

**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**

**SELLY OAK DISTRICT COMMITTEE**

**THURSDAY, 26 JANUARY 2017 AT 10:30 HOURS**  
**IN COMMITTEE ROOM 2, COUNCIL HOUSE, VICTORIA SQUARE,**  
**BIRMINGHAM, B1 1BB**

**A G E N D A**

1 **NOTICE OF RECORDING**

The Chairman to advise the meeting to note that this meeting will be webcast for live and subsequent broadcast via the Council's Internet site ([www.birminghamnewsroom.com](http://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.

2 **APOLOGIES**

**3 - 10**

3 **MINUTES OF THE LAST MEETING - 17 NOVEMBER, 2016**

To confirm and sign the Minutes of the last meeting held on the 17 November, 2016.

**11 - 84**

4 **HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT QUARTER 2 2016/17**

Report of the Acting Strategic Director, Place Directorate.

5 **QUARTER 1 AND 2 WARD TRACKER FEEDBACK**

Lesley Bannister, Community Governance Manager will attend the meeting to present the item.

6 **COMMUNITY SAFETY ANNUAL REVIEW FEEDBACK**

Sue Brookin, West Midlands Fire Service will attend the meeting to present the item.

7 **MEMBER CHAMPION - CULTURE AND HERITAGE**

Councillor Phil Davis, Cultural and heritage Champion for Selly Oak District will give an update on the item.

8 **AMEY/HIGHWAYS UPDATE - CONSERVATION AREAS**

9 **DISTRICT WORK PROGRAMME**

To note the District work programme.

10 **FEEDBACK FROM SELLY OAK WARDS: BILLESLEY, BOURNVILLE, BRANDWOOD AND SELLY OAK**

Karen Cheney, Selly Oak District Head and Service Lead for Community Governance and Support will give a verbal update on the item.

11 **SCHEDULE OF FUTURE MEETING**

To note the schedule of future meeting for Selly Oak District Committee as follows:

16 March 2017

This meeting will be held at the Council House, Victoria Square, Birmingham B1 1BB.

12 **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.

13 **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

**SELLY OAK DISTRICT  
COMMITTEE  
THURSDAY, 17 NOVEMBER  
2016**

**MINUTES OF A MEETING OF THE SELLY OAK DISTRICT COMMITTEE HELD  
ON THURSDAY, 17 NOVEMBER, 2016 AT 1030 HOURS, IN COMMITTEE ROOMS  
3 & 4, COUNCIL HOUSE, BIRMINGHAM**

**PRESENT:** - Councillor Karen McCarthy in the Chair

Councillors Susan Barnett, Alex Buchanan, Timothy Huxtable, Mike  
Leddy, Mary Locke, Eva Phillips, Rob Sealey and Phil Davis?.

**ALSO PRESENT:** -

John Burke – Depot Manager

Karen Cheney – Selly Oak District Head and Service Lead for Community  
Governance and Support

Chris Jordan – Head of Service Integration

David Miller – Service Manager

Louisa Nisbett - Committee Manager

Liz Parkes, Library Manager

Mark Rodgers, Housing Manager

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**NOTICE OF RECORDING/WEBCAST**

387 The District Committee were advised that the meeting would be webcast for live or subsequent broadcast via the Council's Internet site and members of the press/public may record and take photographs except where there were confidential or exempt items.

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**APOLOGIES**

388 Apologies for non-attendance were submitted on behalf of Councillor Barry Henley, Brigid Jones and Changese Khan. An apology was also submitted on behalf of Steve McCabe, MP.

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**The business of the meeting and all discussions in relation to individual reports was available for public inspection via the web-stream.**

**MINUTES AND MATTERS ARISING**

Correct spelling of Councillor Rob Sealey's name.

Page 224 - In reply to Councillor Huxtable's request to ensure that someone was present at the next meeting, Karen Cheney undertook to follow this up. The Chairman said that Waste Management was on the agenda for today's meeting.

**Minutes 18 October, 2018** – Councillor Rob Sealey, Mary Locke and Eva Phillips said that they had sent apologies for the meeting.

**Page 231 – Road Safety** – In reply to Councillor Huxtable the District Chairman was meeting the Hall Green District Chairman early in the new year.

389 **RESOLVED:-**

That subject to the above the Minutes of the meetings held on 22 September, and 18 October, 2016, having been previously circulated were confirmed and signed by the Chairman.

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**HOUSING INVESTMENT PROGRAMME ENVIRONMENTAL WORKS PROGRAMME**

390 Mark Rodgers attended for this item and updated as follows:-

- The Fladbury Crescent proposal from the last meeting was not within the budget for this year. The whole project could be delivered the following year. Some alternative proposals had been submitted totalling £19,739.91.
  - The Chairman had made some enquiries regarding Masefield Estates bins. She asked for Members view's regarding the budget.
  - Councillor Eva Phillips said that it needed to be ensured that the work on Druids Heath did not need to be redone 12 months down the line. Councillor Mike Leddy referred to Baverstock Road and felt it would be wasteful to spend money on a road designated as a redevelopment site. Councillor Huxtable suggested and it was agreed that all the projects except for Baverstock Road be agreed.
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**LIBRARY SERVICE CONSULTATION AND THE PROPOSAL FOR SELLY OAK DISTRICT**

391 Chris Jordan, Head of Service Integration, Place an Liz Parkes, Library Manager Service Development attended the meeting to present the item and gave Members a copy of the following document:-

(See document no. 1)

## **Selly Oak District Committee – 17 November, 2016**

During the presentation and discussion the following points were made:-

- They were in the early stages of the consultation process. Following the Cabinet Decision on 18 October, 2016 a 3 month consultation period had started. There had been a number of public meetings and they were still responding to meeting requests.
- Residents were being helped to fill out the consultation questionnaire at the 32 libraries in the City. The consultation was on the Be Heard website. Views could be logged at Community Libraries and on birmingham.gov.uk website.
- The target was to reduce the Community Library Services Budget by £2 Million, a third of the budget.
- Some key aspects regarding the current position with Community Libraries budget 2016-2017 were set out in the document. A budget of £3.7 was available the following year. The consultation was based on the reduction of staff down to 88 from 112.
- 2 Closures were proposed at Aston and Sutton Coldfield Libraries. Where closures were proposed they would be enhancing the nearest library as compensation. The key principles were in a paper to Cabinet. The model adopted sought to achieve the maximum footprint. The preference was to reduce library opening hours across the City in order to keep the maximum libraries open.
- An important aspect of the model was to open up the library service to partnership working and to include services offered by others. There were 3 tiers of library opening hours which were not specific times and were flexible in how the service was delivered. It was expected that the partners would lead and the Council would support in terms of running costs and staffing.
- Small Grant pots of £20,000 would be set aside as a one off investment.
- Sites in Selly Oak – Yardley Wood Library, it was proposed that the opening hours would be 35 hours and the library would remain at its current location. Druids Heath and Stirchley would be open for 20 -21 hours based at Stirchley Baths. 15 hours of support was proposed for Selly Oak.
- Plans for existing buildings would be through property options available to BCC such as community asset transfer, management and sale of buildings.
- Councillor Eva Phillips expressed concerns that the decrease in opening hours would lead to low use of libraries also the job search aspect use by support groups etc. She referred to social isolation in estates and said that the opening hours made a difference to people.
- Chris Jordan acknowledged the risk of the footfall declining owing to the reduction of the opening hours, however savings of one third of the budget was required to be made. Opportunities of working in partnership would be explored. The mindset must be changed to be open to opportunities. The library could offer some piloting work that would benefit the service.

## Selly Oak District Committee – 17 November, 2016

- Councillor Eva Phillips whilst appreciating the position the Council was in felt that partnership working favoured some areas more than others. Areas such as Druids Heath would not have the same opportunities as others to make partnership working successful. Chris Jordan said that in areas where there was a deficit of partners, a main body such as the Housing Association could run the service. There were opportunities that could be pursued.
- Councillor Barnett welcomed the extra opening hour for Yardley Wood Library. They were working hard to develop it as a hub for the community and hoped to bring in other services to the Library. Councillor Barnett noted that Yardley Wood was ranked at no 19 and asked for clarification of the position of ranking.
- Chris Jordan informed that he and his colleague had developed a model using 11 criteria based on a number of issues including the number of visits, the population and catchment area, children and young people aged up to 19 years and people aged up to 65 years. They had worked out a cost per visit to the library.
- Councillor Huxtable said that the relocation of Stirchley Library would be a challenge as it was in a listed building. He was aware that a lot of money had been invested in the Library and the land gifted to the Local Authority for provision of a library service on the site. He continued that when looking for funding for Stirchley Baths it was on condition that they were community based/focused. He felt it was unacceptable to put too many Council Services in the building. Further if the library was moved to Stirchley Baths the library building would end up derelict.
- Chris Jordan replied that the points made were valid and would be looked at as part of the consultation. He encouraged feedback through the consultation. He would look at the ability to put more services in Stirchley Baths and give a detailed response.
- Councillor Sealey said that Library hours etc had been looked at during the last 5 years. He said that a review of what needed to be done to preserve the library service should be looked into and what services etc could be brought into an area to ensure a thriving library.
- Chris Jordan agreed with a wider dialogue with Partners however it had not been easy as only some groups and services were interested. They were looking to move the verification service to libraries. He urged Members to let him know of any opportunities that could be explored.
- Councillor Mike Leddy noted that only 2 libraries would close owing to the budget cut. He felt that the best possible options had been given. Councillor Mike Leddy mentioned Birmingham's long reputation in the provision of a free library service and applauded officers for the plan.
- The Chairman acknowledged the difficulties faced by staff and said that a positive model was required. The plan seemed to be a balanced one and

## **Selly Oak District Committee – 17 November, 2016**

- Chris Jordan advised that the timeframe for the consultation was 27 January, 2017. They were proposing to test some Scandinavian technology at Mere Green Library using a swipe card etc. Liz Parkes added that a self-service machine would enable library staff to step from behind the counter and support customers with learning, information and help. It would also upskill staff and there would be a change of programme to include more floor walking etc.
- Members were encouraged to take part in the consultation with was also on Be Heard.

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### **UPDATE ON THE WASTE MANAGEMENT SERVICE IN THE SELLY OAK DISTRICT DISTRICT**

392

John Burke, Depot Manager and David Miller, Service Manager attended for this item. A Ward Depot comparison report for Selly Oak District was handed out to Members. During the discussion the following points were made:-

- The amount of residual waste had reduced with the introduction of Waste Bins. The amount of paper collected was up. Multi waste materials equalled 80% of waste.
- Following the introduction of Wheelie Bins things had now settled down. Requests and complaints were also down. There were some historical problems on the estates at Hollybank that needed to be looked at.
- They were working with partners on a project at a block of flats with regard to recycling. Some pilot work would be carried out.
- Agency staff had been replaced with full time staff and the service was more stabilised. Staff in Street Cleansing had carried out some targeted work and a Community clean-up had taken place. They were dealing with complaints about leaves.
- Councillor Sealey said that the paper pods in the wheelie bins restricted the amount of paper that could be recycled. Councillor Locke commented that the paper should be put in the bottom of the bin and bottles in the top. Jon Burke undertook to double check what had attributed to the change in figures for Bournville Ward. The figures for flytipping were requested.
- John Burke advised that they had started a pilot in Soho Ward for residents in flats. The recycling bins were being looked at. Flytipping was still a problem. They had engaged with Colleges and there was a dedicated Enforcement Officer. He did not have the figures for enforcement at present.
- Councillor Barnett said that waste collection for flats in Billesley were a problem. She had been asked for extra bins by people in high rise flats because other people used their bins. There were also problems with flytipping. Councillor Barnett congratulated officers who had cleared some flytipping at the entrance of Billesley Common within hours after she had sent a photo to Fleet and Waste. She appreciated the response by officers.

## **Selly Oak District Committee – 17 November, 2016**

- Councillor Eva Phillips suggested a fob or swipe card on bins so that only the people living there could use them. She had not received a lot of complaints about missed collections. She asked that Members receive a copy of the data related to missed collections when they were available. Councillor Eva Phillips said there had been difficulties organising bulky waste collections on the website and flytipping would increase if there was a delay in the collection being made. John Burke replied that some work was being done to make the process more efficient. Residents should not have to wait more than 2 weeks.
- Councillor Huxtable said that a solution and best value for money was needed for different types of flats in a joint up approach with housing. He asked what could be done regarding bulky waste in people's gardens. He undertook to send details of some asbestos in Stirchley in a passageway to some properties.
- Councillor Huxtable thanked officers for their prompt responses and the work they did sometimes above and beyond their duty. The Chairman and Councillor Mary Locke concurred with the comments made. John Burke undertook to pass on the comments to officers.
- Councillor Phil Davis made some comments about flytipping mentioning fridges in particular. He asked if there was any information available and was informed that they could be collected for free as part of the 6 items. It was noted that 30 to 40 fridges were collected per day. In reply to a comment from Councillor Phil Davis that that it needed to be publicised that fridges could be collected, John Burke informed that they were on the list at the HRC Site.
- In reply to Councillor Alex Buchanan, John Burke said that people could be fined if they incorrectly put materials out for recycling.

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### **FEEDBACK FROM SELLY OAK DISTRICT CHAMPIONS**

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Councillor Susan Barnett, Corporate Parenting and District Parent Partnership Champion reported as follows:-

- As Chair of the Corporate Parenting Board she had attended regular meetings with all of the District Corporate Champions. The last 2 meetings had been cancelled. A workshop was planned for 1<sup>st</sup> December for all Corporate champions and the District Leads had been invited. She urged all District Champions to attend.
- She had undertaken Regulation 44 Visits including visits to other areas and spoke to leaders about the priorities of the Cabinet Member to promote the Corporate Parenting pledges.
- Meetings had been arranged with Scrutiny Chairs. She would be attending events during the next few weeks. The Schools, Children and Families Overview and Scrutiny would be undertaking a review into Corporate Parent at their meeting in January.



## **Selly Oak District Committee – 17 November, 2016**

The Chairman advised that Councillor Phil Davis, Heritage Champion had been invited to give an update on his role at the next meeting in January.

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### **DISTRICT WORK PROGRAMME**

- 394 Karen Cheney reported as follows:-
- The Work Programme is updated and sent out following meetings.
  - The Governance Manager has updated the Ward Tracker. Quarter 1 and 2 statistics will be available in January.
  - Members should let Karen Cheney know of any suggestions for agenda items.
  - Some Members suggested that AMEY should be an item on the next agenda. Phil Davis said that conservation was a pressing issue. As part of a review the relationship between AMEY and conservation areas had been discussed. He felt this was relevant to the work of the Committee.
  - The Chairman was aware of the discussions in particular about lighting, guttering, tarmac also lampposts and alleyways.
  - Councillor Huxtable referred to contract variations by AMEY since 2010. He also asked that Highway Officers be invited to explain the changes.
  - The Chairman said that no date had been agreed for the District Convention. The Wards had all met. Various ideas had been put forward by residents for the Local Innovation Fund.
  - Karen Cheney had attended discussions how to keep the Jobs and Skills high on the agenda. The District Housing Panel was a useful way to bring people together.
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### **FEEDBACK FROM SELLY OAK WARDS: BILLESLEY, BOURNVILLE, BRANDWOOD AND SELLY OAK**

- 395 Karen Cheney gave an update as follows:-
- Karen Cheney drew attention to the poster – Week of Kindness 13 – 20 November, 2016.
  - With regards to the District the LIF was about strengthening organisations enabling them to write good bids. A workshop on 15 November, 2017 had been well attended and could be rolled out. Peer to peer support works well.
  - The Open Streets Day on 9 November, 2017 will be done on a wider basis.
  - Conversations will be started in the community. The first one “In at the deep end – the meaning of LIF will meet each month. The following one will be regarding Social Finance.

## **Selly Oak District Committee – 17 November, 2016**

- A number of successful events had been held across the District in Partnership with Community organisations.
- Karen Cheney congratulated Eunice McCall from the District Office who had been nominated for her work done in addition to her job.
- There had been free taster sessions for the Billesley tennis campaign.
- In response to Councillor Huxtable's query about the decamping of the District Office and the old building, Karen Cheney undertook to make some enquiries.
- Bournville lights would switch on Thursday, 3 December, 2016 at 1000 hours.

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### **SCHEDULE OF FUTURE MEETINGS**

396 It was noted that the Selly Oak District Committee would meet at 1030 hours, at the Council House, Victoria Square, Birmingham, B1 1BB on the following dates:-

Thursday, 16 March, 2017

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### **OTHER URGENT BUSINESS**

397 No other urgent business was submitted.

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### **AUTHORITY TO CHAIRMAN AND OFFICERS**

398 **RESOLVED:** -

"That in an urgent situation between meetings, the Chairman jointly with the relevant Chief Officer has authority to act on behalf of the Committee."

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The meeting ended at 1229 hours.

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CHAIRMAN

**Selly Oak District**

**Performance Narrative**  
**Quarter 2 2016 / 2017**

<b>Anti Social Behaviour</b>	<b>Managed by Jonathan Antill (Acting Senior Service Manager)</b> <ul style="list-style-type: none"><li>• The ASB teams received 205 new cases during the Quarter. This is 48 more than the previous Quarter.</li><li>• The Teams closed 176 cases with 97.7% of these being successfully closed.</li><li>• The ASB initial contact performance during this quarter is 96.6% of cases being contacted within the Service standard. This represents an improvement over the last quarter. This is within the service standard however Officers are continuing to investigate ways to improve the service.</li><li>• As at 28/12/2016 the two local teams were working on 40 ASB cases of these, 4 are Cat A cases.</li><li>• On The 28/12/2016 The Billesley ward had 40% (16 cases); Bournville ward 17.5% (7 cases), Brandwood ward 35% (14 cases) and Selly Oak ward 7.5% (3 cases) of the ASB cases open.</li></ul>												
<b>Estates and Tenancy Management</b>	<b>Managed by Jonathan Antill (Acting Senior Service Manager)</b> <p>The Selly Oak District has 6133 local authority Housing Properties.</p> <table><tr><td>Billesley ward</td><td>2375</td><td>tenancies</td></tr><tr><td>Bournville ward</td><td>857</td><td>“</td></tr><tr><td>Brandwood ward</td><td>2511</td><td>“</td></tr><tr><td>Selly Oak ward</td><td>390</td><td>“</td></tr></table> <p>The District has 27 high rise blocks managed by the local Housing teams.</p> <p>The city target for cleaning of high rise blocks is for 100% of them to achieve a 'satisfactory' score rating of 45 points and above with 72% of them expected to achieve a 'good' score rating of 60 points or above.</p> <p>In the quarter 96.3% of our high rise blocks achieved a 'good' rating or higher.</p>	Billesley ward	2375	tenancies	Bournville ward	857	“	Brandwood ward	2511	“	Selly Oak ward	390	“
Billesley ward	2375	tenancies											
Bournville ward	857	“											
Brandwood ward	2511	“											
Selly Oak ward	390	“											

	<p><b>Low Rise Blocks</b></p> <p>Within the constituency currently 106 low rise blocks are covered by either neighbourhood caretaking schemes or external contract cleaners.</p> <p>For the quarter the Selly Oak District achieved, 100% of the blocks audited were found to be cleaned to a satisfactory standard or better. This is above the City Target of 99%</p> <p><b>Lodgers in Occupation also known as Unlawful Occupiers</b></p> <p>At the end of the quarter Selly Oak District had 15 open cases over 12 weeks. These cases are complex and often require us to take court possession action. Dealing with cases of this nature, including waiting for court hearing dates will take cases beyond 12 weeks.</p> <p>Unlawful Occupiers left in occupation are required to pay a use and occupation charge whilst their application is being determined.</p> <p><b>Introductory Tenancies</b></p> <p>At the end of the quarter the Selly Oak District had 3% of its Introductory tenancies over 12 months old. This is well within the City target of 8%.</p> <p><b>Condition of Estates- Average of Bi-annual estate assessment scores.</b></p> <p>Selly Oak District was assessed at 29.2 points. This puts its estates into the “Excellent” range of scores but is a slight drop from the previous Quarter.</p>
<p><b>Voids and Lettings</b></p>	<p><b>Voids and Lettings is managed by Gary Nicholls (Senior Service Manager)</b></p> <p>For the Quarter the average day’s turnaround to re-let all properties in the Selly Oak District was 30.8 days. This is better than the City Standard of 33 days but is 2.8 days longer than the City Target of 28 days.</p> <p><b>Average number of days to let a void property once it has been made fit is 14.9 days.</b> This is better than the City Target of 15 days.</p>

	<b>Available council homes as a percentage of total stock</b> for Selly Oak District is 99.6% this is better than the city target of 98.8%
<b>Achievements – Quarter 1</b>	<b>These will be verbally presented during the meeting</b>



# Housing Transformation Board Performance Report

## Quarter 2 2016/17

Report produced by Place Directorate Performance and Support Services Team  
Version 1.0 04/11/2016

# Contents

**RAG status**  
(based on Q2 data unless stated)

**Page**

## Exception Report

6

## Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

No Target

10

Number of properties sold under Right To Buy

No Target

11

Right to Buy compliance to statutory timescales

Red

12

## Rent Service (Tracy Holsey)

Percentage of rent collected

No target

13

Current amount of rent arrears

Green

14

## Housing Options (Jim Crawshaw)

Number of households in Temporary Accommodation

TBC

15

Number of households in B&B

TBC

16

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

Green

17

Number of households on housing waiting list

No Target

18

Average number of weeks families in B&B

No Target

19

Percentage of Health and Housing Assessments completed within 6 weeks

Green

20

## Independent Living (Afsaneh Sabouri)

Number of households helped by Independent Living

Green

21

Number of Wise Move completions

No Target

22



## Landlord Services

### **Antisocial Behaviour (Tracey Radford)**

Number of new ASB enquiries received - A, B and C categories	No Target	23
Number of new hate crime enquiries	No Target	25
Percentage of A cases responded to on time	Amber	26
Percentage of B cases responded to on time	Green	
Percentage of C cases responded to on time	Green	
Total ASB cases closed	No Target	27
Percentage of ASB cases closed successfully	Green	28
Number of live ASB cases	No Target	29
Total cases responded to on time	No Target	30
Number of live Think Family cases	No Target	31

### **Estates and Tenancy Management (Tracey Radford)**

Percentage of high-rise blocks rated good or better	Green	32
Percentage of low-rise blocks rated satisfactory or better	Green	33
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	34
Percentage of introductory tenancies over 12 months old, not made secure	Green	35
Condition of estates - average of bi-annual estate assessment scores	No Target	36
Condition of estates - number of excellent, good and poor ratings to date	No Target	37

### **Services for Older People (Carol Dawson)**

Percentage of support plans completed in 4 weeks	Amber	38
Percentage of Careline calls answered within 60 seconds	Amber	39

## Landlord Services

### Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

No Target

40

Average time taken to answer calls (in seconds)

Red

41

Percentage of calls answered

Green

42

### Asset Management and Maintenance (John Jamieson)

#### Repairs:

Percentage of Right To Repair jobs completed on time

Red

43

Percentage of gas servicing completed against period profile - snapshot figure

Green

44

We will respond to emergency repairs in two hours

Red

45

We will resolve routine repairs within 30 days

Red

46

KPI001 - Customer Satisfaction

Green

47

KPI002 - Work orders completed within timescale

Red

48

KPI004 - Service Improvement Notices

Green

49

KPI005 - Safety SIN's

Green

50

KPI007 - Appointments made

Amber

51

KPI008 - Appointments kept

Red

52

#### Voids and Lettings (Gary Nicholls)

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

Green

53

Average days void turnaround - all voids

Amber

54

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

Red

55

### Capital Works (Martin Tolley)

Percentage of actual spend as a proportion of revised annual budget - year to date	Red	56
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets TBC	57
KPI001 - Customer Satisfaction (Capital Works only)	TBC	59
KPI002 - Work orders completed within timescale (Capital Works only)	Red	60
KPI008 - Appointments kept (Capital Works only)	Amber	61

### Private Sector Housing (Pete Hobbs)

#### Houses in Multiple Occupation (HMO) Licencing (Roy Haseelden)

Houses in Multiple Occupation licences issued	No Target	62
Licensed and unlicensed Houses in Multiple Occupation inspected	No Target	63

#### Private Tenancy Unit (Andrew Greathead)

Private Tenancy Unit - Requests for assistance	No Target	64
Private Tenancy Unit - Cases assisted through advice	No Target	65
Private Tenancy Unit - Cases assisted through intervention	No Target	66

#### Empty Properties (Matthew Smith)

Empty properties brought back into use	Red	67
Number of properties improved in the private rented sector as a result of Local Authority intervention	Green	68

### Housing Development (Clive Skidmore)

Number of affordable homes provided	TBC	69
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## Housing Transformation Board Exception Report Quarter 2 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: 12

**Target:** 100%

**Performance:** 21%

**Commentary provided by:** Louise Fletcher

There has been an improvement in terms of performance for the statutory deadlines and targets, this is as a result of more effective working practices. The service continues to go through a restructure to cope with the additional demands on this team - this will be completed by the end of this financial year. Robust checks regarding tenant identify and source of funding continue, and this has an adverse impact on timescales, as does the complexity of the Right to Buy applications submitted by tenants. Work is continuing with other service areas, and partnerships are being built with external Right to Buy agents to ensure they are complimenting BCC processes rather than creating additional workloads.

### Housing Customer Service Hubs (Arthur Tsang)

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

Page: 41

**Target:** 20

**Performance:** 38

**Commentary provided by:** Arthur Tsang

The increase in 'time taken to answer' is as a result of a number of factors. Essentially, due to an unplanned reduction in staffing numbers across the service, alongside the normal business pressures of sickness and annual leave during the summer months, this has resulted in us operating at a much reduced staffing level. A direct result of this has been we have had fewer staff to answer the inbound telephone calls within the desired 20 second target.

In addition to this, as part of the service review, we have introduced an 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: 43

**Target**

92.6%

**Performance:**

84.1%

**Commentary provided by:**

John Jamieson

Performance for new repairs is improving but this KPI is currently being impacted by contractors successfully completing older outstanding cases which are outside the SLA for their category.

**Measure:**

We will respond to emergency repairs in two hours

Page: 45

**Target**

98.1%

**Performance:**

72.4%

**Commentary provided by:**

John Jamieson

Performance remains below target but is improving. Contractors are addressing issues where operatives fail to use PDA's correctly and additionally have established separate Quick Response Teams to further improve performance. It must also be stressed that whilst the 2 hour target is not currently being met, emergency repairs are being responded to well and average response times show that the majority of tenants are still experiencing quick response times.

**Measure:**

We will resolve routine repairs within 30 days

Page: 46

**Target**

92.5%

**Performance:**

92.6%

**Commentary provided by:**

John Jamieson

Performance in the period has improved from last month, and overall YTD performance is above target at 95.1%.

**Measure:**

KPI002 - Work orders completed within timescale

Page: 48

**Target**

92.6%

**Performance:**

84.8%

**Commentary provided by:**

John Jamieson

Work orders for gas are above target however the overall KPI is currently being impacted by contractors completing older outstanding repairs.

### Asset Management and Maintenance (John Jamieson)

Page: 52

KPI008 - Appointments kept

98.1%

69.7%

John Jamieson

Contractors are reviewing their data and also addressing operative behaviour to ensure correct use of PDA's to record arrive on site time. Overall tenants are experiencing a responsive repairs service even where the operative arrives outside the appointment time.

### Voids and Lettings (Gary Nicholls)

Page: 55

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

15

18

John Jamieson

Performance in the second quarter has been impacted by the success in letting a number of unpopular and long-term void properties in sheltered schemes which has increased the average timescale in the period. This included one dwelling vacant for approaching 4 years.

### Capital Works (Martin Tolley)

Page: 56

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

40.00%

24.03%

Pat McWilliam

There has been a slow start, contractors programme delivery is phased for spend to be in line with profile at the end of the year. From quarter 3 onwards there will be an increase in spend.

### Capital Works (Martin Tolley)

**Measure:** KPI002 - Work orders completed within timescale (Capital Works only) Page: 60

**Target:** 92.6%

**Performance:** 67.9%

**Commentary provided by:** Pat McWilliam

KPI002 Works orders completed within timescale - there is ongoing data reconciliation, however performance is expected to be at this level at this moment in time due to mobilisation.

### Private Sector Housing (Pete Hobbs)

**Measure:** Empty properties brought back into use Page: 67

**Target:** 81

**Performance:** 78

**Commentary provided by:** Matthew Smith

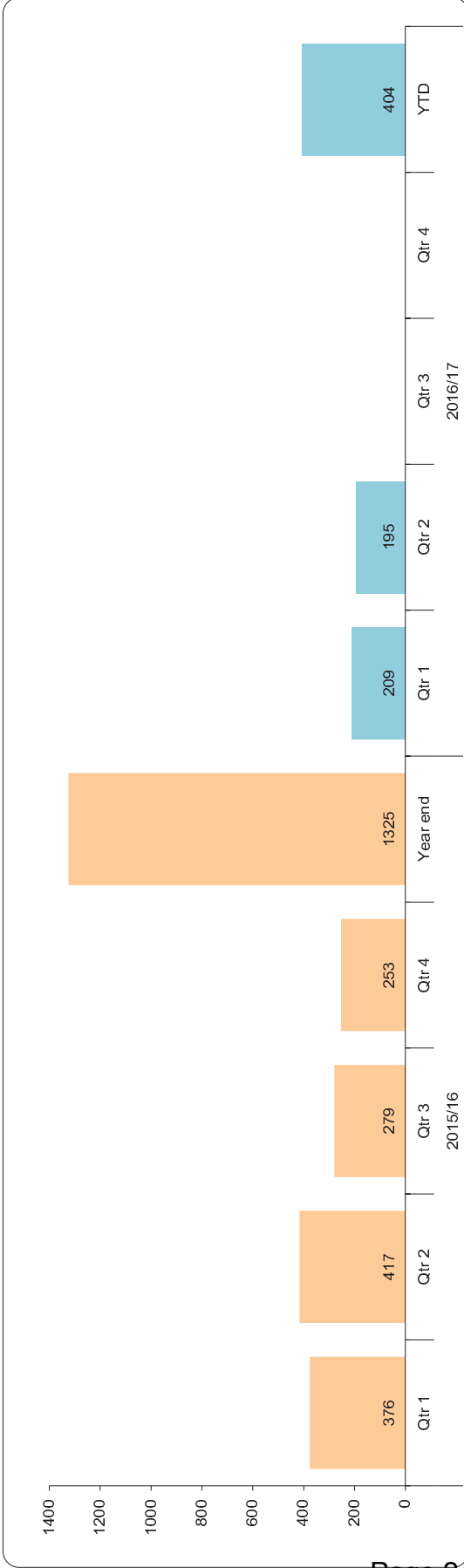
Figure is slightly down on target, please note we have one long term sick member of staff.

However we are ahead of target for the 6 month period. We are working in line with the empty property strategy. Enforcement powers are having the desired effect when needed.

## Leasehold and Right to Buy (Sukvinder Kalsi)

RAG Status

**Number of Right To Buy applications received**



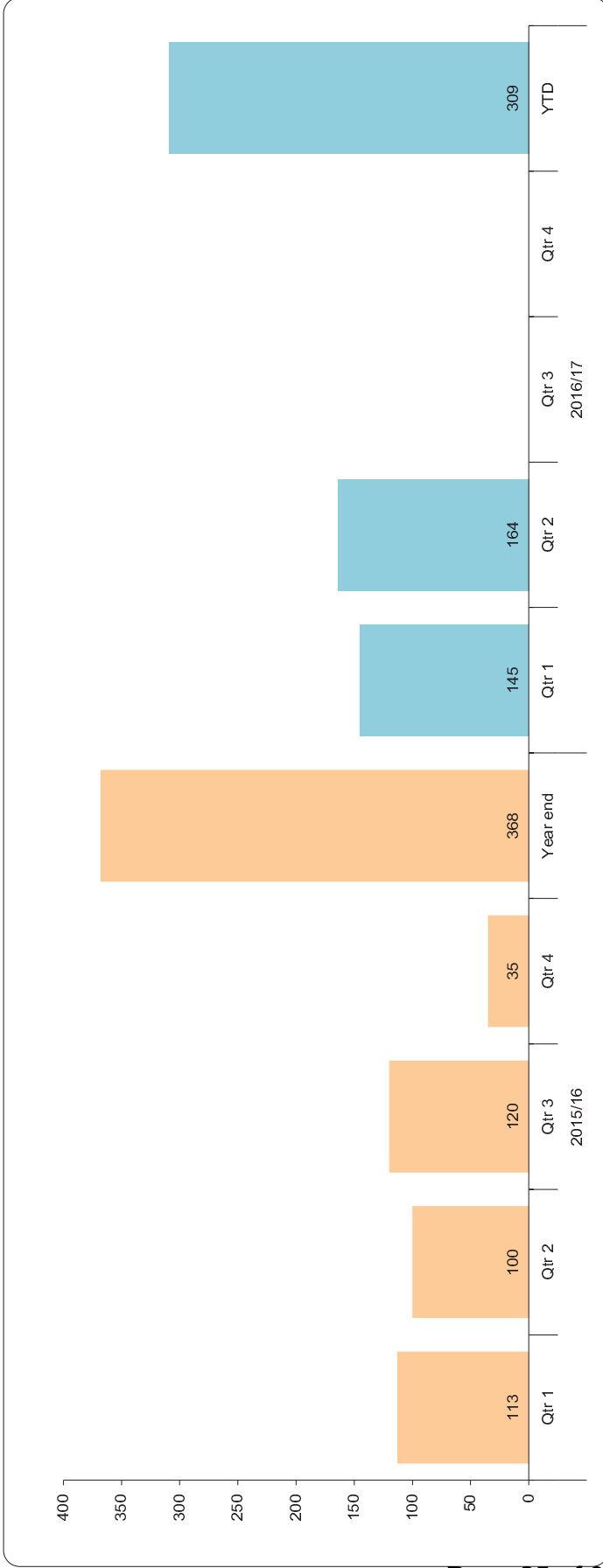
	2015/16				2016/17					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Right To Buy applications received	376	417	279	253	1325	209	195			404
Number of Right To Buy applications received	Eggbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	16	17	15	31	28	22	9	23	4	30

RB01



Number of properties sold under Right To Buy

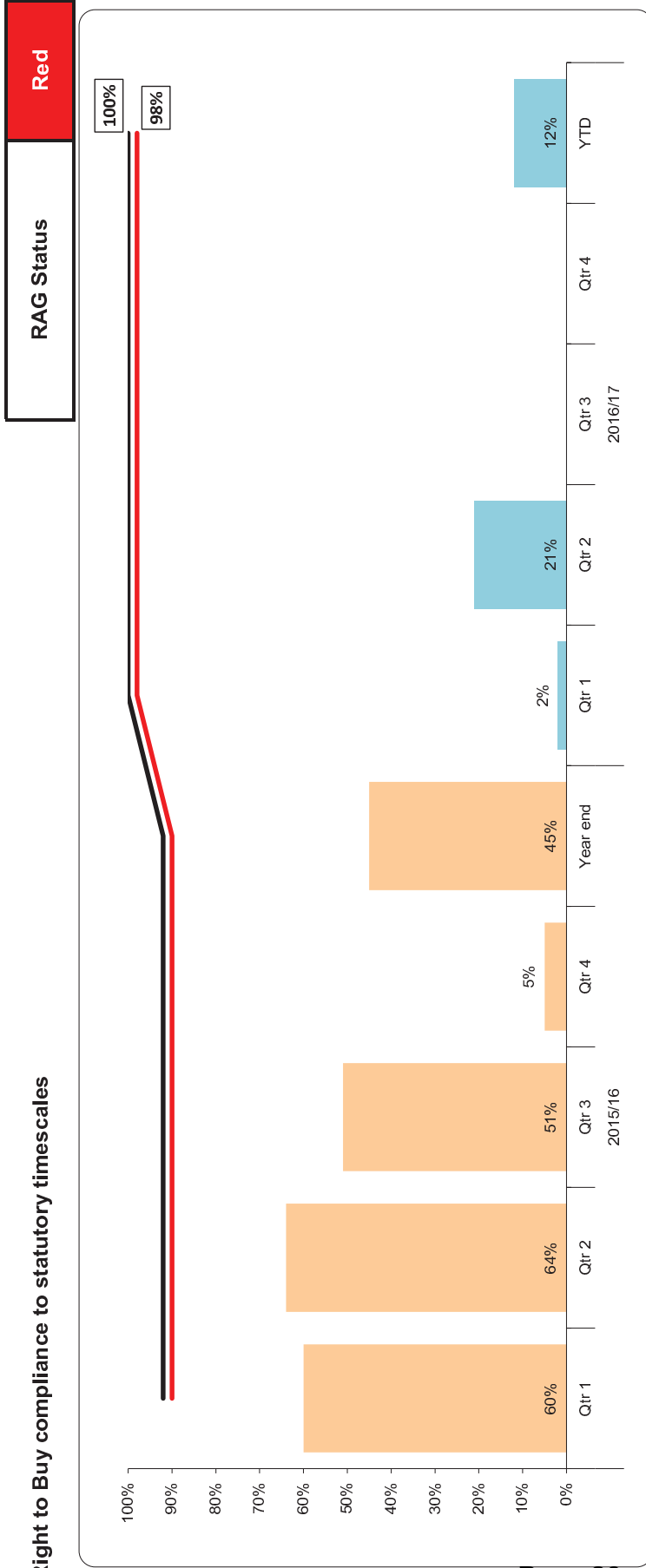
RAG Status **No Target**



	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			309
Number of properties sold under Right To Buy Quarter 2 2016/17	18	20	15	20	20	20	9	13	5	24
	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley

RB02

Right to Buy compliance to statutory timescales



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%			12%
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 2 2016/17	22%	27%	17%	16%	13%	28%	25%	30%	12%	21%

# Rent Service (Tracy Holsey)

RAG Status **No target**

Percentage of rent collected



Bigger is better

Percentage of rent collected	2015/16				2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of rent collected	98.26%	97.79%	100.60%	99.06%	98.05%	97.97%			98.02%
Target	97.3%	97.5%	98.3%	98.7%	No quarterly targets				
Standard	96.8%	97.0%	97.8%	98.2%	No quarterly targets				

Monthly targets

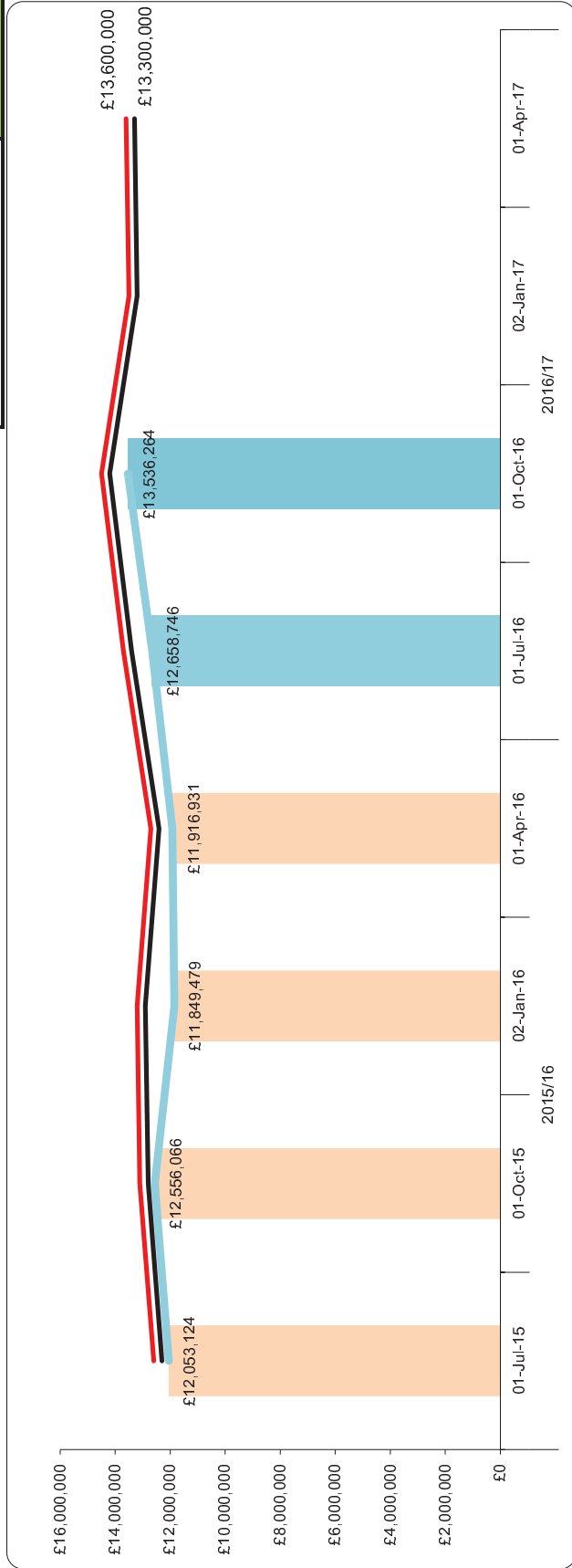
Month	Target
Apr	59.7%
May	78.5%
Jun	84.0%
Jul	87.2%
Aug	89.6%
Sep	90.8%
Oct	92.2%
Nov	92.7%
Dec	93.4%
Jan	93.9%
Feb	94.3%
Mar	94.9%

Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	97.98%	97.22%	98.66%	98.45%	97.69%	97.52%	98.31%	97.80%	98.46%	98.31%

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	01-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		
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 £143,351 arrears from Bloomsbury TMO not included in district breakdown below.

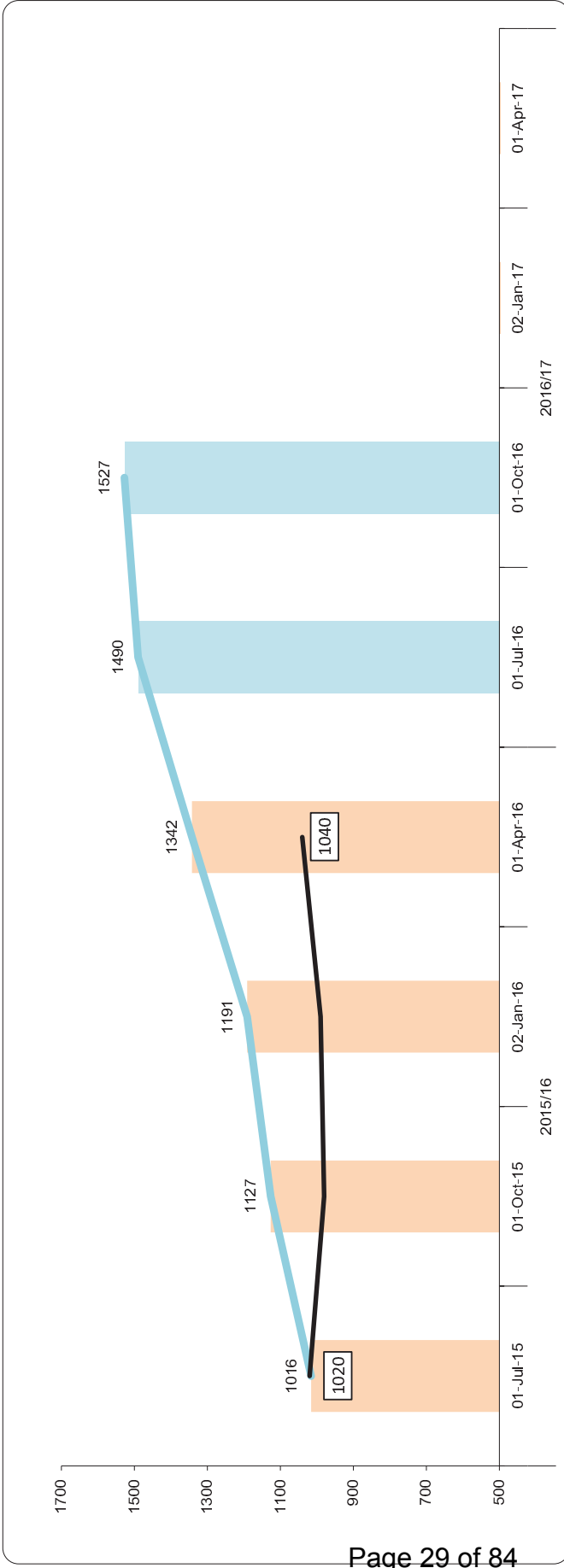
Current amount of rent arrears - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01 October 2016	£ 1,616,824	£ 1,527,570	£ 395,971	£ 1,756,717	£ 2,409,934	£ 2,128,533	£ 442,773	£ 1,234,222	£ 304,925	£ 1,575,444

R02

**Housing Options (Jim Crawshaw)**

RAG Status	TBC
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**Number of households in Temporary Accommodation - Snapshot figure**



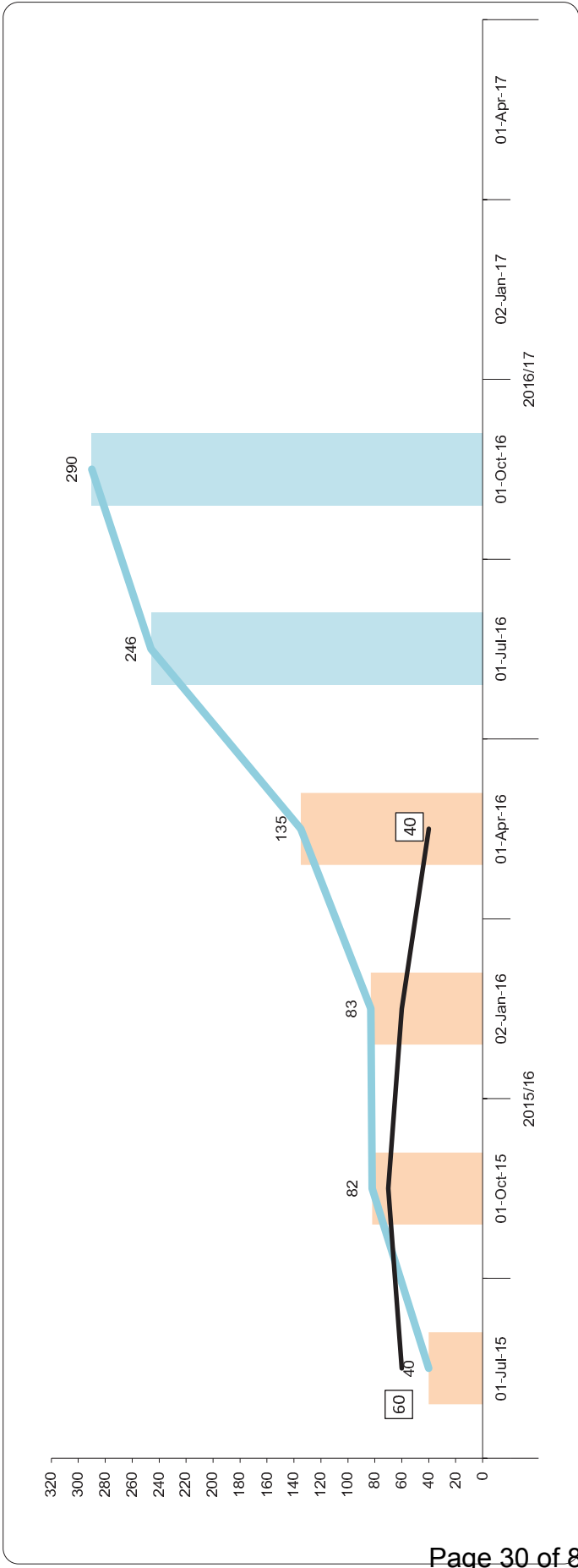
**Smaller is better**

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

**Targets for this year have not yet been confirmed**

SP01

**Number of households in B&B - Snapshot figure**



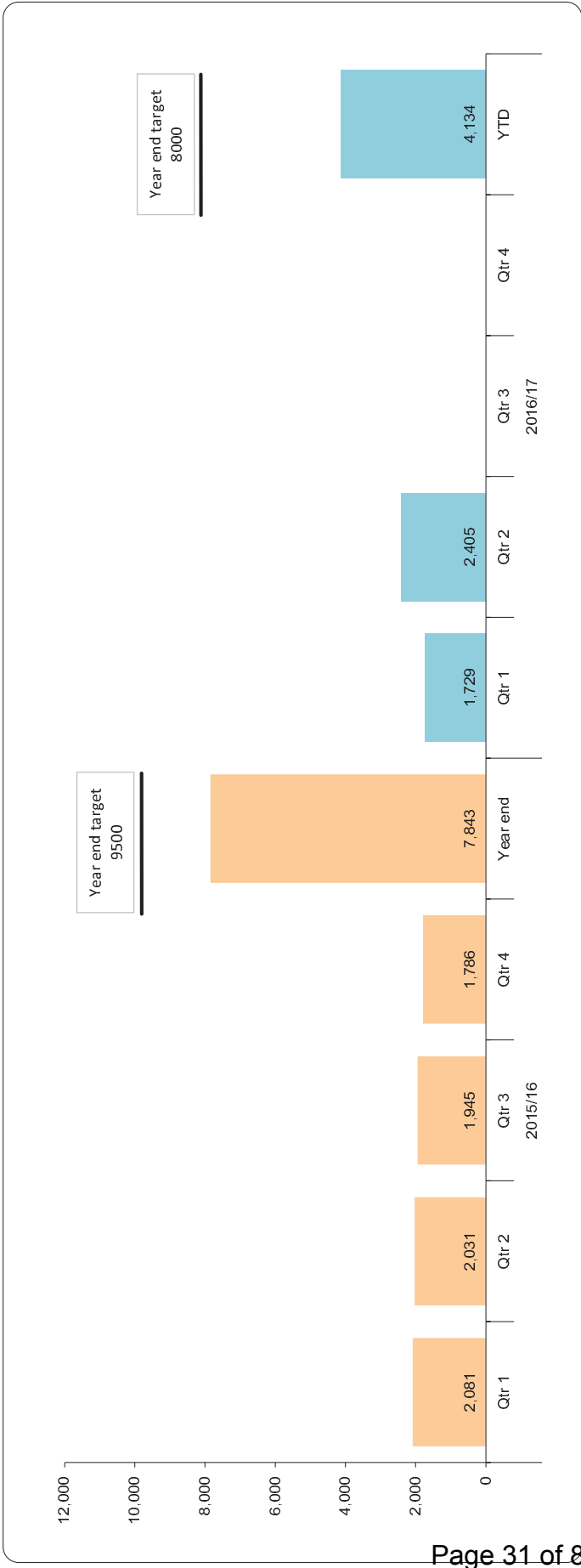
**Smaller is better**

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

**Targets for this year have not yet been confirmed**

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

RAG Status **Green**



This measure was previously named 'Number of homeless preventions'

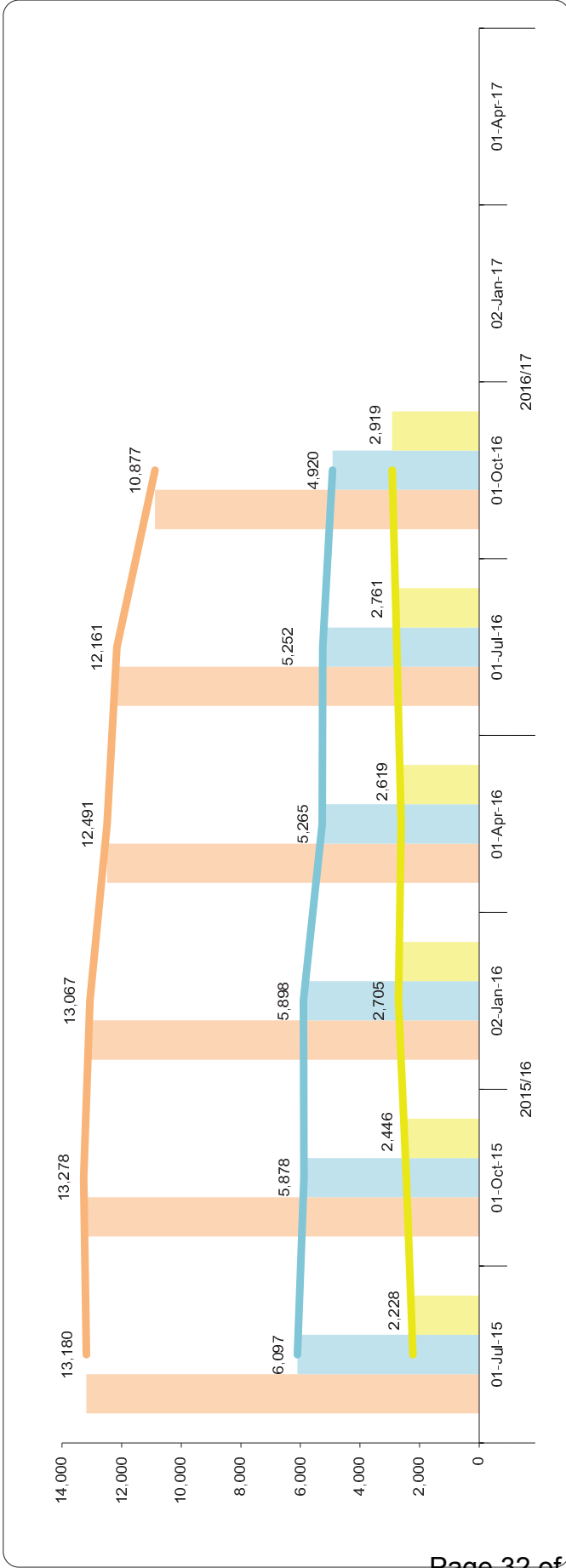
Bigger is better

	2015/16				2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	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	1,729	2,405			4,134
Year end target					1,750	1,750	2,250	2,250	8,000

SP03

Number of households on housing waiting list - Snapshot figure

RAG Status No Target



Smaller is better

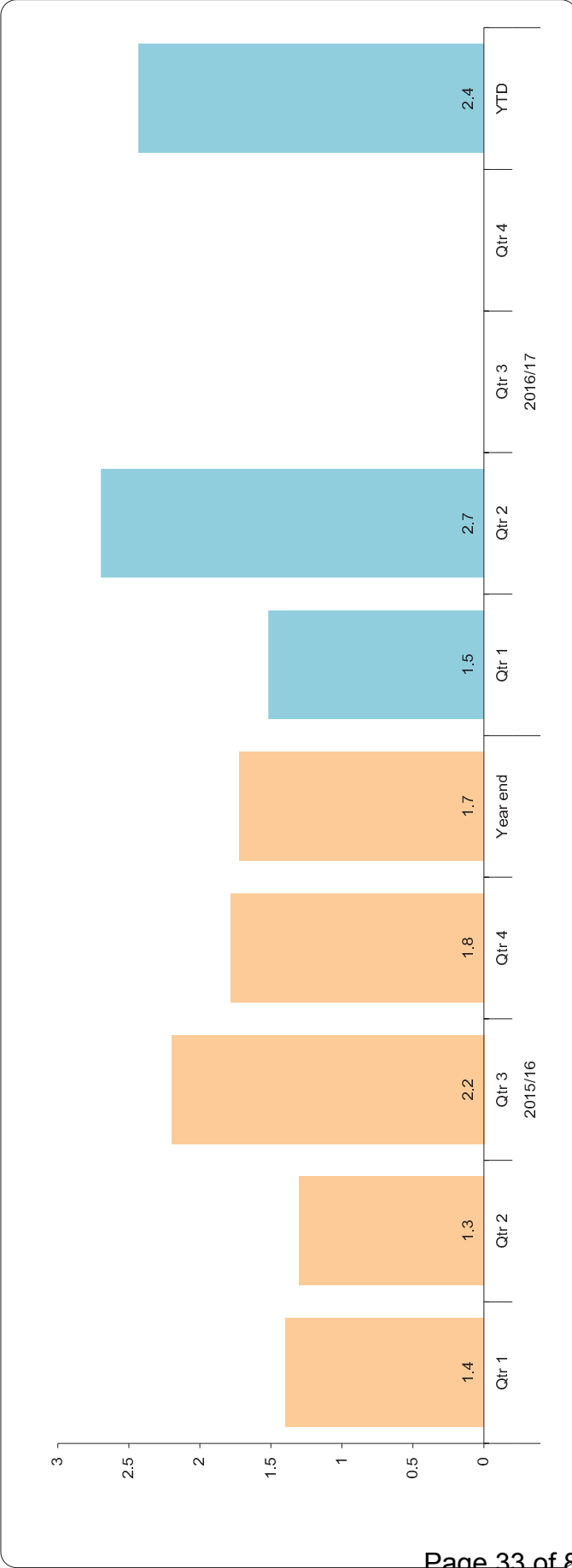
Housing need category	2015/16				2016/17		
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	01-Apr-17
General needs	13,180	13,278	13,067	12,491	12,161	10,877	
Transfer	6,097	5,878	5,898	5,265	5,252	4,920	
Homeless	2,228	2,446	2,705	2,619	2,761	2,919	

SP05



Average number of weeks families in B&B

RAG Status No Target



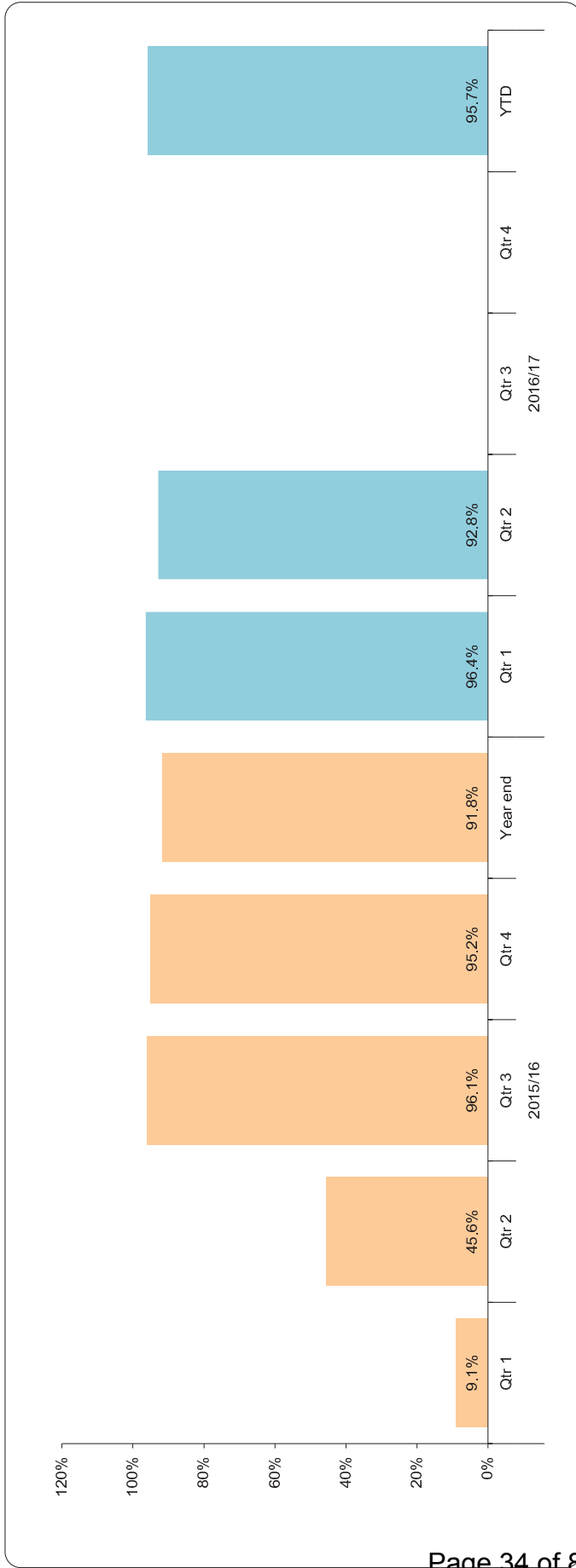
Smaller is better

	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			2.4

SF08

Percentage of Health and Housing Assessments completed within 6 weeks

RAG Status **Green**



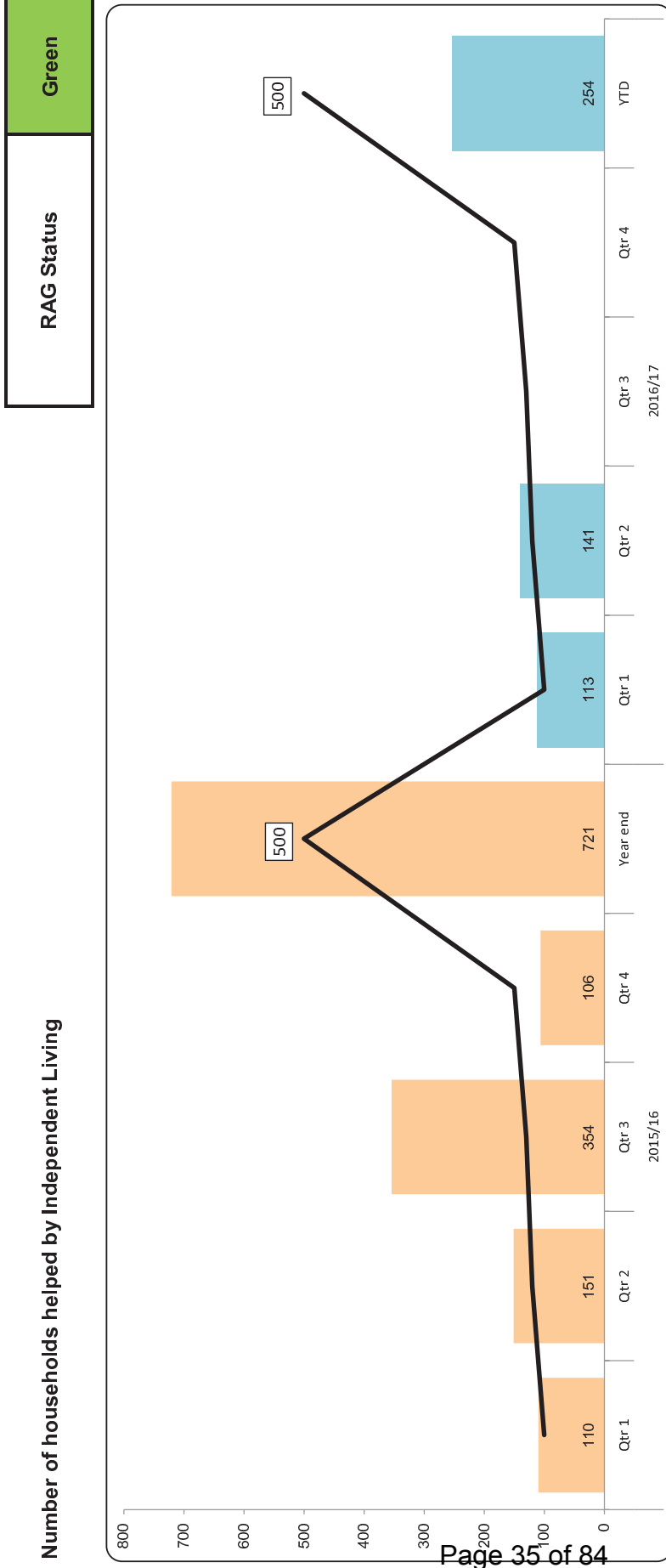
Bigger is better

	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 Health and Housing Assessments completed within 6 weeks	9.1%	45.6%	96.1%	95.2%	91.8%	96.4%	92.8%			95.7%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

SP11

**Independent Living (Afsaneh Sabouri)**

**Number of households helped by Independent Living**



**Bigger is better**

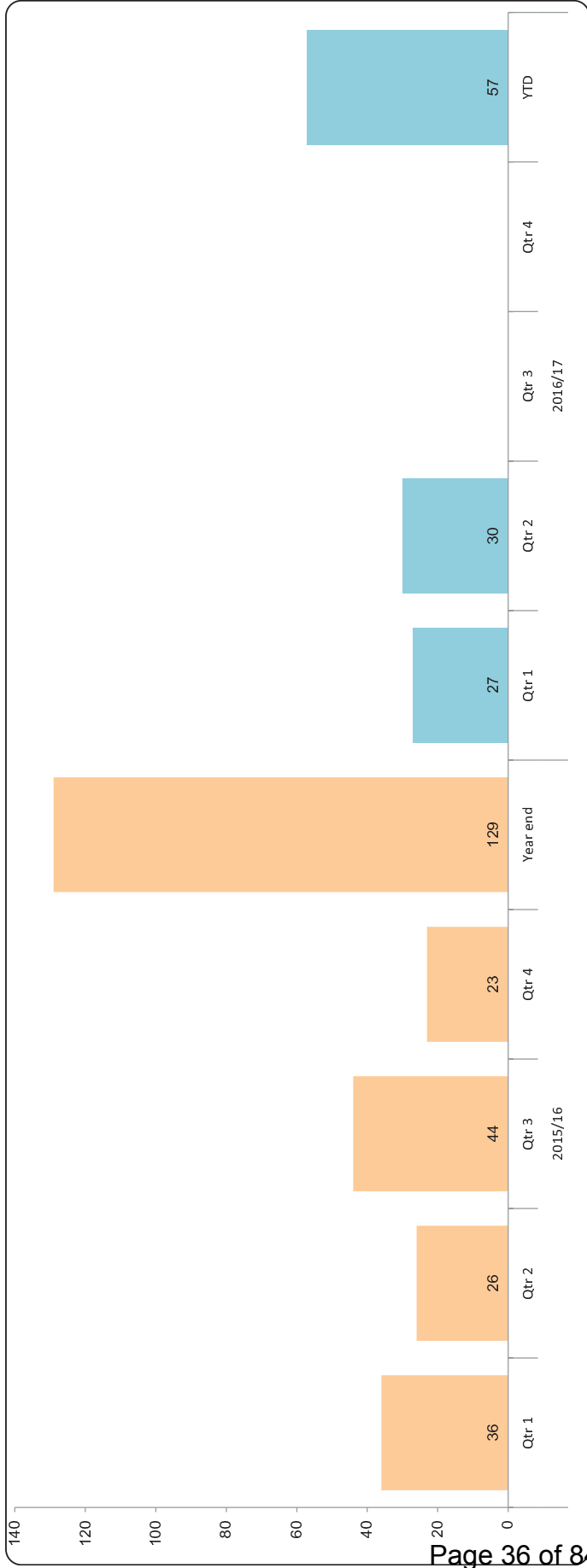
	2015/16				2016/17					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of households helped by Independent Living	110	151	354	106	721	113	141			254
Target	100	120	130	150	500	100	120	130	150	500

IL01

Number of Wise Move completions

RAG Status

No Target



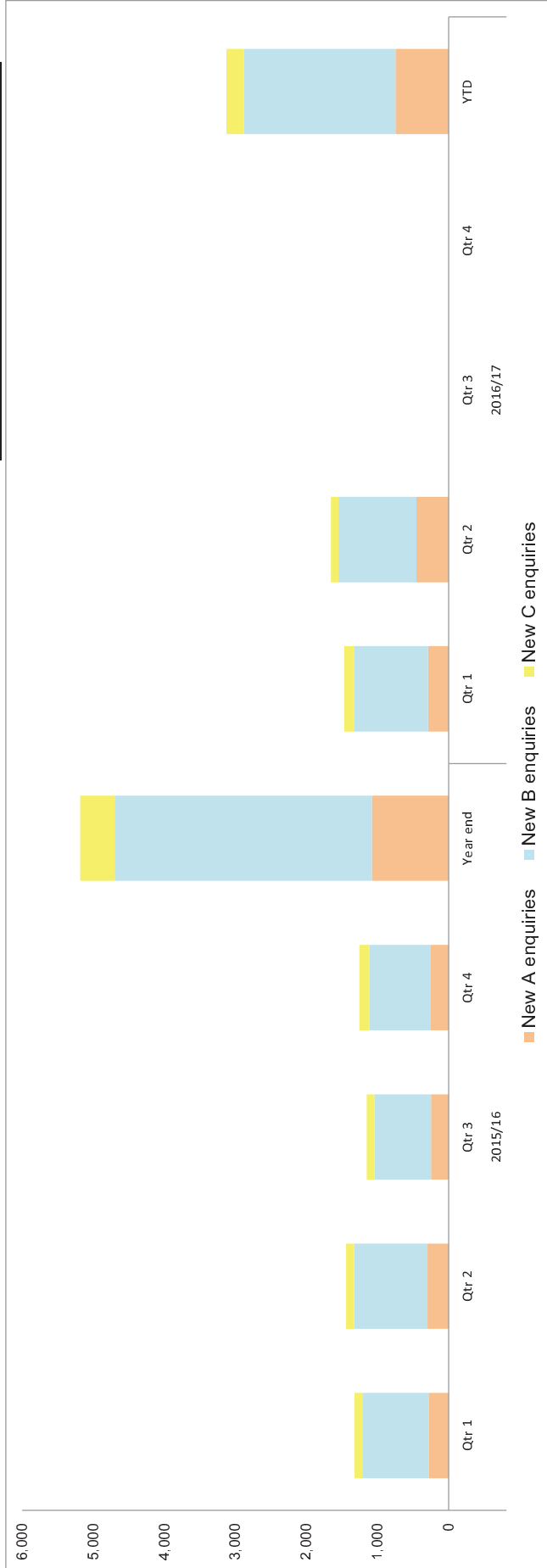
Number of Wise Move completions	2015/16				2016/17					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	36	26	44	23	129	27	30			57

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			750
New B enquiries	926	1,033	796	863	3,618	1,040	1,093			2,133
New C enquiries	117	114	111	141	483	137	108			245
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			3,128
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 2 2016/17	190	160	69	152	197	341	73	205	75	196

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

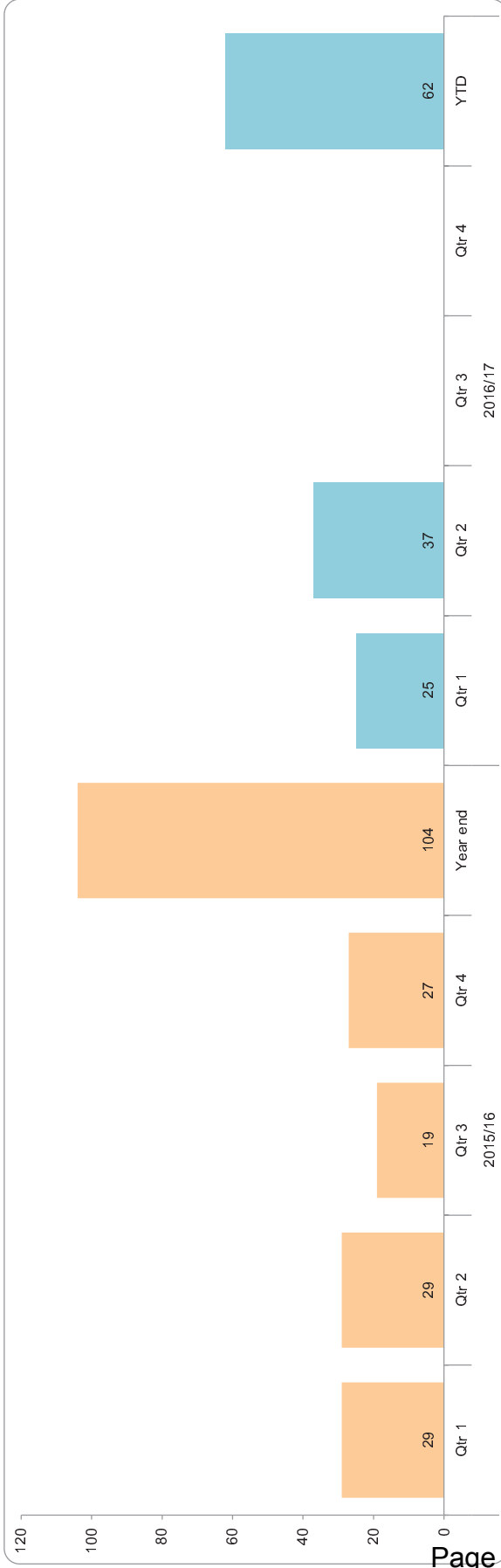
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

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**

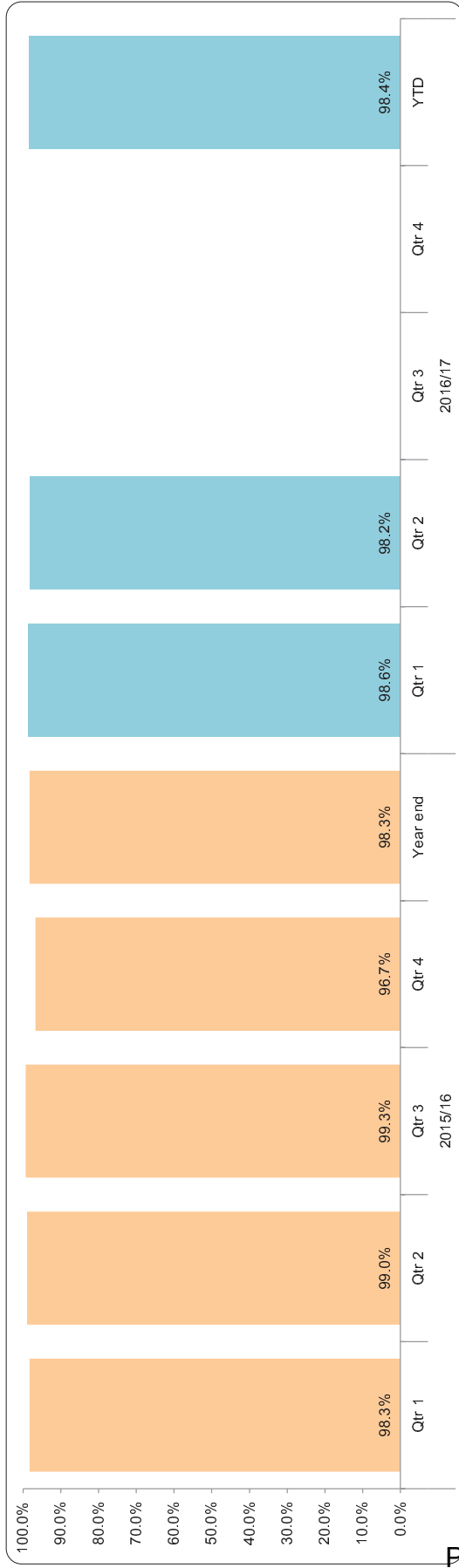


		2015/16				2016/17					
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries		29	29	19	27	104	25	37			62
Number of new hate crime enquiries	Edgbaston	4									
Quarter 2 2016/17			3	3	3	3	5	0	4	3	9
	Erdington										
	Hall Green										
	Hodge Hill										
	Ladywood										
	Northfield										
	Perry Barr										
	Selly Oak										
	Sutton										
	Yardley										

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%			98.4%

	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	438	96%	100%	95%	Amber
Percentage of B cases responded to on time	1082	99%	95%		Green
Percentage of C cases responded to on time	108	100%	95%		Green

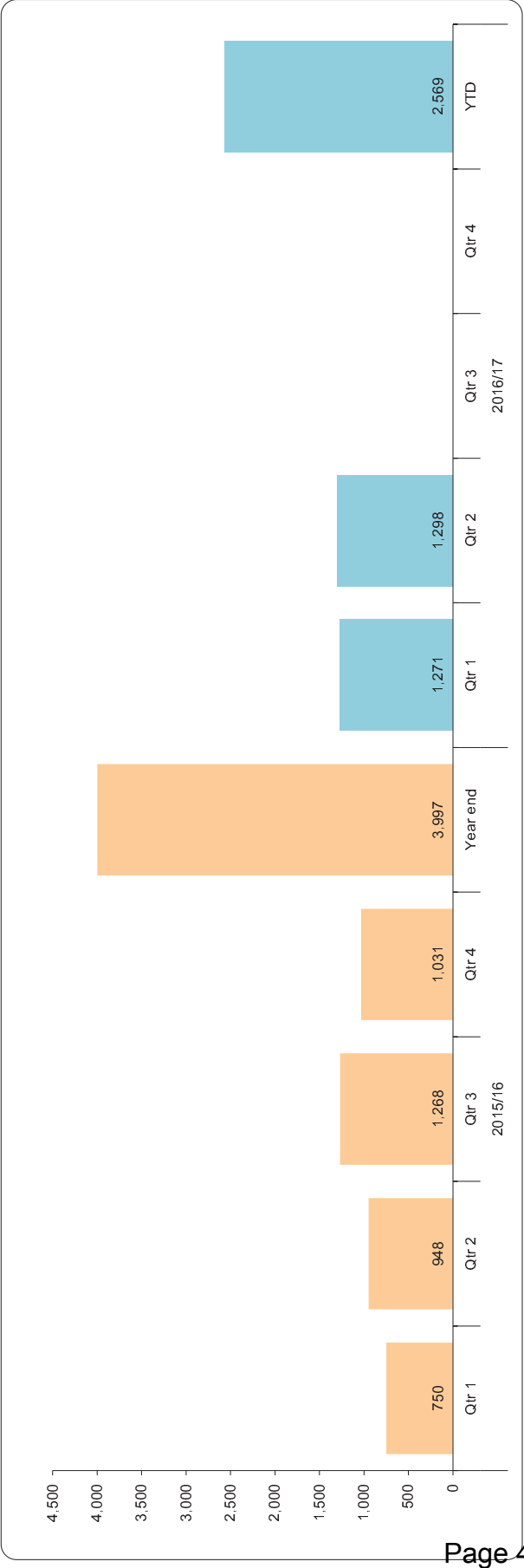
Percentage of cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	95.3%	98.8%	100%	100%	99.5%	97.9%	97.3%	96.6%	97.3%	100%



RAG Status

No Target

Total ASB cases closed



2015/16		2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Total ASB cases closed	750	948	1,268	1,031	3,997
			1,271		1,298
					2,569

Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	150	128	36	108	149	342	64	176	66	79

ASB06

Percentage of ASB cases closed successfully

Rag Status	Green
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Bigger is better

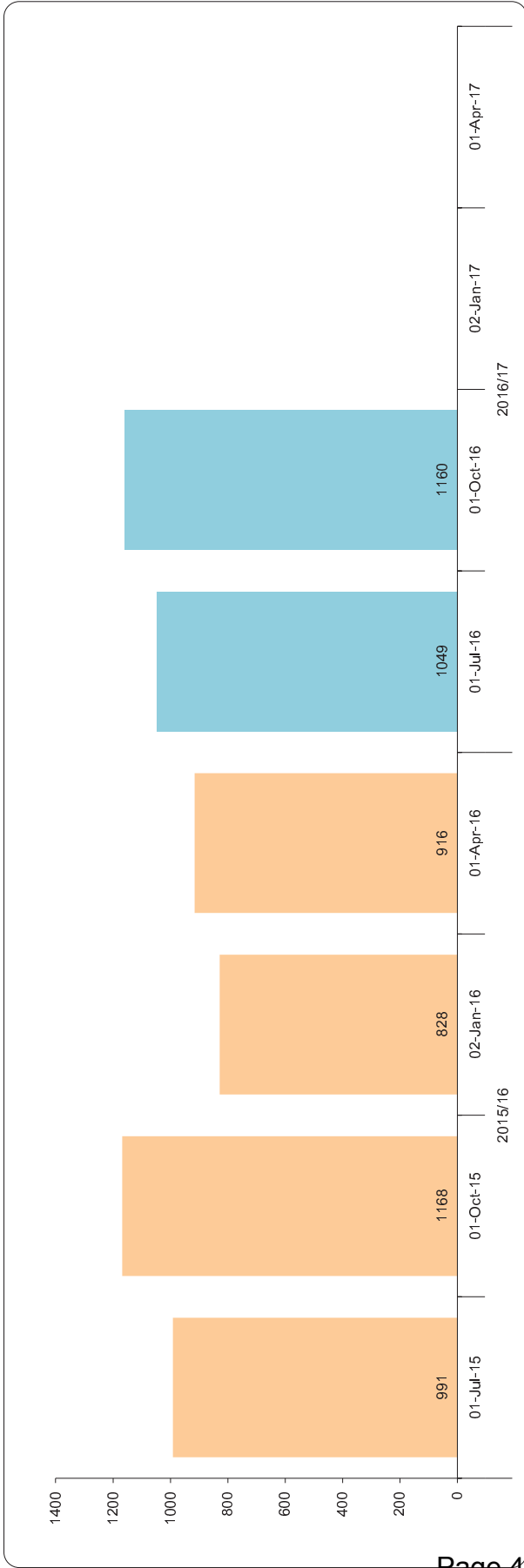
	2015/16				2016/17					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of ASB cases closed successfully	99.1%	99.4%	99.3%	99.2%	99.2%	99.0%	97.8%			98.4%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	100%	100%	88.9%	90.7%	100%	99.4%	96.9%	97.7%	100%	92.4%

ASB07

Number of live ASB cases - Snapshot figure

RAG Status No Target



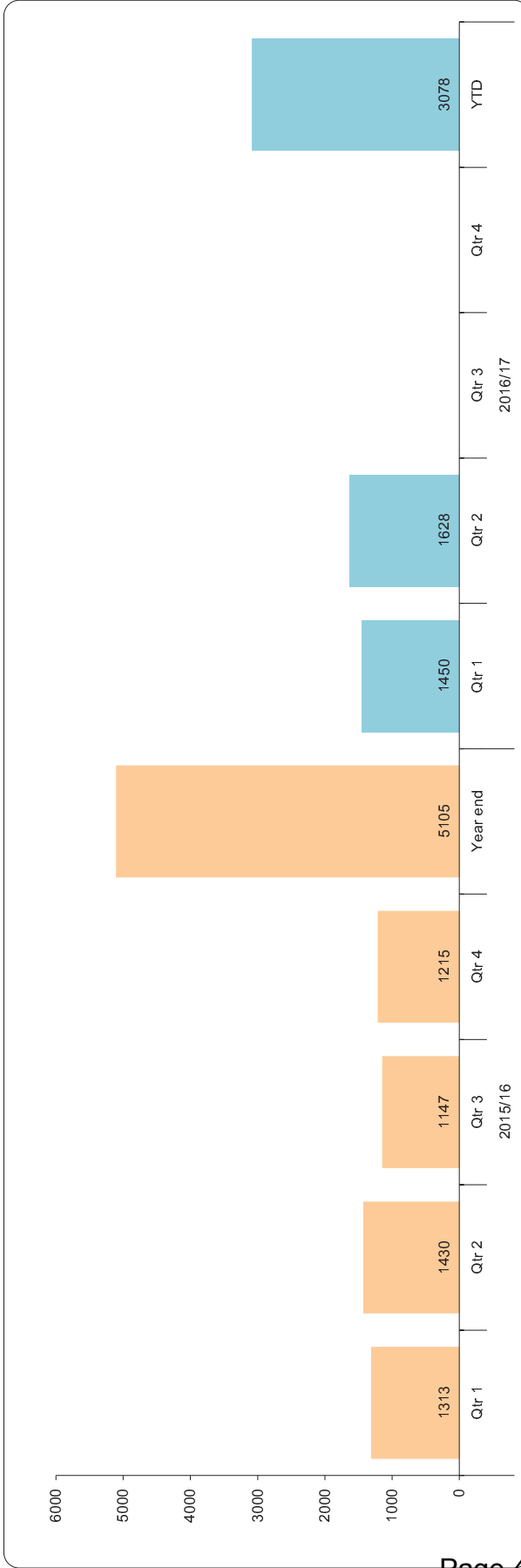
Number of live ASB cases - Snapshot figure	2015/16		2016/17	
	Date	Number of live ASB cases	Date	Number of live ASB cases
	01-Jul-15	991	01-Jul-16	1049
	01-Oct-15	1168	01-Oct-16	1160
	02-Jan-16	828	02-Jan-17	-
	01-Apr-16	916	01-Apr-17	-

Number of live ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	95	165	54	126	190	160	41	102	26	201

ASB22

RAG Status No Target

Total cases responded to on time



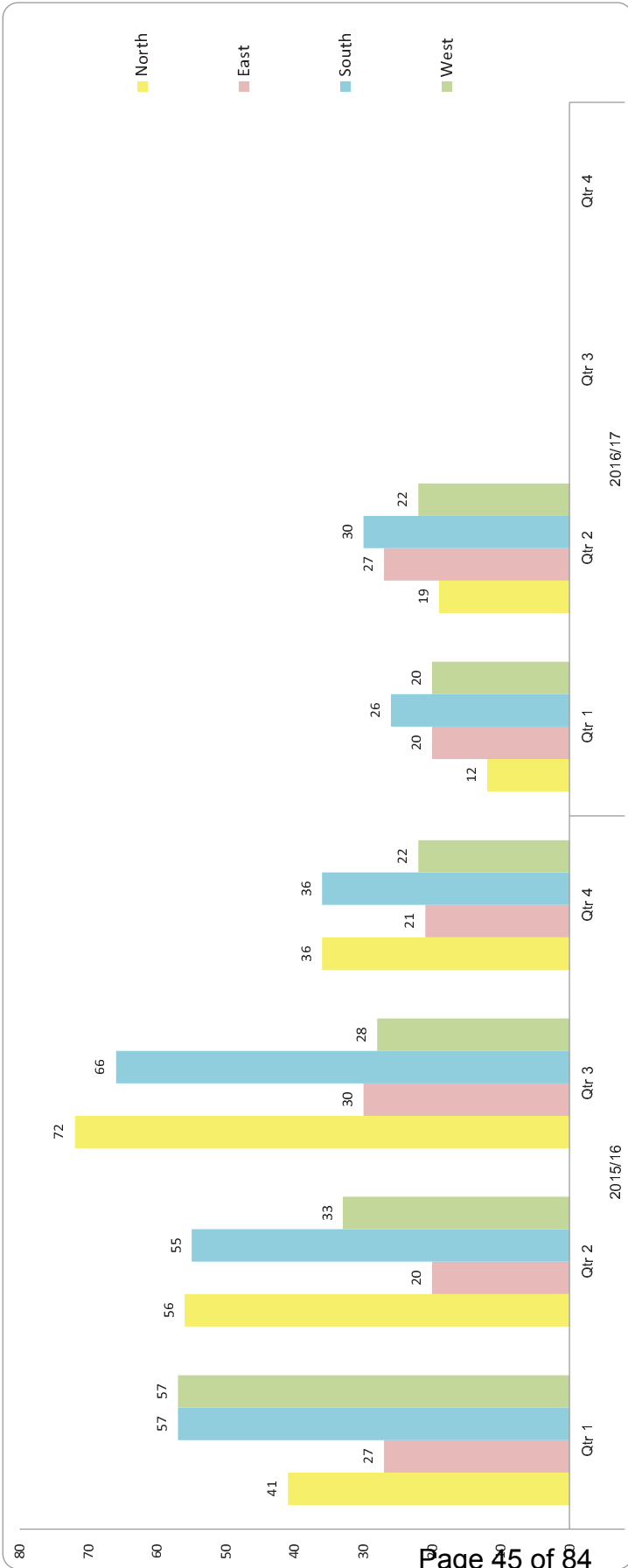
		2015/16				2016/17					
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total cases responded to on time		1313	1430	1147	1215	5105	1450	1628			3078

		2015/16		2016/17							
		Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Total cases responded to on time	Quarter 2 2016/17	181	158	69	152	196	334	71	198	73	196

ASB/16

Number of live Think Family cases

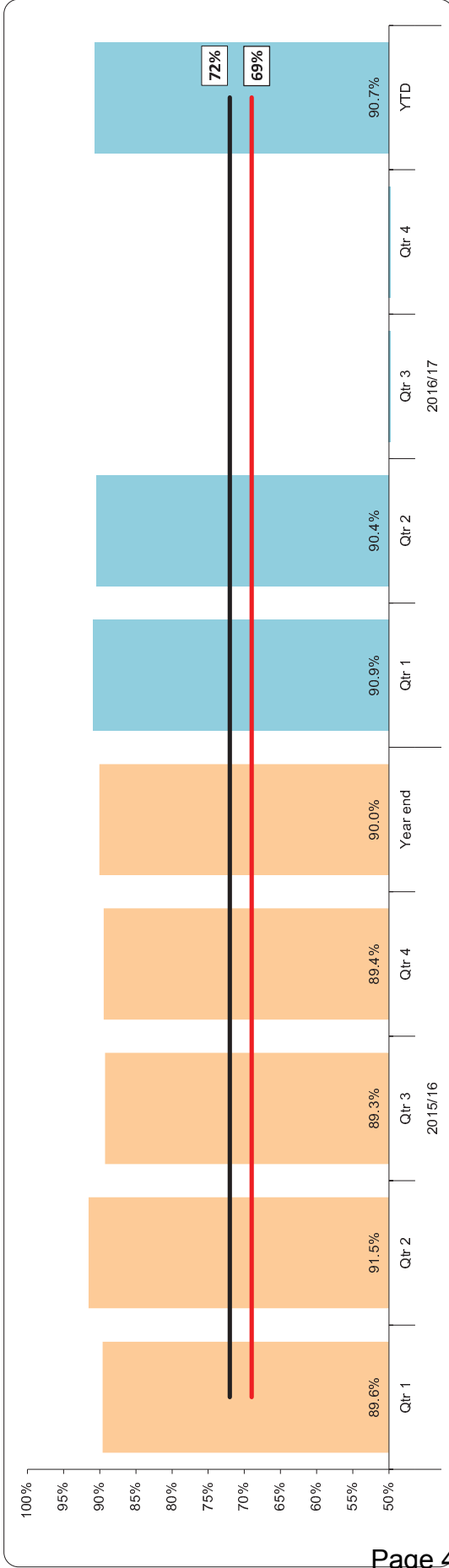
RAG Status  
No Target



## Estates and Tenancy Management (Tracey Radford)

RAG Status Green

Percentage of high-rise blocks rated good or better



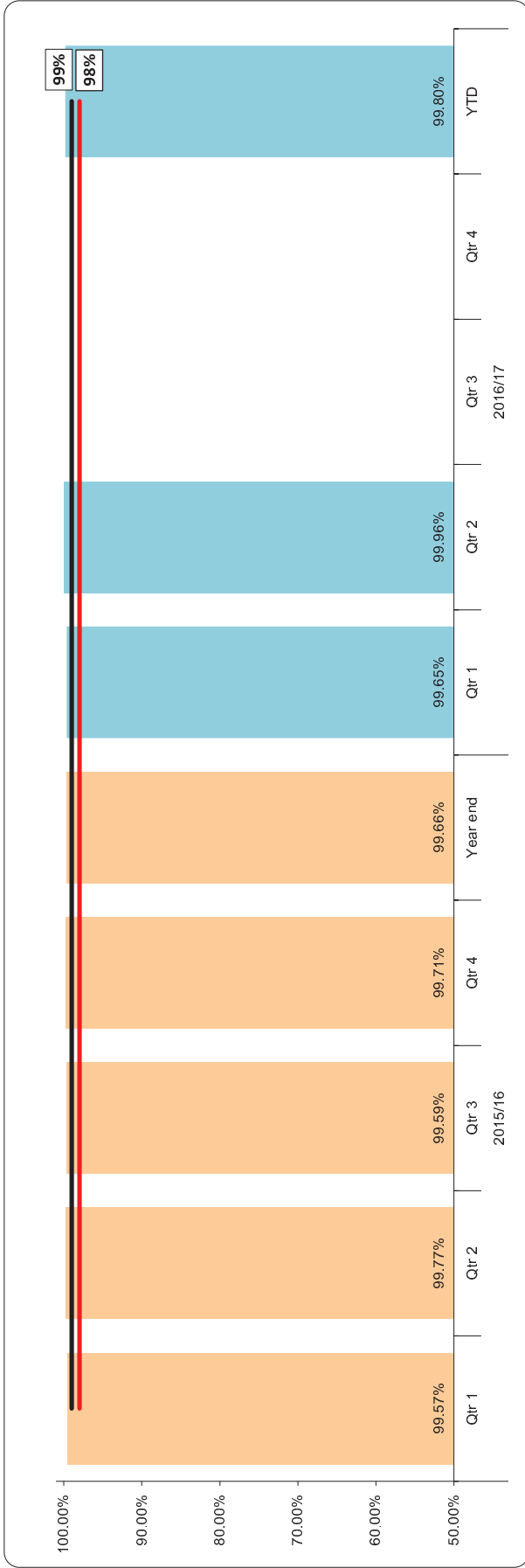
### Bigger is better

	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%			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 2 2016/17	91.7%	87.7%	no high-rise	97.0%	82.5%	90.2%	100%	96.3%	100%	100%

ETM01

Percentage of low-rise blocks rated satisfactory 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 low-rise blocks rated satisfactory or better	99.57%	99.77%	99.59%	99.71%	99.66%	99.65%	99.96%	99.80%	99.80%	99.80%
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 2 2016/17	100%	100%	98.36%	100%	100%	100%	100%	100%	100%	100%

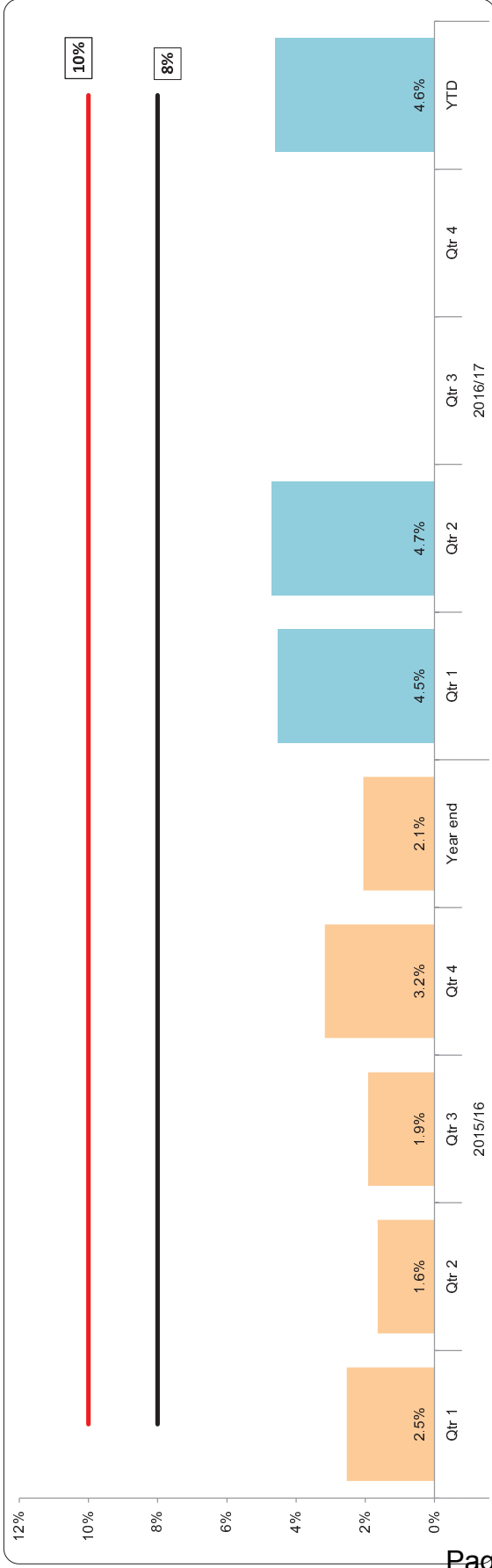
ETM02





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

RAG Status **Green**



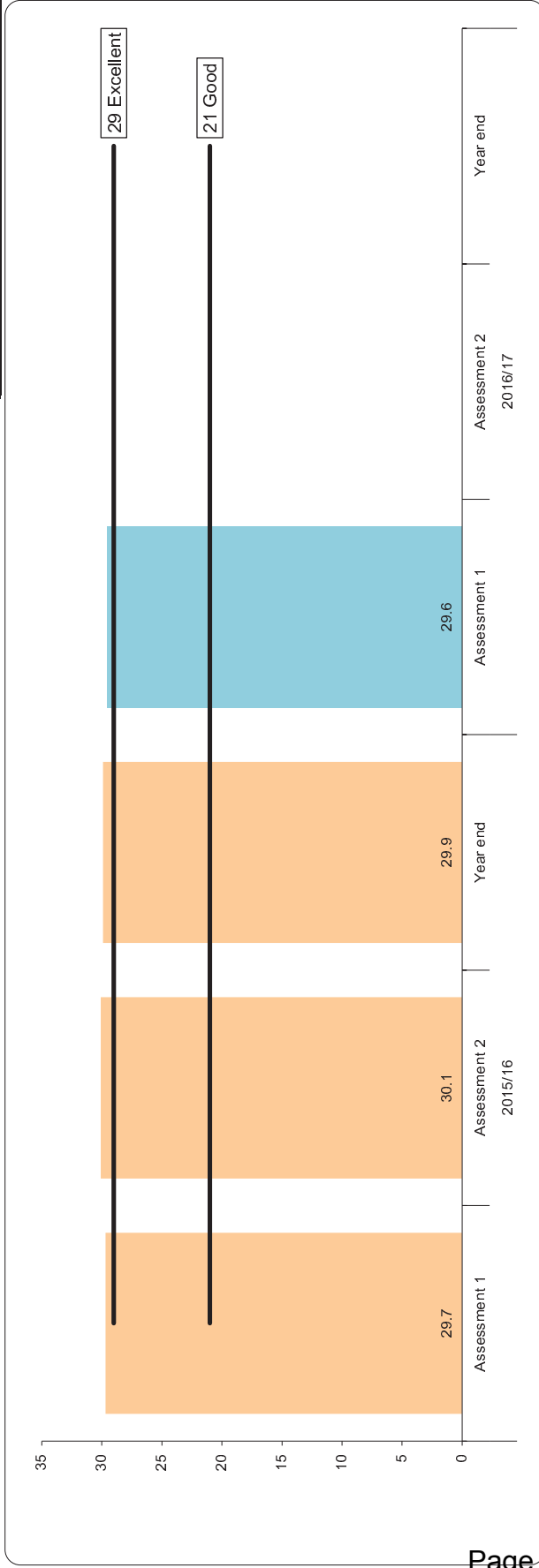
Smaller is better

	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%			4.6%
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 2 2016/17	11.8%	5.8%	0.0%	6.7%	2.9%	4.9%	3.2%	3.0%	0.0%	1.9%

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	Assessment 1	Assessment 2
Condition of estates - average of bi-annual estate assessment scores	29.7	30.1	29.6	
Good score	21	21	21	21
Excellent score	29	29	29	29

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

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

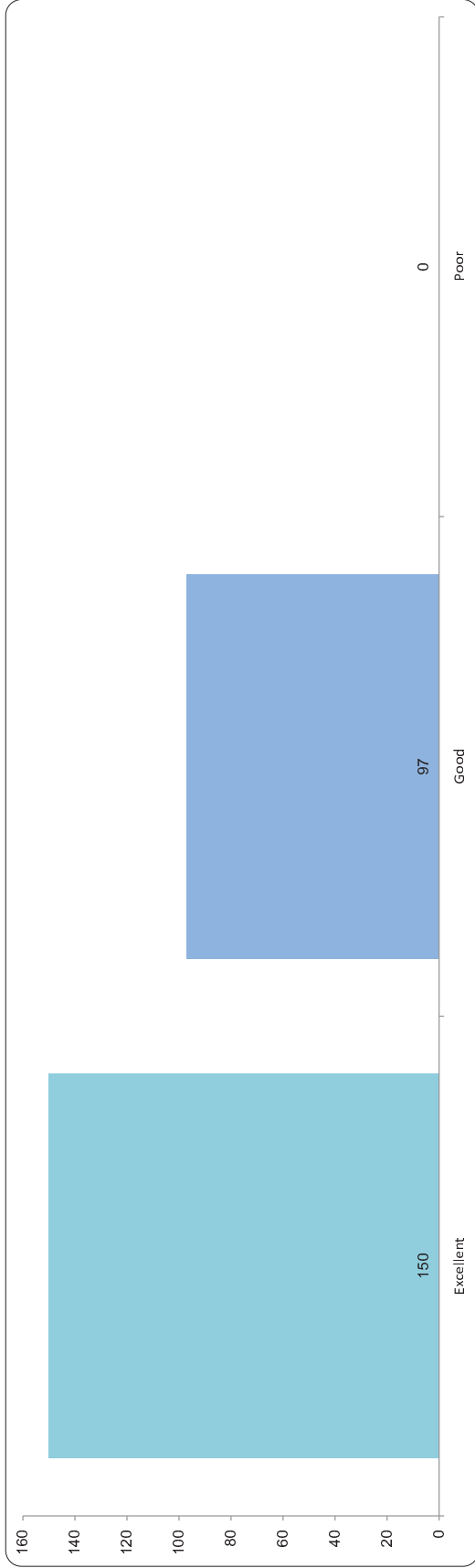
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	28.9	31.4	27.7	30.4	26.7	28.4	27.6	29.2	32.5	32.5

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

ETW05

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

RAG Status No Target



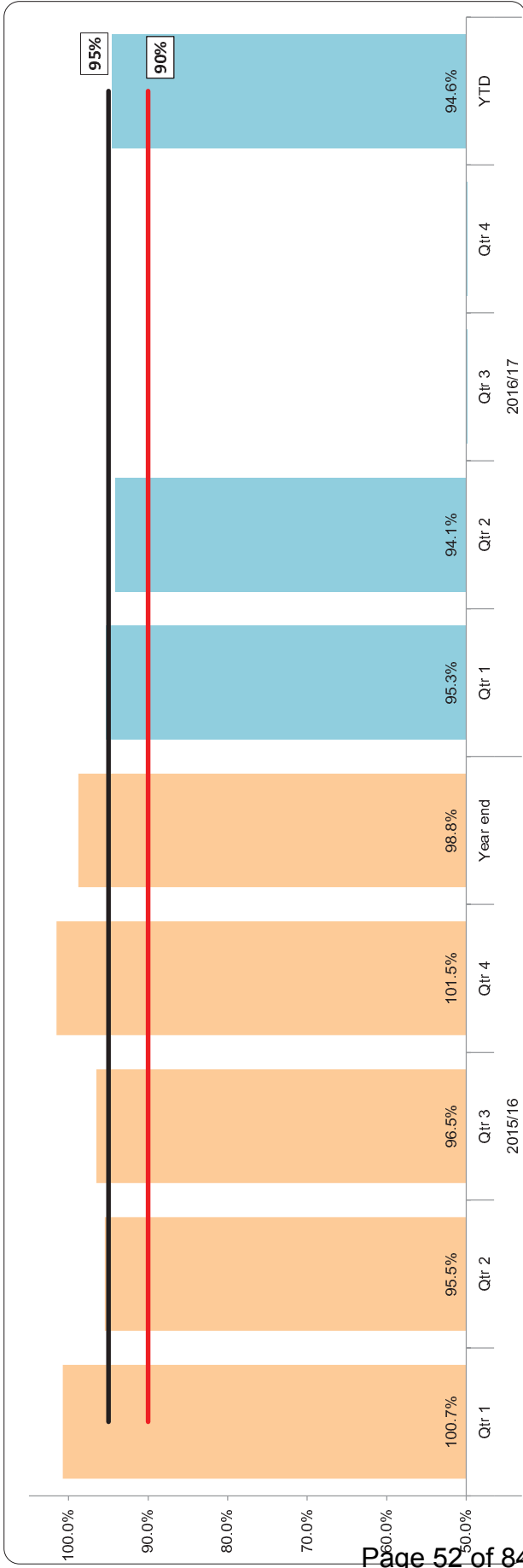
	Condition category		
	Excellent	Good	Poor
2016/17			
Condition of estates - number of excellent, good and poor ratings to date	150	97	0

ETM06

**Services for Older People (Carol Dawson)**

RAG Status **Amber**

**Percentage of support plans completed in 4 weeks**



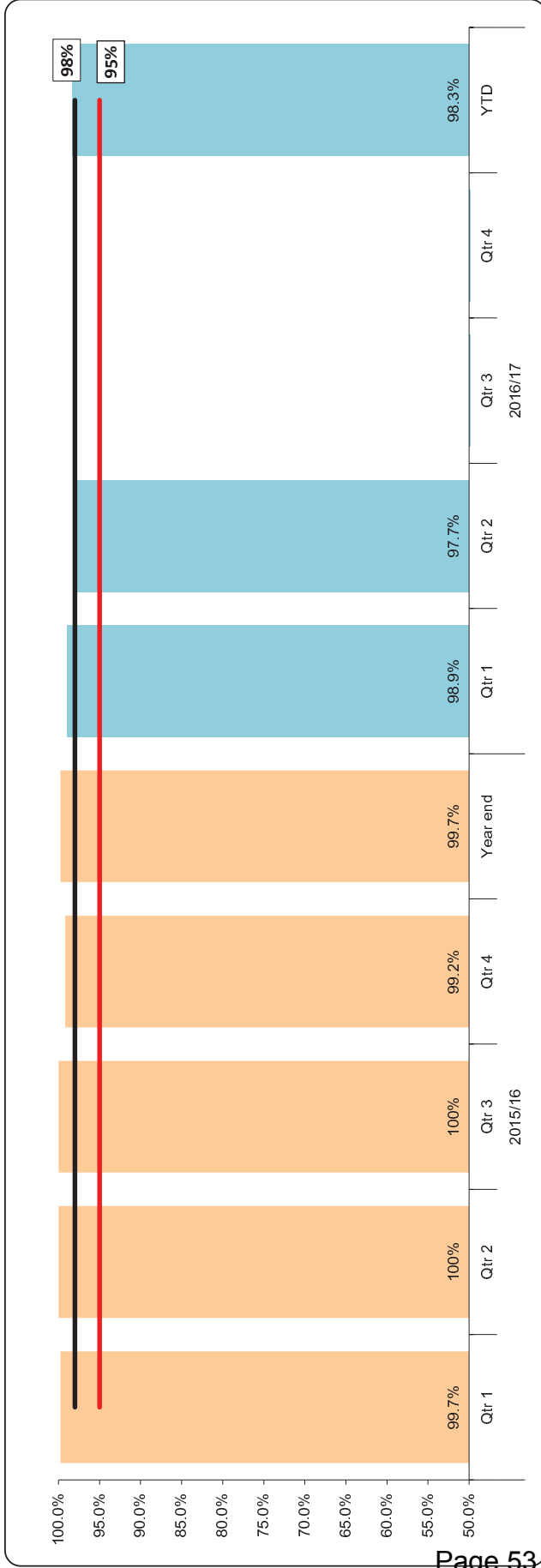
**Bigger is better**

	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%	95.3%	94.1%			94.6%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SICP01

Percentage of Careline calls answered within 60 seconds

RAG Status **Amber**



Bigger is better

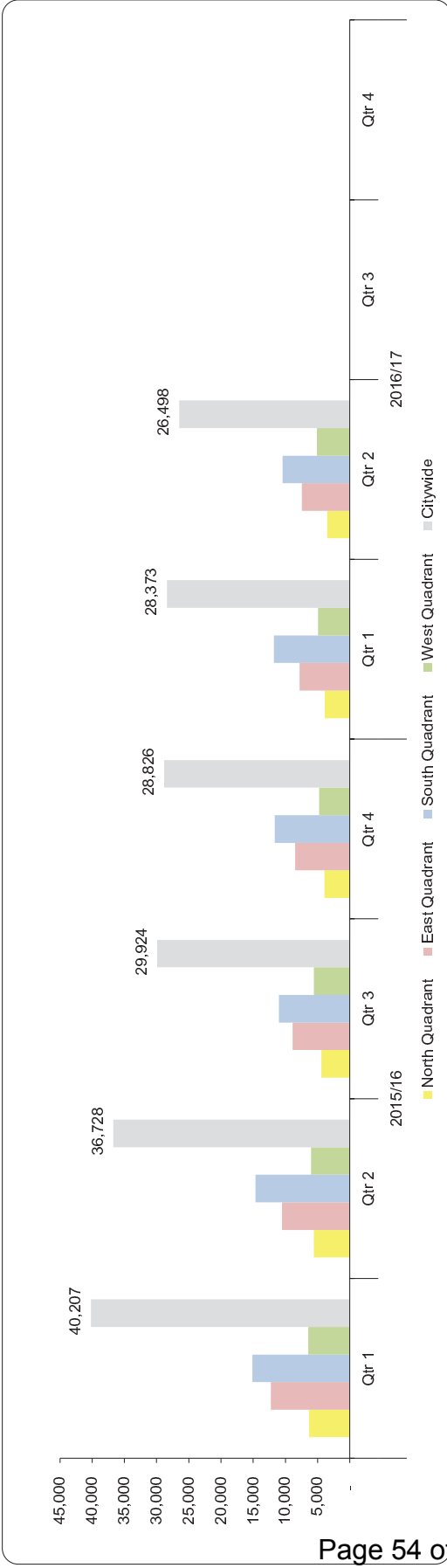
	2015/16				2016/17					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Careline calls answered within 60 seconds	99.7%	100%	100%	99.2%	99.7%	98.9%	97.7%			98.3%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

STOP02

## Housing Customer Service Hubs (Arthur Tsang)

RAG Status No Target

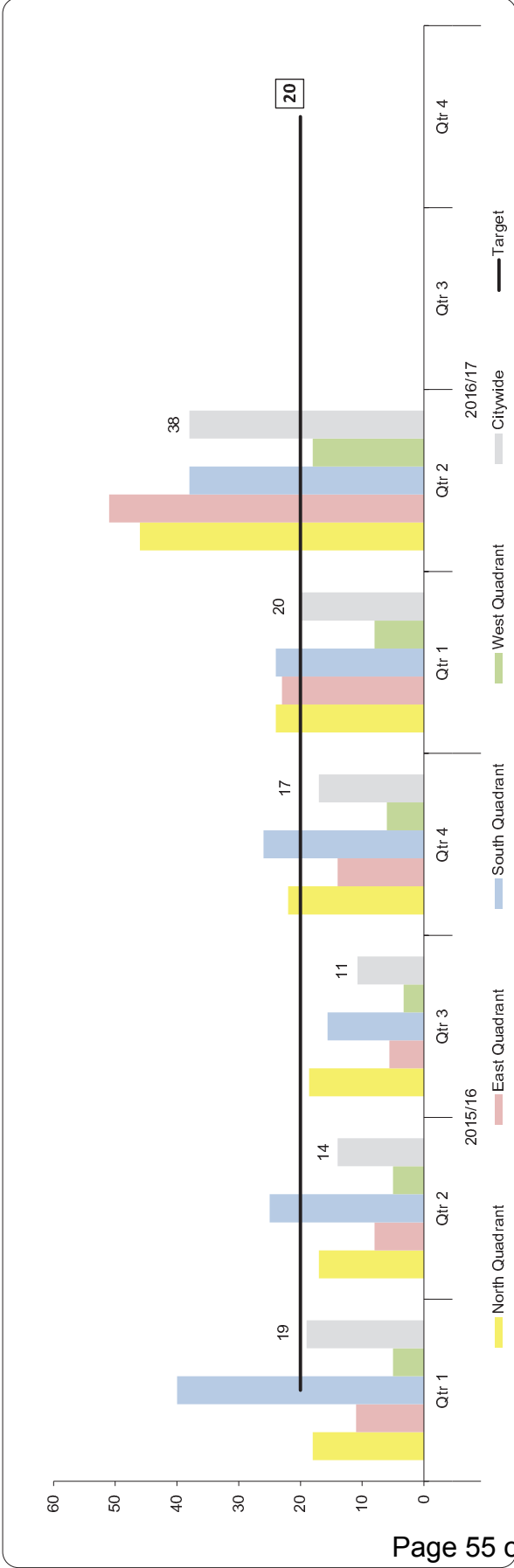
**Number of calls handled**



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	-	-
East Quadrant	12,280	10,510	8,892	8,485	7,812	7,438	-	-
South Quadrant	15,138	14,627	11,024	11,671	11,770	10,430	-	-
West Quadrant	6,469	6,010	5,583	4,749	4,914	5,108	-	-
Citywide	40,207	36,728	29,924	28,826	28,373	26,498	-	-

Average time taken to answer calls (in seconds)

RAG Status	Red
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Smaller is better

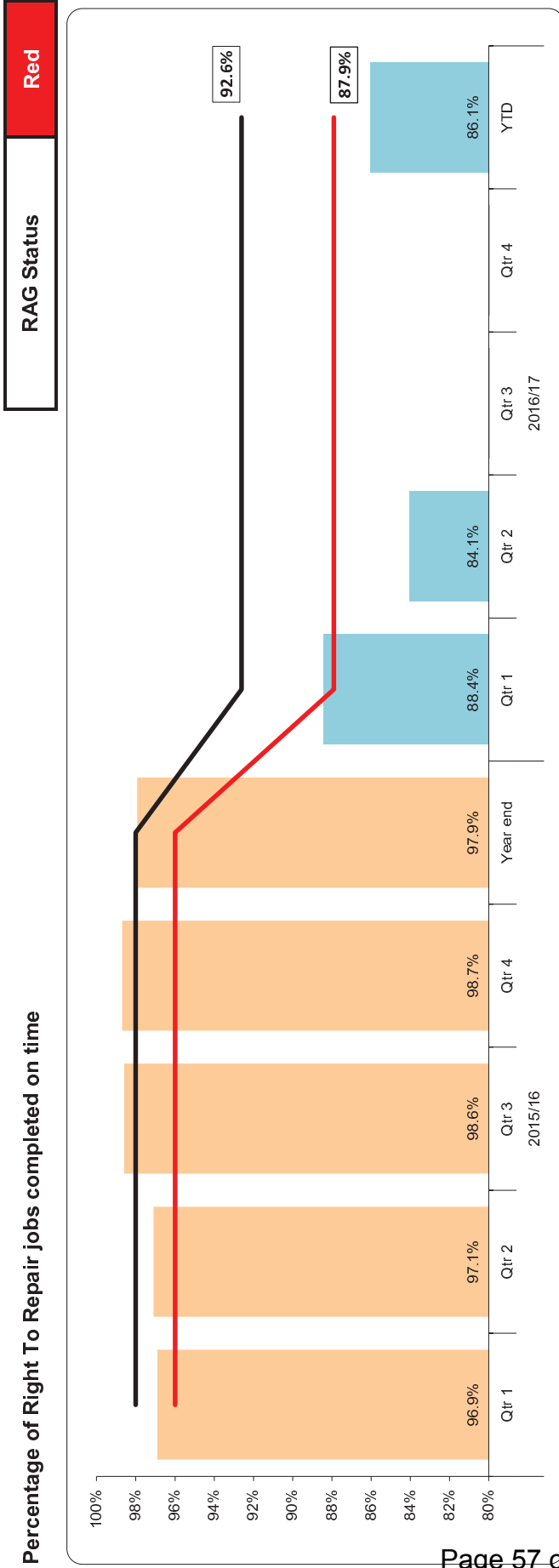
Average time taken to answer calls (in seconds)	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	18	17	19	22	24	46	0	0
East Quadrant	11	8	6	14	23	51	0	0
South Quadrant	40	25	16	26	24	38	0	0
West Quadrant	5	5	3	6	8	18	0	0
Citywide	19	14	11	17	20	38	0	0
Target	20	20	20	20	20	20	20	20

HCS02





## Asset Management and Maintenance (John Jamieson)



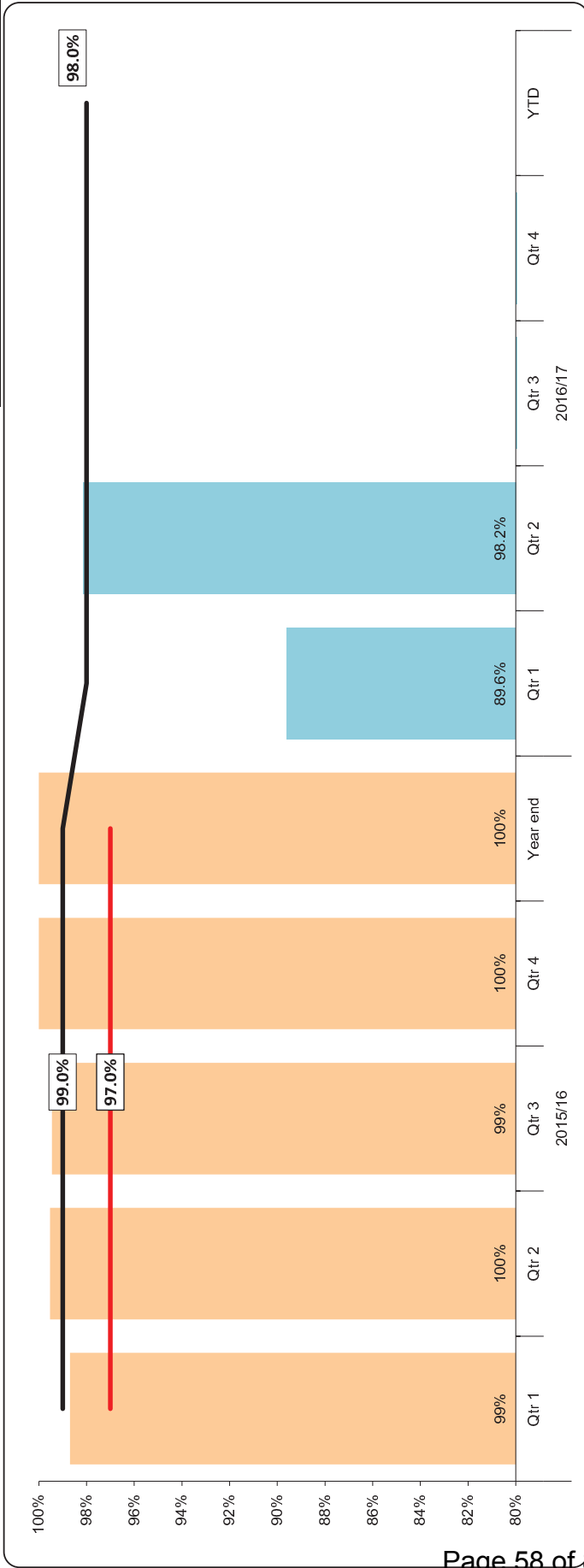
**Bigger is better**

	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%			86.1%
Target	<b>98%</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>	<b>92.6%</b>	<b>92.6%</b>	<b>92.6%</b>	<b>92.6%</b>	<b>92.6%</b>
Standard	<b>96%</b>	<b>96%</b>	<b>96%</b>	<b>96%</b>	<b>96%</b>	<b>87.9%</b>	<b>87.9%</b>	<b>87.9%</b>	<b>87.9%</b>	<b>87.9%</b>
Percentage of Right To Repair jobs completed on time	Eggbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	80.5%	87.9%	84.9%	86.4%	84.1%	88.2%	78.8%	79.9%	85.9%	83.7%

AMM01

Percentage of gas servicing completed against period profile - snapshot figure

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 gas servicing completed against period profile - snapshot figure	99%	100%	99%	100%	100%	89.6%	98.2%			
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 Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	97.1%	99.5%	98.8%	99.1%	98.7%	96.9%	98.1%	98.3%	99.6%	98.9%

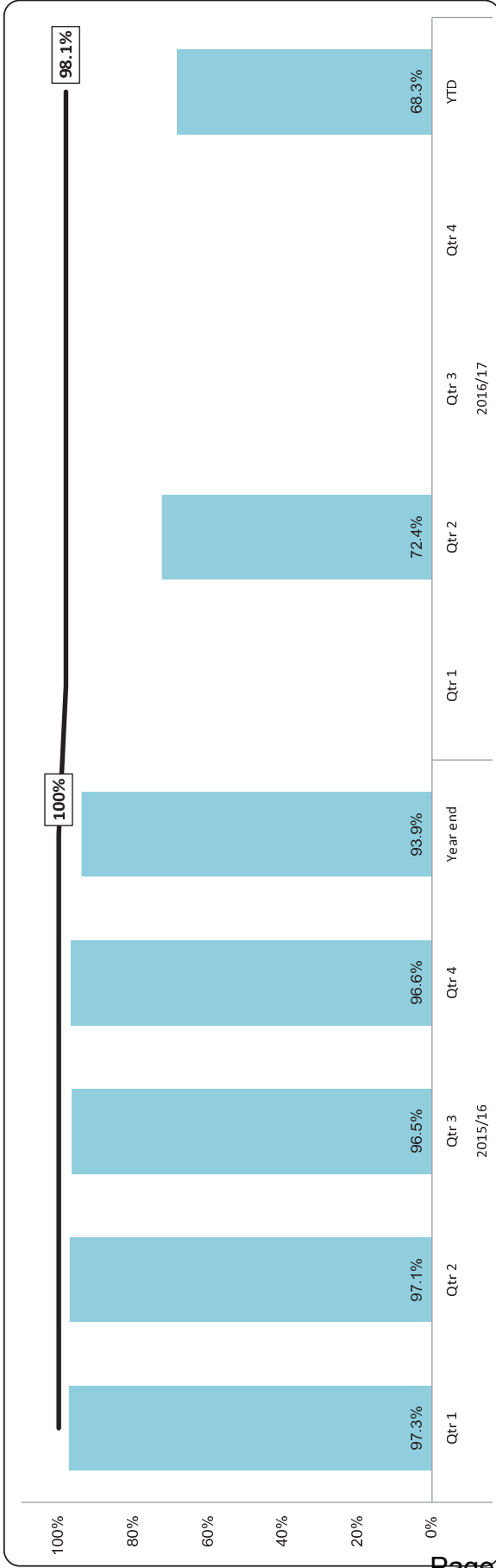
AMM08

We will respond to emergency repairs in two hours

(Birmingham Promise)

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
We will respond to emergency repairs in two hours	97.3%	97.1%	96.5%	96.6%	93.9%	-	72.4%	-	-	68.3%
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 2 2016/17	57.9%	65.7%	80.0%	83.3%	78.4%	60.1%	73.3%	62.5%	70.2%	83.0%

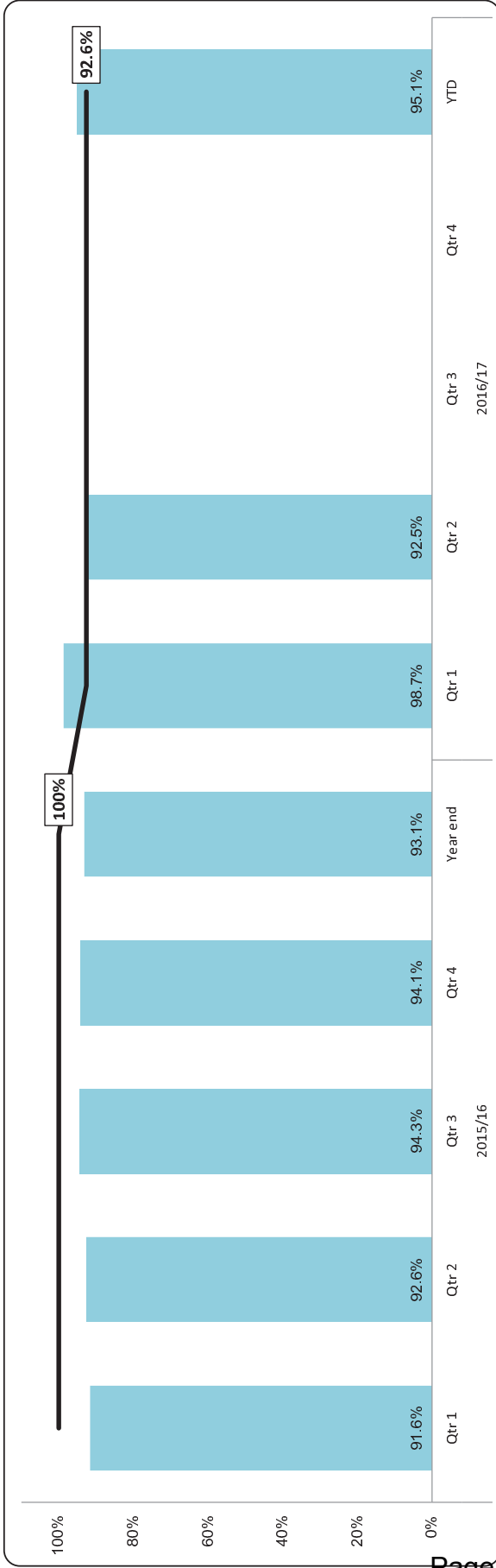
AMM15

We will resolve routine repairs within 30 days

(Birmingham Promise)

RAG Status

Red



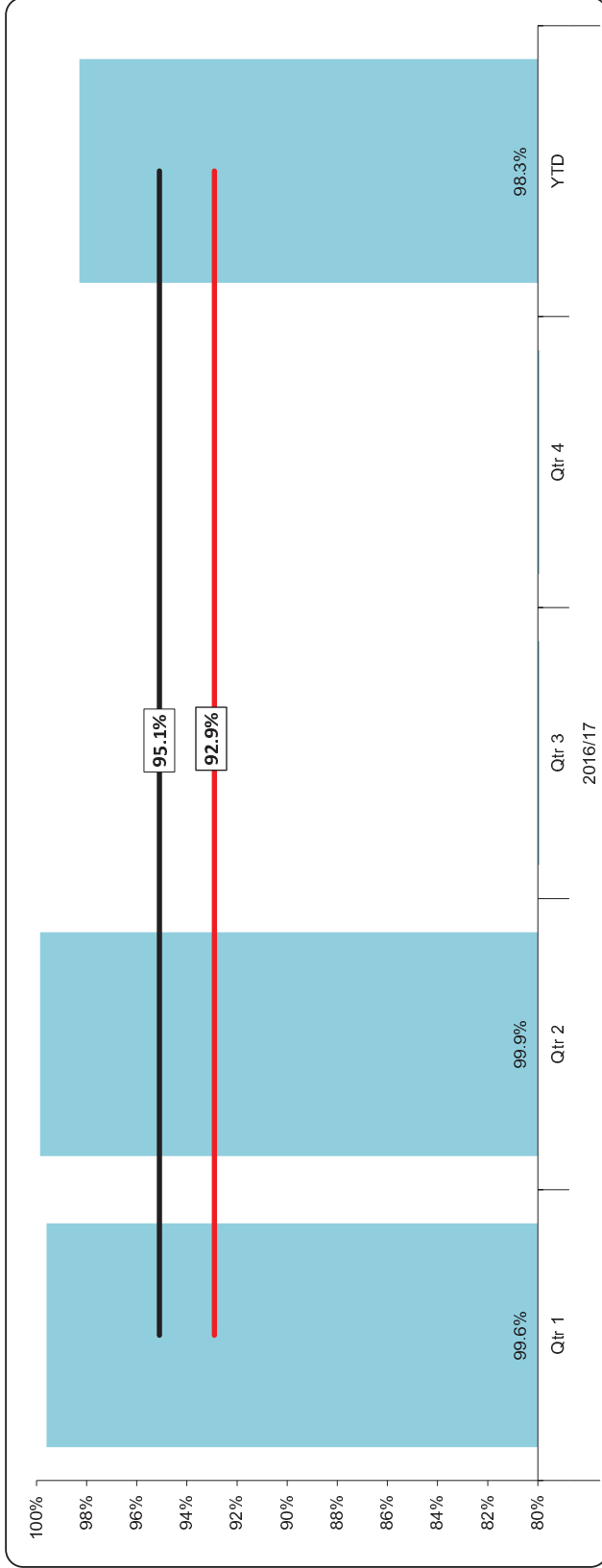
Bigger is better

	2015/16				2016/17					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will resolve routine repairs within 30 days	91.6%	92.6%	94.3%	94.1%	93.1%	98.7%	92.5%			95.1%
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 2 2016/17	90.2%	94.1%	93.3%	94.3%	92.9%	93.4%	93.6%	90.7%	93.8%	92.1%

AMM15

KPI001 - Customer Satisfaction

RAG Status **Green**



Bigger is better

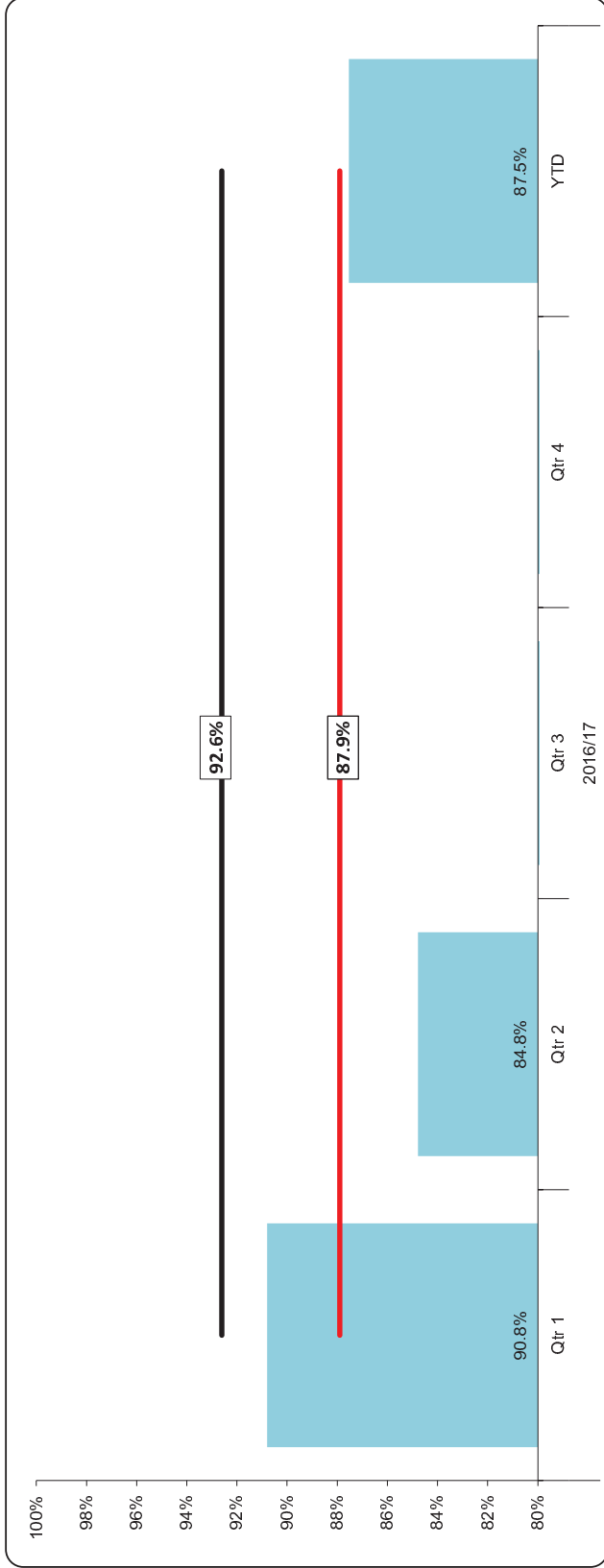
KPI001 - Customer Satisfaction	2015/16				2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Target	This is a new measure. There is no historical data available.								
Standard					99.6%	99.9%	95.1%	95.1%	98.3%
					95.1%	95.1%	95.1%	95.1%	95.1%
					92.9%	92.9%	92.9%	92.9%	92.9%

KPI001 - Customer Satisfaction	Edebaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	99.9%	99.7%	99.9%	99.9%	99.8%	99.9%	99.7%	100.0%	99.7%	99.9%

AMM16

KPI002 - Work orders completed within timescale

RAG Status **Red**



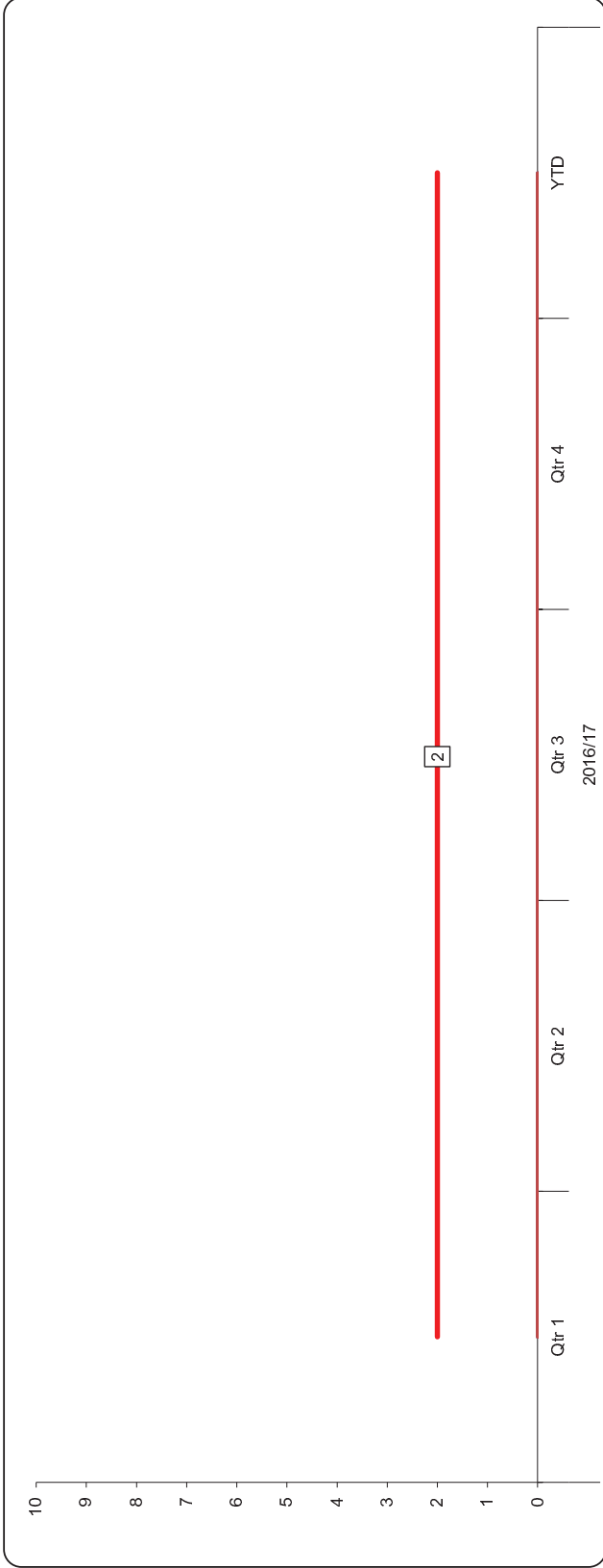
Bigger is better

KPI002 - Work orders completed within timescale	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Yearend	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Target	This is a new measure. There is no historical data available.									
Standard						90.8%	84.8%			87.5%
						92.6%	92.6%	92.6%	92.6%	92.6%
						87.9%	87.9%	87.9%	87.9%	87.9%
KPI002 - Work orders completed within timescale	Eggbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	82.0%	89.8%	85.9%	88.6%	84.4%	85.4%	85.7%	80.0%	87.3%	86.0%

AMM17

KPI004 - Service Improvement Notices

RAG Status Green



Smaller is better

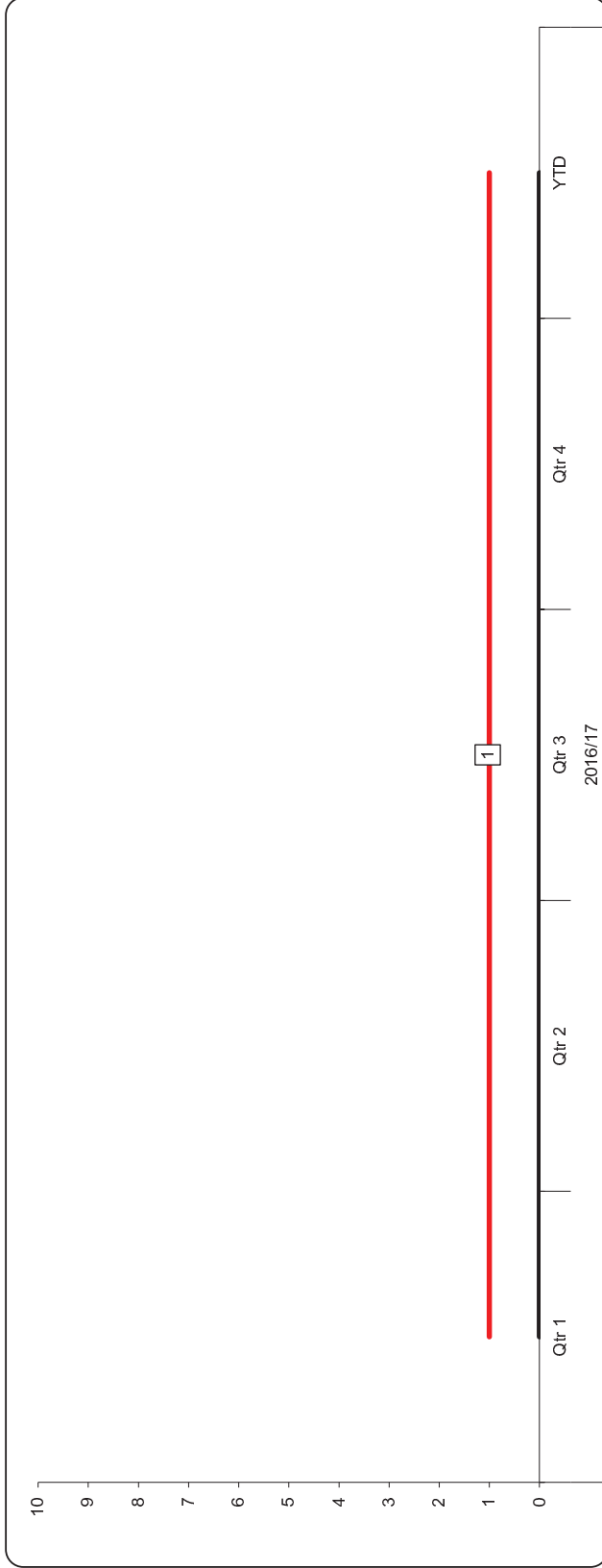
KPI004 - Service Improvement Notices	2015/16				2016/17				YTD	
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Yearend	Qtr 1	Qtr 2	Qtr 3		Qtr 4
Target	This is a new measure. There is no historical data available.									
Standard						0	0	0	0	0
						2	2	2	2	2
KPI004 - Service Improvement Notices	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

AMM19

KPI005 - Safety SIN's

RAG Status

Green



Smaller is better

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

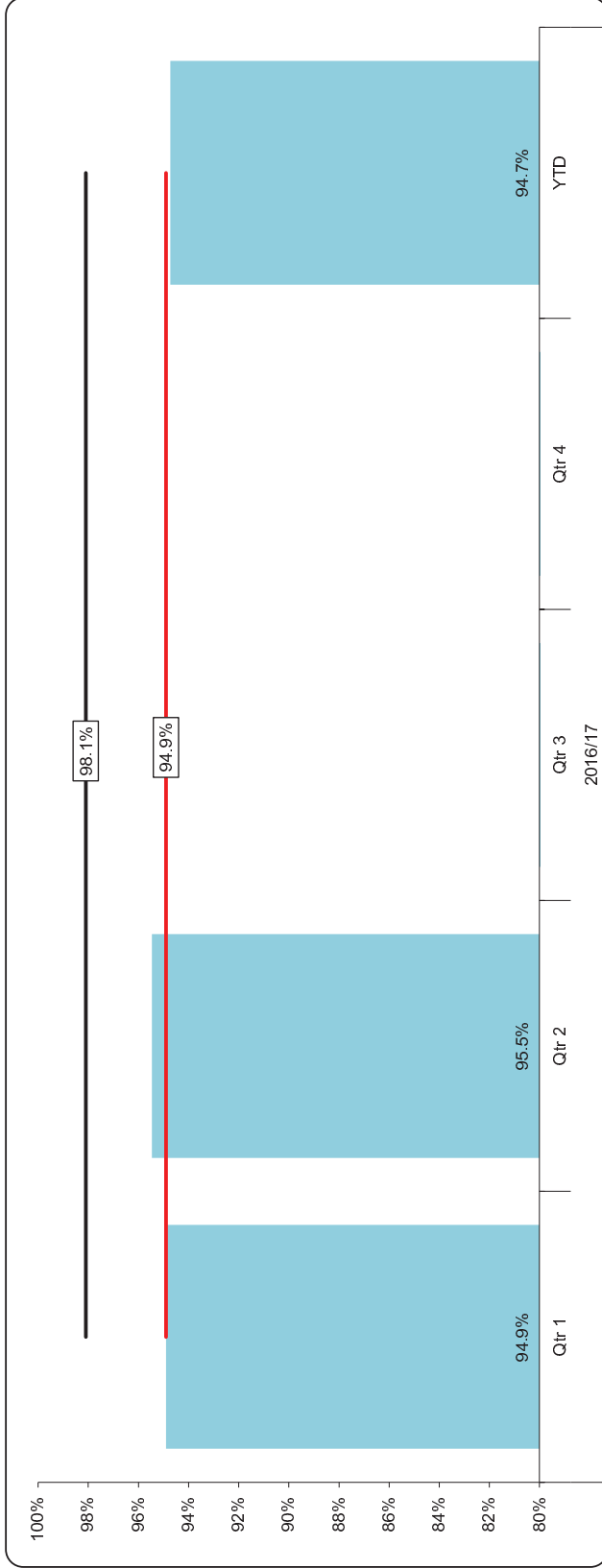
AMM20



KPI007 - Appointments made

RAG Status

Amber



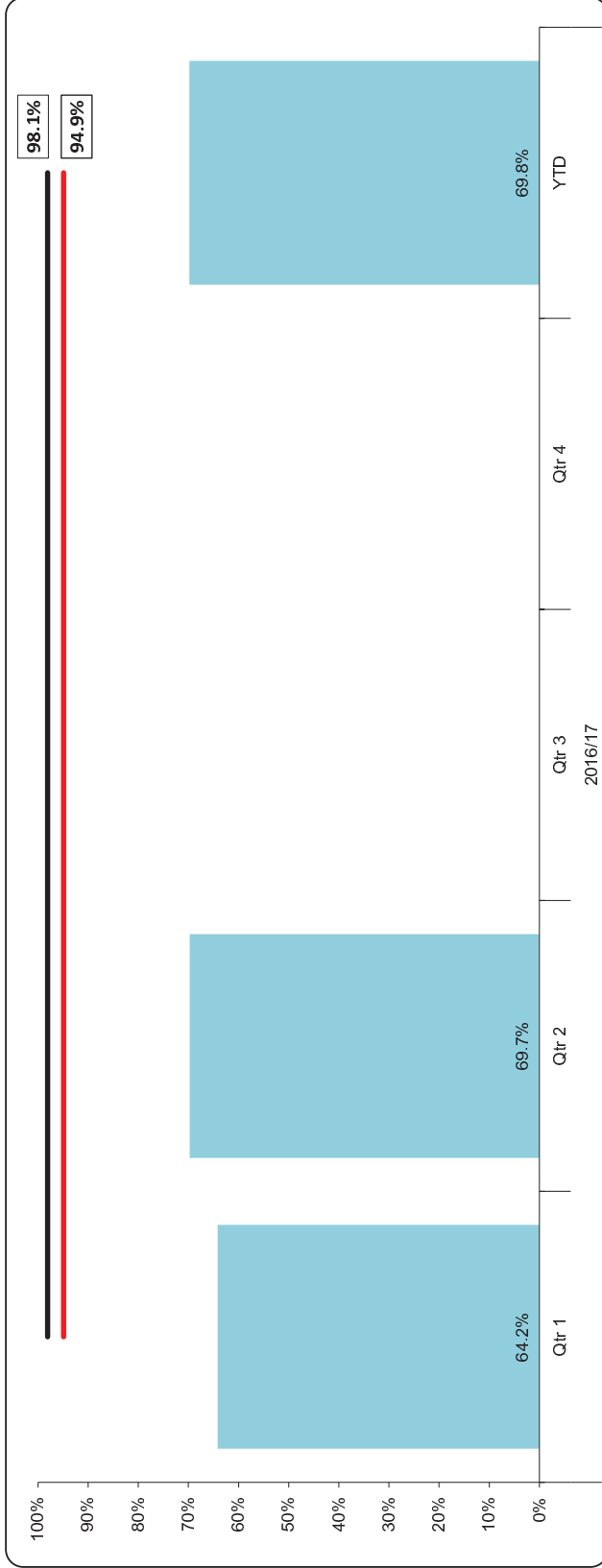
Bigger is better

KPI007 - Appointments made	2015/16				2016/17					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Yearend	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Target	This is a new measure. There is no historical data available.									
Standard	This is a new measure. There is no historical data available.									
KPI007 - Appointments made	Edebaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	94.7%	95.7%	94.1%	97.3%	94.6%	95.3%	94.5%	94.2%	95.5%	97.0%

AMM22

KPI008 - Appointments kept

RAG Status	Red
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Bigger is better

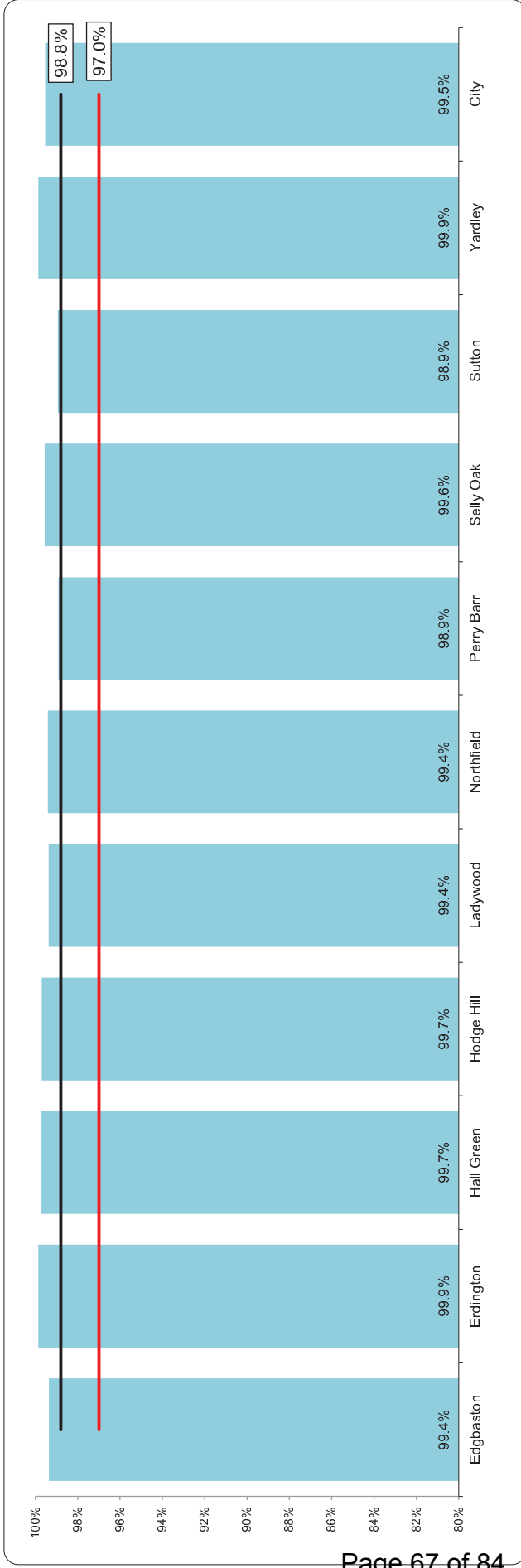
KPI008 - Appointments kept	2015/16				2016/17						
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Yearend	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	
Target	This is a new measure. There is no historical data available.										
Standard						64.2%	69.7%	98.1%	94.9%	98.1%	94.9%
KPI008 - Appointments kept	Edbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	
Quarter 2 2016/17	65.4%	72.5%	78.3%	75.7%	66.2%	65.4%	65.5%	68.9%	75.2%	78.1%	

ANMM23

## Voids and Lettings (Gary Nicholls)

**Available council homes as a percentage of total stock - snapshot figure (Council Business Plan)**

**RAG Status**  
**Green**



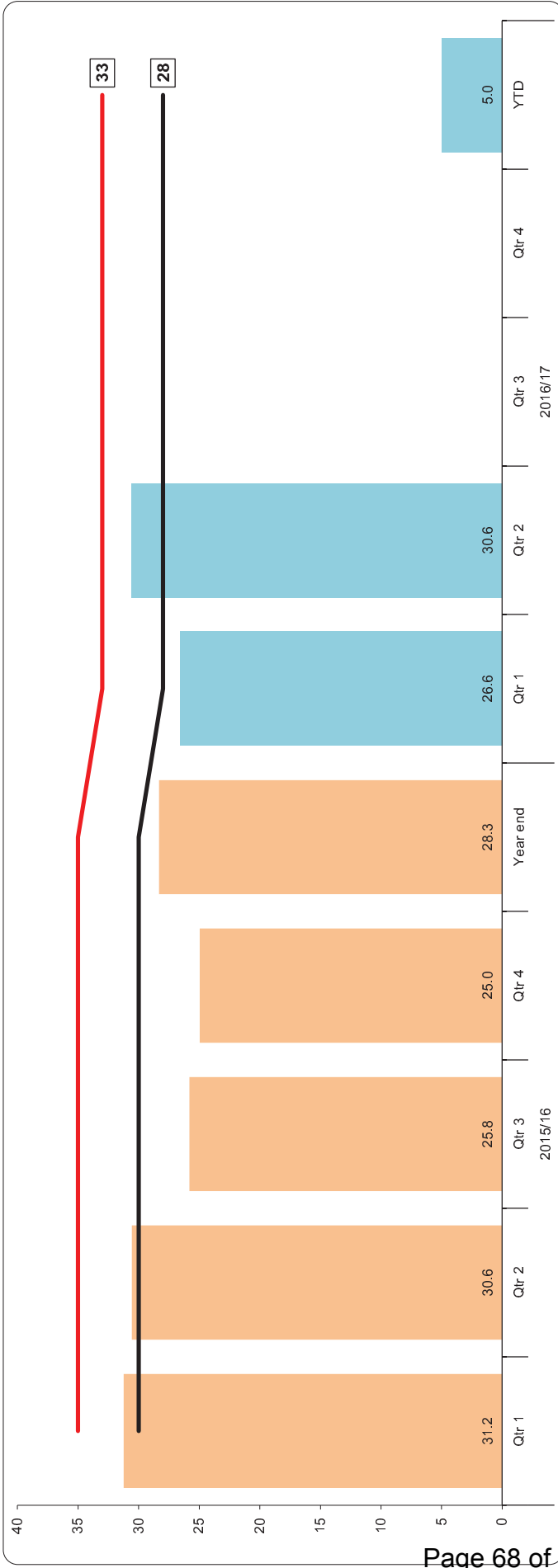
**Bigger is better**

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 2 2016/17	99.4%	99.9%	99.7%	99.7%	99.4%	99.4%	98.9%	99.6%	98.9%	99.9%	99.5%
Target	<b>98.8%</b>	<b>98.8%</b>	<b>98.8%</b>	<b>98.8%</b>	<b>98.8%</b>	<b>98.8%</b>	<b>98.8%</b>	<b>98.8%</b>	<b>98.8%</b>	<b>98.8%</b>	<b>98.8%</b>
Standard	<b>97.0%</b>	<b>97.0%</b>	<b>97.0%</b>	<b>97.0%</b>	<b>97.0%</b>	<b>97.0%</b>	<b>97.0%</b>	<b>97.0%</b>	<b>97.0%</b>	<b>97.0%</b>	<b>97.0%</b>
	Total Stock										
	62736										
	Available homes										
	62443										

VL17

Average days void turnaround - all voids

RAG Status	Amber
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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 days void turnaround - all voids	31.2	30.6	25.8	25.0	28.3	26.6	30.6			5.0
Target	30	30	30	30	30	28	28	28	28	28
Standard	35	35	35	35	35	33	33	33	33	33

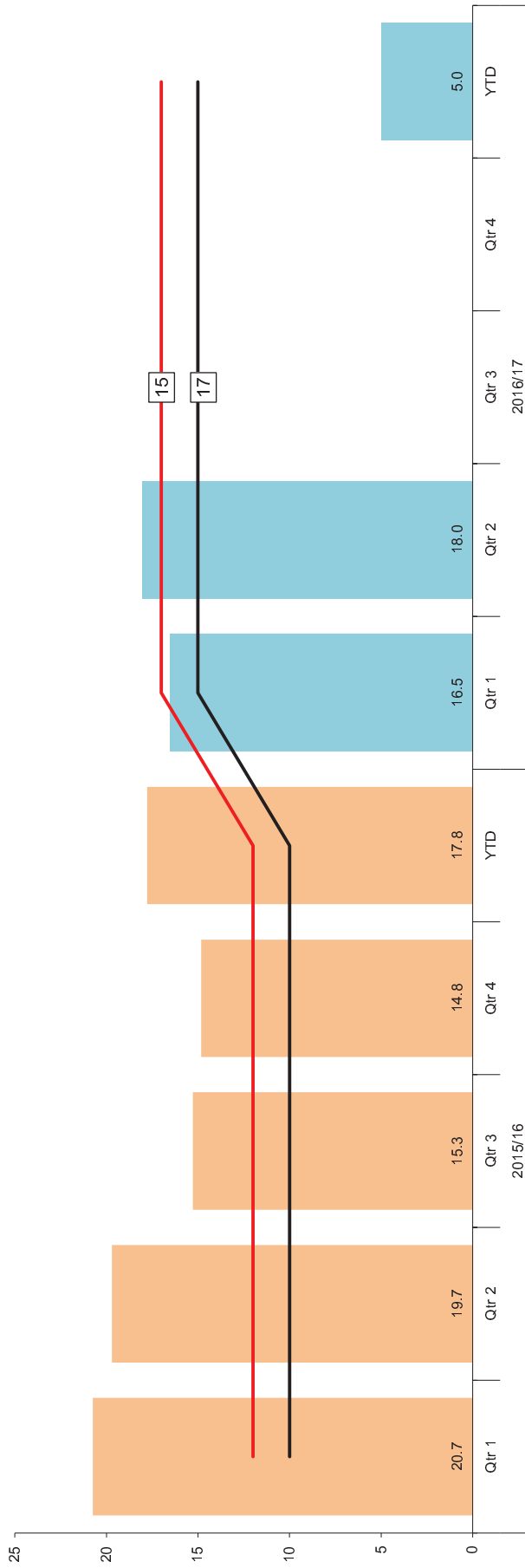
Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	25.9	28.7	16.4	30.2	35.1	30.2	55.8	30.8	35.7	25.6

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

VLU01

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			5.0
Target	10	10	10	10	10	15	15	15	15	15
Standard	12	12	12	12	12	17	17	17	17	17

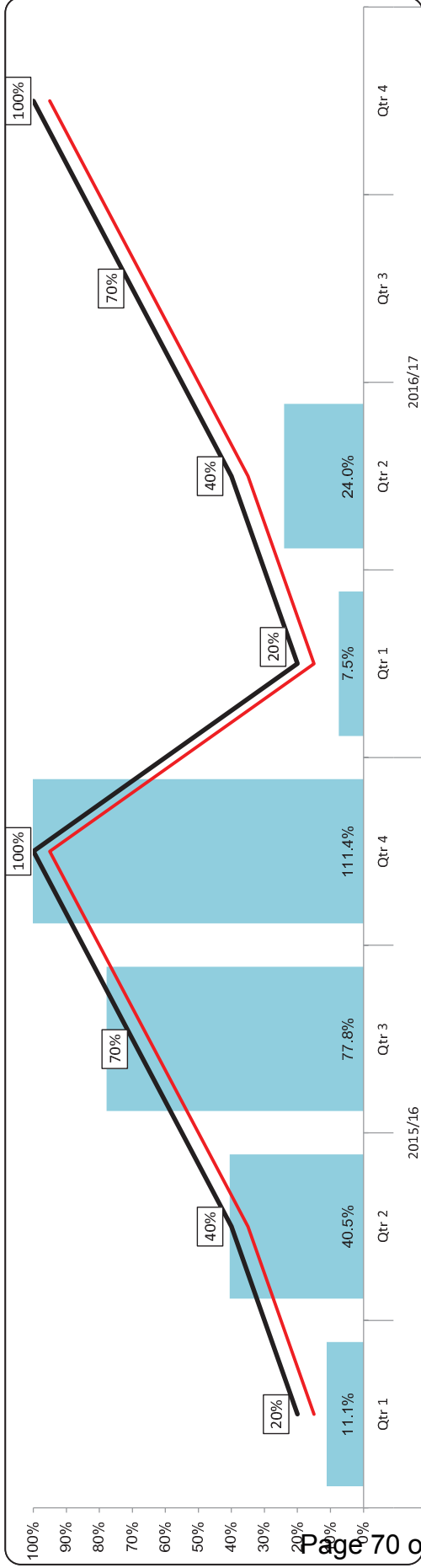
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	14.6	16.3	12.1	21.4	21.6	17.2	34.2	14.9	18.7	14.6

V1.05

**Capital Works (Martin Tolley)**

**RAG Status**  
(based on YTD data) **Red**

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

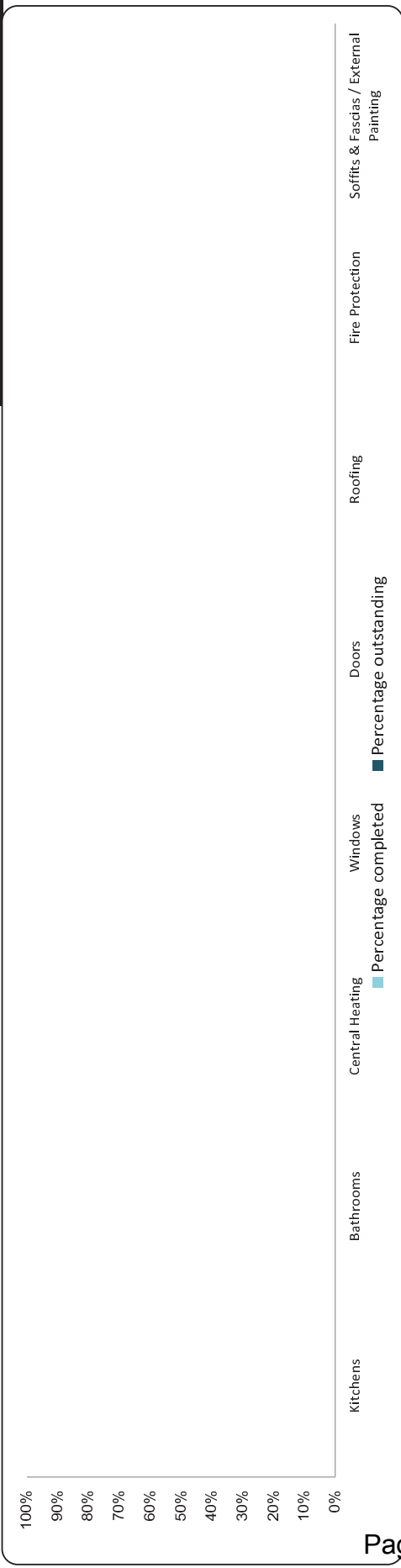


**Bigger is better**

	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%	40%	70%
Target	20%	40%	70%	100%	20%	40%	70%	100%
Standard	15%	35%	65%	95%	15%	35%	65%	95%

CW06

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



Page 4

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	0	0	0	#DIV/0!	#DIV/0!
Bathrooms	273	0	0	0	#DIV/0!	#DIV/0!
Central Heating	1,135	0	0	0	#DIV/0!	#DIV/0!
Windows	526	0	0	0	#DIV/0!	#DIV/0!
Doors	1,432	0	0	0	#DIV/0!	#DIV/0!
Roofing	321	0	0	0	#DIV/0!	#DIV/0!
Fire Protection	986	0	0	0	#DIV/0!	#DIV/0!
Soffits & Fascias / External Painting	37	0	0	0	#DIV/0!	#DIV/0!

Performance information unavailable at time of reporting

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.

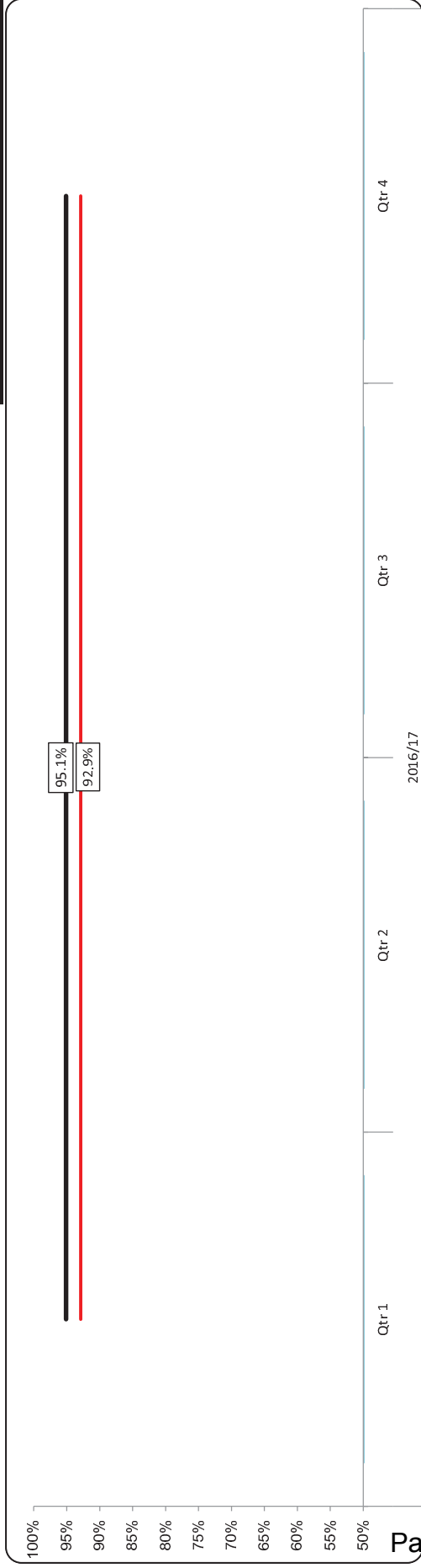
**Fire Protection** - this is a combination of work that is carried out at block and individual property level. At a property level this will include the installing of mains smoke detector. The block work will include: emergency light and fire stopping (fire retardant painting, renew fire doors, fire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



**Bigger is better**

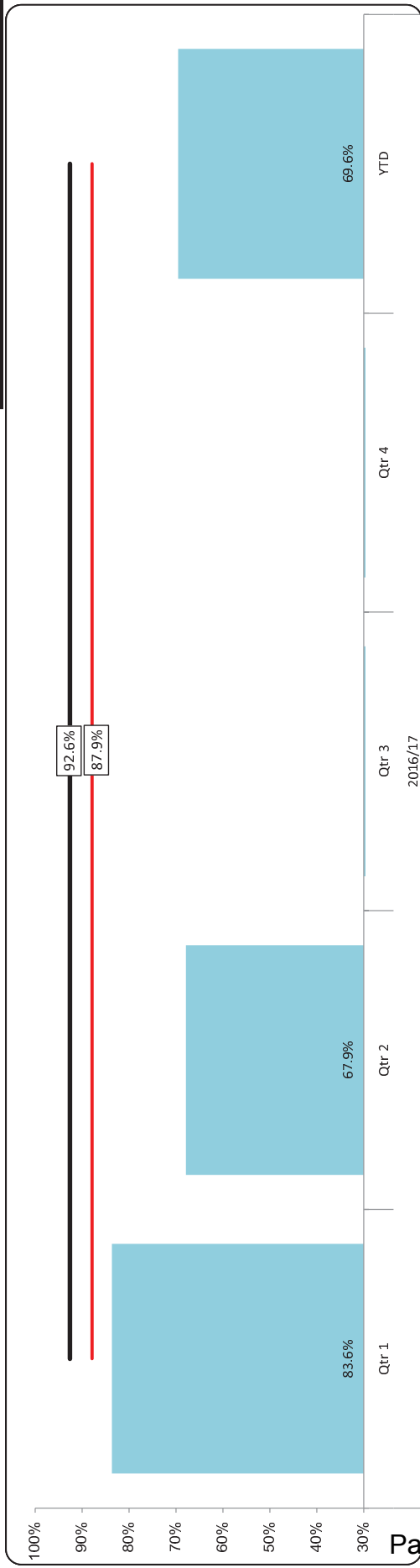
Percentage of actual spend as a proportion of revised annual budget - year to date	2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Target	95.1%	95.1%	95.1%	95.1%
Standard	92.9%	92.9%	92.9%	92.9%

Performance information unavailable at time of reporting

CW08

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

RAG Status **Red**



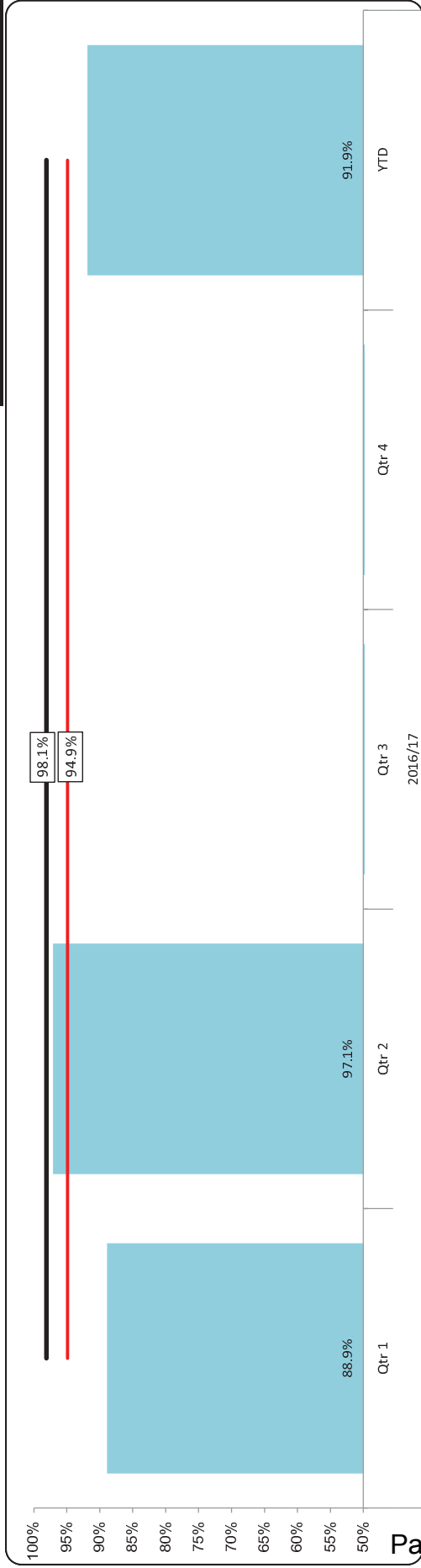
Bigger is better

Percentage of actual spend as a proportion of revised annual budget - year to date	2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
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 **Amber**



Bigger is better

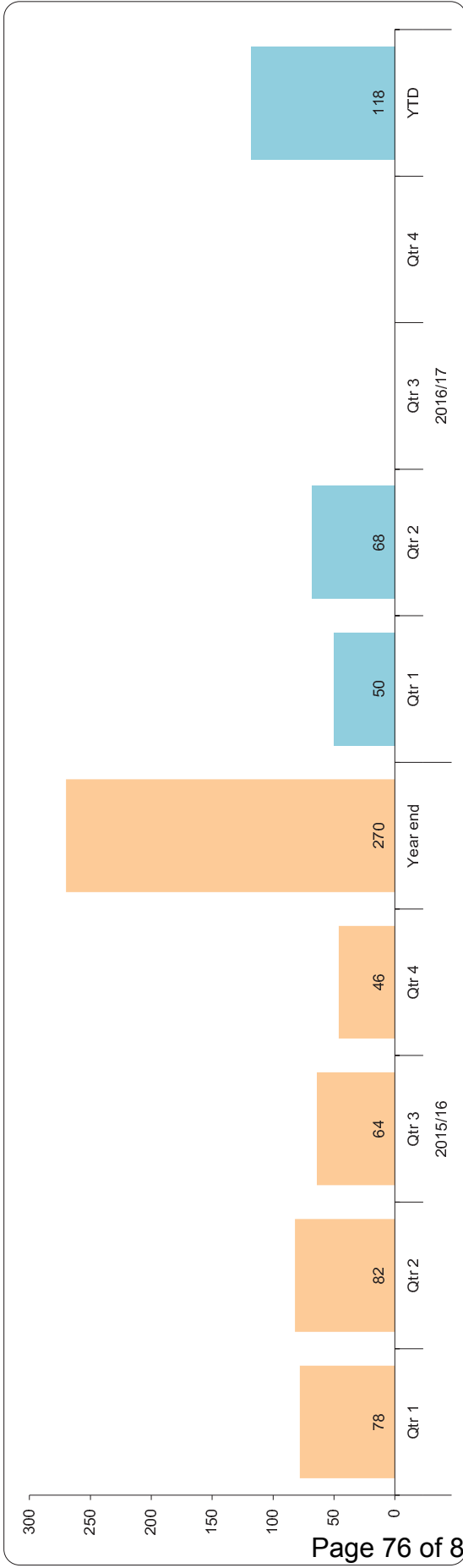
Percentage of actual spend as a proportion of revised annual budget - year to date	2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Target	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%
	88.9%	97.1%			91.9%

CW10

**Private Sector Housing (Pete Hobbs)**

**RAG Status**  
No Target

**Houses in Multiple Occupation licences issued**

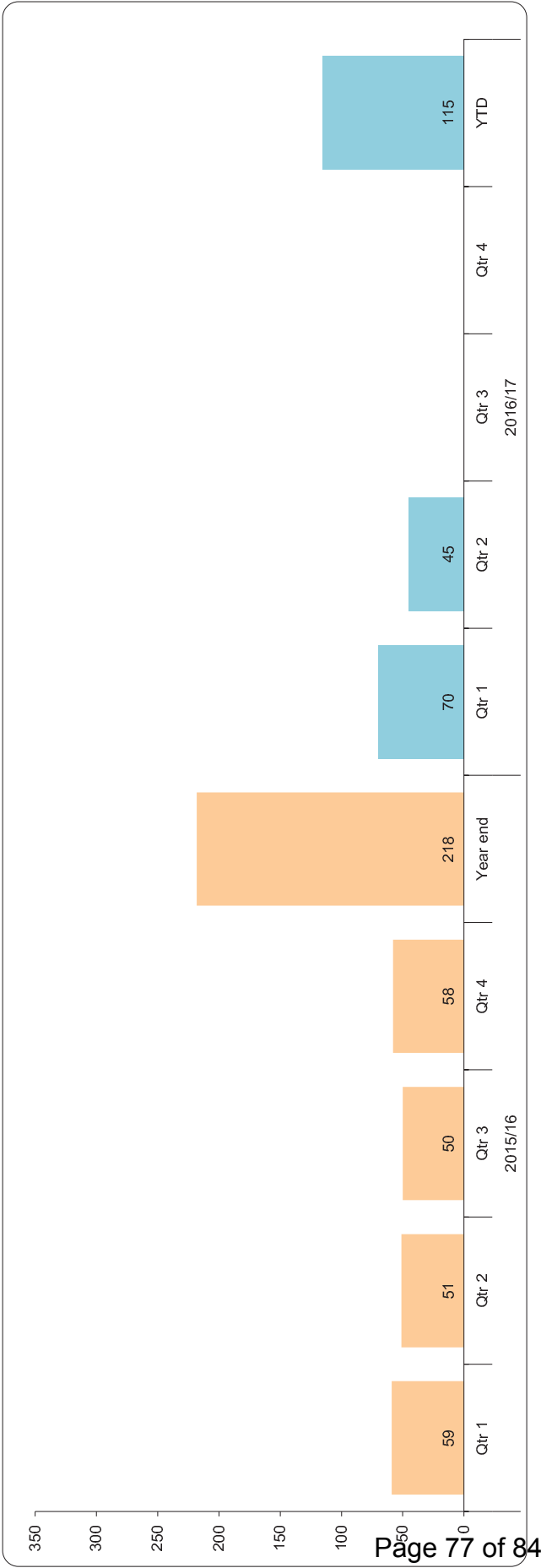


	2015/16				2016/17					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	78	82	64	46	270	50	68			118

PRS01

Licensed and unlicensed Houses in Multiple Occupation inspected

RAG Status No Target

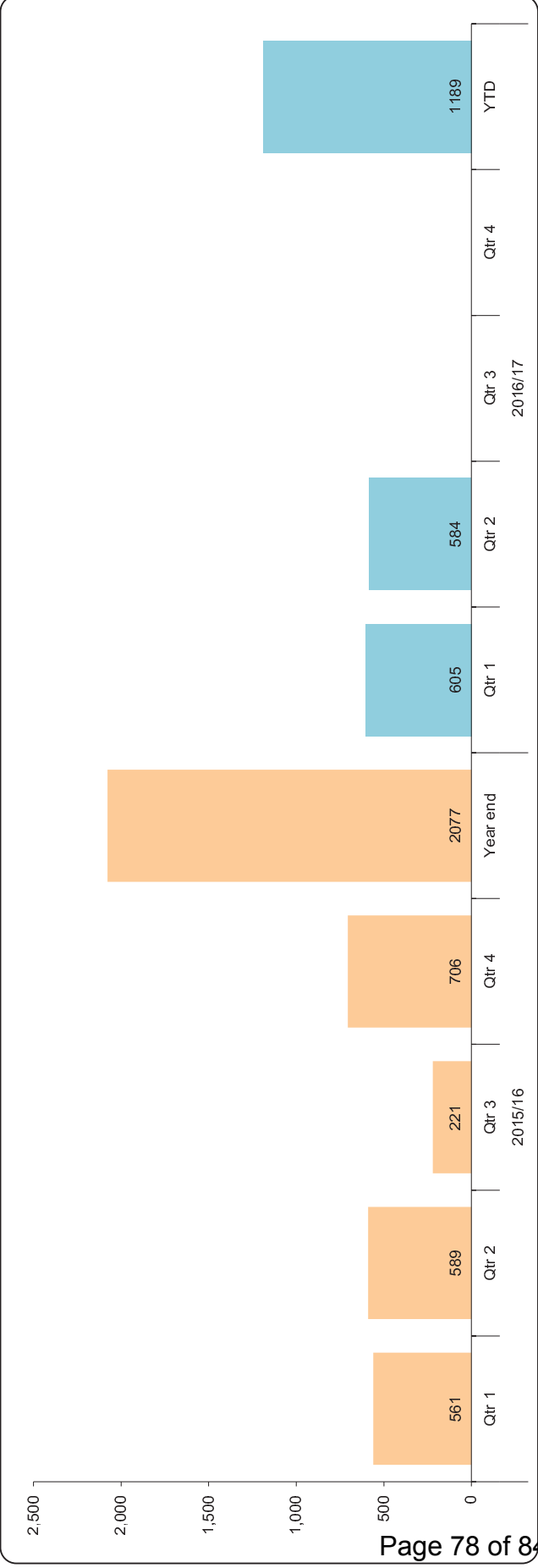


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Licensed and unlicensed Houses in Multiple Occupation inspected	59	51	50	58	218	70	45			115

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status No Target

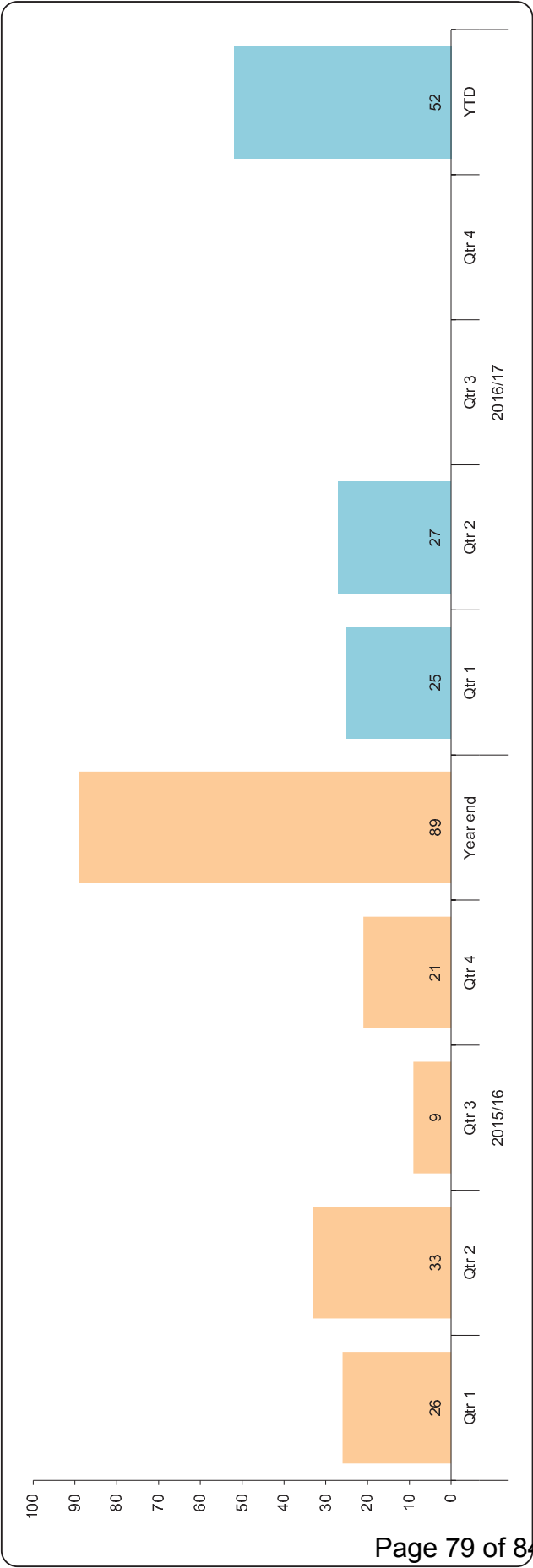


PTU requests for assistance	2015/16				2016/17					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	561	589	221	706	2077	605	584			1189

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status  
No Target

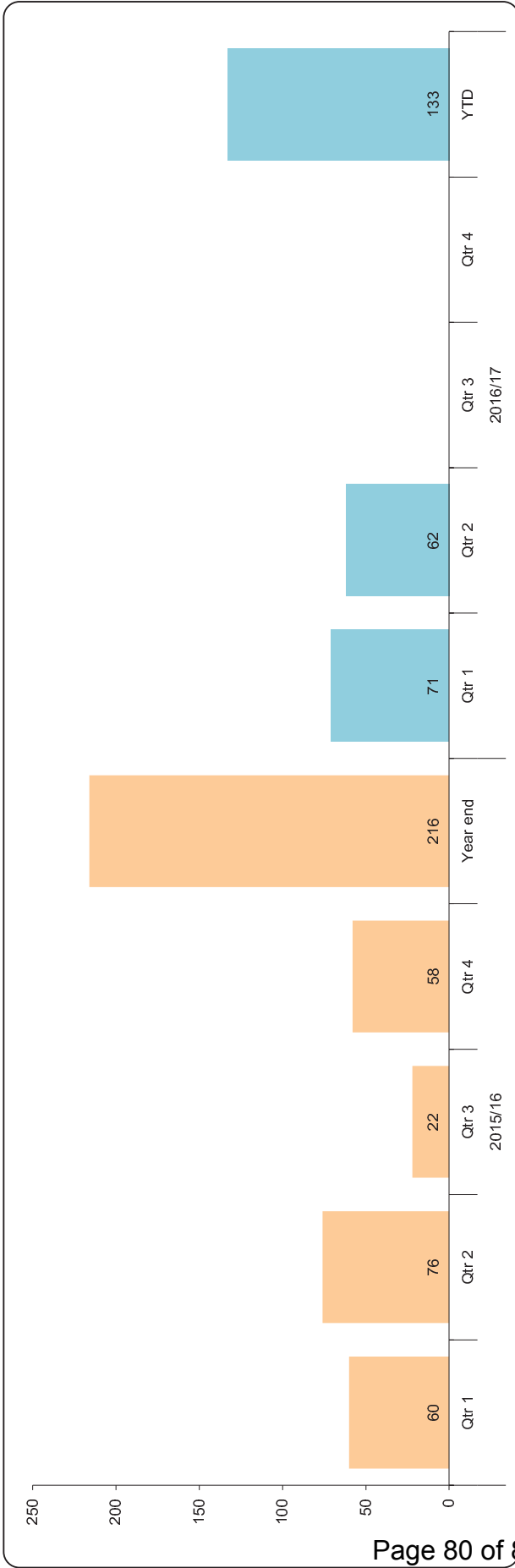


Private Tenancy Unit - Cases assisted through advice	2015/16				2016/17					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	26	33	9	21	89	25	27			52

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status	No Target
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Private Tenancy Unit - Cases assisted through intervention	2015/16				2016/17					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	60	76	22	58	216	71	62			133

PRS05

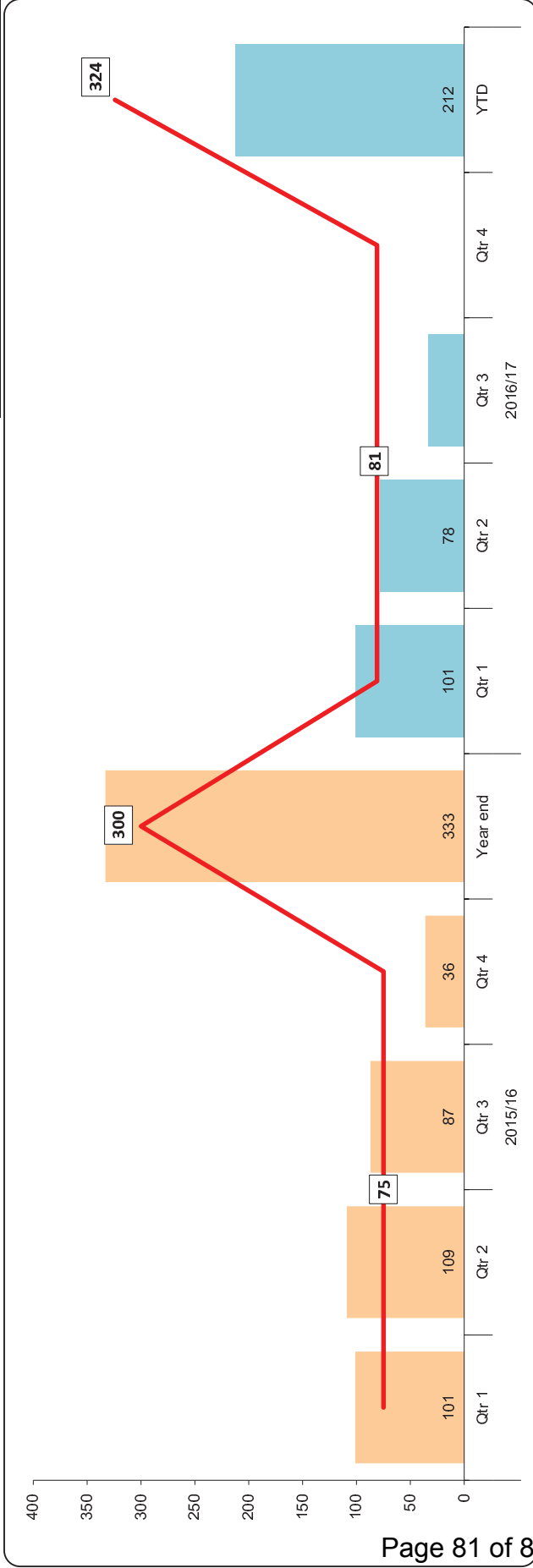


Empty properties brought back into use

(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			212
Target	75	75	75	75	300	81	81	81	81	324

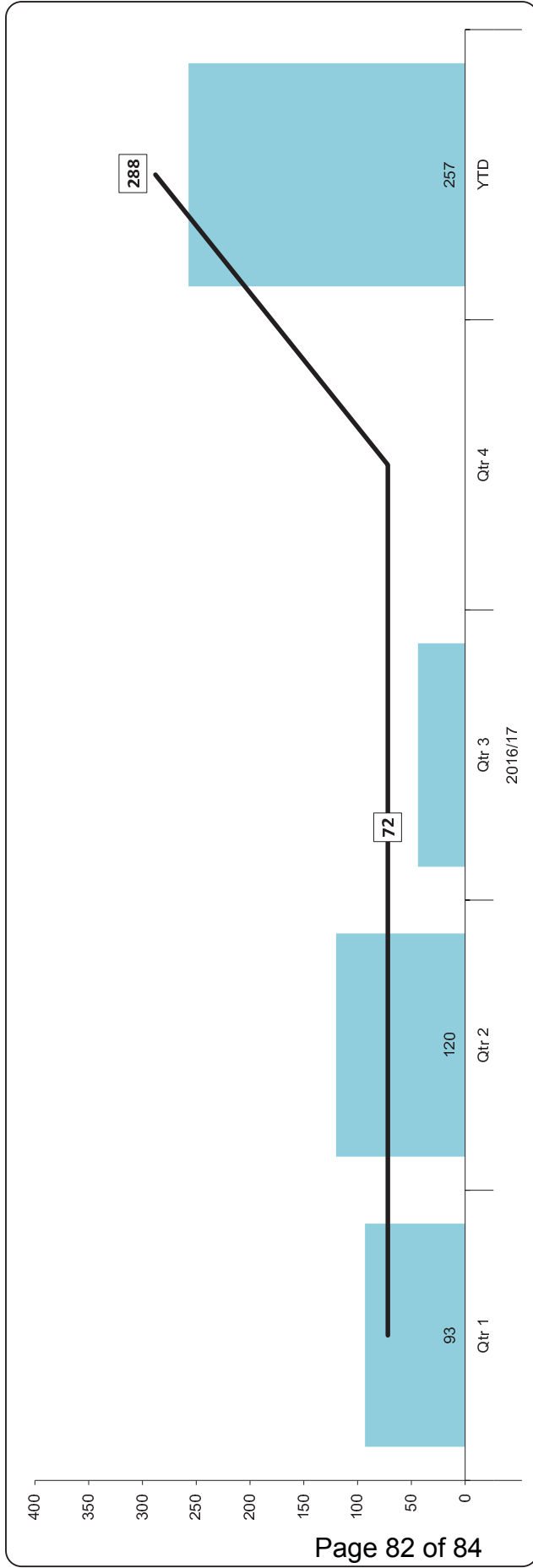
PRS06

**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.									
Target	n/a	n/a	n/a	n/a	n/a	72	72	72	72	288

**Housing Development (Clive Skidmore)**

Housing Development data is currently being reviewed and will not be available until Qtr 3.

