

Minutes

Customer Care Group

1pm Tuesday 13 December 2011

Burner Meeting Room, Beechdale Court



Present:

Tenants & Leaseholders:

Maria Hemphill; John Riley (JR); Paul Ryder (PR); Clive Thorpe (CT); Ruth Haywood (RH-Facilitator)

Nottingham City Homes (NCH) Officers:

Secure Warm Modern (SWM)

Alix Dale (AD)
Nikki Proudfoot (NP)
Anthony Slater-Davison (ASD)
Terry Waldron (TW)
Angela Walton (AW)
Doreen Whitaker
Anna Gutkowska (AG Minutes)

Strategy & Partnerships

Gemma Atkinson (GA)
Alice Jones (AJ)

Constructor Partners

Kelly Birkinshaw (KB) - Wates
Andy Carey - FHM (Frank Haslam Milan)
Tracey Fertaki (TF) - FHM
Glenn Harrison (GH) - Vinshire
Lynne Hollingsworth - Bullock

Apologies

Darren Barson (SPI); Pat Chambers; Roseanne Hill; Cynthia James; Sean Nee (Bullock); Ennis Peck; Sue Stevenson; Alison Thorpe; Sheila Thwaites

Agenda

- 1 **Welcome, Introductions & Apologies**
- 2 **Minutes of September Meeting Plus Matters arising**
- 3 **Performance Feedback – Vision Management System (VMS) – GA**
- 4 **Decent Homes Impact Study Feedback - AJ**
- 5 **Celebrating 2011**
- 6 **Good News Stories from Constructor Partners**
- 7 **Suggested Agenda Items for Next Meeting**
- 8 **Any other Business**
- 9 **Date of Next Meeting**

Abbreviations

CESP	Community Energy Savings Programme
Solar PV	Solar Photovoltaic
TPAS	Tenant Participation Advisory Service
VMS	Vision Management Systems

Appendices

Appendix 1 Documents available at and/or following the meeting (See 3; 5.3; 5.4 below)

Appendix 2 Decent Homes Impact Study Feedback link & Summary. (See 4 below)

		Action
1	Welcome & Apologies	
	All were welcomed to the meeting, introductions made and apologies read.	
2	Minutes of Meeting 15 November 2011 plus matters arising	
2.1	4.9.1 KB advised no solar meters were available to be brought to the meeting as all had been fitted. AW offered to bring in a booklet with a diagram, KB advised the diagram had been seen in the Wates solar booklet at the last meeting	Note
	JR asked if more Solar panels would be fitted. AD advised very few may be installed now it was after the cut-off date of 12 December.	Note
3	Performance Feedback – Vision Management System (VMS) – GA	
	GA provided a copy of the SWM VMS report for the period August - October 2011 and explained Comment frequency figures within the Report were not updated due to the brevity of time between meetings. GA invited all to examine the document & ran through the statistics.	Note
3.1	Secure	
	<ul style="list-style-type: none">Nationwides' scores were above target, with consistent scores across the board, there being only a slight dip in September.	Note
3.2	Warm	
	<ul style="list-style-type: none">DLO again showed mainly good results with best results in September with some scores of 10.SPI's results showed a slight dip in August, however results were above target.Vinshire's results were all consistently above target.	Note Note Note
3.3	Modern	
	<ul style="list-style-type: none">For FHM, there had been a dips below target in August & October, this was over target in September.Wates were on or above targets, August was the strongest month.For Bullock, there was a dip in September, but scores were up again in October	Note Note Note
3.4	GA advised this would be her last meeting as she was taking up a position with Nottingham on Call. The group wished her good luck.	Note

Addendum-Phil Saunders, Business Improvement Manager, will attend the next meeting.

Note

3.5 CT asked for positive feedback and Thanks to be passed on to all the Constructor partners' operatives.

Note

4 Decent Homes Impact Study Feedback - AJ

4.1 AJ introduced herself and the study and made a presentation covering the following points in the context of the effects of SWM homes in Nottingham: -

Note

- Energy Efficiency & Fuel Poverty
- Health & Well-being
- Employment and the Local Economy

4.2 See Appendix 2 for Summary & link to full report.

Note

5 Celebrating 2011

5.1 FHM - TF

TF presented the following: -

- In Bulwell:-
 - 1500 properties had been worked on.
 - This included 1250 kitchens;
 - & 1075 bathrooms;
 - Also loft and electrical works.
- CESP:-
 - 625 properties had been worked on
 - CESP works encompass wall insulation, kitchen & bathrooms & effect the whole house
- Solar Panels:-
 - 709 installations were completed over and above those allocated.
- Other:-
 - 2 external wall insulation projects
 - 2 properties at Rodwell Close
 - New roofs on the Cranwell Estate
 - In Bulwell, the electrical upgrades worked on with Eon involved some team members working until very late in the evenings.
 - Another CESP project was due to start soon in conjunction with British Gas. There had been a community consultation in Bulwell over 2 days.

**Please
Note
All
Points**

5.2 Vinshire - GH

GH presented the following:-

- 100+ installations had been carried out including the full range of heating upgrades.
- Customer feedback had been consistently positive as reflected in the VMS

**Please
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Points**

5
5.3 *Celebrating 2011(cont.)*
Wates - KB

KB presented the following:-

- Various types of properties were worked on in 2011 including:-
 - 816 Kitchens
 - 725 Bathrooms
 - 45 Level Access Showers
- 400 Solar Pv installations
- Current VMS stands at 8.07
- Key learning points were established from the joint mapping session held with customers & NCH. These would lead to further development and the introduction of processes in 2012.
- Wates & NCH taking the partnership into 2012:-
 - CESP scheme, internal and external (Open days to commence next week)
 - Future Modern schemes
 - Community events planned (see also 6 Good News Stories, below)
 - External cladding scheme – Stonebridge, St Ann’s.

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5.4 **Bullock - LH**

LH presented the following:-

- Tasked properties – 1657
 - Financial Commercial – 1041
 - Helping Hands – 278
- Formal compliments & complaints
- Compliments– 26
- Stage 1 complaints – 9
- VMS – 8.25
- 4 delivery streams over Bilborough; Wollaton; Clifton; Radford & Lenton
- CESP stream commencing in January 2012

**Please
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Points**

6 Good News Stories from Constructor Partners

6.1 FHM - TF

- Much community consultation and contribution including:-
 - Career days;
 - Heavy involvement with Ambleside Primary School.
 - TPAS award for Team of the year

6 *Good News Stories from Constructor Partners (cont.)*

6.2 Vinshire - GH

- Involvement and success with the 1 in a Million scheme. 3 candidates had gained qualifications and been taken on as permanent employees, including 2 electricians and 1 heating engineer
- Several "Meet & Greets" had been arranged including at Naburn Court.
- Support had been extended in the local community

GH extended Thanks and Season's Greetings to all from Vinshire.

6.3 Wates - KB

- Wates Community day at Bobbersmill Allotments
- Sponsorship of local community events including: -
 - St Ann's Armed Forces Day in June 2011, raising £2000.
 - NCH Gardening competition in July & August.
- Working with local, social enterprises:-
 - Pulp Friction – Wates use their services
 - The Community Payback team – working within the Bobbersmill area, Wates worked in conjunction with them to refurbish seating for the allotment project.
- Employment & Work Experience Opportunities:-
 - New College Nottingham work experience.
 - 1 in a Million Apprenticeship programme
 - Bespoke apprenticeship programme "Setting Out"
 -
- Charitable events:-
 - Children in need
 - Movember
 - Christmas Shoebox Appeal with a Sherwood church
- Looking towards a greener future:-
 - Energy Awareness Week 26 October, Wates promoted the Solar Pv scheme & held 3 Open days across the city in preparation for the forthcoming installations.
 - Use of linen bags; a battery bin, provided energy advice and held a raffle with energy saving devices as prizes.

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6.4 Bullock - LH

- Community Involvement
 - Easter Eggs for the Children's Renal ward
 - Involvement in the Caribbean Carnival in the Summer
 - Involvement in the Armed Forces day at Wheelgate Park.
 - Educational Initiatives
 - Mellor's School visit to Lenton Lane site, including Careers' Awareness.
 - Work experience for Yr 11 students
- 6 *Good News Stories from Constructor Partners 6.4 Bullock (cont.)*
- Tap the Gap (Tap the Gap offers selected Year 11 school leavers the opportunity to undertake work experience during the summer holiday.)
 - A course being run via Bigwood School – Construction & the Built Environment (including teaching of reading drawings and setting out)
- Future:-
 - A Christmas visit to the High Dependency Children's Ward on 19th December.
 - Linking to Djanogly City Academy encouraging BME female students involvement in "Women in Construction"
 - 1 in a Million (Apprenticeship Scheme)

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7 Suggested Agenda Items for Next Meeting

- 7.1 • **CESP** - as 3 of the constructor partners shall be starting work on CESP.
- 7.2 • **Equality & Diversity** – This will be the focus at the next meeting which Gary Rackstraw, Equality & Diversity Officer, has been invited to attend.
- 7.3 Partners to present on -
 - What do partners have in place to ensure they capture the needs of our tenants.
 - Examples of how they have used this information to provide excellent customer care and improve services.
- **Other Capital Projects**

AD

Note

Partners

Partners

ASD

8 Any other Business

- 8.1 CT asked re-iterated for positive feedback and thanks be passed on to all teams.
- 8.2 Steve Hale & Steve Edlin visited the meeting to extend Season's greetings and thanks to all.

Note

Note

9 Date of Next Meeting

2.00pm Tuesday 24th January 2012
Burner Meeting Room, Beechdale Court, Beechdale Road

Appendices

Appendix 1

Documents available at and/or following the meeting:

- **VMS Results August - October 2011 (See 3, Above)**
- **Celebrating 2011**
 - see 5.3 Wates &
 - 5.4 Bullock, above

Appendix 2

- **Decent Homes Impact Study Feedback (See 4, Above)**

This is available at :-

http://www.nottinghamcityhomes.org.uk/improving_your_home/secure_warm_modern/impact_study.aspx

Summary below

Please advise if you would like a hard copy of any of these via swm@nottinghamcityhomes.org.uk or by 'phoning 0300 333 8100

Decent Homes Impact Study – Summary

The effects of Secure, Warm, Modern homes in Nottingham

- **Environment & fuel poverty**
 - Impact of Decent Homes on:
 - Energy efficiency of our properties (based on SAP data)
 - Effect on our tenants (based on case studies)
- **Energy efficiency improvement**

Used data from 16,000 RdSAP surveys to properties, some before SWM work and some after:

 - Measured the change in SAP ratings as a result of fitting double-glazed windows and boilers
 - Applied the findings to the rest of the stock that had received SWM improvements
 - The improvement in SAP rating from fitting new boilers is 3 times that of just fitting windows
 - SWM has already saved 15,500 tonnes of CO2 every year
 - This is equivalent to:
 - **2,700 vehicles off the road**
 - **360,000 new trees**
 - The completion of the programme by 2015 will lead to a total saving of 43,500 tonnes CO2- around 17% of One Nottingham's target for reducing emissions from domestic properties by 2020
- **Impact on fuel poverty**

SWM is estimated to have saved tenants:

 - £95-£223 a year from new windows
 - £225 a year from new boilers

Collectively, so far tenants could have saved £3.5m on fuel costs each year

These are the potential savings, from figures supplied by the Energy Savings Trust. However...

- The saving in terms of money will be less as energy prices rise
- A recent study showed that social housing tenants made 40% of the anticipated possible savings following energy efficiency improvements

- **Waste and recycling**

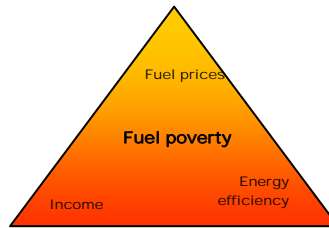
- 95% of waste generated from SWM is recycled

- **Case study**

2 identical properties...

- Property A: new heating (A-rated boiler, full central heating)
- Property B: original heating (gas fire and back boiler, single radiator)
- Improved conditions in the home, particularly warmth in the bedrooms and bathrooms
- But incomplete knowledge on how to use the system to best effect, to get the full potential energy savings

- **Case study- conclusions**



Household spends more than 10% of income on fuel to maintain an adequate level of warmth

Fourth element of the fuel poverty triangle:

- **Health and Wellbeing**

Health impact of improved housing- joint research with Nottingham City NHS

- Evidence from impact of housing on health from scientific studies
- Applied to Nottingham's data on population and health conditions
- Also analysed data from NCH's own data on health and safety hazards in the home, as part of the surveys prior to Decent Homes

- **Health impact of Decent Homes**

- A map was shown of how the elements of the Decent Homes programme in Nottingham affect a number of outcomes in terms of the physical state of the property, and then the knock on effects of this on specific health conditions- with the final outcome being improved physical and mental health.
- This is what we set out to verify and where possible quantify, for Nottingham City Homes tenants- using a number of methods:
 - Literature review, applied to Nottingham demographics
 - Analysis of NCH data on work completed
 - Depth interviews with tenants and front-line health professionals
 - Attempted data analysis, but unable to get good enough sample for significant results

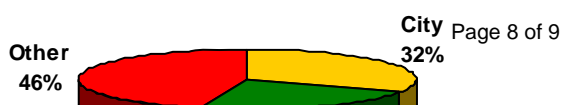
- **Health impacts**

- Mental health:
 - Over 1,400 tenants improved mental health (reduced damp/mould, less cold/fuel poverty)
- Excess winter deaths:
 - 128 EWD in Nottingham prior to DH
 - Estimated DH has saved 2 lives each year by addressing excess cold in homes
- Respiratory conditions in children:
 - Estimated improved health (e.g. asthma) for over 1000 children due to new heating
- Falls
 - Estimated SWM has avoided 12 hospital admissions a year from falls
- Accidents
 - Avoided 144 incidents of harm a year from accidents

Overall, these examples of health benefits would save the NCH almost £700,000 a year

- **Employment and the local economy**

- Employment from SWM
560 people working on Secure, Warm, Modern...



*Excluding city

- **Employment and the local economy**

- NCH: 41 staff, 44% of SWM staff live within the city boundaries, and 63% live within the county.
- Contractors: 274 staff, 30% live within the city and 47% live within the county. The remaining 53% live outside of Nottinghamshire and commute to work.
- Subcontractors: 245 staff, 23% are based within the city and 53% within the county

- **Impact on local economy**

- The £37.6m spent on SWM in 2010/11 generated an *additional* £17.2m spending in Nottinghamshire, including £13.5m just within Nottingham City.
- Extrapolating over the whole programme (2008-2015) the total SWM investment of £187.1m will generate an additional £85.8m spending in Nottinghamshire, including £67.3m just within Nottingham city

