recently raised the order for the construction of a new ramp nearing the bungalows. This is in light of the feedback from local residents with poor mobility who have raised concerns. The construction of the ramp will start later in the summer.</p>	Information
3	Key messages from the Tenant and Leaseholder	<p>Tenant Academy The new Tenant Academy prospectus for the period from July to December 2019 is now available</p>	X









Involvement	<p>providing a programme of free training to Nottingham City Homes' residents. Hard copies can be requested by calling 0115 74 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 90 champions citywide 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 visiting the website</p> <p>http://www.nottinghamcityhomes.org.uk/get-involved/help-improve-your-neighbourhood/love-my-place/</p> <p>Best Garden Competition</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 tenants and leaseholders in looking after their gardens.</p> <p>Our involved residents have recently been judging this year's competition.</p> <p>The winners will be invited to an awards ceremony at the council house in November.</p> <p>Fun Day 2019</p> <p>Saturday 14th September, midday to 4pm at Bulwell Academy</p>	
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		<p>This year's event promises to be the biggest we have ever hosted as we celebrate 100 years of Social Housing.</p> <p>There will be a mix of fantastic activities and entertainment suitable for young and old as well as lots of useful information and advice from us and our partners.</p> <p>Tenant and Leaseholder Awards</p> <p>Nominations for the 2019 awards are now open, and you can make a nomination until Friday 30 November.</p> <p>These prestigious awards are all about shining a light on the many unsung heroes who make our estates and neighbourhoods great places to live.</p> <p>We want to hear about, and celebrate, the tremendous work residents and community groups do across the city.</p> <p>To make a nomination complete the online nomination form or you can email your nomination, or call us on 0115 746 9100.</p>	
4	Tenant and Residents Associations updates	Unfortunately we have no tenant and resident groups at the moment. Tenant Involvement Team are currently working on this.	X
6	Good news stories & positive publicity	<p>Clifton Hope Centre</p> <p>Nottingham City Homes have recently funded sessions to be run from the Hope Centre for young people in the area, in partnership with the Football Association and Nottingham Playhouse.</p>	X

Area report - Clifton North, Clifton South & Bridge









Generated on: 28 August 2019

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%	84.38%			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 <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%	96.88%			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 <i>Note: Data for this PI is only available by Housing Office.</i>		92			102	107	.
Tenant satisfaction with the ASB service	88.50%	82.69%			87.25%	86.53%	Cumulative Performance for the quarter shows performance has not been met by a slight margin However for the month of June alone it has been

<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>							exceeded. We will continue to ensure overall satisfaction is achieved
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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%	96.7%			93.86%	95.41%	WS-May 2019 Performance is above target at 96.7%. 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 <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	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 core skill training in all basic trades to help increase Right First Time performance.
% of repairs completed in target – Clifton North Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.18%			93.01%	94.91%	WS-May 2019 Performance is above target at 97.5%. 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 – Clifton South Ward	96%	96.44%			94.01%	95.3%	WS-May 2019 Performance is above target at 96.41%. 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




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



First Time performance.

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%	100.42%			100.56%	100.29%	<p>At 98.72% this indicator is behind target and slightly behind the position at the same point last year. However we would expect the collection rate to remain below 100% until the rent free week in August when the rate improves, as a result of the impact of the rent free week. As no rent is charged on week 22 but there will be rent paid, the impact is to bring our performance above 100%.</p> <p>We are continuing to promote the "Rent First" message both amongst tenants and colleagues. The impact of Universal Credit is being felt, with UC arrears now above £1 million, however we are working on our processes to deal with UC cases to ensure that we are being as effective as possible.</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>

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 & 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>		26.54			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	25.92			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.
<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	29.89			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.

<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	25.78			34.77	32.93	<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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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>		25			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>		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
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>		5			4	3	The number currently stands at five - the team are working hard to minimise the number of empty homes and the period they remain vacant
Number of lettable voids – Clifton South Ward <i>Note: Lettable voids are empty</i>		15			10	17	The number currently stands at 15 - the team are working hard to minimise the number of empty homes and the period they remain vacant

*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%	96.28%			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%	98.46%			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%	90.91%			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%	96.38%			98.52%	93.4%	

