

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

YARDLEY DISTRICT COMMITTEE

THURSDAY, 19 NOVEMBER 2015 AT 13:30 HOURS
IN COMMITTEE ROOM 2, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

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) 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

To receive any apologies.

3 MINUTES

To confirm and sign the Minutes of the last meeting of the Yardley District Committee held on 16 July 2015.

4 DECLARATIONS OF INTERESTS

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

5 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will make announcements, if any.

6 AMEY CONTRACT COMPLIANCE

5 - 20

<u>21 - 96</u>	7	<u>HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT AND YARDLEY DISTRICT NARRATIVE</u>	Housing Transformation Board Performance Report and Yardley District Narrative
<u>97 - 120</u>	8	<u>LANDLORD SERVICES ANNUAL VISITS</u>	Landlord Services Annual Visits
	9	<u>COMMUNITY SAFETY UPDATE - FUTURE OF POLICING - SHELDON POLICE STATION AND OTHER STATIONS</u>	Sergeant Sharon Revitt to report.
	10	<u>EDUCATION SUFFICIENCY REQUIREMENTS - POOLWAY DEVELOPMENT AND OTHER AREAS</u>	Emma Leaman, Assistant Director, Education and Infrastructure, Education and Commissioning - Jaswinder Didially, Education and Infrastructure to report.
<u>121 - 122</u>	11	<u>FLEET AND WASTE MANAGEMENT</u>	Fleet and Waste Management
	12	<u>PETITION(S)</u>	To consider petitions relating to planning applications submitted by Councillors on behalf of local residents.
	13	<u>DATES OF FUTURE MEETINGS 2015/16</u>	To note the schedule of meetings for the Yardley District Committee. All meetings will be held on the following Thursdays at 1330 hours in Committee Room 2, The Council House, Victoria Square, Birmingham: 28 January 2016 24 March 2016
	14	<u>OTHER URGENT BUSINESS</u>	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.
<u>123 - 138</u>	14A	<u>HEART OF ENGLAND NHS FOUNDATION TRUST</u>	Heart of England NHS Foundation Trust
<u>139 - 150</u>	14B	<u>OTHER URGENT BUSINESS - 14B BIRMINGHAM COUNCIL HOUSING INVESTMENT PROGRAMME ENVIRONMENTAL WORK BUDGET 2015/16</u>	Report of the Strategic Director, Place

15 **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

**YARDLEY DISTRICT
COMMITTEE
16 JULY 2015**

**MINUTES OF A MEETING OF THE YARDLEY DISTRICT COMMITTEE
HELD ON THURSDAY, 16 JULY 2015 AT 1330 HOURS
IN COMMITTEE ROOM 2, COUNCIL HOUSE, BIRMINGHAM**

PRESENT: - Councillors Sue Anderson, Nawaz Ali, Zaker Choudhry, Basharat Dad, Zafar Iqbal, Carol Jones, John O'Shea, Stewart Stacey and Paul Tilsley.

ALSO PRESENT: -

Mushtaq Hussain	- Yardley District Head
Fazal Khan	- Finance Manager
Mr Richard Davies	- Northfield District Head
Mr Chris Robinson	- Acting Senior Service Manager, East Quadrant
Mr Dave Wagg	- Project and Client Manager, Strategic Support
Marie Reynolds	- Area Democratic Services Officer

**ELECTION OF THE CHAIRMAN - EXECUTIVE MEMBER FOR LOCAL
SERVICES FOR YARDLEY DISTRICT**

Following nomination it was -

287

RESOLVED:-

That Councillor Sue Anderson be elected as Chairman (EM for Local Services) of the Yardley District Committee for the Municipal Year 2015/16.

**ELECTION OF THE VICE-CHAIRMAN FOR LOCAL SERVICES FOR
YARDLEY DISTRICT**

Following nomination it was -

288

RESOLVED:-

That Councillor Basharat Dad be elected Vice-Chairman for (EM for Local Services) of the Yardley District Committee for the Municipal Year 2015/16.

NOTICE OF RECORDING

- 289 The Chairman 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.

The whole of the meeting would be filmed except where there were confidential or exempt information.

MEMBERSHIP OF YARDLEY DISTRICT COMMITTEE

- 290 **Councillors** :- Roger Harmer, John O'Shea and Stewart Stacey (Acocks Green Ward)

Councillors :- Sue Anderson, Paul Tilsley and Mike Ward (Sheldon Ward)

Councillors :- Nawaz Ali, Zakar Choudhry and Zafar Iqbal (South Yardley Ward)

Councillors :- Neil Eustace, Basharat Dad and Carol Jones (Stechford and Yardley North Ward).

Co-opted Members:

Rob Davis, Station Commander, West Midlands Fire Service
Superintendent Bas Javid, West Midlands Police

The membership of Yardley District Committee was noted.

APOLOGIES

- 291 Apologies were submitted on behalf of Councillors Neil Eustace, Roger Harmer, Mike Ward and Jess Phillips, M.P. for their inability to attend the meeting.
-

MINUTES

- 292 The Minutes of the meeting of the Yardley District Committee held on 26 March 2015 were confirmed and signed by the Chairman.
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MATTERS ARISING

Sheldon Community Centre

- 293 The Chairman updated the District Committee on the position relating to the above premises. Following a recent meeting it had been agreed, that the decision taken was that the building continued to be used for community use and the importance of choosing the most suitable vehicle in order that it remained active and to investigate ways of increasing its usage.

Meadway Tenants Hall

- 294 In response to questions from Councillor Jones relating to the above premises, Mr Hussain confirmed that since 1 April 2015 the Place Directorate had taken over the ownership/responsibility of the site. He stated that there were no immediate plans to change the usage however agreed to update when the department were completely managing the site.
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Former Stechford Neighbourhood Office

- 295 Mr Hussain reported on the above-mentioned premises and the local charity that had taken over the site. He confirmed that the charity had leased the premises for 2 years and therefore it would not be a financial cost to the district. He stated that the charity was providing a valuable centre to support vulnerable people within the district, and city-wide, and that the service provision would include information on welfare rights and financial advice, adding that there would be fortnightly surgeries taking place.

The Chairman stated that elected members would be welcome to visit the facility highlighting that a former neighbourhood advice worker that had worked previously at the neighbourhood office would be servicing the fortnightly sessions.

Birmingham City Council Reviews - Services

- 296 The Chairman referred to a number of reviews that were ongoing and suggested that for the next meeting, updates should be provided which could include street sweeping and the timescales of when the various areas would be swept. She therefore encouraged members to email her with their requests relating to prospective updates.
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Community Safety Update

- 297 The Chairman stated that she together with Councillor Basharat Dad (Vice-Chair) had attended the last Community Safety meeting and confirmed that they would be attending the next meeting.
-

DECLARATIONS OF INTEREST

- 298 The Chairman reminded Members to declare any personal and/or prejudicial interests relating to items of business to be discussed at this and all future meetings. No declarations of interest were made.
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CODE OF CONDUCT

The following Code of Conduct was submitted:-

(See document No. 1)

299

RESOLVED:-

That it be noted.

DISTRICT COMMITTEE FUNCTIONS AND GUIDELINES

The following District Committee Functions and Guidelines were submitted:-

(See document No. 2)

300

RESOLVED:-

That it be noted.

**YARDLEY DISTRICT - INCOME AND EXPENDITURE FOR THE YEAR
ENDING 31 MARCH 2015**

The following joint report of the Service Directors District Services, Housing Transformation, Sports Events and Parks, and the Director of Finance was submitted:-

(See document No. 3)

Mr Khan provided a comprehensive presentation of the report.

In response to Councillor Stacey's question relating to the total figure written off, Mr Khan confirmed that £630,000 was the amount.

Following a comment from Councillor Tilsley regarding the deficit relating to the two leisure/sport centres (Fox Hollies and Stechford Cascades) located in the district, Mr Khan confirmed that a significant element was due to the prior years' performance of the sport and leisure facilities. The Chairman referred to the added issue of the delay in closing the Neighbourhood Advice office for various reasons, and the reviews which had also impacted financially on the district budget.

Following a question from Councillor Iqbal relating to funding allocation for St Thomas Church Hall, Mr Hussain confirmed that the funding had been allocated but had not yet been drawn. The Chairman stated that all of the funding from the Community Chest allocation had been well spent and highlighted her deep disappointment that it would no longer be available. She made reference to the difficulties faced in obtaining funding from elsewhere and supporting those organisations that relied on the funding, and subsequently sighted Sheldon

Country Festival as a prime example stating that unless funding was found for next year, this year's event could possibly be the last.

In response to Councillor Tilsley's question relating to variance balances being carried forward, Mr Khan confirmed that was the case and that an amount of £23,000 for Yardley District was being carried forward into the new financial year.

Councillor Tilsley detailed his concerns relating to the development at the Radleys whereby the 3 ward councillors had agreed that the developer could use some of the open-space in the park. He highlighted that a derisory rental sum had been negotiated by BCC officers that was totally inadequate, adding that any rental income could have been used to replicate Community Chest funding and therefore requested that this be investigated.

At this juncture the Chairman agreed that the developer had used part of the park and that the rental income could have been used for Community Chest purposes, adding that it was important that if members were aware of similar cases in the future, that they highlight these areas, as it could be a means of raising funding for Community Chest purposes.

Following a general discussion and comments from members relating to Community Chest funding the following was highlighted:-

Mr Hussain stated that although the Community Chest funding of £23,000 had been carried over into the new financial year all of the funding had been committed and if there was any under-spends left, there were a number of projects that were awaiting approval in this instance. He highlighted that there had been some late approvals for spend (January/February/March) and therefore these projects would be progressed by the end of July. Any funding not used by August/September time would be clawed back. He stated that he would only contact the relevant ward councillors if there was funding available in their respective wards.

Following a brief discussion relating to the approval of any additional Community Chest Projects, it was noted that although agreement would be sought by the respective ward councillors, formal approval would also be sought at District Committee by the Chairman and Vice-Chairman under Chair's actions.

Upon further consideration, it was:-

301

RESOLVED :-

That Yardley District Committee was requested to:-

Note the net overspend of £0.229m for Directly Managed and SLA Services as detailed in Appendix 1, compared to a projected overspend of £0.224m at month 10, after taking into account the write off of prior year overdrawn reserves and use of credit balances as approved by Cabinet on 16 March 2015.

Note the financial position on the Community Chest projects of an underspend of £0.023m, as detailed in Appendix 2, which would be carried forward into 2015/16 to fund approved commitments.

FUTURE OF WARD COMMITTEES AND DISTRICT STRUCTURE

Mr R Davies, District Head, Northfield District, provided an update on the future of Ward and District structure.

Reference was made to the recent BCC review of Community Governance and the changes that were agreed at AGM in May 2015 relating to District and Ward Committees. Further reference was made to the update of the proposals which would later be submitted to Cabinet for agreement regarding the revised protocol.

Since District Committees would no longer be responsible for directly managing services or budgets, one of their new key roles would be in leadership with regard to the provision of all public services within the district. A further key role would be in relation to partnership working with stakeholders in order to improve the social and economic environmental wellbeing within the district.

Districts would also play an important role relating to governance in the future which would also include the ward and neighbourhood levels. Districts would be expected to produce a governance framework for their individual districts whereupon a template would be provided prior to the September cycle of meetings. Consideration should also be given to the future of ward meetings and neighbourhood structures to include neighbourhood forums and residents associations.

Each district was to provide an annual community plan based on a clear set of priorities based on the evidence of local needs. Also districts were to continue delivering an annual convention to engage stakeholders and to review evidence of local needs in order to help shape future priorities within the district.

It was noted that the future Council programme included a member development programme which each chair should have already attended which would contribute in helping to define the Councillors leadership role in the district. Support materials associated with the programme were being developed and the aim was to make these available in September to members.

Although district committees were no longer responsible for services and budgets from 2016/17, there would be introduction of the Local Innovation Fund. This was a fund that could be used by the district committee strategically in relation to the priorities identified in the Community Plan

Reference was made to the officer structure which was under review and currently proposals were being developed. It was likely that there would be area teams which would cover more than one district. The new duty for the district would be the Neighbourhood Challenge. The purpose of this would be

to investigate and review the performance of public services and to make recommendations for improvements.

Within the Community Plans, it was anticipated there could possibly be 2 or 3 neighbourhood challenges per year to ensure that work was undertaken vigorously and in detail. The district committee was expected to identify a lead member or a co-opted member to lead each neighbouring challenge and challenges would take place as part of the district meeting. This could include evidence taken and witnesses called to meetings to discuss the issues.

Following the process, a report would be produced which could result in local action being taken to address the issue or maybe the committee may decide to issue a report to the Cabinet Member, in order to implement recommendations, or the committee may decide to submit the report to Overview and Scrutiny in order to propose a city-wide review of a particular issue.

With regard to Ward Committees, it was noted that the future role would be towards a forum for local engagement with residents, partners and other local interests. These meetings would also co-ordinate the work of councillors in respect of the neighbourhood governance structures such as residents associations and neighbourhood forums. They would not be formal meetings and no formal minutes would be recorded however, officers from the area teams may provide some support for these meetings.

Each Ward would have an action plan tracker which would become live from September, supporting the administration of the meetings and be able to demonstrate how action was taken as a consequence of the discussions at the meetings. Officers from the area teams would support the development of the tracker and would utilise to place on standard agenda items, identify the forward plan of items and use as a tool for tracking actions taken.

It was noted that district committees could decide to have up to 5 co-opted members which may assist in developing community plans.

Following a question from Councillor Tilsley relating to the resources being made available to develop Community Plans, Mr Davies referred to the area teams and the officer support within the teams that would provide assistance with regard to the plans and ward meetings.

Following concerns from the Chairman relating to the enormous challenge for district committee to undertake within the 12 month period; with regard to the Community Plans relating to the number of neighbourhood challenges, the setting up of quadrants and associated impacts plus the lack of support, Mr Davies agreed that there needed to be clarity on the setting up of the area teams. He referred to the neighbourhood challenges and stated that they did not necessarily have to choose more than one challenge.

Following a comment from Councillor Jones relating to support at ward meetings, Mr Davies stated that there would be officer support from the area team albeit on a more informal basis.

In response to questions from Councillor Dad relating to support for additional neighbourhood forums and the implementation of neighbourhood challenges and timescales, Mr Davies whilst highlighted the importance of neighbourhood forums was unable to provide an answer with regard to support and therefore agreed to take back for discussion and respond accordingly.

With regard to the neighbourhood challenge, he agreed that choosing one would possibly be more realistic and although they would look to support and encourage districts in this instance, if it was not possible for the district to deliver within this financial year due to time constraints, it would have to be acceptable.

Following comments from the Chairman relating to Neighbourhood Forums regarding financial support and whether there were any restrictions as to how many could be set up, Mr Davies reiterated that he would follow up the issue on Neighbourhood Forums and take back in order to look at ways on how this could be supported.

Mr Hussain highlighted the need for capacity building in order for groups to be formalised which he highlighted was an issue within Yardley District. Mr Davies agreed that it could be a key issue and also the long term sustainability of these groups. He stated that he would be questioning the opportunities that were available to develop these groups and also what were the opportunities to ensure that they were sustainable and supported.

The Chairman requested that Mr Davies email elected members with the responses accordingly. She then subsequently thanked him for attending the meeting and reporting.

Upon further consideration, it was:-

302

RESOLVED:-

That the information and comments be noted.

HOUSING TRANSFORMATION PERFORMANCE REPORT Q4 & YARDLEY DISTRICT NARRATIVE

The following report of the Service Director, Housing Transformation was submitted:-

(See document No. 6)

Mr C Robinson, Action Senior Housing Manager presented the report and the narrative.

In response to a question from Councillor Iqbal relating to homelessness prevention, Mr Robinson explained that it was very much concentrating on trying to prevent people becoming homeless and detailed the various ways of intervention highlighting that it was not just involving housing association issues, adding that homeless was a very significant issue for the city and that a

great deal of effort and energy went into trying to prevent homelessness occurring.

In response to a question from Councillor Choudhry relating to homelessness and timescales, Mr Robinson stated that once a person was deemed homeless the City Council had 30 days in order to make a decision as to whether they had a duty to house them.

Following concern from Councillor Choudhry relating to properties that had been re-let twice, Mr Robinson agreed to take details after the meeting and investigate.

In response to a question from Councillor Tilsley relating to what the City were doing in actively promoting long term flats, Mr Robinson explained the various ways in which they were promoting the properties which included; advertising locally and the organising of 'open days'. He reported on a local exercise that had been undertaken in Washwood Heath which had successfully resulted in letting 4 long term voids within the area.

In response to an enquiry from the Chairman relating to the neighbourhood challenge and the concerns in Yardley that were felt high priorities, Mr Robinson referred to various issues which included; quad bikes, speeding, fly-tipping and general rubbish disposal. He highlighted the importance of neighbourhood forums which encouraged local residents to become more involved within their community.

Councillor Dad referred to the criteria process whereby families had multiple issues and in this instance the need for a more holistic approach in order that all the relevant organisations could be brought together to address all of the needs. He stated that although applications often highlighted the needs they were not always picked up by officers.

Mr Robinson referred to the several reviews that were now being undertaken which included the allocation system whereby they were looking to make improvements. He detailed the difficulties in picking up various issues which at times could be somewhat subjective however agreed that it required everybody working together in order to achieve a better outcome.

The Chairman concluded by thanking Mr Robinson for attending the meeting and reporting.

Upon further consideration, it was:-

303

RESOLVED:-

That the report and comments be noted.

YARDLEY DISTRICT PLACE MANAGERS – UPDATE

The following information was submitted from the Place Managers, Acocks Green Ward and Sheldon Wards:-

(See document No. 7)

The Chairman referred to the information and highlighted that the work undertaken had been extremely good. Councillor Dad made reference to Mr D Prosser, South Yardley Ward who had also achieved some excellent work and that they were currently working together on the Community Plan.

Upon further consideration, it was:-

304

RESOLVED:-

That the information be noted.

FOX HOLLIES LEISURE CENTRE AND STECHFORD CASCADES UPDATE

Mr D Wagg provided an update by stating that in March 2015 the City Council had awarded 2 contracts for North and South of the city to Circo Operating Limited. These contracts commenced on 1 June 2015 whereupon the 15 year partnership included the transfer of 8 existing sport and leisure facilities. These included; Fox Hollies Leisure Centre, Stechford Cascades, Wyndley, Erdington and Beeches Pools.

It was noted that there would be a substantial investment in all of the facilities including 3 replacement builds which were; Erdington, Northfield and Stechford and a brand new build in Ladywood.

The capital development in Yardley would be the replacement of Stechford Cascades and the significant refurbishment of Fox Hollies Leisure Centre. It was noted that the replacement of Stechford would remain on the existing site and at present, fortnightly meetings were ongoing with BCC planning officers and sporting design consultants in order to agree the final design for that particular facility, before going out to public consultation and then for onward submission to Planning Committee.

The facility was due to open in April 2017 and was on target for that date with the existing facility remaining open up until the new facility opened. Fox Hollies Leisure Centre refurbishment would be completed by March 2016 which would include the replacement of the current external gym and all of the changing and reception areas. Options were being explored with Property Services and discussions taking place with Nine Stiles Academy regarding the corridor and office space that would be part of the refurbishment of the development. For both schemes, when designs were available, they would be on public display in order to provide an opportunity for all customers to comment.

In response to the Chairman's comment that elected members should have an earlier involvement in the schemes, Mr Wagg wholeheartedly agreed and stated that they were currently developing a consultation and communication plan alongside Circo Leisure that would involve councillors before plans were submitted into the public arena. Once discussions had taken place with the councillors the plans would then be submitted for public display.

In response to Councillor Dad's comments relating to a women's only swimming pool, play area provision and community room, Mr Wagg confirmed that within all the new designs, one of the requirements was to look at the ethnicity of the local community and where there was a requirement to "curtain off" certain sections of the pool in order that they could be used by particular user groups, highlighting that this would be available in all of the new builds. He further confirmed that the current play area would be removed and replaced in the future which was a BCC requirement rather than through the new contract. With regard to the provision of a community room he confirmed that this was already incorporated within the design.

In response to Councillor Jones concerns regarding the park, Mr Wagg stated that in most cases when parks were being replaced they often required a significant amount of new equipment and agreed that the park should remain in a position where it could be easily seen.

Following comments from the Chairman to consider providing a library provision within the building and the necessity to meet with local councillors before the plans were agreed, Mr Wagg agreed to discuss and set up meetings with councillors as soon as possible. He confirmed that at present although there was no provision for a library, the developers were still in the very early stages of working through the design.

The Chairman concluded by thanking Mr Wagg for his update.

Upon further consideration, it was:-

305

RESOLVED:-

That the update and comments be noted.

NEIGHBOURHOOD CHALLENGE

306

Upon suggestions from the Chairman regarding the above-mentioned item, following a discussion with members they were of the opinion that the challenge should address education, skills, employment and training.

Mr Hussain referred to the district convention and the feedback relating to skills, employment and training. In addressing these areas he referred to the discussion that had taken place in looking to set up a working group and inviting large employers, local authority officers and representatives from local schools on board. One of the issues discussed was that with any housing developments the local planning officers could possibly identify opportunities for training and apprenticeships for local people. Reference was made to the local directory in the district that identified local training providers.

Mr Hussain made reference to the short/medium and long term challenges that could be achieved and the "quick wins" within the employment, skills and training. The Chairman made reference to the ideas that had been discussed and recorded previously which included the setting up of local opportunity fairs

and the suggestion of a Yardley job fair held in a local school hall whereupon local employers and young people could meet possibly meet.

She concluded that at least there were ideas and information already formulated that could be built on in order to address the district neighbourhood challenge.

Councillor Tilsley made reference to district committees being held at the Council House which lacked any community engagement and expressed his disappointment as he had had a tacit understanding that they would again be held out in the district, which the Chairman believed was also the case.

In response to the above, Councillor Stacey confirmed that if district meetings continued to be formally clerked then the most efficient and cost effective way for them to be held would be in the Council House.

NEIGHBOURHOOD FORUM GRANTS APPROVAL – 2014/15

The following grants were submitted for formal approval:-

ACOCKS GREEN NEIGHBOURHOOD FORUM GRANT 2014-15

The following report of Yardley District Lead was submitted:-

(See document No. 8

Upon further consideration it was:-

307

RESOLVED:-

That the District Committee recognised Acocks Green Neighbourhood Forum and notes their annual report and accounts and requested the Neighbourhood Forum to continue to provide representation to Acocks Green Ward Committee and partnerships as appropriate.

That the District Committee authorised the award of a grant of £800 to be paid from the 2015/16 Neighbourhood Forum Grant budget to Acocks Green Neighbourhood Forum for the financial year ending 2014-2015, to help with running costs. The award of grant was subject to Acocks Green Neighbourhood Forum meeting the Council's Condition of Grant Aid terms and conditions. This grant comes from the Neighbourhood Forum Mainstream Grants allocation and not Ward Committee allocations.

That the District Committee requests that the Neighbourhood Forum provides advance notification of its next Annual General Meeting to the Neighbourhood Forums' Link Officer so that assistance can be given in advertising the meeting to all residents

That the District Committee authorise the Neighbourhood Forum Link Officer to process the grant in accordance with Conditions of Grant Aid procedures and the City Council's Financial Regulations, as appropriate.

EAST YARDLEY NEIGHBOURHOOD FORUM GRANT

The following report of Yardley District Lead was submitted:-

(See document No. 9)

Upon further consideration it was:-

308

RESOLVED:-

That the District Committee recognised East Yardley Neighbourhood Forum and notes their annual report and accounts and request the Neighbourhood Forum to continue to provide representation to Stechford and Yardley North Ward Committee and partnerships as appropriate.

That the District Committee authorise the award of a grant of £1000 to be paid from the 2015/16 Neighbourhood Forum Grant budget to East Yardley Neighbourhood Forum for the financial year ending 2014-15, to help with running costs. The award of grant is subject to East Yardley Neighbourhood Forum meeting the Council's Condition of Grant Aid terms and conditions. This grant comes from the Neighbourhood Forum Mainstream Grants allocation and not Ward Committee allocations.

That the District Committee requests that the Neighbourhood Forum provides advance notification of its next Annual General Meeting to the Neighbourhood Forums' Link Officer so that assistance can be given in advertising the meeting to all residents.

That the District Committee authorise the Neighbourhood Forum Link Officer to process the grant in accordance with Conditions of Grant Aid procedures and the City Council's Financial Regulations, as appropriate.

FOX HOLLIES NEIGHBOURHOOD FORUM GRANT

The following report of Yardley District Lead was submitted:-

(See document No. 10)

Upon further consideration it was:-

309

RESOLVED:-

That the District Committee recognises Fox Hollies Neighbourhood Forum and notes their annual report and accounts and request the Neighbourhood Forum to continue to provide representation to Acocks Green Ward Committee and partnerships as appropriate.

That the District Committee authorised the award of a grant of £1200 to be paid from the 2015/16 Neighbourhood Forum Grant budget to Fox Hollies Neighbourhood Forum for the financial year ending 2014-15, to help with running costs. The award of grant is subject to Fox Hollies Neighbourhood Forum meeting the Council's Condition of Grant Aid terms and conditions. This grant comes from the Neighbourhood Forum Mainstream Grants allocation and not Ward Committee allocations.

That the District Committee requests that the Neighbourhood Forum provides advance notification of its next Annual General Meeting to the Neighbourhood Forums' Link Officer so that assistance can be given in advertising the meeting to all residents.

That the District Committee authorise the Neighbourhood Forum Link Officer to process the grant in accordance with Conditions of Grant Aid procedures and the City Council's Financial Regulations, as appropriate.

DATES OF FUTURE MEETINGS

310 The following schedule of meetings was noted:-

All meetings will be held on the following **Thursdays at 1330 hours in Committee Room 2, The Council House, Victoria Square, Birmingham:**

1 October 2015 (Room 6)
19 November (Room 2)

28 January (Room 2)
24 March (Room 2)

OTHER URGENT BUSINESS

FUTURE WORKING ARRANGEMENTS

311 Mr Hussain reported that the District Chairman and Vice-Chairman had had some training on future governance. He stated that before he left his present role, he would be meeting with the Chairman and Vice-Chairman to discuss the potential governance structures with regard to Wards.

He confirmed that he should like to meet members individually to discuss how they would like to continue with the ward arrangements in order that they could be included within the plans and suggested to meet next week to also discuss training needs.

AUTHORITY TO CHAIRMAN AND OFFICERS

312 **RESOLVED:-**

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

The meeting ended at 15:30 hours.

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CHAIRMAN

Housing Transformation Board Performance Report

Quarter 2 2015-16

Report produced by Place Directorate Performance and Support Services Team

Version 1.0 13/11/2015
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Contents	RAG status (based on Q2 data unless stated)	Page
<u>Exception Report</u>		6
<u>Leasehold and Right to Buy (Sukvinder Kalsi)</u>		
Number of Right To Buy applications received	No Target	9
Number of properties sold under Right To Buy	No Target	10
Right to Buy compliance to statutory timescales	Red	11
<u>Rent Service (Tracy Holsey)</u>		
Percentage of rent collected	Green	12
Current amount of rent arrears	Green	13
<u>Supporting People/Homeless Service/Allocations (Jim Crawshaw)</u>		
Number of households in Temporary Accommodation	Red	14
Number of households in B&B	Red	15
Number of homeless preventions	Year end target	16
Number of health and housing assessments currently outstanding	No Target	17
Number of households on housing waiting list	No Target	18
Average number of weeks families in B&B	No Target	19
<u>Landlord Services</u>		
<u>Antisocial Behaviour (Tracey Radford)</u>		
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	
Percentage of C cases responded to on time	Green	
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
Percentage of low-rise blocks rated satisfactory or better	Green	29
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	30
Percentage of introductory tenancies over 12 months old, not made secure	Green	31
Condition of estates - average of bi-annual estate assessment scores	No Target	32
Condition of estates - number of excellent, good and poor ratings to date	No Target	33

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

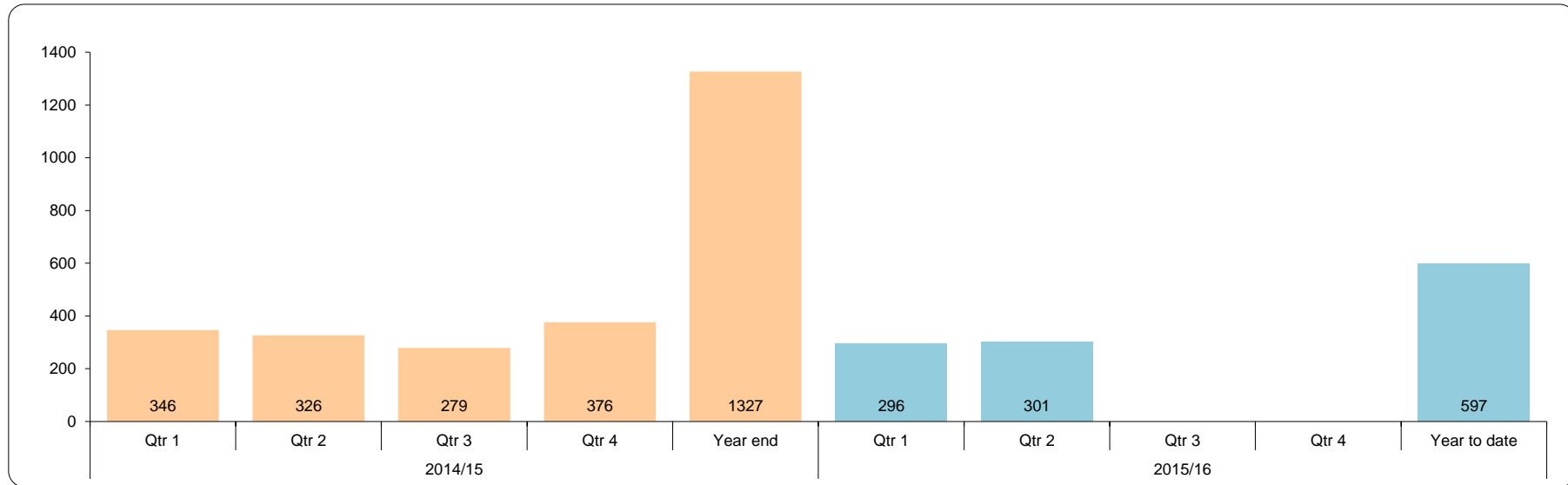
Due to comprehensive auditing of capital works completed, we are working with service providers to improve the level of completed works that is handed over with no defects - in particular on the completion of a kitchen and bathroom refurbishment.

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



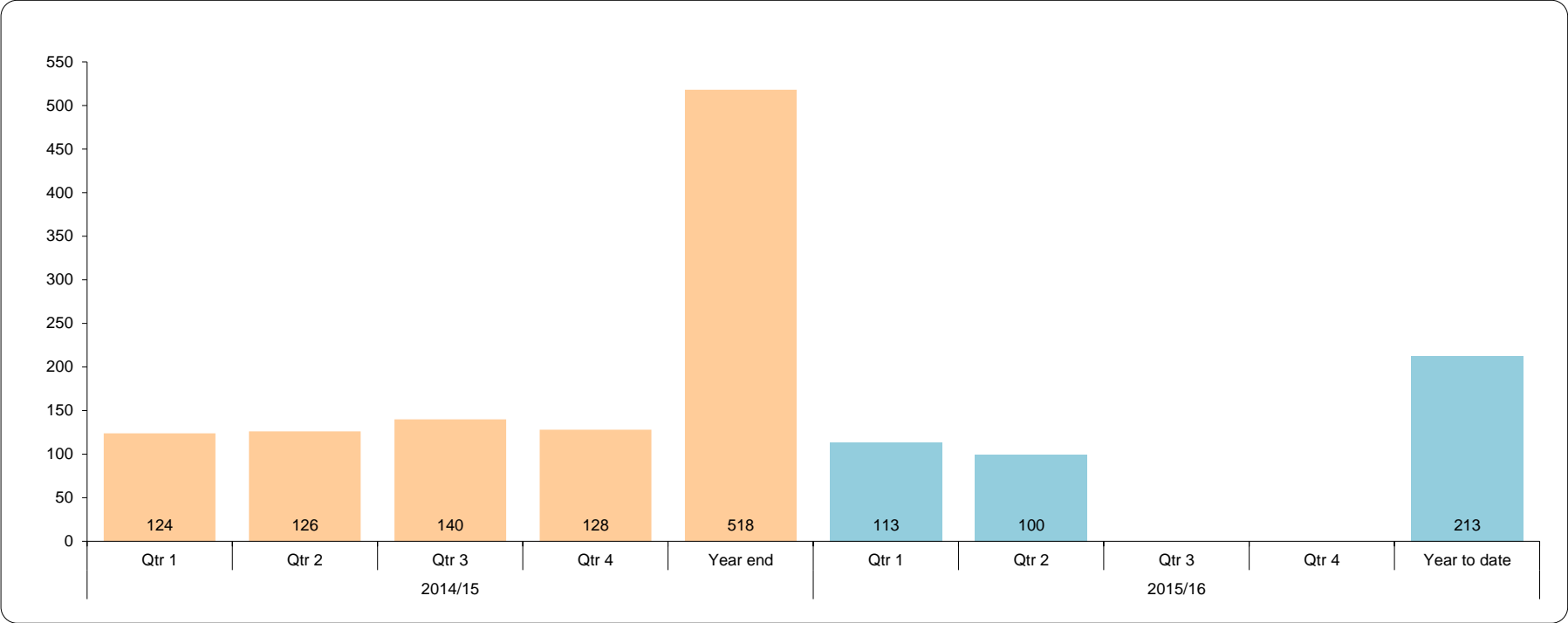
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of Right To Buy applications received	346	326	279	376	1327	296	301			597

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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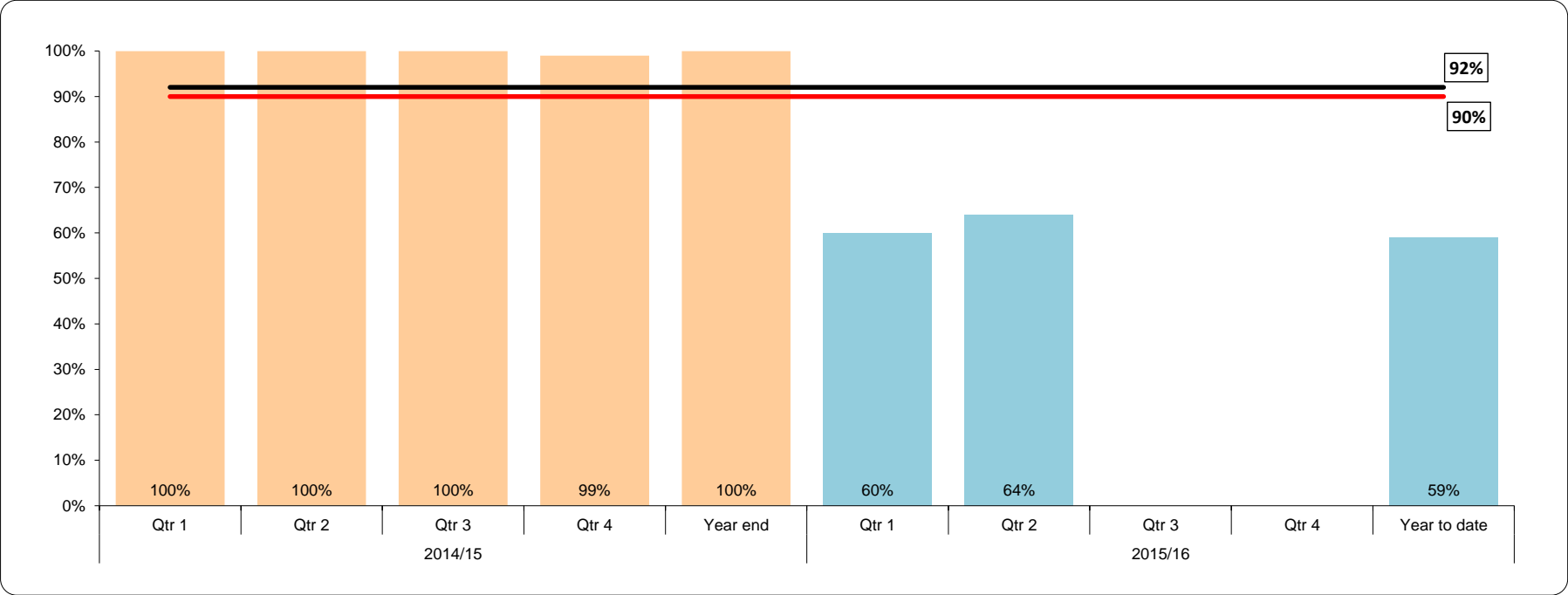
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of properties sold under Right To Buy	124	126	140	128	518	113	100			213

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%

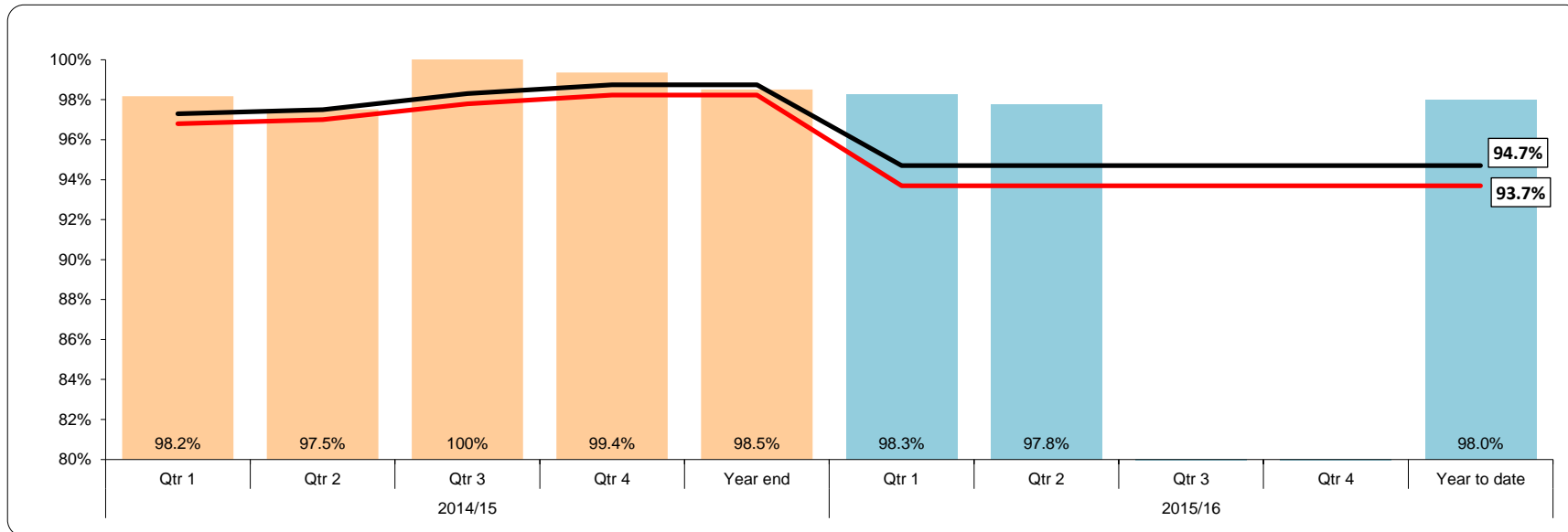
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	58%	81%	68%	62%	59%	70%	65%	74%	43%	61%

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%

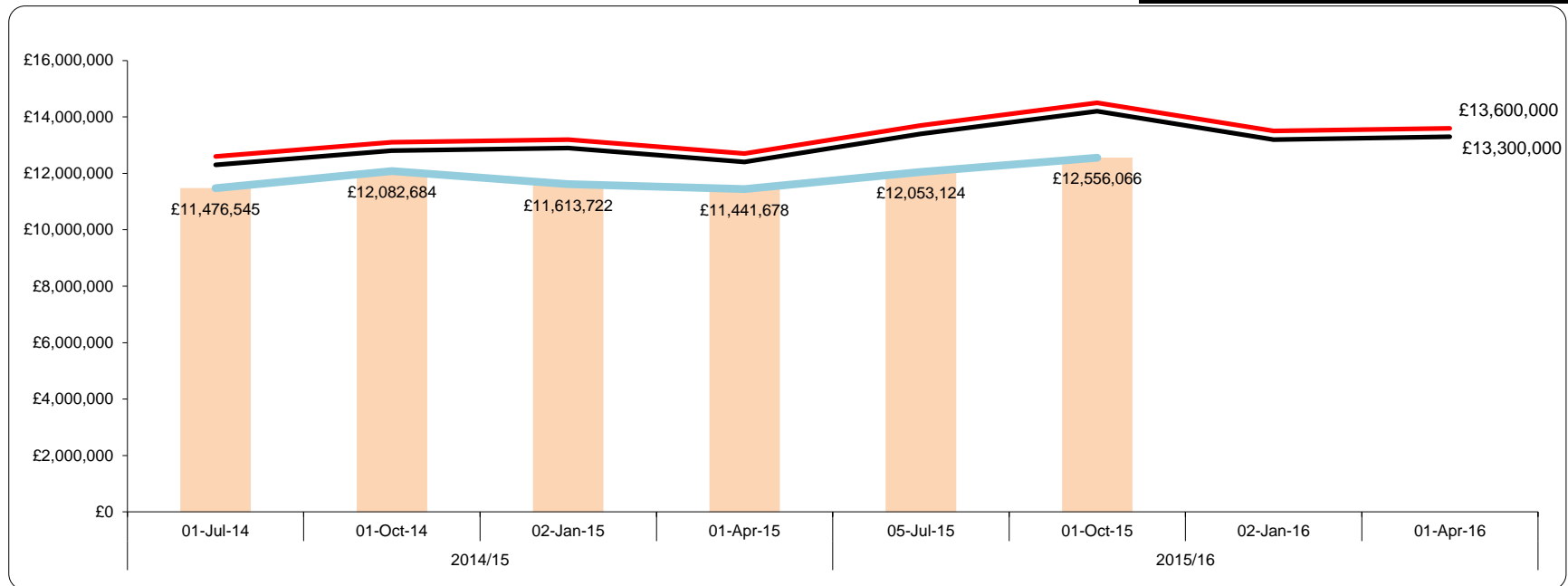
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	97.5%	97.7%	98.4%	98.2%	97.1%	98.2%	97.8%	97.7%	99.3%	98.1%

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.

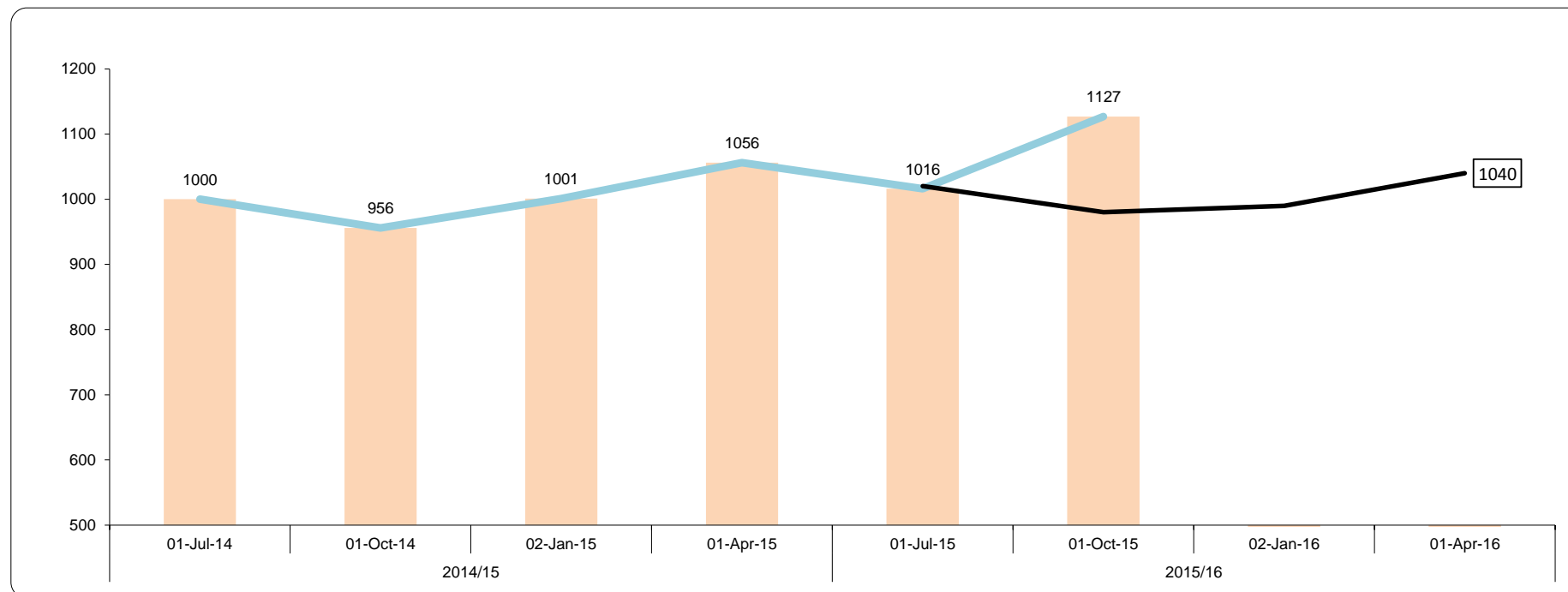
Current amount of rent arrears - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01 October 2015	£ 1,608,566.0	£ 1,376,648.0	£ 368,819.0	£ 1,701,964.0	£ 2,290,878.0	£ 1,814,451.0	£ 425,732.0	£ 1,067,289.0	£ 284,132.0	£ 1,488,212.0

Supporting People/Homeless Service/Allocations (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

Red



Smaller is better

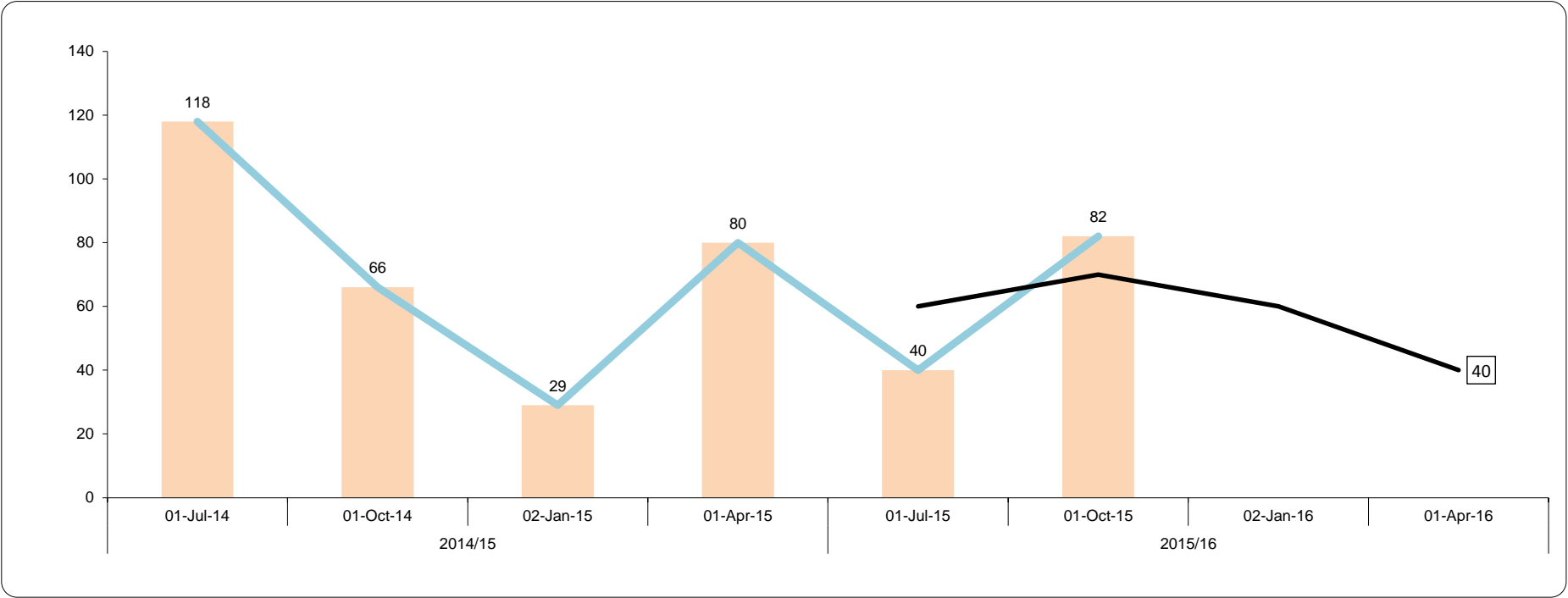
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in Temporary Accommodation - Snapshot figure	1000	956	1001	1056	1016	1127		
Target					1020	980	990	1040

SP01

Number of households in B&B - Snapshot figure

RAG Status

Red

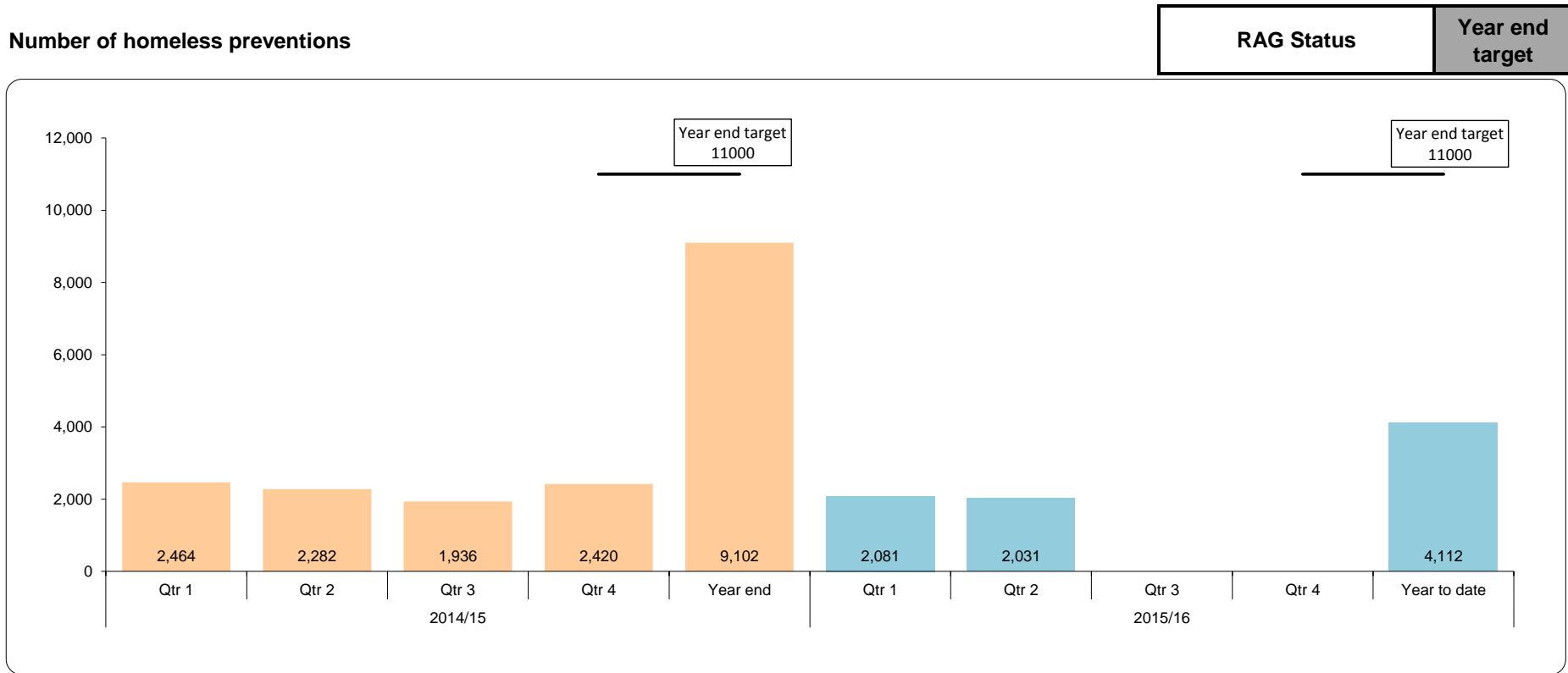


Smaller is better

	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

SP02

Number of homeless preventions



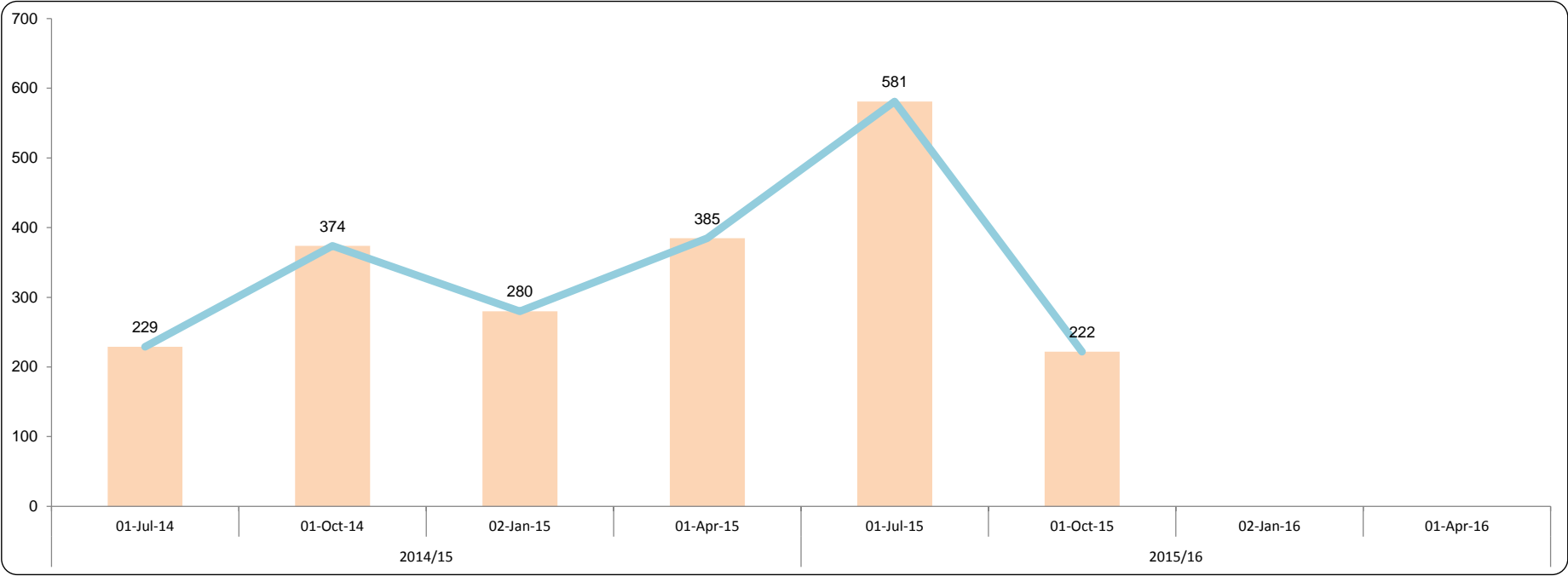
Bigger is better

	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

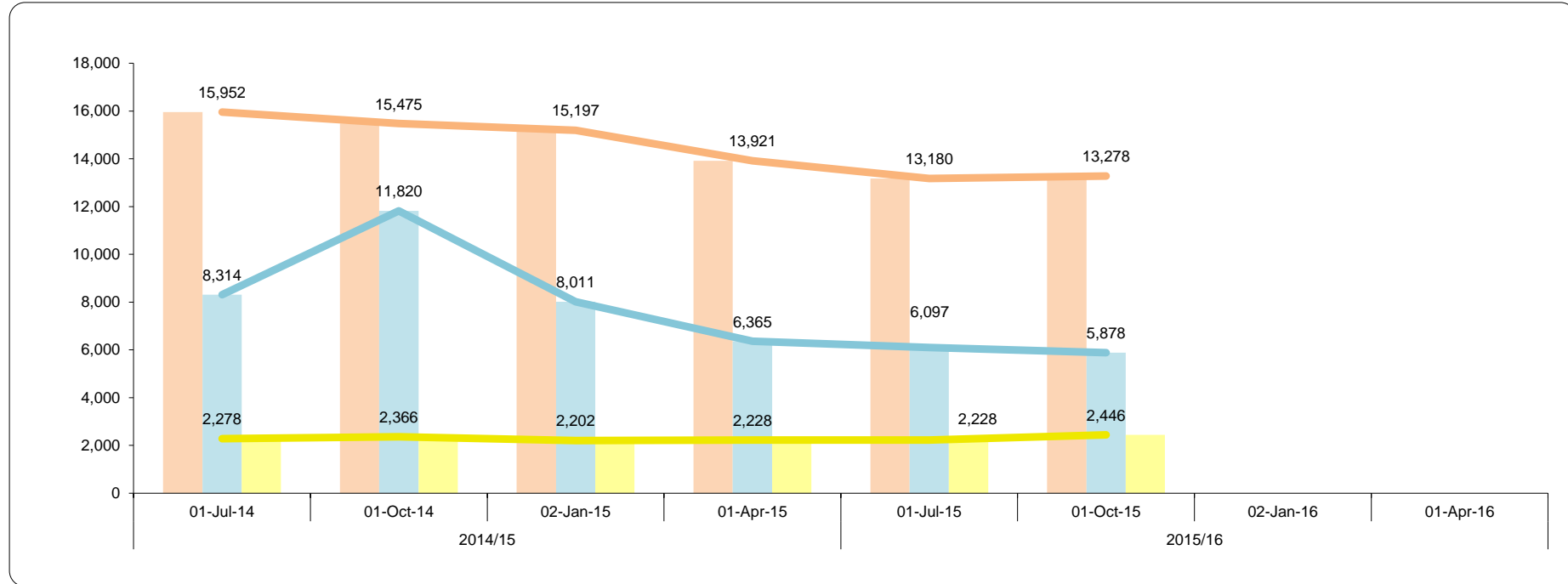
Number of health and housing assessments currently outstanding - Snapshot figure	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
	229	374	280	385	581	222		

SP04

Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



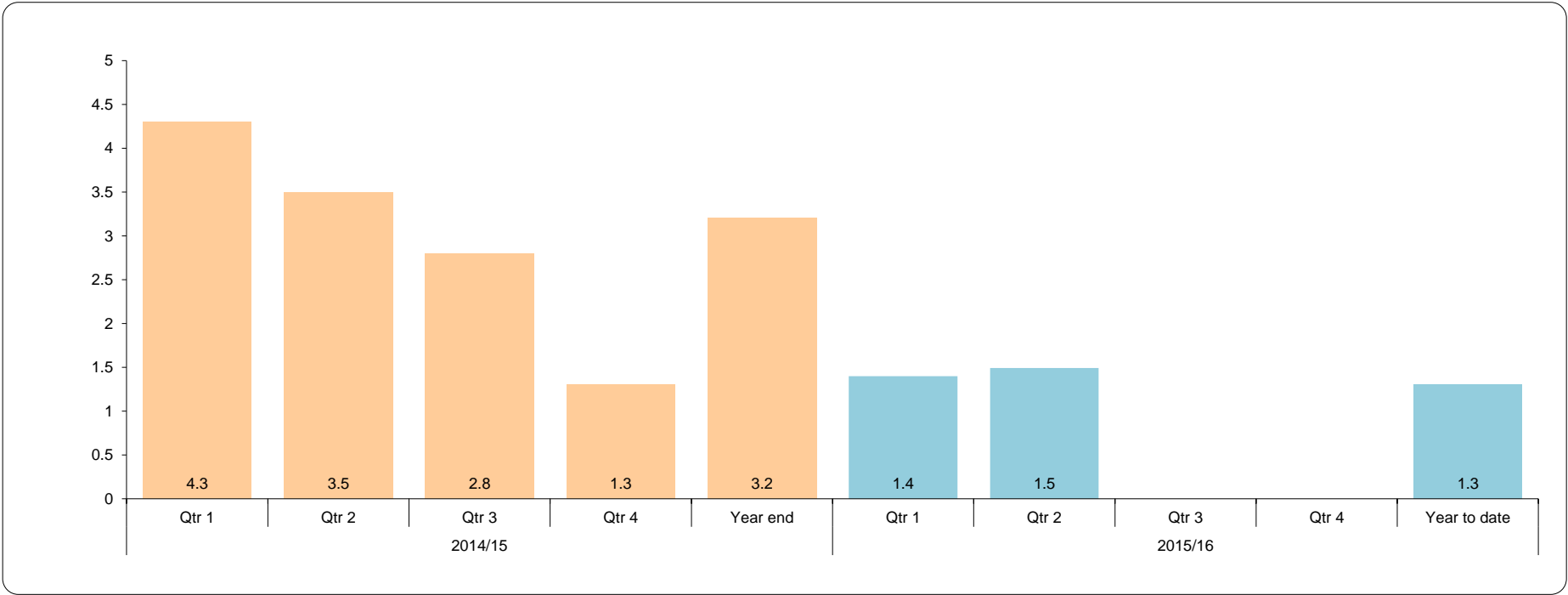
Smaller is better

	2014/15				2015/16			
Housing need category	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

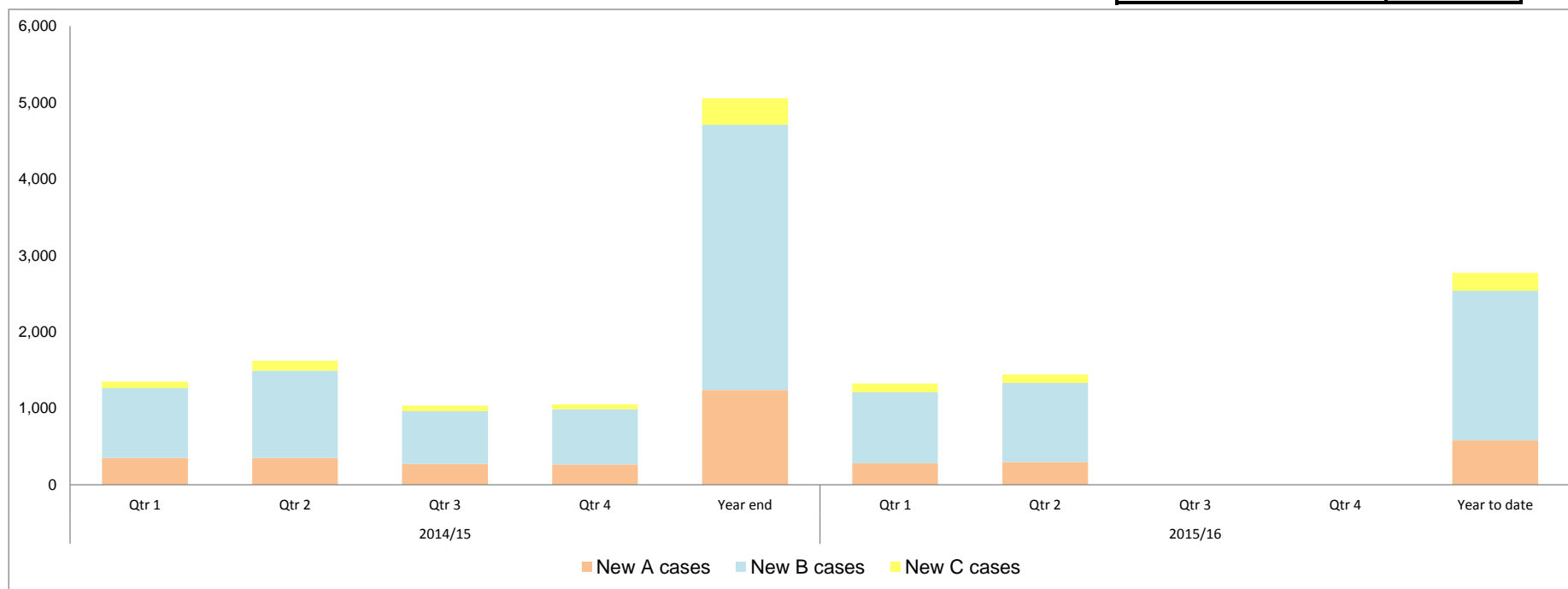
SP08

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

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.

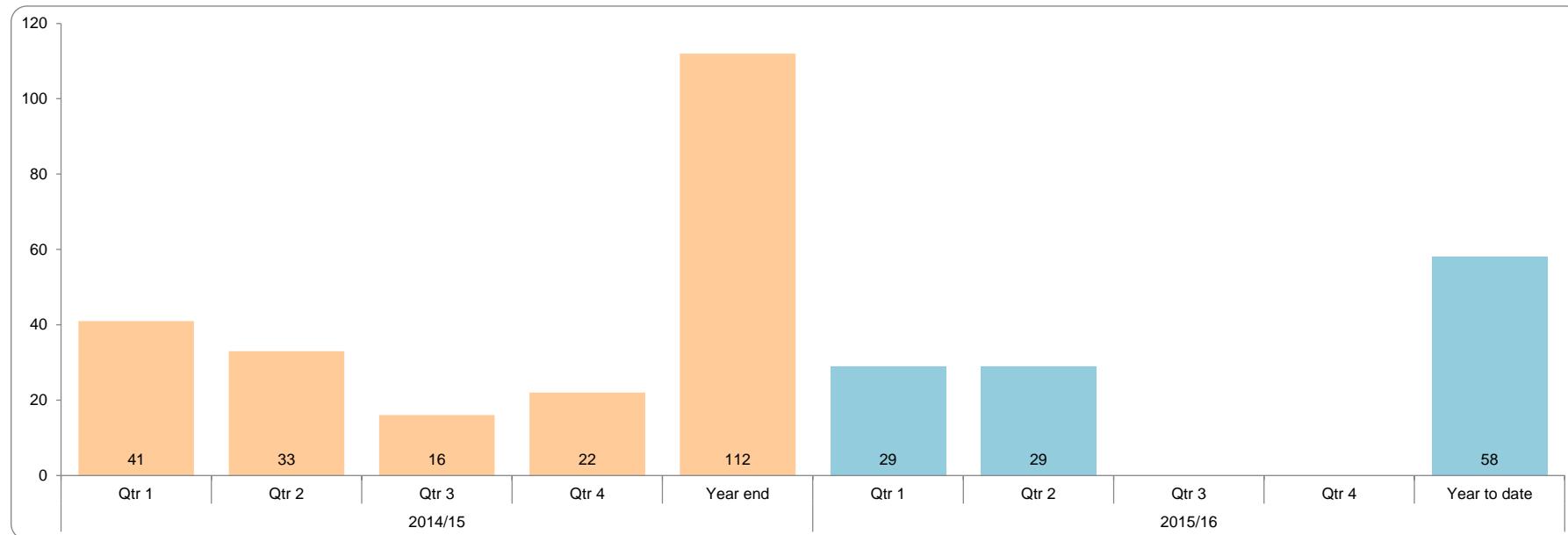
Category C - Minor

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



	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

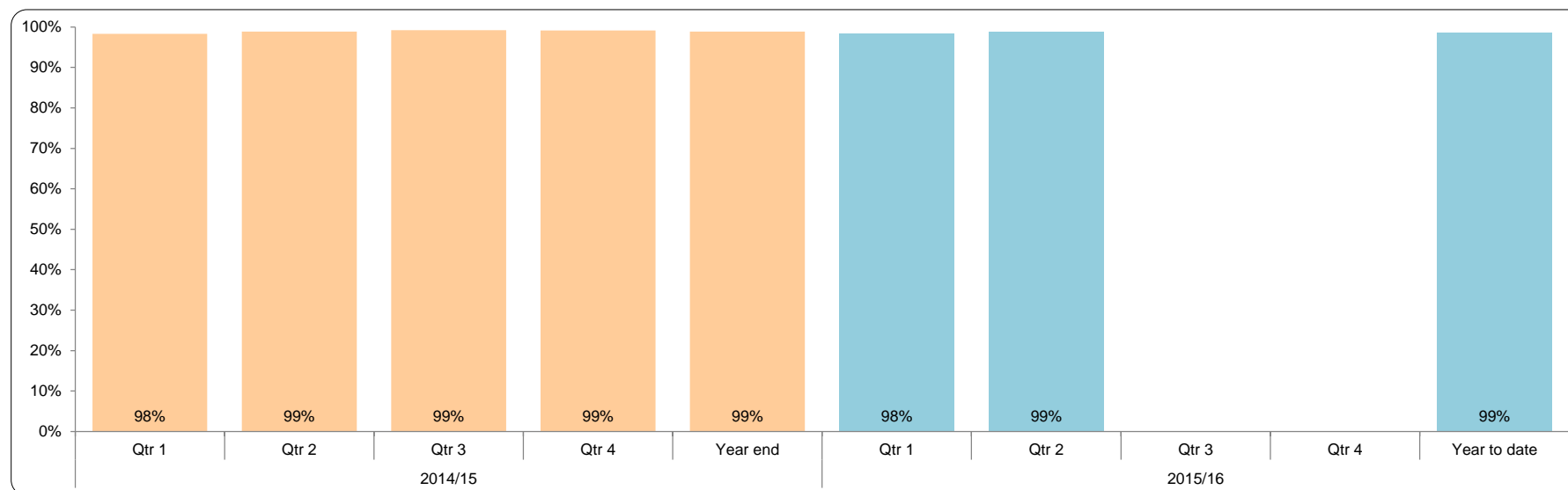
Number of new hate crime cases	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	5	3	1	3	2	8	0	1	0	6

ASB05

Percentage of cases responded to on time

RAG Status

See below



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%

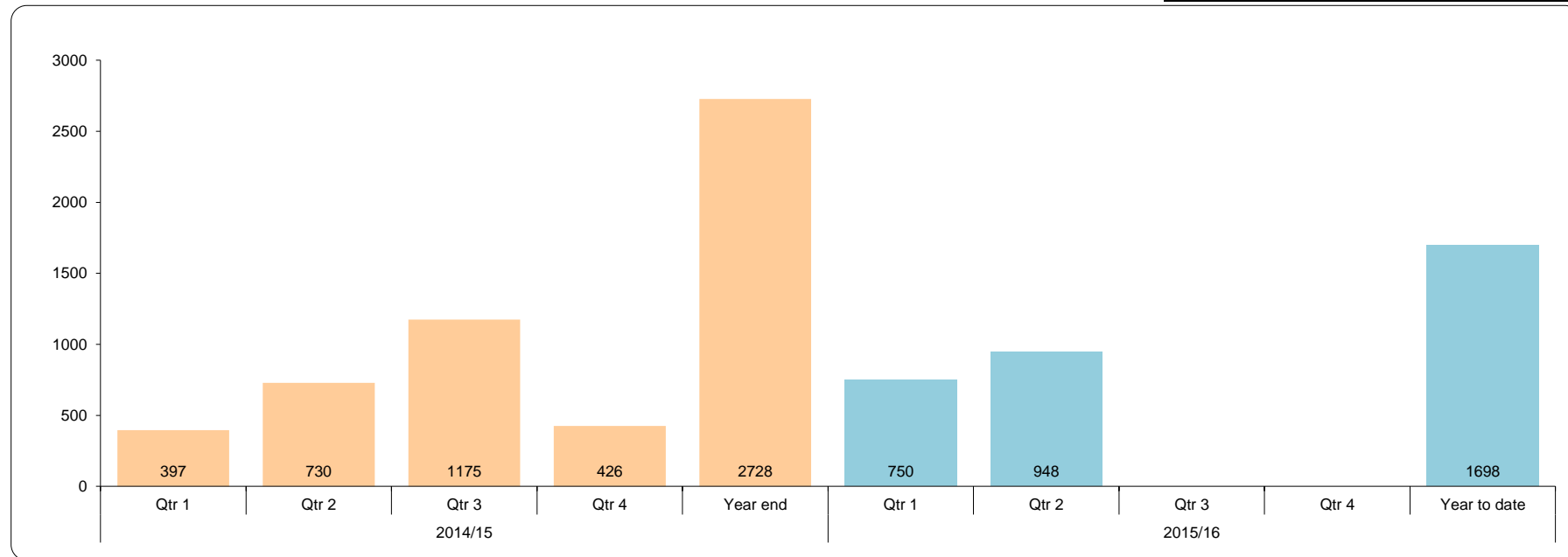
	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	293	98%	100%	95%	Amber
Percentage of B cases responded to on time	1023	99%	95%		Green
Percentage of C cases responded to on time	114	100%	95%		Green

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



	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

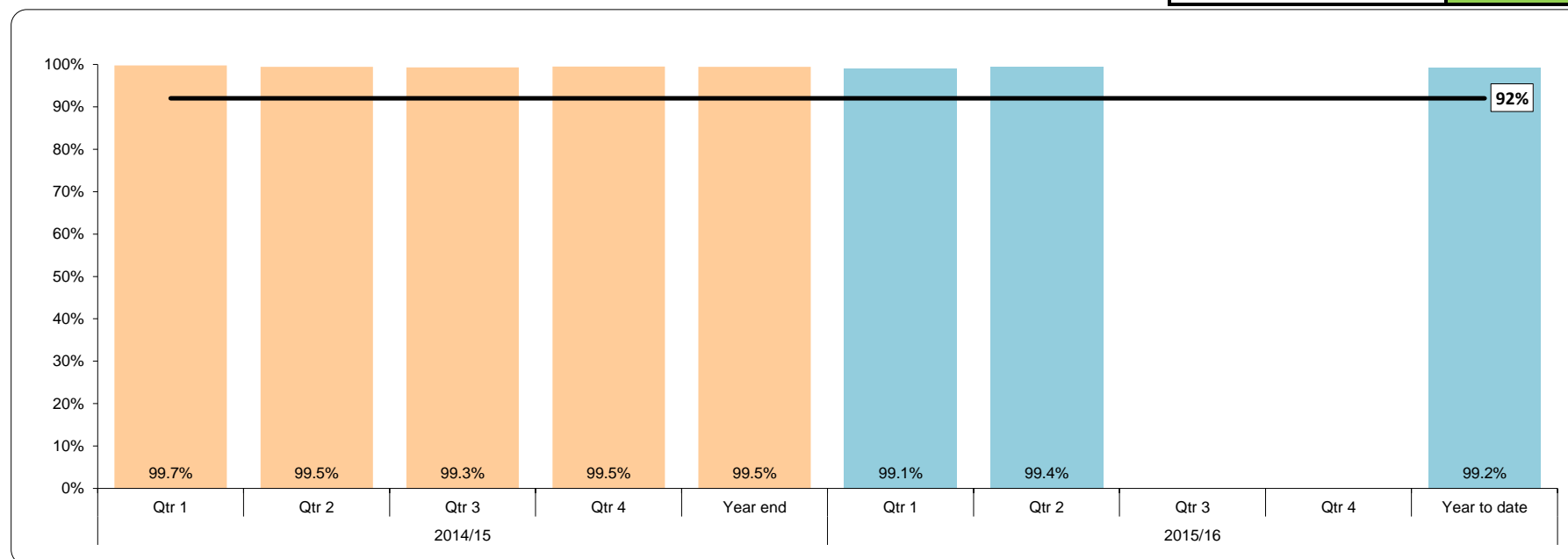
Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	138	92	38	96	81	205	47	115	31	105

ASB06

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%

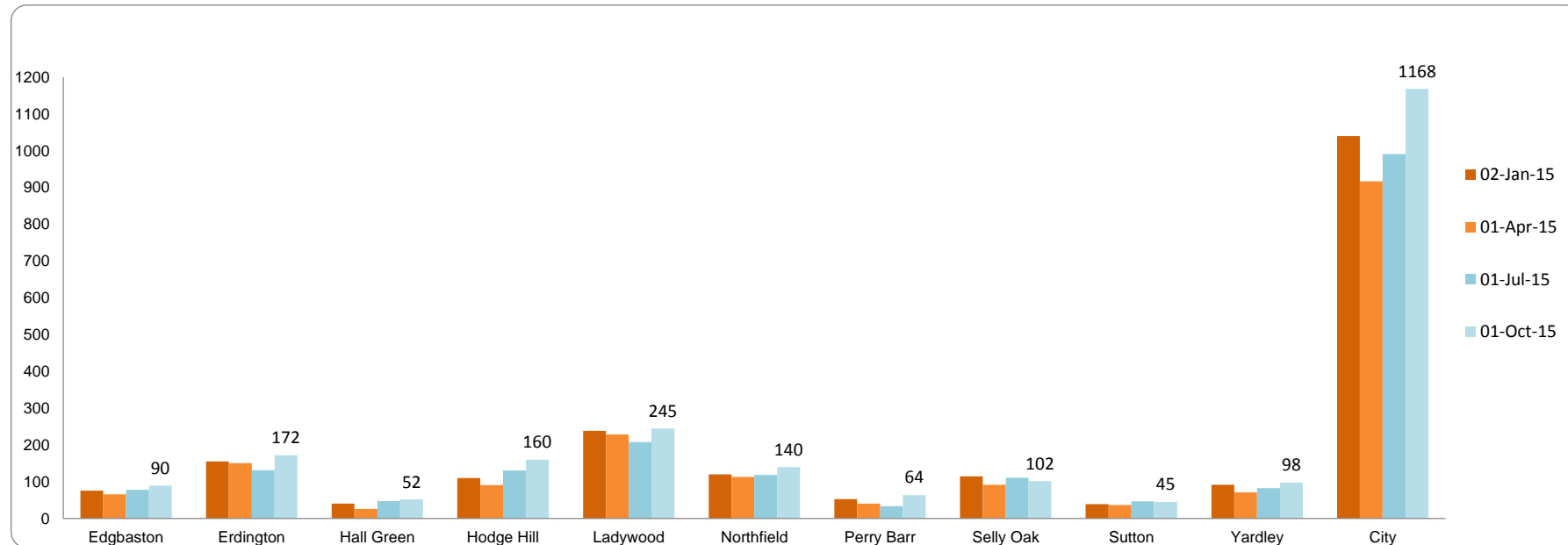
Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	99%	99%	100%	99%	100%	100%	98%	99%	100%	100%

ASB07

Number of current ASB cases - Snapshot figure

RAG Status

No Target



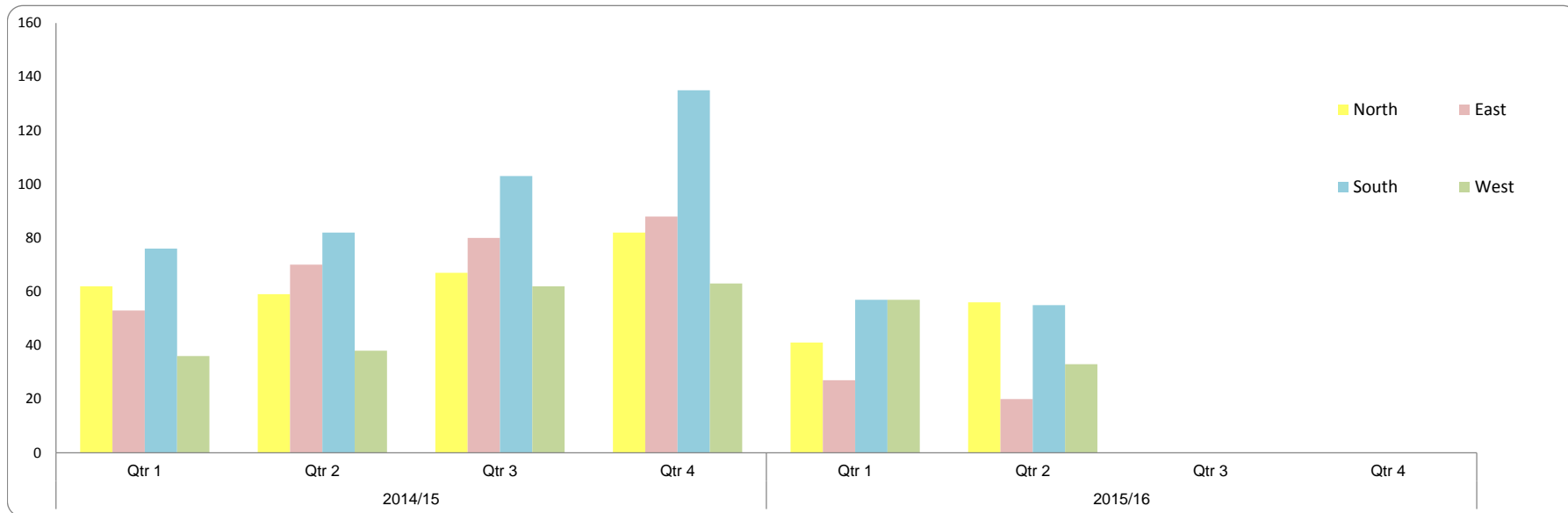
Number of current ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
02-Jan-15	76	155	41	110	239	120	53	115	39	92	1040
01-Apr-15	66	151	26	91	229	113	41	92	37	71	917
01-Jul-15	78	132	48	131	208	119	34	111	47	83	991
01-Oct-15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

ASB22

Number of Live Think Family cases

RAG Status

No Target



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		

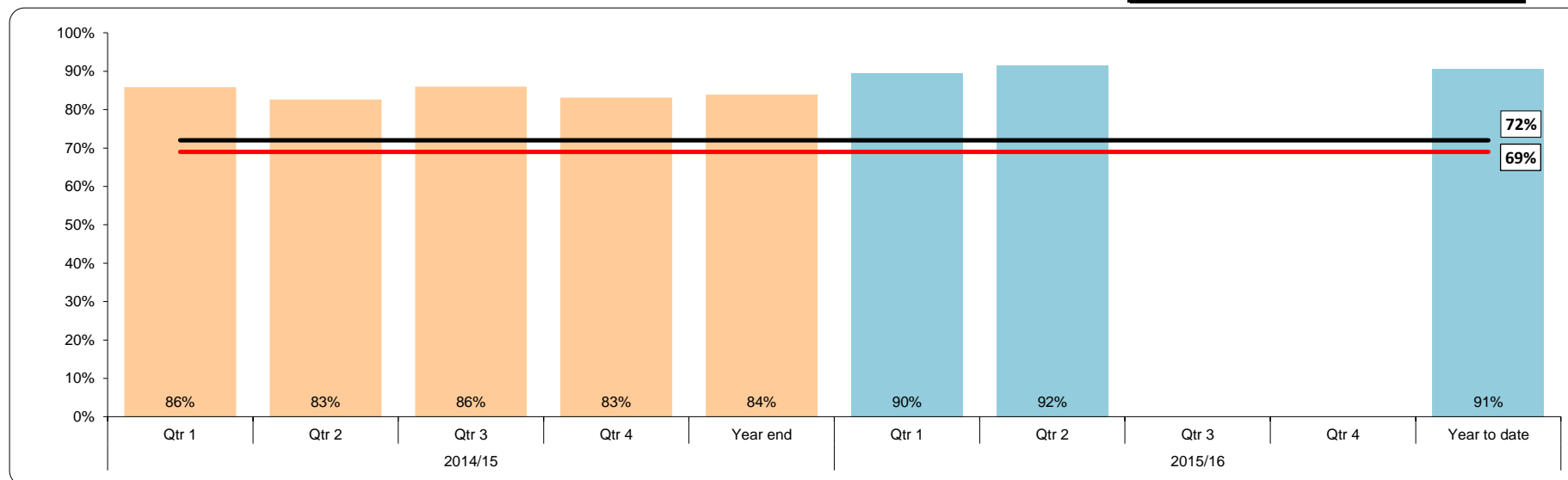
ASB21

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%

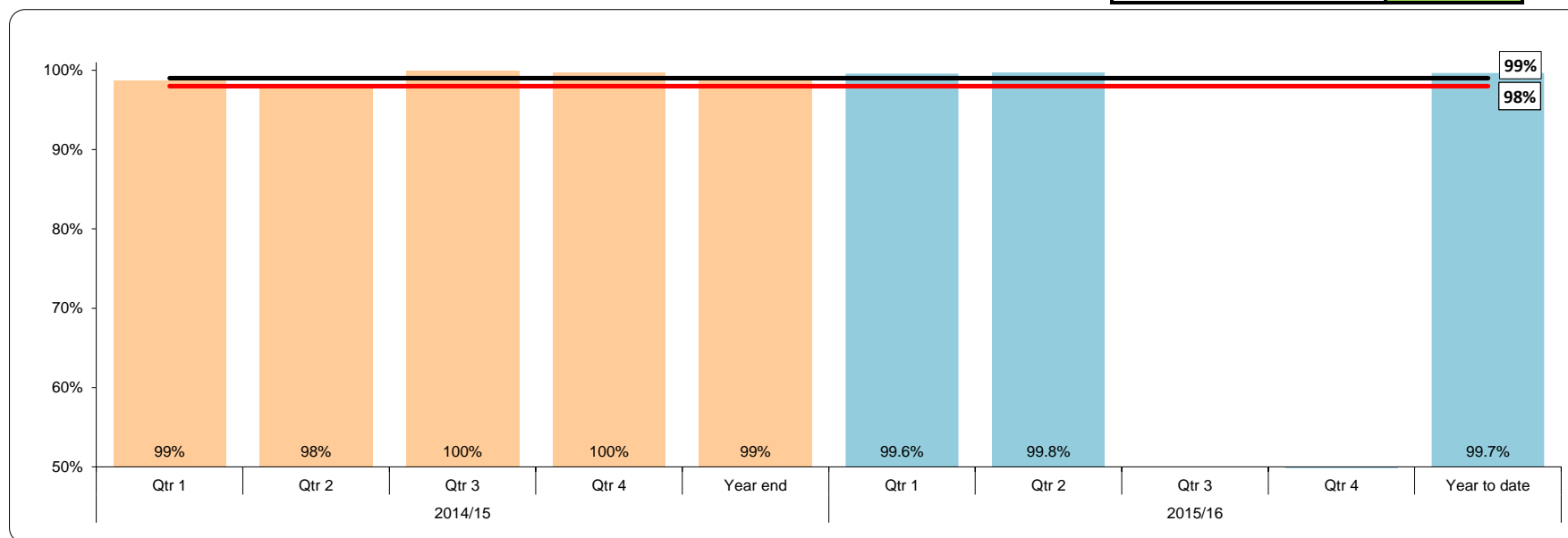
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	87%	93%	no high rise	96%	84%	96%	100%	98%	100%	98%

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%

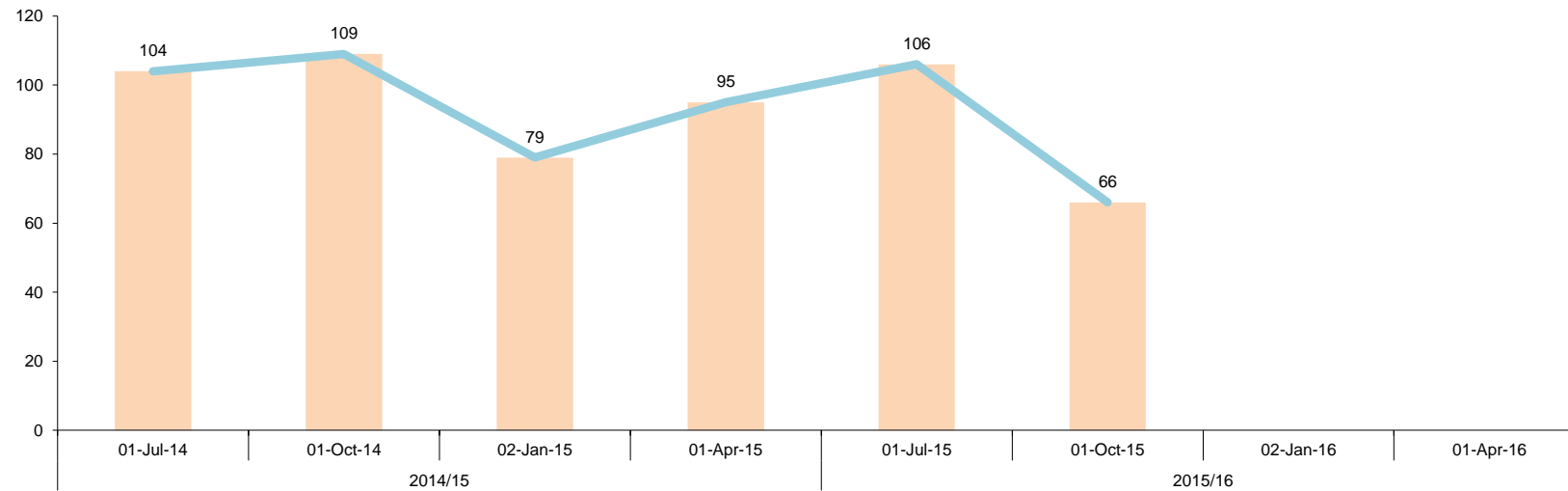
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	100%	100%	98%	99%	100%	100%	100%	100%	100%	99%

ETM02

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

RAG Status

No Target



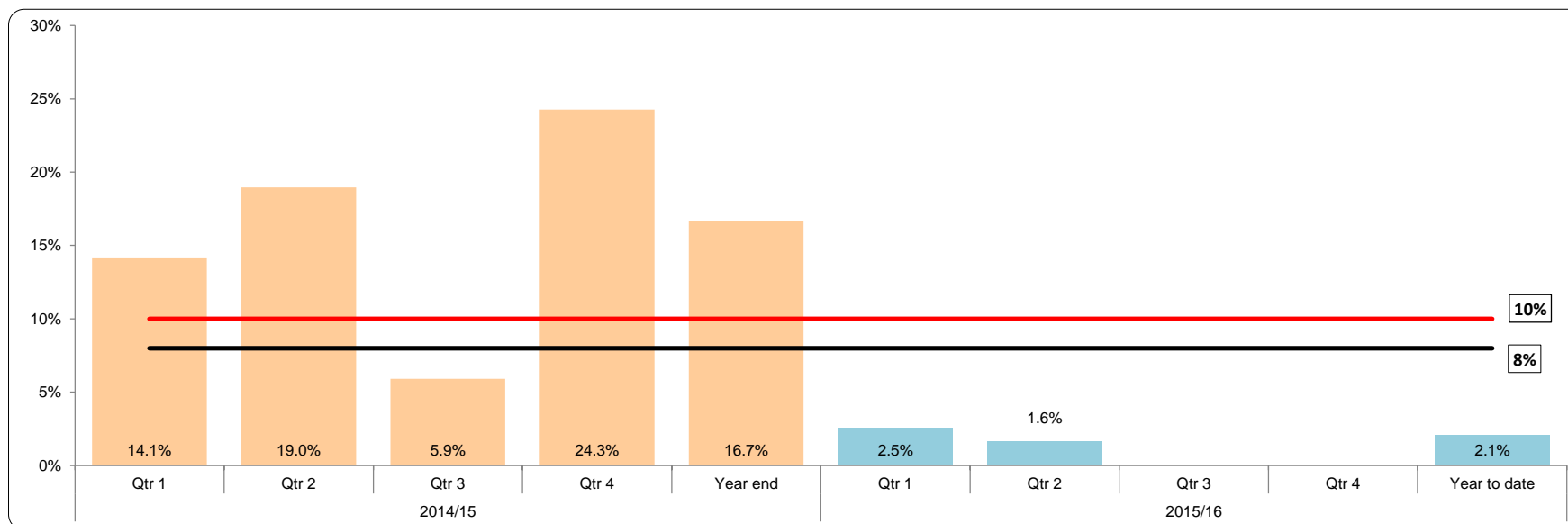
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	104	109	79	95	106	66		

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%

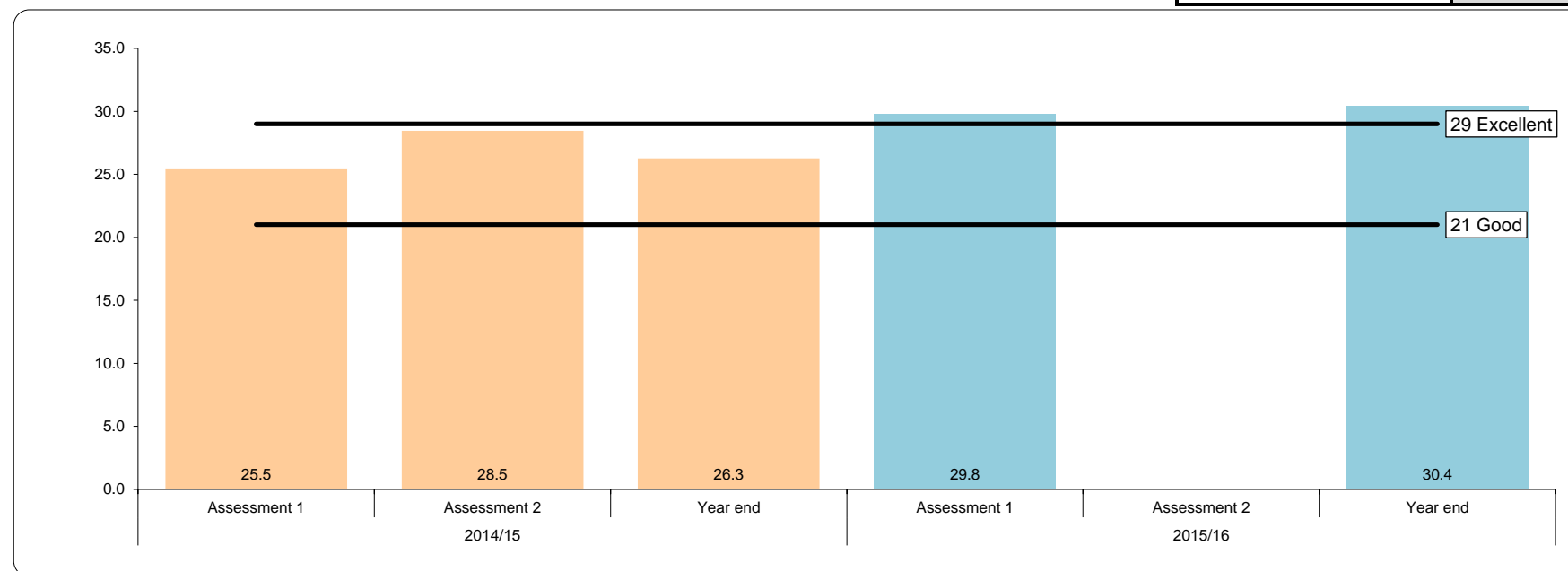
From Quarter 1 2015-16 only Introductory Tenancies that are at least 30 days overdue are included in this measure. This provides a more accurate figure and accounts for the improvement in performance.

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

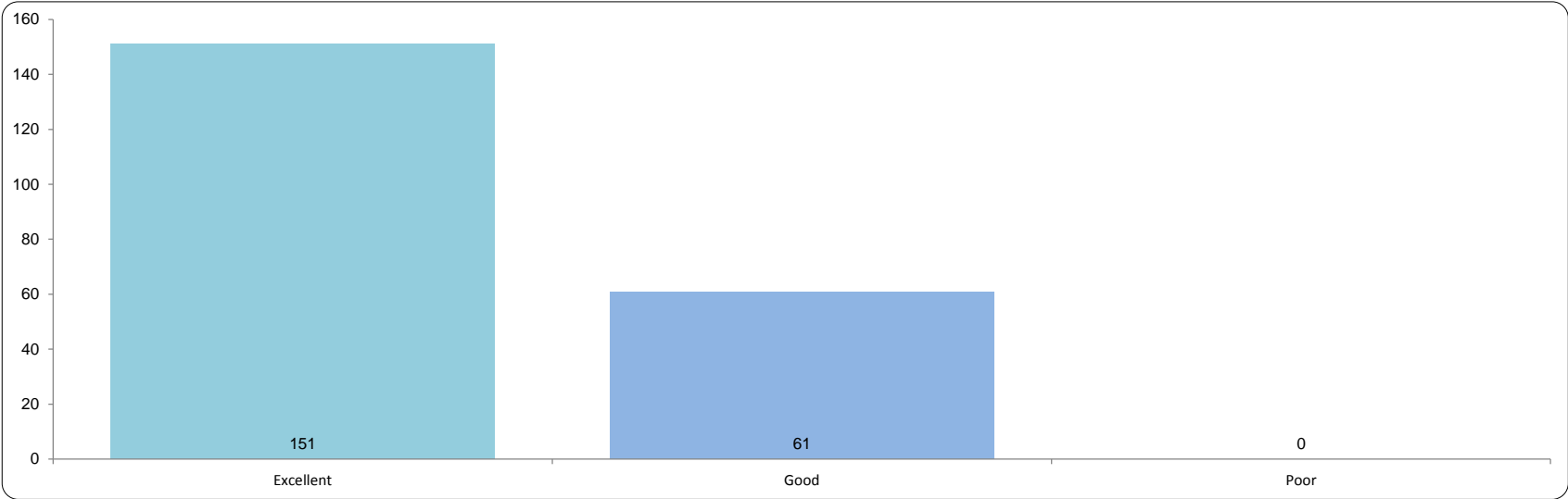
Each estate is required to have two assessments during each year.

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

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

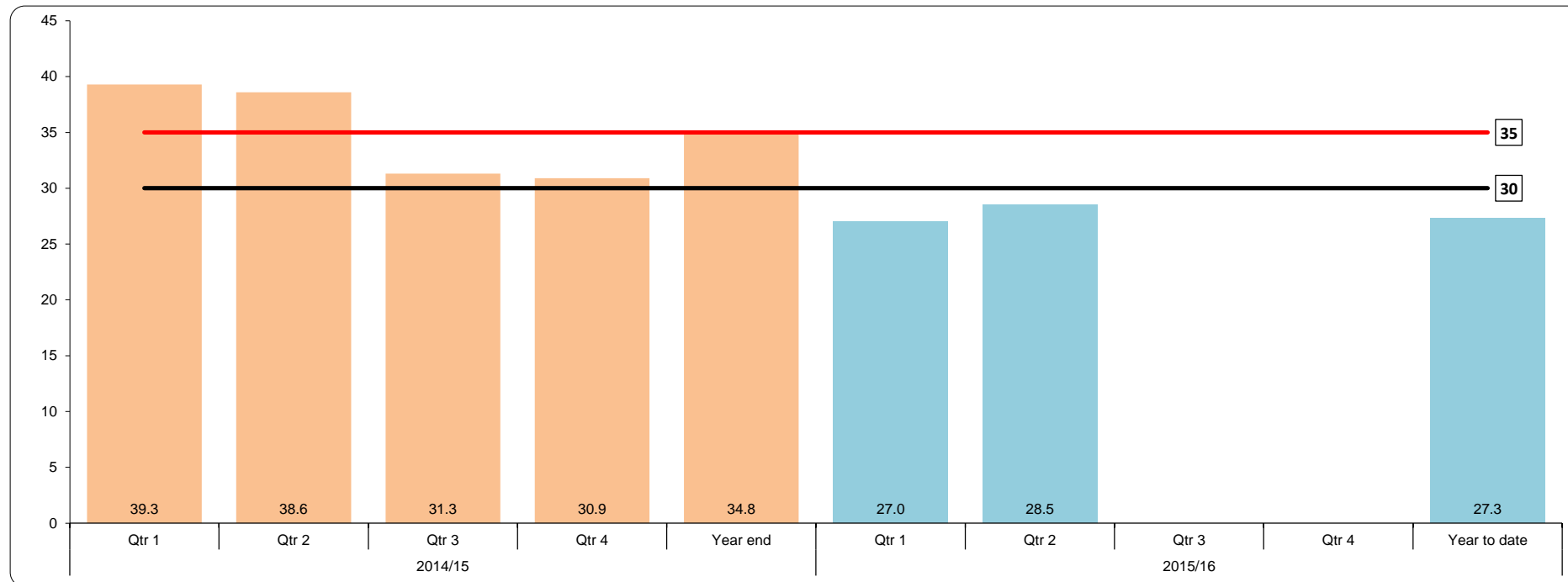
ETM06

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

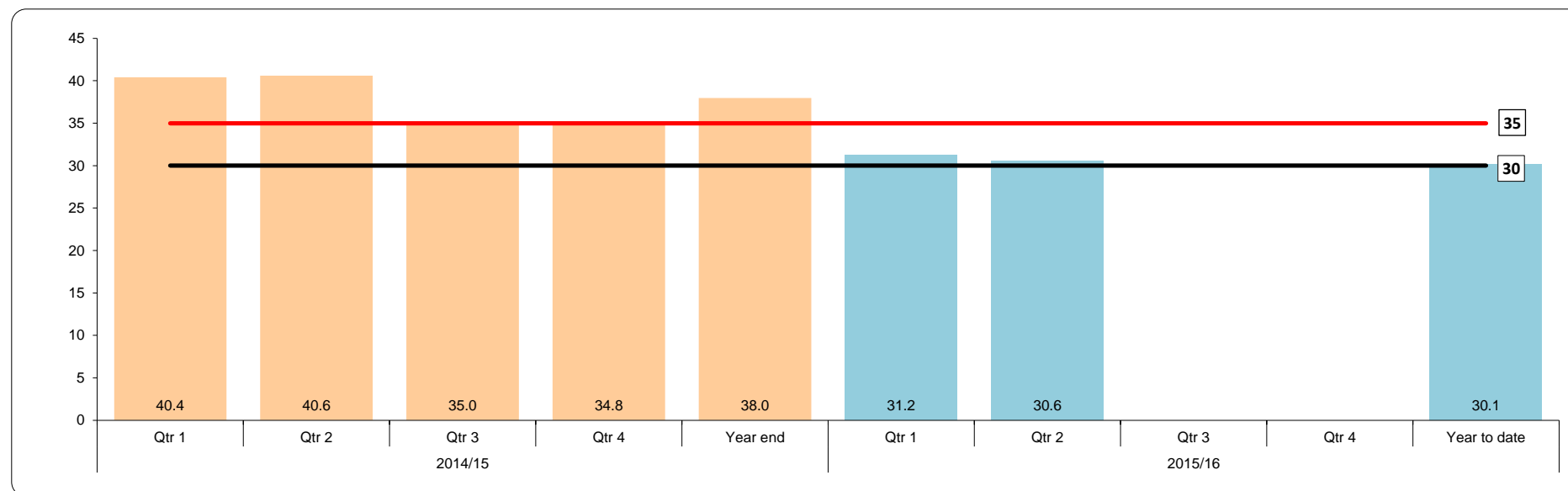
Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	33.1	23.0	27.3	23.6	26.8	33.4	29.0	32.7	27.3	24.1

Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those not able to 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

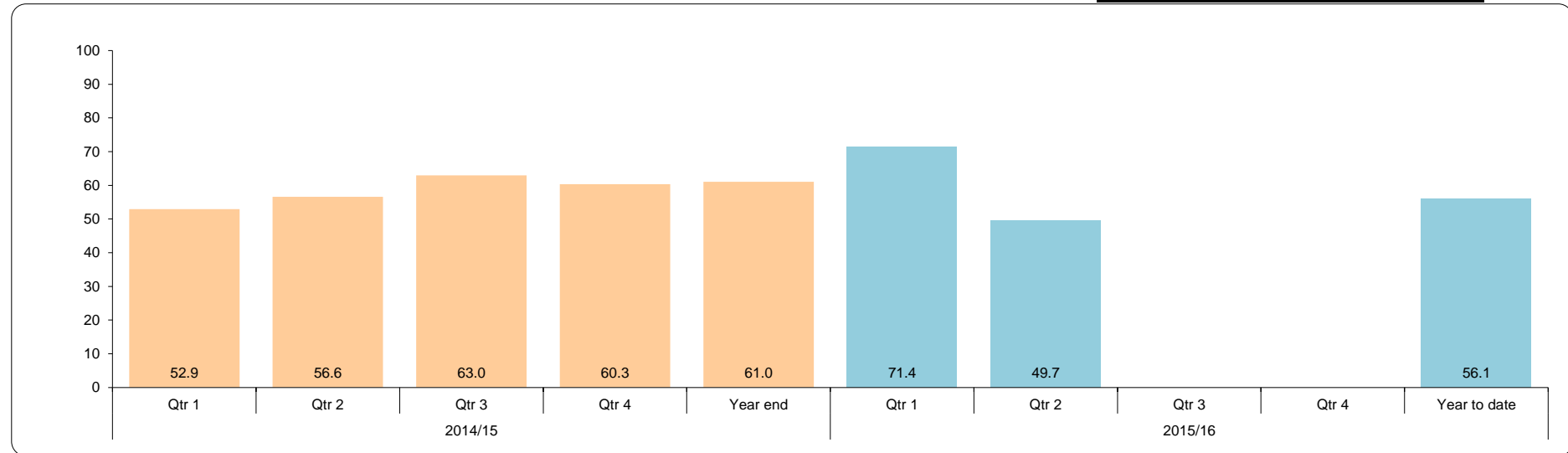
Definition: From date property becomes void to date it has a tenancy start date. Turnaround excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

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

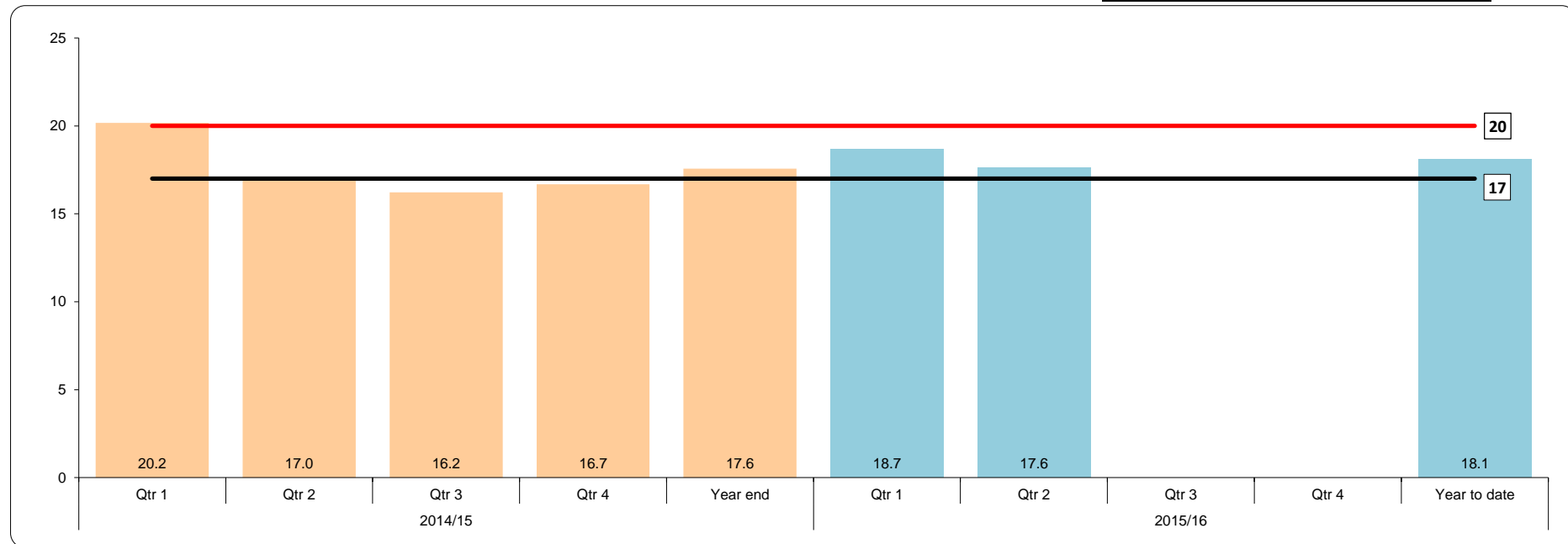
Definition: From date property becomes void to date it has a tenancy start date. All current sheltered voids only

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

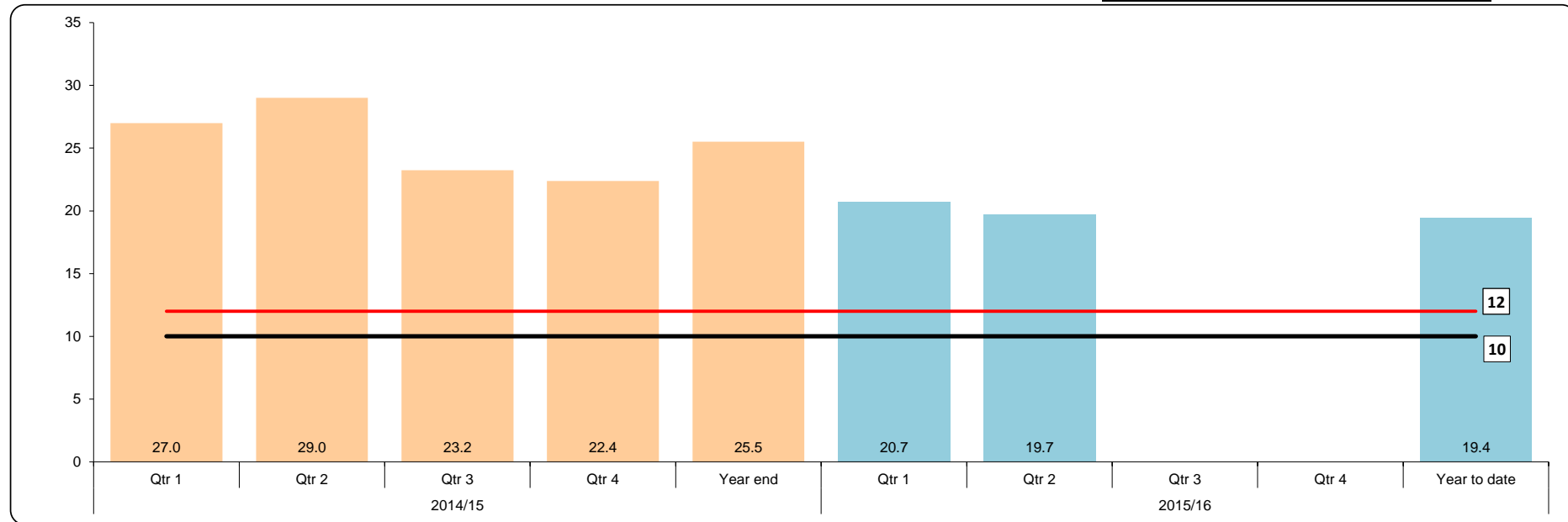
Definition: From date property becomes void to date it becomes FFL. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive works voids, asbestos, gas, electric etc. as per agreed process

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

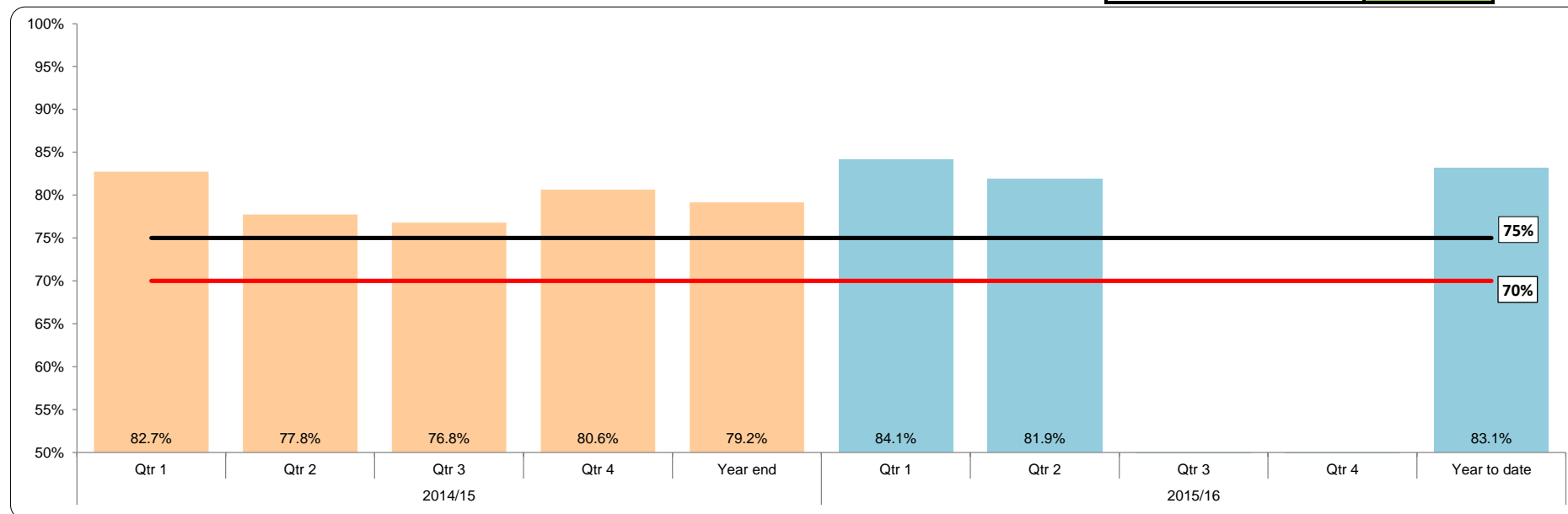
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	23.5	18.1	12.2	12.9	14.1	24.5	18.4	27.5	12.4	20.0

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%

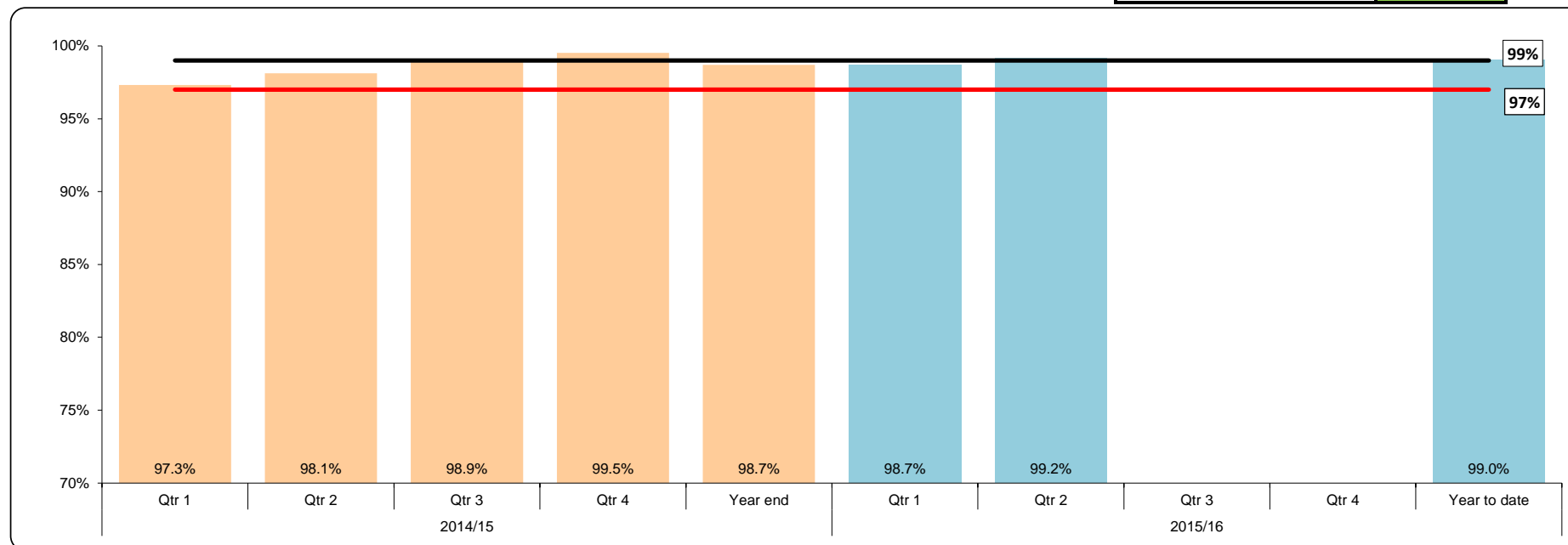
Percentage of void properties let first time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	81.6%	85.6%	83.3%	84.6%	77.5%	83.0%	73.5%	80.0%	86.5%	82.6%

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%

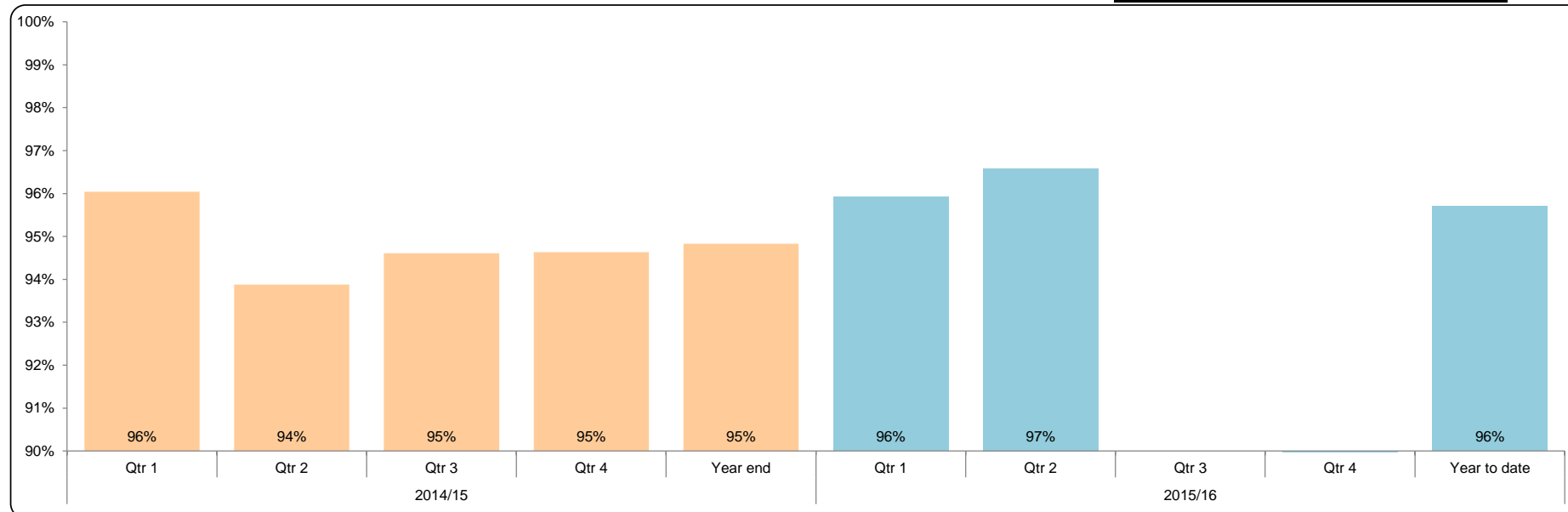
Customer satisfaction with letting staff	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	86.7%	97.3%	90%	no data	99.5%	100%	100%	no data	100%	100%

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%

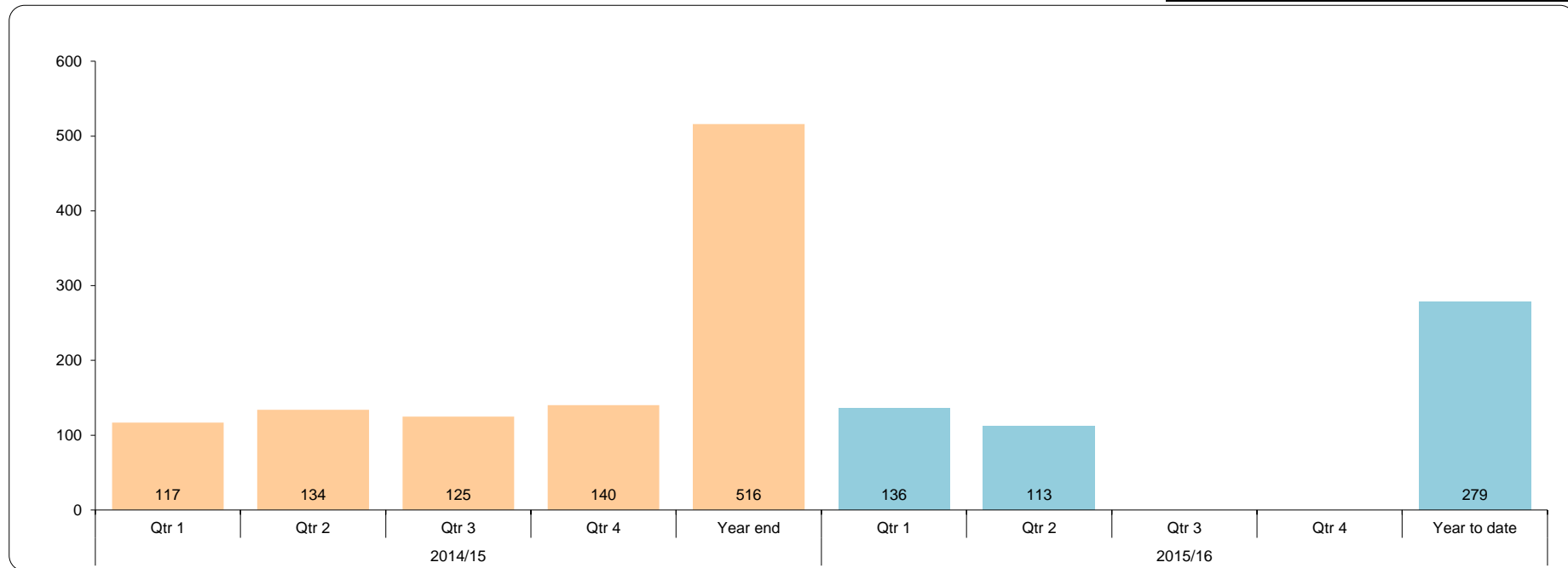
VL15

Services for Older People (Carol Dawson)

Number of new void sheltered properties

RAG Status

No Target



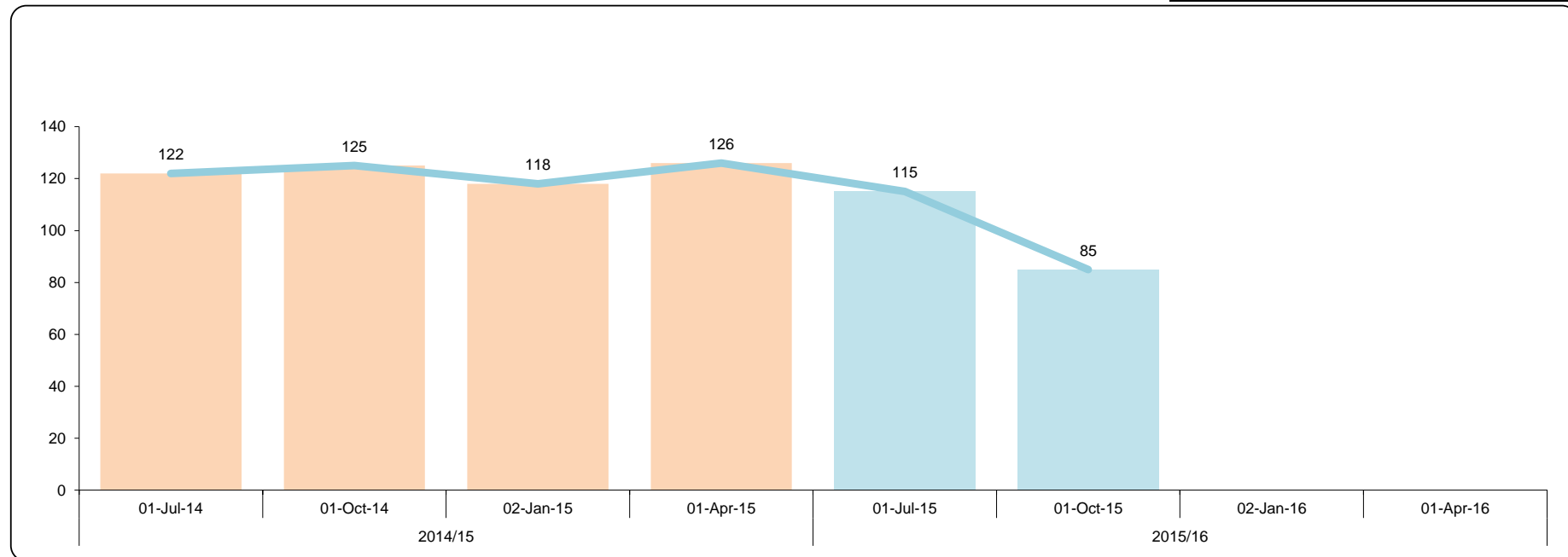
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of new void sheltered properties	117	134	125	140	516	136	113			279

VL07

Number of current void properties - sheltered only - Snapshot figure

RAG Status

No Target



	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		

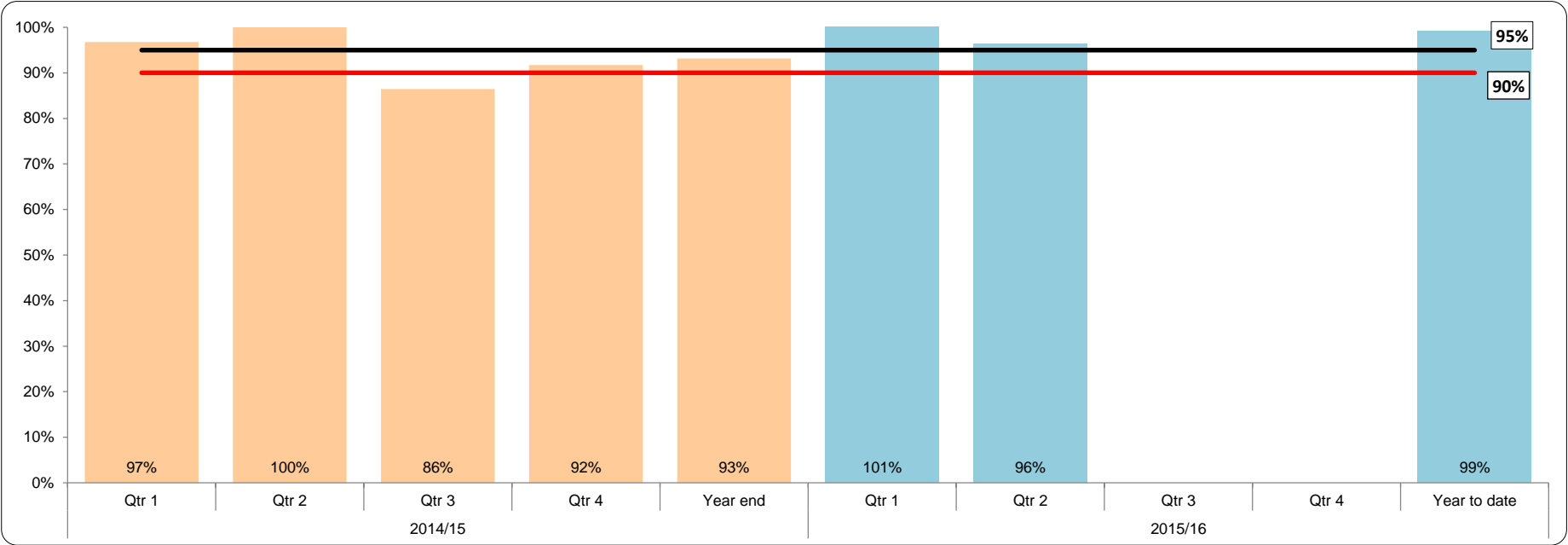
Total number of current void properties - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01-Oct-15	16	8	1	15	11	4	9	8	5	8

VL09

Percentage of support plans completed in 4 weeks

RAG Status

Green



Bigger is better

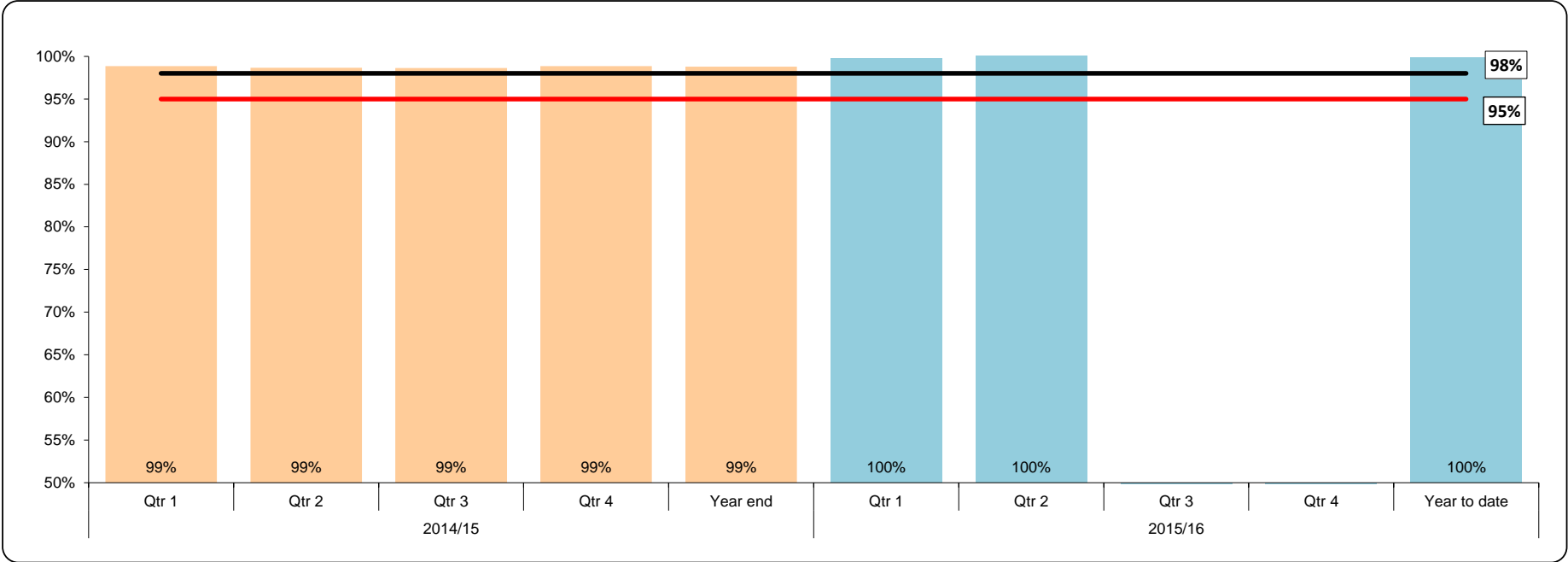
Percentage of support plans completed in 4 weeks	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	97%	100%	86%	92%	93%	101%	96%			99%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SIOP01

Percentage of Careline calls answered within 60 seconds

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 Careline calls answered within 60 seconds	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%

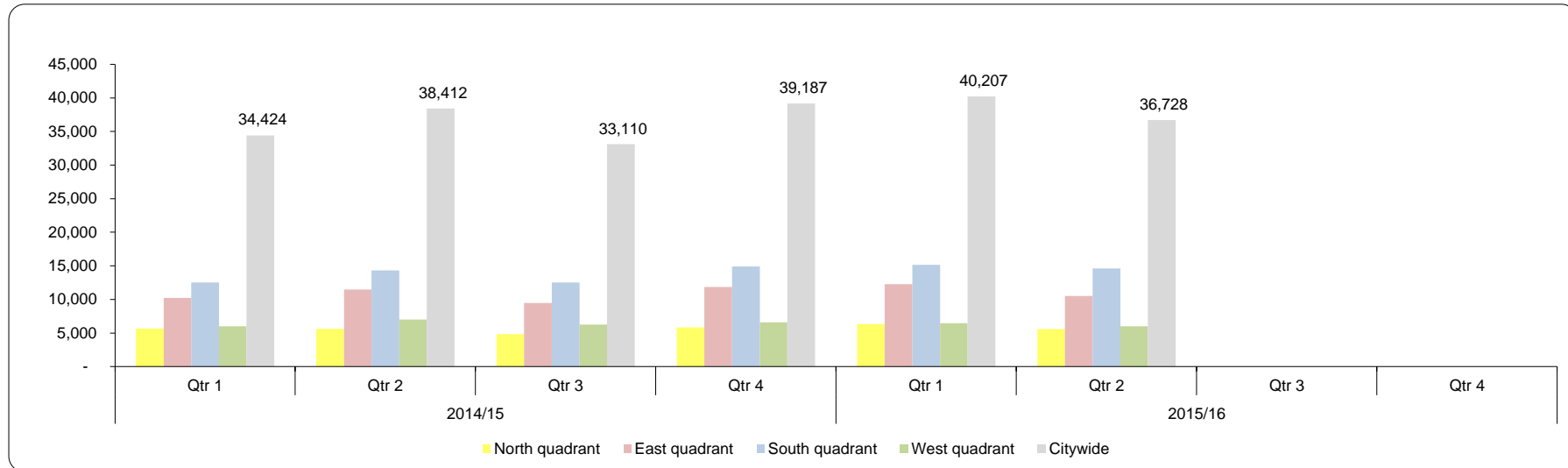
SIOP02

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

No Target

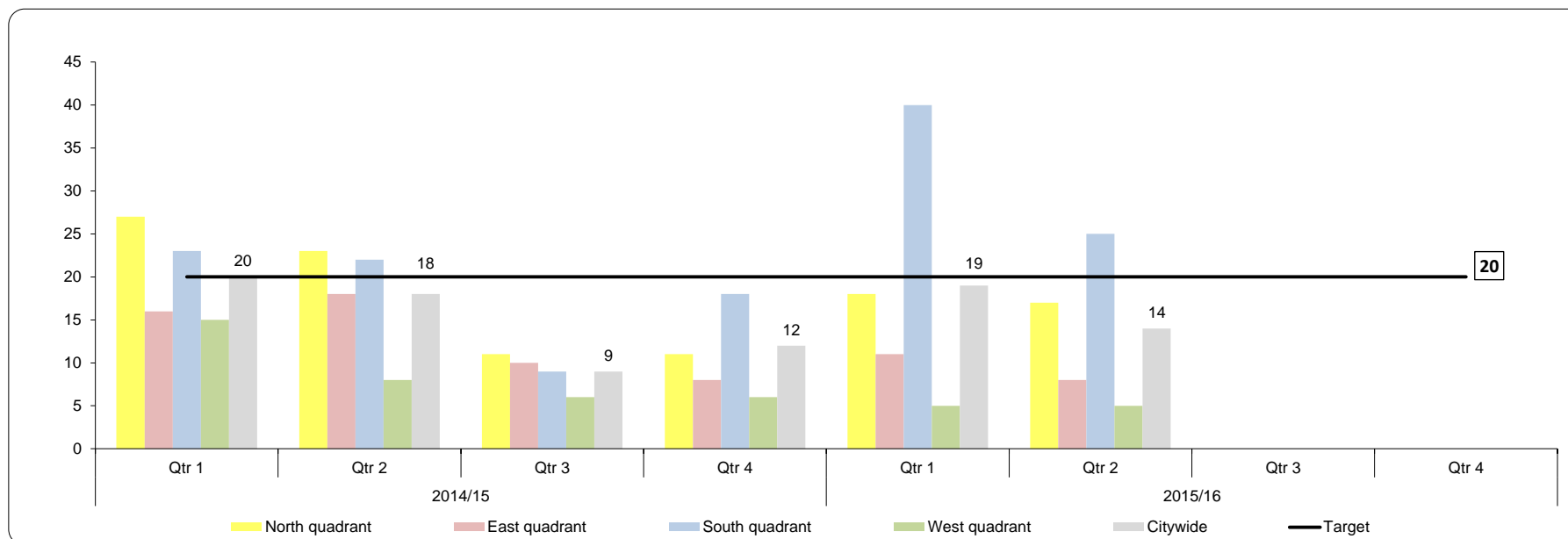


	2014/15				2015/16			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	5,668	5,609	4,850	5,836	6,320	5,581		
East quadrant	10,233	11,476	9,485	11,851	12,280	10,510		
South quadrant	12,533	14,321	12,519	14,915	15,138	14,627		
West quadrant	5,990	7,006	6,256	6,585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

Average time taken to answer calls (in seconds)

RAG Status

Green



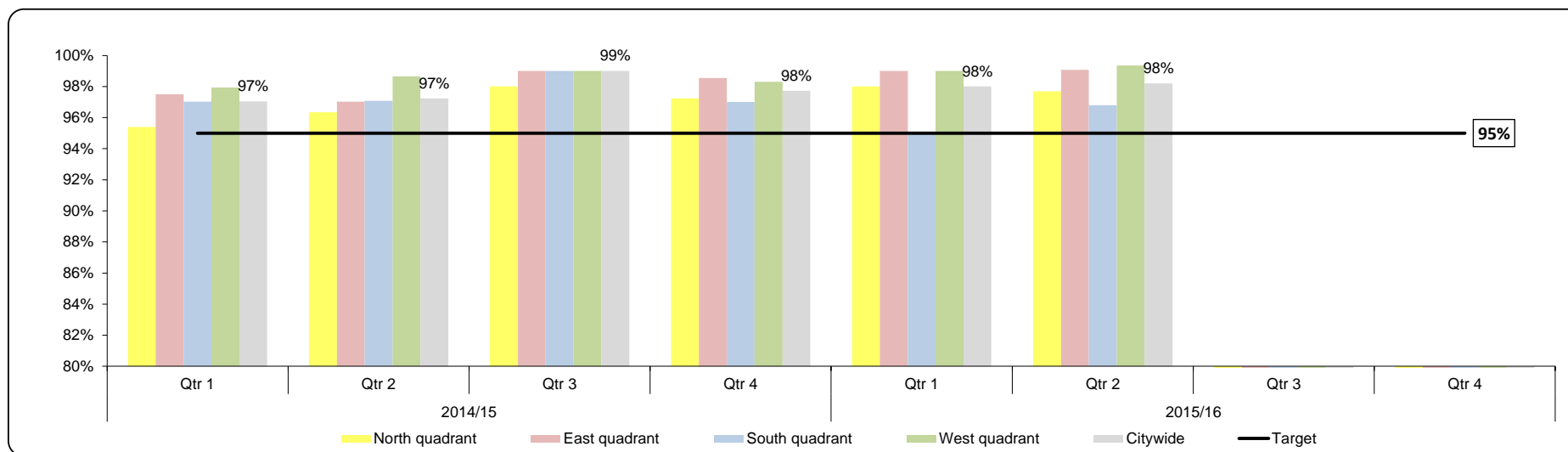
Smaller is better

	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

Percentage of calls answered

RAG Status

Green



Bigger is better

Percentage of calls answered	2014/15				2015/16			
	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%

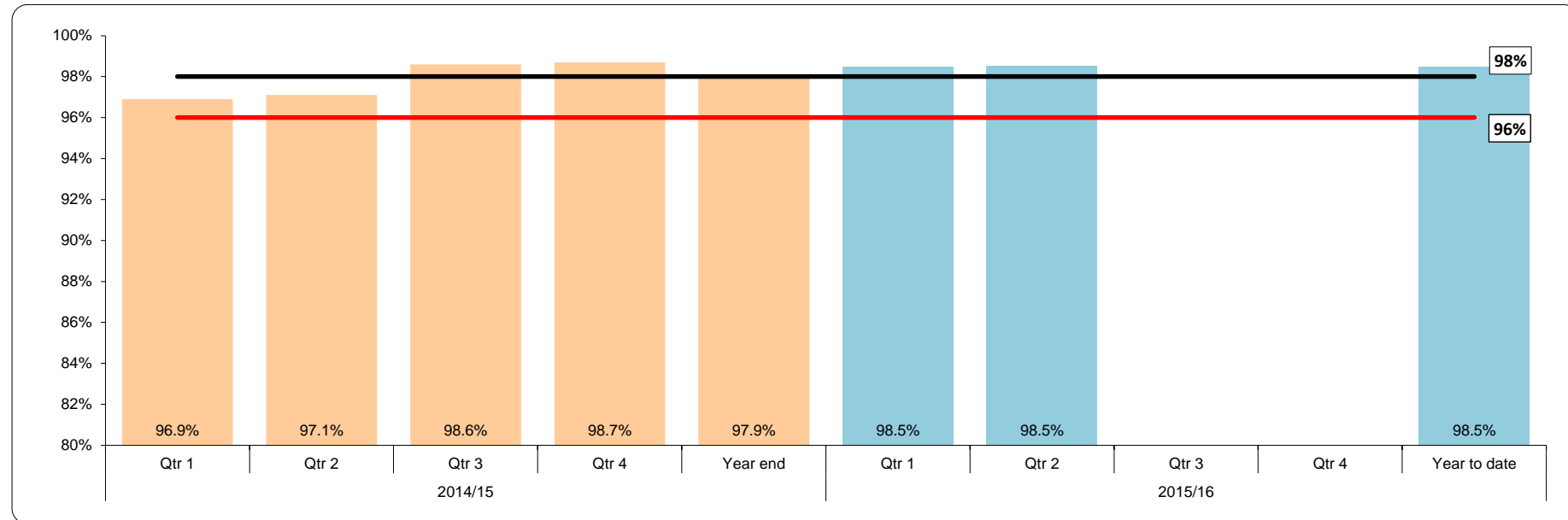
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Green



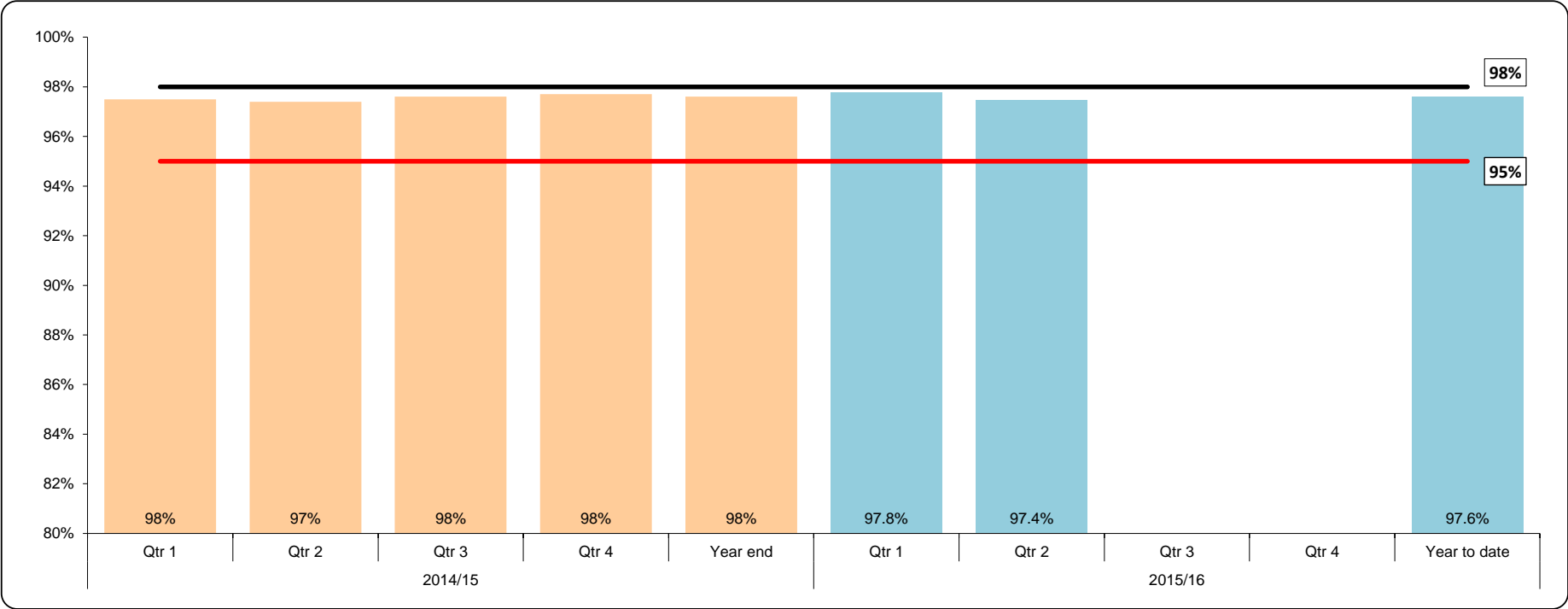
Bigger is better

	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%

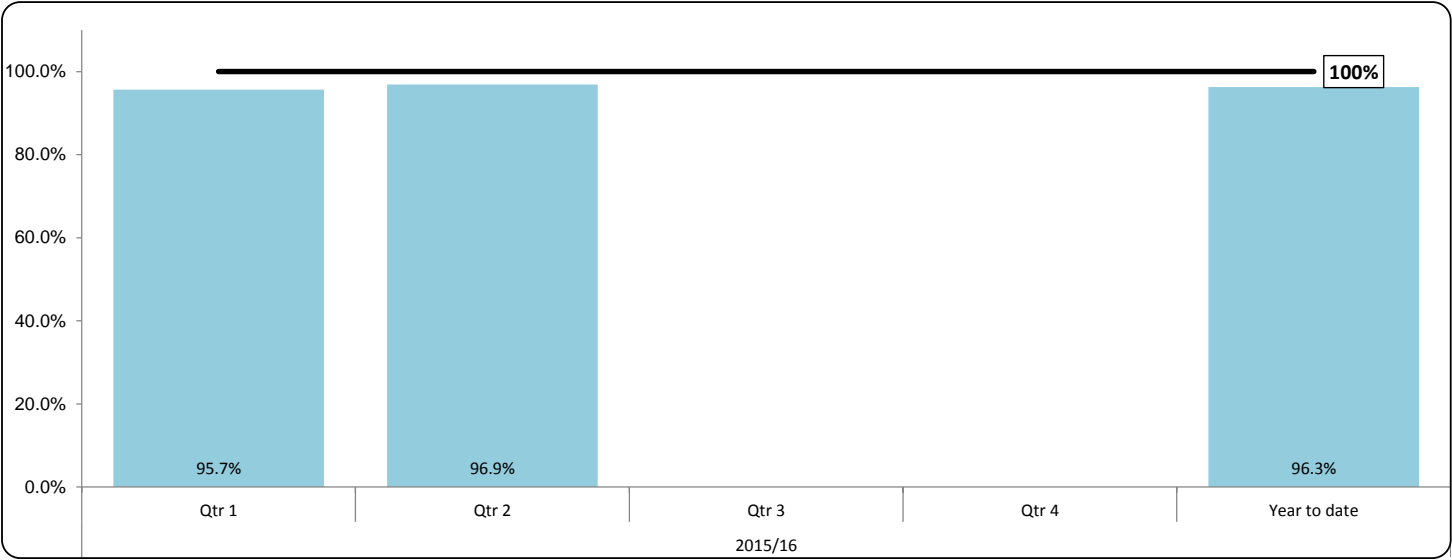
AMM03

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%

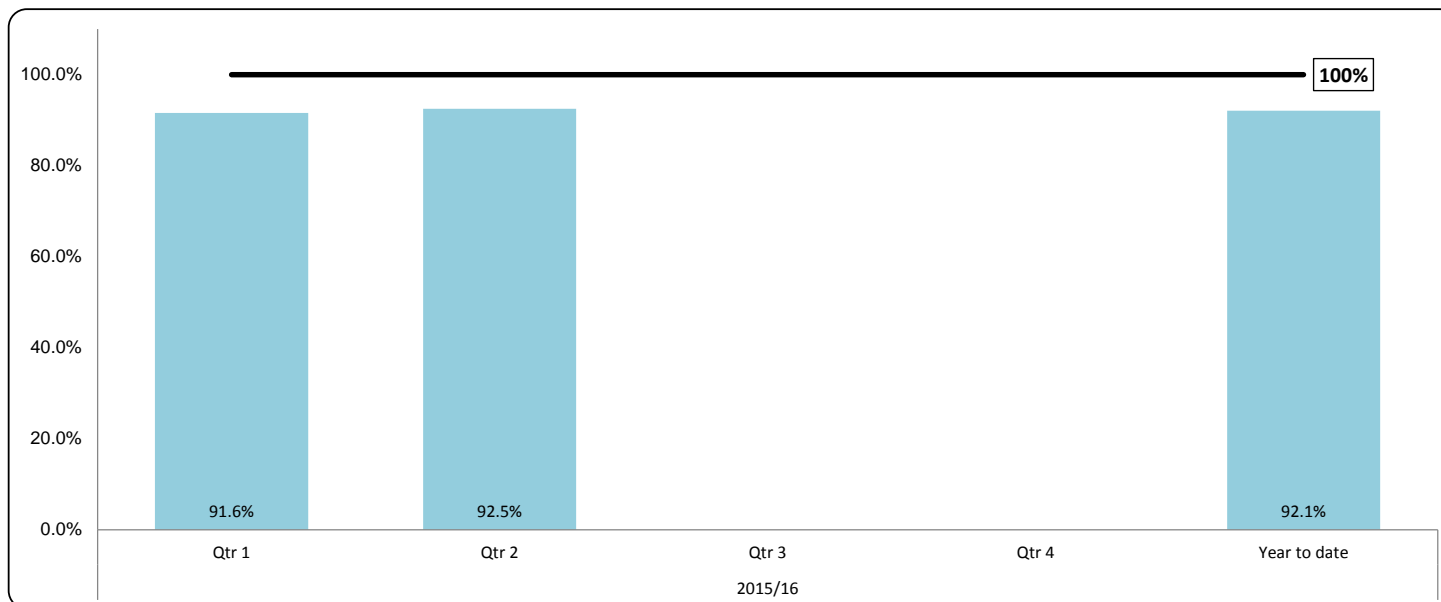
AMM14

We will resolve routine repairs within 30 days

Birmingham Promise

RAG Status

Red



Bigger is better

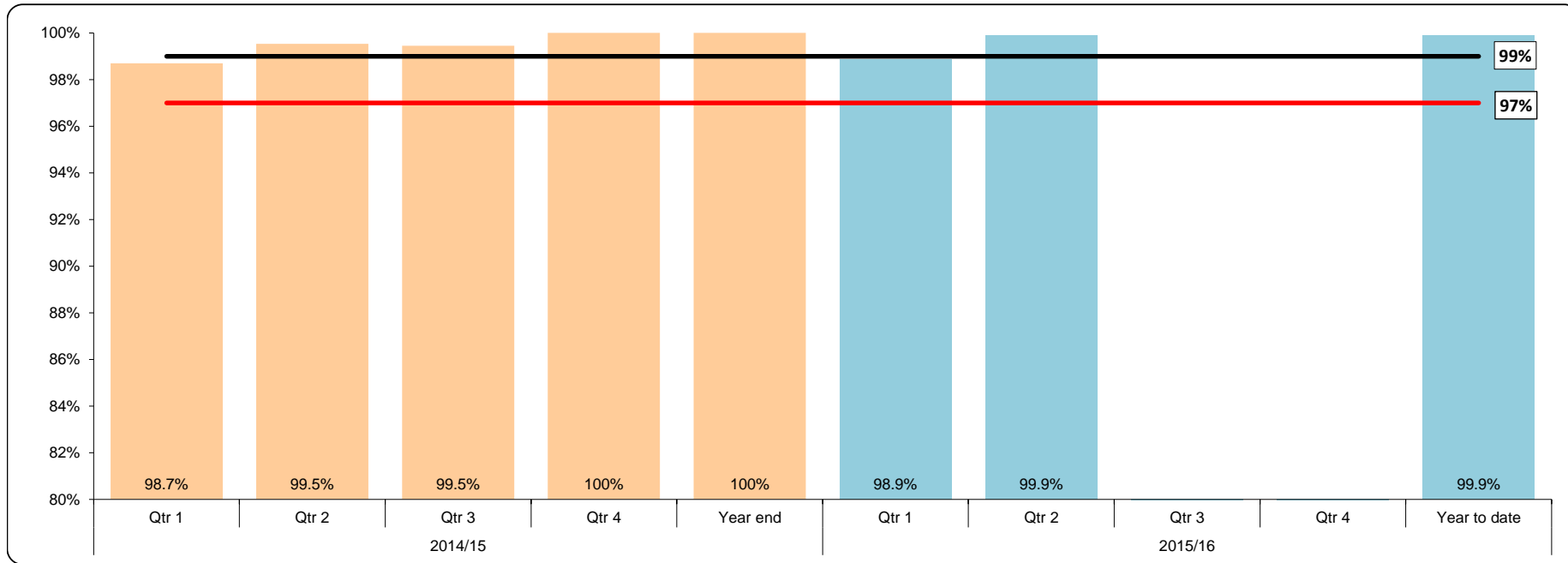
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
We will resolve routine repairs within 30 days	This is a new measure. There is no historical data available					91.6%	92.5%			92.1%
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
We will resolve routine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

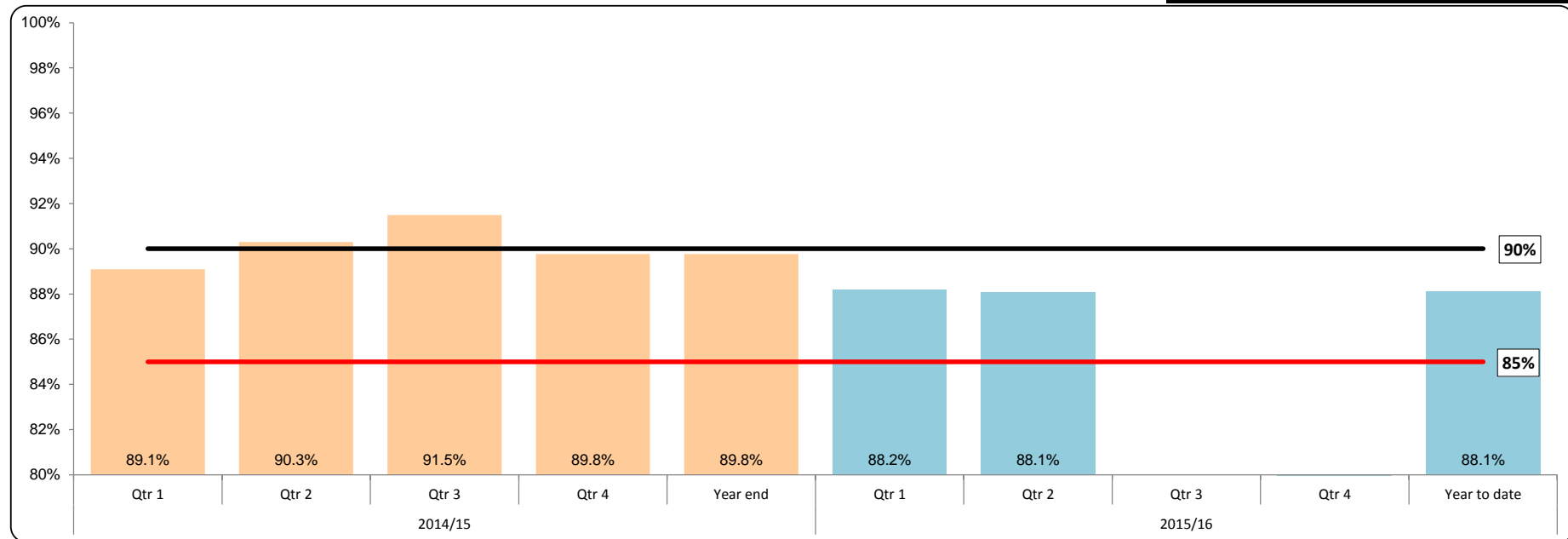
Percentage of gas servicing completed against period profile	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2015-16	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.7%	99.9%

From April 2015 this measure excludes voids.

Percentage of gas repairs completed within 7 days

RAG Status

Amber



Target - Bigger is better

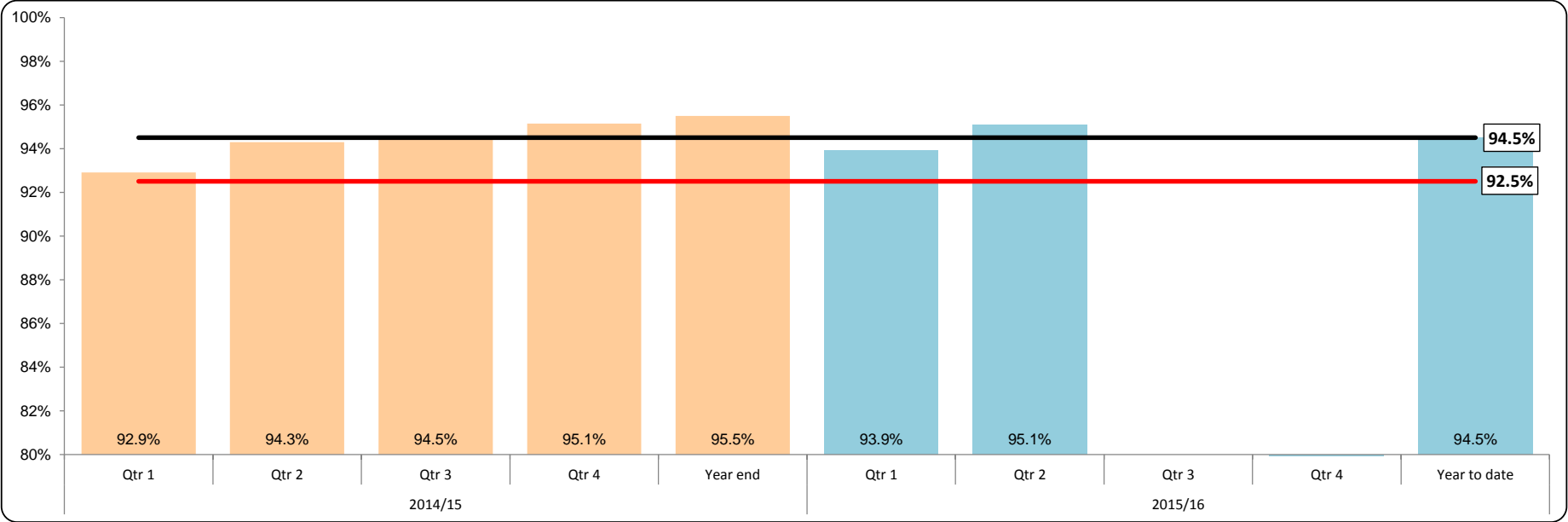
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of gas repairs completed within 7 days	89.1%	90.3%	91.5%	89.8%	89.8%	88.2%	88.1%			88.1%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

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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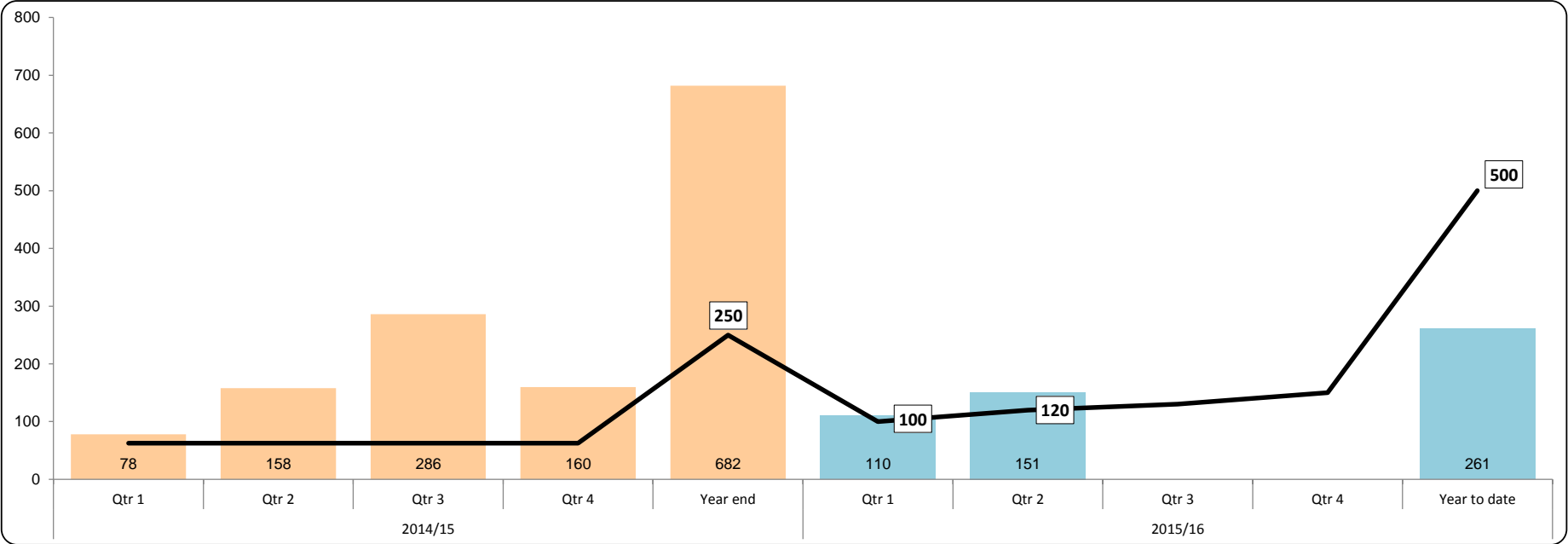
Bigger is better

	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%

AMM11

Number of households assisted by independent living

RAG Status	Green
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Bigger is better

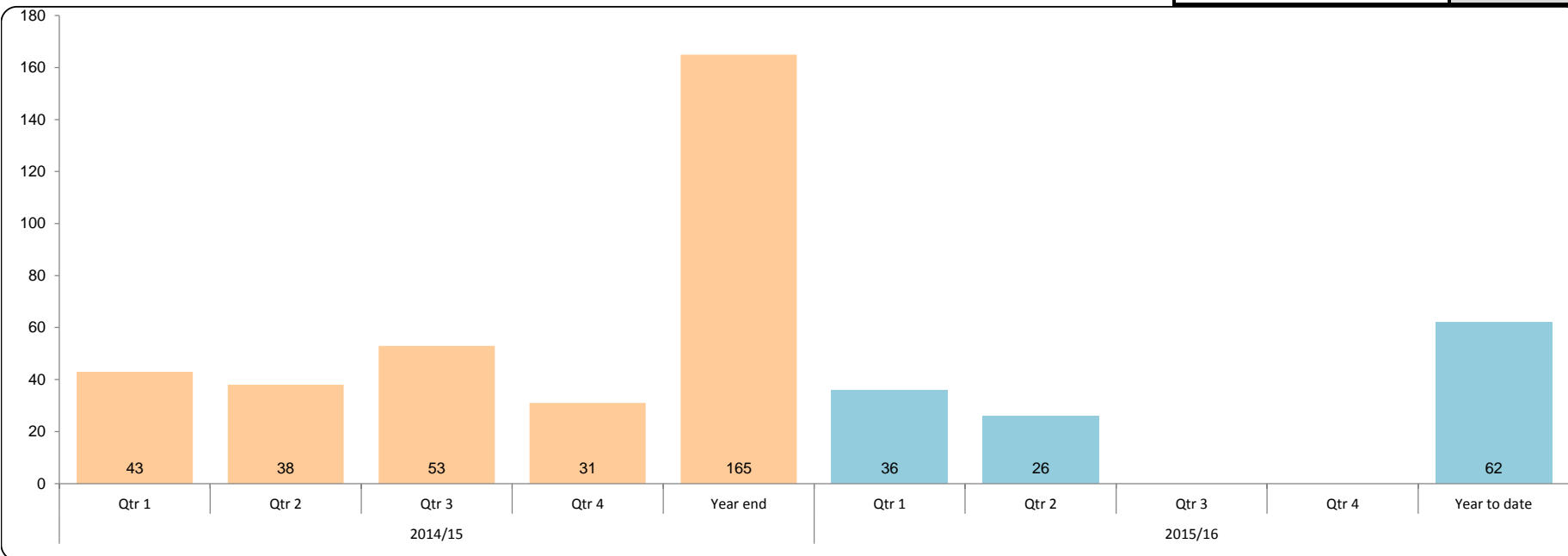
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of households assisted by independent living	78	158	286	160	682	110	151			261
Target	62.5	62.5	62.5	62.5	250	100	120	130	150	500

AMM12

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

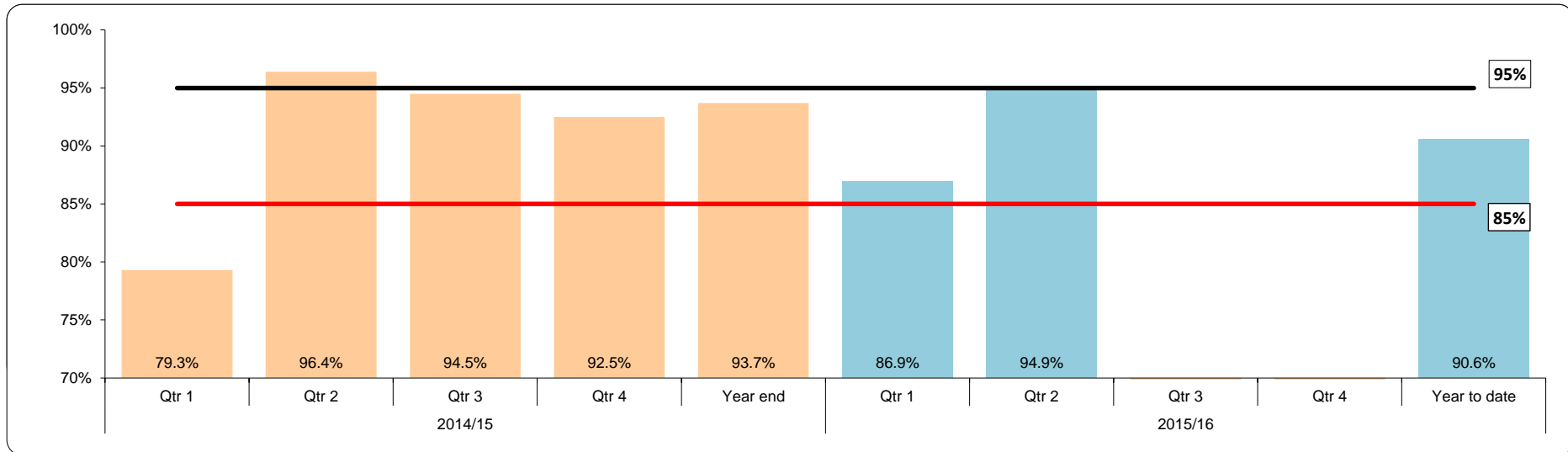
AMM13

Capital Works (Martin Tolley)

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

RAG Status

Amber



Bigger is better

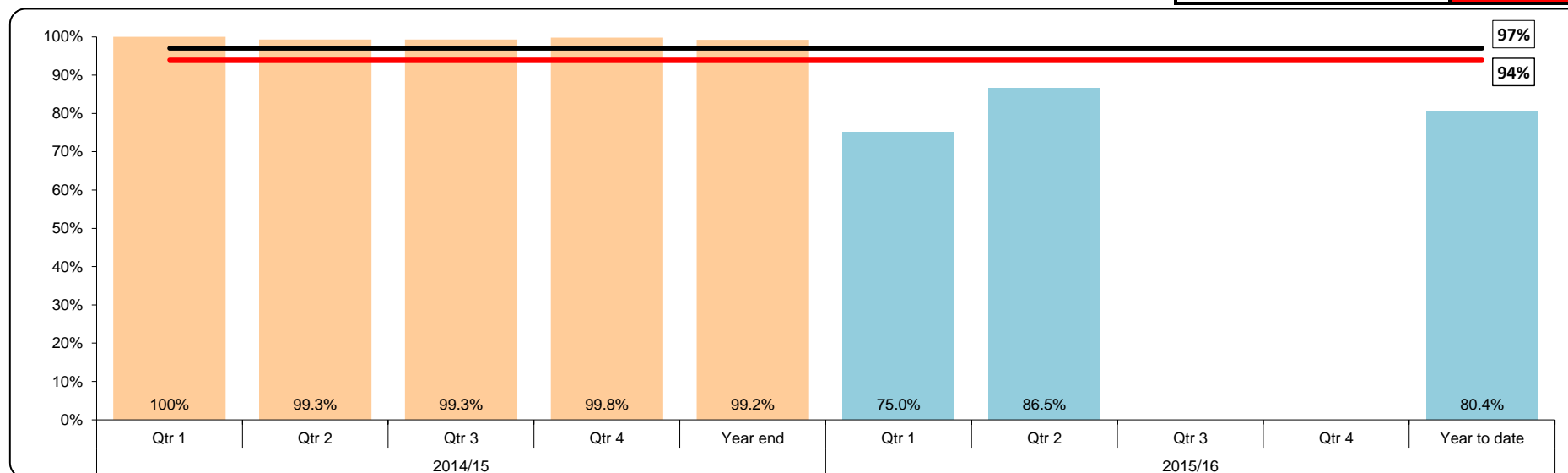
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
As per contractor assessment the percentage of capital improvements completed within timescale	79.3%	96.4%	94.5%	92.5%	93.7%	86.9%	94.9%			90.6%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	85%	85%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

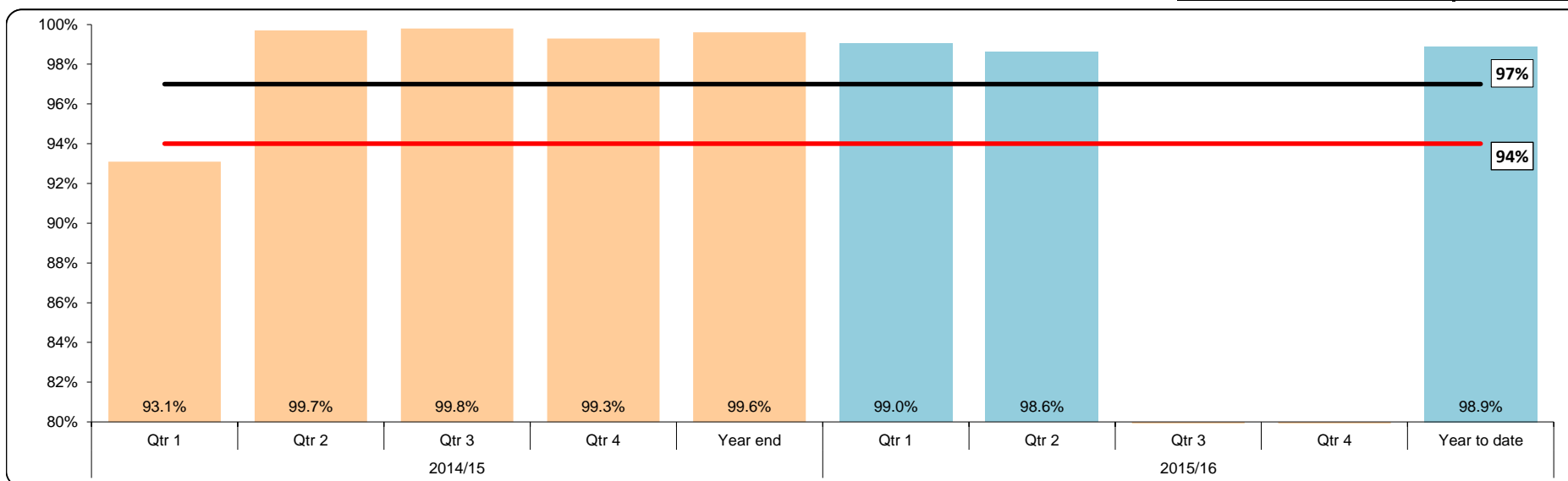
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
The percentage of capital improvements works completed and audited by BCC with no defects on handover	100%	99.3%	99.3%	99.8%	99.2%	75.0%	86.5%			80.4%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard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

CW02

Percentage of customers satisfied with contractor performance

RAG Status

Green



Bigger is better

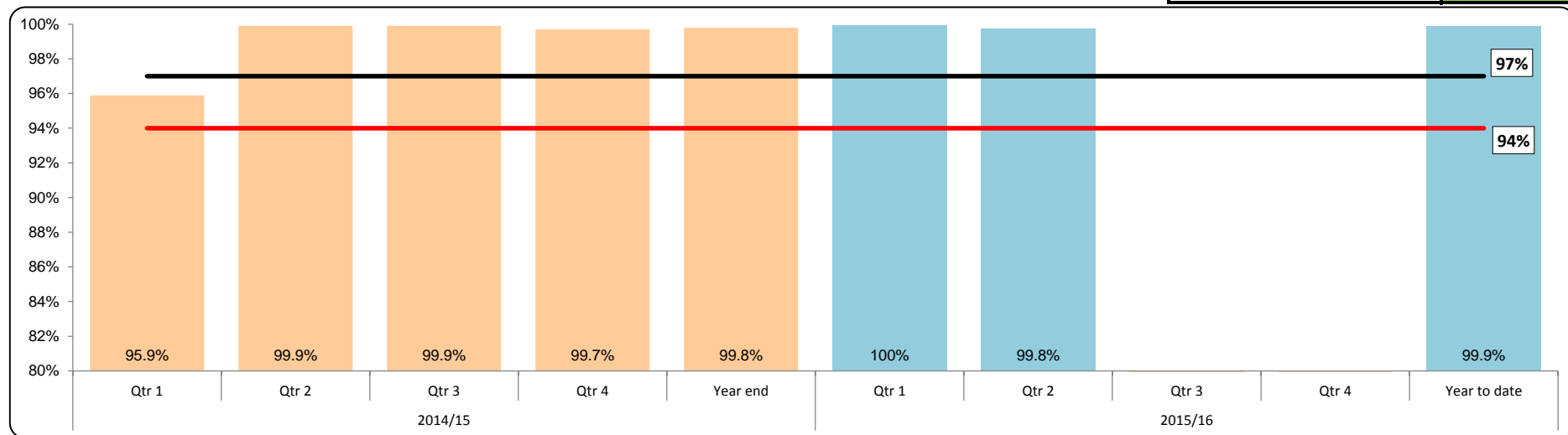
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of customers satisfied with contractor performance	93.1%	99.7%	99.8%	99.3%	99.6%	99.0%	98.6%			98.9%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW03

Percentage of customers satisfied with the quality of their home improvement

RAG Status

Green



Bigger is better

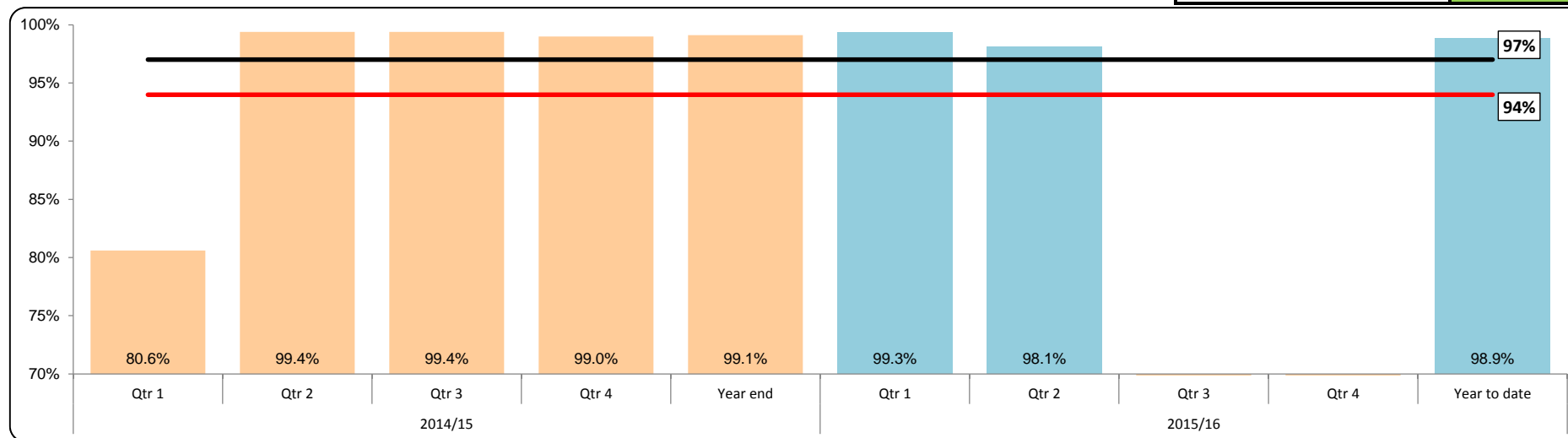
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of customers satisfied with the quality of their home improvement	95.9%	99.9%	99.9%	99.7%	99.8%	100%	99.8%			99.9%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%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

CW04

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

RAG Status

Green



Bigger is better

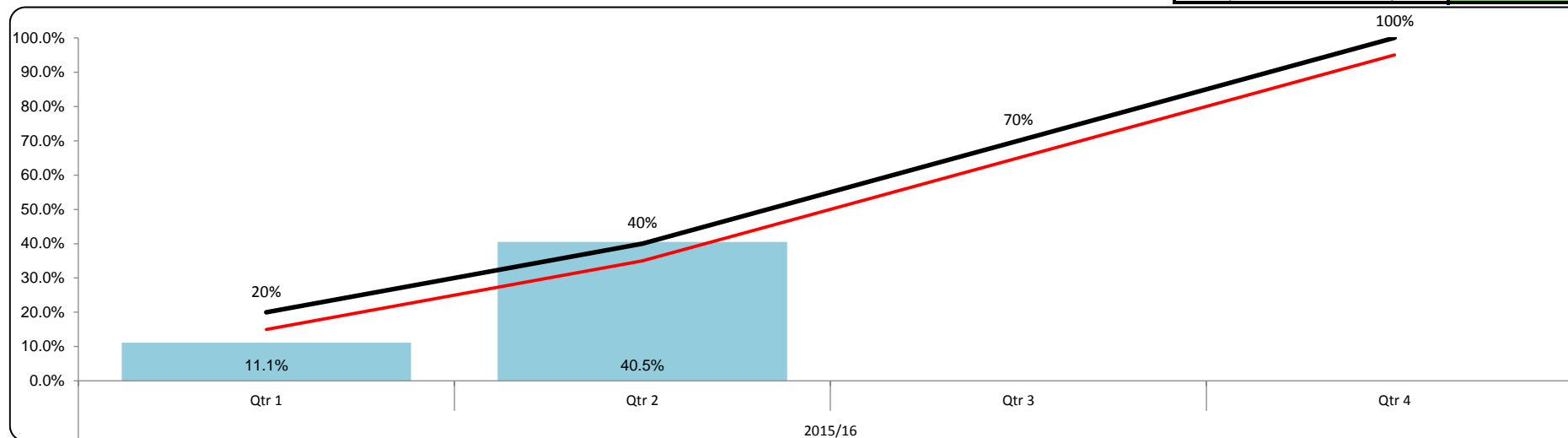
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of customers satisfied with Birmingham City Council's overall process	80.6%	99.4%	99.4%	99.0%	99.1%	99.3%	98.1%			98.9%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%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

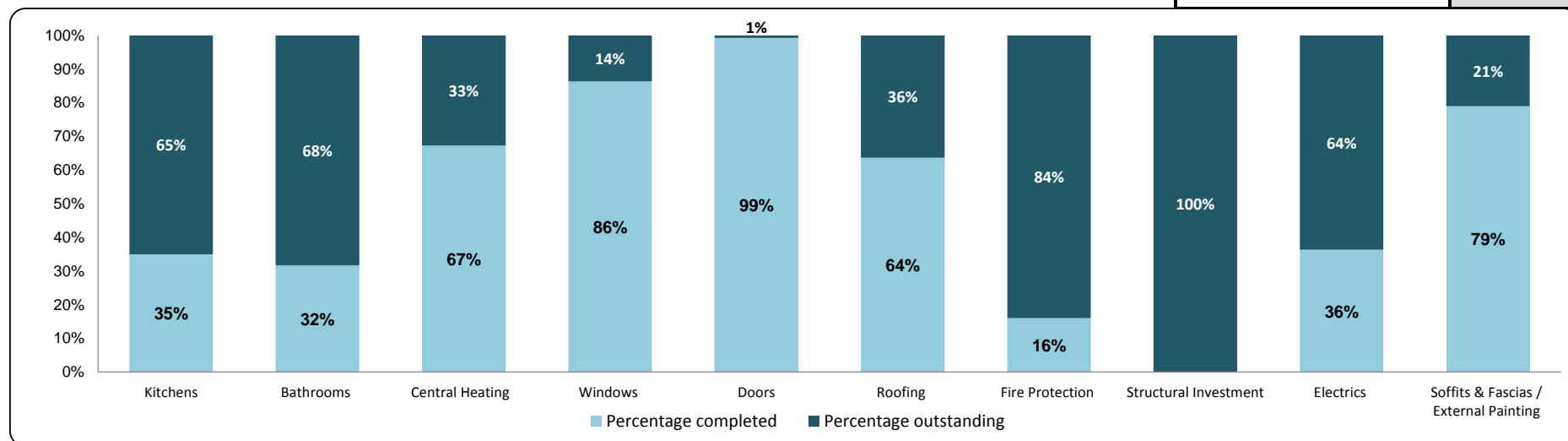


Bigger is better

	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

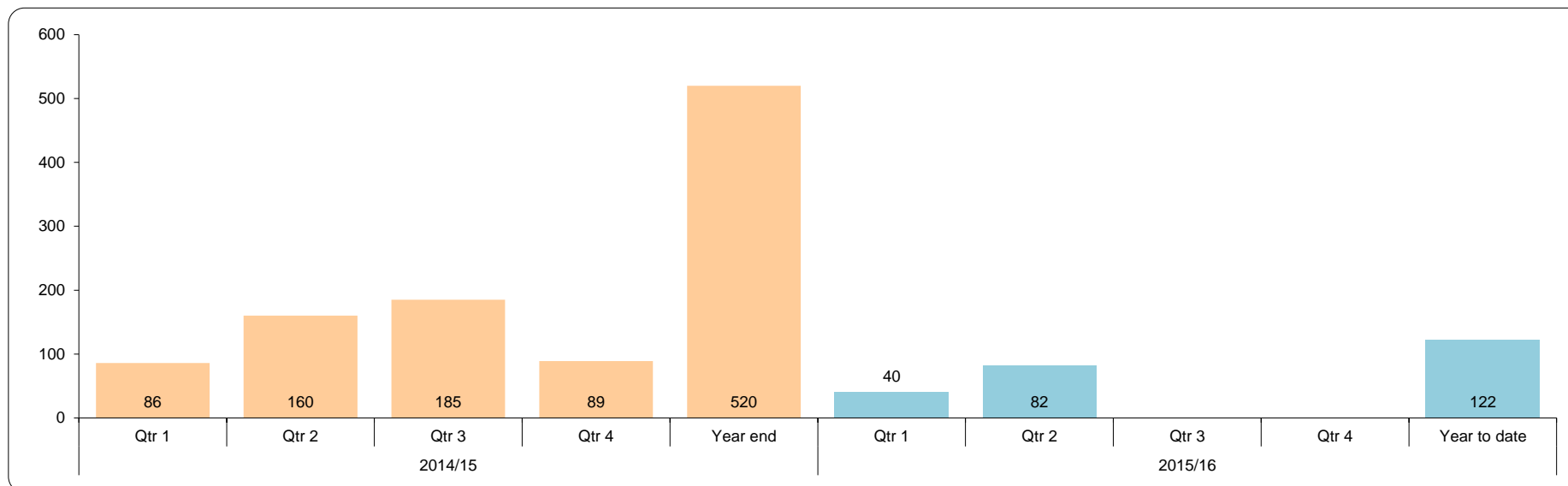
The planned structural block programme is on target.

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

RAG Status

No Target



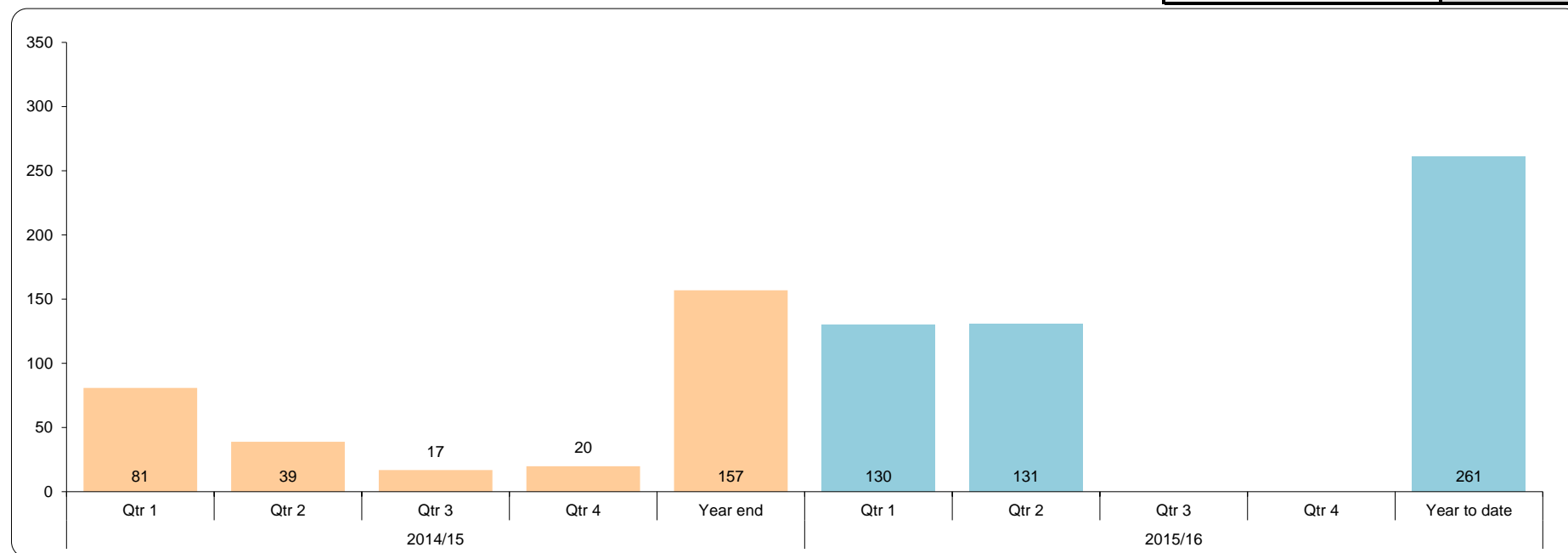
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Houses in Multiple Occupation licences issued	86	160	185	89	520	40	82			122

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status

No Target

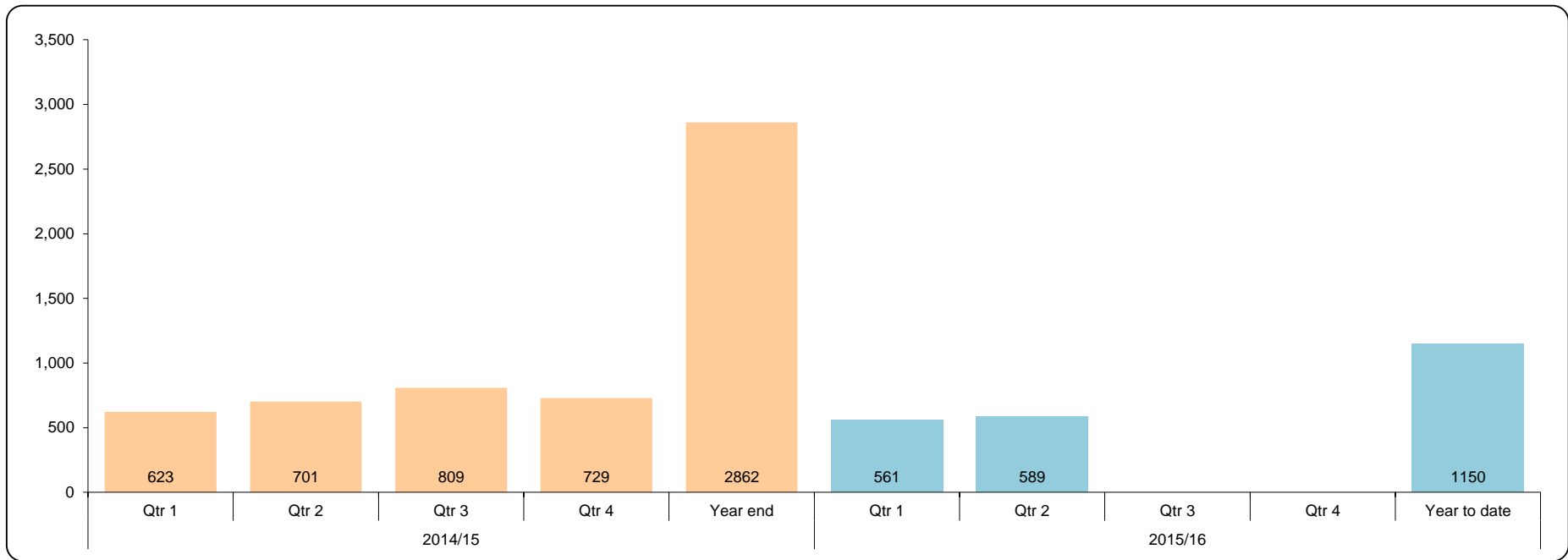


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Licenced and unlicensed Houses in Multiple Occupation inspected	81	39	17	20	157	130	131			261

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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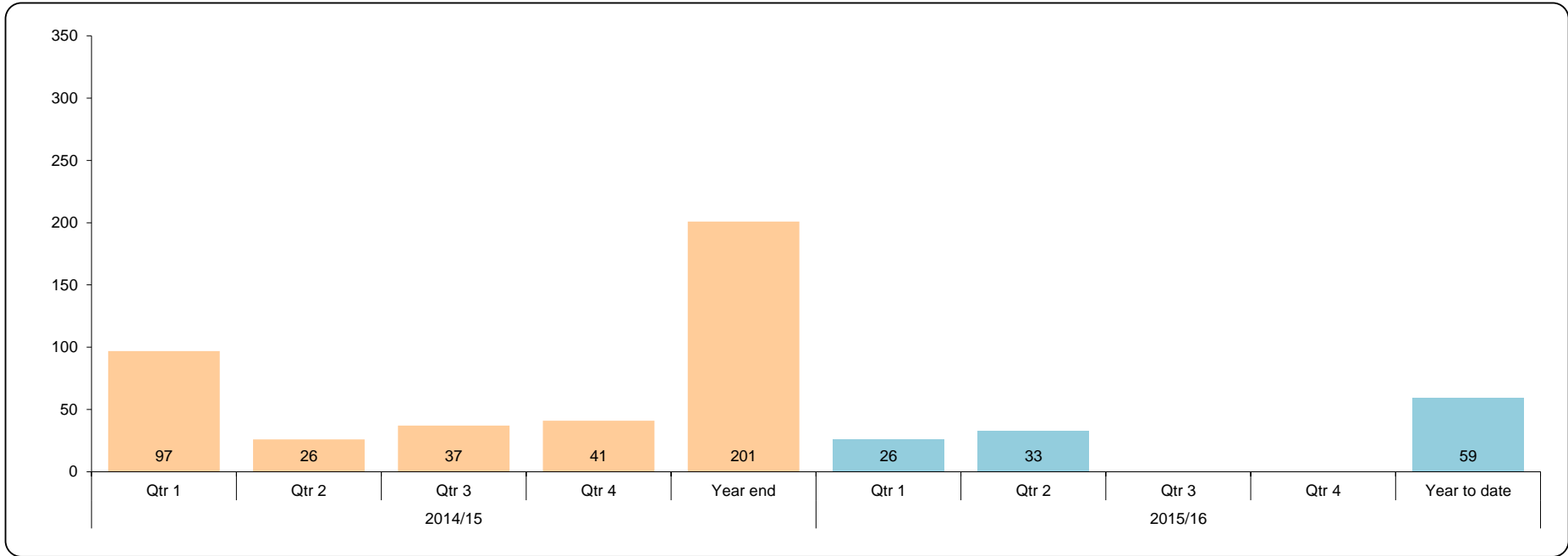


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
PTU requests for assistance	623	701	809	729	2862	561	589			1150

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status	No Target
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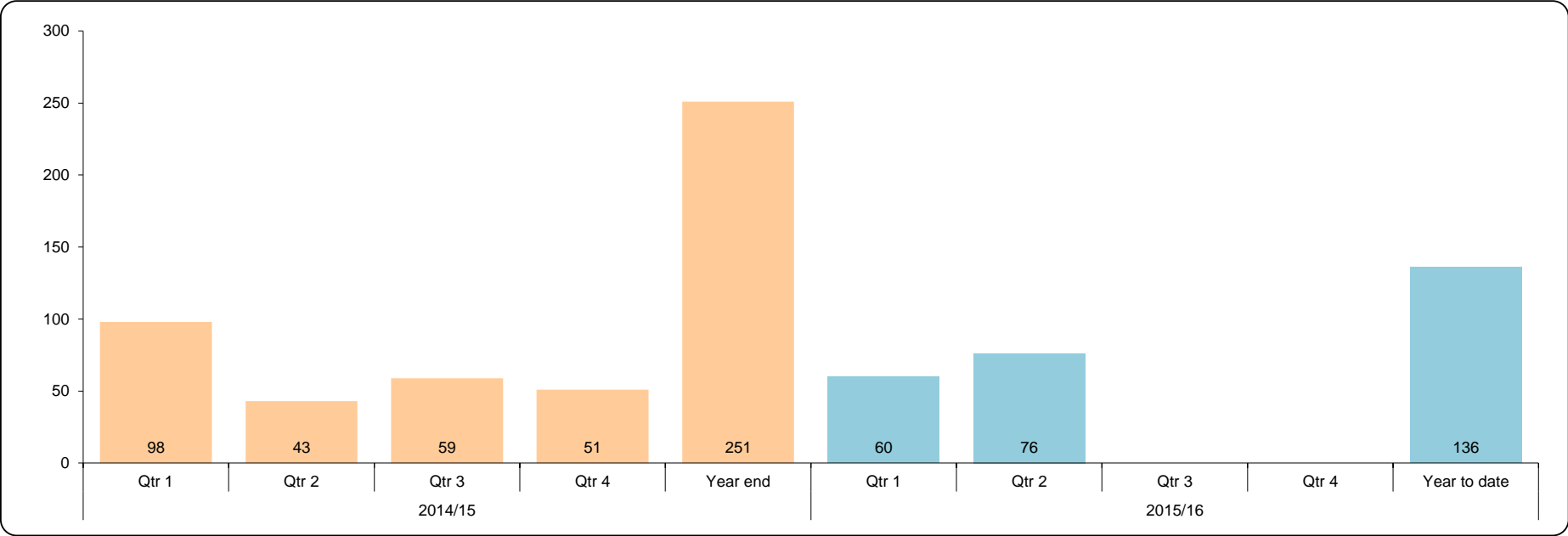


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Private Tenancy Unit - Cases assisted through advice	97	26	37	41	201	26	33			59

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status	No Target
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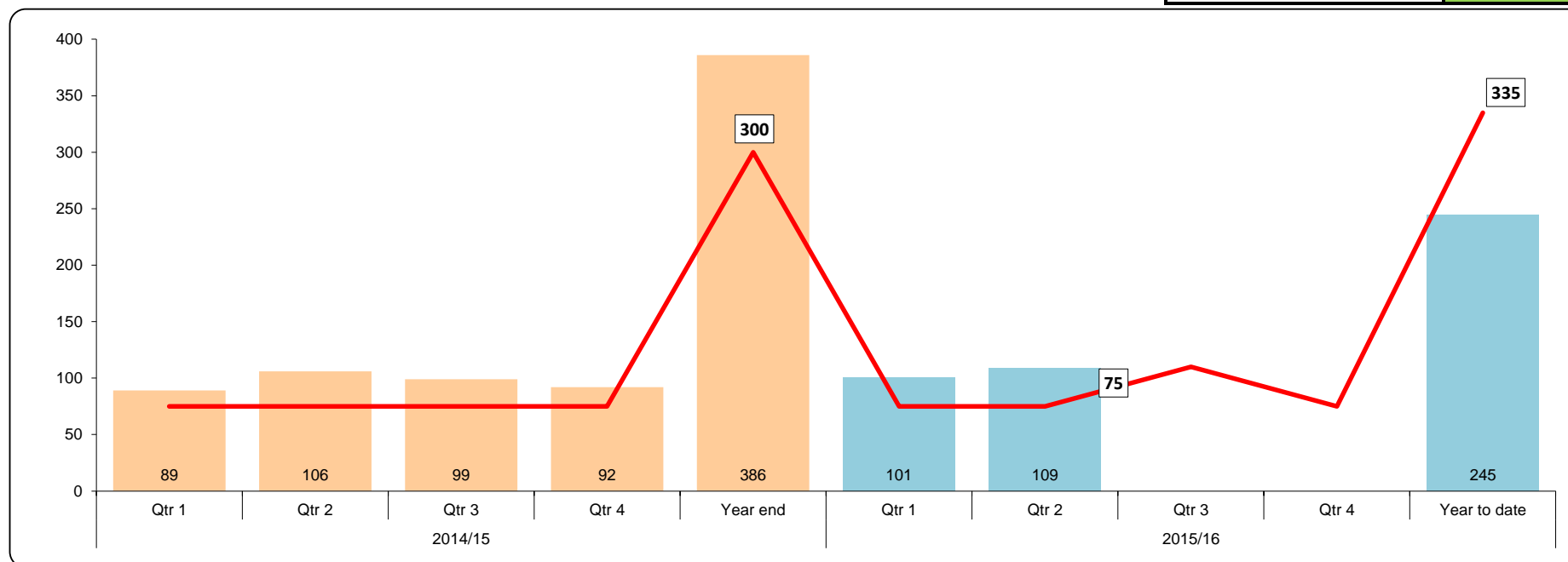
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Private Tenancy Unit - Cases assisted through intervention	98	43	59	51	251	60	76			136

PRS05

Empty properties brought back into use - Council Business Plan measure

RAG Status

Green



Bigger is better

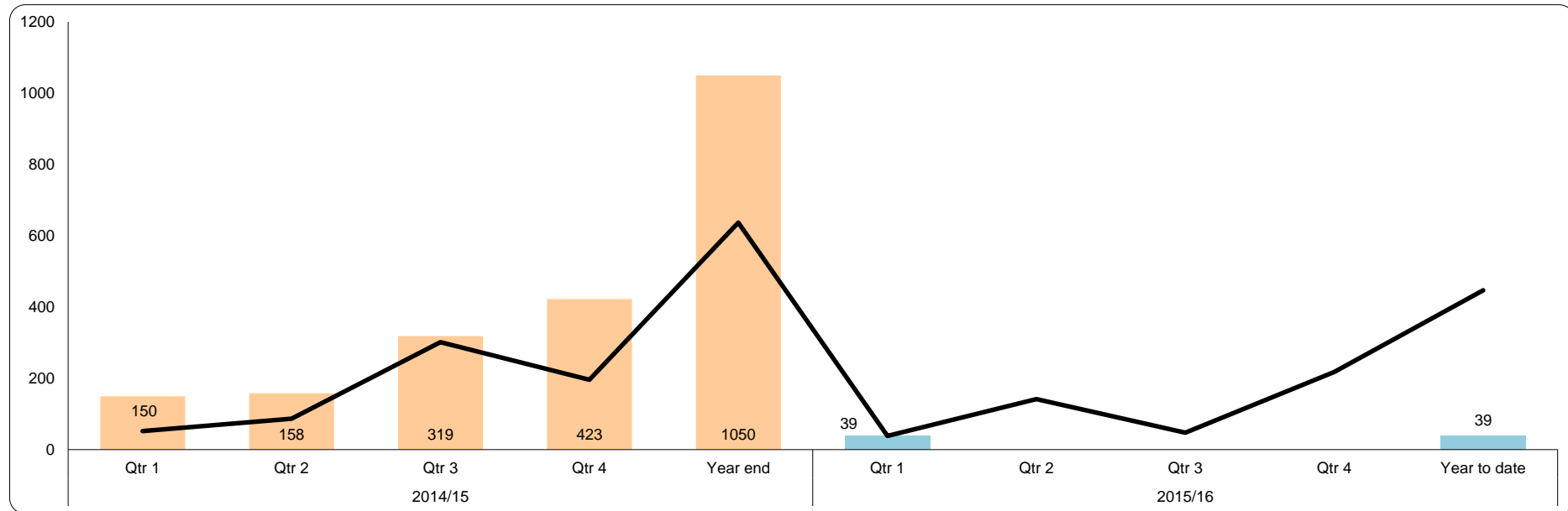
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Empty properties brought back into use	89	106	99	92	386	101	109			245
Target	75	75	75	75	300	75	75	110	75	335

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

Yardley District

End of Year Performance Narrative

Quarter 2 2015/2016

Anti-Social Behaviour	<p>In Quarter 2, 99% of ASB cases in the Yardley District were responded to within timescale. This is due to system error and cases put on by the call centre in error.</p> <p>In Quarter 2, 100% cases were also closed successfully.</p> <p>ASB cases are reviewed fortnightly and action plans are agreed between the customer, support agencies and the ASB officers. Interventions include targeted work with Aquarius, Women's Aid, Addaction, Safe, Phoenix Futures, Mind and Brave. This allows for a balanced approach between enforcement, intervention and diversionary activity. The ASB team continue to work in partnership with the Think Family Team delivering targeted support to families with complex needs. We also work with Shelter in respect of intensive family support provisions and we also work in partnership with the Police and Community Safety colleagues.</p> <p>There are 2 Think Family Support Officers based at the Lea Hall East Quadrant Office. They worked with a total of 20 cases during Quarter 2.</p> <p>There were 6 new Hate Crimes reported in Quarter 2</p>
Lodgers in Occupation	<p>In Quarter 2 there are 3 live cases in Yardley where Lodgers have been left in occupation of dwelling (LIOs).</p>
Voids and Lettings	<p><u>Overview</u></p> <p>During Quarter 2 we let 154 properties. Our performance for average days turnaround was 29.66 days against a target of 30 days.</p> <p>We managed to let 15 sheltered Cat 1 high-rise flat type properties within the period. These 15 properties took an average of 120 days to let and therefore caused the overall average to be higher than the non-sheltered turnaround of 22.74 days.</p> <p><u>Fit for Let (FFL) to Tenancy Start Date (TSD)</u></p> <p>FFL to TSD performance is 16.27 days against a target</p>

	<p>of 10 days. This figure is over the target due to the low demand sheltered high-rise voids as well as a number of mature flats and low-rise flats requiring additional short-lists. The refusal rate for these properties is higher than other voids due either the bedroom tax issue, age restrictions or the small layout of the 3 storey-walk-up type flats.</p> <p>Along with this, tenancy start dates are the Monday following the letting date and therefore we always lose days in void turnaround between the letting date and the tenancy start date.</p>
Rents	<p>The total percentage of rent collected in Quarter 2 is 98.1% against a target of 94.7%</p> <p>The current amount of rent in Quarter 2 is £1,488,212.00</p>
Repairs	<p><u>Overview</u></p> <p>For Quarter 2 all local KPIs are green which puts Mears in a strong position to enter the remaining 6 months of the current contract.</p> <p><u>Percentage of appointments kept</u> City wide this measure is in amber but in Yardley Mears are achieving a performance of 97.9% and is green locally.</p> <p><u>We will respond to emergency repairs in two hours</u> Performance remains within contractual targets and has improved overall in the 2nd quarter 96.9% versus 95.7% in 1st quarter.</p> <p><u>We will resolve routine repairs within 30 days</u> Performance continues to improve with a focus on completing non-urgent repairs. This quarter at 92.6% against 91.6% in 1st quarter.</p> <p><u>Percentage of gas repairs completed within 7 days</u> City wide this target is amber however in Yardley Mears have achieved 91.3% which is above target and green.</p>
Estate Assessments	<p>All our estates have a twice yearly assessment and these have been completed for Yardley. A score of 29+ is rated as excellent and the Yardley conditions of estates score is 32.8</p>

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Report to:	Yardley District Committee
Report of:	Tracey Radford – Head of Landlord Services
Date of Meeting:	

Subject:	Landlord Services Annual Visits
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1	Purpose of report
<ul style="list-style-type: none"> To provide an update on the outcomes of Phase 1 of the Annual Tenancy Visit programme including the number of completed visits and outcomes across the City, with a break down at Ward and District level. To outline the details for Phase 2 of the programme. 	

2	Background
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The Annual Tenancy Visits were the first time that we have carried out a visiting programme of this type and on this scale, attempting to visit each of our 63,000+ properties. We currently house approximately 100,000 tenants in these properties and, as a social landlord, a significant number of these will have additional needs including vulnerabilities due to age and/or ethnicity, mental health issues, ASB including domestic violence and health issues. In addition to this, our tenants are not static and will move between tenancies, along with a number of tenants who leave our properties with new tenants joining.

Therefore management of social housing cannot be just about the management of our stock, but also understanding our tenants, their needs and how we respond to these. Annual Tenancy Visits do not *create* demand, they *uncover* existing demands; if left these will only result in further, more challenging demands for Landlord Services and Birmingham City Council. This programme allows us to be proactive, engaging in meaningful interactions and demonstrating to our tenants that we are invested in providing an efficient landlord service, at the same time reinforcing our tenancy conditions. The impacts of not continuing with a visiting programme are:

Reputational

Whilst we currently visit our tenants for a number of different reasons, this programme is the first time that we have attempted to visit our tenants with the sole purpose of understanding them better, to gather information to improve services, to support our vulnerable tenants and enforce our tenancy conditions.

Through our daily business, we will likely visit 10% of our tenants, 100% of the time, leaving a significant number of our tenants managing their tenancies with little interaction with us, their landlord. It is those tenancies which we have limited understanding of what their needs truly are and limit us to delivering a reactive rather than a more effective proactive service. Our reputation is that as we are an arm's length landlord with limited interaction with them. Without question this results in some resentment, disillusionment from our tenants at the same time that it presents the image that we have no further interest in them or their tenancies. For a number of our tenants, this causes no issues as

They are managing their tenancies properly and are able to reach out to us; however it is those tenants who take this to mean that they feel less responsibility to abide by their tenancy conditions which could ultimately result in properties falling into disrepair,

increased ASB and Tenancy and Estate Management problems and rent arrears.

Financial

One of the main responsibilities as tenants is to maintain their properties by taking suitable care of them and reporting repairs where necessary. However, we also have a responsibility as a landlord to provide safe and secure homes to our tenants and carry out inspections and repairs when they are reported to us. There is a cost to the council in disrepair litigation.

We provide our tenants with our most valuable asset; their property. The first that we often become aware of tenancy breaches are when they are at the stage of expensive enforcement. By being pro-active and visiting our tenants in their homes we are able to identify and respond to these types of issues directly.

Customer

These visits also have a social value. It is a changing landscape of social housing where our tenants will be given more choice, freedom and responsibility therefore it is important that we are building better relationships with them at a time when we are both facing challenges. This programme of visits means that we are able to gather valuable information to help us shape our services, which in turn will provide better services for our customers, which as informed phase 2 of the visits and also the current service improvement approach in Landlord Services.

Benchmarking

Leeds City Council are also carrying out their own programme of Annual Tenancy Visits and are a Local Authority with a similar number of housing stock to Birmingham (54,817 properties with 50,629 classed as general need). In the financial year of 2013/14 they successfully completed 73% of their visits. In March 2015 Leeds carried out their own review, highlighting a number of recommendations around the scope and purpose of the programme moving forward including moving the focus of their visits to understanding their tenant's needs and not as a tool to detect housing fraud.

Phase 1 Completed visits (citywide)

We have now completed approximately **52,269** successful annual tenancy visits during Phase 1 (this figure continues to increase as further successful visits are carried out); this is approximately **82%** of our current eligible tenancies. A 'successful' visit is classed as a visit where we have gained access and completed the script of questions with the tenant. Any visit which had to be prematurely ended had a further visit re-booked and is not classed as a successful visit.

Phase 1 of our programme formally commenced in October 2014. Visits had begun prior to this however these were limited due to a smaller workforce which had not been released from their service area, no mobile solution so visits were being carried out as a paper exercise and delays in formalising the visiting script as a result of the demand from other service areas to have questions included.

Outcomes

These completed visits have provided us with number of outcomes; identifying issues/concerns alongside providing us with an improved understanding of the needs of our tenants. Whilst the programme is citywide, we are able to provide each District (broken down to Ward level) with

their own outcome report detailing the outcome of these visits. **Appendix 1.** The report also provides a number of case examples of the resulting action taken following these visits.

Phase 1 Trends

1. Safeguarding/ Vulnerable Tenants

Phase 1 has identified approximately **3,768** tenants where a form of vulnerability has been identified. These have ranged from low-level additional support needs (emotional support requested) through to more serious and complex safeguarding concerns (hoarding, ASB). All of these have resulted in either a referral to external support agencies or emergency action being taken to prevent further vulnerability.

Example 1: Vulnerable tenant living in a property with no utilities.

Visit to a tenant where no issues identified from preliminary checks of Northgate (no safeguarding or notes suggesting there were any concerns). During the visit it was noted that the property was in a poor state of repair, very dark and cold. When challenged, the tenant stated that the gas meter had been capped and that he had had no electricity or gas at the property in 14 years. The tenant was visiting local bookmakers and takeaways for food and warmth as he was also isolated with no family. The Visiting Officer immediately completed a referral to the Adult Safeguarding Panel to identify support for the tenant and arranged for the gas meter to be un-capped and utilities to be re-supplied as a matter of urgency. *Had this action not been taken: Our tenant would have been increasingly vulnerable*

Example 2: Vulnerable tenant due to hoarding

Tenant was highlighted by repairs contractor who had refused to carry out work in the property. Annual Visit took place with immediate concerns identified by the Officer (see photo's below). The Officer noted that in the event of a fire, the tenants would not have been able to easily escape the property due to the build-up of belongings in the main hallway. The property also did not have working smoke alarms fitted. The tenant stated that they were resolving this issue themselves; however it became clear that additional support would be required. The Visiting Officer made a referral to West Midlands Fire Service and the Tenancy Estate Management team who identified and referred the tenant to a hoarding specialist to ensure that a home fire safety assessment was carried out and the tenant was supported to safely remove the collection of items. *Had this action not been taken: The tenant would continue to live in a property which was known to be unsafe, endangering both theirs and their neighbour's lives by posing a significant fire risk.*



Example 3: Tenant experiencing Domestic Violence

During the visit, the tenant has disclosed to the Visiting Officer that they are experiencing domestic violence at the hands of her partner. Their children had witnessed this and the Police had previously been involved but the tenant was too frightened to take any action. T the visit, the Officer informed the tenant of what support could be offered and details of Women's Aid were discretely shared with them. An immediate referral was made to the Ward team who supported the tenant to seek alternative accommodation, away from her partner. *Had this action not been taken:* The tenant chose to make this disclosure because they felt safe with the Officer and at that moment; had the visit not taken place, the alleged DV had not been reported to us, we are unlikely to have become aware of this until a serious incident had occurred. We were able to support the tenant to seek their own accommodation away from this risk.

2. Social Housing Fraud

634 visits had fraud identified with referrals made to Birmingham Audit for investigation. At this time, no recorded enforcement action has been taken by Birmingham Audit as a result of these referrals. In addition to these referrals, a significant proportion of these were referred back to the local Tenancy Estate Management teams to investigate possible sub-letting, abandonments or other discrepancies identified during the visit. These were as result of Birmingham Audit identifying that there was insufficient evidence for further investigation.

As our housing stock becomes more valuable due to RTB and Welfare Reform, it is vital that as a landlord we actively engage with our tenants. This is a means of ensuring that our assets are managed but also that our tenants are in the correct properties and are not engaged in social housing fraud. All Visiting Officers were given training in supporting them to identify potential Social Housing Fraud which was delivered by Birmingham Audit.

The visits completed during Phase 1 brought a much lower number of referrals to Birmingham Audit than was anticipated. This is attributed to the fact that, despite a general viewpoint that a high number of our tenants are engaged in social housing fraud, it is in now our position that they are a minority. It is also acknowledged that the outstanding visits where we have not successfully gained access, a higher number of referrals are likely once these are targeted.

Example 1: Tenant not using their property as their main and principal home

Visit to a property (1 bed bungalow); identified that the tenant may not actually be living in the property and had not for 2 years prior to the visit. Rent arrears had also accrued. The Visiting Officer has referred to Social Housing Fraud who conducted investigations and identified that the property was not being lived in. Tenant was met with who confirmed this and subsequently signed a Notice To Quit. *Had this action not been taken:* The tenant would have continued to hold on to a property which they were not using, limiting opportunities for an applicant on a waiting list to live in, property would have likely fallen into a state of poor repair/upkeep (the gas meter was capped in Oct 2014), rent arrears would have continued to be accrued on the property.

Example 2: Tenant attempting to complete RTB whilst sub-letting

Tenant applied for RTB which initiated an Annual Tenancy Visit. When the Visiting Officer completed the visit, the tenant advised them that they had a job at a school and as a result they were now living in the school house and unintentionally sub-letting their council property. This was referred to Birmingham Audit at the same time as the Tenancy and Estate Management Team who carried out their own investigations resulting in the tenant completing a Notice To Quit and returning their keys. As a result of this, the RTB application was refused. *Had this action not been taken:* The tenant would have continued to sub-let our property, making a profit, before purchasing it and further reducing our available housing stock.

3. ASB

Asking this question is key to understanding whether our tenants are reporting issues of ASB if they are experiencing it, or if tenants are concerned about reporting ASB and therefore, don't.

Where ASB was identified during the visit (loud music, aggressive or abusive tenants) these are reported back to the local teams to commence an investigation. If appropriate a risk indicator marker is placed on the tenancy file to ensure that colleagues are aware of any risk. This type of action will reinforce that we will work to address ASB and resolve these issues, improving confidence in tenants to report.

Example 1: Tenant engaging in ASB at the time of visit.

Visit to a property where no issues were flagged in advance. As the Officer approached the address they became aware of very loud music – based on the volume they perceived that this was not an isolated incident. A male has answered the door and stated the tenant was not available; the Officer has reminded the male about the Conditions of Tenancy and the volume of the music. The male and a friend have become abusive so the Officer has reported the incident and left. A risk marker has been identified and put in place and the tenant issued with a warning letter about the noise and conduct of their friend. An investigation has also commenced to identify any further enforcement action to address this behaviour. *Had this action not been taken:* The tenant would have continued to behave in this way unless it had been reported to us (there is no recorded ASB at the location) and potential risk to staff and neighbours would have been undocumented.

4. Tenancy Breaches

2,019 tenancy breaches were identified during these visits. Ranging from the tenant not requesting permission for a satellite dish to serious breaches where gardens have not been maintained, unauthorised alterations have been carried out to the home or the tenant has abandoned the property.

It is vital that we are able to visit our tenants in addition to when they request a visit, or when one is required due to a reported issue. This reduces the number of RTB applications that successfully go through where they could have been prevented or transfers to our BMHT properties where there has been ASB or TEM breaches.

There remain approximately 10,000 visits left to be completed. Of these remaining visits, as with the Social Housing Fraud, we are likely to encounter a higher number of tenancy breaches from these visits as we are able to identify those tenants who are refusing access.

Example 1: Tenant of a 4 bed property but was not using this as main and principal home

During an attempted visit, there has been no answer and neighbours have commented that the tenant hadn't been living there for a considerable amount of time and had not been seen there recently. The property also looked run down. Referral was made to Birmingham audit who confirmed that the HB claim had been cancelled a number of months prior to the visit and the tenant did not respond to any letters. Abandonment process was also started by the local team with the tenant ultimately evicted due to substantial rent arrears. Whilst this created a void property, this is a valuable 4 bed home that the tenant was not living in.

5. Customer Satisfaction/ Involvement

The successful visits have re-enforced that the significant majority of our tenants found these visits to be a valuable opportunity to engage with Landlord Services. **26,509** rated the visits as 'Good' with only **71** finding them to be 'Poor'. One Officer was greeted by the tenant with "At Last!" having lived in the property for 46 years and never being visited by us in this way.

It has also been a valuable opportunity to collect customer feedback in relation to their homes, where they live and the services they receive. **14,374** rated the home they lived in as 'Very' or 'Fairly Good', **3,806** rated the neighbourhood they lived in as 'Very' or 'Fairly Good' and **3,694** the road, block or grove they lived in as 'Very' or 'Fairly Good'.

We were also able to identify tenants who were interested in becoming more involved in where they live. **458** showed an interest in their HLB, **255** in Estate Walkabouts/Assessments and **1,151** in becoming involved as a Block or Neighbourhood Champion. These tenants' details are referred to their local Tenant Participation Officer or TEM team to make contact with the tenant.

This information is feeding into the Street Scene Review to look at ways to improve on these ratings and identifying the trends.

There have also been opportunities to identify specific neighbourhood issues which have resulted in tenants being dissatisfied with services, taking appropriate action to resolve these.

Example 1: Tenants reporting longstanding dumped rubbish on communal area

During a visit, tenant highlighted an area of communal land that had been used to dump a large amount of rubbish, making the quiet area look untidy. It had been reported but had not been cleared up. Visiting Officer followed this issue up resulting in the area being completely cleared a short time later which they confirmed with the residents. *Had this action not been taken: The area would have remained an eyesore and potentially attracted further dumped rubbish*



6. Gardens

2,185 of the visits highlighted 'poor' or 'average' front and rear gardens. Whilst a very small number rated as 'poor', a high number were rated as 'average' – it is these gardens which are likely to deteriorate further if not addressed. These have been referred back to the TEM team to investigate and to support the Street Scene Review.

There are a number of reasons for poorly maintained gardens; tenants that can't due to vulnerability, age, disability and cost, and the tenants that won't.

We have strict Conditions of Tenancy to enforce tenancy breaches with gardens and need to make sure that this message is clearly shared with our tenants. However we also need to incorporate this with support for those that aren't able to manage their gardens (through the Vulnerable Tenants Gardening Scheme and the Trainee Programme) or by identifying more suitable accommodation.

Example 1: Overgrown garden

During a visit, the Officer has inspected the property and identified that the garden is extremely overgrown. The tenant is unable to tackle such a large garden as they are suffering from some mental health issues and had allowed the garden to become progressively more overgrown, making it now unmanageable. The tenant has previously been warned about the state of the garden but support is being identified to bring the garden to a manageable state and more suitable accommodation is being sought for the tenant, releasing a valuable family home.



7. Rent

18,171 visits covered the financial implications of welfare reform with a further **965** requiring welfare or debt advice. This information was used by the Welfare Reform Team to identify the data sets of those affected, supporting the approach to identify high-risk tenancies and the approach to engaging with these tenants.

Initial data suggests that 80% of our tenants had a Direct Debit facility but only 13% were using this to pay rent. Welfare Reform is putting the responsibility back in the hands of the tenants, many of whom have never had to budget for this. The result is likely to be an increase in rent arrears (**13,333** required advice regarding arrears arrangements) unless we can support the programme to educate our tenants around the consequences of Welfare Reform

8. Repairs

3,684 visits highlighted overdue repairs at the property. Based upon the extent of the repairs work being reported, or the potentially health and safety consequences, tenants were signposted or the Visiting Officer took immediate action to attempt to address the blockage. The visits also provided us with an opportunity to remind customers how to correctly report a repair and what they could and should not be reporting. This ultimately will reduce demand on the Repairs service by limiting incorrectly reported repairs.

Example 1: Tenant experiencing difficulty as a result of overdue repairs

Tenant visited in February 2015; it was identified that they were not able to use their living room due to a lack of suitable heating in the room. The tenant was vulnerable as they had health needs which were impacted by the lack of suitable heating. There were also a number of issues where the tenant had been attempting to get this resolved but due to some blockages (tenant had a form of heating in place although it was not suitable for them) and confusion over previous attempts to resolve it. The visiting officer followed this through with our repairs team who agreed to carry out an inspection and the property was fitted with a larger radiator which has enable them to again use their living room. *Had this action not been taken:* The tenant would have continued to not be able to use their living room, impacting further on their health needs, which could have resulted in a compensation claim.

9. Health and Safety

513 Health and Safety issues were identified during visits, with 5,302 requesting a Fire Safety Check (this will have resulted in a referral being made to West Midlands Fire Service). This is closely linked to the identification of vulnerability as a number of the health and safety issues are as a result of tenant's inability to maintain their property.

Smoke alarms are the responsibility of the tenant, unless there are mains operate alarms that we have installed in the property. This is a major health and safety risk to those tenants who choose not to maintain or install a smoke alarm – and also to surrounding properties.

The referrals made to WMFS allow us to identify vulnerability (age, mobility), request a Home Fire Safety Assessment and have working smoke alarms fitted. The feedback from WMFS is that those tenants referred have engaged positively- we have identified further improvements to this process which will enable us to track individual referrals in Phase 2, improving the partnership arrangement.

Any health and safety issues are recorded and reported to the teams responsible for maintenance or to the Tenancy Estate Management team.

Example 1: Tenant has raised H&S issue with their toilet being accessed through the kitchen

During the visit the tenant has raised that their child suffers from Type 1 Diabetes and has been told by their health worker that the toilet being accessed from the kitchen is unsanitary and could impact on her child's health. This was referred to the Contracts Work Officer who carried out an assessment and identified that this could be moved. This has been agreed and placed on the programme for the Kitchen and Bathroom refurbishment programme. *Had this action not been taken:* The health of the child could have been further affected and potentially resulted in an unnecessary Void property (as the tenant will have looked to move to another, more suitable property)

Example 2: Health and Safety issues highlighted due to the state of the property

Visit completed September 2015 and the property was in extremely poor condition as a result of the tenant's mental health issues and failure to maintain property. The tenant has never reported any repairs. Immediate referral has been made to the Tenancy Estate Management team to investigate, identify work to bring the property back into suitable condition and engage with support workers to support the tenant in finding more suitable accommodation. If the tenant does not engage then enforcement action will be taken as this is a 3 bed home.



10. Channel Shift

21,130 of the completed visits highlighted that these tenants were aware of the BCC Self Service Website and were able to access Council services online. **7,024** were not aware which gave us the opportunity to discuss this with them and actively promote the channel shift to accessing Council services online. It also reinforces the importance of getting out to our customers in their homes to ensure that we do not miss those tenants with less access to/ knowledge of the internet.

Phase 2 – A Targeted approach

Phase 1 has provided us with a solid foundation to look to move the focus from an 'annual' visit to targeted visits. Whilst the goal of one visit to our tenants every 12 months is desirable, the pressures faced by Landlord Services and the impact of welfare reform on our tenants mean that the programme has had to adapt for Phase 2. However, this does not move away from the ethos of visiting our most vulnerable tenants or tenancies which will create demand for us. A more focused approach will allow us to target these tenancies with a greater understanding of what we want to achieve from these visits. We do, however, want to ensure that those properties that we have yet to successfully complete a visit are also addressed. In the North quadrant we have sent

second stage appointment letters (**appendix 2**) to all remaining visits, and are preparing for the third and final letter before enforcement action is considered. In the South, East and West quadrant we are currently in the process of sending the second letter and third letters out to the outstanding visits.

It is important to note that these 'unsuccessful' visits are not solely the tenants' refusal to allow us access but a combination of the tenants availability (difficulty in co-ordinating a visit with work, school, other commitments), some teams taking a ward based approach (looking to complete visits in one ward before moving on to another) and also a lack of engagement (due to language barriers, misunderstanding the purpose of the visit, abandonment, tenancy breaches). It is the latter group which we will be aiming to target through enforcement as a priority once we are able to clearly identify them.

How we approach the timing of these visits will also be more flexible, taking into consideration our tenant's circumstances. This will enable us to further drill down to those tenants who are flatly refusing to allow us to visit and who we will pursue through a Conditions of Tenancy breach.

Mobile Solution/ Kirona Scripts

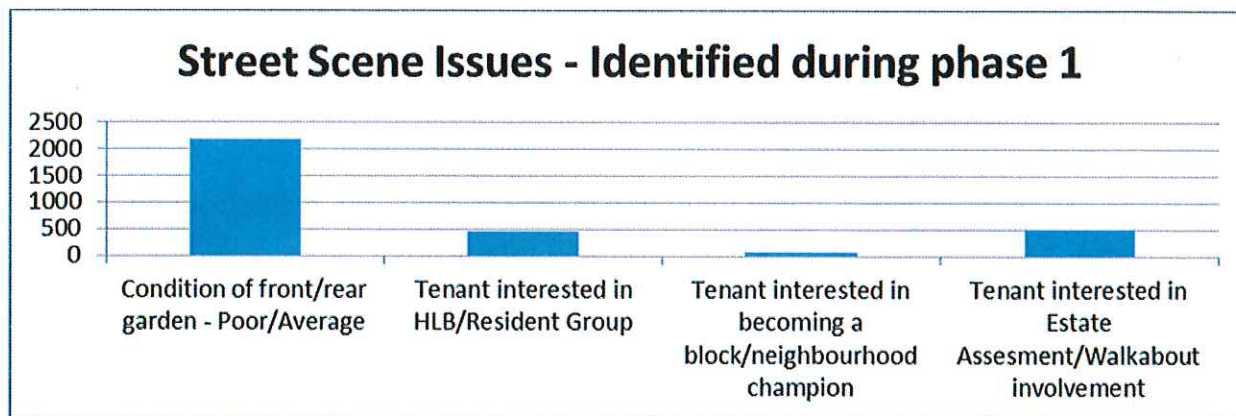
Phase 2 will also deliver an upgraded mobile IT solution alongside 'Task Manager' which will allow us to track the work generated by these visits more effectively from visit to local teams through to completion. A series of working groups will be programmed with colleagues in the Rent and Repairs service to understand the links with their service areas and promoting the concept of 'one visit for 10 reasons'. The implementation of Opti-Time will further support this by enabling us to co-ordinate a cross service approach, maximising resource availability and managing Officers time.

The scripts for these visits have also been updated, following evaluation of the Phase 1 script. Whilst Phase 1 asked a number of important questions, none of these were mandatory.

The new script contains **48** mandatory questions covering tenant details, rent account details including if the tenant has a Direct Debit, ASB, suspected Social Housing Fraud and also includes additional safeguarding questions. This will ensure that Officers are asking all of these important questions and that there is improved consistency across the visits. There is an understanding that, initially, this may result in an increase in demand (number of abandoned properties, tenancy breaches being identified) however these issues already exist and need to be addressed.

The key focus during Phase 2 will be:

1. Street Scene

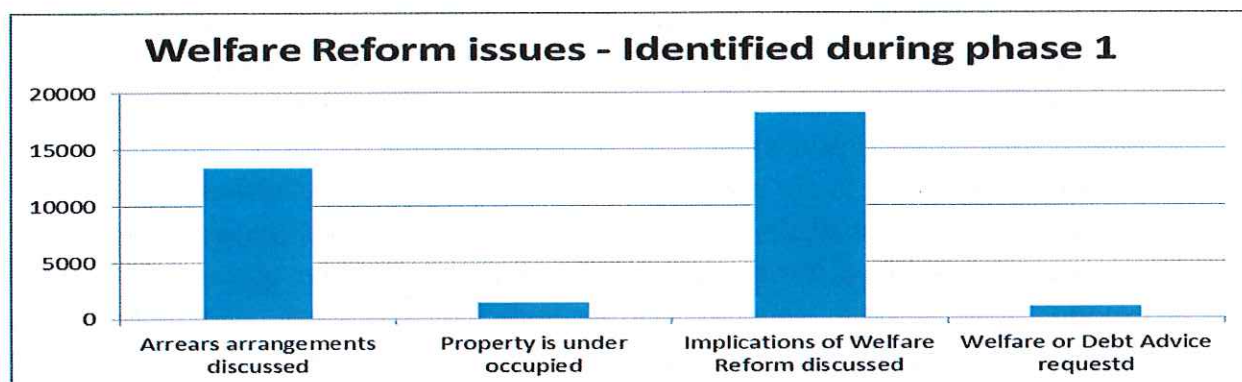


Building upon the work carried out through the Environmental Quality Surveys, this approach will compliment Place Based Management and focus on the tenancies where enforcement action may be required if issues are not addressed (Gardens and or/communal areas). During Phase 1, **4,787** of the successful visits involved the tenant being reminded of their responsibility to maintain their gardens and trees with **2,185** rating the front/rear gardens as 'average' or 'poor' with a further **4,787** advised about their responsibility to maintain gardens/tress . We will be able to actively target those addresses where gardens are not being maintained or the general appearance of the area is being brought down due to a tenant's property. This will involve face to face engagement with these tenants and tackle these concerns at the earliest opportunities, before expensive legal action is required and seeking to improve how our estates look.

This will work alongside the Vulnerable Tenant Garden Scheme (**564** of the visits identified a tenant who qualified) and the Trainee Programme to support those tenants who aren't able to maintain their gardens.

How will this be measured: Environmental Quality Survey scores improved, reduced demand on the local housing teams, expensive litigation prevented (number of tenancy breaches resolved within the team), numbers of tenants referred to the Vulnerable Tenants Garden Scheme.

2. Welfare Reform



Welfare reform will impact on a significant number of our tenants, and us as a landlord. We know that **6,348** of our tenants are currently affected by under-occupation, **13,279** council tax support, **40%** of all referrals for Universal Credit support from the DWP are from our tenants, and a further **7,441** are impacted by the Summer Budget (benefit cap and changes to tax credits). Reinforcing these numbers, **33,259** of the successful visits highlighted arrears, under-occupancy and the implications of Welfare Reform being raised by the tenants.

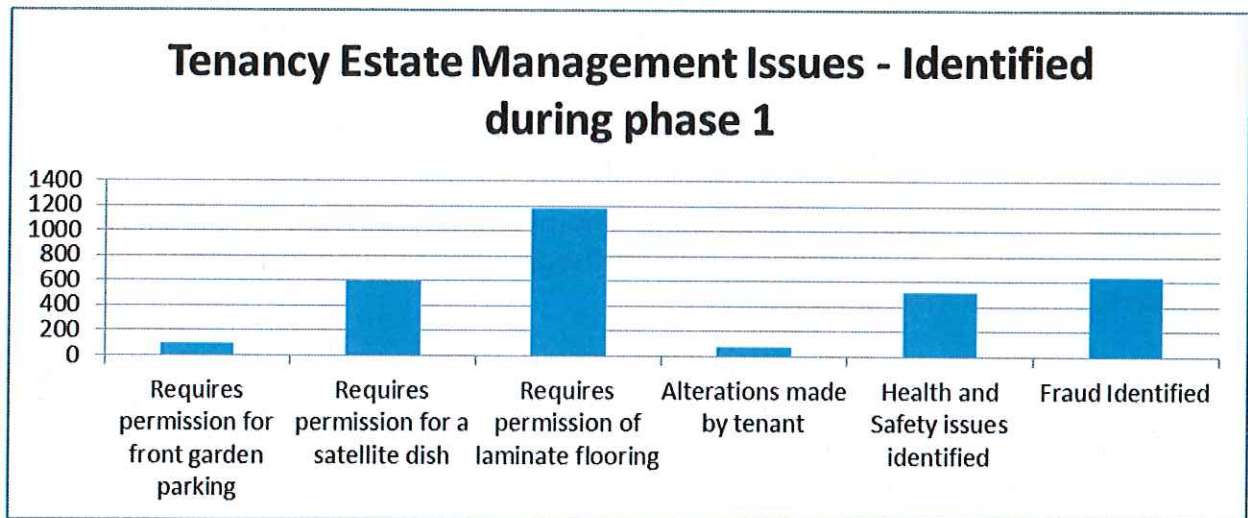
For the first time tenants will be responsible for making their rent payments, will experience multiple reductions in the amount of benefit they can claim and reduction in Housing Benefit claims. Current learning suggests that 58% of our tenants have no experience of maintaining clear rent account. Each of these will have significant impact on BCC unless we are pro-active in supporting our tenants. Impacts will be felt by increased rent arrears, increase the number of void properties where tenants are not able to or don't pay their rent and are evicted and further impacts on our already vulnerable tenants.

Tenants will also have more choice and freedom to access the private rented sector or buy their homes. If we are not supporting our tenants, they will simply seek housing elsewhere leaving us with a situation where we are housing only the most vulnerable tenants in properties which are not fit for their purpose. Unlike Phase 1 of the programme, we are

able to highlight those households most affected by welfare reform and target them directly to carry out assessments, identify support and triage.

How will this be measured: reduction in number of rent arrears enforcement action (legal actions, evictions), increased number of tenants signing up to pay rent by Direct Debit.

3. Tenancy Estate Management



Our stock is our most valuable asset and is a limited resource. We therefore need to ensure that our tenants are maintaining them and we are actively managing their tenancy agreements. During Phase 1, **2,463** of the successful visits highlighted where the tenant had not obtained permission for satellite dishes, parking on a front garden, laminate flooring or other health and safety issues relating to the property. The majority of these issues would not come to our attention until expensive remedial works are required at void stage or when a tenant applies to transfer. This approach will allow us to actively target those tenancies where a change is being requested, a transfer application is made, there is reported ASB or other services are requested by the tenant (we have analysed the remaining visits of which **1,610** of those we have not yet successfully visited, are also on the transfer waiting list.). This gives us the earliest opportunity to identify under-occupancy, lodgers in occupation, Social Housing Fraud or other tenancy breaches. We will also be in a position to potentially stop a transfer application being made until the tenant resolves any tenancy breaches – something we are currently unable to do resulting in properties often being left in a poor state of repair and leaving BCC with the cost of making the property habitable.

How will this be measured: Number of Transfer Applications stopped due to identified tenancy breaches, expensive litigation prevented (number of tenancy breaches resolved within the team).

Contact Officer(s)

Tracey Radford
Head of Landlord Services
0121 303 3334

Appendix 1

Repairs and Gas

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
447	Do you have overdue repairs?	N	793	579	830	849
		Y	202	98	123	137
447	Do you have overdue repairs?	Total	1990	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
455	Have you contacted Gas Team to confirm a service is due?	No	11	21	1	9
		Not Applicable	539	353	306	313
		Yes	81	123	126	174
		Unanswered	1319	1055	1086	1169
455	Have you contacted Gas Team to confirm a service is due?	Total	1950	1552	1519	1664

Vulnerable Tenants

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
445	Do you require support for Universal Credit?	N	270	210	34	94
		Y	13	3	4	10
445	Do you require support for Universal Credit?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
440	Does the tenant qualify for VTGS?	N	898	650	895	901
		Y	22	10	8	9
		Not Answered	1030	892	616	754
440	Does the tenant qualify for VTGS?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
445	Do you require adaptations?	N	950	633	919	955
		Y	88	50	44	40
		Not Answered	934	869	556	669
445	Do you require adaptations?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
474	Do you require any physical or emotional support?	N	282	211	0	101
		Y	7	4	39	2
		Not Answered	1661	1337	1480	1561
474	Do you require any physical or emotional support?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
476	Do you require any assistance with furniture?	N	281	209	38	99
		Y	7	5	1	4
476	Do you require any assistance with furniture?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
478	Do you require any support with dependencies?	N	0	214	0	0
		Y	289	1	38	104
		N/A	1661	1337	1481	1560
478	Do you require any support with dependencies?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
480	Do you require any other support?	N	883	635	860	894
		Y	95	48	93	60
		N/A	972	869	566	710
480	Do you require any other support?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acock's Green	Sheldon	South Yardley	Stechford & Yardley North
401	Are there any safeguarding issues?	N	601	464	884	909
		Y	3	1	3	6
		N/A	1346	1087	632	850
401	Are there any safeguarding issues?	Total	1950	1552	1519	1664

Health and Safety

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
432	Are there any H&S issues in property?	N	254	194	38	87
		Y	28	13	1	10
		N/A	1668	1345	1480	1567
432	Are there any H&S issues in property?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
454	Would you like a Fire Safety Check?	N	834	558	838	806
		Y	153	106	95	127
		N/A	963	888	586	731
454	Would you like a Fire Safety Check?	Total	1950	1552	1519	1664

Welfare Reform

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
414	Have you discussed Arrears Arrangements?	N	409	348	419	321
		Y	569	333	542	656
		N/A	972	870	558	687
414	Have you discussed Arrears Arrangements?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
416	Is the property under occupied?	N	5	0	1	4
		Y	632	470	916	856
		N/A	1313	1082	602	804
416	Is the property under occupied?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
419	Have you discussed financial implications of Welfare Reform?	N	476	424	348	356
		Y	489	259	608	574
		N/A	983	869	563	694
419	Have you discussed financial implications of Welfare Reform?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
472	Do you require any welfare or debt advice?	N	936	670	925	917
		Y	42	13	29	34
		N/A	972	869	565	713
472	Do you require any welfare or debt advice?	Total	1950	1552	1519	1664

Tenancy Breaches

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
438	What is condition of front garden?	Average	59	14	7	17
		Good	89	69	8	32
		Poor	5	1	0	0
		N/A	1797	1448	1504	1615
438	What is condition of front garden?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
439	What is condition of rear garden?	Average	63	22	9	16
		Good	86	87	5	32
		Poor	10	13	0	2
		N/A	1791	1430	1505	1614
439	What is condition of rear garden?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
441	Advised Customer on responsibility to maintain the garden?	N	50	98	12	15
		Y	191	117	14	67
		N/A	1666	1337	1488	1562
441	Advised Customer on responsibility to maintain the garden?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
442	Advised Customer on responsibility to maintain trees?	N	94	102	11	14
		Y	190	113	14	89
		N/A	1666	1337	1488	1562
442	Advised Customer on responsibility to maintain trees?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
451	Does the tenant need permission for laminate flooring?	No	108	151	11	52
		Not Applicable	64	33	20	23
		Yes	56	30	7	25
		Not Answered	1662	1338	1481	1560
451	Does the tenant need permission for laminate flooring?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
452	Does the tenant need permission for front garden parking?	No	167	132	15	67
		Not Applicable	107	72	21	31
		Yes	14	10	2	6
		Not Answered	1662	1338	1481	1560
452	Does the tenant need permission for front garden parking?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
453	Does the tenant need permission for a satellite dish?	No	169	157	16	63
		Not Applicable	67	35	19	29
		Yes	52	22	3	12
		Not answered	1662	1338	1481	1560
453	Does the tenant need permission for a satellite dish?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
430	Are there any alterations made by the tenant?	N	258	179	36	82
		Y	32	35	3	22
		N/A	1680	1338	1480	1560
430	Are there any alterations made by the tenant?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
403	Was there any fraud identified?	N	622	408	908	841
		Y	6	4	2	3
		N/A	1322	1082	609	820
403	Was there any fraud identified?	Total	1950	1552	1519	1664

Channel Shift

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
425	Are you aware of the BCC Self Service Web Site?	N	385	286	396	330
		Y	617	398	567	651
		N/A	948	868	556	683
425	Are you aware of the BCC Self Service Web Site?	Total	1950	1552	1519	1664

Customer Involvement

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
457	Block / Neighbourhood Champion Involvement?	N	968	667	941	959
		Y	37	28	23	30
		N/A	945	867	555	675
457	Block / Neighbourhood Champion Involvement?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
458	Estate Assessment / Walkabouts Involvement?	N	276	212	38	97
		Y	13	3	1	6
		N/A	1661	1337	1480	1561
458	Estate Assessment / Walkabouts Involvement?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
459	HLB / Residents Group Involvement?	N	258	201	37	95
		Y	32	14	1	9
		N/A	1660	1337	1481	1560
459	HLB / Residents Group Involvement?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Steechford & Yardley North
460	District Committee Involvement?	N	281	214	38	102
		Y	7	1	1	1
		N/A	1662	1337	1480	1561
460	District Committee Involvement?	Total	1950	1552	1519	1664

Customer Satisfaction

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
467	Overall how would you rate the home you live in?	Fairly Good	405	266	384	343
		Fairly Poor	48	39	53	55
		Neither Good nor Poor	70	42	50	42
		No Opinion	3	5	6	8
		Very Good	443	309	415	484
		Very Poor	31	23	47	49
		N/A	950	888	554	683
467	Overall how would you rate the home you live in?	Total	1950	1552	1519	1664

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Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
468	How do you rate the road / block / grove you live in?	Fairly Good	187	133	24	67
		Fairly Poor	17	15	3	5
		Neither Good nor Poor	24	20	2	2
		No Opinion	0	0	0	0
		Very Good	54	43	10	29
		Very Poor	8	4	0	1
		N/A	1660	1337	1480	1560
468	How do you rate the road / block / grove you live in?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
469	How do you rate your neighbourhood?	Fairly Good	203	139	25	66
		Fairly Poor	13	10	3	7
		Neither Good nor Poor	16	9	0	0
		No Opinion	0	0	0	0
		Very Good	53	56	4	28
		Very Poor	5	1	7	2
		N/A	1660	1337	1480	1560
469	How do you rate your neighbourhood?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
465	Are you aware of any ASB in your area?	N	949	633	931	953
		Y	58	51	32	40
		N/A	943	868	556	671
465	Are you aware of any ASB in your area?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
470	How do you rate the service your landlord provides?	Fairly Good	208	143	30	62
		Fairly Poor	18	23	5	13
		Neither Good nor Poor	0	26	0	14
		No Opinion	27	1	0	0
		Very Good	29	18	2	6
		Very Poor	7	4	2	9
		N/A	1661	1337	1480	1560
470	How do you rate the service your landlord provides?	Total	1950	1552	1519	1664

Question No.	Question Text	Answer	Acocks Green	Sheldon	South Yardley	Stechford & Yardley North
482	How do you rate this walk?	Average	44	19	46	64
		Good	926	659	882	876
		Poor	2	3	7	6
		N/A	978	871	574	718
482	How do you rate this visit?	Total	1950	1552	1519	1664

Appendix 2

Ref: AV02
Date

Dear **[INSERT TENANT(S) NAME]**

Annual Tenancy Visit - rearranged appointment

I previously wrote to you to tell you that I would be carrying out your Annual Tenancy Visit on the **[INSERT DATE]**. The visit was not completed as either no-one was home, or the visit was cancelled.

Therefore, I have rearranged your Annual Tenancy Visit to take place on:

[INSERT DATE AND TIME]

During the visit I will ask you, and any joint tenants, to provide proof of your identity. Suitable proof of identity includes: birth certificates, marriage certificates, driving licences, passports, and proof of benefits. Please ensure you have this ready.

Please contact me as soon as possible if this appointment is not convenient. My contact details are: **0121 303 7048, press option 5, then option 4.**

If you do not rearrange this appointment, and you are not at home when I visit you, then I will arrange one more Annual Tenancy Visit before I begin legal proceedings in order to gain access to the property.

Please do not hesitate to contact me in the meantime if you have any questions regarding the Annual Tenancy Visit.

Yours sincerely

Annual Visiting Team

North Housing Team
Perry Common Housing Office
560 College Road, Birmingham B44 0AY

Tel: 0121 303 – 7048 option 5 then 4
Website : www.birmingham.gov.uk

Our Services Include: Adult Education; Bereavement Services; Car Parking; Community and Play; Community Development; Community Libraries and Leisure Centres; Coroners and Mortuary; Environmental Health and Protection; Equalities, Social Cohesion and Community Safety; Events; Highways and Resilience; Housing Management and Repairs; Illegal Money Lending; Licensing; Localisation and Devolution; Markets; Neighbourhood Advice & Information Service; Parks; Pest Control; Private Rented Sector Housing; Refuse Collection and Recycling; Register Office; Regulatory Services; Scambusters; School Crossing Patrols; Sport; Street Cleansing; Trading Standards; Youth & Connexions

This is important. If you do not understand this document then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

هذه الرسالة مهمة، فإن لم تفهمها نرجو أن تطلب من أحد أصدقائك أو أقربائك ممن يتكلمون الإنجليزية أن يتصل بمكتب

الحي "نيبرهود أوفوس" المحلي أو فريق الإسكان نيابة عنك. بعد ذلك سنرتب للقاء بك مع وجود مترجم فوري.

ARABIC

এটা খুবই গুরুত্বপূর্ণ। আপনি এই দলিলটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন এমন আপনাদের একজন বন্ধু-বান্ধব বা আত্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেইবারহুড অফিস বা হাউজিং টিম এর সঙ্গে যোগাযোগ করতে বলেন। এরপর আমরা আপনার সঙ্গে সাফল্য করার ব্যবস্থা করব এবং এতে সহায়তার জন্য একজন ইন্টারপ্রেটার রাখা হবে।

BENGALI

此事極為重要，如果你看不懂這份文件，請找一位會講英語的親戚或朋友代你接觸當地的鄰舍辦事處或房屋服務隊。然後我們會安排傳譯員一起見你。

CHINESE

این اطلاعات بسیار مهم است. اگر محتوی این مدرک را نمی فهمید، لطفاً از یک دوست یا خویشاوند تان که به زبان انگلیسی صحبت کرده میتواند خواهش کنید که از طرف شما بنیبرهود آفس یا هوزنگ تیم محل شما تماس بگیرد. بعداً برای شما مترجم فراهم می کنیم که باشما ملاقات کند.

FARSI

આ બાબત અત્યંત ગંભીર છે. જો તમને આ દસ્તાવેજમાં લખેલી બાબત ન સમજાય તો કૃપા કરી કોઈ અંગ્રેજી બોલતા મિત્ર અથવા સગાસંબંધીને તમારી સ્થાનિક નેબરહુડ ઓફિસ અથવા હાઉસિંગ ટીમનો તમારા વતિ સંપર્ક સાધવા વિનંતી કરો. પછી દુભાષિયા સાથે તમને મળવાની અમે વ્યવસ્થા કરશું.

GUJARATI

ਇਹ ਗੱਲ ਬੜੀ ਜ਼ਰੂਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁਡ ਔਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੇ। ਉਸ ਤੋਂ ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੋਭਾਸ਼ੀਏ ਰਾਹੀਂ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

PUNJABI

داویر مهم معلومات دی. کہ تاسی پہ دی سند نہ پوهیږی نومهربانی و کمری دخیل یوملگری یا خپلوان نه چه په انگریزی ژبه خبری کولای شی غوښتنه و کمری چه ستاسی نه خواستاسی دسیمې نیبرهود آفس یا هوزنگ تیم سره په تماس کی شی. بیا به مونږ ترجمان برابر کړو چه ستاسی سره کتنه و کمری.

PUSHTO

Tani waa muhiim. Hadii aadan fahmaynin warqadan fadlan waydiiso ruux saaxiibkaa ama qaraabadaada ah oo af Ingiriiska ku hadla inuu kuu waco xafiiska Dariska (Neighbourhood Office) ama kooxda guryaha asagoo adiga kumatalaya. Markaa Kadib Ayaan kuu balaaminaynaa Turjubaan.

SOMALI

یہ دستاویز اہم ہے۔ اگر آپ اس دستاویز کو سمجھنے سے قاصر ہیں تو براہ کرم انگریزی زبان سے واقف اپنے کسی دو - یا رشتہ دار سے کہئے کہ وہ آپ کی جانب سے آپ کے مقامی نمبر ہوڈ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ ہم پھر آپ سے ملاقات کرنے کیلئے ایک ترجمان زبان کا انتظام کر دیں گے۔

URDU

Đây là việc quan trọng. Nếu quý vị không hiểu tài liệu này làm ơn nhờ bạn hay người thân biết nói tiếng Anh thay mặt cho quý vị liên lạc với đội nhà cửa hoặc văn phòng nhà cửa ở địa phương của quý vị. Chúng tôi sẽ thu xếp một thông dịch viên đến gặp quý vị.

VIETNAMESE

**If you would like this form in large print then please call:
0121 303 7048 and then Option 5, then 4.**

MEMORANDUM

TO: Yardley District Committee – 19 November 2015

FROM: Matt J Kelly, Assistant Director – Fleet and Waste Management

As part of the street cleansing operation, Birmingham City Council provides a leaf clearance service in the late autumn (typically from early November to late December). The teams working on leaf clearance concentrate primarily on those streets with high numbers of highway trees, and which are particularly affected by seasonal leaf fall.

Leaf clearance is carried out throughout the week and as the season progresses and more leaves fall, crews and vehicles may be diverted from normal cleansing as is required to deal with them.

Yardley District has a large amount of trees and while this contributes to making the District a pleasant place to live and work, with changing weather patterns, the precise timing of leaf fall is difficult to predict as it varies from year-to-year and by species to species. Clearing away the leaves is a long and repetitive task. The roads that need clearing are triaged by the worst affected, this usually falls into certain areas. The broad leaved trees that line the streets in Garrets Green, Gilbertstone Avenue and the Cranes Park areas shed their leaves early, greatly affected this year by the changes in weather. Crews will be deployed to these areas as soon as possible, and we would ask that if members are contacted by residents they can be assured that these areas, and ones like these, get prioritised. The cleansing crews will be working through their programmes to ensure the worst affected areas are attended to in order.

As in previous years, the council recognises that a variety of community based groups collect fallen leaves from the highway during the autumn season. The council continues to support, encourage and thank those groups for their contribution to keeping the city clean. On request, the Council will supply all such groups with garden waste collection sacks and make appropriate arrangements for their collection, free of charge. Requests should be made through the Waste Prevention Team on wasteprevention@birmingham.gov.uk.

We politely ask that residents help by not sweeping leaves from their gardens, drives or pavements into the road, as this may block the road gullies and could cause flooding.

Heart of England NHS FT Future Vision



Recent changes

- Solihull- new dermatology centre
- Heartlands – new minor injuries unit alongside A&E
- Good Hope – new Medical Assessment Unit



Stroke Reconfiguration has already improved outcomes

Stroke National Audit Data

		July-Sept 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015
Team-centred KI levels:					
Team-centred Domain levels:					
	1) Scanning	C	A	A	A
	2) Stroke unit	E	D	C	B
	3) Thrombolysis	D	C	B	B
	4) Specialist Assessments	D	B	B	B
	5) Occupational therapy	A	A	A	A
	6) Physiotherapy	B	B	B	B
	7) Speech and Language therapy	E	E	E	B
	8) MDT working	D	D	C	B
	9) Standards by discharge	E	D	B	C
	10) Discharge processes	B	A	A	A
	Overall Team-centred Key Indicator Level	D	C	B	A
	Overall Team-centred SSNA Level	D	D	C	B

This year's focus

1. Governance
2. Urgent care
3. Scheduled care
4. Information management and technology
5. Mortality
6. Culture and engagement
7. Financial stability



Strategy

Vision 2020

- Strategy discussed at Board on 8th September
- Revisions being presented to Board in October
- Service Review Framework to Board in October
- New business planning cycle development – Autumn 2015
- Staff and public engagement October/November 2015

Patient centredness in all decision making

4 priorities

- Quality
- Workforce
- Integration
- Affordability

Surgery Reconfiguration

WHY?

- Quality
- Sub-specialisation
- Increased senior input
- Staffing, incl 7 day
- Reduce cancellations
- Improve waiting times
- Decrease private work
- Sustainability & resilience

WHAT

Hub and spoke model in each specialty

- Clinics & investigations locally
- Rehab and therapies locally
- Low risk non-complex day procedures locally at “spoke”
- More complex surgery at “hub”
- Emergency assessment and short stay at BHH and GHH

Location of Surgical Hubs

Heartlands

- Colo-rectal
- Trauma
- ENT
- Gynaecology
- Vascular
- Thoracic

Good Hope

- Urology
- Upper GI
- Bariatric
- Oncoplastic Breast
- Gynaecology

Solihull

- Elective Orthopaedics
- Ophthalmology



Progress with Surgery Reconfiguration

- Joint HEFT-CCG programme board
- Recent changes to reflect more care close to home
- Planning for CCG led consultation
- Clinical Senate Review part one - 10/11 August
- Preparing response then CS decision on part two
- NHS England Review
- Parallel work improving patient pathways and improving processes

Challenges

- **Risks of delays**
- Staff engagement in a long process
- Increasing local procedures without losing benefits of service centralisation
- Clarity of emergency pathways in an evolving environment
- Patient choice vs specialisation



Future Hospitals

- Integration will be the key
- Shifting to population based health care
- Shifting to wellbeing
- Review services openly and with our communities



Solihull Integrated Health in the Future

A possible framework

Local services and **specialist care**
With special focus on older people

Local Acute Unit	Urgent Care Centre	Critical care outreach and high dependency unit	Endoscopy Service
Cardiology Service incl pacemaker	Surgical Out-Patients	Frail Elderly Centre	Medical Assessment Unit
Specialist Breast Surgery centre	Specialist Orthopaedic Centre	Imaging including CT and MR scanning	Mental health for in patients and acute attendances (RAID)
Specialist Rheumatology and Oncology Centre	Specialist Ophthalmology Centre	Specialist Dermatology Centre	

Integrated
Community
Services



Heartlands Hospital in the Future

A possible framework

Centre for **specialist** emergency and elective care
Whilst still providing **local** care for all the community

Major Emergency Centre	Medical Assessment Unit	Critical Care including Intensive Care Unit	Gynaecology Service	Specialist Cardiology, including intervention
Trauma Assessment unit	Surgical assessment unit	Acute elderly service	Hyperacute and local acute Stroke Service	Specialist Gastroenterology, including endoscopy
Obstetrics and neonatology	Imaging including CT and MR scanning	Mental health for in patients and A&E (RAID)	Research and innovation Centre(MIDRU)	Specialist Respiratory Service
Specialist Paediatrics	Specialist vascular Surgery	Specialist Thoracic Surgery	Trauma Unit including trauma surgery	Colo-rectal surgery
Ear Nose and Throat Surgery	Paediatric Surgery	Specialist Renal and dialysis service	Interventional Radiology	



Good Hope Hospital in the Future

A possible framework

*Emergency Centre with integrated health care for all ages of the **local** community, combined with **specialist** units*

Emergency Centre with full Accident and Emergency Department	Medical Assessment Unit	Critical Care including Intensive Care Unit	Acute Elderly Service	Local Acute Stroke Unit
Surgical Assessment unit	Paediatric Assessment and short stay unit	Diabetes Service	Oncology & Haematology day case	Endoscopy Service
Cardiology Unit (specialist arrhythmia service)	Obstetric Service and neonatal unit	Imaging including CT and MR scanning	Mental health for in patients and A&E (RAID)	Orthodontics
Hollier centre for simulation and patient safety	Specialist Gynaecology Service	Specialist Urology Service		
Specialist Breast surgery (oncoplastics)	Interventional Radiology	Specialist Upper GI surgery and Bariatric Surgery		



Heart of England is a single, large organisation, delivering services from three hospitals, one clinic and various community settings. We want each of our sites and services to have a distinct and exciting future whilst also benefitting from being part of the HEFT family with common values, goals and priorities

QUESTIONS

Report to	YARDLEY DISTRICT COMMITTEE
Report of: Date of Decision	Strategic Director Place 19 November 2015
SUBJECT:	BIRMINGHAM COUNCIL HOUSING INVESTMENT PROGRAMME ENVIRONMENTAL WORKS BUDGET 2015/16
Key Decision: Yes	Relevant Forward Plan Ref:
If not in the Forward Plan: (please "X" box)	Chief Executive approved O&S Chairman approved
Relevant Cabinet Member(s):	Councillor Ian Ward – Deputy Leader of the Council Councillor John Cotton – Neighbourhood Management & Homes
Relevant O&S Chairman:	Councillor Zafar Iqbal – Neighbourhood & Community Services, Overview & Scrutiny Committee
Relevant Executive Member	Councillor Sue Anderson
Wards Affected:	Acoc's Green, Sheldon, South Yardley, Stechford & Yardley North

1. Purpose of Report

- 1.1 To re-state to the District Committee that a sum of £97,013 was allocated for carrying out environmental improvement works in neighbourhoods for 2014/15 and to provide an update on progress. The projects have been submitted by a combination of suggestions from Housing Liaison Boards, local residents and members and Council officers as outlined in Appendix 1.
- 1.2 To inform the District Committee that a further sum of £94,400 has been allocated for carrying out environmental improvement works in neighbourhoods during 2015/16.
- 1.3 To seek approval for the projects outlined within Appendix 2.
- 1.4 To inform the District Committee of the budgetary position to date (Appendix 3).

2. Decision (s) recommended

That the District Committee:

- 2.1 Note progress in connection with the projects initiated in 2014/15.
- 2.2 Approve the projects outlined at Appendix 2.
- 2.3 Note the budget position statement provided at Appendix 3.

Lead Contact Officer	Christopher Robinson Senior Service Manager – Landlord Services
Telephone No: E-mail address:	0121 303 7238 Christopher.Robinson@Birmingham.Gov.UK

3 Consultation

3.1 Internal

All ward members within the district are being consulted on the project proposals for the District Committee Capital Environmental Budget for 2015/16.

3.2 External

The Housing Liaison Boards and other local residents are assisting with identifying the proposed projects to be funded from the Environmental Budget 2015/16.

4. Compliance Issues:

4.1 Are the recommended decisions consistent with the Council's policies, plans and strategies?

Improving the Council owned housing stock directly contributes to the strategic outcomes of the Sustainable Community Strategy and the Council Business Plan 2015. In particular there is a specific target under the theme of securing a high quality of life for residents. Stock improvements will also impact upon the other strategic outcomes, most notably on the aspiration for healthier communities, all of which are consistent with the themes identified in The Leader's policy statement.

The creation of targeted environmental projects on a district by district basis will significantly impact the quality of life for residents and enhance the stock improvements already in place

4.2 Financial Implications

The total capital funding for these schemes is contained within the approved Housing Public Sector Capital Budget 2015/16. The 2015/16 Capital Environmental Budget allocation to Yardley is £94,400 and is based on the number of Council properties totalling 7442 within the District.

4.3 Legal Implications

The proposed allocation of work is consistent with the effective management of the Council's housing stock under Part II Housing Act 1985. From a procurement perspective it makes good use of Repairs and Maintenance and framework contracts which have been established to secure improved performance and better value for money than conventional single scheme tendering.

4.4 Public Sector Equality Duty (see separate guidance note)

In making its decision the District Committee is required to have due regard to the public sector equality duty. In relation to the Programme, due regard has been paid to the requirements of the Equality Act 2010 and an Equality Assessment has been carried out which has shown that the programme will not have any adverse effects.

The requirements of the Council's Standing Order relating to Contracts No. 9 in relation to equal opportunities and the West Midlands Forum Common Standard for Equalities in Public Procurement will be incorporated in the contracts for projects carried out within the programme.

5. Relevant background/ chronology

- 5.1 A citywide sum of £800,000 has been identified for capital environmental projects on Housing Revenue Account land and/ or property.
- 5.2 A sum of £94,400 has been allocated to the Yardley District Committee for 2015/16. This allocation is based on a stock of 7,442 properties within the district.
- 5.3 The Local Housing Team together with their HLBs, elected members and other residents have identified the projects agreed by the District Committee and detailed at Appendix 1.

6. Evaluation of alternative options

- 6.1 Alternative options have been considered during the consultation with Housing Liaison boards and other residents. However, based on local priorities, it is recommended that the projects listed at Appendix 2 are proceeded with during the 2015/16 financial year.

7. Reasons for decision(s)

- 7.1 To enable the District Committee to meet its requirements in the delivery of the Housing Investment Programme Environmental Works Programme.

8. Update on projects agreed in 2014/15

- 8.1 An update on the delivery of capital projects agreed during 2014/15 is provided at Appendix 2.

Signatures

Chief Officer

List of Background Documents used to compile this Report

1.

List of Appendices accompanying this report (if any)

1. Appendix 1: Yardley District Environmental Capital Project: Update on schemes agreed 2014/15.
2. Appendix 2: Yardley District Capital Environmental Budget 2015/16 : Proposed schemes 2015/16 for District Committee Approval.
3. Appendix 3: Yardley District Committee: Overall Budget Sheet – Capital Environmental Budgets.

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Report Version 1		Dated	24 August 2015
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Saved as YardleyDC2015

APPENDIX 1

Yardley District Capital Environmental Budget: Update on schemes agreed 2014/15

Location	Scheme Details	Position Statement
53-59 Lakefield Close	Supply and fit high fence to drying area	Completed 29 April 2014
Gosmoor House, Danesmoor House, Frogmoor House	Fencing, resurfacing, lighting	Completed 22 December 2014
Lakefield Close	Fencing, lighting, painting	Completed 29 April 2014
254-256 Barrows Lane	Environmental works to communal garden	Completed 30 June 2014
254-256 Barrows Lane	Supply and fit washing line posts	Completed 30 June 2014
247-269 Yardley Fields Road	Environmental work to communal garden	Completed 30 May 2014

Saved as YardleyDC2015App1

Appendix 2 YARDLEY DISTRICT CAPITAL ENVIRONMENTAL BUDGET 2015/16 – PROPOSED SCHEMES

Total Budget £104,367.00 (Acock's Green, Sheldon, South Yardley and Stechford and Yardley North)

WARD	PROJECT NAME	BRIEF DESCRIPTION	TOTAL COST £	ENVIRONMENT FUND REQUESTED	OTHER FUNDING APPLIED FOR	CONDITIONS/COMMENTS
ACOCKS GREEN AWARDED £31, 238	Lakefield Close Upgraded fencing	Remove the existing trip rail fence around numbers 2-8, 16-22, 30-42, 42-44, 50-56 Lakefield Close and upgrade the fencing with 1.0m high metal bow top fencing. In addition to supply metal gates to the frontages of 9, 11 and 51 Lakefield Close.	£30,391.7	£30,391.70		<p>The kick rail fencing in front of the odd numbers in Lakefield Close was upgraded with 1.0m metal high bow top fencing by the Capital Environmental Budget in 2013/14</p> <p>Residents in the Close have expressed a keen desire to replace the remaining kick rail fence as soon as possible. Upgrading the fencing will improve both the appearance and the security of the Close.</p>

Appendix 2 YARDLEY DISTRICT CAPITAL ENVIRONMENTAL BUDGET 2015/16 – PROPOSED SCHEMES

Total Budget £104,367.00 (Acock's Green, Sheldon, South Yardley and Stechford and Yardley North)

WARD	PROJECT NAME	BRIEF DESCRIPTION	TOTAL COST	ENV FUND REQUESTED		OTHER FUNDING APPLIED FOR	COND
SHELDON AWARDED £23,203	Silvermere Road upgraded fencing	To supply 1.2m high metal bow topped fencing to Blocks 43 to 53 Silvermere Road. In addition the existing concrete kerbs and mowing strip will be improved with new mowing strip.	£21,295.00	£21,295.00			This has Board. compler the bin s

Appendix 2 YARDLEY DISTRICT CAPITAL ENVIRONMENTAL BUDGET 2015/16 – PROPOSED SCHEMES

Total Budget £104,367.00 (Acock's Green, Sheldon, South Yardley and Stechford and Yardley North)

WARD	PROJECT NAME	BRIEF DESCRIPTION	TOTAL COST	ENV FUND REQUESTED	OTHER FUNDING APPLIED FOR	CONDITIONS/COMMENTS
SOUTH YARDLEY AWARDED £24,144	Hard standing bin areas– Kestrel Avenue, Berkeley Road Larch Walk	To provide hard standing areas to blocks where there is no suitable area to site their wheelie bins	22,656.00	£22,656.00		Some blocks cannot accommodate their wheelie bins because many of the wheelie bins are positioned under windows and this has already been discussed with South Yardley Housing Liaison.

Appendix 2 YARDLEY DISTRICT CAPITAL ENVIRONMENTAL BUDGET 2015/16 – PROPOSED SCHEMES

Total Budget £104,367.00 (Acock's Green, Sheldon, South Yardley and Stechford and Yardley North)

WARD	PROJECT NAME	BRIEF DESCRIPTION	TOTAL COST	ENV FUND REQUESTED	OTHER FUNDING APPLIED FOR	CONDITIONS/COMMENTS
STECHFORD AND YARDLEY NORTH AWARDED £25,775	86 to 104 Church Lane and 12 to 26 Stud Lane Bin storage areas and upgraded fencing.	To install bin storage areas in front of the four low rise blocks and to upgrade the existing wooden kick rail fence with 1.2m high metal bow topped fencing.	£29,604.00	£29,178.00	HLB to fund £426.00	The upgraded fencing around the four blocks will improve both their appearance and security. In addition the four bin storage areas will provide a safe and tidy place for residents to store their wheelie bins. This project is supported by the HLB.

APPENDIX 3

Yardley District Committee

Overall Budget Sheet – Capital Environmental Budgets

	£
Slippage for 2014/15	9,967.00
New allocation 2015/16	94,400.00
<u>Total Budget (A)</u>	104,367.00
Project Approvals (B)	104,367.00
Total = (A) – (B)	Nil

