

Housing Transformation Board Performance Report

Quarter 2 2015-16

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Antisocial Behaviour (Tracey Radford)		
Number of new ASB cases received - A, B and C categories	No Target	20
Number of new hate crime cases	No Target	22
Percentage of A cases responded to on time	Amber	23
Percentage of B cases responded to on time	Green	
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Total ASB cases closed	No Target	24
Percentage of ASB cases closed successfully	Green	25
Number of current ASB cases	No Target	26
Number of Live Think Family cases	No Target	27

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better	Green	28
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Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	30
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Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties	Green	34
Average days void turnaround - all voids	Amber	35
Average days void turnaround - void sheltered properties only	No Target	36
Average calendar days to repair a void property	Amber	37
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Red	38
Percentage of void properties let first time	Green	39
Customer satisfaction with letting staff	Green	40
Customer satisfaction with new home	No Target	41

Services for Older People (Carol Dawson)

Number of new void sheltered properties	No Target	42
Number of current void properties - sheltered only	No Target	43
Percentage of support plans completed in 4 weeks	Green	44
Percentage of Careline calls answered within 60 seconds	Green	45

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled	No Target	46
Average time taken to answer calls (in seconds)	Green	47
Percentage of calls answered	Green	48

Asset Management and Maintenance (John Jamieson)

Repairs:

Percentage of Right To Repair jobs completed on time	Green		49
Percentage of appointments kept	Amber		50
We will respond to emergency repairs in two hours	Red	Bham Promise	51
We will resolve routine repairs within 30 days	Red	Bham Promise	52

Gas:

Percentage of gas servicing completed against period profile	Green		53
Percentage of gas repairs completed within 7 days	Amber		54

Customer Satisfaction:

Customer satisfaction with repairs	Green		55
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Independent Living:

Number of households assisted by independent living	Green		56
Number of Wise Move completions	No Target		57

Capital Works (Martin Tolley)

Capital Works:

As per contractor assessment the percentage of capital improvements completed within timescale	Amber		58
The percentage of capital improvements works completed and audited by BCC with no defects on handover	Red		59
Percentage of customers satisfied with contractor performance	Green		60
Percentage of customers satisfied with the quality of their home improvement	Green		61
Percentage of customers satisfied with Birmingham City Council's overall process	Green		62
Percentage of actual spend as a proportion of revised annual budget - year to date	Green		63
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets		64

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation (HMO) Licencing:

Houses in Multiple Occupation licences issued	No Target	66
Licensed and unlicensed Houses in Multiple Occupation inspected	No Target	67

Private Tenancy Unit:

Private Tenancy Unit - Requests for assistance	No Target	68
Private Tenancy Unit - Cases assisted through advice	No Target	69
Private Tenancy Unit - Cases assisted through intervention	No Target	70

Empty Properties:

Empty properties brought back into use	Green	CBP	71
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Housing Development (Clive Skidmore)

Number of affordable homes provided		72
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Housing Transformation Board

Exception Report Quarter 2 2015-16

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: 11
Target: 92%
Performance: 64%
Commentary provided by: Louise Fletcher

Right to buy 2 documents to admit or deny applications are being issued within target deadlines. However the issue of S125 Offer Notices has been delayed again this month, due to additional money laundering and social housing fraud checks, as the increase in checking more robust information and subsequent queries from tenants is impacting on workloads. There are also delays in receiving supporting information such as valuations and Energy Performance certificates from other service areas. Process are being reviewed with other service areas to ensure they are as effective as possible. These delays have not resulted in any complaints from tenants, or their legal representatives, but there has been an increase in the number of telephone queries from tenants which is also having an impact.

Supporting People/Homeless Service/Allocations (Jim Crawshaw)

Measure: Number of households in Temporary Accommodation Page: 14
Target: 980
Performance: 1127
Commentary provided by: Jim Crawshaw

The number of households in Temporary Accommodation has increased to 1,127 households. This exceeds our proposed target by 147. Work continues to support households in temporary accommodation to bid through Birmingham Home Choice and to consider alternative options. However, there has been an increase in homeless presentations to the city and as a result the number of households in temporary accommodation has increased accordingly.

Supporting People/Homeless Service/Allocations (Jim Crawshaw)

Measure: Number of households in B&B

Page: 15

Target 70

Performance: 82

Commentary provided by: Jim Crawshaw

For September 82 households were accommodated. This is a decrease of 3 households on the previous month's figure and exceeds our proposed target by 12. Work continues to mitigate the impact the homeless centre closures on the bed and breakfast numbers. Significant work is ongoing via Procurement exercise and partnership working to significantly reduce B&B by end of November 2015.

Voids and Lettings (Gary Nicholls)

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

Page: 38

Target 10

Performance: 19.7

Commentary provided by: Gary Nicholls

The FFL to TSD is a component part of the overall void turnaround time, which is currently in green at 27.9 days(YTD). Although performance from FFL to TSD is currently above the 10 day target, performance against this KPI has improved significantly from 20 days in the previous year.

Asset Management and Maintenance (John Jamieson)

Measure: We will respond to emergency repairs in two hours Page: 51

Target 100%

Performance: 96.9%

Commentary provided by: John Jamieson

Performance remains within contractual targets and has improved overall in the 2nd Quarter (versus 95.7% in 1st Quarter).

Measure: We will resolve routine repairs within 30 days Page: 52

Target 100%

Performance: 92.5%

Commentary provided by: John Jamieson

Performance continues to improve by contractors with a focus on completing minor non-urgent repairs. This compares to 1st Quarter performance of 91.6%.

Capital Works (Martin Tolley)

Measure: The percentage of Capital works completed and audited by BCC with no defects on handover. Page: 59

Target 97%

Performance: 86.5%

Commentary provided by: Pat McWilliam

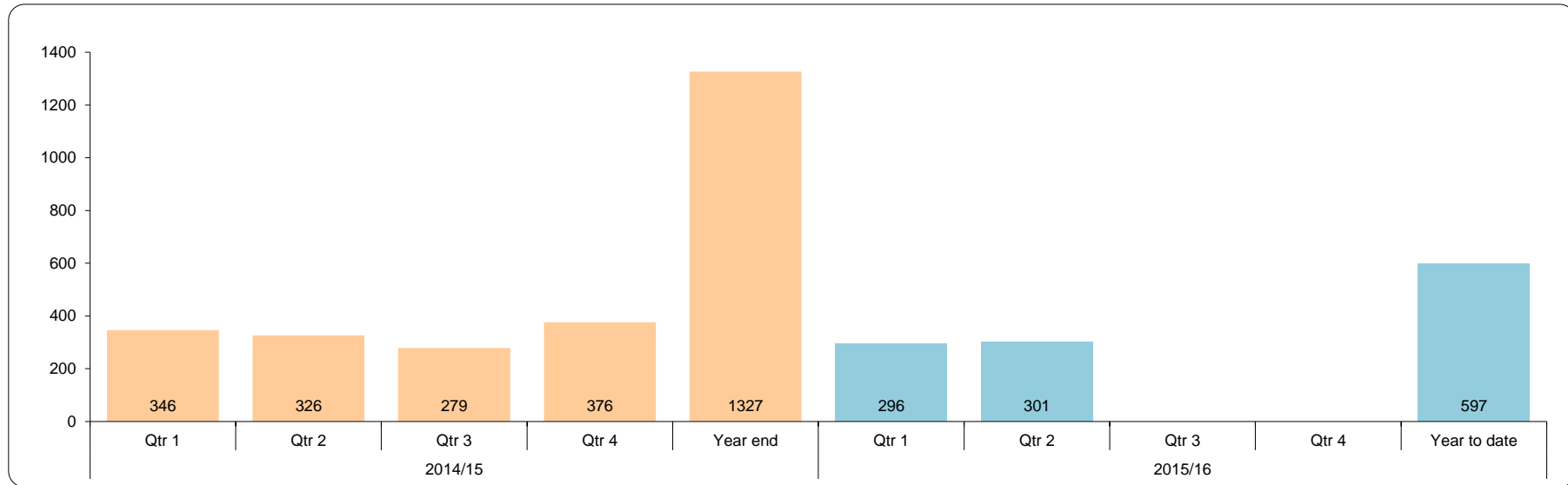
Due to comprehensive auditing of capital works completed, we are working with service providers to improve the level of completed works that is handed over with no defects - in particular on the completion of a kitchen and bathroom refurbishment.

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



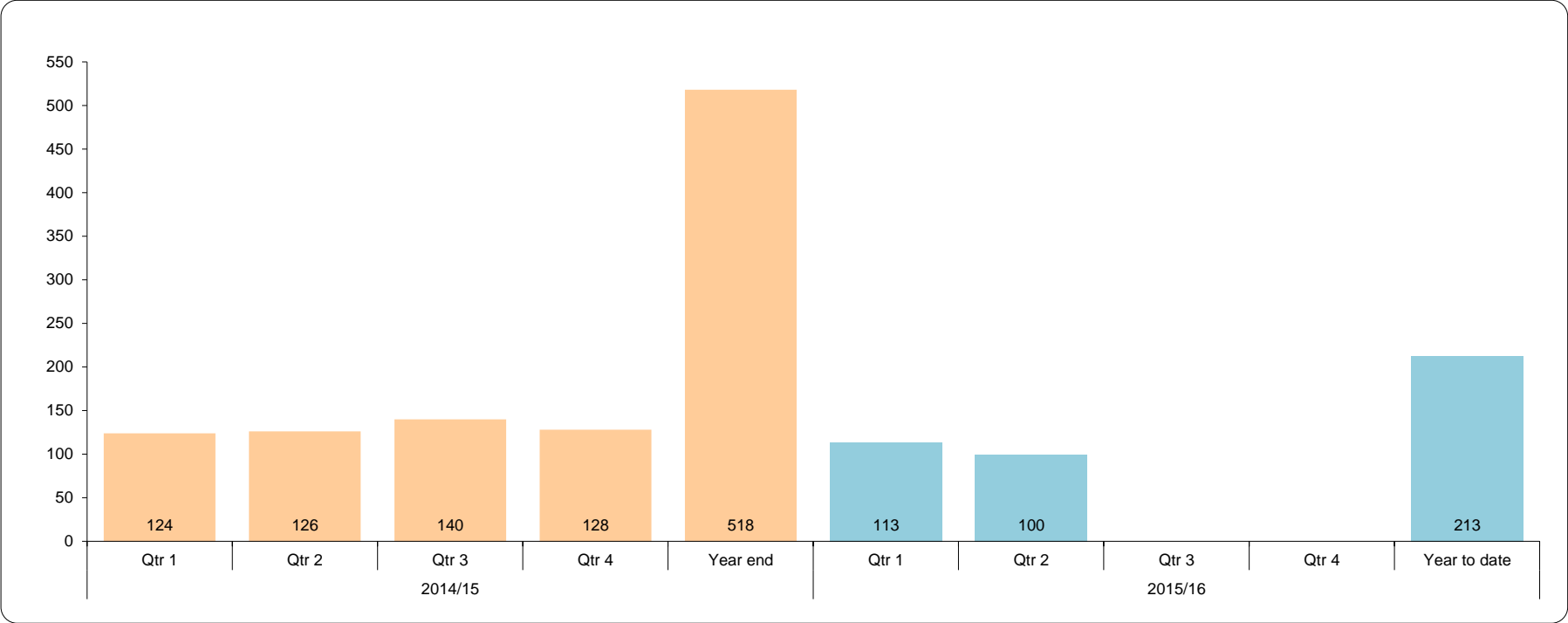
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of Right To Buy applications received	346	326	279	376	1327	296	301			597

Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	32	29	30	53	45	28	13	22	4	45

RB01

Number of properties sold under Right To Buy

RAG Status	No Target
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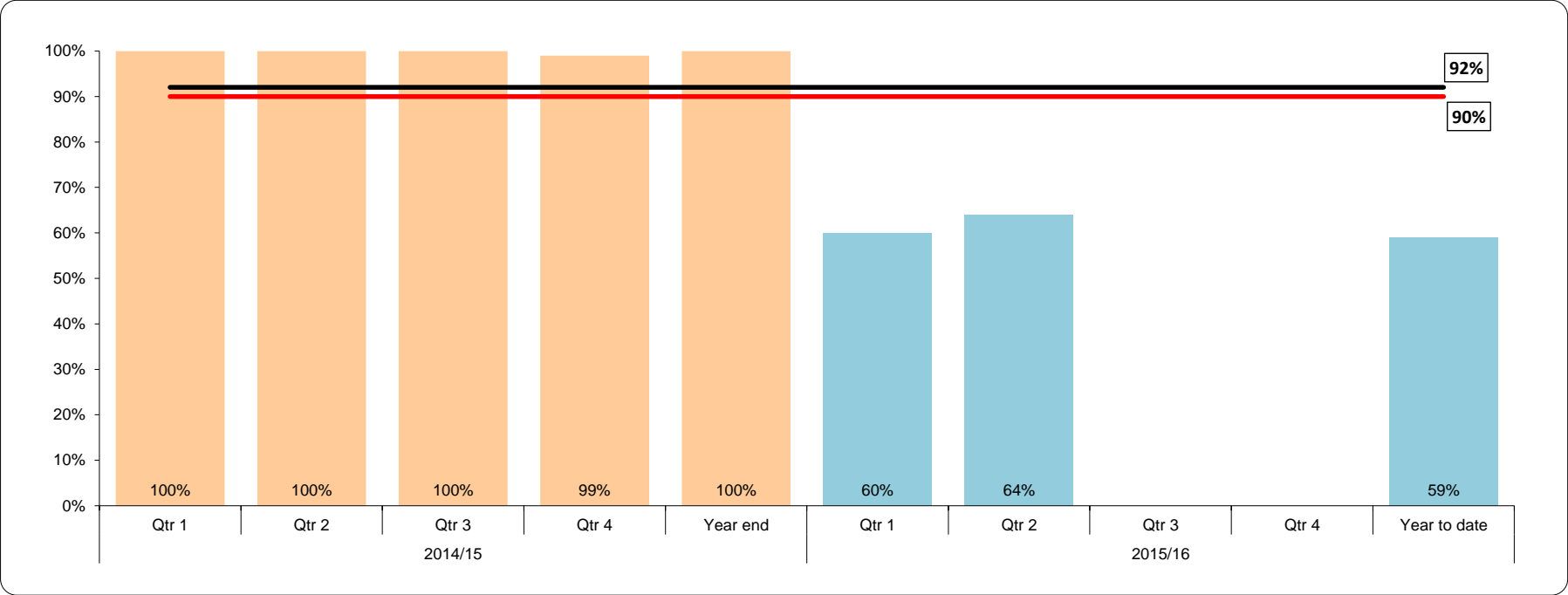
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of properties sold under Right To Buy	124	126	140	128	518	113	100			213

Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	9	5	11	18	15	13	4	10	1	14

Right to Buy compliance to statutory timescales

RAG Status

Red



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Right to Buy compliance to statutory timescales	100%	100%	100%	99%	100%	60%	64%			59%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

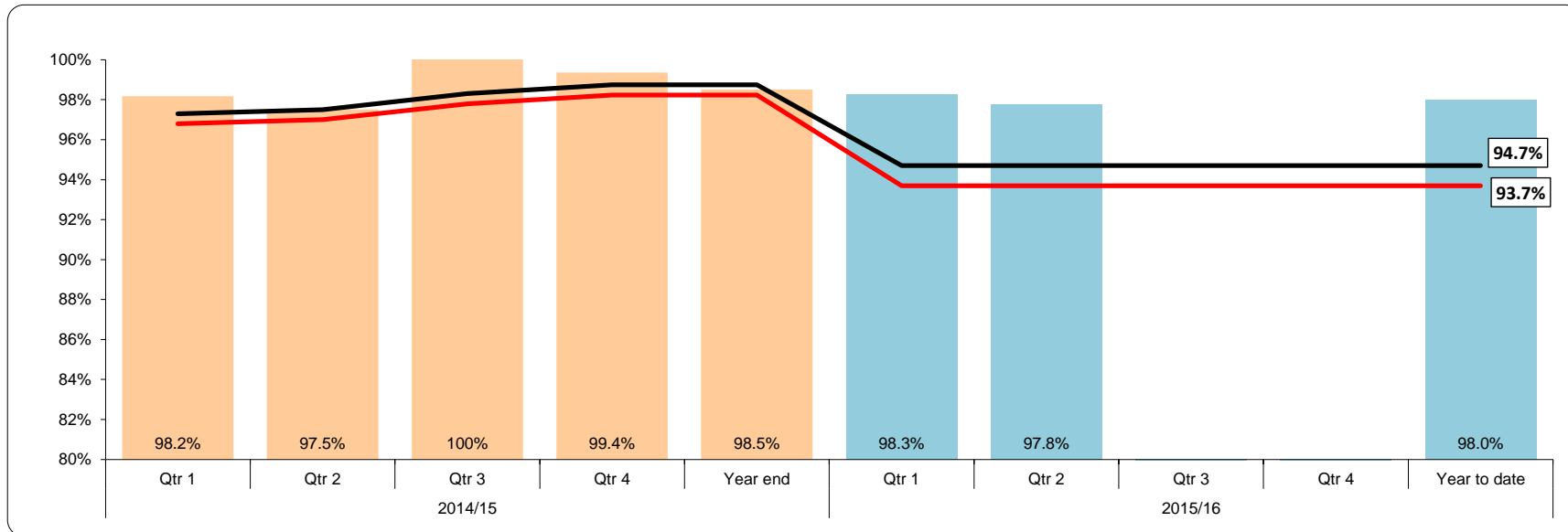
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	58%	81%	68%	62%	59%	70%	65%	74%	43%	61%

Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of rent collected	98.2%	97.5%	100%	99.4%	98.5%	98.3%	97.8%			98.0%
Target	97.3%	97.5%	98.3%	98.7%	98.7%	94.7%	94.7%	94.7%	94.7%	94.7%
Standard	96.8%	97.0%	97.8%	98.2%	98.2%	93.7%	93.7%	93.7%	93.7%	93.7%

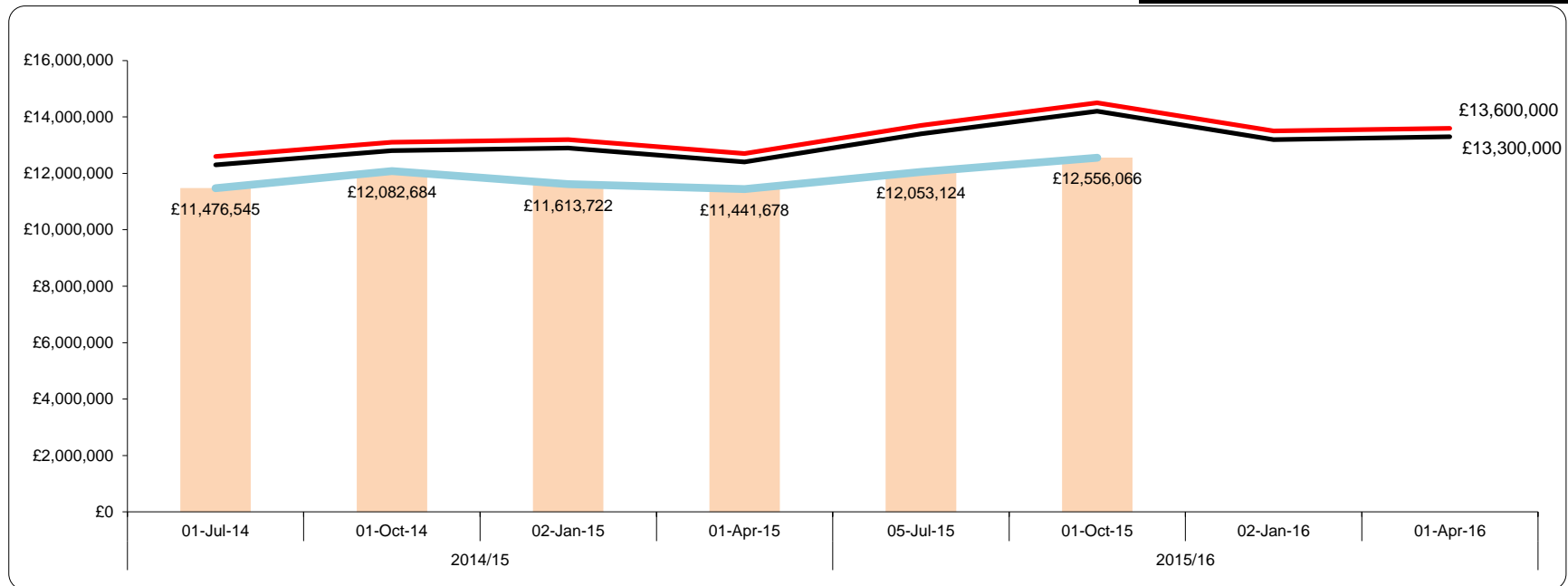
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	97.5%	97.7%	98.4%	98.2%	97.1%	98.2%	97.8%	97.7%	99.3%	98.1%

R01

Current amount of rent arrears - Snapshot figure

RAG Status

Green



Smaller is better

	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	05-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Current amount of rent arrears - Snapshot figure	£11,476,545	£12,082,684	£11,613,722	£11,441,678	£12,053,124	£12,556,066		
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 £129,375 arrears from Bloomsbury TMO not included in district breakdown below.

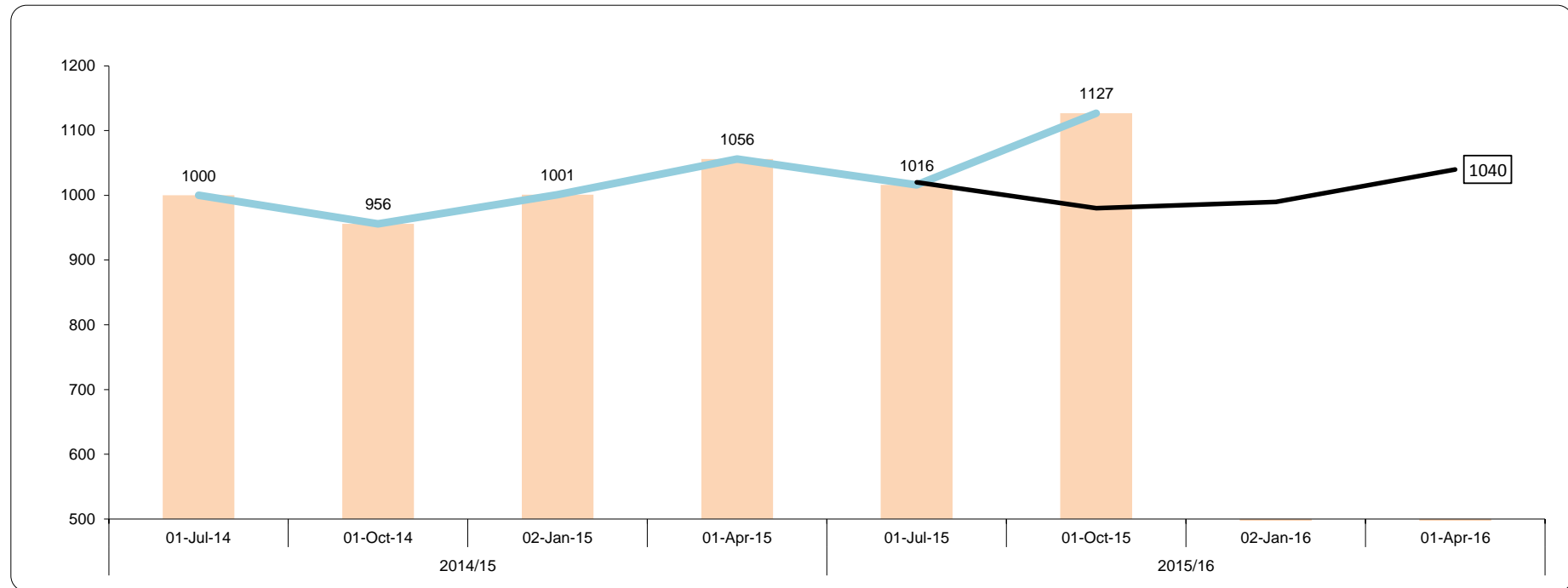
Current amount of rent arrears - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01 October 2015	£ 1,608,566.0	£ 1,376,648.0	£ 368,819.0	£ 1,701,964.0	£ 2,290,878.0	£ 1,814,451.0	£ 425,732.0	£ 1,067,289.0	£ 284,132.0	£ 1,488,212.0

Supporting People/Homeless Service/Allocations (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

Red



Smaller is better

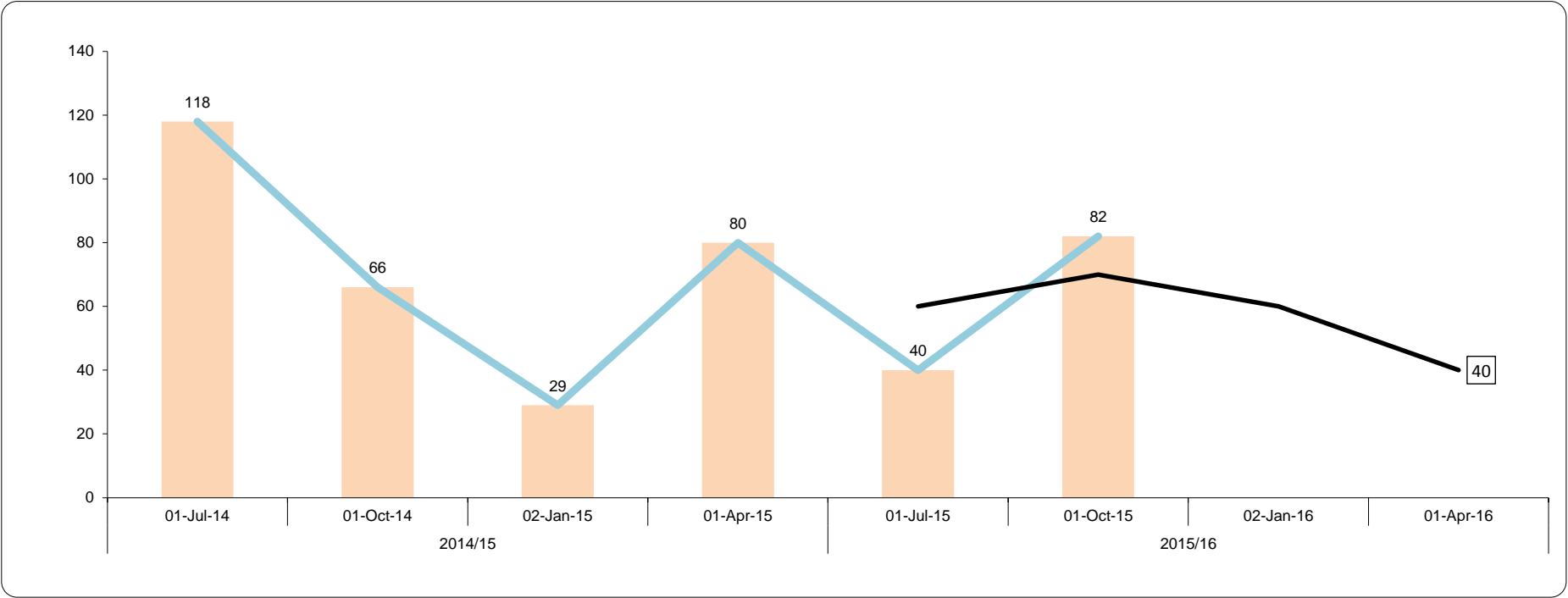
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in Temporary Accommodation - Snapshot figure	1000	956	1001	1056	1016	1127		
Target					1020	980	990	1040

SP01

Number of households in B&B - Snapshot figure

RAG Status

Red

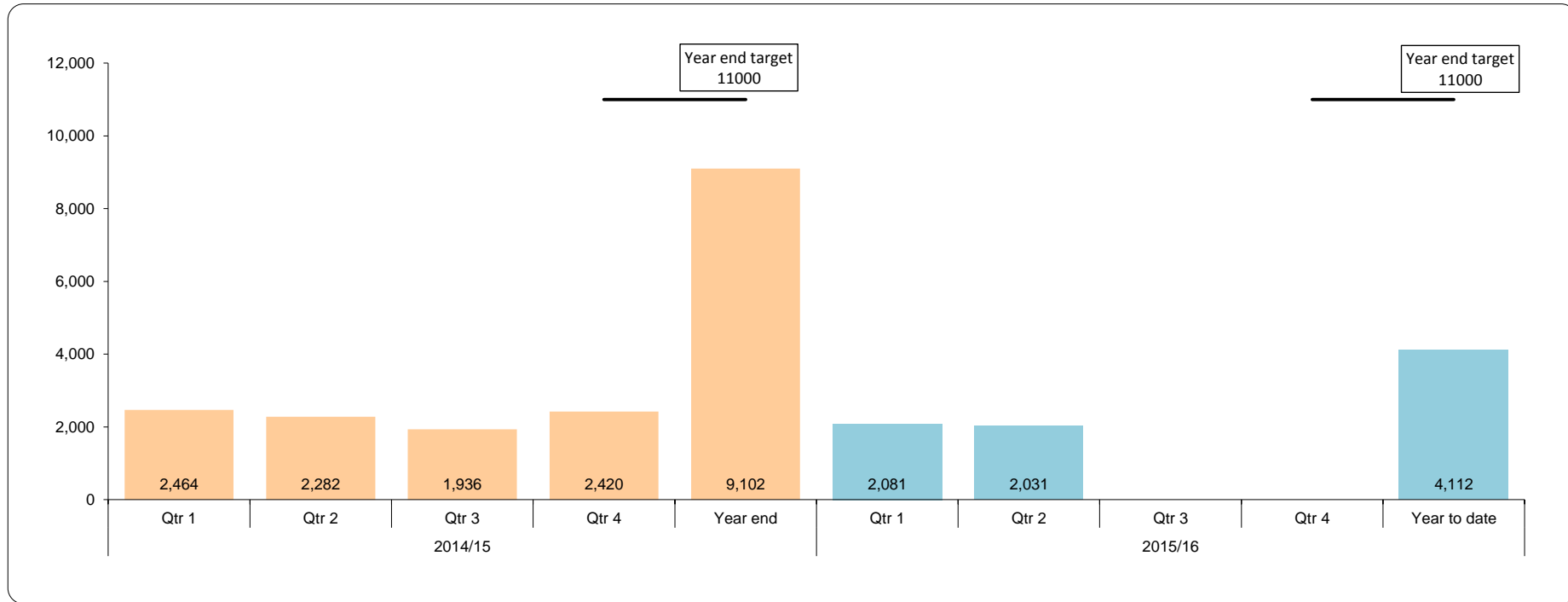


Smaller is better

	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in B&B - Snapshot figure	118	66	29	80	40	82		
Target					60	70	60	40

Number of homeless preventions

RAG Status	Year end target
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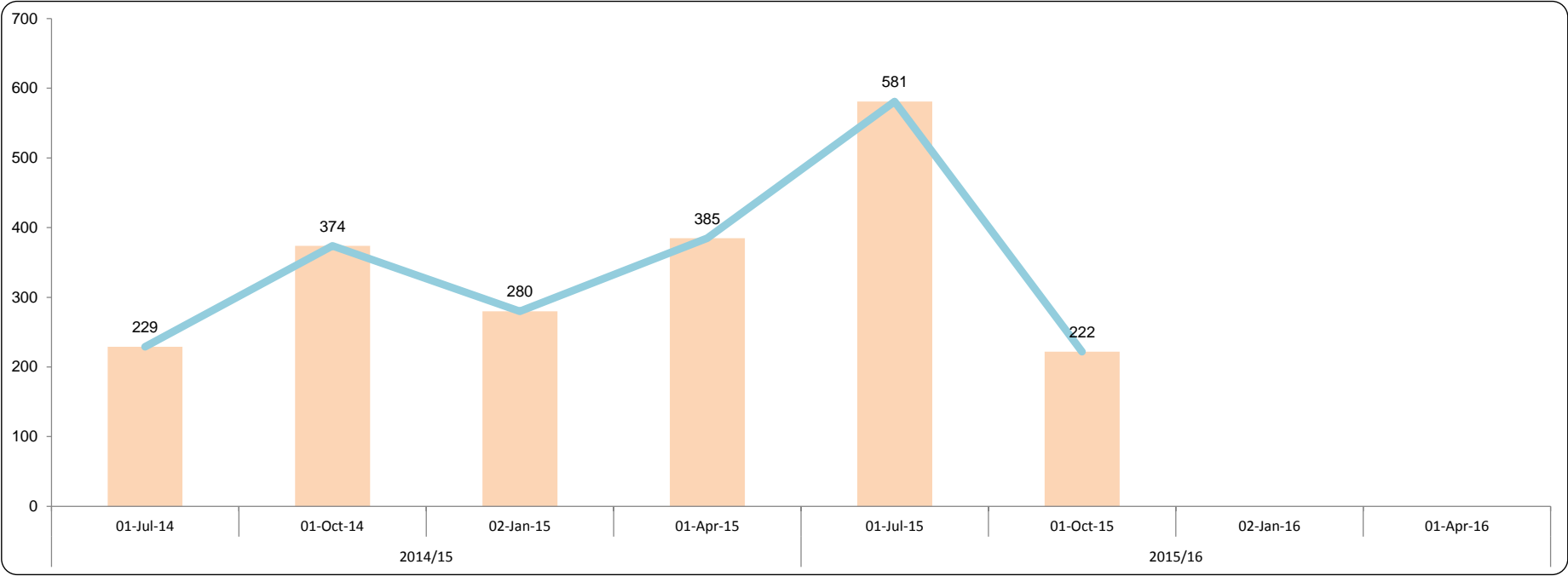
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of homeless preventions	2,464	2,282	1,936	2,420	9,102	2,081	2,031	0	0	4,112
Year end target					11,000					11,000

SP03

Number of health and housing assessments currently outstanding - Snapshot figure

RAG Status	No Target
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Smaller is better

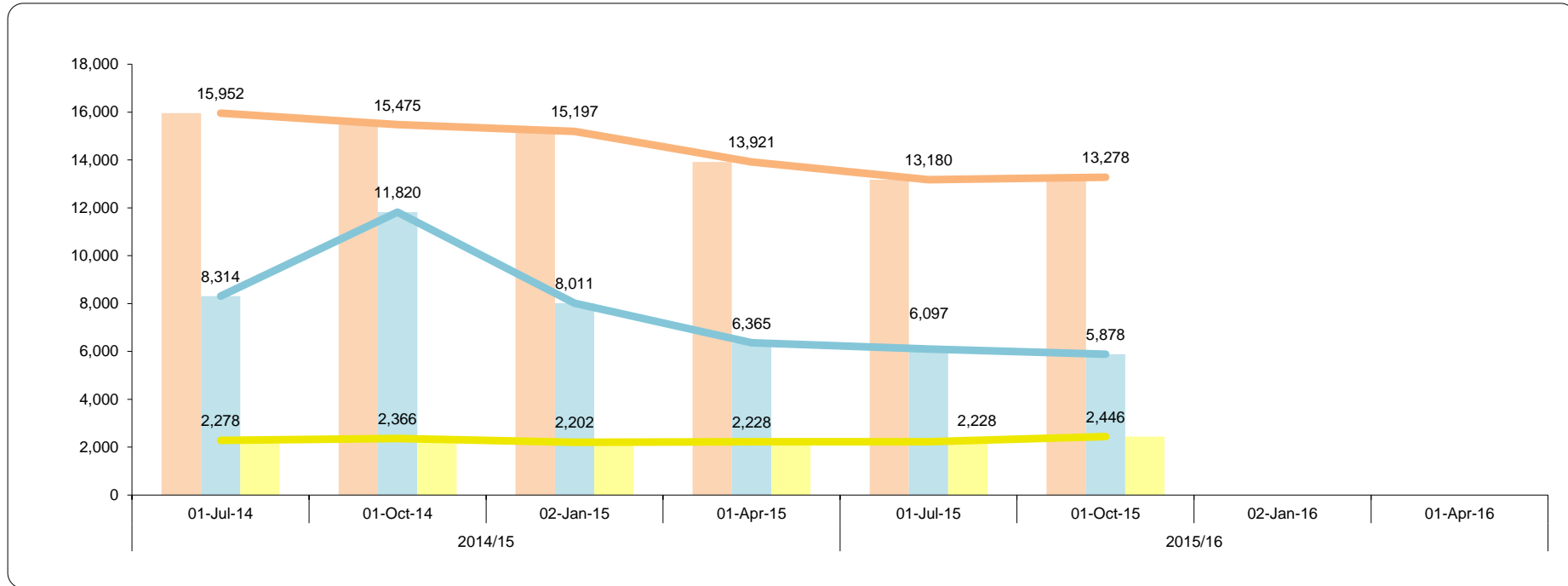
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of health and housing assessments currently outstanding - Snapshot figure	229	374	280	385	581	222		

SP04

Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



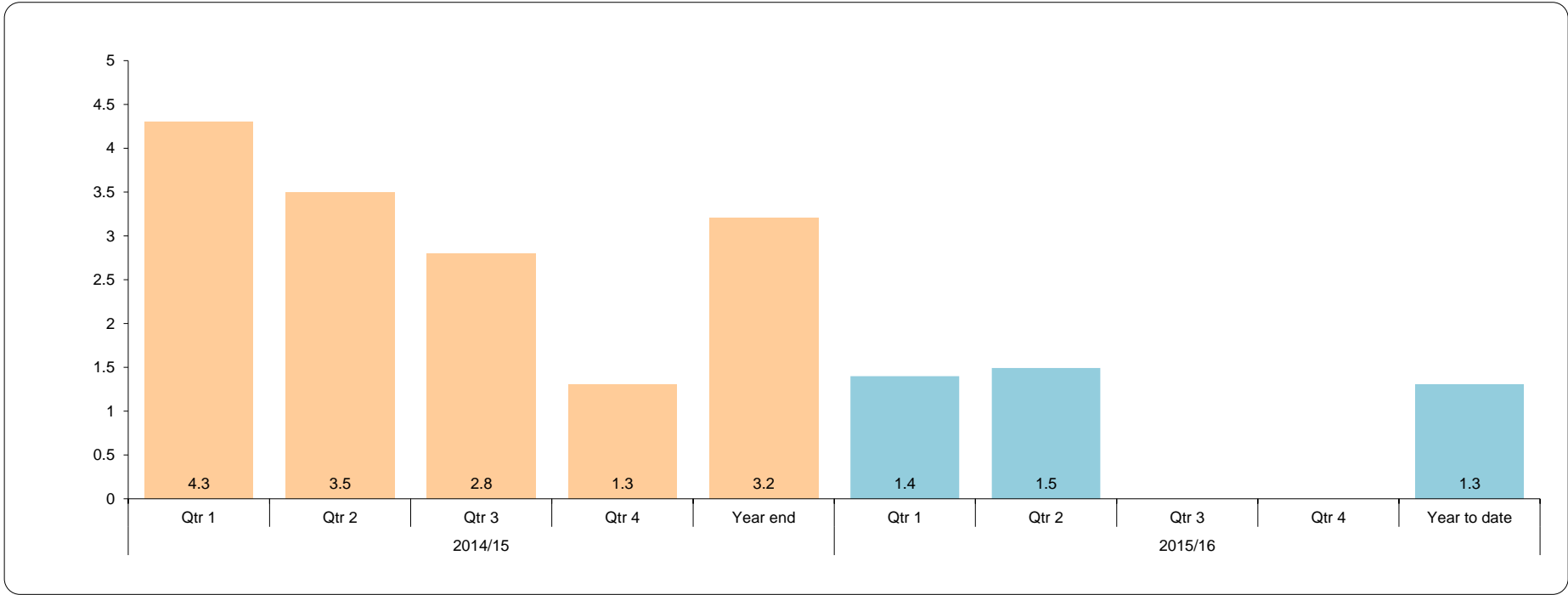
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Housing need category	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
General needs	15,952	15,475	15,197	13,921	13,180	13,278		
Transfer	8,314	11,820	8,011	6,365	6,097	5,878		
Homeless	2,278	2,366	2,202	2,228	2,228	2,446		

SP05

Average number of weeks families in B&B

RAG Status	No Target
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Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Average number of weeks families in B&B	4.3	3.5	2.8	1.3	3.2	1.4	1.5			1.3

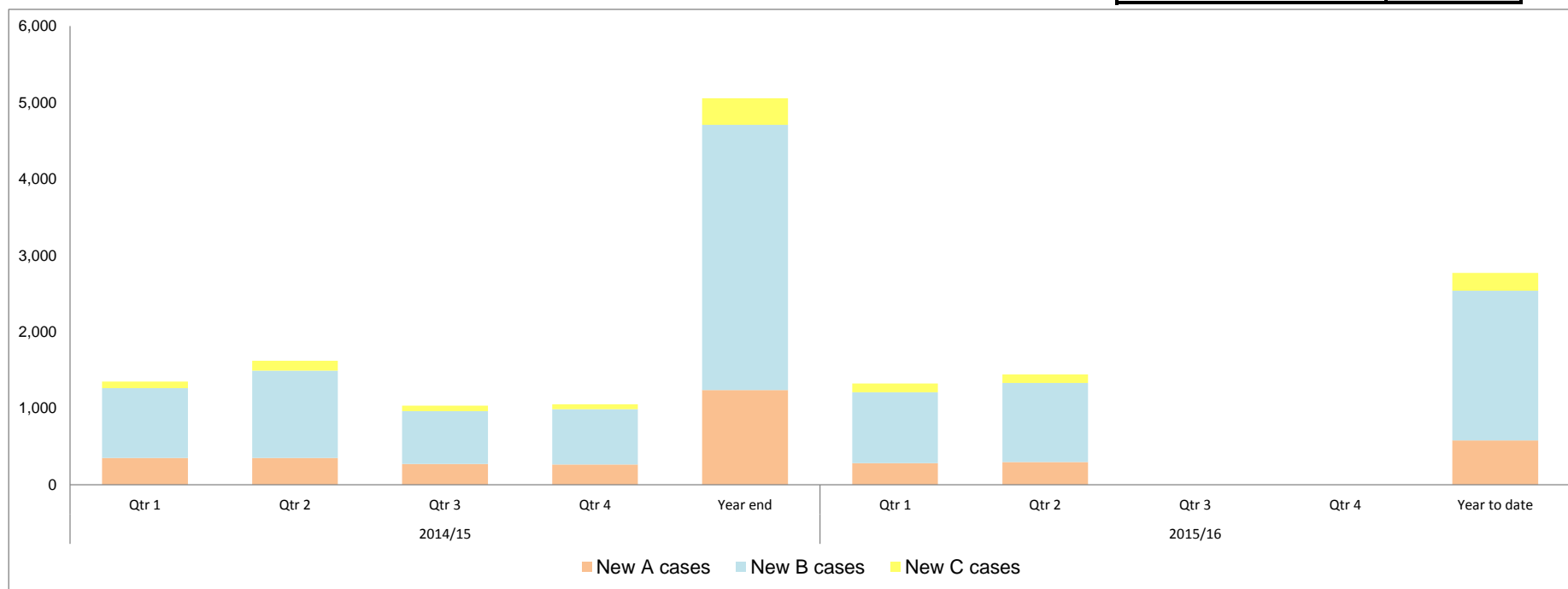
SP08

Antisocial Behaviour (Tracey Radford)

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

RAG Status

No Target



	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
New A cases	350	352	273	264	1,239	283	298			581
New B cases	916	1,141	690	723	3,470	926	1,033			1,959
New C cases	83	128	71	65	347	117	114			231
Number of new ASB cases received - A, B and C categories	1,349	1,621	1,034	1,052	5,056	1,326	1,445			2,771

Number of new ASB cases received - A, B and C categories	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	188	145	73	175	162	267	86	160	36	153

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

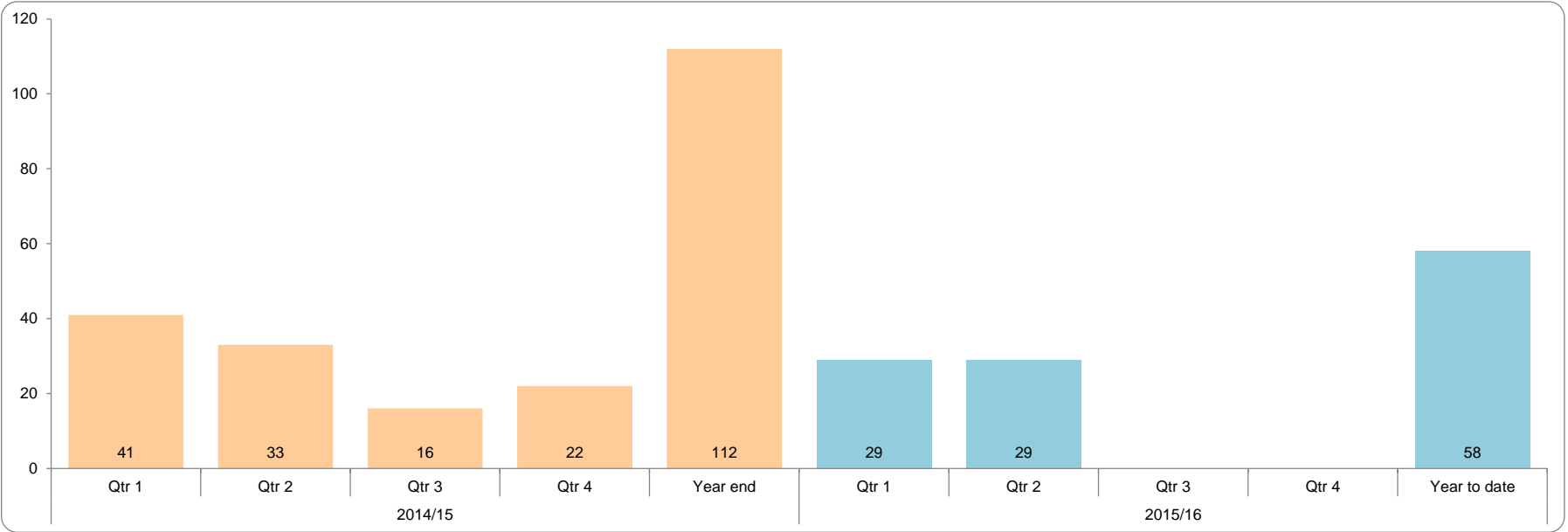
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

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 cases

RAG Status	No Target
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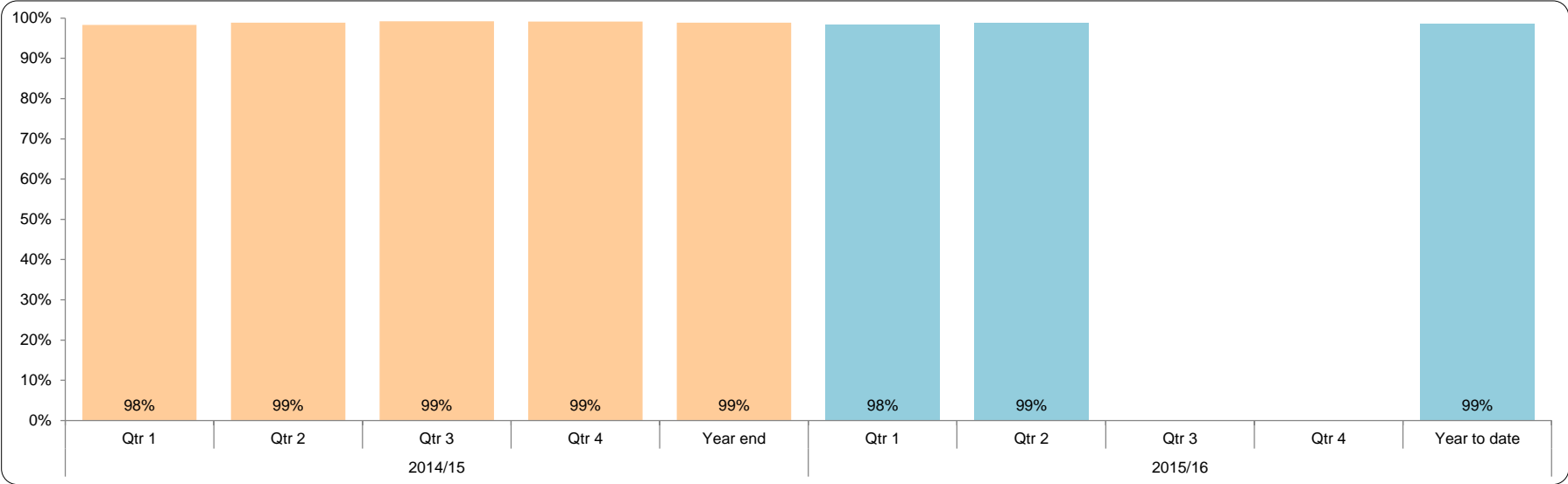


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of new hate crime cases	41	33	16	22	112	29	29			58

Number of new hate crime cases	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	5	3	1	3	2	8	0	1	0	6

Percentage of cases responded to on time

RAG Status	See below
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Bigger is better

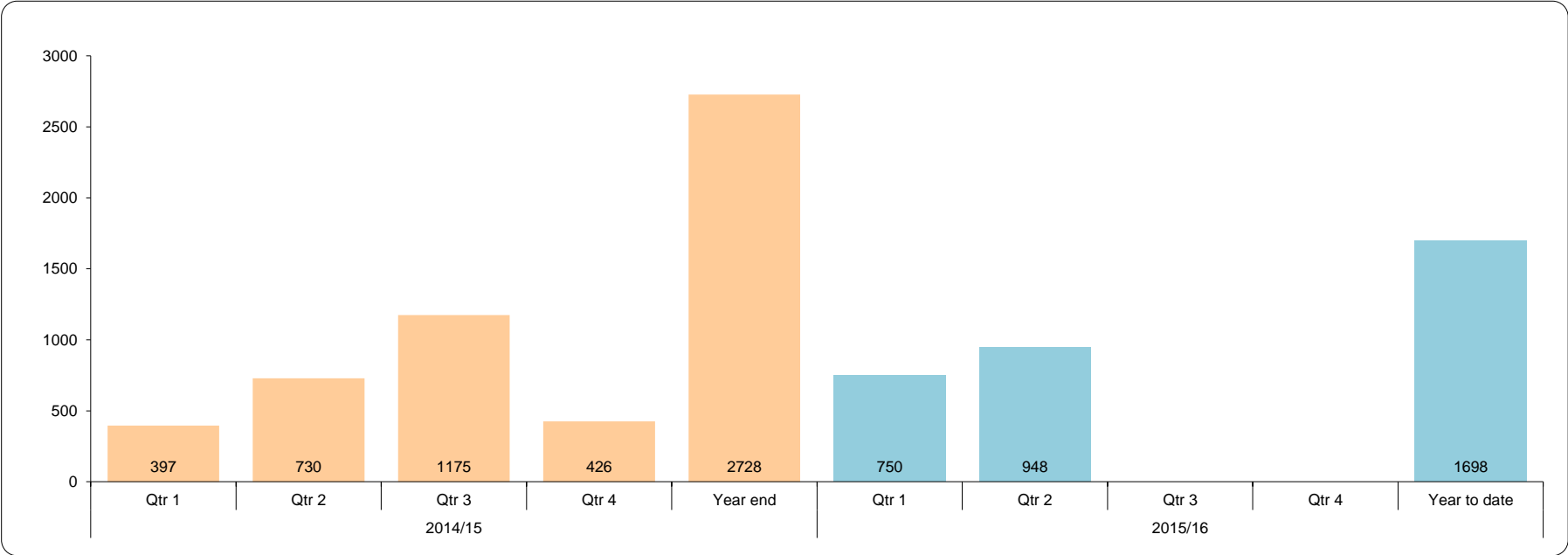
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of cases responded to on time	98%	99%	99%	99%	99%	98%	99%			99%

	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	293	98%	100%	95%	Amber
Percentage of B cases responded to on time	1023	99%	95%		Green
Percentage of C cases responded to on time	114	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 2015-16	99%	100%	99%	97%	100%	99%	100%	98%	100%	99%

Total ASB cases closed

RAG Status	No Target
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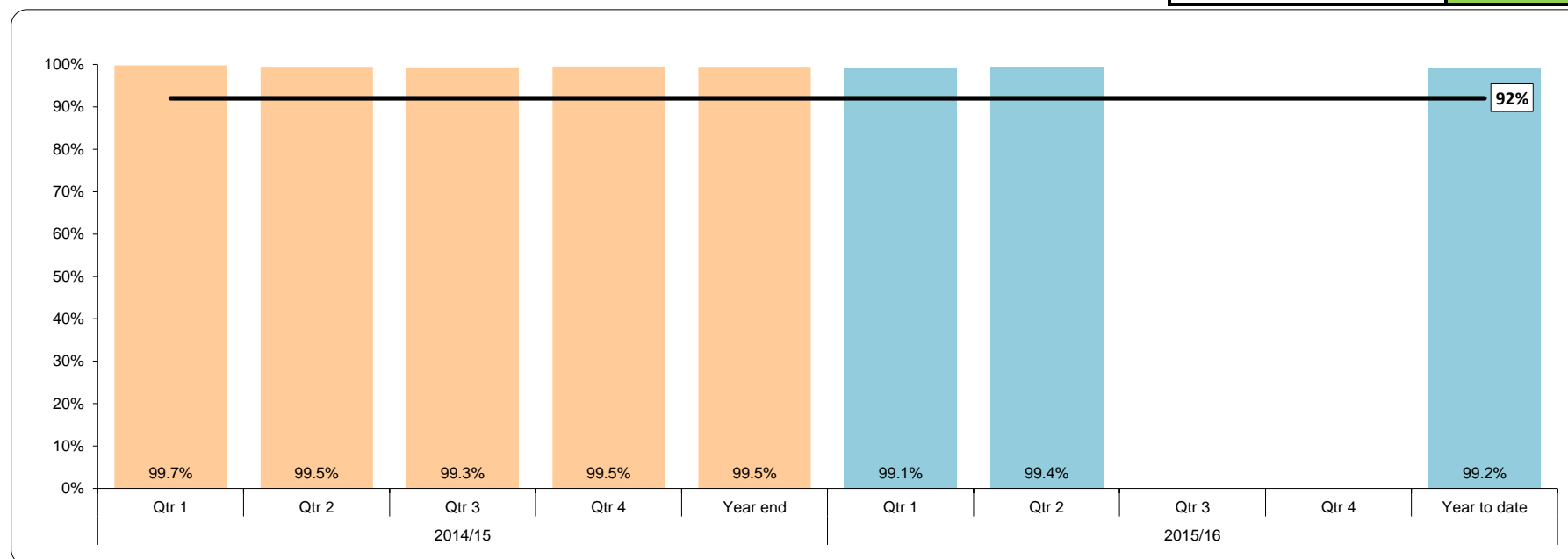
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Total ASB cases closed	397	730	1175	426	2728	750	948			1698

Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	138	92	38	96	81	205	47	115	31	105

Percentage of ASB cases closed successfully

Rag Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of ASB cases closed successfully	99.7%	99.5%	99.3%	99.5%	99.5%	99.1%	99.4%			99.2%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

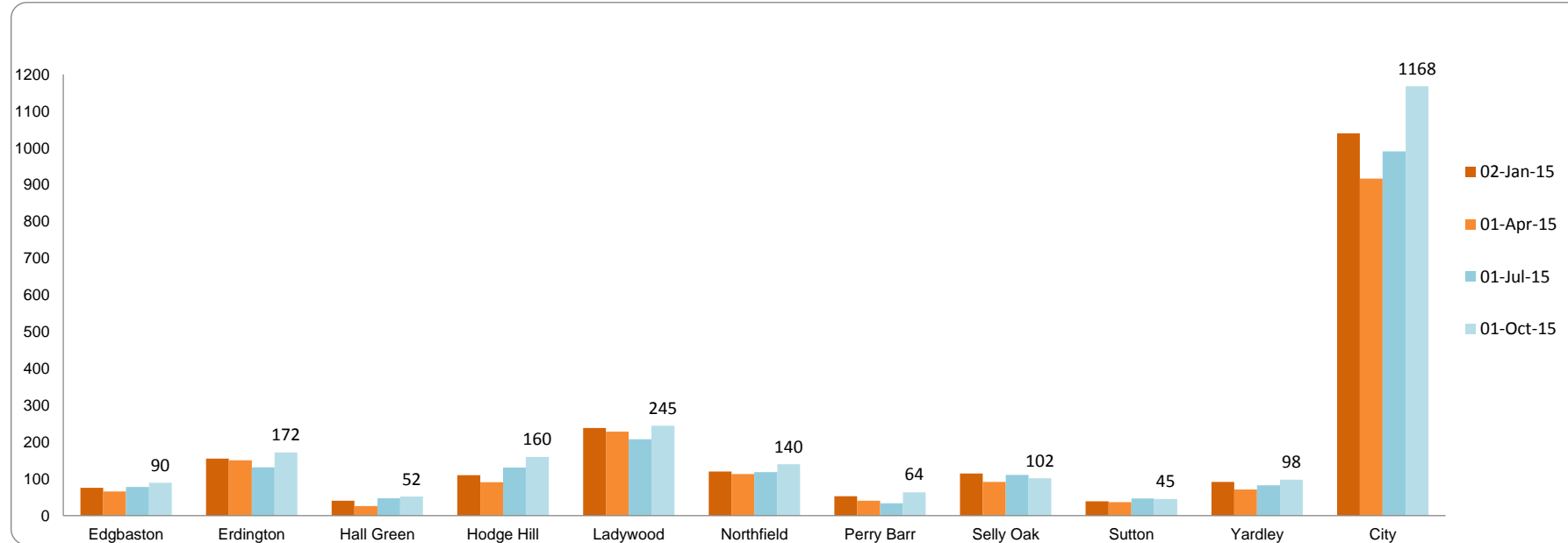
Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	99%	99%	100%	99%	100%	100%	98%	99%	100%	100%

ASB07

Number of current ASB cases - Snapshot figure

RAG Status

No Target

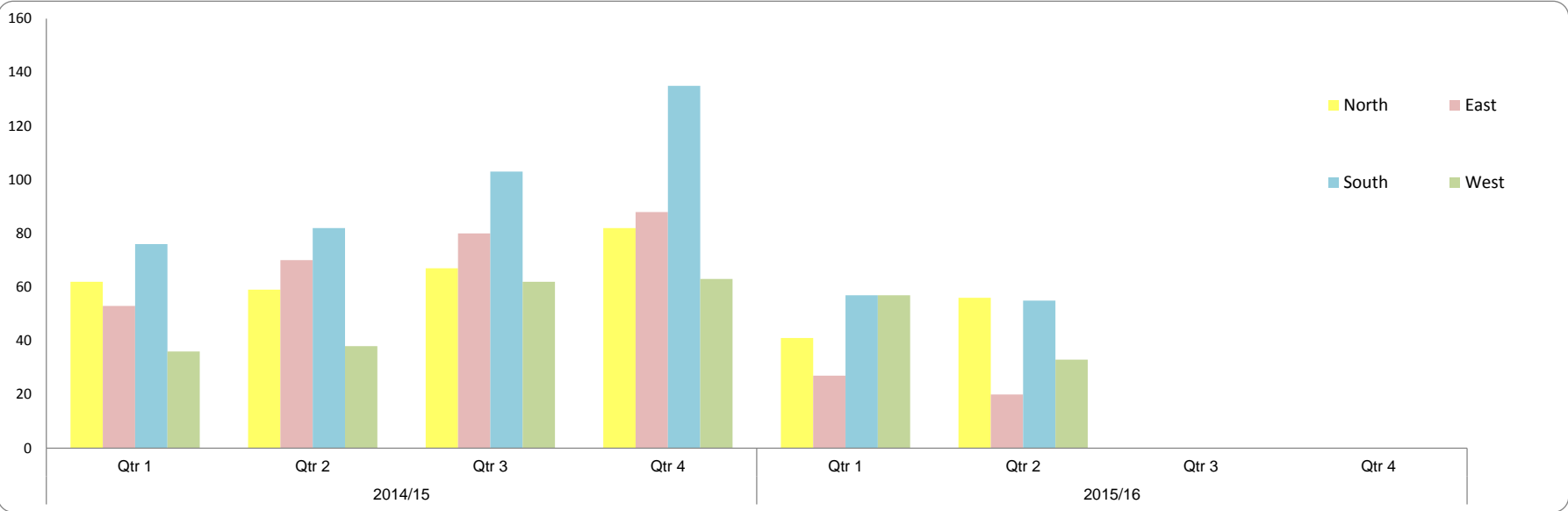


Number of current ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
02-Jan-15	76	155	41	110	239	120	53	115	39	92	1040
01-Apr-15	66	151	26	91	229	113	41	92	37	71	917
01-Jul-15	78	132	48	131	208	119	34	111	47	83	991
01-Oct-15	90	172	52	160	245	140	64	102	45	98	1168

ASB22

Number of Live Think Family cases

RAG Status	No Target
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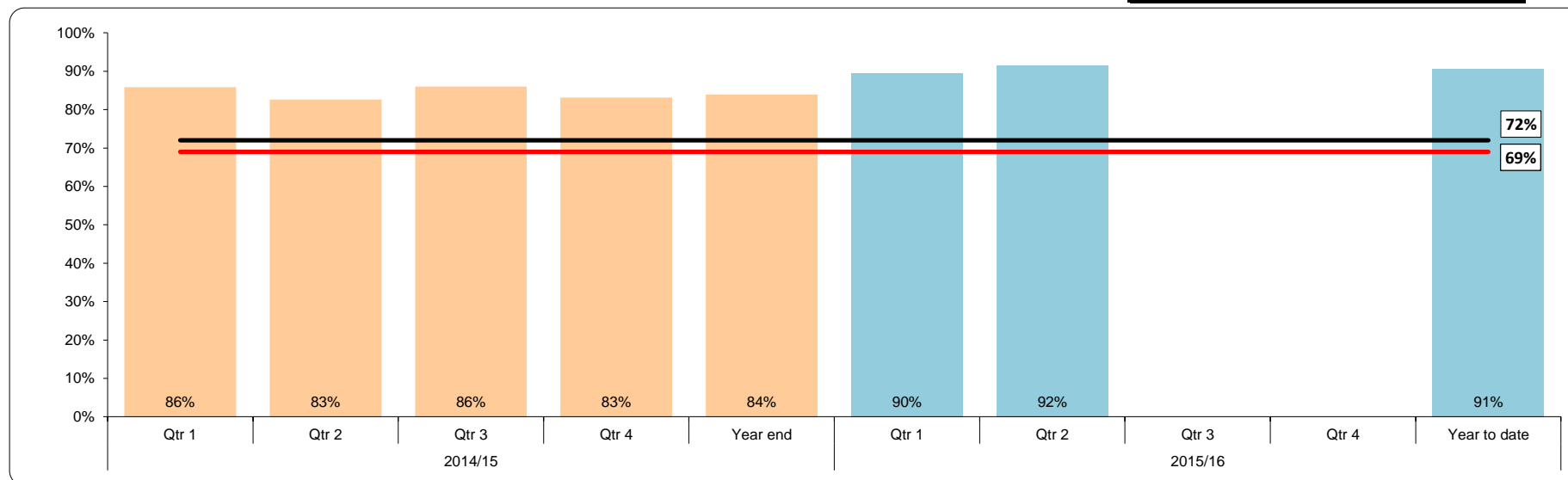
Quadrant	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	62	59	67	82	41	56	0	0
East	53	70	80	88	27	20		
South	76	82	103	135	57	55		
West	36	38	62	63	57	33		

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of high-rise blocks rated good or better	86%	83%	86%	83%	84%	90%	92%			91%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

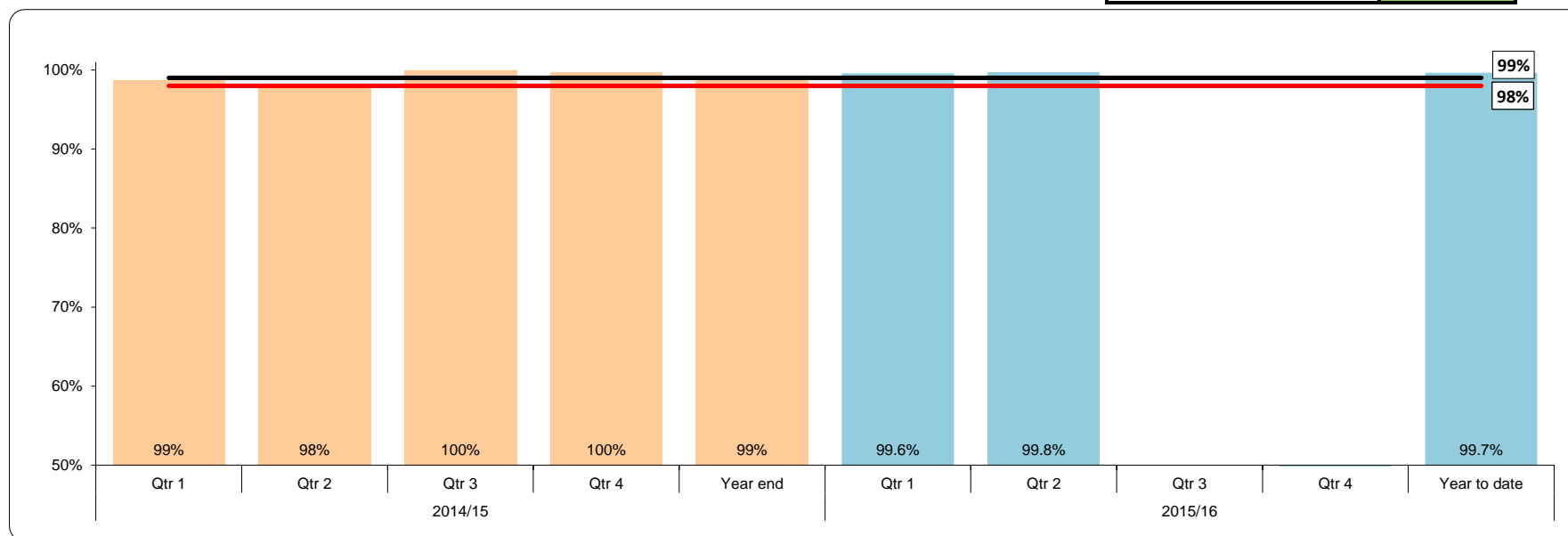
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	87%	93%	no high rise	96%	84%	96%	100%	98%	100%	98%

ETM01

Percentage of low-rise blocks rated satisfactory or better

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of low-rise blocks rated satisfactory or better	99%	98%	100%	100%	99%	99.6%	99.8%			99.7%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

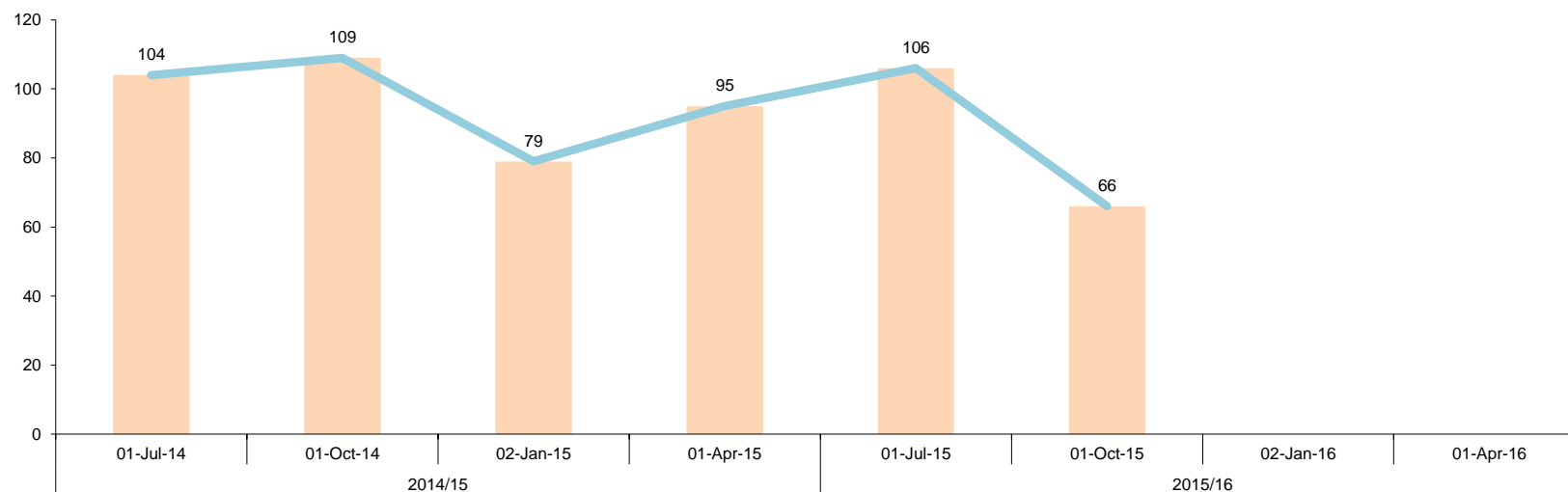
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	100%	100%	98%	99%	100%	100%	100%	100%	100%	99%

ETM02

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

RAG Status

No Target



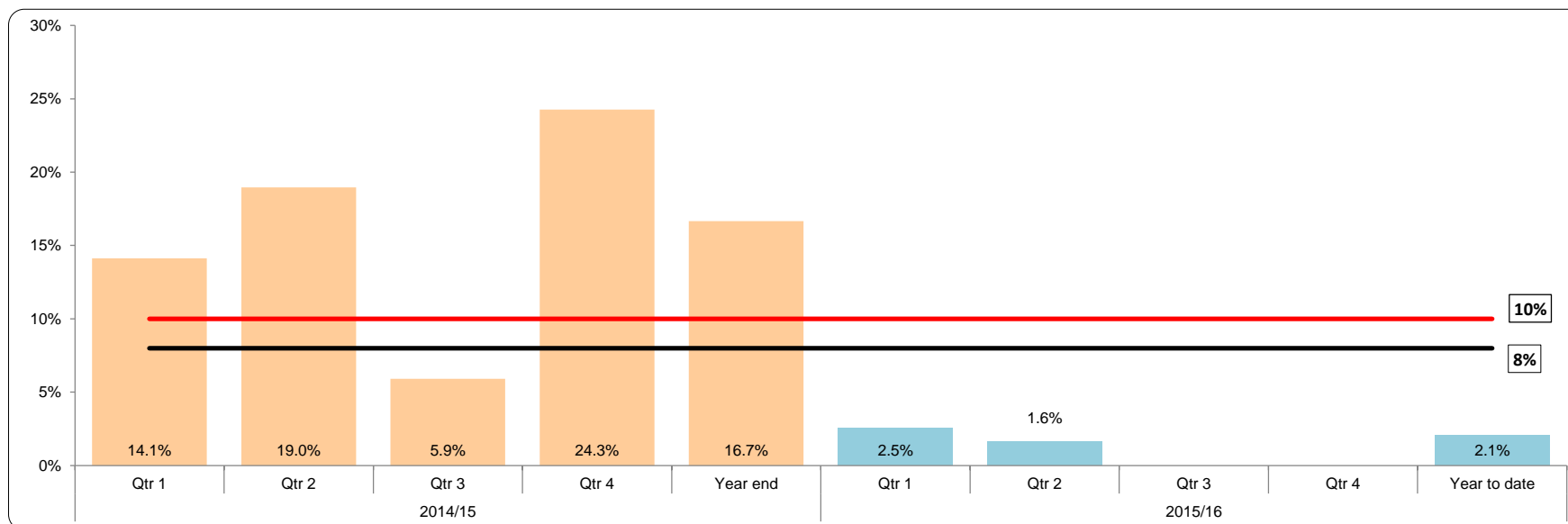
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	104	109	79	95	106	66		

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-Oct-15	19	7	0	7	4	13	4	8	0	2	2

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

RAG Status

Green



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of introductory tenancies over 12 months old, not made secure	14.1%	19.0%	5.9%	24.3%	16.7%	2.5%	1.6%			2.1%
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 2015-16	3.0%	2.0%	-	0.8%	0.0%	0.8%	-	4.3%	0.0%	2.9%

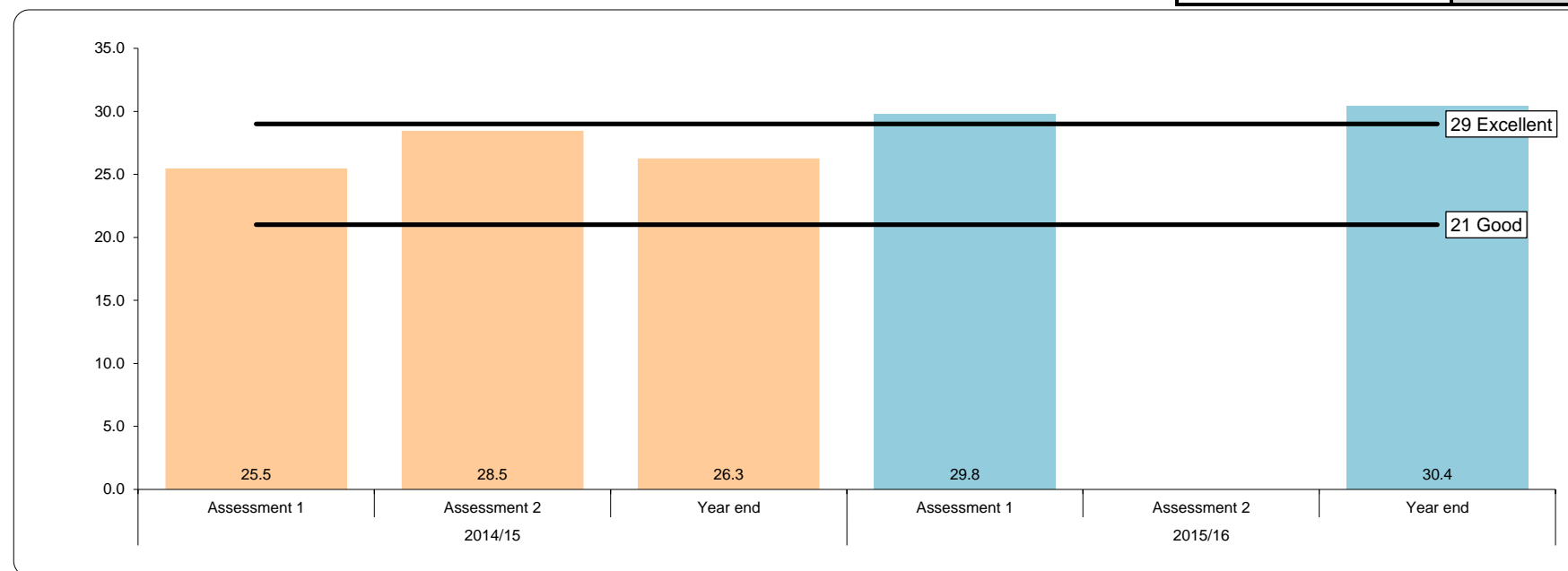
From Quarter 1 2015-16 only Introductory Tenancies that are at least 30 days overdue are included in this measure. This provides a more accurate figure and accounts for the improvement in performance.

ETM04

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

RAG Status

No Target



Bigger is better

	2014/15			2015/16		
	Assessment 1	Assessment 2	Year end	Assessment 1	Assessment 2	Year end
Condition of estates - average of bi-annual estate assessment scores	25.5	28.5	26.3	29.8		30.4
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

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

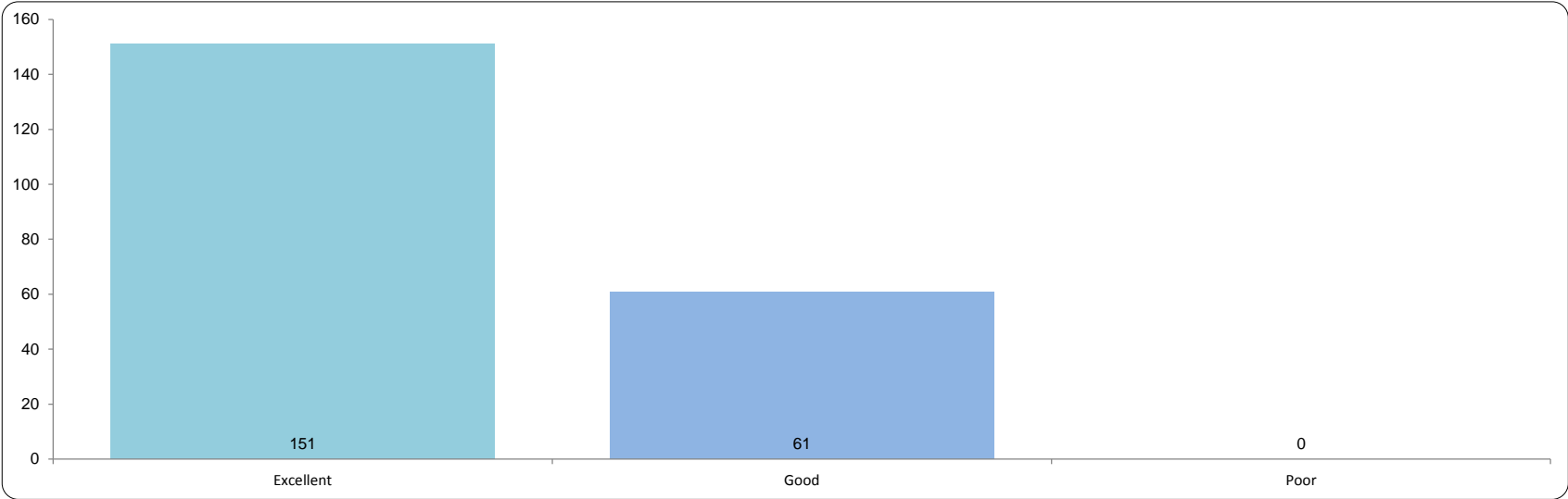
Score: 1-20 = Poor, 21-28 = Good, 29+ = Excellent

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 2015-16	28.7	32.6	31.2	30.8	25.6	28.4	27.2		33.1	32.8

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

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

RAG Status	No Target
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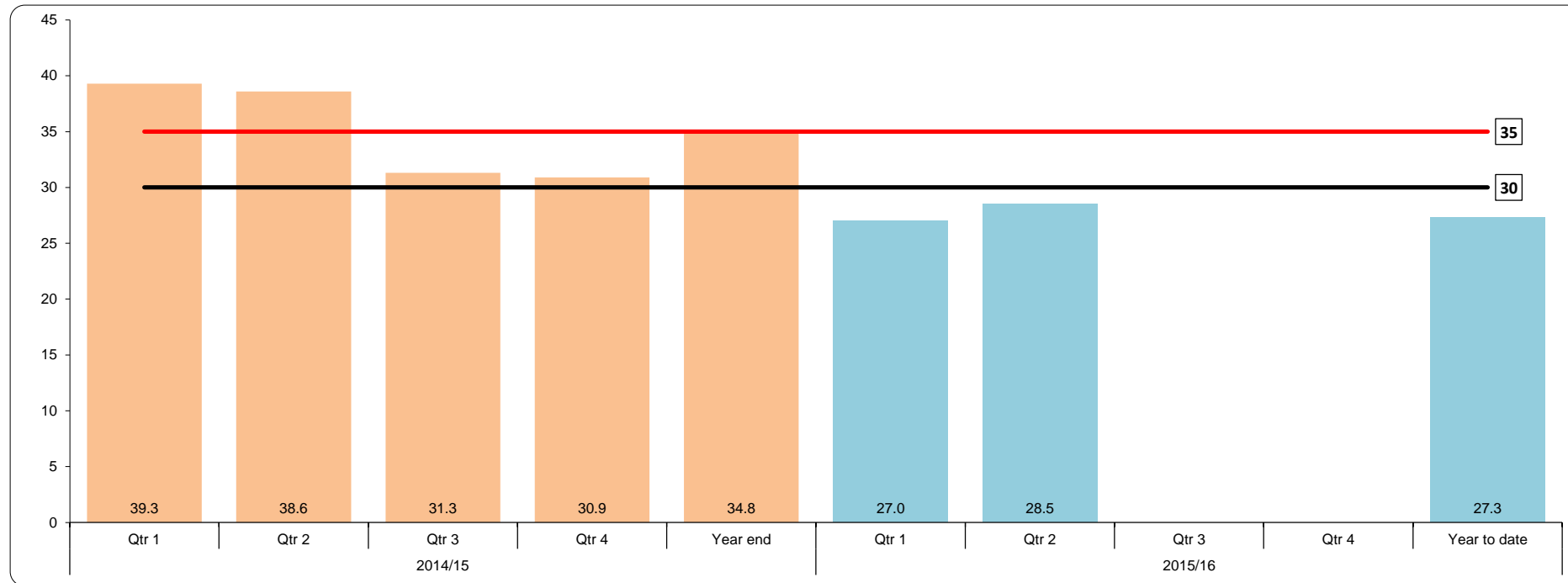
	Condition category		
2015/16	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	151	61	0

Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties

RAG Status

Green



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Average days void turnaround - all voids	39.3	38.6	31.3	30.9	34.8	27.0	28.5			27.3
Target	30	30	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35	35	35

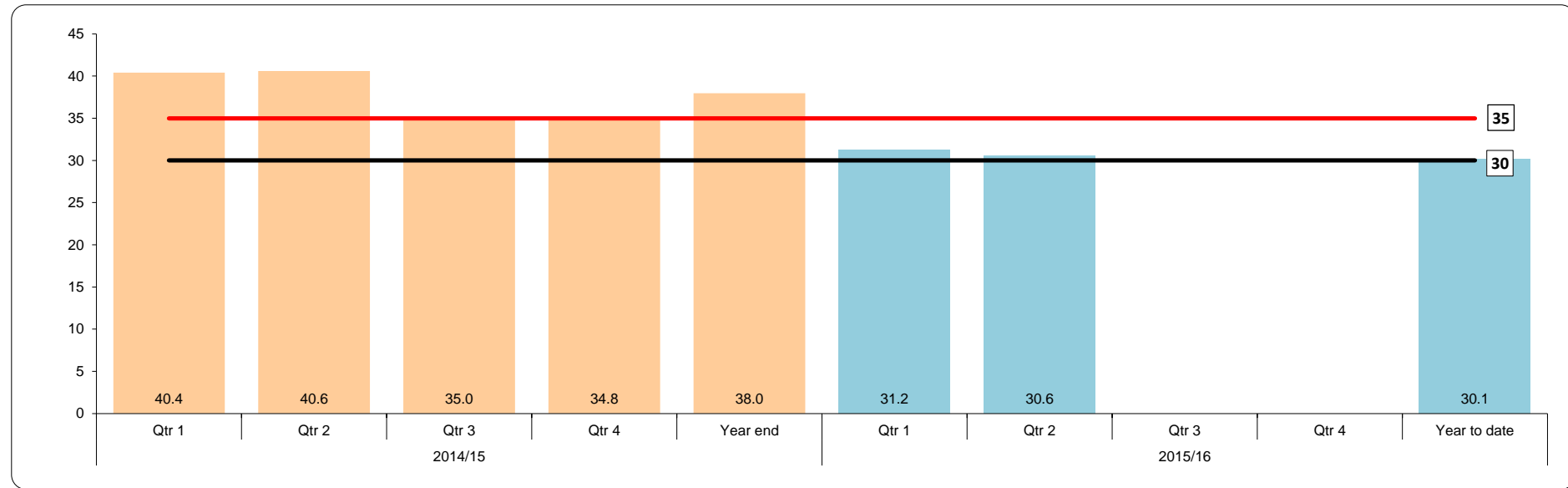
Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	33.1	23.0	27.3	23.6	26.8	33.4	29.0	32.7	27.3	24.1

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

Average days void turnaround - all voids

RAG Status

Amber



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Average days void turnaround - all voids	40.4	40.6	35.0	34.8	38.0	31.2	30.6			30.1
Target	30	30	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35	35	35

Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	34.5	27.1	25.8	24.6	28.4	34.5	31.0	34.9	27.8	29.7

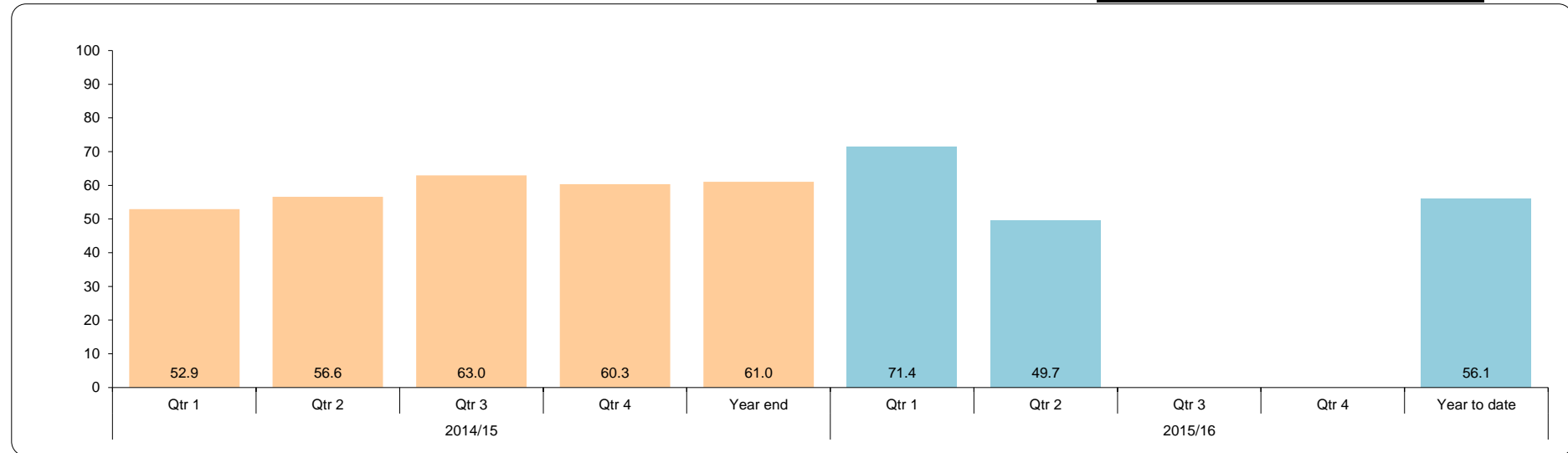
Definition: From date property becomes void to date it has a tenancy start date. Turnaround excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL01

Average days void turnaround - void sheltered properties only

RAG Status

No Target



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Average days void turnaround - void sheltered properties only	52.9	56.6	63.0	60.3	61.0	71.4	49.7			56.1
Average days void turnaround - void sheltered properties only	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	52.1	68.2	6.7	35.5	44.8	58.3	39.0	55.4	32.3	56.1

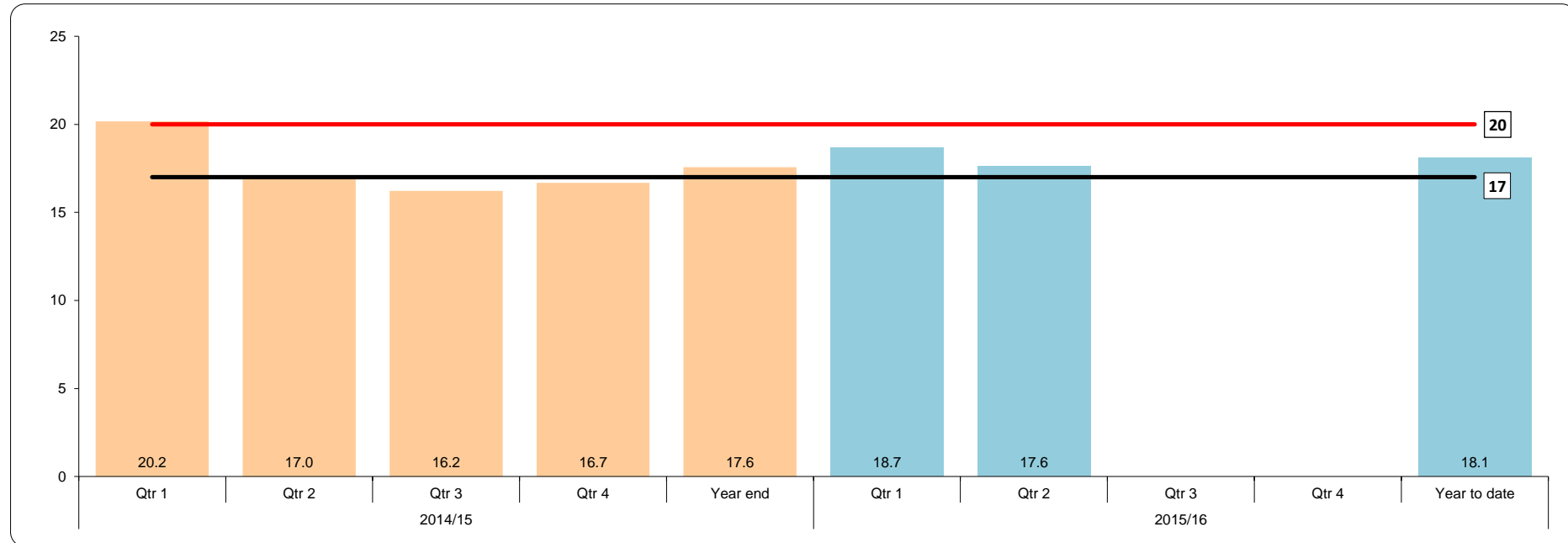
Definition: From date property becomes void to date it has a tenancy start date. All current sheltered voids only

VL03

Average calendar days to repair a void property

RAG Status

Amber



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Average calendar days to repair a void property	20.2	17.0	16.2	16.7	17.6	18.7	17.6			18.1
Target	17	17	17	17	17	17	17	17	17	17
Standard	20	20	20	20	20	20	20	20	20	20

Average calendar days to repair a void property	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	13.3	19.0	29.6	18.0	20.0	16.1	17.5	13.9	19.5	18.6

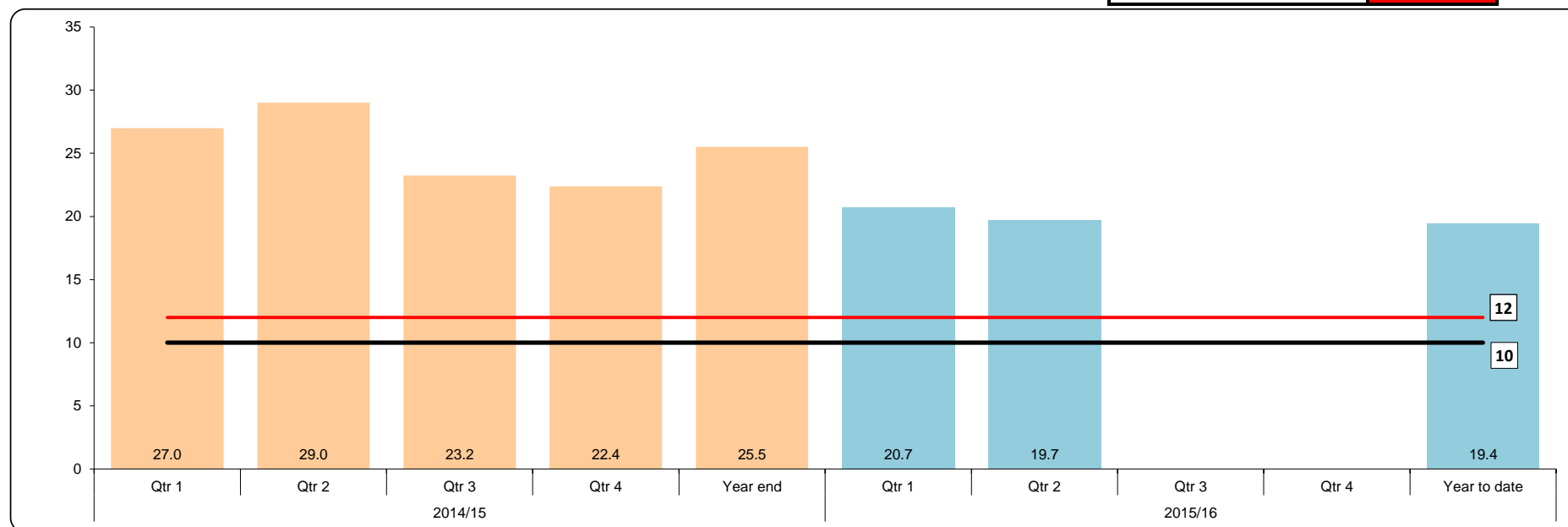
Definition: From date property becomes void to date it becomes FFL. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive works voids, asbestos, gas, electric etc. as per agreed process

VL04

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

RAG Status

Red



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	27.0	29.0	23.2	22.4	25.5	20.7	19.7			19.4
Target	10	10	10	10	10	10	10	10	10	10
Standard	12	12	12	12	12	12	12	12	12	12

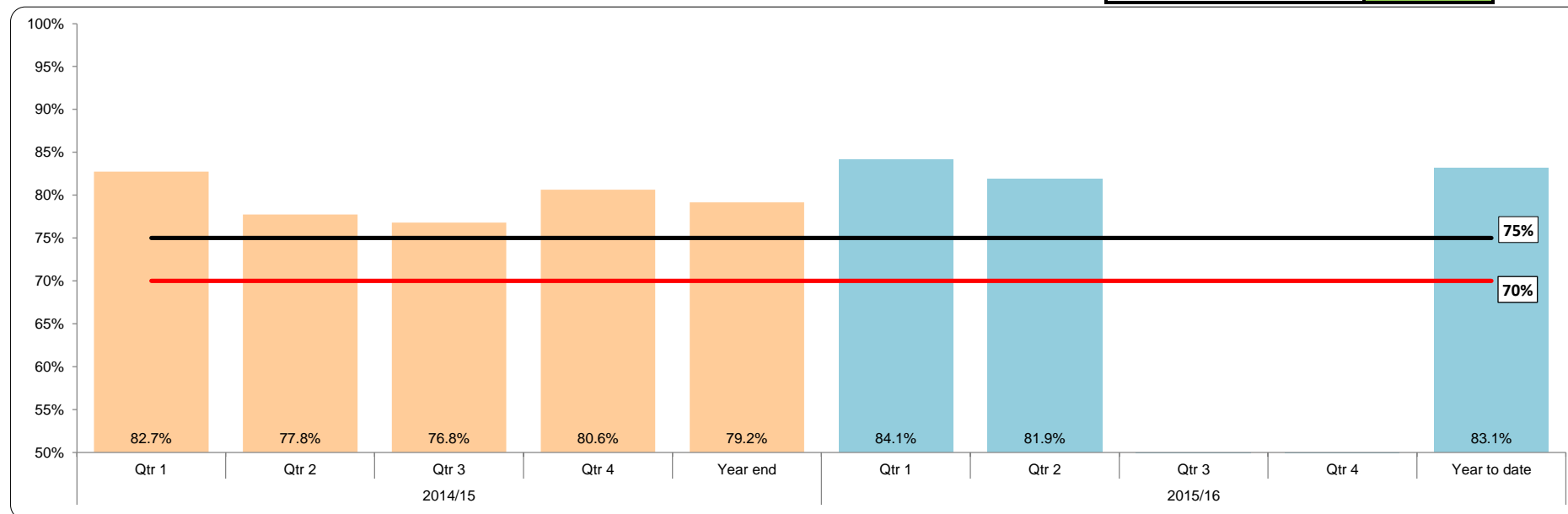
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	23.5	18.1	12.2	12.9	14.1	24.5	18.4	27.5	12.4	20.0

Definition: From date property becomes FFL to date it has a tenancy start date. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc.

Percentage of void properties let first time

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of void properties let first time	82.7%	77.8%	76.8%	80.6%	79.2%	84.1%	81.9%			83.1%
Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
Standard	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%

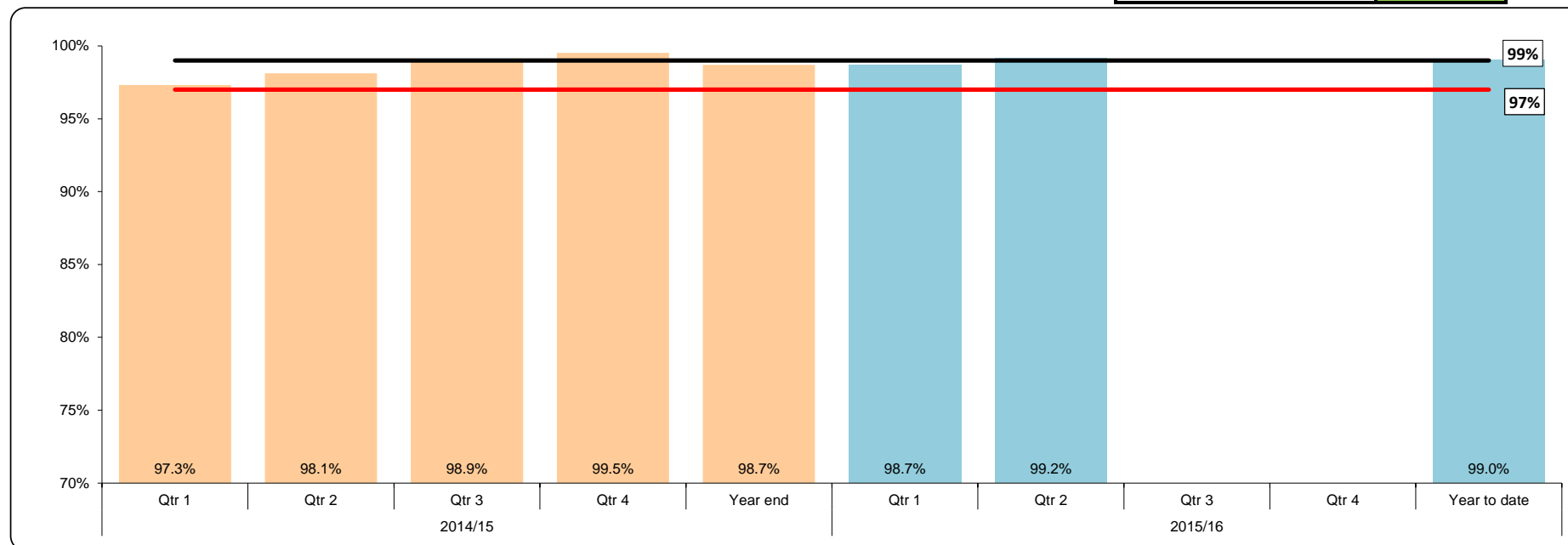
Percentage of void properties let first time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	81.6%	85.6%	83.3%	84.6%	77.5%	83.0%	73.5%	80.0%	86.5%	82.6%

VL06

Customer satisfaction with letting staff

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Customer satisfaction with letting staff	97.3%	98.1%	98.9%	99.5%	98.7%	98.7%	99.2%			99.0%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%

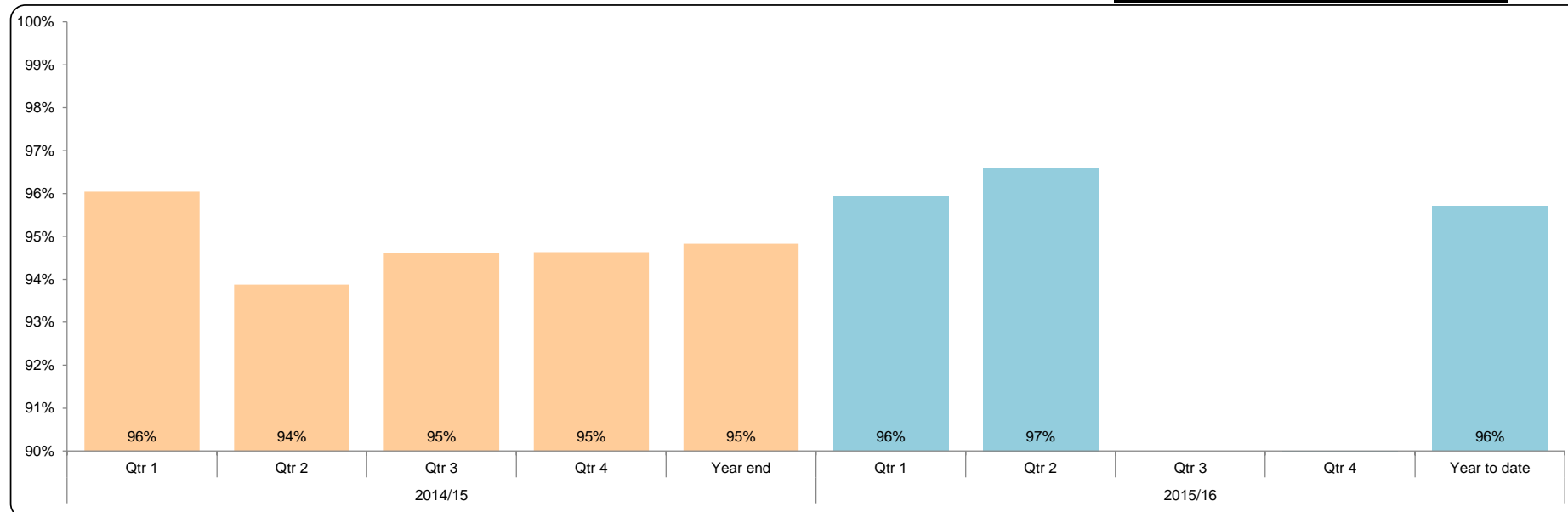
Customer satisfaction with letting staff	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	86.7%	97.3%	90%	no data	99.5%	100%	100%	no data	100%	100%

VL14

Customer satisfaction with new home

RAG Status

No Target



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Customer satisfaction with new home	96%	94%	95%	95%	95%	96%	97%			96%

Customer satisfaction with new home	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	100%	100%	67%	100%	98.1%	100%	92.9%	no data	100%	100%

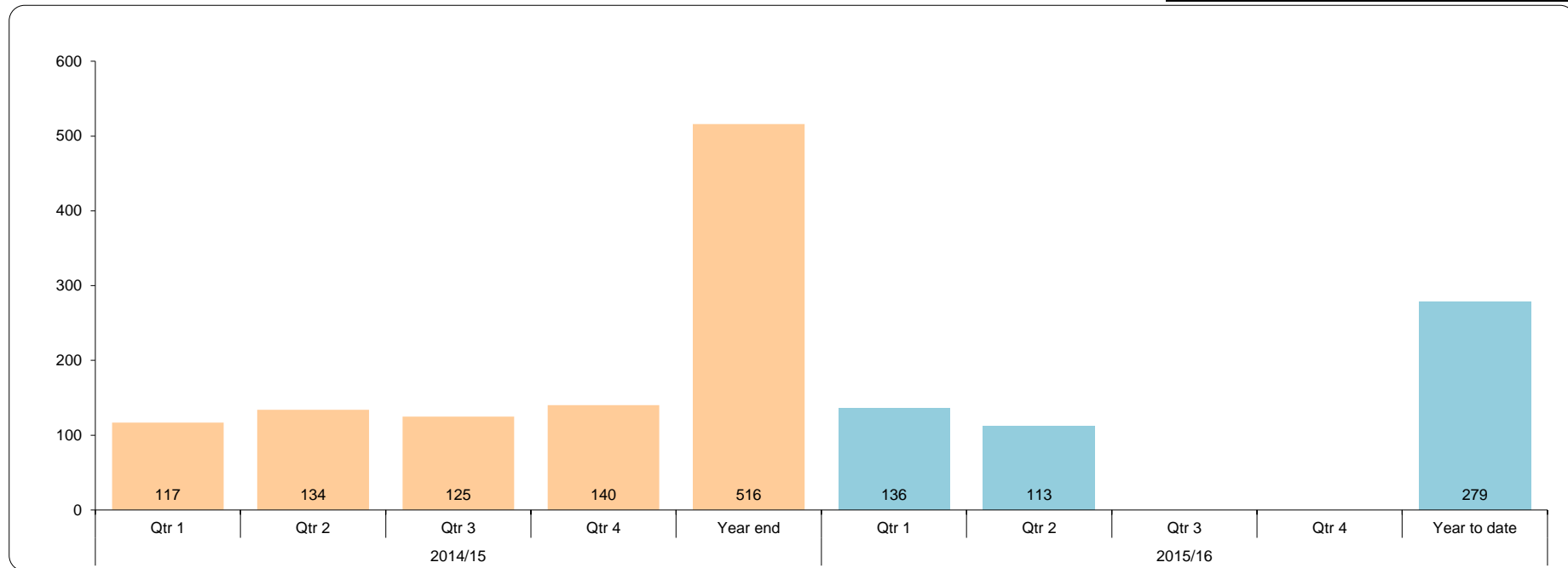
VL15

Services for Older People (Carol Dawson)

Number of new void sheltered properties

RAG Status

No Target

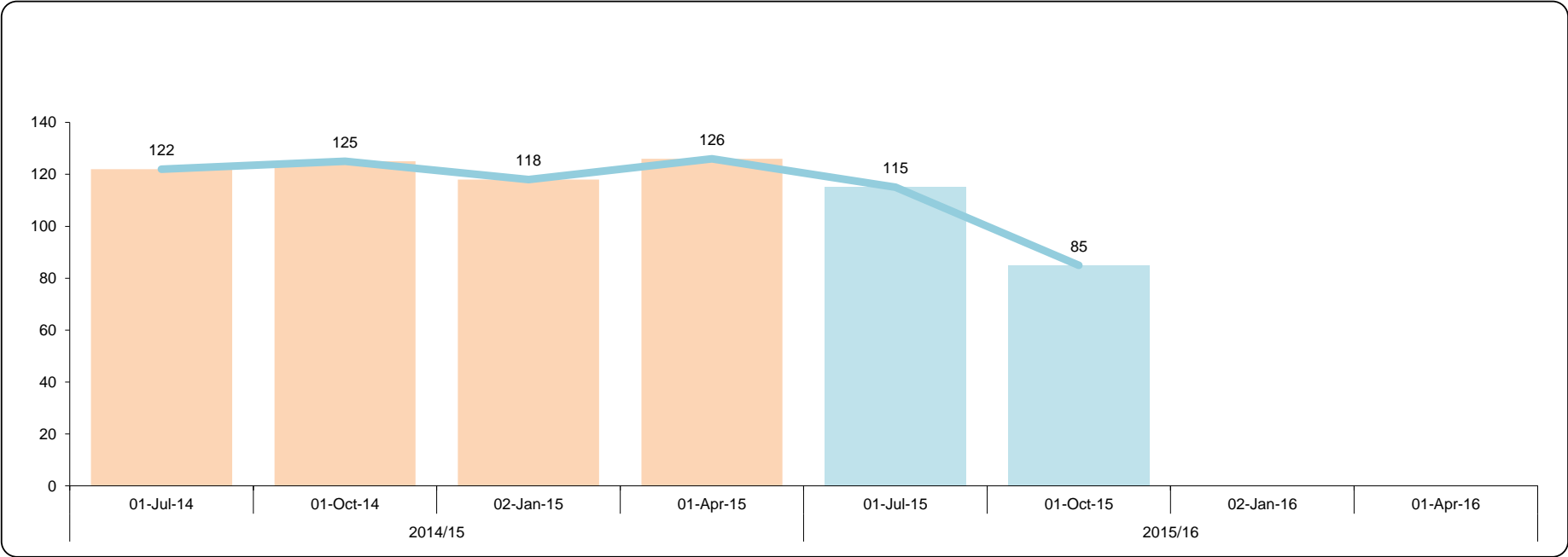


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of new void sheltered properties	117	134	125	140	516	136	113			279

VL07

Number of current void properties - sheltered only - Snapshot figure

RAG Status	No Target
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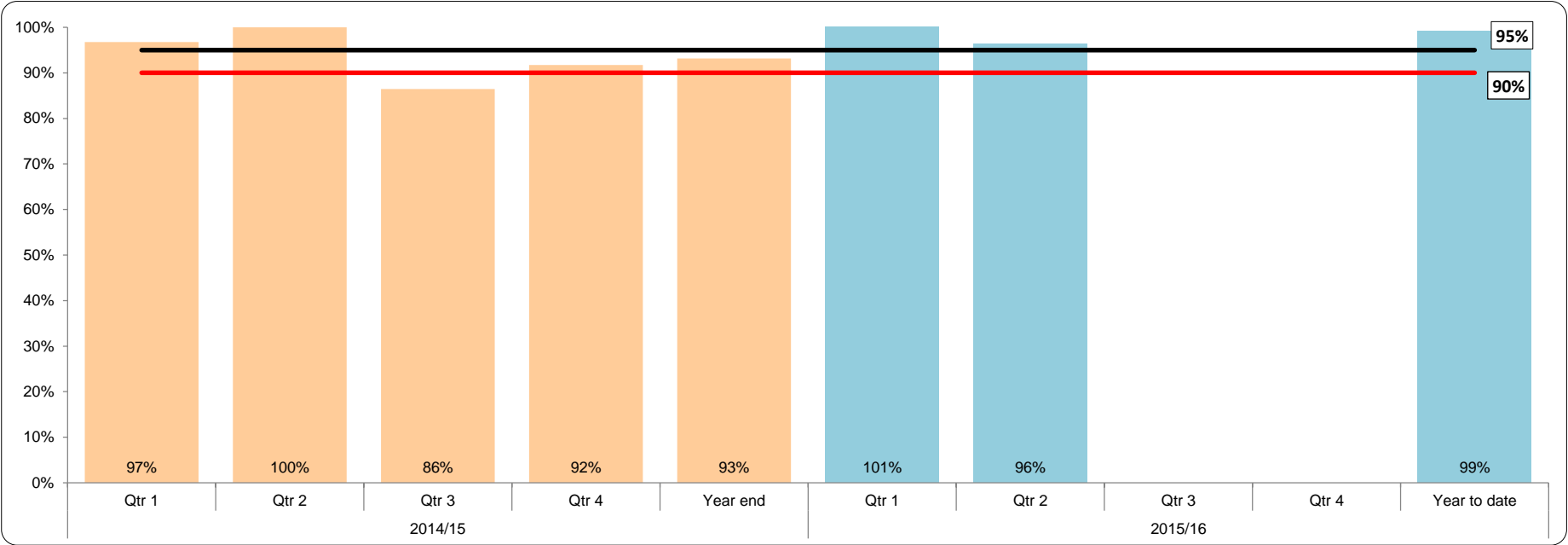
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Total number of current void properties - Snapshot figure	122	125	118	126	115	85		

Total number of current void properties - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01-Oct-15	16	8	1	15	11	4	9	8	5	8

Percentage of support plans completed in 4 weeks

RAG Status

Green



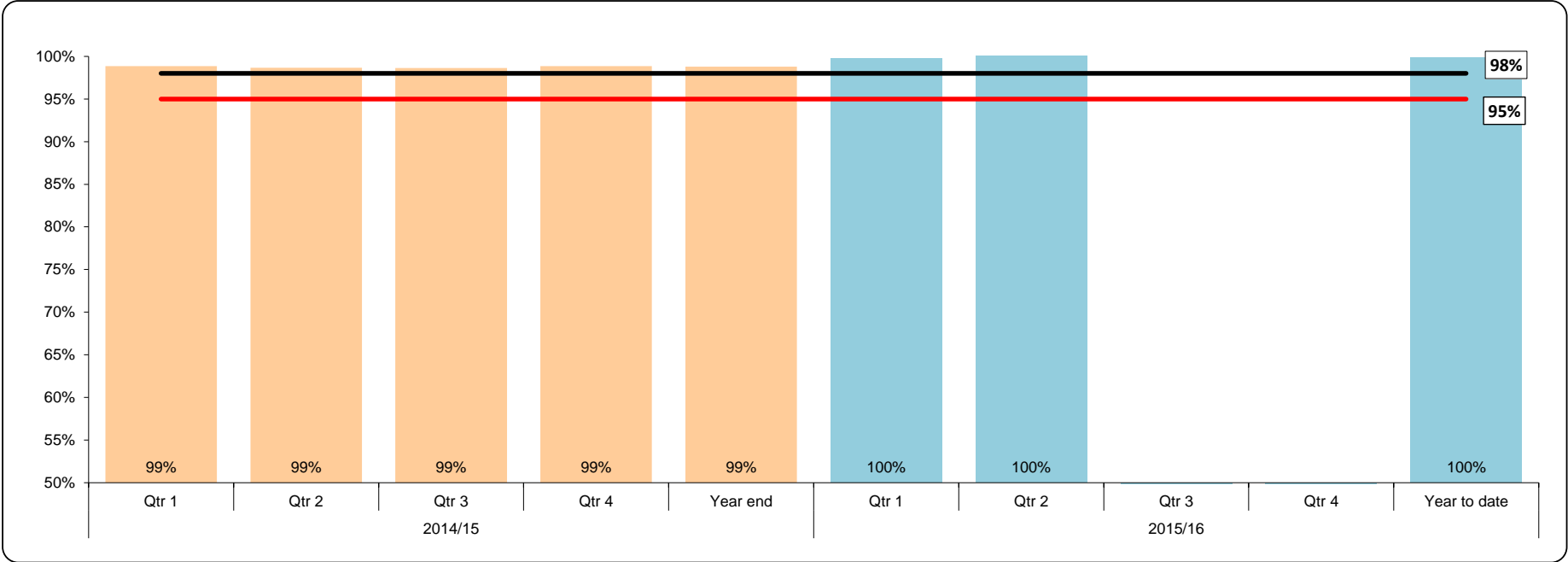
Bigger is better

Percentage of support plans completed in 4 weeks	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	97%	100%	86%	92%	93%	101%	96%			99%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Percentage of Careline calls answered within 60 seconds

RAG Status

Green



Bigger is better

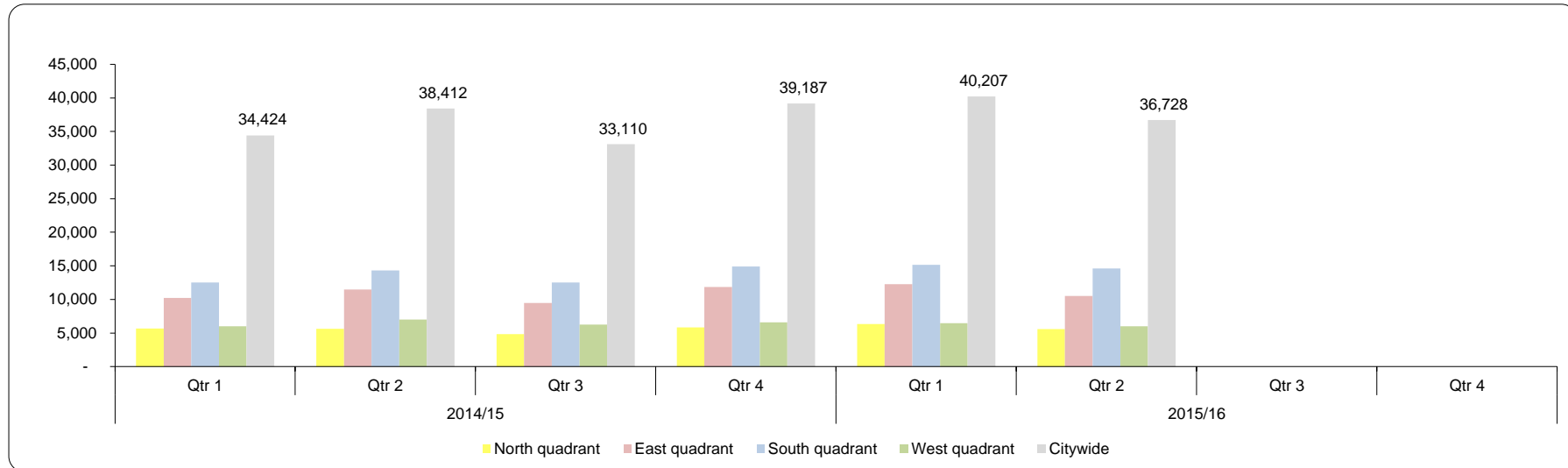
Percentage of Careline calls answered within 60 seconds	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	99%	99%	99%	99%	99%	100%	100%			100%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

No Target



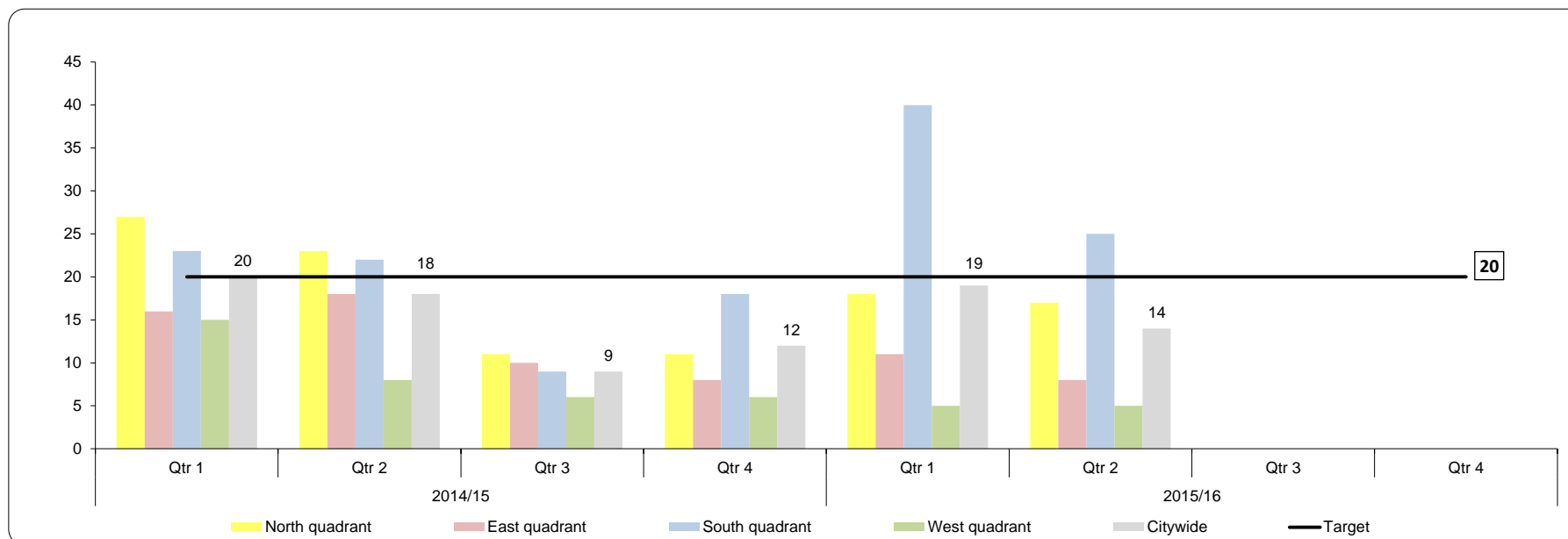
	2014/15				2015/16			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	5,668	5,609	4,850	5,836	6,320	5,581		
East quadrant	10,233	11,476	9,485	11,851	12,280	10,510		
South quadrant	12,533	14,321	12,519	14,915	15,138	14,627		
West quadrant	5,990	7,006	6,256	6,585	6,469	6,010		
Citywide	34,424	38,412	33,110	39,187	40,207	36,728		

HCS01

Average time taken to answer calls (in seconds)

RAG Status

Green



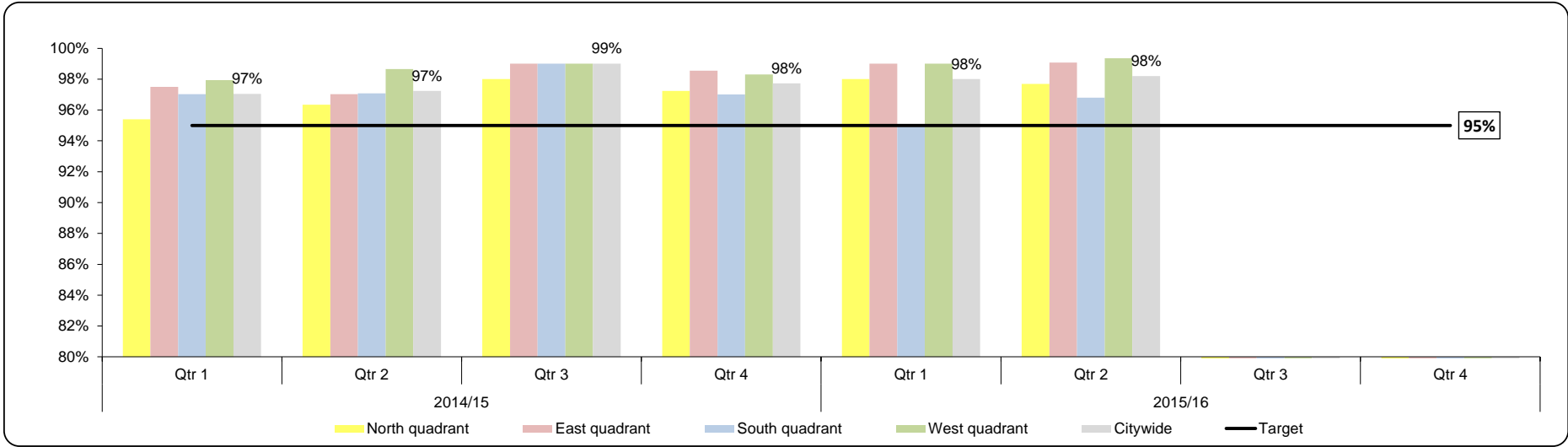
Smaller is better

	2014/15				2015/16			
Average time taken to answer calls (in seconds)	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	27	23	11	11	18	17		
East quadrant	16	18	10	8	11	8		
South quadrant	23	22	9	18	40	25		
West quadrant	15	8	6	6	5	5		
Citywide	20	18	9	12	19	14		
Target	20	20	20	20	20	20	20	20

HCS02

Percentage of calls answered

RAG Status	Green
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Bigger is better

	2014/15				2015/16			
Percentage of calls answered	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	95%	96%	98%	97%	98%	98%		
East quadrant	98%	97%	99%	99%	99%	99%		
South quadrant	97%	97%	99%	97%	95%	97%		
West quadrant	98%	99%	99%	98%	99%	99%		
Citywide	97%	97%	99%	98%	98%	98%		
Target	95%	95%	95%	95%	95%	95%	95%	95%

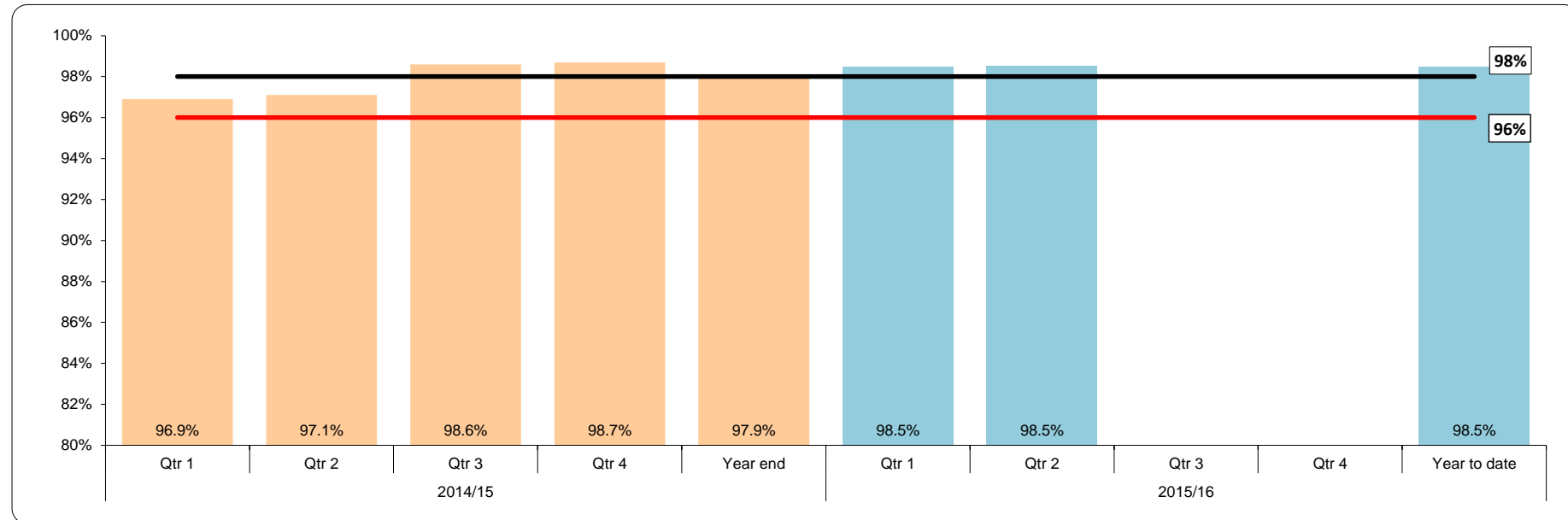
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Green



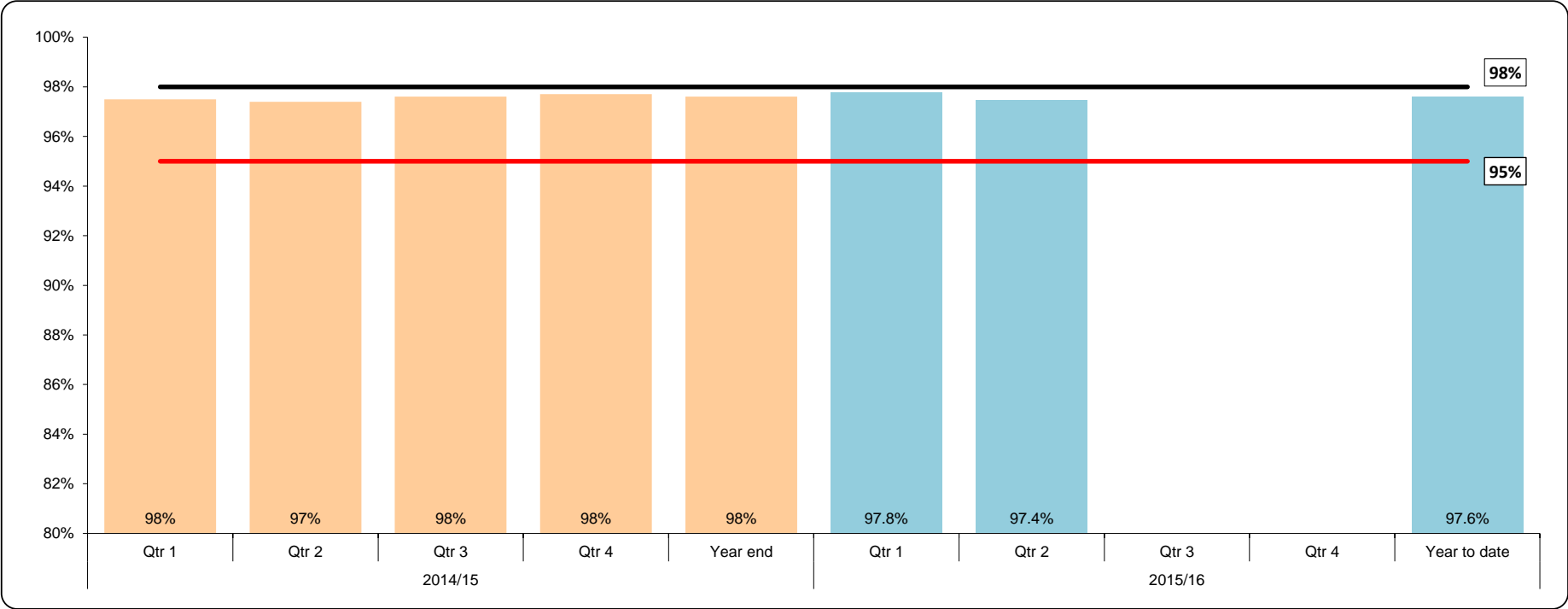
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	98.5%	98.5%			98.5%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%

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 2015-16	99.3%	97.6%	98.3%	99.5%	97.3%	98.4%	98.5%	98.4%	98.4%	99.6%

Percentage of appointments kept

RAG Status	Amber
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Bigger is better

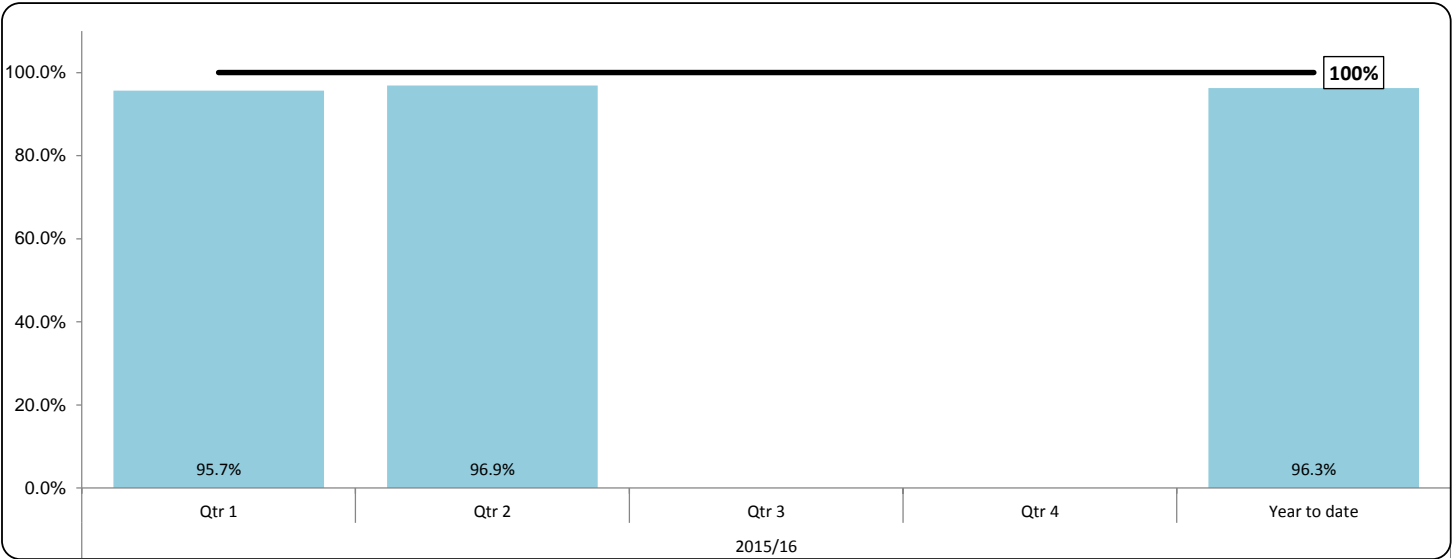
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of appointments kept	98%	97%	98%	98%	98%	97.8%	97.4%			97.6%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

We will respond to emergency repairs in two hours

Birmingham Promise

RAG Status

Red



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	This is a new measure. There is no historical data available					95.7%	96.9%			96.3%
We will respond to emergency repairs in two hours										
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

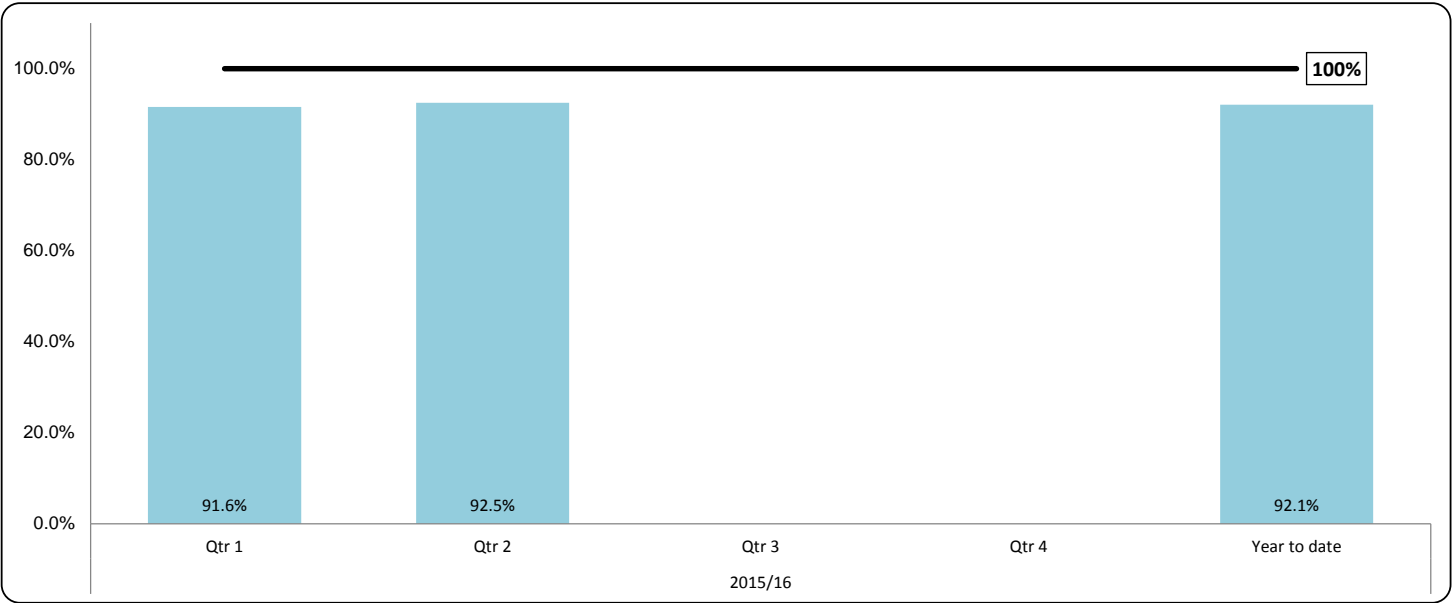
AMM14

We will resolve routine repairs within 30 days

Birmingham Promise

RAG Status

Red



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
We will resolve routine repairs within 30 days	This is a new measure. There is no historical data available					91.6%	92.5%			92.1%
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

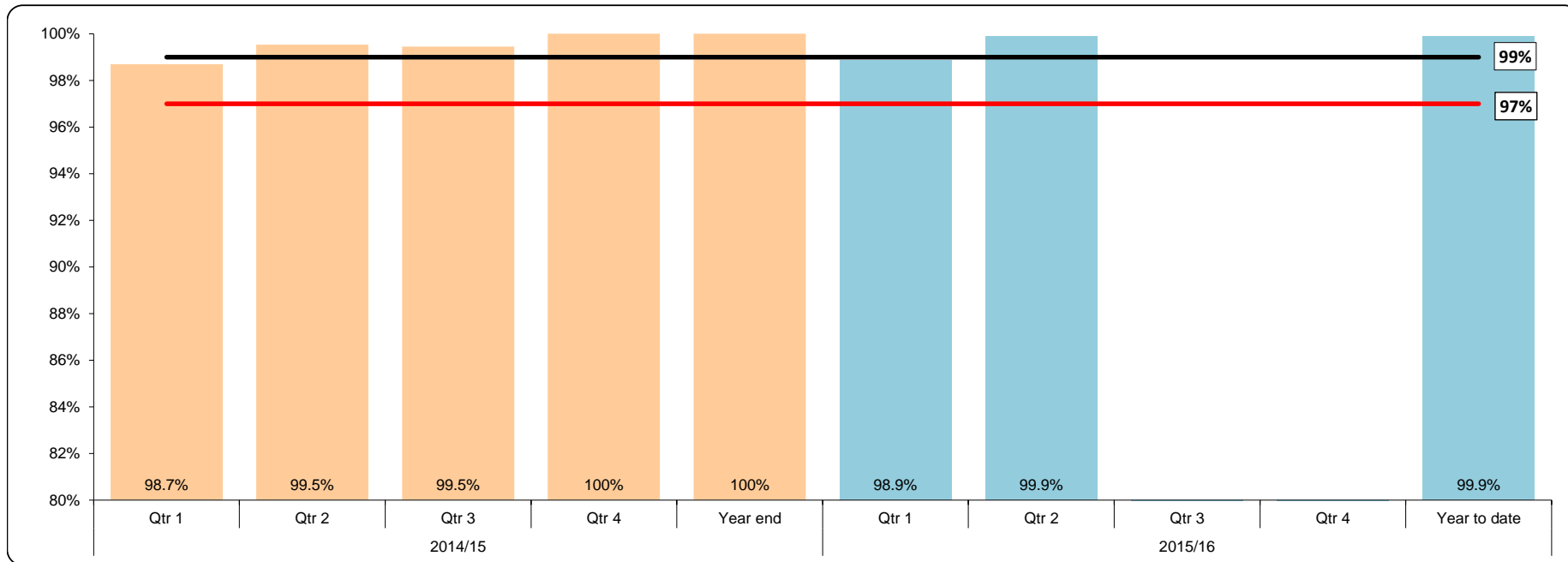
We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	91.0%	93.1%	89.5%	93.9%	94.3%	90.4%	91.1%	90.8%	92.7%	93.9%

AMM15

Percentage of gas servicing completed against period profile

RAG Status

Green



Target - Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of gas servicing completed against period profile	98.7%	99.5%	99.5%	100%	100%	98.9%	99.9%			99.9%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%

Percentage of gas servicing completed against period profile	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.7%	99.9%

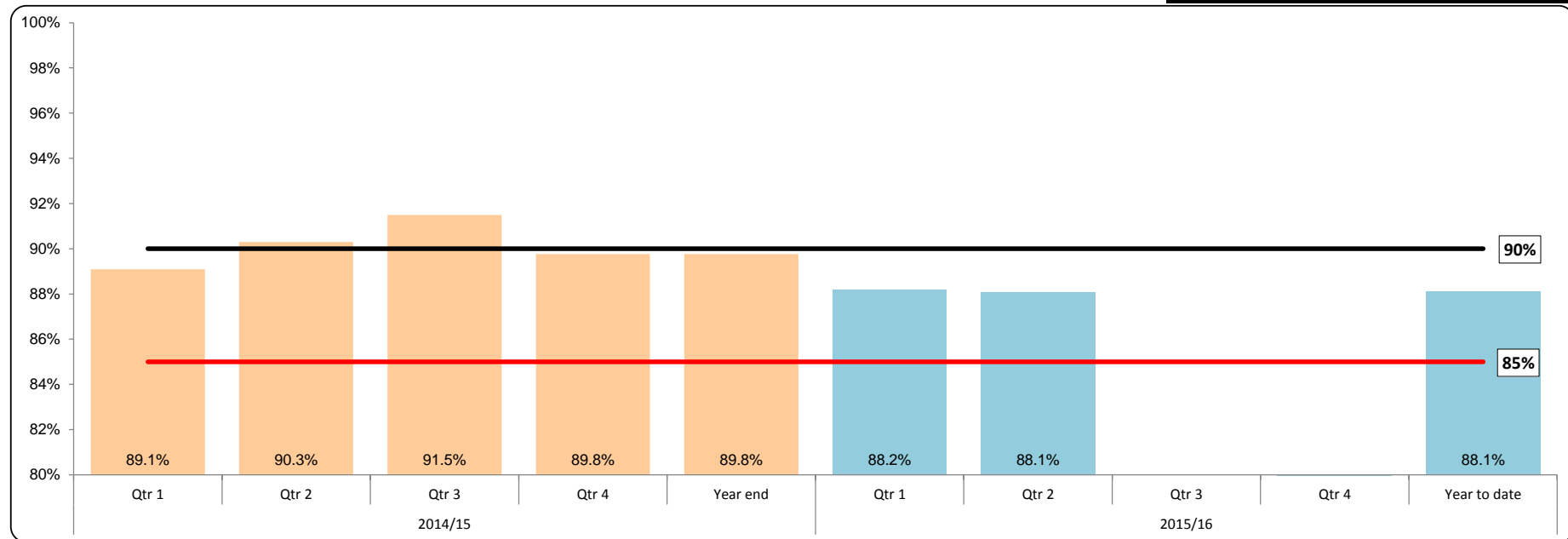
From April 2015 this measure excludes voids.

AMM08

Percentage of gas repairs completed within 7 days

RAG Status

Amber



Target - Bigger is better

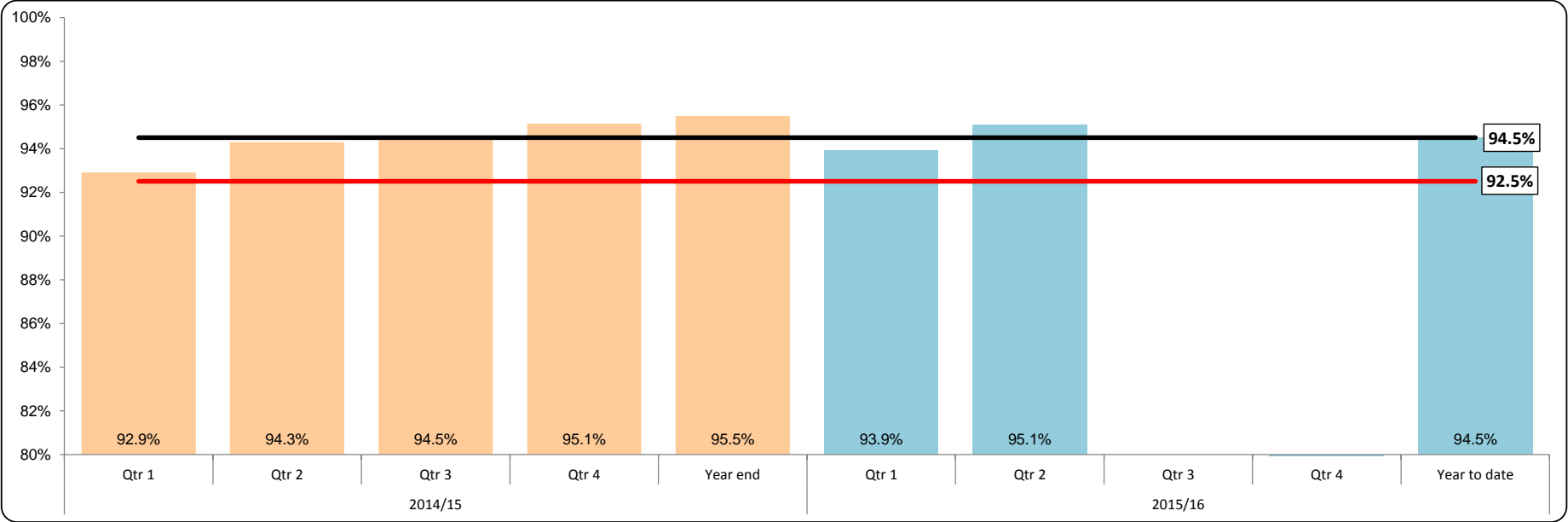
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of gas repairs completed within 7 days	89.1%	90.3%	91.5%	89.8%	89.8%	88.2%	88.1%			88.1%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

Percentage of gas repairs completed within 7 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	89.8%	85.2%	82.2%	90.5%	90.8%	84.3%	86.7%	88.4%	82.9%	91.3%

AMM10

Customer satisfaction with repairs

RAG Status	Green
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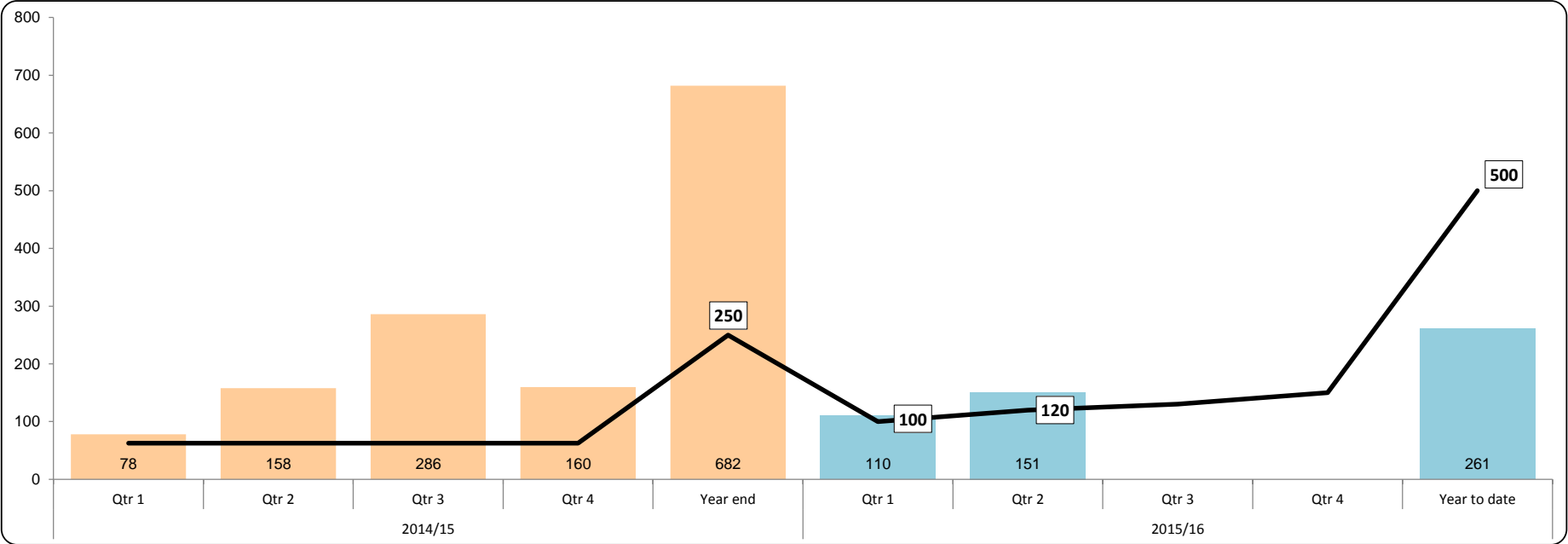


Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Customer satisfaction with repairs	92.9%	94.3%	94.5%	95.1%	95.5%	93.9%	95.1%			94.5%
Target	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%
Standard	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%

Number of households assisted by independent living

RAG Status	Green
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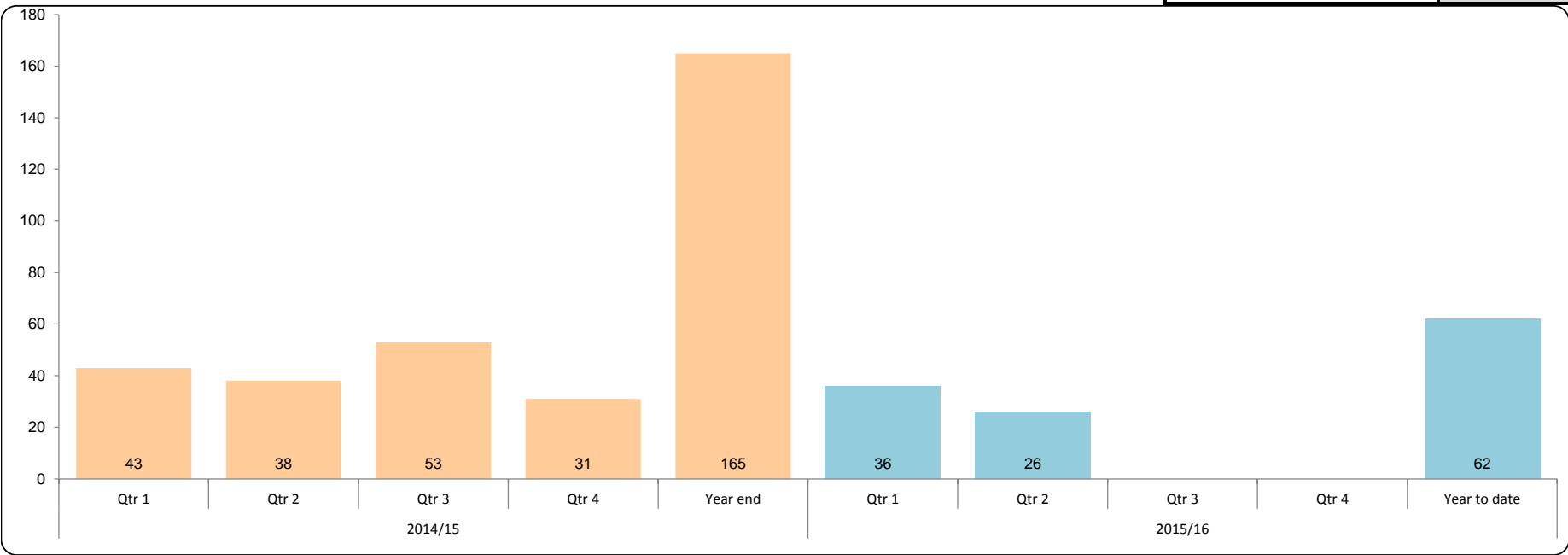
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of households assisted by independent living	78	158	286	160	682	110	151			261
Target	62.5	62.5	62.5	62.5	250	100	120	130	150	500

Number of Wise Move completions

RAG Status

No Target



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of Wise Move completions	43	38	53	31	165	36	26			62

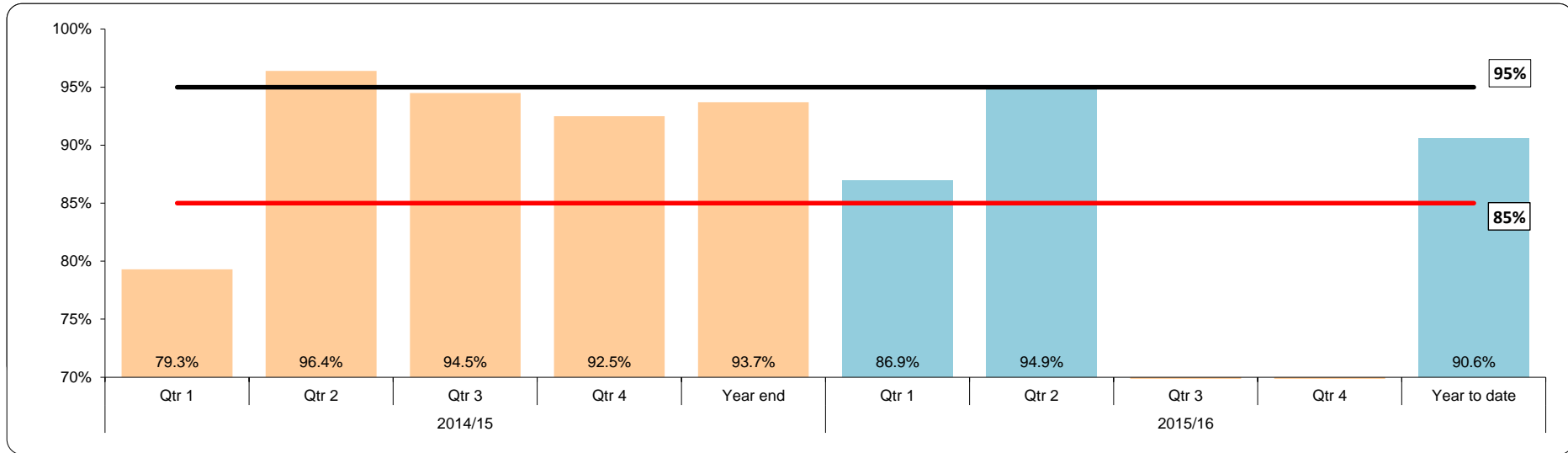
AMM13

Capital Works (Martin Tolley)

As per contractor assessment the percentage of capital improvements completed within timescale

RAG Status

Amber



Bigger is better

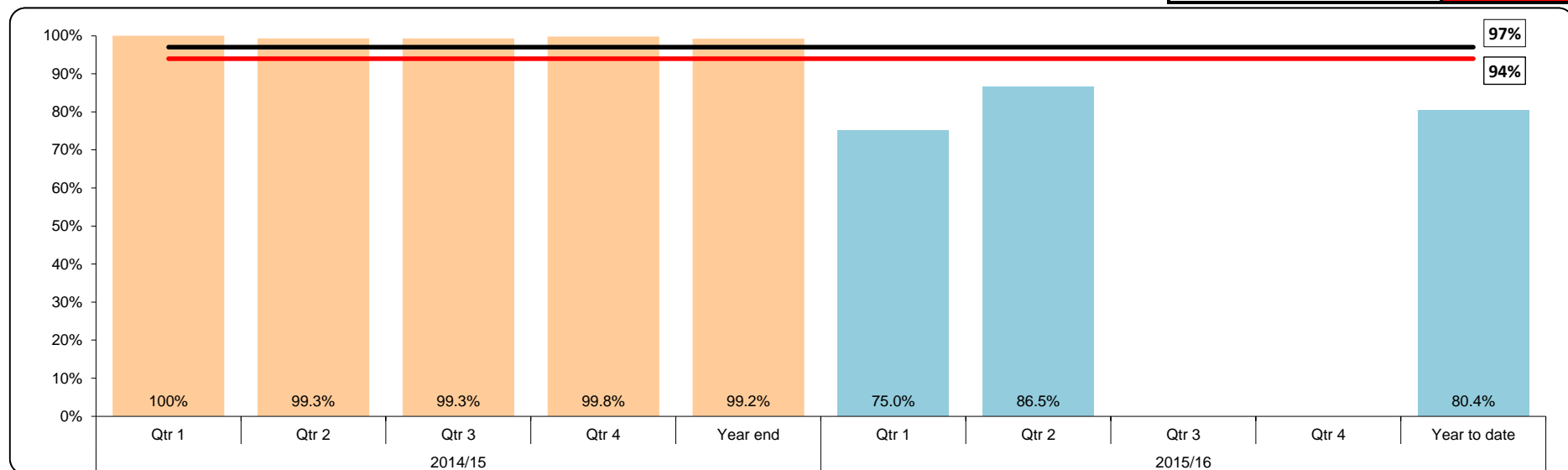
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
As per contractor assessment the percentage of capital improvements completed within timescale	79.3%	96.4%	94.5%	92.5%	93.7%	86.9%	94.9%			90.6%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

CW01

The percentage of capital improvements works completed and audited by BCC with no defects on handover

RAG Status

Red



Bigger is better

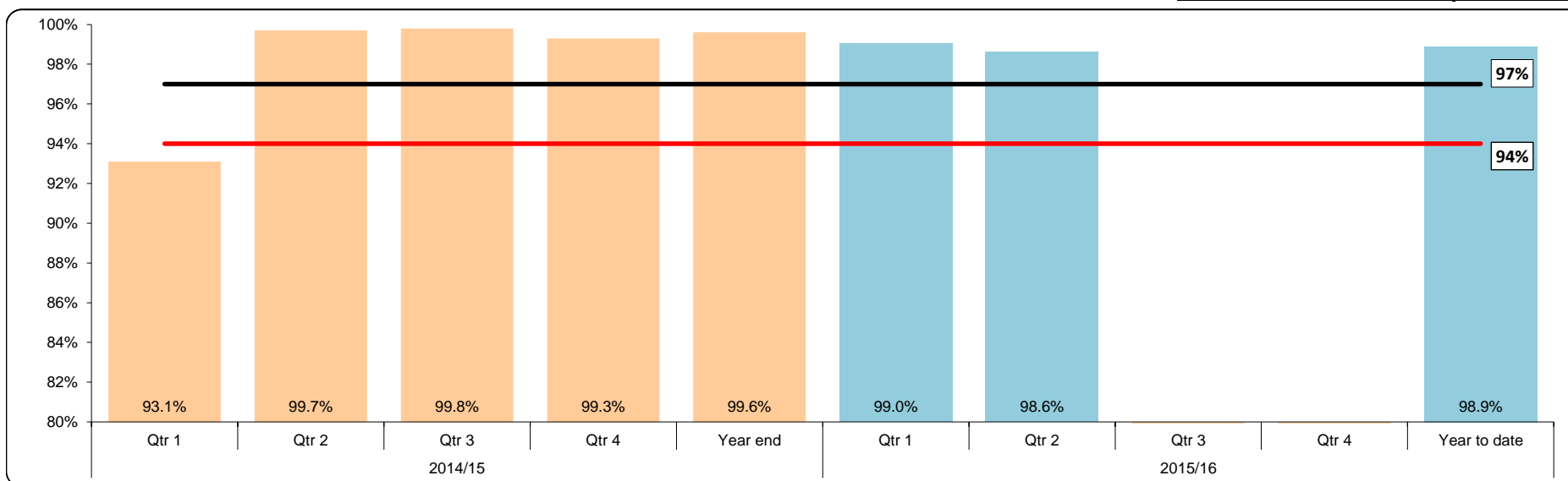
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
The percentage of capital improvements works completed and audited by BCC with no defects on handover	100%	99.3%	99.3%	99.8%	99.2%	75.0%	86.5%			80.4%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW02

Percentage of customers satisfied with contractor performance

RAG Status

Green



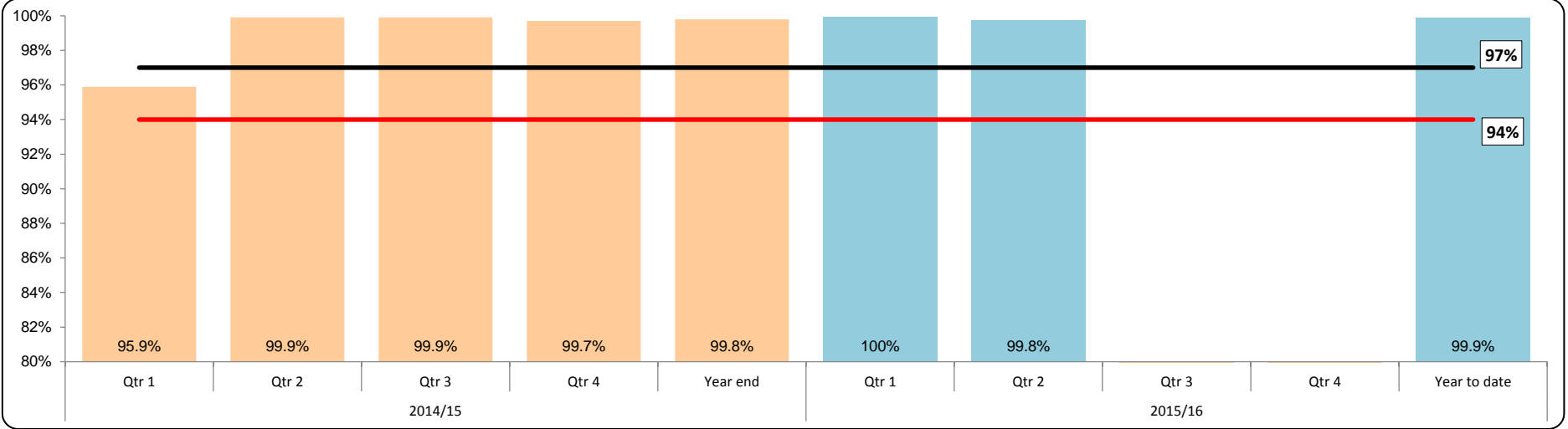
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of customers satisfied with contractor performance	93.1%	99.7%	99.8%	99.3%	99.6%	99.0%	98.6%			98.9%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW03

Percentage of customers satisfied with the quality of their home improvement

RAG Status	Green
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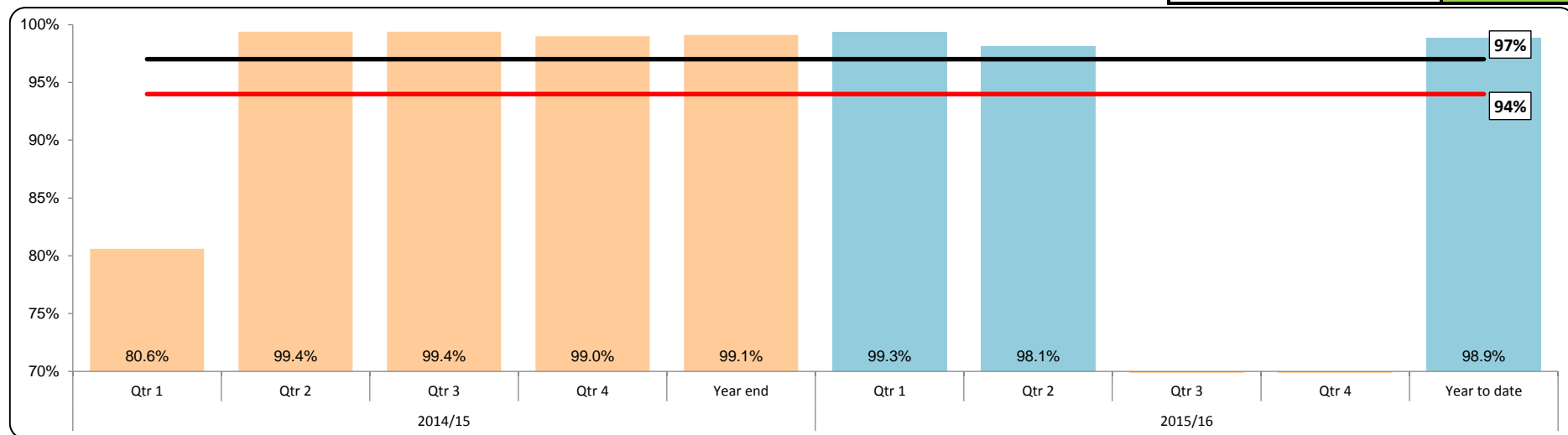
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of customers satisfied with the quality of their home improvement	95.9%	99.9%	99.9%	99.7%	99.8%	100%	99.8%			99.9%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

Percentage of customers satisfied with Birmingham City Council's overall process

RAG Status

Green



Bigger is better

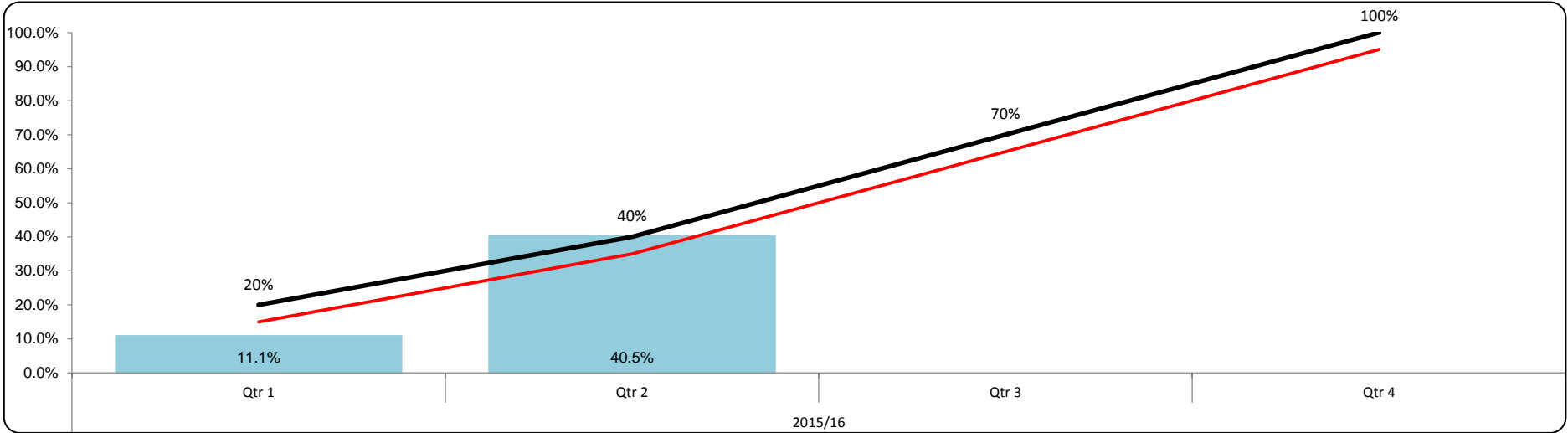
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of customers satisfied with Birmingham City Council's overall process	80.6%	99.4%	99.4%	99.0%	99.1%	99.3%	98.1%			98.9%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW05

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

RAG Status
(based on YTD data)

Green

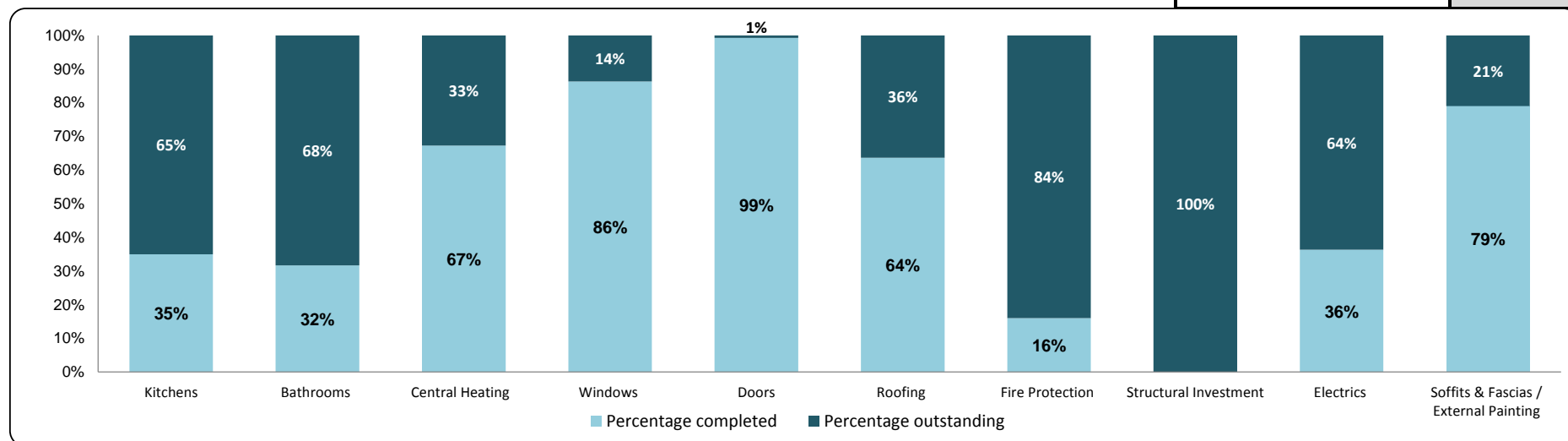


Bigger is better

	2015/16			
	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%		
Target	20%	40%	70%	100%
Standard	15%	35%	65%	95%

CW06

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	445	360	126	234	35%	65%
Bathrooms	445	360	114	246	32%	68%
Central Heating	1,000	1,000	673	327	67%	33%
Windows	555	555	479	76	86%	14%
Doors	1,220	1,492	1,481	11	99%	1%
Roofing	286	286	182	104	64%	36%
Fire Protection	750	750	120	630	16%	84%
Structural Investment	16	16	0	16	0%	100%
Electrics	10,400	10,400	3,777	6,623	36%	64%
Soffits & Fascias / External Painting	100	100	79	21	79%	21%

Note: Targets agreed, Cabinet Report 16 February 2015 - Council Housing Investment Programme 2015/16

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.

Electrics - The reported completions stated refer to the number of electrical test and inspect that have been undertaken. The inspection may identify that remedial electrical work is required to the property; to date the city has carried out 106 rewires and 795 remedial electrical works to its stock as a result of the originally electrical inspection.

Structural Investment - This capital programme spans over three financial years and was started in 2014/15. The following units are to be completed by the end of the financial year:

Programme Year 2 (2015/16) - 3

Programme Year 3 (2016/17) - 13

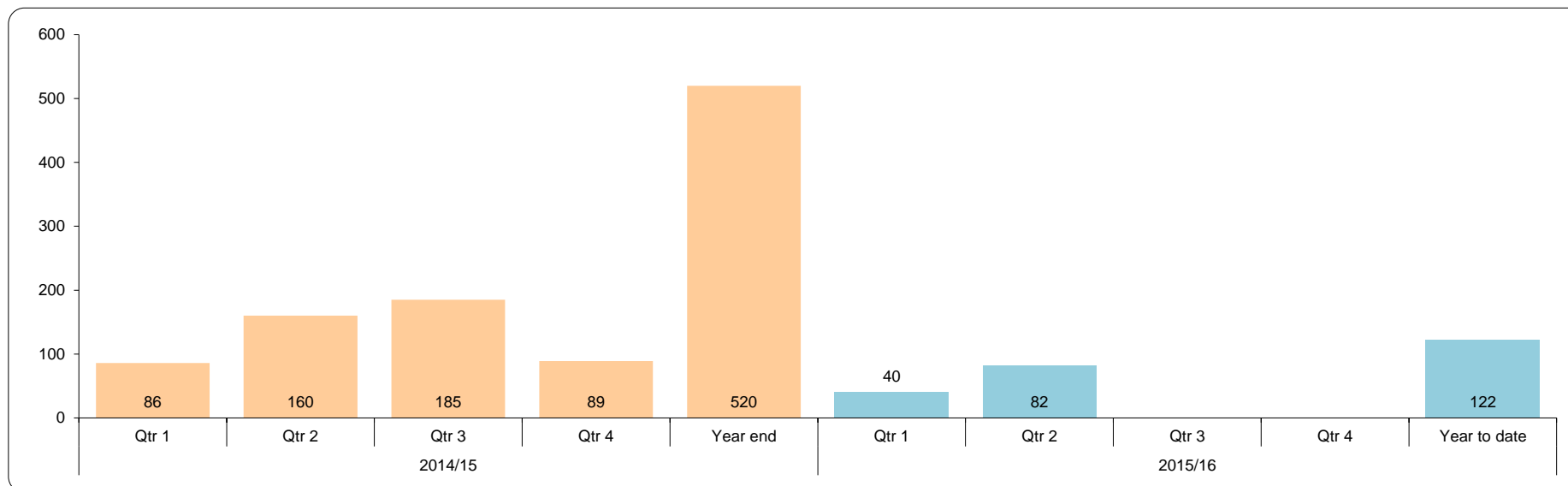
The planned structural block programme is on target.

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

RAG Status

No Target

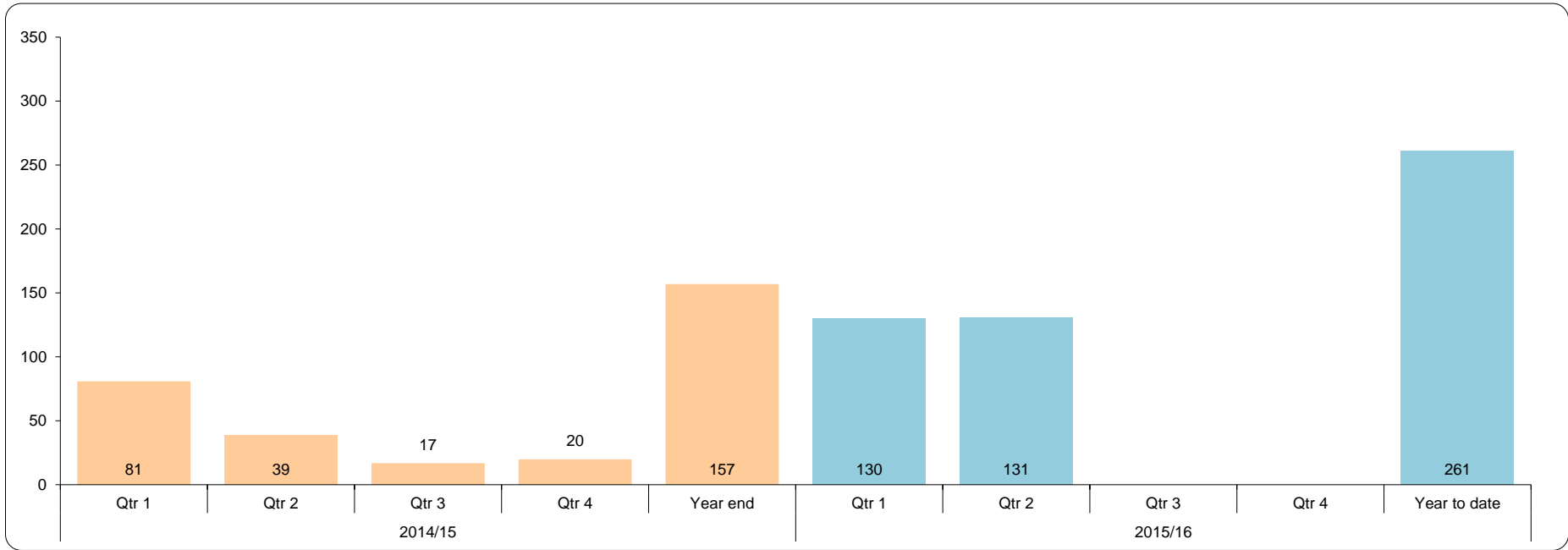


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Houses in Multiple Occupation licences issued	86	160	185	89	520	40	82			122

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status	No Target
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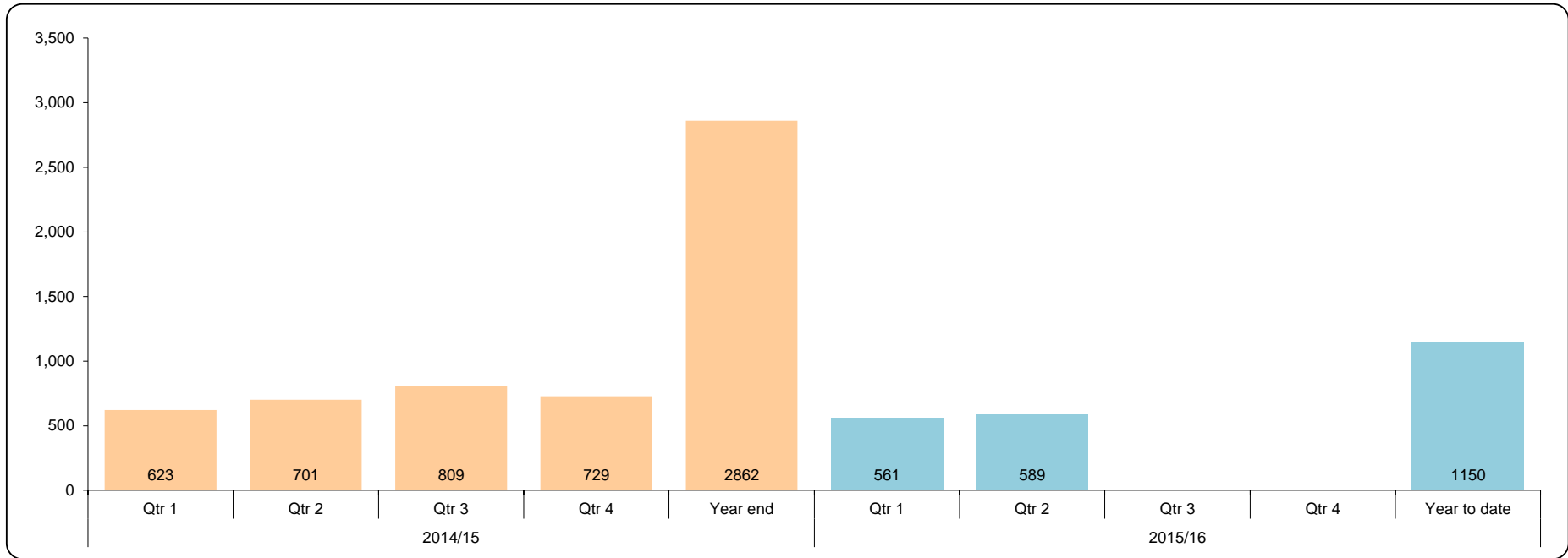


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Licenced and unlicensed Houses in Multiple Occupation inspected	81	39	17	20	157	130	131			261

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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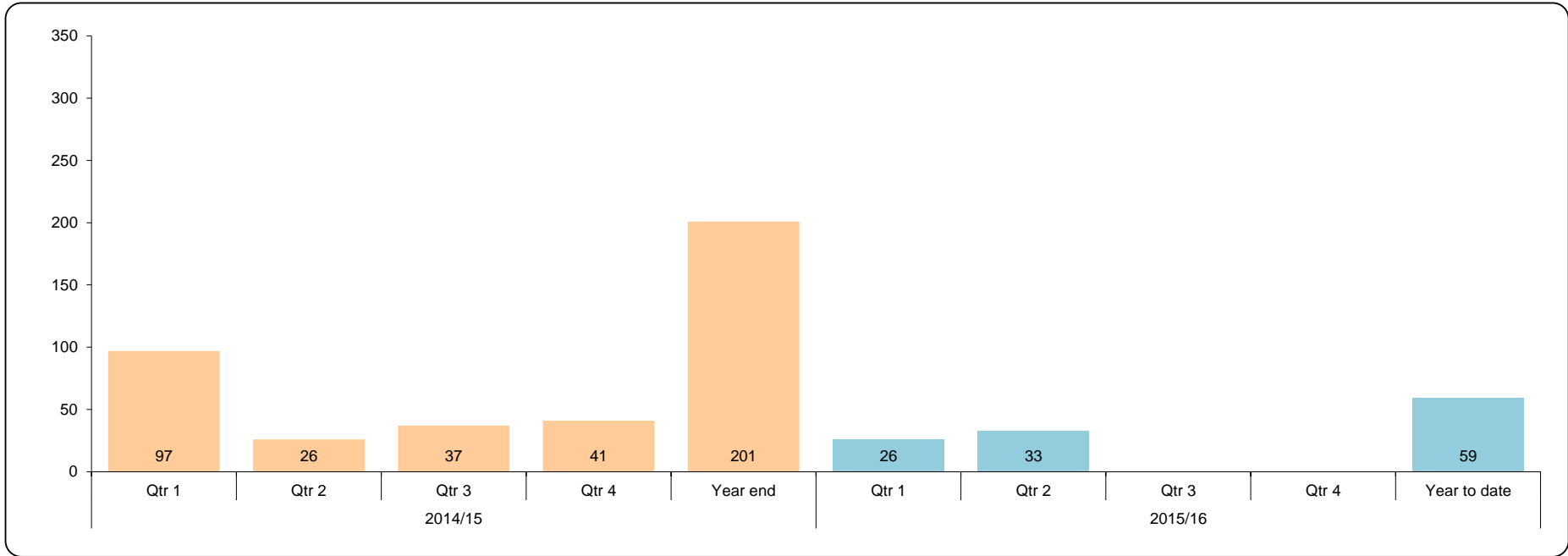


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
PTU requests for assistance	623	701	809	729	2862	561	589			1150

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status	No Target
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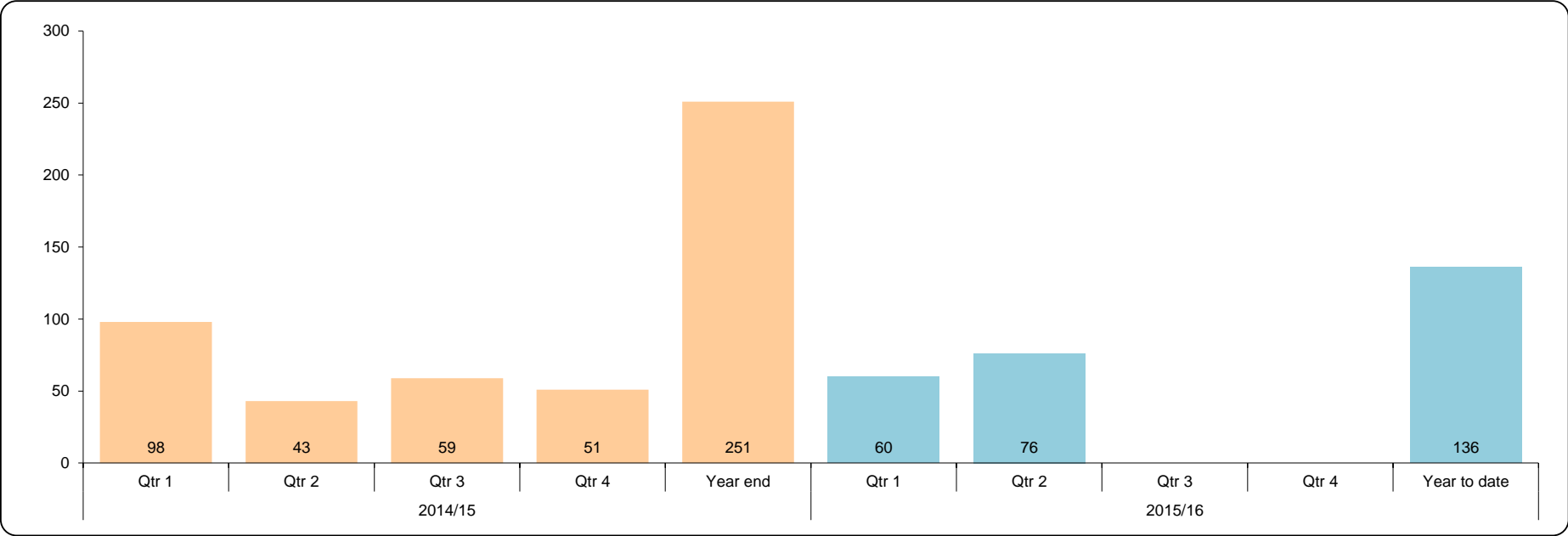


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Private Tenancy Unit - Cases assisted through advice	97	26	37	41	201	26	33			59

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status	No Target
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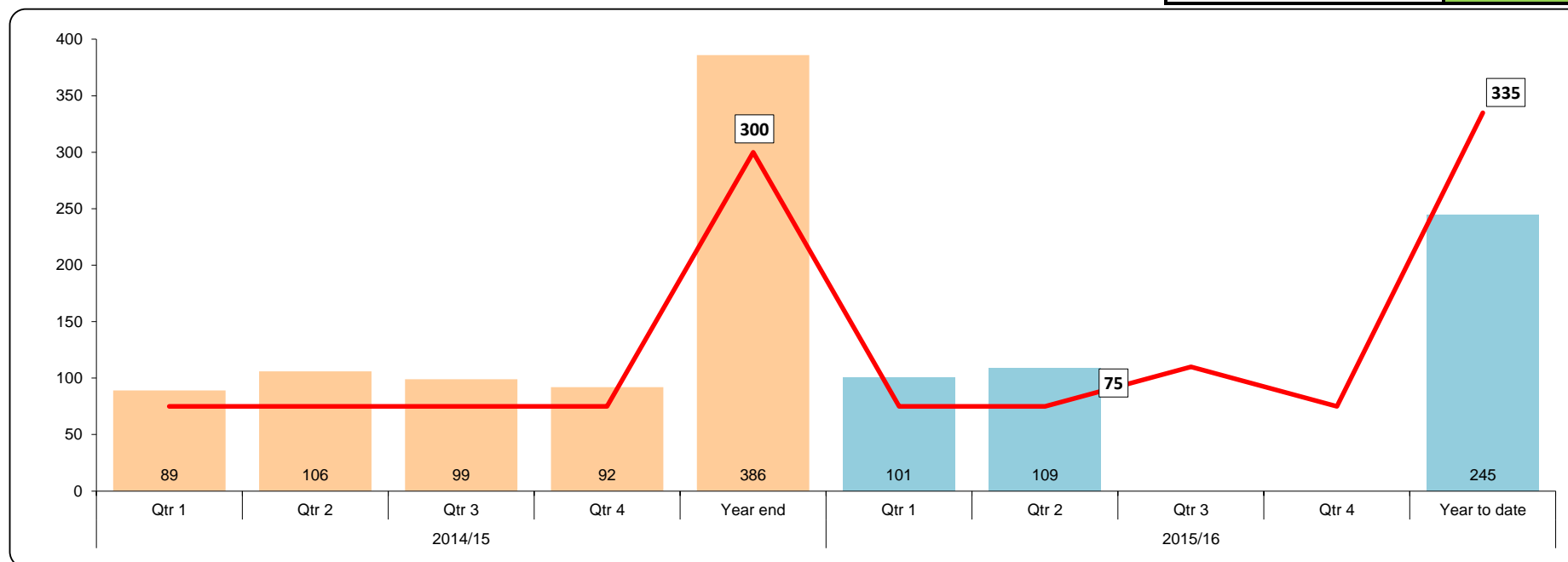


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Private Tenancy Unit - Cases assisted through intervention	98	43	59	51	251	60	76			136

Empty properties brought back into use - Council Business Plan measure

RAG Status

Green



Bigger is better

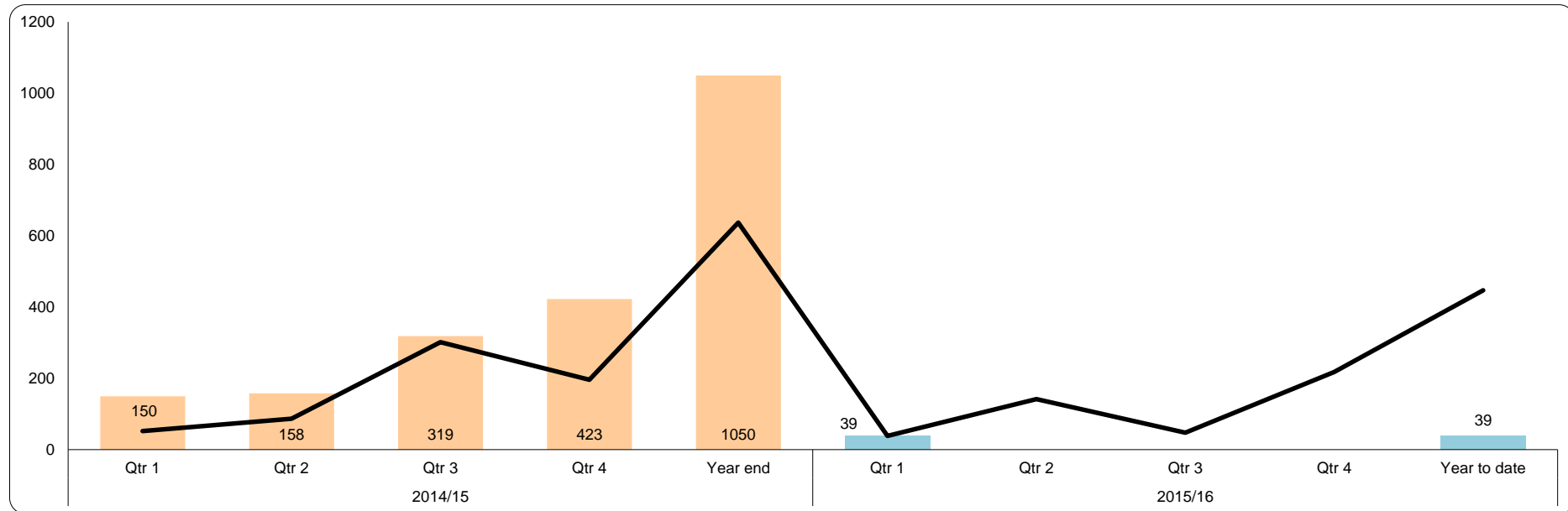
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Empty properties brought back into use	89	106	99	92	386	101	109			245
Target	75	75	75	75	300	75	75	110	75	335

PRS06

Housing Development (Clive Skidmore)

Number of affordable homes provided

RAG Status



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
No of affordable homes provided	150	158	319	423	1050	39				39
Target	52	87	302	196	637	39	142	48	218	447
% of target homes provided	288%	182%	105%	215%	165%	100%				9%

Data for this measure is provided to BCC by external organisations. They are unable to provide data for this quarter. Reporting will resume when the data becomes available.

HD01