

**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**

**ERDINGTON DISTRICT COMMITTEE**

**TUESDAY, 10 OCTOBER 2017 AT 14:00 HOURS**  
**IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, VICTORIA**  
**SQUARE, BIRMINGHAM, B1 1BB**

**A G E N D A**

**1 NOTICE OF RECORDING/WEBCAST**

The Chairman to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's Internet site ([www.birminghamnewsroom.com](http://www.birminghamnewsroom.com)) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

**2 APOLOGIES**

To receive any apologies.

**3 - 12**

**3 MINUTES**

To confirm and sign the Minutes of the last meeting of the Erdington District Committee held on 27 June 2017.

**13 - 28**

**4 DISTRICT NEIGHBOURHOOD CHALLENGE – CLEAN AND GREEN**

Nick Reid, Waste Management will be in attendance to present the report.

**5 FIRE SERVICE UPDATE – ERDINGTON DISTRICT**

A representative from West Midlands Fire Service will present a verbal report.

**6 POLICE UPDATE – ERDINGTON DISTRICT**

A representative from West Midlands Police will present a verbal report

7 **LOCAL INNOVATION FUND PROJECTS**

John Mole, District Community Support Officer will present a verbal report.

8 **HOUSING CAPITAL ENVIRONMENTAL WORKS BUDGET**

Mark Rodgers, Housing Manager will present a verbal report.

9 **UPDATE ON WORK OF NORTH COMMUNITY SAFETY PARTNERSHIP**

Pam Powis, Safer Neighbourhood Partnership Manager will present a verbal report.

**29 - 90**

10 **HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT  
QUARTER 1 2017/18 AND PERFORMANCE NARRATIVE**

Patrick Canavan, Acting Senior Service Manager, Area North Landlord Services will introduce the report

11 **OTHER URGENT BUSINESS**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chairman are matters of urgency.

12 **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'.

**MINUTES OF A MEETING OF THE ERDINGTON  
DISTRICT COMMITTEE HELD ON TUESDAY 27  
JUNE 2017 AT 1400 HOURS, IN COMMITTEE  
ROOMS 3 & 4, THE COUNCIL HOUSE,  
BIRMINGHAM**

**PRESENT:** - Councillors Robert Alden, Bob Beauchamp, Des Hughes, Mick Finnegan, Penny Holbrook, Josh Jones, Gareth Moore, Gary Sambrook, Mike Sharpe and Ron Storer.

**ALSO PRESENT:** -

Mike Davis – District Head (Erdington)  
Sarah Stride – Committee Manager  
Dave Wagg – Project and Client Manager  
Jamie Bryant – Serco/BCLT Contract Manager  
John Porter – District Parks Manager

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**ELECTION OF THE EXECUTIVE MEMBER AND VICE-CHAIRMAN FOR  
ERDINGTON DISTRICT**

On the receipt of nominations and upon a show of hands (five in favour and 0 against) it was:-

395

**RESOLVED:** -

- a) That Councillor Josh Jones be re-elected Chairman (Executive Member) for Erdington District for the Municipal Year 2017/2018, ending with the first meeting of the Committee in the 2018/19 Municipal Year.
- b) That Councillor Des Hughes be appointed Committee Vice-Chairman for the 2017/2018 Municipal Year, ending with the first meeting of the Committee in the 2018/19 Municipal Year.

(Councillor Josh Jones in the Chair)

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**NOTICE OF RECORDING**

395

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The whole of the meeting will be filmed except where there are confidential or exempt items.

**APOLOGIES**

- 396 Apologies for non-attendance were submitted on behalf of Councillors Lynda Clinton and Mick Brown and the representatives from West Midlands Police and West Midlands Fire Service for their inability to attend the meeting.
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**MINUTES**

- 397 **RESOLVED:** -

That the Minutes of the meeting held on 28 March 2017 having been previously circulated, were confirmed and signed by the Chairman.

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**MEMBERSHIP OF THE COMMITTEE**

- 398 The Membership of the Committee was noted as follows: -
- Councillors Robert Alden, Bob Beauchamp and Gareth Moore (Erdington Ward).
- Councillors Des Hughes, Gary Sambrook and Ron Storer (Kingstanding Ward).
- Councillors Penny Holbrook, Josh Jones and Mike Finnegan (Stockland Green Ward).
- Councillors Lynda Clinton, Mick Brown and Mike Sharpe (Tyburn Ward).

**Co-opted Members:-**

Steven Horsley, Station Commander – West Midlands Fire Service

Jason Bonser – West Midlands Police.

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**LEAD OFFICER ARRANGEMENTS**

- 399 The lead officer arrangements were noted as follows: -

**Lead Officer:-** Mike Davis, District Head (Erdington)

**Support Officers:-**

District Contact Lawyer - Stuart Evans

Committee Manager - Sarah Stride.

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**DECLARATION OF INTERESTS**

## **Erdington District Committee – 27 June 2017**

The Chairman advised that Members were reminded that they must declare all relevant pecuniary 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.

400 No declarations of interest were recorded.

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### **CODE OF CONDUCT**

The following Code of Conduct for District Committees was submitted:-

(See Document No. 1)

401 **RESOLVED:-**

That the Code of Conduct for meetings of the District Committee be noted.

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### **DISTRICT COMMITTEES FUNCTIONS AND GUIDELINES**

The following schedule of District Committee Functions and Guidelines were submitted:-

(See Document No. 2)

In response to a question raised by Councillor Robert Alden concerning the future of District Committee's the Chairman stated that a report is to be submitted to the next meeting of the Cabinet Local Leadership Committee which it was hoped would explain the situation further. The Chairman had no further information to add.

It was -

402 **RESOLVED:-**

That the District Committees Functions and Guidelines be noted.

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### **DISTRICT COMMITTEE APPOINTMENTS 2017/18**

It was -

403 **RESOLVED:-**

That the following Members be appointed to serve as Member representatives on the following bodies/ community organisations:

- (i) Youth Champion - Councillor Josh Jones
- (ii) Looked after Children's Champion - Councillor Mick Brown
- (iii) Older Person's Champion - Councillor Mike Finnegan

(iv) District Parent Partnership Champion - Councillor Mick Brown

(v) Heritage Champion – Councillor Robert Alden.

**Erdington Town Centre Partnership Limited**

It was noted that Councillor Robert Alden was appointed at the Erdington Ward Committee to serve as the Member representative on the Erdington Town Centre Partnership Ltd.

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**NEW ERDINGTON POOL AND LEISURE CENTRE**

Dave Wagg, Project and Client Manager and Jamie Bryant, Serco Contract Manager gave the following verbal report:

- Dave Wagg, Project and Client Manager stated that construction on the new pool commenced June 2016 at a cost of approximately £7m. The construction programme was a 65 week programme of works and in terms of the contract the hand over date from the construction company to Birmingham City Council and Serco is 21 September 2017. The construction works were currently a few weeks ahead of schedule and therefore the handover date is now scheduled for the end of August 2017. Following handover there will be an 'equipment fit out' by Serco Leisure followed by a series of employee training days.
- Due to outstanding highways works the final handover date has yet to be agreed it was hoped that the building will be open to members of the public by mid-September 2017. An invite to attend a tour of the new build will be extended to all District Councillor's prior to the official opening to members of the public.
- All major construction works have now been completed and that includes testing of the pool tanks which have been successful.
- The new pool will include a 25 metre, 6 lane main pool, a 13 x 8 learner pool, an 80 station fitness room, dance studio, community room and a sauna and steam room and a reception area with vending and cafeteria facilities.
- Birmingham Community Leisure Trust will operate and manage the facility under a full insuring and repairing lease for 15 years from the service availability date and the building will have a life expectancy in excess of 60 years from service availability.
- The day prior to the new pool opening the old pool will close and there will be no break in service delivery. Current staff already employed by the Trust will transfer across from the existing building to the new build. As part of the contract with Serco they will then commence decommissioning of the old building which will take approximately 2 – 3 weeks. This will include switching off of all plants to pools and the Turkish suite, capping utilities and emptying of pool tanks. Power will be left on to both the intruder and fire alarms as part of the process. Once this has been completed the building will be handed back to Birmingham City Council Sports Service and it will remain within the leisure portfolio. The building will be declared as surplus and Birmingham City Council Building Property Services will be instructed to market the building with the appropriate planning brief attached.
- Informal conversations have taken place with planning colleagues to date and they have indicated that they will not approve demolition of the existing building neither will they approve any major changes to the façade. They were also against residential use of the building.

## **Erdington District Committee – 27 June 2017**

- Jamie Bryant, Serco Contract Manager stated that all existing staff will transfer to the new building under their existing terms and conditions. Recruiting a number of new posts from the local area.
- In dialogue with all schools and clubs and advising them of the new facility and providing times for swimming and other scheduled activities.
- The existing Be Active and Be Active Plus and children's swim for free schemes will remain.
- With the new pool having two facilities there will be an opportunity for over 1000 children to learn to swim every week. Currently working on the aquatic programme with a view to a varied programme for all members and all sections of the community.
- The new group exercise space will offer in excess of over 50 group exercise classes a week for up to 36 people at a time and 50 people in the aquatic exercises.
- The final current pricing is that there will be no change to the prices charged for activities and facilities available. All current prices are in line with Birmingham City Councils existing policy for leisure facilities.

Members welcomed the fact that there would be no break in service delivery and that the old pool is scheduled to close the day before the new pool was opened.

In response to questions raised by Members, officers gave the following information:

- Staff training had already commenced and 2 project managers are in place to ensure that the building was ready for operation and that all staff is aware of the new systems within the building.
- In disposal of the existing pool there is an opportunity for a capital receipt through a sale which would go back into the Sports Transformation Programme. However, there is a desire to safeguard community use particularly in the Erdington District and if a community organisation expressed an interest and had a robust business model then officers were more than willing to discuss with them and support them wherever possible.
- The new building has a range of equipment to accommodate people with a range of disabilities and equipment is available to assist people in and out of the pool. This equipment is available in both pools.
- Dave Wagg assured Members that checks will be undertaken on the cladding used on the façade of the new build and the insulation used to ensure that building regulations had been adhered to. If the materials used were proven to be below the required standard then he assured Members that a full report will be submitted to this Committee as a matter of urgency.
- With regard to the current pricing of activities, a contract is in place for the entirety of the 15 year term and the Council's pricing policy must be adhered to throughout the term of the contract. However, if the Council's pricing policy changes in the meantime then this will have an effect on the new builds pricing policy.
- Whenever possible, groups would be welcomed to tour the building and view the facilities available and the idea of holding an Erdington Ward Committee in the venue would be welcomed and accommodated.
- The highway delays mentioned currently stands at one week and involved the signing of legal documentation between 2 separate Council Departments. The highways issues include the lowering or increasing of kerb edges to ease access to the building itself. Working with highways to get the legal document signed and completed. The car park issue is that there are only 12 car parking spaces

available. Will work with the local community and monitor the situation to ensure that as little impact is felt by the local community as possible.

- Membership issues – in terms of the Birmingham Leisure Trust facilities a member can use any of the venues available. Started dialogue with Birmingham Wellbeing Service and trying to put in place a working party to discuss whether other facilities across Birmingham can be included under one membership.
- All schools have been contacted in the District and Birmingham citywide with a view to ascertain what their swimming provision is as trying to accommodate as many schools as possible into the swimming schedule available. Realise that there is a shortfall in some areas of the City with regard to swimming facilities available in their area. Will provide feedback to Members on the number of schools that have accepted the invitation to use Erdington Pool.

The Chairman thanked both officers for all their hard work in ensuring that the new Erdington Pool would be a success from the onset and Members echoed comments made.

It was -

404

**RESOLVED:-**

That the verbal report on the new Erdington Pool and Leisure Centre be noted.

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**UPDATE ON GREEN ISSUES AND GROUND MAINTENANCE CONTRACT**

The following report of the District Parks Manager was circulated at the meeting:-

(See Document No. 3)

John Porter, District Parks Manager introduced the report and gave the following verbal presentation:

- As part of the consultation process, Parks Division was requested to put forward savings at both 20% and 10% of existing budgets.
- As part of the consultation exercise that took place members of the public expressed huge support and gratitude to park rangers and park keepers and had requested that the service be retained and strengthened with reduction in current staff numbers.
- The ranger service had previously operated out of 6 hubs but as part of the Council's reduction in staff levels it was now reduced to 5 hubs.
- The park keeper's service across the City was now under scrutiny and further reductions were likely. There were currently 30 park keeper posts across the City and in the Erdington District they were stationed in Brook Vale Park, Witton Lakes Park, Rookery Park and Pype Hayes Park. All park keeper posts will undergo an assessment and score exercise to ascertain their value. It was suspected that 1/3 of park keeper posts will be lost.
- The third tranche of savings is to come from the Grounds Maintenance Programme. It will result in a 20% reduction in the cut of amenity grass and ornamental areas across the City which equated to 1/5 of all the grass mown Citywide. The reduction will have a severe impact in every Ward and District. Removing flower beds and shrubs so that maintenance will not be required. Will



no longer maintain grass verges and shrubs that edge onto footway paths in park areas. Will no longer provide a budget provision for baskets and planters throughout the City.

- Considerable changes will have to be made in order to achieve the savings in the forthcoming budget.

Members thanked John Porter for his budget update and expressed concern that it appeared that the park keeper for Erdington District has been reassigned to Sutton Coldfield and that the implication that it has yet to be implemented had in effect already taken place.

John Porter advised Members that the contractor, Glendale, had reassigned the park keepers post and that it was not a move instructed by Birmingham City Council. He further stated that as far as the Council were concerned the post was still available and officers were in dialogue with Glendale to ensure that the post would not be lost.

Members expressed concern that Glendale had made changes to the agreed contract without first consulting District Members and requested that the issue be addressed as a matter of urgency.

Members requested that the original park keeper for Erdington District be retained as over a period of time he had built a relationship with the Friends, community groups and local residents and it was important to retain stability, trust and local knowledge of the surrounding park land.

Councillor Alden stated that it was important to cut the grass around outside gym equipment as due to the length of the grass some of the equipment was now unusable and also that the grass around children's play area and pathways be mowed as that area was well utilised and it needed to be kept in a reasonable condition for health and safety reasons. It was also noted that grass should be kept to a minimum height in order to avoid grass fires in the summer months.

John Porter gave an update on events taking place in parks and the community groups and Friends that have assisted and gave the following information:

- Tyburn Ward – keen to establish a more pro-active Friends group. Need to look at ways of how to achieve this.
- Castle Vale - working with the Housing Association to ensure that local residents receive a 'one stop shop' on who does what in the community. There were opportunities for joint working as there is a park keeper assigned to the Castle Vale area.
- Kingstanding Ward – excellent work completed on The Pimple. Work with the KRT group has been an excellent success and the grassed area is now well used by local residents.
- Witton Lodge Community Association – Lottery Funding has assisted in renovating the building on site for public usage.
- Perry Common Ward – Park undergoing landscaping works. Ongoing.
- Erdington Ward – Friends of Rookery Park undertaking excellent work in the park.
- Short Heath Park – working to establish a Friends group in the park.

The Chairman thanked the District Parks Manager for his verbal update and stated that representatives from Glendale be invited to attend the next meeting of the District Committee to explain their reasoning behind the current post reassignments.

It was -

405

**RESOLVED:-**

That the report and verbal update on Green Issues and the Ground Maintenance contract be noted.

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**UPDATE ON BE ACTIVE / ACTIVE PARKS SUMMER PROGRAMME**

Mike Davis, District Head advised that Wayne Daniels, Be Active Service Manager was not in attendance at the meeting.

Mike Davis stated that the Summer Programme of events taking place in and around a number of parks throughout citywide was available in a printed schedule and that he would email the schedule to all Members of the District Committee, including officer contact details in due course.

It was -

406

**RESOLVED:-**

That the verbal update on the Be Active/Active Parks Summer Programme be noted.

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**CLEAN AND GREEN NEIGHBOURHOOD CHALLENGE PROGRESS**

The following report of the Erdington District Head was submitted:-

(See Document No. 4)

Mike Davis, District Head stated that Nick Reid, Waste Management was not in attendance at the meeting.

Mike Davis introduced the report and highlighted the salient points. He stated that he would re-invite Nick Reid to attend the next meeting of this District Committee to give an update on the recommendations that were currently incomplete.

It was -

407

**RESOLVED:-**

That the report on the Clean and Green Neighbourhood Challenge Progress be noted.

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**DATES OF FUTURE MEETINGS 2017/2018**

It was -

408

**RESOLVED: -**

That the District Committee note the schedule of meetings for 2017/18: -

**2017**

3 October  
28 November

**2018**

30 January  
27 March

All meetings will be held at 1400 hours in Committee Rooms 3 & 4 at the Council House, Victoria Square, Birmingham.

The Chairman advised that the meeting to be held on 3 October would need to be rescheduled as it was the Labour Group Conference on that day and that Members would be advised of the rescheduled date in due course.

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**OTHER URGENT BUSINESS (REPORTS BY OFFICERS)**

**Early Years Health and Wellbeing Consultation**

Copies of the consultation document were circulated at the meeting:

(See Document No. 5)

Mike Davis, District head advised the Committee that the Early Years team in Children's Services were currently undergoing a consultation exercise on the way services are delivered to children's centres, health visiting services and parenting support services in Birmingham. Outcomes of the consultation exercise will form a new service model that will bring the services together in a localised area.

The consultation exercise commenced 19 June and will conclude on 17 August 2017. Discussion sessions have been arranged to take place in various Wards across the City. He encouraged Members to take part in the consultation exercises and voice their opinion.

It was –

409

**RESOLVED: -**

That the verbal update and the consultation document entitled 'Early Years Health and Wellbeing Consultation' be noted.

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**AUTHORITY TO CHAIRMAN AND OFFICERS**

**RESOLVED: -**

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'.

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The meeting ended at 1530 hours.

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CHAIRMAN

<b>Report of:</b>	<b>Mike Davis, District Head</b>
<b>To:</b>	<b>Erdington District Committee</b>
<b>Date:</b>	<b>27 June 2017</b>

## **Progress Report on Implementation: Clean & Green Neighbourhood Challenge.**

<b>Date report approved by committee:</b>	29 March 2016
<b>Member who led the original review:</b>	Councillor Josh Jones
<b>Lead Officer for the review:</b>	Mike Davis
<b>Date progress last tracked:</b>	September 2016; January 2017; 28 March 2017

### **Background:**

In 2015/16, Members of Erdington District Committee agreed 'clean & green' issues would be the subject of its first neighbourhood challenge to determine if there were aspects of the current service provided that could be improved locally. Clean streets and well maintained parks and open spaces make a significant contribution to the quality of life experienced by local people and to the levels of satisfaction with the area in which they live.

A report was produced and approved by district committee on 29 March 2016 which examined three key areas:

- Parks & Open Spaces
- The district as a place to live, work study
- Refuse collection & Recycling

The original report further contained a number of specific recommendations as to how things might be done differently or better to improve the local environment for the benefit of local people.

During 2016/17, progress was made on a number of the specific recommendations with officers from the Parks Service (John Porter), Regulatory Services (Martyn Smith) and Waste Management (Nick Reid and Richard Smith) attending and providing updates to committee and responding to Members questions.

On 28 March 2017, a progress tracking report was presented to committee with details of each individual recommendation that featured in the original 29 March 2016 report and an update on progress to date. As not all actions had been fully completed, it was proposed that a further update be submitted to the first committee of the 2017/18 Municipal Year. A number of comments and observations made by Members at the March committee have been incorporated into this latest progress report together with further updated information where appropriate and available..

### **For more information about this report, please contact:**

Contact Officer:	Mike Davis
Title:	District Head
Telephone:	0776 692 4147
E-Mail:	Mike.davis@birmingham.gov.uk

## Progress with Recommendations - as at 28 June 2017

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R01	Improve refuse collection arrangements for flats above shops introducing wheelie bins where practical to do so	Depot Manager	March 2017	<b>Partially completed</b>

### Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

As at 1 December 2016 the whole of the Erdington Ward's red carded properties (unsuitable for wheelie bins) had been reassessed. The outcome of these assessments is set out in the attached spreadsheet.



Erdington red cards.xls

In summary; total properties changed to green 88, flats changed to green 48. On the spreadsheet the reassessments for flats are highlighted in blue, where there is an anomaly such as property not residential etc., these are highlighted in orange. The remaining wards in the District will be reassessed as resources permit.

At the March committee members requested more details of the roll out timetable to review red card properties in other Wards and also suggested that even where individual wheelie bins are still deemed unsuitable (such as high rise properties) there is still a need for improvement to be considered in the collection arrangements.

Lead officer: Nick Reid

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R02	Improve refuse collection arrangements to residents in newly built homes within district	Depot Manager	Sept 2016	<b>Completed</b>

### Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

Where we have identified a new housing development an officer has visited and left contact details with the site office, most have been receptive to ordering bins in bulk when a block of properties are complete, so bins should be on site when residents move in. A few examples in the Erdington district are:

- Probuild 360 – 6 new builds on Eachelhurst Road, Tyburn Ward
- Forward Homes – large development on Jarvis Road and Baldmoor Lake Road, Erdington Ward
- Cameron Homes – Paget Close development of approx. 20 houses, Tyburn Ward
- Kier Construction - large development of over 100 properties on Beechmount Drive, Erdington Ward.

Additionally we have been developing links with officers within BMHT and Housing Department to ensure wheelie bins are delivered and collections routed as soon as possible.

Lead Officer: Nick Reid

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R03	<b>Provide a list of homes requiring alternative alley cat collection service and work to stabilise</b>	<b>Depot Manager</b>	<b>Sept 2016</b>	<b>Completed</b>

#### **Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

Table below is a list of properties in the Erdington District served by alley cat vehicle. The roads are arranged alphabetically by ward. The first column gives the crew name for our internal systems but it does include the collection day and therefore it has been included. (There are no collections in Tyburn Ward for the alley cat as the regular vehicles are able to access all roads.)

P_REFUSE_AC1_WED FWM	Avalon Close	Erdington
P_REFUSE_AC1_WED FWM	Blossom Hill	Erdington
P_REFUSE_AC2_THU FWM	Bromford Close	Erdington
P_REFUSE_AC1_WED FWM	Campion Gardens	Erdington
P_REFUSE_AC1_WED FWM	Chase Grove	Erdington
P_REFUSE_AC1_WED FWM	Elphinstone End	Erdington
P_REFUSE_AC1_WED FWM	Harrison Road	Erdington
P_REFUSE_AC2_THU FWM	Hawthorn Close	Erdington
P_REFUSE_AC1_WED FWM	Penndale Close	Erdington
P_REFUSE_AC1_WED FWM	Sandon Grove	Erdington
P_REFUSE_AC1_WED FWM	Shrub Lane	Erdington
P_REFUSE_AC1_WED FWM	Spring Hill	Erdington
P_REFUSE_AC1_WED FWM	The Feldings	Erdington
P_REFUSE_AC1_WED FWM	Wesley Road	Erdington
P_REFUSE_AC2_THU FWM	Westland Close	Erdington
P_REFUSE_AC2_MON FWM	Greenwood Place	Kingstanding
P_REFUSE_AC2_MON FWM	Kings Road	Kingstanding
P_REFUSE_AC2_THU FWM	Alleyne Grove	Stockland Green
P_REFUSE_AC1_THU FWM	Anchorage Road	Stockland Green
P_REFUSE_AC1_THU FWM	Apple Tree Close	Stockland Green
P_REFUSE_AC2_THU FWM	Boundary Road	Stockland Green
P_REFUSE_AC2_THU FWM	Broomfield Road	Stockland Green
P_REFUSE_AC2_THU FWM	Canterbury Close	Stockland Green
P_REFUSE_AC2_THU FWM	City View	Stockland Green
P_REFUSE_AC2_THU FWM	Copeley Hill	Stockland Green
P_REFUSE_AC2_THU FWM	Elder Way	Stockland Green
P_REFUSE_AC1_THU FWM	Frances Road	Stockland Green
P_REFUSE_AC1_THU FWM	Hampton Road	Stockland Green
P_REFUSE_AC1_THU FWM	Hockley Road	Stockland Green
P_REFUSE_AC2_THU FWM	Hospital Street	Stockland Green
P_REFUSE_AC1_THU FWM	Kenneth Grove	Stockland Green
P_REFUSE_AC1_THU FWM	Kerby Road	Stockland Green
P_REFUSE_AC1_THU FWM	Kings Road	Stockland Green
P_REFUSE_AC1_THU FWM	Linton Walk	Stockland Green

P_REFUSE_AC2_THU FWM	Mere Street	Stockland Green
P_REFUSE_AC1_THU FWM	Neville Road	Stockland Green
P_REFUSE_AC2_THU FWM	Northcroft Way	Stockland Green
P_REFUSE_AC2_THU FWM	Pattison Gardens	Stockland Green
P_REFUSE_AC2_THU FWM	Prince William Close	Stockland Green
P_REFUSE_AC1_THU FWM	Purley Grove	Stockland Green
P_REFUSE_AC1_THU FWM	Queens Road	Stockland Green
P_REFUSE_AC1_THU FWM	Redbank Avenue	Stockland Green
P_REFUSE_AC1_THU FWM	Ripley Grove	Stockland Green
P_REFUSE_AC2_THU FWM	Rosewood Drive	Stockland Green
P_REFUSE_AC2_THU FWM	Southcroft Road	Stockland Green
P_REFUSE_AC2_THU FWM	Springfield	Stockland Green
P_REFUSE_AC2_THU FWM	Staff Way	Stockland Green
P_REFUSE_AC1_THU FWM	Stockland Road	Stockland Green
P_REFUSE_AC1_THU FWM	Taylors Orchard	Stockland Green
P_REFUSE_AC1_THU FWM	Teal Drive	Stockland Green
P_REFUSE_AC2_THU FWM	The Drive	Stockland Green
P_REFUSE_AC2_THU FWM	The Laurels	Stockland Green
P_REFUSE_AC2_THU FWM	Tower Road	Stockland Green
P_REFUSE_AC2_THU FWM	Tudor Gardens	Stockland Green
P_REFUSE_AC2_THU FWM	Ward Street	Stockland Green
P_REFUSE_AC1_THU FWM	Welbeck Grove	Stockland Green
P_REFUSE_AC2_THU FWM	Windsor Place	Stockland Green
P_REFUSE_AC1_THU FWM	Yerbury Grove	Stockland Green

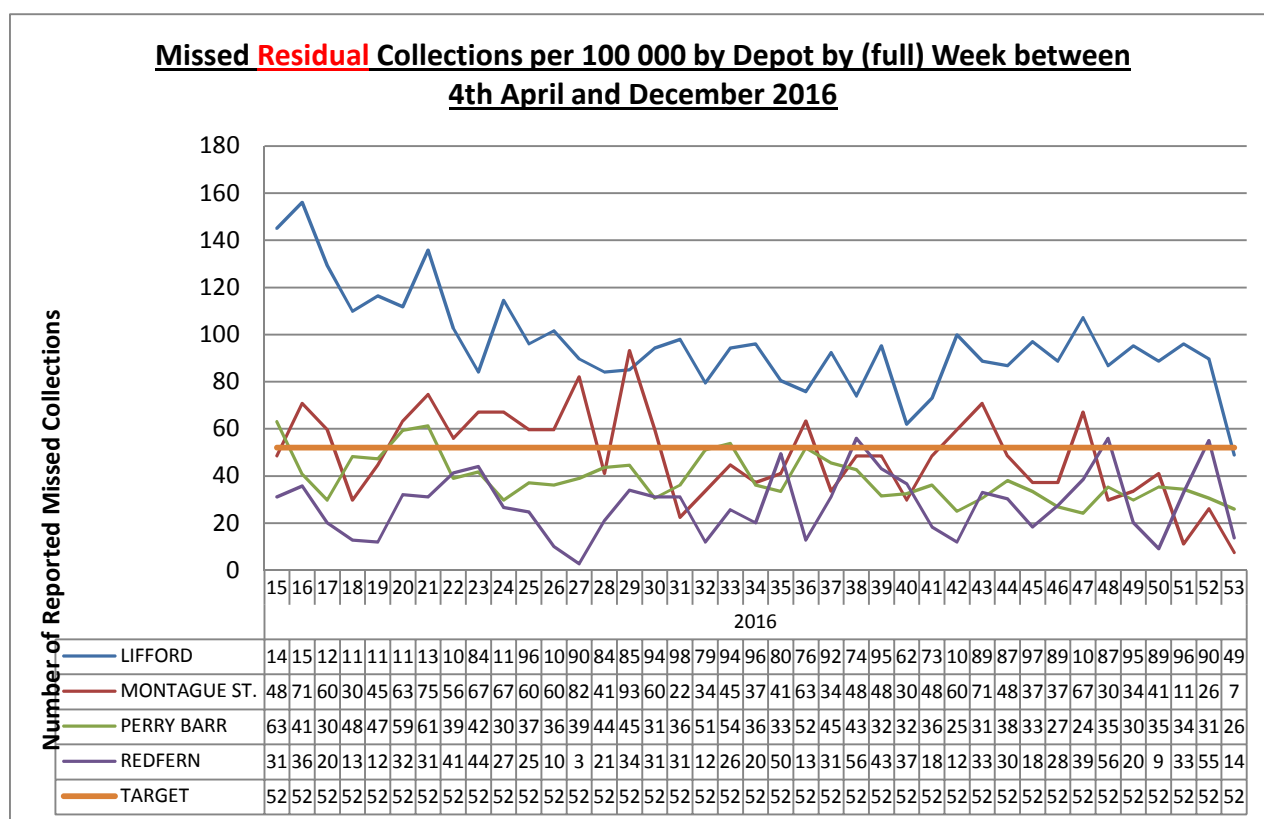
Lead Officer: Nick Reid



No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R04	Ensure all bins are collected on the day specified (and not the next day) Improved communication on missed collections and when round not completed from crew to depot and then to Members	Depot Manager	Sept 2016	Partially completed

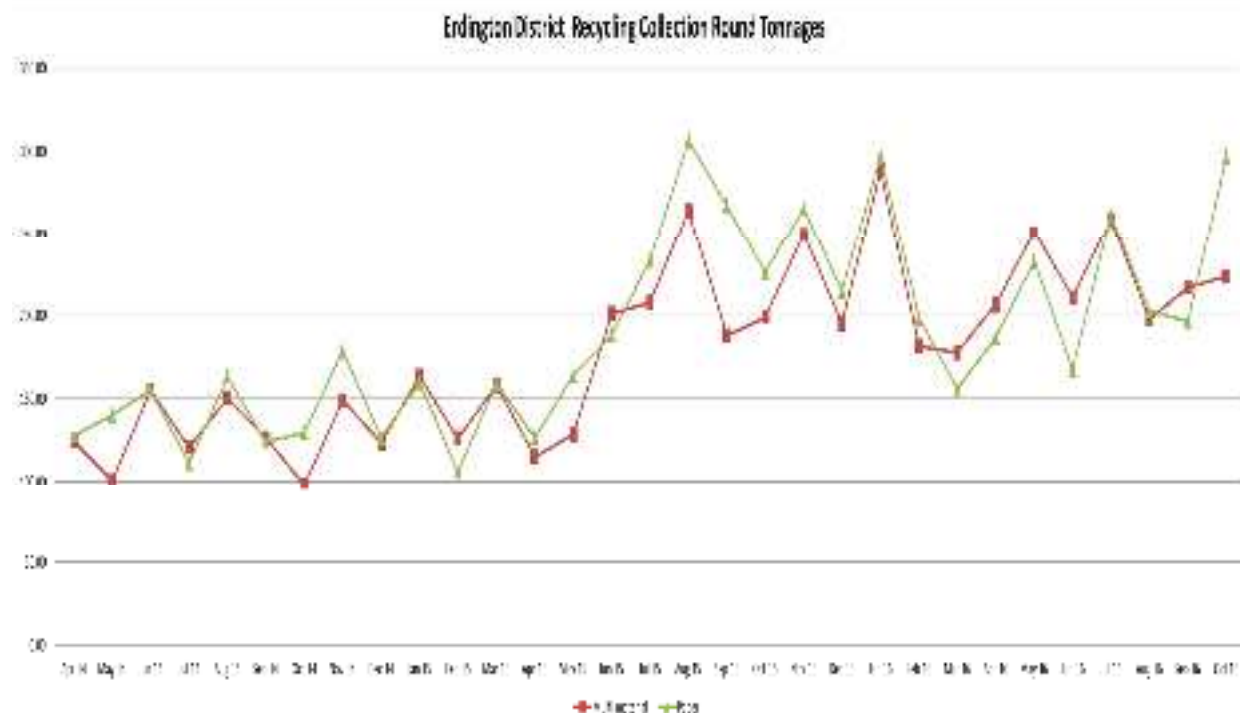
#### Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

Recruitment of drivers and a reduced reliability upon agency staff alongside some in house recruiting has improved reliability of collections and has led to a reduction in complaints.



Missed collections were until recently reported to the BCC Newsroom and posted for residents to check. Additionally the Strategic Director would post messages on Twitter detailing missed collections. As incomplete work has reduced this is no longer carried out.

The amount of paper and mixed recycling collected in the district has increased since the introduction of wheelie bins, The Table below charts the collection volumes for both paper and mixed recycling.



As a consequence the overall recycling rate for the district has risen. Table 3 shows the collection volumes for all waste streams for the month of April in 2014, 2015 and 2016; wheelie bin collections commenced June 2015. The attached spreadsheet contains the complete data from April 2014 – October 2016.



Perry Barr  
Rounds-2014-15 & 2015-16

District	Waste	Apr 14	Apr 15	Apr 16
Erdington	Residual	1342.60	1229.3	1370.47
Erdington	Multi-material	124.59	115.18	206.50
Erdington	Paper	127.62	126.31	186.78
	Total Collected	1594.81	1470.79	1763.75
	Total Recycling	252.21	241.49	393.28
	% Recycling	15.81%	16.42%	22.30%

At the March committee members noted that a request to re-instate communication to ward members about missed collections within the Ward had not been considered or, if it had, they were not aware of the outcome of their request.

Lead Officer: Nick Reid

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
<b>R05</b>	<b>Share street cleansing rotas with Members and partners at ward level to ensure the same resource is best meeting local needs</b>	<b>Depot Manager</b>	<b>Sept 2016</b>	<b>Not completed</b>

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

Following the successful Proof of concept undertaken in Washwood Heath and Hall Green, Planning is underway to provide a model with associated resources that can be rolled out across the City. Current plans can be shared but they will be subject to change once this planning has been completed and implemented. We are currently finalising the plans based on the 2017/18 budget allocation and will be happy to share them with the members closer to the anticipated April start date.

At the March committee concern was expressed that details of the current cleaning rota had still not yet been shared with members.

Lead Officer: Nick Reid

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R06	<b>Make better use of EQS reports at Tasking meeting, Members meetings and in district clean &amp; Green group</b>	<b>EQS Surveyor / District Head/ Tasking Chairs</b>	<b>March 2017</b>	<b>Completed</b>

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

Reports obtained twice during 2016/17 from relevant officer and distributed to ward tasking chair with suggestion they are considered at next meeting. Also discussed at Erdington District clean & green group meetings.

Mr Qudeer advises that a new publicly accessible web based 'dashboard' is being developed with key environmental performance indicators which may in time result in the EQS reports being phased out in their current format. However the actual surveys will continue but the dashboard in itself should in time lead to better use being made of the survey information.

June 2017 update: M Quadeer advises the service will still produce one EQD report per ward for 2017/18 and these will be distributed to members

Lead Officer: Mohammed Qudeer

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R07	<b>Recycling Banks to be removed in conjunction and with agreement of Ward Members to ensure implications understood.</b>	<b>Waste Enforcement Officer</b>	<b>Sept 2016</b>	<b>Completed</b>

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

The removal of on street recycling banks was conducted following a cost benefit analysis of the banks against clear up costs. A high proportion of the surface banks have now been removed as a result of the ongoing issues of theft, vandalism, Flytipping and income generation. The recycling banks remain at the household recycling centres as well as some supermarkets and on private land. There is an ongoing project to look at the cost of capping some of the underground banks.

The contact officer for any queries relating to this project is Mohamed Qudeer in the Waste Prevention Team. A list of Underground and European recycling Banks was distributed to all Members by email on 08 02 2017.

At March Committee members advised that removal of underground recycling banks was a city decision not always supported locally and, on most occasions, removal had taken place without consultation or even notification to ward members. Concern was also expressed by members that underground recycling banks had simply been closed / sealed off but not removed, due to the cost involved, and this was resulting in items still be deposited on the site making sites potentially unsafe and unsightly. It was recognised that improved signage at these closed sites may have only partial success in preventing items being left on the surface of the site. Ultimately funds will be required to remove the underground banks entirely and to make good the surface repairs necessary to eliminate the problem.

June 2017 update: M Quadeer advises [The bottle banks on supermarkets have been removed, the only banks are from ERC \(European Recycling\) which is authorised by BCC and you will also have some on private land. Any unauthorised bank found on the public highway will be given notice to remove, if not removed we will get a contractor to remove and scrap. The underground banks, capped off and signs have been put on... no further developments.](#)

[ERC sites approved by BCC and based in the district:](#)

HWRC Tameside Drive	Tameside Drive	Castle Bromwich
Sainsburys Recycling Area	1211 Chester Road	Castle Vale
Recycling Area	Old Bell Road	Erdington
Recycling Area	Pype Hayes Road	Tyburn
Recycling Area	Innsworth Drive	Tyburn

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R08	<b>Encourage regular enforcement around trade waste contracts</b>	<b>Environmental Health Officer</b>	<b>Sept 2016</b>	<b>Completed</b>

#### **Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

Whilst there is no statutory requirement to inspect businesses in respect of their trade waste arrangements, trade waste inspections are conducted by the waste enforcement unit (WEU) as well as routinely by Environmental health. Every inspection conducted, such as food hygiene, will incorporate a check of the businesses trade waste contract.

Investigations conducted by the WEU, where business waste is found in the evidential chain, will also include a duty of care inspection and notice in respect of that business.

The figures below highlight where a visit has been made and the trade waste contract could not be produced immediately. In these circumstances a demand notice is issued by the officer requiring the business to produce their trade waste contract within 7 days. The businesses that do not comply with the notice are issued with a fixed penalty notice. During 2016/17 a further 82

businesses trade compliance inspections were carried out.

2015/16	Erdington	Stockland Green	Tyburn	Kingstanding	TOTAL
Investigations into commercial waste disposal suspected offences and offences	30	45	47	11	133
Section 34 Environmental Protection Act demand notices issued: (trade waste statutory information demands)	21	28	19	3	71
Section 34 Environmental Protection Act fixed penalty notices issued to businesses (£300)	8	4	5	1	18

Lead Officer: Martyn Smith

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R09	<b>Greater communication with District Members about enforcement campaigns to allow resources to be influenced / targeted.</b>	<b>Environmental Health Officer</b>	<b>Sept 2016</b>	<b>Completed</b>

#### **Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

##### June 2017 update

There are some legal requirements and data protection issues that affect what the council can share with the public and elected members during ongoing investigations. However, **greater efforts will be made to communicate in advance details of any public education campaigns and also to inform councillors of enforcement successes at the appropriate time. Officers continue to respond to Councillors on an individual level regarding specific problem and hot spot locations;** and in particular whilst attempting to identify a long term solution / resolutions. As part of this officers will continue to seek to alert elected members, other representatives and local tasking group partners of educational activities and campaigns. These include, for example community led litter picking activities and schools based waste prevention presentation activities co-ordinated through the Waste Prevention Team in Regulation and Enforcement.

Further, elected members currently feed in to the waste enforcement unit (WEU) details of specific incidents and reports of alleged fly-tipping. This, along with eye witness accounts are key sources of information that the WEU uses to assess what options are available and best suited to target suspect offenders or locations. We use this information to specifically target locations and undertake enforcement exercises that can include duty of care inspections, waste searches, door knocking exercises for evidence gathering and education.

The outcomes from criminal proceedings, city wide continue to be reported quarterly through the

published reports of the Licensing and Public Protection Committee.

Lead Officer: Tony Quigley / Martyn Smith

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R10	Greater enforcement around fly posting where contact details are readily available	Environmental Health Officer	Sept 2016	Completed

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

This would include placards and posters on lamp columns or displayed on street furniture. In the past both criminal and civil proceedings have been used to deter offenders. AMEY officers have the authority to remove placards and where pubs and clubs have been identified their license can be 'called in' for review.

At March committee members asked for information to be obtained from AMEY on removal of placards and related prosecutions. It was suggested that local engineers may maintain records where they have personally removed placards. Information will be assembled for June meeting.

June 2017 update Iain Aiken, District Engineer: [Subject Flyposting](#)

As a team we do what we can to remove unauthorised posters and banners as and when issues are reported to us. Subject to us having enough time we also remove posters when we happen to spot them. This is best done in dry weather as the posters and banners can be fairly big and often dirty and we have to transport them in our own vehicles

Over the last few years we have personally removed over 1300 posters and I'm sure this number will increase as there are plenty of companies intent on advertising in this way. We keep a record of all the posters that we remove.

In addition to our hands on approach, Amey inspectors will also make a note of any flyposting on street furniture that they spot and these are then removed by their response vehicle as and when they are in the area.

Removals and enforcement action can also be taken by Environmental Health and I have attached one Sutton Observer article from April 2015 of one such case in Erdington.

Headline: A flyposter caught in the act promoting a CCTV company on Erdington traffic lights has been prosecuted at Birmingham Magistrates' Court.

A FLYPOSTER who tried to illegally advertise a CCTV company on traffic lights in Erdington has been ordered to pay £1,500.

Luke Madden, 29, was caught sticking adverts for the surveillance firm on the warning lights in Bromford Lane, Erdington, on 13 August 2014 but was caught in the act by a Birmingham City Council officer.

The 29-year-old from Dimbles Lane in Lichfield was ordered to pay £1,500 (£1,000 fine, £400 costs and a £100 victim surcharge) at Birmingham Magistrates Court on Thursday (April 30) after being found guilty in his absence under the Town and Country Planning Act 1990

A spokesperson for Birmingham City Council said: "It is illegal to advertise on council property such as traffic lights, lamp posts and pedestrian railings. Birmingham Environmental Health will take action to prosecute anyone caught flyposting or gaining benefit from the advert."

I have asked Russell Davey (Environmental Health) whether he has anything further he can add from his side and I'll let you know what response I get.

Flyposting on can be reported on the Birmingham City Council website by following the link below;

<https://www.birmingham.gov.uk/flyposting>

As an aside to the illegal flyposting, we are able to permit charities, funfairs and other local organisations to erect posters to advertise their events. Permission is only given if the promoter completes the attached indemnity form and agrees to the attached list of conditions.

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R11	<b>Better deployment of mobile CCTV cameras in conjunction with Members (e.g Car parks)</b>	<b>Place Manager (Community Safety)</b>	<b>Sept 2016</b>	<b>Completed</b>

#### **Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

At March Committee Pam Powis advised that a review of deployable cameras is underway by West Midlands Police as many no longer work and are not cost effective to repair. However, it was clarified by members that it is the cameras held by BCC Waste Enforcement Team that members primarily wish to influence in terms of their deployment (because police controlled cameras will not likely be set aside for environmental crime detection.)

#### June 2017 update

The deployment of cameras by the WEU, both overt and covert is undertaken in conjunction with legislation and guidance audited through, legal services and the Office of the surveillance commissioner.

A range of data is used and assessments made to ensure that the use of cameras is proportionate, necessary and reasonable in the circumstances and that any collateral intrusion is limited. In respect of covert cameras or directed surveillance an application has to be made to the courts and a district judge will determine the application. Information supplied by members is continually assessed and used as part of this process to decide if cameras should be deployed to try and catch the offenders.

Where there is large scale Flytipping on a regular basis applications are made to monitor these sites, however a key consideration that must be explored first is whether other tactics could be undertaken to stop the fly tipping.

All other deployable cameras are managed by West Midland police and a criteria applies to deployment. Elected members can best influence deployment of CCTV via requests made at the ward tasking meeting or to the Neighbourhood Policing Team.

Strategic Lead: Tony Quigley & Local lead: Pamela Powis

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
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<b>R12</b>	<b>Work toward introducing more regular systematic cleaning arrangements in place on BCC local car parks</b>	<b>District Car Parks Lead</b>	<b>Sept 2016</b>	<b>Completed</b>
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**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

As at March 2017 cleaning of Erdington car parks remains on an ad-hoc basis when necessary. The last clean-up was late February when Unpaid Work (Community Payback) litter picked Church Road 2 due to high levels of litter including alcohol receptacles. There have been recent complaints of drinking on the car park with their litter left behind, The BCC Waste Management Team have been asked to consider the suitability of a bin on the highway as a convenience.

Going forward plans for every Pay & Display Local Car Park in the city have gone to both BCC Waste Management and the Unpaid Work Team to provide quotes for regular litter clearance and so it is possible, subject to affordability, that a more systematic planned approach to car park clean ups could be put in place in 2017/18.

June 2017 update:

Car parks across the city are currently cleaned on an ad-hoc basis by Community Payback (unpaid work), waste management, community groups etc. Karl is in discussions with officers at a senior level to determine whether a city wide strategy can be put in place to better manage the litter clearance in all of the car parks. These discussions are at an early stage and there is nothing to report other than that various options are to be considered.

Local lead officers: Karl Randall / Iain Aitken

<b>No.</b>	<b>Recommendation</b>	<b>Responsibility</b>	<b>Original Date For Completion</b>	<b>Assessment of progress toward completion</b>
<b>R13</b>	<b>Better use of Housing Environmental Capital Budget to tackle hotspot areas</b>	<b>Budget Programme Lead</b>	<b>March 2017</b>	<b>Completed</b>

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

All projects proposed for 2016/17 by relevant housing officers came to district committee for comments and support of members. It is suggested this continues in future years with members being given opportunity to submit proposals for capital improvements on housing owned sites that improve the environment.

Lead officer is Housing's Mark Rodgers alongside local manager Patrick Canavan

June 2017 update: There will be a request extended by Mike at committee, on behalf of Mark Rodgers, for one councillor from each Ward to work with him in 2017/18 in developing and agreeing the programme.



No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R14	Potential to expand wildflower meadow approach (rather than grass cutting) in conjunction and with agreement of Members and partners	Area Parks Manager	Sept 2016	Ongoing / substantially completed

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

Additional areas added across the District. Community support and member support is flourishing. The meadows at Castle Vale and The Pimple have been a success and The Friends of The Pimple secured funds from Tesco to help continue producing a meadow this year.

Lead officer John Porter, BCC Parks Manager.

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R15	Share the Grounds Maintenance specification with Members and partners to involve in monitoring and agreeing any future savings	Area Parks Manager	Sept 2016	Completed.

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

Information shared with members on a ward basis in February 2017. Core standards have reduced in line with budget. As works across the city are being amended / ceased the schedules will need to be updated as new programmes are established.

Lead officer: John Porter

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R16	Improve links between BOSF (Birmingham Open Spaces Forum) and Friends of Parks Groups. Improve communications with Friends Groups and work with them toward attracting external funds where possible	Area Parks Manager / District Members / District Head	Sept 16	Completed.

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

John Porter, Parks Manager engaging with new Friends of groups where possible e.g. Rookery, Greenwood Place, The Pimple etc and offering advice on external funding sources.

June 2017 update: Sarah Royal from BOSF attended the 19 May meeting of the Erdington District

clean & green group and she continues to work with the parks manager and staff to promote and support Friends groups.

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R17	Consider if the five park keepers within Erdington parks can be used more flexibly to support a neighbouring park.	Area Parks Manager	Sept 2016	<b>Not completed</b>

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

This action cannot be achieved at this time. Park keepers posts are being affected by budget reduction programmes and no alternative operating models are available where there is no available budget.

June 2017 update at the Erdington Clean & Green Group in May it was suggested that the original budget proposal to delete all park keepers across the city was largely being implemented but in Erdington District there had been some decisions to retain park keepers principally where there was a strong Friends Group that lobbied against the loss of their park keeper.

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R18	Pilot no parking on grass verges in a small part Perry Common in conjunction with Witton Lodge Community Association and then explore potential to expand into other areas.	WLCA/ BCC	Sept 2016	<b>To be completed by March 17</b>

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

Witton Lodge expressed a desire to work with BCC, police and partners on a pilot. Funding to progress has become available late in the financial year 2016/17 and needs to be spent within the year and so a small scale pilot is being undertaken before the end of March 2017 with results not available until 2017/18.

Lead partner: Linda Hines/ Afzal Hussain, Witton Lodge Community Association

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R19	District Committee to receive progress report 6 months and 12 months after completion and agreement to the challenge recommendations	District Head	Sept 2016 & March 2017	<b>Completed</b>

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

Both verbal and written updates have been brought before Erdington District Committee during 2016/17 and on into 2017/18.

June 2017 update

The lead officer would like to draw a line under this original 2015/16 challenge exercise, if it is felt sufficient progress has now been made, in order for the limited resource available to be directed toward other priorities such as the Erdington 'mental health' Neighbourhood Challenge.

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R20	Maintain the district clean and green group and ensure the Neighbourhood Challenge recommendations are shared with partners and progress reported to the group	District Head	Sept 16	Fully Completed

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

The district clean & green group has been maintained throughout the 2016/17 year and into 2017/18 year bringing partners together to share details of activities and to network. The Neighbourhood Challenge has been discussed with partners at most meetings during the year.

June 2017 update: This has been sustained by the lead officer. It last met in May 2017 and will meet every 4 months to provide partners the opportunity to keep in touch, share news and support each other with clean & green programmes and projects

Lead officer: Mike Davis

**Recommendations to Committee:**

Committee are asked to:

1. Note further progress and updates with the Neighbourhood Challenge recommendations
2. Close this particular challenge exercise.
3. Advise of any other committees or forums that should receive this challenge report



# **Housing Transformation Board Performance Report**

## **Quarter 1 2017/18**

Report produced by Place Directorate Performance and Support Services Team  
Version 1.0 21/09/2017

Contents	RAG status (based on Q1 data unless stated)	Page
<b><u>Exception Report</u></b>		6
<b><u>Leasehold and Right to Buy (Sukvinder Kalsi)</u></b>		
Number of Right To Buy applications received	No Target	8
Number of properties sold under Right To Buy	No Target	9
Right to Buy compliance to statutory timescales	Green	10
<b><u>Rent Service (Tracy Holsey)</u></b>		
Percentage of rent collected	No Target	11
Current amount of rent arrears	Amber	12
<b><u>Housing Options</u></b>		
Number of households in Temporary Accommodation	No Target	13
Number of households in B&B	No target	14
Increase in the number of cases where homelessness is prevented or relieved	Green	15
Number of households on housing waiting list	No Target	16
Average number of weeks families in B&B	No Target	17

**CBP**

## **Landlord Services**

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

Number of new ASB enquiries received - A, B and C categories	No Target	18
Number of new hate crime enquiries	No Target	20
Percentage of A cases responded to on time	Amber	21
Percentage of B cases responded to on time	Green	21
Percentage of C cases responded to on time	Green	21
Total ASB cases closed	No Target	22
Percentage of ASB cases closed successfully	Green	23
Number of live ASB cases	No Target	24
Total cases responded to on time	No Target	25
Number of live Think Family cases	No Target	26

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

Percentage of high-rise blocks rated good or better	Green	27
Percentage of low-rise blocks rated satisfactory or better	Green	28
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	29
Percentage of introductory tenancies over 12 months old, not made secure	Green	30
Condition of estates - average of bi-annual estate assessment scores	Green	31
Condition of estates - number of excellent, good and poor ratings to date	No Target	32

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

Percentage of support plans completed in 4 weeks	Green	33
Percentage of Careline calls answered within 60 seconds	Amber	34

## Landlord Services

### Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled	No Target	35
Average time taken to answer calls (in seconds)	Red	36
Percentage of calls answered	Green	37

## Asset Management and Maintenance (John Jamieson)

### Repairs:

Percentage of Right To Repair jobs completed on time	Green	38
Percentage of gas servicing completed against period profile - snapshot figure	Green	39
We will respond to emergency repairs in two hours	Green	40
We will resolve routine repairs within 30 days	Green	41
KPI001 - Customer Satisfaction	Green	42
KPI002 - Work orders completed within timescale	Amber	43
KPI004 - Service Improvement Notices	Green	44
KPI005 - Safety SIN's	Green	45
KPI007 - Appointments made	Amber	46
KPI008 - Appointments kept	Amber	47

### Voids and Lettings (John Jamieson)

Available council homes as a percentage of total stock - snapshot figure	Green	<b>CBP</b>	48
Average days void turnaround - all voids	Red		49
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Red		50



### Capital Works (Martin Tolley)

Percentage of actual spend as a proportion of revised annual budget - year to date	Amber		51
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets		52
KPI001 - Customer Satisfaction (Capital Works only)	Green		53
KPI002 - Work orders completed within timescale (Capital Works only)	Red		54
KPI008 - Appointments kept (Capital Works only)	Green		55

### Private Sector Housing (Pete Hobbs)

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

Houses in Multiple Occupation licences issued	No Target		56
Licensed and unlicensed Houses in Multiple Occupation inspected	No Target		57

#### Private Tenancy Unit (Andrew Greathead)

Private Tenancy Unit - Requests for assistance	No Target		58
Private Tenancy Unit - Cases assisted through advice	No Target		59
Private Tenancy Unit - Cases assisted through intervention	No Target		60

#### Empty Properties (Matthew Smith)

Empty properties brought back into use	Green	CBP	61
Number of properties improved in the private rented sector as a result of Local Authority intervention	Red	CBP	62

## Housing Transformation Board

### Exception Report Quarter 1 2017/18

The following measures missed their targets and scored a 'Red' rating. The services responsible have provided the following commentary.

#### Average time taken to answer calls (in seconds)

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

Page: 36

**Target:** 20

**Performance:** 35

**Commentary provided by:**

As a result of the service review, along with benchmarking across similar services across the country, the Customer Services Hubs are no longer measuring performance against the 20 second target of answering calls. Moving forward, this measure will be replaced with an improved suite of performance targets.

We have now introduced the improved 'triage' approach to how we respond to our enquiries; The 'triage' aims to resolve the majority of all enquiries at the first point of contact, in the customer service hubs. This has been identified as means of reducing demand in the long term, but also providing better customer service to our tenants. Whilst the time taken to answer has increased, we have received no negative feedback or complaints from tenants concerning this and we will also be reviewing this performance indicator to bring it more in line with how we will be delivering the service, moving forward.

#### Average days void turnaround - all voids

**Measure:** Average days void turnaround - all voids

Page: 49

**Target:** 28

**Performance:** 36

**Commentary provided by:** John Jamieson

Void turnaround performance is now being severely impacted by the introduction of the Abris system and new allocations policy which in particular has seen a significant downturn in bids (& lettings) to especially 1 bed but also 2 bed properties. These are usually quick turn around dwellings. Actions are being taken to offset this including targeting applicants in the 1 bed queue and in Temporary Accommodation, local advertising and promotion of void properties and prioritising new registrations.

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

**Measure:** Average days to let a void property (from Fit For Let Date to Tenancy Start Date) Page: 50

**Target** 15

**Performance:** 20.3

**Commentary provided by:** John Jamieson

Average Days to Let a property has risen in the Quarter mostly as a result of letting a number of previously Hard-to-Let dwellings which have been available for letting but void for long periods including several at well over 100 days. Performance is also being impacted by the difficulties in letting 1 and 2 bed dwellings following implementation of the new allocations policy as detailed in Void Turnaround commentary.

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

**Measure:** KPI002 - Work orders completed within timescale (Capital Works only) Page: 54

**Target** 92.6%

**Performance:** 83.7%

**Commentary provided by:** Pat McWilliam

The City performance for this measure is below target; however Wates East and Wates West are achieving the standard target. Keepmoat and Fortem are reviewing their performance data to identify failures reason. In addition to this BCC carry out an audit throughout the capital work order and where the contractor has not completed the work to standard work is not accepted until standard has achieved, resulting in time taken to complete the capital work increasing.

### **Number of properties improved in the private rented sector as a result of Local Authority intervention**

**Measure:** Number of properties improved in the private rented sector as a result of Local Authority intervention Page: 62

**Target** 87

**Performance:** 81

**Commentary provided by:** Pete Hobbs

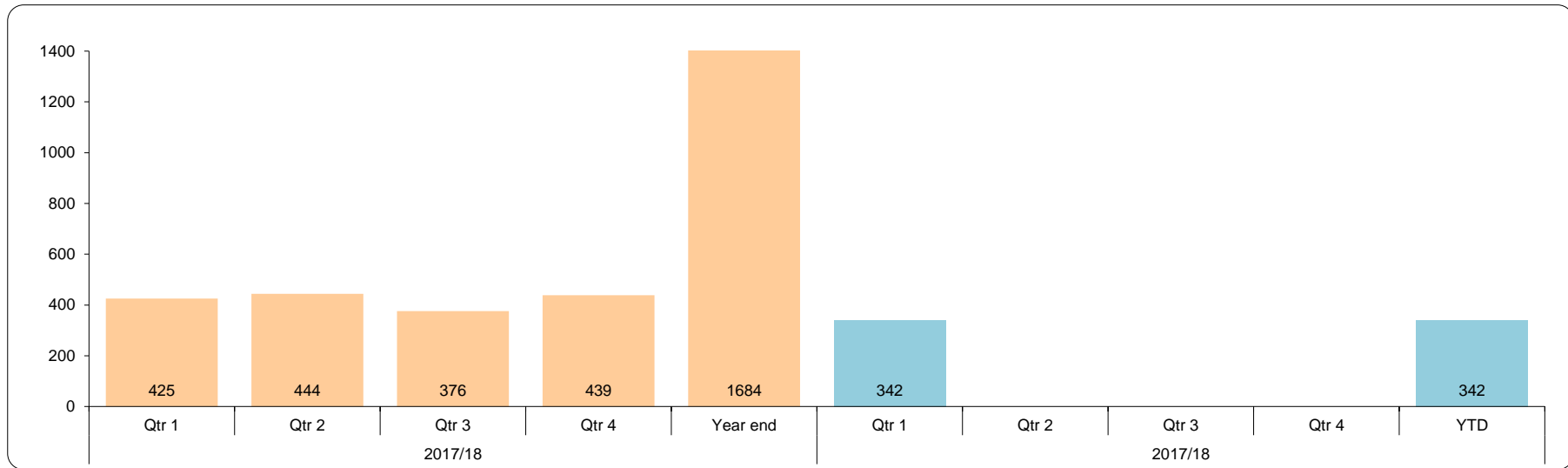
Performance overall on target but lower in June as demand has reduced during the dry weather and effort targeting proactive HMO inspections

## Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



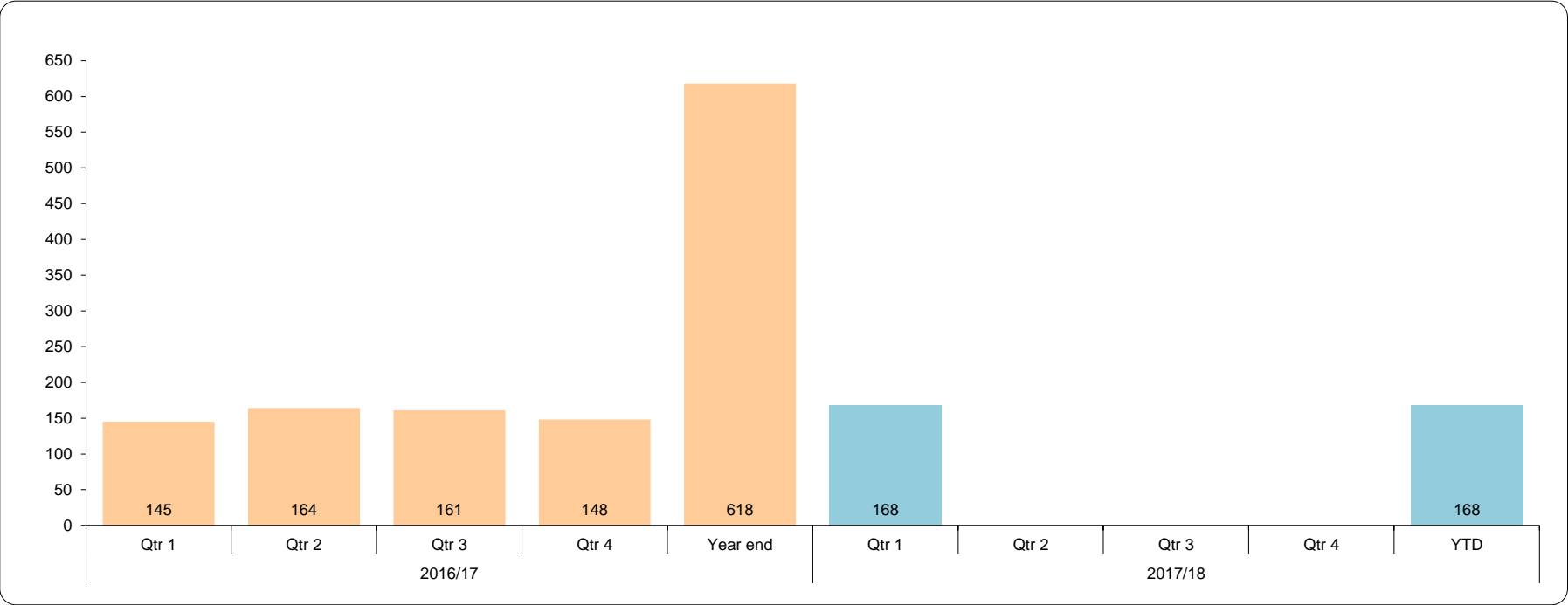
	2017/18					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Right To Buy applications received	425	444	376	439	1684	342				342

Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	39	33	20	53	78	28	19	27	7	38

RB01

Number of properties sold under Right To Buy

RAG Status	No Target
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	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of properties sold under Right To Buy	145	164	161	148	618	168				168

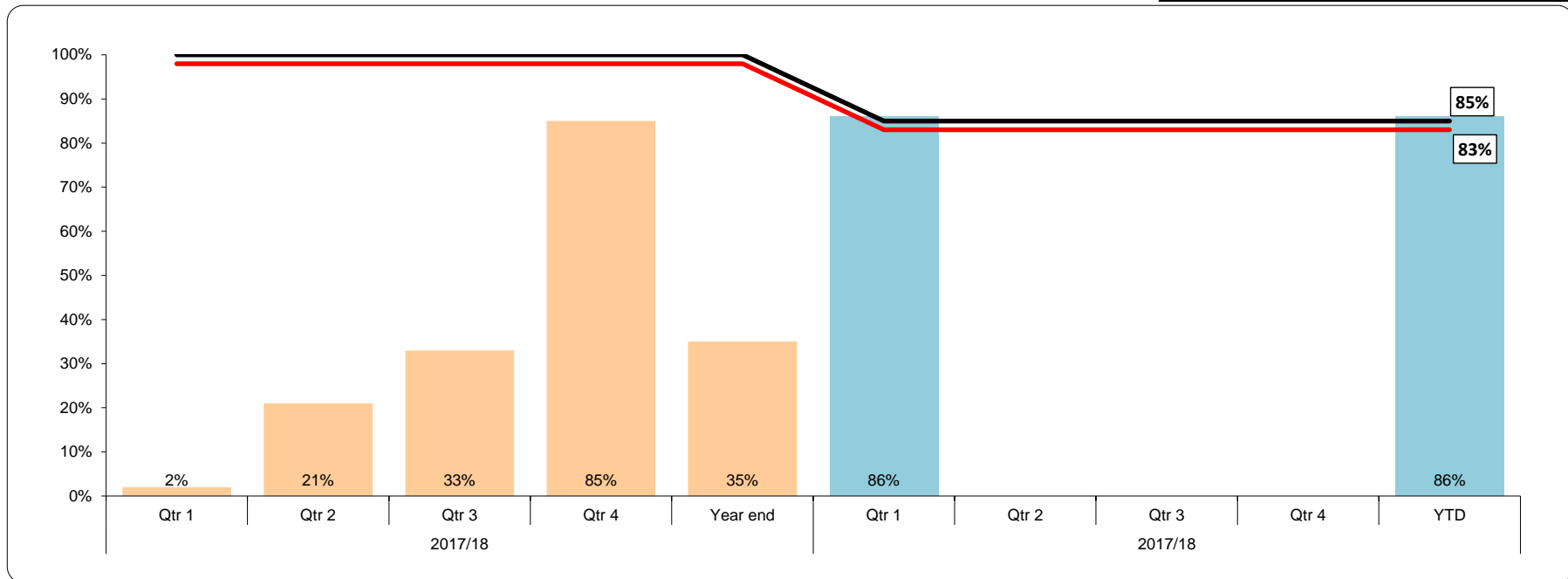
Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	19	14	11	26	22	18	6	27	2	23

RB02

## Right to Buy compliance to statutory timescales

RAG Status

Green



## Bigger is better

	2017/18					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Right to Buy compliance to statutory timescales	2%	21%	33%	85%	35%	86%	0%	0%	0%	86%
Target	100%	100%	100%	100%	100%	85%	85%	85%	85%	85%
Standard	98%	98%	98%	98%	98%	83%	83%	83%	83%	83%

Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	85%	87%	86%	87%	88%	85%	86%	87%	82%	87%

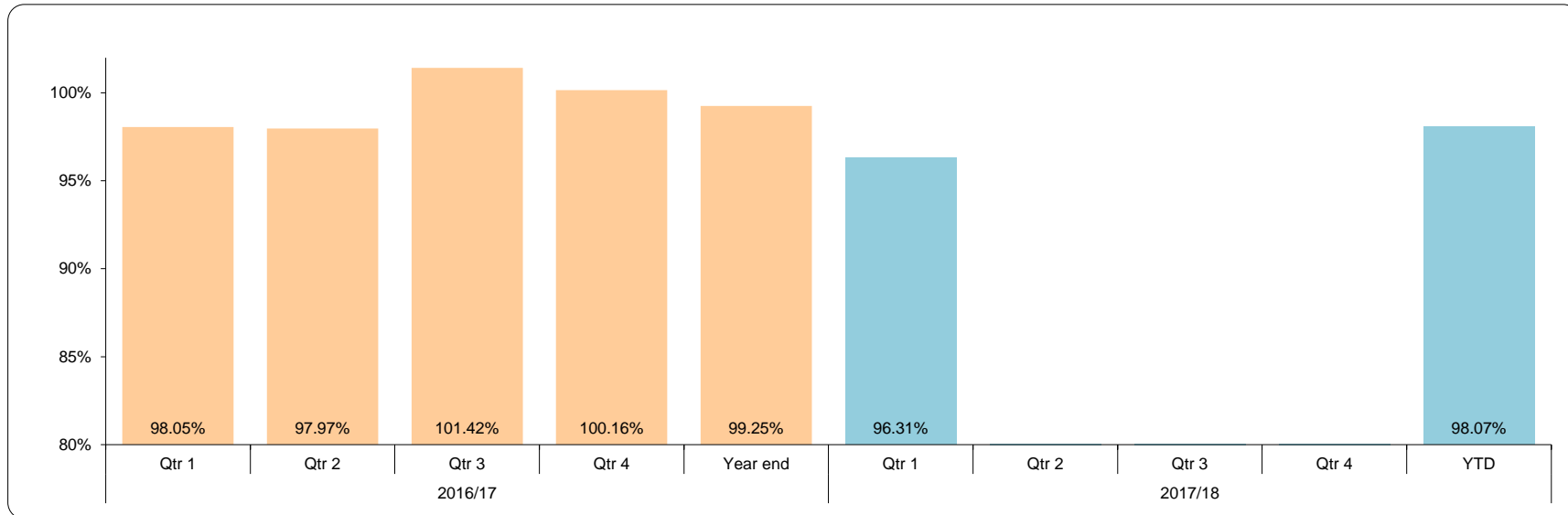
RB03

## Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

No Target



**Bigger is better**

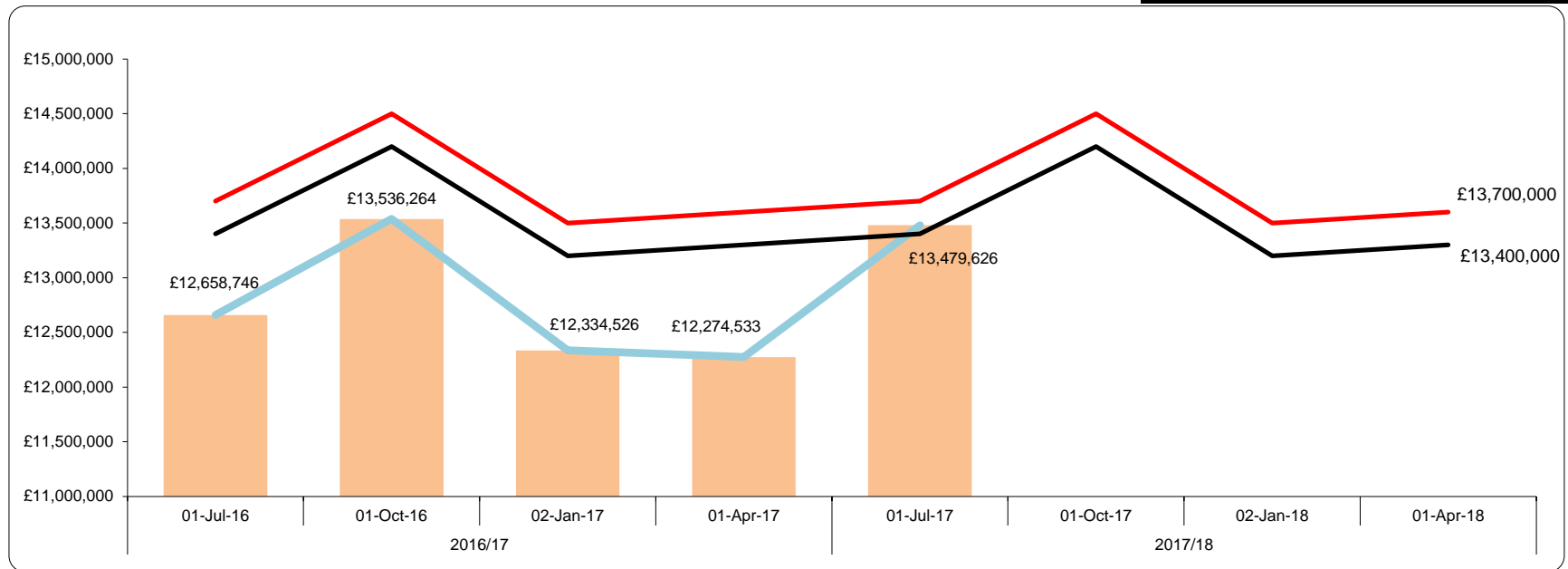
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of rent collected	98.05%	97.97%	101.42%	100.16%	99.25%	96.31%				98.07%
Target	No quarterly targets					No quarterly targets				
Standard										
Monthly targets	Apr - 59.7%	Jul - 87.2%	Oct - 92.2%	Jan - 93.9%		Apr - 59.7%	Jul - 87.2%	Oct - 92.2%	Jan - 93.9%	
	May - 78.5%	Aug - 89.6%	Nov - 92.7%	Feb - 94.3%		May - 78.5%	Aug - 89.6%	Nov - 92.7%	Feb - 94.3%	
	Jun - 84.0%	Sep - 90.8%	Dec - 93.4%	Mar - 94.9%		Jun - 84.0%	Sep - 90.8%	Dec - 93.4%	Mar - 94.9%	
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	95.93%	96.15%	97.33%	96.39%	95.89%	96.08%	96.11%	96.70%	97.65%	96.63%

R01

## Current amount of rent arrears - Snapshot figure

RAG Status

Amber



### Smaller is better

	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Current amount of rent arrears - Snapshot figure	£12,658,746	£13,536,264	£12,334,526	£12,274,533	£13,479,626			
Target	£ 13,400,000	£ 14,200,000	£ 13,200,000	£ 13,300,000	£ 13,400,000	£ 14,200,000	£ 13,200,000	£ 13,300,000
Standard	£ 13,700,000	£ 14,500,000	£ 13,500,000	£ 13,600,000	£ 13,700,000	£ 14,500,000	£ 13,500,000	£ 13,600,000

Citywide rent arrears figure includes £129,757 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 July 2017	£ 1,613,940	£ 1,552,539	£ 369,255	£ 1,720,163	£ 2,370,713	£ 2,174,042	£ 469,326	£ 1,231,405	£ 314,234	£ 1,534,253

R02

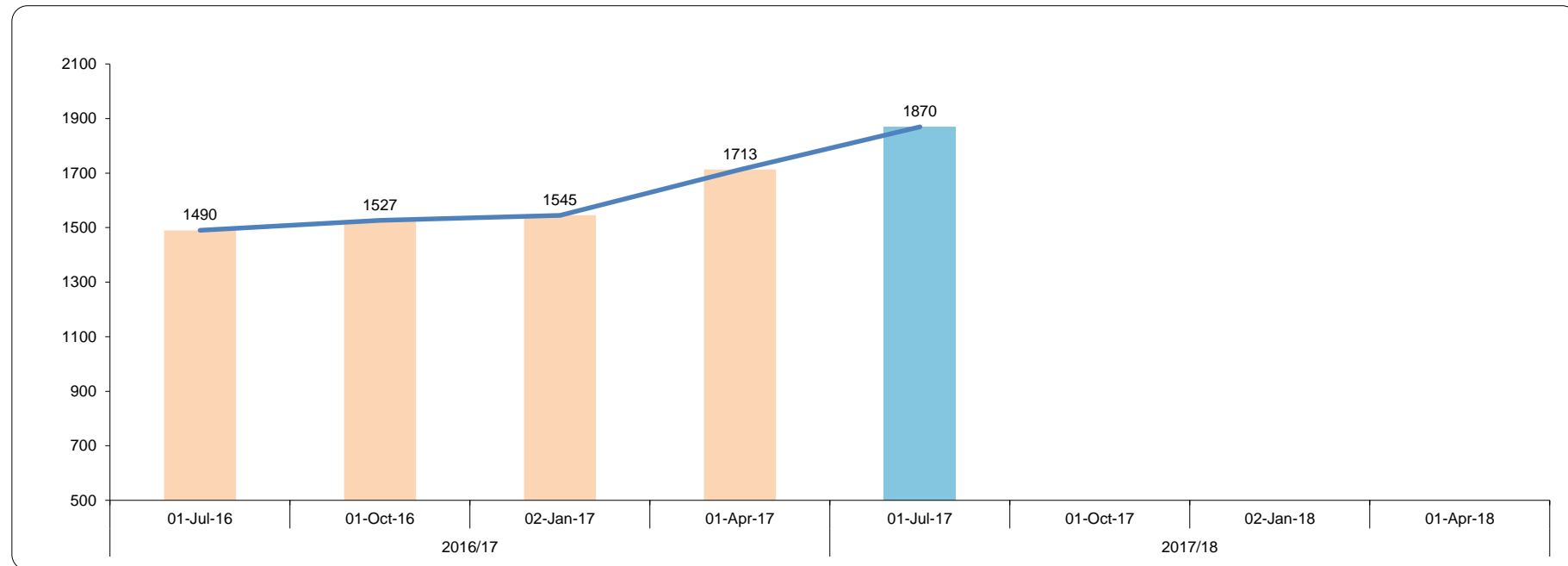


## Housing Options

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

No Target



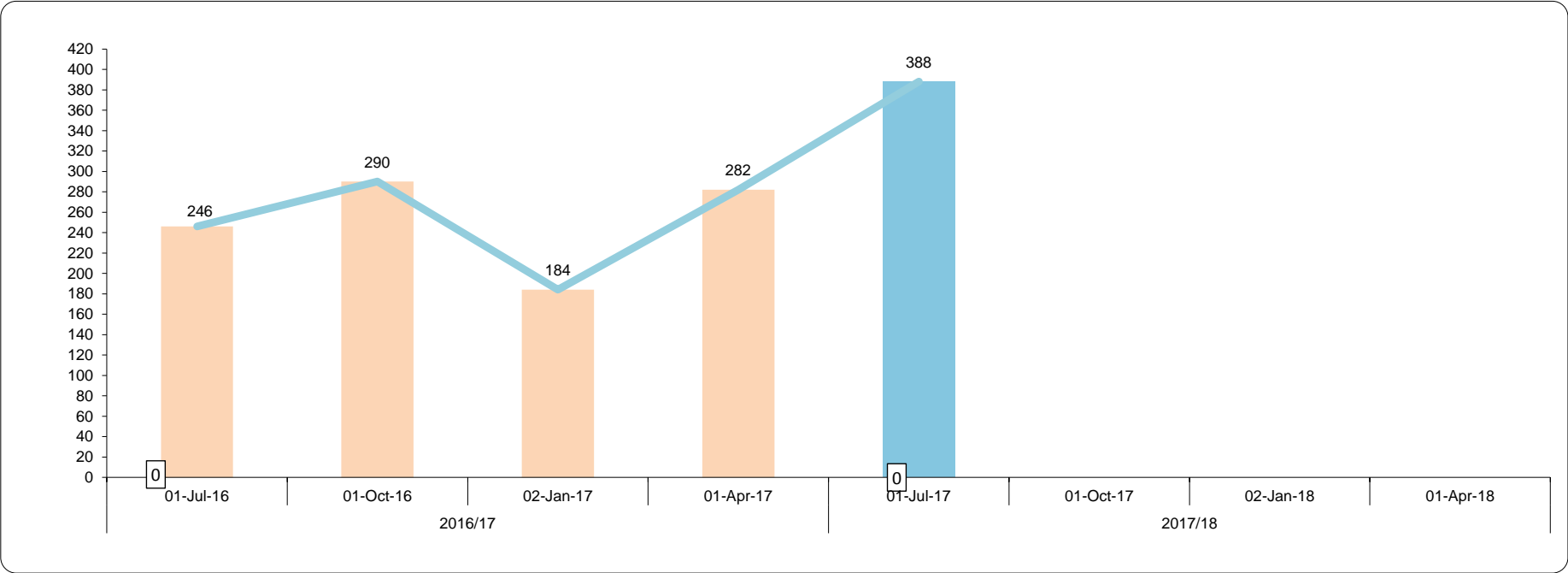
Smaller is better

	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Number of households in Temporary Accommodation - Snapshot figure	1490	1527	1545	1713	1870			
Target	No Target				No Target			

SP01

Number of households in B&B - Snapshot figure

RAG Status	No target
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Smaller is better

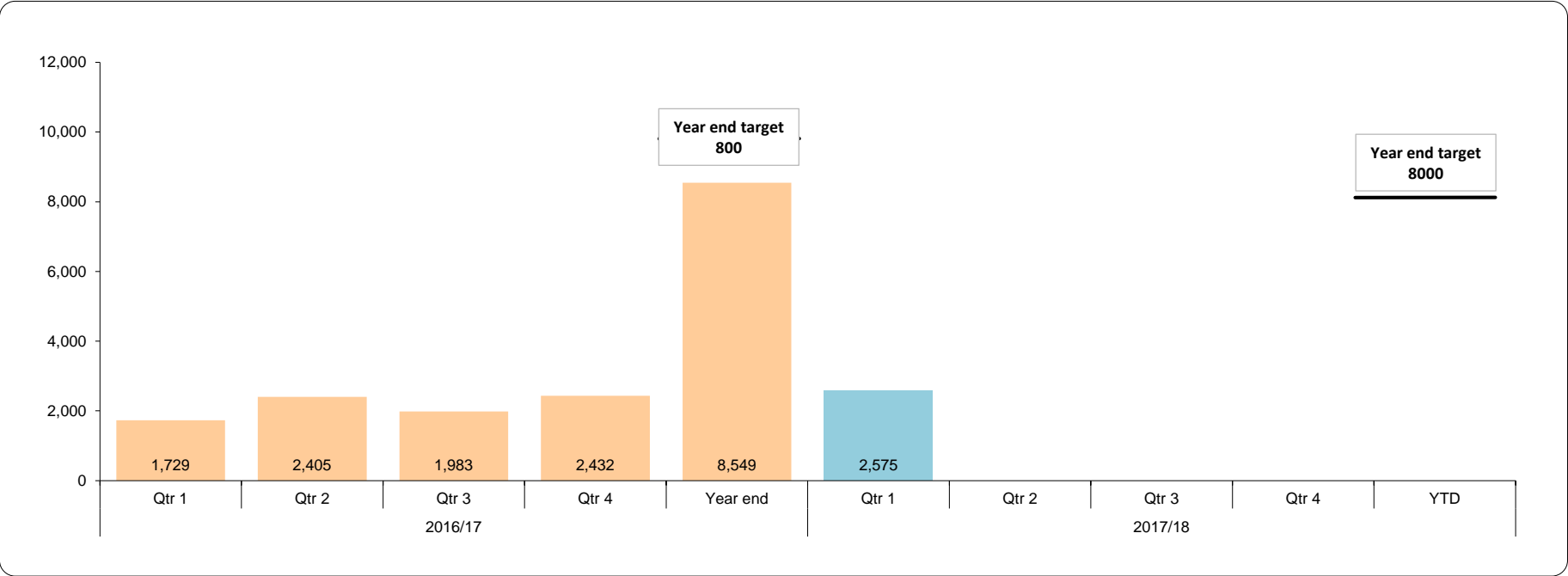
	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Number of households in B&B - Snapshot figure	246	290	184	282	388			
Target	No target				No target			

SP02

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

(CBP)

RAG Status	Green
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Bigger is better

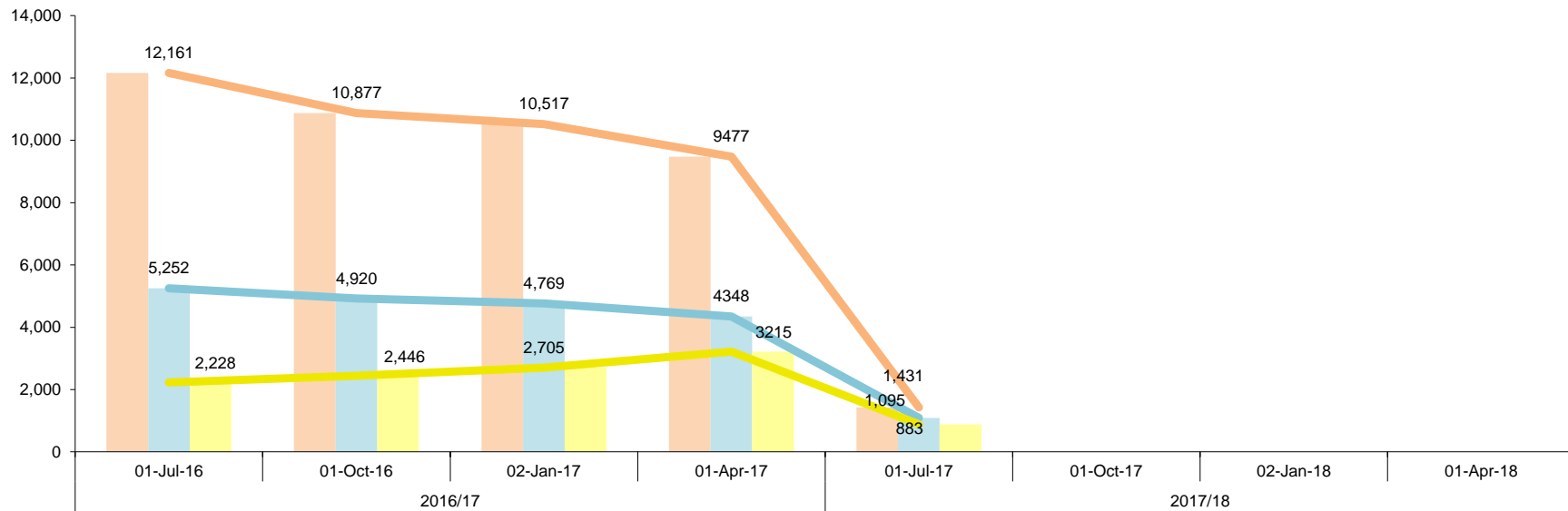
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Increase in the number of cases where homelessness is prevented or relieved	1,729	2,405	1,983	2,432	8,549	2,575				
Year end target	1,750	1,750	2,250	2,250	8,000	2,250	2,250	2,600	2,900	10,000

SP03

## Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



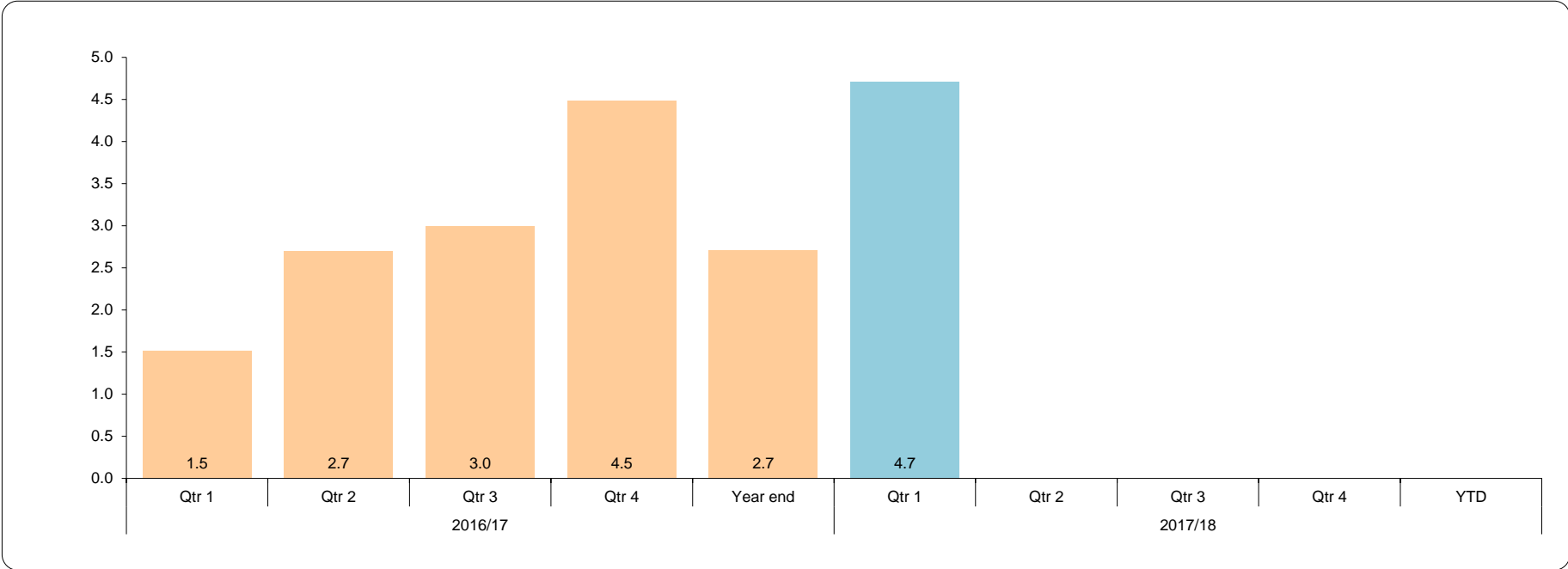
Smaller is better

	2016/17				2017/18			
Housing need category	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
General needs	12,161	10,877	10,517	9,477	1,431			
Transfer	5,252	4,920	4,769	4,348	1,095			
Homeless	2,228	2,446	2,705	3,215	883			

SP05

Average number of weeks families in B&B

RAG Status	No Target
------------	-----------



Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average number of weeks families in B&B	1.5	2.7	3.0	4.5	2.7	4.7				

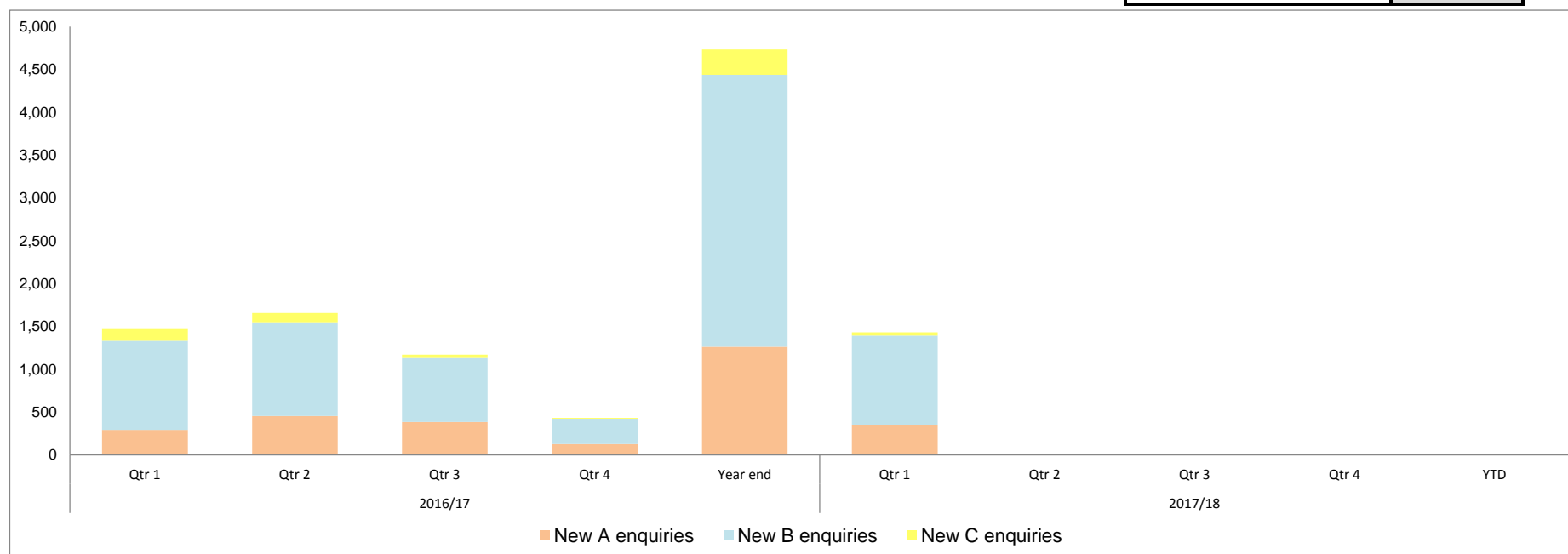
SP08

## Antisocial Behaviour (Tracey Radford)

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

RAG Status

No Target



	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
New A enquiries	293	457	385	128	1,263	351				
New B enquiries	1,040	1,093	748	295	3,176	1,043				
New C enquiries	137	108	38	11	294	38				
Number of new ASB enquiries received - A, B and C categories	1,470	1,658	1,171	434	4,733	1,432				

Number of new ASB enquiries received - A, B and C categories	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	181	149	70	150	153	316	76	146	45	146

continued on next page...

ASB01

The number of ASB cases received in period recorded on Customer Records Management (CRM) system

Category A – Very Serious

This category includes: Criminal behaviour, hate incidents and harassment (verbal abuse, threats of violence, assault or damage to property based on race, sexual orientation, gender, age, disability, religion etc.), physical violence, harassment, intimidation

Category B - Serious

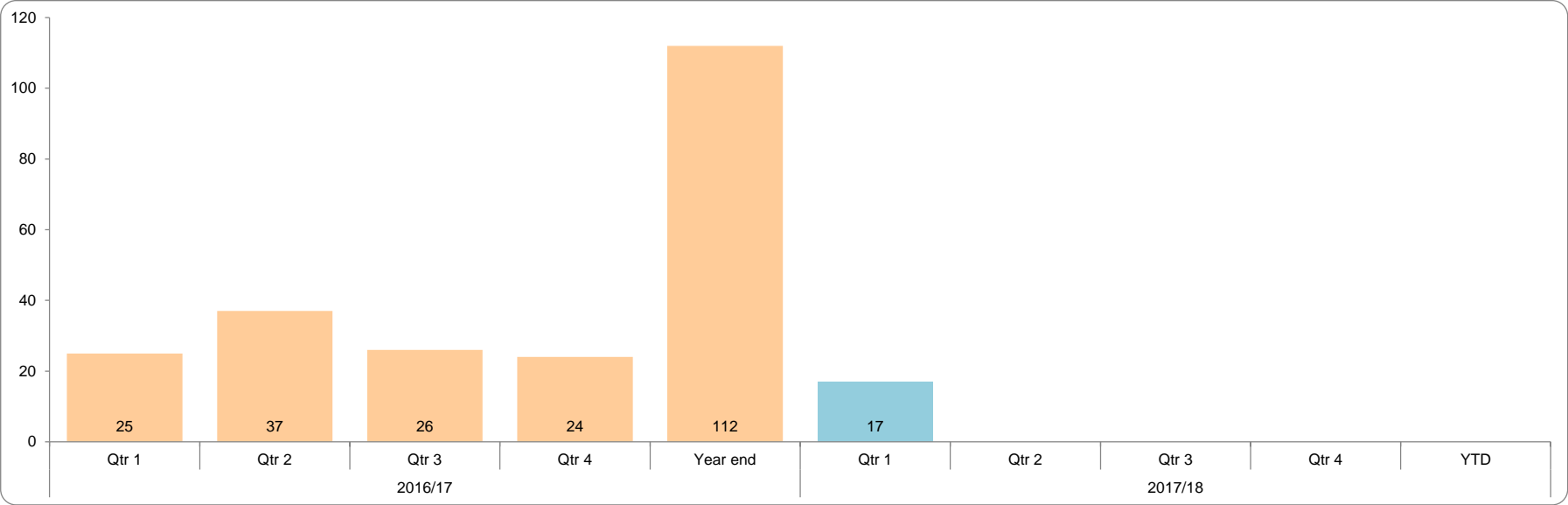
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

Category C - Minor

This category includes: Pets or animal nuisance, misuse of a public/communal space, loitering, fly tipping, nuisance from vehicles, domestic noise, and neighbour dispute.

Number of new hate crime enquiries

RAG Status	No Target
------------	-----------



	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries	25	37	26	24	112	17				

Number of new hate crime enquiries	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	2	2	0	6	3	2	0	0	0	2

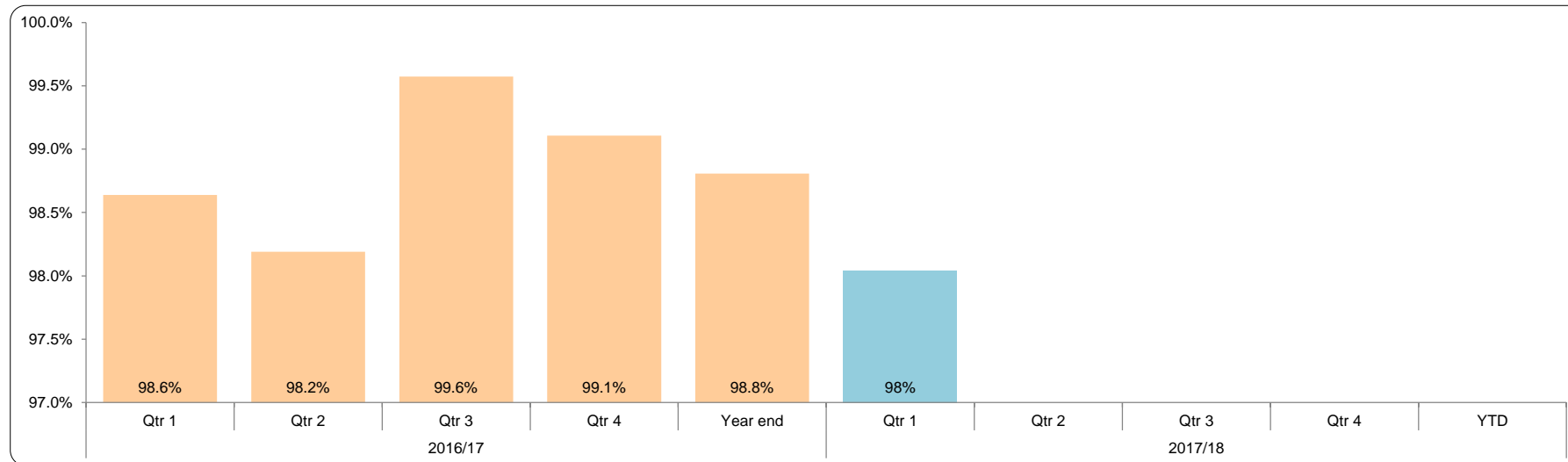
ASB05



## Percentage of cases responded to on time

RAG Status

See below



## Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of cases responded to on time	98.6%	98.2%	99.6%	99.1%	98.8%	98%				

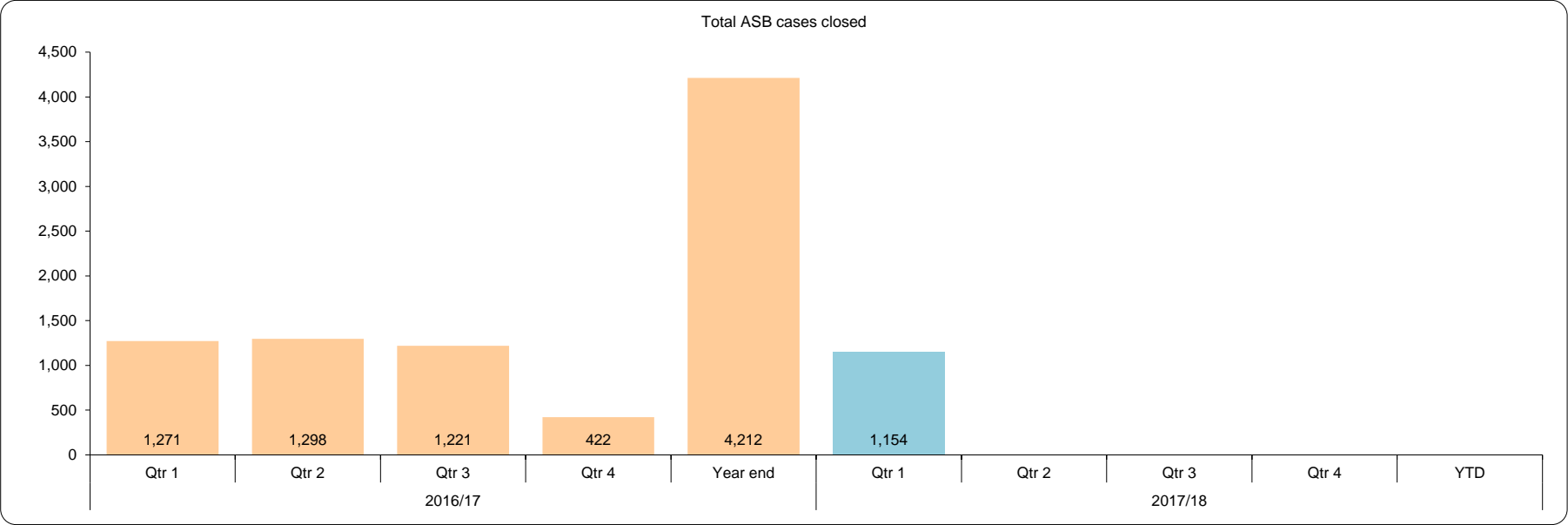
	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	336	96%	100%	95%	Amber
Percentage of B cases responded to on time	1030	99%	95%		Green
Percentage of C cases responded to on time	38	100%	95%		Green

Percentage of cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	96.7%	99%	100%	100%	100%	95.6%	100%	95.2%	100%	100%

ASB20

**Total ASB cases closed**

RAG Status	No Target
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	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total ASB cases closed	1,271	1,298	1,221	422	4,212	1,154				

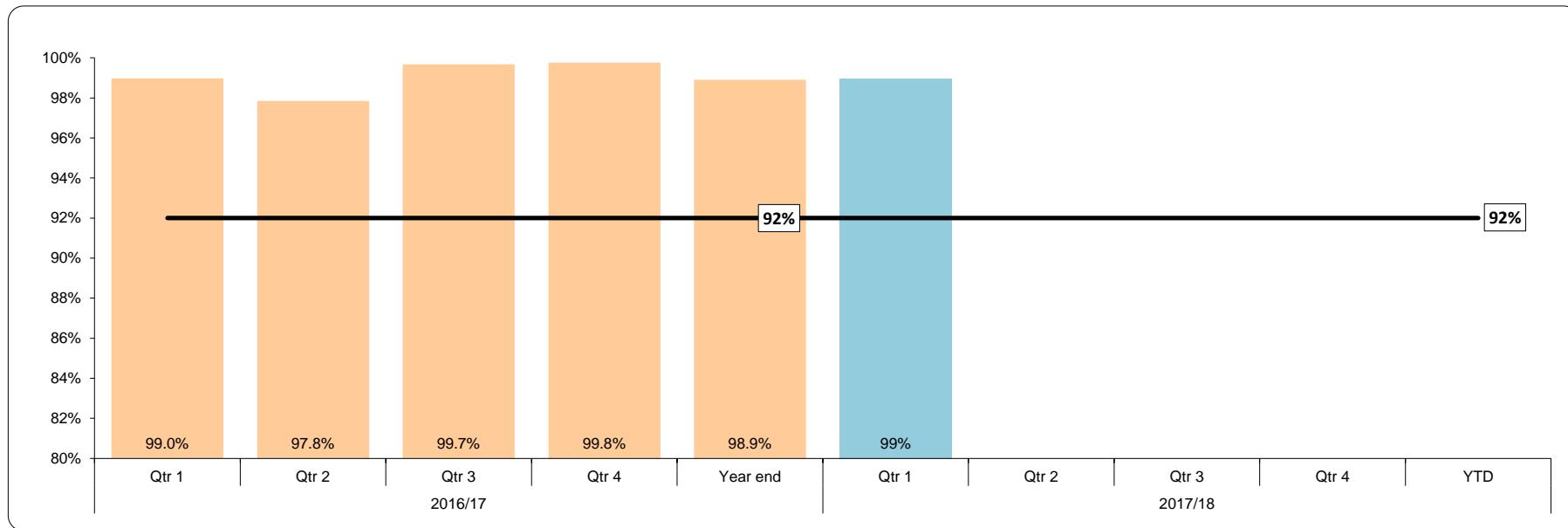
Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	136	125	33	98	130	259	65	133	30	145

ASB06

## Percentage of ASB cases closed successfully

Rag Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of ASB cases closed successfully	99.0%	97.8%	99.7%	99.8%	98.9%	99%				
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

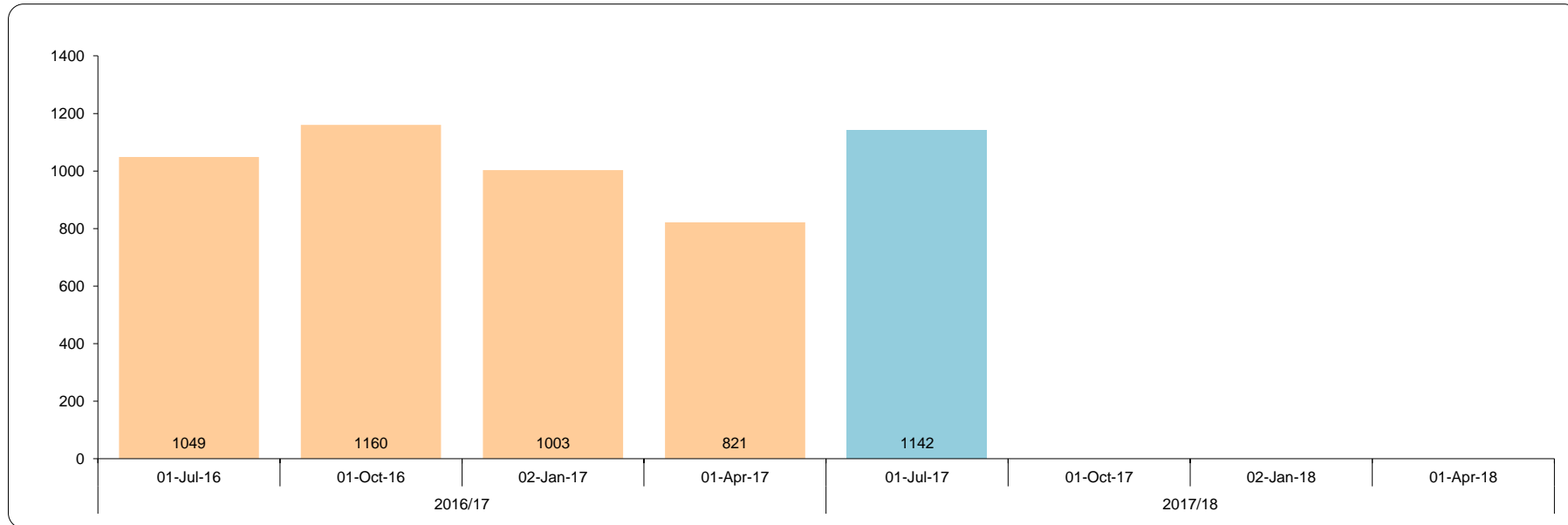
Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	94.9%	100%	100%	100%	100%	99%	100%	99%	100%	99%

ASB07

## Number of live ASB cases - Snapshot figure

RAG Status

No Target



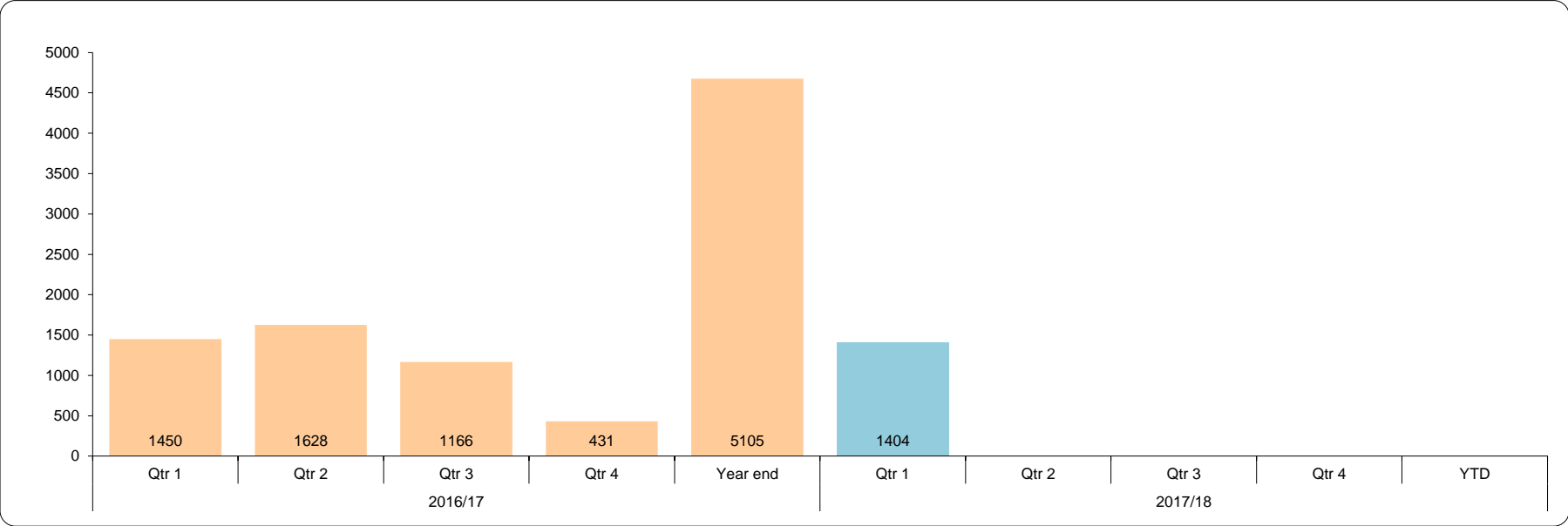
	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Number of live ASB cases - Snapshot figure	1049	1160	1003	821	1142			

Number of live ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	110	130	88	140	163	179	57	62	56	157

ASB22

Total cases responded to on time

RAG Status	No Target
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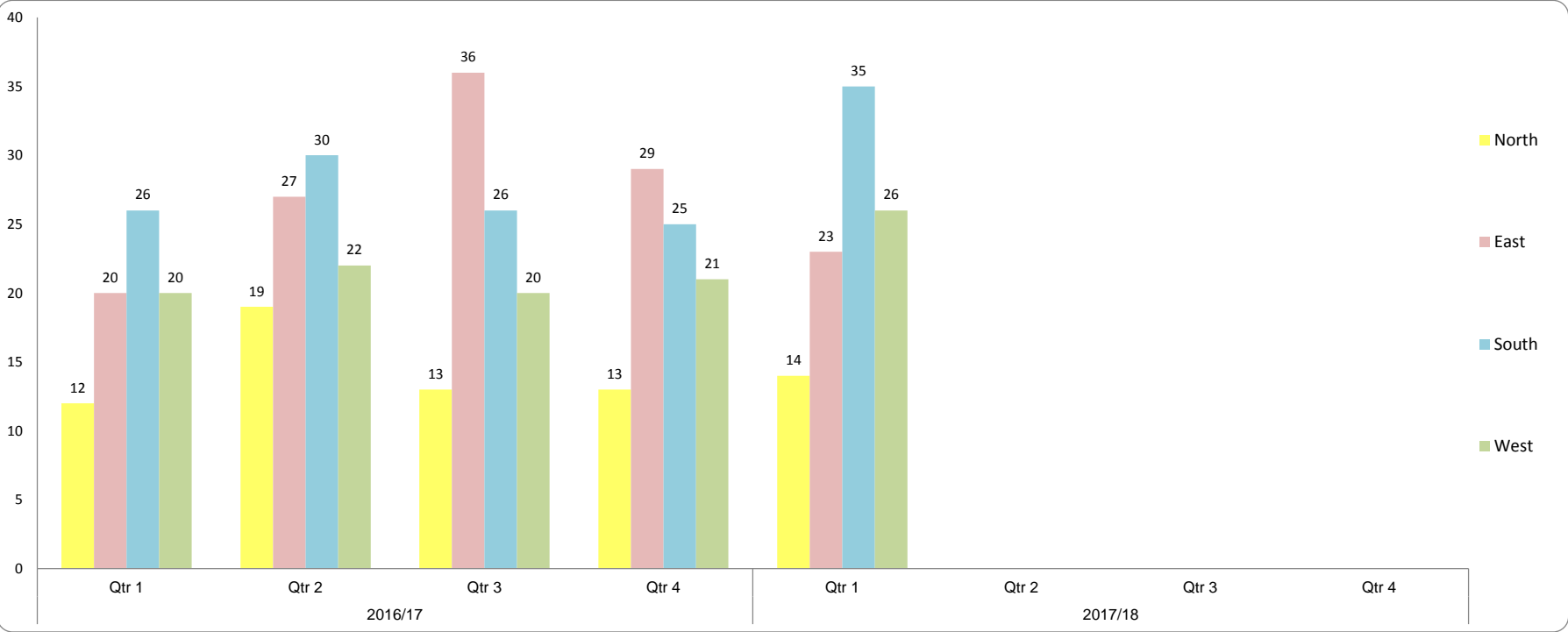
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total cases responded to on time	1450	1628	1166	431	4675	1404				

Total cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	175	148	70	150	153	302	76	139	45	146

ASB16

Number of live Think Family cases

RAG Status	No Target
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Quadrant	2016/17				2017/18			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	12	19	13	13	14			
East	20	27	36	29	23			
South	26	30	26	25	35			
West	20	22	20	21	26			

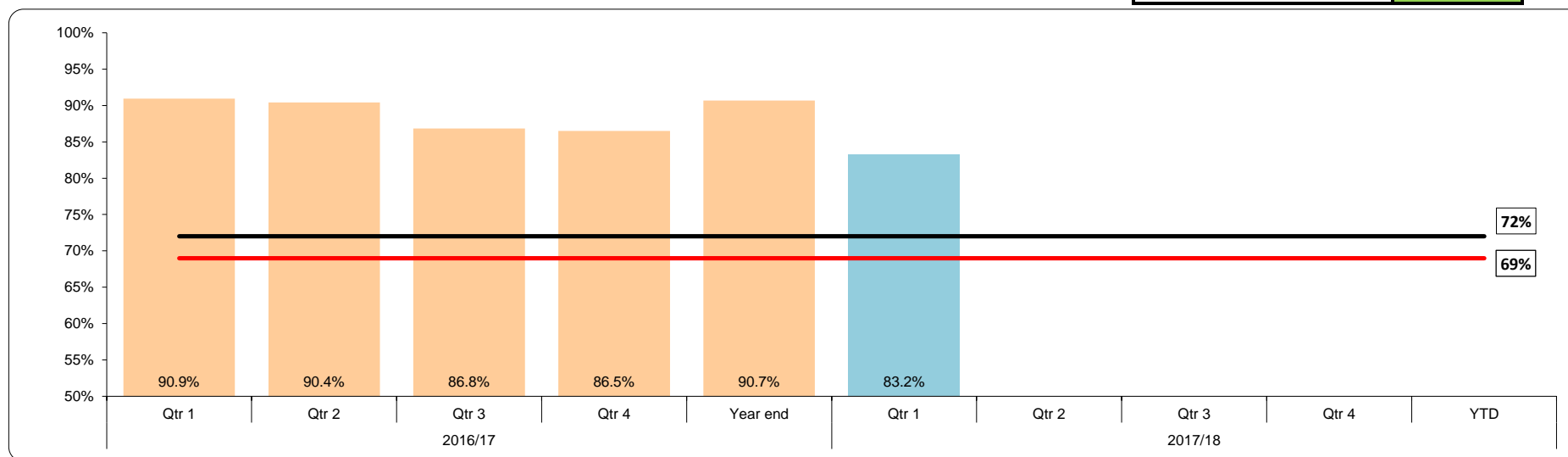
ASB21

## Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of high-rise blocks rated good or better	90.9%	90.4%	86.8%	86.5%	90.7%	83.2%				
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 1 2017/18	95.8%	61.4%	no high-rise	86.4%	74.9%	95.1%	100%	93.8%	75.0%	80%

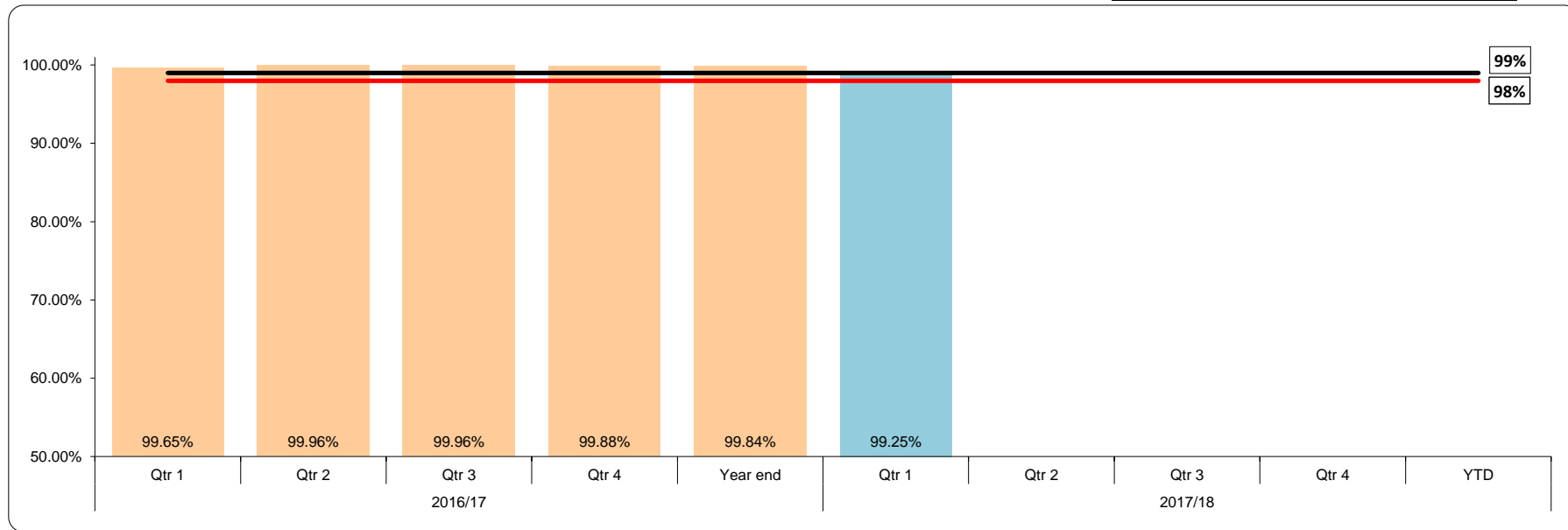
Please note: Erdington - ongoing refuse chute replacement programme which has required chute rooms to be closed.

ETM01

Percentage of low-rise blocks rated satisfactory or better

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of low-rise blocks rated satisfactory or better	99.65%	99.96%	99.96%	99.88%	99.84%	99.25%				
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 1 2017/18	100%	100.00%	97%	100%	100%	96%	100%	100%	100%	100%

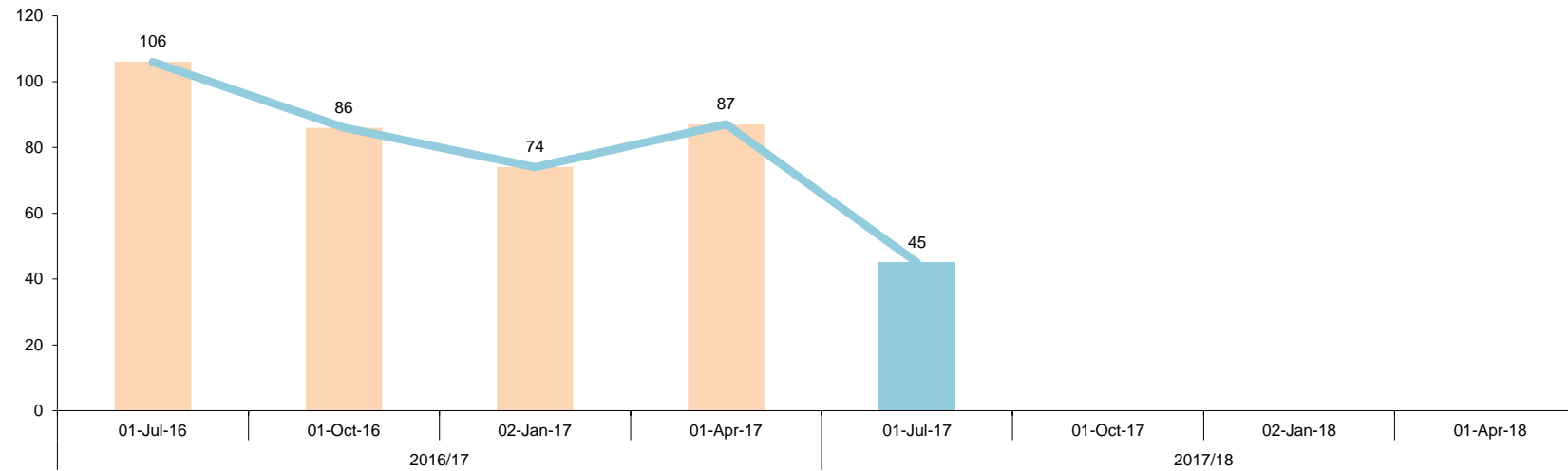
ETM02



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

RAG Status

No Target



	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	106	86	74	87	45			

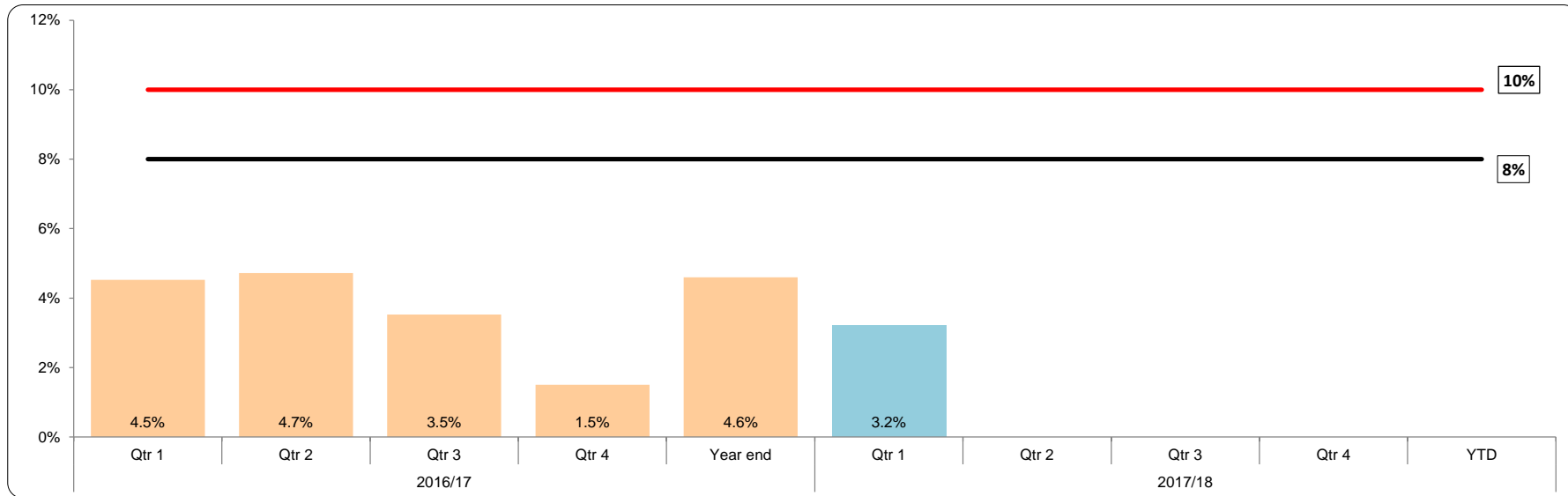
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01-Jul-17	3	4	3	1	12	6	1	11	1	3

ETM03

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

RAG Status

Green



Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of introductory tenancies over 12 months old, not made secure	4.5%	4.7%	3.5%	1.5%	4.6%	3.2%				
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

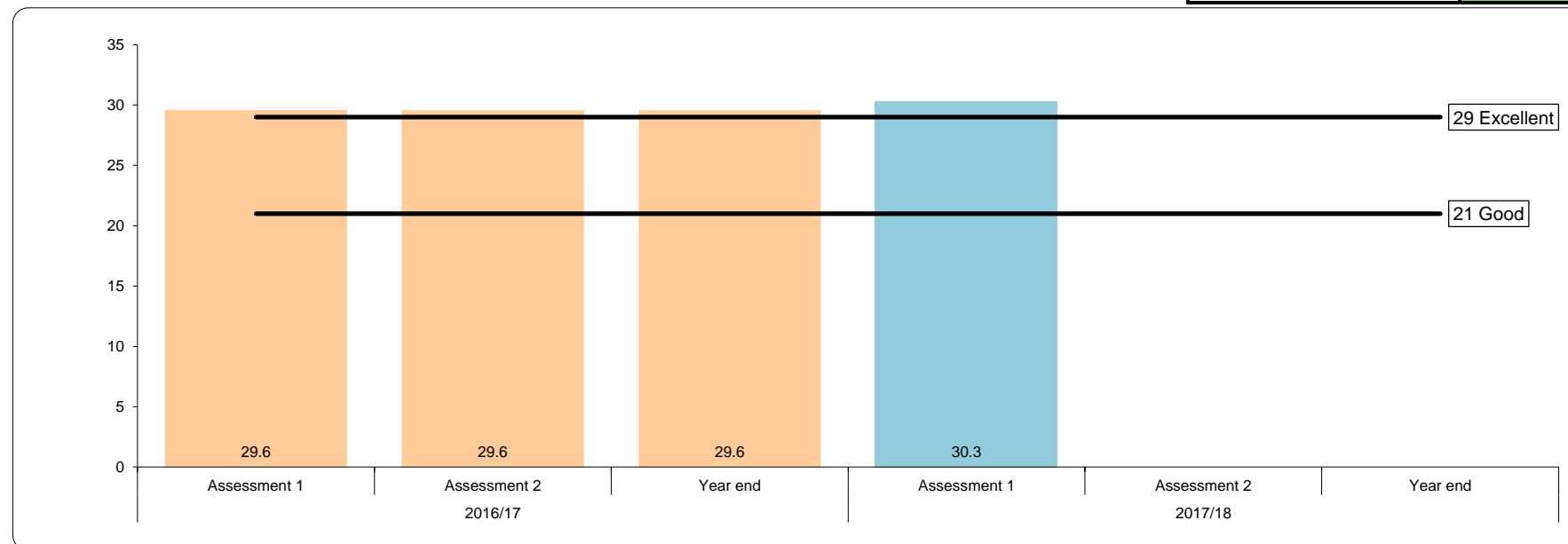
Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	8.00%	3.28%	5.00%	0.00%	2.38%	2.35%	0.00%	7.69%	0.00%	0.00%

ETM04

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

RAG Status

Green



### Bigger is better

	2016/17			2017/18		
	Assessment 1	Assessment 2	Year end	Assessment 1	Assessment 2	Year end
Condition of estates - average of bi-annual estate assessment scores	29.6	29.6	29.6	30.3		
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

Please note that the figures for 2016/17 Assessment 2 and Year end are in draft form.

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

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

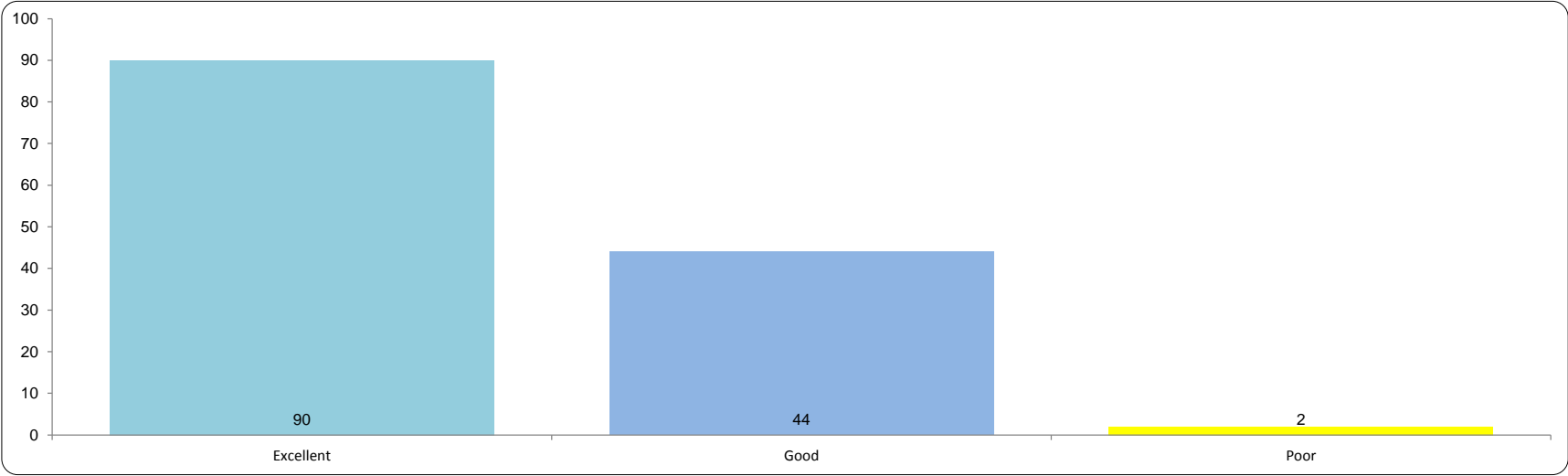
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	0.0	30.6	30.6	29.8	28.2	28.8	27.7	31.0	33.0	32.7

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

ETM05

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

RAG Status	No Target
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2017/18	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	90	44	2

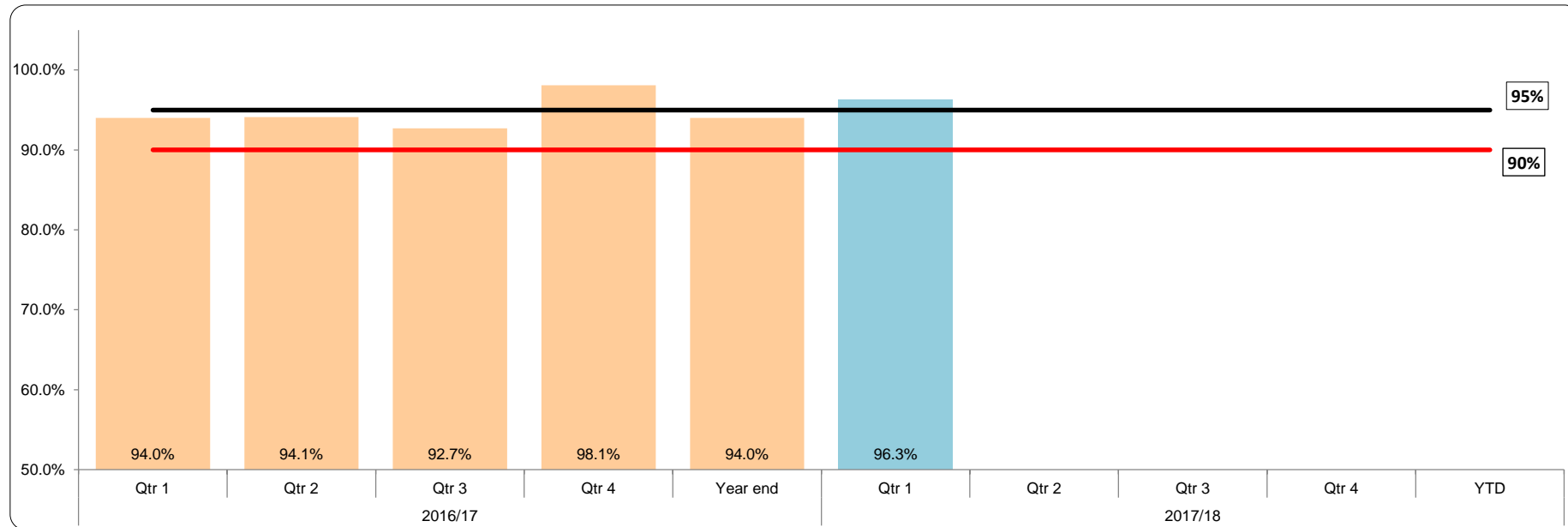
ETM06

## Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

RAG Status

Green



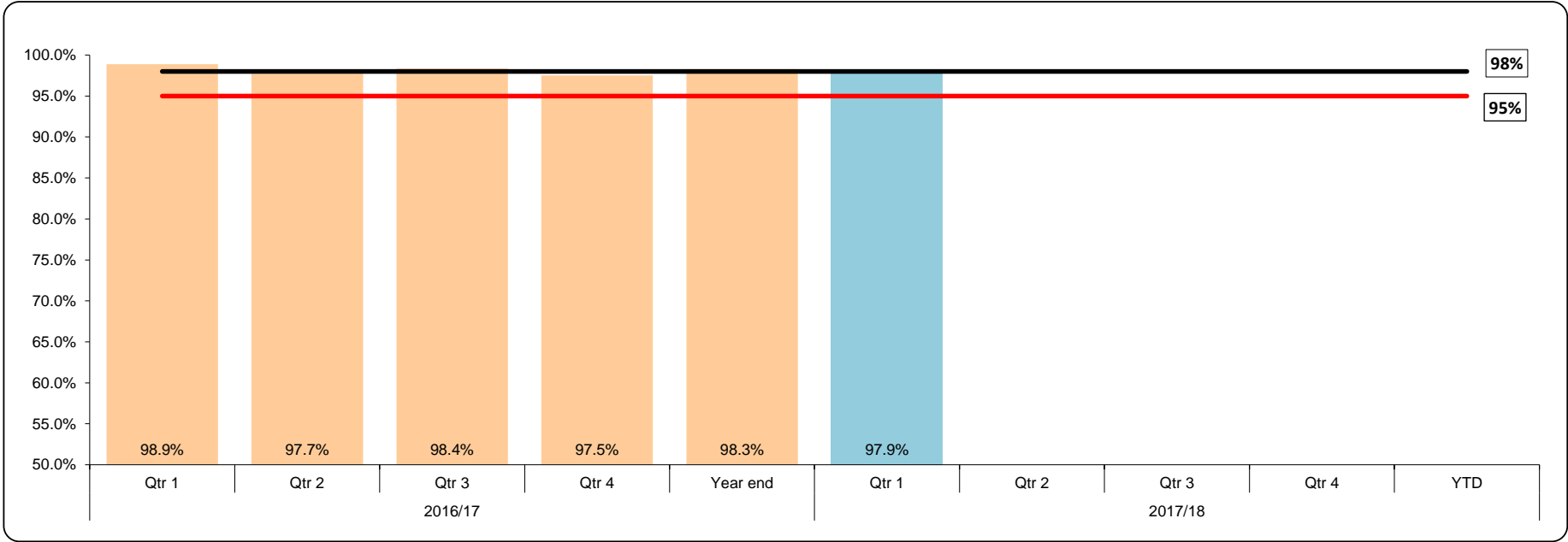
Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of support plans completed in 4 weeks	94.0%	94.1%	92.7%	98.1%	94.0%	96.3%				
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	Amber
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Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Careline calls answered within 60 seconds	98.9%	97.7%	98.4%	97.5%	98.3%	97.9%				
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

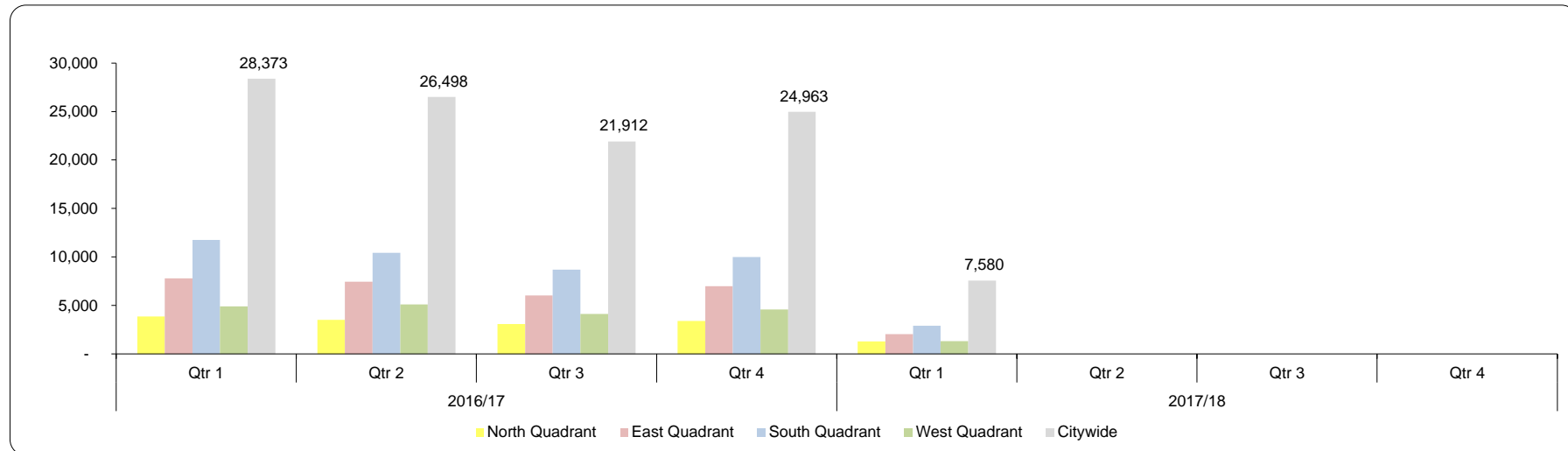
SIOP02

## Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled

RAG Status

No Target



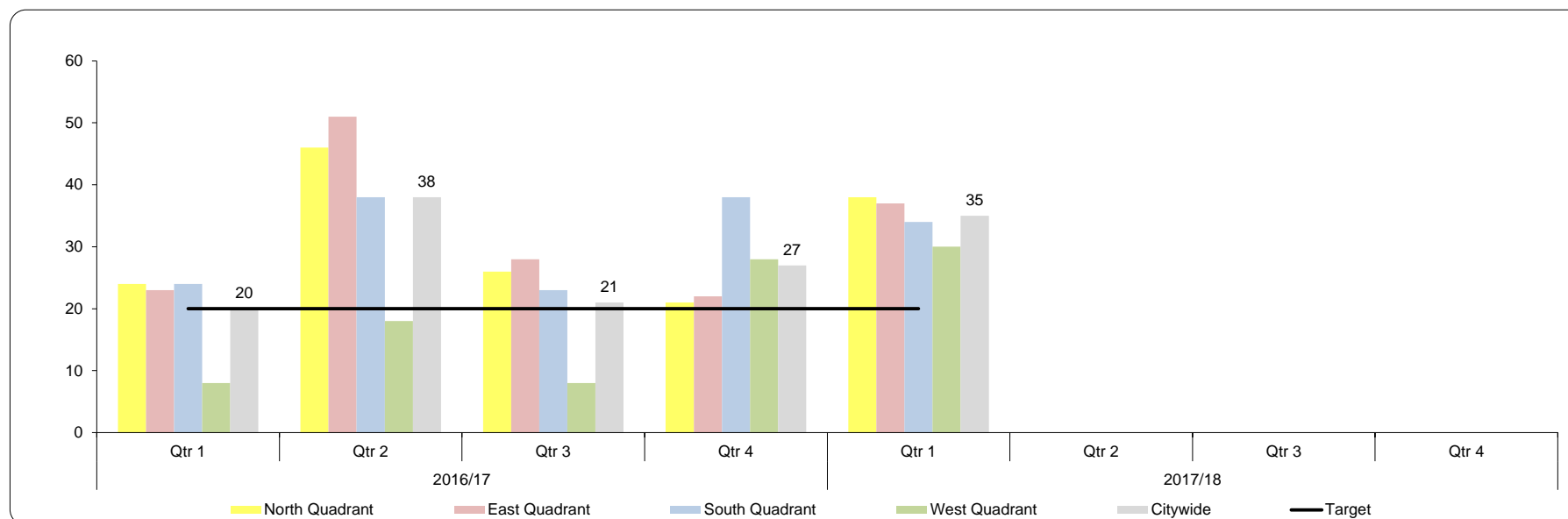
	2016/17				2017/18			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	3,877	3,522	3,072	3,418	1,297			
East Quadrant	7,812	7,438	6,031	6,979	2,047			
South Quadrant	11,770	10,430	8,694	9,989	2,923			
West Quadrant	4,914	5,108	4,115	4,577	1,313			
Citywide	28,373	26,498	21,912	24,963	7,580			

HCS01

# Average time taken to answer calls (in seconds)

RAG Status

Red



Smaller is better

Average time taken to answer calls (in seconds)	2016/17				2017/18			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	24	46	26	21	38			
East Quadrant	23	51	28	22	37			
South Quadrant	24	38	23	38	34			
West Quadrant	8	18	8	28	30			
Citywide	20	38	21	27	35			
Target	20	20	20	20	20			

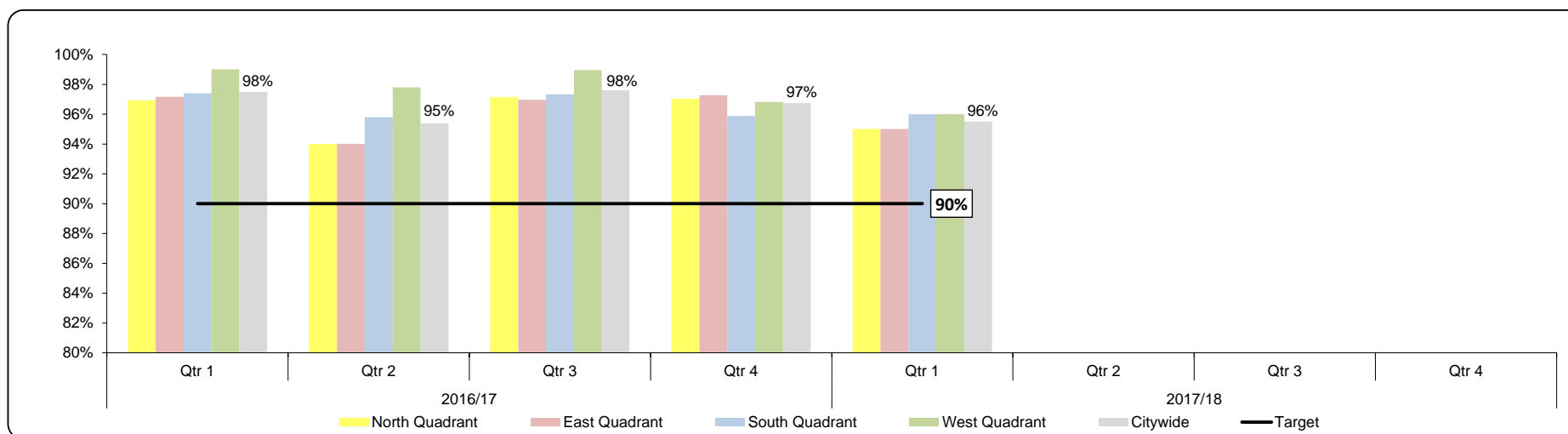
HCS02



## Percentage of calls answered

RAG Status

Green



## Bigger is better

	2016/17				2017/18			
Percentage of calls answered	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	97%	94%	97%	97%	95%			
East Quadrant	97%	94%	97%	97%	95%			
South Quadrant	97%	96%	97%	96%	96%			
West Quadrant	99%	98%	99%	97%	96%			
Citywide	98%	95%	98%	97%	96%			
Target	90%	90%	90%	90%	90%			

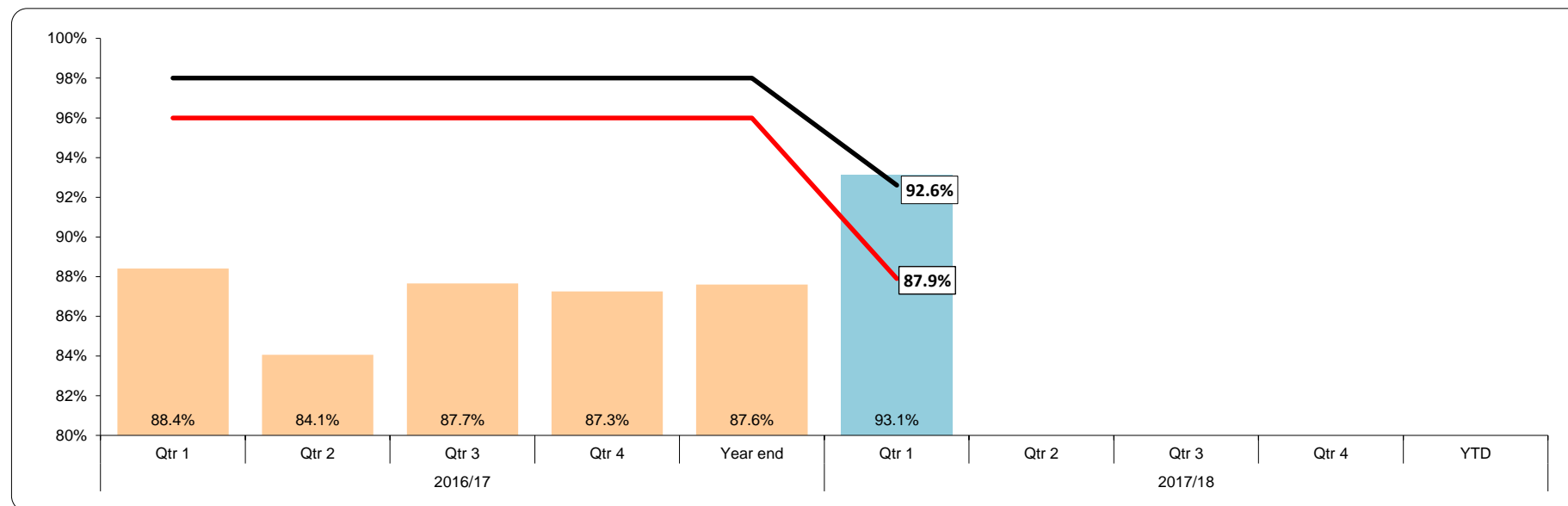
HCS03

## Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Green



**Bigger is better**

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Right To Repair jobs completed on time	88.4%	84.1%	87.7%	87.3%	87.6%	93.1%				
Target	98.0%	98.0%	98.0%	98.0%	98.0%	92.6%				
Standard	96.0%	96.0%	96.0%	96.0%	96.0%	87.9%				

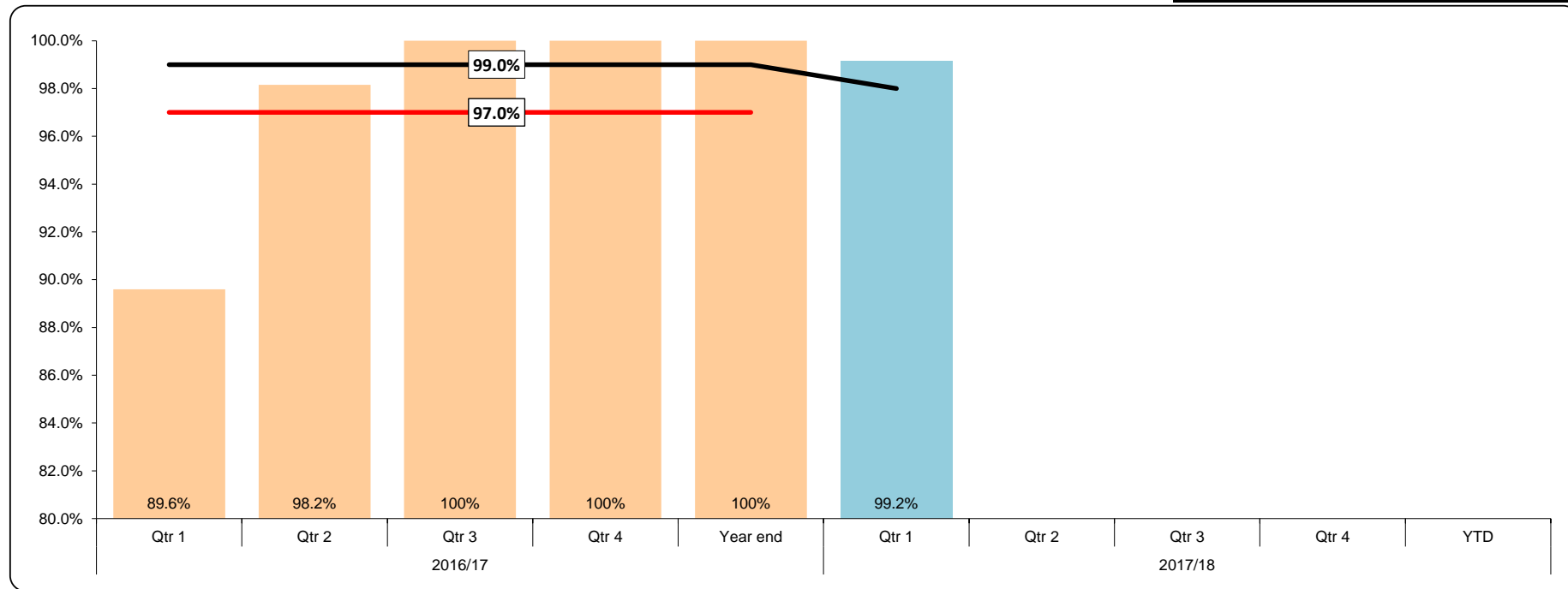
Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	91.6%	94.3%	94.1%	94.1%	95.3%	89.8%	94.3%	90.4%	93.7%	94.1%

AMM01

# Percentage of gas servicing completed against period profile - snapshot figure

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of gas servicing completed against period profile - snapshot figure	89.6%	98.2%	100%	100%	100%	99.2%				
Target	99.0%	99.0%	99.0%	99.0%	99.0%	98.0%				
Standard	97.0%	97.0%	97.0%	97.0%	97.0%	-				

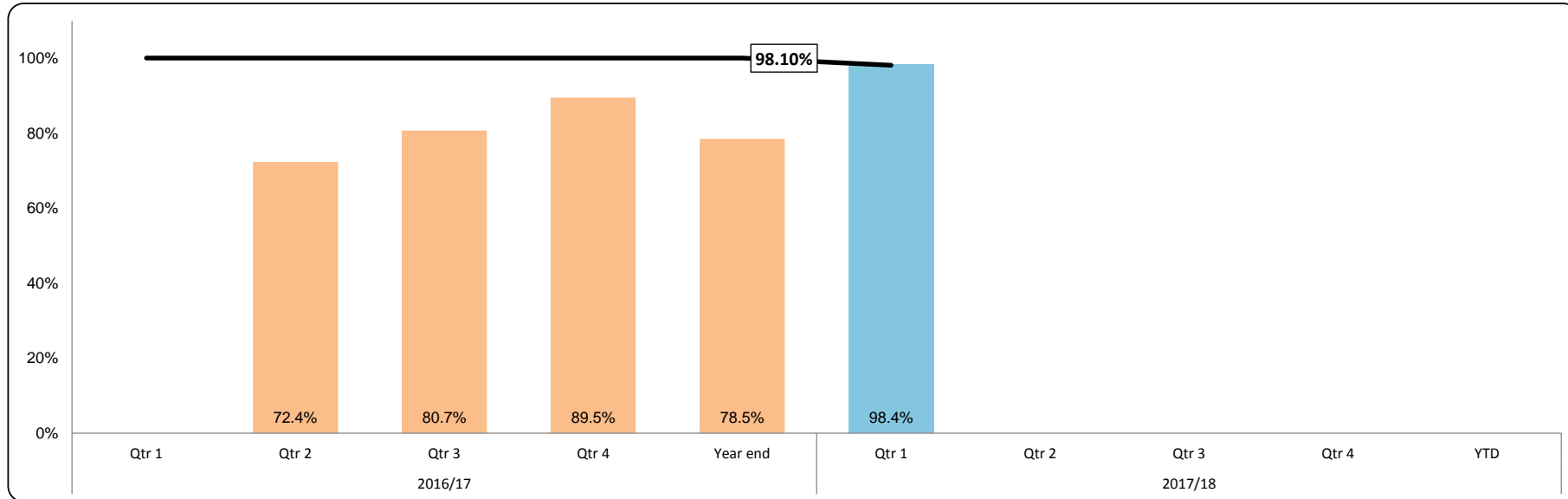
Percentage of gas servicing completed against period profile - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	99.1%	99.9%	99.3%	98.6%	98.8%	99.4%	98.6%	99.6%	99.9%	99.0%

AMM08

## We will respond to emergency repairs in two hours

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will respond to emergency repairs in two hours	-	72.4%	80.7%	89.5%	78.5%	98.4%				
Target	100%	100%	100%	100%	100%	98.10%				
Standard	-	-	-	-	-	94.90%				

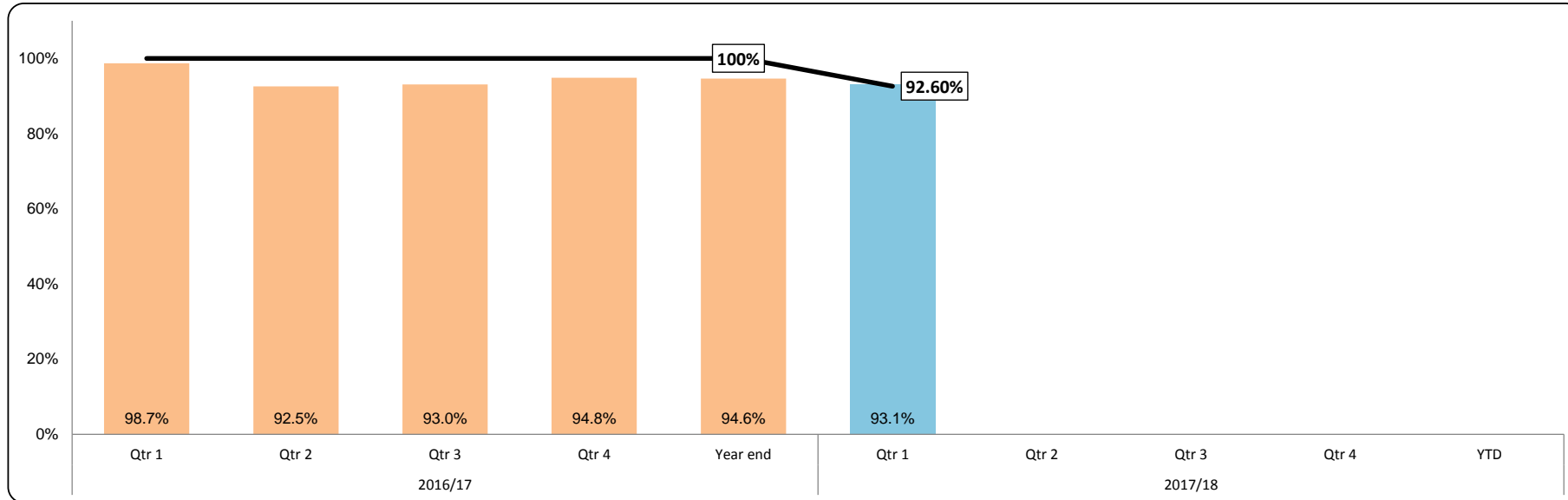
We will respond to emergency repairs in two hours	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	99.4%	98.7%	97.9%	98.4%	98.1%	99.1%	97.3%	98.5%	98.4%	97.3%

AMM15

## We will resolve routine repairs within 30 days

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will resolve routine repairs within 30 days	98.7%	92.5%	93.0%	94.8%	94.6%	93.1%				
Target	100%	100%	100%	100%	100%	92.60%				

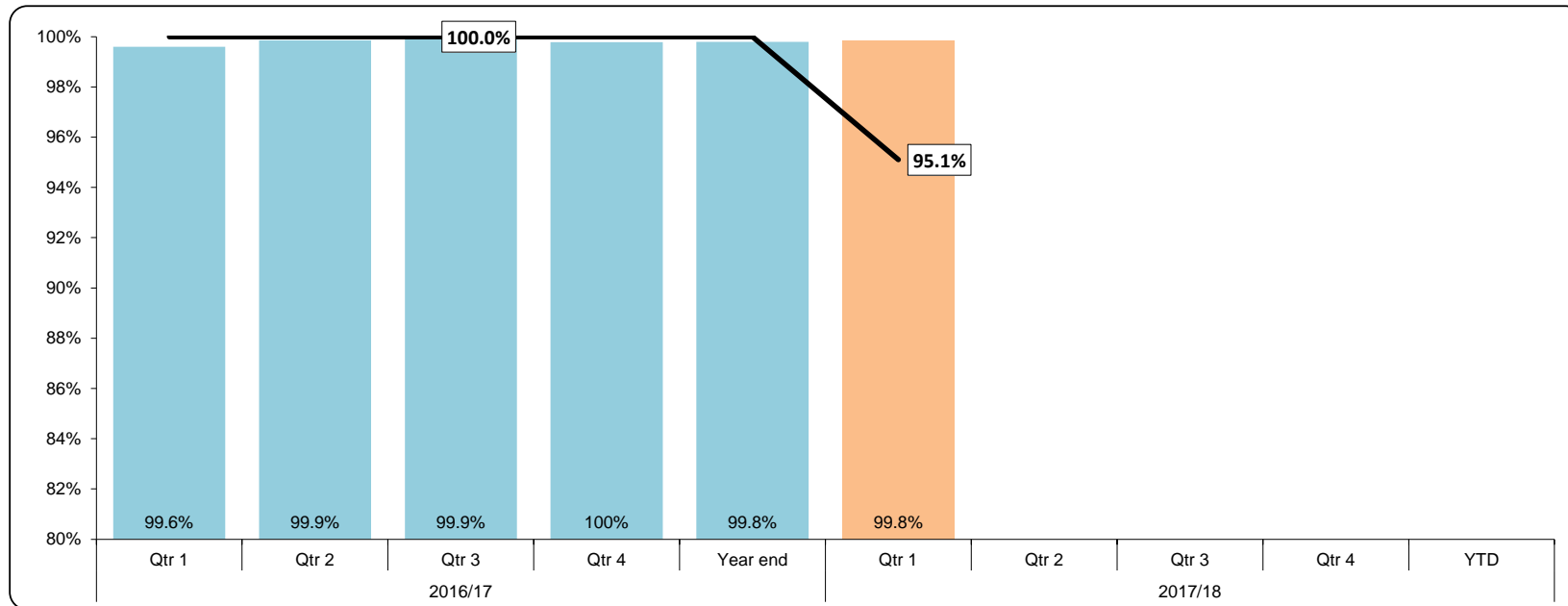
We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	91.6%	94.3%	94.1%	94.1%	95.3%	89.8%	94.3%	90.4%	93.7%	94.1%

AMM15

# KPI001 - Customer Satisfaction

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI001 - Customer Satisfaction	99.6%	99.9%	99.9%	100%	99.8%	99.8%				
Target	100.0%	100.0%	100.0%	100.0%	100.0%	95.1%				
Standard	-	-	-	-	-	92.9%				

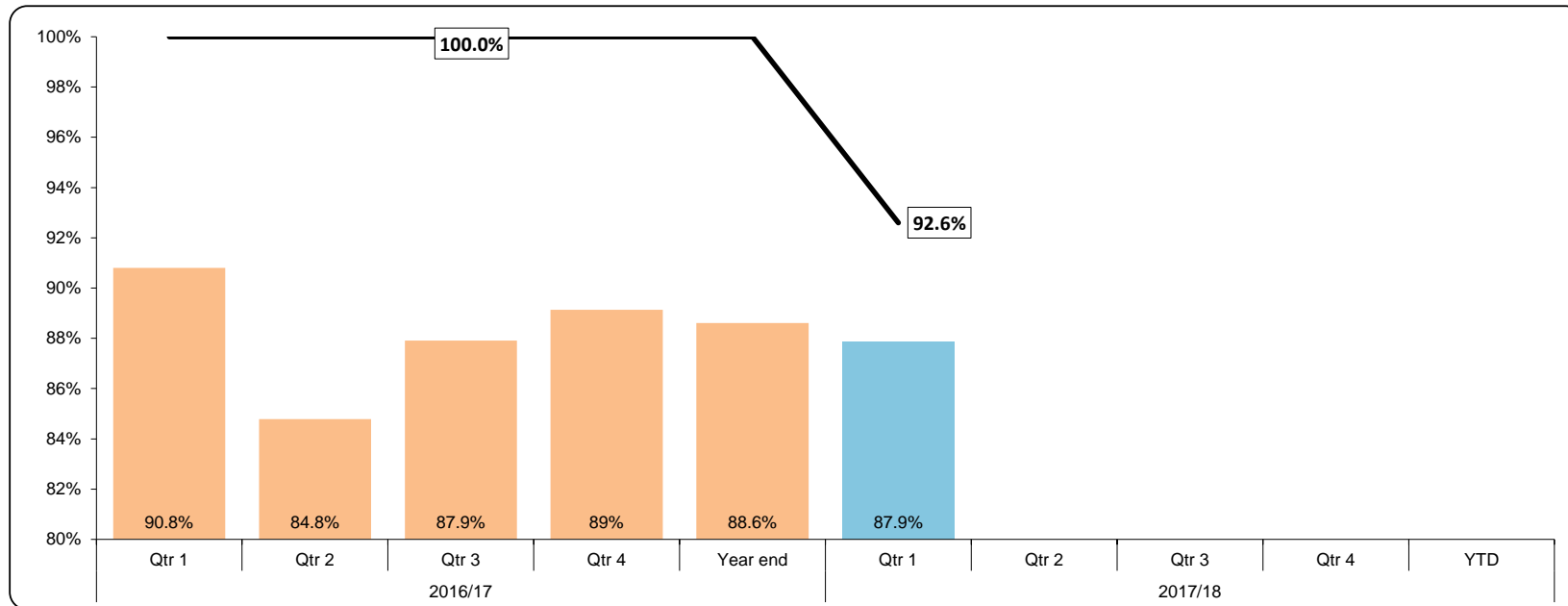
KPI001 - Customer Satisfaction	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	99.8%	100%	100%	100%	99.8%	99.8%	99.6%	100%	100%	100%

AMM16

# KPI002 - Work orders completed within timescale

RAG Status

Amber

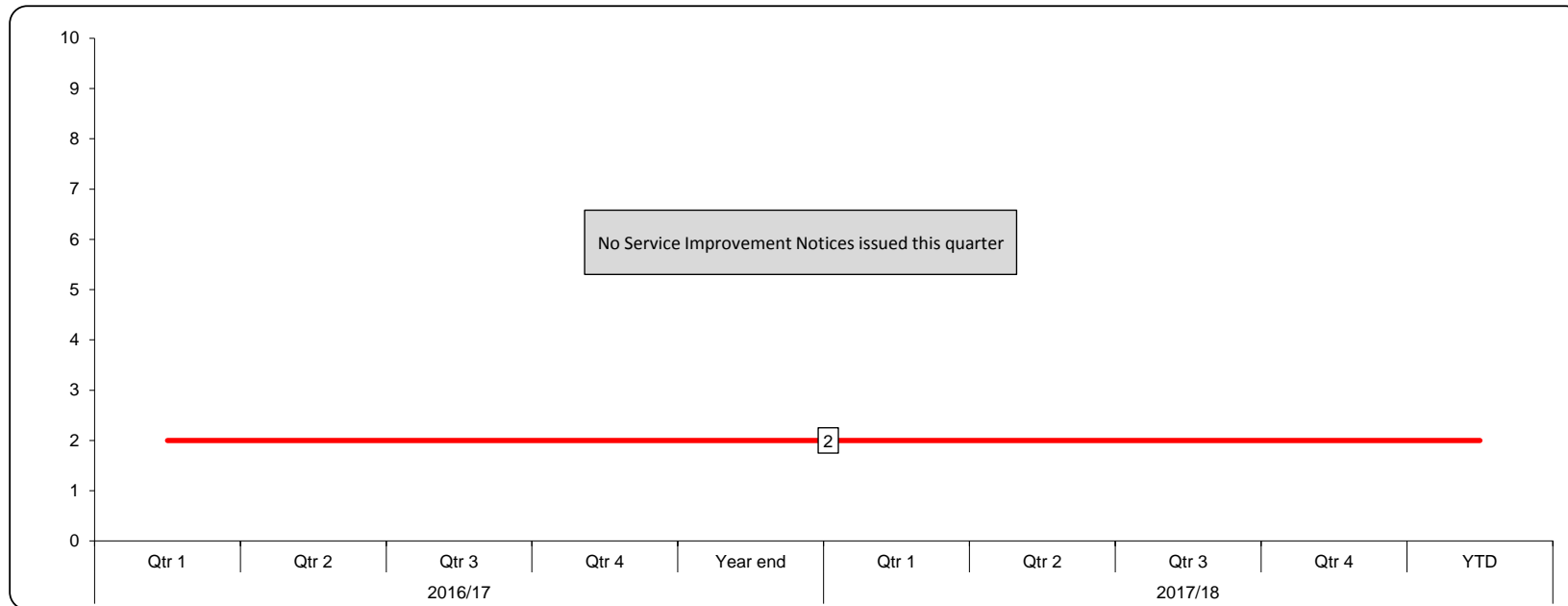


Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI002 - Work orders completed within timescale	90.8%	84.8%	87.9%	89%	88.6%	87.9%				
Target	100.0%	100.0%	100.0%	100.0%	100.0%	92.6%				
Standard	-	-	-	-	-	87.9%				

KPI002 - Work orders completed within timescale	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	86.4%	89.8%	90.3%	89.4%	89.7%	85.4%	88.8%	85.0%	89.7%	90.4%

AMM17

**KPI004 - Service Improvement Notices**
**RAG Status**
**Green**

**Smaller is better**

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI004 - Service Improvement Notices	0	0	0	0	0	0				
Target	0	0	0	0	0	0	0	0	0	0
Standard	2	2	2	2	2	2	2	2	2	2

KPI004 - Service Improvement Notices	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	-	-	-	-	-	-	-	-	-	-

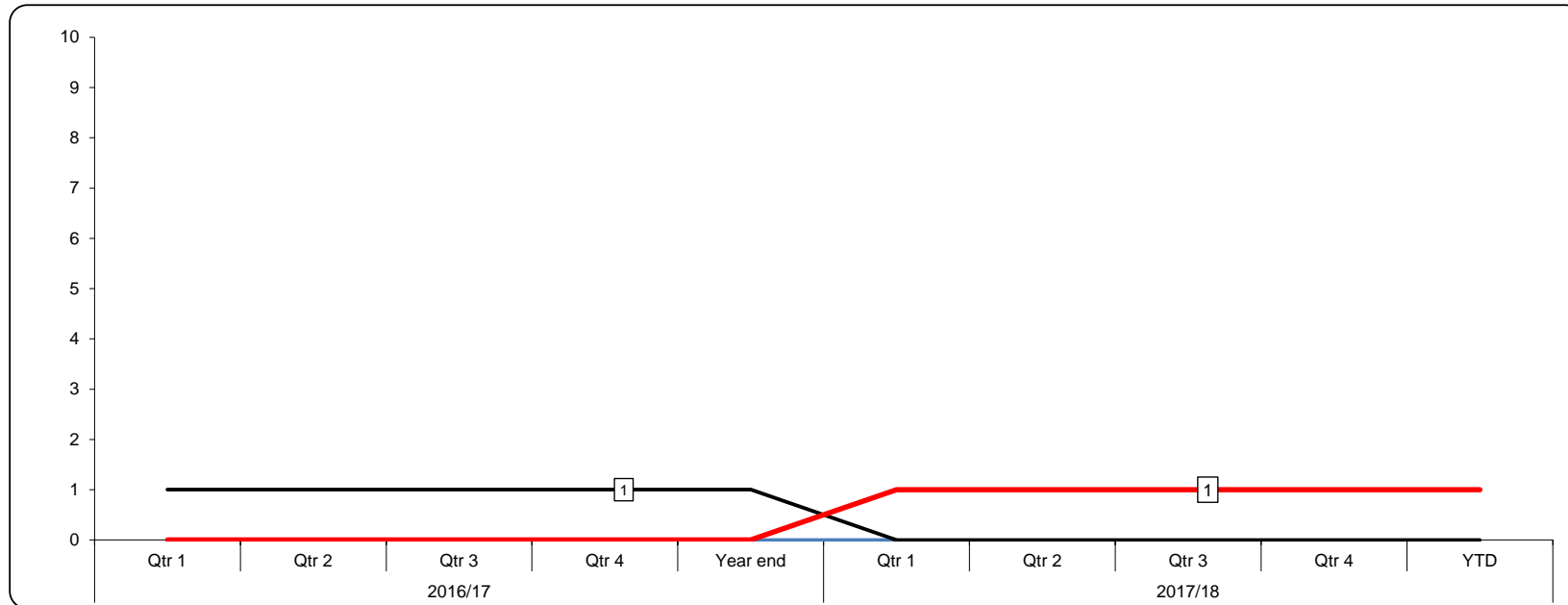
AMM19



KPI005 - Safety SIN's

RAG Status

Green



Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI005 - Safety SIN's	0	0	0	0	0	0				
Target	1	1	1	1	1	0	0	0	0	0
Standard	-	-	-	-	-	1	1	1	1	1

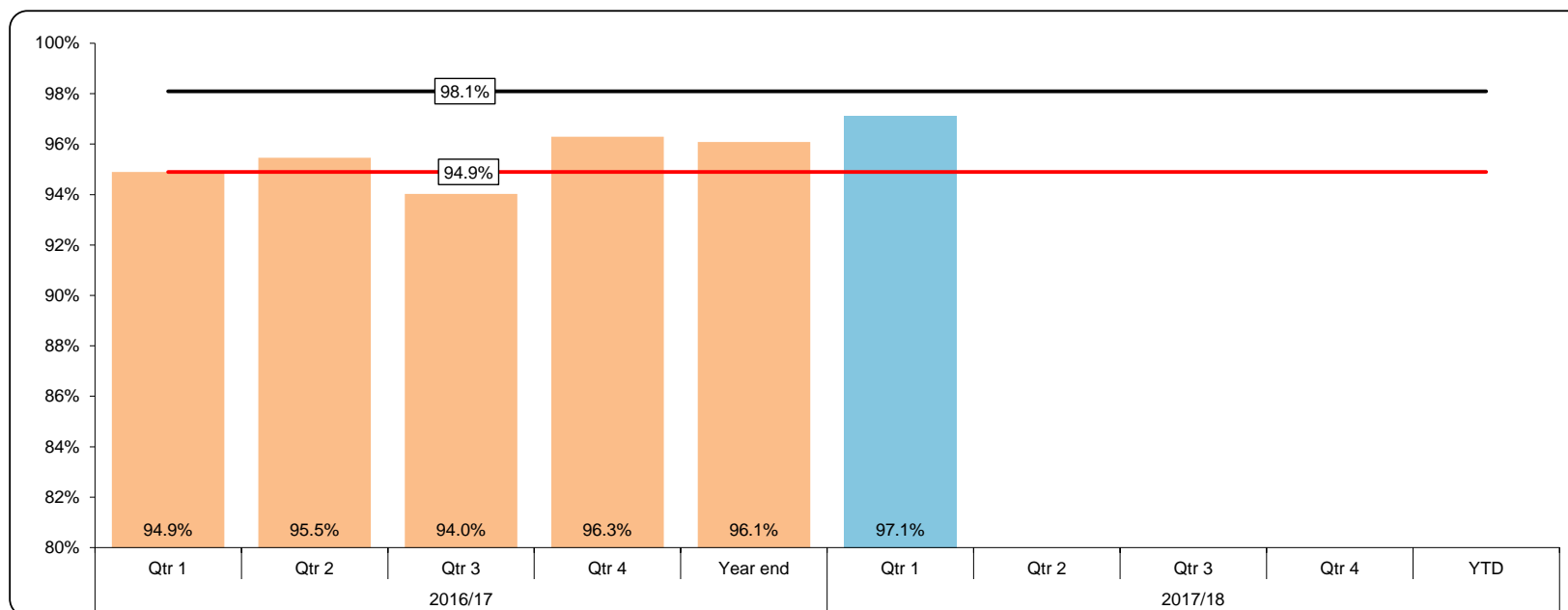
KPI005 - Safety SIN's	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	-	-	-	-	-	-	-	-	-	-

AMM20

# KPI007 - Appointments made

RAG Status

Amber



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI007 - Appointments made	94.9%	95.5%	94.0%	96.3%	96.1%	97.1%				
Target	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%

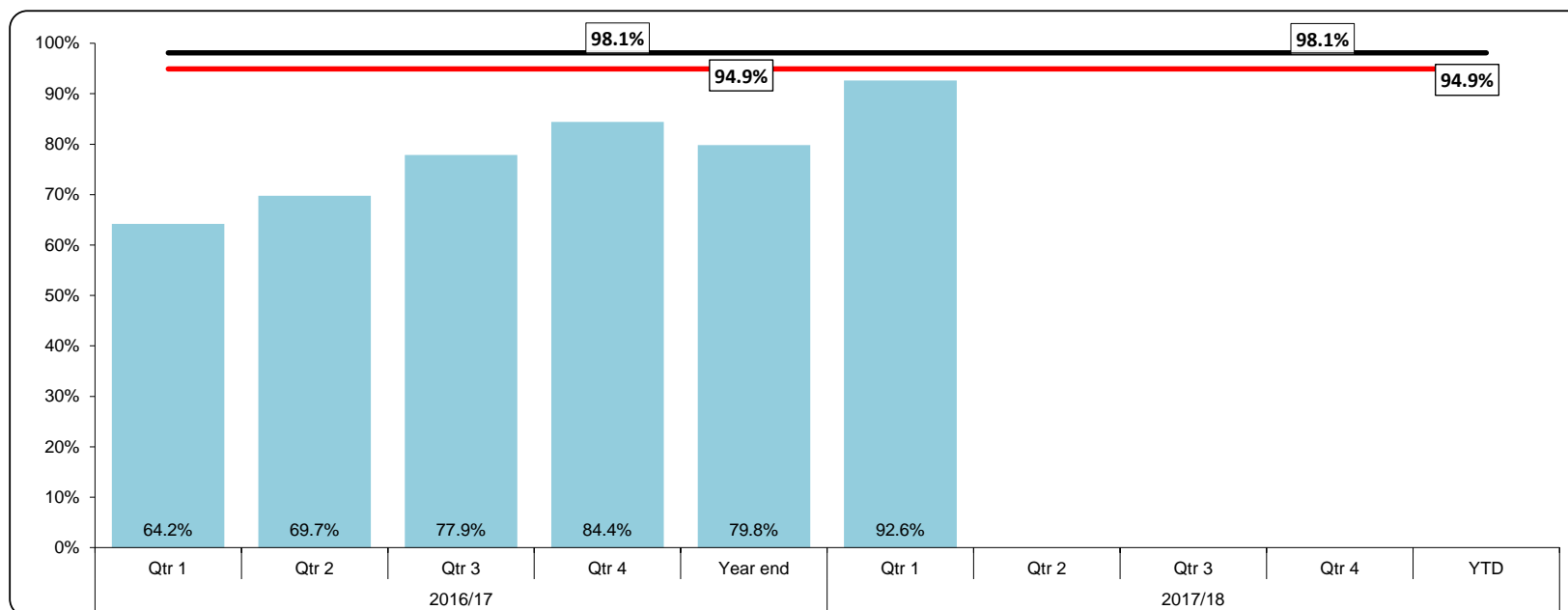
KPI007 - Appointments made	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	96.3%	98.4%	96.9%	97.3%	96.8%	97.6%	95.3%	97.3%	97.3%	96.9%

AMM22

# KPI008 - Appointments kept

RAG Status

Amber



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI008 - Appointments kept	64.2%	69.7%	77.9%	84.4%	79.8%	92.6%				
Target	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%

KPI008 - Appointments kept	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	95.7%	98.0%	90.0%	90.9%	87.9%	96.1%	87.2%	96.6%	97.4%	89.6%

AMM23

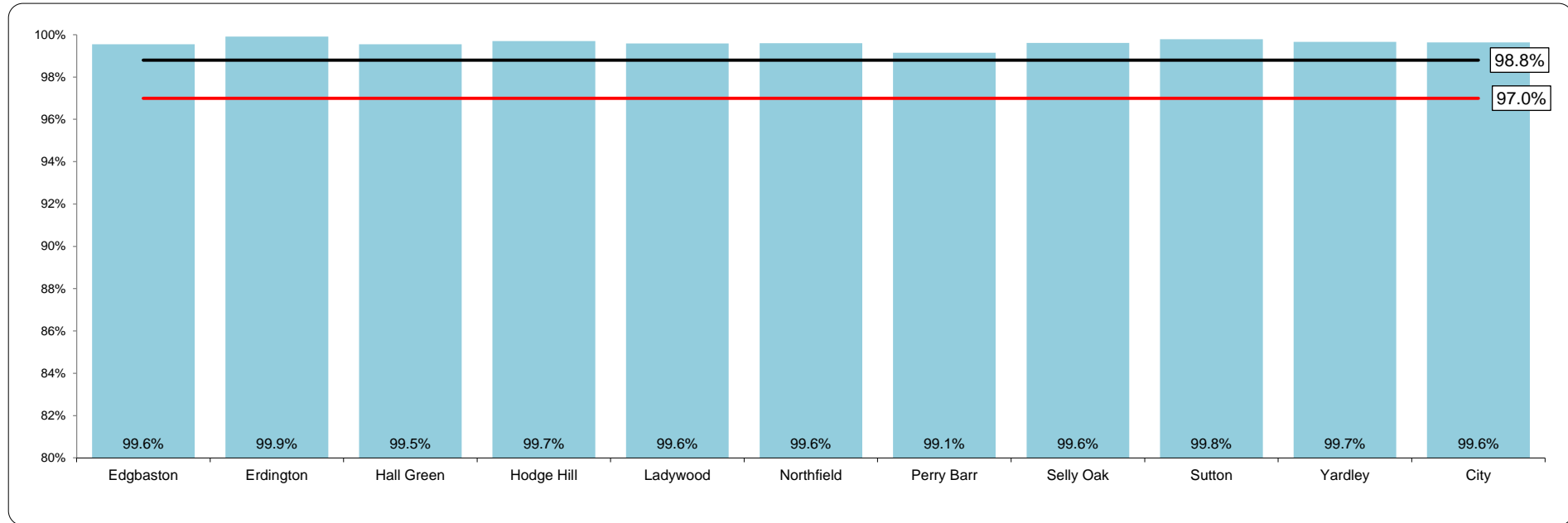
## Voids and Lettings (John Jamieson)

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

(Council Business Plan)

RAG Status

Green



**Bigger is better**

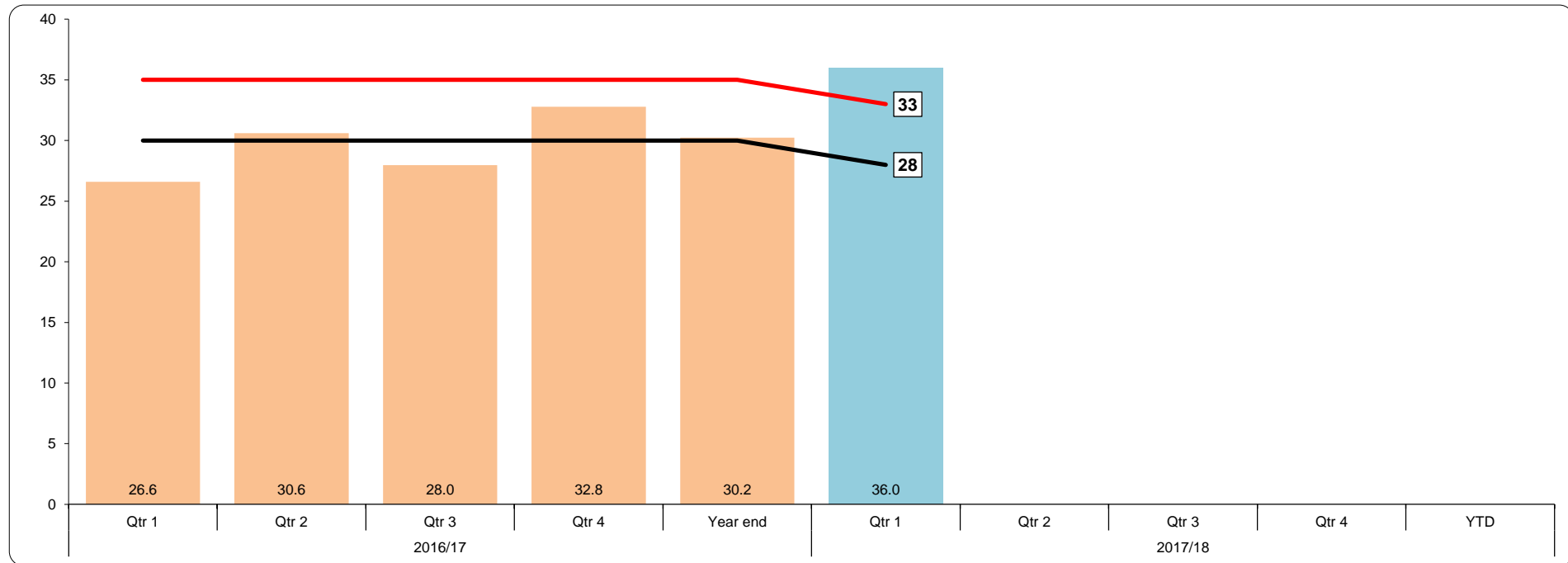
Available council homes as a percentage of total stock - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 1 2017/18	99.6%	99.9%	99.5%	99.7%	99.6%	99.6%	99.1%	99.6%	99.8%	99.7%	99.6%
Target	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%
Standard	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%
										Total Stock	62,285
										Available homes	62,056

VL17

## Average days void turnaround - all voids

RAG Status

Red



Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average days void turnaround - all voids	26.6	30.6	28.0	32.8	30.2	36.0				
Target	30	30	30	30	30	28				
Standard	35	35	35	35	35	33				

Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	51.1	25.4	31.9	33.6	30.1	35.4	72.3	29.8	35.5	37.3

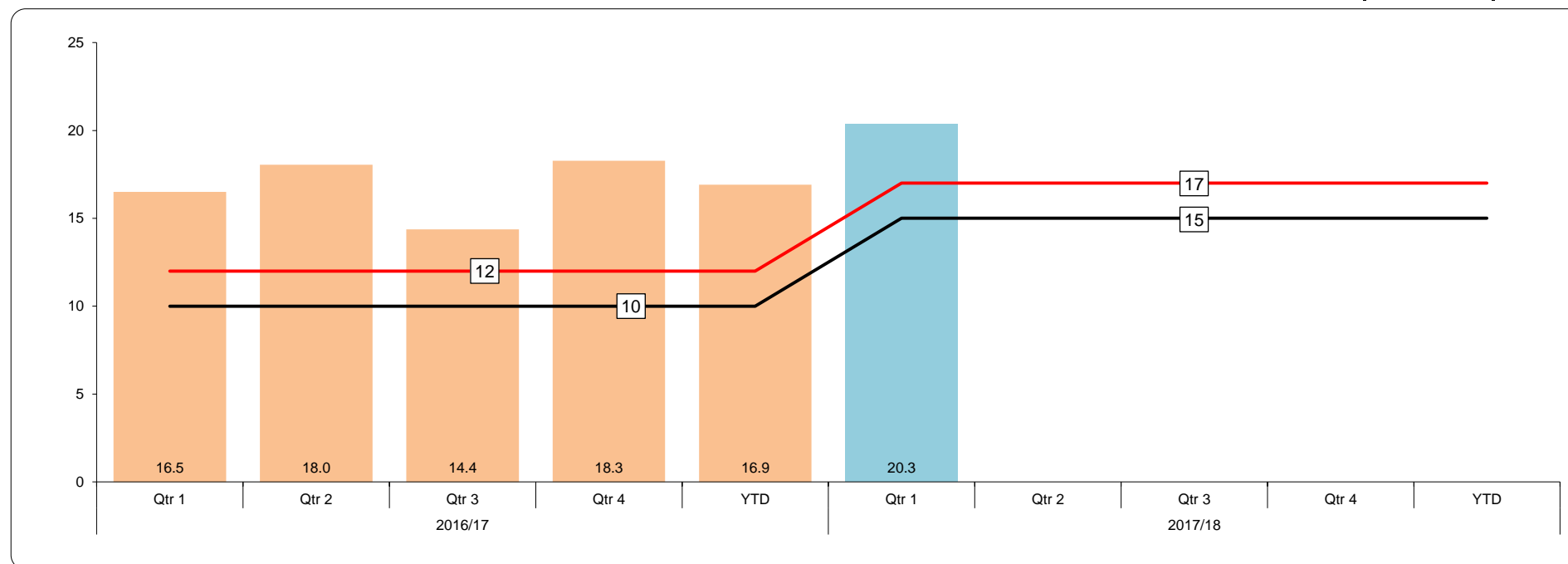
Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL01

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

RAG Status

Red



## Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	16.5	18.0	14.4	18.3	16.9	20.3				
Target	10	10	10	10	10	15	15	15	15	15
Standard	12	12	12	12	12	17	17	17	17	17

Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	30.1	18.1	12.2	17.6	12.7	19.6	57.8	14.4	21.8	20.4

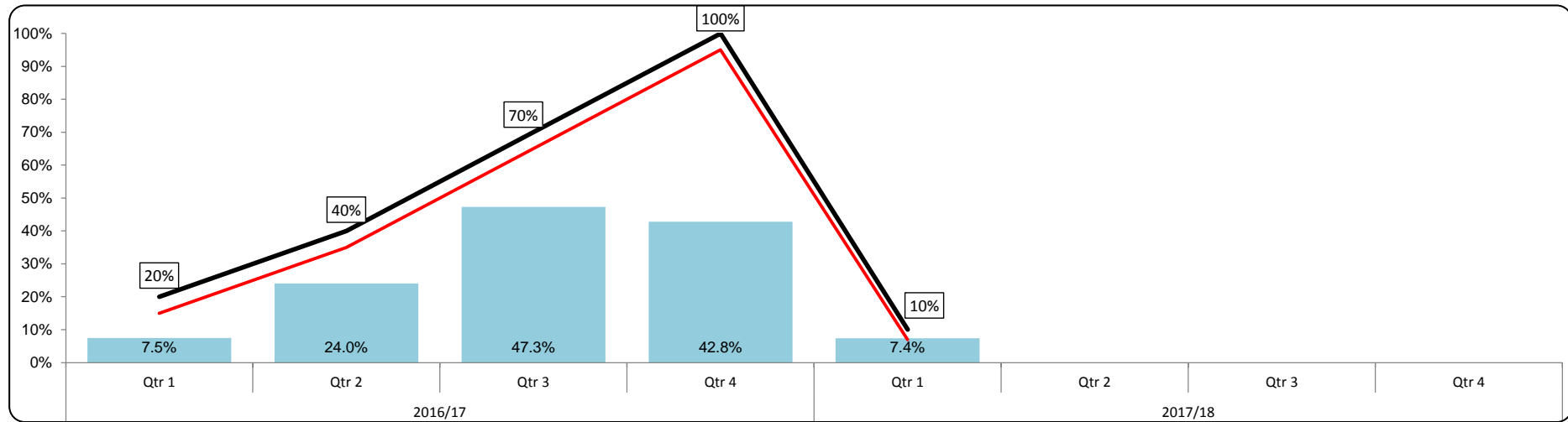
VL05

## Capital Works (Martin Tolley)

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

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

**Amber**

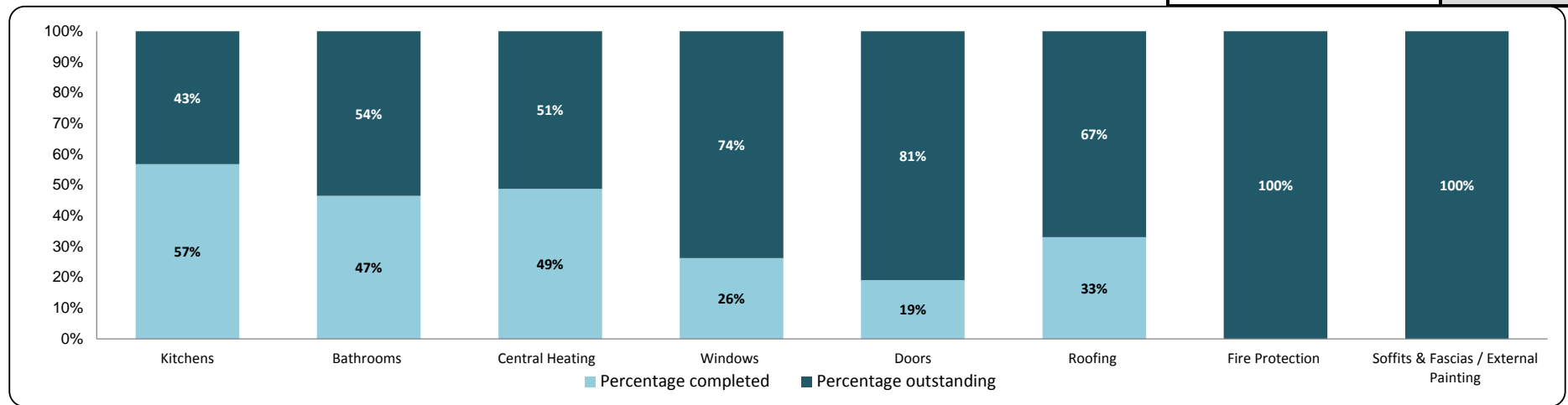


**Bigger is better**

	2016/17				2017/18			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	7.5%	24.0%	47.3%	42.8%	7.4%			
Target	20%	40%	70%	100%	10%			
Standard	15%	35%	65%	95%	7%			

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	367	400	227	173	57%	43%
Bathrooms	273	400	186	214	47%	54%
Central Heating	1,135	1,135	553	582	49%	51%
Windows	526	1,236	324	912	26%	74%
Doors	1,432	1,502	286	1,216	19%	81%
Roofing	321	490	162	328	33%	67%
Fire Protection	986	853	0	853	0%	100%
Soffits & Fascias / External Painting	37	86	0	86	0%	100%

CW07

CW07 - Capital Works completed to date by type, as a proportion of year-end target

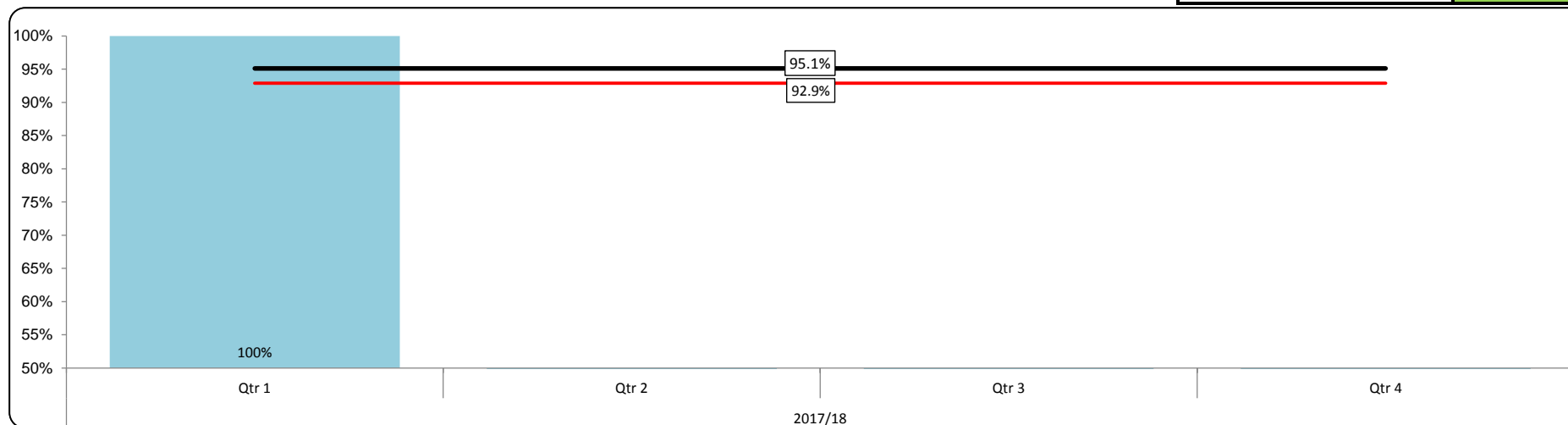
Contractor's use the time in Qtr 1 to project plan the capital work programme. The number of completions will increase as the year progresses.



# KPI001 - Customer Satisfaction (Capital Works only)

RAG Status

Green



Bigger is better

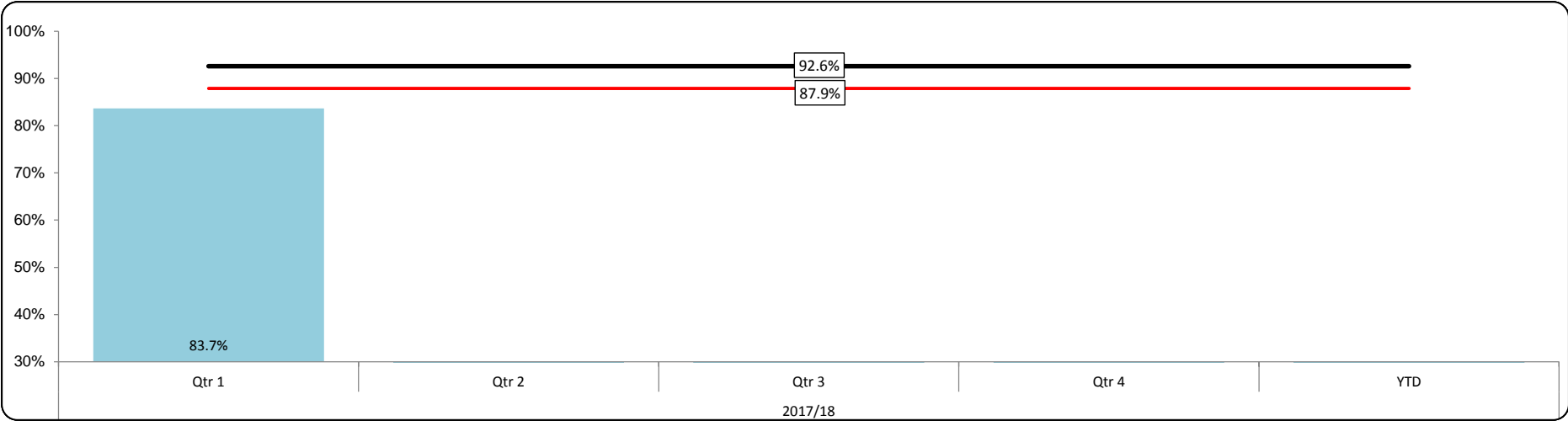
	2017/18			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	100%			
Target	95.1%	95.1%	95.1%	95.1%
Standard	92.9%	92.9%	92.9%	92.9%

CW08

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

RAG Status

Red



Bigger is better

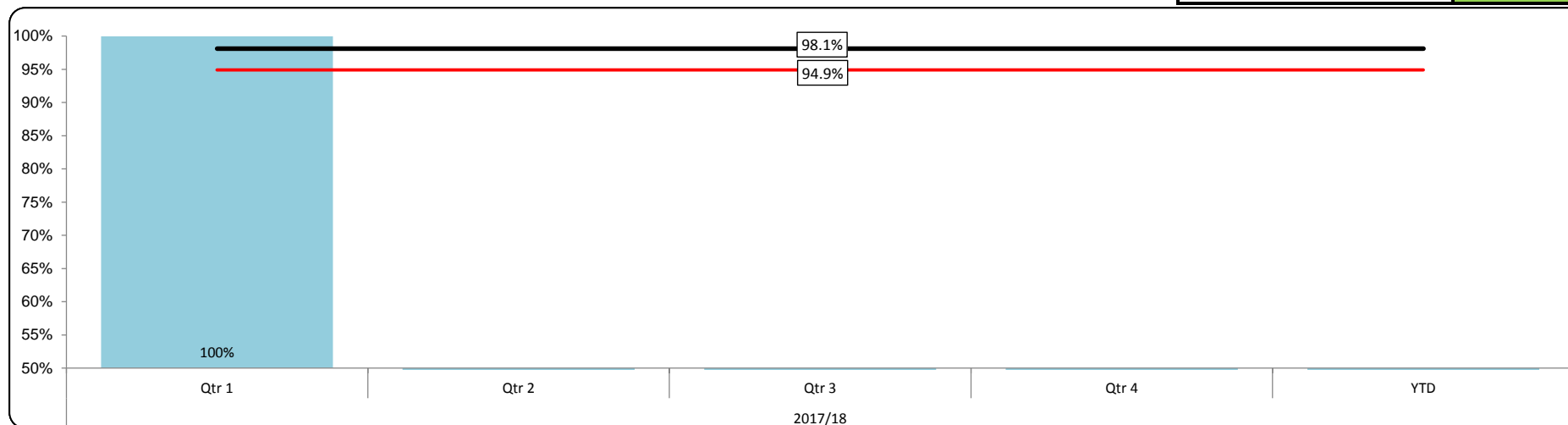
	2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	83.7%				
Target	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	87.9%	87.9%	87.9%	87.9%	87.9%

CW09

# KPI008 - Appointments kept (Capital Works only)

RAG Status

Green



Bigger is better

	2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	100%				
Target	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%

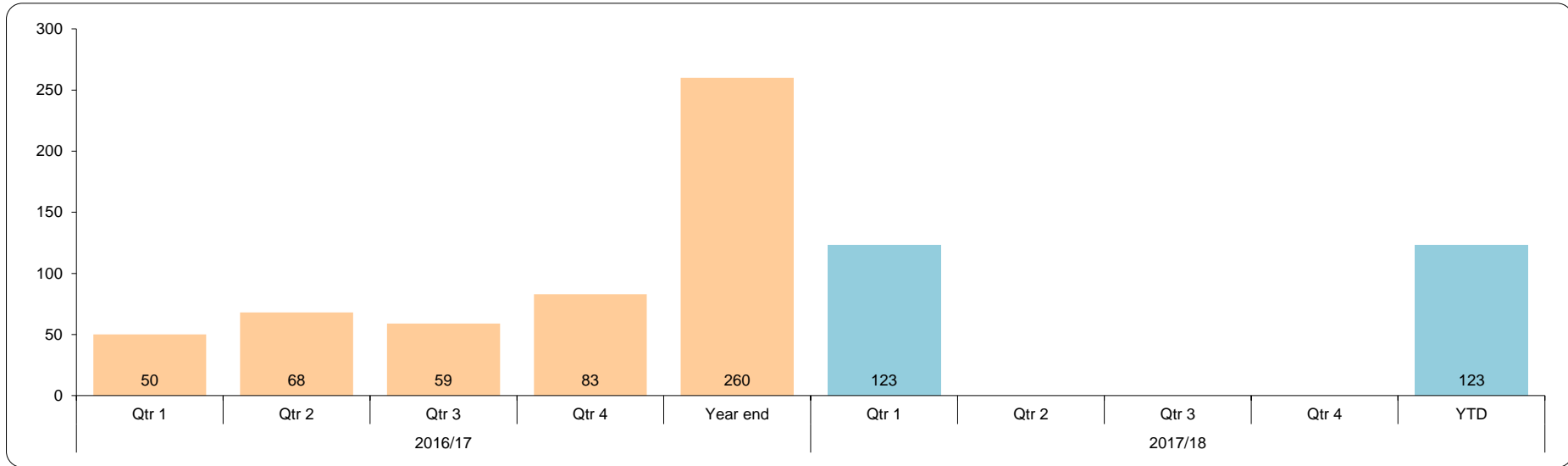
CW10

## Private Sector Housing (Pete Hobbs)

### Houses in Multiple Occupation licences issued

RAG Status

No Target



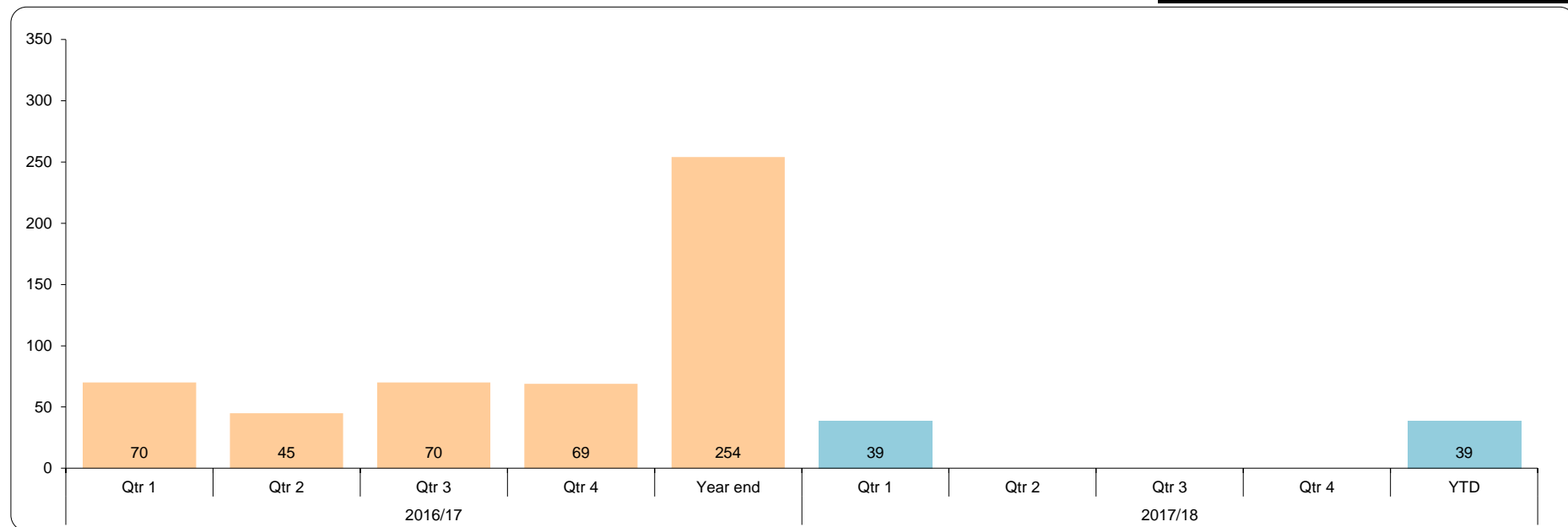
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	50	68	59	83	260	123				123

PRS01

# Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status

No Target

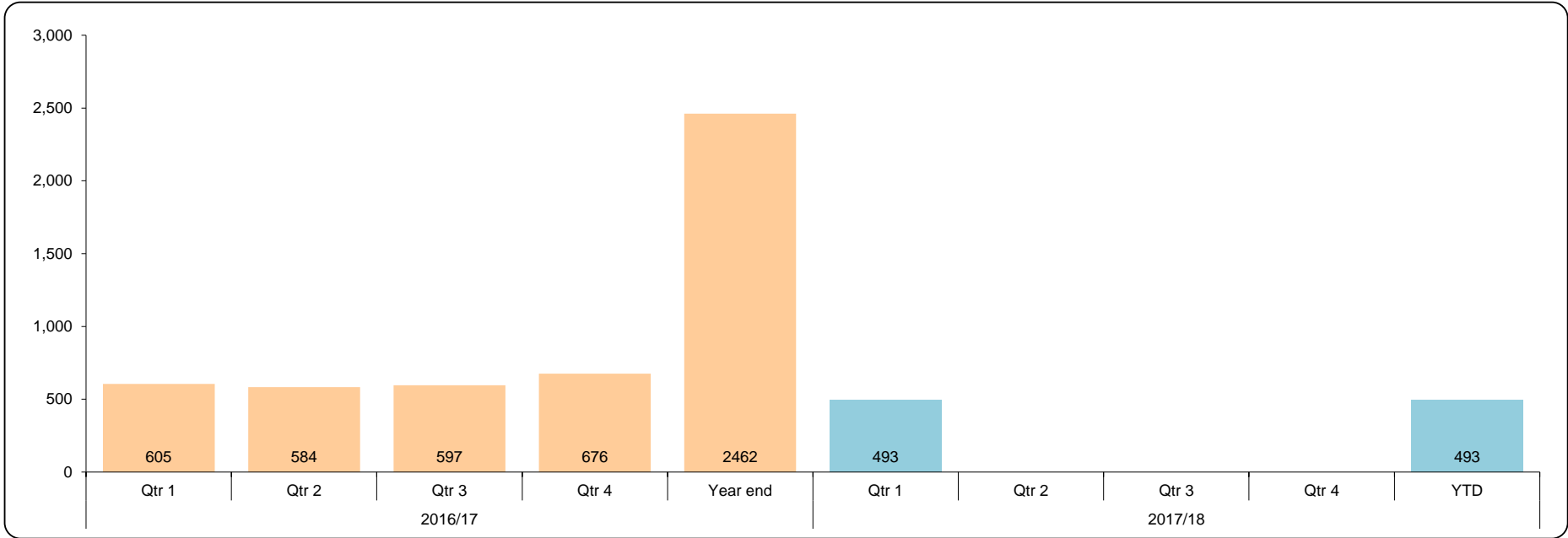


	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Licenced and unlicensed Houses in Multiple Occupation inspected	70	45	70	69	254	39				39

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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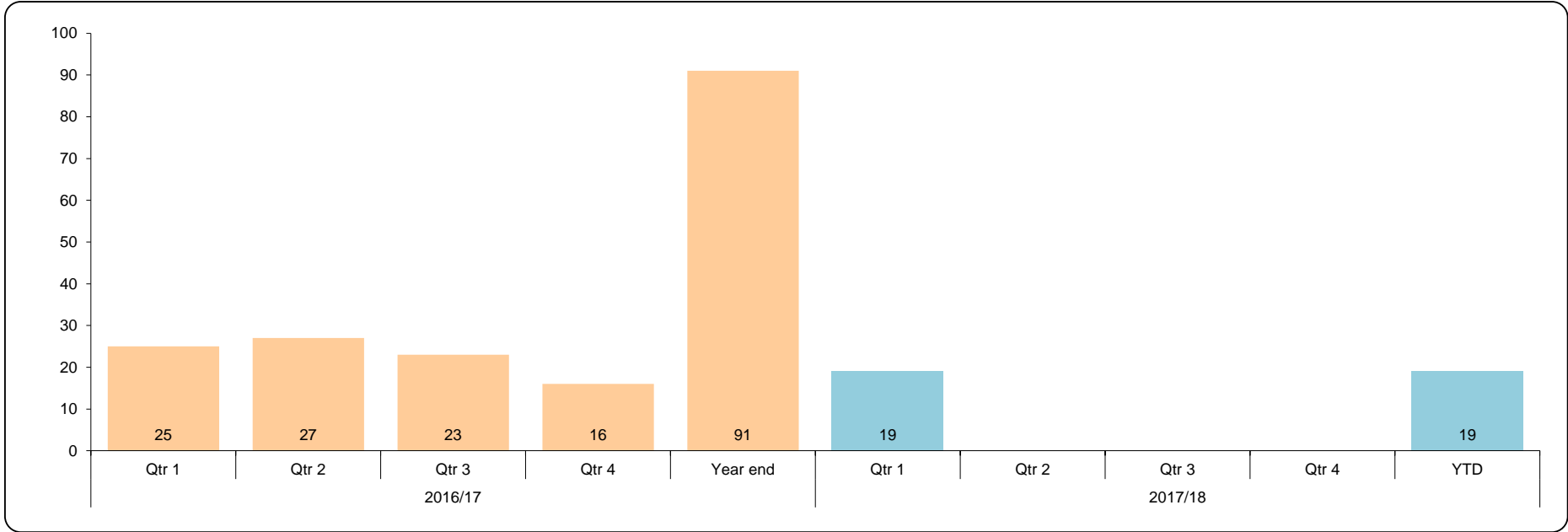


	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
PTU requests for assistance	605	584	597	676	2462	493				493

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status	No Target
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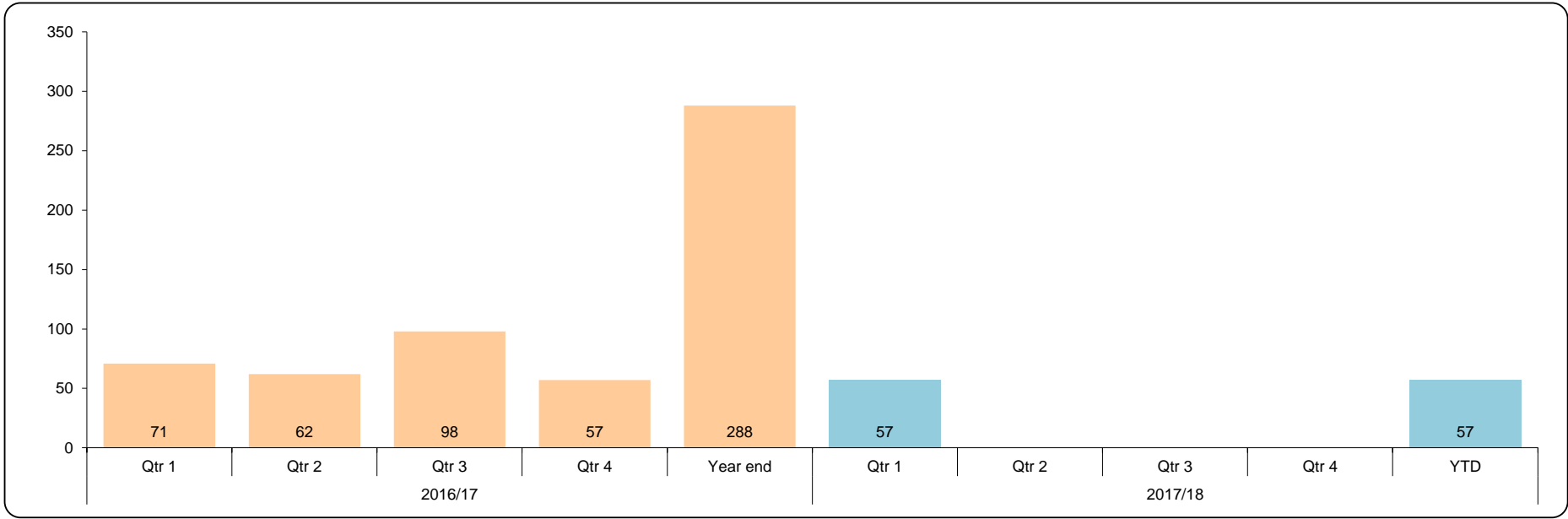


	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through advice	25	27	23	16	91	19				19

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status	No Target
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	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through intervention	71	62	98	57	288	57				57

PRS05

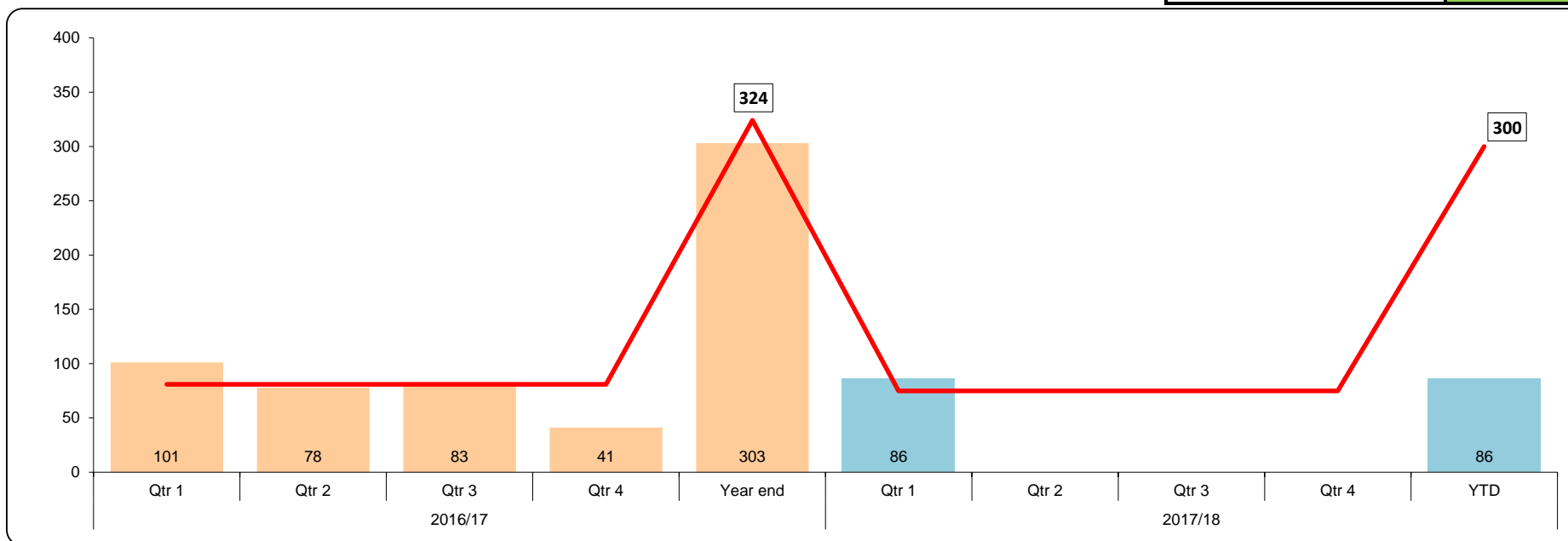


## Empty properties brought back into use

(Council Business Plan)

RAG Status

Green



Bigger is better

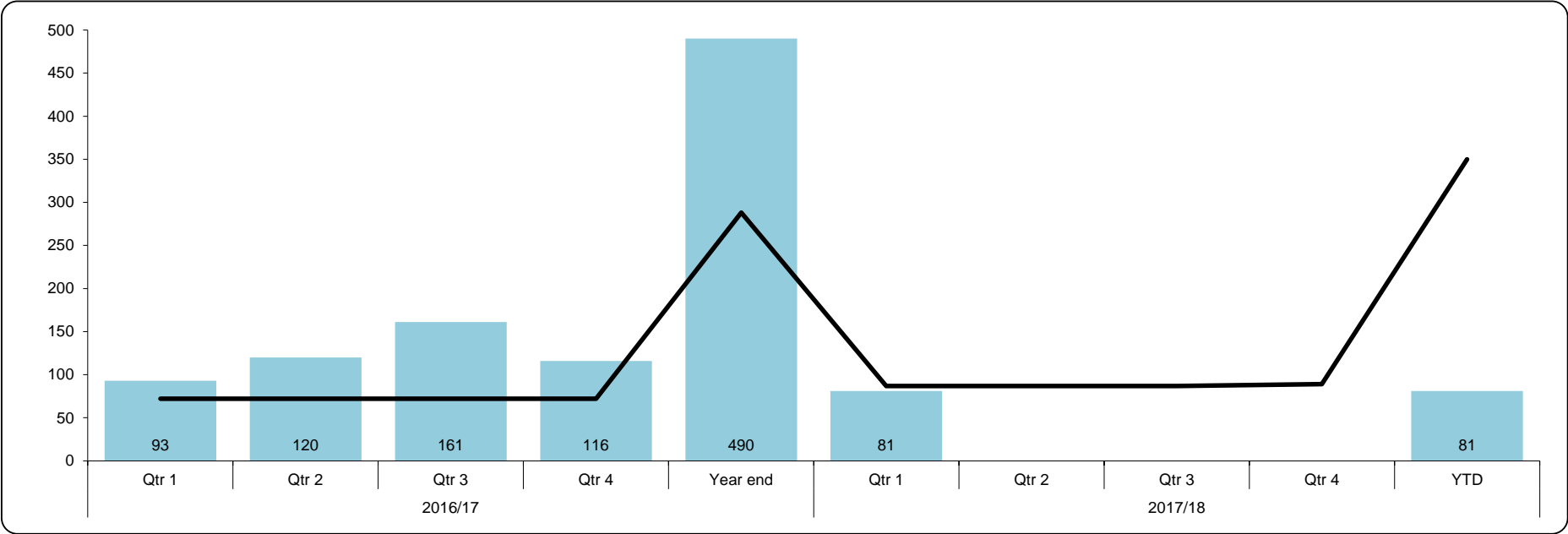
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	101	78	83	41	303	86				86
Target	81	81	81	81	324	75	75	75	75	300

PRS06

**Number of properties improved in the private rented sector as a result of Local Authority intervention**

(Council Business Plan)

RAG Status	Red
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**Bigger is better**

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	93	120	161	116	490	81				81
Target	72	72	72	72	288	87	87	87	89	350

PRS06