

Current NCH Schemes, Bids and Projects

APPENDIX 1

Project	Scope	Project Partners/ Lead Partner/ Lead Director	Value	Current Status	Key Milestones
1. Streamline voids, lettings and allocations through a lean system review					
Review Allocations Policy	To review the Allocations Policy to ensure best use of the housing stock and to meet the housing needs of local people Upgrade CBL IT systems	NCH/NCC/RSL's/ Neighbouring Local Authorities Gill Moy, Director of Housing	To be determined	<ul style="list-style-type: none"> Review underway IT reimplementation commenced Project Manager appointed who will be establishing costs 	<ul style="list-style-type: none"> Draft Allocations Policy end July 09 Agreed by partners Sept 09 Reimplementation complete end Mar 10
Undertake LEAN systems Review	To minimise waste in the allocations service and develop work systems that meet the needs of service users. This will lead to improved customer satisfaction with the service and improved efficiencies.	NCH Gill Moy, Director of Housing	£30,000	<ul style="list-style-type: none"> Ad Esse Consulting Ltd appointed, subject to references 	<ul style="list-style-type: none"> Consultants to begin work August 2009 and complete over 10 weeks.
2. Modernise the repairs service					
Better Practice Review	To review the way the repairs service is carried out to ensure best use of all resources. The three main streams of the review looks at: Mobile technology Accommodation Payment systems for operatives.	Mark Johnson Director of Property Services	 £400k To be determined To be determined	Mobile technology: <ul style="list-style-type: none"> Project board met June and July Project Initiation Document (PID) drafted and reviewed, some further quantification of expected benefits requested Expected budget breakdown produced Business analysis conducted through staff interviews and workshops 	Mobile technology: <ul style="list-style-type: none"> Obtain PID sign off from project board Issue specification within Invitation to Quote (ITQ) to OGC resellers who have registered their interest in bidding Form project team Work up delivery plan with the winning bidder

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2. Modernise the repairs service					
Better Practice Review (continued)	To review the way the repairs service is carried out to ensure best use of all resources. The three main streams of the review looks at: Mobile technology Accommodation Payment systems for operatives.	Mark Johnson Director of Property Services	£400k To be determined To be determined	Mobile technology cont'd: <ul style="list-style-type: none"> • Draft specification produced, being reviewed by project board • OGC procurement approach approved • Site visits to see likely solution in operation at similar organisation Accommodation: <ul style="list-style-type: none"> • Working Group established comprising employees and residents meeting on a monthly basis. • Looking to identify 6 properties & arrange visits with the group. • Undertaking GIS Mapping to identify best fit for service in relation to spread of repairs. Payment systems for operatives: <ul style="list-style-type: none"> • Several meetings have taken place between management and the trade unions (TU) and an agreed schedule of rates document has been produced which has been communicated to the workforce at the recent tool box talks. The TU will be balloting the workforce before the end of July, TU are recommending acceptance. This will form the basis / foundation for talks to begin on a new payment system for the workforce. 	Accommodation: Accommodation identified and relocation 2010/11 as part of wider NCH strategy. Payment systems for operatives: Toolbox Talks July 09 Workforce vote on new schedule of rates 21 July 09

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3. Develop customer contact centre and reinforce local service delivery					
Integrated Call Centre	<p>To establish a Customer Service Centre within Hounds Gate, (including Nottingham On Call and consolidating the activity currently undertaken in the Rents and Repairs Contact Centres and encompassing TEM related contacts supported by fit for purpose Call Centre software).</p> <p>To procure and implement a CRM package and call scripting to provide an holistic view of the customer to support informed service delivery, improved repair diagnostics and call processing with detailed reporting capabilities to inform business improvement, including NI14 data.</p>	<p>NCH</p> <p>Gill Moy, Director of Housing</p>	Unknown at the moment	<ul style="list-style-type: none"> Project is being scoped. External support to facilitate the project will be required. 	<ul style="list-style-type: none"> Project scoping to be completed by 31 July 2009. External support in place 30 September 2009. Initial evaluation of service requirements completed by 31 December 2009. Implementation to commence January 2010.
Pursue external accreditation	<p>To meet requirements set down by the new regulator, to drive up standards which meet the appropriate external challenge from accreditation bodies e.g. House Mark/Social Landlords Crime and Nuisance Group ASB accreditation and Customer Service Excellence Standard</p>	<p>NCH</p> <p>Gill Moy, Director of Housing</p>	£3,500 for ASB accreditation	<ul style="list-style-type: none"> NCH involved with House Mark Pilot ASB accreditation scheme House Mark have nominated Lead and Tenant Assessors and requested initial on site meeting during August. Project Group to assess and decide if deadlines can be met. 	<ul style="list-style-type: none"> Self assessment and core documents to be submitted to House Mark by 3 August 2009 On site meeting August 2009. Final report produced by end of September 2009

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3. Develop customer contact centre and reinforce local service delivery					
Accommodation Strategy	To deliver a more focused office network backed by ICT developments to enable better customer access. To consolidate our call centres into one NCH Customer Contact Centre To enhance the separate identity of NCH and facilitate a more joined up service To develop an alternative site for Harvey Road operations, including solution for stores	NCH / NCC Gill Moy, Director of Housing	To be determined.	<ul style="list-style-type: none"> Update report to Board by 31 July 2009. 	<ul style="list-style-type: none"> Renegotiate Hounds Gate lease Dec 09 Identify alternative sites for Harvey Road Sept 09 Closure of some area offices by Dec 09 Review arrangements in LIFT's Dec 09 See above for Customer Contact Centre
4. A major push on equality and diversity					
Become a beacon for Equality & Diversity	To review the company's approach to Equality & Diversity to bring about improvements in the way E&D is viewed within the company. To champion E&D and implement a single equality scheme for all equality strands.	NCH Amanda Schofield, Director Strategy and Partnerships	Costs are factored into the 09/10 budget	<ul style="list-style-type: none"> Diversity and Community Cohesion Champions Group set up Currently recruiting to the posts of E&D Officer and E&D Research Officer 	<ul style="list-style-type: none"> Single Equality Scheme produced by 15 November 2009 Delivering diversity training and workshops to employees including craft operatives by 30 December 2009 Quarterly Diversity and Community Cohesion Group Champions meetings. Increase customer profiling returns from 84% to 95% by 31 March 2010

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5. Develop a needs-led Supported Housing Service					
Review Supported Housing Service	Review of how the service is provided especially in context of changes in the allocation of Supporting People Grant.	NCH / NCC / SP Gill Moy, Director of Housing	To be determined.	Draft report completed June 2009.	<ul style="list-style-type: none"> • Report to be agreed October 09 • Commence consultation with employees and residents September 09 • Implementation to commence early 2010
6. Deliver and maximise the potential from the Decent Homes programme					
Decent Homes Programme	Improving the living conditions of NCH tenants by delivering decent homes by 2013.	NCH Mark Johnson, Director of Property Services	£243m	<ul style="list-style-type: none"> • 2009/10 programme of works to 10,000 homes spending £37.6m. • Spend of £4.7m against spend profile of £4.8m to end of June 09 • Completed following elements to date: • 1,665 windows and door installations (properties) • 221 kitchen installations • 754 heating installations • 104 electrical rewires 	<ul style="list-style-type: none"> • Modern Living Procurement on schedule and due to be completed end of Oct 09

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6. Deliver and maximise the potential from the Decent Homes programme					
Retrofit Challenge	The participants of this competition will receive 100% of the funding required to deliver one of 50 "prototype" homes which demonstrate innovative ways to improve their operational efficiency, reduced energy use and consumption and ultimately a significant reduction in their overall carbon emissions. The competition will open in June 2009 and is due for completion in 2010. The programme is supported by the Department of Communities and Local Government (DCLG), the Homes and Communities Agency (HCA) and the Department of Energy and Climate Change (DECC).	The Mark Group NCC NCH NEP (Nottingham Energy Partnership) Nottingham University Frank Haslam Milan	Up to £150k	Bid submitted 22 nd June 09 Partnership team formed May 09 lead by Mark Group	<ul style="list-style-type: none"> Phase 1 - Bid Submission 22nd June 09 Expected decision dates Sept 09
CESP Fund Bid	Community Energy Saving Programme (CESP) is a £350m programme for "hard to heat" properties. The aim of the programme which will be funded from energy companies 'windfall profits' is "Improving the energy efficiency of existing housing allows us to tackle the challenges of climate change, energy security and affordable energy together".	Scottish & Southern PLC NCH NEP NCC	Up to £10m for Nottingham	Chosen area is Aspley where there are 3 co-terminus super output areas with heavy concentration of solid wall. Councillors briefed and fully supportive of bid	<ul style="list-style-type: none"> Consultation end date - May 09 Summary published - August 09 Programme start - Autumn 09 Programme end - December 2011

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6. Deliver and maximise the potential from the Decent Homes programme					
BRE Research Project	BRE is one of the UK's leading research organisations participating in a wide range of research projects funded by Government, in particular the Department for Communities and Local Government (CLG). BRE will be commissioned to undertake research on the sustainable refurbishment of two solid wall properties by the NCH DLO. The information gained will be used to help the bidding process for the £10m CESP bid.	NCH BRE NEP NCC	£25k – cost of project from NCH bid to save budget	Initial meetings held with BRE. Proposal discussed with NEP and local Councillors June 09	<ul style="list-style-type: none"> • Meeting with BRE held 17th June 09 • Scope of Commission to BRE – July 1st 09 • Enabling Report to EMT – July 09 • Properties Identified – September 09 • Start on Site – November 09 • Completion – Jan 10 • Research Report – Mar 10
7. Exploration of new business opportunities					
BEST Project	To renovate homes, contributing to changing the 'monoculture' within the area, training and skills opportunities for local residents and, broader regeneration objectives. Key issue is the requirement to take certain dwellings outside the Housing Revenue Account (HRA) as the mechanism to find alternative funding, with NCH the vehicle to access that funding as the new owner of these dwellings, transferred at nil value from NCC to NCH. BEST would identify suitable people, which NCH would employ and train	NCH BEST NCC	Pilot scheme would be up to £50k per property for the renovation and training, 120 properties over a three year period. £600,000	BEST project is supported in principle by NCC Exec Panel Current status is the legal and financial challenges regarding the transfer of property and process are being discussed with NCC	<ul style="list-style-type: none"> • Agreed that September Executive Board is the target approval date. • Aspiration target is for commencement of programme in April 2010. • Progress meeting 29th June 09

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7. Exploration of new business opportunities					
New Build Challenge	The Government has put aside £100 million for local authorities to deliver new homes for rent. The funding, will allow councils to deliver up to 900 new homes nationally, building on their own land. Homes will be for social rent, built to high environmental standards. HCA expectations are that a significant proportion of the homes that will be will achieve a start on site in 2009/10 and all completed by the end of 2010/11	NCC – Bidders NCH arc ⁴ Development Partners- TBC Contractor – TBC	Bid of around £1 – 2m might be expected @ approx £80k per property build costs would be £800k for 10 properties	Working on assumption that this will be approved by NCH Exec HSG bid commenced Consultant identified for appointment Site Identified Formal reports to be progressed	<ul style="list-style-type: none"> • First round bid due - 31st July • Second Round – 30th October • Bid Decision – Dec 2009 • Start on Site – 30th June 2010 • Practical Completion – March 2011
Meadows PFI	Redevelopment of Meadows area through public finance initiative	Lead NCC	£200m	Awaiting outcome of bid	
Develop sub regional CBL scheme with partners	The government is encouraging the development of sub regional CBL schemes. Broxtowe, Rushcliffe and Gedling Borough Councils were successful in a joint bid to develop such a scheme that would operate within Homelink. This would include a joint Allocations Policy (with local connection criteria appropriate to each landlord).	Sub regional partners, NCC, RSLs, NCH Gill Moy, Director of Housing	£130,000	Allocations Policy review is progressing. Sub regional partners are indicating they may tender the management of the scheme. NCH is saying that this is not necessary or appropriate, especially given that using Homelink was specified in the original bid.	<ul style="list-style-type: none"> • By 31 July 2009 – decision on whether or not scheme is to be tendered. • Allocations Policy Review to be agreed with partners by 30 September 2009. • Implementation by 31 March 2010.

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7. Exploration of new business opportunities					
Extend Homelink	Encourage and facilitate new partners to join Homelink CBL scheme. This would help service delivery and make it easier for residents of the city to find suitable accommodation offered by a range of landlords.	NCH and CBL partners Gill Moy, Director of Housing		Discussions are ongoing with 4 RSLs that have expressed an interest in signing up to Homelink: <ul style="list-style-type: none"> • Midland Heart (27 properties in the city) • Hanover HA (130) • Abbeyfield (100) • Jephson Group (137) 	<ul style="list-style-type: none"> • Conclude discussions July 2009. • Take to CBL strategic partners for decision August / September 2009.
Future Jobs Fund	The Government has created a £1 billion Future Jobs Fund to which local authorities and other organisations can bid to create around 150,000 new jobs. This is a new approach to create jobs for young people and jobseekers in deprived communities. The Fund is targeted at 18-24 year olds who have been unemployed for at least 12 months.	NCH Amanda Schofield, Director Strategy and Partnerships	NCH will fund year 2 of apprenticeships	<ul style="list-style-type: none"> • Bid submitted 30 June 09 • NCC notified bid successfully passed initial sift 6 July 09 • Early indications bid favourably received 	<ul style="list-style-type: none"> • Confirmation of bid July 09 • NCH aiming to put posts into place beginning of October 09