

Members are reminded that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at this meeting

BIRMINGHAM CITY COUNCIL

HALL GREEN DISTRICT COMMITTEE

WEDNESDAY, 26 JULY 2017 AT 14:00 HOURS
IN COMMITTEE ROOM 6, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 ELECTION OF THE EXECUTIVE MEMBER AND DEPUTY EXECUTIVE MEMBER

To elect an Executive Member and a Deputy Executive Member for the current Municipal Year.

2 NOTICE OF RECORDING/WEBCAST

The Chairman to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

3 APOLOGIES

To receive any apologies.

4 MEMBERSHIP OF COMMITTEE

To note that the membership of the Committee as follows:-

Councillors :- Barry Bowles, Liz Clements and Kerry Jenkins
(Hall Green Ward)

Councillors :- Claire Spencer, Martin Straker-Welds and Lisa Trickett (Moseley and Kings Heath Ward)

Councillors :- Mohammed Azim, Tony Kennedy and Victoria Quinn
(Sparkbrook Ward)

Councillors :- Mohammed Fazal, Shabrana Hussain and Habib Rehman
(Springfield Ward).

5 **MINUTES AND MATTERS ARISING**

To confirm the Minutes of the Meeting of Hall Green District Committee on 29 March 2017.

6 **DECLARATIONS OF INTERESTS**

Members are reminded that they must declare all relevant pecuniary interests and non-pecuniary interests relating to any items of business to be discussed at this meeting. If a pecuniary interest is declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting.

7 **CODE OF CONDUCT**

To note the Code of Conduct at District Committee Meetings.

8 **DISTRICT COMMITTEES FUNCTIONS AND GUIDELINES**

To note the executive powers, rules of governance and functions for the District Committees (article 10 of the Constitution).

9 **DISTRICT COMMITTEE APPOINTMENTS**

(a) West Midlands Police and West Midlands Fire Service Co-opted Members

In accordance with the revised protocol for District Committees approved by Cabinet on 30 July 2012, District Committees may co-opt up to 5 partner representatives.

- i) Inspector Neil Kirkpatrick – West Midlands Police, Birmingham East.
- ii) Wesley Williams, Station Commander – West Midlands Fire Service.
- iii) Housing Liaison Board Representatives.

(b) Councillor Champions

1 Corporate Parenting Champion

To appoint 1 Member as Champion for looked after children in the Hall Green District to help co-ordinate visits to Children's establishments, feedback any issues and support fellow Members in the Corporate Parenting role.

In 2016/17 Councillor Barry Bowles was appointed.

In 2017/18 Councillor be appointed.

2 Youth Champion

To appoint 1 Member with a particular interest in issues that affect young people and would be prepared to engage with both young people and the people who work with them to ensure that young people's issues, concerns and interests are addressed as District level.

In 2016/17 Councillor Kerry Jenkins was appointed.

In 2017/18 Councillorbe appointed.

3 Cultural Heritage Champion

To appoint 1 Member to be involved in developing a wider cultural strategy as the Cultural and Heritage Champion for Hall Green.

In 2016/17 Councillor Lisa Trickett was appointed.

In 2017/18 Councillorbe appointed.

4 Sustainability Champion

To appoint 1 Member as Sustainability Champion for Hall Green District.

In 2016/17 Councillor Claire Spencer was appointed.

In 2017/18 Councillorbe appointed.

5 Community Safety Champion

To appoint 1 Member as Community Safety Champion for Hall Green District.

In 2016/17 Councillor Barry Bowles was appointed.

In 2017/18 Councillorbe appointed.

6 Employment, Jobs and Skills Champion

To appoint 1 Member as Employment, Jobs and Skills Champion for Hall Green District.

In 2016/17 Councillor Tony Kennedy was appointed.

In 2017/18 Councillorbe appointed.

10 PETITIONS

To receive petitions in relation to the Hall Green District.

23 - 42

11 BCC EARLY YEARS SERVICE REDESIGN CONSULTATION

Sarah Feeley, Commissioning Officer to present.

43 - 112

12 HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT QUARTER 4 - 2016/17

Report of the Strategic Director, Place.

13 VERBAL UPDATE ON CORPORATE PARENTING

Councillor Barry Bowles to give a verbal update report followed by a group discussion.

14 **RECENT REPORTS SUBMITTED TO THE CABINET COMMITTEE
LOCAL LEADERSHIP MEETING – VERBAL UPDATE**

- i) Taking Forward Local Leadership
- ii) Local Innovation Fund – Ward Innovation Proposals
- iii) Ward Action Tracker 2016/17 Information and Trends
- iv) Connecting Communities and Assets Pilot.

15 **SCHEDULE OF FUTURE MEETINGS 2017/2018**

Hall Green District Committee to note the Schedule of Meetings for 2017/2018. All meetings will be held on Wednesdays at 1400 hours at the Council House.

20 September 2017 in Committee Room 6

29 November 2017 in Committee Rooms 3 & 4

31 January 2018 in Committee Room 6

28 March 2018 in Committee Rooms 3 & 4

16 **OTHER URGENT BUSINESS**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chairman are matters of urgency.

17 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

'In an urgent situation between meetings, the Chair jointly with the relevant Chief Officer has authority to act on behalf of the Committee'.

BIRMINGHAM CITY COUNCIL

**HALL GREEN DISTRICT
COMMITTEE WEDNESDAY
29 MARCH 2017**

**MINUTES OF A MEETING OF THE HALL GREEN
DISTRICT COMMITTEE HELD ON WEDNESDAY 29
MARCH 2017 AT 1400 HOURS IN COMMITTEE
ROOMS 3 & 4, THE COUNCIL HOUSE,
BIRMINGHAM**

PRESENT : - Councillor Claire Spencer in the Chair;

Councillors Mohammed Azim, Barry Bowles, Mohammed Fazal,
Shabrana Hussain, Kerry Jenkins, Tony Kennedy, Habib Rehman,
Martin Straker-Welds, Lisa Trickett and Victoria Quinn.

ALSO PRESENT :-

Karen Cheney	- District Head (Hall Green)
Kevin Hicks	- Highways, Birmingham City Council
Paul O'Day	- Highways, Birmingham City Council
Inspector Neil Kirkpatrick	- West Midlands Police
Sarah Stride	- Committee Manager

NOTICE OF RECORDING

369 The Chair advised that the meeting will be webcast for live or subsequent broadcast via the Council's internet site (www.birminghamnewsroom.com) and that members of the press / public may record and take photographs.

The whole of the meeting will be filmed except where there are confidential or exempt items.

APOLOGIES

370 Apologies were submitted on behalf of the representative from West Midlands Fire Service for his inability to attend the meeting.

Councillors Kennedy and Straker-Welds apologised for having to leave the meeting before its conclusion.

MINUTES

371 The Minutes of the meeting held on 1 February 2017, having been previously circulated, were confirmed and signed by the Chairman.

MATTERS ARISING

372

There were no matters arising from the Minutes.

DISTRICT NEIGHBOURHOOD CHALLENGE – JOBS AND SKILLS AND YOUNG PEOPLE

The following persons were in attendance:

Roger Varley and Sarah Cron – Job Centre Plus and Kings Heath Job Centre (Department of Wages and Pension)
Steve Farr – Economy Directorate
Shehla Ali and Lukman Miah – Prospects
Johnathan Davies – Pioneer Group
Adill Hadi and Iman Thakur – Concorde Youth Centre, Birmingham City Council.

Karen Cheney, District Head (Hall Green and Selly Oak), reported on the discussion that had taken place at the last meeting of the Hall Green District Committee held on 1 February 2017 and stated that the District Challenge would be undertaken in two phases: discussions with young people learning about their experiences with Job Centre Plus (Members to arrange these discussions in their local job centres) and discussions with Job Centre Plus stakeholders which are in attendance at today's meeting.

The Chair stated that Councillors Azim, Hussain and herself had attended Concorde Youth Centre to gather experiences that young people have had with Job Centre Plus and Councillor Straker-Welds stated that he had attended Kings Heath Job Centre which he reported provided excellent facilities to all users and he recommended that all District Members attend their local job centre to enable their own experience of the facilities that are available.

The Chair thanked Members for their involvement and called the first guest speaker to address the Committee.

Steve Farr, Youth Employment Initiative made the following particular points:

- Birmingham City Council is very keen to tackle the problem of youth unemployment throughout the City and with the support of partners and stakeholders statistics show that the number of youth unemployed Citywide is now on a downward trend – officially around 6,500 youth unemployed in receipt of benefits.
- Youth Promise Plus Project – a project involving a vast number of specialist delivery partners such as Birmingham City Council, Job Centres Plus, Department for Works and Pensions, Prince's Trust, Police and Crime Commissioners Trust, University Hospital Birmingham Learning Hub and several other partners, with the aim to benefit 16,600 youth unemployed in the Birmingham and Solihull areas. Working together the partners have commissioned a lot of activity that was not otherwise available to young people to access. Delivery for the project has been divided into five geographical areas: Solihull as one area and Birmingham has been split into four areas: Hall Green in the East of the City and the other three areas being North, South and West Birmingham. The project will support young people and meet their

Hall Green District Committee – 29 March 2017

specific specialist needs and requirements. Mentoring and coaching is provided to ensure that the young person can fashion the correct decisions for themselves in their future career path. One intervention worker will support 25 young people. The intervention worker will liaise and engage with employers and businesses to ensure that the correct decisions are made.

- The Learning and Practice Hub will bring all parties together to share their experiences and take ideas and structures into the future.

Roger Varley, Job Centre Plus addressed the Committee and made the following particular points:

- Job Centre Plus had a number of facilitators and work coaches to assist young people into the workplace and develop their employment career.
- Job Centre Plus was committed to the youth contract which provided additional help to young people over and above the normal service delivery – extra work experience where required. They also provided sector base work academies which involved the young person undertaking a six week programme with a guaranteed job at the end of the course. Extra apprenticeships and traineeships were also available for customers with certain health conditions.
- Job Centre Plus also assist young trainees by funding travel costs or the cost of clothing for interviews or starting employment.
- Jobs fairs and Birmingham Jobs Fund are arranged for 18 to 24 year olds and advertise jobs that are shown in the job centres.
- Aim to engage with young people early by linking up with a schools programme in order to contact pupils before they leave school and join the workforce. Engaging with 40 schools in Birmingham and within the Hall Green District the schools programme has engaged with Holy Trinity Catholic School, Moseley School, Hall Green School, Swanshurst School, King Edwards High School for Girls, Wheelers Lane Technology College and Queensbridge School.

Sarah Cron, work coach at Kings Heath Job Centre addressed the Committee and made the following particular points:

- The role of colleagues and herself when a customer makes a new claim is to engage with them and listen to what they have to say and to break down barriers as they may come from a homeless situation or have a disability and they may require a basic skills needs. As part of the new claim system a claim commitment is produced which was a living document and an agreement between the job centre and the customer. Advisors will refer customers to Job Centre Plus to engage and enrol on the Youth Promise Plus Project.
- At the moment figures for jobs seekers allowance in the Kings Heath Ward is 180, 18 to 24 year olds. On Universal Credit the figure is 323 active claims which 130 of those claimants were engaged in full time employment. 22 of those claimants needed very little support. 47% of claimants on Universal Credit were engaged in full or part-time work. Promote work experience to all claimants and also a 13 week job club where the job centre will see the customer on a daily basis to promote employability skills including strengthening their curriculum vitae and any other support and guidance issues that they may need.

Members expressed a number of concerns but the general consensus of the meeting was that the application forms were too lengthy for participants to complete particularly for clients within the 18 to 24 year age range, and in

incidences where the client was homeless or vulnerable, and they have had a poor experience with Job Centre Plus they will not 'knock twice if the first answer is no'. Concern was expressed that the young and the vulnerable would then 'drop off the radar' and become forgotten which could lead to a life of crime or worse. It was felt that Job Centre Plus should become a 'one stop shop approach for all' and that advisors should not be referring young people to other agencies or partners to follow up concerns and deal with specific issues that the client is experiencing.

In response to questions asked by Members officers gave the following comments:

Roger Varley – In his verbal statement he quoted that Job Centre Plus will find a better job resulting in a career for young people - he explained that this would become more apparent with job seekers claiming Universal Credit as there would be an ongoing relationship between the two parties as Job Centre Plus would continue to see clients on a regular basis.

The figures mentioned in the verbal statement included NEET's.

The notion of a 'one stop shop' was something that Job Centre Plus and the DWP wanted to achieve and have been engaging with local training providers and community groups and also going out into communities to engage with groups to encourage them to come into the job centres to offer debt advice, citizen's advice etc. across different job centres throughout the City. A lot of work and facilitating resources needed to be completed but work was in progress and progressing well. He stated that if a particular group was unable to facilitate within Job Centre Plus building then advisors would refer customers to them and arrange the appointment.

Sarah Cron – Training that work coaches receive - provide in house training courses to support all work coaches and provide them with the necessary information and support to be able to coach young people. Advisors are not medically trained - if a client has a particular medical need then advisors will refer them to the correct partner, for example Remploy. A lot of training is provided as part of the advisors job.

Universal Credit will be introduced in all Kings Heath job centres in December this year. All advisors will have been previously trained to deal with all enquiries and deliver efficiently.

Enablers are volunteers who will assist in the delivery of Universal Credit and offer support and guidance to customers by helping them to move into the workplace or providing a placement in sector based work academies, or arranging work experience so the client can add further experience and skills on their CV.

The Chair thanked both speakers for their feedback and informed the Committee that she had recently met with a number of young people who were attending a career event organised by Concorde and she listened to their personal views and opinions that they had experienced with Job Centre Plus. During that discussion she identified a number of issues - was the support given built specifically around that individuals needs and aspirations and to what extent did it not meet their requirements, and also she felt that young people had a good grasp on what was

not correct but could they challenge the support and guidance given to them, and were employees offered the correct employers in order to build their future careers.

The Chair welcomed Adill Hadi and Iman Thakur from Concorde Youth Centre to discuss the outcomes gathered from their organised career event:

Adill Hadi, advisor at Concorde Youth Centre – he stated that they were tasked to conduct an exercise and liaise with young people at the event to gather their views, opinions and feedback on the experiences that they had encountered when connecting with Job Centre Plus. A number of mixed views were expressed. Some young people were very positive with the guidance that they were given whilst some were not so supportive of the service provided. He felt that opinions expressed were mainly individual preferences and not based on the processes and practices that Job Centre Plus are required to follow.

Many of the young people expressed a concern at the lack of work experience opportunities available to them and due to this many felt that they were not given the chance to show their enthusiasm.

Iman Thakur stated that many graduates attending Job Centre Plus were offered job opportunities and vacancies that were not suited to their specific requirements, either not in the field that they held their qualification in or the vacancies offered had no career progression.

Many young people stated that their allowance provided by Job Centre Plus was below the minimum wage and if they were living alone they were unable to buy food and necessary basic needs. Many stated that they could not apply for travel allowances because they were not entitled even though they struggled to find the necessary finances to attend work on a daily basis.

Adill Hadi advised that many of the young people were unable to identify an individual that had successfully found a job at Job Centre Plus and they stated that agency work was more accessible and available.

One young individual had stated that he felt that he had no option but to attend the job centre on a daily basis, often from early morning in order to gain access to free training that was available. It was also noted that training providers will only deal with individuals that were benefit claimants.

He concluded by stating that the pilot exercise had proven to show real results and colleagues based in other Constituencies across the City had expressed a desire to conduct a similar exercise in relation to experiences of young people in their job centres.

The Chair thanked all speakers for their individual contributions to the discussion and stated that in summing up she addressed each individual to give brief feedback on the following statement ‘to what extent is it a hindrance or an opportunity that the eligibility for the supporting benefit is tied up with the professional betterment process’.

Johnathan Davies, Pioneer Group. He stated that he was the project manager for the East locality. The Pioneer Group had recently been awarded a contract to

work as part of a consortium working together with 10 community based organisations across Hall Green, Yardley and Sparkhill Job Centre Plus. As they had only just been recently appointed as a provider he was unable to comment on any experiences but upon reflection of comments made in the discussion he stated that it was important to offer young people work experience that reflected their aspirations so that they can achieve a meaningful and successful future career.

Sarah Cron stated that she would relay the comments in today's discussion to her managers and discuss the implications of either tailoring a programme to address individual's needs or whether a 'one stop shop' should be implemented.

The Chair stated that she would be willing to assist and facilitate in any discussions with her manager.

Roger Varley, Job Centre Plus stated that he would be interested in viewing the video that Concorde had recorded on their discussions with young people at their career fair event. He stated that it would be useful to give feedback to job centre employees. He stated that he was disappointed on comments made concerning the lack of work experience because there are a lot of work experiences that are offered to young people. He did accept the point that some work experience opportunities may not be ideally suited for some graduates but job centre plus was limited on employees who were keen to offer work experience placements. He said that the idea of work experience was about building up young people's confidence within a working environment and to add their experiences onto their CV. The comment made with regard to agency work and available work vacancies was an interesting one as Job Centre Plus work alongside agencies to help people find employment. Job Centre Plus will advertise agency work on their vacancy boards, He concluded by stating that all Job Centre Plus outlets, nationally, provide a consistent and reliable service to all users.

Steve Farr, Economy Directorate thanked all in attendance for an interesting discussion and stated that a lot of the comments mentioned had been incorporated into the Youth Promise Trust project, in particular the quality of the service provision. He agreed that language was important and stated that further work would be undertaken to ensure that the correct message is relayed to young people.

Lukman Miah, intervention worker at Prospects, South Birmingham and Shehla Ali, relationship manager at Prospects – as part of the Youth Promise Plus project they service target areas in Selly Oak, Kings Heath and Birmingham South West job centre. The project has been working very well and the young people currently on the programme have provided a positive feedback. In the process of implementing a number of forums for young people and would welcome any support or suggestions on how this can be successfully delivered from professional around the table.

A brief discussion then ensued amongst Members and it was stated that all agencies should have liaised with Concorde many months ago as they were front line service providers and that all partners and organisations should communicate and work together to ensure that young people Citywide are offered the best service provision that is available.

The Chair thanked all participants involved in the discussion and it was -

373

RESOLVED:-

That the discussion on the District Neighbourhood Challenge – Jobs and Skills and Young People be noted.

PETITIONS

A. REQUEST FOR RESURFACING - FERNLEY ROAD

The following petition was submitted by Councillor Shabrana Hussain on behalf of local residents residing in the above-mentioned location:-

(See document No. 1)

The petition requested for the resurfacing of Fernley Road, Sparkhill, as the road continuously suffered with potholes that were filled on a regular basis. There is a high number of vehicles passing through which caused a lot of wear and tear to the road surface. The road required more than continuous temporary patch-ups and would need resurfacing for a long term solution. Local Councillors and local residents request that the petition is actioned and that the first named petitioner and Councillor Hussain be informed of all progress.

It was:-

374

RESOLVED:-

That the petition be forwarded to the District Engineer for consideration and response.

B. ONE-WAY SYSTEM ON GROVE ROAD

The following response to the petition submitted by Councillor Hussain on behalf of local residents living in the above-mentioned location was submitted:-

(See document No. 2)

It was -

375

RESOLVED:-

That the response from the District Engineer to the petition to form a one-way system on Grove Road be noted.

MEMBER CHAMPION – CORPORATE PARENTING UPDATE

Councillor Barry Bowles gave a verbal report on his role as the Member Champion for Corporate Parenting and made the following particular points:-

- A report will be submitted by Scrutiny Committee which listed a number of ways in which Members can become involved with young people in care without actually completing visits to the establishments. He stated that the report will be discussed at the next City Council meeting.
- There were six young people's homes within the locality of the Hall Green District and only one of those establishments, in the Sparkbrook area, had not been visited and this was because for the last 12 months no children from the Hall Green District had been admitted. Of the remaining five, 3 in Hall Green Ward, 1 in Springfield Ward and 1 in Mosely and Kings Heath Ward they have all been visited by District Members. All of the homes are managed by different providers. In total there were 19 children in care of which 11 are Birmingham City Council children.
- During the course of the visits it was discovered that one of the homes required improvement, 2 had not been fully inspected because they are fairly new buildings and the other 3 were of a good standard. All in all care homes for young people in the Hall Green District was providing an excellent service provision.

The Chair thanked Councillor Barry Bowles for his feedback report and thanked all District Members for being so pro-active in their Corporate Parenting duties.

376

RESOLVED:-

That the verbal update report on Member Champion – Corporate Parenting be noted.

The Chair altered the order of the agenda and requested that agenda item no. 8 be the next order of business for discussion.

HIGHWAYS ISSUES – HOW CAN LOCAL PEOPLE INFLUENCE STRATEGIC DECISIONS

The Chair thanked Kevin Hicks and Paul O'Day for attending the meeting and opened up the discussion by asking Members if they had any specific questions that required answers from the officers present.

Kevin Hicks and Paul O'Day, responded to questions asked and made the following particular points:

- Civil Enforcement Officers – Highways Division do respond to complaints from members of the public and will send beat patrol officers to specific areas of concern. Civil Enforcement Officers mainly patrol the main routes and arterial roads entering into the City.

Councillor Quinn stated that she was concerned that Stratford Road was not considered a major route into the City and stated that the Police had requested support from Civil Enforcement Officers to help patrol the area.

The officer stated that Stratford Road was one of the most enforced and ticketed Roads in the City. He denied the notion that Stratford Road was not regularly patrolled and enforced by Civil Enforcement Officers.

Residents permit parking schemes – Ladypool Road for example – were the responsibility of the Transportation Department. He stated that he was aware that there was a list of schemes to be developed and that completion of each scheme was very time consuming because full consultation with all residents had to be undertaken. Residents could apply to be added to the schedule through either organising a petition or raising their concern with their local Councillor. All requests received were prioritised and placed in order of urgency. The Department had very limited funds available to them and were unable to undertake all of the schemes requested.

- Amey contract – in relation to all highways works to be completed there was no distinction between the role of Amey and the role of BCC Highways division. No boundaries existed between the two and they worked with each other to provide one complete service – both operational and delivery. Constantly working with Amey to improve the process of customer communication and feedback. Street Scene Management – Amey is contracted to ‘look after’ and monitor the street including lighting and the footway. BCC Highways want Amey to take on a sense of ownership and ensure that the streets are maintained and safe.

It was requested that an email be circulated to all Members of the Hall Green District Committee providing details of officer’s names, contact numbers including their job role and responsibilities to ensure that the correct officer is contacted when required.

It was -

377

RESOLVED:-

That the discussion on Highways Issues and how local people could influence strategic decisions be noted.

WEST MIDLANDS POLICE - UPDATE

Inspector Neil Kirkpatrick, West Midlands Police briefly mentioned recent events that had occurred at Westminster and stated that the impact of grief felt by Police colleagues and the public had been overwhelming and very supportive. The local response to the incident was to deploy more beat officers Citywide to provide a visual reassurance to members of the community. He stressed that the increase in the number of police officers was not an indication that further attacks were imminent.

He reported on the increase of vehicle robberies and car jacking’s in the Hall Green District and across other areas of the City. He stated that cars were being stolen to joy ride in and were often found several miles away. He confirmed that

the police were taking incidences of this crime very seriously and officers from the Hall Green District had been deployed to investigate and arrest the perpetrators. To date six suspects had been arrested.

378 **RESOLVED:-**

That the verbal report from the representative from West Midlands Police be noted.

LOCAL LEADERSHIP – REPORT BACK FROM CABINET COMMITTEE

379 The Chair deferred this item to a future meeting.

HALL GREEN DISTRICT WORK PROGRAMME

380 The Chair deferred this item to a future meeting.

OTHER URGENT BUSINESS (REPORTS BY OFFICERS)

381 The Chair deferred this item to a future meeting.

DATE OF NEXT MEETING

382 The Chair stated that she would contact Members with a proposed future date in due course.

AUTHORITY TO CHAIR AND OFFICERS

383 **RESOLVED:-**

In an urgent situation between meetings, the Chair jointly with the relevant Chief Officer has authority to act on behalf of the Committee.

The meeting ended at 1610 hours.

CHAIR

CODE OF CONDUCT AT THE DISTRICT COMMITTEE

1. This code applies to all persons present at the District Committee.
2. The Chair of the meeting is responsible for the good conduct of the meeting.
3. The purpose of the meeting is to transact the business of the District in relation to the functions, operational powers and duties delegated by Cabinet.
4. The meeting's format is set out in the Agenda. The Chair of the meeting may vary the order of items.
5. The Chair will decide if members of the public can address the meeting. Anyone wishing to do so should raise their hand, and may speak **only** at the invitation of the Chair.
6. Members of the public may ask questions on an item by raising their hand, but **only** at the invitation of the Chair.
7. Reports will be presented by City Council officers or other invited guests. These presenters are representing their organisations and may be bound by the decisions taken by those organisations.
8. The good conduct of the meeting is controlled by the Chair of the meeting. Those people wishing to speak should try to inform the debate currently in discussion. The Chair having invited a person to speak, has the final say and can order a person to discontinue their speech.
9. If the Chair of the meeting feels that a person(s) is persistently disregarding the good conduct of the meeting or if disorder breaks out then the Chair may order the person(s) to leave, suspend the meeting until in his/her opinion the meeting can restart or close the meeting.

Article 10 - District Committees and Ward Forums

This Article sets out details with regard to District Committees and Ward Forums consisting of the Members of that District or Ward.

- 10.1. Ten District Committees have been established by the Council and the relevant Ward Members have been appointed to serve on them:-

District Committee:	Area:	Members from the following Wards:
1. Edgbaston	South	Bartley Green, Edgbaston, Harborne and Quinton,
2. Erdington	North	Erdington, Kingstanding, Stockland Green and Tyburn
3. Hall Green	East	Hall Green, Moseley & Kings Heath, Sparkbrook and Springfield
4. Hodge Hill	East	Bordesley Green, Hodge Hill, Shard End and Washwood Heath
5. Ladywood	Central	Aston, Ladywood, Nechells and Soho
6. Northfield	South	Kings Norton, Longbridge, Northfield and Weoley
7. Perry Barr	Central	Handsworth Wood, Lozells & East Handsworth, Oscott and Perry Barr
8. Selly Oak	South	Billesley, Bournville, Brandwood and Selly Oak
9. Sutton Coldfield	North	Sutton Four Oaks, Sutton New Hall, Sutton Trinity and Sutton Vesey
10. Yardley	East	Acocks Green, Sheldon, South Yardley, Stechford & Yardley North

- 10.2 Ward Forums will be constituted in each District to encourage and facilitate dialogue, between the Council and local people within their Ward. Cabinet has delegated the functions, operational powers and duties to the relevant Ward Forums as set out in Volume B (B6).

- 10.3 The Councillor membership of District Committees shall consist of those Members elected to serve Wards within that District and that Ward. The co-option of partner members without voting rights is permitted in respect of each District Committee. Once Committees have been established, only the City Council can dissolve them. The Member of Parliament for the District should be invited to attend District Committees as an observer with the right to speak.

EXECUTIVE POWERS DEVOLVED TO DISTRICT COMMITTEES

- 10.4 Cabinet has delegated the functions, operational powers and duties to the relevant District Committee(s) as set out in **Volume B (B6)**. These Terms of Reference may be amended by Cabinet from time to time to reflect the shape of the Future Council. District Committees have a right to consider and respond to consultations on planning briefs and frameworks and major development proposals. Any such

responses are to be given to the Planning Committee for consideration at the appropriate time.

10.5 Meetings

Chairs will be appointed by each District Committee and by each Ward Forum at the first meeting of the municipal year. Deputy Chairs are elected at the same meeting for the purpose of substituting for the Chair if absent. In the event of a District Committee failing to appoint, the matter will be determined by the Leader of the Council. They will have a leadership responsibility for 'place' matters within their District including:

- (i) Effective discharge of the local executive remit, through delegations, of their District Committee.
- (ii) Production of a Community Plan out locally determined priorities and policies for approval by the District Committee.
- (iii) Attend Overview and Scrutiny to account for delegated responsibilities for the District Committee, and policy priorities as set out in policy statements and development plans.
- (iv) Working closer with the Assistant Leaders as part of the Cabinet Committee Local Leadership.

Each District Committee will also hold an annual District Convention with input from community groups, Ward Forums, partners and other stakeholders, to inform on District priorities arising from the Local Service Community Plans.

10.6 Quorum

- (a) The Quorum for a District Committee shall be 6 Elected Members.
- (b) The Quorum for a Ward Forum shall be 2 members.

10.7 The Council will establish (or dissolve) Ward Forums on the recommendation of the Council Business Management Committee.

B6 – District Committee and Ward Forum Functions

1. THE ROLE AND PURPOSE OF DISTRICT COMMITTEES IS MORE PARTICULARLY SET OUT WITHIN THE "TERMS OF REFERENCE" BELOW. THE TERMS OF REFERENCE ARE SUBJECT TO AMENDMENT BY CABINET OR BY COUNCIL BUSINESS MANAGEMENT COMMITTEE, AS APPROPRIATE, TO REFLECT THE EMERGING SHAPE OF THE FUTURE COUNCIL.

2. The following functions are devolved to District Committees:

- Enforcement of litter prevention.
- Enforcement relating to fly-posting, placarding, graffiti and fly-tipping.
- Local community safety (local CCTV and local neighbourhood tasking issues taken forward usually in partnership with the police).
- Power to authorise the picking up of stray dogs, and relating to scavenging in alleyways and fouling of land.
- Street Cleansing – local decisions on services and the specific role of working with local communities and social enterprises to encourage additional services such as community clean ups and anti-litter campaigns.
- Grants to Neighbourhood Forums from the budget approved for this purpose.
- The right to consider and respond to consultations on planning briefs and frameworks and major development proposals and for any such response to be given to the Planning Committee for consideration at the appropriate time.

TERMS OF REFERENCE FOR DISTRICTS AND WARDS

Background

These terms of reference form part of a three pronged approach to defining the role and remit of the Council's community governance structure at both district and ward level. This also includes a schedule of functions that are to be delegated to these committees or forums, amending section B6 from the 2014/15 City Council Constitution; an article recognizing the existence of district committees and ward committees or forums and granting authority and powers to both and the terms of reference set out in this document.

Principles

The City Council is committed to the retention and the on-going development of its devolved approach to community governance, given the scale, size and diversity of challenges, opportunities and needs across the city.

The operation of new arrangements at the district and ward level must be consistent with the new resource framework for local governance and services, with a dramatic reduction since the council introduced its devolved arrangements over ten years ago. This means that the

support and administration of the refined model needs to take account of this and focus on the key priority of protecting front line service delivery, whilst also helping to shape new approaches to service delivery at a local level through partnership working and co-production.

The new model demands a particular set of cultural, organisational and individual behaviours, values and technical competencies. A key priority for its future operation is to shape a systematic, whole organisation approach to getting this right. This will be incorporated within the wider Future Council programme.

Overall purpose of the districts

Work at the district level will promote democratic accountability and support councillors in their community leadership role. It will also drive forward service improvement, community empowerment, active citizenship and local partnership working, and ensure maximum influence over the use of service budgets and resources, to ensure they are aligned with local needs, with the ultimate outcome of improving the economic, social and environmental wellbeing of the local area.

The roles of district committees

In conjunction with the relevant Cabinet Members and the Cabinet Committee Local Leadership the role of district committees is to:

- Develop and support the community leadership role of councillors and others in the area. This includes roles in relation to governance, community planning, local dialogue, partnership, commissioning and accountability
- Promote and influence service improvement, service integration and a focus on prevention across the whole of the local public sector in the district
- Work in partnership with all local stakeholders to further the needs and priorities of local residents in the district
- Ensure that city wide and city regional levels of decision making have a good understanding of local needs and priorities in different parts of the city
- Promote community empowerment and active citizenship and a diversity of local service provision, including community and voluntary organisations and social enterprises (e.g. through the Standing up for Birmingham campaign) and to develop positive working relationships with parish, neighbourhood or community councils
- Take local decisions on local issues as specified in the constitution and this Terms of Reference

Functions delegated to district committees

Within each Committee's area:

(Council functions)

1. To adopt and review a Community Plan
 2. To make Elected Member appointments to outside bodies; where such appointments relate solely to one Ward within the District, the appointment should be made by the relevant Ward Committee Members.
 3. To advise or make representations to the Council, the Executive or an Overview and Scrutiny Committee on all matters affecting community interests, including the exercise of a "Neighbourhood Challenge" function, working in conjunction with Cabinet Members to provide improved accountability in council and other public services within the district
 4. To consider and respond to consultations on planning briefs and frameworks and on major development proposals affecting the district, within appropriate planning timescales
 5. To consider proposals referred to the committee by the Council, the Executive or an Overview and Scrutiny committee and to report back the committee's views to the referring body
 6. To consider the performance, integration and co-ordination of public services in the district and make recommendations to the Executive and to the council's partners as appropriate
- (Executive functions)
7. To promote and improve the economic, social and environmental well-being of the area
 8. To exercise any executive functions that may be delegated in section B6 of the constitution - specifically to exercise the following duties and delegated functions in conjunction with designated officer responsibilities, relevant ward councillors and the relevant Cabinet Member:
 - a) A duty to ensure tenant engagement in the management and development of social housing, in conjunction with the relevant Cabinet Member
 - b) A duty to promote safer neighbourhoods, including local CCTV and neighbourhood tasking issues taken forward in partnership with the police and in conjunction with the relevant Cabinet Member
 - c) A duty to promote cleaner neighbourhoods, in conjunction with the relevant Cabinet Member, specifically:
 - Street cleansing – taking local decisions on service delivery in conjunction with appropriate officers and working with local communities and social enterprises to encourage additional services such as community clean ups and anti-litter campaigns
 - Enforcement of litter prevention
 - Enforcement relating to fly posting, placarding, graffiti, and fly-tipping

- Power to authorise the picking up of stray dogs, scavenging in alleyways, Dogs (Fouling of Land) Act
- d) A duty of "Neighbourhood Challenge" – to investigate, review and gather data on the performance of all local public services, working in a collaborative but challenging way with all service providers and seeking out and promoting new ways of improving services, in conjunction with relevant Cabinet Member(s) as appropriate, including:-
 - Approval of grants from the Local Innovation Fund (from April 2016)
 - Bidding for external funding to support neighbourhood and service improvement
- e) A duty to promote effective neighbourhood management
- f) A duty to promote and support active citizenship, community empowerment and a diverse and dynamic civil society, in conjunction with the relevant Cabinet Member
- g) A duty to ensure effective ward level governance arrangements, in Conjunction with the Leader of the Council
 - Approval of neighbourhood forum grants

The roles of ward forums

Members will also provide community leadership at the ward level to take forward the functions of the district committees, in particular through engaging the local community and identifying very local issues and priorities (for example through Ward Litter Plans or Neighbourhood Tasking meetings). The ward forums will:

1. Provide a forum for community engagement in decisions affecting the local area (through regular meetings including neighbourhood forums, residents associations, parish, community or neighbourhood councils and other local organisations)
2. Make representations to the district committee, the Executive or to Council on matters affecting the ward and to support the work of Overview and Scrutiny committees as appropriate
3. Make comments on behalf of residents on significant planning applications within the ward or which have an impact on the ward, subject to the appropriate planning timescales
4. Co-ordinate the work of councillors with neighbourhood forums, residents associations and neighbourhood, community or parish councils to enable local community engagement, debate and action in relation to local issues and priorities
5. Plan work with the other wards to engage with partners such as the police

Early Years Health & Wellbeing Services

Hall Green District Committee

Vision

“To give every child in Birmingham an equal chance to have the best start in life so they can achieve their full potential”

Our Journey

- 2013 Warner Review, Case for change
 - 2015 Authority to consult
1st Statutory consultation Nov 15 – Feb 16
 - 2016 New Service Model Developed
Authority to commence procurement secured
Tender Submission and Evaluation
 - 2017 Contract Award
2nd Statutory consultation
Mobilisation
-

Why we need to change

- Fewer children in Birmingham are assessed as having a good level of development by the time they start school than children living in other areas of the country
- Clear opportunity to join services up to improve outcomes for children and families.
- The funds received by the Council to provide services has been significantly reduced.

What we've been told so far....

- 3428 responses, 333 EY professionals, 1428 parents of children aged under 5.
 - 81% support the vision
 - 70% support for universal and targeted approach
 - High quality advice and information, help to access services and appropriate support locally rated as being of most importance
 - 70% support for parent led support
 - 75% support for delivery into places children and families use the most
-

- The types of services provided by Children's Centres are valued and important
 - 'Stay and play' services important for all
 - Universal services need to be accessible and welcoming for everyone
 - Services need to be better promoted and services families to should be able to choose where and how they access support
 - You also asked that we try to keep the best of the current services and ensure that staff are well trained and knowledgeable.
-

Cabinet Report – April 2017

- Approved the award of the contract for the new Early Years Health and Wellbeing Service to Birmingham Community Healthcare NHS Trust.
- Approved the commencement of a 60 day period of public consultation on the detail of the new model
- Secured a delegation to extend all existing contracts for a further 3 month period if required

New Service Provider

Lead Provider

- Birmingham Community Healthcare NHS Foundation Trust (BCHC)

Strategic Partners

- Barnardo's
- Spurgeons
- The Springfield Project
- St Paul's Community Development Trust

Key Elements of New Service Model

- Investment in staff not building
 - Planning at a District level, with each district having a HUB building in combination with delivery across a range of community venues
 - Integrated teams
 - Integrated case working, removal of duplication
 - Resources targeted to need
 - Resilient families enabled to support each other
-

What will this mean to families?



Multiple professional engagement with a single family in the current service



Improved continuity, consistency & experience for families in the new service through reduced numbers of professionals involved

What Services Will be Available

- ✓ Health Visiting services delivering 5 mandated contacts
 - ✓ Well Baby Clinics
 - ✓ Information, advice and guidance
 - ✓ Breastfeeding Support
 - ✓ Stay and play
 - ✓ Support to access Early Education and Childcare
 - ✓ Access to training and employment support
 - ✓ Parenting support groups and sessions
 - ✓ Onward referrals to other services as required i.e. speech and language etc.
 - ✓ Targeted support for families who need it
-

Local Delivery Model

- **Children's Health and Wellbeing Services**

9am – 5pm Monday to Friday. Some evening and weekend provision where local parents need and use them. Will deliver the full service range.

- **Children's Community Health and Wellbeing Services**

Will deliver the full service range on a sessional basis, based on need.

- **Well Baby Clinics**

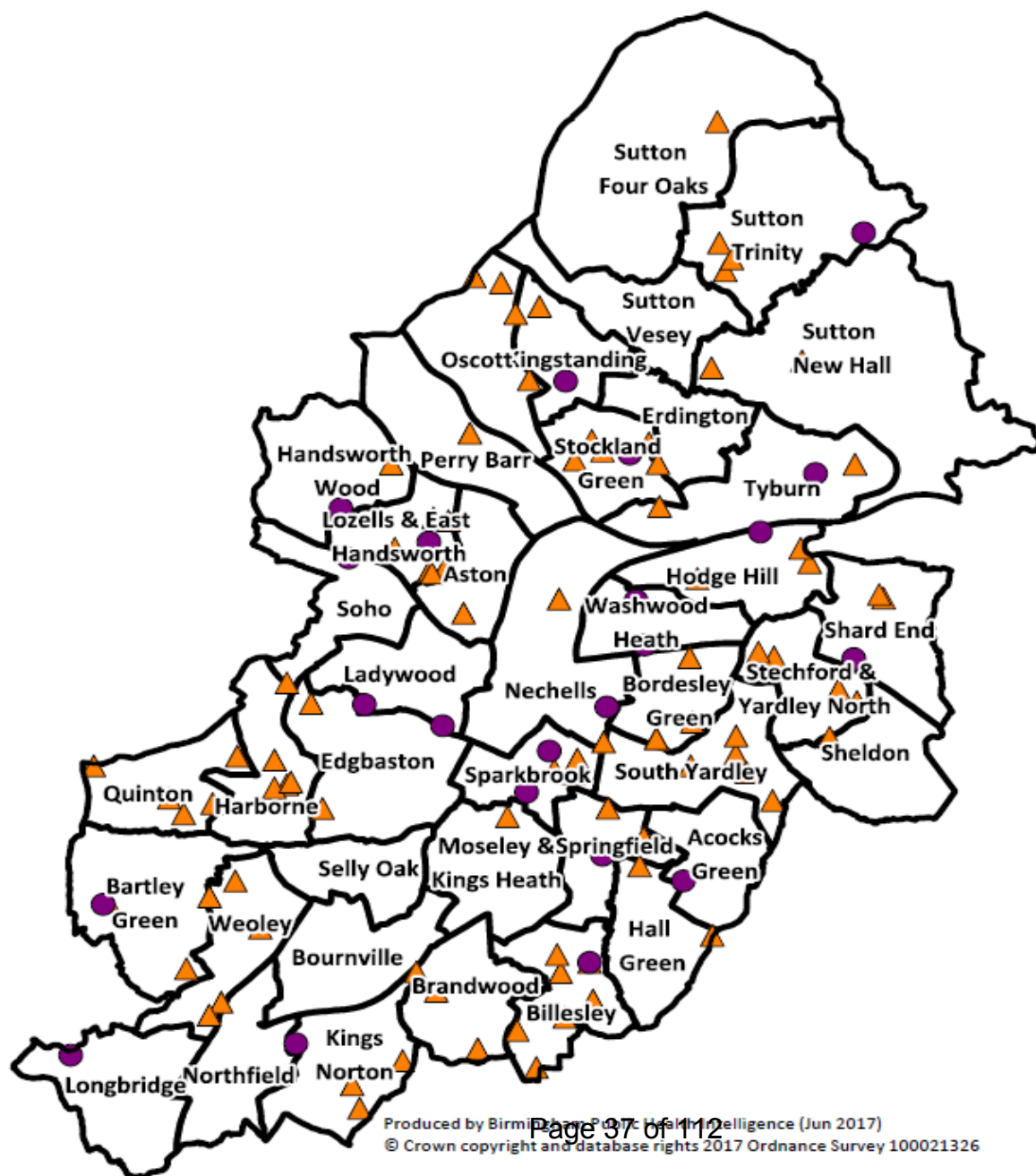
Health Visitor led based in GP practices

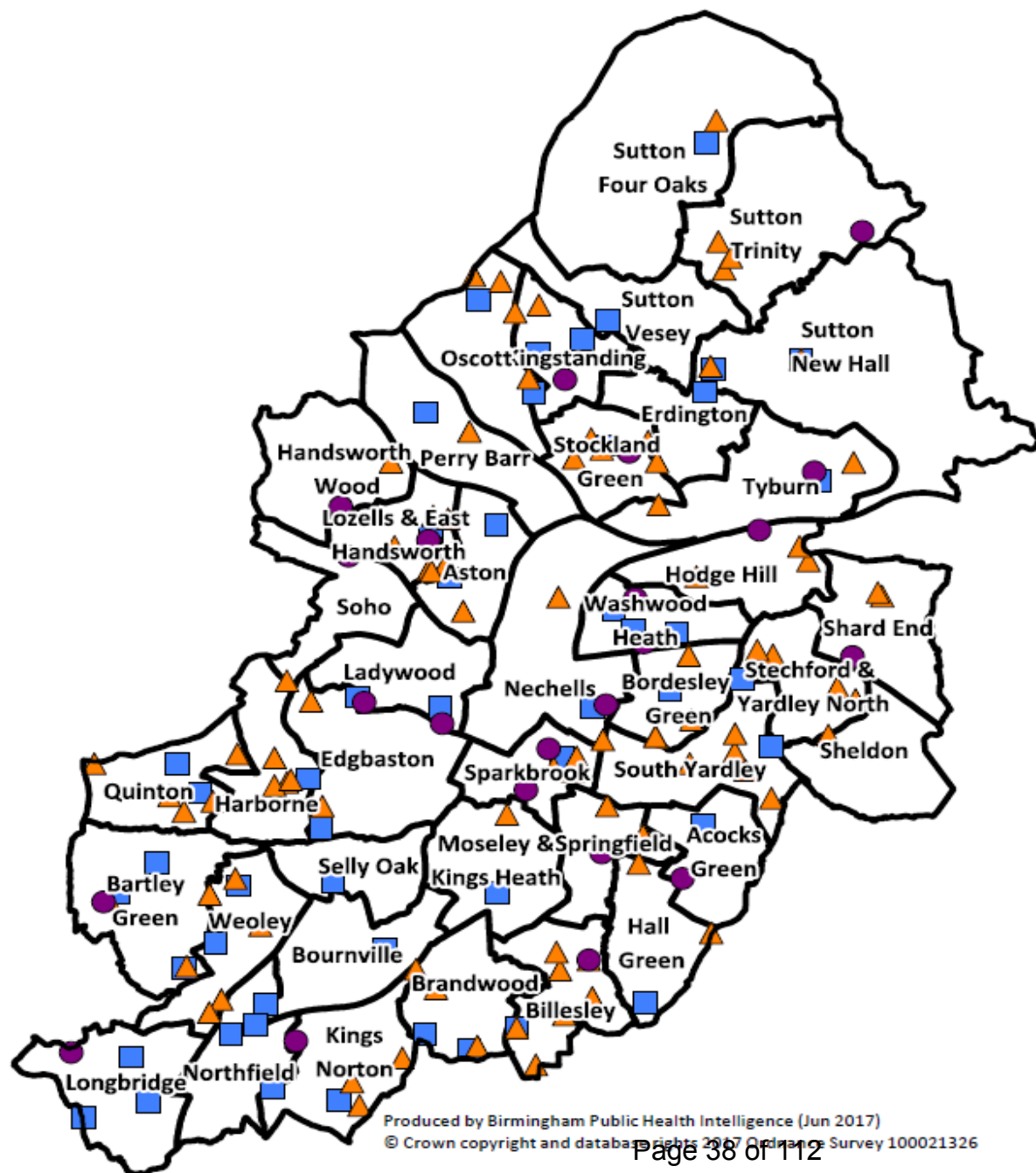
- **Easy Access Advice and Information**

Telephone, internet, web based app.









The Public Consultation

The Public Consultation

- 60 days, 19th June – 17th August
- Statutory Duty to consult on changes to Children's Centre Services
- Public Sector Equality Duty
- Seek opinions on the proposed:
 - Local service configuration
 - The proposed locations for service delivery
 - Proposed opening hours and access arrangements

Getting Involved

- Online at

<https://www.birminghambeheard.org.uk/people-1/eyconsultation>

- Completion of printed questionnaire
- Attendance at District level open forum events for staff, stakeholders and the public
- Facilitated completion
- Easy Read version to be available
- Forums and meetings



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Housing Transformation Board Performance Report

Quarter 4 2016/17

Report produced by Place Directorate Performance and Support Services Team
Version 1.0 13/06/2017

Contents	RAG status (based on Q4 data unless stated)	Page
<u>Exception Report</u>		6
<u>Leasehold and Right to Buy (Sukvinder Kalsi)</u>		
Number of Right To Buy applications received	No Target	12
Number of properties sold under Right To Buy	No Target	13
Right to Buy compliance to statutory timescales	Red	14
<u>Rent Service (Tracy Holsey)</u>		
Percentage of rent collected	No Target	15
Current amount of rent arrears	Green	16
<u>Housing Options (Jim Crawshaw)</u>		
Number of households in Temporary Accommodation	No Target	17
Number of households in B&B	No Target	18
Increase in the number of cases where homelessness is prevented or relieved	Green	19
Number of households on housing waiting list	No Target	20
Average number of weeks families in B&B	No Target	21
#REF!	#REF!	22
<u>Independent Living (Afsaneh Sabouri)</u>		
Number of households helped by Independent Living	Green	23
Number of Wise Move completions	No Target	24

Landlord Services

Antisocial Behaviour (Tracey Radford)

Number of new ASB enquiries received - A, B and C categories	No Target	25
Number of new hate crime enquiries	No Target	27
Percentage of A cases responded to on time	Amber	28
Percentage of B cases responded to on time	Green	28
Percentage of C cases responded to on time	Green	28
Total ASB cases closed	No Target	29
Percentage of ASB cases closed successfully	Green	30
Number of live ASB cases	No Target	31
Total cases responded to on time	No Target	32
Number of live Think Family cases	No Target	33

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better	Green	34
Percentage of low-rise blocks rated satisfactory or better	Green	35
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	36
Percentage of introductory tenancies over 12 months old, not made secure	Green	37
Condition of estates - average of bi-annual estate assessment scores	No Target	38
Condition of estates - number of excellent, good and poor ratings to date	No Target	39

Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks	Green	40
Percentage of Careline calls answered within 60 seconds	Amber	41

Landlord Services

Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled	No Target		42
Average time taken to answer calls (in seconds)	Red		43
Percentage of calls answered	Green		44

Asset Management and Maintenance (John Jamieson)

Repairs:

Percentage of Right To Repair jobs completed on time	Red		45
Percentage of gas servicing completed against period profile - snapshot figure	Green		46
We will respond to emergency repairs in two hours	Red	BP	47
We will resolve routine repairs within 30 days	Green	BP	48
KPI001 - Customer Satisfaction	Green		49
KPI002 - Work orders completed within timescale	Amber		50
KPI004 - Service Improvement Notices	Green		51
KPI005 - Safety SIN's	Green		52
KPI007 - Appointments made	Amber		53
KPI008 - Appointments kept	Red		54

Voids and Lettings (John Jamieson)

Available council homes as a percentage of total stock - snapshot figure	Green	CBP	55
Average days void turnaround - all voids	Amber		56
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Red		57

Capital Works (Martin Tolley)

Percentage of actual spend as a proportion of revised annual budget - year to date	RED		58
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets		59
KPI001 - Customer Satisfaction (Capital Works only)	Green		61
KPI002 - Work orders completed within timescale (Capital Works only)	Green		62
KPI008 - Appointments kept (Capital Works only)	Green		63

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation (HMO) Licencing (Roy Haselden)

Houses in Multiple Occupation licences issued	No Target		64
Licenced and unlicensed Houses in Multiple Occupation inspected	No Target		65

Private Tenancy Unit (Andrew Greathead)

Private Tenancy Unit - Requests for assistance	No Target		66
Private Tenancy Unit - Cases assisted through advice	No Target		67
Private Tenancy Unit - Cases assisted through intervention	No Target		68

Empty Properties (Matthew Smith)

Empty properties brought back into use	RED	CBP	69
Number of properties improved in the private rented sector as a result of Local Authority intervention	Green	CBP	70

Housing Development (Clive Skidmore)

Number of affordable homes provided	TBC	CBP	71
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Housing Transformation Board

Exception Report Quarter 4 2016/17

The following measures missed their targets and scored a 'Red' rating.
The services responsible have provided the following exception report.

Leasehold and Right to Buy (Sukvinder Kalsi)

Measure: Right to Buy compliance to statutory timescales

Page: 14

Target: 100%

Performance: 85%

Commentary provided by: Louise Fletcher

Significant progress has been made on performance against statutory timescales. There are 2 stages which form part of the measure for statutory compliance, the first stage is to establish whether the tenant and/or property are eligible under the Right to Buy legislation, and this is now being completed within timescales. The second stage of the process is the collation of information so that a S125 Offer can be issued to the tenant. There is a backlog in supporting service areas providing information for this part of the process, particularly the production of valuations and EPCs and this is having an impact on the timescales for the production of S125 Offers. Now that restructures within this service area are complete, the priority is to continuing to streamline processes, so that for 2017/18 targets and statutory deadlines can be met.

Landlord Services

Measure: Average time taken to answer calls (in seconds)

Page: 43

Target 20

Performance: 27

Commentary provided by:

As a result of the service review, along with benchmarking across similar services across the country, the Customer Services Hubs are no longer measuring performance against the 20 second target of answering calls. Moving forward, this measure will be replaced with an improved suite of performance targets.

We have now introduced the improved 'triage' approach to how we respond to our enquiries; The 'triage' aims to resolve the majority of all enquiries at the first point of contact, in the customer service hubs. This has been identified as means of reducing demand in the long term, but also providing better customer service to our tenants. Whilst the time taken to answer has increased, we have received no negative feedback or complaints from tenants concerning this and we will also be reviewing this performance indicator to bring it more in line with how we will be delivering the service, moving forward.

Asset Management and Maintenance (John Jamieson)

Measure: Percentage of Right To Repair jobs completed on time

Page: 45

Target 92.6%

Performance: 87.3%

Commentary provided by: John Jamieson

Although performance is still red, there has been an in month improvement City wide, but performance remains fractionally below standard target. Keepmoat (Erdington and Sutton) achieved 85.0%, which is below tolerance. Wates Central (Ladywood and Perry Barr) achieved 89.6%, which is within tolerance and therefore Amber. Fortem South (Edgbaston, Northfield and Selly Oak) achieved 84.8% which is below tolerance. Wates East (Hall Green, Hodge Hill and Yardley) achieved 89.4% which is within tolerance. We continue to work with all contractors on a weekly basis to improve performance.

Measure: We will respond to emergency repairs in two hours

Page: 47

Target 98.10%

Performance: 89.46%

Commentary provided by: John Jamieson

Both Keepmoat and Wates Living Space have significantly improved over the year and in the final quarter. The overall city performance has been adversely impacted by poor performance from Fortem upon whom Service Improvement Notices have been issued.

Asset Management and Maintenance (John Jamieson)

Measure: KPI008 - Appointments kept

Page: 54

Target 98.10%

Performance: 84.40%

Commentary provided by: John Jamieson

Performance has continued to improve throughout the year as a result of the work with and pressure placed on contractors. Performance related penalties have also been applied in the 4th quarter. It is important to note that performance does not indicate missed appointments but those where the appointed time was not achieved.

Voids and Lettings (John Jamieson)

Measure: Average days to let a void property (from Fit For Let Date to Tenancy Start Date) Page: 57
Target 10
Performance: 18.28
Commentary provided by: John Jamieson

Performance is slightly above the Standard for this measure. This is due to continued success during the quarter (and throughout 2016/17) in letting fit to let but previously long term hard to let dwellings which have remained void for long periods. Although this has the impact of increasing the average days taken this is reducing the number of void dwellings thus increasing rental income.

Capital Works (Martin Tolley)

Measure: Percentage of actual spend as a proportion of revised annual budget - year to date Page: 58
Target 100%
Performance: 90.1%
Commentary provided by: Pat McWilliam

The main underspends are on Rewires (£2.8m), Door Entry (£1.3m), Kitchens & Bathrooms (£1.2m) and Complex Voids (£0.6m). The £5.8m variation is split between net slippage of £2.4m and net underspend of £3.4m. The net slippage of £2.4m will be added to the 2017/18 budget.

Private Sector Housing (Pete Hobbs)

Measure: Empty properties brought back into use Page: 69
Target 324
Performance: 303
Commentary provided by: Matthew Smith

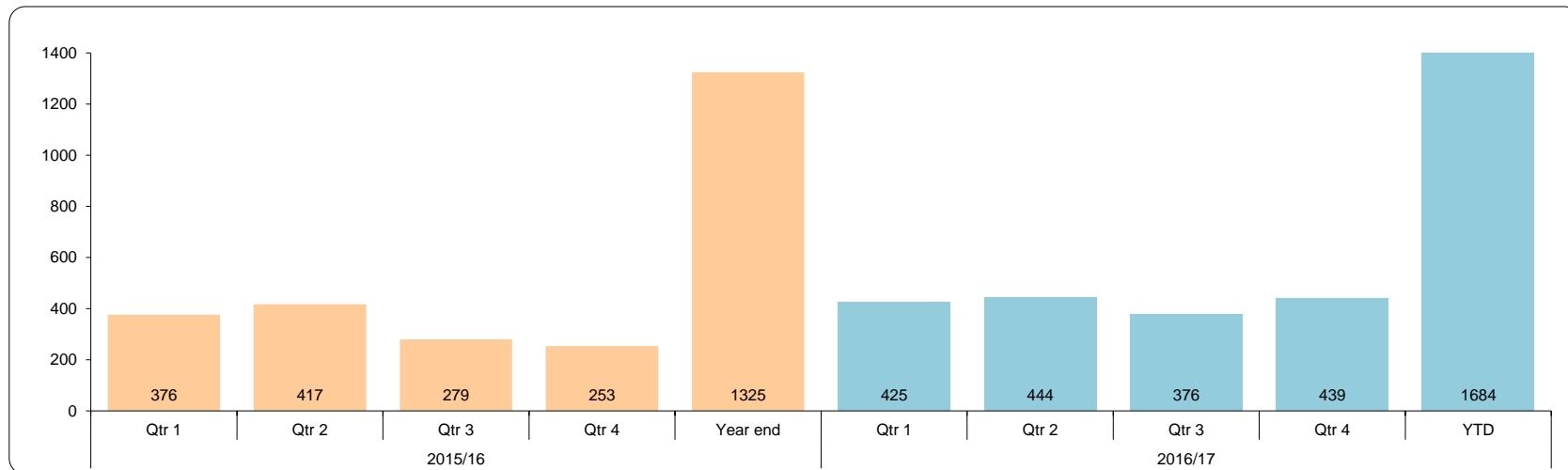
The Council continues to tackle long term private empty properties and has brought over 300 homes back into use this year. The Council provides advice and encouragement to owners where possible, but uses enforcement powers to ensure properties don't cause a nuisance and continues to compulsory purchase properties where needed. The Council was on target to achieve the overall 324 properties but it has been agreed from February 2017 to divert resources for the delivery of the priority to consult and implement Selective Licensing for the PRS in target wards. The Council has contacted a range of local authorities to develop benchmarking data and have had some positive responses. The data sets are not completely comparable so more work is on-going to incorporate information for 2017/18.

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Right To Buy applications received	376	417	279	253	1325	425	444	376	439	1684

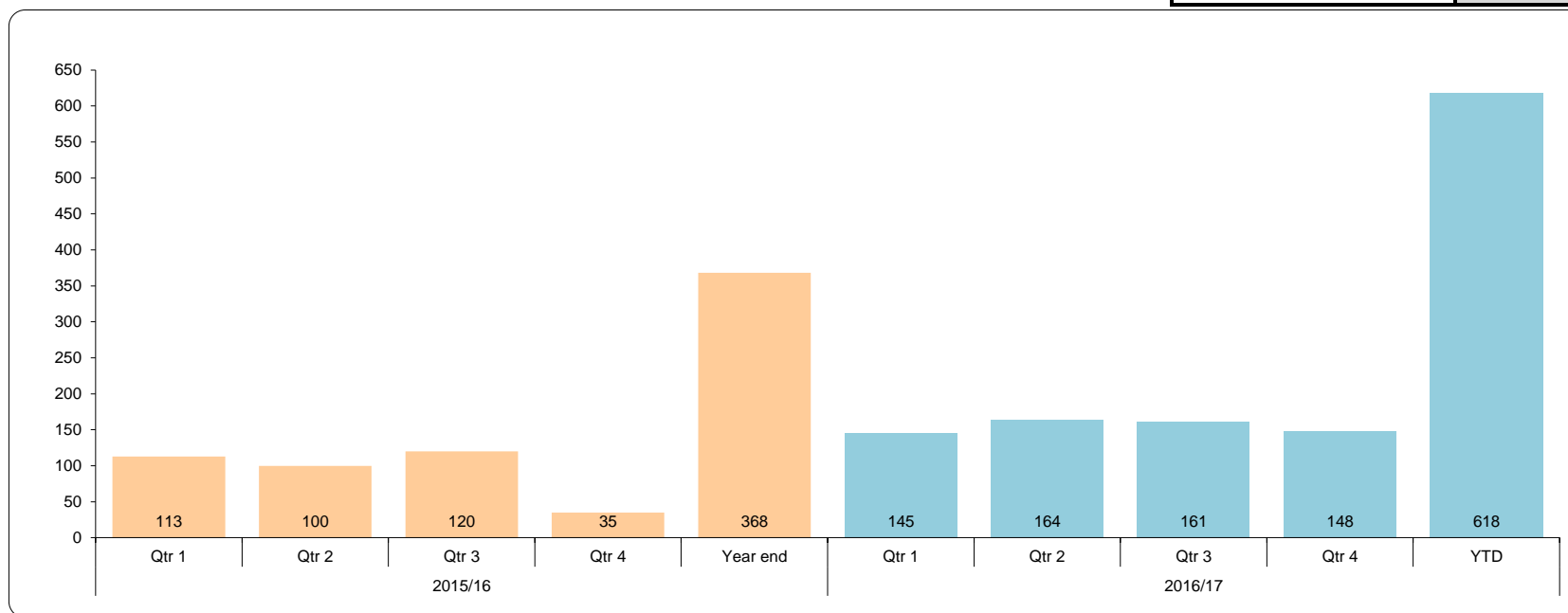
Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	46	39	22	52	98	51	13	49	3	66

RB01

Number of properties sold under Right To Buy

RAG Status

No Target



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of properties sold under Right To Buy	113	100	120	35	368	145	164	161	148	618

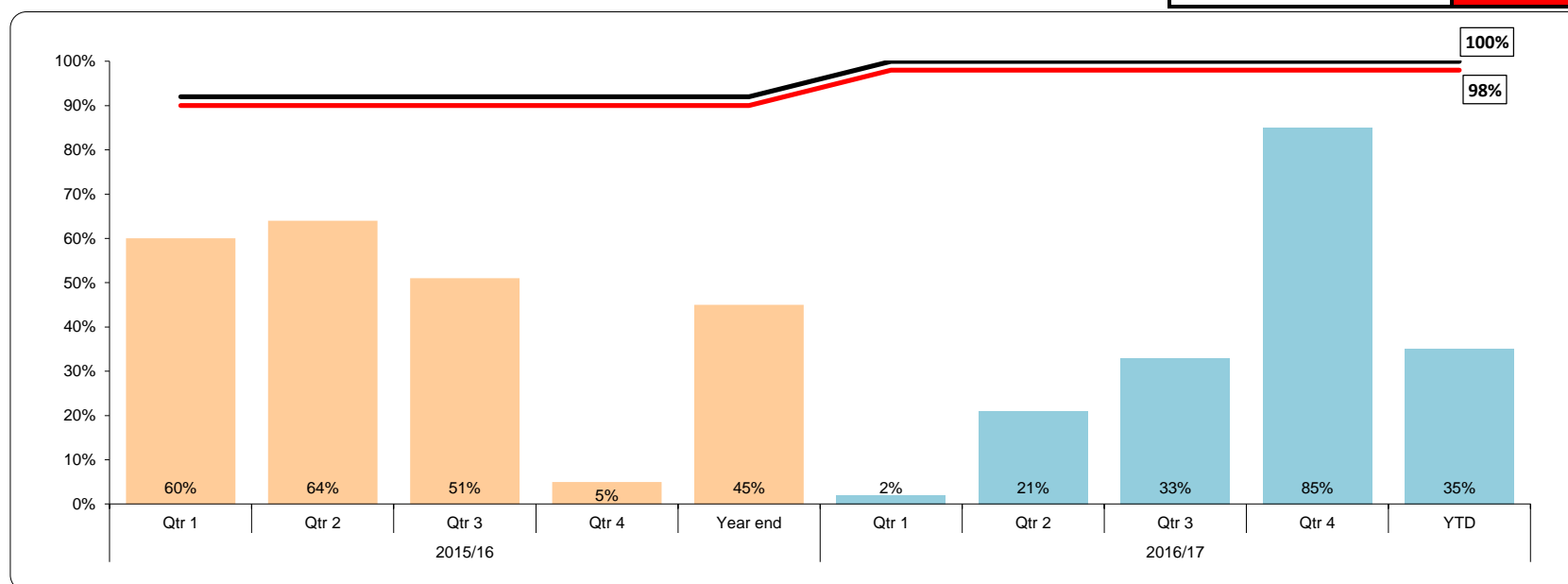
Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	17	7	13	26	25	14	9	9	1	27

RB02

Right to Buy compliance to statutory timescales

RAG Status

Red



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Right to Buy compliance to statutory timescales	60%	64%	51%	5%	45%	2%	21%	33%	85%	35%
Target	92%	92%	92%	92%	92%	100%	100%	100%	100%	100%
Standard	90%	90%	90%	90%	90%	98%	98%	98%	98%	98%

Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	85%	86%	91%	83%	84%	87%	88%	89%	83%	83%

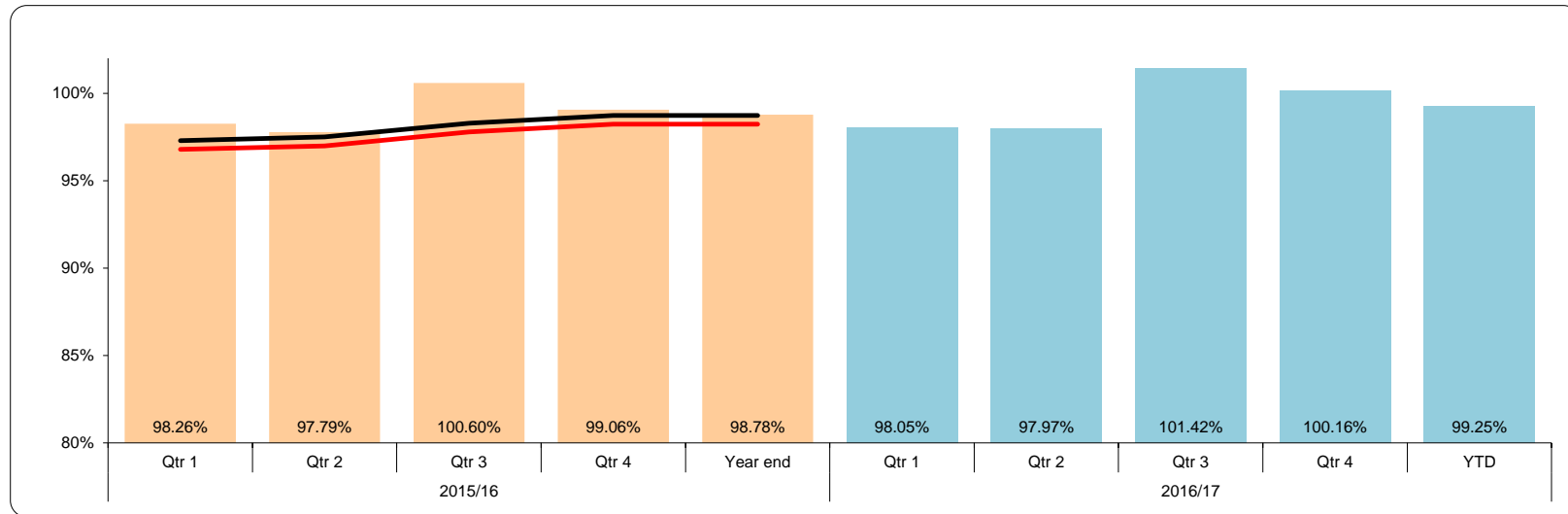
RB03

Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

No Target



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of rent collected	98.26%	97.79%	100.60%	99.06%	98.78%	98.05%	97.97%	101.42%	100.16%	99.25%
Target	97.3%	97.5%	98.3%	98.7%	98.7%	No quarterly targets				
Standard	96.8%	97.0%	97.8%	98.2%	98.2%					
Monthly targets						Apr - 59.7%	Jul - 87.2%	Oct - 92.2%	Jan - 93.9%	
						May - 78.5%	Aug - 89.6%	Nov - 92.7%	Feb - 94.3%	
						Jun - 84.0%	Sep - 90.8%	Dec - 93.4%	Mar - 94.9%	

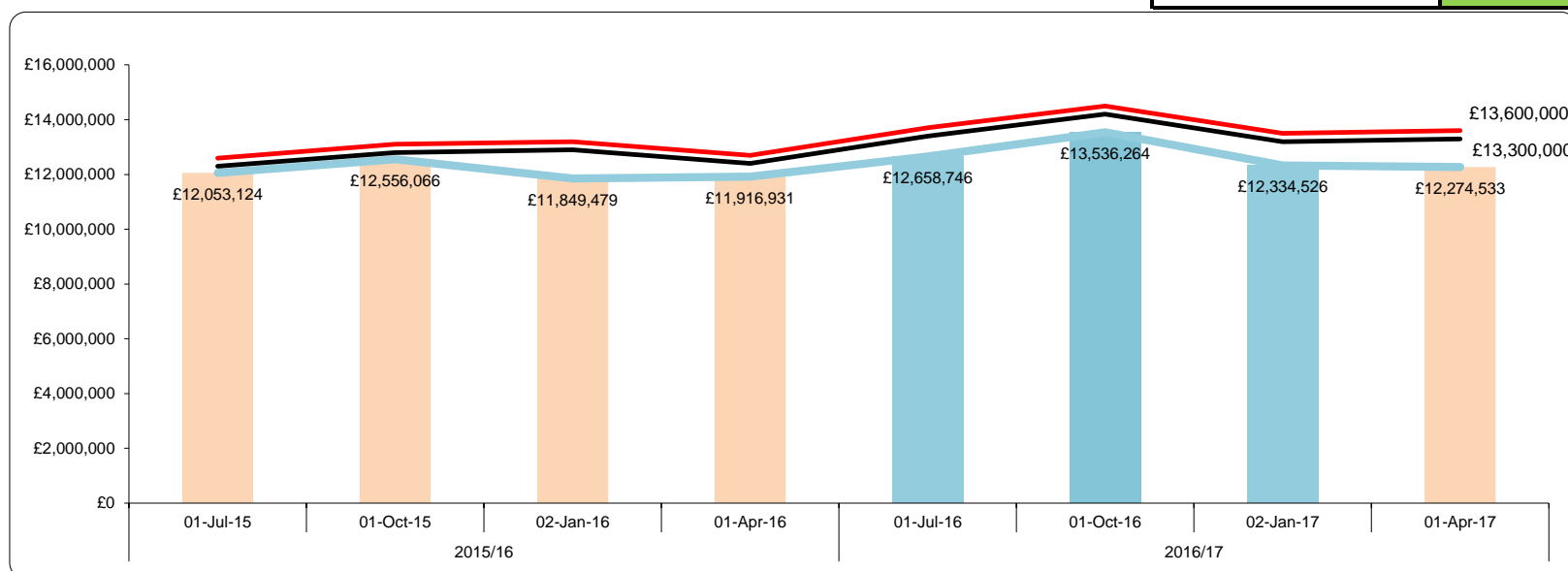
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	108.15%	99.70%	108.89%	100.50%	100.40%	99.83%	100.00%	99.65%	99.11%	100.74%

R01

Current amount of rent arrears - Snapshot figure

RAG Status

Green



Smaller is better

	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Current amount of rent arrears - Snapshot figure	£12,053,124	£12,556,066	£11,849,479	£11,916,931	£12,658,746	£13,536,264	£12,334,526	£12,274,533
Target	£ 12,300,000	£ 12,800,000	£ 12,900,000	£ 12,400,000	£ 13,400,000	£ 14,200,000	£ 13,200,000	£ 13,300,000
Standard	£ 12,600,000	£ 13,100,000	£ 13,200,000	£ 12,700,000	£ 13,700,000	£ 14,500,000	£ 13,500,000	£ 13,600,000

Citywide rent arrears figure includes £118,616 arrears from Bloomsbury TMO not included in district breakdown below.

Current amount of rent arrears - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01 April 2017	£ 1,447,380	£ 1,429,142	£ 340,433	£ 1,554,742	£ 2,182,879	£ 1,970,863	£ 429,212	£ 1,139,733	£ 281,657	£ 1,379,876

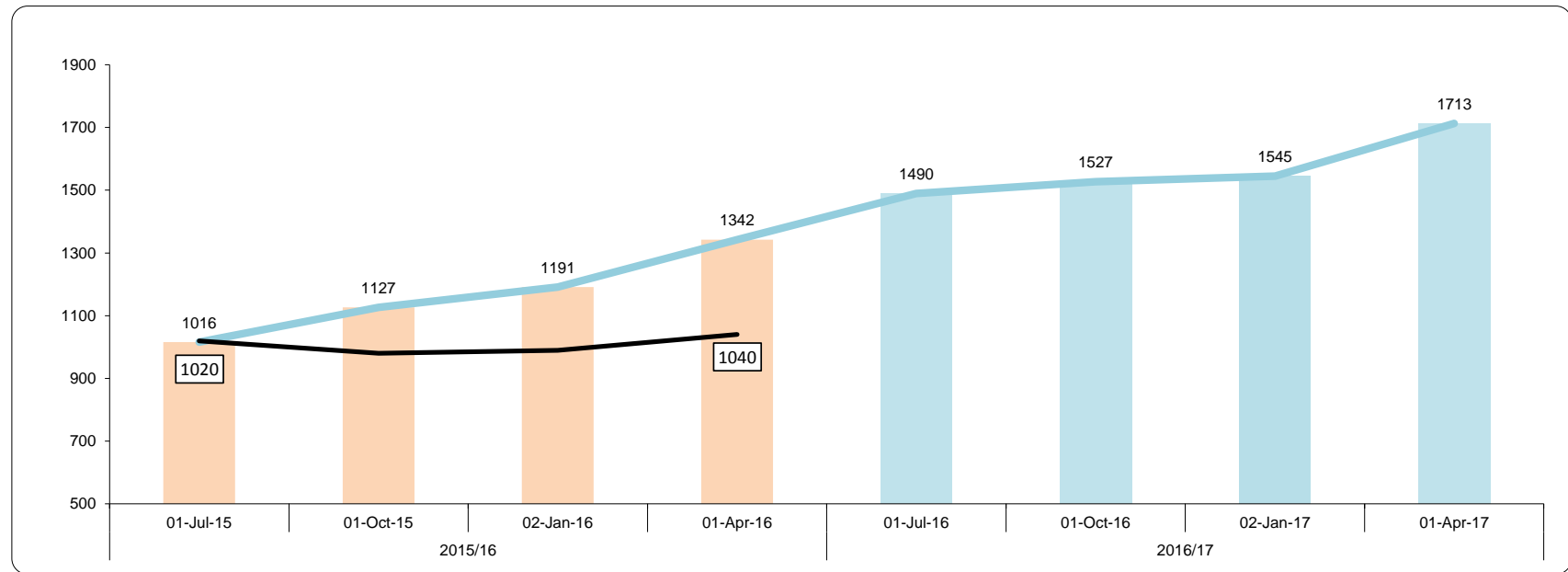
R02

Housing Options (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

No Target



Smaller is better

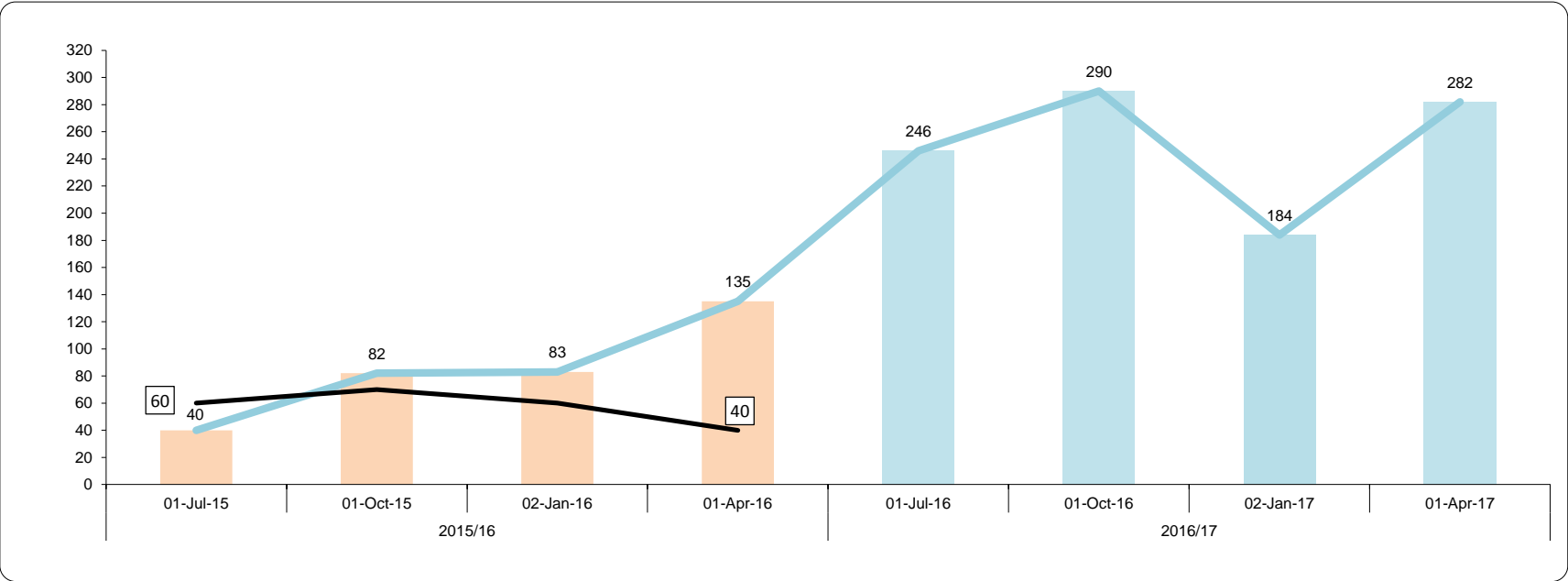
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of households in Temporary Accommodation - Snapshot figure	1016	1127	1191	1342	1490	1527	1545	1713
Target	1020	980	990	1040				

Targets for this year have not yet been confirmed

SP01

Number of households in B&B - Snapshot figure

RAG Status	No Target
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Smaller is better

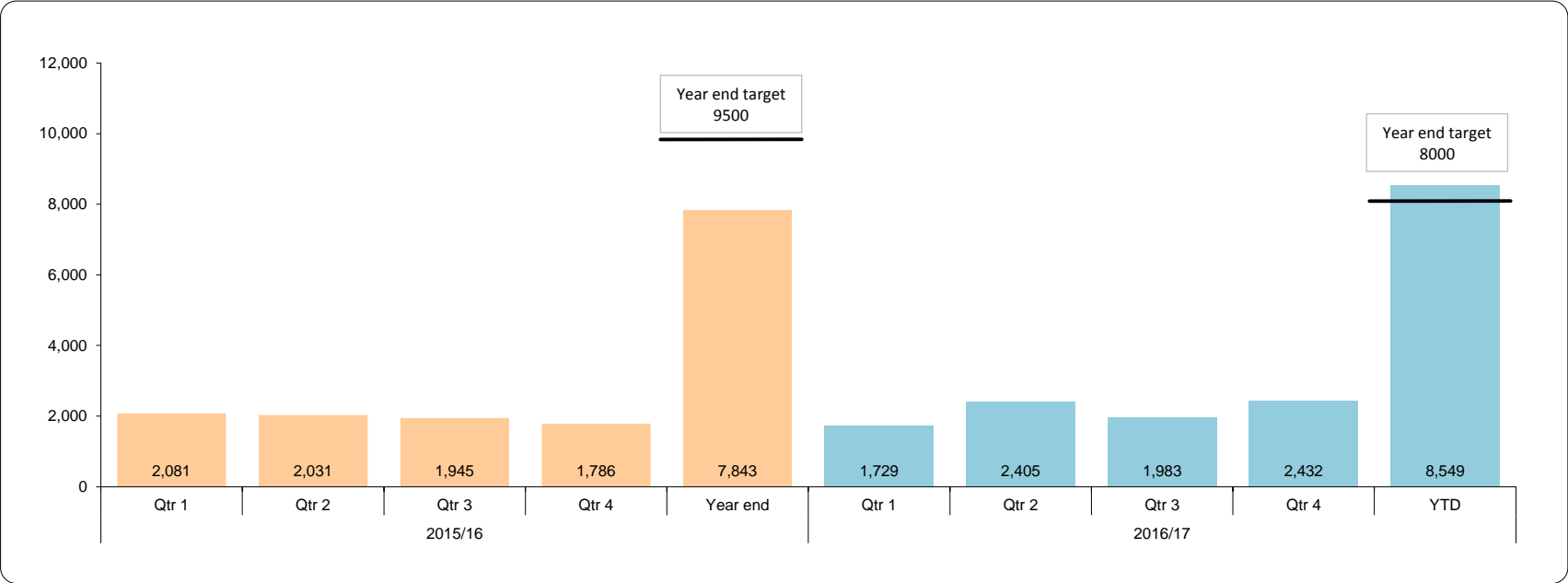
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of households in B&B - Snapshot figure	40	82	83	135	246	290	184	282
Target	60	70	60	40				

Targets for this year have not been confirmed

SP02

Increase in the number of cases where homelessness is prevented or relieved (CBP)

RAG Status	Green
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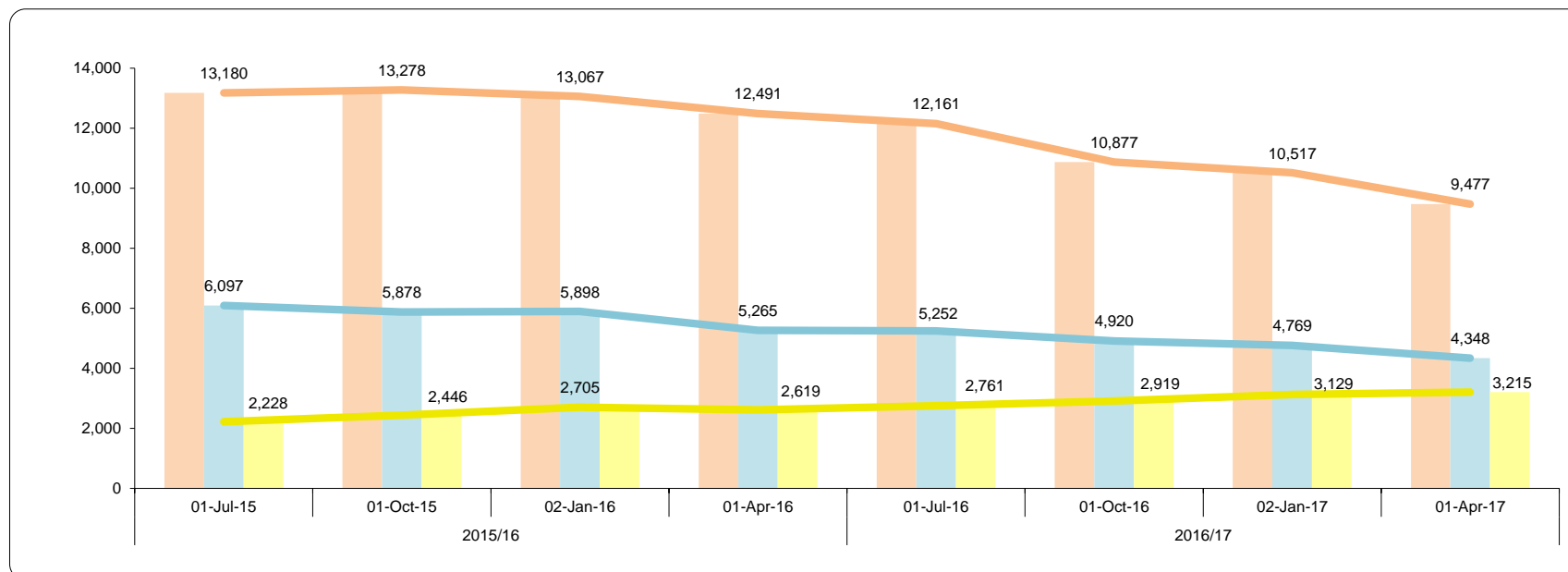
Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Increase in the number of cases where homelessness is prevented or relieved	2,081	2,031	1,945	1,786	7,843	1,729	2,405	1,983	2,432	8,549
Year end target					11,000	1750	1750	2250	2250	8000

SP03

Number of households on housing waiting list - Snapshot figure

RAG Status	No Target
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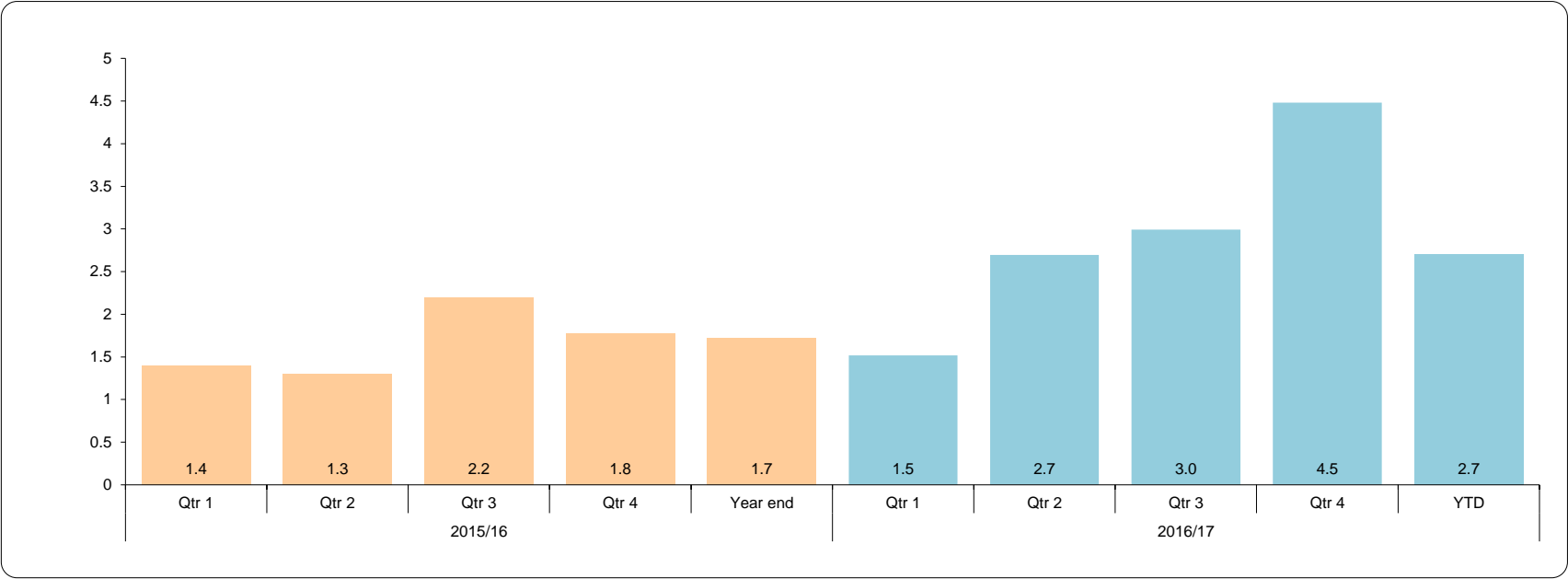
Smaller is better

Housing need category	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
General needs	13,180	13,278	13,067	12,491	12,161	10,877	10,517	9,477
Transfer	6,097	5,878	5,898	5,265	5,252	4,920	4,769	4,348
Homeless	2,228	2,446	2,705	2,619	2,761	2,919	3,129	3,215

SP05

Average number of weeks families in B&B

RAG Status	No Target
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Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average number of weeks families in B&B	1.4	1.3	2.2	1.8	1.7	1.5	2.7	3.0	4.5	2.7

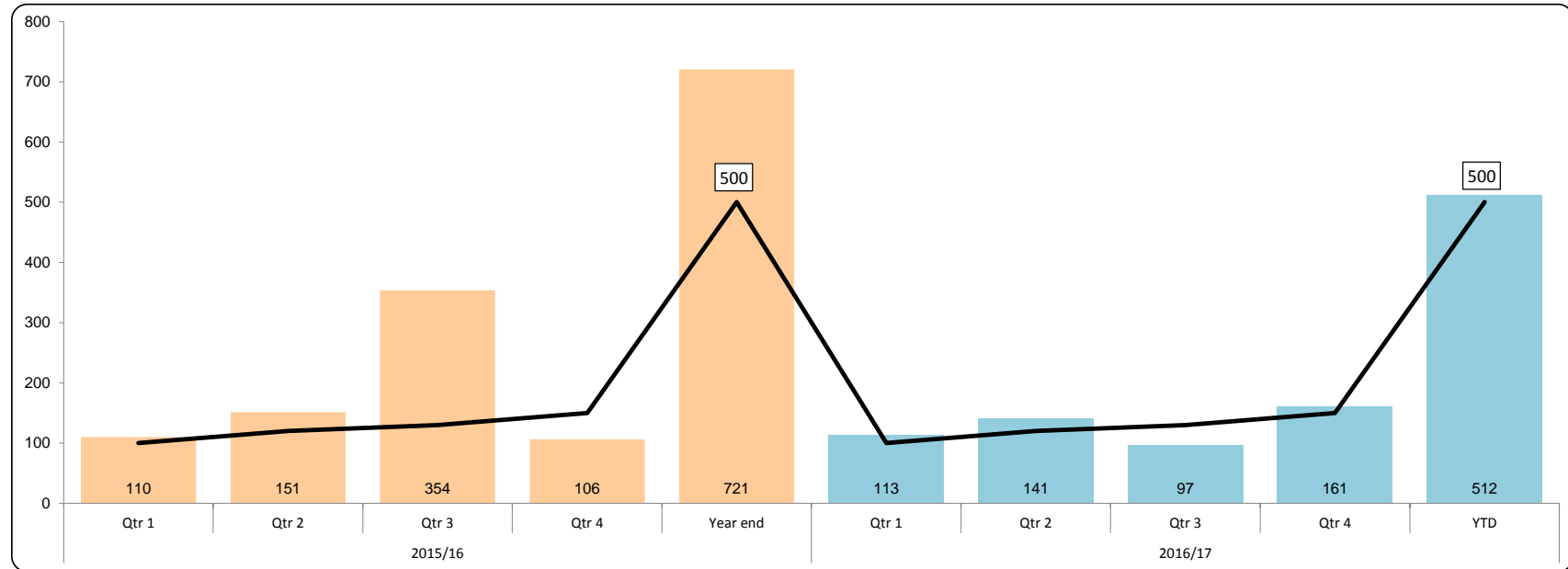
SP08

Independent Living (Afsaneh Sabouri)

Number of households helped by Independent Living

RAG Status

Green



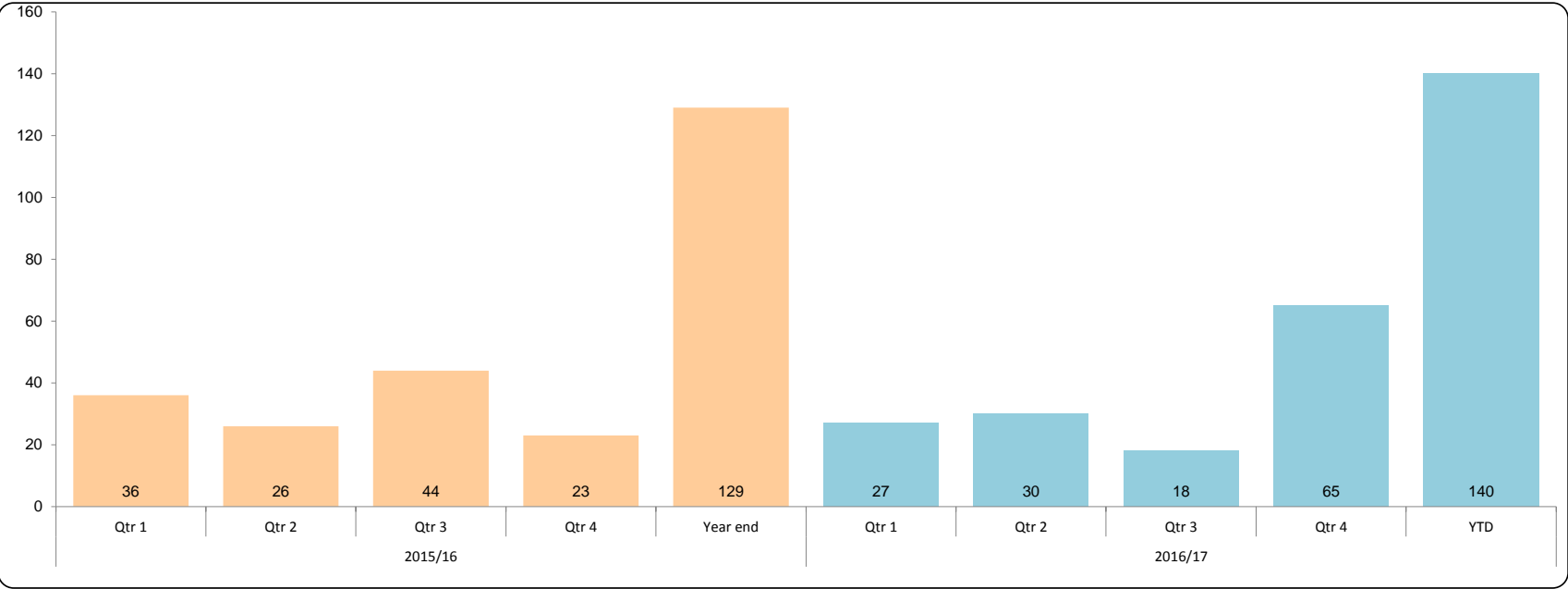
Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of households helped by Independent Living	110	151	354	106	721	113	141	97	161	512
Target	100	120	130	150	500	100	120	130	150	500

IL01

Number of Wise Move completions

RAG Status	No Target
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	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Wise Move completions	36	26	44	23	129	27	30	18	65	140

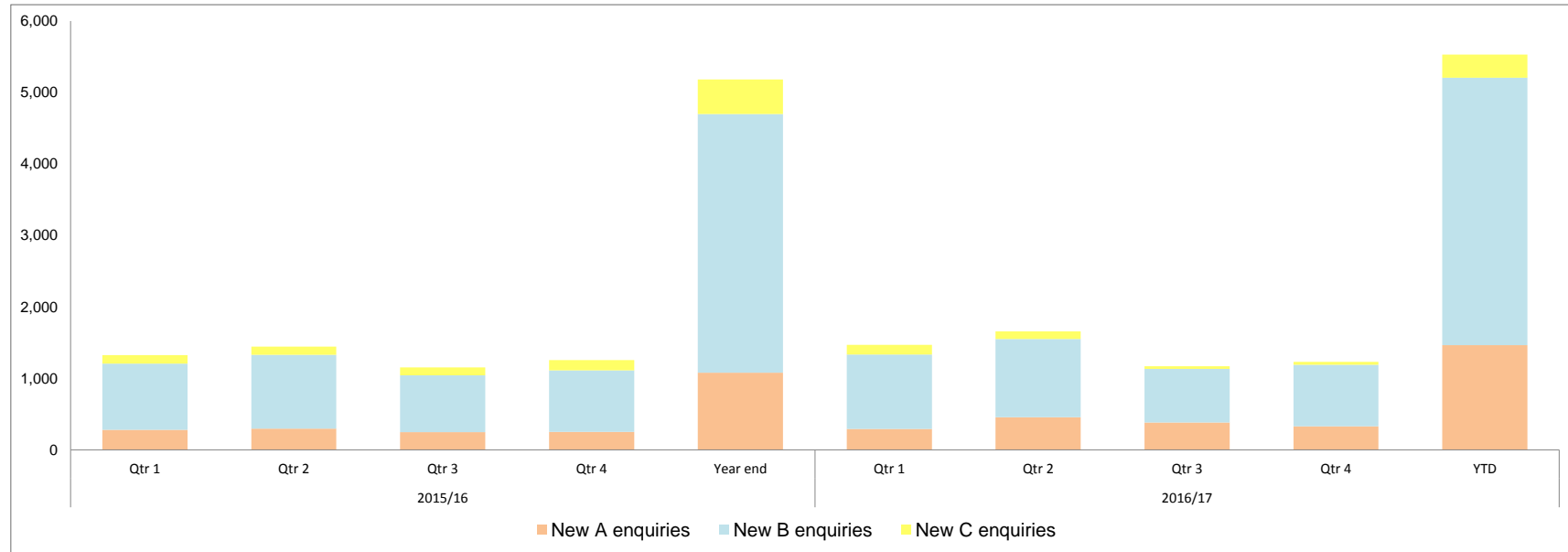
IL02

Antisocial Behaviour (Tracey Radford)

Number of new ASB enquiries received - A, B and C categories

RAG Status

No Target



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
New A enquiries	283	298	248	252	1,081	293	457	385	330	1,465
New B enquiries	926	1,033	796	863	3,618	1,040	1,093	748	863	3,744
New C enquiries	117	114	111	141	483	137	108	38	39	322
Number of new ASB enquiries received - A, B and C categories	1,326	1,445	1,155	1,256	5,182	1,470	1,658	1,171	1,232	5,531

Number of new ASB enquiries received - A, B and C categories	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	159	149	34	102	150	213	50	163	56	156

continued on next page...

ASB01

The number of ASB cases received in period recorded on Customer Records Management (CRM) system

Category A – Very Serious

This category includes: Criminal behaviour, hate incidents and harassment (verbal abuse, threats of violence, assault or damage to property based on race, sexual orientation, gender, age, disability, religion etc.), physical violence, harassment, intimidation

Category B - Serious

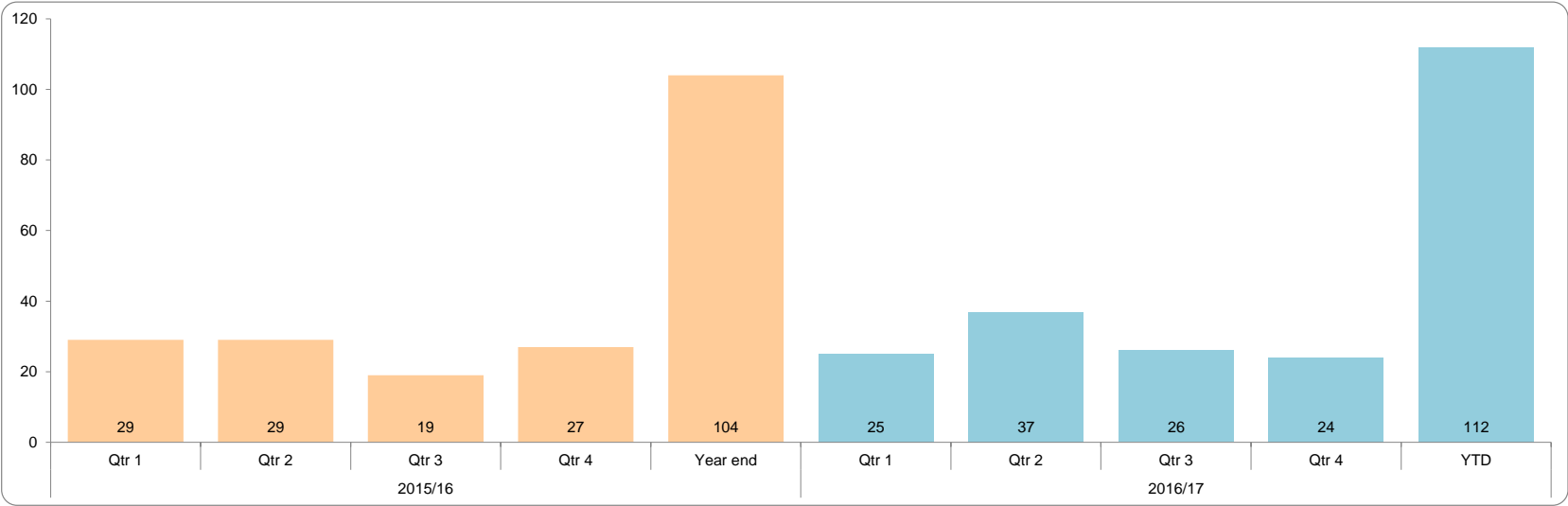
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

Category C - Minor

This category includes: Pets or animal nuisance, misuse of a public/communal space, loitering, fly tipping, nuisance from vehicles, domestic noise, and neighbour dispute.

Number of new hate crime enquiries

RAG Status	No Target
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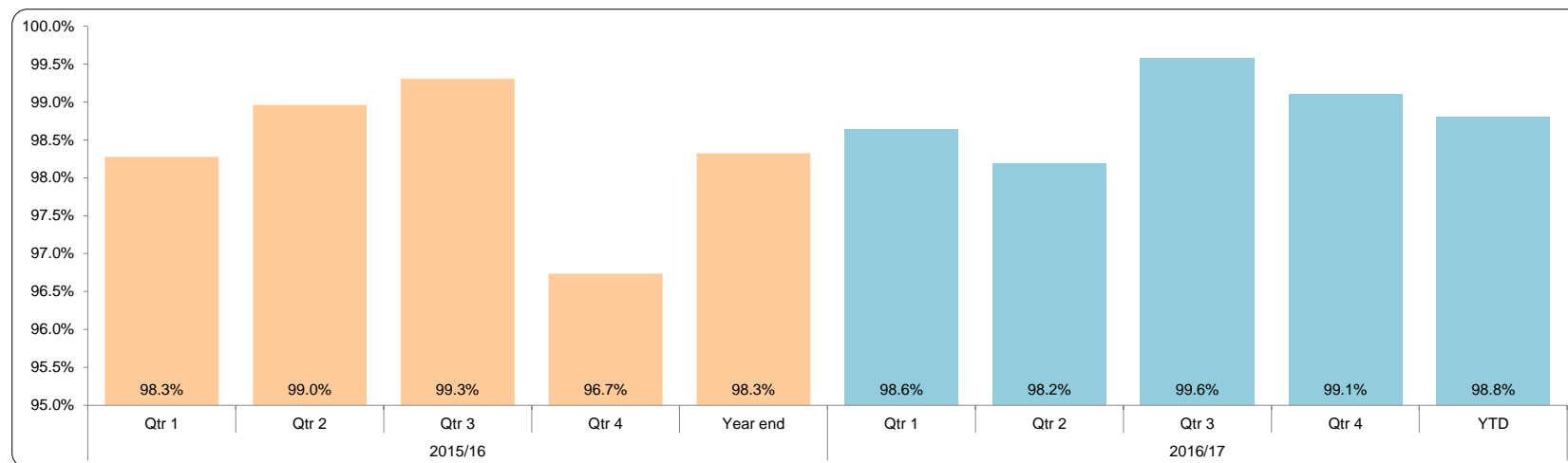
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries	29	29	19	27	104	25	37	26	24	112
Number of new hate crime enquiries	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	0	8	1	1	1	4	0	3	3	3

ASB05

Percentage of cases responded to on time

RAG Status

See below



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of cases responded to on time	98.3%	99.0%	99.3%	96.7%	98.3%	98.6%	98.2%	99.6%	99.1%	98.8%

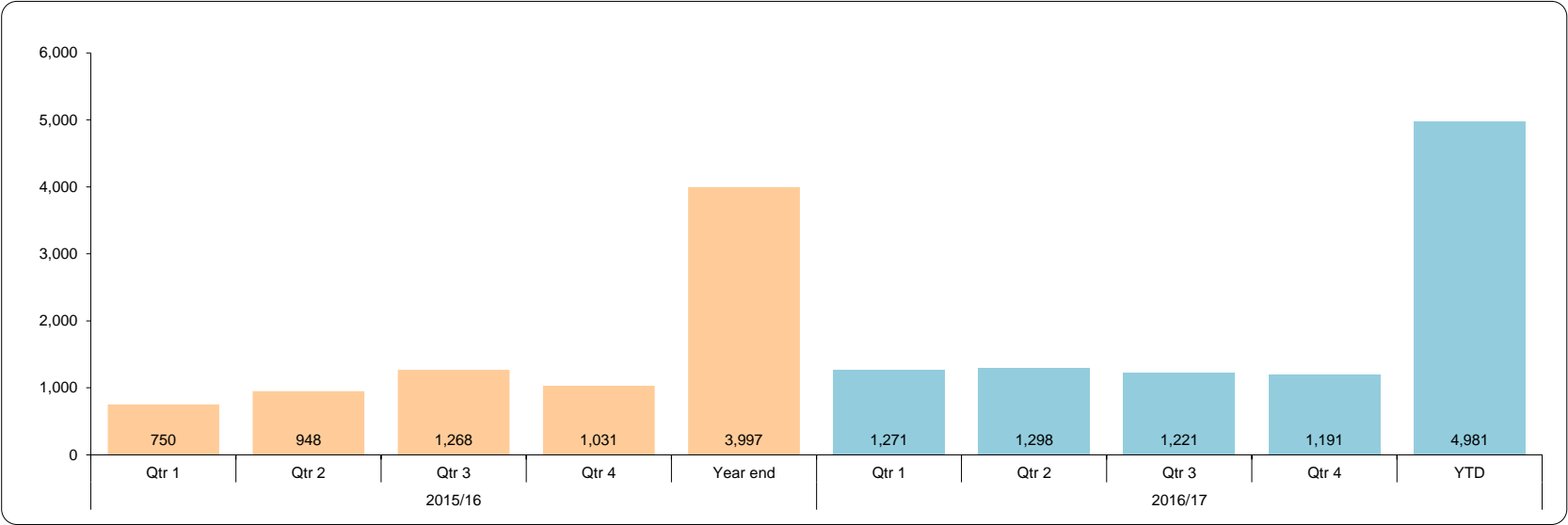
	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	323	99%	100%	95%	Amber
Percentage of B cases responded to on time	860	100%	95%		Green
Percentage of C cases responded to on time	38	100%	95%		Green

Percentage of cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	98.7%	100%	100%	100%	99.3%	98.6%	100%	96.9%	100%	100%

ASB20

Total ASB cases closed

RAG Status	No Target
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	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total ASB cases closed	750	948	1,268	1,031	3,997	1,271	1,298	1,221	1,191	4,981

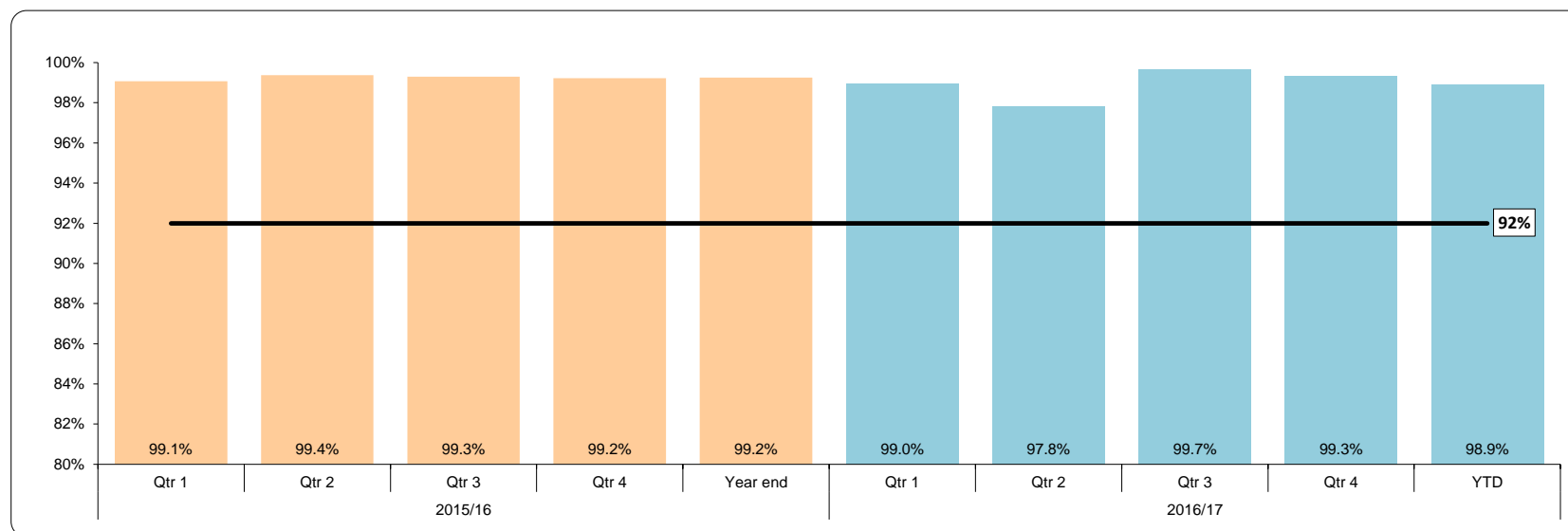
Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	179	119	34	96	155	234	49	156	23	146

ASB06

Percentage of ASB cases closed successfully

Rag Status

Green



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of ASB cases closed successfully	99.1%	99.4%	99.3%	99.2%	99.2%	99.0%	97.8%	99.7%	99.3%	98.9%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

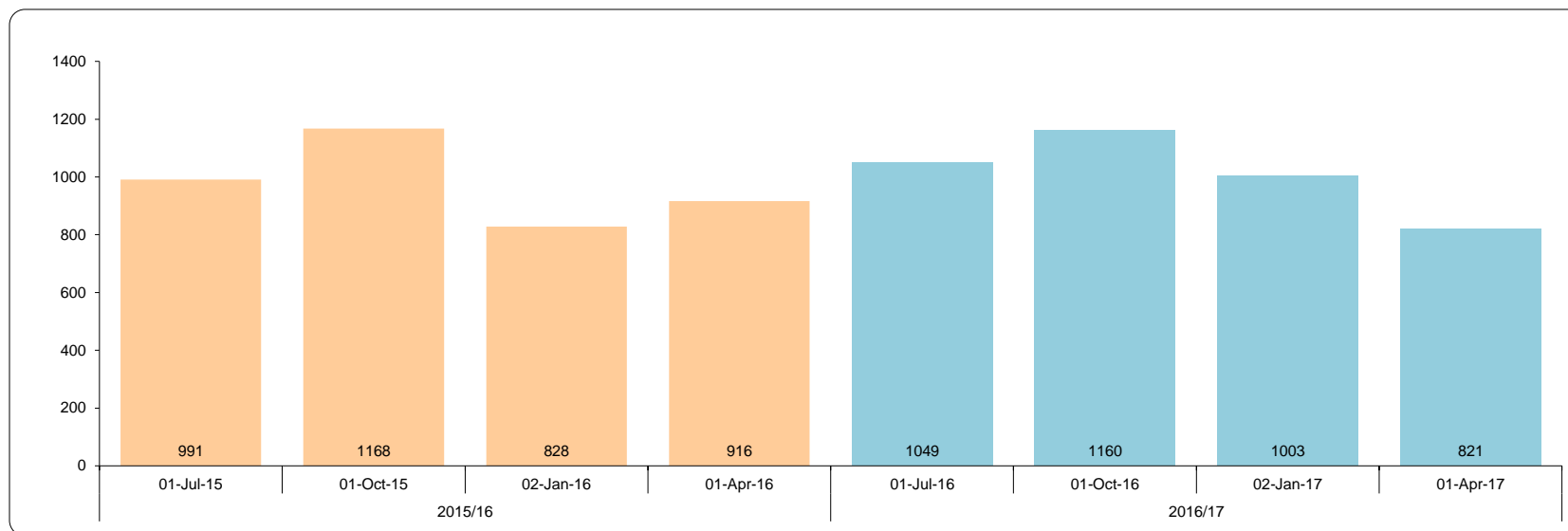
Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	97.8%	100%	100.0%	99.0%	100%	99.1%	100%	99.4%	100%	100%

ASB07

Number of live ASB cases - Snapshot figure

RAG Status

No Target



	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
	991	1168	828	916	1049	1160	1003	821

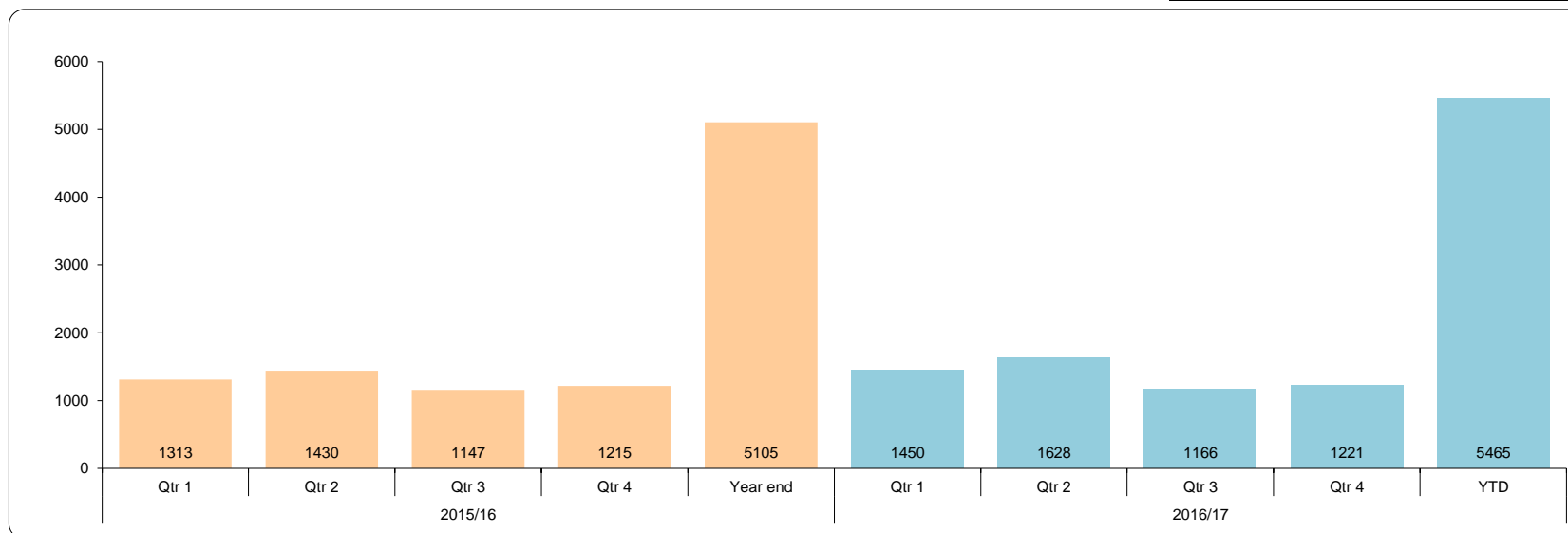
Number of live ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	78	146	53	105	154	124	47	66	48	0

ASB22

Total cases responded to on time

RAG Status

No Target



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total cases responded to on time	1313	1430	1147	1215	5105	1450	1628	1166	1221	5465

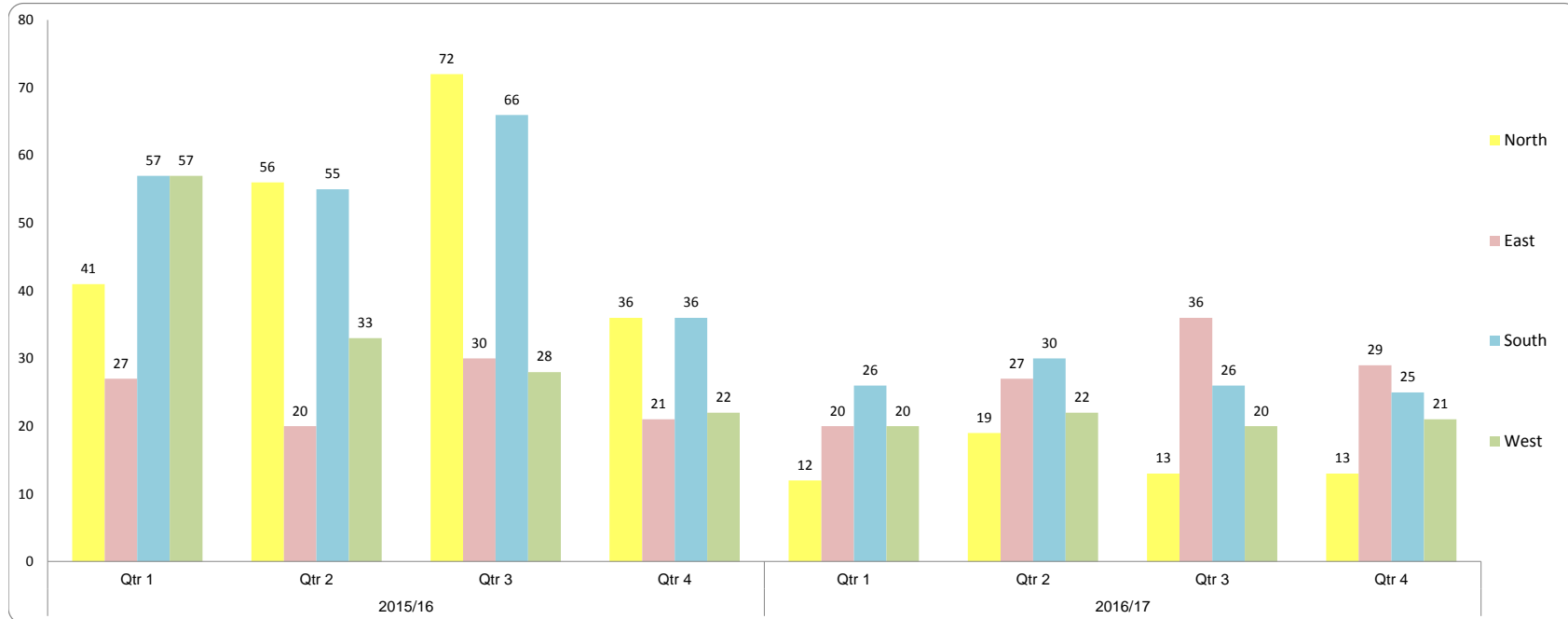
Total cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	157	149	34	102	149	210	50	158	56	156

ASB16

Number of live Think Family cases

RAG Status

No Target



Quadrant	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	41	56	72	36	12	19	13	13
East	27	20	30	21	20	27	36	29
South	57	55	66	36	26	30	26	25
West	57	33	28	22	20	22	20	21

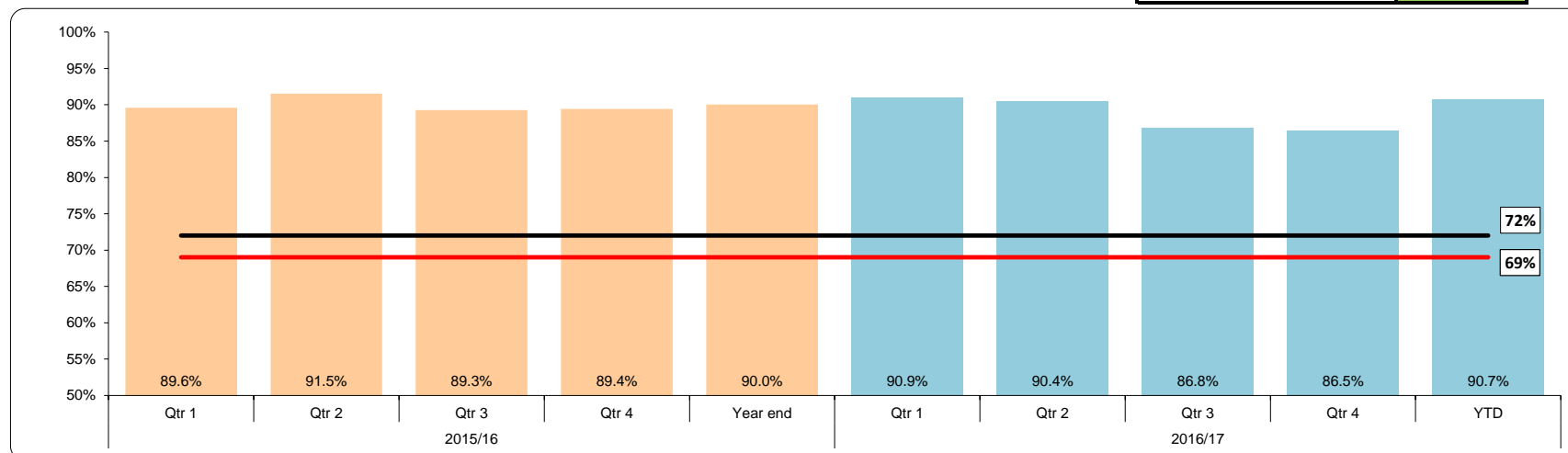
ASB21

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

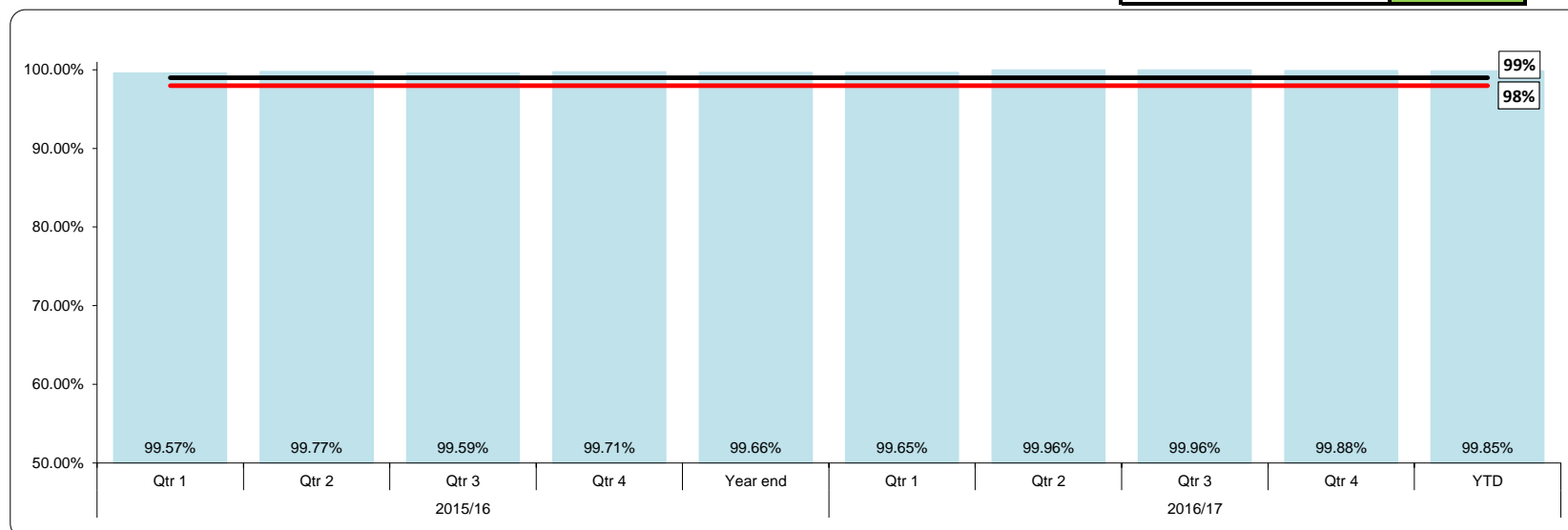
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of high-rise blocks rated good or better	89.6%	91.5%	89.3%	89.4%	90.0%	90.9%	90.4%	86.8%	86.5%	90.7%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	97.9%	49.1%	no high-rise	84.8%	81.9%	98.0%	100%	93.8%	91.7%	100%

ETM01

Percentage of low-rise blocks rated satisfactory or better

RAG Status	Green
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Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of low-rise blocks rated satisfactory or better	99.57%	99.77%	99.59%	99.71%	99.66%	99.65%	99.96%	99.96%	99.88%	99.85%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

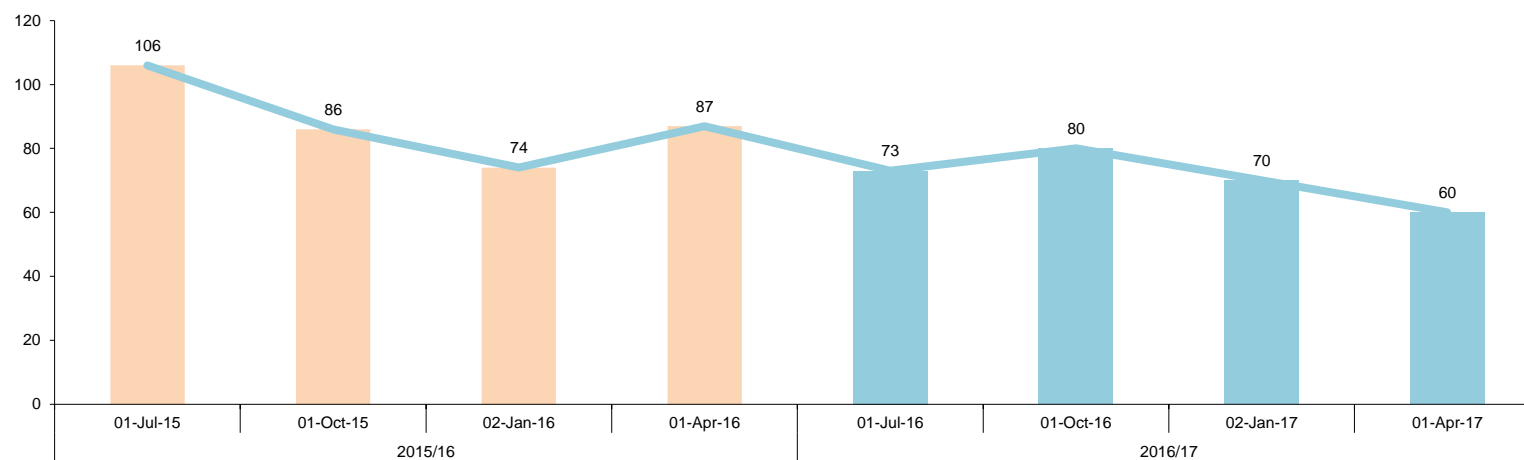
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	100%	99.00%	97%	100%	100%	100%	100%	100%	100%	100%

ETM02

Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure

RAG Status

No Target



	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	106	86	74	87	73	80	70	60

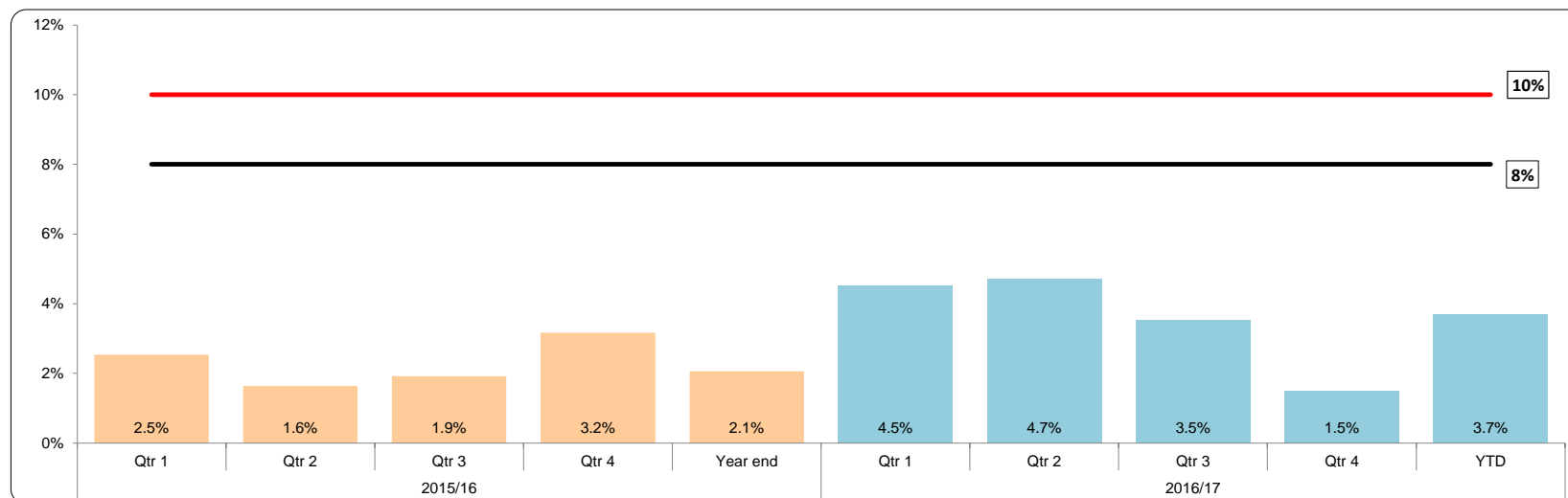
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	Bloomsbury
01-Apr-17	9	7	3	1	11	8	3	13	1	3	0

ETM03

Percentage of introductory tenancies over 12 months old, not made secure

RAG Status

Green



Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of introductory tenancies over 12 months old, not made secure	2.5%	1.6%	1.9%	3.2%	2.1%	4.5%	4.7%	3.5%	1.5%	3.7%
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

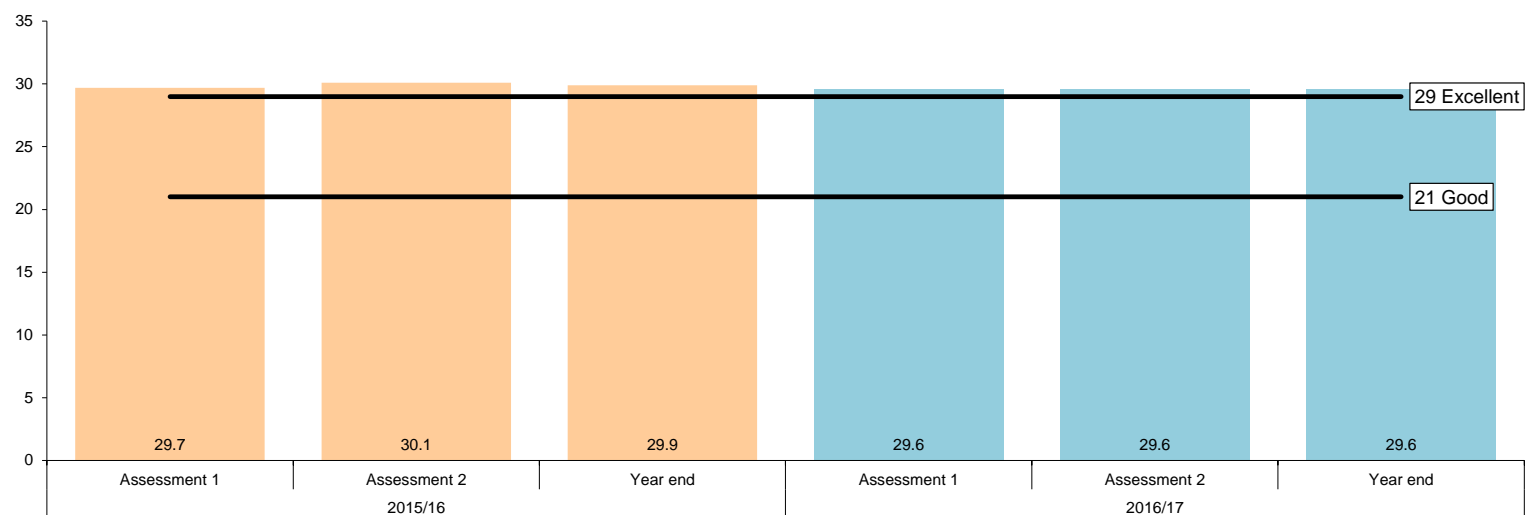
Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	2.91%	1.89%	0.00%	2.67%	2.44%	0.80%	0.00%	0.00%	0.00%	0.00%

ETM04

Condition of estates - average of bi-annual estate assessment scores

RAG Status

No Target



Bigger is better

	2015/16			2016/17		
	Assessment 1	Assessment 2	Year end	Assessment 1	Assessment 2	Year end
Condition of estates - average of bi-annual estate assessment scores	29.7	30.1	29.9	29.6	29.6	29.6
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

Please note that the figures for Assessment 2 and Year end are in draft form.

Each estate is required to have two assessments during each year.

Score: 1-20 = Poor, 21-28 = Good, 29+ = Excellent

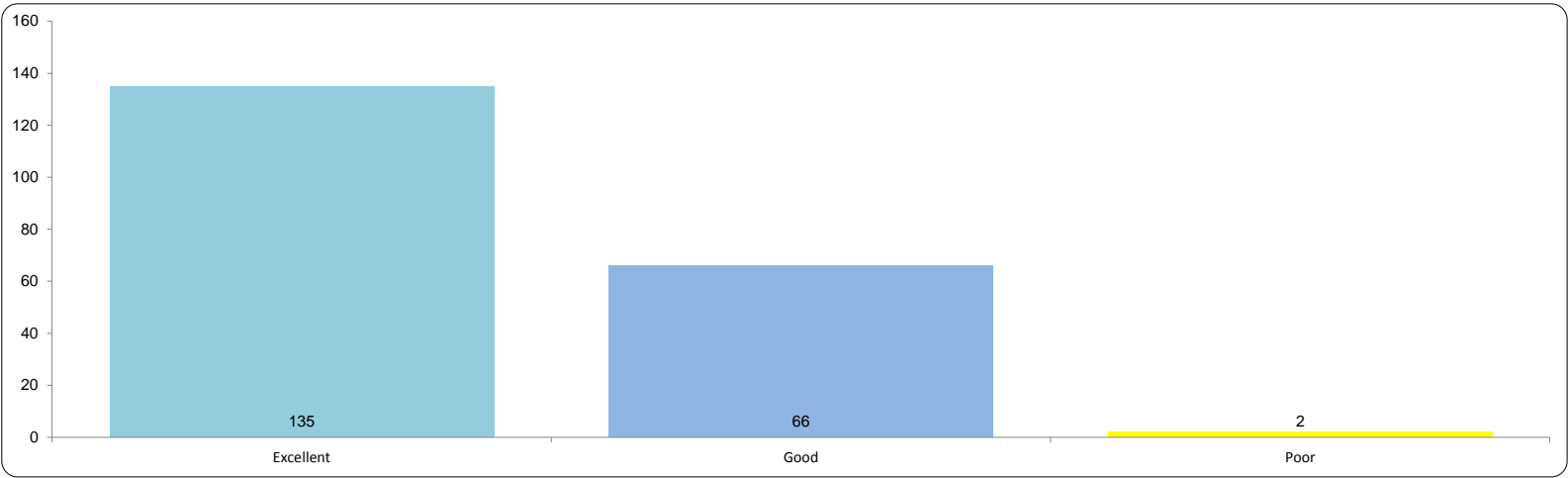
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	28.7	30.9	29.2	30.1	26.5	28.8	27.8	29.2	32.2	32.9

Assessment 1 is to be completed between April and September and Assessment 2 is to be completed between October and March.

ETM05

Condition of estates - number of excellent, good and poor ratings to date

RAG Status	No Target
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2016/17	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	135	66	2

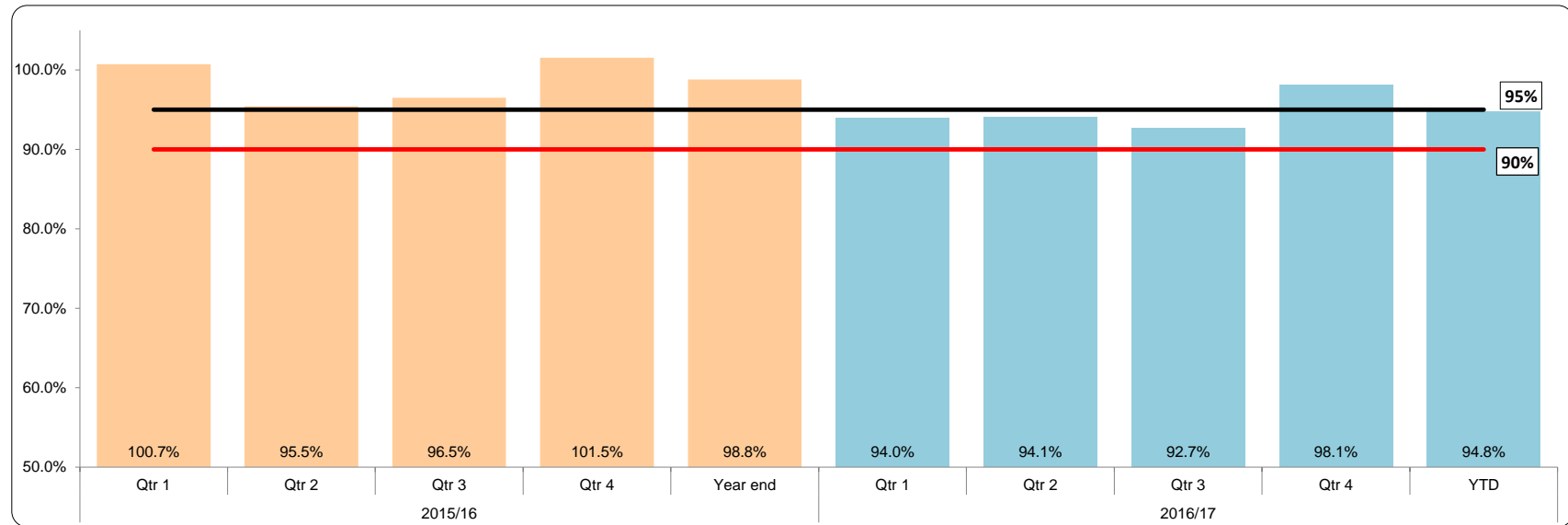
ETM06

Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

RAG Status

Green



Bigger is better

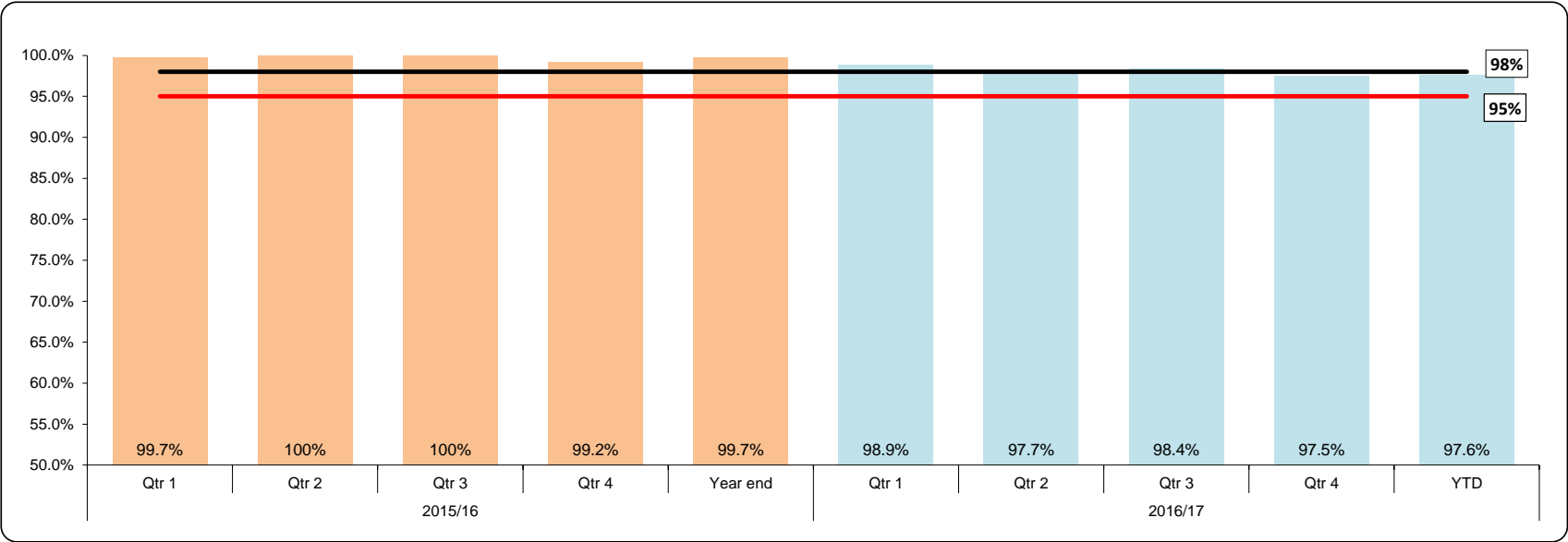
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of support plans completed in 4 weeks	100.7%	95.5%	96.5%	101.5%	98.8%	94.0%	94.1%	92.7%	98.1%	94.8%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SIOP01

Percentage of Careline calls answered within 60 seconds

RAG Status

Amber



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Careline calls answered within 60 seconds	99.7%	100%	100%	99.2%	99.7%	98.9%	97.7%	98.4%	97.5%	97.6%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

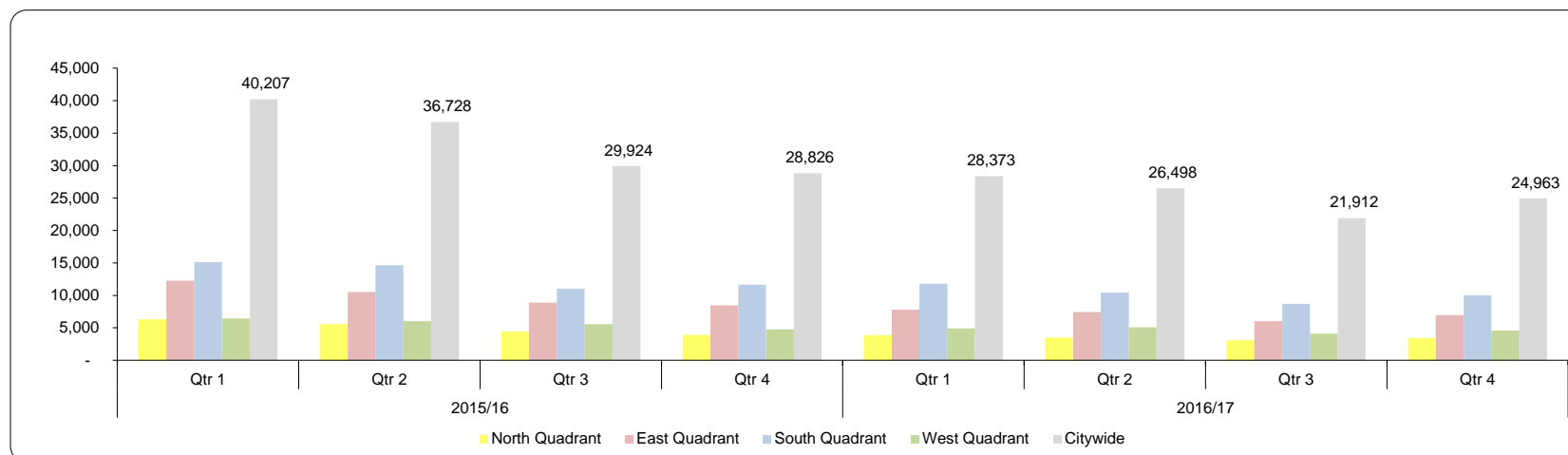
SIOP02

Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled

RAG Status

No Target



Version 1.0 14/02/2017

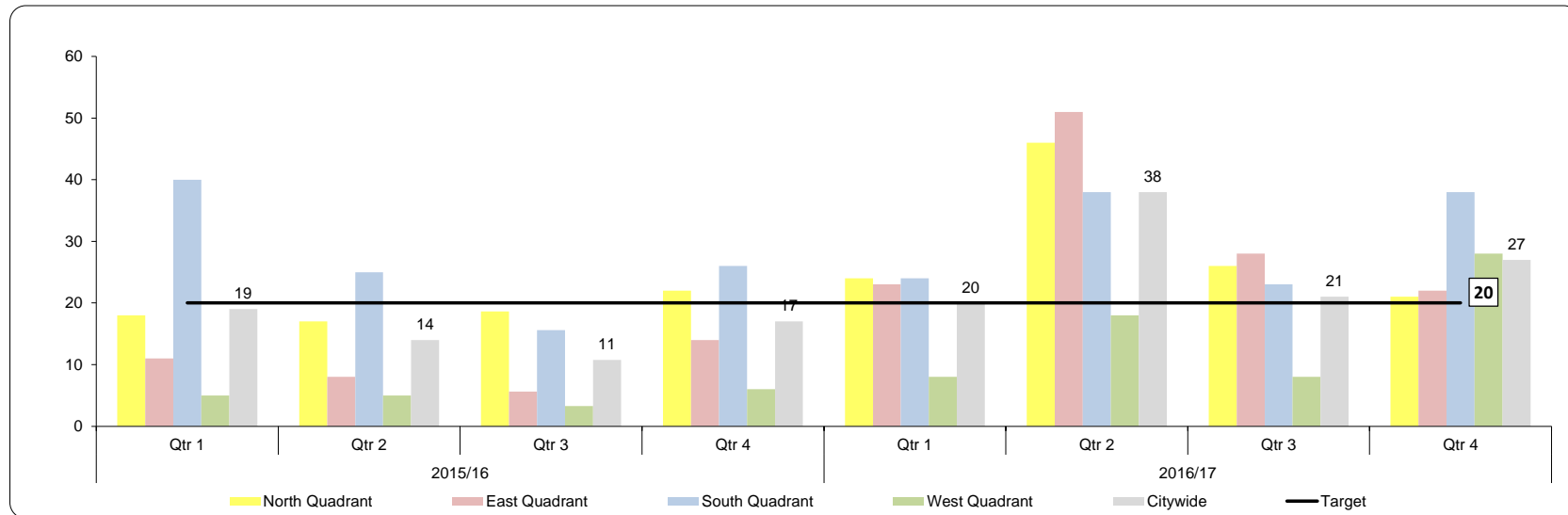
Number of calls handled	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	6,320	5,581	4,425	3,921	3,877	3,522	3,072	3,418
East Quadrant	12,280	10,510	8,892	8,485	7,812	7,438	6,031	6,979
South Quadrant	15,138	14,627	11,024	11,671	11,770	10,430	8,694	9,989
West Quadrant	6,469	6,010	5,583	4,749	4,914	5,108	4,115	4,577
Citywide	40,207	36,728	29,924	28,826	28,373	26,498	21,912	24,963

HCS01

Average time taken to answer calls (in seconds)

RAG Status

Red



Smaller is better

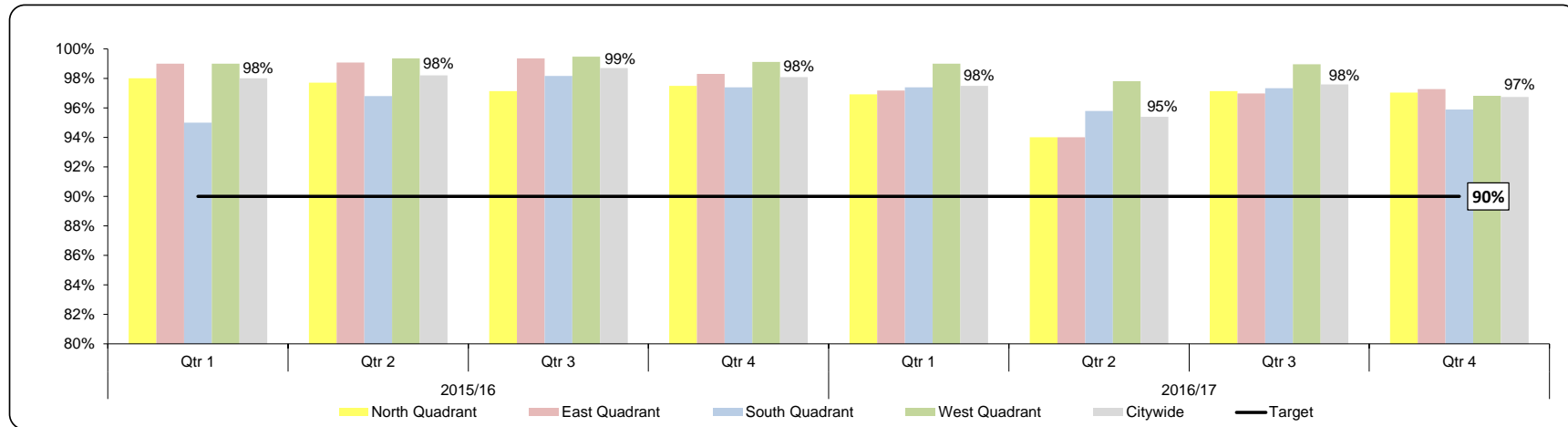
Average time taken to answer calls (in seconds)	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	18	17	19	22	24	46	26	21
East Quadrant	11	8	6	14	23	51	28	22
South Quadrant	40	25	16	26	24	38	23	38
West Quadrant	5	5	3	6	8	18	8	28
Citywide	19	14	11	17	20	38	21	27
Target	20	20	20	20	20	20	20	20

HCS02

Percentage of calls answered

RAG Status

Green



Bigger is better

Percentage of calls answered	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	98%	98%	97%	98%	97%	94%	97%	97%
East Quadrant	99%	99%	99%	98%	97%	94%	97%	97%
South Quadrant	95%	97%	98%	97%	97%	96%	97%	96%
West Quadrant	99%	99%	99%	99%	99%	98%	99%	97%
Citywide	98%	98%	99%	98%	98%	95%	98%	97%
Target	90%	90%	90%	90%	90%	90%	90%	90%

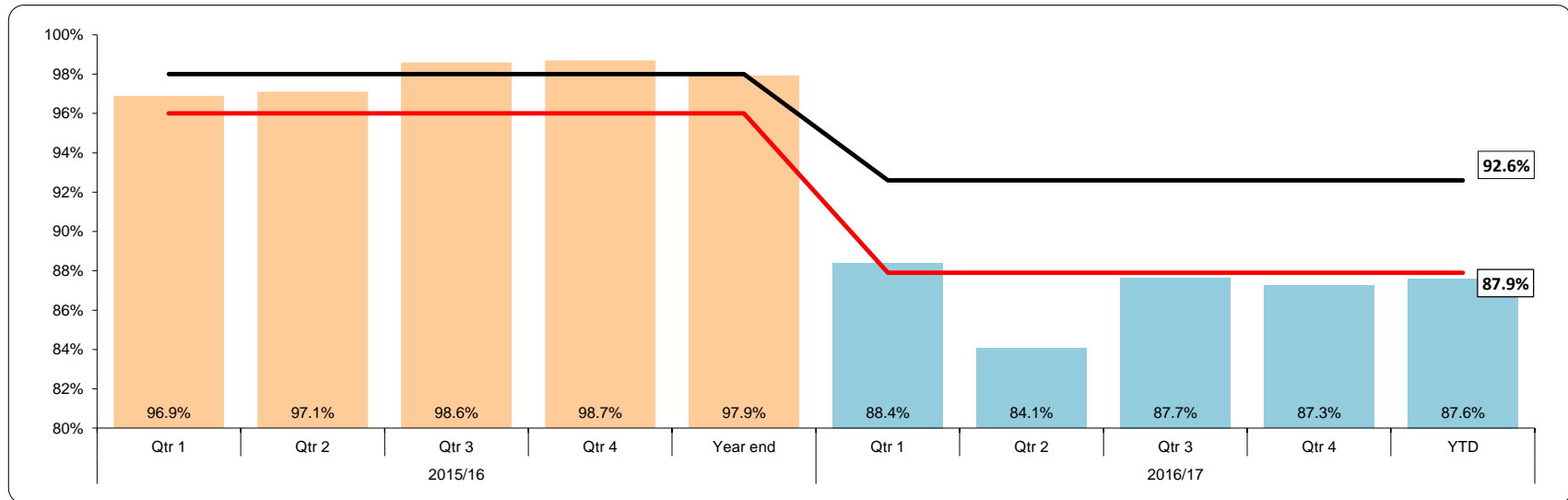
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Red



Bigger is better

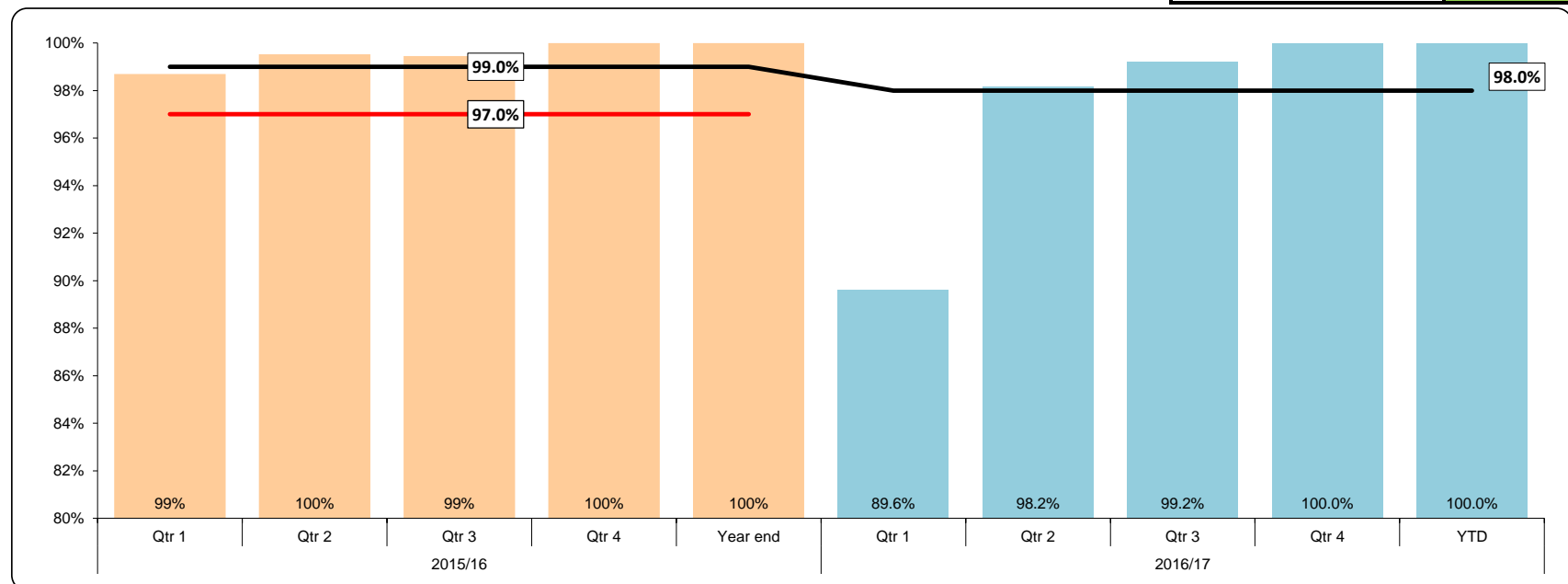
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	88.4%	84.1%	87.7%	87.3%	87.6%
Target	98%	98%	98%	98%	98%	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	96%	96%	96%	96%	96%	87.9%	87.9%	87.9%	87.9%	87.9%

Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	83.8%	87.8%	88.7%	88.3%	88.5%	88.3%	88.4%	81.3%	88.4%	89.4%

AMM01

Percentage of gas servicing completed against period profile - snapshot figure

RAG Status	Green
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Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of gas servicing completed against period profile - snapshot figure	99%	100%	99%	100%	100%	89.6%	98.2%	99.2%	100.0%	100.0%
Target	99.0%	99.0%	99.0%	99.0%	99.0%	98.0%	98.0%	98.0%	98.0%	98.0%
Standard	97.0%	97.0%	97.0%	97.0%	97.0%	-	-	-	-	-

YTD figure is only reported at Year End

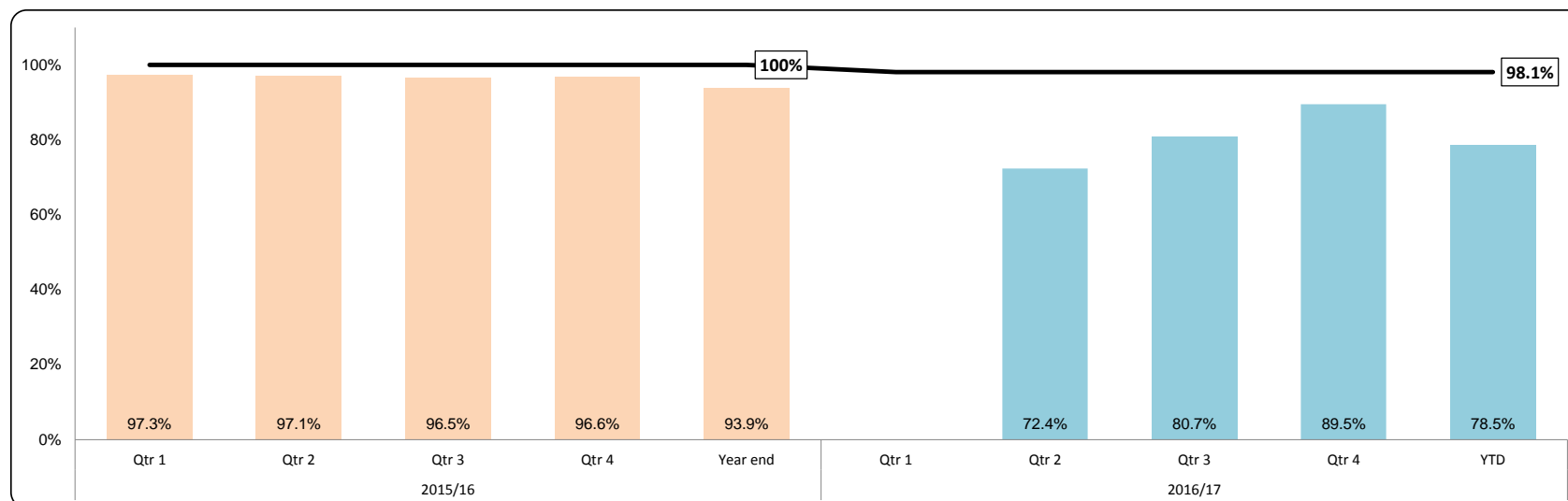
Percentage of gas servicing completed against period profile - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

AMM08

We will respond to emergency repairs in two hours

(Birmingham Promise)

RAG Status	Red
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Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will respond to emergency repairs in two hours	97.3%	97.1%	96.5%	96.6%	93.9%	-	72.4%	80.7%	89.5%	78.5%
Target	100%	100%	100%	100%	100%	98.1%	98.1%	98.1%	98.1%	98.1%

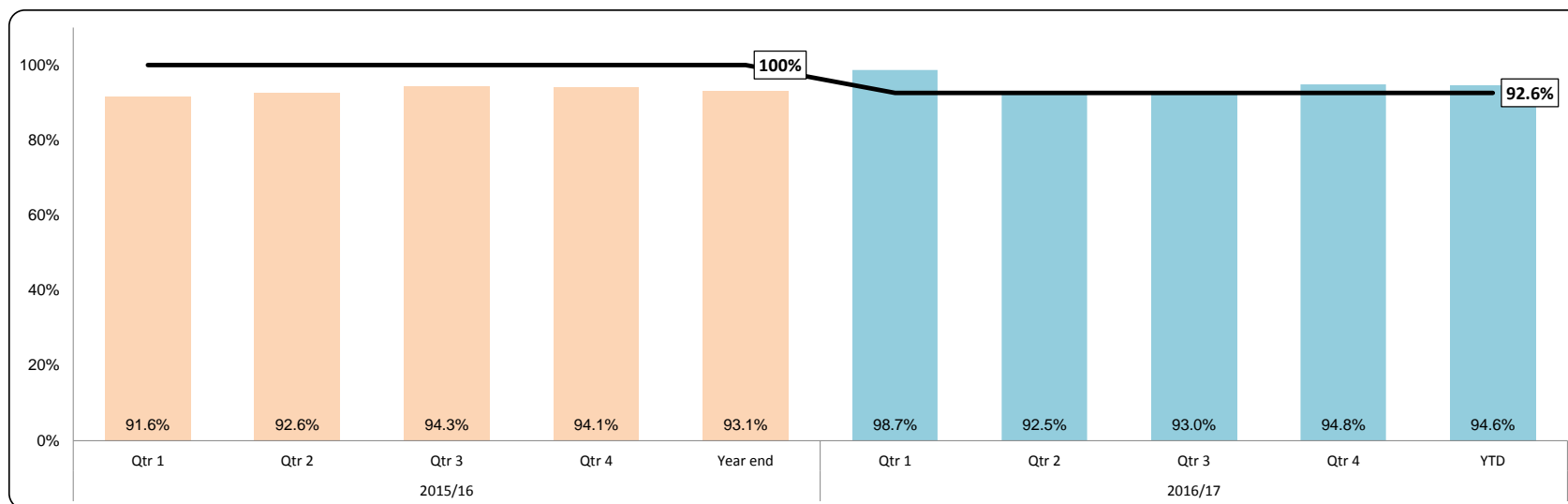
We will respond to emergency repairs in two hours	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	73.3%	99.6%	95.7%	95.8%	95.9%	78.4%	93.2%	76.1%	98.6%	95.0%

AMM15

We will resolve routine repairs within 30 days

(Birmingham Promise)

RAG Status	Green
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Bigger is better

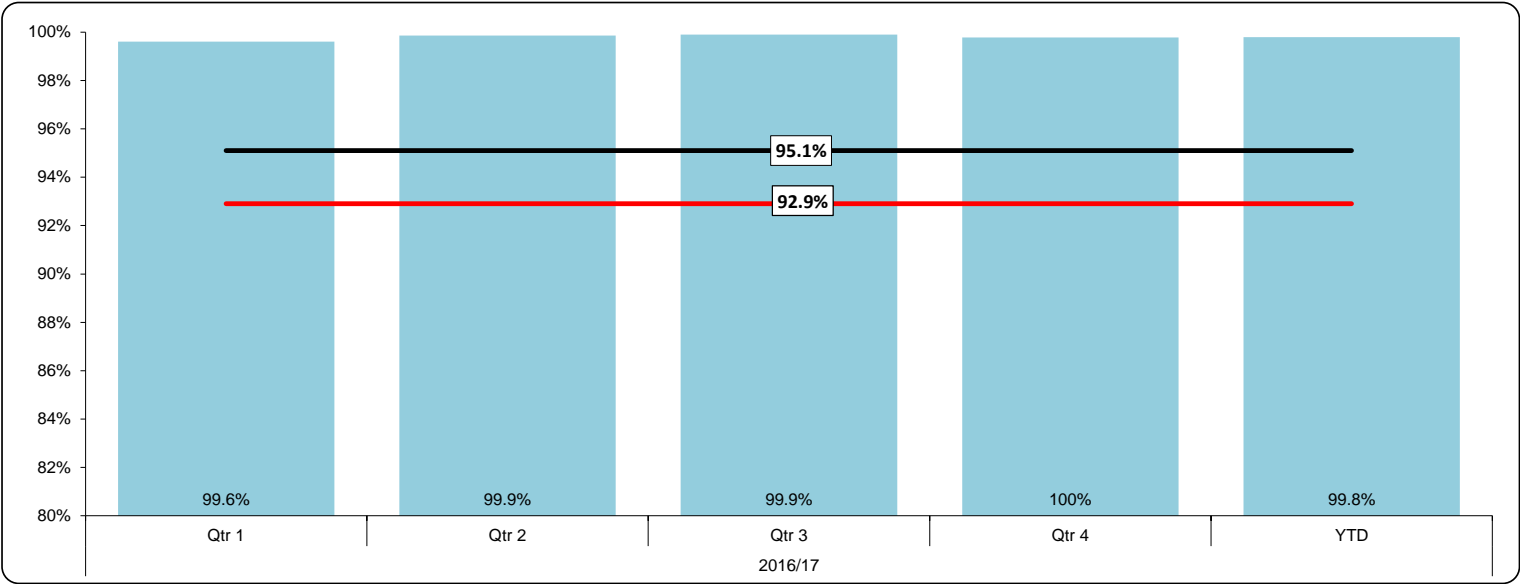
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will resolve routine repairs within 30 days	91.6%	92.6%	94.3%	94.1%	93.1%	98.7%	92.5%	93.0%	94.8%	94.6%
Target	100%	100%	100%	100%	100%	92.6%	92.6%	92.6%	92.6%	92.6%

We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	91.9%	95.1%	96.3%	95.8%	96.5%	94.3%	94.7%	92.4%	95.1%	95.4%

AMM15

KPI001 - Customer Satisfaction

RAG Status	Green
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Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI001 - Customer Satisfaction	This is a new measure. There is no historical data available.					99.6%	99.9%	99.9%	100%	99.8%
Target						95.1%	95.1%	95.1%	95.1%	95.1%
Standard						92.9%	92.9%	92.9%	92.9%	92.9%

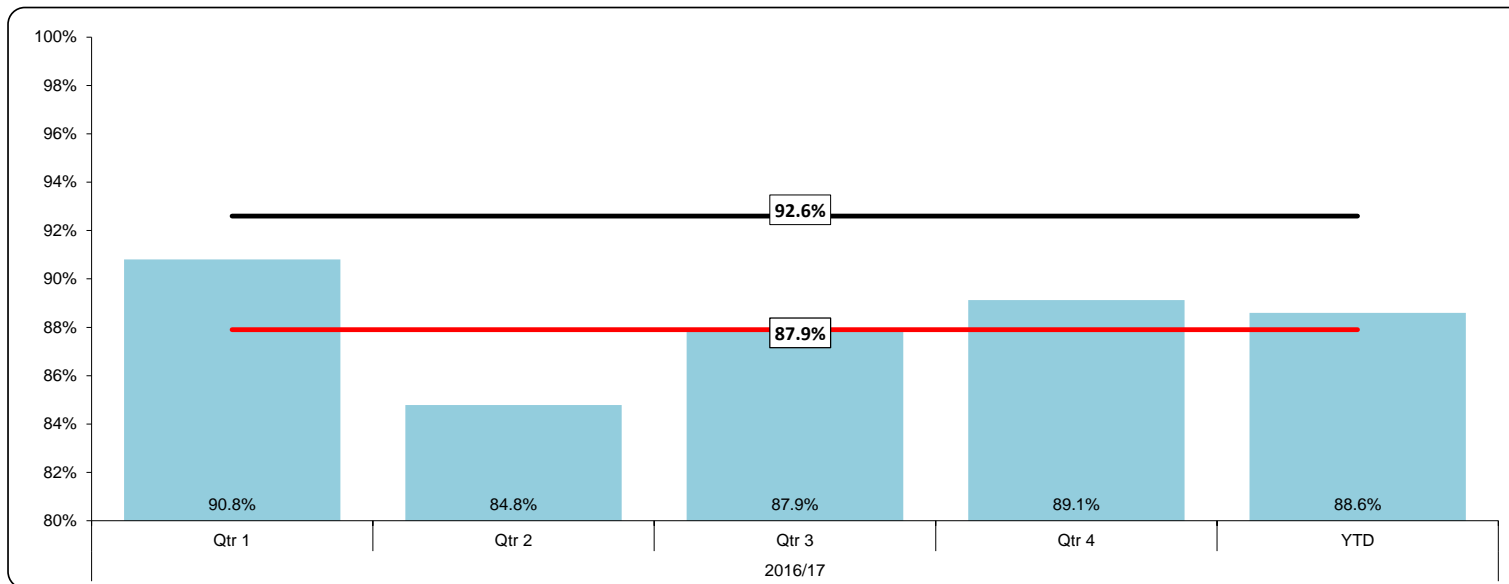
KPI001 - Customer Satisfaction	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	99.3%	99.9%	100.0%	100%	99.9%	99.4%	99.9%	100%	99.9%	100%

AMM16

KPI002 - Work orders completed within timescale

RAG Status

Amber



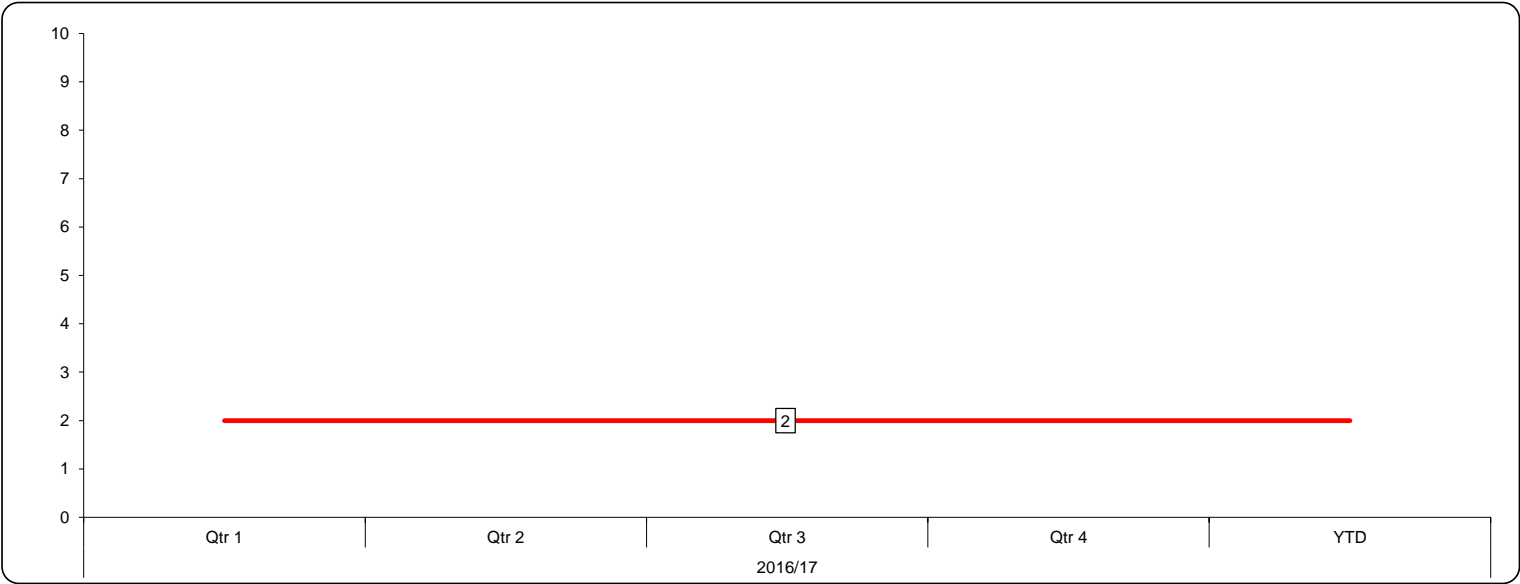
Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI002 - Work orders completed within timescale	This is a new measure. There is no historical data available.					90.8%	84.8%	87.9%	89.1%	88.6%
Target						92.6%	92.6%	92.6%	92.6%	92.6%
Standard						87.9%	87.9%	87.9%	87.9%	87.9%
KPI002 - Work orders completed within timescale	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	86.5%	91.4%	90.2%	90.7%	88.8%	88.8%	85.1%	86.0%	90.8%	91.0%

AMM17

KPI004 - Service Improvement Notices

RAG Status	Green
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Smaller is better

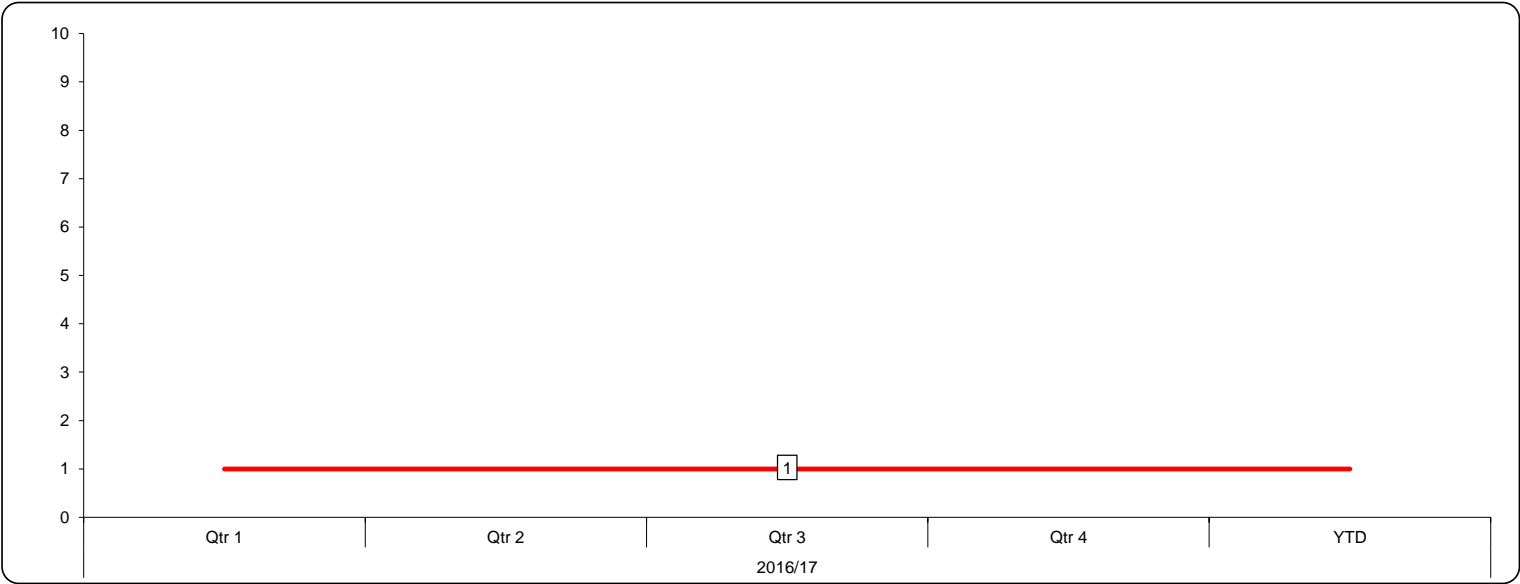
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI004 - Service Improvement Notices	This is a new measure. There is no historical data available.					0	0	0	0	0
Target						0	0	0	0	0
Standard						2	2	2	2	2

KPI004 - Service Improvement Notices	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

AMM19

KPI005 - Safety SIN's

RAG Status	Green
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Smaller is better

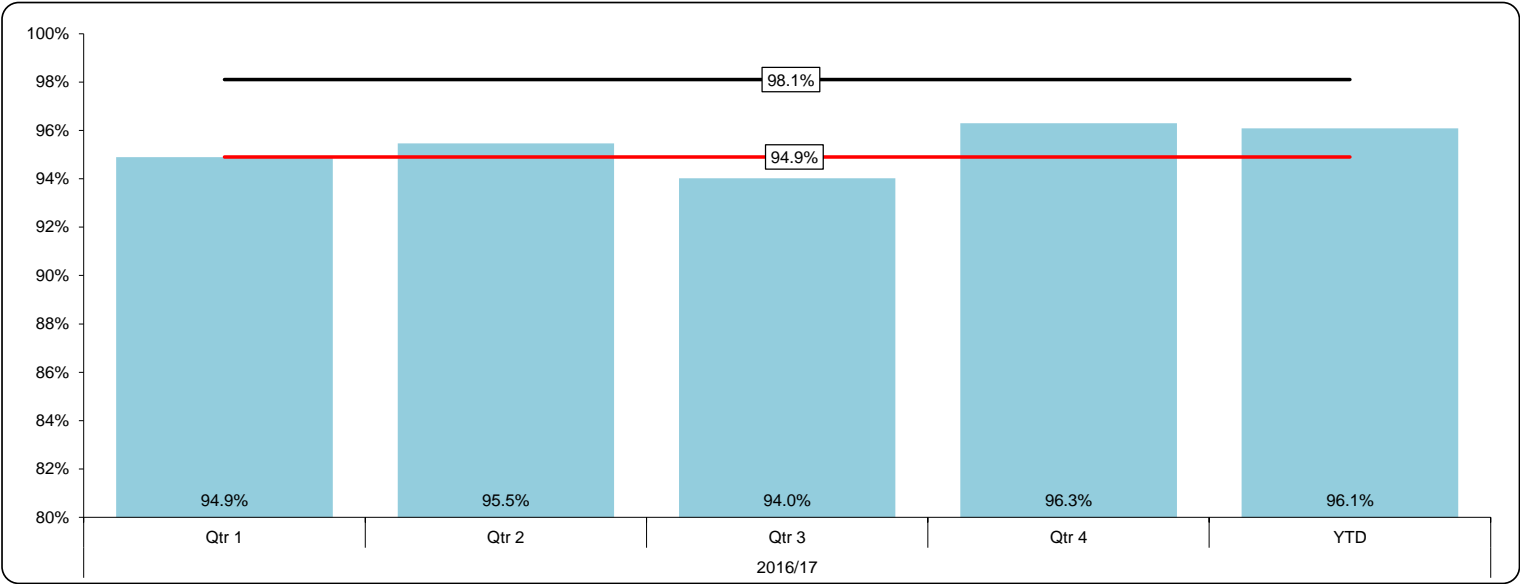
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI005 - Safety SIN's	This is a new measure. There is no historical data available.					0	0	0	0	0
Target						0	0	0	0	0
Standard						1	1	1	1	1
KPI005 - Safety SIN's	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

AMM20

KPI007 - Appointments made

RAG Status

Amber



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI007 - Appointments made	This is a new measure. There is no historical data available.					94.9%	95.5%	94.0%	96.3%	96.1%
Target						98.1%	98.1%	98.1%	98.1%	98.1%
Standard						94.9%	94.9%	94.9%	94.9%	94.9%

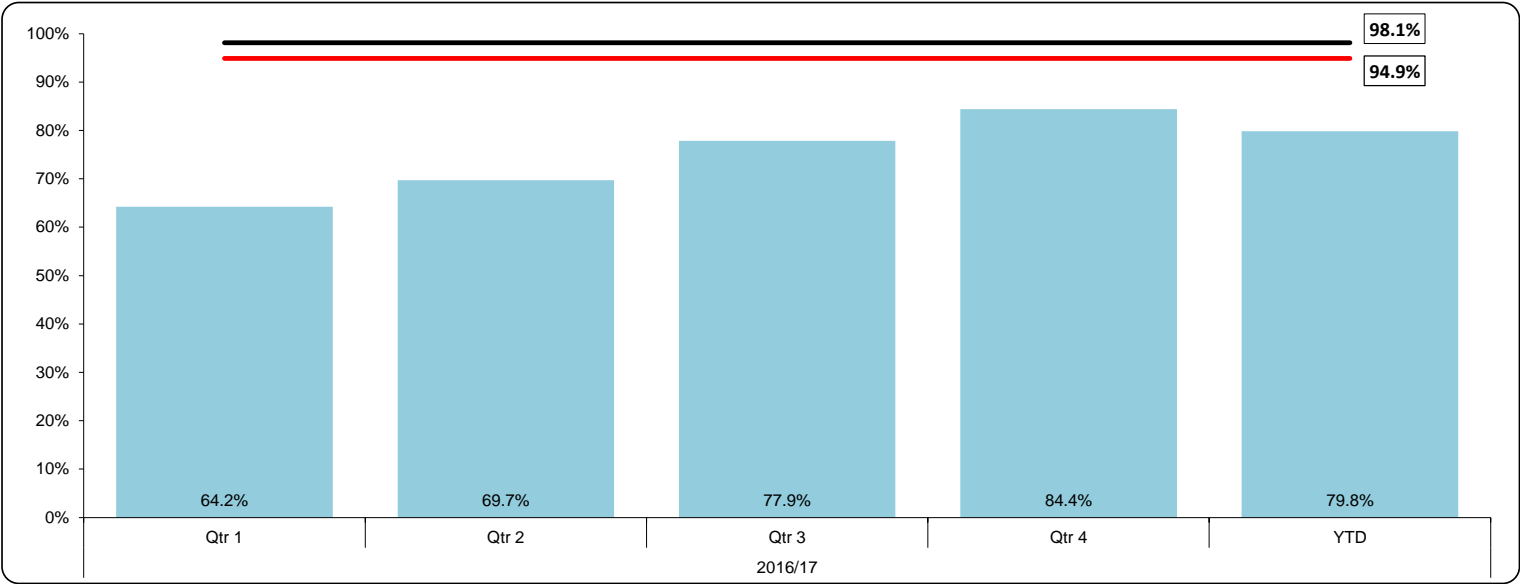
KPI007 - Appointments made	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	91.3%	97.4%	96.0%	97.4%	97.6%	96.4%	96.8%	94.6%	98.0%	96.9%

AMM22

KPI008 - Appointments kept

RAG Status

Red



Bigger is better

KPI008 - Appointments kept	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	This is a new measure. There is no historical data available.					64.2%	69.7%	77.9%	84.4%	79.8%
Target						98.1%	98.1%	98.1%	98.1%	98.1%
Standard						94.9%	94.9%	94.9%	94.9%	94.9%

KPI008 - Appointments kept	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	77.2%	96.9%	82.7%	84.4%	83.9%	81.7%	84.0%	79.3%	95.1%	84.8%

AMM23

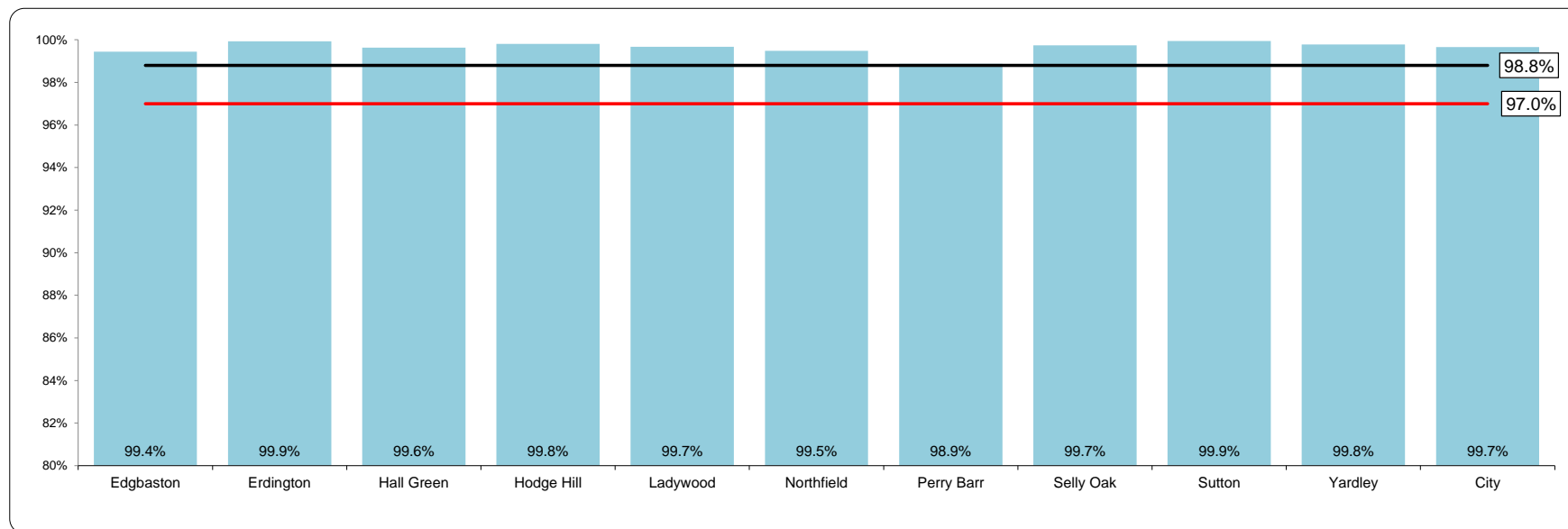
Voids and Lettings (John Jamieson)

Available council homes as a percentage of total stock - snapshot figure

(Council Business Plan)

RAG Status

Green



Bigger is better

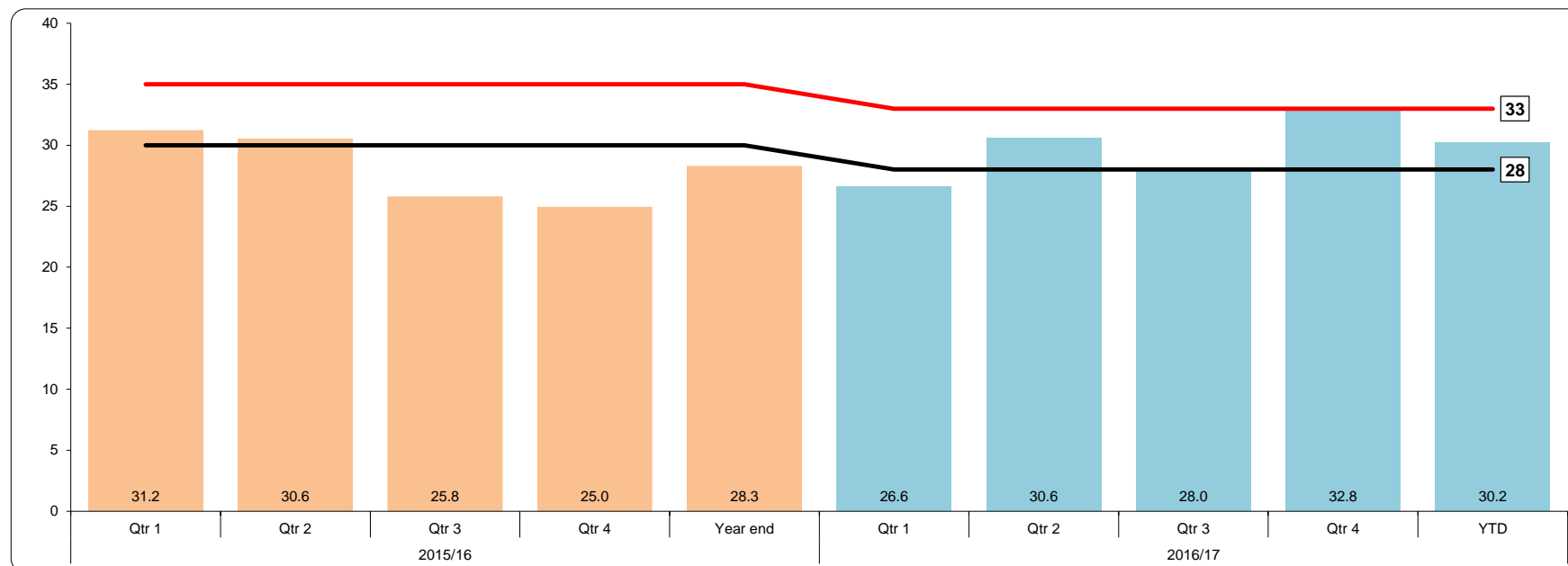
Available council homes as a percentage of total stock - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 4 2016/17	99.4%	99.9%	99.6%	99.8%	99.7%	99.5%	98.9%	99.7%	99.9%	99.8%	99.7%
Target	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%
Standard	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%
										Total Stock	
										62,411	
										Available homes	
										62,196	

VL17

Average days void turnaround - all voids

RAG Status

Amber



Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average days void turnaround - all voids	31.2	30.6	25.8	25.0	28.3	26.6	30.6	28.0	32.8	30.2
Target	30	30	30	30	30	28	28	28	28	28
Standard	35	35	35	35	35	33	33	33	33	33

Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	38.4	28.5	33.5	29.9	30.4	32.5	36.6	34.4	40.3	32.4

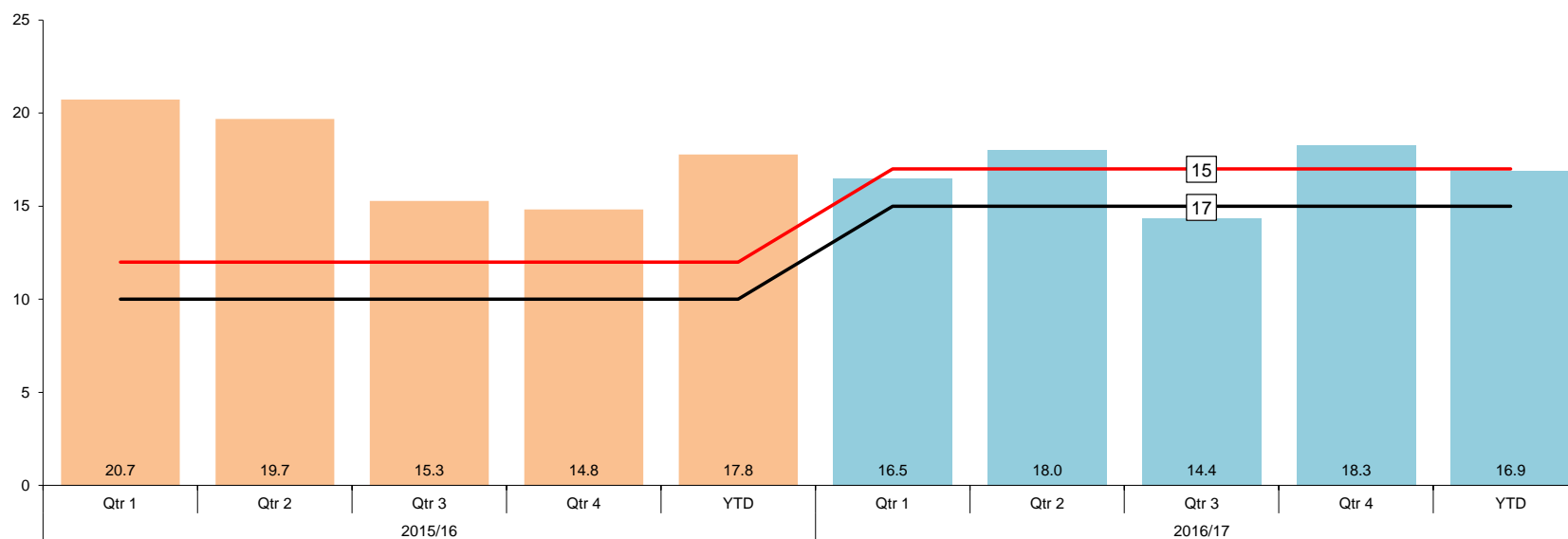
Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL01

Average days to let a void property (from Fit For Let Date to Tenancy Start Date)

RAG Status

Red



Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	20.7	19.7	15.3	14.8	17.8	16.5	18.0	14.4	18.3	16.9
Target	10	10	10	10	10	15	15	15	15	15
Standard	12	12	12	12	12	17	17	17	17	17

Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	23.0	22.7	8.8	10.8	17.2	18.6	28.5	17.2	29.2	15.6

VL05

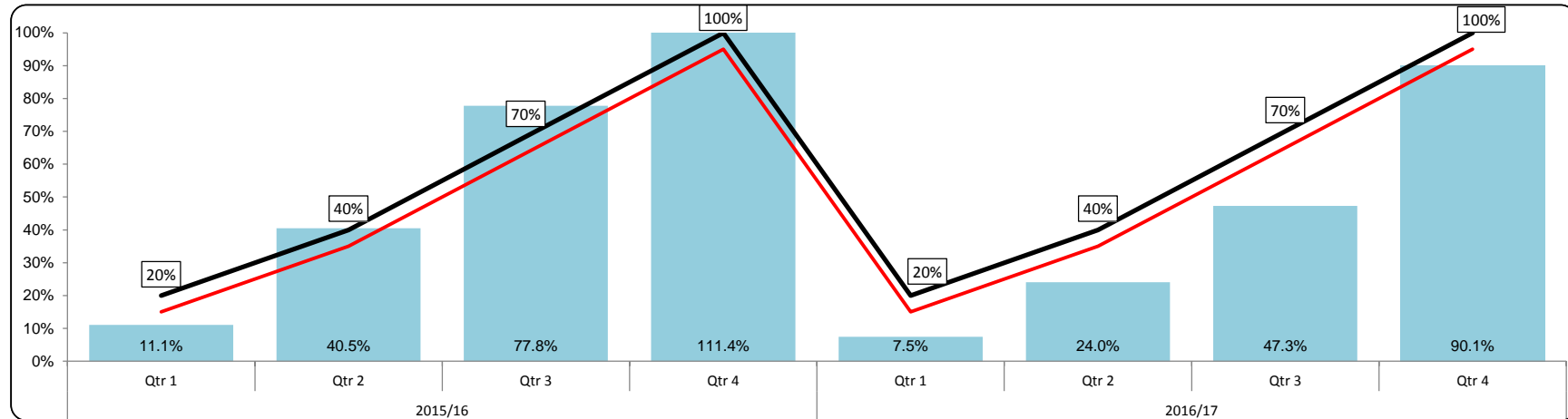
Capital Works (Martin Tolley)

Percentage of actual spend as a proportion of revised annual budget - year to date

RAG Status

(based on YTD data)

RED



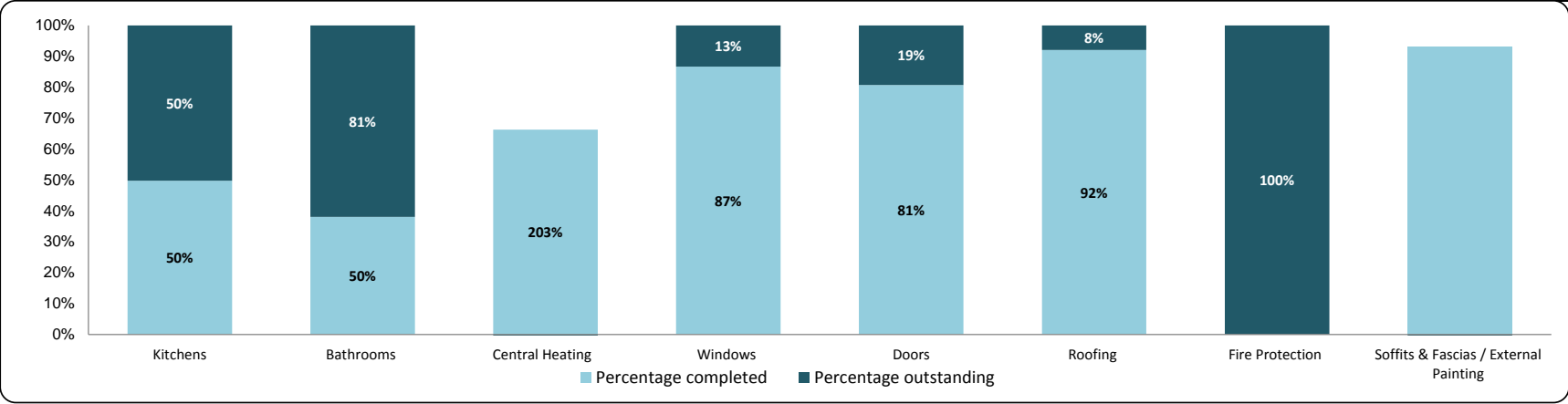
Bigger is better

	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	11.1%	40.5%	77.8%	111.4%	7.5%	24.0%	47.3%	90.1%
Target	20%	40%	70%	100%	20%	40%	70%	100%
Standard	15%	35%	65%	95%	15%	35%	65%	95%

CW06

RAG Status	Year-end Targets
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Capital Works completed to date by type, as a proportion of year-end target



Capital Works completed to date by type, as a proportion of year-end target	Cabinet Report end of year target	Revised target	Number of units completed to date	Number of units outstanding	Percentage completed	Percentage outstanding
Kitchens	367	400	199	201	50%	50%
Bathrooms	273	400	199	201	50%	81%
Central Heating	1,135	1,135	2,308	-1,173	203%	-103%
Windows	526	1,236	1,072	164	87%	13%
Doors	1,432	1,502	1,212	290	81%	19%
Roofing	321	490	451	39	92%	8%
Fire Protection	986	853	0	853	0%	100%
Soffits & Fascias / External Painting	37	86	93	-7	108%	-8%

CW07

Capital Works completed to date by type, as a proportion of year-end target commentary

Kitchens & Bathroom - The kitchen and bathroom capital programme is on target to achieve budget spend for 360 unit upgrades. This anticipated completion figure is lower than stated within the cabinet report due to priority be given to upgrading properties with a 5 door kitchen layout. The first half of the year is devoted to preliminary investigation and project planning the programme for the year. The number of units completed will increase towards the latter part of the financial year.

Central Heating - This capital programme is a reactive programme in response to boiler breakdown/replacement's that are required due to uneconomical to repair – gas warm units.

Window and roofs/ Fire Protection/ Soffits & Fascias / External Painting - These capital programmes are on target.

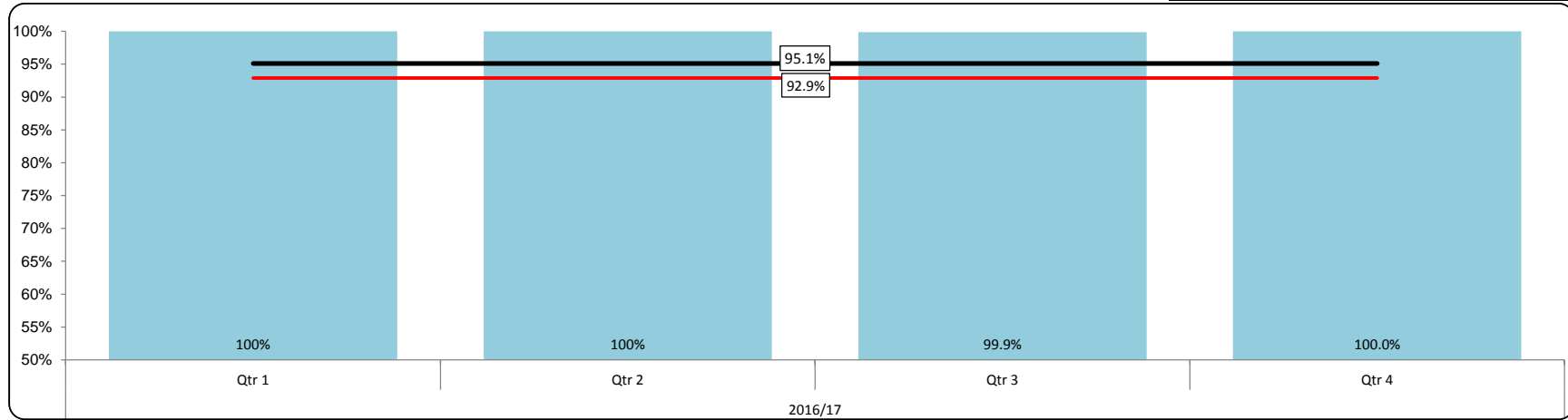
Fire Protection - this is a combination of work that is carried out at block and individual property level. At a property level this will include the installing of mains smoke detector. The block work will include: emergency light and fire stopping (fire retardant painting, renew fire doors, fire signage etc.).

Doors - This capital programme has seen an increase in the number of units added to the programme. Where the property rear door needs replacing this is completed at the same time as the front door upgrade, hence units completed exceeding the units stated within the cabinet report.

KPI001 - Customer Satisfaction (Capital Works only)

RAG Status

Green



Bigger is better

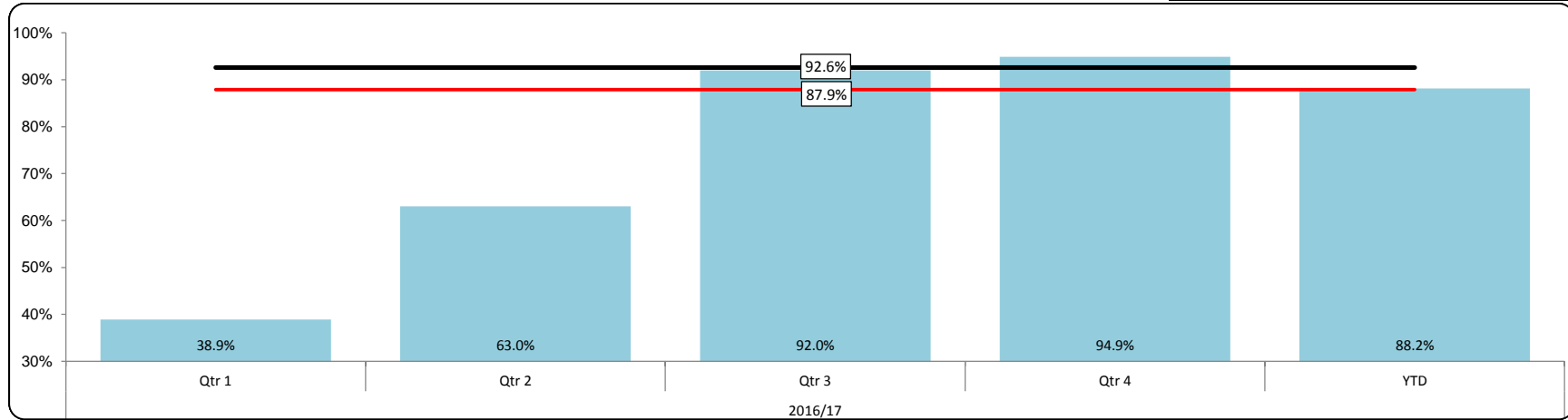
	2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	100%	100%	99.9%	100.0%
Target	95.1%	95.1%	95.1%	95.1%
Standard	92.9%	92.9%	92.9%	92.9%

CW08

KPI002 - Work orders completed within timescale (Capital Works only)

RAG Status

Green



Bigger is better

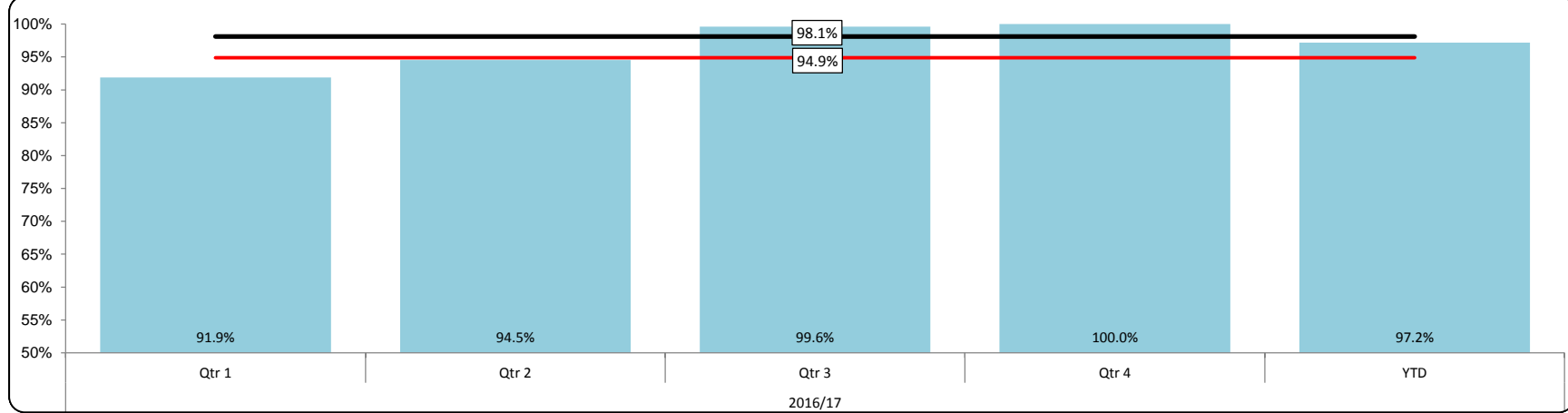
	2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	38.9%	63.0%	92.0%	94.9%	88.2%
Target	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	87.9%	87.9%	87.9%	87.9%	87.9%

CW09

KPI008 - Appointments kept (Capital Works only)

RAG Status

Green



Bigger is better

	2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	91.9%	94.5%	99.6%	100.0%	97.2%
Target	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%

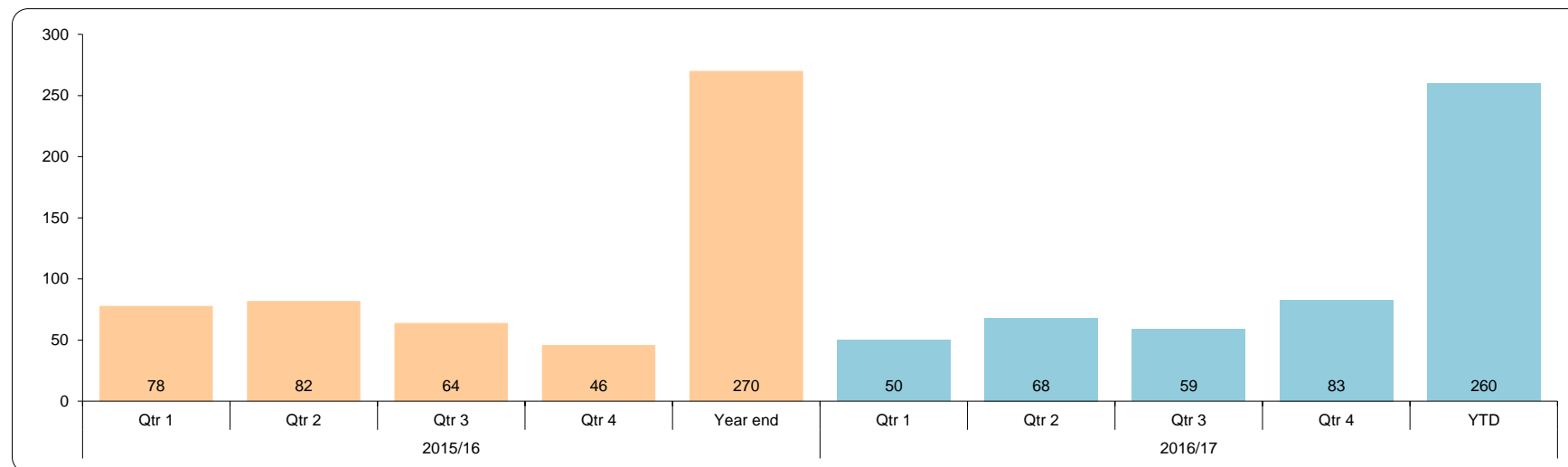
CW10

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

RAG Status

No Target



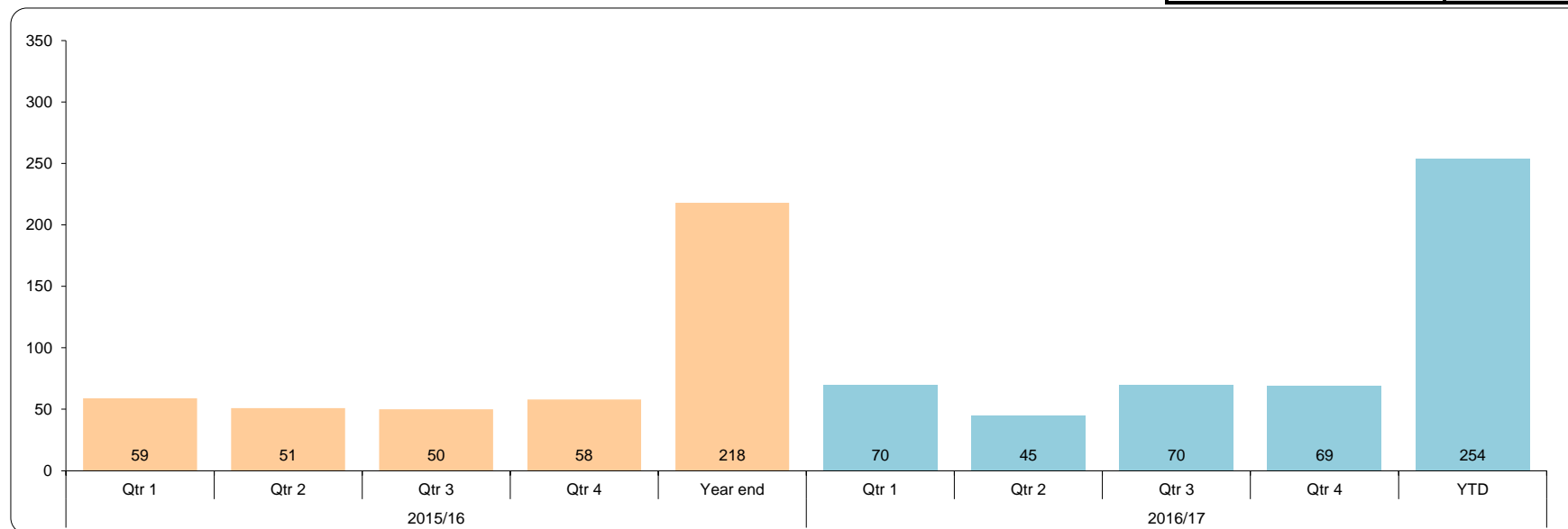
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	78	82	64	46	270	50	68	59	83	260

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status

No Target



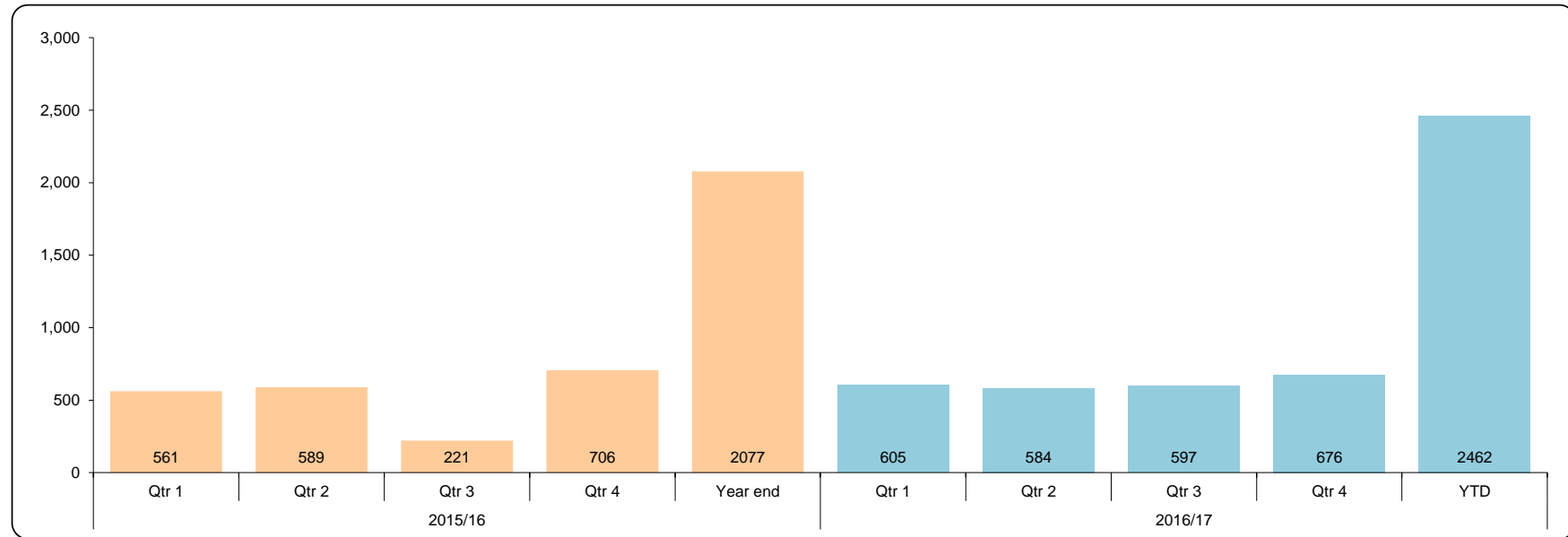
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Licenced and unlicensed Houses in Multiple Occupation inspected	59	51	50	58	218	70	45	70	69	254

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status

No Target



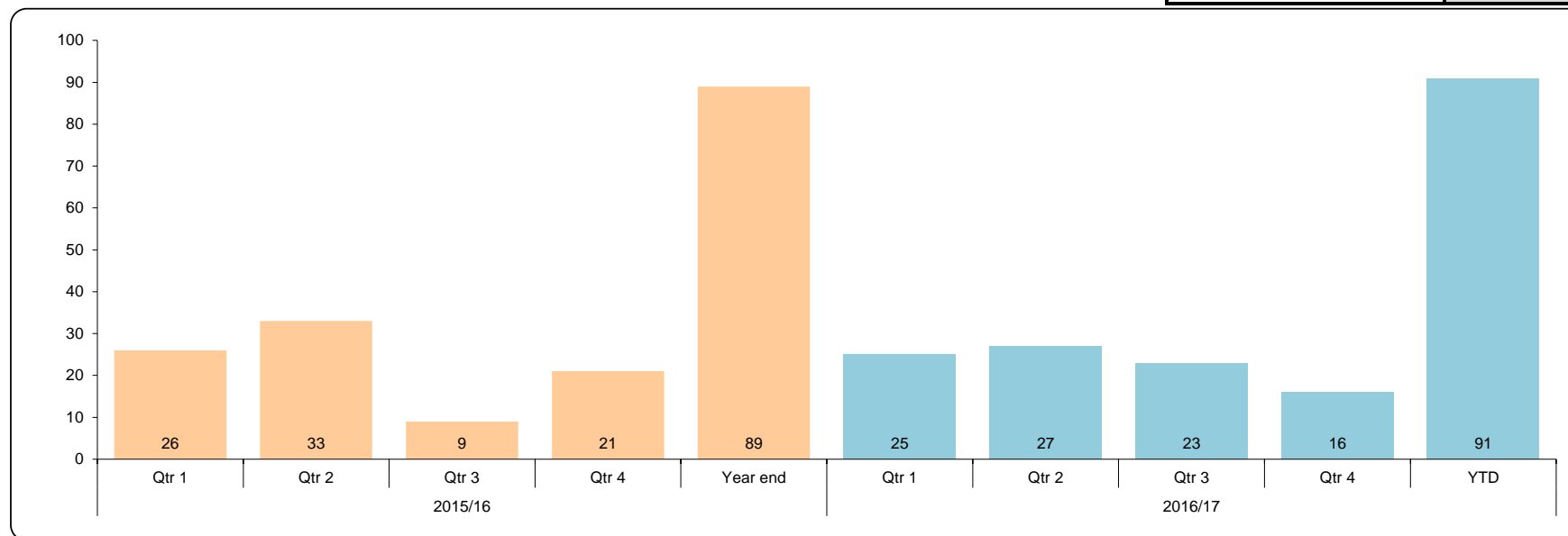
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
PTU requests for assistance	561	589	221	706	2077	605	584	597	676	2462

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status

No Target



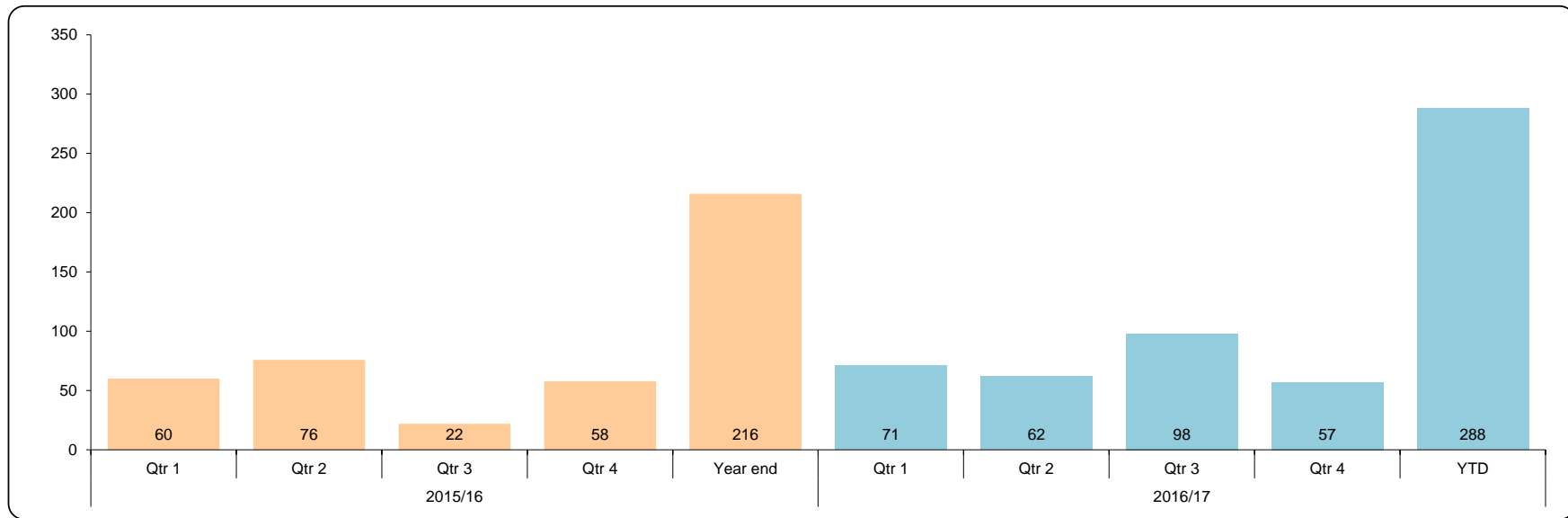
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through advice	26	33	9	21	89	25	27	23	16	91

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status

No Target



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through intervention	60	76	22	58	216	71	62	98	57	288

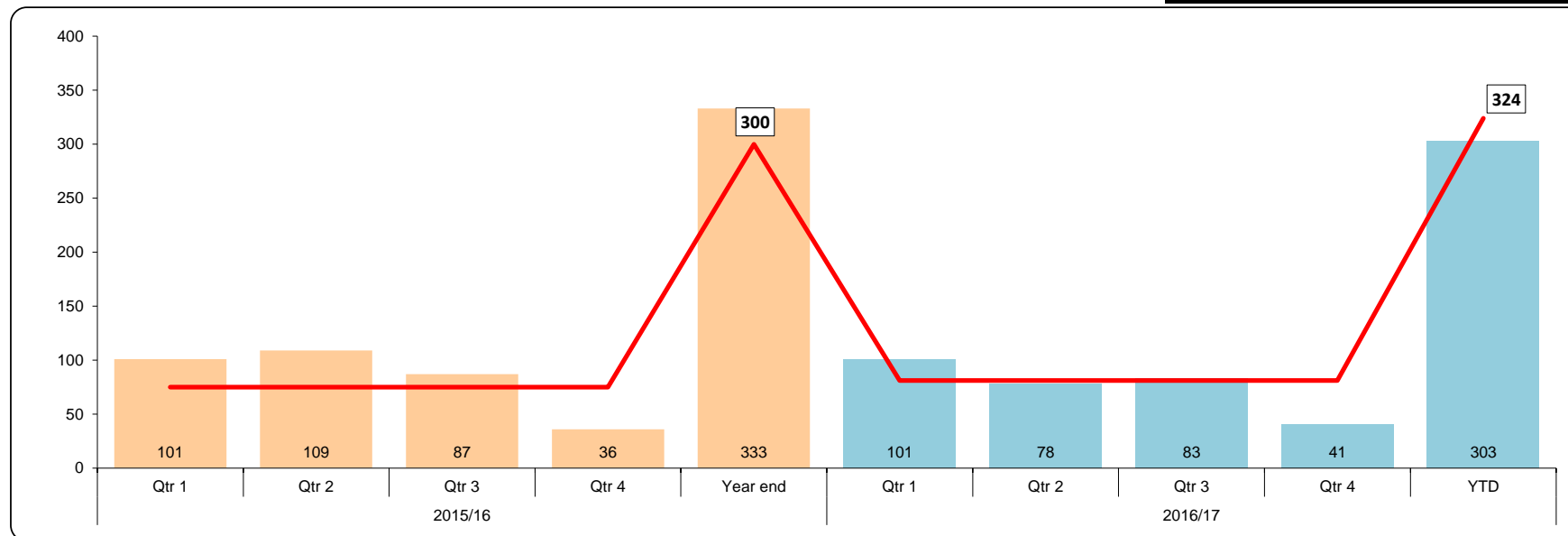
PRS05

Empty properties brought back into use

(Council Business Plan)

RAG Status

RED



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	101	109	87	36	333	101	78	83	41	303
Target	75	75	75	75	300	81	81	81	81	324

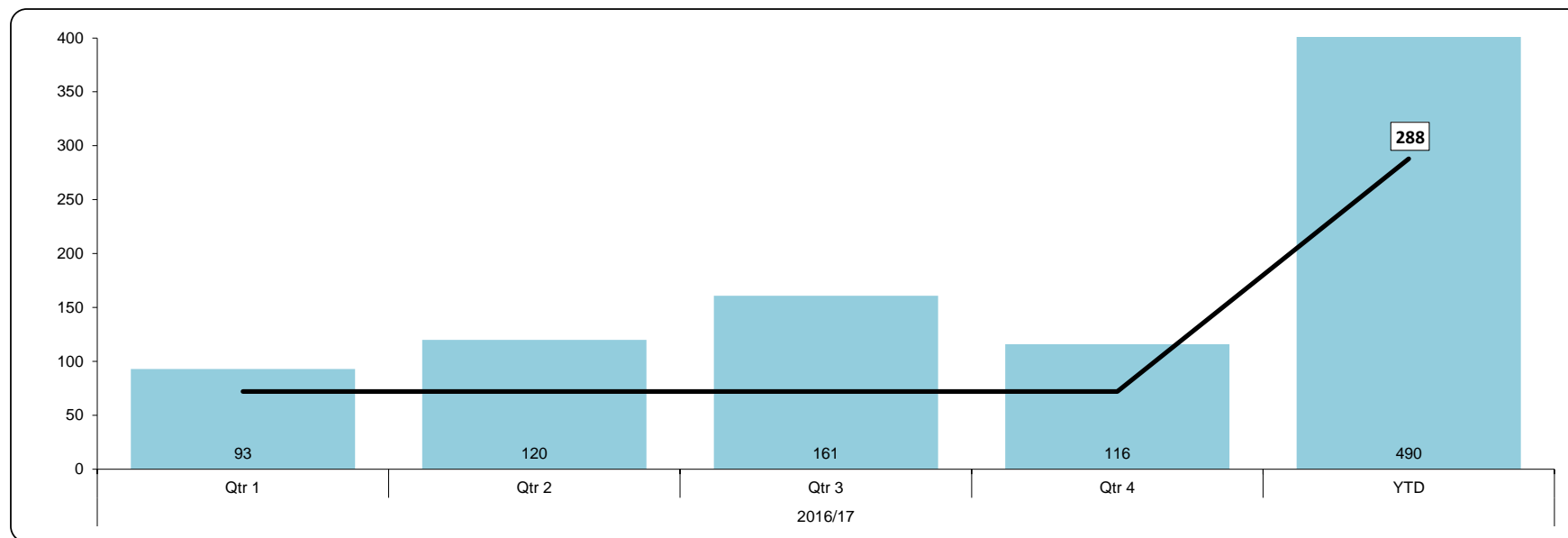
PRS06

Number of properties improved in the private rented sector as a result of Local Authority intervention

(Council Business Plan)

RAG Status

Green



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	This is a new measure. There is no historical data available.					93	120	161	116	490
Target	n/a	n/a	n/a	n/a	n/a	72	72	72	72	288

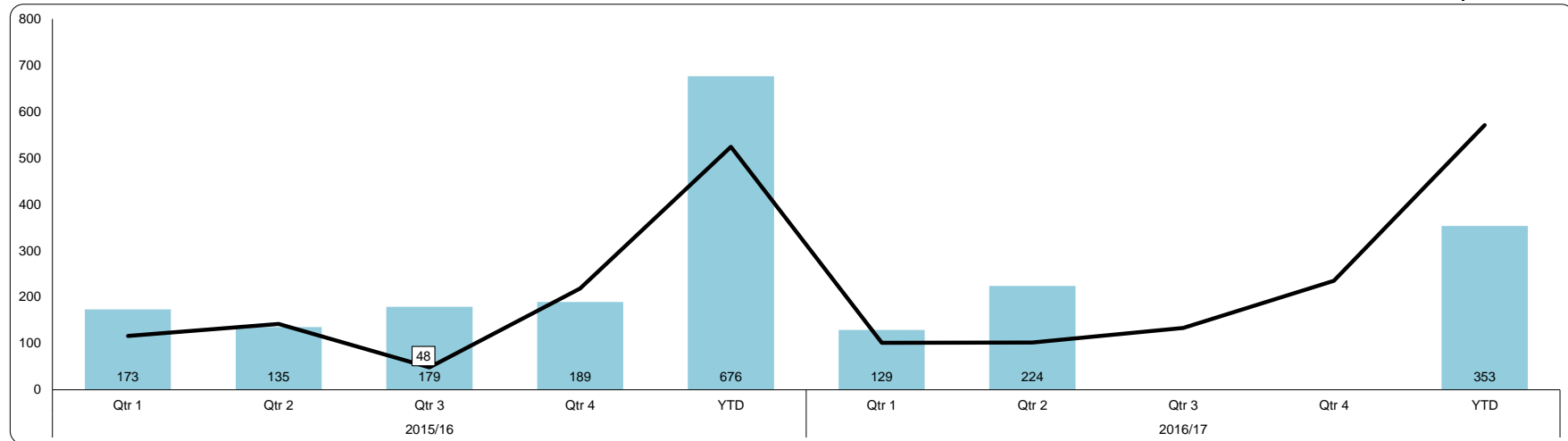
PRS06

Housing Development (Clive Skidmore)

Number of affordable homes provided

RAG Status

TBC



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
No of affordable homes provided	173	135	179	189	676	129	224			353
Target	116	142	48	218	524	101	102	133	235	571
% of target homes provided	149%	95%	373%	87%	129%	128%	220%			

Data for this measure is provided to BCC by external organisations,
(Homes and Communities Agency and also Communities and Local Government).
Information is now reported twice a year.

HD01

Hall Green District

Performance Narrative

Quarter 4 2016 / 2017

Anti-Social Behaviour	<p>In Quarter 4, 100% of cases were closed with a successful outcome which exceeds the City target. This represents 34 cases successfully closed in the last quarter of 2016/2017.</p> <p>ASB cases are reviewed fortnightly and action plans are agreed between the customer, support agencies and the ASB officers. Interventions include targeted work with Aquarius, Women's Aid, Addaction, Safe, Phoenix Futures, Mind and Brave. This allows for a balanced approach between enforcement, intervention and diversionary activity.</p> <p>In the fourth quarter of 2016/2017 Hall Green District received 34 new ASB Complaints of which 1 report were on the grounds of hate crime.</p> <p>Hall Green District currently has 75 live ASB cases.</p> <p>ASB cases responded to within target time are showing at 98% for the fourth quarter Think Family are currently working with 21 families across the East Quadrant.</p>
Introductory Tenancies	<p>In Quarter 4 there were no Introductory Tenancies which were not made secure which is well below the target of 8%. The performance report is under review to consider whether the data and target are in an accurate and meaningful format.</p>
Voids and Lettings	<p><u>Overview</u></p> <p>In Quarter 4, 25 voids were let at an average turnaround of 35.60 days.</p> <p>22 Non-Sheltered voids had a turnaround of 35.41 days.</p> <p>3 voids let in the quarter were sheltered which currently prove hard to let and these Sheltered voids had a turnaround of 37.00 days.</p> <p><u>Average Void Turnaround</u></p> <p>The average days from FFL to TSD was 8.40 days against a target of 10 days</p>

	<p>The average days for keys to contractor were -2.32 days against a target of 1 day.</p> <p>The Hall Green district void turnaround was over the target but was affected by 2 voids that totalled nearly 200 days between them to be repaired due to the poor condition they were returned from the outgoing Tenants. On top of this, it took a further 6 weeks for the one void to be allocated due to severe anti-social behaviour issues from a neighbour.</p> <p>There were also issues with a high number of gas central heating installations which delayed the period between fit for letting and the tenancy start date. The contractor will not fit new heating systems on an empty property for security reasons.</p> <p>Sheltered high-rise properties continue to distort void turnaround due to low demand.</p>
Repairs	<p>Percentage of Right To Repair jobs completed on time - Target 87.9% to 92.6%</p> <p>Hall Green's performance out turn was 88.7% which is above standard target and Amber although overall City performance was Red.</p> <p>We will respond to emergency repairs within 2 hours - Target 98.1%</p> <p>Hall Green's Performance out turn was 95.7%. This is Red against a very challenging 98.1% KPI Target. BCC Client Team continues to work with contractors to improve performance further. However it should be noted that when contractors respond in fractionally over 2 hours and complete the job the performance will still fail the KPI target. So if a contractor responds in 2 hours and 5 minutes and completes the job to the tenant's satisfaction they will still fail the KPI target. This demonstrates just how challenging this target is in rightly driving a rapid response for our tenants.</p>