

## NOTTINGHAM CITY HOMES

### REPORT OF HEAD OF BUSINESS IMPROVEMENT AND DEVELOPMENT

THE BOARD  
10 JUNE 2010

### NOTTINGHAM CITY HOMES COMPANY PERFORMANCE 2009 - 2010

#### 1 SUMMARY

- 1.1 The report provides the Board with an overview of NCH's performance against key performance indicators for the financial year 2009-2010.
- 1.2 The report summarises our performance in the following areas:
- allocations and vacant property management
  - sheltered housing
  - attendance management
  - customer care
  - housing income management
  - repairs and maintenance
  - tenancy and estate management

#### 2 RECOMMENDATIONS

It is recommended that the Board:

- 2.1 Note and comment upon the Company's performance with regards to key performance indicators.

#### 3 COMPANY PERFORMANCE

- 3.1 A full report providing performance information for the year is attached to this report as Appendix 1.
- 3.2 Comparison 2008/2009 year end to current position for 2009/2010
- 3.3 Of the 34 performance measures:
- 22 indicators show improved performance (65%)
  - 9 indicators have remained the same or dipped marginally (26%)
  - 3 indicators show a drop in performance (9%)
- 3.4 Headline performance across the key areas may be summarised as follows:
- 3.5 Housing Services
- 3.6
- Reduced the number of lettable voids to 276 – the lowest it has

been since the ALMO began in April 2005

- Tenant satisfaction with the condition of their new home has dipped marginally from 6.76 to 6.25 out of ten and remains off our target of 8 out of 10. Our Voids and Lettings Improvement Clinic follows up individual concerns regarding the standard and we have a pool of Tenant Inspectors who work with us to regularly inspect the quality of void properties.
- Reduced rent arrears across the city by another £1 million – this is a year-on-year trend as arrears have reduced over the past five years from £6.5 million to just above £2 million
- 40 estates were scored as being of a ‘two’ or ‘three star’ standard by our tenant inspectors
- The first ALMO to achieve national accreditation from HouseMark and the Social Landlords Crime and Nuisance Group for the work we are doing in partnership with Nottinghamshire Police, Nottingham City Council and the Nottingham Crime and Drugs Partnership, in tackling anti-social behaviour
- Increased the number of early interventions and enforcements, leading to an improvement in the number of cases being resolved at first intervention
- Reduced the time it takes to register an application on the Housing Register from 8.2 days to 3.58 days.
- The number of tenants with sheltered support plans in place has dropped from 95.8% to 93.4%. We are confident this performance will improve as the team is now at full compliment (performance for April 2010 is at 100%).
- Performance on biennial tenancy visits is significantly off target at 28.89%, however this is a significant improvement against the last financial year (11.22%). There is a drive to improve performance in this area with a clear focus through the monthly Area Performance Bulletin and Area Housing Manager meetings. Customer profiling information is provided to Housing Patch Managers for all outstanding visits so they can prioritise these visits. This will also be addressed as part of the modernisation of Tenancy and Estate Management and the review of the Housing Patch Manager.

### 3.7 Property Services

- Performance on gas servicing continues to remain in the top quartile
- It is taking us less time to complete non urgent repairs, down from 13.76 days to 8.81 days
- Customer satisfaction with the way we deal with repairs has marginally deteriorated over the year from 7.94 to 7.52 out of 10
- We have moved into the bottom quartile in relation to appointments made and kept and all repairs completed within target. This drop in performance follows the DLO having stopped using external contractors in order to make efficiency savings. Performance is expected to improve with the introduction of mobile working which is currently being piloted by a number of operatives.
- Over one year on from the start of the Secure Warm Modern

programme, improvements have included 11,777 properties with new windows and doors, 5,956 heating systems, 2,424 kitchens, 1,925 bathrooms, 3,706 boilers, 6,829 energy saving light bulbs and 676 electrical re-wires

- Overall satisfaction with work carried out as part of the Secure Warm Modern programme is currently running on an average score of 8.34 out of ten
- Reduced the average number of days taken to complete aids and adaptations work from 30.5 days in 08/09 to 18.56 days at the end of 2009/2010.

### 3.8 Access and Customer Care

- Customer satisfaction increased from 69% to 80%
- During 2009/10, we received 4,184 complaints and responded to 4,044 in target (96.7%). This represents a drop of 0.7 percentage points
- For the first time in two years, we recorded an under spend of £14,000 against the ex gratia complaints budget
- 96.8% of member enquiries were answered within target, this represents a 0.5 drop in percentage points
- 630 compliments were logged between April 2009 and March 2010

### 3.9 The three indicators showing a deterioration are:

- void rent loss
- properties accepted on their first offer
- evictions due to rent arrears

3.10 The deterioration in void rent loss is attributable to the increase in the number of non lettable voids. At the end of the financial year there were 602 non lettable voids compared to 478 at the start. This increase is due to a higher number of properties being identified for decommissioning, with 279 properties at the start of the year compared to 458 at 31 March 2010.

3.11 Of these 458 properties the vast majority are awaiting demolition or to be sold off, with a significant number of sheltered and 'corporate' properties within this figure, the latter having been passed to NCC to be sold. We are seeking to address the situation with non lettable voids through our partnership with NCC.

3.12 Performance on properties accepted on the first offer has reduced over the year from 55.7% to 50.4%. Of these refusals only 6% were due to the condition of the property, the majority of applicants refusing properties on the grounds of 'inadequate facilities' or the property being in the 'wrong area'.

### 3.13 Ongoing remedial action to address this includes:

- reviewing the website and advert information to ensure it is correct and up to date
- further research into the reasons why applicants are refusing

- properties
- following two refusals applicants will have an in depth interview to discuss their housing needs and preferences

3,14 The increase in evictions due to rent arrears has been as a result of changes in working practices in relation to abandoned properties. The rents team recover possession of an abandoned property through the rent arrears process, leading to the tenancy being terminated as an eviction. During 2009-2010 there were 21 terminations recorded as abandoned compared to 120 for the whole of 2008-2009. Although we are evicting more people through the rent arrears process, fewer are being evicted due to rent arrears and more are being evicted due to abandonment. The number of evictions due to arrears has remained relatively static.

3.15 We proactively support tenants who can't pay their rent, with a range of support in place including debt advice and support from Financial Inclusion Officers. However, we continue to take robust action against those tenants who have the funds, but refuse to pay.

3.16 Our Business Plans and Service Improvement Plans are focused on improving performance across the Company and on the above areas in particular.

#### **4 OTHER OPTIONS**

4.1 None

#### **5 FINANCIAL AND RISK IMPLICATIONS**

5.1 There are no direct implications associated with the contents of this report other than those specifically mentioned.

#### **6 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES**

6.1 Effective performance management is an essential requirement of achieving the Company's objectives.

#### **7 VALUE FOR MONEY AND EFFICIENCY ISSUES**

7.1 Effective performance management is an essential requirement of achieving improved value for money in respect of both performance and costs.

#### **8 EQUALITY AND DIVERSITY IMPLICATIONS**

8.1 There are no direct implications associated with the content of this report other than those specifically mentioned.

#### **9 BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS**

## REFERRED TO IN COMPILING THIS REPORT

9.1 None

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