



2.3 NCH Registered Provider Q4 Monitoring Report

May 2024

Q4 Performance Monitoring

The attached report shows the current performance of the properties that NCH Registered Provider has management responsibility for and displays performance for the year up to 31 March 2024.

The report has been broken down to show performance by permanent housing and temporary accommodation separately.

Information showing how performance compares with other organisations who benchmark through Housemark has been included, where this is available.

Commentary is included against all areas of the report.

Registered Provider Board (permanent homes)

Performance Dashboard Q4 2023-24



Benchmarking: No benchmarking figure



Meeting target, performance is same as 2022/23



[CH01-RPPERM](#) - **Jacquie Beacroft, NCC**
Head of Customer Experience;

Performance is strong against target for Q4. This is due to continued effort by the Customer Relations Team and colleagues to improve level of communication with customer throughout the process. There is a continued effort on looking for early resolution and proactive approach when customers raise dissatisfaction.

Mark Lawson, Head of NCH RP;

Complaint numbers remain consistently low, but given the low stock count they may not accurately reflect dissatisfaction amongst tenants. See the TSM report.



Benchmarking: Bottom quartile performance

[HIM6-RPPERM](#) **Keeley Johnson, NCC**
Head of Rents;

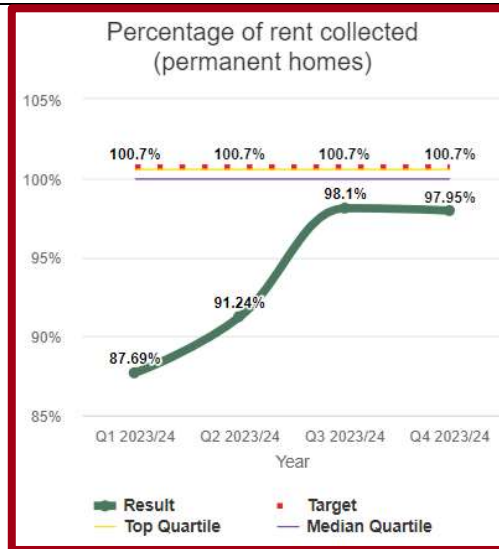
Awaiting commentary

Mark Lawson, Head of NCH RP;

The collection rate dipped slightly in Q4 which is disappointing and lower than expected. However, the number of tenants in arrears is relatively low; 4 tenants out of 44 owed more than 1



Not meeting target, performance is worse than 2022/23



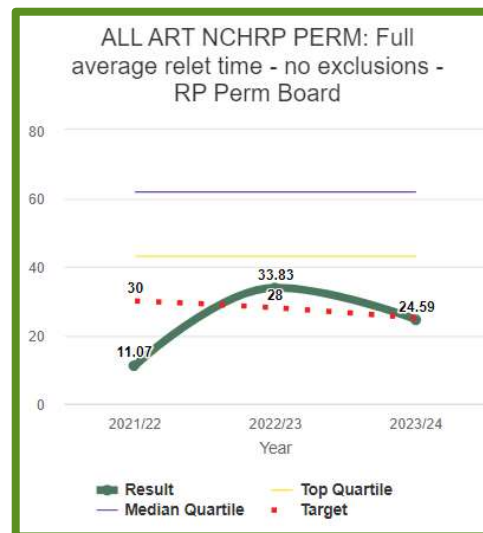
monthly instalment as at 31 March 2024. Good Friday bank holiday may have had an effect on payments at the end of March.



Benchmarking: Top quartile performance



Meeting target, performance is better than 2022/23



ALL ART-RP Cath Stocks, NCC Head of Lettings and Allocations

Awaiting Commentary

Mark Lawson, Head of NCH RP;

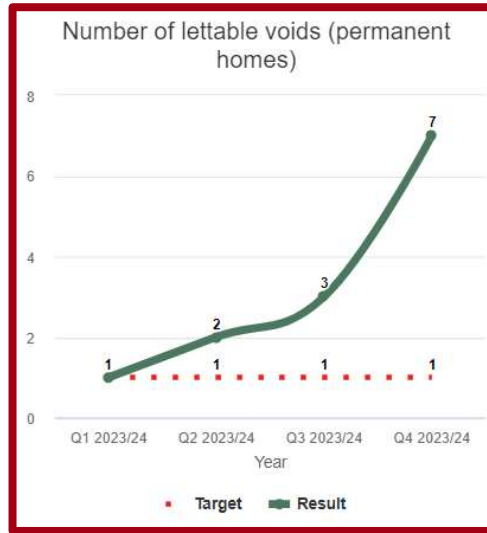
Average re-let time is meeting the NCC target of 25 days, but this does not reflect the longer-term voids in the Housing Led properties which have not been let yet.



Benchmarking: Bottom quartile performance



Not meeting target, performance is worse than 2022/23



[Voids-RPPERM](#) Cath Stocks, NCC
Head of Lettings and Allocations

Awaiting Commentary

Mark Lawson, Head of NCH RP;

The 7 homes void at the end of Q4 are 5 x Housing Led homes, 1 Refuge Move-on and 1 Housing Led approved for sale.

More work needs to be done to turn around Housing Led homes in a reasonable timeframe and let them to suitable nominees efficiently. This is being discussed with the Head of Lettings and monitored closely.



Meeting target, performance is better than 2022/23



Benchmarking: Top quartile performance



Meeting target, performance is worse than 2022/23



Benchmarking: Upper median performance



Not meeting target, performance is worse than 2022/23



Benchmarking: Lower median performance



Not meeting target, performance is better than 2022/23



Benchmarking: Bottom quartile performance



No target set, no change in performance than 2022/23



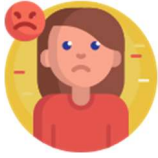
Benchmarking: No benchmarking figure

Performance has met target

Performance is below target

Registered Provider Board (temporary homes)

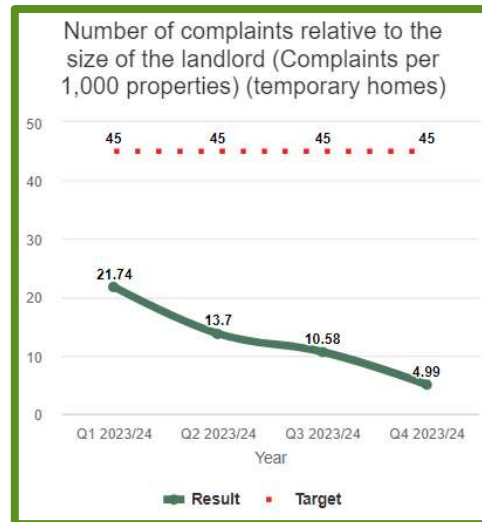
Performance Dashboard Q4 2023-24



Benchmarking: No benchmarking figure



Meeting target, performance is better than 2022/23



[CH01-RPTMP](#) **Jacquie Beacroft, NCC**
Head of Customer Experience;

Performance is good and within target for Q4. There has been a continued effort by Customer Relations Team and colleagues to work with customers to achieve early resolution by addressing concerns in a proactive manner.

Mark Lawson, Head of NCH RP;

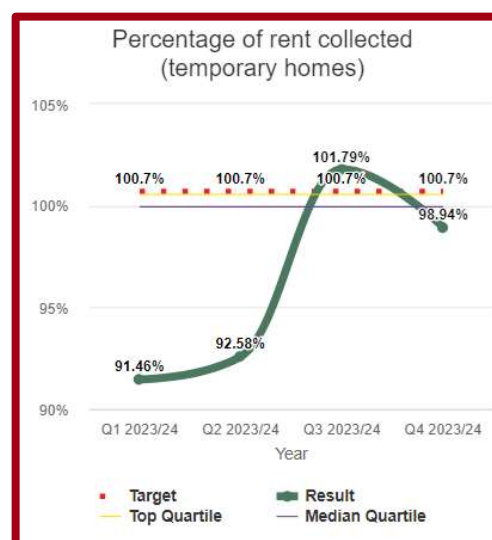
Complaint numbers remain consistently low and are improving. This is aided by the NCH RP Temporary Accommodation Officers advocating for residents. Given the low stock count, it may not accurately reflect dis-satisfaction amongst residents.



Benchmarking: Bottom quartile performance



Not meeting target, performance is better than 2022/23



[HIM6-RPTMP](#) **Cath Stocks, NCC**
Head of Lettings and Allocations

Awaiting Commentary

Mark Lawson, Head of NCH RP;

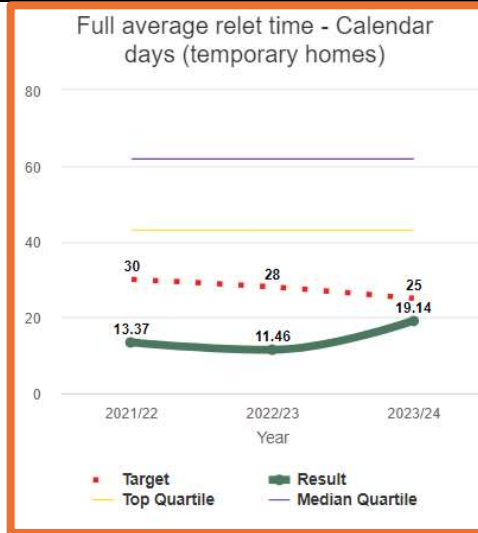
The collection rate dipped significantly in Q4 which is disappointing but remains within the bad debt provision and is a good level of performance.



Benchmarking: Top quartile performance



Meeting target, performance is worse than 2022/23



[ALL ART-RP TEMP](#) Cath Stocks, NCC
Head of Lettings and Allocations

Awaiting Commentary

Mark Lawson, Head of NCH RP;

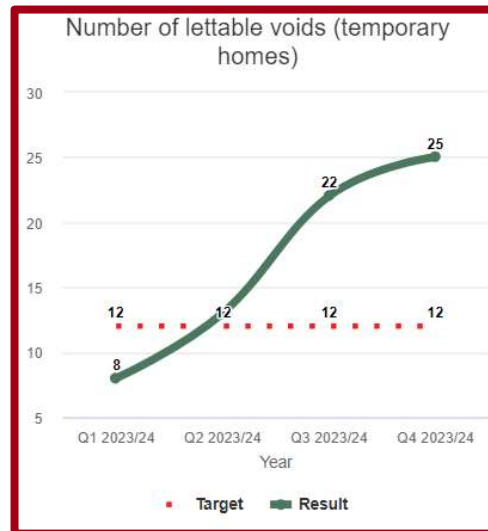
This average relet time includes the externally procured provision which is generally turned round in 1 to 3 days. This masks the NCC performance under the service contract which is significantly over 25 days on average.



Benchmarking: Bottom quartile performance



Not Meeting target, performance is worse than 2022/23



[Voids-RPTEMP](#) Cath Stocks, NCC
Head of Lettings and Allocations

Awaiting Commentary

Mark Lawson, Head of NCH RP;

The number of voids is an increasing concern and hitting NCH RP financial performance. Repairs not being undertaken in a reasonable time or at all is having a detrimental effect on void periods where more works are required. A meeting with the NCC Director of Housing has been arranged for 16 May to discuss improvements required. At the time of writing there were 13 family homes void and 4 Housing Led.

Appendix 1; Q4 Monitoring Report

Q4 NCC & NCH RP Stock Compliance Dashboard Monitoring

NCH RP is responsible for ensuring that all homes and properties it owns and manages meet current regulations.

NCC Housing Services is committed to establishing, implementing and maintaining a policy of continuous improvement and performance of its Compliance related duties concerning Gas Safety, Fire Safety, Control of Legionella and Water Hygiene, Asbestos, Electrical Safety and Lifting Equipment.

Boards must have the appropriate controls and reporting in place to ensure effective oversight and data validation to give them assurance of compliance across the stock that NCH RP manages. Some of this stock is externally procured and maintained.


A balanced dashboard with commentary has been developed to give the Board assurance that compliance is being managed across the stock managed by NCC under the Service Contract or where it is an external providers responsibility to manage.

100% of external provider certification is received and retained by the Head of NCH RP. Arrangements are being made for a dip-test of NCC managed compliance data to provide additional validation assurance to the Board

The dashboard reports on the 'Big 6' compliance areas in line with NCH recently agreed Building Safety Compliance Policy. The dashboard includes the following:

- Total number of properties affected by each compliance checking programme
- Total number of properties complying
- Percentage of properties with a valid inspection record (level of compliance & non - compliance)
- Percentage compliance last reported
- Trend since previous report
- Servicing frequency (in line with Building Safety Compliance Policy)
- Responsible area
- Comments/narrative explaining any non-compliance, action to be taken and agreed timescales/outcomes
- Red & Green (compliant/non-compliant) indicators

Appendix 1; Q4 Monitoring Report

Q4 NCHRP Stock Compliance Dashboard								 Nottingham City Council Housing Services
NCC Maintained Properties								
Compliance Area	No. of Properties Affected	No. Complying	Percentage Compliance	Percentage Compliance last reported	Trend since previous report	Servicing Frequency	Responsible	Comments
GAS								
Gas Safety Domestic	273	273	100.00%	100.00%	↔	Annually	Mechanical and Electrical Team	
ELECTRICAL								
Electrical Installation Condition Report (EICR)	302	302	100.00%	100.00%	↔	5 Yearly	Technical Services Team	Based on occupied properties
FIRE SAFETY								
Fire Risk Assessments	4	4	100.00%	100.00%	↔	Annually	Building Safety Team	
High Risk Actions (Overdue)	0	0	100.00%	100.00%	↔	N/A	Building Safety Team	
ASBESTOS								
Inspections of Communal Areas with Asbestos	1	1	100.00%	100.00%	↔	Annually	Building Safety Team	
WATER HYGIENE								
L8 Risk Assessments	3	3	100.00%	100.00%	↔	Annually	Technical Services Team	
LIFTS								
Passenger Lifts	2	2	100.00%	100.00%	↔	Monthly	Technical Services Team	
LOLER Inspections	2	2	100.00%	100.00%	↔	6 months	Technical Services Team	
Smoke and CO Detectors								
Smoke Alarms fitted	274	274	100.00%	100.00%	↔	N/A	Mechanical and Electrical Team	Based on occupied properties
CO Detectors fitted	248	248	100.00%	100.00%	↔	N/A	Mechanical and Electrical Team	Based on occupied properties

Q4 Monitoring Report



Q4 NCHRP Stock Compliance Dashboard

Updated 02/05/2024 by Mark Lawson.

Serviced Lease Properties								Not managed or maintained by NCC Housing Services
Compliance Area	No. of Properties Affected	No. Complying	Percentage Compliance	Percentage Compliance last reported	Trend since previous report	Servicing Frequency	Responsible	Comments
GAS								
Gas Safety Domestic	102	102	100.00%	100.00%	↔	Annually	Serviced Lease Providers	56 properties are electric only
ELECTRICAL								
Electrical Installation Condition Report (EICR)	169	169	100.00%	100.00%	↔	5 Yearly	Serviced Lease Providers	
FIRE SAFETY								
Fire Risk Assessments	6	6	100.00%	100.00%	↔	Annually	Serviced Lease Providers	All NCTA blocks. No significant findings
Significant Findings Actions (Overdue)	0	0	100.00%	100.00%	↔	N/A	Serviced Lease Providers	
ASBESTOS								
Inspections of Communal Areas with Asbestos	0	0	NA	NA	↔	Annually	Serviced Lease Providers	
WATER HYGIENE								
L8 Risk Assessments	1	1	100.00%	100.00%	↔	Annually	Serviced Lease Providers	
LIFTS								
Passenger Lifts	0	0	NA	NA	↔	Monthly	Serviced Lease Providers	
LOLER Inspections	0	0	NA	NA	↔	6 months	Serviced Lease Providers	
Smoke and CO Detectors								
Smoke Alarms fitted	169	169	100.00%	100.00%	↔	N/A	Serviced Lease Providers	
CO Detectors fitted	102	102	100.00%	100.00%	↔	N/A	Serviced Lease Providers	67 properties have no combustible appliance

Q4 Monitoring Report



Humidity, Damp and Mould

NCC Housing Services have a target to inspect and survey damp, mould and condensation within a 15 working day target.

There has been a marked improvement from October onwards where it is understood that a dedicated Damp and Mould team has been put in place.

NCH RP Humidity, Damp and Mould Inspections 2023/24							
Month	D&M Inspections raised	D&M Surveyed In Target (15 days)	Average days to complete inspection	live inspections	Carded no access	% completed in target (not incl. no access)	% completed in target (incl. no access)
Mar	15	8	8	0	7	53.3%	100.0%
Feb	16	10	6	0	6	62.5%	100.0%
Jan	14	11	6	0	3	78.6%	100.0%
Dec	6	3	12	0	3	50.0%	100.0%
Nov	22	18	18	0	4	81.8%	100.0%
Oct *	6	5	6	0	1	83.3%	100.0%
Sep	6	6	12	0	0	100.0%	100.0%
Aug	7	0	29	0	3	0.0%	42.9%
Jul	8	0	38	0	2	0.0%	25.0%
Jun	5	1	37	0		20.0%	20.0%
May	4	1	77	0		25.0%	25.0%
Apr	5	1	92	0		20.0%	20.0%
Total	114	64		0	29	56.1%	81.6%

* Additional inspection resources commenced working in October 2023.

The majority of inspections were at NCH Dispersed homes leased to NCH RP.

The stats include 2 x notified appointments within the 15 working day target. Where access has not been gained the team work with the Temporary Accommodation Team and Housing Patch Managers to facilitate access

No access cases are continuously worked, but more needs to be understood about this process and regular meetings have been arranged.

Q4 Monitoring Report



There have been 154 works orders raised on NCH RP properties in 2023/24, some of which relate to inspections undertaken in 2022/23.

88 (57%) have been completed, with an average time from works order to completion of 37 days. This does not include the time waiting for an inspection or the time between the inspection and the works order raised and appointment being booked.

NCH RP Works orders raised 2023/24						
Month	D&M Works orders raised	Est Cost	Completed in target	Live in Target	Live Out of Target	% in target
Mar	23	£37,440	1	22	0	100.0%
Feb	14	£19,571	0	14	0	100.0%
Jan	8	£7,939	2	6	0	100.0%
Dec	10	£7,491	4	5	1	90.0%
Nov	6	£5,710	5	0	1	83.3%
Oct	4	£3,846	3	0	1	75.0%
Sep	7	£5,713	5	0	2	71.4%
Aug	33	£12,752	30	0	3	90.9%
Jul	29	£7,918	22	0	7	75.9%
Jun	15	£6,336	12	0	3	80.0%
May	2	£1,599	1	0	1	50.0%
Apr	3	£1,269	3	0	0	100.0%
Total	154	£117,584	88	47	19	

Visual property inspections in temporary accommodation are carried out by the support team at least once a month to ensure problems are highlighted early. Stock condition surveys and HHSRS assessments are in progress and pro-active measures are being considered to reduce the instance of damp and mould in these dwellings.

Q4 Monitoring Report



Fire Risk Assessments

Annual Fire Risk Assessments have been completed at Highwood House, Midland House and Fairham House on time, but a number of actions relating to significant findings were identified. The great majority of these have been completed, with a small number of fire door actions at Highwood House in progress but not yet completed.

Highwood House; FRA, December 2023								
Taking into account the fire prevention measures observed at the time of this risk assessment, it is considered that the hazard from fire (likelihood of fire) at these premises is:								
Low <input type="checkbox"/>		Medium <input checked="" type="checkbox"/>		High <input type="checkbox"/>				
In this context, a definition of the above terms is as follows:			Number	Completed	Outstanding			
Low:	Unusually low likelihood of fire because of negligible potential sources of ignition.			47	46	1		
Medium:	Normal fire hazards (e.g., potential ignition sources) for this type of occupancy, with fire hazards generally subject to appropriate controls (other than minor shortcomings).			66	66	0		
High:	Lack of adequate controls applied to one or more significant fire hazards, such as to result in significant increase in likelihood of fire.			0	0	0		
Recommendations	The medium priority significant finding relates to inadequate fire stopping measures in ceilings at various points. The low priority significant findings mostly relate to 33 fire doors needing replacement - all categorised as low , but when added together this heightens concern about medium-rated fire compartmentalisation.							

Q4 Monitoring Report



	<p>It should be noted that all of Highwood House has a sprinkler system installed, it is tested annually and has recently been tested in a live incident.</p>
Actions	<p>Update, 2 May 2024;</p> <p>Only 1 low- rated finding remains outstanding in relation to signage. Target date is the end of May. Delays due to door replacements. Other than that, all other actions to resolve the significant findings have been completed.</p>

Q4 Monitoring Report



Midland House; FRA, June 2023					
Taking into account the fire prevention measures observed at the time of this risk assessment, it is considered that the hazard from fire (likelihood of fire) at these premises is:					
Low <input type="checkbox"/>		Medium <input checked="" type="checkbox"/>		High <input type="checkbox"/>	
In this context, a definition of the above terms is as follows:			Number	Completed	Outstanding
Low:	Unusually low likelihood of fire because of negligible potential sources of ignition.		20	20	0
Medium:	Normal fire hazards (e.g., potential ignition sources) for this type of occupancy, with fire hazards generally subject to appropriate controls (other than minor shortcomings).		2	2	0
High:	Lack of adequate controls applied to one or more significant fire hazards, such as to result in significant increase in likelihood of fire.		0	0	0
Recommendations	The medium priority significant findings related to inadequate fire stopping measures in ceilings at various points and an accumulation of resident items under the stairwell - resolved. The low priority significant findings mostly related to 16 fire doors with inadequate sealing or gaps that exceed specification - all categorised as low, but when added together this heightens concern about fire compartmentalisation - resolved.				
Actions	Update, 2 May 2024; All actions to resolve the significant findings have been completed & the FRA has been signed off.				

Q4 Monitoring Report



Fairham House; FRA, June 2023

Taking into account the fire prevention measures observed at the time of this risk assessment, it is considered that the hazard from fire (likelihood of fire) at these premises is:

Low Medium High

In this context, a definition of the above terms is as follows:

		Number	Completed	Outstanding
Low:	Unusually low likelihood of fire because of negligible potential sources of ignition.	26	26	0
Medium:	Normal fire hazards (e.g., potential ignition sources) for this type of occupancy, with fire hazards generally subject to appropriate controls (other than minor shortcomings).	0	0	0
High:	Lack of adequate controls applied to one or more significant fire hazards, such as to result in significant increase in likelihood of fire.	1	1	0
Recommendations	The high priority significant finding related to a cooker tripping the electrics when it was turned on. This was resolved quickly. The low priority significant findings mostly relate to 18 fire doors with inadequate sealing or gaps that exceed specification - all categorised as low, but when added together this heightens concern about fire compartmentalisation. The other low findings were inadequate documentary evidence that lightning protection is maintained in date – now clarified.			
Actions	<p>Update, 2 May 2024;</p> <p>All actions to resolve the significant findings have been completed & the FRA has been signed off.</p>			

Q4 Monitoring Report



There are no significant findings from the Fire Risk Assessments undertaken in 6 blocks that are leased or licenced from NCTA Limited.