

Housing Transformation Report Q2 2016-17

Ladywood District Committee

The table below summarises Ladywood-specific information from the City-wide Housing Transformation report.

<p>Management of ASB</p> <p>Ladywood continues to receive a high level of ASB cases with 197 new enquiries received during period 2, of which 3 were classified as hate crimes. 99.5% of cases were responded to on time with the 0.5% accounted for due to a technical error with the ticket. A total of 149 cases were closed of which 100% were recorded as successfully.</p>	<p>No. of new cases received: 197</p> <p>No. of new hate crime cases: 3</p> <p>Percentage of cases responded to on time: 99.5%</p> <p>Total ASB cases closed: 149</p> <p>Percentage of cases closed successfully: 100%</p>
<p>Percentage of high and low-rise blocks rated good or better</p> <p>82.5% of blocks in Ladywood achieved the good or better score, which is above target. This is slight improvement on the figure presented at the last meeting but is still below the average across the city as a whole. A separate note on this issue is provided following discussion at the September meeting of the committee.</p> <p>Low rise blocks have achieved a 100% satisfaction score for Ladywood which meets the performance target for this service</p>	<p>82.5% of high-rise blocks good or better</p> <p>100% of low-rise blocks satisfactory</p>
<p>'Lodgers in Occupation' for more than 12-weeks</p> <p>This measures the number of people occupying council properties where the tenancy has ended and the status of those occupying requires further investigation. The situation normally arises when the tenancy ends either because of the death of the tenant or relationship breakdown. There are currently 11 cases in Ladywood where investigations have taken longer than 12-weeks and these are generally situation where legal action will be required to resolve the issues.</p>	<p>No of cases: 11</p>

<p>Percentage of Intro tenancies over 12 months old not made secure</p> <p>2.9% of tenancies in Ladywood over 12-months old were not been made secure during Q2 with all of these being due to issues relating to rent arrears.</p>	<p>Percentage of tenancies over 12-months old not made secure: 2.9%</p>
<p>Conditions of estates – average bi-annual estate assessment scores</p> <p>In Ladywood the average of estate assessment scores was 26.7 which is above the ‘good’ score of 21, but below the score for excellent of 29. The estate assessments take place twice per year and lead to the development of improvement plans.</p>	<p>Average bi-annual estate assessment score: 26.7</p>
<p>Voids</p> <p>The number of measures recording void turnaround has been reduced in the 2016/17 version of the HTB report. Ladywood is demonstrating performance above the City average – in particular in relation to Average Days to Let where Ladywood performance is the best in the City.</p>	<p>Available homes as a percentage of council stock – 99.6%</p> <p>Average days turnaround all voids: 23.2</p> <p>Average days from Fit For Let to Tenancy Start Date: 11.8</p>
<p>Repairs</p> <p>Performance of work completed within timescale is slightly below the target range of 87.9% - 92.6% at 84.4% however performance in quarter 3 has seen an improvement in the overall year to date performance. Works orders for gas are above target, however, the overall KPI is currently impacted by contractors completing older outstanding repairs</p> <p>The percentage of appointments made is slightly below the target range of 94.9% - 98.1% at 94.6% which is 0.3% below the standard however performance in November has seen this move into amber.</p> <p>The percentage of appointments kept is below the target range of 94.9% - 98.1% at 66.2% however performance in quarter 3 has seen improvement. Contractors are reviewing their data and also addressing operative behaviour to ensure correct use of PDAs to record arrive on site time. Overall, tenants are receiving a responsive repairs service</p>	<p>Work completed within timescales: 84.4%</p> <p>Appointments made: 94.6%</p> <p>Appointments kept: 66.2%</p> <p>Right to Repairs jobs completed on time: 84.1%</p> <p>Respond to emergencies within 2 hours: 78.4%</p>

even where the operative arrives outside the appoint time.

The Percentage of Right to Repair jobs completed on time is slightly below the target range of 87.9% - 92.6% at 84.1% however quarter 3 has seen an improvement in performance. Performance for new repairs is improving but this KPI is currently impacted by contractors completing older outstanding repairs.

Responding to emergency repairs within 2 hours is below the target range of 94.9% - 98.1% at 78.4% however, contractors are addressing issues where operatives fail to use PDAs correctly, and additionally have established separate Quick Response Teams to further improve performance. It must be stressed that whilst the 2-hour target it not currently being met, emergency repairs are being responded to well and average response times show that the majority of tenants are still experiencing quick response times. Performance in quarter 3 has seen improvement.