

NOTTINGHAM CITY HOMES

REPORT OF THE DIRECTOR OF PROPERTY SERVICES

THE BOARD
21 MAY 2009

NOTTINGHAM CITY HOMES DECENT HOMES PROGRAMME

1 SUMMARY

- 1.1 This report provides an update of the current Secure Warm Modern (Decent Homes) programme. The appendix provides more detailed information and schedules.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Board note the contents of this report

3 PROGRAMME DELIVERY

- 3.1 The day to day running of the Secure Warm Modern (SWM) programme is carried out by Assistant Director, Head of Service and a team of Project Managers, one for each of the work streams. On site the team is supported by Technical Officers that carry out site inspection and handovers to check the quality of works. The delivery team is then supported by the Communications Officer and Project Liaison Officers that engage with the community and deal with customer relation activities. The management fee for delivery of the SWM programme is 4% against spend and is inclusive of the above, admin support, Asset Management support and external consultants.
- 3.2 Tenants and leaseholders have been integral to the arrangements through the Customer Care Group which meets monthly and the Procurement Group which has been involved in specification and appointment of contractors and suppliers.

4 VALUE FOR MONEY

- 4.1
- Acquiring the right material and performance is being driven by the NCH Procurement Team and the SWM Project Management team, ensuring that the products are fit for purpose, come from sustainable sources and suite future tenant and business requirements.
 - E-procurement of key materials (70% cost and 30% quality bid) over recent months has resulted in savings of £2,597,586 to date which is to be reinvested into the programme to aid overall delivery of the scheme. The benefits of this shows an auditable secure process for ensuring that Value for Money services and

products are provided not only into the SWM programme but cross cut into efficiency savings in Voids, Corporate Properties and Repairs and Maintenance.

- With the aid of Savills and Trowers & Hamlin we are in the process of tendering the Internals Package, this is currently at pre tender stage with Pre-Qualification Questionnaires having been assessed by NCH SWM Project Manager, Procurement and independently Savills. We have had a great deal of interest in this contract.
- Stock Condition Surveys are being carried out by Savills to ensure that we deliver the optimum works per property to meet the Nottingham Decent Homes Plus Standard. At survey stage the opportunity is taken to carry out an asbestos survey to each of the properties, we are the first authority to make this level of commitment. Stock Condition Surveys are scheduled to be completed by December 2010. In addition we have the Cost Management support of Faithful+Gould (Quantity Surveyors) to ensure that we are maximising the output costs from the contractors on site works, variations and management fees, with this level of information we are confident of delivering the SWM streams of work within the allowable budgets.
- We are working with Efficiency North which is a benchmarking forum made up of several other social housing providers in South Yorkshire and North Nottinghamshire. We have shown by working with this group that we can influence our own procurement strategies and specifications to ensure that we are getting Best Value, and our direct comparisons of costs show that we are in the top quartile for efficient delivery of our work packages.

4.2 Savills surveys are driving our delivery plan and through the surveys carried out to date we have been able to compare data collated in 2006 against our current housing stock, we have currently collected data for approximately one third of the housing stock. The Bestwood Ward was the first ward to be comprehensively surveyed. Initial analysis of the data received for this ward indicates that the investment required is comparable between the two surveys. This comparison is currently only for one ward out of twenty across the city. Stock condition may differ from the forecast in other areas. Comparisons are being prepared for each ward once a large percentage of the surveys have been completed. A more accurate picture of the citywide investment requirements will be built up as the survey process continues.

5 2008/09 PROGRAMME OUTTURN

5.1 During financial year 2008/2009 we completed improvement works to 3641 properties, see below the list of main works carried out by Ward. Full table of works can be seen in the main body of the report.

- The Nottingham Secure window programme worked in the following wards:

- **Berridge** - 55 properties completed at a cost of £47,475
- **Dunkirk and Lenton** – 79 properties completed at a cost of £58,781
- **Aspley** – 1739 properties completed at a cost of £3,205,188
- **Bulwell** – 111 properties completed at a cost of £63,567
- **Wollaton East & Lenton Abbey** – 226 properties completed at a cost of £181,959
- The Warmth for Nottingham programme worked in the following wards:
 - **Bestwood** – 148 properties completed at a cost of £327,457
 - **Bulwell Forest** – 37 properties completed at a cost of £20,296
 - **Clifton North** – 562 properties completed at a cost of £1,022,870
 - **Stonebridge** – 9 properties completed at a cost of £16,746, this relates to work to the private residents in Stonebridge on behalf of NCC.
- The Modern Living programme in the following wards:
 - **Clifton North** – 648 properties completed at a cost of £2,963,784
 - **Stonebridge** – 18 properties completed at a cost of £78,972, this relates to work to the private residents in Stonebridge on behalf of NCC.

6 CUSTOMER SATISFACTION

Vision Management Survey has proven to be a successful vehicle for improving our service delivery and as a result customer satisfaction has improved and the average score as at the last report from the VMS team (Jan09) shows a combined score of 8.51, with the KPI being set at 8.00. The stream total for the last VMS returns (Feb 09)

- Nottingham Secure – 9.20
- Warmth for Nottingham – 8.71
- Modern Living – 7.58

Where performance is below the target, performance clinics are held to identify how we can learn from the feedback and what additional measures need to be implemented to improve service delivery for the customer.

7 ADDED VALUE INITIATIVES

7.1 We have introduced and implemented our 1 in a Million scheme, take up on this has been very positive and the contractors are developing relationships with NEBA (Nottinghamshire Education Business Alliance), Connexions and other local routes, further information can be seen in the main body of the report.

7.2 The contractors that have recently joined us, Nationwide (Windows &

Doors), SPI (Heating) and Vinshire (Heating) have all opened local depots to service the contracts and are actively looking for local labour to support the workload. Yorkshire Windows have agreed to join us in our new accommodation to improve collaborative working with us. Keepmoat have moved from Clifton to Bulwell and will also be taking up desks in our new office. Spen Valley Kitchens our new kitchen supplier are manufacturing our worktops in the Bilborough Ward.

- 7.3 We have introduced a major initiative to help reduce crime across the city by issuing our customers with SmartWater when we install new windows and doors through Nottingham Secure. SmartWater is a product that you apply to electrical products and other products with a high value, the liquid has its own specific “DNA”, which means that should the product get stolen and recovered the Police can trace the owner, reunite them with the item and prove that the person found with the item is handling stolen goods. We are working closely with the Crime and Drug Partnership on this initiative and we will be erecting signs around areas where we have and are working identifying the area is a SmartWater area. The current figures show that we have issued in excess of 1900 bottles of SmartWater.
- 7.4 “Shine a Light” is a carbon emission reduction initiative. Through the Modern Living scheme on completion of the property 4 energy efficient light bulbs are issue to the customer; this will potentially lead to a reduction of 20,000t in Carbon Emissions across the Decent Homes scheme.
- 7.5 Through the Housing Strategic Partnership (HSP) we have become the lead for the HSP sub group that is specific to Decent Homes across the city, this is not only looking at our activities, we also work with Registered Social Landlords, Private Sector Landlords and those Officers from the City that liaise with these groups to ensure a holistic approach to Decent Homes across the city. This has already resulted in good partnership working and is promoting best working practises that collaboration can bring between all stakeholders. Tied into this holistic review of Decent Homes we are engaging in the preparation of a Health Impact Assessment.
- 7.6 Engaging with the community and “Getting Involved” is a key activity for SWM and its partners. Where Keepmoat have recently moved from they have helped in turning the compound area into a park for all ages, through consultation with the local community. We hold regular consultation events in the communities we work in to introduce ourselves, our partners and the products that we will be installing. Coffee mornings and afternoons are a regular monthly feature, and where we work in sheltered schemes we spend time introducing the specific teams and individuals that they will be engaging with, we have held Christmas and Easter Parties for residents.
- 7.7 We are working closely with Nottingham Forest and Keepmoat to

introduce “The Forest Factor”, further information on this can be seen in the main body of the report.

8 2009/10 PROGRAMME

- 8.1 During 2009 to 2010 we will be carrying works out 10,000 homes across the City looking to spend £36.6m on Capital Projects
- The Secure programme will work on about 9,000 properties in Aspley, Bestwood, Bilborough, Bullwell, Clifton North and South, Radford & Park, Wollaton East, Lenton Abbey and Wollaton West Wards.
 - The Warmth programme will be working on about 3,000 properties in Bestwood, Aspley, Bulwell Forest, St Anns, Radford & Park and Wollaton West Wards.
 - The Modern Living programme will be working on about 2,000 properties in Bestwood Ward.
- (note some properties receive a combination of programmes)

9 FINANCIAL & RISK IMPLICATIONS

- 9.1 The report give an update of the financial spend in the previous years.

10 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES

- 10.1 Meeting the Decent Homes standard by 2013 is one of the Company’s objectives. This is also a Council Local Area Agreement target (LAA 158).
- 10.2 Worklessness is addressed by trainees being appointed through the 1 in a Million scheme.

11 VALUE FOR MONEY & EFFICIENCY ISSUES

- 11.1 NCH officers and its partners will work in partnership to drive down costs through value engineering of the programmes and will carry out the benchmarking of rates supported by Central England Procurement Partnership and Efficiency North.

12 EQUALITY & DIVERSITY IMPLICATIONS

- 12.1 The ‘forest factor’ aims to use the vehicle of football to engage with the community and help to reach our diverse customers. We believe this will particularly appeal to younger customers. Many of Forests players are from BME communities within Nottingham and it is hoped as part of the scheme that they will attend some of the community activities planned.

**13 BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS
REFERRED TO IN COMPILING THIS REPORT**

13.1 NCH Asset Management Strategy - November 2007 (Updated July 2008)

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