

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

LADYWOOD DISTRICT COMMITTEE

TUESDAY, 24 JANUARY 2017 AT 14:00 HOURS
IN COMMITTEE ROOM 6, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

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

2 APOLOGIES

To receive any apologies.

3 - 10

3 MINUTES OF THE LAST MEETING

To confirm and sign the Minutes of the last meeting held on 20 September, 2016.

11 - 18

4 WEST AND CENTRAL LOCAL COMMUNITY SAFETY PARTNERSHIP

Update from Nicci Collins, Place Manager

19 - 94

5 HOUSING TRANSFORMATION BOARD REPORT - QUARTER 2 2016/17

Report of the Strategic Director, Place. Kate Foley and Michael O'Connor will be in attendance

95 - 104

6 BIRMINGHAM COUNCIL HOUSING CAPITAL INVESTMENT PROGRAMME ENVIRONMENTAL WORKS BUDGET - 2016/17

Report of the Strategic Director, Place.

7 **CABINET COMMITTEE LOCAL LEADERSHIP**

Councillor Islam to give update.

105 - 114

8 **REGULATION 33 VISITS TO ADULT ESTABLISHMENTS**

Item Description

9 **WARD UPDATES**

To receive updates.

10 **DATE OF FUTURE MEETINGS**

To note the date of future meetings in the Council House, Victoria Square, Birmingham, B1 1BB at 1400 hours on the following dates:-

21 March, 2017

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'.

Ladywood District Committee –
20 September, 2016
BIRMINGHAM CITY COUNCIL

LADYWOOD DISTRICT COMMITTEE – 20 SEPTEMBER, 2016

**MINUTES OF THE LADYWOOD DISTRICT COMMITTEE HELD ON TUESDAY,
20 SEPTEMBER, 2016 AT 1400 HOURS IN COMMITTEE ROOM 3 & 4, COUNCIL
HOUSE, BIRMINGHAM**

PRESENT: - Councillor Ziaul Islam in the Chair;

Councillors Tahir Ali, Sir Albert Bore, Kath Hartley, Nagina Kauser,
Chaman Lal, Yvonne Mosquito, Sharon Thompson and Sybil Spence

ALSO PRESENT: Kate Foley, Acting Senior Service Manager
Louisa Nisbett, Area Democratic Services Officer
Lesley Poulton, Head of Ladywood District
Tony Quigley, Head of Waste Management

NOTICE OF RECORDINGS

- 318 The Chairman advised that the meeting would be webcast for live or subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs. The whole of the meeting will be filmed except where there were confidential or exempt items.

APOLOGIES

- 319 Apologies were submitted on behalf of Councillors Afzal, Carl Rice and Chauhdry Rashid also from David Newman, West Midlands Fire Service.

MINUTES OF THE LAST MEETING - LADYWOOD

- 320 **RESOLVED:-**

That the minutes of the meeting held on 26 July, 2016 having been previously circulated, be agreed and signed as a correct record.

MATTERS ARISING

The following appointments were made:-

West Side Partnership Ltd (Business Improvement District) - Councillor Albert Bore

South Side Partnership Ltd (Business Improvement District) – Councillor Victoria Quinn.

RESOLVED:-

That the following appointments be confirmed to the organisations listed below for the 2016/17 Municipal Year;

1. Corporate Parenting - Councillor Champion – **Councillor Sharon Thompson**
2. **APPOINTMENTS REFFERED FROM CABINET**
 - a) Golden Hillock Community Care Centre – **Councillor Chauhdry Rashid**
 - b) St Anne's Accommodation - **Councillor Chauhdry Rashid**
 - c) West Side Partnership Ltd (Business Improvement District) – **Councillor Bore**
 - d) Retail Birmingham Ltd (Business Improvement District) – **Councillor Kath Hartley**
 - e) Colmore Business District Ltd (Business Improvement District) – **Cllr Bore**
 - f) Southside Business Ltd (Business Improvement District) – **Councillor Victoria Quinn**
 - g) Soho Road (Business Improvement District) – **Councillor Chaman Lal**
 - h) Jewellery Quarter (Business Improvement District) – **Councillor Hartley**
3. **CHAMPION/ LEAD MEMBER ROLES**
 - a) Environmental Champion – **Councillor Kath Hartley**
 - b) Health & Wellbeing – **Councillor Sybil Spence**
 - c) West and Central Community Safety Partnership – **Cllr Kauser, Cllr Thompson and Cllr Hartley** as equal Members. (Suggested that consideration be given to a representative being appointed from the Nechells Ward)
 - d) Youth Champion – **Councillor Nagina Kauser**
 - e) District Jobs and Skills Panel – **2015/16** representative Councillor Yvonne Mosquito
 - f) Housing Champion – **2015/16** representative Councillor Carl Rice

HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT – QUARTER 1 2016-2017

The following report was submitted:-

(See document no. 1)

The following narrative was submitted:-

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(See document no. 2)

Kate Foley presented the report and reported that the performance targets had all been met. During the discussion and in response to questions the following points were made:-

- Management of ASB – There had been 153 new cases received, 2 hate crimes. Both had been resolved. 99% of cases had been met on time the target was 100%. People could opt to use the self service and sometimes the information was not included. 162 cases had been closed successfully.
- Percentage of high and low-rise blocks rated good or better – 82 of high rise blocks were good or better, 99 of low rise were satisfactory
- 'Lodgers in Occupation' for more than 12 weeks – There were 9 cases over 12 weeks old.
- Introductory tenancies over 12 months not made secure – This was 2.1% and all were owing to rent difficulties. There was the option to extend the introductory period.
- Conditions of estates – This was an average of 26.7.
- Voids – Kate Foley was no longer responsible for this. Ladywood had an average days turnaround of 23.2.
- Repairs – No District breakdown of the new contract period was available at present.
- Councillor Bore noted that gas services were below profile and pointed out that gas services were a critical issue from a safety prospective. The aim should be to achieve 99% of the target.
- High rise blocks and block cleansing - Councillor Bore asked why 82% for Ladywood District was lower than most other Districts and requested that an explanation of the 82% be emailed to all the Councillors. There were 12 high rise blocks in Ladywood District and there were significant challenges in managing a big estate. There were issues around design and cleaning. The day the inspection took place made a big difference to the figures. Kate Foley and staff were involved with residents with regard to standards. This took time to implement and was a challenge for Ladywood. Councillor Bore felt that it could be that insufficient resources were directed at Ladywood.
- Kate Foley informed that she was in contact with colleagues from the Asset Management Team and each quadrant had a single supplier to deal with all gas repairs. Officers from the Asset Management Team had indicated that they were happy to attend a future District Committee.
- Councillor Lal referred to page 52 of the report. There were concerns about gas repairs. He had received complaints from residents that they were not given sufficient time to answer the door and by the time they got to the door the

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gas personnel had left. Tenants should be given a telephone contact for gas personnel and the time of expected arrival.

- Kate Foley advised that the team had taken up the issue of residents receiving notification from the Gas Safety Team. There had been difficulties with the system and letters had been automatically generated.
- Councillor Tahir Ali asked the current position with the new contractors and asked whether there were minimum standards for the availability of hot water eg a resident had no hot water for 3 days. Kate Foley replied that she could send the schedule to the Committee. She could not comment on the individual case however it appeared to be a service failure.
- Councillor Islam added that Contractors had been awarded a contract for specific areas.

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RESOLVED:-

That the report be noted.

WASTE ENFORCEMENT

323

Tony Quigley, Head of Waste Management attended the meeting to explain the work being undertaken by his Service. During the discussion the following points were made:-

- The Waste Enforcement Unit is part of Environmental Health and they worked closely with partners. They did proactive work to engage local residents and educate them how to deal with waste.
- An eye witness was required for them to take enforcement action and they could not bring action against a household. The cost of carrying out an investigation was just under £500. Cases could go to the Magistrate Court or Crown Court. There was a case in Aston where one family had flytipped 42 tons of waste. Despite some difficulties there had been an increase in investigations. People sometimes reported offences but were reluctant to give evidence in court for fear of reprisals.
- Other work included dealing with issues in gardens and rogue traders. They had powers to cease vehicles but they could not issue fixed penalty notices.
- Councillor Lal thanked officers for attending a college to deal with flytipping during the last few months.
- In reply to a comment Tony Quigley said the problem with skips was a Highway Department issue.
- A registration scheme relating to waste was being developed for Landlords. They could ask a Landlord to clear away rubbish on their land. Dumped rubbish acted as a magnet for more rubbish.

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- Councillor Spence felt that the landlord should be held responsible when a tenant left a property leaving rubbish behind and added that whoever lived in a household was responsible for rubbish from that household. Councillor Spence said that when areas were cleared of flytipping, rubbish was dumped again on the same day. If a camera was placed at that location people tended to dump the rubbish elsewhere.
- Tony Quigley replied that the inadequacies in the legislation was frustrating but they did their best taking a holistic approach, educating residents and businesses to work together to improve their area. Businesses were checked to ensure they had the correct contract for their trade waste.
- Councillor Lal thanked Tony Quigley for the briefing. He said that the 16 cameras in the neighbourhood were inadequate and asked whether there were any more available. Councillor Lal suggested that the cameras be moved to the hotspots accordingly. He referred to people scavenging other peoples refuse bags then dumping them. A targeted approach was needed in particular for clothes banks.
- Tony Quigley informed that it was a policy decision to remove glass bottles banks. Clothing and textile banks were under contract with the City. There had been some negotiation about removing clothes banks on the highway. Further information should be available in November.
- There was legislation related to human rights and cameras. There was a significant cost and burden related to installing a camera and the cost for a camera was about £12,000 each plus running costs, licence fee and updates. The amount of cameras in the location was about right. Additional cameras were not feasible owing to lack of resources.
- Councillor Tahir Ali said that the role of officers in different Departments in the District could be broadened to pick up the issues, mentioning Enforcement, Highways and Housing officers. He stated that there were many officers that wanted to take action but were prevented from doing so. Tony Quigley answered that there was some training taking place for different services for officers. They had also looked at cross delegations. Enforcement training was lengthy and not as simple as it seemed as there were implications when dealing with enforcement issues from a criminal point of view. Officers in Regulatory Services had undertaken years of training. The majority of residents in the city wanted to comply however there was lack of knowledge. The Officers knocked on doors to speak to residents and resolve problems.
- Councillor Sharon Thompson asked that the positive effect the use of enforcement had achieved in the Soho Ward be placed on record. Residents wanted to get involved. She queried how many of the 500 investigations undertaken were from Ladywood District. Councillor Sharon Thompson also asked how Councillors and the community could engage with the Council and also queried the legislation related to metal collectors.
- Tony Quigley undertook to circulate the enforcement figures for Ladywood. The Licensing and Public Protection Committee report included figures broken down to Ward level.

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- Metal Collectors were now required to be registered and to dispose of materials correctly. Households could take items to the recycling centre free of charge, a bulky waste collection could be arranged for up to 6 items for a charge of £25. The cost could be shared with Neighbours if they had something to be collected. Some streets regularly arranged bulky waste collections.
- A newsletter had been produced for waste prevention. It was in different languages and it used pictures to show the correct way to deal with waste.
- Councillor Kauser welcomed the report and queried what measures were in place if no evidence could be found of who had dumped rubbish. Tony Quigley replied that rubbish on the public Highway was cleared by the service. They had received a number of complaints where it was on private land and in alleyways etc. During a recent search of rubbish an address of an individual had been found and it emerged that they had paid someone to remove the rubbish, however they had dumped it instead. Commercial businesses will be taken to court. It was the responsibility of landowners to clear rubbish from their land.
- Councillor Hartley had written to a number of residents new to Ladywood District, she was also attending a meeting the following Friday. She asked that an information card or flyer be provided as useful tools for Councillors to include with their casework information to residents. This could include the day of waste collection. Councillor Hartley noted that some dumping was done by professional tippers clearing out houses however there was still a domestic issue. Councillor Hartley asked if any comparator figures were available for people who had arranged bulk collections before and after the charges had been introduced in order to assess the impact the charges had made. Tony Quigley requested that Councillor Hartley send an email setting out the questions for him to forward to the Waste Prevention Team for a response.
- The Cleaner Streets Campaign have a project board looking at Logos etc to use for a voluntary scheme that people could join. They had considered ways to encourage businesses who were disposing of their waste correctly. Communication was key and they would be sending out newsletters etc.
- Councillor Islam said that residents in Aston Ward were happy with the services provided which were much improved. Councillor Islam thanked Tony Quigley for attending the meeting.

CABINET COMMITTEE LOCAL LEADERSHIP

324 A meeting of the Cabinet Committee Local Leadership had been arranged for today, however a lot of apologies had been received. The Local Innovation Fund (LIF) had been introduced. The Chairman will give regular updates from the Committee.

Councillor Lal questioned why another layer of Councillors had been appointed to deal with the fund, without consulting all the Councillors as it could have been done within the current structure. He questioned the added value of the appointments. Councillor Spence agreed with Councillor Lal and the Chairman said that he could ask the question on behalf of the Committee.

WARD UPDATES

325 The following updates were noted:-

- The Chairman for Aston Ward had not been well but had requested that the work programme be sorted out.
- Councillor Lal reported that Soho Ward had held a successful multi-agency action day together with Soho Bid, Enforcement, West Midlands Police etc. in attendance to engage with residents and involve them in tackling local issues. Councillor Thompson added that they had discussed issues on the day and the Cabinet Member had attended as well as a number of officers. They were pleased that partnership and engagement had started and residents were involved and keen to lead on issues.
- Ladywood Ward were considering the 4 October, 2016 as the date for the Ward Forum meeting. They could meet informally to discuss the Ward Boundaries, as they felt they were losing a lot of the large neighbourhoods and give an update.

DATES OF FUTURE MEETINGS

326 The following schedule of future meetings were received and noted:-

Tuesdays at 1400 hours in Committee Rooms 3 & 4, Council House:

22 November, 2016

24 January, 2017

21 March, 2017

OTHER URGENT BUSINESS

327 It was noted that Superintendent Andy Beard was no longer the representative from West Midlands Police on the Ladywood District or Chairman of the Community Safety Partnership.

AUTHORITY TO ACT BETWEEN MEETINGS

328 **RESOLVED:-**

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

The meeting ended at 1530 hours.

Information Briefing

Briefing from:	Rob James – Service Director – Housing Transformation	Date:	24 January 2017
Subject:	West & Central Local Community Safety Partnership Update – Place Directorate		
Briefing to:	Ladywood District Committee		

1. Summary

The purpose of this briefing is to update District Committee on the work of West & Central Local Community Safety Partnership (W&C LCSP) in 2016/17.

2. Background

West & Central Local Community Safety Partnership is a multi-agency partnership covering the two Districts of Ladywood and Perry Barr; it brings together all partners who have an interest in making Ladywood a safer place to live and work and has a key part to play in allowing the community to hold agencies accountable for tackling the community safety issues that matter most to local residents. There are four of these partnerships across the city.

3. W&C LCSP Structure

The LCSP was chaired by Superintendent Andy Beard from West Midlands Police until he was transferred to a different role in September 2016. Our Vice-Chair, Lesley Poulton, has acted as our Chair. It is expected we will have a new nomination from West Midlands Police before the end of January. Ladywood Members are represented by the following nominations: Cllr Kath Hartley, Cllr Nagina Kauser, Cllr Sharon Thompson

Other members of the main LCSP meeting include: West Midlands Fire Service, Midland Heart, West Midlands Police Counter-Terrorism, South & City College and Birmingham & Solihull Mental Health Foundation Trust.

The LCSP oversees the operation and outcomes from the Neighbourhood Tasking Groups, the Safer Communities Group and the newly formed Supporting Adults Panel. The latter has a dual reporting responsibility to the Birmingham Supporting Adults Board.

Attached at Appendix 1 are our Terms of Reference.

4. Priorities

City-wide community safety priorities are set by the Birmingham Community Safety Partnership and our interventions requiring funding from them are expected to meet these priorities. In addition to the city-wide priorities, we agree our own priorities in response to local needs and concerns.

West & Central Local Community Safety (LCSP) Priorities 2016-17:

<u>Vulnerable Adults</u>	<u>Vulnerable Youth</u>	<u>Local Priorities</u>
Focussing on: Mental Health Homelessness Domestic Violence Safer Communities Group Private Rented Sector Substance Misuse	Focussing on: Child Sexual Exploitation Youth Diversion & Employment Prevent Guns & Gangs	Focussing on: Third sector engagement Emerging Communities Neighbourhood Working Cyber-Fraud

5. Summary of Activity in 2016/17

Summary of Recent Delivery and Contributions:

10.01.17 Second West & Central Supporting Adults Panel for vulnerable adults. The panel now has 10 cases and is very well attended by all relevant agencies.

30.12.16 Multi-agency work re-initiated around the site of the old Beehive Pub, Soho Rd. Included site visit by Police, site visit by Acivico, homeless outreach signposted to Midland Heart, fire service safety visit, utility company visiting to make safe electricity. Colleagues in Enforcement & Regulation and Planning are now liaising to enforce the landlords to secure the site.

15.12.16 Panel meeting; a further £14k Small Grants Pot allocated to community organisations on W&C bringing the total awarded to £48k.

12.12.16 Multi-agency training on W&C to update all on developments around the new Anti-Social Behaviour legislation and to reflect on how this has been used in Birmingham.

09.12.16 Aquarius launched their new Shanti programme aimed at substance misuse in the Sikh community (primarily on W&C).

22.11.16 W&C held their first case management meeting of their new Supporting Adults Panel; well attended by, and with good input from, relevant agencies.

28.11.16 Conference on Private Rented Sector and Vulnerable Adults (city-wide).

25.11.16 PCC Summit to launch PCC's Police & Crime Plan 2016-2020

Summary of other Key Delivery and Contributions 2016/17:

- Leaflets distributed around off-road biking
- The LCSP are participating in a review of early help partnerships across the city. This is likely to result in changes to the relevant partnerships on West & Central.
- Four summer Youth Outreach Projects targeting Anti-Social Behaviour hotspot areas, with long-term engagement with existing local projects beyond the funded period; St Georges Estate and Aston Park in Ladywood District.
- St Georges Estate; intensive piece of work involving BCC Housing and Police as well as youth engagement. Public Space Protection Order will shortly be in place to enforce against anti-social behaviours.
- Public Space Protection Orders established at Millennium Point and Dale End in Ladywood District.
- Review and re-launch of the Safer Communities Groups. This has resulted in one meeting for the whole of Ladywood and Perry Barr which is broken down into geographical time-slots.
- Support of voluntary/third sector to deliver community safety priorities locally via the mobilising communities grant. W&C LCSP undertook a gap analysis to help prioritise the applications. List of successful applicants is attached as Appendix 2.

Contact Officer:	Nicci Collins, Safer Neighbourhoods Manager
Telephone:	07500 125420
E-Mail:	nicci.collins@birmingham.gov.uk

APPENDIX 1

WEST & CENTRAL **LOCAL COMMUNITY SAFETY PARTNERSHIP**

Terms of Reference

Purpose

The Local Community Safety Partnership (LCSP) shall enable partners to work together effectively on priorities which make residents safer, feel safer and build confidence in neighbourhoods.

These priorities will have been identified by the community across Ladywood and Perry Barr Districts and add value to existing partnership activity.

The LCSP will also ensure all it uses evidence based responses.

Objectives

The objectives of the Local Community Safety Partnership (LCSP) are:

- Recommend local community safety priorities to the respective District Committees; identify clear annual objectives and monitor the priorities' action plan
- Encourage and support Neighbourhood Tasking Groups and Safer Communities Groups, and assist to resolve blockages in local delivery
- Understand the impact of these priorities in a local context, co-ordinate existing local delivery, and identify and deliver action to address gaps
- Keep up-to-date with local crime, anti-social behaviour and perceptions of safety trends with a particular view about local partnership opportunities
- Be informed about citywide interventions which may impact locally
- Ensure different neighbourhood management/ priority area approaches are working to complement each other in respect of community safety
- Influence service delivery by different organisations to make a positive impact on crime, anti-social behaviour and feelings of safety
- Monitor community tensions and develop partnership responses, as necessary

Structure

- The Local Community Safety Partnership (LCSP) will meet bi-monthly and report to the respective District Committees and BCSP Police/ Crime Board. They will ensure there is an effective relationship with any citywide thematic groups to enable a joined up approach.
- The LCSP agenda will follow the objectives outlined above.

- The LCSP may set up working groups to address specific priorities – these working groups may be on-going or Task and Finish groups, as appropriate. The current groups for 2016-17 are:

Name of Group	Chair	Facilitator
Neighbourhood Tasking Groups	Neighbourhood Team Sergeants (West Midlands Police)	Neighbourhood Team Sergeants (West Midlands Police)
Safer Communities Groups	Neighbourhood Inspectors (West Midlands Police)	Neighbourhood Inspectors (West Midlands Police)
Supporting Adults Panel	tbc	Nicci Collins (BCC)
Violence Against Women Forum	Paula Harding (BCSP)	Nicci Collins (BCC)
Small Grants Panel	Supt Andy Beard (WMP)	Nicci Collins (BCC)

- All working groups will be accountable to the LCSP, and provide reports of activity as required
- The LCSP will review its terms of reference annually to ensure it remains appropriate and relevant (*next review September 2017*)

Membership

- The table below is the core membership of the LCSP. Additional partners may be invited to the meetings, as appropriate
- All partners are asked to commit to regular attendance, and arrange suitable representation in the event they are unable to attend
- Where agencies are consistently not represented, the Chairperson may decide to contact that member directly to address
- The Local Community Safety Partnership will determine its own Chairperson and Vice Chairperson – this will be reviewed annually or in the event that the Chair or Vice Chairperson resigns
- In the event of the Chairperson being unable to attend the meeting, the Vice Chairperson will chair in their absence
- The minimum number of members that must be assembled for a LCSP meeting to be valid shall be three plus the Chair or Vice Chair
- New members will be agreed by the Local Community Safety Partnership before they are formally invited to join

- All members of the Local Community Safety Partnership must declare any conflict of interest where necessary
- The role of Chair and Vice Chairs will be reviewed at least annually (*next review January 2016*)

Organisation	Name (Title)	Role in LDG
West Midlands Police	Andy Beard (Superintendent)	Chair & report back to Police Priority Neighbourhoods
Birmingham City Council	Lesley Poulton (Service Head – Ladywood)	Vice- Chair & report back on BCC Governance
Birmingham City Council	Neil De-Costa	Lead Officer Perry Barr District
Midland Heart	Vicki Brownhill (Head of Neighbourhoods)	Midland Heart representative
Birmingham Social Housing Partnership	Catherine Brinsdon	Registered Provider Contact
West Midlands Fire Service	Graham Homer (Fire Safety Inspecting Officer)	WMFS Liaison
West Midlands Fire Service	James Brereton (Fire Station Commander)	WMFS Local Senior Contact
Birmingham City Council – Landlord Services	Kate Foley (Acting Senior Service Manager Housing – West & Central)	BC Landlord Services Contact
Birmingham City Council – Public Health	Kyle Stott	To help facilitate links between community safety and health
Birmingham Solihull Mental Health Foundation Trust	Neil Atkinson	To help facilitate links between community safety and adult mental health
South & City College	Paul Morris (Assistant Principal)	To help facilitate links between community safety and education
Birmingham City Council – Youth Services	Kalsoom Zubedah-Khan	To attend LCSP when relevant agenda item
Birmingham City Council – Landlord Services	Parveen Nar (ASB Manager)	Report back on Safer Communities Group; Think Family and BRGV
West Midlands Police Partnerships	Paul Street	Partnerships Sgt
West Midlands Police – Counter Terrorism	Insp Jon Peepal PC Sarah Hopkins	Prevent Liaison

West Midlands Police	Sector Inspectors; Colin Barnes, Gareth Morris, Will O'Connor, Noeleen Murring	Report back on Neighbourhood Tasking Groups and Sector Issues
Birmingham Voluntary Services Council; BVSC	Caroline Anson	Strengthening links with the voluntary sector
CGL – Change, Grow, Live	Natacha Bogard	Links between the LCSP and commissioned substance misuse (adults)
Aquarius	Emma Haley	Links between the LCSP and commissioned substance misuse (young people)
Birmingham City Council	Nicci Collins (Safer Neighbourhoods Partnership Manager – West & Central)	LCSP Co-ordination and support to Chair/Group

There will be also representation from local Elected Members which has been determined by the District Committees. The current nominated councillor representations are as follows:

Ladywood District	Cllr Nagina Kauser	Aston ward
	Cllr Sharon Thompson	Soho Ward
	Cllr Kath Hartley	Ladywood Ward
Perry Barr District	Cllr Gurdial Singh Atwal	Handsworth Wood Ward
	Cllr Mahmood Hussain	Lozells & East Handsworth Ward
	Cllr Barbara Dring	Oscott Ward
	Cllr Jon Hunt	Perry Barr Ward

APPENDIX 2

Mobilising Communities Grant; Small Grants Pot

Successful Applicants; West & Central Local Community Safety Partnership

Community Foundation	Preventing V.E.
Small Heath Boxing Club	Homeless, Mental Health, Substance Misuse
Start Again Project	Mental Health and YP
Compass Foundation	Mental Health Substance Prevent Other (Victims)
Octavius	Private Rented
Anawim	CSE Mental Health
SIFA	Homeless
Mashriq Challenge	Mental Health
VOWS	Youth Employment
New Hope	Mental Health
Birmingham Sports & Education Foundation	Youth Employment, Substance Misuse
Sparky Centre CIC	Substance Misuse
Reach Youth	Youth Employment

Housing Transformation Board Performance Report

Quarter 2 2016/17

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

Contents	RAG status (based on Q2 data unless stated)	Page
<u>Exception Report</u>		6
<u>Leasehold and Right to Buy (Sukvinder Kalsi)</u>		
Number of Right To Buy applications received	No Target	10
Number of properties sold under Right To Buy	No Target	11
Right to Buy compliance to statutory timescales	Red	12
<u>Rent Service (Tracy Holsey)</u>		
Percentage of rent collected	No target	13
Current amount of rent arrears	Green	14
<u>Housing Options (Jim Crawshaw)</u>		
Number of households in Temporary Accommodation	TBC	15
Number of households in B&B	TBC	16
Increase in the number of cases where homelessness is prevented or relieved	Green	17
Number of households on housing waiting list	No Target	18
Average number of weeks families in B&B	No Target	19
Percentage of Health and Housing Assessments completed within 6 weeks	Green	20
<u>Independent Living (Afsaneh Sabouri)</u>		
Number of households helped by Independent Living	Green	21
Number of Wise Move completions	No Target	22

Landlord Services

Antisocial Behaviour (Tracey Radford)

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

Estates and Tenancy Management (Tracey Radford)

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

Services for Older People (Carol Dawson)

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

Landlord Services

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled	No Target		40
Average time taken to answer calls (in seconds)	Red		41
Percentage of calls answered	Green		42

Asset Management and Maintenance (John Jamieson)

Repairs:

Percentage of Right To Repair jobs completed on time	Red		43
Percentage of gas servicing completed against period profile - snapshot figure	Green		44
We will respond to emergency repairs in two hours	Red	BP	45
We will resolve routine repairs within 30 days	Red	BP	46
KPI001 - Customer Satisfaction	Green		47
KPI002 - Work orders completed within timescale	Red		48
KPI004 - Service Improvement Notices	Green		49
KPI005 - Safety SIN's	Green		50
KPI007 - Appointments made	Amber		51
KPI008 - Appointments kept	Red		52

Voids and Lettings (Gary Nicholls)

Available council homes as a percentage of total stock - snapshot figure	Green	CBP	53
Average days void turnaround - all voids	Amber		54
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Red		55

Capital Works (Martin Tolley)

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

Private Sector Housing (Pete Hobbs)

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

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

Private Tenancy Unit (Andrew Greathead)

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

Empty Properties (Matthew Smith)

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

Housing Development (Clive Skidmore)

Number of affordable homes provided	TBC		69
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Housing Transformation Board

Exception Report Quarter 2 2016/17

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

Leasehold and Right to Buy (Sukvinder Kalsi)

Measure:	Right to Buy compliance to statutory timescales	Page: 12
Target:	100%	
Performance:	21%	
Commentary provided by:	Louise Fletcher	

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

Housing Customer Service Hubs (Arthur Tsang)

Measure:	Average time taken to answer calls (in seconds)	Page: 41
Target	20	
Performance:	38	
Commentary provided by:	Arthur Tsang	

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

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

Asset Management and Maintenance (John Jamieson)

Measure: Percentage of Right To Repair jobs completed on time Page: 43

Target 92.6%

Performance: 84.1%

Commentary provided by: John Jamieson

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

Measure: We will respond to emergency repairs in two hours Page: 45

Target 98.1%

Performance: 72.4%

Commentary provided by: John Jamieson

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

Measure: We will resolve routine repairs within 30 days Page: 46

Target 92.5%

Performance: 92.6%

Commentary provided by: John Jamieson

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

Measure: KPI002 - Work orders completed within timescale Page: 48

Target 92.6%

Performance: 84.8%

Commentary provided by: John Jamieson

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

Asset Management and Maintenance (John Jamieson)

Measure: KPI008 - Appointments kept Page: 52

Target 98.1%

Performance: 69.7%

Commentary provided by: John Jamieson

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

Voids and Lettings (Gary Nicholls)

Measure: Average days to let a void property (from Fit For Let Date to Tenancy Start Date) Page: 55

Target 15

Performance: 18

Commentary provided by: John Jamieson

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

Capital Works (Martin Tolley)

Measure: Percentage of actual spend as a proportion of revised annual budget - year to date Page: 56

Target 40.00%

Performance: 24.03%

Commentary provided by: Pat McWilliam

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

Capital Works (Martin Tolley)

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

Target 92.6%

Performance: 67.9%

Commentary provided by: Pat McWilliam

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

Private Sector Housing (Pete Hobbs)

Measure: Empty properties brought back into use Page: 67

Target 81

Performance: 78

Commentary provided by: Matthew Smith

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

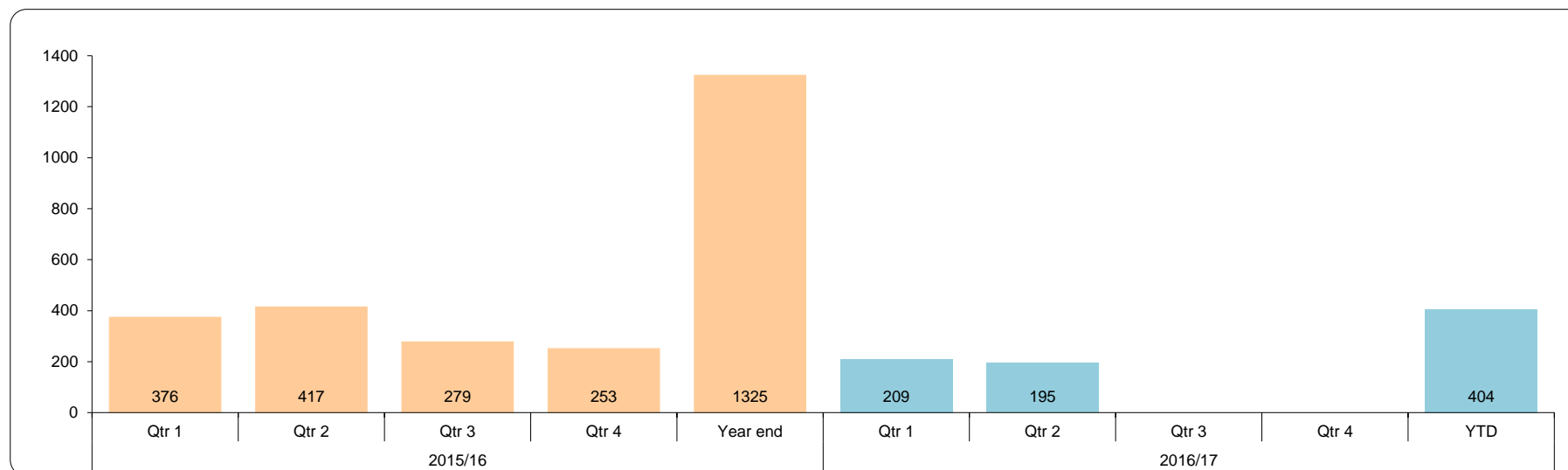
However we are ahead of target for the 6 month period. We are working in line with the empty property strategy. Enforcement powers are having the desired effect when needed.

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



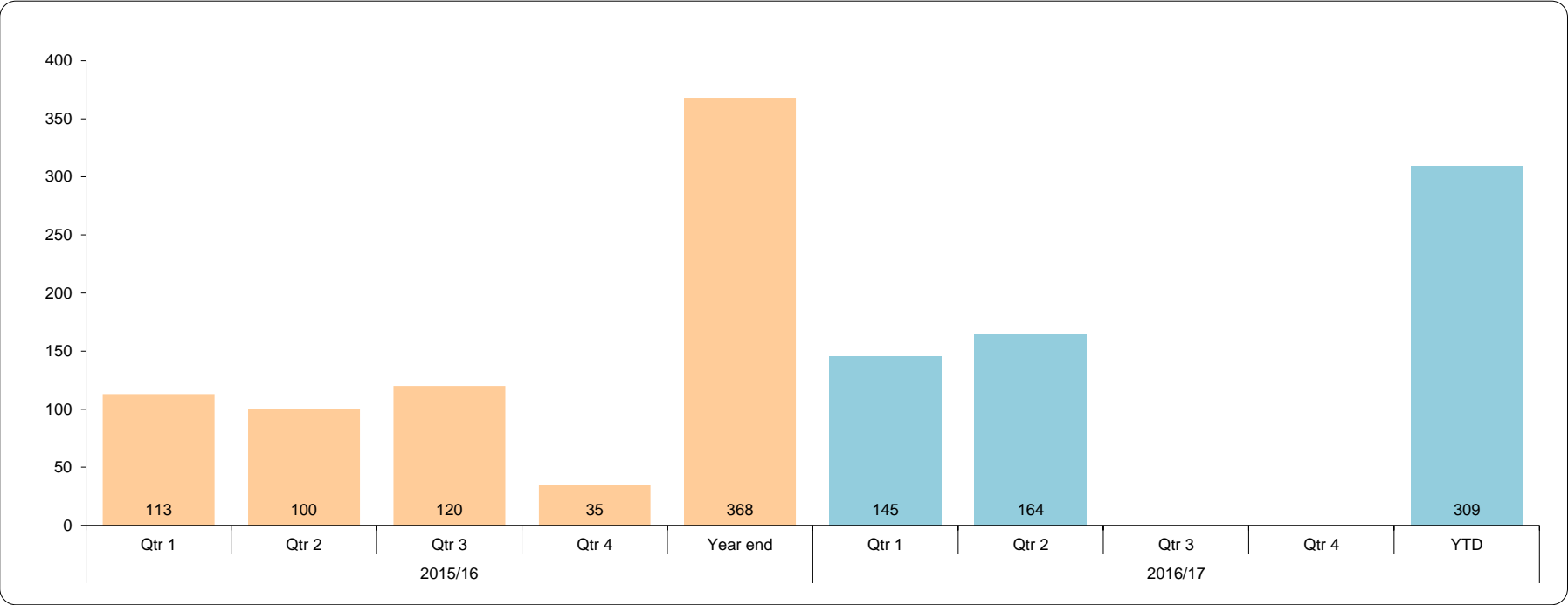
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Right To Buy applications received	376	417	279	253	1325	209	195			404

Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	16	17	15	31	28	22	9	23	4	30

RB01

Number of properties sold under Right To Buy

RAG Status	No Target
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	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of properties sold under Right To Buy	113	100	120	35	368	145	164			309

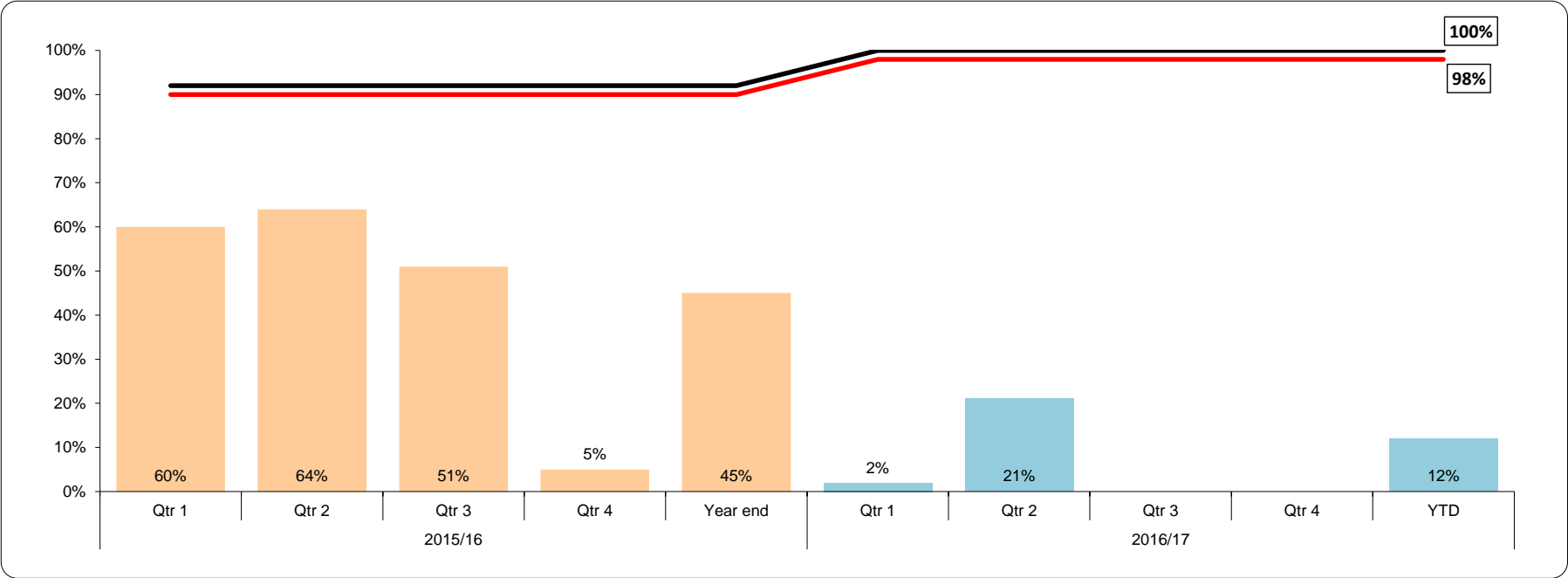
Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	18	20	15	20	20	20	9	13	5	24

RB02

Right to Buy compliance to statutory timescales

RAG Status

Red



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Right to Buy compliance to statutory timescales	60%	64%	51%	5%	45%	2%	21%			12%
Target	92%	92%	92%	92%	92%	100%	100%	100%	100%	100%
Standard	90%	90%	90%	90%	90%	98%	98%	98%	98%	98%

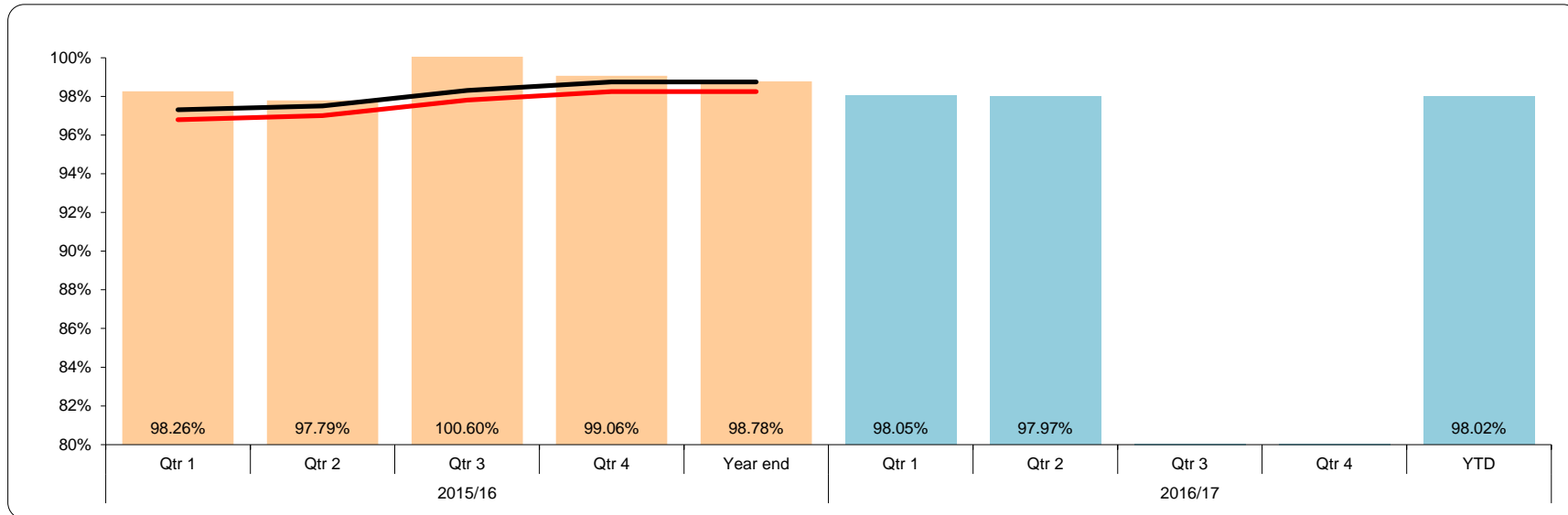
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	22%	27%	17%	16%	13%	28%	25%	30%	12%	21%

Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

No target



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of rent collected	98.26%	97.79%	100.60%	99.06%	98.78%	98.05%	97.97%			98.02%
Target	97.3%	97.5%	98.3%	98.7%	98.7%	No quarterly targets				
Standard	96.8%	97.0%	97.8%	98.2%	98.2%					

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

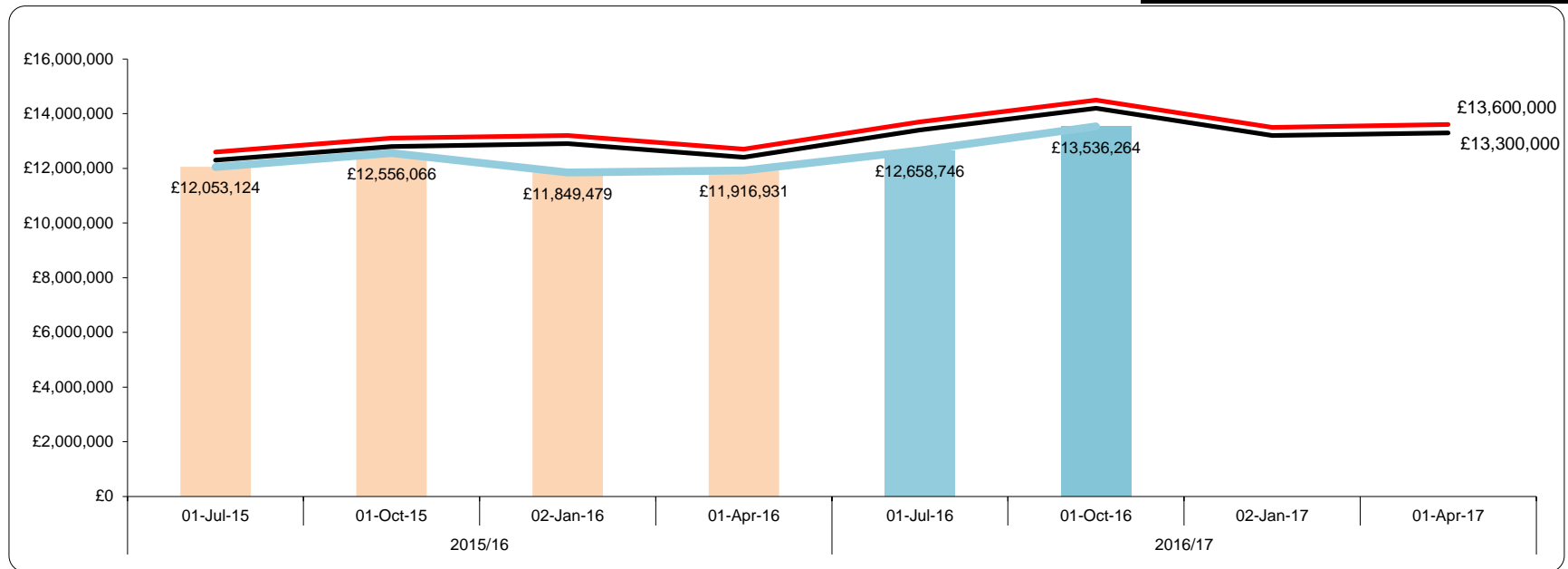
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	97.98%	97.22%	98.66%	98.45%	97.69%	97.52%	98.31%	97.80%	98.46%	98.31%

R01

Current amount of rent arrears - Snapshot figure

RAG Status

Green



Smaller is better

	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Current amount of rent arrears - Snapshot figure	£12,053,124	£12,556,066	£11,849,479	£11,916,931	£12,658,746	£13,536,264		
Target	£ 12,300,000	£ 12,800,000	£ 12,900,000	£ 12,400,000	£ 13,400,000	£ 14,200,000	£ 13,200,000	£ 13,300,000
Standard	£ 12,600,000	£ 13,100,000	£ 13,200,000	£ 12,700,000	£ 13,700,000	£ 14,500,000	£ 13,500,000	£ 13,600,000

Citywide rent arrears figure includes £143,351 arrears from Bloomsbury TMO not included in district breakdown below.

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

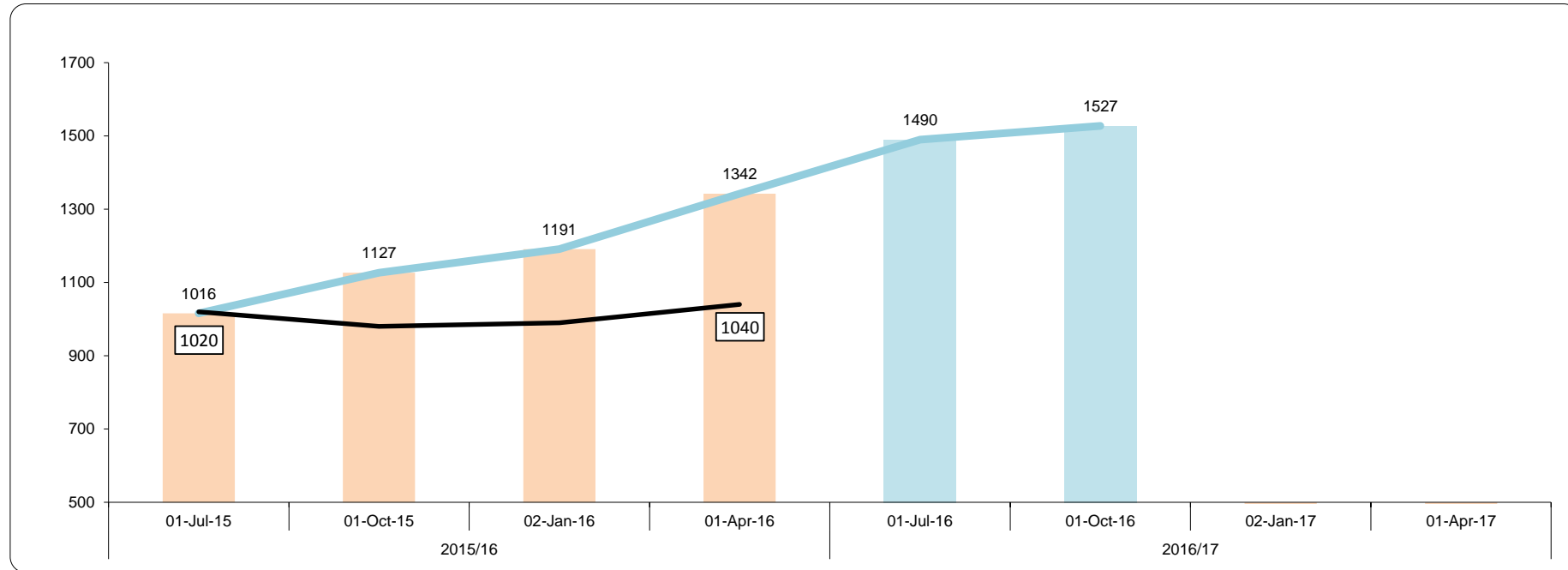
R02

Housing Options (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

TBC



Smaller is better

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

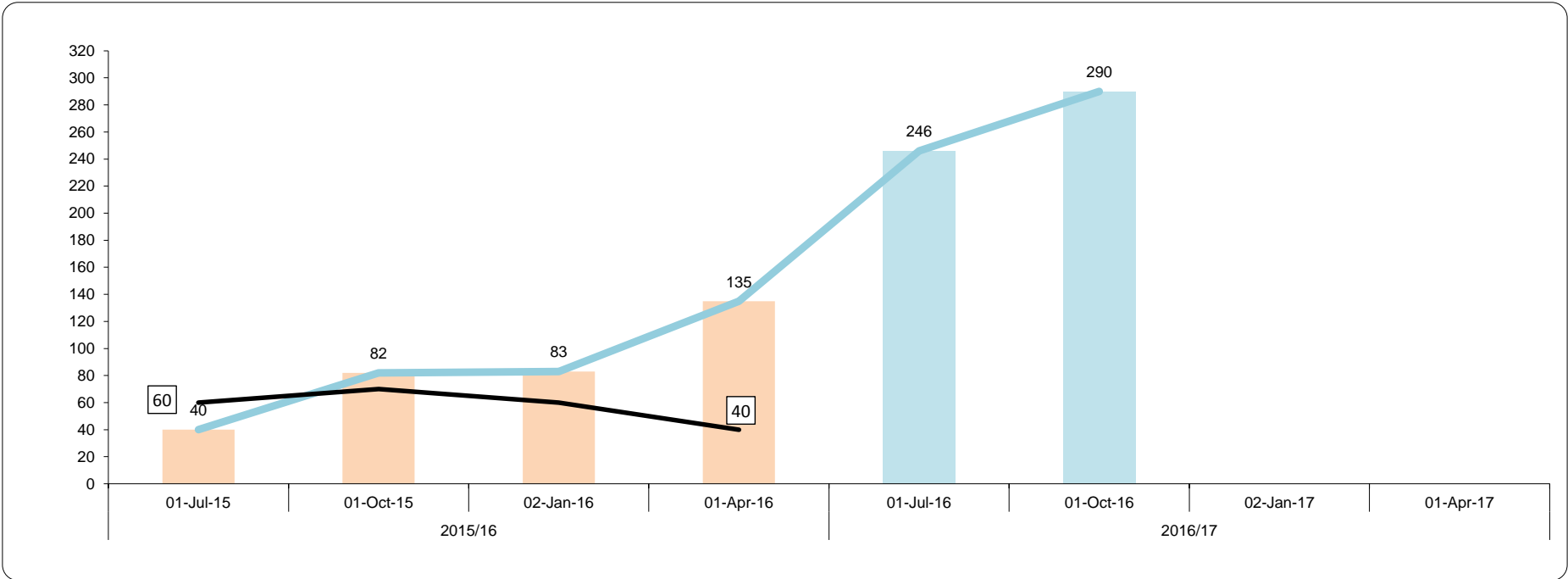
Targets for this year have not yet been confirmed

SP01

Number of households in B&B - Snapshot figure

RAG Status

TBC



Smaller is better

	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of households in B&B - Snapshot figure	40	82	83	135	246	290		
Target	60	70	60	40				

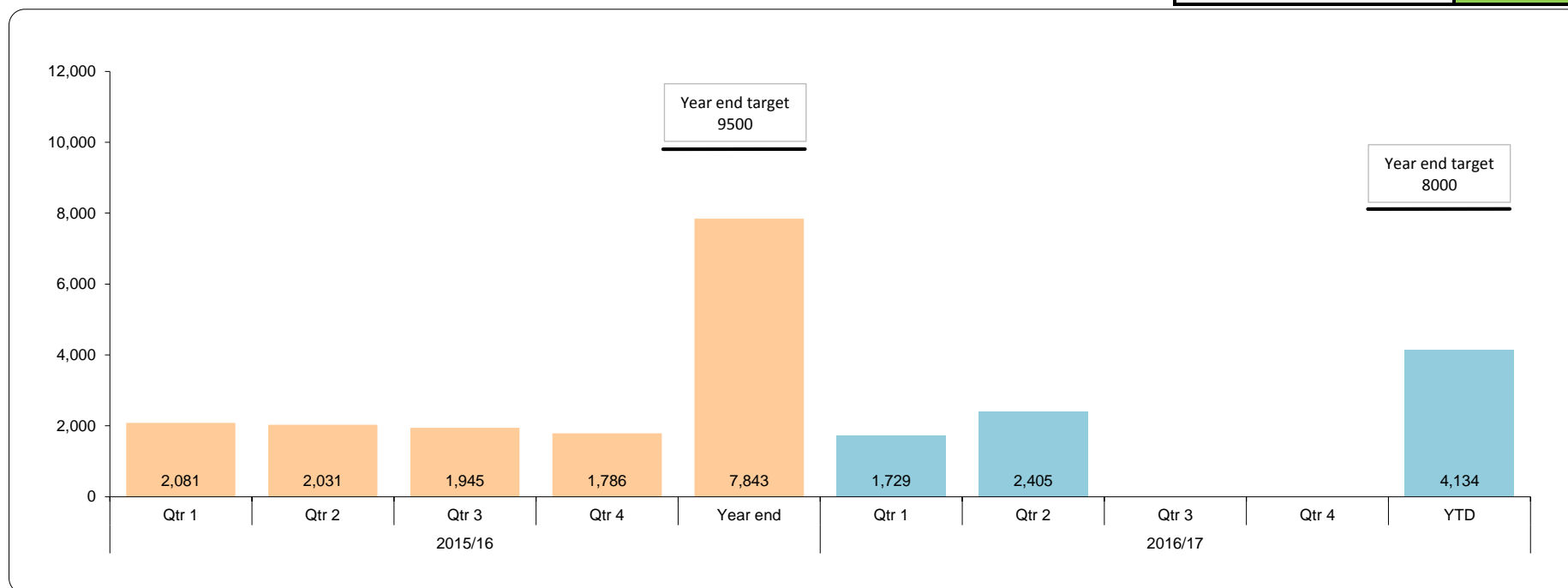
Targets for this year have not yet been confirmed

SP02

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

RAG Status

Green



This measure was previously named 'Number of homeless preventions'

Bigger is better

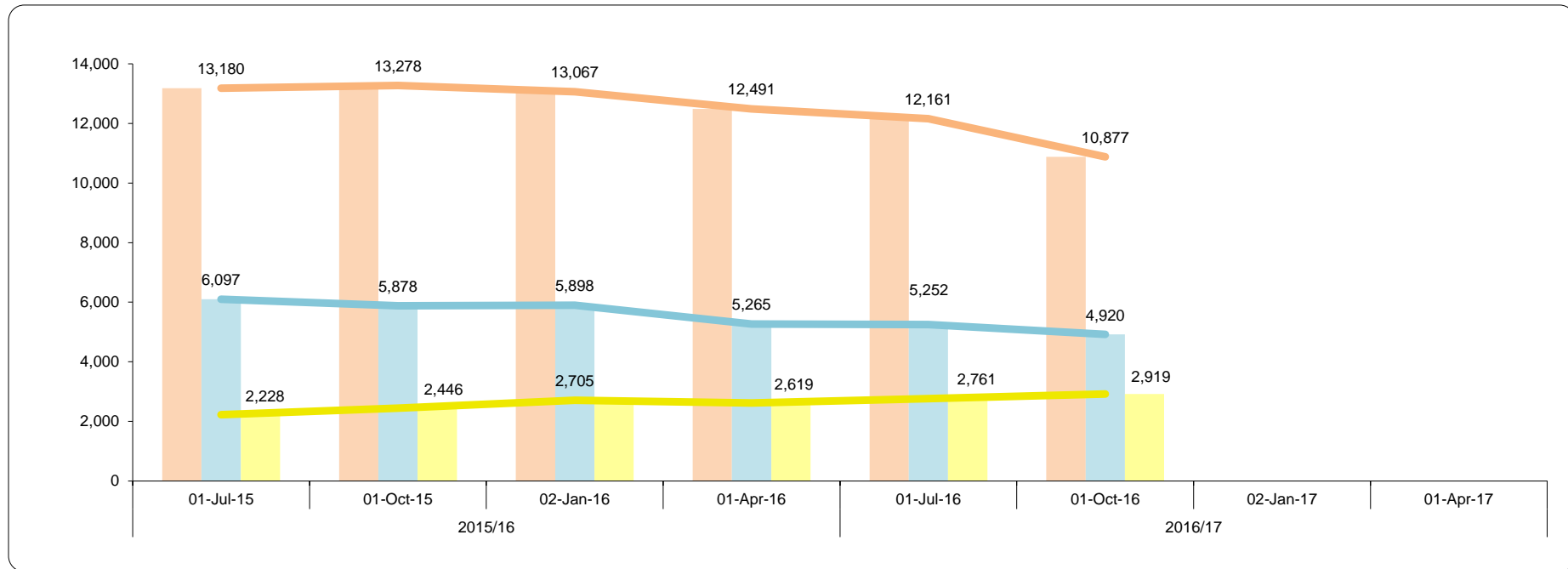
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Increase in the number of cases where homelessness is prevented or relieved	2,081	2,031	1,945	1,786	7,843	1,729	2,405			4,134
Year end target					11,000	1750	1750	2250	2250	8000

SP03

Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



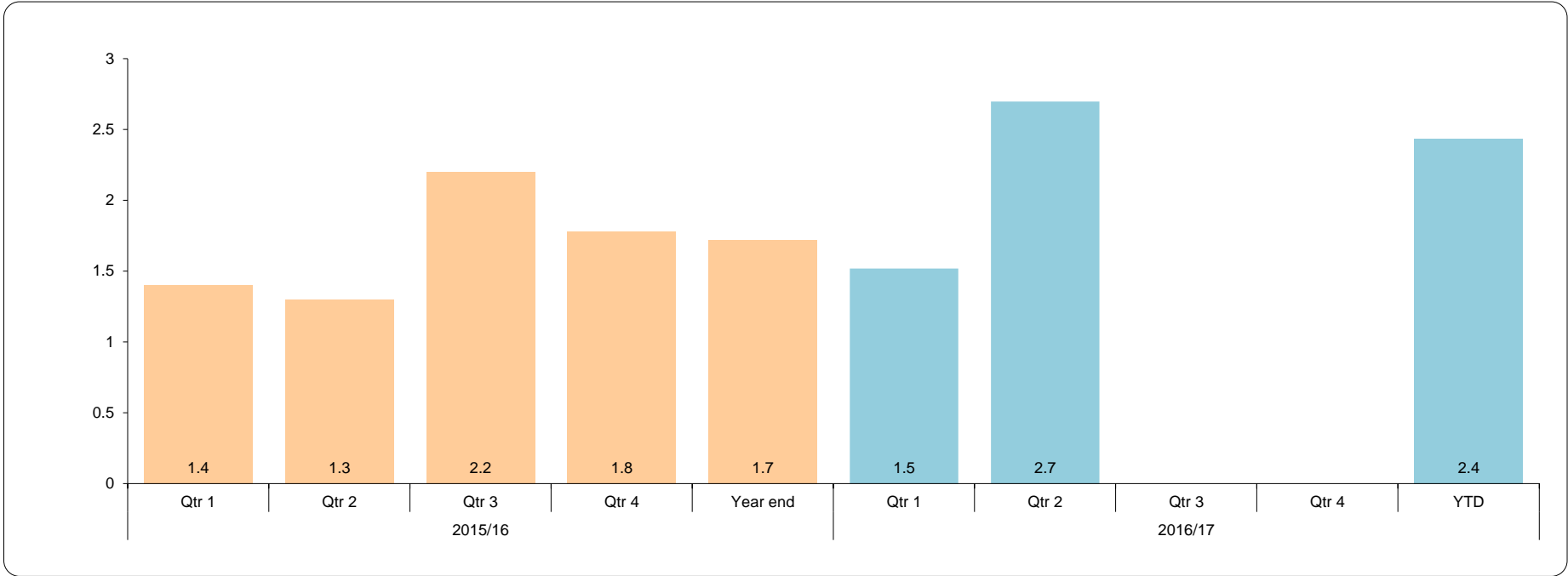
Smaller is better

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

SP05

Average number of weeks families in B&B

RAG Status	No Target
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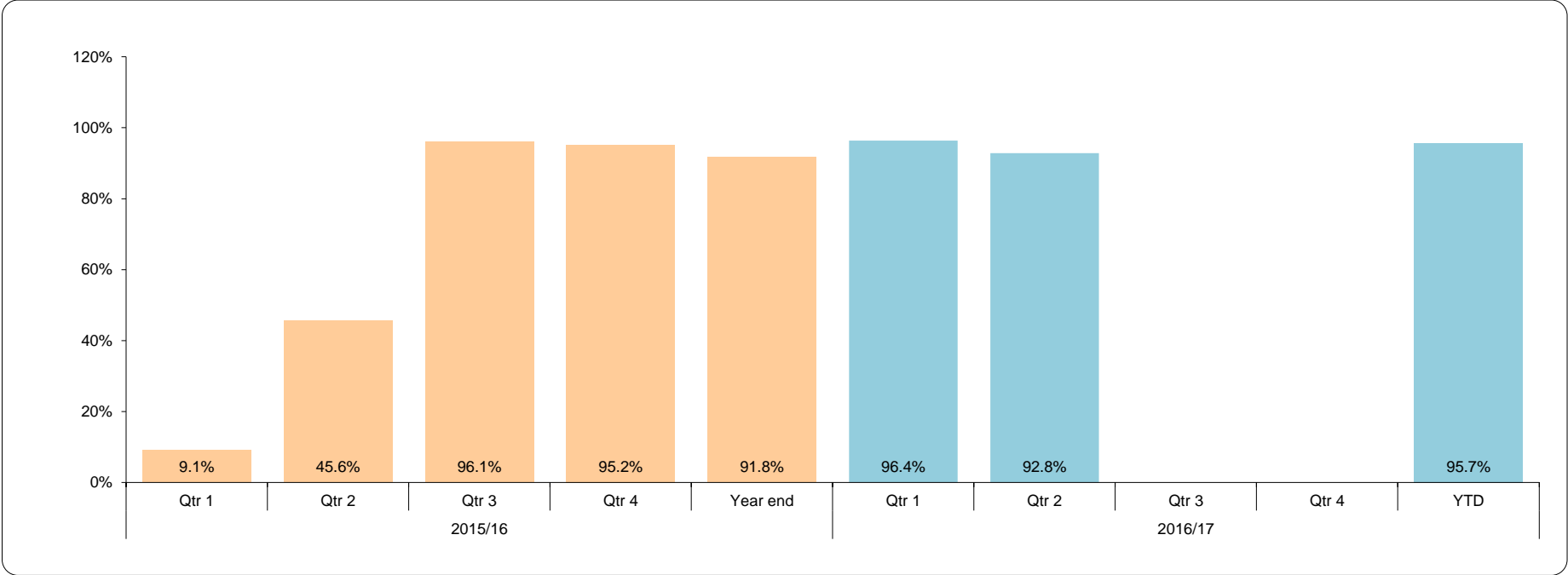
Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average number of weeks families in B&B	1.4	1.3	2.2	1.8	1.7	1.5	2.7			2.4

SP08

Percentage of Health and Housing Assessments completed within 6 weeks

RAG Status	Green
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Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Health and Housing Assessments completed within 6 weeks	9.1%	45.6%	96.1%	95.2%	91.8%	96.4%	92.8%			95.7%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

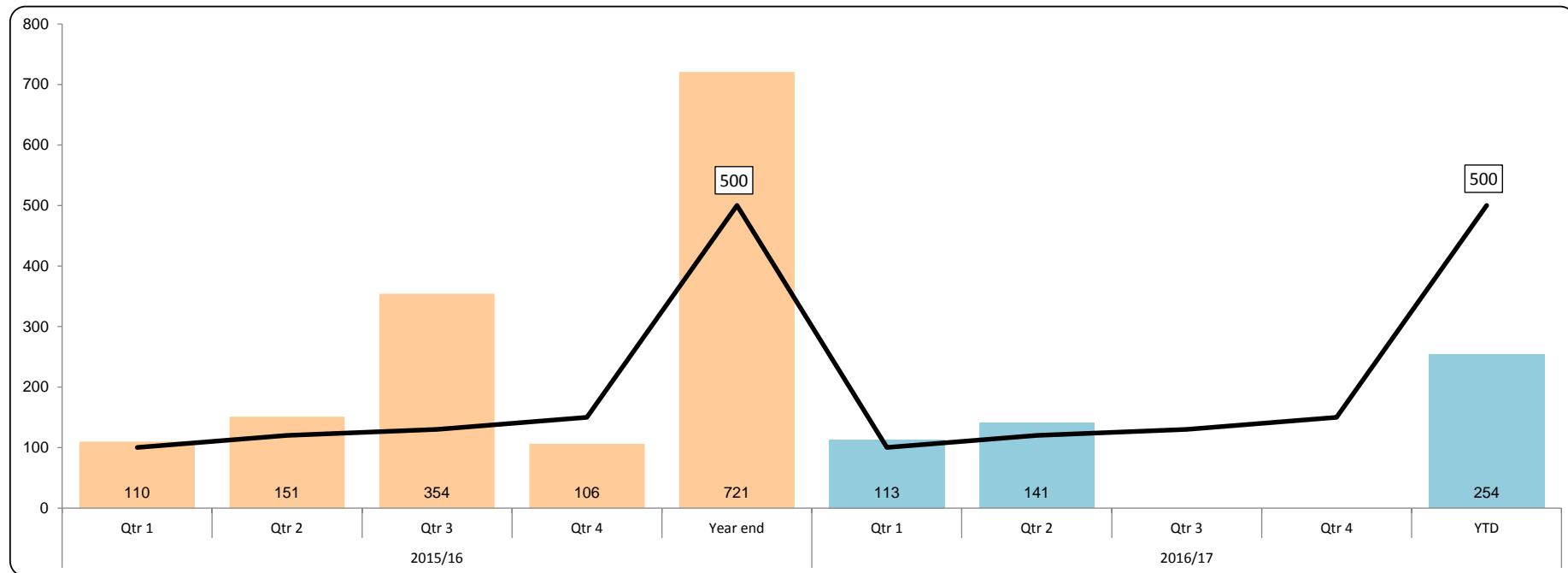
SP11

Independent Living (Afsaneh Sabouri)

Number of households helped by Independent Living

RAG Status

Green



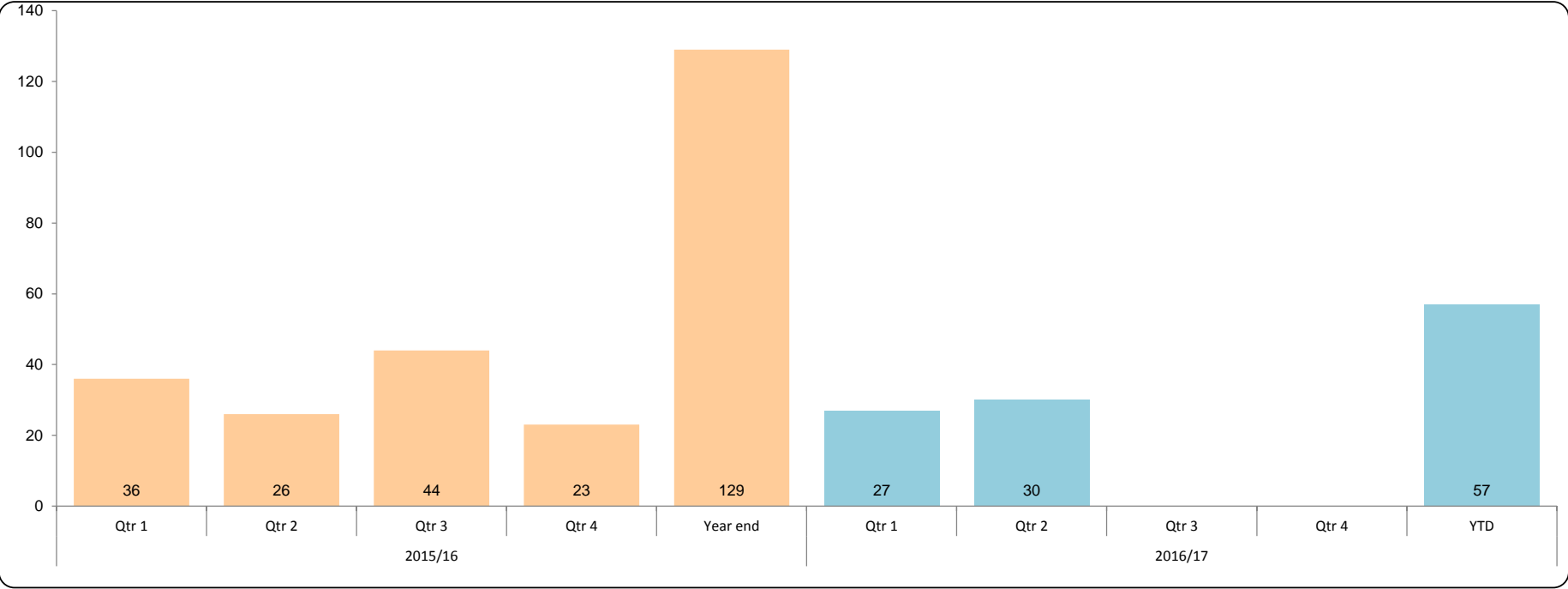
Bigger is better

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

IL01

Number of Wise Move completions

RAG Status	No Target
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	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Wise Move completions	36	26	44	23	129	27	30			57

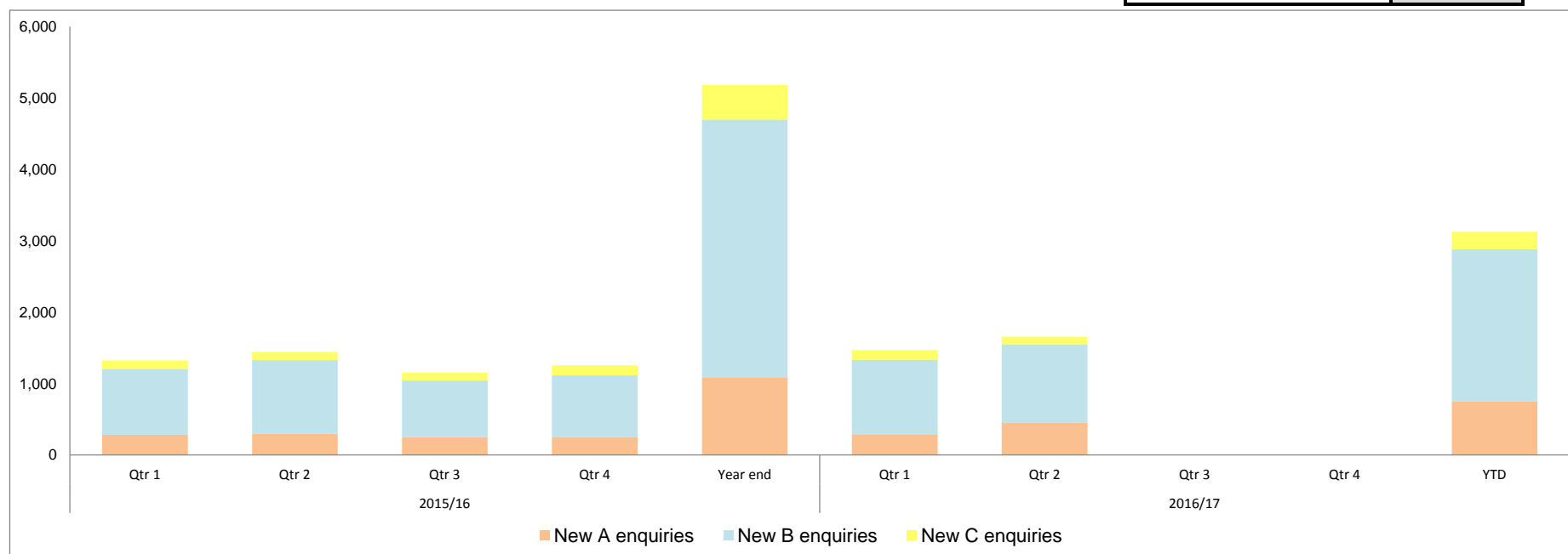
IL02

Antisocial Behaviour (Tracey Radford)

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

RAG Status

No Target



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
New A enquiries	283	298	248	252	1,081	293	457			750
New B enquiries	926	1,033	796	863	3,618	1,040	1,093			2,133
New C enquiries	117	114	111	141	483	137	108			245
Number of new ASB enquiries received - A, B and C categories	1,326	1,445	1,155	1,256	5,182	1,470	1,658			3,128

Number of new ASB enquiries received - A, B and C categories	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	190	160	69	152	197	341	73	205	75	196

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

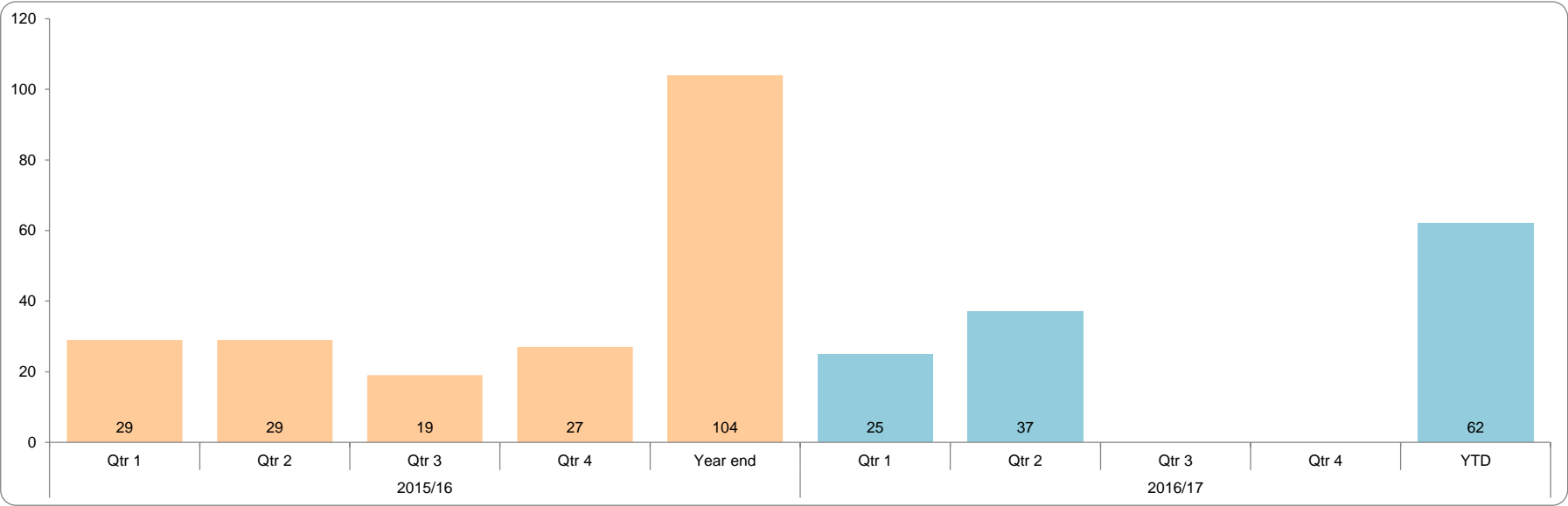
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

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
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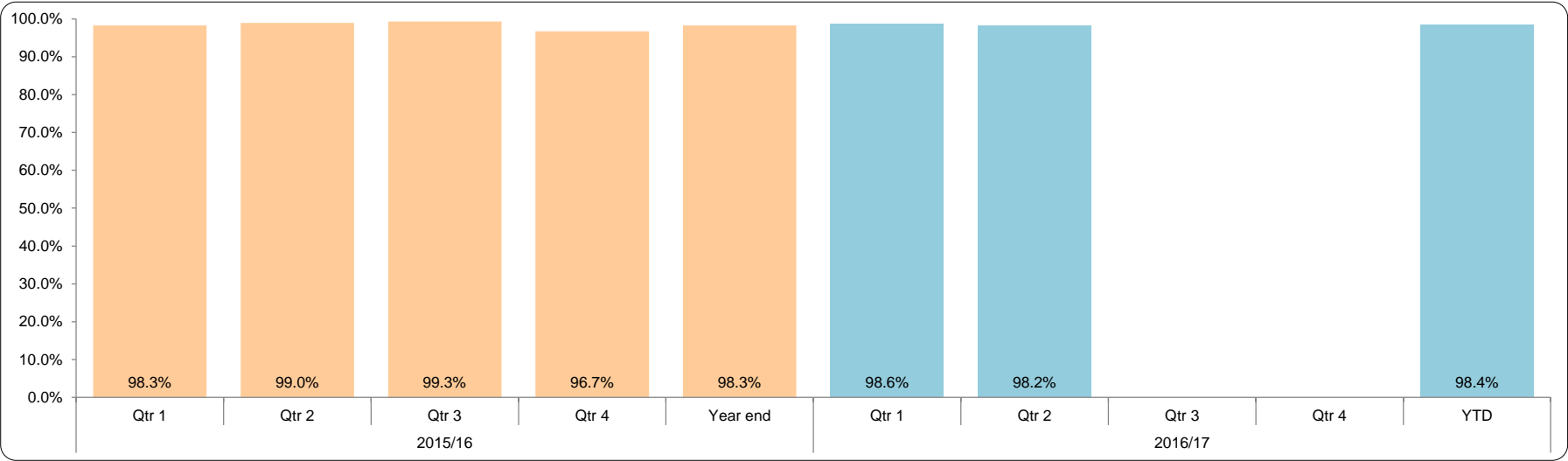
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries	29	29	19	27	104	25	37			62

Number of new hate crime enquiries	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	4	3	3	3	3	5	0	4	3	9

ASB05

Percentage of cases responded to on time

RAG Status	See below
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Bigger is better

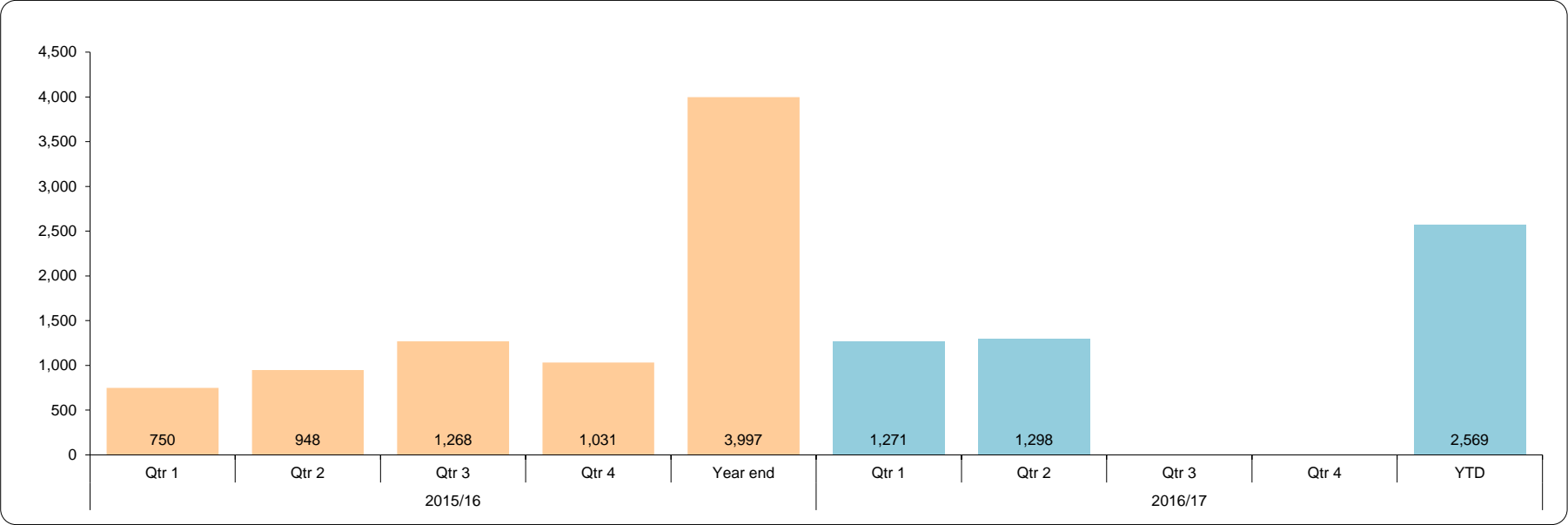
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of cases responded to on time	98.3%	99.0%	99.3%	96.7%	98.3%	98.6%	98.2%			98.4%

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

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

Total ASB cases closed

RAG Status	No Target
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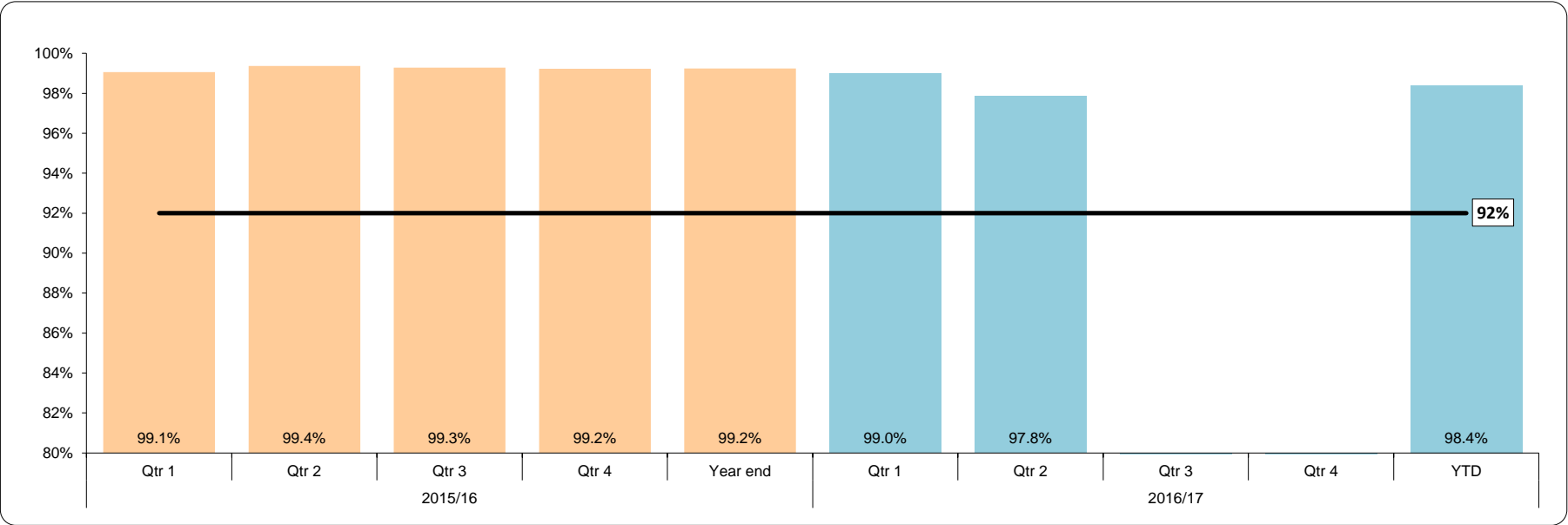
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total ASB cases closed	750	948	1,268	1,031	3,997	1,271	1,298			2,569

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

ASB06

Percentage of ASB cases closed successfully

Rag Status	Green
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Bigger is better

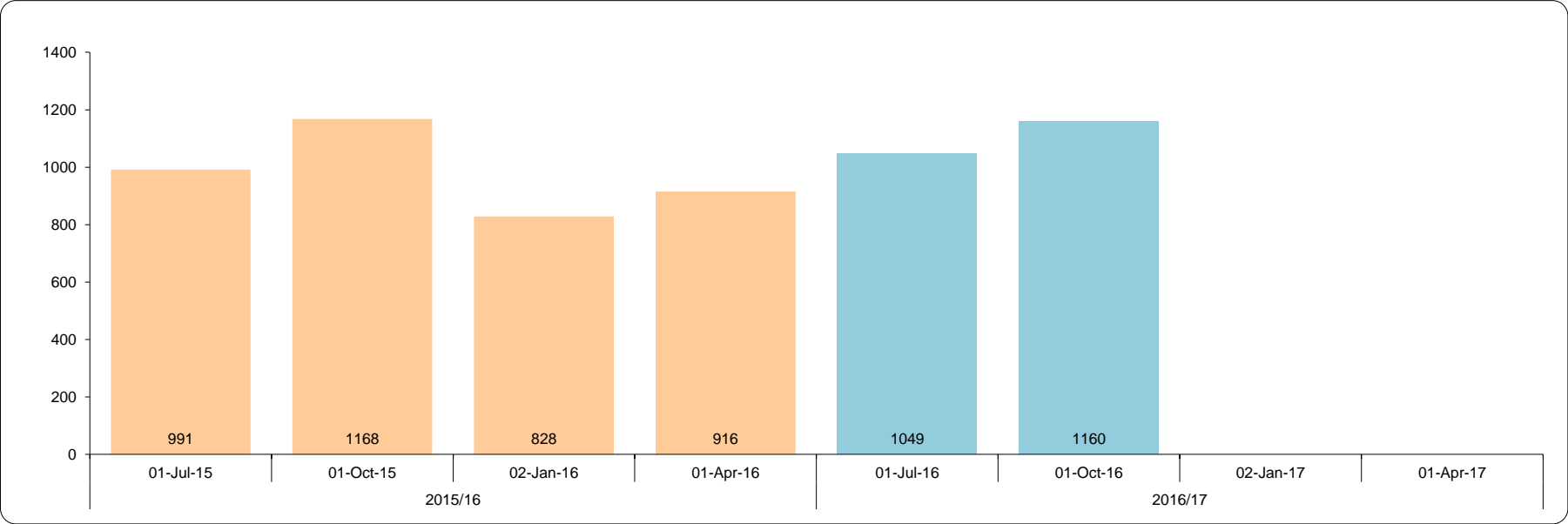
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of ASB cases closed successfully	99.1%	99.4%	99.3%	99.2%	99.2%	99.0%	97.8%			98.4%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

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

ASB07

Number of live ASB cases - Snapshot figure

RAG Status	No Target
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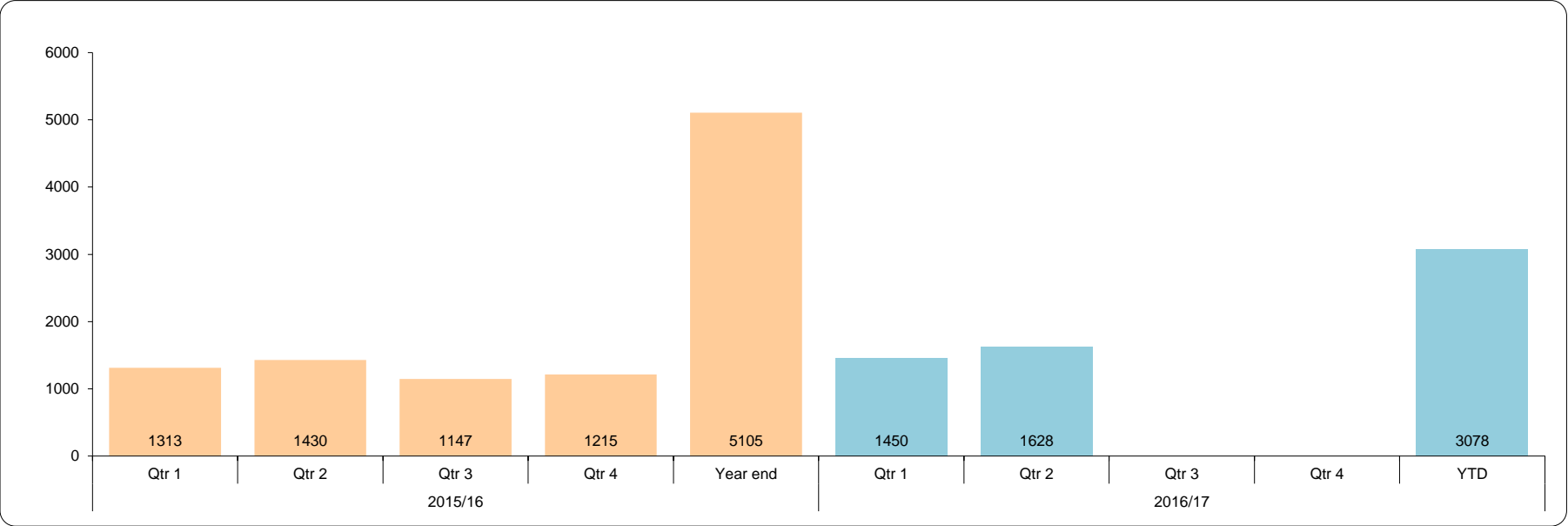
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of live ASB cases - Snapshot figure	991	1168	828	916	1049	1160		

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

ASB22

Total cases responded to on time

RAG Status	No Target
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	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total cases responded to on time	1313	1430	1147	1215	5105	1450	1628			3078

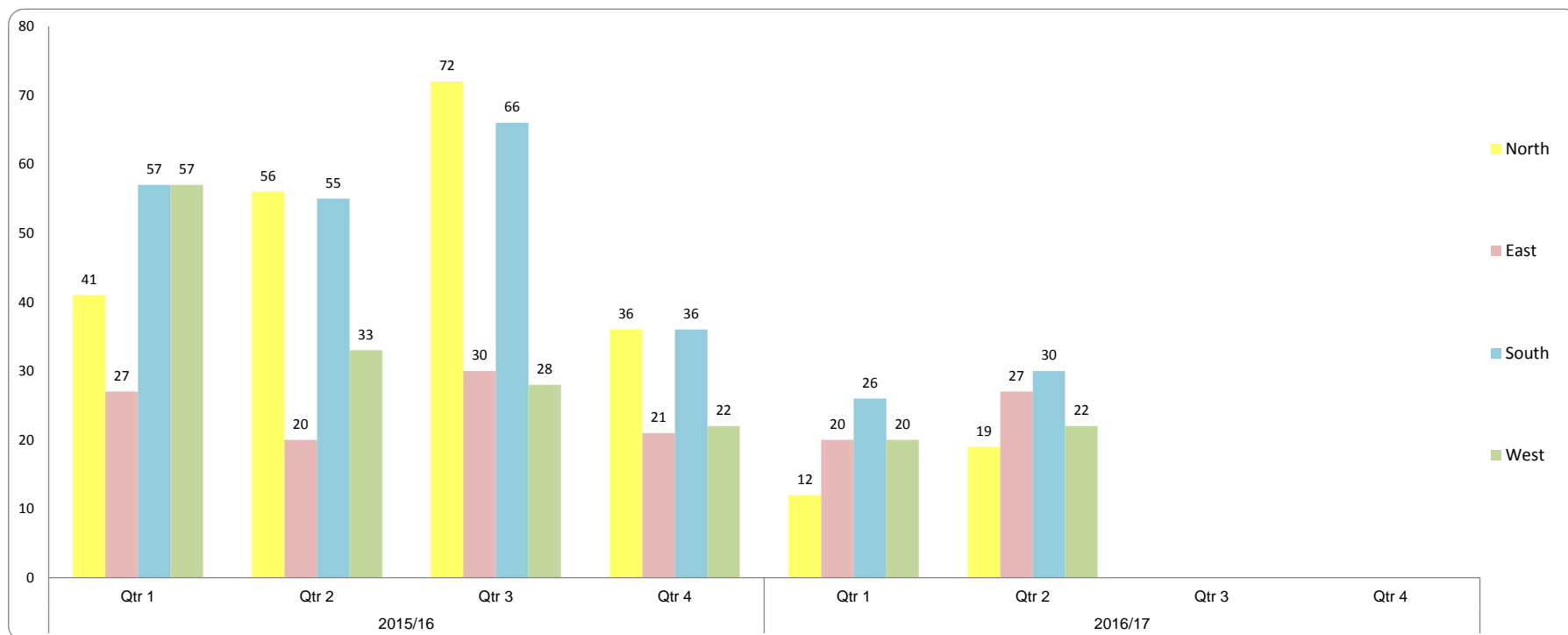
Total cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	181	158	69	152	196	334	71	198	73	196

ASB16

RAG Status

No Target

Number of live Think Family cases



Quadrant	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	41	56	72	36	12	19		
East	27	20	30	21	20	27		
South	57	55	66	36	26	30		
West	57	33	28	22	20	22		

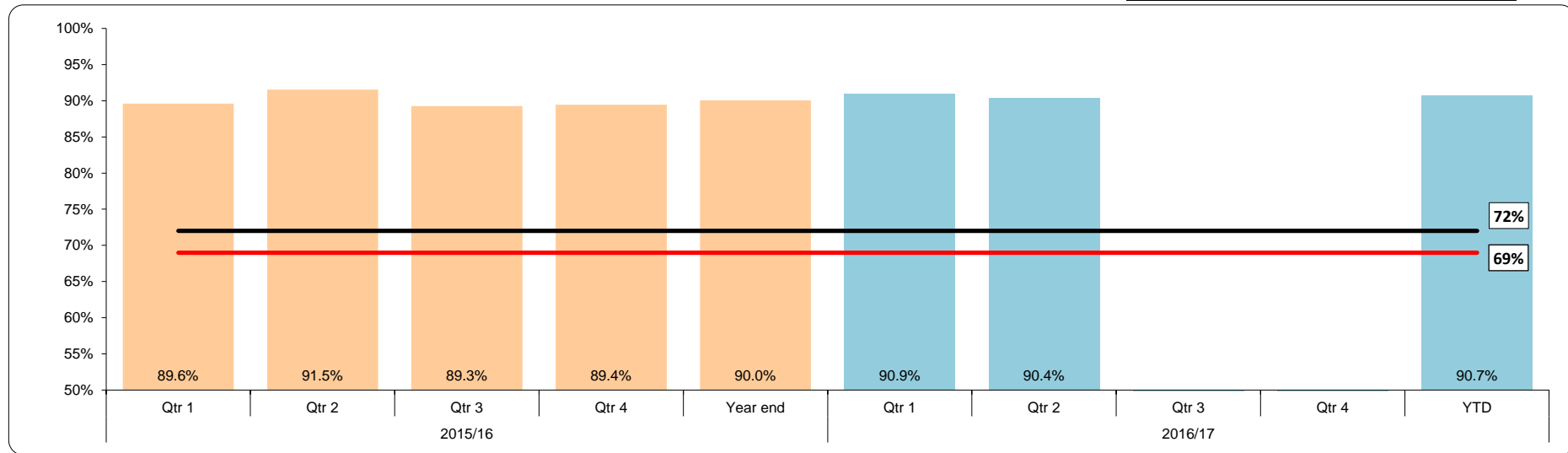
ASB21

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of high-rise blocks rated good or better	89.6%	91.5%	89.3%	89.4%	90.0%	90.9%	90.4%			90.7%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

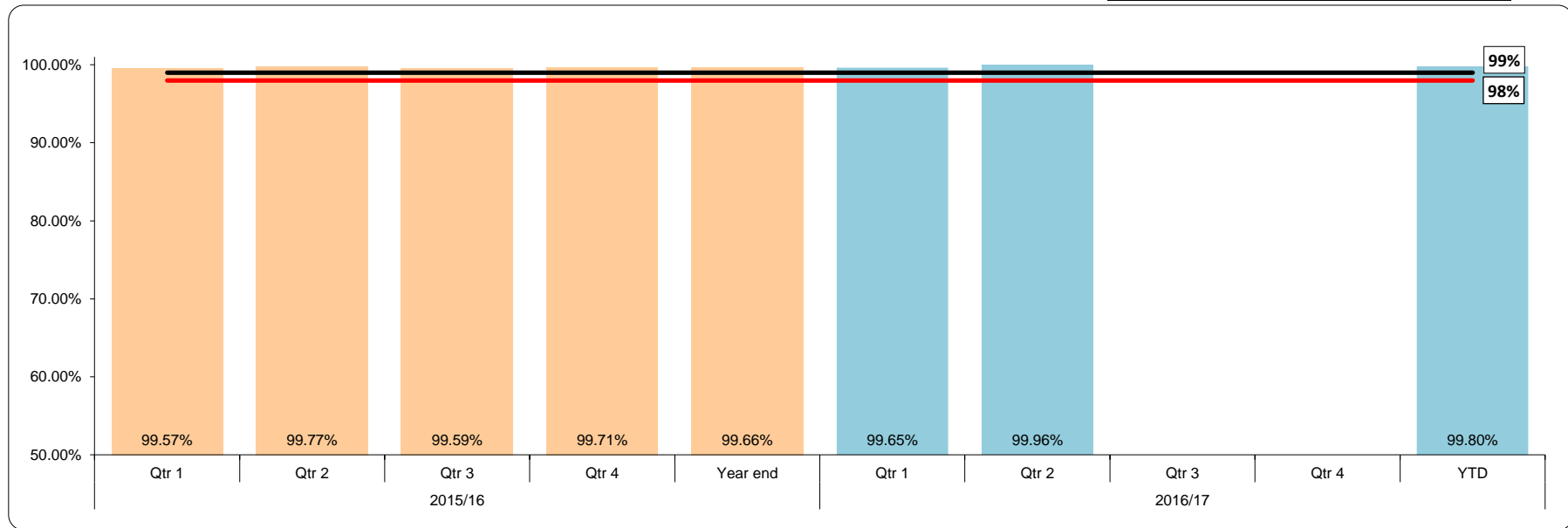
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	91.7%	87.7%	no high-rise	97.0%	82.5%	90.2%	100%	96.3%	100%	100%

ETM01

Percentage of low-rise blocks rated satisfactory or better

RAG Status

Green



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of low-rise blocks rated satisfactory or better	99.57%	99.77%	99.59%	99.71%	99.66%	99.65%	99.96%			99.80%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

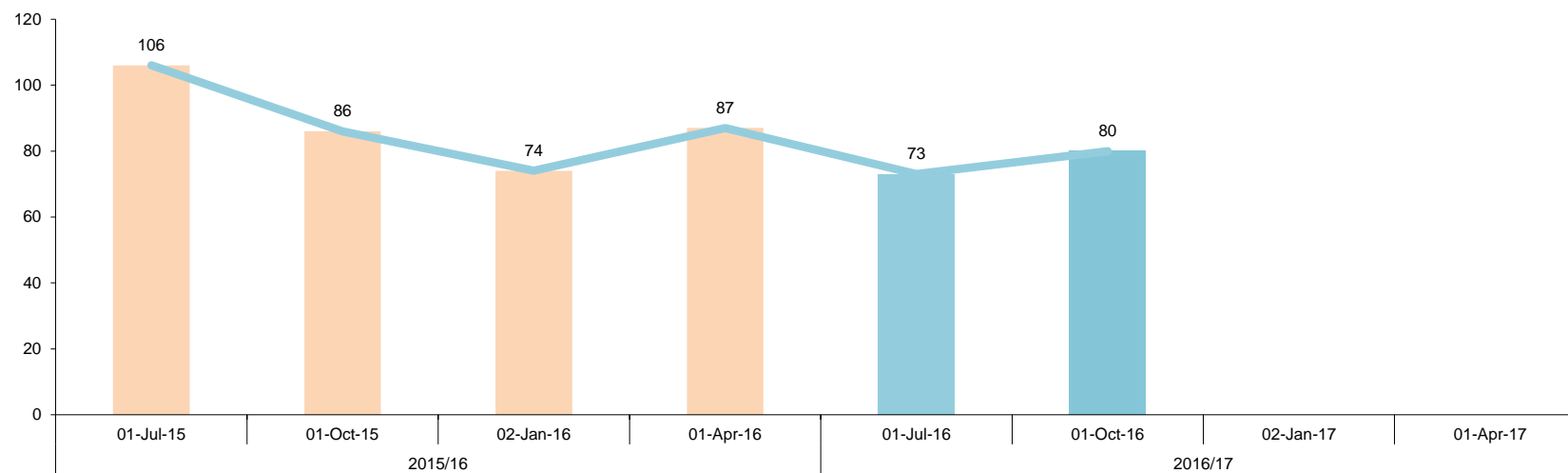
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	100%	100%	98.36%	100%	100%	100%	100%	100%	100%	100%

ETM02

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

RAG Status

No Target

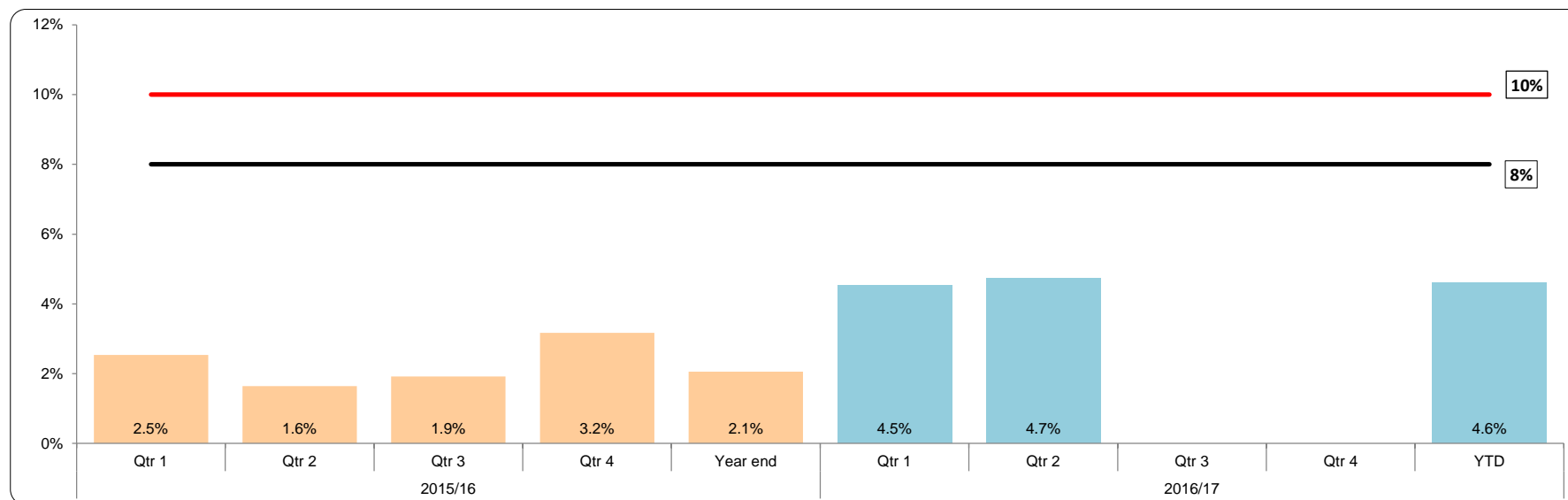


	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	106	86	74	87	73	80		

Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	Bloomsbury
01-Oct-16	12	15	2	3	11	14	1	15	1	4	2

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

RAG Status	Green
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Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of introductory tenancies over 12 months old, not made secure	2.5%	1.6%	1.9%	3.2%	2.1%	4.5%	4.7%			4.6%
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

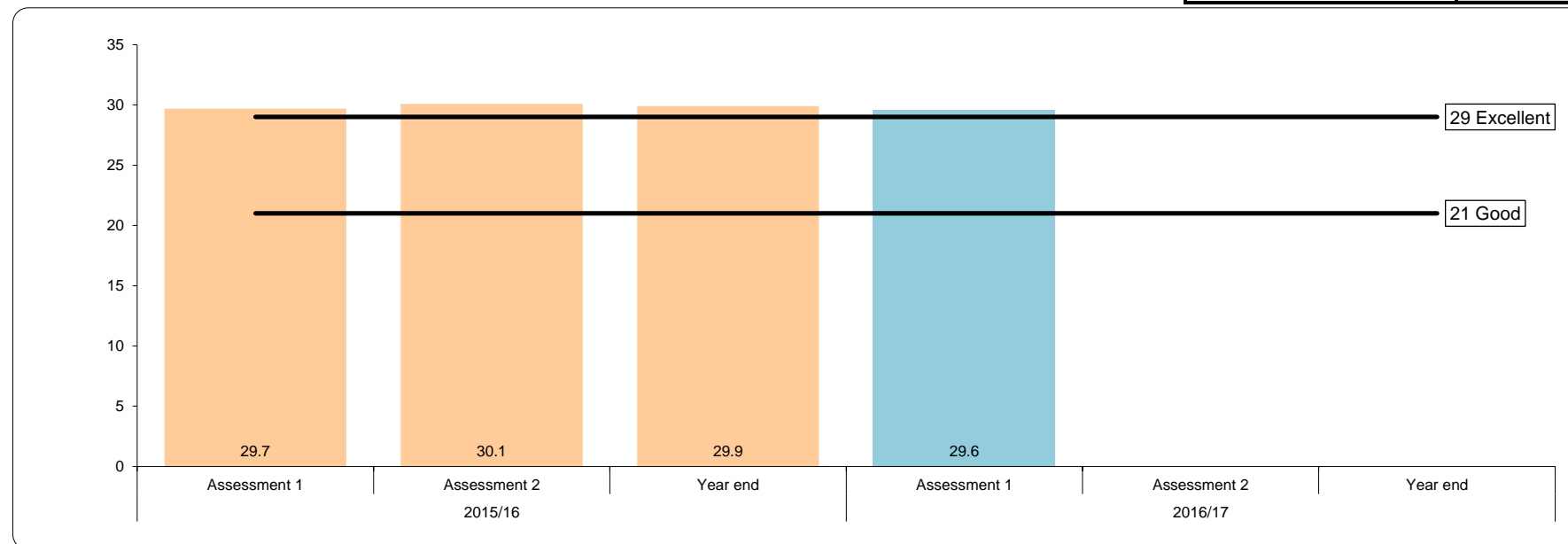
Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	11.8%	5.8%	0.0%	6.7%	2.9%	4.9%	3.2%	3.0%	0.0%	1.9%

ETM04

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

RAG Status

No Target



Bigger is better

	2015/16			2016/17		
	Assessment 1	Assessment 2	Year end	Assessment 1	Assessment 2	Year end
Condition of estates - average of bi-annual estate assessment scores	29.7	30.1	29.9	29.6		
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

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

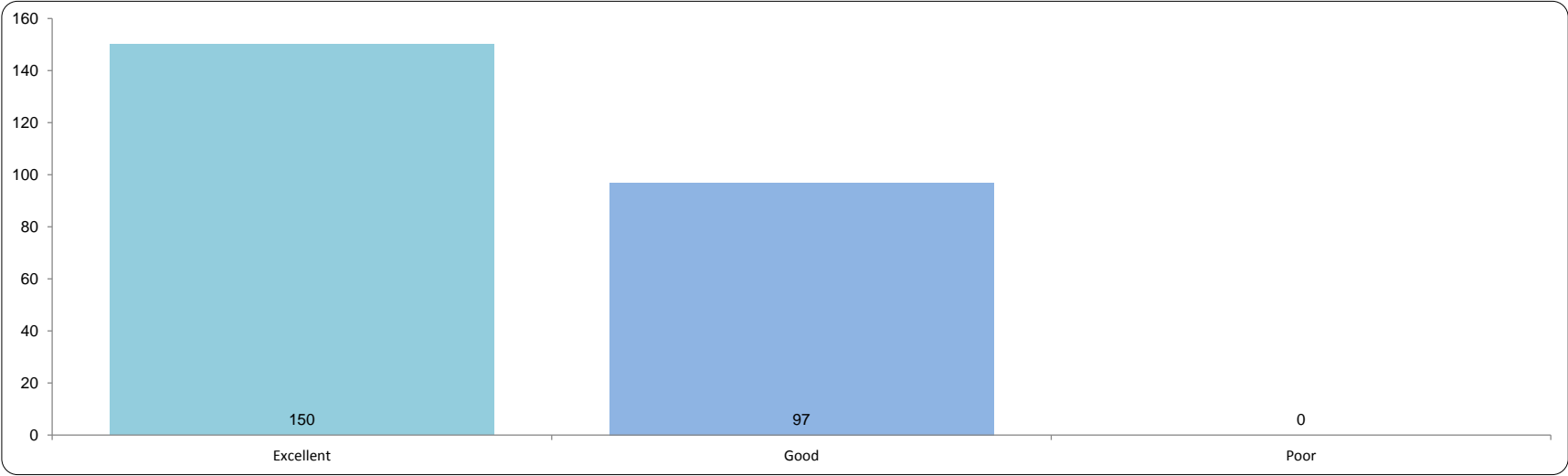
Score: 1-20 = Poor, 21-28 = Good, 29+ = Excellent

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

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

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

RAG Status	No Target
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2016/17	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	150	97	0

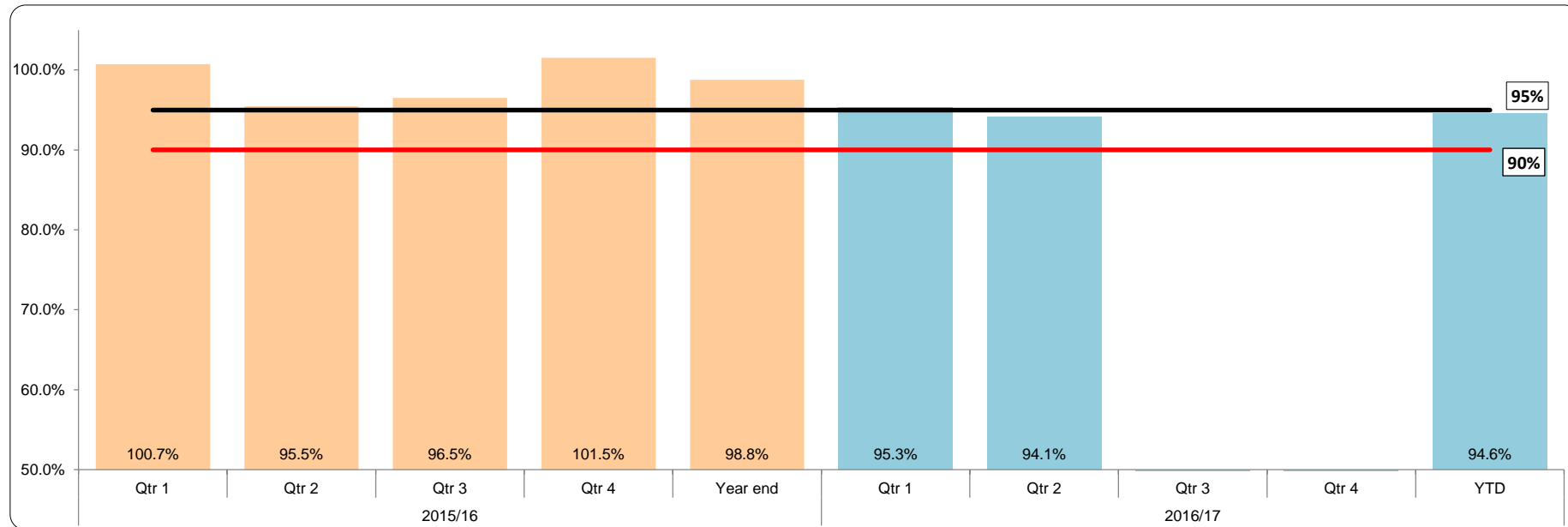
ETM06

Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

RAG Status

Amber



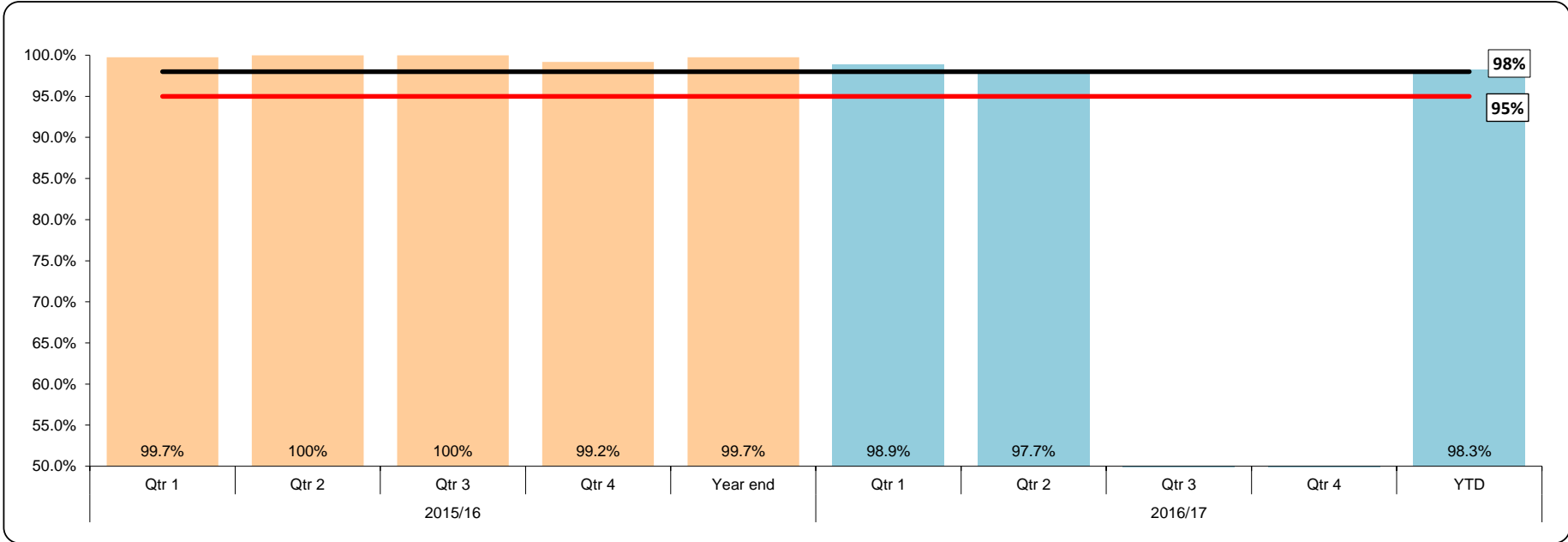
Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of support plans completed in 4 weeks	100.7%	95.5%	96.5%	101.5%	98.8%	95.3%	94.1%			94.6%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SIOP01

Percentage of Careline calls answered within 60 seconds

RAG Status	Amber
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Bigger is better

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

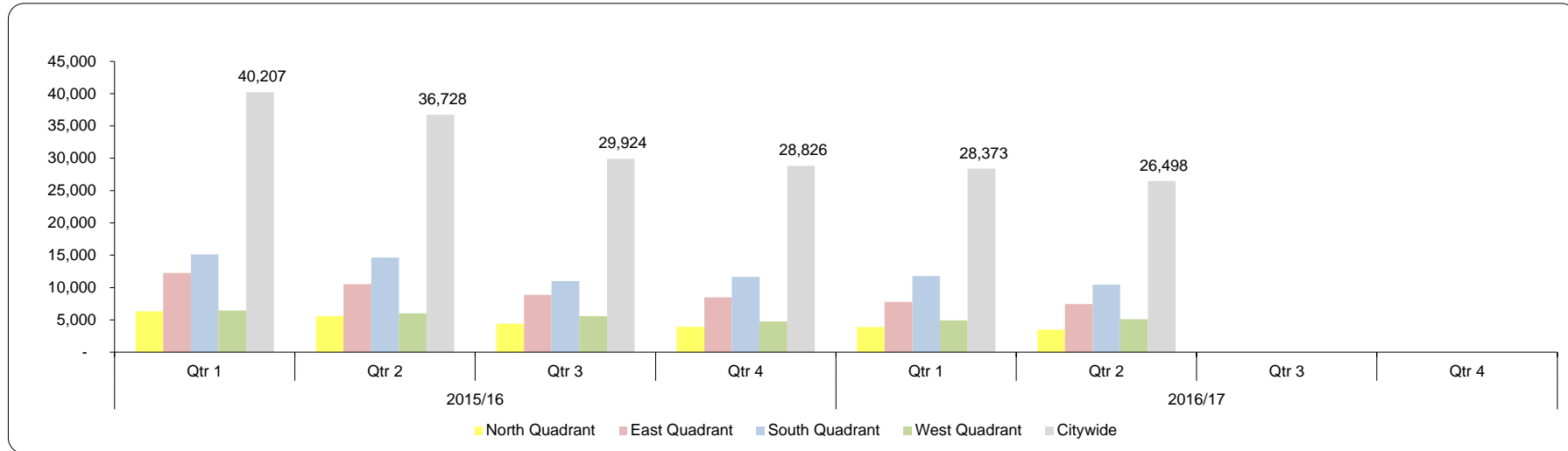
SfOP02

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

No Target



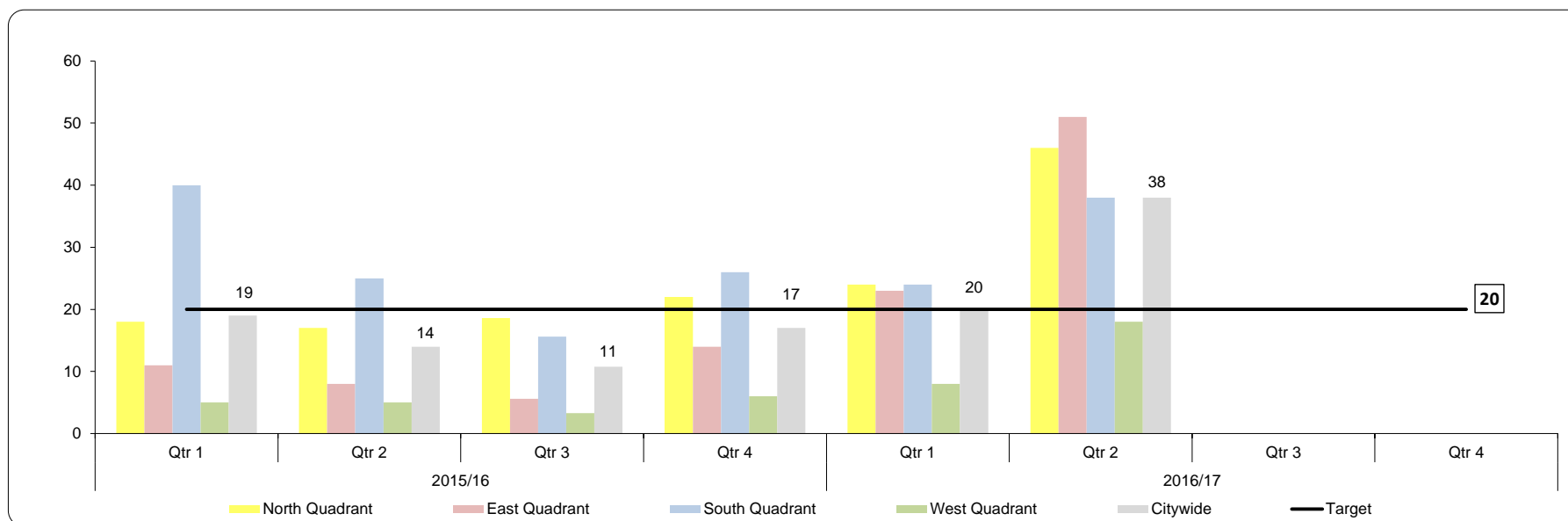
	2015/16				2016/17			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	6,320	5,581	4,425	3,921	3,877	3,522		
East Quadrant	12,280	10,510	8,892	8,485	7,812	7,438		
South Quadrant	15,138	14,627	11,024	11,671	11,770	10,430		
West Quadrant	6,469	6,010	5,583	4,749	4,914	5,108		
Citywide	40,207	36,728	29,924	28,826	28,373	26,498		

HCS01

Average time taken to answer calls (in seconds)

RAG Status

Red



Smaller is better

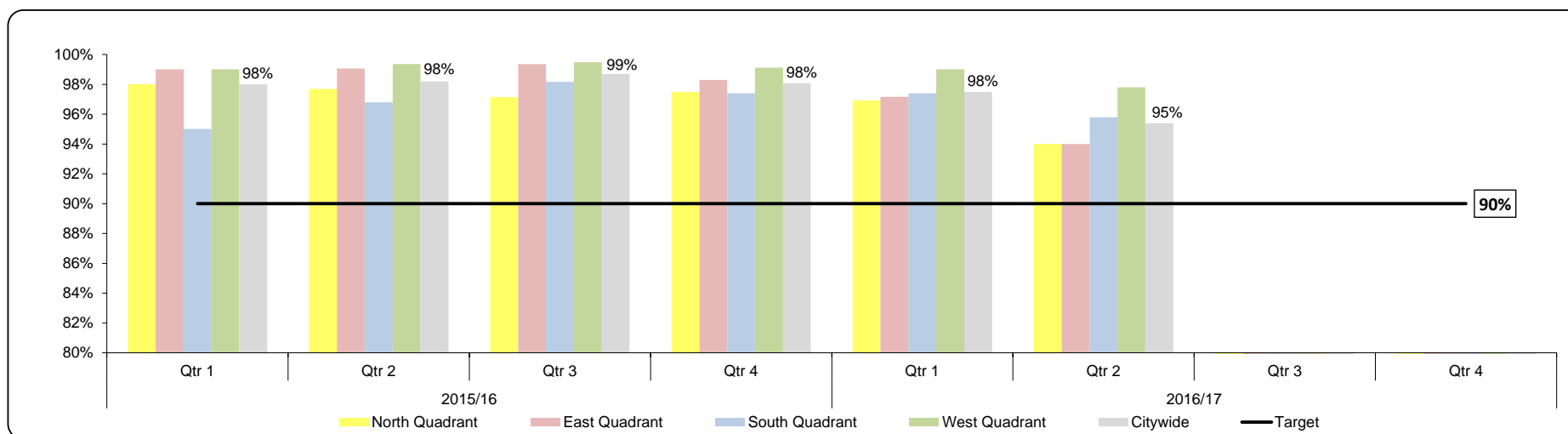
Average time taken to answer calls (in seconds)	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	18	17	19	22	24	46	0	0
East Quadrant	11	8	6	14	23	51		
South Quadrant	40	25	16	26	24	38		
West Quadrant	5	5	3	6	8	18		
Citywide	19	14	11	17	20	38		
Target	20	20	20	20	20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

HCS02

Percentage of calls answered

RAG Status

Green



Bigger is better

Percentage of calls answered	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	98%	98%	97%	98%	97%	94%	0%	0%
East Quadrant	99%	99%	99%	98%	97%	94%		
South Quadrant	95%	97%	98%	97%	97%	96%		
West Quadrant	99%	99%	99%	99%	99%	98%		
Citywide	98%	98%	99%	98%	98%	95%		
Target	90%	90%	90%	90%	90%	90%	90%	90%

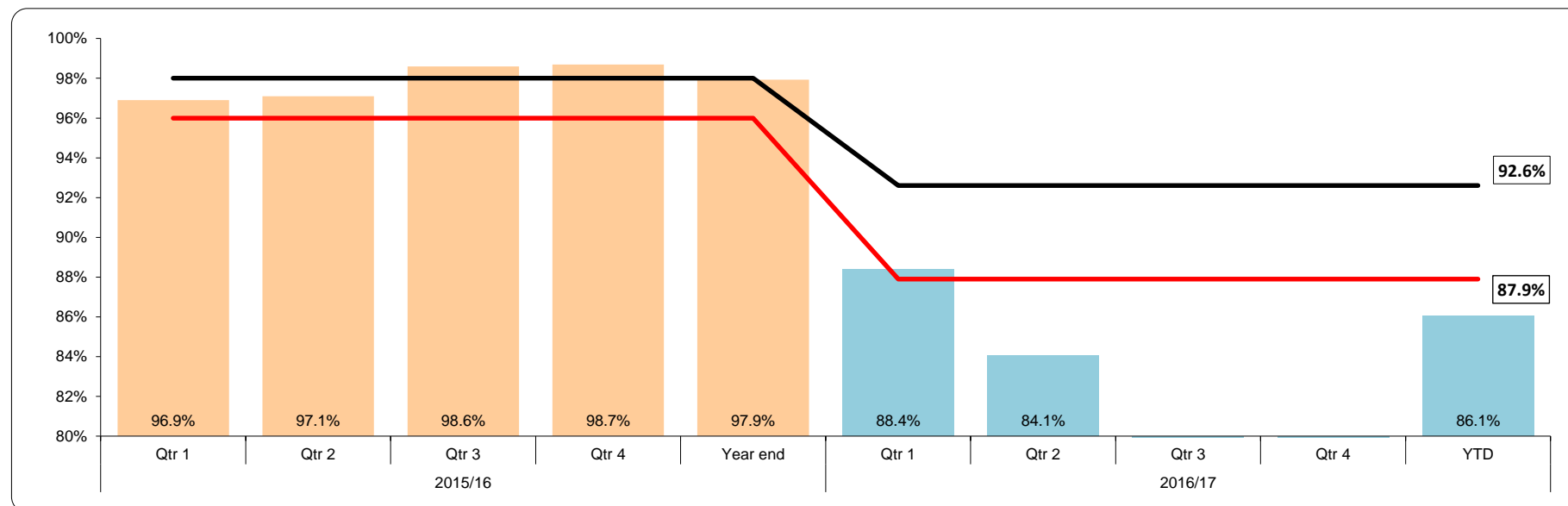
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Red



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	88.4%	84.1%			86.1%
Target	98%	98%	98%	98%	98%	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	96%	96%	96%	96%	96%	87.9%	87.9%	87.9%	87.9%	87.9%

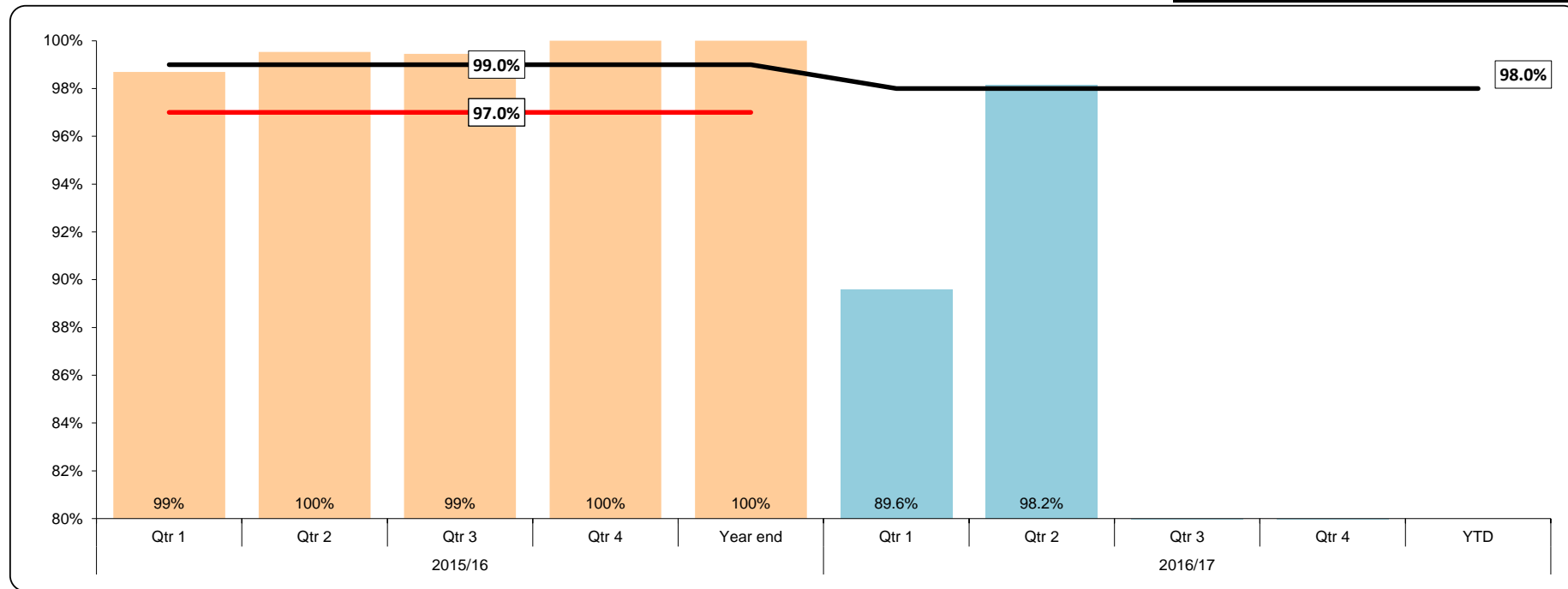
Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	80.5%	87.9%	84.9%	86.4%	84.1%	88.2%	78.8%	79.9%	85.9%	83.7%

AMM01

Percentage of gas servicing completed against period profile - snapshot figure

RAG Status

Green



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of gas servicing completed against period profile - snapshot figure	99%	100%	99%	100%	100%	89.6%	98.2%			
Target	99.0%	99.0%	99.0%	99.0%	99.0%	98.0%	98.0%	98.0%	98.0%	98.0%
Standard	97.0%	97.0%	97.0%	97.0%	97.0%	-	-	-	-	-

YTD figure is only reported at Year End

Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	97.1%	99.5%	98.8%	99.1%	98.7%	96.9%	98.1%	98.3%	99.6%	98.9%

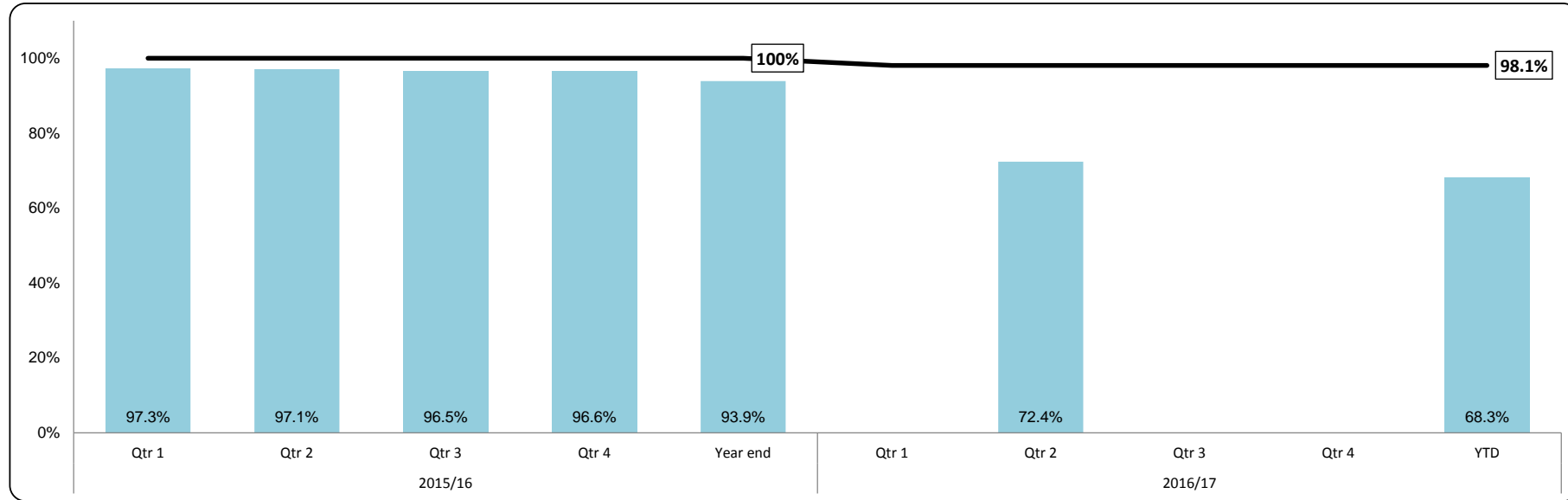
AMM08

We will respond to emergency repairs in two hours

(Birmingham Promise)

RAG Status

Red



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will respond to emergency repairs in two hours	97.3%	97.1%	96.5%	96.6%	93.9%	-	72.4%			68.3%
Target	100%	100%	100%	100%	100%	98.1%	98.1%	98.1%	98.1%	98.1%

We will respond to emergency repairs in two hours	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	57.9%	65.7%	80.0%	83.3%	78.4%	60.1%	73.3%	62.5%	70.2%	83.0%

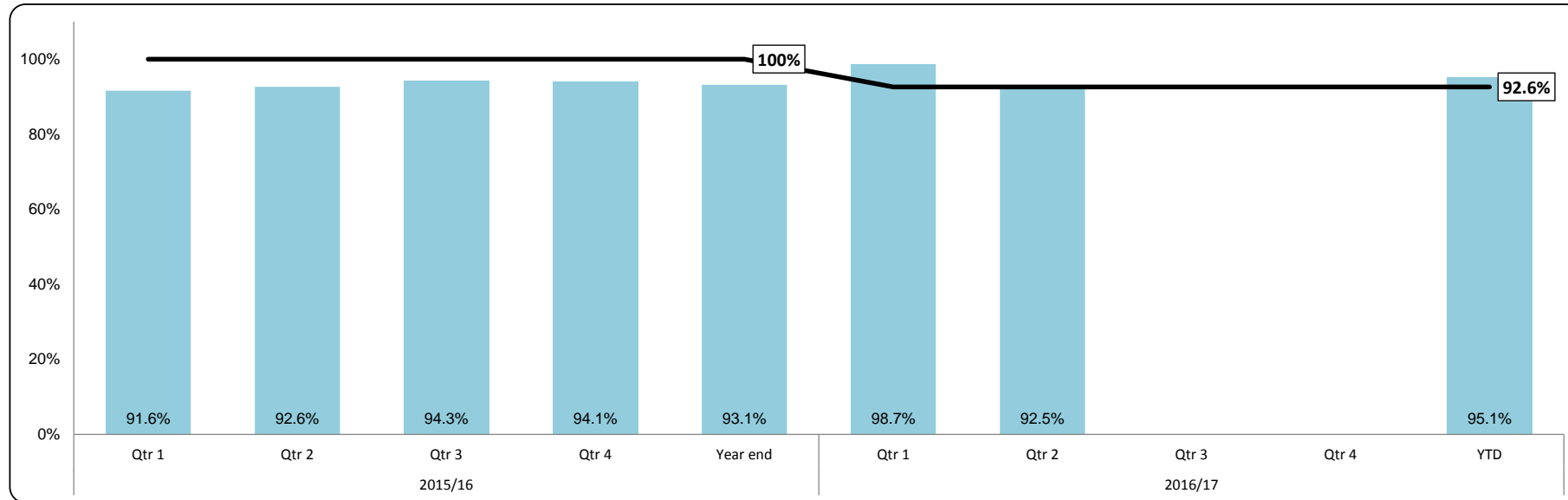
AMM15

We will resolve routine repairs within 30 days

(Birmingham Promise)

RAG Status

Red



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will resolve routine repairs within 30 days	91.6%	92.6%	94.3%	94.1%	93.1%	98.7%	92.5%			95.1%
Target	100%	100%	100%	100%	100%	92.6%	92.6%	92.6%	92.6%	92.6%

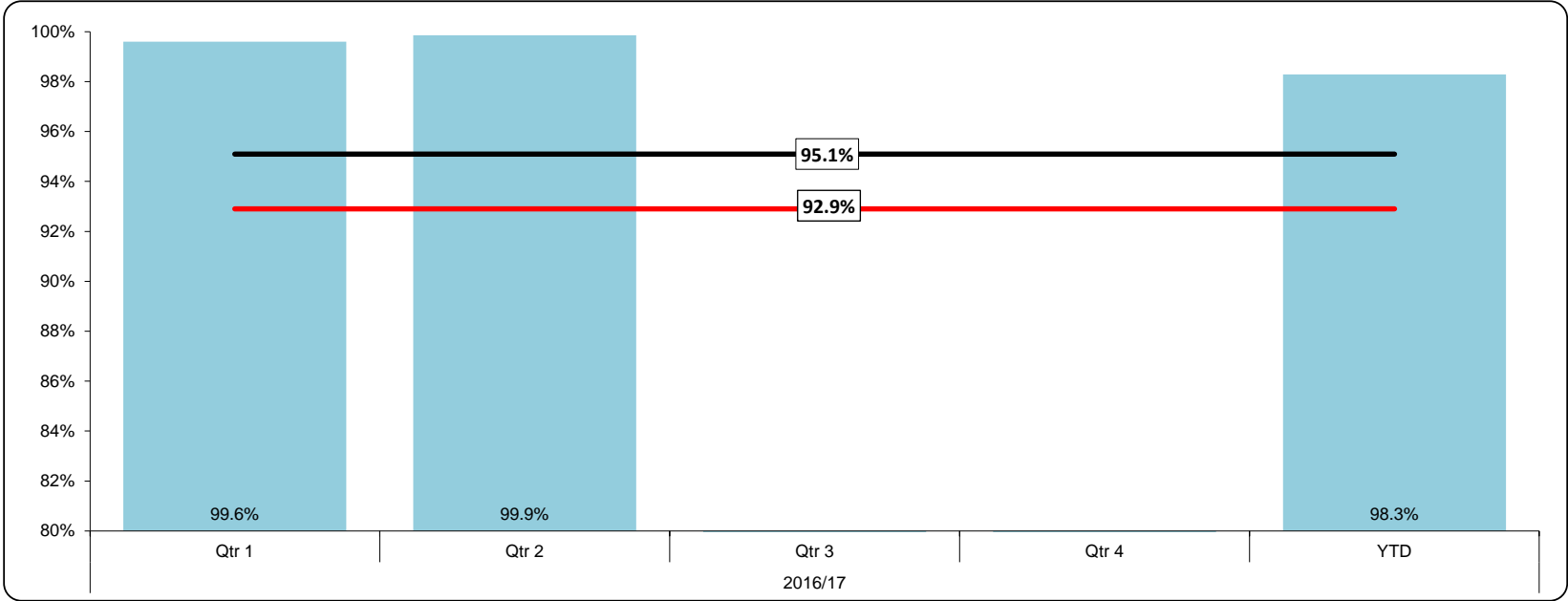
We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	90.2%	94.1%	93.3%	94.3%	92.9%	93.4%	93.6%	90.7%	93.8%	92.1%

AMM15

KPI001 - Customer Satisfaction

RAG Status

Green



Bigger is better

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

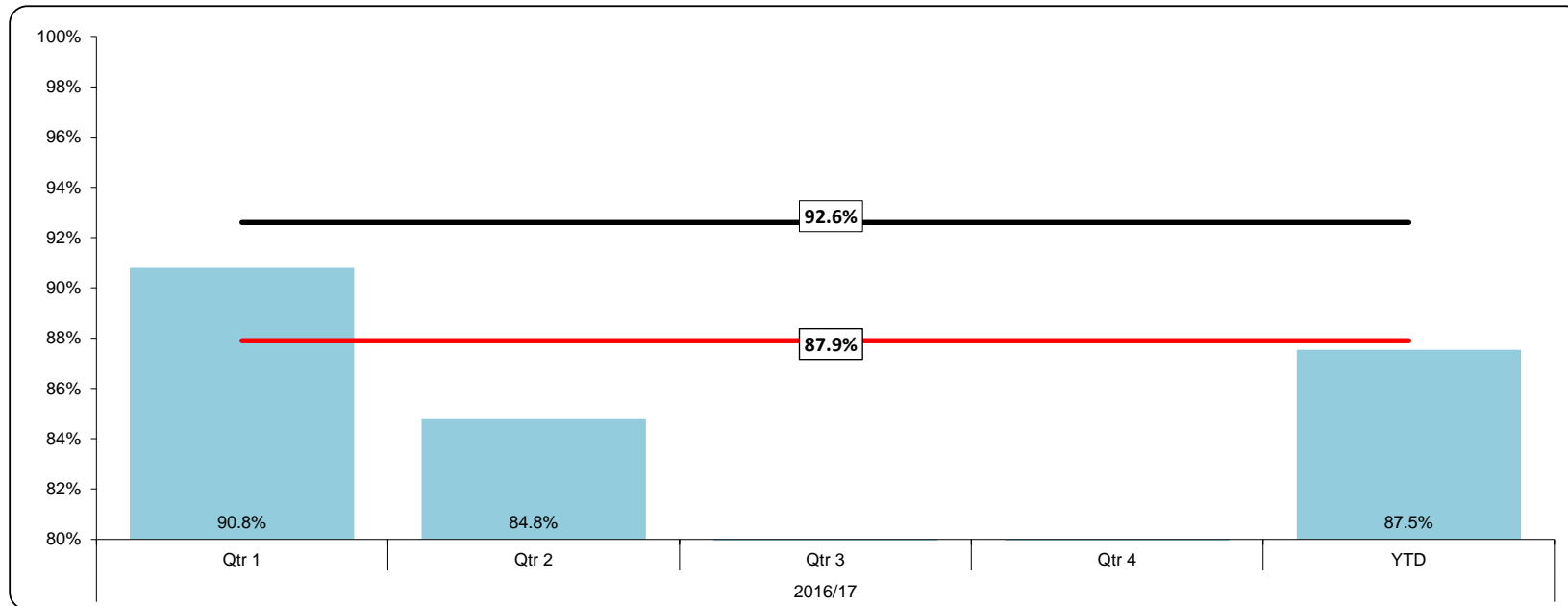
KPI001 - Customer Satisfaction	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	99.9%	99.7%	99.9%	99.9%	99.8%	99.9%	99.7%	100.0%	99.7%	99.9%

AMM16

KPI002 - Work orders completed within timescale

RAG Status

Red



Bigger is better

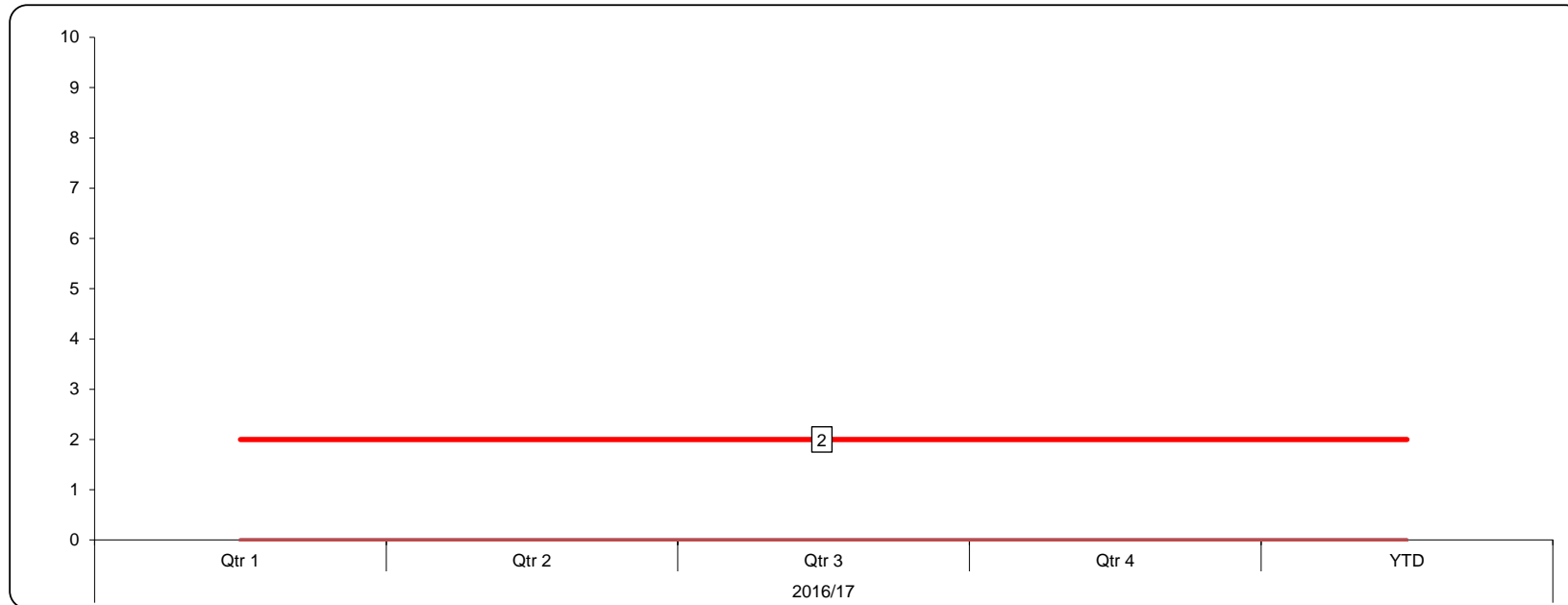
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI002 - Work orders completed within timescale	This is a new measure. There is no historical data available.					90.8%	84.8%			87.5%
Target						92.6%	92.6%	92.6%	92.6%	92.6%
Standard						87.9%	87.9%	87.9%	87.9%	87.9%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

AMM17

KPI004 - Service Improvement Notices

RAG Status

Green



Smaller is better

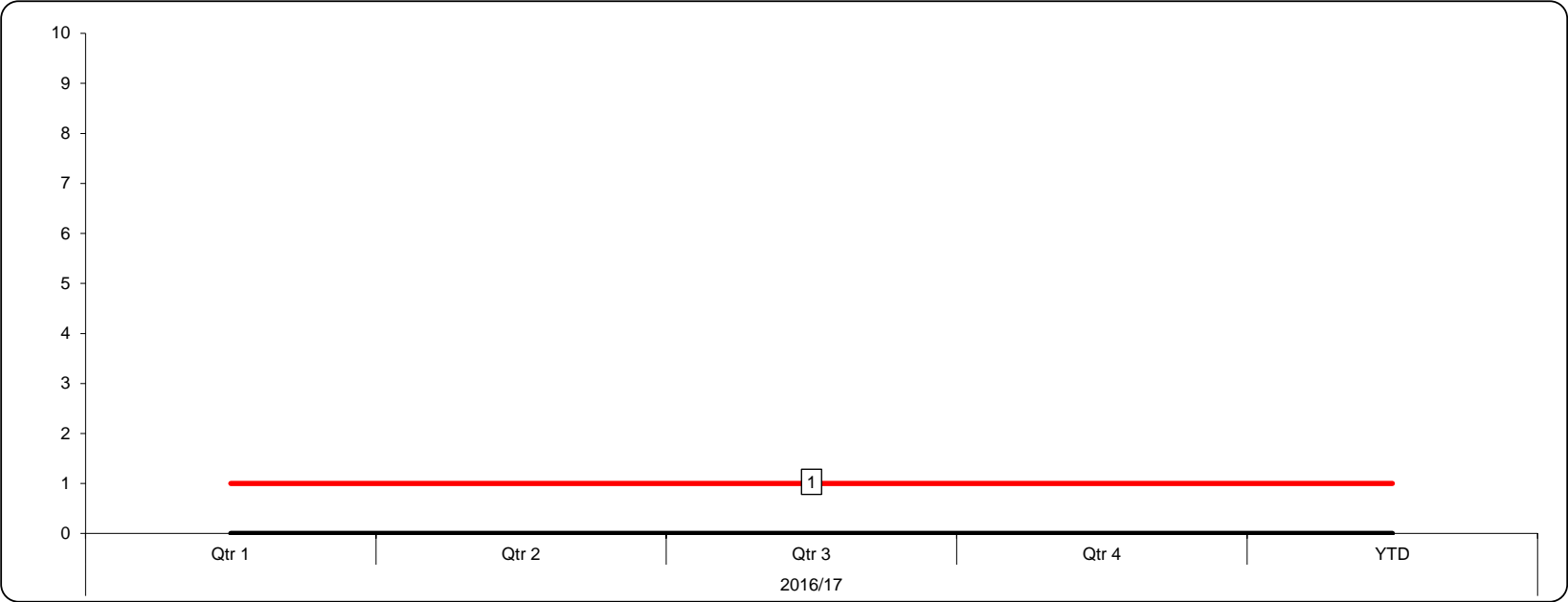
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI004 - Service Improvement Notices	This is a new measure. There is no historical data available.					0	0			0
Target						0	0	0	0	0
Standard						2	2	2	2	2
KPI004 - Service Improvement Notices	Edgbaston	Erdington	Hall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

AMM19

KPI005 - Safety SIN's

RAG Status

Green



Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI005 - Safety SIN's	This is a new measure. There is no historical data available.					0	0			0
Target						0	0	0	0	0
Standard						1	1	1	1	1

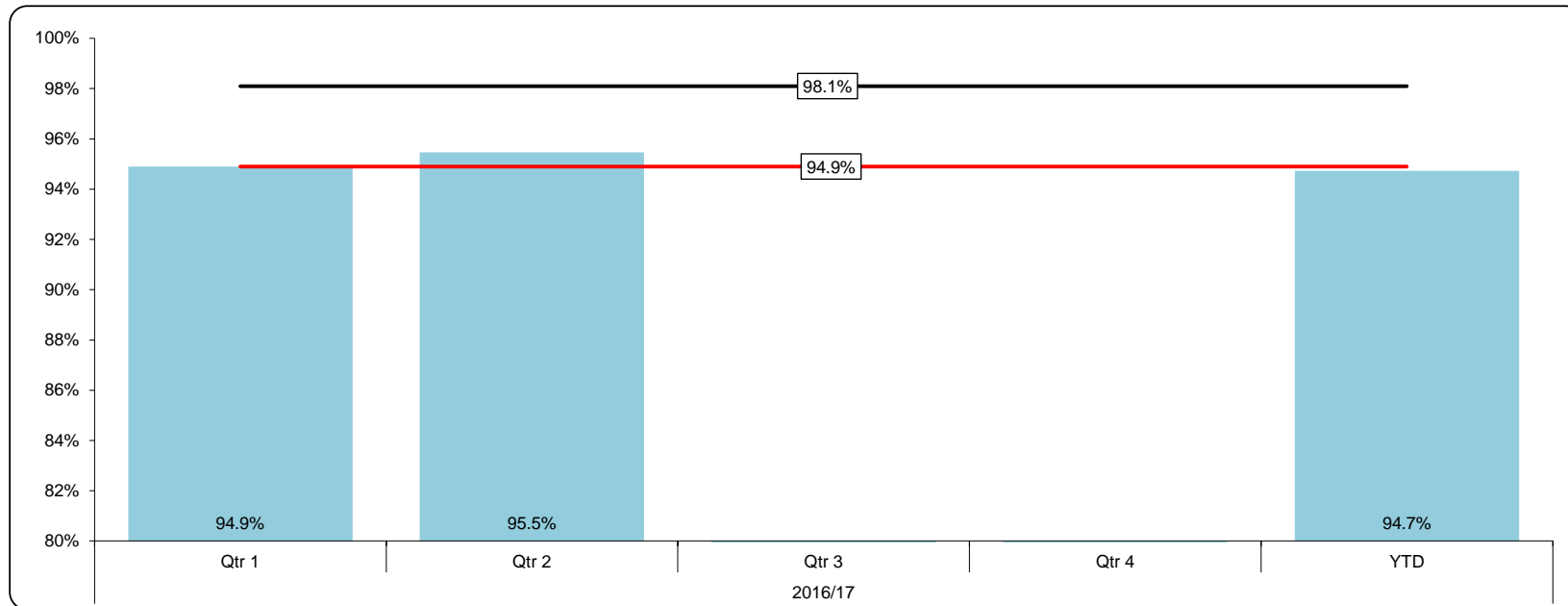
KPI005 - Safety SIN's	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

AMM20

KPI007 - Appointments made

RAG Status

Amber



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI007 - Appointments made	This is a new measure. There is no historical data available.					94.9%	95.5%			94.7%
Target						98.1%	98.1%	98.1%	98.1%	98.1%
Standard						94.9%	94.9%	94.9%	94.9%	94.9%

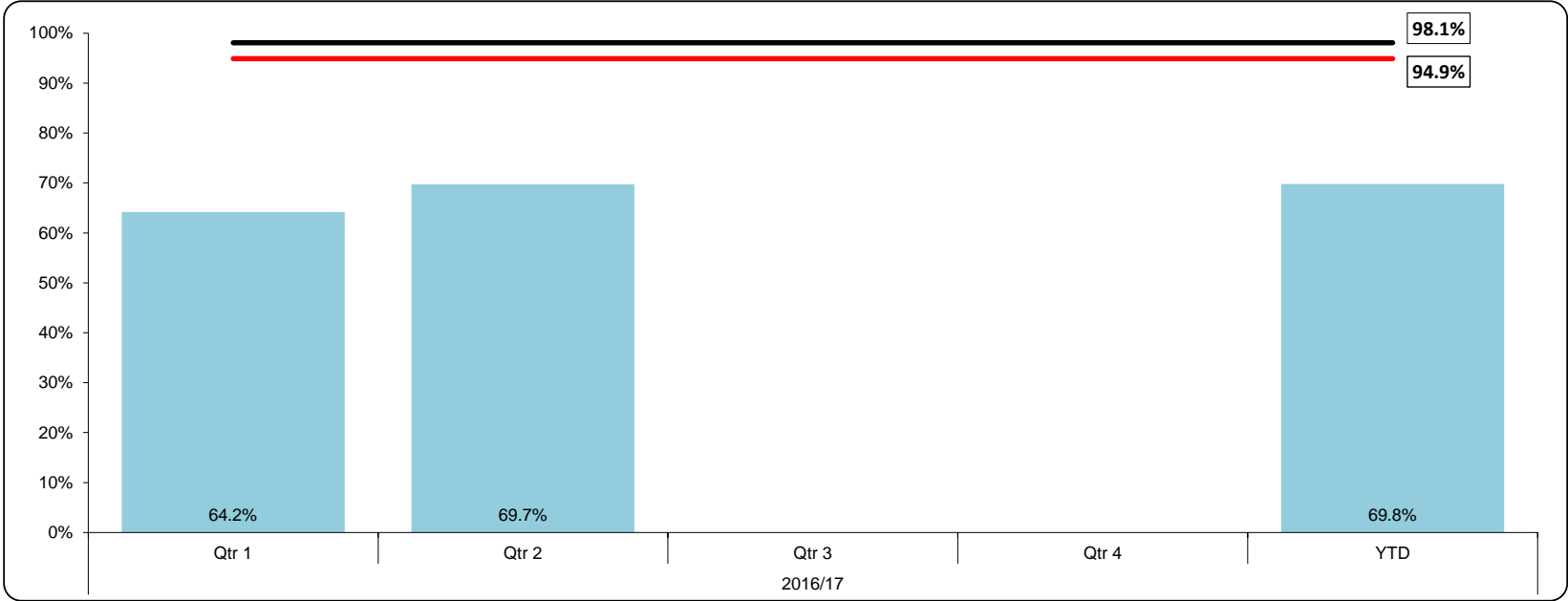
KPI007 - Appointments made	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 2 2016/17	94.7%	95.7%	94.1%	97.3%	94.6%	95.3%	94.5%	94.2%	95.5%	97.0%

AMM22

KPI008 - Appointments kept

RAG Status

Red



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI008 - Appointments kept	This is a new measure. There is no historical data available.					64.2%	69.7%			69.8%
Target						98.1%	98.1%	98.1%	98.1%	98.1%
Standard						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 2 2016/17	65.4%	72.5%	78.3%	75.7%	66.2%	65.4%	65.5%	68.9%	75.2%	78.1%

AMM23

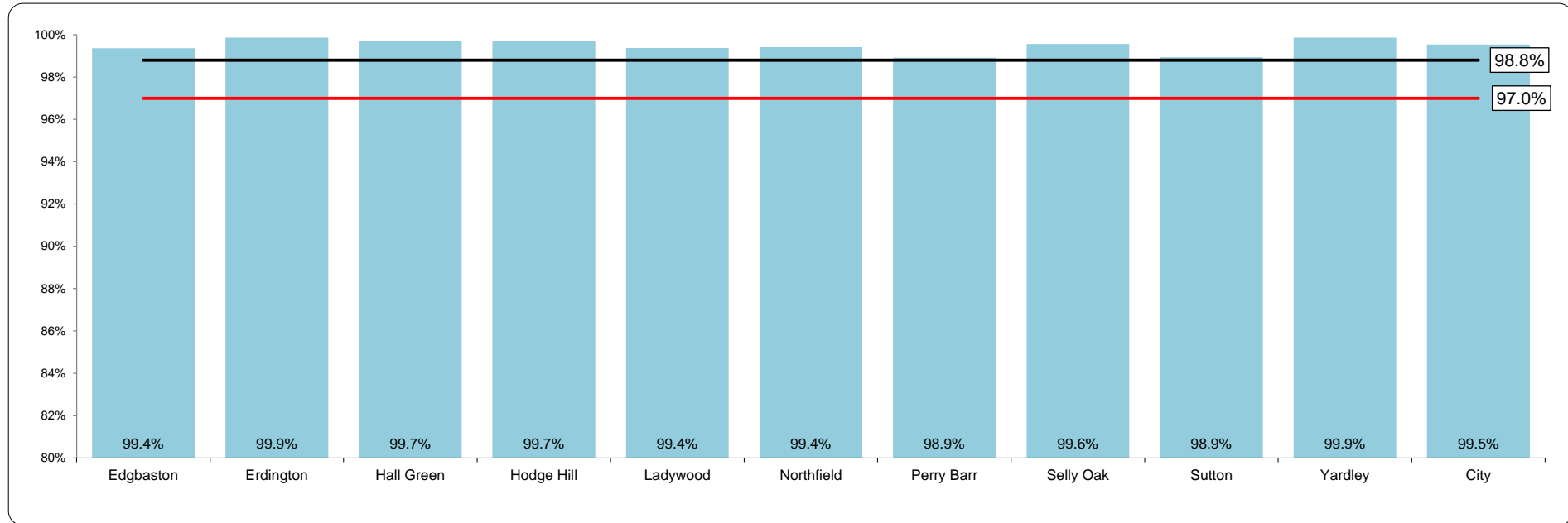
Voids and Lettings (Gary Nicholls)

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

(Council Business Plan)

RAG Status

Green



Bigger is better

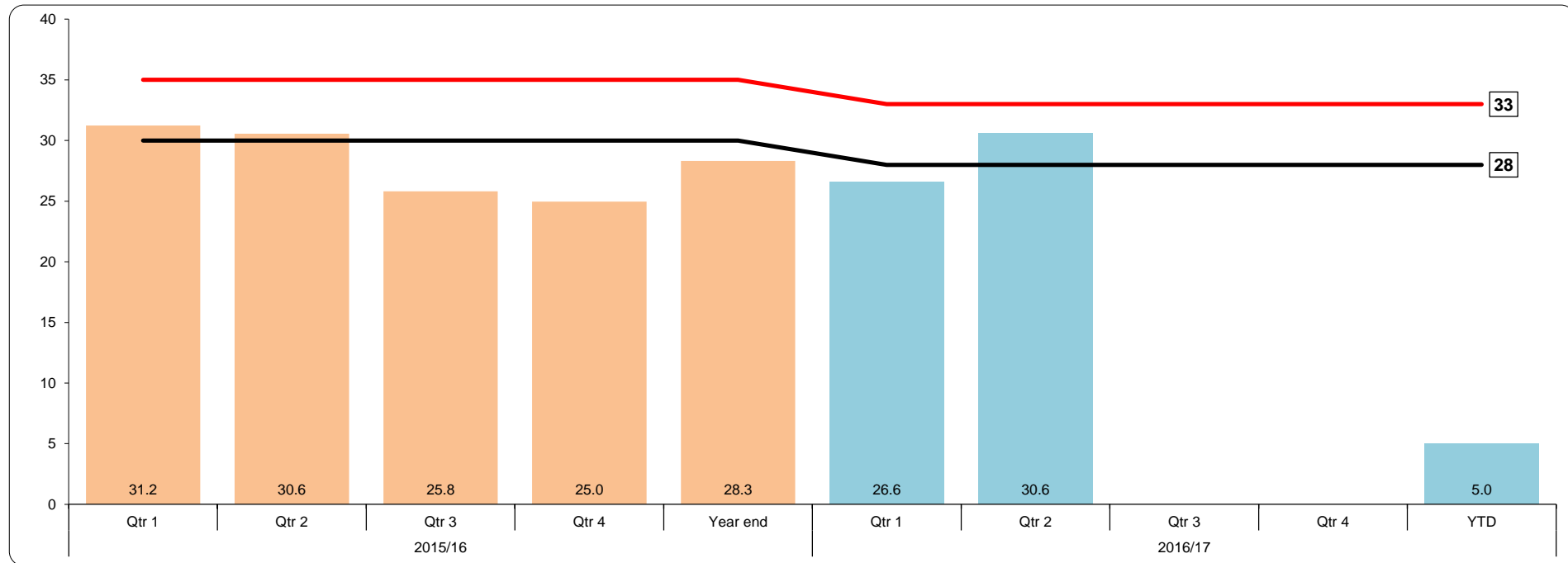
Available council homes as a percentage of total stock - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 2 2016/17	99.4%	99.9%	99.7%	99.7%	99.4%	99.4%	98.9%	99.6%	98.9%	99.9%	99.5%
Target	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	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	62736
										Available homes	62443

VL17

Average days void turnaround - all voids

RAG Status

Amber



Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average days void turnaround - all voids	31.2	30.6	25.8	25.0	28.3	26.6	30.6			5.0
Target	30	30	30	30	30	28	28	28	28	28
Standard	35	35	35	35	35	33	33	33	33	33

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

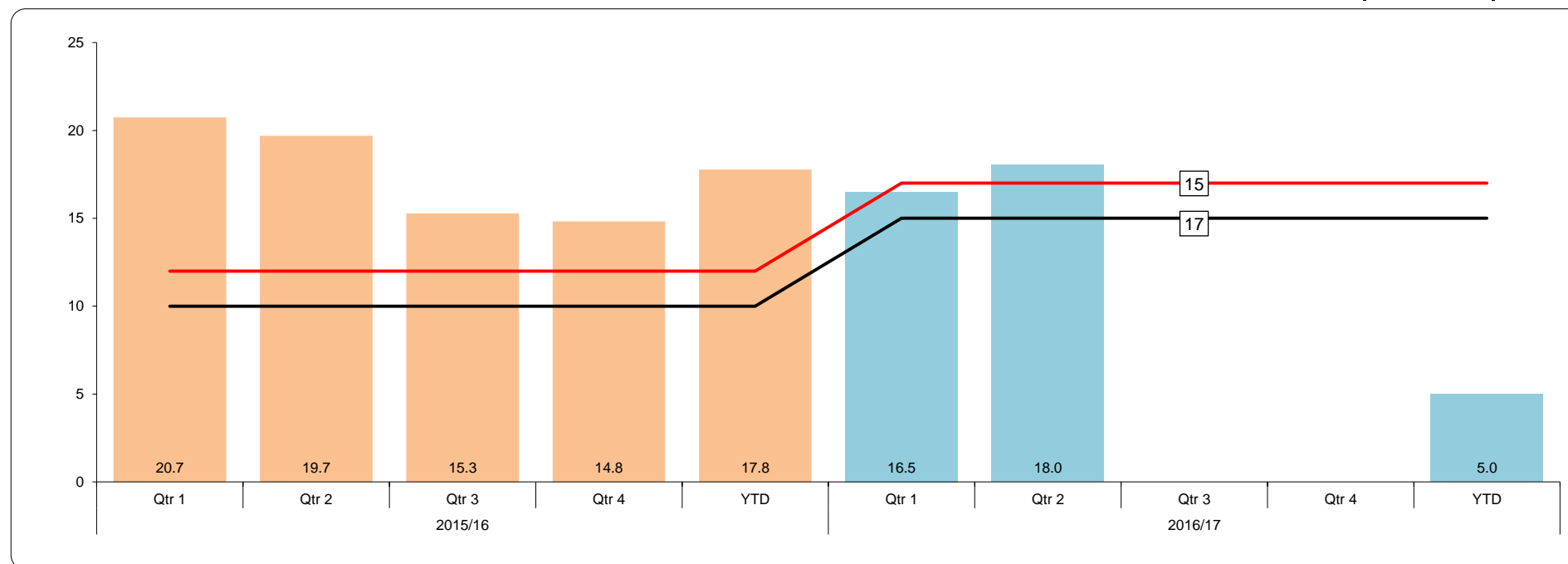
Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL01

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

RAG Status

Red



Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	20.7	19.7	15.3	14.8	17.8	16.5	18.0			5.0
Target	10	10	10	10	10	15	15	15	15	15
Standard	12	12	12	12	12	17	17	17	17	17

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

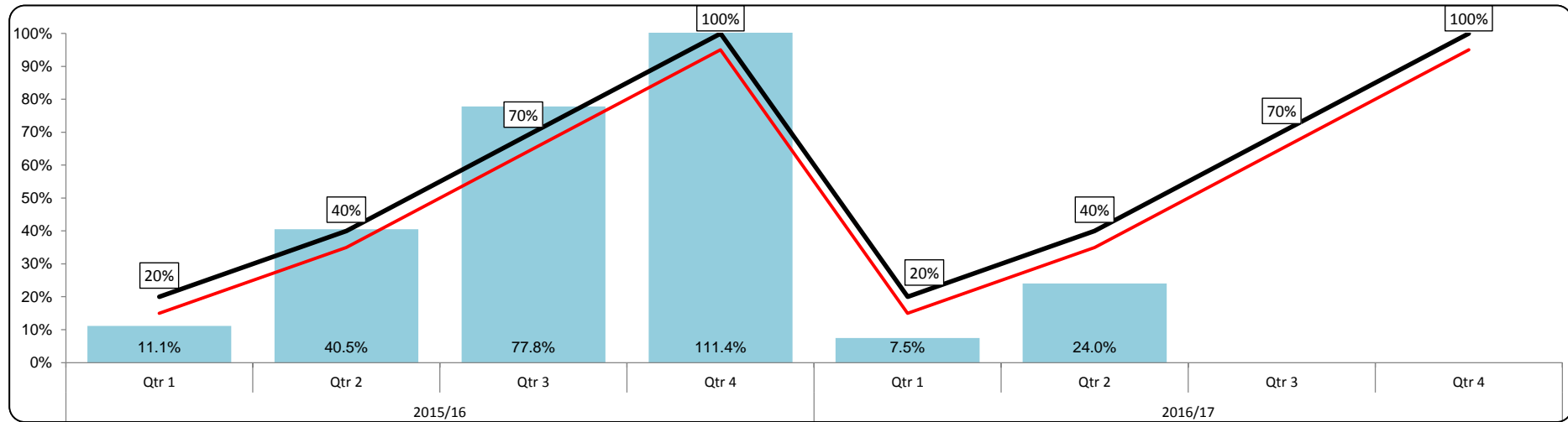
VL05

Capital Works (Martin Tolley)

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

RAG Status
(based on YTD data)

Red

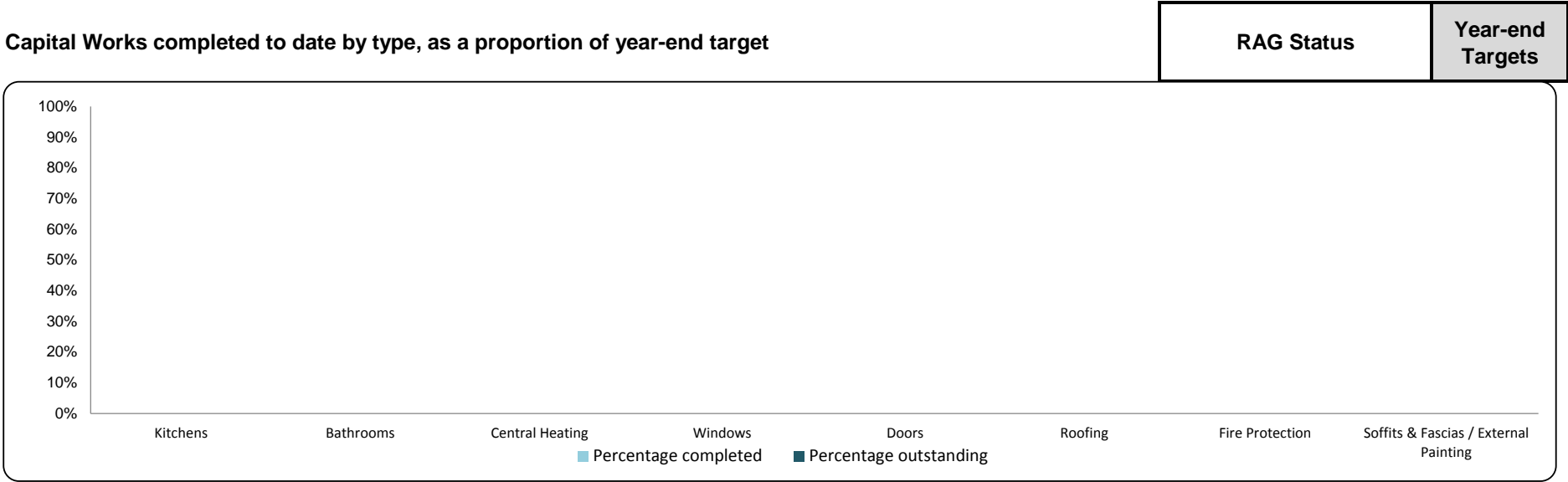


Bigger is better

	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	11.1%	40.5%	77.8%	111.4%	7.5%	24.0%		
Target	20%	40%	70%	100%	20%	40%	70%	100%
Standard	15%	35%	65%	95%	15%	35%	65%	95%

CW06

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



Capital Works completed to date by type, as a proportion of year-end target	Cabinet Report end of year target	Revised target	Number of units completed to date	Number of units outstanding	Percentage completed	Percentage outstanding
Kitchens	367	0	0	0	#DIV/0!	#DIV/0!
Bathrooms	273	0	0	0	#DIV/0!	#DIV/0!
Central Heating	1,135	0	0	0	#DIV/0!	#DIV/0!
Windows	526	0	0	0	#DIV/0!	#DIV/0!
Doors	1,432	0	0	0	#DIV/0!	#DIV/0!
Roofing	321	0	0	0	#DIV/0!	#DIV/0!
Fire Protection	986	0	0	0	#DIV/0!	#DIV/0!
Soffits & Fascias / External Painting	37	0	0	0	#DIV/0!	#DIV/0!

Performance information unavailable at time of reporting

CW07

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

Kitchens & Bathroom - The kitchen and bathroom capital programme is on target to achieve budget spend for 360 unit upgrades. This anticipated completion figure is lower than stated within the cabinet report due to priority be given to upgrading properties with a 5 door kitchen layout. The first half of the year is devoted to preliminary investigation and project planning the programme for the year. The number of units completed will increase towards the latter part of the financial year.

Central Heating - This capital programme is a reactive programme in response to boiler breakdown/replacement's that are required due to uneconomical to repair – gas warm units.

Window and roofs/ Fire Protection/ Soffits & Fascias / External Painting - These capital programmes are on target.

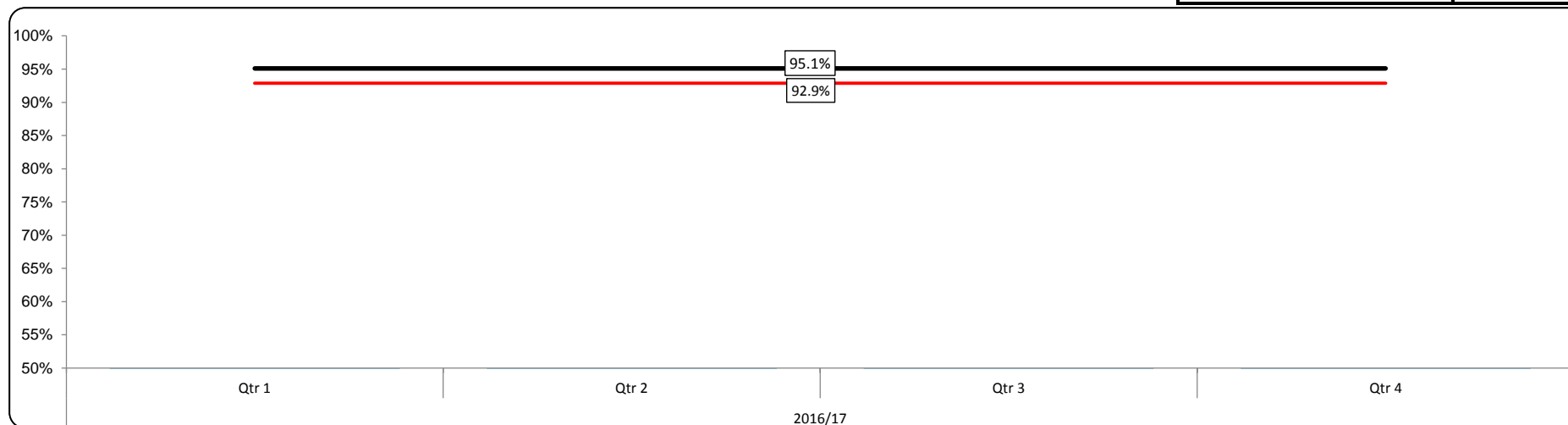
Fire Protection - this is a combination of work that is carried out at block and individual property level. At a property level this will include the installing of mains smoke detector. The block work will include: emergency light and fire stopping (fire retardant painting, renew fire doors, fire signage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

Doors - This capital programme has seen an increase in the number of units added to the programme. Where the property rear door needs replacing this is completed at the same time as the front door upgrade, hence units completed exceeding the units stated within the cabinet report.

KPI001 - Customer Satisfaction (Capital Works only)

RAG Status

TBC



Bigger is better

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

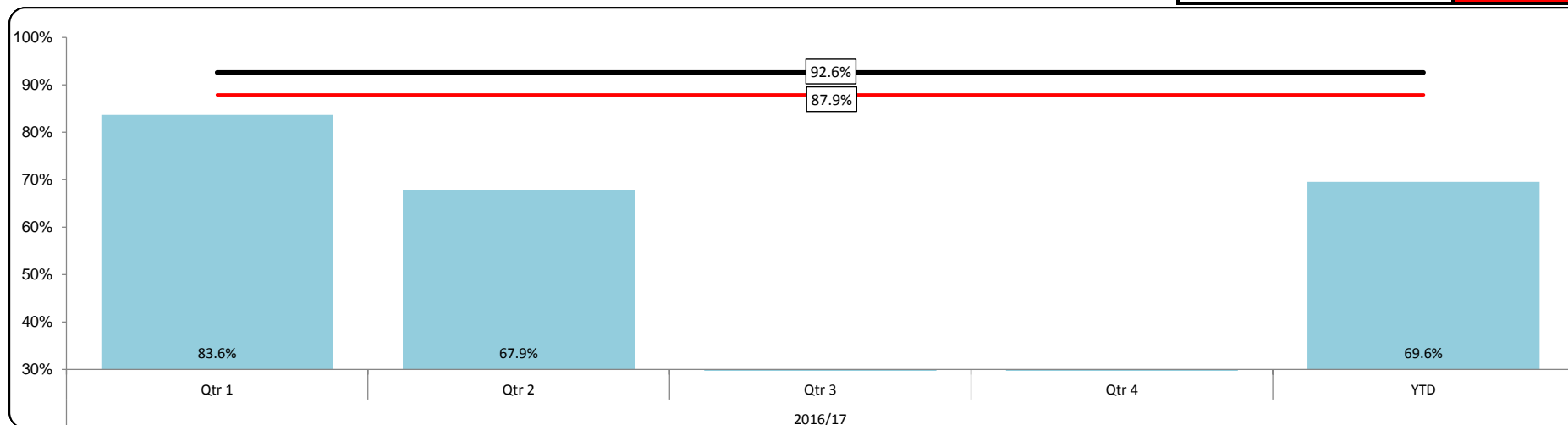
Performance information unavailable at time of reporting

CW08

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

RAG Status

Red



Bigger is better

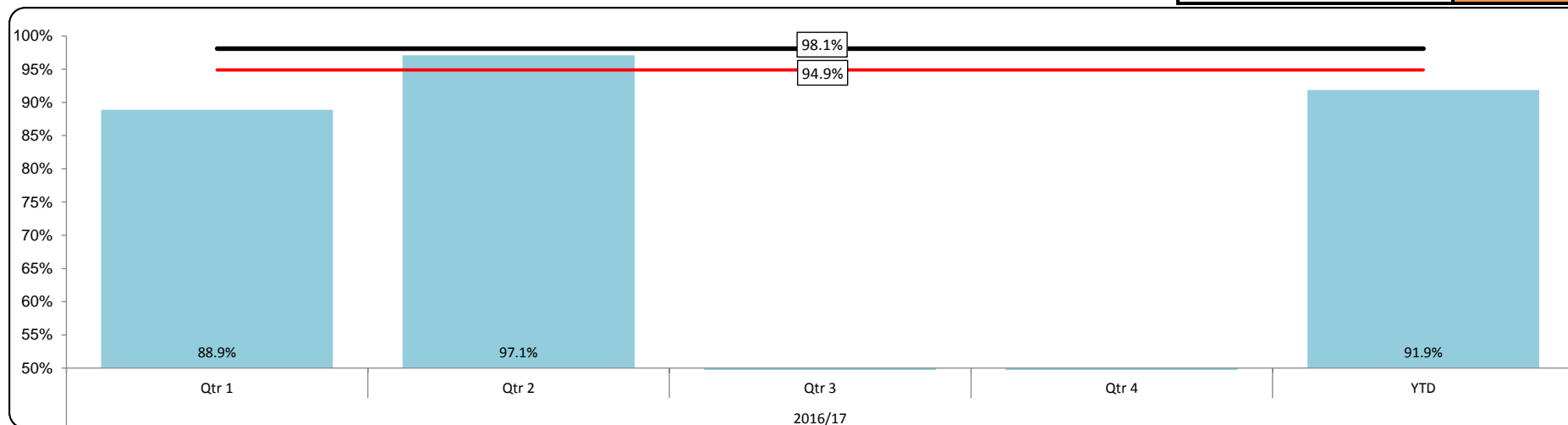
	2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	83.6%	67.9%			69.6%
Target	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	87.9%	87.9%	87.9%	87.9%	87.9%

CW09

KPI008 - Appointments kept (Capital Works only)

RAG Status

Amber



Bigger is better

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

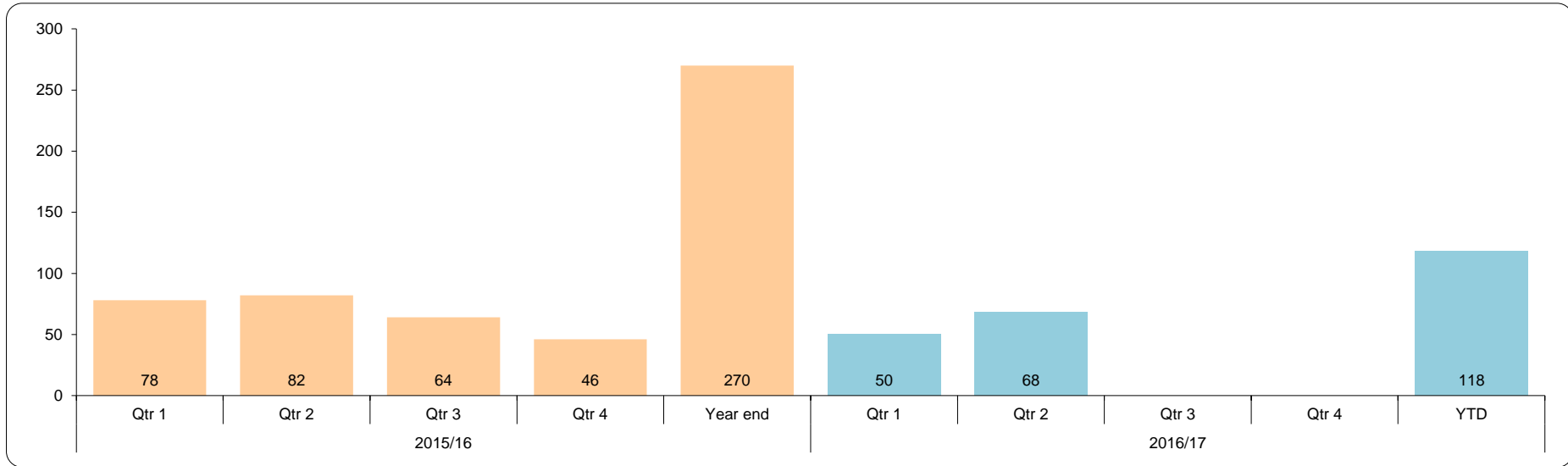
CW10

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

RAG Status

No Target



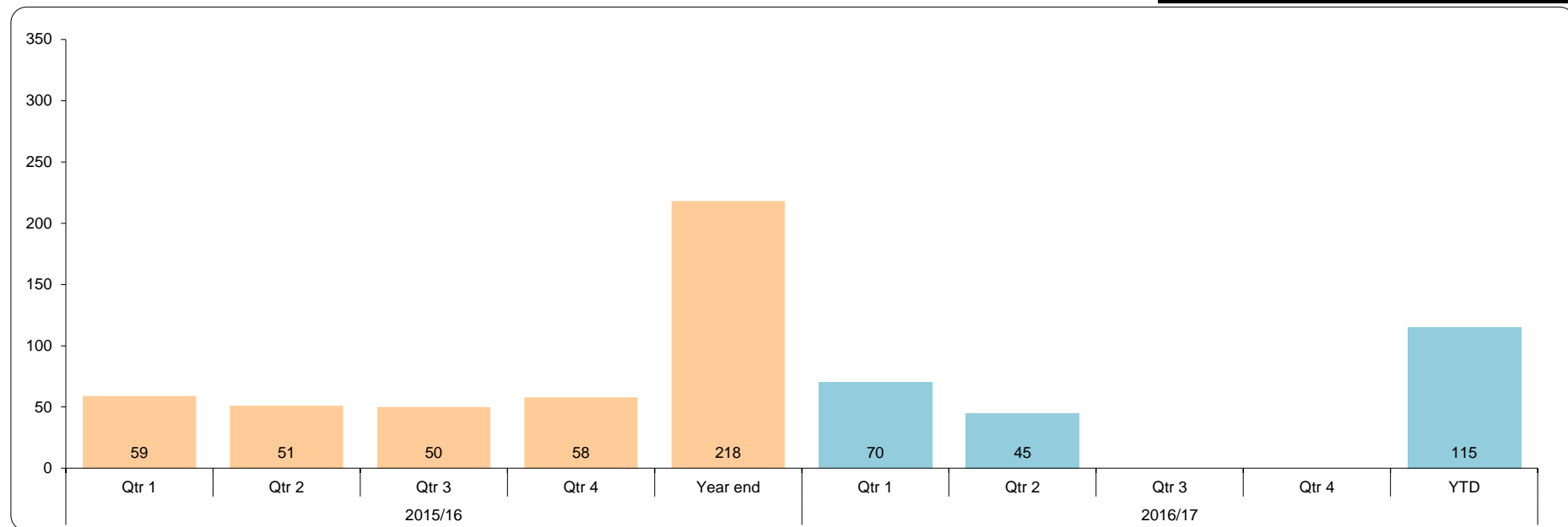
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	78	82	64	46	270	50	68			118

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status

No Target

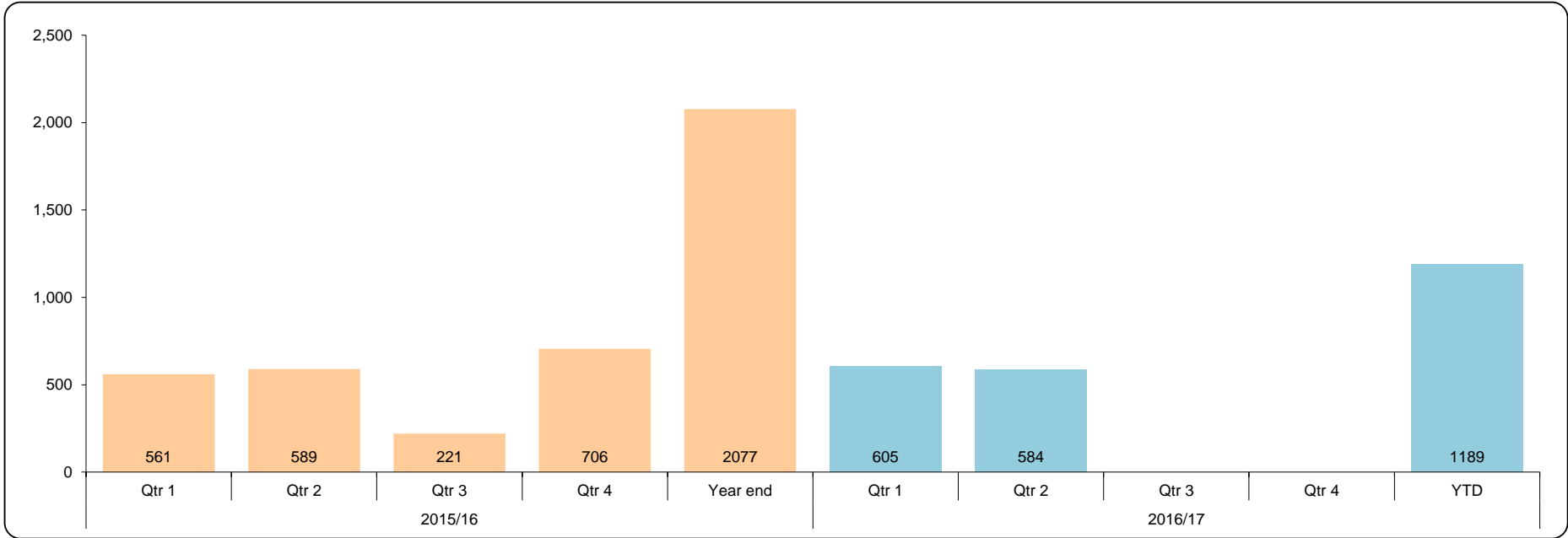


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Licenced and unlicensed Houses in Multiple Occupation inspected	59	51	50	58	218	70	45			115

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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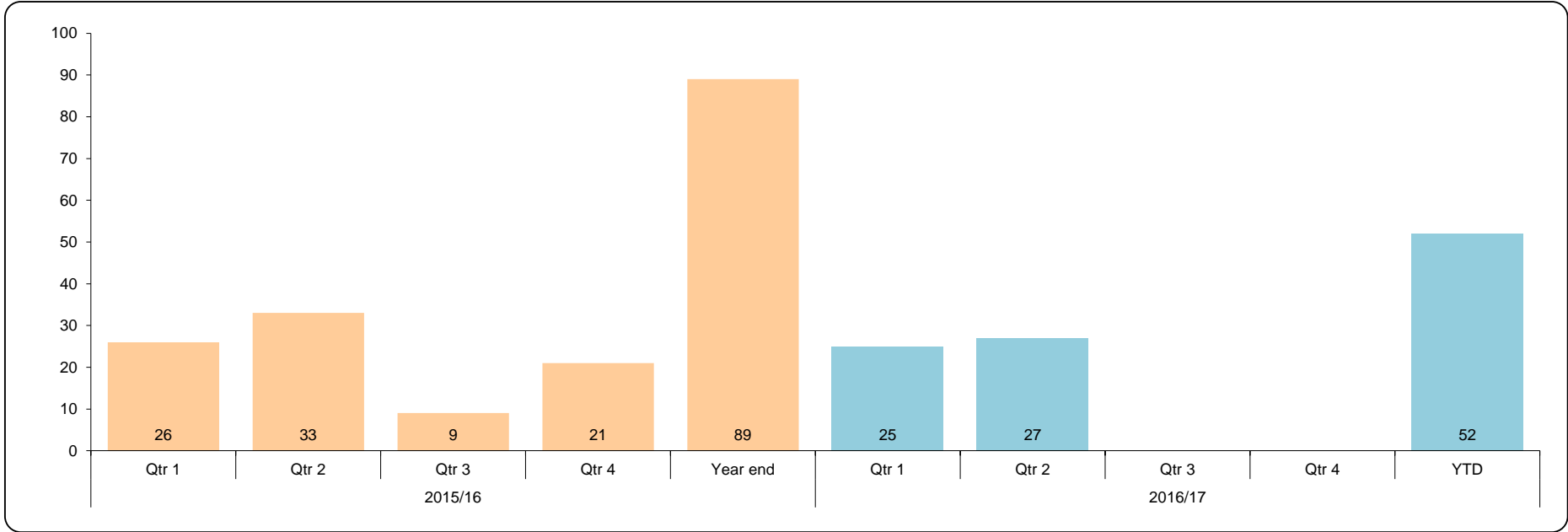


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
PTU requests for assistance	561	589	221	706	2077	605	584			1189

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status	No Target
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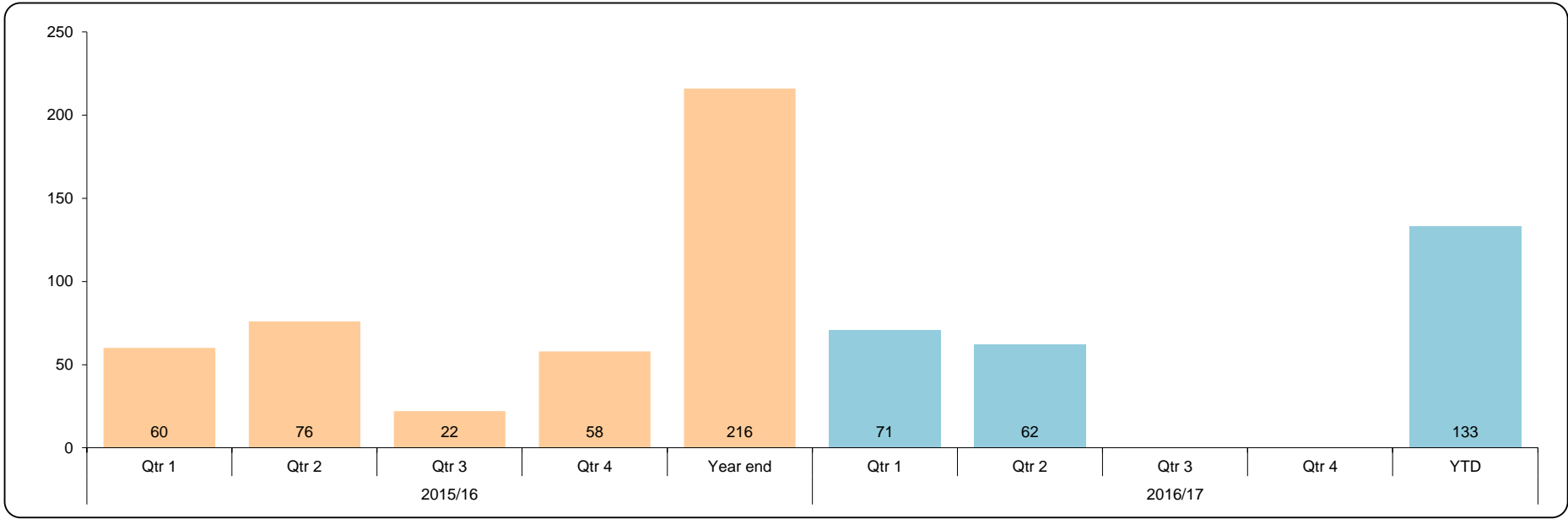


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through advice	26	33	9	21	89	25	27			52

PRS04

Private Tenancy Unit - Cases assisted through intervention

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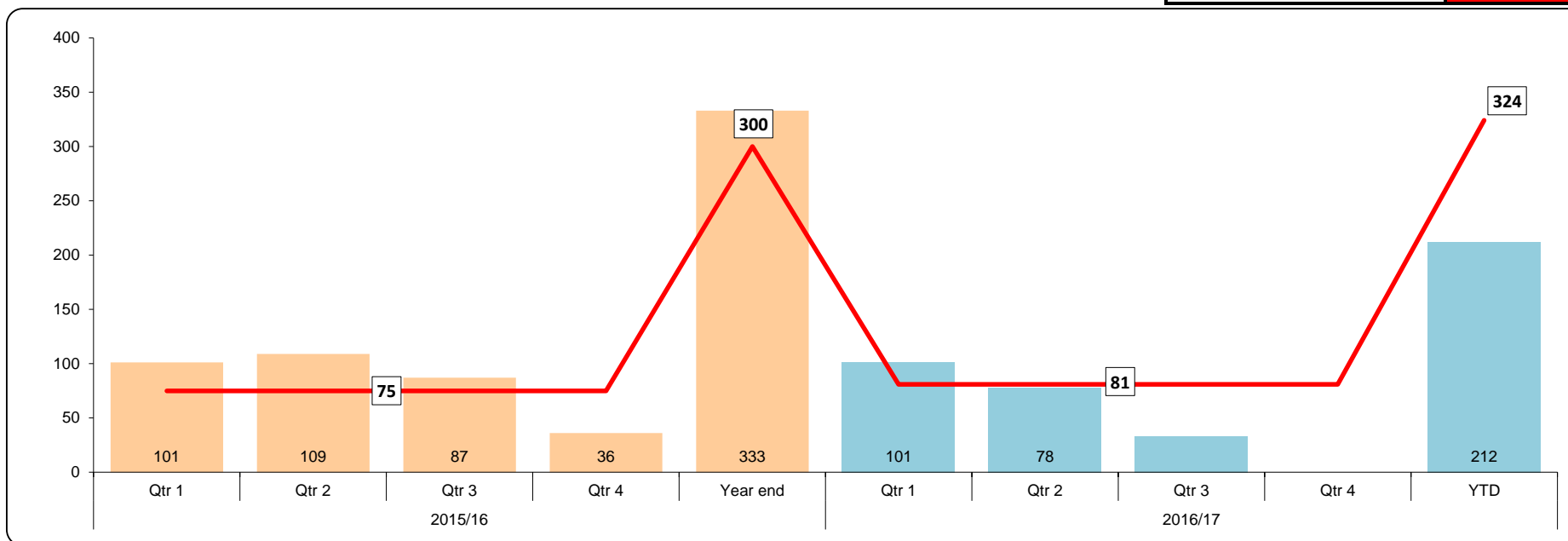
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through intervention	60	76	22	58	216	71	62			133

Empty properties brought back into use

(Council Business Plan)

RAG Status

Red



Bigger is better

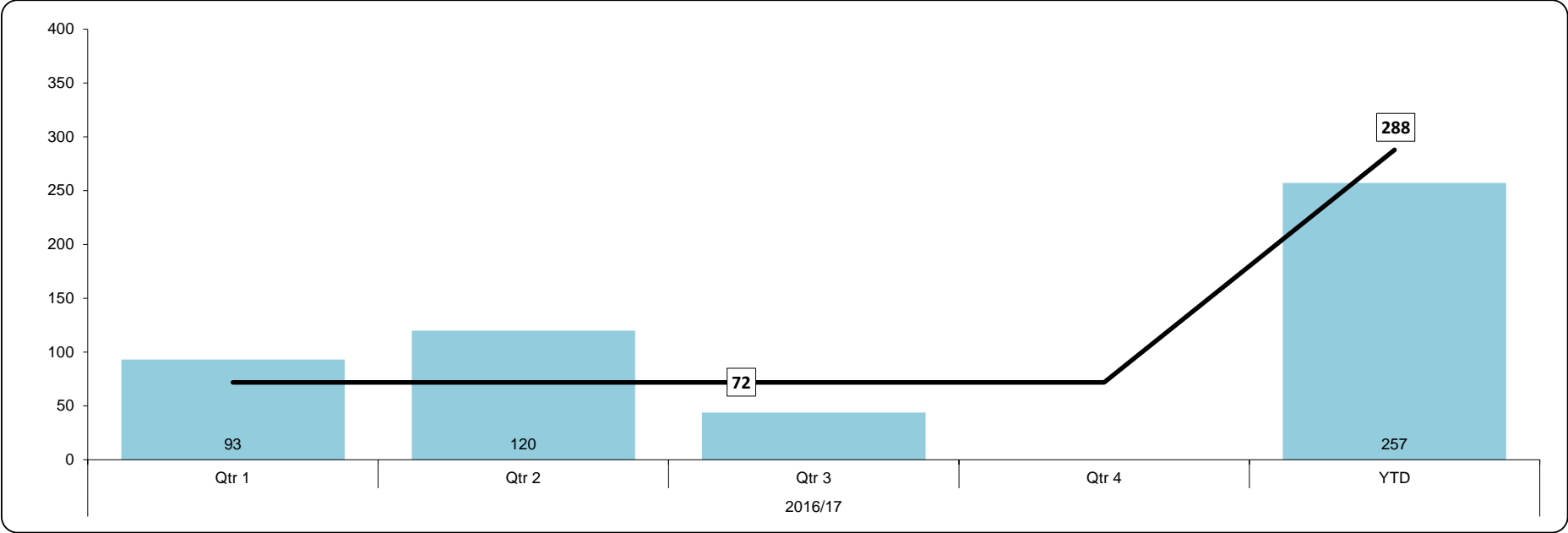
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	101	109	87	36	333	101	78			212
Target	75	75	75	75	300	81	81	81	81	324

PRS06

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

(Council Business Plan)

RAG Status	Green
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Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	This is a new measure. There is no historical data available.					93	120			257
Target	n/a	n/a	n/a	n/a	n/a	72	72	72	72	288

Housing Development (Clive Skidmore)

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

Housing Transformation Report Q2 2016-17

Ladywood District Committee

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

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

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

even where the operative arrives outside the appoint time.

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

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

High Rise Block scores in Ladywood

There was a discussion at the Ladywood District Committee on 20 September 2016 about high rise block scores and the committee asked for further information about this KPI.

High Rise numbers across the City

Edgbaston	16
Erdington	16
Hall Green	0
Hodge Hill	22
Northfield	34
Selly Oak	27
Sutton	2
Perry Barr	1
Yardley	15
Ladywood	57

The KPI measures:

External

- Litter
- Bulky rubbish
- Graffiti
- Door entry system
- Bin room
- General appearance

Internal

- Communal entrance
- Lifts
- Stairs
- Landing
- Internal glazing
- Internal graffiti
- Chute rooms
- Health & Safety signage
- Daily block inspections completed

Each element is scored:

1= poor

2 = below standard

3 = standard

4 = good

5 = very good

Some elements of the scoring system are heavily dependent on external investment factors, for example poor quality flooring will always bring down the appearance of communal areas and this will be reflected in the block scores. The scores have therefore been used to assist with identifying where internal decorations need to be prioritised and where capital environmental projects can assist through, for example, the provision of new flooring. However, large scale investment (eg New Deal for Communities) has not been forthcoming in recent years and this is recognised within the investment strategy which asset management colleagues are currently developing.

The KPI measures the proportion of blocks that score as 'good or better' and over the last 6 months one large estate in Ladywood (Hockley) has experienced some particularly challenging staffing issues. These have arisen as a result of a number of long-term sickness absences, which have been managed in accordance with the absence management procedure, but which have nevertheless had an impact on resources and morale on the site. In response to these issues, and in recognition that this is a particularly challenging estate (with 9 high-rise blocks) a decision has been taken to place a Housing Officer and Assistant Housing Officer on site so that they can personally oversee the supervision for the team. The officers have been working with the estate-based staff to develop an Improvement Plan for the estate and it is anticipated that this will be reflected in block scores moving into Q3.

At a city-wide level, a further initiative has been developed to audit the approach to block scores to ensure that there is consistency of approach across the 4 management structures. It is recognised that there may be training requirements and further refinement required to the Block score approach and the reporting of the KPI

Kate Foley

Acting Senior Service Manager

November 2016

Report to	LADYWOOD DISTRICT COMMITTEE
Report of:	Strategic Director Place
Date of Decision	24 January 2017
SUBJECT:	BIRMINGHAM COUNCIL HOUSING INVESTMENT PROGRAMME ENVIRONMENTAL WORKS BUDGET 2016/17
Key Decision: Yes	Relevant Forward Plan Ref:
If not in the Forward Plan: (please "X" box)	Chief Executive approved O&S Chairman approved
Relevant Cabinet Member(s):	Councillor Ian Ward – Deputy Leader of the Council Councillor Peter Griffiths – Cabinet Member for Housing and Homes
Relevant O&S Chairman:	Councillor Victoria Quinn – Overview and Scrutiny Committee
Relevant Executive Member	Councillor Ziaul Islam
Wards Affected:	Aston, Ladywood, Nechells, Soho

1. Purpose of Report

- 1.1 To re-state to the District Committee that a sum of £132,000 was allocated for carrying out capital environmental improvement works in neighbourhoods for 2015/16 and to provide an update on progress. The projects have been submitted by a combination of suggestions from Housing Liaison Boards, local residents, Elected Members and Council officers as outlined in Appendix 1.
- 1.2 To inform the District Committee that a further sum of £132,000 has been allocated for carrying out capital environmental improvement works in neighbourhoods during 2016/17.
- 1.3 To inform the District Committee that projects to the value of £185,926.45 have been approved as detailed within Appendix 2.
- 1.4 To inform the District Committee of the budgetary position to date (Appendix 3).

2. Decision (s) recommended

That the District Committee:

- 2.1 Note progress in connection with the projects previously initiated at Appendix 1.
- 2.2 Note the projects detailed at Appendix 2.
- 2.3 Note the budget position statement provided at Appendix 3.

Lead Contact Officer	Kate Foley Senior Service Manager – Landlord Services
Telephone No: E-mail address:	0121 303 1277 Kate.Foley@birmingham.gov.uk

3 Consultation

3.1 Internal

All ward members within the district have been consulted on the project proposals for the District Committee Capital Environmental Budget for 2016/17.

3.2 External

The Housing Liaison Boards and other local residents are assisting with identifying the proposed projects to be funded from the Environmental Budget 2016/17.

4. Compliance Issues:

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

Improving the Council owned housing stock directly contributes to the strategic outcomes of the Sustainable Community Strategy, the Council Business Plan and Budget 2016+. In particular there is a specific target under the theme of securing a high quality of life for residents. Stock improvements will also impact upon the other strategic outcomes, most notably on the aspiration for healthier communities, all of which are consistent with the themes identified in The Leader's policy statement.

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

4.2 Financial Implications

The total capital funding for these schemes is contained within the approved Housing Public Sector Capital Budget 2016/17. The 2016/17 Capital Environmental Budget for Ladywood is £186,700. The budget includes the 2016/17 allocation of £132,000, based on the number of Council properties within the District, and £54,700 slippage from 2015/16.

4.3 Legal Implications

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

4.4 Public Sector Equality Duty (see separate guidance note)

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

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

5. Relevant background/ chronology

- 5.1 The citywide Capital Environmental Budget for 2016/17 is £1,298,200. This includes the new allocation for 2016/17 of £800,000 and slippage from 2015/16 of £498,200. The budget is for capital environmental projects on Housing Revenue Account land and properties.
- 5.2 A sum of £132,000 has been allocated to the Ladywood District Committee for 2016/17. This allocation is based on a stock of 10,419 properties within the district.
- 5.3 The Local Housing Team together with their HLBs, Elected Members and other residents have identified the projects agreed by the District Committee and detailed at Appendix 1.

6. Evaluation of alternative options

- 6.1 Alternative options have been considered during the consultation with Housing Liaison boards and other residents. However, based on local priorities, it is recommended that the projects listed at Appendix 2 are proceeded with during the 2016/17 financial year.

7. Reasons for decision(s)

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

8. Update on projects agreed previously

- 8.1 An update on the delivery of capital projects agreed during 2015/16 is provided at Appendix 1.

Signatures

Chief Officer

List of Background Documents used to compile this Report

1.

List of Appendices accompanying this report (if any)

1. Appendix 1: Ladywood District Environmental Capital Project: Update on schemes agreed 2015/16.

- | | |
|-----------|---|
| 2. | Appendix 2: Ladywood District Capital Environmental Budget 2016/17: Schemes 2016/17. |
| 3. | Appendix 3: Ladywood District Committee: Overall Budget Sheet – Capital Environmental Budget. |

Report Version 2		Dated	6 January 2017
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APPENDIX 1

Ladywood District Capital Environmental Budget: Update on schemes agreed 2015/16

Location	Ward	Scheme Details	Cost (£)	Position Statement
Uxbridge Street	Aston	Install railings to prevent parking	10,187.76	Completed
Sadler House	Aston	Install altro flooring to floors above ground floor (match funded with Housing Liaison Board Community Improvement budget)	13,629.60	Completed
Cherwell Gardens	Aston	Resurface car park	14,230.32	Completed
2 Broadfield Walk	Ladywood	Altro flooring	4,464.00	Completed
4 Broadfield Walk	Ladywood	Altro flooring	4,464.00	Completed
9 Essington Street	Ladywood	Altro flooring	4,464.00	Completed
22 Grosvenor Street West	Ladywood	Altro flooring	4,464.00	Completed
10 Ryland Street	Ladywood	Altro flooring	4,464.00	Completed
132 Duddeston Manor Road	Nechells	Altro flooring	3,321.60	Completed
138 Duddeston Manor Road	Nechells	Altro flooring	3,321.60	Completed
144 Duddeston Manor Road	Nechells	Altro flooring	3,321.60	Completed
65-76 Wrentham Street	Nechells	Altro flooring	2,877.60	Completed
30-41 Wrentham Street	Nechells	Altro flooring	2,877.60	Completed
22-60 Vernolds Croft	Nechells	Altro flooring	2,877.60	Completed
2-24 Sugden Grove	Nechells	Altro flooring	2,877.60	Completed
1-41 Hodnet Grove	Nechells	Altro flooring	2,877.60	Completed
12-50 Hodnet Grove	Nechells	Altro flooring	2,877.60	Completed
2-40 Southacre Avenue	Nechells	Altro flooring	2,877.60	Completed
3-19 Southacre Avenue	Nechells	Altro flooring	2,877.60	Completed
21-31 Southacre Avenue	Nechells	Altro flooring	2,877.60	Completed
Spring Grove Gardens	Soho	Supply and fit metal gate and keys	870.00	Completed
All Saints Road	Soho	Tarmac driveway, supply and fit concrete bollards, metal barrier, post, padlock and chain	8,220.44	Completed

New Spring Street Sheltered Scheme	Soho	Resurface parking area at rear of common room, mark parking bays, widen steps and provide metal hand rails, build up area to rear of parking spaces to create soak away	6,750.00	Completed
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Total cost = £112,071.32

APPENDIX 2

Ladywood District Capital Environmental Budgets: Schemes 2016/17

Location	Scheme Details	Price (£)
Aston – Available for new schemes £52,603.62		
Baldwin House	Altro flooring –ground floor	2,661.66
1-25 Farm Croft	Altro flooring	2,661.66
8-46 Farm Croft	Altro flooring	2,661.66
52-63 Farm Street	Altro flooring	2,661.66
135 Great Hampton Row	Altro flooring	4,107.35
1 Guest Grove	Altro flooring	1,749.62
3 Guest Grove	Altro flooring	1,749.62
5 Guest Grove	Altro flooring	1,749.62
7-39 Guest Grove	Altro flooring	2,661.66
14-36 Guest Grove	Altro flooring	2,661.66
2-24 Mosborough Crescent	Altro flooring	3,567.01
33-63 Unett Street	Altro flooring	4,005.78
Uxbridge Street	Trip rail and fencing	9,727.49
15-45 Villa Walk	Altro flooring	2,661.66
11-25 Westthorpe Grove	Altro flooring	3,460.77
42-53 Westthorpe Grove	Altro flooring	3,460.77
Sub-total		52,209.65
Ladywood – Available for new schemes £39,052.58		
Broadfield Walk	Widen bin store area	7,379.20
Icknield Port Road	Install metal gate and digi-locks	10,370.67
Chamberlain House	Lining to bin rooms	3,555.12
Muntz House	Lining to bin rooms	1,860.62
Avery House	Lining to bin rooms	3,555.12
Bradbeer House	Lining to bin rooms	3,555.12
Collings House	Lining to bin rooms	3,555.12
Kenrick House	Lining to bin rooms	3,555.12
Ryland Street	Altro flooring (match funded with Community Improvement Budget)	1,666.49

Sub-total		39,052.58
Nechells – Available for new schemes £68,434.03		
Ashford Tower	Altro flooring	1,528.16
8 Ashted Walk	Altro flooring	1,892.51
Bransford Tower	Altro flooring	1,528.16
Cantlow House	Altro flooring	1,528.16
Dovey Tower	Tarmac rear car park	17,430.00
132 Duddeston Manor Road	Altro flooring	4,220.71
138 Duddeston Manor Road	Altro flooring	4,220.71
144 Duddeston Manor Road	Altro flooring	4,220.71
150 Duddeston Manor Road	Altro flooring	4,220.71
Gresham Tower	Altro flooring	1,528.16
High Tower	Altro flooring	3,737.55
15-21 Hobart Croft	Altro flooring	2,391.50
2-48 Kelsey Close	Altro flooring	8,093.37
Radcliffe Tower	Altro flooring	1,528.16
199 Vauxhall Road	Altro flooring	1,892.51
10-58 Wardlow Road	Altro flooring	8,093.37
Sub-total		68,054.45
Soho – Available for new schemes £26,609.77		
Beaumont Gardens	Resurface pathways (match funded with Community Improvement Budget)	4,714.27
38-40 Claremont Road	Form parking bays to rear	20,165.50
New Spring Street	Renew lamppost and fit LED light fixture	1,730.00
Sub-total		26,609.77
TOTAL		185,926.45

APPENDIX 3

Ladywood District Committee

Overall Budget Sheet – Capital Environmental Budget

	£	£
Slippage from 2015/16	54,700.00	
New allocation for 2016/7	132,000.00	
<u>Total budget</u>		186,700.00 (A)
Project approvals requested	185,926.45 (B)	
Budget remaining (A) – (B)		773.55 (C)

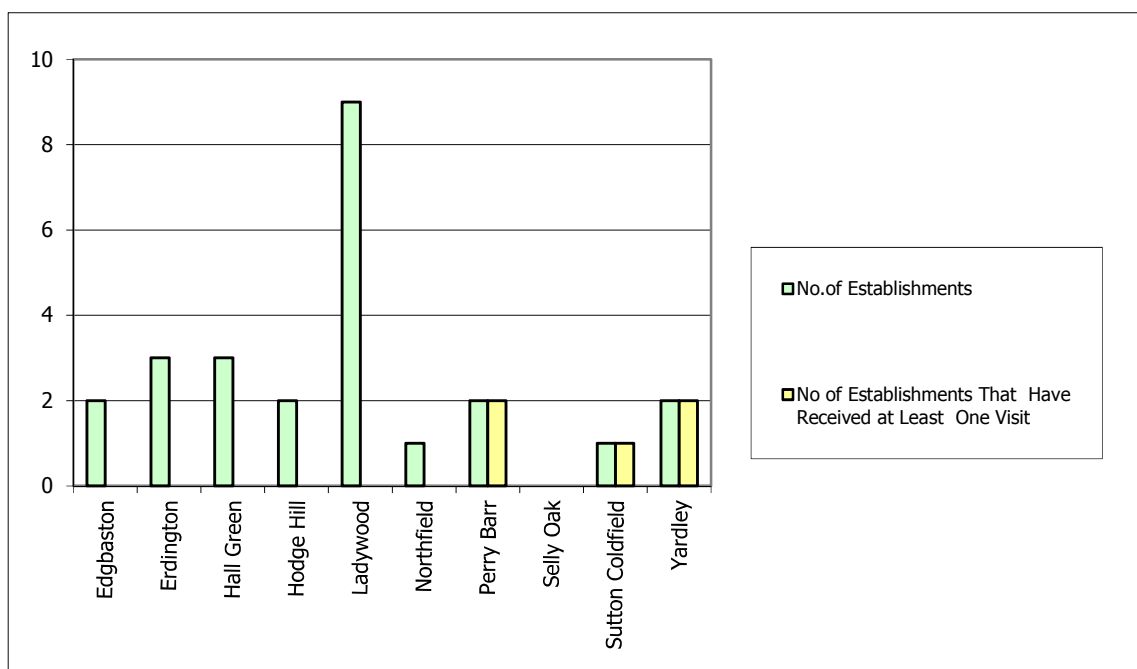
List of Establishments in Ladywood District and
Dates of Last Visit
June 2016 – May 2017

Name of Establishment	Ward	Category	Date of Last Visit	Visiting Members
Advance Enablement 134 Church Lane Aston B6 5UG	Aston	Day Centre Adults/LD		
Commercial Services Kitchen Hockley ATC 28 All Saints Rd Hockley B18 5QQ	Soho	Adults/LD		
Heartlands Resource Centre Inkerman Street Nechells B7 4SB	Nechells	Resource Centre LD		
Hockley Skills Development Centre 27 All Saints Road Hockley B18 5QB	Soho	Skills Development Centre LD/A		
Magnolia Day Centre 73 Conybere St Highgate B12 OYL	Nechells	Day Centre Elderly		
The Norman Power Centre Skipton Road Ladywood B16 8JA	Ladywood	Residential Elderly		
Shakti Asian Elders Skipton Road Ladywood B16 8JA	Nechells	Day Centre Elderly Asian		
St. Stephens Day Centre 171 Nineveh Rd Handsworth B20 OSY	Soho	Day Centre Elderly		
Summerhill 18 Summerhill Terrace, Ladywood	Ladywood	MH/HIV Services		

Establishments indicated with * are ones which did not receive a visit within the previous monitoring year.

MEMBERS VISITS TO ADULT ESTABLISHMENTS JUNE 2016 - MAY 2017
ADULTS

<u>District</u>	<u>No.of Establishments</u>	<u>No of Establishments That Have Received at Least One Visit</u>	<u>%</u>
Edgbaston	2		0.0
Erdington	3		0.0
Hall Green	3		0.0
Hodge Hill	2		0.0
Ladywood	9		0.0
Northfield	1		0.0
Perry Barr	2	2	100.0
Selly Oak	0		#DIV/0!
Sutton Coldfield	1	1	1.0
Yardley	2	2	100.0
TOTAL	25	5	20.0





STANDARDS: MEMBERS REGULATION 33 VISIT Audit of Adult Home Standards by Visiting Members

Please complete in **BLOCK CAPITALS** using black ink or type

Adult Home:	
Date of Visit:	
Visiting Member/s:	

1. PLEASE ASK TO SEE:

1. Accident Book
2. How residents are involved in running the home
3. Home brochure
4. Menu
5. Fire Drill Record
6. The latest Inspection Report (Check progress on requirements/recommendation in report conclusion)
7. The latest Business Plan

Comments

Are Standards satisfactory?

Yes

No

Partly

2. CHOICE OF HOME:

1. Prospective SU have information needed to make informed choice
2. Prospective SUs individual aspirations/needs are assessed
3. Prospective SUs know that the home they choose will meet their needs
4. Prospective SUs have an opportunity to "test drive" the home
5. Each SU has an individual written contract or statement of terms and conditions with the home.

Comments**Are Standards satisfactory?****Yes****No****Partly****3. INDIVIDUAL NEEDS AND CHOICE**

1. SUs know their assessed and changing needs and personal goals are reflected in individual plan.
2. SUs make decisions about their lives with assistance as needs
3. SUs are consulted on and participate in all aspects of life in the home
4. SUs are supported to take risks as part of an independent lifestyle
5. SUs know that information about them is handled appropriate and confidences are kept.

Comments**Are Standards satisfactory?****Yes****No****Partly**

4. LIFESTYLE

1. SUs have opportunity for personal development
2. SUs are able to take part in age, peer, culturally appropriate activities
3. SUs are part of local community
4. SUs engage in appropriate leisure activities
5. SUs engage in appropriate personal, family and sexual relationships
6. SUs rights are respected and responsibilities recognised in their daily lives
7. SUs are offered a healthy diet and enjoy their meals and mealtimes

Comments**Are Standards focused on today satisfactory?****Yes****No****Partly****5. PERSONAL AND HEALTHCARE SUPPORT**

1. SUs receive personal support in the way they prefer and require
2. SUs physical and emotional health needs are met
3. SUs retain, administer and control their own medication, where appropriate, and are protected by the home's policies and procedures for dealing with medicines
4. The ageing, illness and death of a SU are handled with respect and as the individual would wish

Comments**Are Standards focused on today satisfactory?****Yes****No****Partly**

6. CONCERNS, COMPLAINTS AND PROTECTION

1. SUs feel their views are listened to and acted on.
2. SUs are protected from abuse, neglect and self-harm

Comments**Are Standards focused on today satisfactory?****Yes****No****Partly****7. ENVIRONMENT**

1. SUs live in a homely, comfortable and safe environment
2. SUs bedrooms suit their needs and lifestyles
3. SUs bedrooms promote their independence
4. SUs toilets and bathrooms provide sufficient privacy and meet their individual needs
5. Shared spaces complement and supplement SUs individual rooms
6. SUs have the specialist equipment they require to maximise their independence
7. The home is clean and hygienic

Comments**Are Standards focused on today satisfactory?****Yes****No****Partly**

8. STAFFING

1. SUs benefit from clarity of staff roles and responsibilities
2. SUs are supported by competent and qualified staff
3. SUs are supported by an effective staff team
4. SUs are supported and protected by the home's recruitment policy and practices
5. SUs individual and joint needs are met by appropriately trained staff
6. SUs benefit from well supported and supervised staff

Comments**Are Standards focused on today satisfactory?****Yes****No****Partly****9. CONDUCT AND MANAGEMENT OF THE HOME**

1. SUs benefit from a well run home
2. SUs benefit from the ethos, leadership and management approach of the home
3. SUs are confident their views underpin all self-monitoring, review and development by the home
4. SUs rights and best interests are safeguarded by the home's policies and procedures
5. SUs rights and best interests are safeguarded by the home's record keeping policies and procedures
6. The health, safety and welfare of SUs are promoted and protected
7. SUs benefit from competent and accountable management of the service

Comments**Are Standards focused on today satisfactory?****Yes****No****Partly**

Any Other Comments:

Visiting Members Name:	E-mail address for Response	Signature:	Date:

Please forward this form to:

**Sukhvinder Dosanjh, Commissioning Centre of Excellence – Directorate of People,
PO Box 16568, 10 Woodcock Street, Birmingham, B2 2DP**