Erdington Constituency

Performance Narrative

Quarter 1 April – June 2017

Anti	Social	Behaviour
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Green

(Pages 18-25)

We have received 149 ASB cases in Quarter 1 same amount as Quarter 4, across Category A, B and C type, which is 10.41% of the total City cases. Out of the 10 constituencies Erdington sits 6th for the amount of cases received. As a snapshot we have 130 cases up by 16 on Quarter 4. Percentage of cases responded on time = 99%. For the City = 98%.

Breakdown on performance responded to on time –

Amber

CAT A - 24hrs = 96% (Target 100%)

Green

CAT B - 5 days = 99% (Target 95%)

Green

CAT C - 10 days = 100% (Target 95%)

Cases close successfully for Erdington = 100%

Estates and Tenancy Management

Green

(Pages 27-28)

High Rise Blocks

61.4% of High Rise blocks rated good or better, the target is 72%. The % has increased on Quarter 4 by 12.30% but still below target by 8.6% this is due to ongoing refuse chute replacement.

Low Rise Blocks

100% of low rise blocks rated good or better, target is 99%.

(Page 29)

No Target Set

Unlawful Occupiers

Unlawful Occupiers more than 12 weeks as a snapshot equal 4. This is down by 3 on Quarter 4. No target is set for this business area.

For the City cases are down by 42 on Quarter 4.

Cases can be complex but are managed robustly at a local level, but the process to go for possession is reliant on the legal system and getting an early

Green	court date.
(Page 30)	Introductory Tenancies
(Page 31)	Introductory Tenancies over 12 months stand at 3.28% up by 1.39% on Quarter 4. We have a target of 8%. Reason for not made secure is due to the intro being extended by 6 months due to ASB or rent arrears.
	Estate Assessments
Green	We carry out twice per year, April and September Assessment 1 with residents based on 8 questions. Examples, litter, graffiti, vandalism, hard and soft landscapes etc.
	Erdington scored 30.6 out of a possible 40, which equates to achieving an excellent score. Compared to the 10 constituencies Erdington scored joint 4 th highest score.
Rent Collection	Erdington rent collected as a % = 96.15%. Note no quarterly targets set compared to the City collection 96.31% Erdington collected slightly less 0.16%.
Amber	Erdington arrears as a snapshot = £1,552.539 increased by £123,397.00 on Quarter 4. Overall on Quarter 1 as a City perspective arrears over target
(Page 11-12)	by £79,626.00.

Of the Business Area's with a target, Erdington was in **Green** on 4 counts and **Amber** on 1.

NARRATIVE RESPONSES TO PERFORMANCE ARE PROVIDED TOWARDS FRONT OF REPORT ON VOIDS & LETTINGS, REPAIRS SERVICE AND HOUSING CUSTOMER SERVICE HUB.