

Members are reminded that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at this meeting

BIRMINGHAM CITY COUNCIL

ERDINGTON DISTRICT COMMITTEE

TUESDAY, 28 MARCH 2017 AT 14:00 HOURS
IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, VICTORIA
SQUARE, BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

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

2 APOLOGIES

To receive any apologies.

3 - 12

3 MINUTES

To confirm and sign the Minutes of the last meeting of the Erdington District Committee held on 31 January 2017.

13 - 86

4 HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT
QUARTER 3 2016/17 AND PERFORMANCE NARRATIVE

Patrick Canavan, Housing Manager will be in attendance at the meeting.

5 NORTH COMMUNITY SAFETY PARTNERSHIP PRIORITIES AND
PLANS 2017 - 2018

Mike Davis, District Head will give a verbal update report.

87 - 98

6 NEIGHBOURHOOD CHALLENGE 2015/16 CLEAN AND GREEN
REPORT

Mike Davis, District Head will present the report.

7 **NEIGHBOURHOOD CHALLENGE 2016/17 MENTAL HEALTH UPDATE**

Mike Davis, District Head will give a verbal update report.

8 **WEST MIDLANDS POLICE UPDATE**

A representative from West Midlands Police will be in attendance to give a verbal report.

9 **WEST MIDLANDS FIRE UPDATE**

A representative from West Midlands Fire Service will be in attendance to give a verbal report.

10 **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.

11 **DATES OF FUTURE MEETINGS OF THE ERDINGTON DISTRICT COMMITTEE**

Dates to be determined.

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'.

BIRMINGHAM CITY COUNCIL

**ERDINGTON DISTRICT
COMMITTEE TUESDAY 31
JANUARY 2017**

**MINUTES OF A MEETING OF THE ERDINGTON
DISTRICT COMMITTEE HELD ON TUESDAY 31
JANUARY 2017 AT 1400 HOURS IN COMMITTEE
ROOM 2, THE COUNCIL HOUSE, BIRMINGHAM**

PRESENT : - Councillor Josh Jones in the Chair;
Councillors Robert Alden, Bob Beauchamp, Mick Brown, Des
Hughes, Mick Finnegan, Penny Holbrook, Gareth Moore and Gary
Sambrook.

ALSO PRESENT :-

Mike Davis – District Head (Erdington)
Peter Richmond – Chairman of the Housing Panel
Joanne Keatley – Birmingham Adult Education Service
Councillor Marje Bridle – Assistant Leader
Councillor Ansar Ali Khan - Assistant Leader
Nick Reid – Waste Management
Jason Bonser – West Midlands Police
Sarah Stride – Committee Manager.

NOTICE OF RECORDING

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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.

APOLOGIES

372 Apologies were submitted on behalf of Councillors Lynda Clinton, Mike Sharpe,
Ron Storer and Paul Kitchen, West Midlands Fire Service for their inability to
attend the meeting.

MINUTES

373 **RESOLVED:-**

The Minutes of the last meeting held on 29 November 2016, having been
previously circulated, were confirmed and signed by the Chairman.

The Chairman agreed to alter the order of the agenda as Councillors Marje Bridle
and Ansar Ali Khan had another meeting to attend at 1430 hours.

ASSISTANT LEADERS UPDATE

Councillor Marje Bridle and Councillor Ansar Ali Khan gave a verbal update and made the following particular points:

Councillor Marje Bridle -

- Work being undertaken and ongoing to localise what the City Council does – services provided.
- Assistant Leaders have liaised with many City Councillors to gather views, ideas and concerns. Everybody is stating the same thing – they want to be able to work more effectively at Ward and Neighbourhood level. Councillors feel that with the correct mechanisms in place decisions and actions can be achieved.
- The Assistant Leaders have identified 4 key measures of success:
 - If localisation is successful services would be different and better suited to the area and more efficient.
 - Officers would work for the locality first not their service or Directorate and would work together as a team in the locality.
 - Councillors will have more influence and exercise their community leadership roles more effectively on the services that are to be delivered.
 - Residents would believe that they are more in control of their service provision in their local area.
- At the Cabinet Committee Local Leadership meeting held this morning discussions took place on Members visits to other Council's. Assistant Leaders visited Oldham which is called a "Co-operative Council". They are committed and focussed on working effectively at the level of the local Ward.
- Assistant Leaders have put in place 'Local Neighbourhood Action Co-ordinators' to help make the vision happen. Their aim is to assist residents and Councillors in guiding them on where to go and what to do in order to get things done.
- 3 co-production sessions held – at the last meeting it was hoped that Kingstanding Regeneration Trust would attend as people were keen to hear about the successes that they had achieved. Have liaised with Frankley Parish Council and listened to they have achieved as a local community council and in Leeds, which has Parish Councils, there is a Charter and the Council arranges 'Devolution Deals' with local areas. Investigating on how Birmingham can use similar methods to flex the services and make them more suitable for the local area.
- Street cleaning – 'Cleaner Streets Plan' in place and Councillors to work with local residents to identify how street cleaning could be localised. 'Keep Britain Tidy' weekend on 3rd, 4th and 5th of March 2017. Further details and information will be advertised shortly.

Councillor Ansar Ali Khan –

- The main aim was to put 'basics' right in the City of Birmingham for local residents. Listened to views of many and the main point that was reiterated in all discussions was that 'we need to fix the neighbourhood'. If we want to improve our neighbourhood then we must work in a partnership. Looking at the City's financial situation, it is obvious that the City is not in a position to provide all services the way the people of Birmingham want. The only way improvements can be made to our services is if elected members, community leaders, voluntary organisations, community groups and the neighbourhood as a whole work together.
- Assistant Leaders looked at good practices in other areas - visited Bristol, Manchester, Plymouth and other Council's to gather ideas and schemes that they have in place to see if Birmingham can replicate and incorporate them into our future plans. Have met with opposition Leaders of the Council and discussions taking place on the way forward for our City. If we can improve the neighbourhood structure then we can achieve a better standard of living for all residents Citywide.
- During discussions Street cleaning was a major issue that was identified. On 9th November 2016 a 'Clean Up Day for the City' had been organised and the City was awarded ten awards for the initiative. On 3rd, 4th and 5th March 2017 holding a 'Keep Britain Tidy' weekend. Asking all Wards to present a cleaner streets plan so the Department can monitor the situation and deliver services in accordance with the local plans. Urge Ward Members to submit their cleaner streets plans as soon as possible.
- The important role sits with Elected Members. Elected Members need to take leadership in their neighbourhood. If local Members take leadership then they can encourage local groups to become involved. The 3 key issues are Education, Engagement and Enforcement. If the 3 key issues are practiced then neighbourhoods will be improved.

The Chairman thanked Councillors Bridle and Khan for their verbal report and asked the Assistant Leaders other than appointing Local Neighbourhood Action Co-ordinators what other proposed structures were in place to improve neighbourhoods?

Councillor Khan replied that the Local Neighbourhood Action Co-ordinator will work together and alongside 3 Elected Members and arrangements will be made to structure a local team to work in co-ordination with them to deliver services locally. All service providers will work together as a team to improve our neighbourhoods.

In response to a question raised by Councillor Gareth Moore concerning as to whether local funding will be made available Councillor Khan stated that £48,000 will be made available to each Ward Citywide for a 12 month period. He stated that at the present he was not in a position to confirm whether further funding will be made available but other options are being explored to see how funding can be continued for local investment. He was pleased to announce that the Erdington Town Centre Management Project had been approved this morning at the Cabinet Committee Local Leadership meeting. Councillor Bridle advised that discussions were taking place with Cabinet Members concerning localising services and the Local Innovation Fund of £48,000 per Ward was seen as a starting point and local teams could independently bid for other pots of Government funding, Lottery funding, Heritage funding etc. for their local neighbourhood areas. Officers with

experience in drawing up and presenting bid reports will be made available to offer advice and guidance to all neighbourhood local teams.

In response to a question raised by Councillor Gary Sambrook concerning the number of Elected Members assigned per one Local Neighbourhood Action Co-ordinator, Councillor Khan advised that in some circumstances it may be 4 Members but this has been identified and discussions were taking place with Social Landlords and Housing Associations with a view to utilising their staff to help and assist the neighbourhood team. Councillor Sambrook further requested that during discussions with Cabinet Members concerning the restructure of the City Council was the formation of Parish or Town Council's discussed whereby it was envisaged that the creation of local Committee's and a local neighbourhood Manager will be appointed and if so would the creation of either structure be determined on a 'where appropriate' basis or 'by demand?' Councillor Bridle replied that a meeting was recently held and all Councillors were invited to attend to discuss whether they would be interested in the possibility of setting up a Local Community Council in their Ward. The ability to set up a Local Community Council is available depending upon the wishes of local people. There was huge support from local residents in Sutton Coldfield to want to set up a Town Council. The proposal should come from the community. If there is a demand for the development of a Local Community Council and devolution then support and guidance will be provided. Cabinet Members were in support of the devolution process.

The Chairman thanked both Assistant Leaders for their informative and interesting verbal presentation and stated that he would invite them both to a future meeting to receive an update on progress made and future proposals.

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RESOLVED:-

That the verbal report from the Assistant Leaders be noted.

At 1422 hours Councillor Penny Holbrook left the meeting.

ERDINGTON HOUSING PANEL UPDATE

The following presentation from Peter Richmond, Chief Executive, The Pioneer Group and Chairman of the Housing Panel was circulated at the meeting:

(The presentation document is available for public inspection on the Council's internet site www.birminghamnewsroom.com)

(See Document No. 1)

Peter Richmond, Chief Executive, The Pioneer Group and Chairman of the Housing Panel introduced the power point presentation and responded appropriately to comments made by Members.

The Chairman thanked Peter Richmond for his comprehensive presentation and it was -

375

RESOLVED:-

- i) That the verbal presentation on the progress of the Erdington Housing Panel be noted;
- ii) The Chairman requested that the District Head send written notification to the Cabinet Member for Housing and Homes requesting that all District Housing Panels Citywide be contacted with a view to providing comments and feedback on the City Wide Housing Strategy document.

NORTH ADULT EDUCATION SERVICE UPDATE

Joanne Keatley, Birmingham Adult Education Service gave a verbal presentation and made the following particular points:

- The Birmingham Adult Education Service is primarily a 19+ funded organisation. Funded by the Skills Funding Agency. Externally funded via a grant.
- Priorities are for adults who are unemployed and low skilled.
- Work alongside health and wellbeing, in particular people with mental health issues and adults with learning difficulties and disabilities.
- Family learning programme – to get adults engaged in their own learning and how those adults interact with their own children and encourage them to learn.
- Previously had a centre in Osborne Road, Erdington and another in Boldmere in Sutton Coldfield. Both buildings were in a poor state of repair. Amalgamated both centres and now have a newly refurbished building located at Sutton New Road in Erdington. The centre opened in September 2016. Successful official opening day held last week. The standard of the new centre is excellent.
- In the year 2015/16, combining the figures for both of the old centres there were 1,630 learners, 3,400 individual enrolments.
- In the new centre there are to date 1,120 learners and 2,200 enrolments. The new centre is already 2/3 of the way in meeting the targets from the 2 old centres combined. This is an indication that the new centre will be a success.
- Of the 1,120 learners at the new centre, 42% of them are Erdington District residents. 15% of those 472 learners are from Erdington Ward, 13% Stockland Green. 6% Kingstanding and 9% are Tyburn. The other Wards in the City that the centre is serving are the remaining 58% - 17% are from the Sutton Coldfield District, 8% Ladywood and 10% from Perry Barr.
- Top courses on offer are GCSE English and GCSE Maths and other English and Maths programmes that are not as high as the standard of GCSE.
- Have creative industries – upholstery and woodwork courses.
- Offer counselling, sign language and other courses for people with learning difficulties.
- Partnership working with the job centre, Erdington Skills Centre.
- In 2015/16 there were 1,000 Erdington residents who took up learning and there are 714 to date in the new centre in 2016/17. 40% are white/British, 12% Caribbean, 7% African, 7% Pakistani and 7% from other White

backgrounds. 40% of applications are on work related benefits. 24% have declared themselves to have a learning disability.

- We are a small provider for young people aged 16-18 years of age. Working with Premier Training College in Erdington to offer 20 NEETs a study programme.
- Working with Witton Lodge and they are working with long term unemployed people offering careers information and advice together with a mental health assessment.

In response to questions raised she advised that the only provision that the new centre were unable to offer that the old centre at Boldmere did was pottery classes. This was because provision could not be found to house the kiln. The new centre has however, been able to take forward and offer floristry, various art subjects, upholstery, woodwork, cookery with a hospitality suite and various other non-accredited programmes.

Members congratulated Joanne on her informative presentation and congratulated all staff involved at the new centre. Members hoped that the successes of the centre will grow and flourish for many years to come.

Councillor Alden stated that he was pleased that the picturesque Victorian building vacated by the centre in Osborne Road was to be transferred back into use by the Education Service to be used as a school premises site. He was pleased that the building had not been earmarked for demolition.

In response to questions raised by Councillor Mick Brown, Joanne Keatley advised that meetings with learners had taken place to discuss issues such as facilities available in the new building, travel arrangements to and from the new site, and the courses provided at the new centre and the general feedback received from service users was very positive and encouraging. Concerns were expressed in relation to the lack of parking at the new centre but service users have now accepted the situation and use other methods of transport such as public transport. All comments received were taken on board and fed into a cycle of future improvement works to be investigated and if necessary undertaken.

With regard to partnership working with the Workers Educational Association (WEA) she advised that there was a partnership group in Birmingham called the Birmingham Learning and Skills Partnership which includes the WEA and all colleges. The group is mainly concerned with entry levels, skills and entry level opportunities.

With regard to learners with disabilities, the service has always provided a significant amount of provision for users with both learning and physical disabilities and the centre has always had a good budget for learning support. The centre also has a very good volunteering programme where the service is complimented with the assistance of approximately 80-100 active volunteers who provided vital excellent support and guidance in classes. So in situations where sufficient funding has not been identified the volunteers can fill the gap by offering their services free of charge.

The Chairman thanked Joanne Keatley for her very informative and interesting presentation and it was -

RESOLVED:-

That the verbal presentation on the North Adult Education Service be noted.

CLEAN AND GREEN NEIGHBOURHOOD CHALLENGE 2015/16 UPDATE

The following report from Nick Reid, Waste Management was submitted:-

(See Document No. 2)

Nick Reid, Waste Management introduced the report and appendices and highlighted the salient points.

In relation to questions and comments raised by Members he gave the following responses:

- Twitter account – the news room stopped publishing bin missed collections on their Twitter page and officers were requested to stop sending information through to them. The number of miss collections had reduced significantly since wheelie bins were rolled out Citywide.

Members expressed concern that miss collection information should be emailed to all Members across the District as and when they occur so they can then notify residents of the problem and advise them when their bins will be collected and emptied.

Nick Reid stated that he would investigate re-establishing lines of communication in relation miss collection information to all Members of the District Committee.

- Residual waste had increased and a possible explanation for this is that wheelie bins have to some extent encouraged it. It is a known problem that many other Authorities have experienced. Overall the level of recycling has increased. The vast majority of Birmingham's residual waste does not go to landfill it goes for incineration with energy recovery at Tyseley Depot. Birmingham's landfill waste is less than 10% of the total waste collected per year. He confirmed that more work needed to be done around the 3 R's (reduce, reuse and recycle) and the waste prevention team will engage with residents, community groups and Charity Organisations in an effort to drive down waste and recycle goods as far as was reasonably possible. However, to achieve results in this field a lot of work, expenditure and education needed to be completed but he was in agreement that it was a move that Birmingham City Council needed to undertake.
- Food recycling scheme – the collection of food waste was not part of the future waste strategy. Nick Reid stated that he was unable to comment on this issue.

Members expressed concern that the issue was not part of the future waste strategy and stated that there were definite merits to the scheme and the idea should not be discounted in the future. It was suggested that

combining food waste with garden waste collections was a positive step forward in the right direction.

- Members welcomed the removal of the on-street recycling banks as often they resulted in problems with rubbish being dumped around them. The areas where they have been removed have experienced less rubbish being left on the street. The underground recycling banks did not encounter the same dumping problems and Members felt that it was unfortunate that they also had been removed.
- Members made reference to recommendation no. 5 in the report and stated that it was imperative that street cleansing rotas be shared and communicated with Ward Members and all other interested partners.

The Chairman thanked Nick Reid for his comprehensive report and reiterated the request from Members that they be notified of all miss collections across the District and also Ward street cleansing rotas.

It was -

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RESOLVED:-

That the report and verbal update on the Clean and Green Neighbourhood Challenge 2015/16 be noted.

WEST MIDLANDS POLICE UPDATE

Jason Bonser, West Midlands Police gave a verbal report and made the following particular points:

- Over the last 2 months crime trends in the Erdington District have reduced significantly to 15.4%. Mainly due to the end of the Christmas period. Violent crime was relatively stable across the District.
- Erdington Ward – to date have experienced an increase in offences - 32 burglaries, 42 offences of theft from shops and stores, 18 offences of violent crime but less offences occurring on the streets. The Police team have concentrated on burglaries in the areas and have done a lot of work with residents advising on how to prevent house/car etc burglaries. A recent arrest of individuals has had a significant impact on the number of burglaries occurring in the area. Team operation Alliance – focussing on offender management. Concentrating on parking around local schools and anti-social behaviour. Further information available at local tasking teams.
- Kingstanding Ward – only a slight increase in offences to date. Reduction in burglaries and fewer offences in business crime. Reduction in violent crime. Team working with residents around Wryley Birch Estate to reduce burglary crime. Road safety awareness – dealing with youths gathering in groups on bicycles across the District.
- Stockland Green Ward – increase in offences at year to date. Significant increase in burglaries. Violent crime and street crime offences have increased. Community Action Plan and Neighbourhood Team working well to helping to reduce crime figures – night crime and residents walking from the train station feeling unsafe need to be addressed. It was also

expressed that drugs in the Stockland Green Ward was an issue that needed to be addressed.

- Tyburn Ward – An increase in crime to date. Business crime had increased in theft from shops and stores. Violent offences have increased. Arrests mentioned earlier have had an impact on the number of robberies and burglaries. Numbers will reduce in the future. Parking issues around Fort Parkway have stabilised after a number of parking tickets were issued. Feel that people have now got the message and are parking more responsibly. Boy racers – vehicle registration numbers have been taken and will be dealt with under the Section 222 Injunction. Enforcement initiatives will be undertaken.

378

RESOLVED:-

That the verbal update report from West Midlands Police be noted.

WEST MIDLANDS FIRE UPDATE

379

RESOLVED:-

The District Committee was informed that the representative from West Midlands Fire was not in attendance at the meeting and had sent apologies.

OTHER URGENT BUSINESS

380

No items of other urgent business were raised.

DATE OF NEXT MEETING

381

That the next meeting of the Erdington District Committee be held on Tuesday 28 March 2017 at 1400 hours in Committee Rooms 3 & 4, The Council House, Birmingham.

AUTHORITY TO CHAIRMAN AND OFFICERS

382

RESOLVED:-

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

The meeting ended at 1530 hours.

CHAIRMAN

Quarter 3 October - December 2016

<p>(Page 38)</p>	<p>8% reason for not made secure is due to the intro being extended by 6 months due to ASB or rent arrears.</p> <p>Estate Assessments (No Target)</p> <p>We carry out twice per year, April and September with residents based on 8 questions. Examples, litter, graffiti, vandalism, hard and soft landscapes etc.</p> <p>Erdington scored 30.9 out of a possible 40, which equates to achieving an excellent score. Compared to the 10 constituencies Erdington scored the 3rd highest score.</p>
<p>Rent Collection</p> <p>Green</p> <p>(Page 15 – 16)</p>	<p>Erdington rent collected as a % = 101.72%. Target is 98.30% therefore collected 3.42% above target for Quarter 3.</p> <p>Erdington arrears as a snapshot = £1,390,511 reduced by £137,059 on Quarter 2. Overall on Quarter 3 as a city perspective arrears under target by £865,474.</p>

Of the Business Area's with a target, Erdington was in **Green** on all 4 counts for Quarter 3.

NARRATIVE RESPONSES TO PERFORMANCE ARE PROVIDED TOWARDS FRONT OF REPORT ON VOIDS & LETTINGS, REPAIRS SERVICE AND HOUSING CUSTOMER SERVICE HUB.

Housing Transformation Board Performance Report

Quarter 3 2016/17

Report produced by Place Directorate Performance and Support Services Team

Version 1.0 14/02/2017
Page 15 of 98

Contents	RAG status (based on Q3 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	12
Number of properties sold under Right To Buy	No Target	13
Right to Buy compliance to statutory timescales	Red	14
<u>Rent Service (Tracy Holsey)</u>		
Percentage of rent collected	No Target	15
Current amount of rent arrears	Green	16
<u>Housing Options (Jim Crawshaw)</u>		
Number of households in Temporary Accommodation	TBC	17
Number of households in B&B	TBC	18
Increase in the number of cases where homelessness is prevented or relieved	Red	19
Number of households on housing waiting list	No Target	20
Average number of weeks families in B&B	No Target	21
Percentage of Health and Housing Assessments completed within 6 weeks	Red	22
<u>Independent Living (Afsaneh Sabouri)</u>		
Number of households helped by Independent Living	Red	23
Number of Wise Move completions	No Target	24

Landlord Services

Antisocial Behaviour (Tracey Radford)

Number of new ASB enquiries received - A, B and C categories	No Target	25
Number of new hate crime enquiries	No Target	27
Percentage of A cases responded to on time	Amber	28
Percentage of B cases responded to on time	Green	28
Percentage of C cases responded to on time	Green	28
Total ASB cases closed	No Target	29
Percentage of ASB cases closed successfully	Green	30
Number of live ASB cases	No Target	31
Total cases responded to on time	No Target	32
Number of live Think Family cases	No Target	33

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better	Green	34
Percentage of low-rise blocks rated satisfactory or better	Green	35
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	36
Percentage of introductory tenancies over 12 months old, not made secure	Green	37
Condition of estates - average of bi-annual estate assessment scores	No Target	38
Condition of estates - number of excellent, good and poor ratings to date	No Target	39

Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks	Amber	40
Percentage of Careline calls answered within 60 seconds	Green	41

Landlord Services

Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled	No Target		42
Average time taken to answer calls (in seconds)	Red		43
Percentage of calls answered	Green		44

Asset Management and Maintenance (John Jamieson)

Repairs:

Percentage of Right To Repair jobs completed on time	Red		45
Percentage of gas servicing completed against period profile - snapshot figure	Green		46
We will respond to emergency repairs in two hours	Red	BP	47
We will resolve routine repairs within 30 days	Green	BP	48
KPI001 - Customer Satisfaction	Green		49
KPI002 - Work orders completed within timescale	Amber		50
KPI004 - Service Improvement Notices	Green		51
KPI005 - Safety SIN's	Green		52
KPI007 - Appointments made	Red		53
KPI008 - Appointments kept	Red		54

Voids and Lettings (John Jamieson)

Available council homes as a percentage of total stock - snapshot figure	Green	CBP	55
Average days void turnaround - all voids	Amber		56
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Green		57

Capital Works (Martin Tolley)

Percentage of actual spend as a proportion of revised annual budget - year to date	Red		58
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets		59
KPI001 - Customer Satisfaction (Capital Works only)	Green		61
KPI002 - Work orders completed within timescale (Capital Works only)	Red		62
KPI008 - Appointments kept (Capital Works only)	Green		63

Private Sector Housing (Pete Hobbs)

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

Houses in Multiple Occupation licences issued	No Target		64
Licenced and unlicensed Houses in Multiple Occupation inspected	No Target		65

Private Tenancy Unit (Andrew Greathead)

Private Tenancy Unit - Requests for assistance	No Target		66
Private Tenancy Unit - Cases assisted through advice	No Target		67
Private Tenancy Unit - Cases assisted through intervention	No Target		68

Empty Properties (Matthew Smith)

Empty properties brought back into use	Green	CBP	69
Number of properties improved in the private rented sector as a result of Local Authority intervention	Green	CBP	70

Housing Development (Clive Skidmore)

Number of affordable homes provided	Green	CBP	71
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Housing Transformation Board

Exception Report Quarter 3 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: 14
Target:	100%	
Performance:	33%	
Commentary provided by:	Louise Fletcher	

Although legislative timescales are still not being achieved there has been a quarter by quarter improvement as a result of new working practices, and this has been against the backdrop of a restructure to the Home Ownership team which has also seen a reduction in posts overall. Now that the restructure is complete the next stage is for new practices to become embedded to ensure that this positive momentum continues. Robust checks regarding tenant identity and the source of funding continue, and this has had an adverse impact on timescales, as does the complexity of the Right to Buy applications submitted by tenants. Partnership working with Repairs Contractors has improved, with EPC certificates being produced in a more timely manner and discussions are planned with the Government appointed Right to Buy agents to seek their involvement in ensuring that Right to Buy applications are only submitted from tenants who can afford to buy the property, and to introduce additional social housing frauds checks to ensure properties are being sold to tenants only.

Housing Options (Jim Crawshaw)

Measure:	Increase in the number of cases where homelessness is prevented or relieved	Page: 19
Target	2250	
Performance:	1983	
Commentary provided by:	Version 1.0 14/02/2017	

Although the target for the 3rd Quarter was not met, overall the service is ahead of target to achieve the annual outcome of 8,000 preventions.

Housing Options (Jim Crawshaw)

Measure: Percentage of Health and Housing Assessments completed within 6 weeks Page: 22
Target 95.0%
Performance: 56.2%
Commentary provided by: Jim Crawshaw

The way that the Health and Housing Team process applications has changed as we lead up to the ending of this process in April 2017. Therefore any future reports will not be an accurate reflection and I suggest that this KPI is removed.

Independent Living (Afsaneh Sabouri)

Measure: Number of households helped by Independent Living Page: 23
Target 130
Performance: 97
Commentary provided by: Afsaneh Sabouri

Due to recent budget pressures on DFG and the outstanding invoices from the last financial year, we have had to prioritise the allocation of work. We start a new contract with a value of £4,4m in April, and so it is important that no outstanding invoices from this financial year are carried through to the next. Unfortunately as the financial difficulties continue we may not be able to hit the target for Q4.

Housing Customer Service Hubs (Patrick Canavan)

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

Page: 43

Target 20

Performance: 21

Commentary provided by: Arthur Tsang

Corporately, BCC measures performance across all telephony services along 'Percentage of calls answered (90%)'. In consultation with BCC Corporate Customer Services it was agreed that we would report using the same measure, bringing us in line with the corporate contact centre to more accurately reflect performance across the service.

With the focus on achieving calls answered in under 20 seconds, it was identified that this was not conducive to a high quality customer service as staff were attempting to wrap up calls in order to be available for another call. Therefore this move to a single measure of '90% calls answered' has given the teams more flexibility to provide a more well-rounded service to our tenants.

As a result this has meant that Average Time Taken to Answer calls has increased (reduced staffing is also a factor) as we have not focused on this measure. However, this has not been reflected in any increase in complaints against service. We have requested that this KPI is therefore removed in future reporting.

Asset Management and Maintenance (John Jamieson)

Measure: Percentage of Right To Repair jobs completed on time Page: 45

Target 92.6%

Performance: 87.7%

Commentary provided by: John Jamieson

Performance is only slightly below the standard target with 3 of the 4 contract areas achieving this. Performance penalties have been applied as per the contract where applicable.

Measure: We will respond to emergency repairs in two hours Page: 47

Target 98.1%

Performance: 80.7%

Commentary provided by: John Jamieson

Performance continues to improve against this indicator with one contract above target in December and two above 90%. Performance penalties have been applied as per the contract where applicable.

Measure: KPI007 - Appointments made Page: 53

Target 98.1%

Performance: 94.0%

Commentary provided by: John Jamieson

Performance is below target however the 3rd Quarter is traditionally a period of high demand with the onset of winter and colder weather. Performance penalties have been applied as per the contract where applicable.

Asset Management and Maintenance (John Jamieson)

Measure: KPI008 - Appointments kept

Page: 54

Target 98.1%

Performance: 77.9%

Commentary provided by: John Jamieson

Performance is below target. However this is again in a period of high demand and includes cases where the contractor has not met the appointment time rather than failed to attend. Performance penalties have been applied as per the contract where applicable.

Capital Works (Martin Tolley)

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

Page: 58

Target 70.0%

Performance: 47.3%

Commentary provided by: Pat McWilliam

At the end of Qtr 3 spend is behind profile, however:

- 1) There is substantial work in progress where the capital works are completed (across various programmes) and the contractor has yet to invoice for.
- 2) There is capital planned work's that are in progress and scheduled to start in Qtr 4 and therefore invoice payments will be requested once completed.
- 3) The profile spend is based on the financial report Public Sector Housing Capital Investment Expenditure Period 9 2016/17 and covers the payment period April to November 2016. Due to financial/ accounting process December spend is not incorporated. and by the end of the financial year full spend will be achieved.

Capital Works (Martin Tolley)

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

Page: 62

Target 92.6%

Performance: 76.8%

Commentary provided by: Pat McWilliam

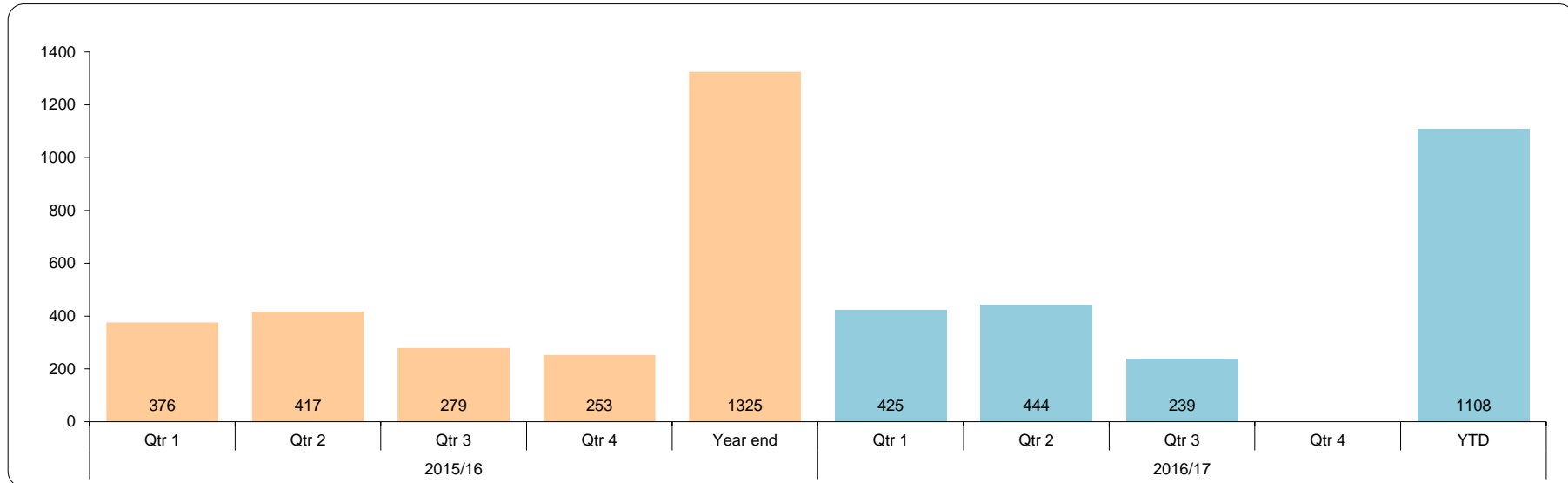
The City performance for this measure is below target; however Keepmoat and Wates West are achieving the standard target. Wates East and Fortem (Willmott Dixon) are reviewing their performance data to identify failures reason. In addition to this BCC carry out an audit throughout the capital work order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

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



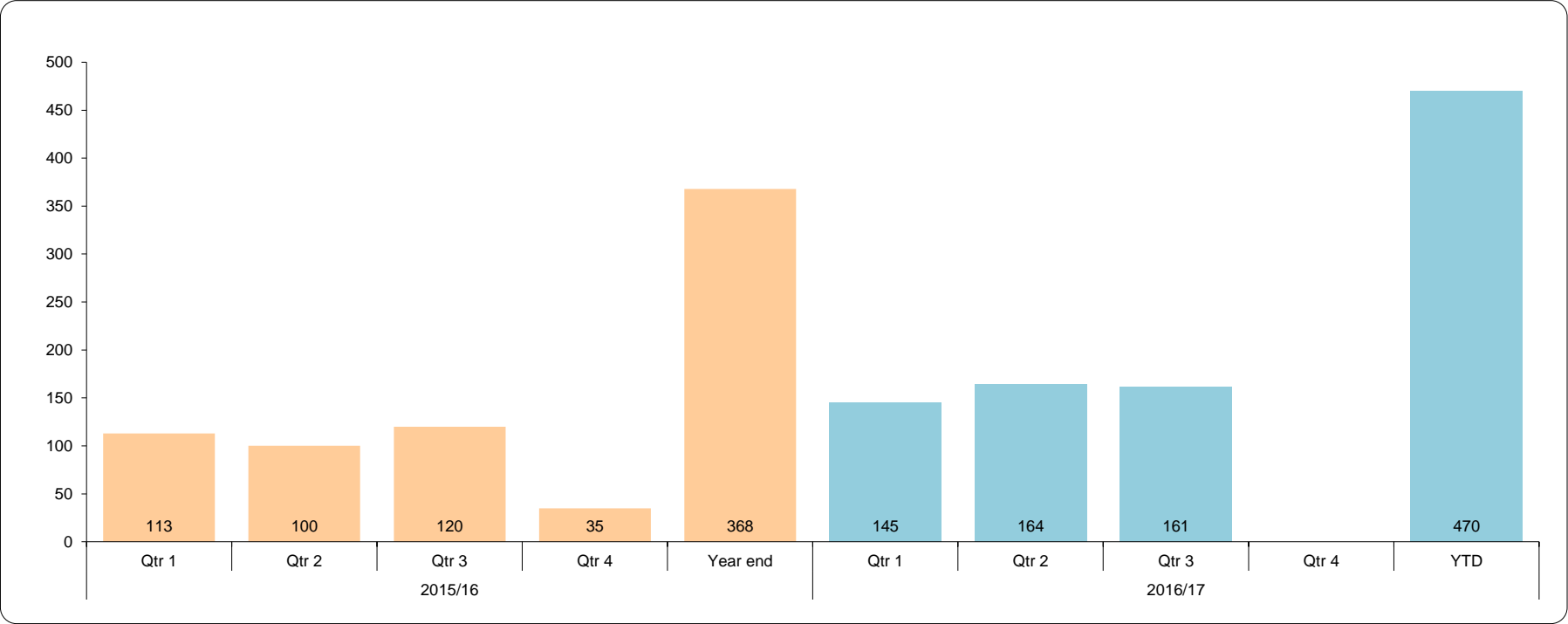
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Right To Buy applications received	376	417	279	253	1325	425	444	239		1108

Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	23	19	12	51	47	23	10	17	5	32

RB01

Number of properties sold under Right To Buy

RAG Status	No Target
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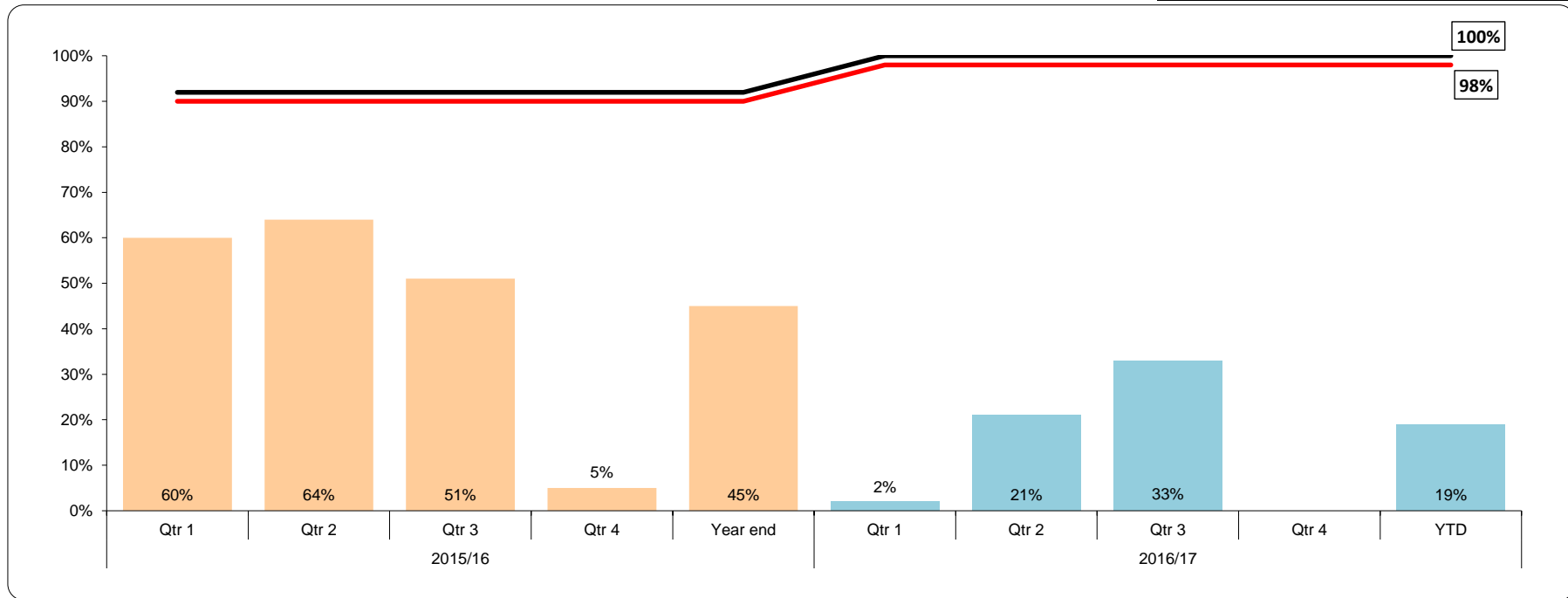
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of properties sold under Right To Buy	113	100	120	35	368	145	164	161		470

Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	16	15	9	26	22	14	4	19	3	33

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%	33%		19%
Target	92%	92%	92%	92%	92%	100%	100%	100%	100%	100%
Standard	90%	90%	90%	90%	90%	98%	98%	98%	98%	98%

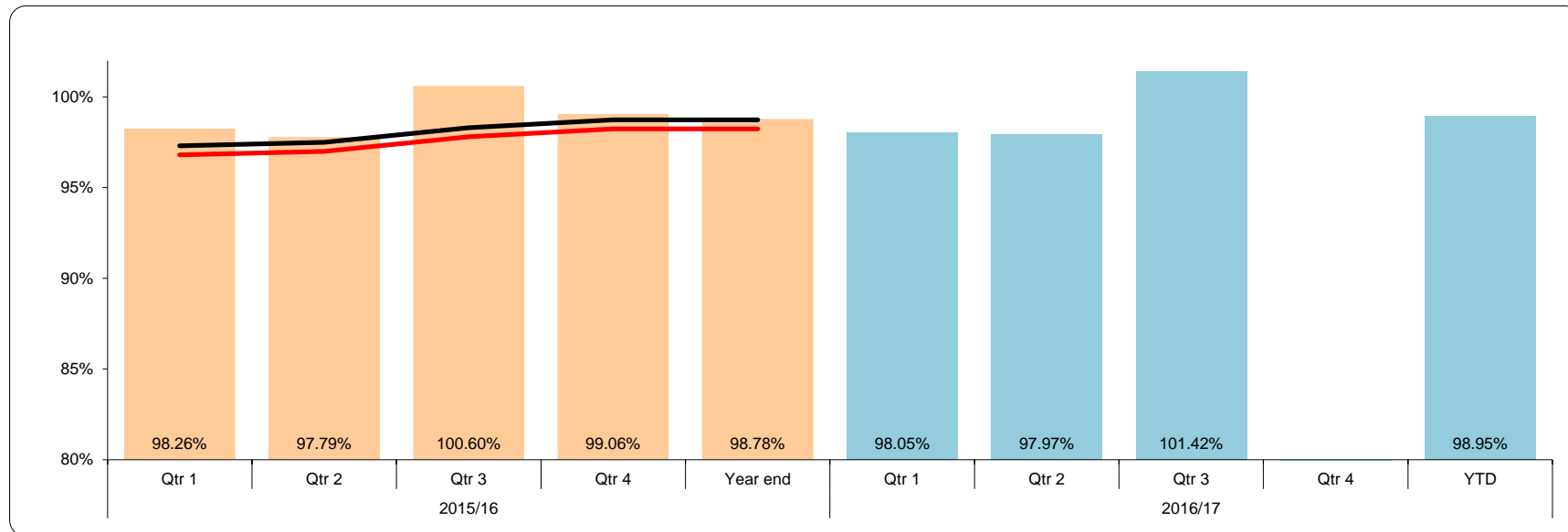
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	15%	14%	52%	15%	19%	28%	54%	32%	74%	22%

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%	101.42%		98.95%
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%					

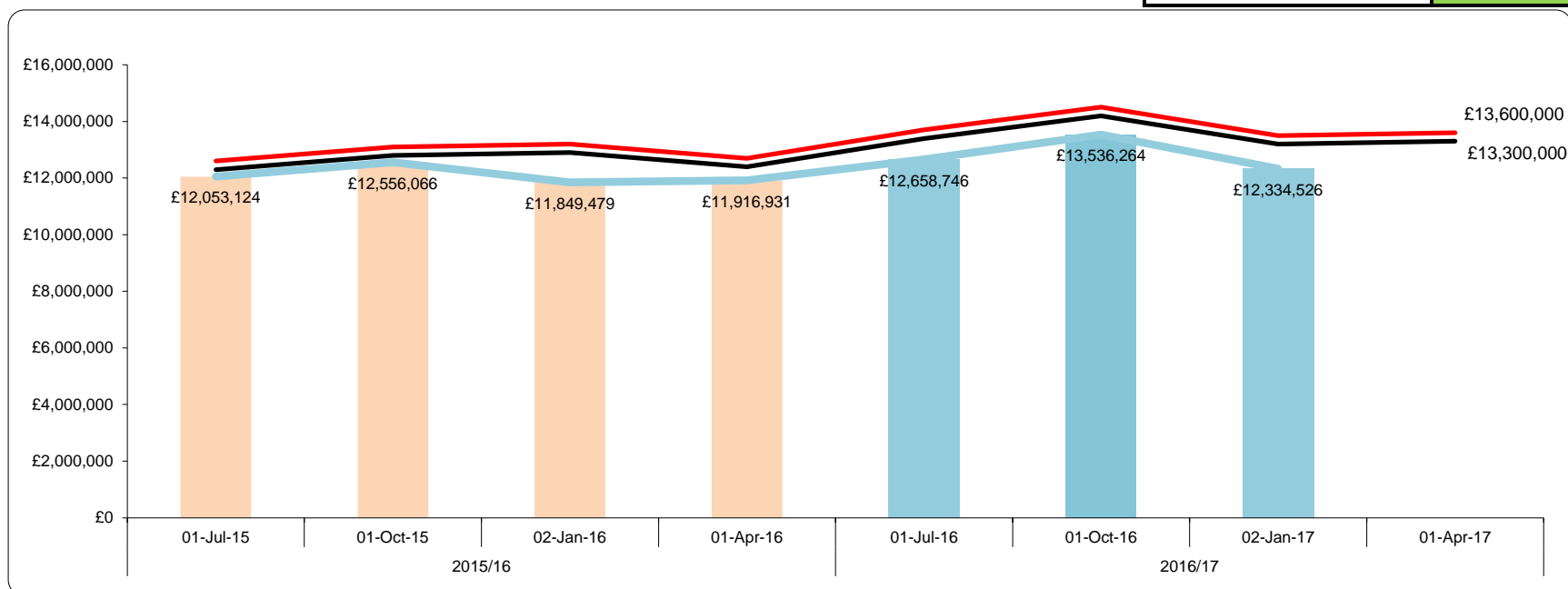
Monthly targets	Apr - 59.7%	Jul - 87.2%	Oct - 92.2%	Jan - 93.9%
	May - 78.5%	Aug - 89.6%	Nov - 92.7%	Feb - 94.3%
	Jun - 84.0%	Sep - 90.8%	Dec - 93.4%	Mar - 94.9%

Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	100.08%	101.72%	101.72%	101.67%	102.29%	101.01%	101.62%	100.61%	100.69%	101.25%

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	£12,334,526	
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 £120,919 arrears from Bloomsbury TMO not included in district breakdown below.

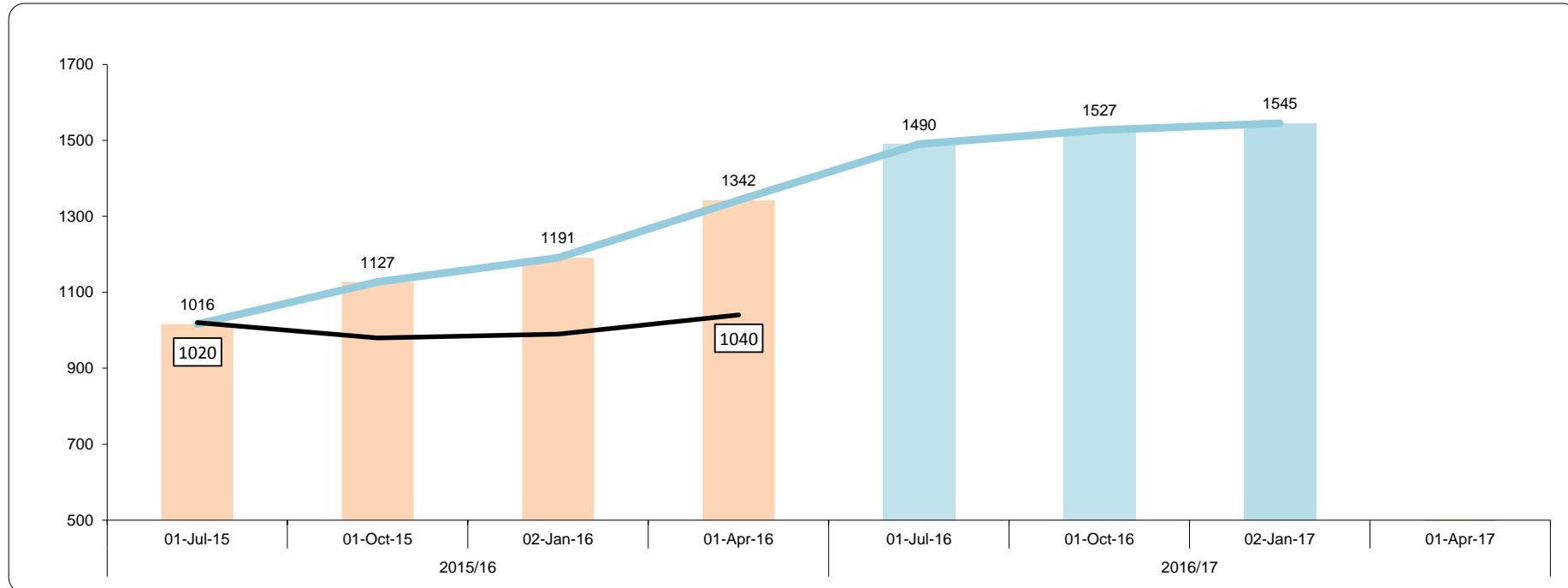
Current amount of rent arrears - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01 October 2016	£ 1,466,151	£ 1,390,511	£ 346,728	£ 1,611,125	£ 2,203,320	£ 1,942,946	£ 415,454	£ 1,126,844	£ 278,688	£ 1,431,840

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	1545	
Target	1020	980	990	1040				

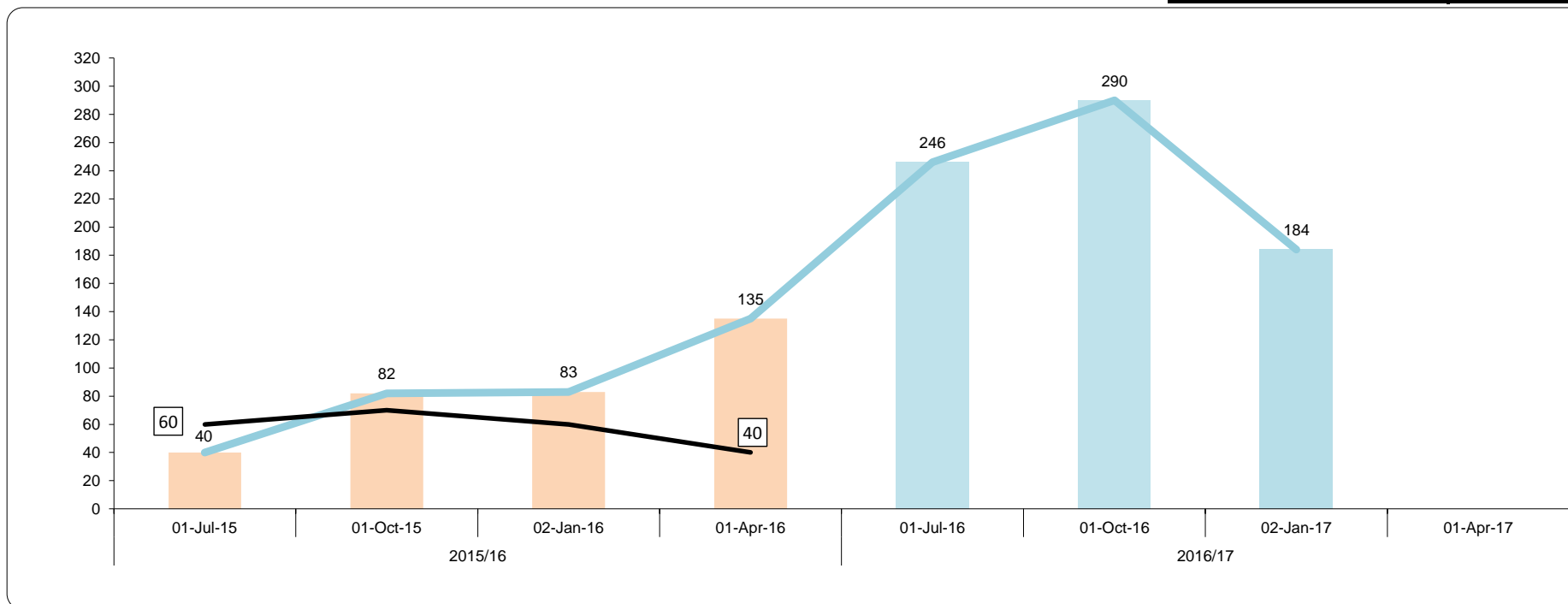
Targets for this year have not yet been confirmed

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	184	
Target	60	70	60	40				

Targets for this year have not yet been confirmed

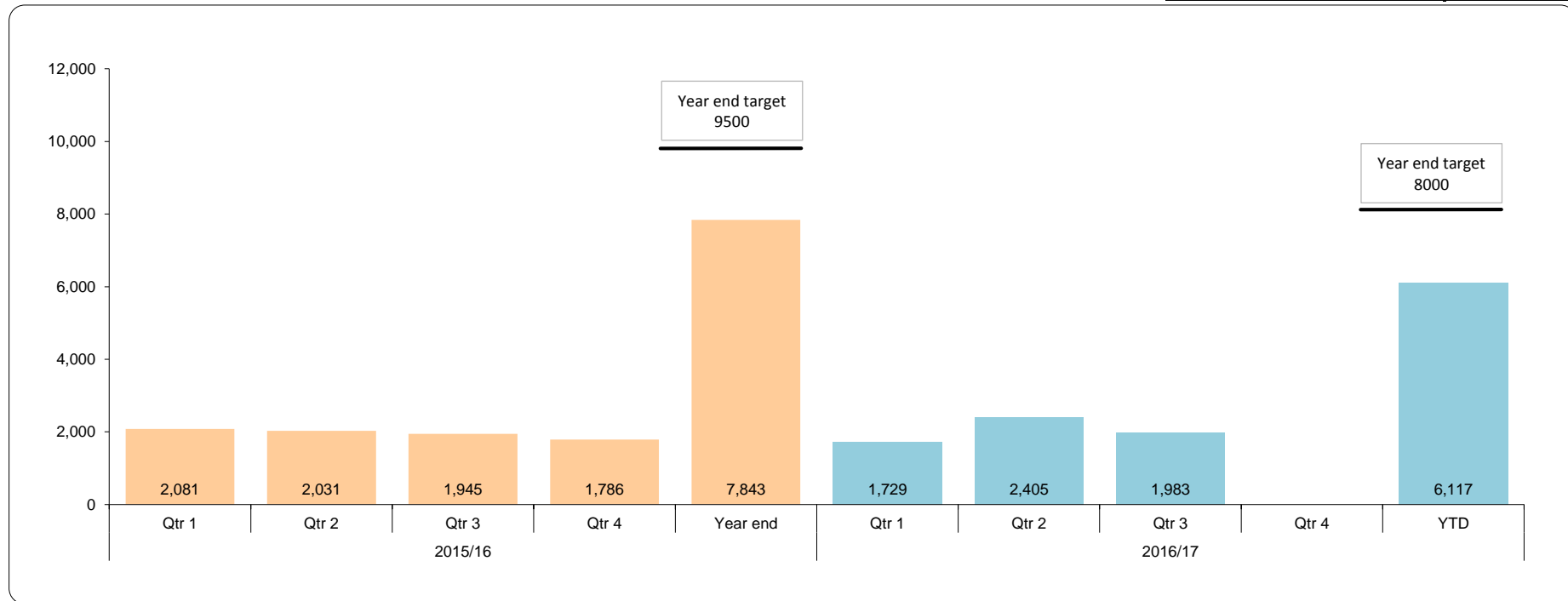
SP02

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

(CBP)

RAG Status

Red



Bigger is better

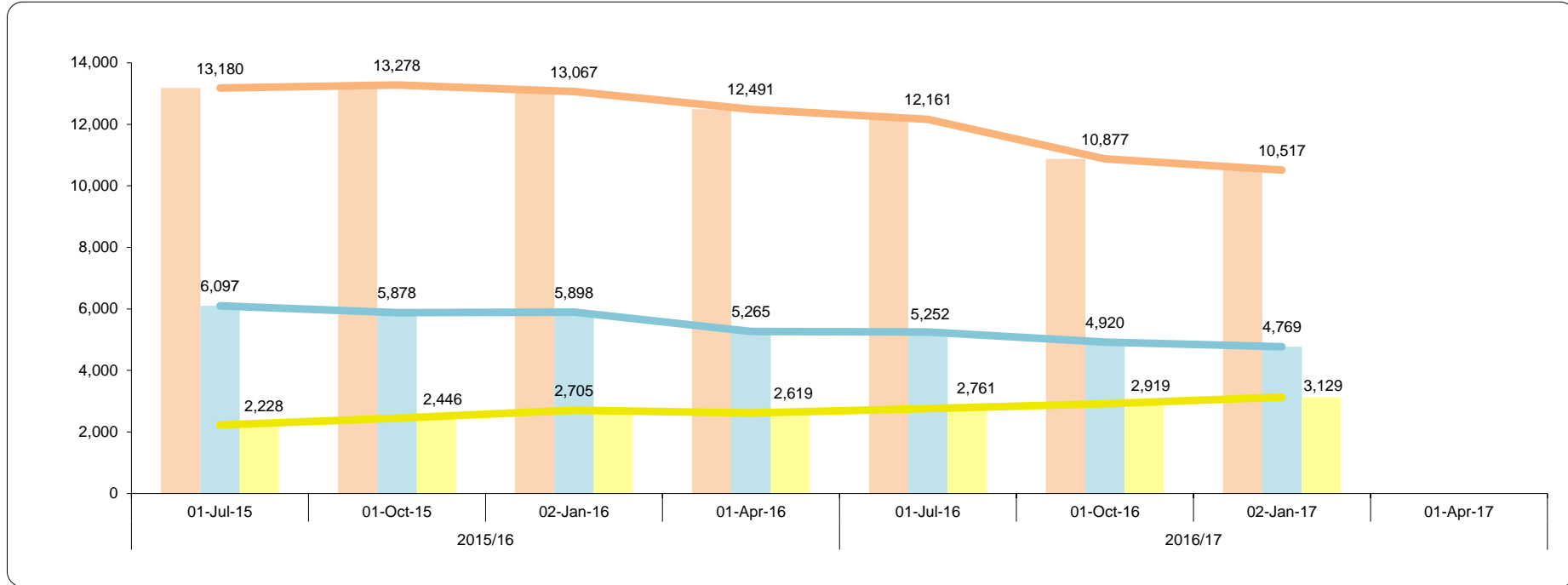
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Increase in the number of cases where homelessness is prevented or relieved	2,081	2,031	1,945	1,786	7,843	1,729	2,405	1,983		6,117
Year end target					11,000	1750	1750	2250	2250	8000

SP03

Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



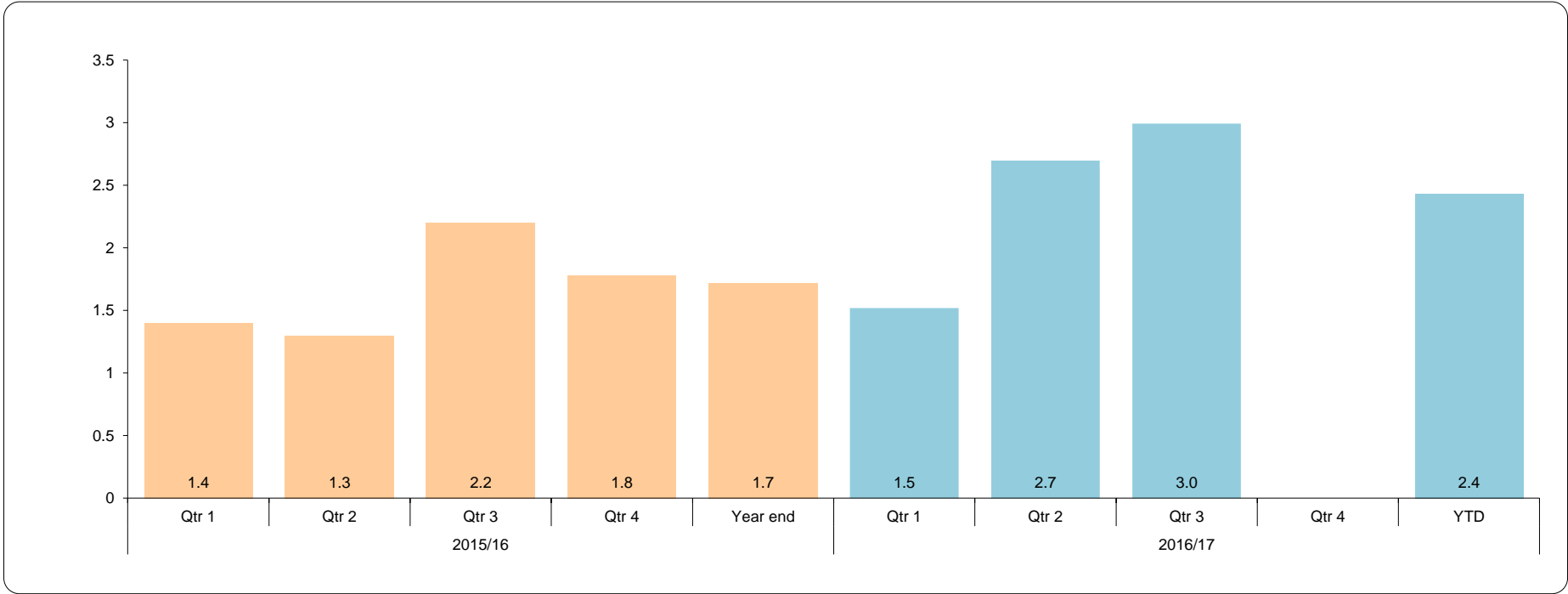
Smaller is better

	2015/16				2016/17			
Housing need category	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	10,517	
Transfer	6,097	5,878	5,898	5,265	5,252	4,920	4,769	
Homeless	2,228	2,446	2,705	2,619	2,761	2,919	3,129	

SP05

Average number of weeks families in B&B

RAG Status	No Target
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Smaller is better

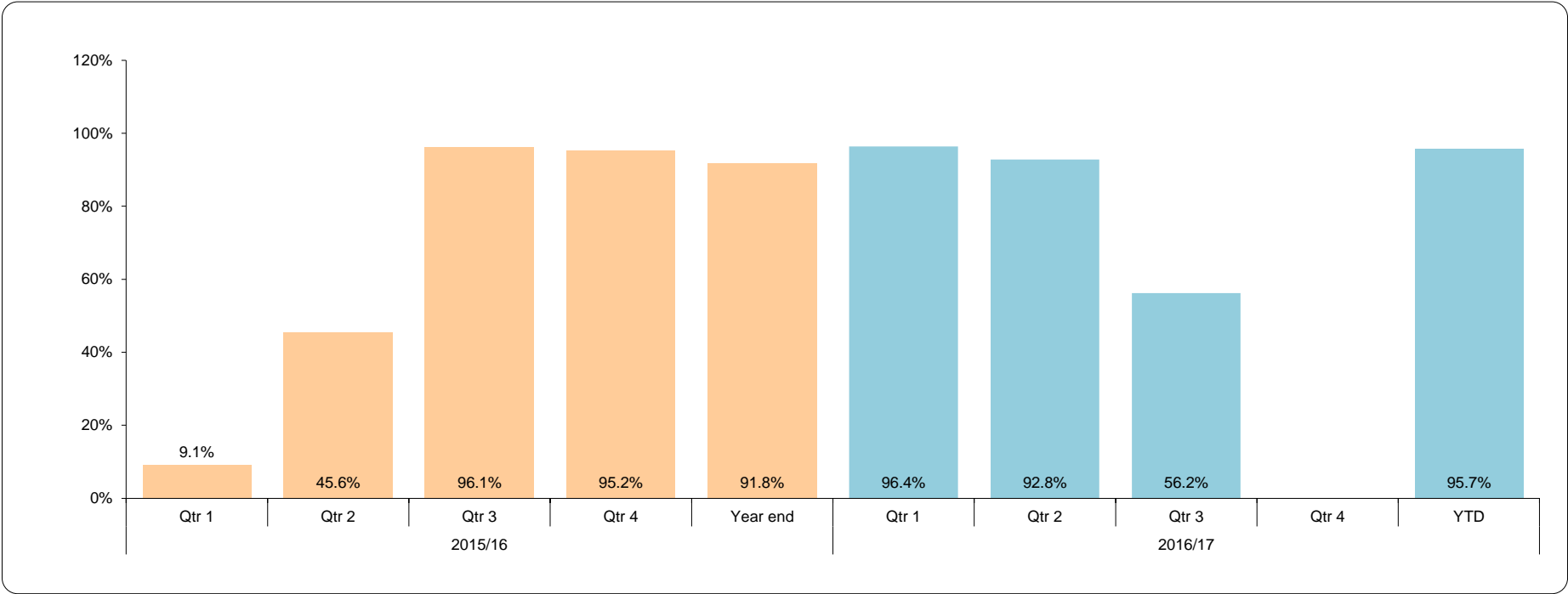
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average number of weeks families in B&B	1.4	1.3	2.2	1.8	1.7	1.5	2.7	3.0		2.4

SP08

Percentage of Health and Housing Assessments completed within 6 weeks

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 Health and Housing Assessments completed within 6 weeks	9.1%	45.6%	96.1%	95.2%	91.8%	96.4%	92.8%	56.2%		95.7%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

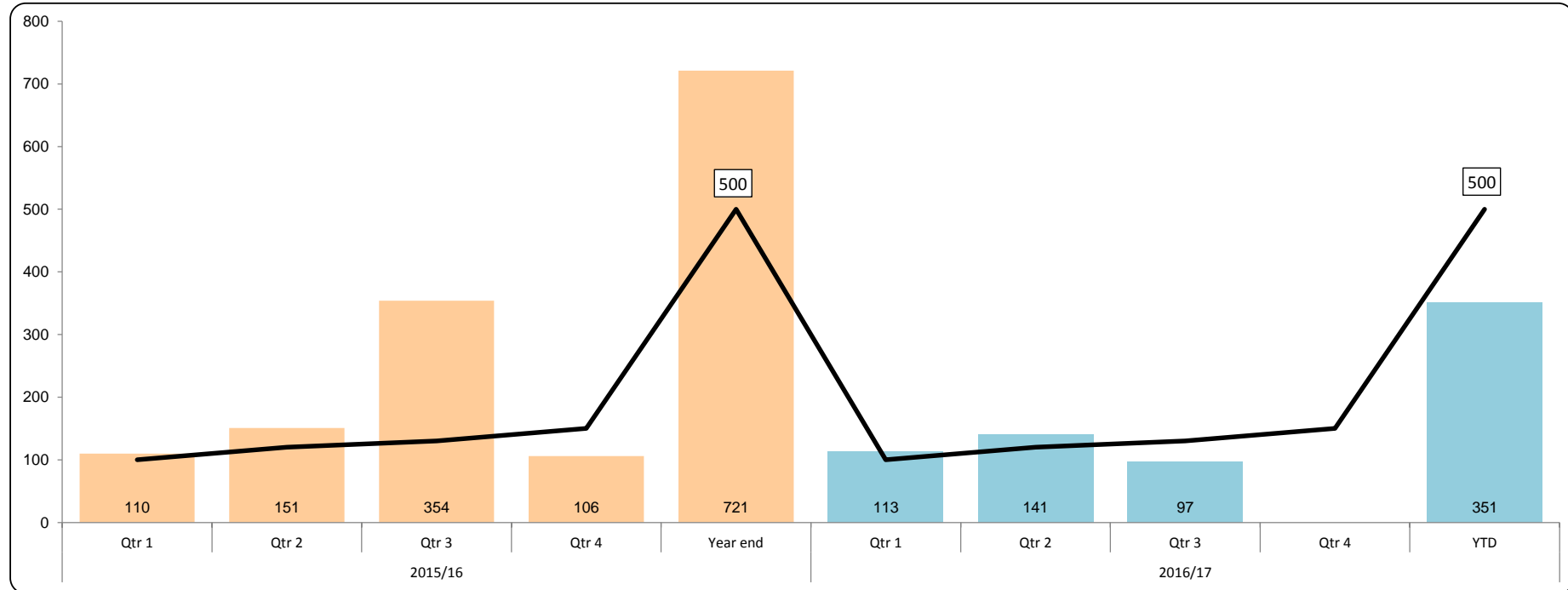
SP11

Independent Living (Afsaneh Sabouri)

Number of households helped by Independent Living

RAG Status

Red



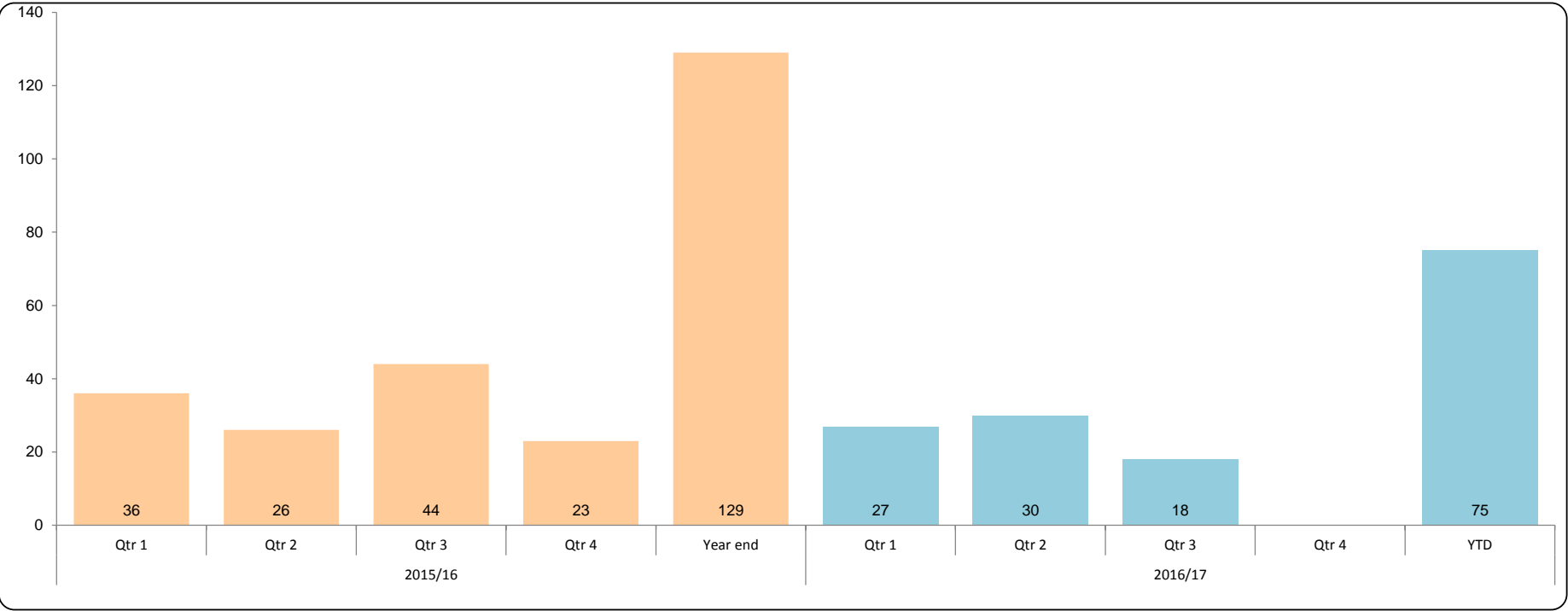
Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of households helped by Independent Living	110	151	354	106	721	113	141	97		351
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	18		75

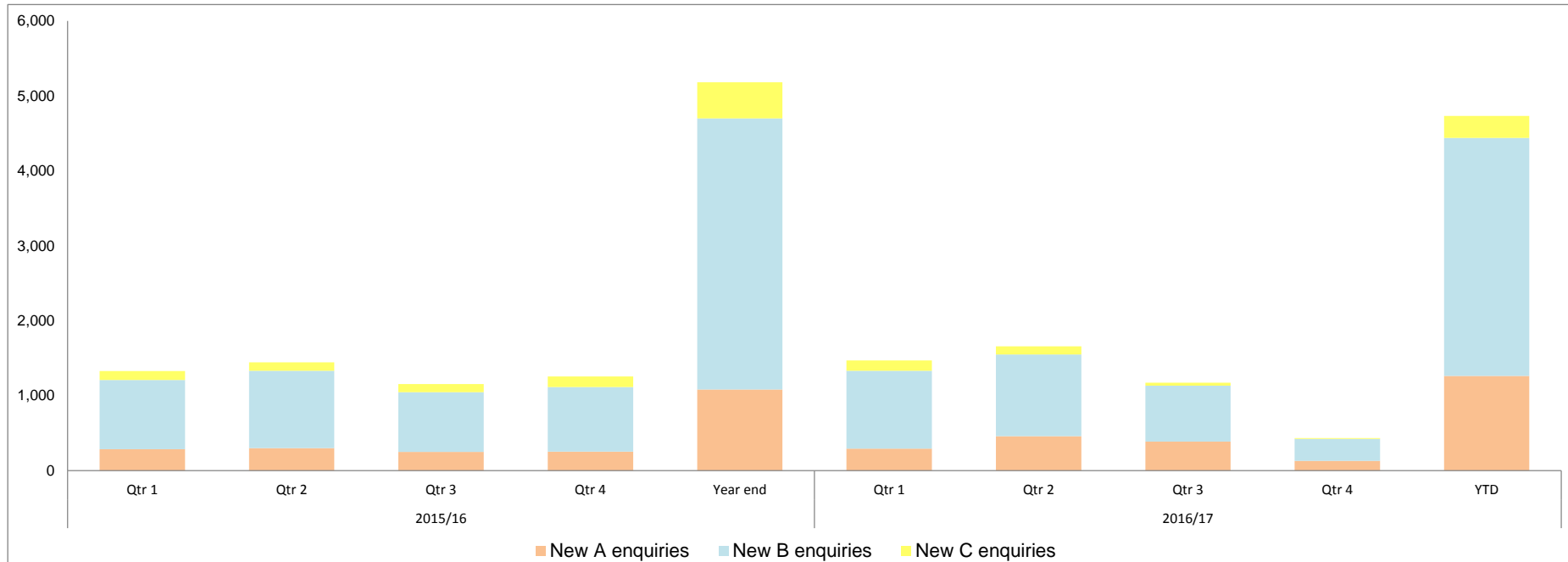
IL02

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	385		1,263
New B enquiries	926	1,033	796	863	3,618	1,040	1,093	748		3,176
New C enquiries	117	114	111	141	483	137	108	38		294
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	1,171		4,733

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 3 2016/17	161	119	51	102	121	253	60	136	38	130

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

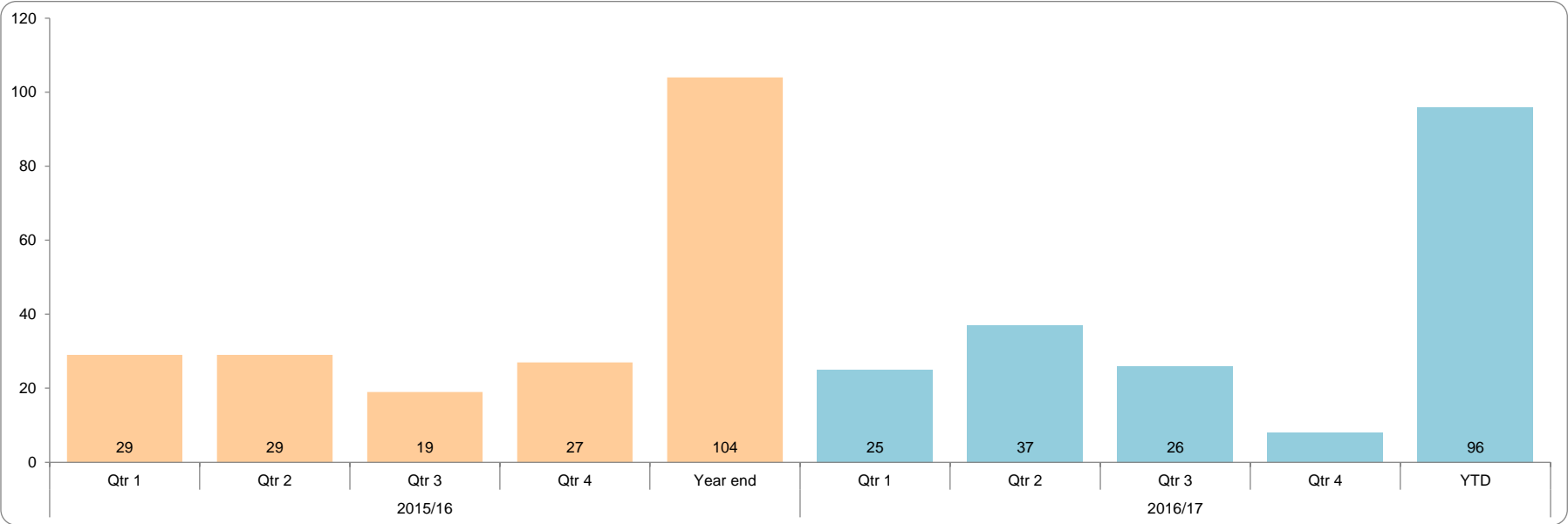
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

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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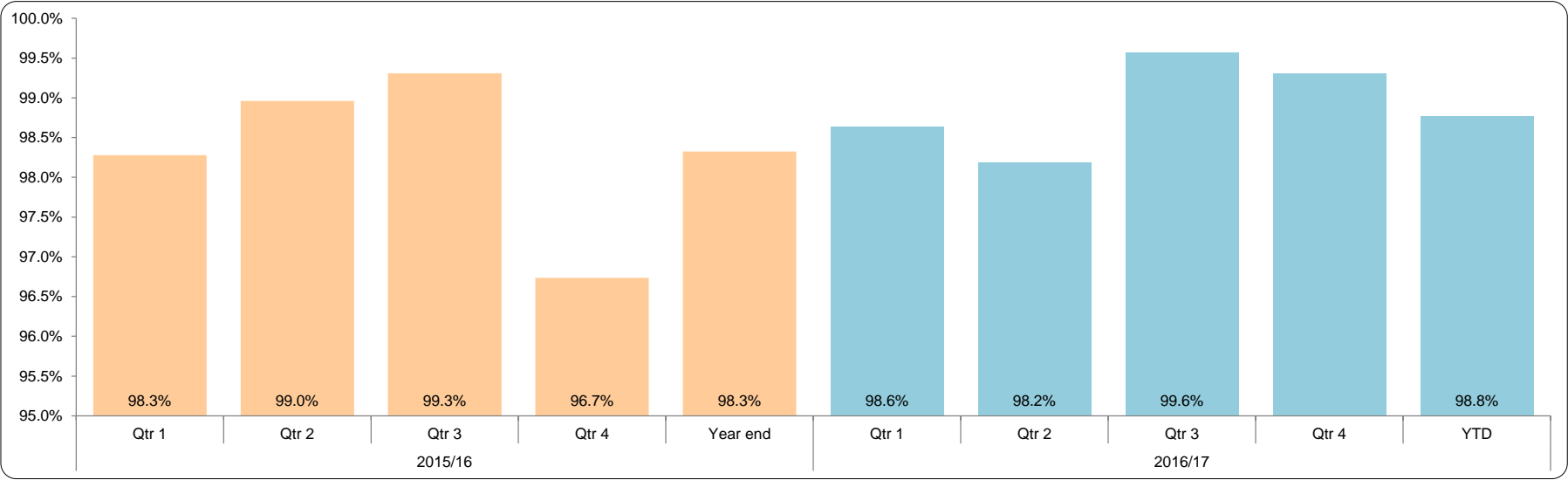
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries	29	29	19	27	104	25	37	26		96

Number of new hate crime enquiries	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	5	4	4	2	1	6	0	1	1	2

ASB05

Percentage of cases responded to on time

RAG Status	See below
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Bigger is better

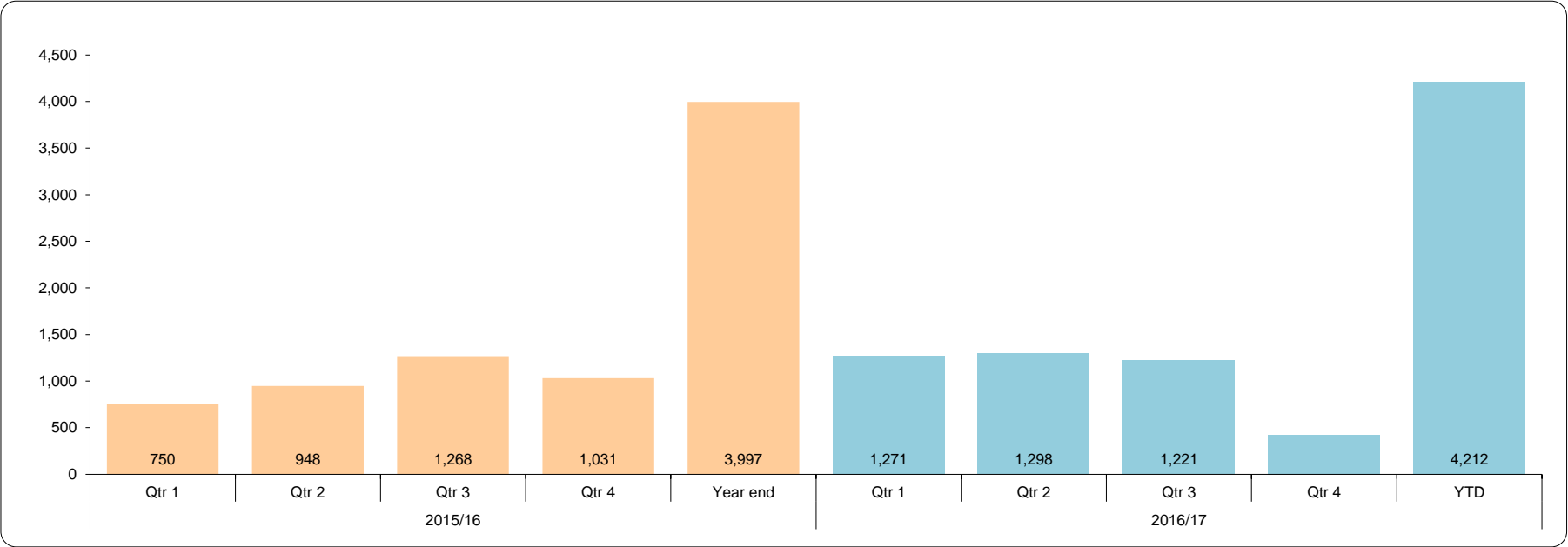
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of cases responded to on time	98.3%	99.0%	99.3%	96.7%	98.3%	98.6%	98.2%	99.6%		98.8%

	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	381	99%	100%	95%	Amber
Percentage of B cases responded to on time	747	100%	95%		Green
Percentage of C cases responded to on time	38	100%	95%		Green

Percentage of cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	98.8%	100%	100%	100%	100%	99.6%	100%	98.5%	100%	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	1,221		4,212

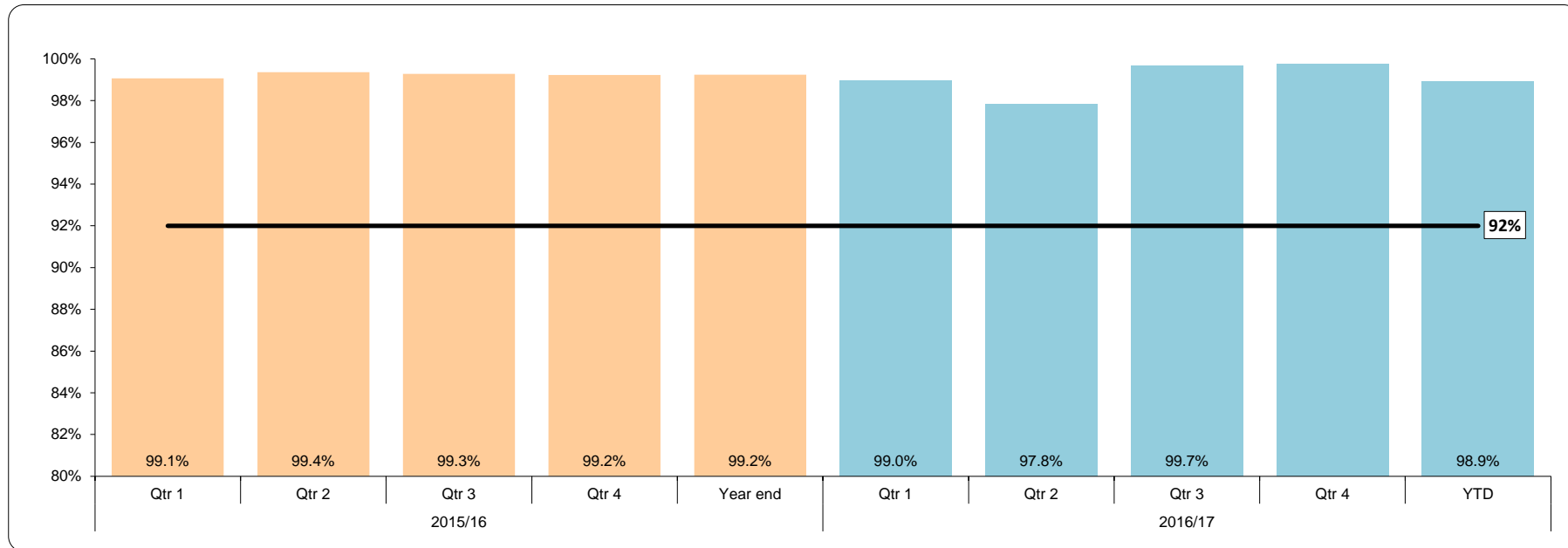
Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	157	120	40	110	139	268	48	139	27	173

ASB06

Percentage of ASB cases closed successfully

Rag Status

Green



Bigger is better

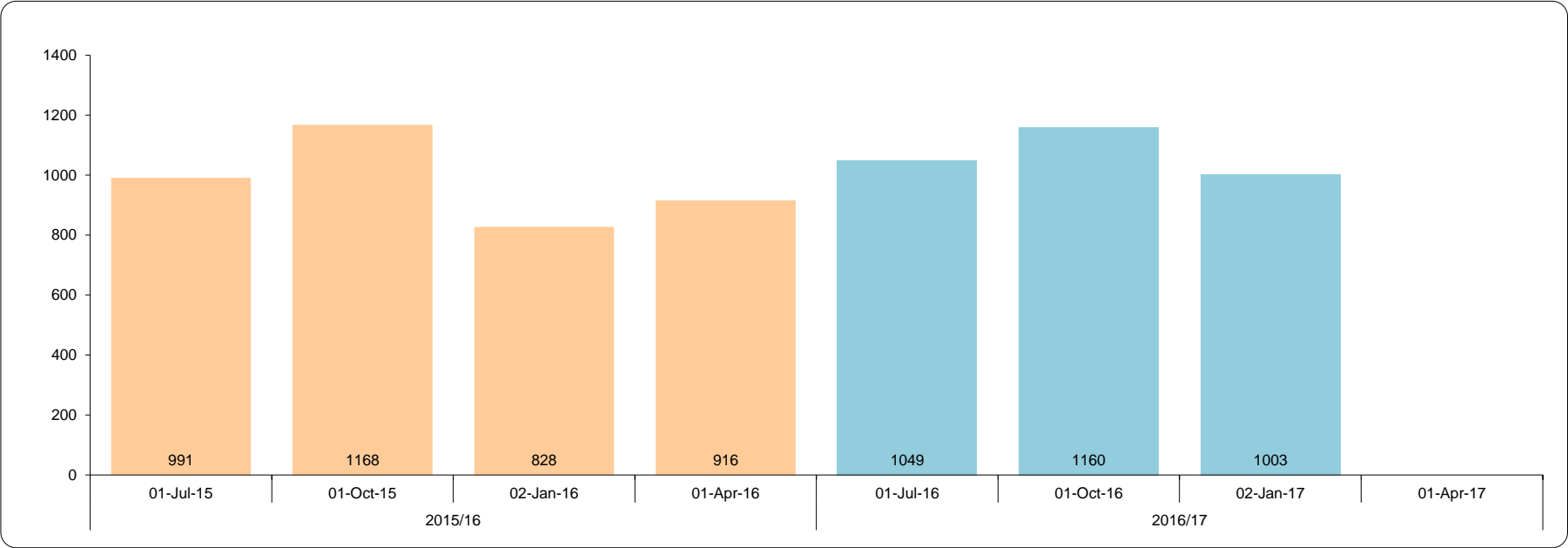
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of ASB cases closed successfully	99.1%	99.4%	99.3%	99.2%	99.2%	99.0%	97.8%	99.7%		98.9%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	98.7%	100%	97.5%	99.1%	100%	100%	100%	100%	100%	100%

ASB07

Number of live ASB cases - Snapshot figure

RAG Status	No Target
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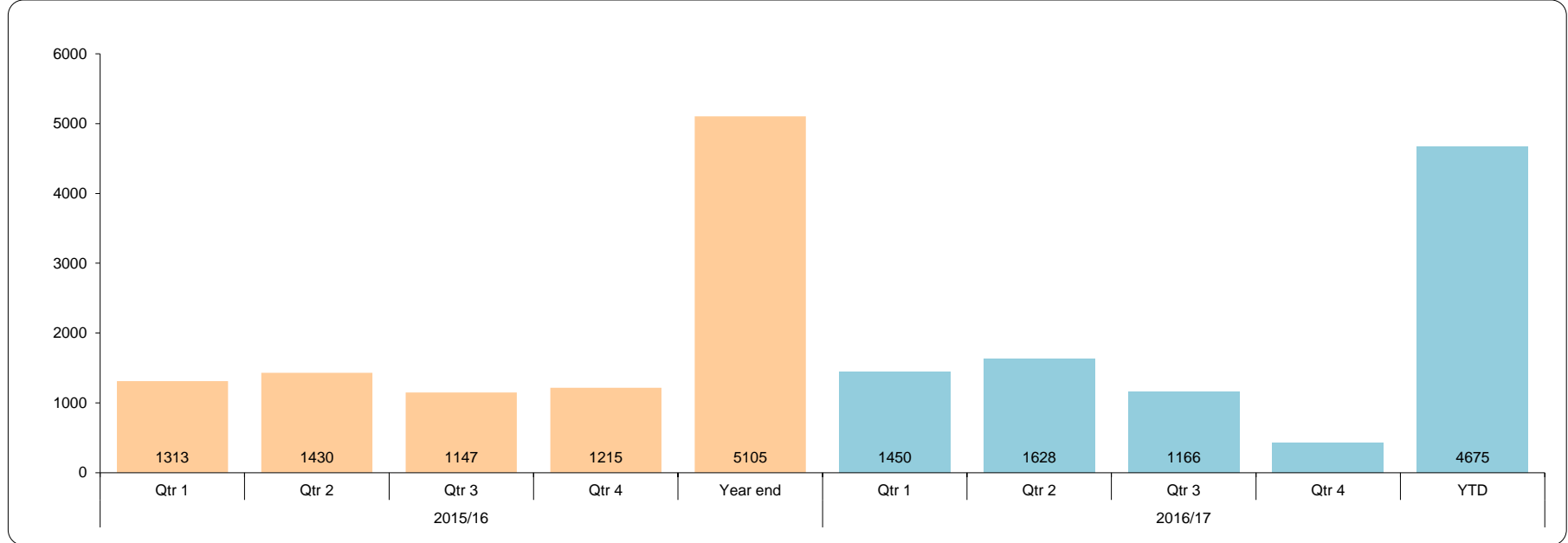
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of live ASB cases - Snapshot figure	991	1168	828	916	1049	1160	1003	

Number of live ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	101	130	56	108	168	146	48	78	27	141

ASB22

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
Total cases responded to on time	1313	1430	1147	1215	5105	1450	1628	1166		4675

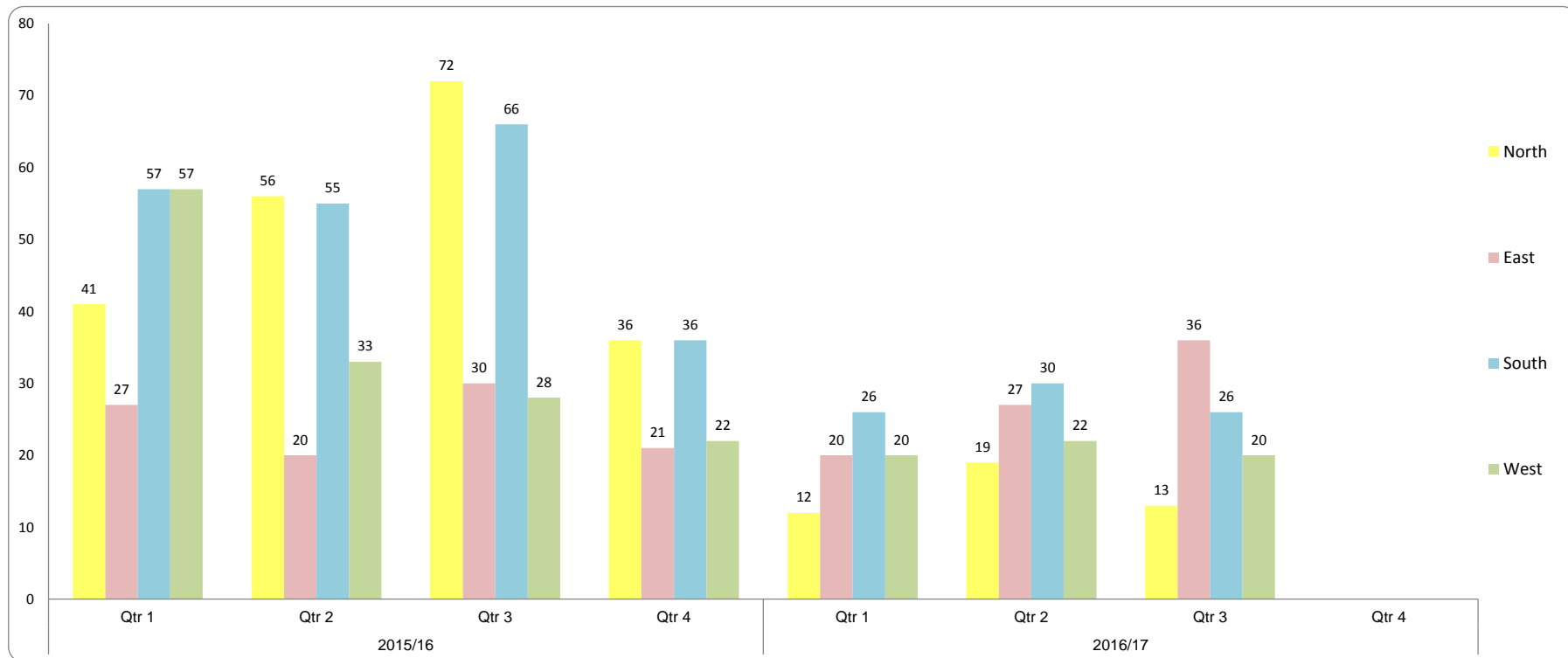
Total cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	159	119	51	102	121	252	60	134	38	130

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	13	
East	27	20	30	21	20	27	36	
South	57	55	66	36	26	30	26	
West	57	33	28	22	20	22	20	

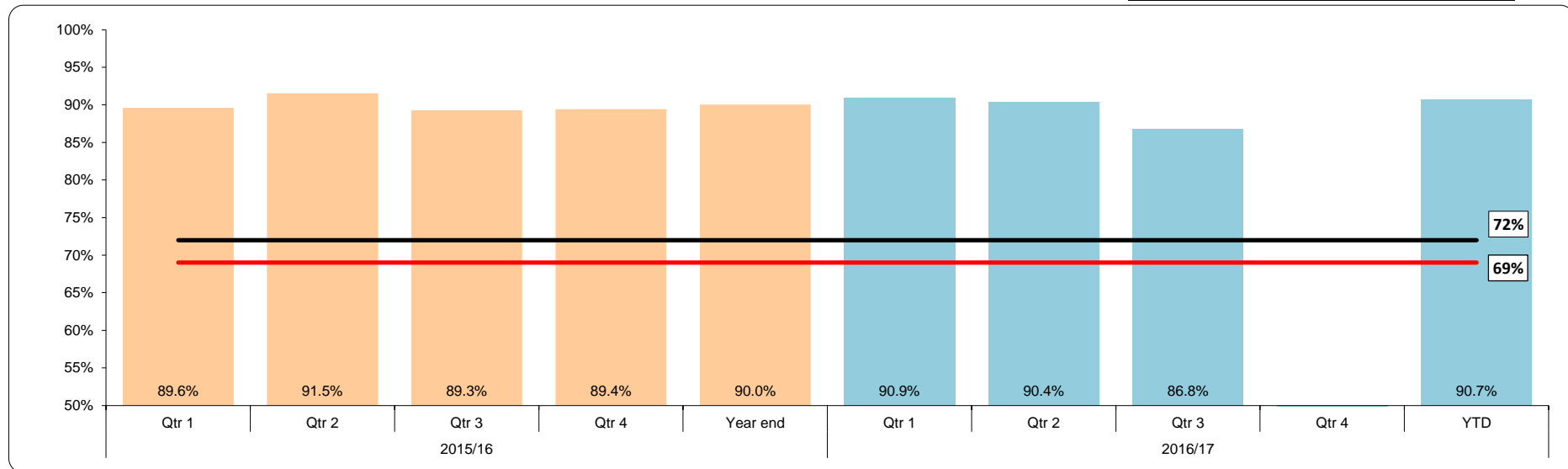
ASB21

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

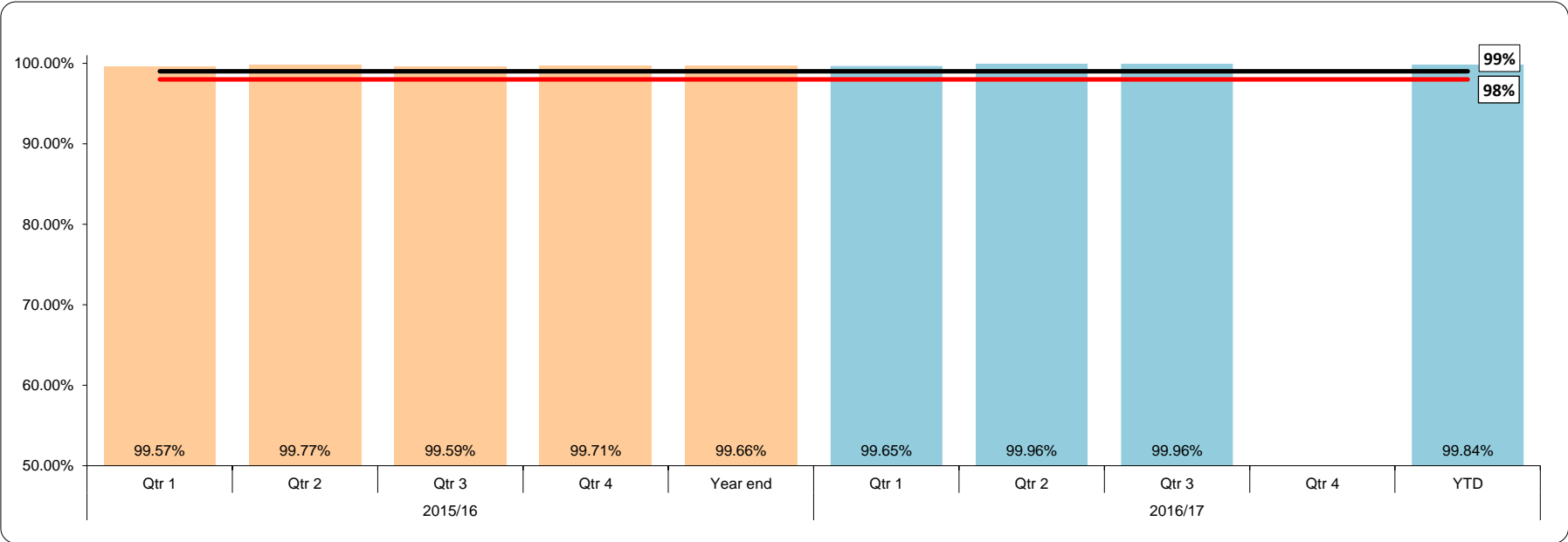
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of high-rise blocks rated good or better	89.6%	91.5%	89.3%	89.4%	90.0%	90.9%	90.4%	86.8%		90.7%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	87.5%	59.6%	no high-rise	84.8%	84.8%	96.1%	100%	92.6%	83.3%	100%

ETM01

Percentage of low-rise blocks rated satisfactory or better

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 low-rise blocks rated satisfactory or better	99.57%	99.77%	99.59%	99.71%	99.66%	99.65%	99.96%	99.96%		99.84%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

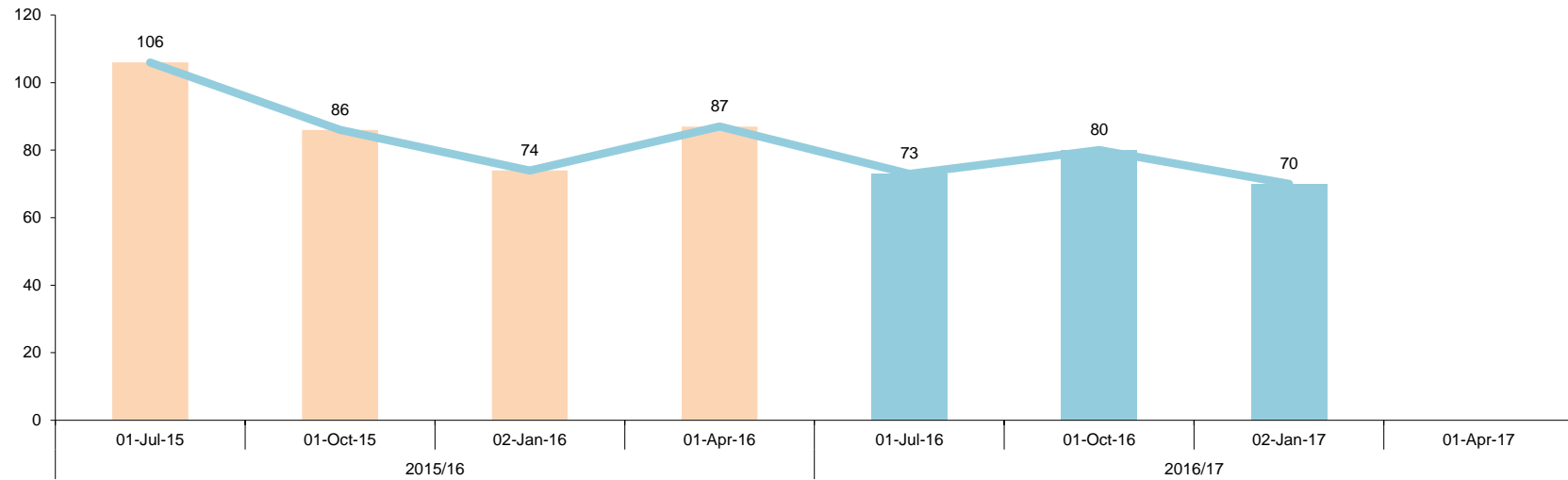
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	100%	99.01%	100%	100%	100%	100%	100%	100%	100%	100%

ETM02

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

RAG Status

No Target



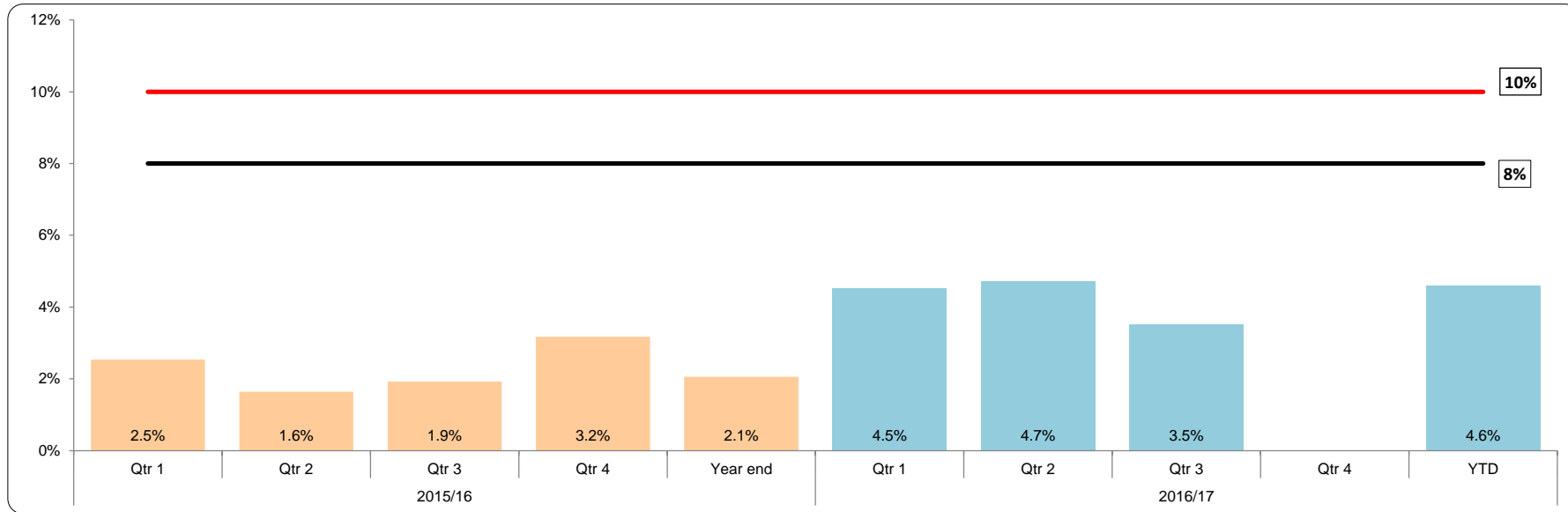
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	106	86	74	87	73	80	70	

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
02-Jan-17	8	12	2	4	12	11	3	13	2	3	0

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

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
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%	3.5%		4.6%
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

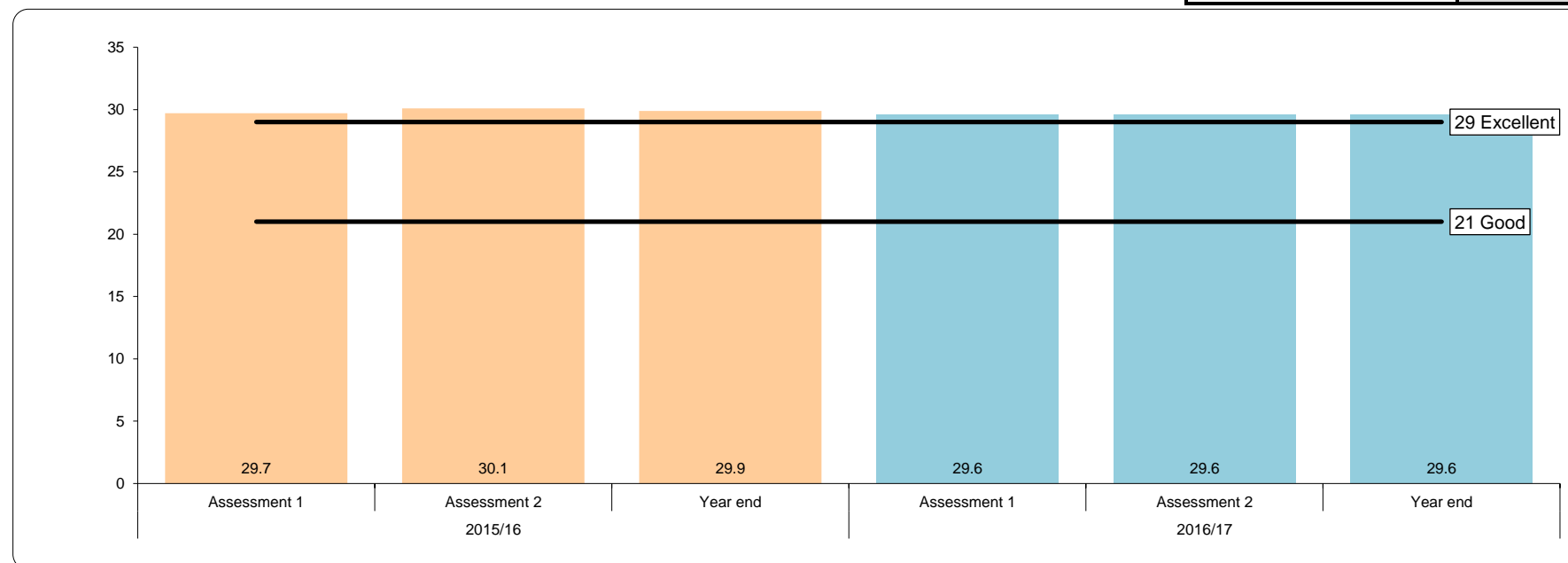
Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	4.42%	6.96%	0.00%	2.11%	3.36%	2.40%	0.00%	4.12%	0.00%	2.02%

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	29.6	29.6
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

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

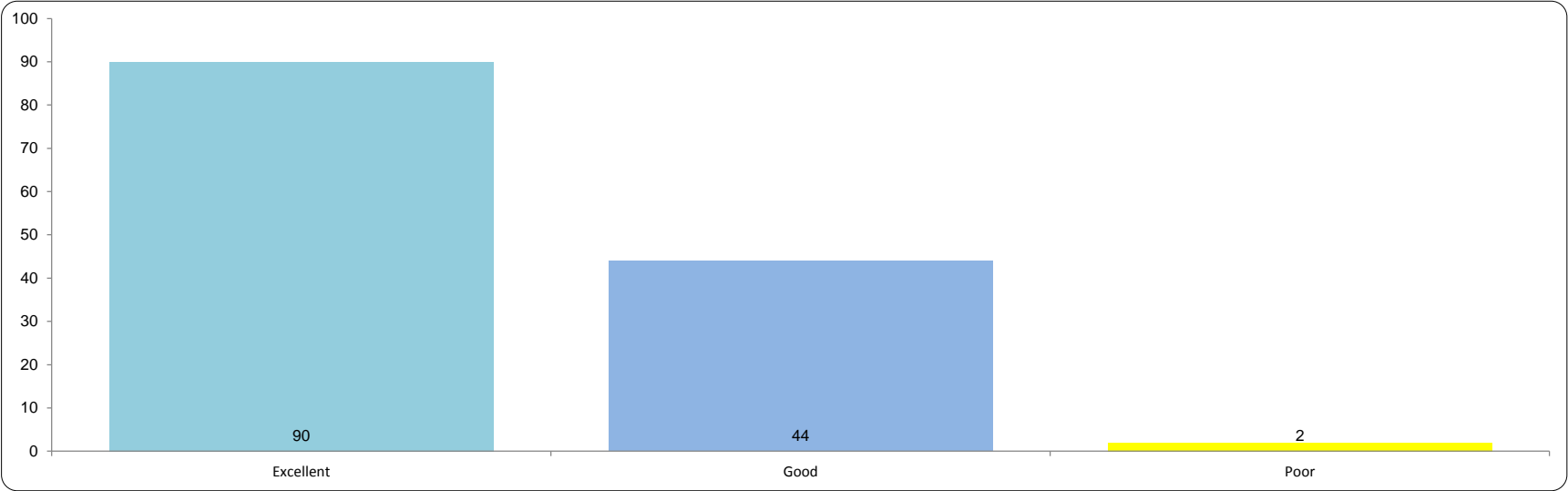
Each estate is required to have two assessments during each year.

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

Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	28.7	30.9	21.3	30.4	26.5	28.9	27.8	29.2	32.2	33.0

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	90	44	2

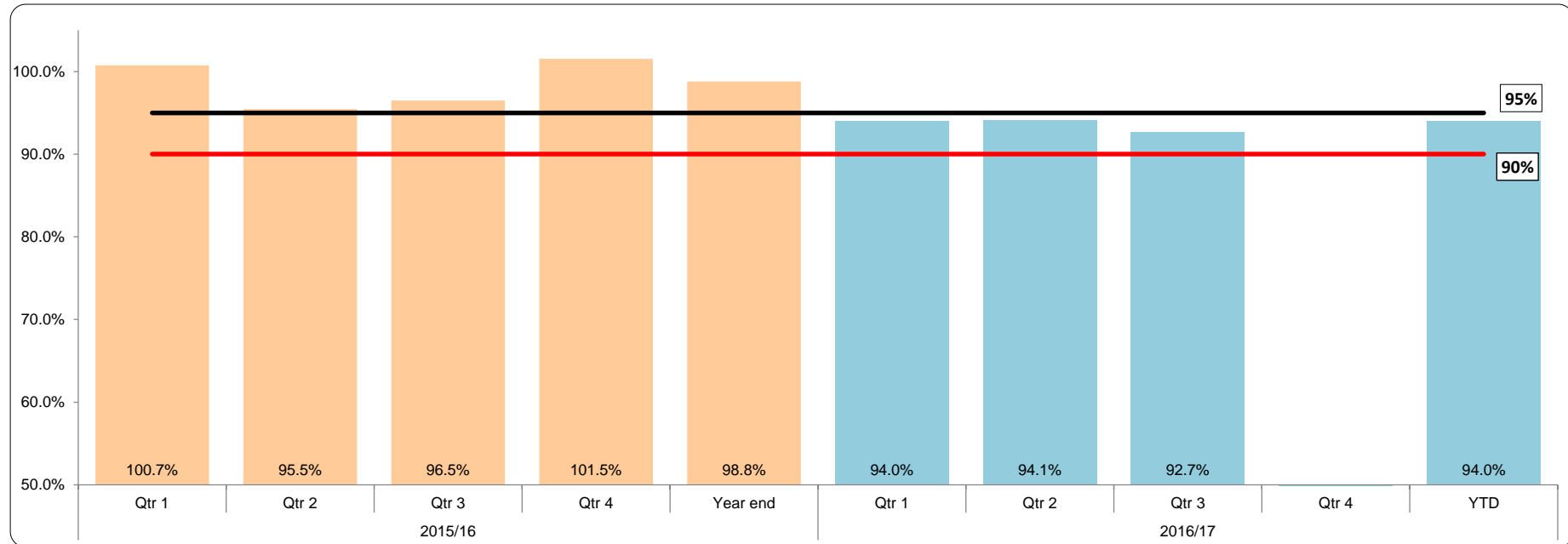
ETM06

Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

RAG Status

Amber



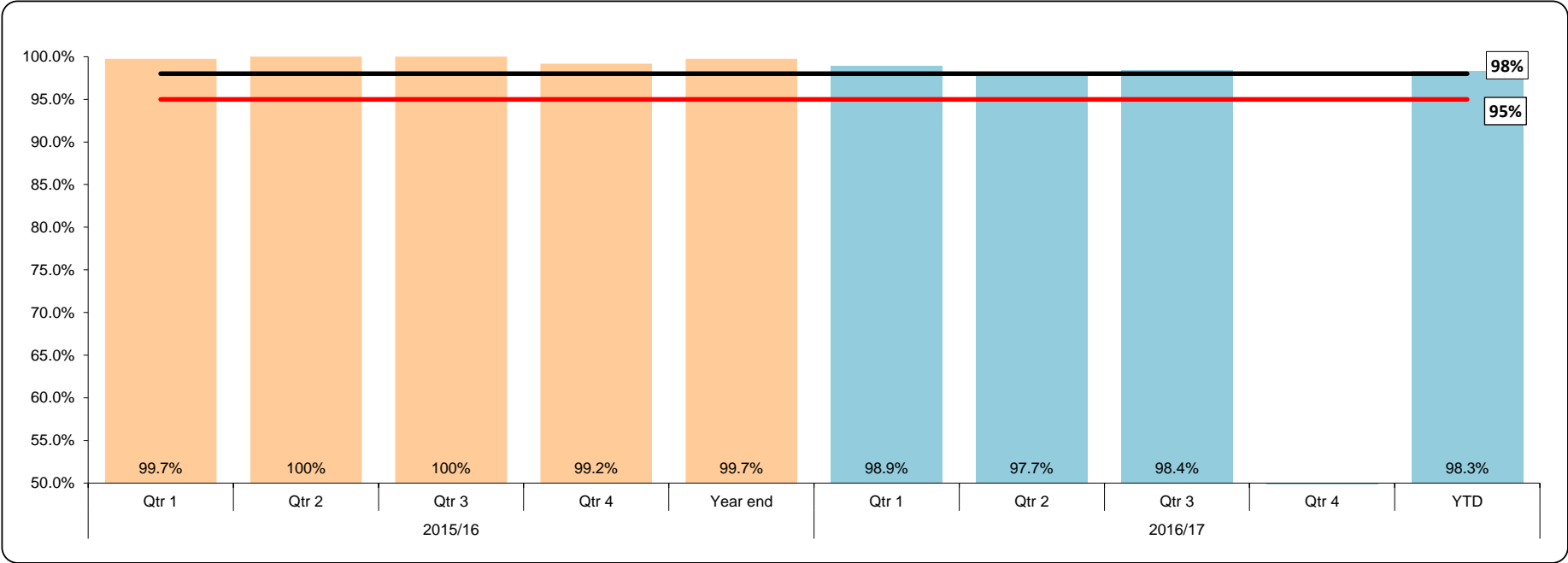
Bigger is better

	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%	94.0%	94.1%	92.7%		94.0%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SIOP01

Percentage of Careline calls answered within 60 seconds

RAG Status	Green
------------	-------



Bigger is better

	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%	98.4%		98.3%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

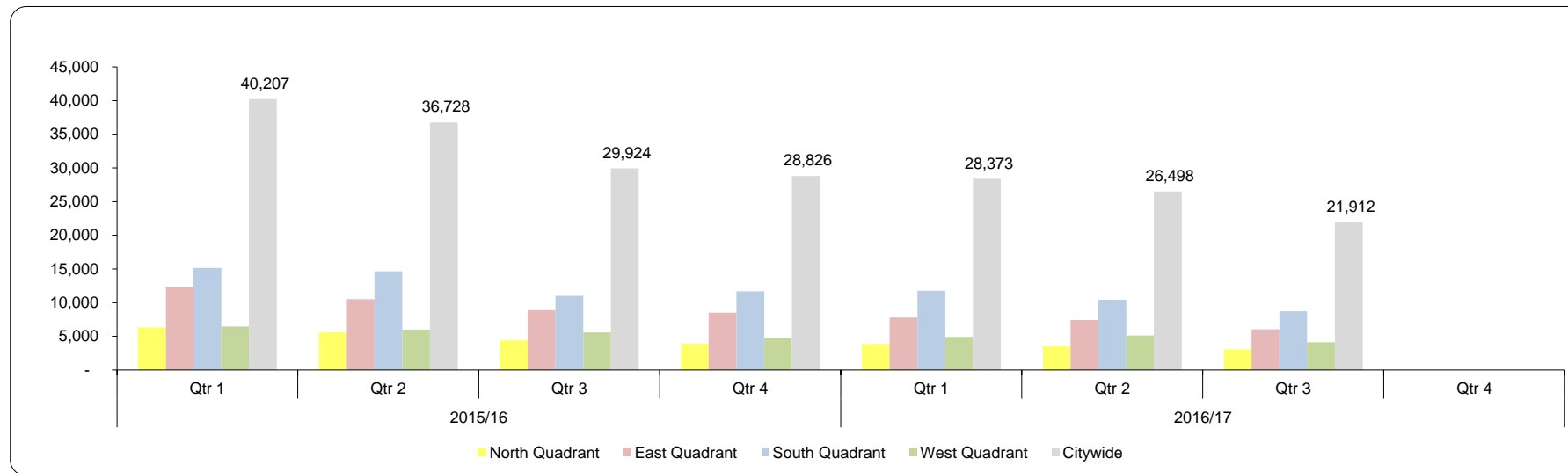
SIOP02

Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled

RAG Status

No Target



Version 1.0 14/02/2017

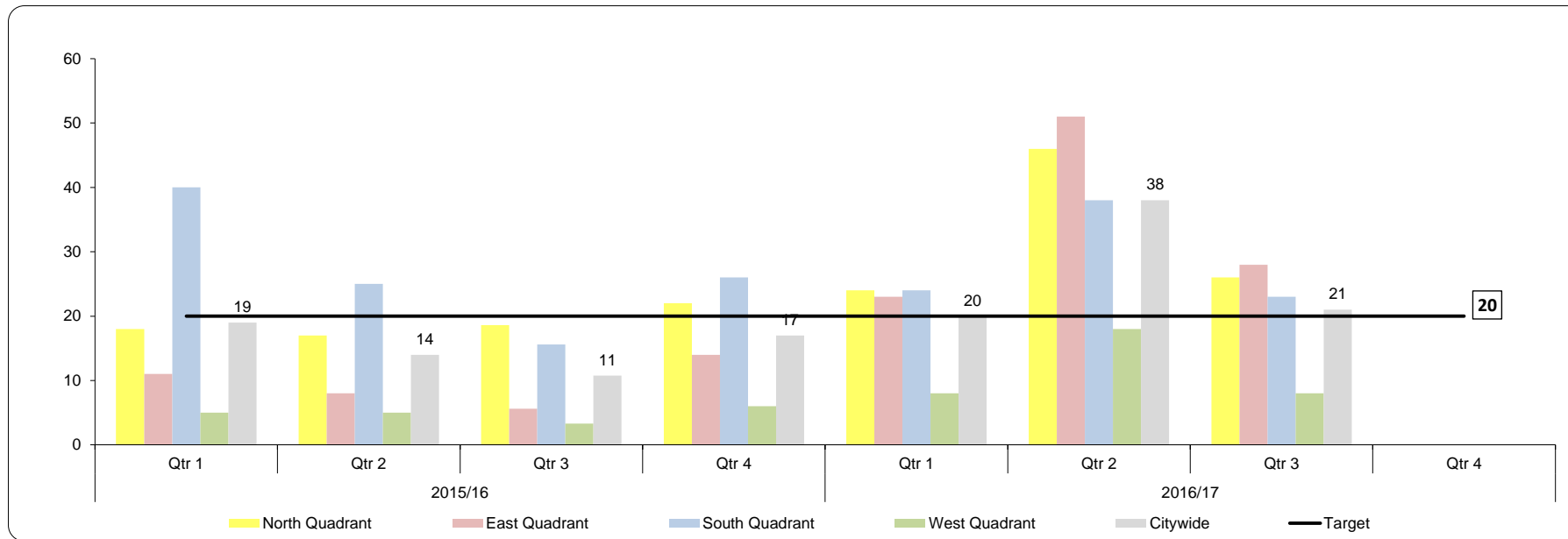
	2015/16				2016/17			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	6,320	5,581	4,425	3,921	3,877	3,522	3,072	
East Quadrant	12,280	10,510	8,892	8,485	7,812	7,438	6,031	
South Quadrant	15,138	14,627	11,024	11,671	11,770	10,430	8,694	
West Quadrant	6,469	6,010	5,583	4,749	4,914	5,108	4,115	
Citywide	40,207	36,728	29,924	28,826	28,373	26,498	21,912	

HCS01

Average time taken to answer calls (in seconds)

RAG Status

Red



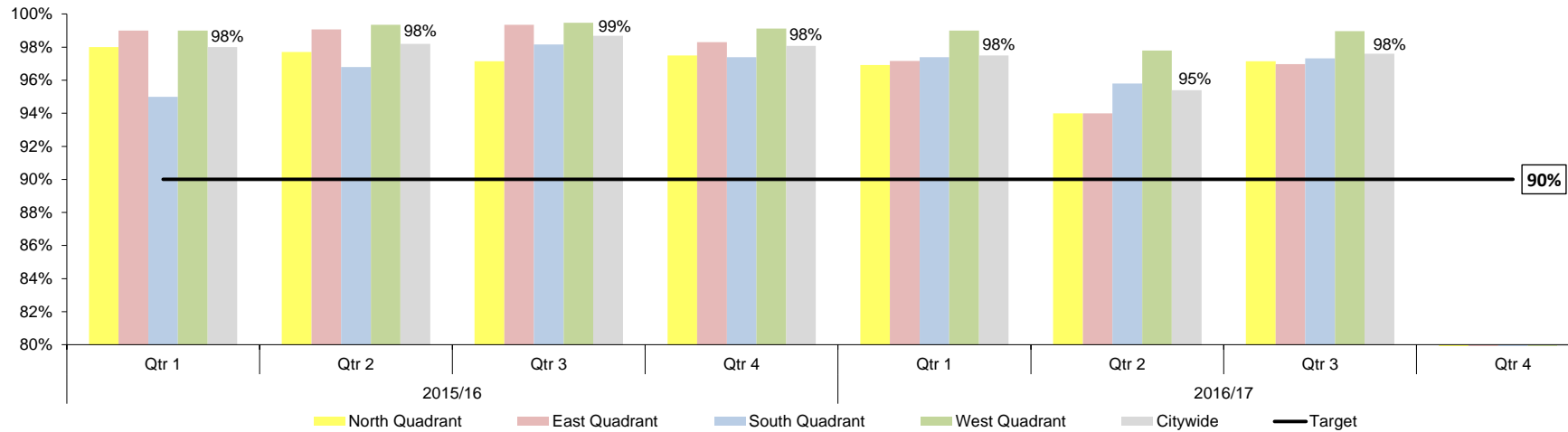
Smaller is better

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	26	0
East Quadrant	11	8	6	14	23	51	28	
South Quadrant	40	25	16	26	24	38	23	
West Quadrant	5	5	3	6	8	18	8	
Citywide	19	14	11	17	20	38	21	
Target	20	20	20	20	20	20	20	20

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%	97%	0%
East Quadrant	99%	99%	99%	98%	97%	94%	97%	
South Quadrant	95%	97%	98%	97%	97%	96%	97%	
West Quadrant	99%	99%	99%	99%	99%	98%	99%	
Citywide	98%	98%	99%	98%	98%	95%	98%	
Target	90%	90%	90%	90%	90%	90%	90%	90%

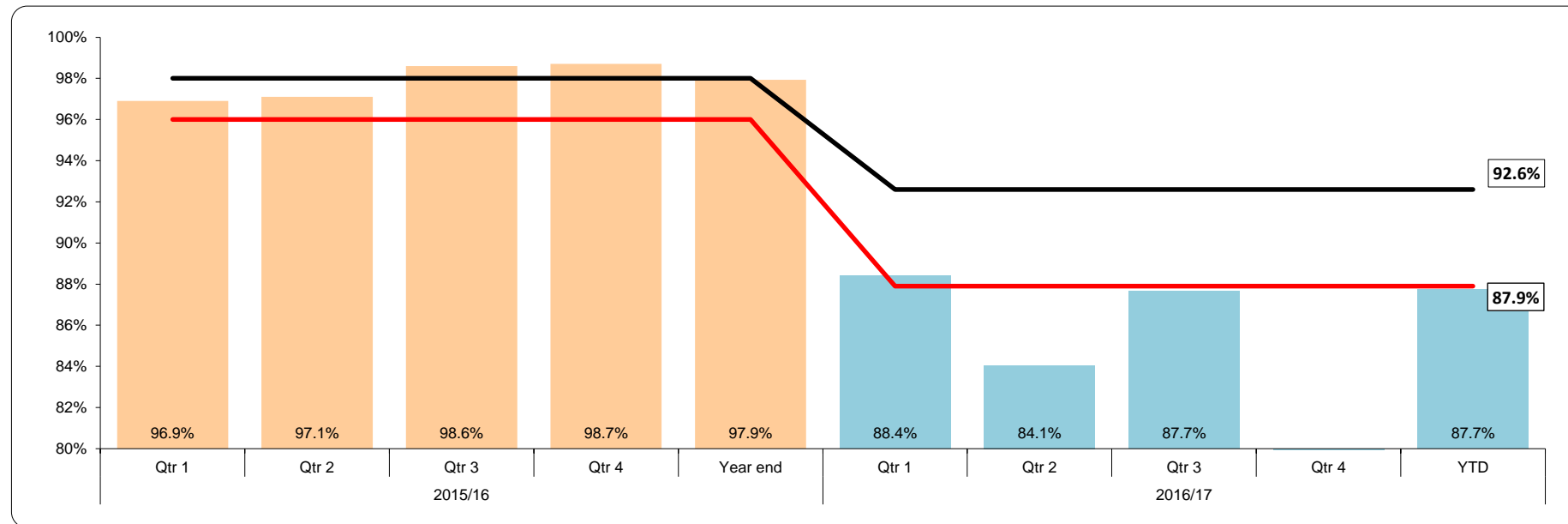
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Red



Bigger is better

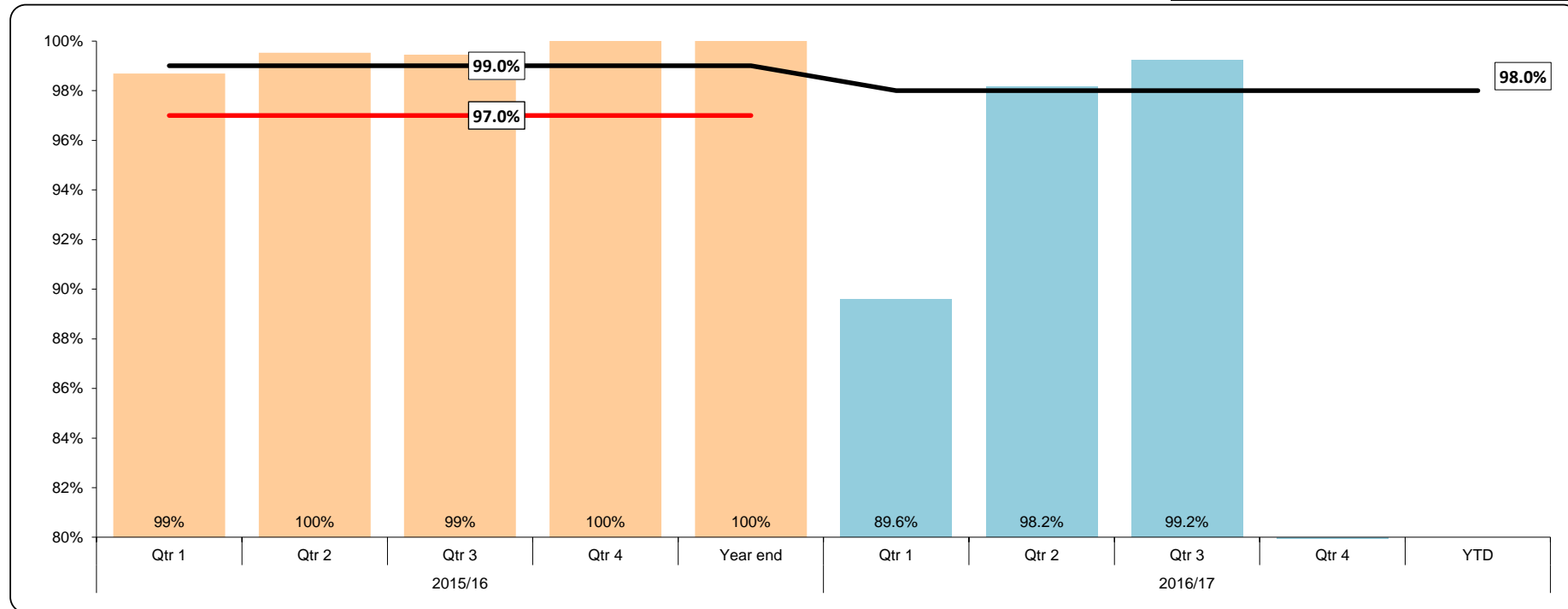
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	88.4%	84.1%	87.7%		87.7%
Target	98%	98%	98%	98%	98%	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	96%	96%	96%	96%	96%	87.9%	87.9%	87.9%	87.9%	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 3 2016/17	83.5%	91.2%	86.9%	88.0%	87.4%	89.1%	83.7%	87.8%	91.6%	86.7%

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%	99.2%		
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

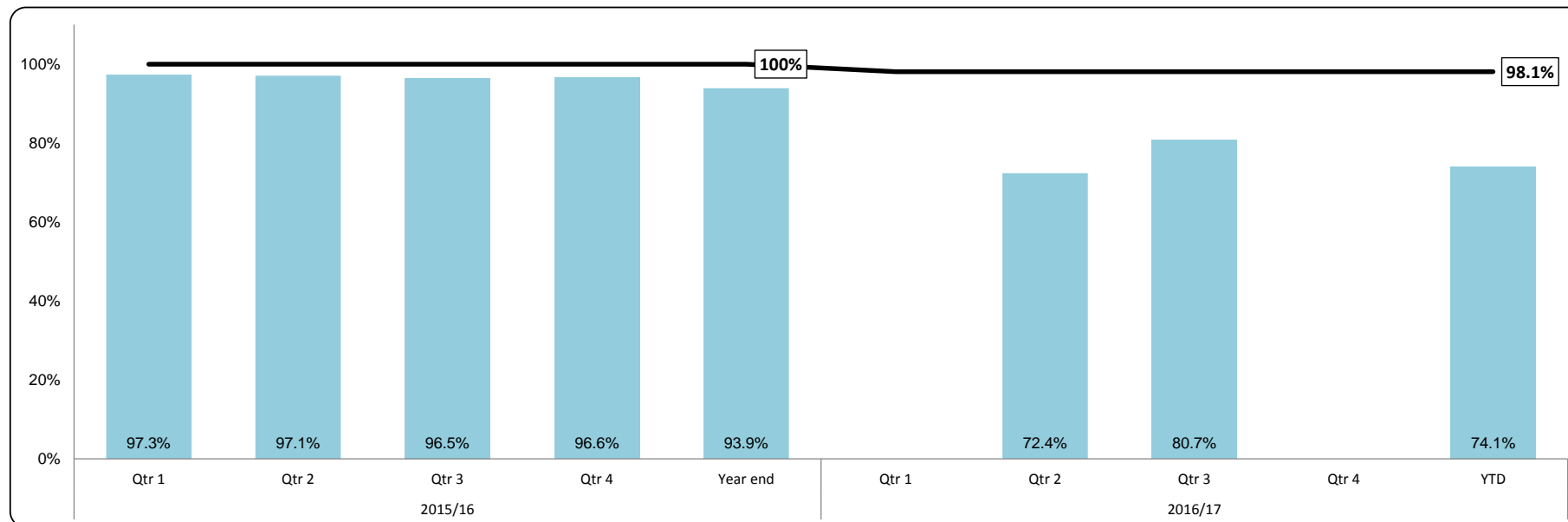
Percentage of gas servicing completed against period profile - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	98.4%	98.4%	99.1%	99.6%	99.7%	98.3%	99.5%	98.7%	99.9%	99.7%

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%	80.7%		74.1%
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 3 2016/17	54.7%	95.6%	93.2%	90.2%	90.7%	63.5%	89.6%	55.0%	95.0%	88.7%

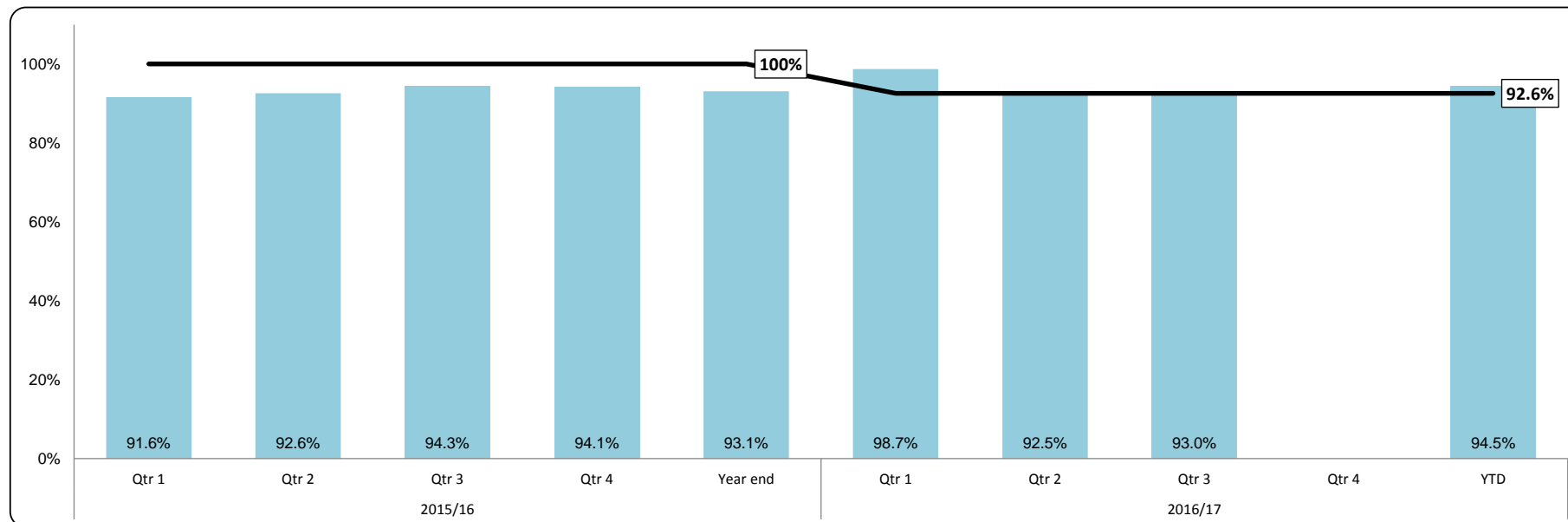
AMM15

We will resolve routine repairs within 30 days

(Birmingham Promise)

RAG Status

Green



Bigger is better

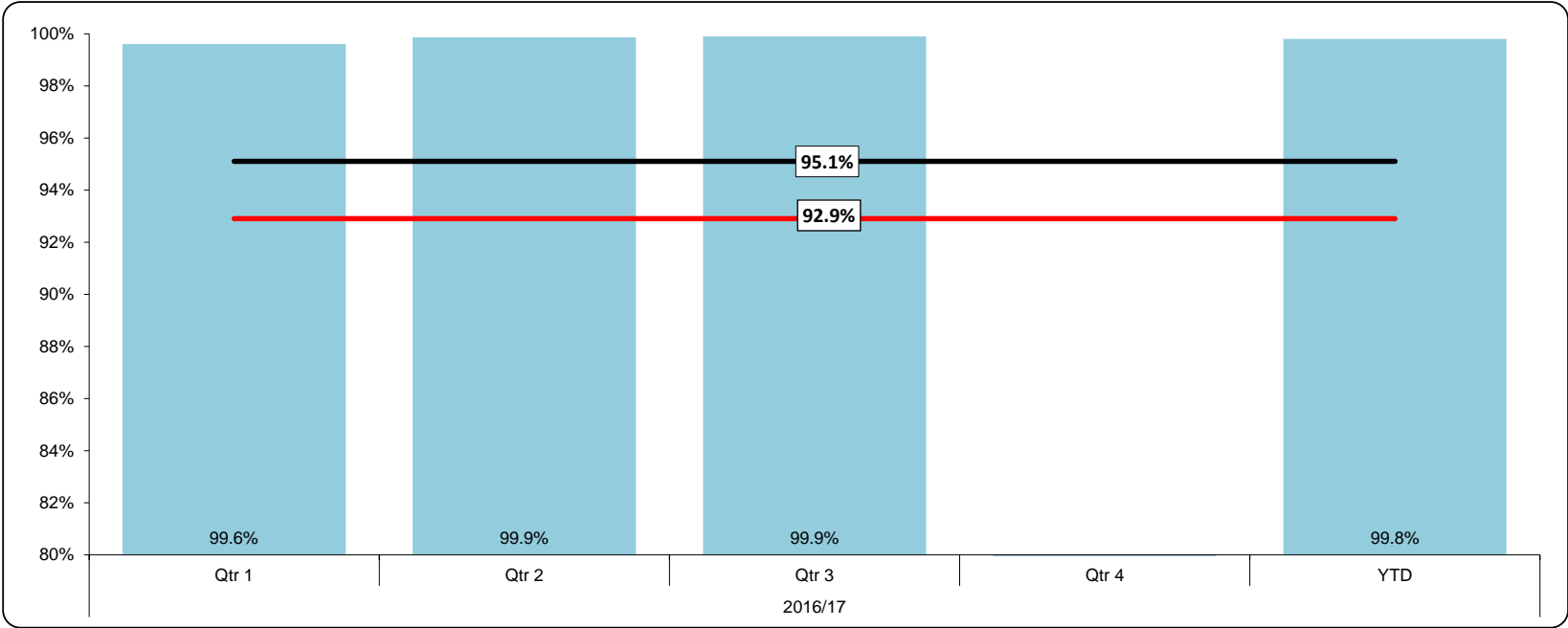
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will resolve routine repairs within 30 days	91.6%	92.6%	94.3%	94.1%	93.1%	98.7%	92.5%	93.0%		94.5%
Target	100%	100%	100%	100%	100%	92.6%	92.6%	92.6%	92.6%	92.6%

We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	89.3%	93.2%	93.5%	94.2%	93.7%	94.2%	90.7%	90.4%	94.6%	94.0%

AMM15

KPI001 - Customer Satisfaction

RAG Status	Green
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Bigger is better

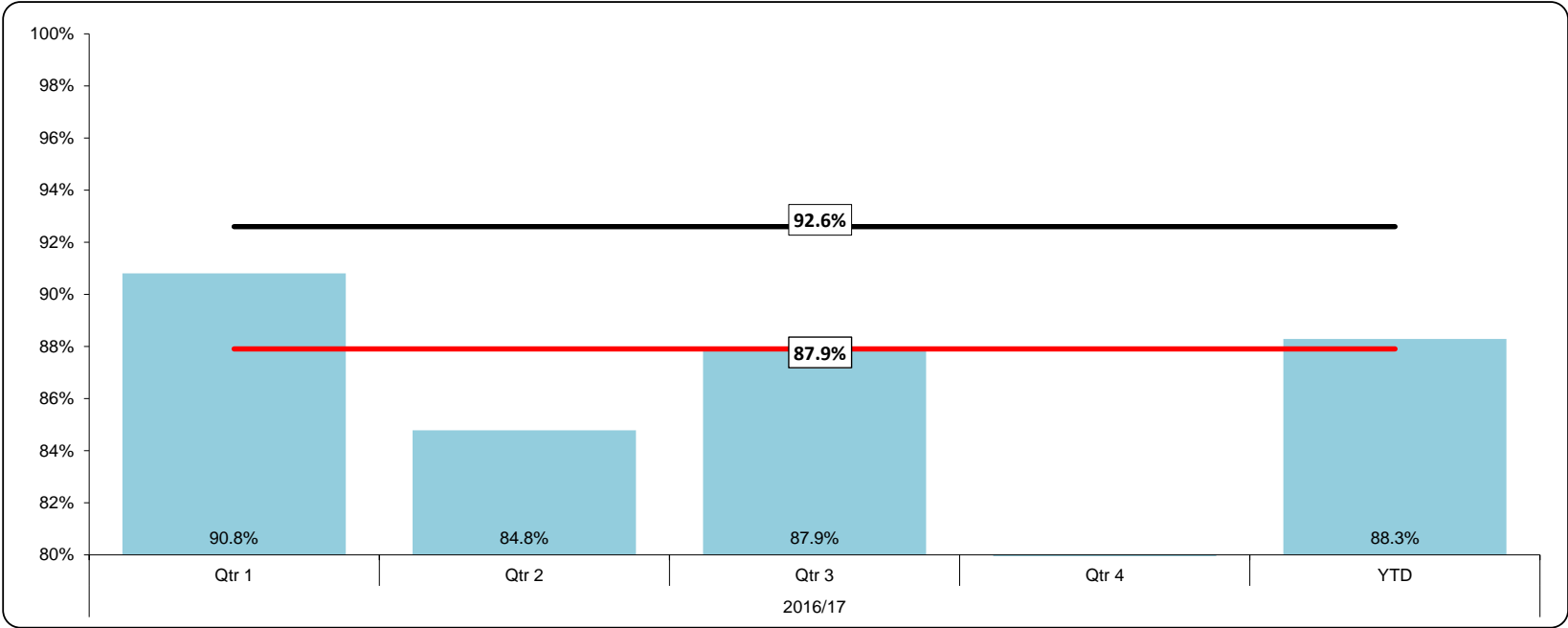
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI001 - Customer Satisfaction	This is a new measure. There is no historical data available.					99.6%	99.9%	99.9%		99.8%
Target						95.1%	95.1%	95.1%	95.1%	95.1%
Standard						92.9%	92.9%	92.9%	92.9%	92.9%

KPI001 - Customer Satisfaction	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	99.7%	99.9%	99.9%	100%	99.8%	99.9%	99.9%	100%	99.9%	100%

AMM16

KPI002 - Work orders completed within timescale

RAG Status	Amber
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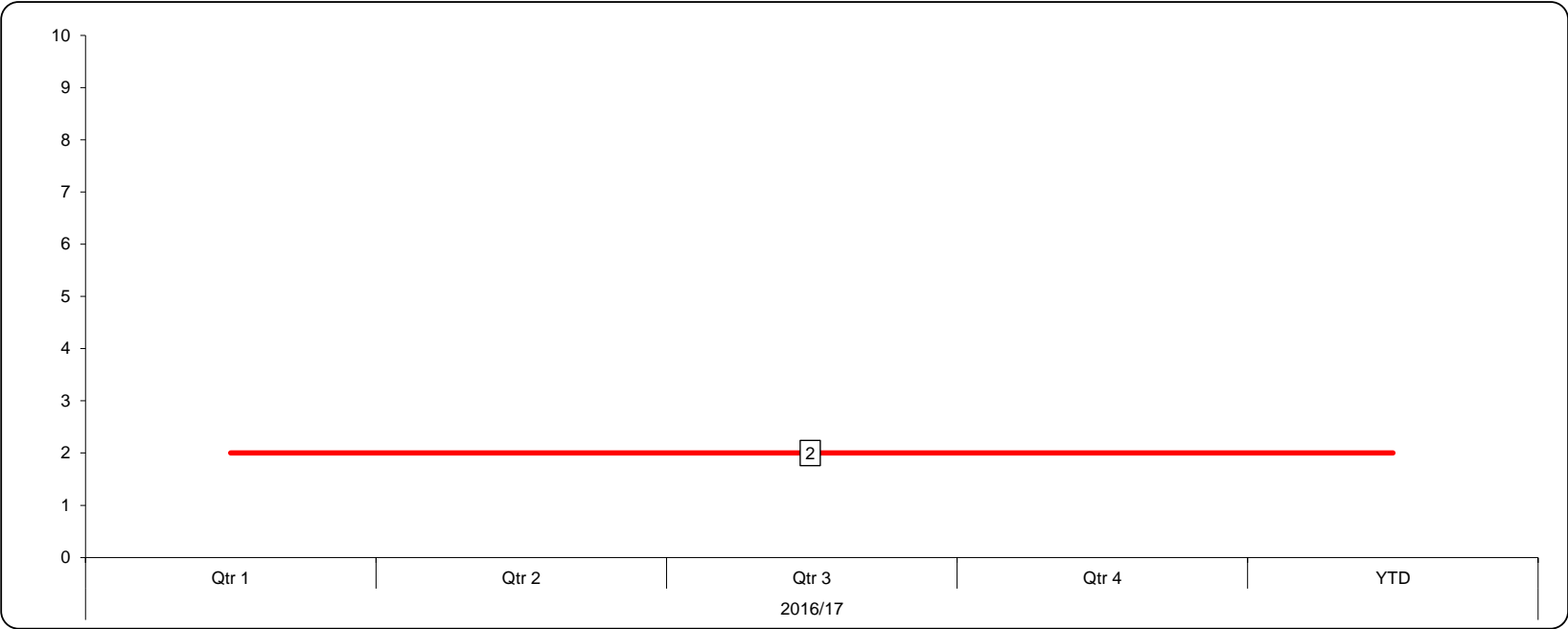
Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI002 - Work orders completed within timescale	This is a new measure. There is no historical data available.					90.8%	84.8%	87.9%		88.3%
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 3 2016/17	84.1%	91.9%	87.9%	89.0%	86.1%	88.8%	84.6%	86.4%	91.9%	88.9%

KPI004 - Service Improvement Notices

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
KPI004 - Service Improvement Notices	This is a new measure. There is no historical data available.					0	0	0	0	0
Target						0	0	0	0	0
Standard						2	2	2	2	2

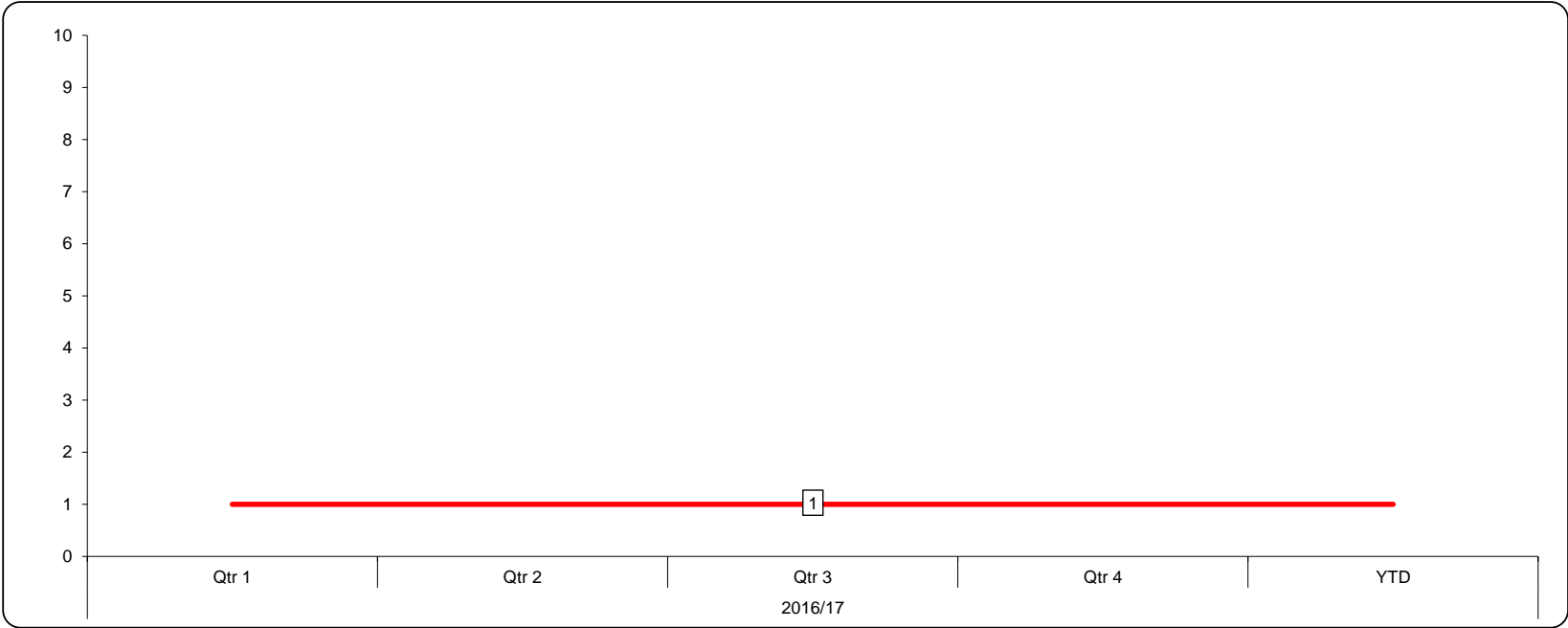
KPI004 - Service Improvement Notices	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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		0
Target						0	0	0	0	0
Standard						1	1	1	1	1

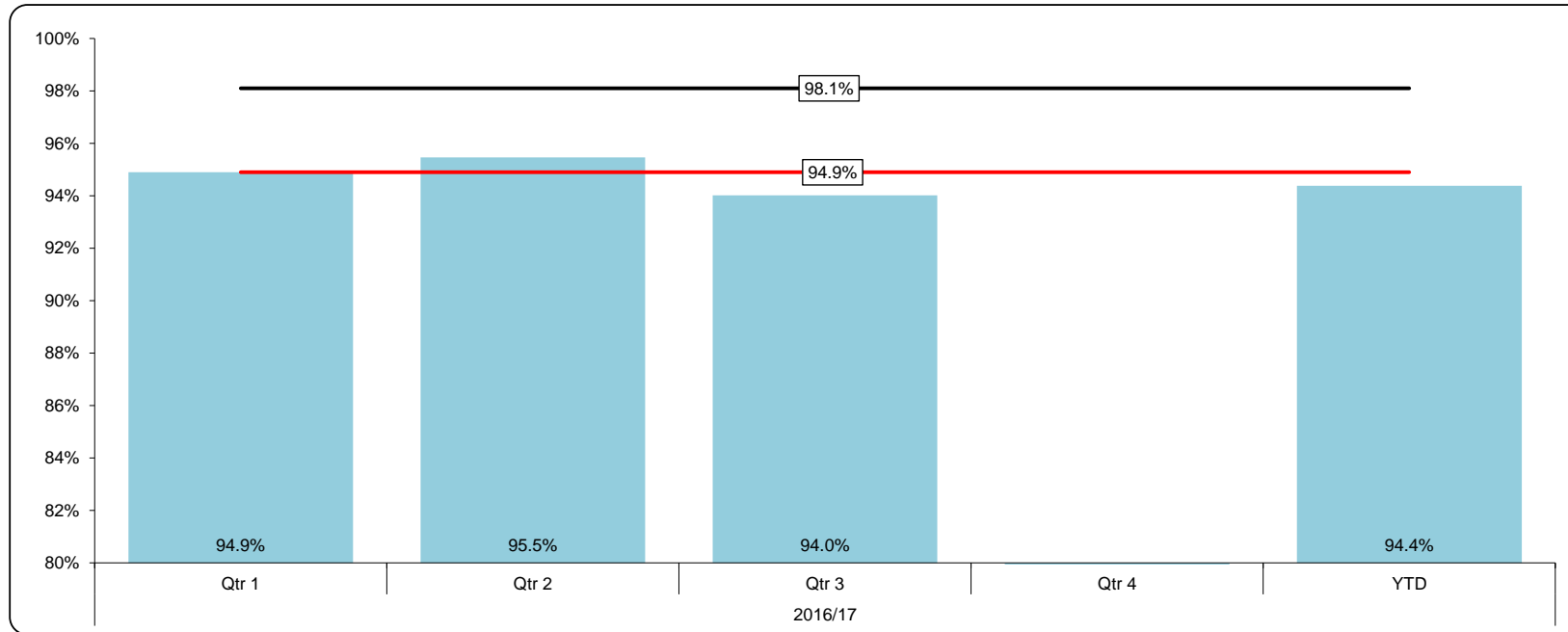
KPI005 - Safety SIN's	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

AMM20

KPI007 - Appointments made

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
KPI007 - Appointments made	This is a new measure. There is no historical data available.					94.9%	95.5%	94.0%		94.4%
Target						98.1%	98.1%	98.1%	98.1%	98.1%
Standard						94.9%	94.9%	94.9%	94.9%	94.9%

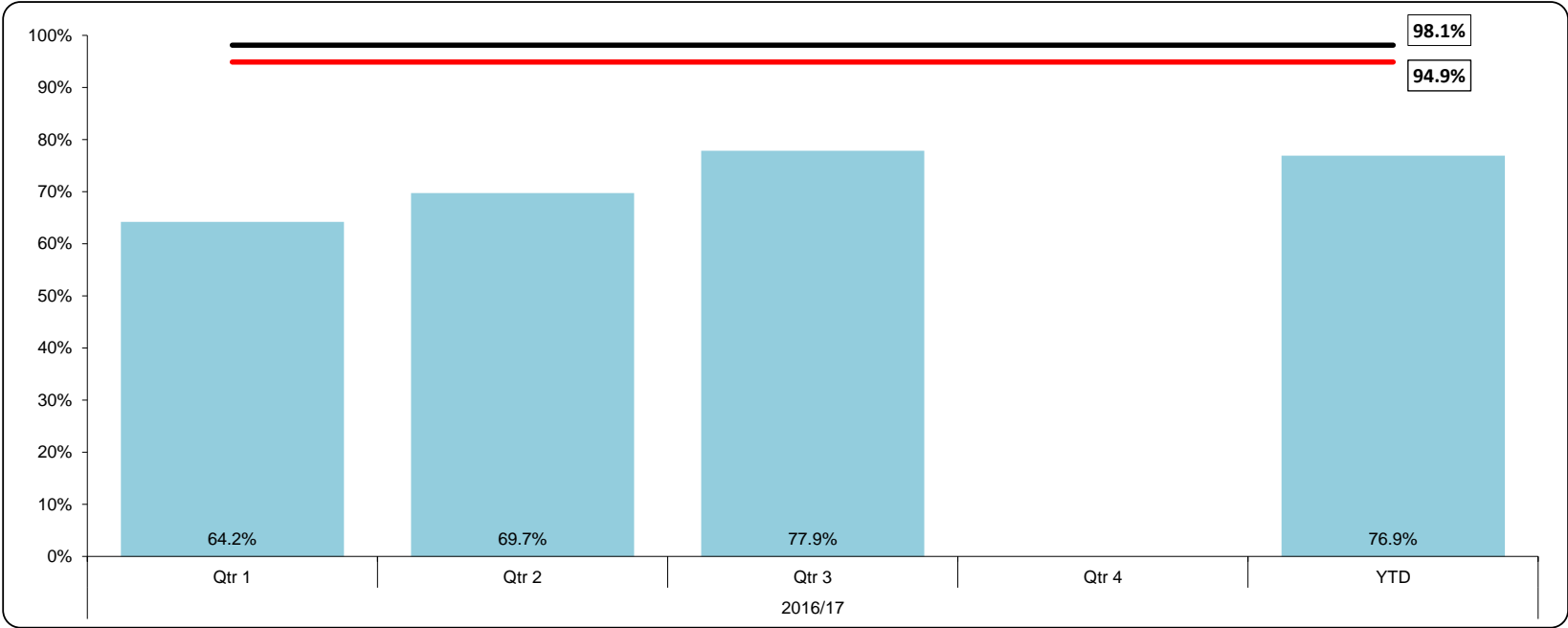
KPI007 - Appointments made	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	92.5%	95.8%	94.6%	95.1%	94.3%	92.4%	93.5%	92.7%	95.0%	94.7%

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%	77.9%		76.9%
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 3 2016/17	68.0%	89.6%	75.3%	80.8%	79.8%	71.5%	78.8%	68.2%	89.5%	80.5%

AMM23

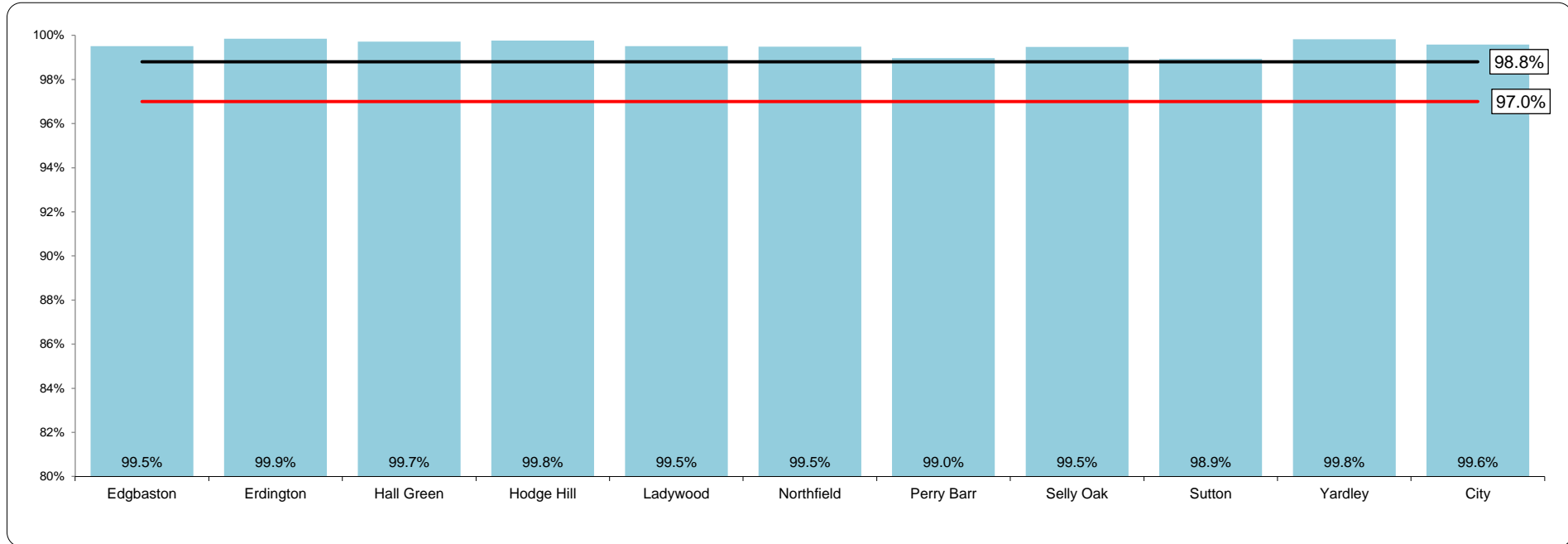
Voids and Lettings (John Jamieson)

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

(Council Business Plan)

RAG Status

Green



Bigger is better

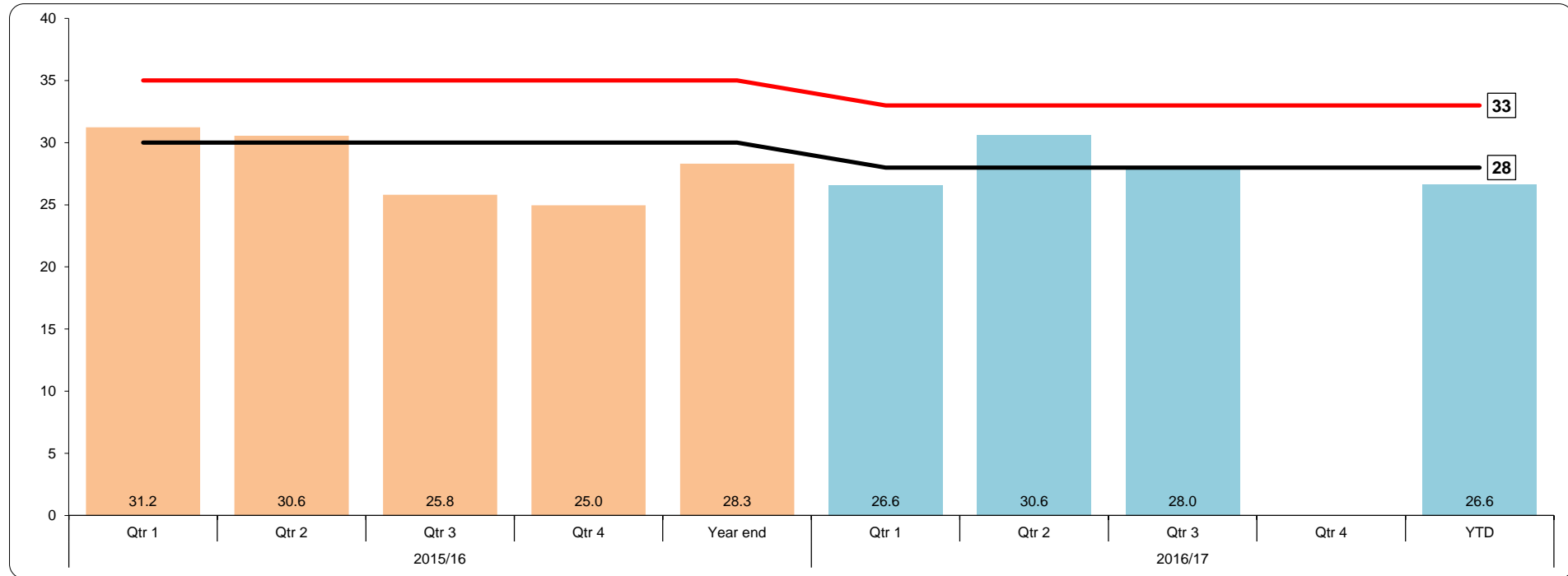
Available council homes as a percentage of total stock - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 3 2016/17	99.5%	99.9%	99.7%	99.8%	99.5%	99.5%	99.0%	99.5%	98.9%	99.8%	99.6%
Target	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%
Standard	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%
Total Stock											62,558
Available homes											62,317

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	28.0		26.6
Target	30	30	30	30	30	28	28	28	28	28
Standard	35	35	35	35	35	33	33	33	33	33

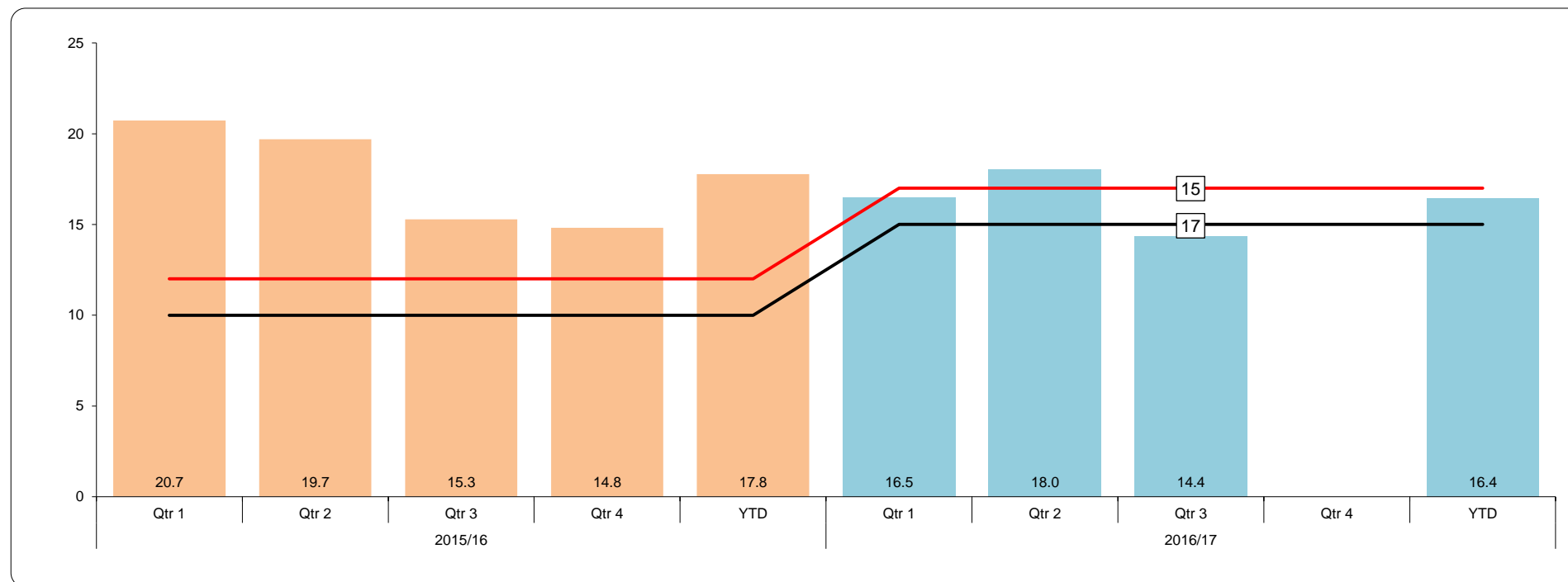
Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	26.4	23.4	18.2	27.2	28.3	28.3	36.7	34.7	27.2	28.8

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

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

RAG Status

Green



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	14.4		16.4
Target	10	10	10	10	10	15	15	15	15	15
Standard	12	12	12	12	12	17	17	17	17	17

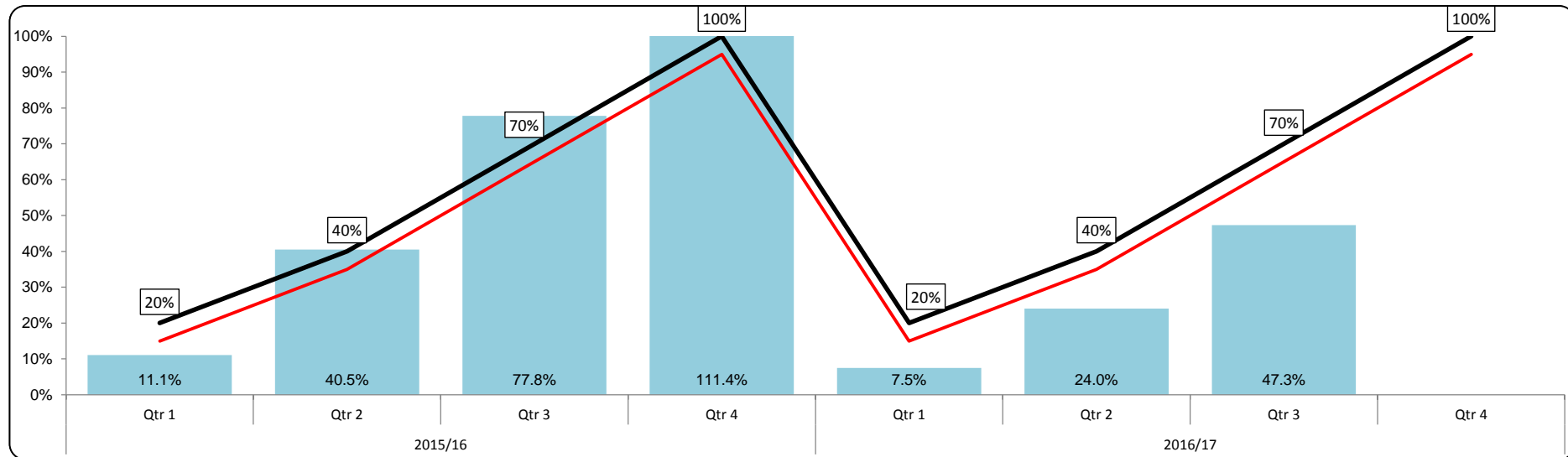
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	14.3	15.4	15.4	9.8	13.3	13.6	31.8	15.9	26.3	10.8

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

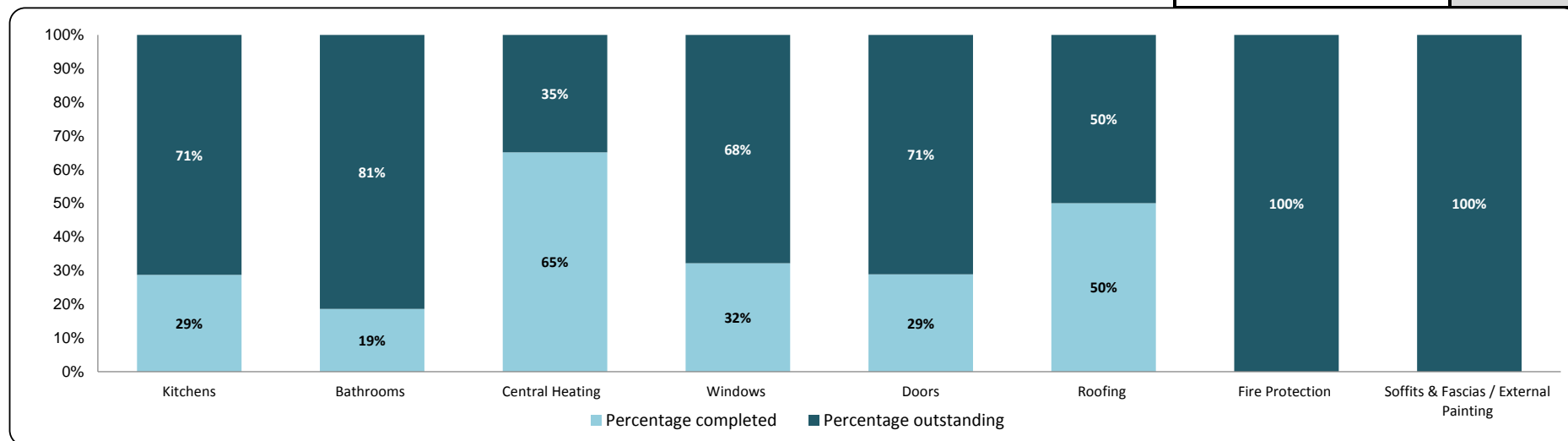


Bigger is better

	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%	47.3%	
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	400	115	285	29%	71%
Bathrooms	273	400	74	326	19%	81%
Central Heating	1,135	1,135	739	396	65%	35%
Windows	526	1,236	398	838	32%	68%
Doors	1,432	1,502	434	1,068	29%	71%
Roofing	321	490	245	245	50%	50%
Fire Protection	986	853	0	853	0%	100%
Soffits & Fascias / External Painting	37	86	0	86	0%	100%

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.

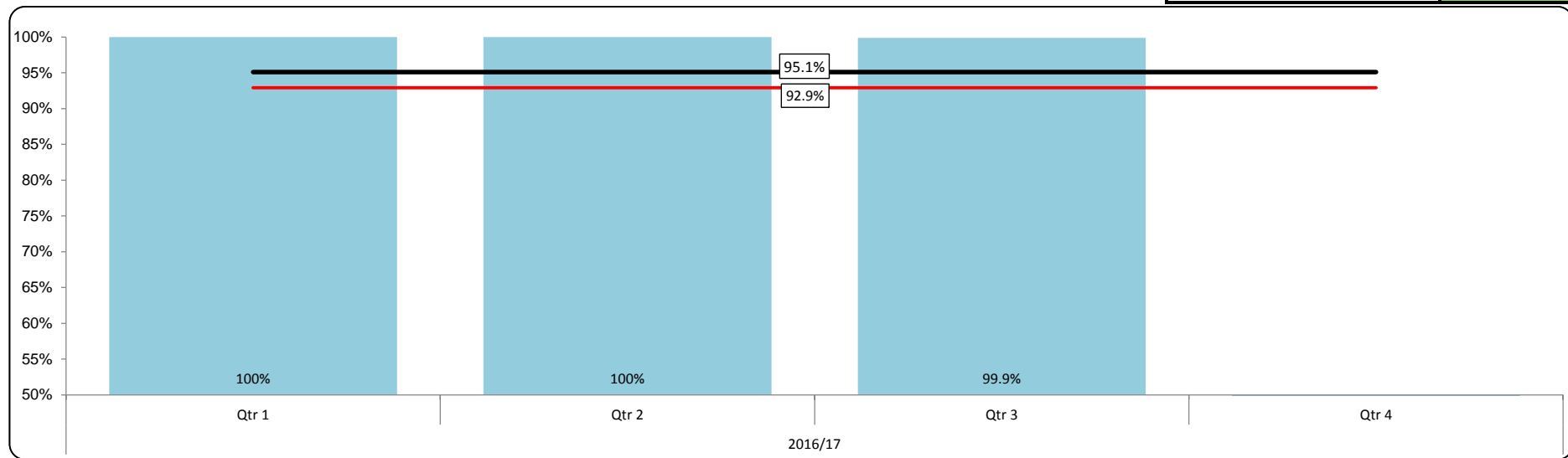
Fire Protection - this is a combination of work that is carried out at block and individual property level. At a property level this will include the installing of mains smoke detector. The block work will include: emergency light and fire stopping (fire retardant painting, renew fire doors, fire signage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

Green



Bigger is better

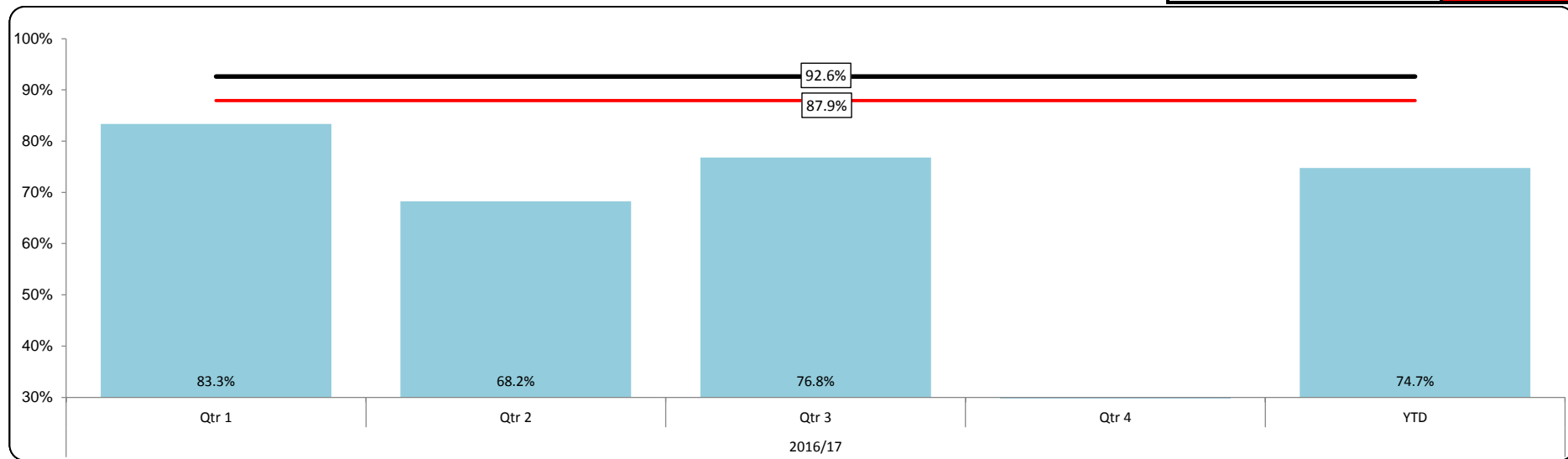
	2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	100%	100%	99.9%	
Target	95.1%	95.1%	95.1%	95.1%
Standard	92.9%	92.9%	92.9%	92.9%

CW08

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

RAG Status

Red



Bigger is better

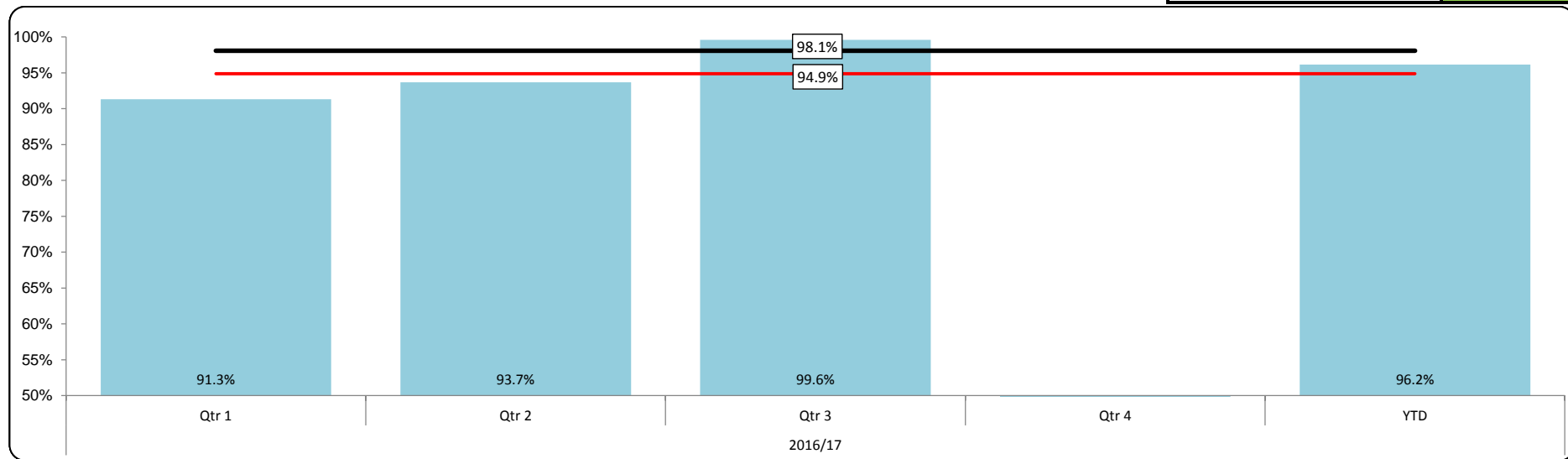
	2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	83.3%	68.2%	76.8%		74.7%
Target	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	87.9%	87.9%	87.9%	87.9%	87.9%

CW09

KPI008 - Appointments kept (Capital Works only)

RAG Status

Green



Bigger is better

	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	91.3%	93.7%	99.6%		96.2%
Target	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%

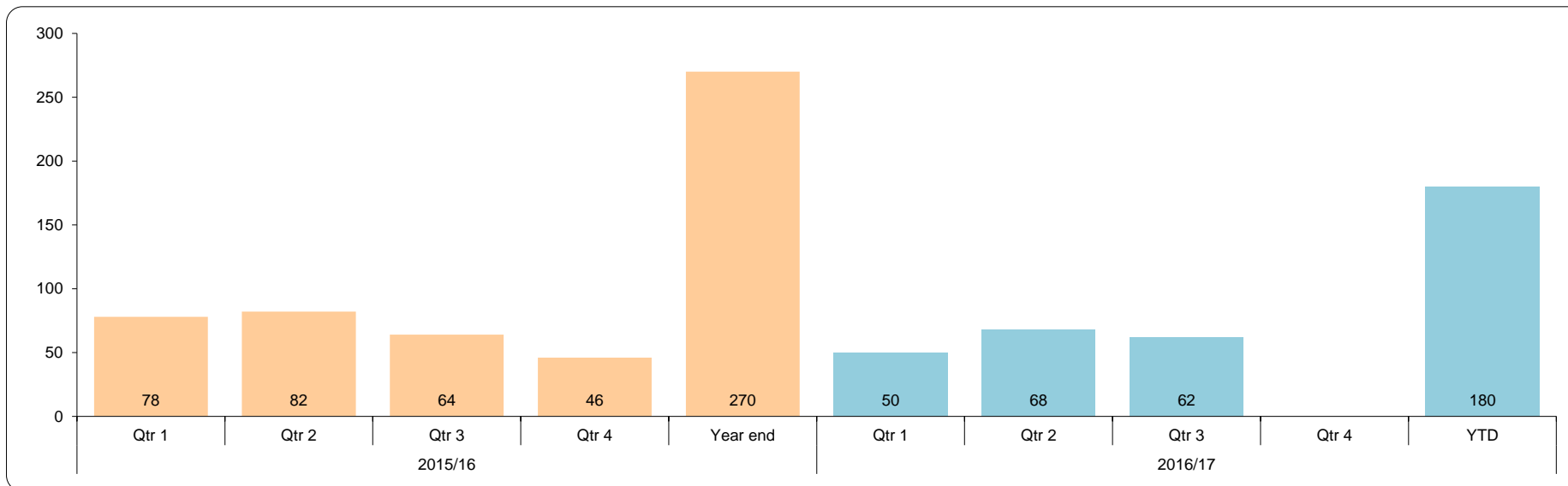
CW10

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

RAG Status

No Target



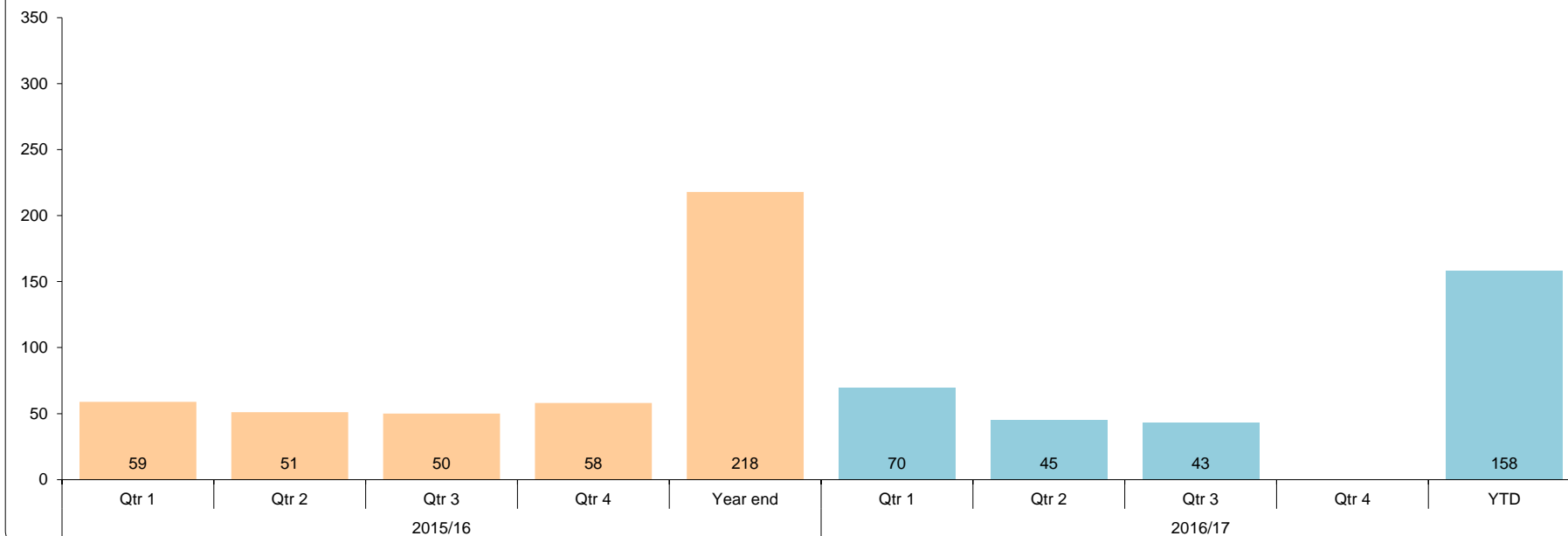
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	78	82	64	46	270	50	68	62		180

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status

No Target

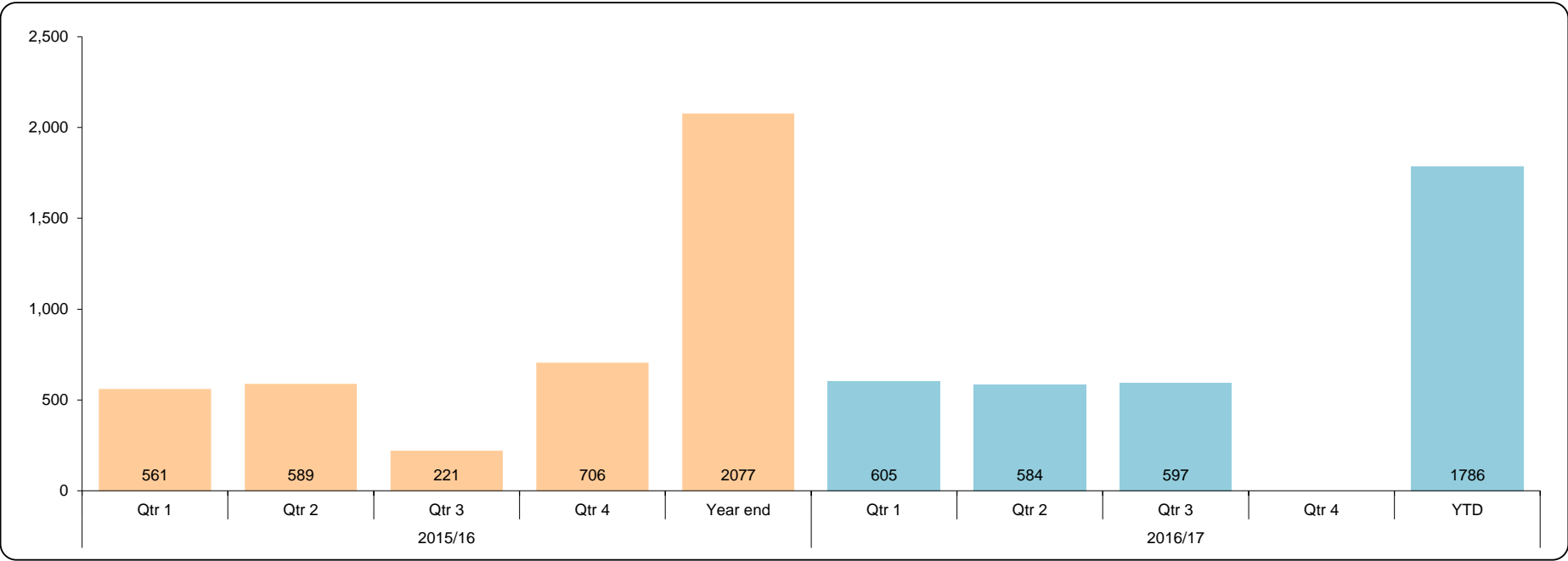


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	Licenced and unlicensed Houses in Multiple Occupation inspected	59	51	50	58	218	70	45	43	158

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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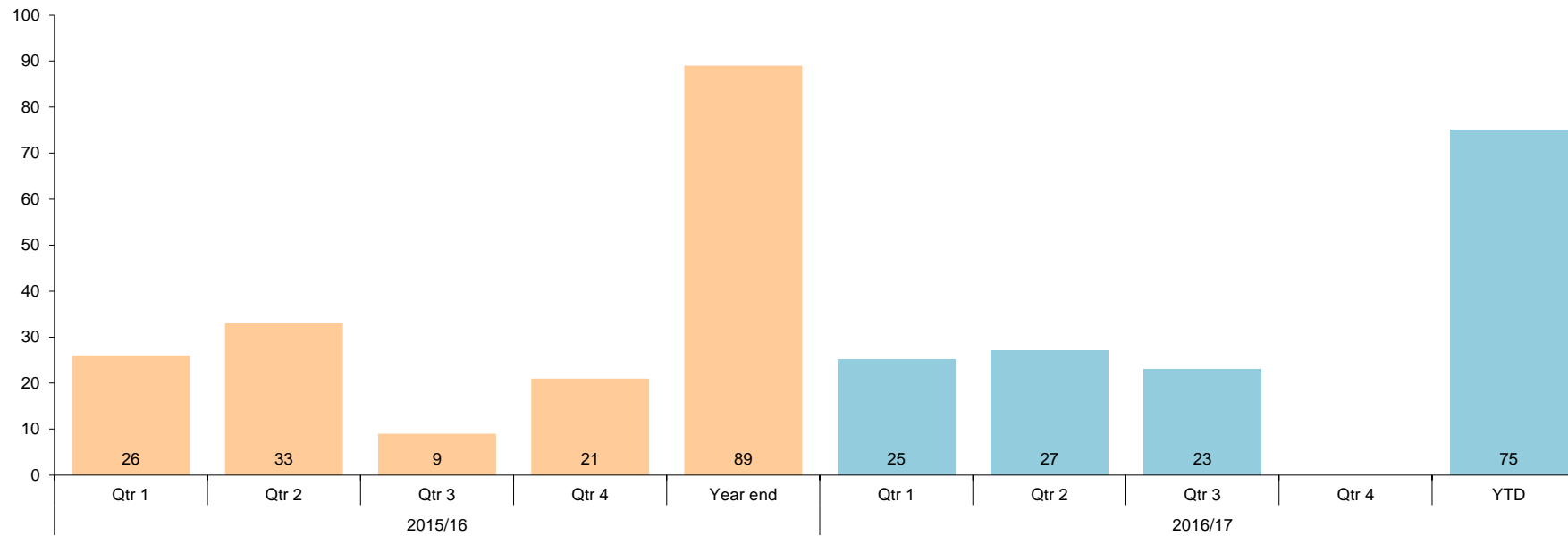
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
PTU requests for assistance	561	589	221	706	2077	605	584	597		1786

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status

No Target

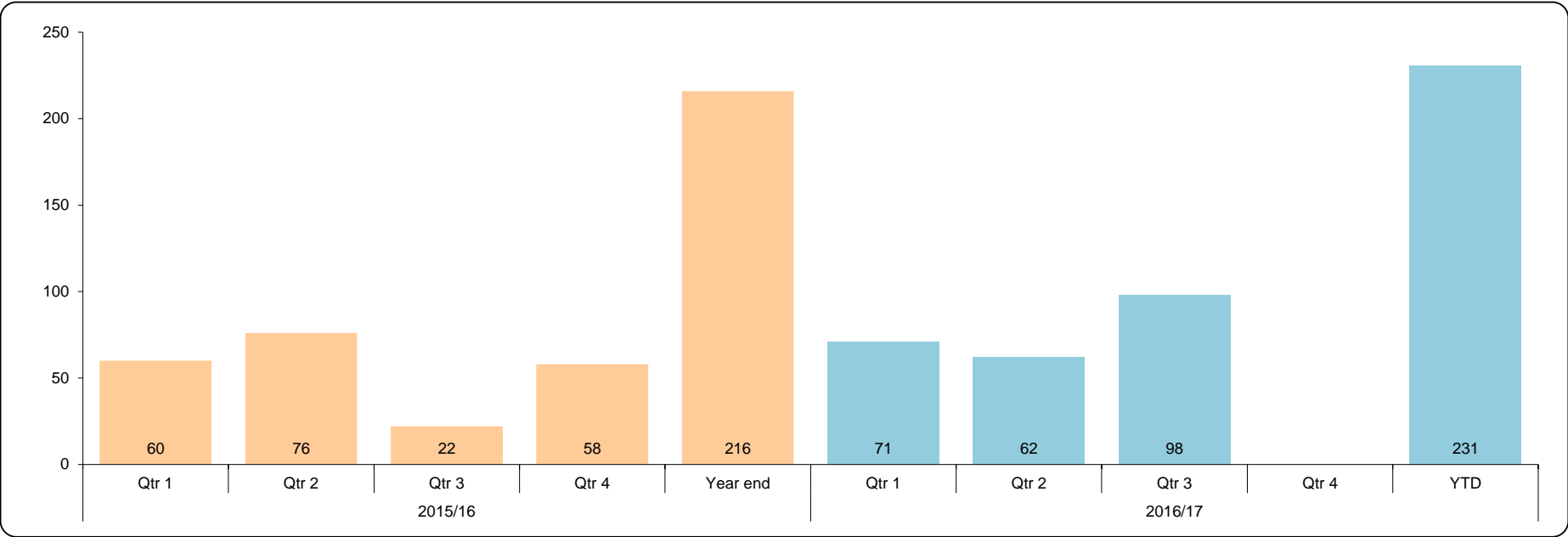


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through advice	26	33	9	21	89	25	27	23		75

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	98		231

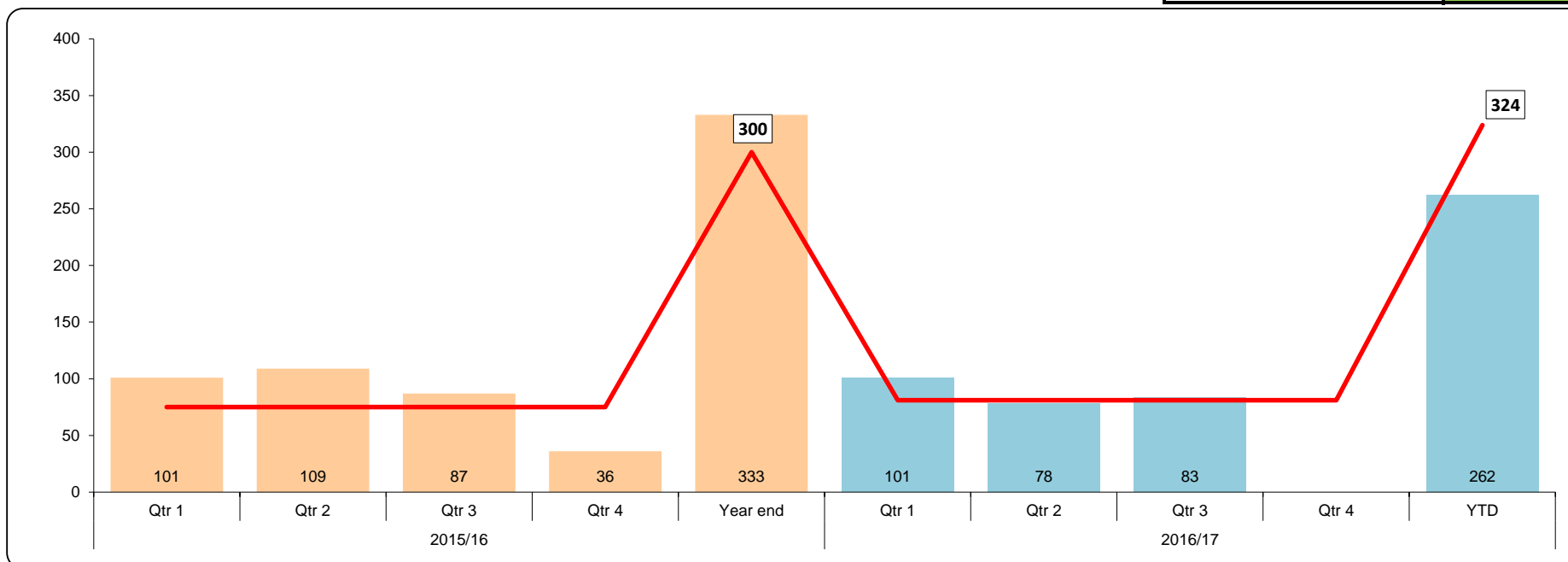
PRS05

Empty properties brought back into use

(Council Business Plan)

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
Empty properties brought back into use	101	109	87	36	333	101	78	83		262
Target	75	75	75	75	300	81	81	81	81	324

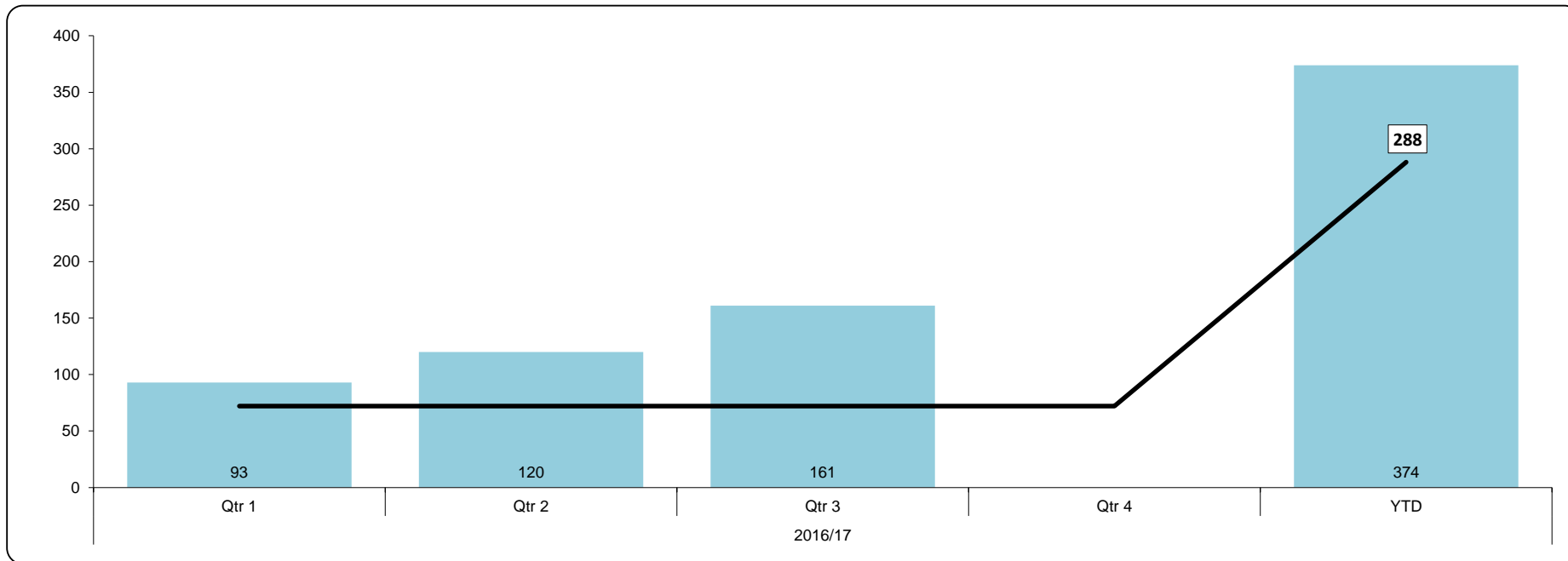
PRS06

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

(Council Business Plan)

RAG Status

Green



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	161		374
Target	n/a	n/a	n/a	n/a	n/a	72	72	72	72	288

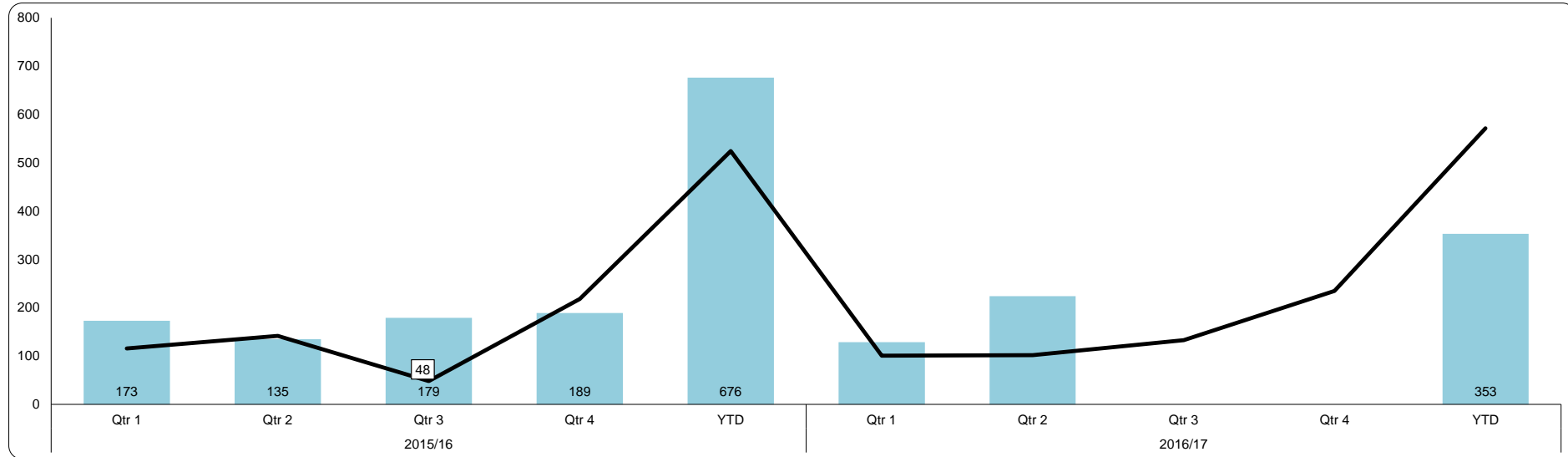
PRS06

Housing Development (Clive Skidmore)

Number of affordable homes provided

RAG Status

Green



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
No of affordable homes provided	173	135	179	189	676	129	224	133	235	571
Target	116	142	48	218	524	101	102	133	235	571
% of target homes provided	149%	95%	373%	87%	129%	128%	220%			

Data for this measure is provided to BCC by external organisations,
(Homes and Communities Agency and also Communities and Local Government).
Information is now reported twice a year.

HD01

Report of:	Mike Davis, District Head
To:	Erdington District Committee
Date:	28 March 2017

Progress Report on Implementation: Clean & Green Neighbourhood Challenge.

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

Background:

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

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

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

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

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

There now follows details of each individual recommendation that featured in the original 29 March 2016 report and an update on progress to date.

For more information about this report, please contact:

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

Progress with Recommendations

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

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

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



Erdington red cards.xls

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

Lead officer: Nick Reid

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R02	Improve refuse collection arrangements to residents in newly built homes within district	Depot Manager	Sept 2016	Action fully completed

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

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

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

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

Lead Officer: Nick Reid

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

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

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

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

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

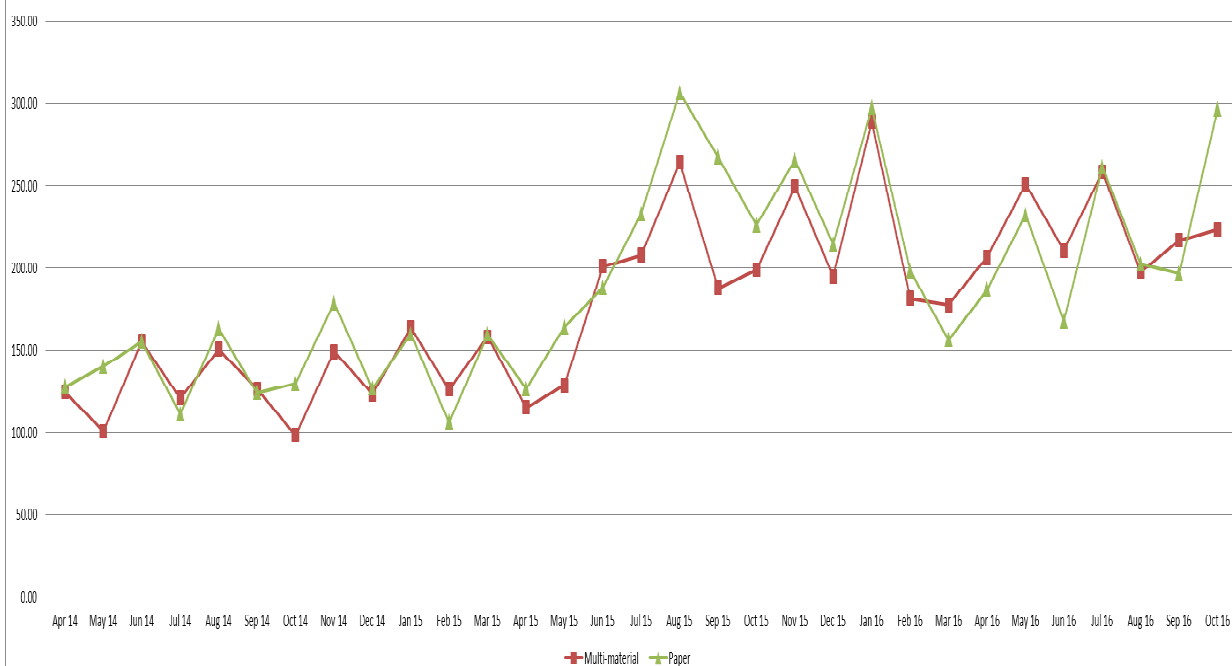
Lead Officer: Nick Reid

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

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

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

Erdington District Recycling Collection Round Tonnages



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



Perry Barr
Rounds-2014-15 & 2015-16

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

Lead Officer: Nick Reid

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R05	Share street cleansing rotas with Members and partners at ward level to ensure the same resource is best meeting local needs	Depot Manager	Sept 2016	Action to be completed by 31 March 2017

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

Following the successful Proof of concept undertaken in Washwood Heath and Hall Green, Planning is underway to provide a model with associated resources that can be rolled out across the City. Current plans can be shared but they will be subject to change once this planning has

been completed and implemented. We are currently finalising the plans based on the 2017/18 budget allocation and will be happy to share them with the members closer to the anticipated April start date.

Lead Officer: Nick Reid

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

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

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

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

Lead Officer: Mohammed Qudeer

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

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

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

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

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R08	Encourage regular enforcement around trade waste contracts	Environmental Health Officer	Sept 2016	Fully completed

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

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

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

The figures below highlight where a visit has been made and the trade waste contract could not be produced immediately. In these circumstances a demand notice is issued by the officer requiring the business to produce their trade waste contract within 7 days.

The businesses that do not comply with the notice are issued with a fixed penalty notice.

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

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R09	Greater communication with District Members about enforcement campaigns to allow resources to be influenced / targeted.	Environmental Health Officer	Sept 2016	Not completed

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

As previously stated there are some legal requirements and data protection issues that affect what the council can share with the public and councillors during ongoing investigations. However, greater efforts will be made to communicate in advance details of any public education campaigns

and also to inform councillors of enforcement successes at the appropriate time.

Officers continue to respond to Councillors on an individual level re problem / hot spot locations, in particular whilst attempting to identify a long term solution / resolution.

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

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

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

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

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

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

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R12	Work toward introducing more regular systematic cleaning arrangements in place on BCC local car parks	District Car Parks Lead	Sept 2016	Partly completed

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

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

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

clean ups could be put in place in 2017/18.

Local lead officers: Karl Randall / Iain Aitken

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

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

All projects proposed for 2016/17 by relevant housing officers came to district committee for comments and support of members. It is suggested this continues in future years with members being given opportunity to submit proposals for capital improvements on housing owned sites that improve the environment. Lead officer is Housing's Mark Rodgers alongside local manager Patrick Canavan

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

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

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

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

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

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

Lead officer: John Porter

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R16	Improve links between BOSF (Birmingham Open Spaces Forum) and Friends of Parks Groups. Improve communications with Friends Groups and work with them toward attracting external funds where possible	Area Parks Manager / District Members / District Head	Sept 16	Ongoing or partially completed.
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
John Porter, Parks Manager engaging with new Friends of groups where possible e.g. Rookery, Greenwood Place, The Pimple etc and offering advice on external funding sources.				

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R17	Consider if the five park keepers within Erdington parks can be used more flexibly to support a neighbouring park.	Area Parks Manager	Sept 2016	Not completed
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
This action cannot be achieved at this time. Park keepers posts are being affected by budget reduction programmes and no alternative operating models are available where there is no available budget.				

No.	Recommendation	Responsibility	Original Date For Completion	Assessment of progress toward completion
R18	Pilot no parking on grass verges in a small part Perry Common in conjunction with Witton Lodge Community Association and then explore potential to expand into other areas.	WLCA/ BCC	Sept 2016	To be completed by March 17
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
Witton Lodge expressed a desire to work with BCC, police and partners on a pilot. Funding to progress has become available late in the financial year 2016/17 and needs to be spent within the year and so a small scale pilot is being undertaken before the end of March 2017 with results not available until 2017/18.				
Lead partner: Linda Hines/ Afzal Hussain, Witton Lodge Community Association				

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

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

Both verbal and written updates have been brought before Erdington District Committee during 2016/17

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

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

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

Lead officer: Mike Davis

Recommendations to Committee:

Committee are asked to:

1. Note the progress with the Neighbourhood Challenge recommendations
2. Identify whether any further specific actions are required.
3. Advise of any other committees or forums that should receive this challenge report