

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

BIRMINGHAM CITY COUNCIL

LADYWOOD DISTRICT COMMITTEE

TUESDAY, 21 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 - 10

3 MINUTES OF THE LAST MEETING - 24 JANUARY, 2017

To confirm and sign the Minutes of the last meeting held on 24 January, 2017.

11 - 16

4 WEST AND CENTRAL LOCAL COMMUNITY PARTNERSHIP

Nicci Collins, West and Central Place Manager and Chief Inspector Stu Bill, West Midlands Police. A copy of the Delivery Plan is attached.

17 - 26

5 CABINET COMMITTEE LOCAL LEADERSHIP

Councillor Marje Bridle, Assistant Leader, to give an update on the Local Leadership Programme.

6 BIRMINGHAM CYCLE REVOLUTION

Andy Middleton, BCR Programme Manager and Peter Howarth, BCR Project Manager Birmingham Cycle Revolution will be in attendance. Further information is available using the following links:-

These links are publically available as part of the ongoing/ current consultation

process:

<https://www.birminghambeheard.org.uk/economy/bcr-a34/>

FYI regarding Ladywood District (A38 corridor)

<https://www.birminghambeheard.org.uk/economy/bcr-a38/>

27 - 98

7 **HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT
QUARTER 3, 2016-2017**

Report of the Strategic Director, Place

99 - 108

8 **REGULATION 33 VISITS TO ADULT ESTABLISHMENTS**

For information.

9 **WARD UPDATES**

To receive updates.

10 **DATE OF FUTURE MEETING**

To agree the date and time of future meetings in the Council House, Victoria Square, Birmingham, B1 1BB at 1400 hours on the following Tuesdays:-

25 July, 2017

19 September, 2017

21 November, 2017

23 January, 2017

20 March, 2017

11 **OTHER URGENT BUSINESS**

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

12 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

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

Ladywood District Committee –
24 January, 2017
BIRMINGHAM CITY COUNCIL

LADYWOOD DISTRICT COMMITTEE – 24 JANUARY, 2017

**MINUTES OF THE LADYWOOD DISTRICT COMMITTEE HELD ON TUESDAY,
24 JANUARY, 2017 AT 1400 HOURS IN COMMITTEE ROOM 3 & 4, COUNCIL
HOUSE, BIRMINGHAM**

PRESENT: - Councillor Ziaul Islam in the Chair;

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

ALSO PRESENT: Colin Barnes – West Midlands Police
Nicci Collins – Place Manager
Kate Foley, Acting Senior Service Manager
Louisa Nisbett, Area Democratic Services Officer
Michael O'Connor, Senior Service Manager
Lesley Poulton, Head of Ladywood District

(There was one member of the public in attendance.)

NOTICE OF RECORDINGS

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

APOLOGIES

- 330 An Apology was submitted on behalf of Councillor Carl Rice for his inability to attend the meeting.

MINUTES OF THE LAST MEETING - LADYWOOD

- 331 **RESOLVED:-**

That the minutes of the meeting held on 20 September, 2016 having been previously circulated, be agreed and signed as a correct record.

MATTERS ARISING

332 The following matters were raised:-

West Side Partnership Ltd (BID) - Councillor Bore reported that despite being appointed to West Side Partnership Ltd (Business Improvement District) in September he had not received an invite to any meetings. He asked that the matter be followed up.

Min 324 Cabinet Committee Local Leadership - Councillor Lal noted that at the last meeting he had questioned why another layer of Councillors had been appointed to deal with the Local Innovation Fund and the Chairman had undertaken to follow the matter up on behalf of the Committee. The matter was noted and the Chairman undertook to report back at a later date.

WEST AND CENTRAL LOCAL COMMUNITY SAFETY PARTNERSHIP

333 The following update was received and noted:-

(See document no. 1)

Nicci Collins and Colin Barnes attended for this item. The Committee was informed that Superintendent Mat Shaer had been appointed as Chair of the partnership but was unable to attend the meeting. Colin Barnes had attended the meeting on his behalf. During the presentation and discussion the following points were made:-

- Nicci Collins reported that the Partnership covered Perry Barr and Ladywood District. The Partnership consisted of a number of Members including Councillors Hartley, Nagina Kauser and Sharon Thompson. Representatives included West Midlands Fire Service, Midland Health and South and City College.
- There was a reporting mechanism to the meeting but most of the activities took place outside the meeting. The purpose of the partnership was to make Ladywood a safe place to live and visit. There were 4 Partnerships across the City.
- Third Sector Community and Voluntary organisations had a large part to play. They had attended an Away Day. The Neighbourhood Tasking Group was led by Police Sergeant at Ward level. Members of the public could engage raising issues and assist in problem solving. A Supporting Adult's Panel had recently been set up to support vulnerable adults. The group looked at issues such as self-neglect, hoarding and people not looking after themselves. The group did not replace referrals.
- There were city-wide priorities set by BCSP also some local priorities set by the Local Partnership set out on page 2 of the report. Priorities for the current year included vulnerable adults, mental health, homelessness, domestic violence, vulnerable youth, prevent, gun and gangs, emerging communities and neighbourhood working.

Ladywood District Committee –

24 January, 2017

- In January the second Supporting Adults Panel had been held. There were 10 cases. Multi-agency work had been done on Soho Road. This had been attended by partners police etc.
- The Mobilising Communities Grant, Small Grant Pot had been allocated. The successful applicants were listed on page 8 of the report.
- A summary of activity that had taken place was set out on page 2 of the report.
- The hotspots for ASB had been mapped and some targetted funding had been made to the Youth Outreach Projects in that area.
- A piece of work had been undertaken on St Georges Estate involving BCC housing and the police on the Estate. Plans were in place to establish 2 public space protection orders.
- The Safer Communities Group had been re-launched. Data is shared between Ladywood and Perry Barr who work together.
- Councillor Hartley reported that she attended as many meetings as possible. She was pleased that the Away Day had been well received. She would be happy to discuss input and funding available with the partnership, also to bring local groups on board.
- Councillor Lal stated that it was a very comprehensive report. He stressed that the work carried out should be meaningful for the people it related to. He made reference to public space protection orders in Soho, Nineveh Road and the lack of support for officers there who needed back up for their work. He questioned the point of having the orders if it was not backed up with enforcement.
- Colin Barnes, WMP replied that the problem with the orders was that evidence was needed in order to enforce them. The order on Nineveh Road was being reviewed. There had been some internal issues with the printing and distribution of the enforcement tickets. They had now been received and enforcement action would be done. There were concerns that the problems would increase in the spring and summer when there were people outside drinking. The legislation was new and enforcement would be sorted out.
- In reply to Councillor Afzal the Public Space Protection Orders had been signed off by the Director Rob James. Signage was being looked at as they wanted to put the signs up before the order which would hopefully be by the end of the month. Once the signs were up the PSPO would be live. Lesley Poulton would liaise with Nicci Collins to send an email response.
- Councillor Sharon Thompson was on the group however had been unable to attend any meetings. She was pleased that she had been kept updated by correspondence from Nicci Collins as necessary. Sharon Thompson thanked those involved in the partnership for all their work.
- In reply to Councillor Islam, Nicci Collins clarified that the £48K for small grants had been fully allocated. During the meetings over the next few weeks they would discuss how to involve the third sector. Nicci Barnes said that the Away Day looked at work with the third sector.

Ladywood District Committee –
24 January, 2017

- Councillor Mosquito questioned how much work was done with organisations in terms of resources. She suggested that a mapping exercise by the partnership would be money well spent. Nicci Collins replied that they had not tried mapping all the organisations as it would be too big. People had been funded through the small funds pot. Colin Barnes agreed there was a pool of talent in Districts and the amount of work that was done by people wanting to assist was staggering.

HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT – QUARTER 2
2016-2017

The following report was submitted:-

(See document no. 2)

The following narrative and High Rise Block Scores in Ladywood was submitted:-

(See document no. 3)

Kate Foley and Michael O'Connor attended the meeting and presented the report. During the discussion and in response to questions the following points were made:-

- Councillor Yvonne Mosquito was concerned about the welfare of staff within the Housing Service and requested a report on the effects of the transformation of the service on staff morale, the number of grievances and complaints etc and the impact on service delivery.
- Management of ASB – There had been 197 new cases received, 3 hate crimes. Both had been resolved. 99.5 % of cases had been responded to on time. There had been a technical error which accounted for the 0.5%. 149 cases had been closed successfully.
- High Rise Blocks – An incident had been raised via the website and referred to West Midlands Police. An incident had been discussed with the individual and WM Police. The case had been closed but was being monitored. An individual in a high rise block in Aston Ward had turned out to be the perpetrator themselves. The self-service case that had been raised could not be closed on time.

The lack of capital programmes for housing blocks had made an impact. There had been some challenging staff issues which had impacted on performance.

- 'Lodgers in Occupation' for more than 12 weeks – There were currently 11 cases that were being investigated. Sometimes legal action was necessary.
- Introductory tenancies over 12 months not made secure – The 2.9% related to tenants in rent arrears.
- Conditions of estates – 26.75. This was undertaken with partners and residents.
- Voids – Average days turn around of 21.6 and not 23.2.

Ladywood District Committee –
24 January, 2017

- Councillor Sybil Spence said that it would be good if proximity of the voids were included in the information. Councillor Sybil Spence was a Member on the Homes and Neighbourhood Overview and Scrutiny Committee and questioned whether there was any way that the void properties could be brought back into use for rough sleepers.
- Kate Foley clarified that the ASB cases in the report were investigated by the Housing team and not the police. The allegations meant a tenant could be breaching their conditions of tenancy. With regard to void properties, there were a lot of people on the waiting list some of which were homeless. There was also a bidding system. Kate Foley felt that Members of the Homes and Neighbourhood Overview and Scrutiny Committee might want to look at the issue.
- Repairs – Michael O'Connor said that the issues were highlighted in the report. The District information was on pages 61-70. Performance figures were similar across the City.
- There had been some issues with the IT during the first 2 quarters leading to complaints and dissatisfaction. The communication process with contractors needed to improve. There had also been issues with appointments and contractors not keeping tenants up to date. This had been raised with WATES and they were working with them to improve and instill the 'treat our residents as you would our own home' policy. There had been some improvement.
- Councillor Afzal was disappointed there were 5 red KPI's for Ladywood and felt there was a level of incompetency. He added that a tenant in his Ward had waited without heating or hot water owing to contractors waiting for parts. He had raised the issue with Rob James. Ladywood had one of the largest numbers of high rise blocks in the City. He requested performance figures for his own Ward. Councillor Afzal continued that the Quarter 3 data should be circulated to Councillors as soon as it was available and not wait until the next meeting.
- Michael O'Connor said that there had been some issues with recording data. They were working with contractors on a weekly basis. The issue with parts should not happen and they were carrying out van stock checks to avoid this. A meeting to discuss parts was taking place the following day. The amount of complaints made to College Road had reduced. Councillor Afzal felt that the policy was a good idea.
- In reply to Councillor Islam's question about asset management and maintenance, this was work in progress. They were moving forward and improving.
- Councillor Spence concurred with Councillor Afzal's comments about waiting for parts to do repairs. There had been problems in the Soho Ward. She felt the repairs should be prioritised. Michael O'Connor said that communication was key to ensure that the parts needed for boilers in the area was being carried on the van and replaced when used. There will be a database with all parts available in an area.

Ladywood District Committee –
24 January, 2017

- Michael O'Connor undertook to circulate whatever information was available regarding the quarter 3 Housing Performance report prior to the next meeting.

334 **RESOLVED:-**

That the report be noted.

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

335 The following report of the Strategic Director, Place was received and noted:-

(See document no. 4)

CABINET COMMITTEE LOCAL LEADERSHIP

336 Councillor Islam updated the Committee as follows:-

- Councillor Islam had attended a meeting of the Cabinet Committee Local Leadership on 20 September. The criteria for the Local Innovation Fund (LIF) had been discussed and a final report to Cabinet Committee had been agreed. They had met on a number of occasions and Councillor Lal and himself had attended. They had looked at the new localised working arrangements and how this had been progressed in individual Wards.
 - Councillor Islam handed out a report on the action week that had taken place in Washwood Heath Ward on 7 – 13 November, 2017 for information and undertook to send it to Members.
 - At the next Cabinet Committee Local Leadership meeting on 31 January the Assistant Leaders' would be reporting back on their visit to other Local Authorities. They would also discuss the Clean-up. The next Clean-up was planned for March.
 - Councillor Tahir Ali felt that it would be appropriate for the Assistant Leaders to attend the meeting to respond to questions and concerns from the Committee. He noted that although the Cabinet Committee Local Leadership met regularly Members would not be aware of the issues unless they followed the meeting on CMIS. The Chairman agreed to the request that an Assistant Leader attend the next meeting with regard to their new role.
-

REGULATION 33 VISITS TO ADULT ESTABLISHMENTS

337 The following list of Establishments in Ladywood District to receive Members Regulation 33 Visits was received and noted:-

(See document no. 5)

Ladywood District Committee –
24 January, 2017

Councillor Kauser and Islam had carried out a visit. It was pointed out that some of the establishments had been listed against the wrong Wards – Shakti Asian Elders was in Ladywood and not Nechells and Advance Enablement (Church Lane) was in Nechells and not Aston.

WARD UPDATES

338 The following updates were noted:-

- **Aston Ward** - A meeting had been held on 12 January, 2017 with the Community and the police had attended. They had been invited to suggest schemes for the Local Innovation Fund.
- **Ladywood** – The Ward had met on 24 October, 2016. Issues discussed were the Icknield Port Loop Development. 400 apartments were due to be developed. Other issues were the LIF, rough living, Ward Boundary changes. Another meeting was due to be held today and will include a police update from the new sergeant, LIF, 20mph zone and waste enforcement issues were some of the things they will be looking at.
- **Nechells** – The Ward had met twice, on 13 October and 1 December, 2016. They would be meeting again in a few weeks. The meeting in December had been about the closure of Nechells Green Community Centre and local matters.
- **Soho** - The Ward had met in January and the meeting had been well attended by a lot of organisations. They had taken part in workshops about what was wanted for the Ward. It had been encouraging and an eye-opener. A sub-group had been formed to take things forward. A meeting was taking place the following evening. There was zero tolerance to flytipping. Officers were doing their best but the onus was on the community to stop doing it.
- Councillor Bore informed that Ladywood Forum would be approving an initiative later that evening regarding rough living and litter issues. If successful he would like to see it rolled out in other parts of the City. The focus of the Ward was on rough living, they wanted to engage with Nechells Ward and any other areas where there were hotspots. Any unallocated LIF could be considered for other parts of the District.
- Councillor Afzal informed the Committee that he would be presenting a petition against the closure of Aston Library to the Deputy Leader.

DATES OF FUTURE MEETINGS

339 It was noted that the next meeting would take place as follows:-

Tuesday, 21 March, 2017, 1400 hours in Committee Rooms 3 & 4, Council House:

OTHER URGENT BUSINESS

340 There was no other urgent business.

AUTHORITY TO ACT BETWEEN MEETINGS

341 **RESOLVED:-**

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

The meeting ended at 1535 hours.

.....
Chairman

DRAFT V3: W&C LCSP Delivery Plan 2017/18

Continuous Scoping and Development

BCSP Project	BCSP Activity	Local Priority	Description	Lead Org	Proposed completed Timetable (funding)				Intervention Activity Output	
					Q1	Q2	Q3	Q4	Outputs/Measures	Progress/Achieved (RAG)
	CSD1	Supporting the Community	Continue to develop the W&C Local Community Safety Partnership to ensure it is fit for purpose to deliver against West Midlands OPCC priorities, BCSP strategic priorities and the local priorities identified by communities and local partners.	LCSP				£2k	1) Review local priorities. 2) Develop a delivery plan that reflects local/city and PCC priorities. 3) Bring partners together bi-monthly to monitor delivery and ensure targets are being met.	
		Supporting the Vulnerable	Support the review of Early Partnerships arrangements at a local level	LCSP					Early help partnerships review complete and implemented locally	
		Supporting the Vulnerable	Maintain and develop LCSP linkages to Schools & Police Panels. Ensure Police and School panels receive up to date information regarding the process within W&C LCSP.	LCSP Chair/SNPM					1) Information recorded on minutes.	
	CSD2	Supporting the Community	Continue to respond to emerging threats and community tensions with appropriate action taken at a local level	LCSP					Swift and appropriate response to emerging threats	
		Transient Communities Homelessness Environment	Mitigate risks arising from the derelict property, Bill House, in Lozells in response to community tensions as well as threats relating to fire, Modern Day Slavery, human trafficking, homelessness, transient communities, etc. Continue to take appropriate multi-agency action.	WMP/BCC					1)BCC enforcement action taken. 2)Property secured from illegal entry and made safe 3)No squatters in residence 4)Removal and prevention of fly-tipping and litter 5)Community satisfaction	
	CSD3		Design and deliver a welcome pack for new partners regarding the LCSP process, BCSP and structure and partner information.	SNPM			£1k		1)production of pack	
	CSD5		Continue to build relationships and working links with BCSP / PDG and PCC board.	LCSP Chairs/SNPM					1)attendance at PDG 2)reports to PCC board.	
			Continue to work in partnership with South, East and North LCSPs to identify any cross city priorities / intervention and ensure interventions and good practice is shared.	SNPM/LCSP Chairs					1) Meet as a partnership with SNPM and LCSP chairs 4 times a year. 2) Ensure cross city working is reflected in plans. 3) Continue fortnightly SNPM meetings	

DRAFT V3: W&C LCSP Delivery Plan 2017/18

BCSP Project	BCSP Activity	Local Priority	Description	Lead Org	Proposed completed Timetable (funding)				Intervention Activity Output	
					Q1	Q2	Q3	Q4	Outputs/Measures	Progress/Achieved (RAG)
Deterrence and Prevention	DP1(i)	Youth Diversion & Employment	Continue to forge links between the city's employment/training providers, local youth groups and the wider LCSP partnership	LCSP					1)Details of commissioned training and employment providers passed to W&C youth providers. 2) Active liaison between the two, in particular the summer youth outreach programme.	
	DP5 (b)	Domestic Abuse	To develop a local domestic abuse perpetrator programme, following the pilot in North & East LCSPs and subject to a positive evaluation. The local programme will make links with the PCC newly appointed provider for the West Midlands.	LCSP				£5k	1) Pilot positively evaluated 2) 16 officers trained on W&C LCSP	
Supporting the Vulnerable	SV1	Transient Communities	Czech Roma cultural awareness and engagement in Perry Barr. Scoping needs, cultural training and then outreach with support.	WMP	450	450	450	450	1) Cultural awareness training session delivered 2) Outreach Session delivered 3) Four Telephone Support sessions or similar	
	SV1 (c)	Supporting the Vulnerable	Continue to link into the Birmingham Hate Crime Partnership. Respond as necessary and as directed by the partnership. Ensure Hate Crime is reported at SCG meetings and any trends highlighted to LCSP's/ HCRP	South SNPM					1) South SNPM's attendance at the Hate Crime partnership meeting 2) Feedback to other SNPMs	
	SV2 (h)	Mental Health	Commission further Mental Health First Aid Training in conjunction with Perry Barr Health & Wellbeing Board	SNPM	2300				1) Training delivered to 10 frontline workers	
		Vulnerable People	To review and evaluate W&C Supporting Adults Panel. This will include identifying missing partners. Carrying out evaluations of cases and reviewing /learning from the outcomes.	LCSP					1) Completed review including new city referral form. 2) City wide launch event 3) Independent evaluation completed.	

DRAFT V3: W&C LCSP Delivery Plan 2017/18

BCSP Project	BCSP Activity	Local Priority	Description	Lead Org	Proposed completed Timetable (funding)				Intervention Activity Output	
					Q1	Q2	Q3	Q4	Outputs/Measures	Progress/Achieved (RAG)
	SV2 (I)	Mental Health	Develop better approach and collaboration between Mental Health and Housing sector to support victims of ASB with poor mental health and building on partnership summit in November 2015. This is a joint project between BCC, BSHP, BSMHFT and MIND. This will focus on: <ul style="list-style-type: none"> ○ Improve quality of information sharing and case management ○ Building staff capacity, training and navigating systems. ○ Better understanding of the current and future strategic direction to inform development of services ○ Effective collaboration for acute discharge to prevent disruptions to treatment ○ Promoting community resilience and self help 	BSHP						
	SV3 (a)	Young People	Commission targeted summer youth provision in school holiday and risk time.to reduce the opportunities for youth related crime and ASB. Delivery in response to BCSP seasonal calendar and mapped hotspots alongside local Intel.	LCSP			9250		1) Increased outreach working in ASB/Crime hotspots as identified by Police data. Delivered over the school holiday periods. 2) Identify gaps in delivery.	
	SV3 (d)	On-line Vulnerability	Deliver further on-line safety workshops to parents and carers, such as NSPCC and CEOP	LCSP	100	100			At least three sessions delivered to a total of at 30 people	
	SV4	Domestic Violence	Support and promote city and national promotional around raising awareness of Domestic Abuse.	LCSP						
			Delivery of the First Night campaign within each LCSP area	LCSP				£200	1) Campaign delivered.	
			Working with South /East and North Local Community Safety Partnerships to deliver a 'Show and Tell' event to bring partners together to share their services.	SNPM			£500.		1) The 4 LCSP will deliver a partnership event for all partners to share information about their service, what they do, what they can offer.	
			Review W&C Violence Against Women Forum	LCSP					1)Review by all LCSP complete 2) Any subsequent actions complete.	

DRAFT V3: W&C LCSP Delivery Plan 2017/18

BCSP Project	BCSP Activity	Local Priority	Description	Lead Org	Proposed completed Timetable (funding)				Intervention Activity Output	
					Q1	Q2	Q3	Q4	Outputs/Measures	Progress/Achieved (RAG)
Crime and the Community	CC2 (a, b)	Supporting the Community	Review city centre Night Time Economy partnerships and arrangements.	WMP					1)Review complete 2)Any subsequent actions complete	
			Support taxi marshalling scheme in Southside and Westside. BCSP have agreed £42,000 funding in 17/18.	WMP	10500	10500	10500	10500	1)Project delivered and evaluated	
			Taxi Marshal Task & Finish Group to meet and discuss exit strategy from BCSP funding from 2018/19 onwards. Support to be given to Southside & Westside BIDs to develop new Taxi Marshal contractual service.	WMP						
			Continue to support city centre Facewatch initiative, which is already funded in 2017/18.	WMP						
	CC3	Supporting the Vulnerable	Maintain a functioning Safer Communities Group on W&C which is able to address serious and complex cases of ASB. Continually review attendance / membership / agenda to ensure needs and concerns within W&C are being addressed.	LCSP					1) Review terms of reference and sign off by LCSP.	
			Working with South, East and North LCSPs to ensure that SEGWEB is operating according to the needs of the Safer Communities Groups, including notification functions.	LCSP		£1k			1) Arrange for SEGWEB to have a technical review including looking at host server. 2) Feedback to PDG on the outcome and work needed.	
			Ensure Safer Communities Group continues to review, monitor and evaluate all civil interventions within W&C – to include but not limited to PSPO, Community Trigger, etc.	BCC/ LCSP					1) Include as ongoing agenda.	
			Review partnership arrangements in relation to hostels, private landlords and ASB	WMP/B CC					1)Review complete 2)Any subsequent actions complete	
			Working with partners develop a local plan to Safeguard Parks and Open Spaces against local threats and ASB, e.g. travellers, Off Road Bikes in order to for communities to feel confident in using facilities safely	South/E ast LCSPs					1) Prioritise local parks and open spaces 2) Develop role for Community Safety working with partners to address emerging C/S issues	

DRAFT V3: W&C LCSP Delivery Plan 2017/18

BCSP Project	BCSP Activity	Local Priority	Description	Lead Org	Proposed completed Timetable (funding)				Intervention Activity Output	
					Q1	Q2	Q3	Q4	Outputs/Measures	Progress/Achieved (RAG)
	CC3 (d)	Supporting the Vulnerable	Arrange a partnership event to increase knowledge of the use of ASB powers. Use programme delivered previously by East and then W&C LCSP.	SNPM			£2K		1) Event delivered	
	CC3 (g)	Supporting the community	Support local consultation around selective licensing of the private rented sector where there is a high concentration of PRS properties and there are issues of low demand, ASB, crime, poor property conditions, etc.	LCSP					1)Local communities consulted 2)Any subsequent actions taken 3)Feedback to local communities	
	CC4	Supporting the Community	Review city centre Day Time Economy partnerships and arrangements	WMP					1)Review complete 2)Any subsequent actions complete	
	CC5 (d)	Road Safety	DELETED CONIES @ £18k Walking bus initiative in the high risk Ward of Ladywood. Potentially linking with a “Conies” project should further funding emerge.	WMFS	750				Delivery to xx schools	
	CC5 (f, g)	Homelessness	Engaging with homeless people and rough sleepers from Ladywood Fire Station. Linking in with relevant agencies and the city’s homeless strategy.	WMFS - Mike Jackson	750	750			1)Engagement with xx rough sleepers 2)Support provided to xx rough sleepers	
			Supporting Ladywood Ward’s outreach project around rough sleeping outside of the city centre.	LCSP					1)Engagement with xx rough sleepers 2)Support provided to xx rough sleepers	
	CC6	Supporting the Community	Help publicise and share directories and mapping resources across the wider partnership, third sector and communities. Including BVSC directory, “The Waiting Room” wellbeing directory, W&C youth providers’ map, etc.	LCSP					1)Directories shared across the wider LCSP partnership	
		Supporting the Community	Review partnership working around Neighbourhood Tasking to ensure the process is fit for purpose. Consult with partners and community and reflect the recommendations from BCSP.	LCSP				£2k	1) Views of BCSP/PDG obtained around Neighbourhood tasking. 1) Deliver public consultations and complete surveys. 3) Deliver the outcomes of above actions.	
		Supporting the Community	Support VOWs community event in order to bring together all partners on W&C	LCSP			2500		1)Event delivered with LCSP wider partnership involved	

DRAFT V3: W&C LCSP Delivery Plan 2017/18

BCSP Project	BCSP Activity	Local Priority	Description	Lead Org	Proposed completed Timetable (funding)				Intervention Activity Output	
					Q1	Q2	Q3	Q4	Outputs/Measures	Progress/Achieved (RAG)
	CC6 (a)	Supporting the Community	Support the development of WMP Active Citizens network through promotion to partners and explore its use as a consultative network	WMP					tbc	
	CC6 (b)	Environment	Supporting the development of community capacity to get involved with neighbourhood issues of the local environment and how it impacts upon community safety. Supporting the cleaner, greener street plans.	LCSP					tbc	
		Supporting the Community	Build community engagement on high demand estates where they are a priority for BCC Housing, WMP, other agencies and the local community, utilising good practice from St Georges. Include community organisations in delivery.	BCC Housing	500	500	500	500	1) At least three community events hosted 2) Evaluation of events	
		Third Sector Engagement	Build on our partnership with third and voluntary sector organisations and continue to involve and fund them in delivery of LCSP/BCSP priorities, especially where we have gaps in delivery.	LCSP			10000	10000	1)17/18 Gap analysis complete 2)projects identified and funding awarded 3)projects delivered and evaluated	
		Third Sector Engagement	Support third and voluntary sector to strengthen skills and capability by providing community safety related training, e.g. safeguarding, mental health first aid, youth mental health first aid, dementia, safety on-line, gang mentoring, etc.				2000	2000		
	CC6 (c)	Third Sector Engagement	Assist third sector, community organisations and statutory partners to increase their use of social media and face-to-face networking on West & Central Birmingham.	BCC Housing / LCSP				£2k	1) Social media training and surgeries delivered. 2) Partnership blogs set up.	

West & Central LCSP Locally Agreed Priorities 2017/18 (DRAFT):

<p><u>Supporting the Vulnerable</u></p> <p>Focussing on: Mental Health Homelessness Domestic Violence Youth Diversion & Employment On-line Vulnerability</p>	<p><u>Supporting the Community</u></p> <p>Focussing on: Third sector engagement Transient Communities Road Safety Environment</p>
---	--

ACRONYMS:

ASB	Anti-Social Behaviour
BCC	Birmingham City Council
BCSP	Birmingham Community Safety Partnership
BSHP	Birmingham Social Housing Partnership
BSMHFT	Birmingham & Solihull Mental Health Foundation Trust
LCSP	Local Community Safety Partnership
PDG	Partnership Development Group meeting (of the BCSP)
PSPO	Public Space Protection Order
SNPM	Safer Neighbourhoods Partnership Manager (Nicci Collins on W&C)
W&C	West & Central (Ladywood and Perry Barr Constituencies)
WMFS	West Midlands Fire Service
WMP	West Midlands Police



The Evolution of Devolution within Birmingham:

A Better Deal for Neighbourhoods - improved ward & neighbourhood working

Briefing for Cabinet Committee
Local Leadership
7 March 2017



Working Together

- Role of Assistant Leaders and Cabinet Committee is to work with all councillors and the community
- We started by listening:
 - Met Labour Group and opposition leaders/ Cons group
 - Met with nearly 70 councillors
 - Learn from what works here and elsewhere eg Oldham
- This meeting:
 - Report back on what you have said
 - Set out the direction of change for the year ahead

What You Said:

- “We want a ‘Can Do’ officer who can help us get things done locally”
- “We want flexible delivery of basic front-line services to meet the needs of our communities”
- “We want residents to see they can get local issues resolved”
- “We want more joined up working between services to better serve the locality”
- “We want a willingness by the Council to try out different ways of doing things”

The Direction of Change

Our Vision *(taken from Report to Cabinet 28 June 2016 'Establishment of the Cabinet Committee Local Leadership' Appendix 2 The Evolution of Devolution)*

- The “centre of gravity” will shift from the Leader and Cabinet to the local leadership of councillors in their communities
- From districts to wards and real neighbourhoods
- From formal decisions made by committees and cabinet to decisions made with the community

Our Measures of Success *(taken from 'Devolution: Making it Real' 2013)*

- Services being different, better suited to the area, and more efficient
- Officers work for the locality first, not their service or directorate
- Local councillors can have more influence on services
- Residents believe they are more in control of their services and their local area

Improved Ward & Neighbourhood Working

- **Neighbourhood Action Co-ordinators** - report to April Cabinet Committee
- **Ward Teams** - named officers from different services with 'can do' attitude
- **Flexing services locally** - Cleaner Streets & other local services
- **Toolkits for local solutions** eg Alleyways
- **Local budgets** – review starting, Housing Environment Budget approved by Cabinet - more local control

Locally Influenced Services

- Street Cleaning
- Enforcement
- Community Safety
- Parking Enforcement
- Amey
- Highways
- Jobs & Skills
- Health & Wellbeing

Additional Areas ALs are Exploring

- Strengthening our relationship with local groups
- Better partnership working with other statutory agencies
- Supporting and boosting our Local Centres
- Better utilisation of the Corporate Social Responsibility offer with supporting local groups
- Neighbourhood Planning Toolkit
- Volunteering and Timebanking
- Data Sharing
- Current set up with Health & Wellbeing localised services
- Reviews of asset based approaches
- Member Development

Transition Teams

- District Committees to become Transition Teams
- October – start transition to new ward working
- Transition Teams will work with ALs
 - Different Services tackled at different levels:
 - Jobs & Skills
 - Health & Wellbeing
 - Housing
- What issues need to be tackled at a level above the ward?

Tackling Jobs & Skills Locally

- Work at a level above the ward
- Clusters of wards put on a series of Local Skills Events or mini skills shows, that will put employers and providers in touch with local people (Employment Access Team advise us on suitable clusters)
- Engaging with local members on the COG app – single point of entry for young people

Improved Ward & Neighbourhood Working

- Supporting other forms of governance:
 - Neighbourhood (parish) Councils
 - Supporting neighbourhood forums, co-operatives, community development trusts
 - Oldham: “Devo deals” with local areas
- Culture change
 - Default position for officers – ‘Yes we can’ ‘Don’t walk by’
 - More support for councillors
 - “Stepping forward” – supporting people in the community
- Oldham: Local Leaders programme
- Corporate Resources O & S - Partnership Working: BCC and Parish/Town Councils

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 27 of 108

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
-------------------------------------	-------	-----	----

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

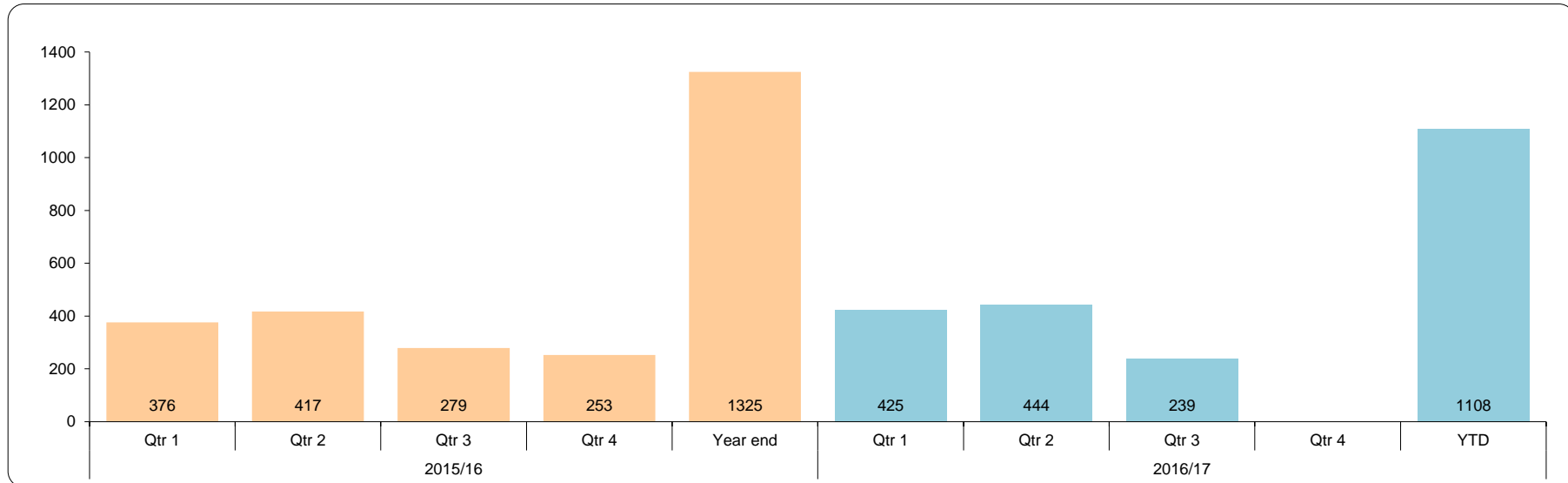
The City performance for this measure is below target; however Keepmoat and Wates West are achieving the standard target. Wates East and Fortem (Willmott Dixon) are reviewing their performance data to identify failures reason. In addition to this BCC carry out an audit throughout the capital work order 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

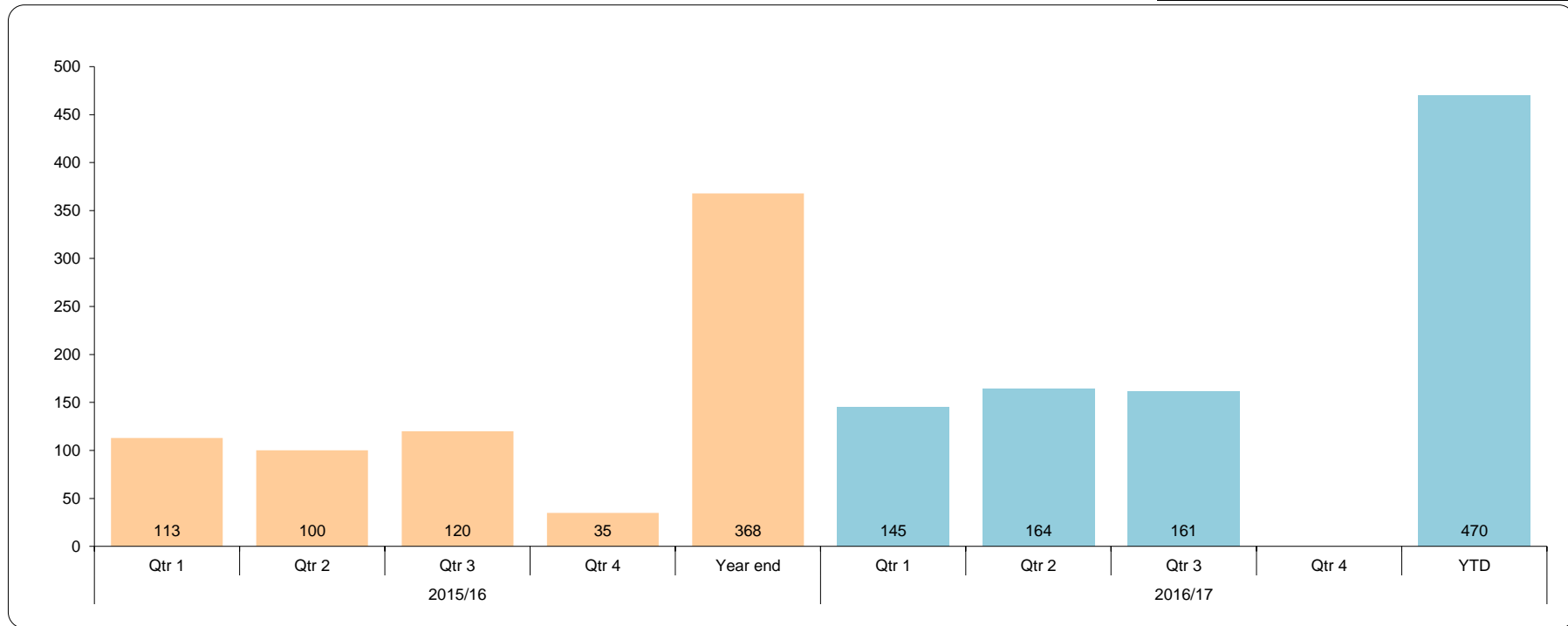
Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	23	19	12	51	47	23	10	17	5	32

RB01

Number of properties sold under Right To Buy

RAG Status

No Target



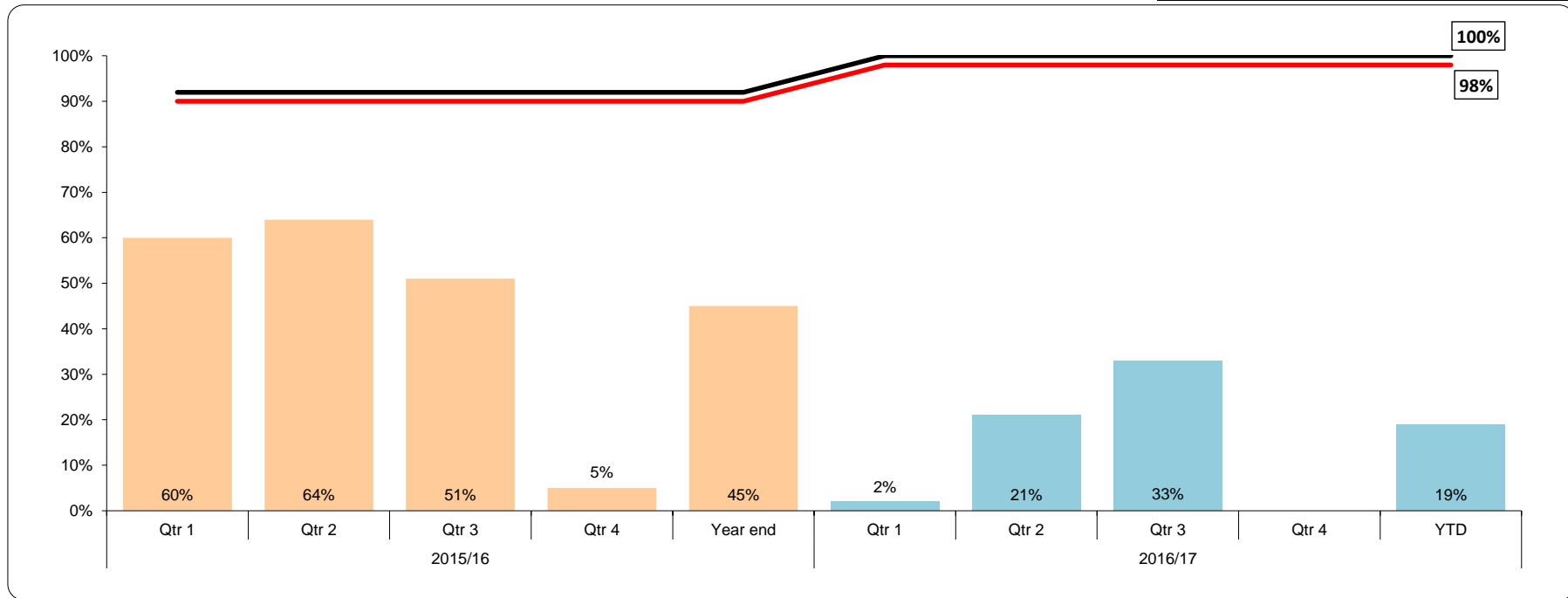
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of properties sold under Right To Buy	113	100	120	35	368	145	164	161		470

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%

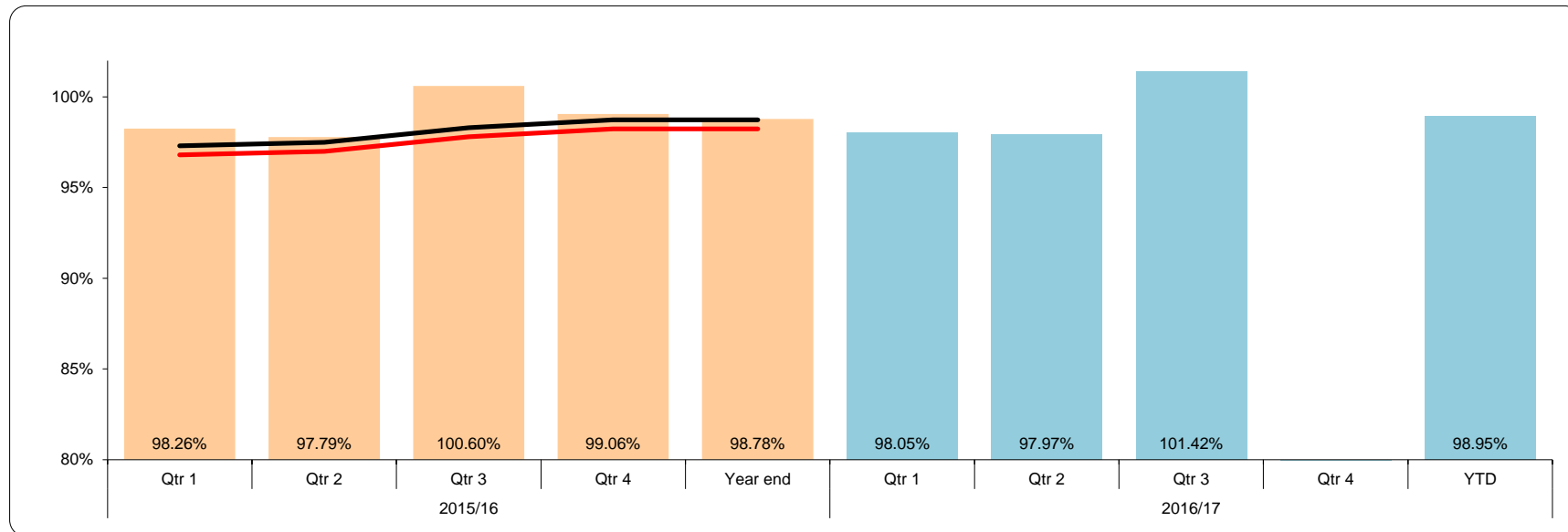
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	15%	14%	52%	15%	19%	28%	54%	32%	74%	22%

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%					

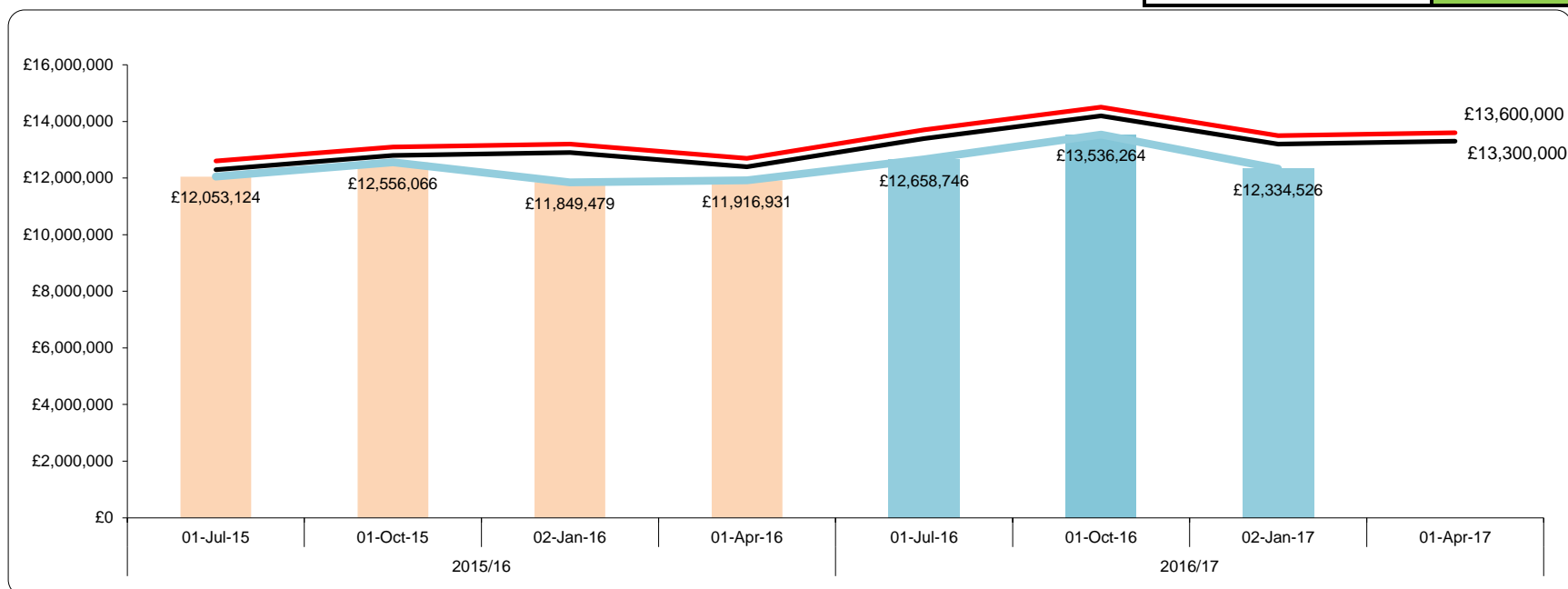
Monthly targets	Apr - 59.7%	Jul - 87.2%	Oct - 92.2%	Jan - 93.9%
	May - 78.5%	Aug - 89.6%	Nov - 92.7%	Feb - 94.3%
	Jun - 84.0%	Sep - 90.8%	Dec - 93.4%	Mar - 94.9%

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.

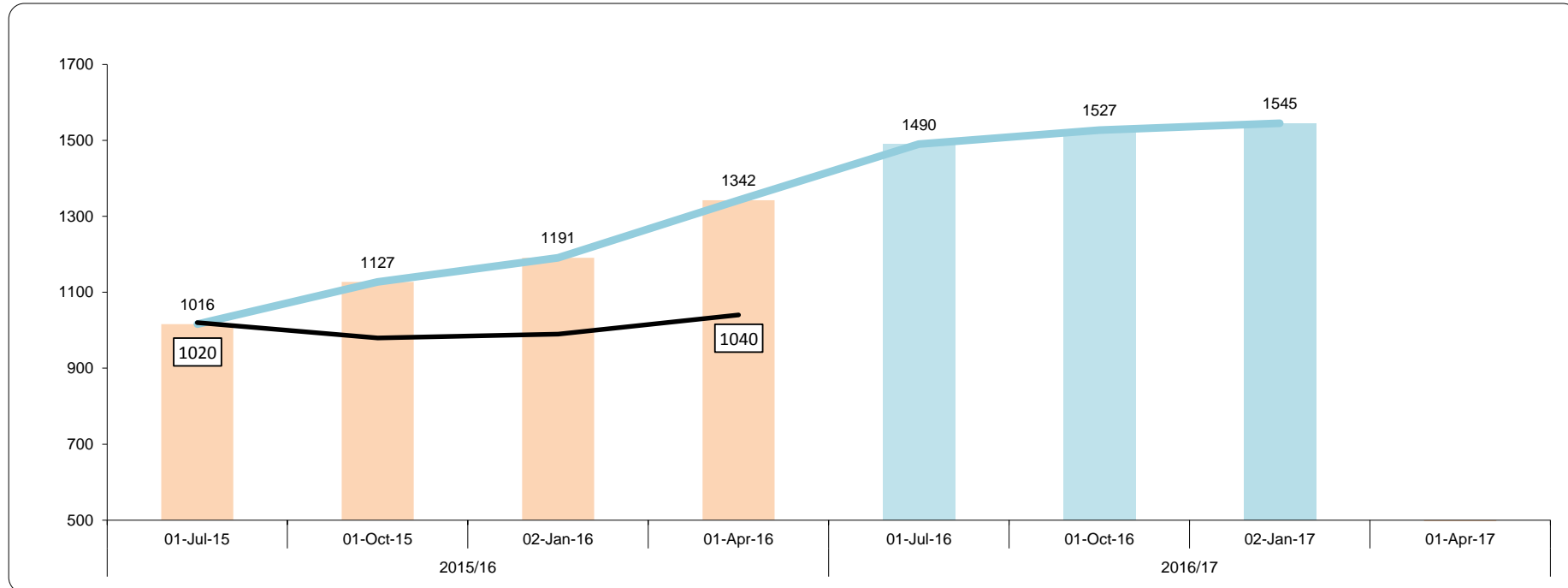
Current amount of rent arrears - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01 October 2016	£ 1,466,151	£ 1,390,511	£ 346,728	£ 1,611,125	£ 2,203,320	£ 1,942,946	£ 415,454	£ 1,126,844	£ 278,688	£ 1,431,840

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				

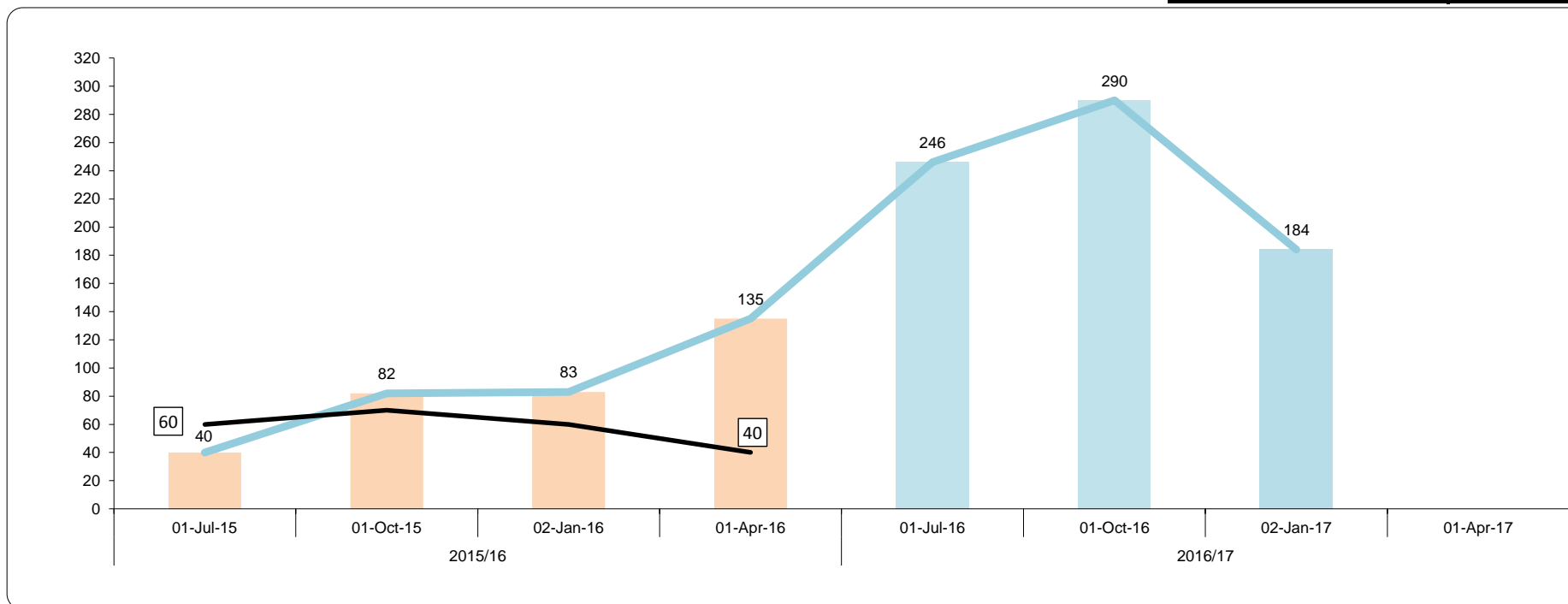
Targets for this year have not yet been confirmed

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

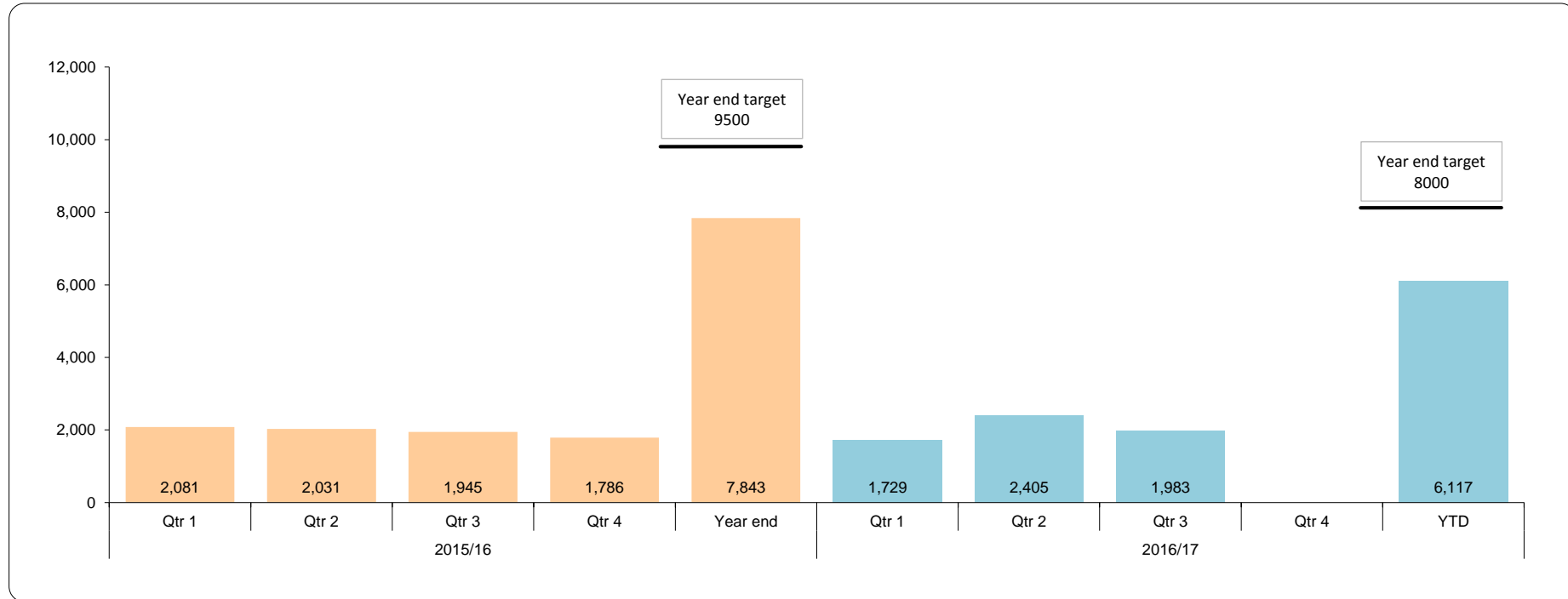
SP02

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

(CBP)

RAG Status

Red



Bigger is better

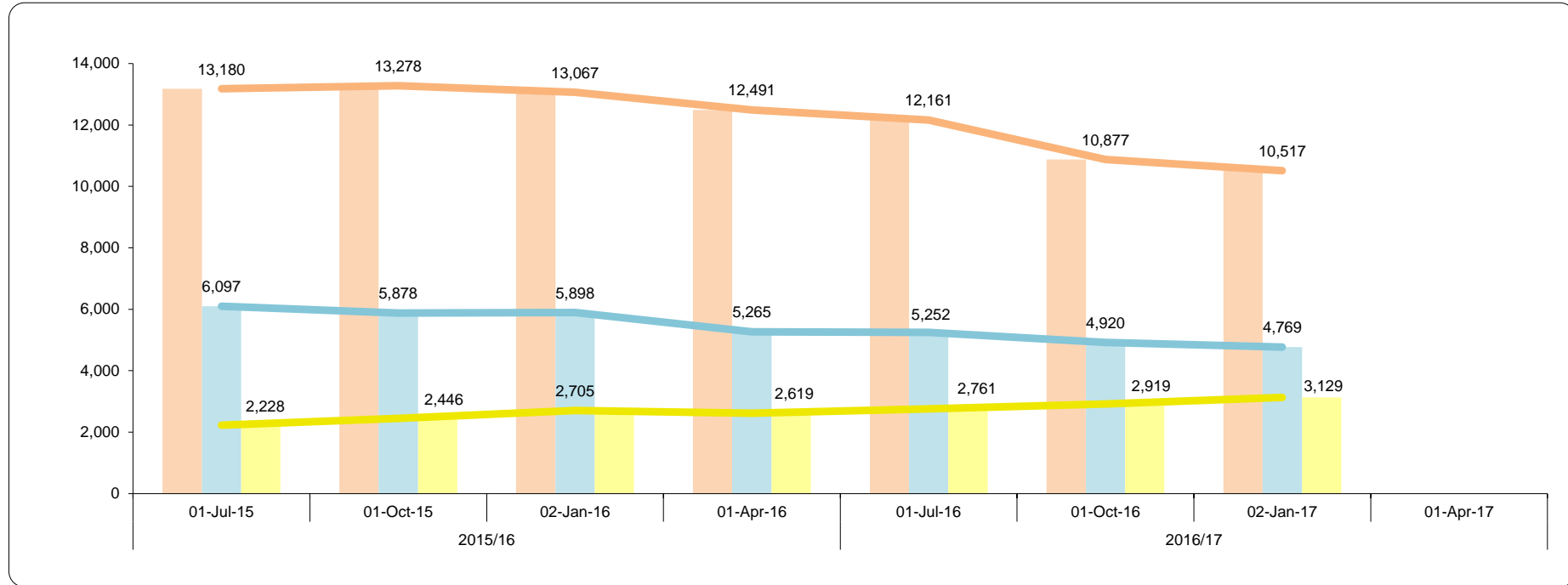
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Increase in the number of cases where homelessness is prevented or relieved	2,081	2,031	1,945	1,786	7,843	1,729	2,405	1,983		6,117
Year end target					11,000	1750	1750	2250	2250	8000

SP03

Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



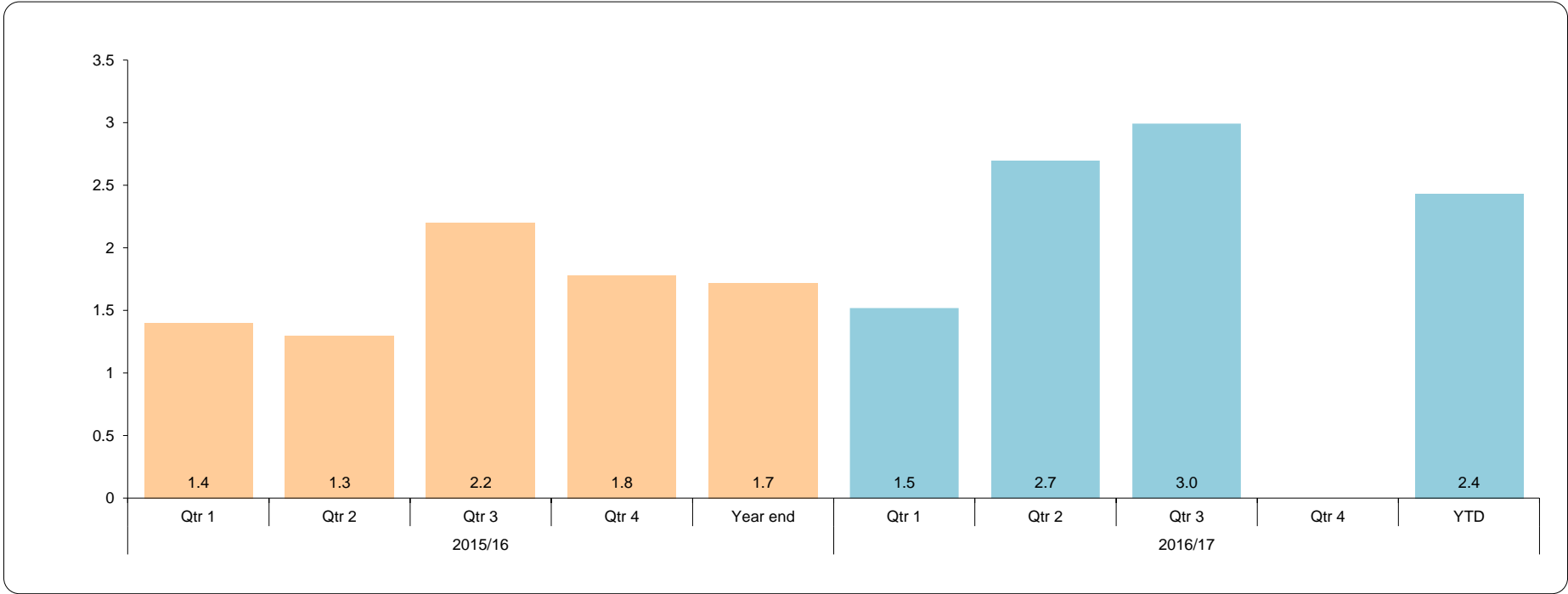
Smaller is better

	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
------------	-----------



Smaller is better

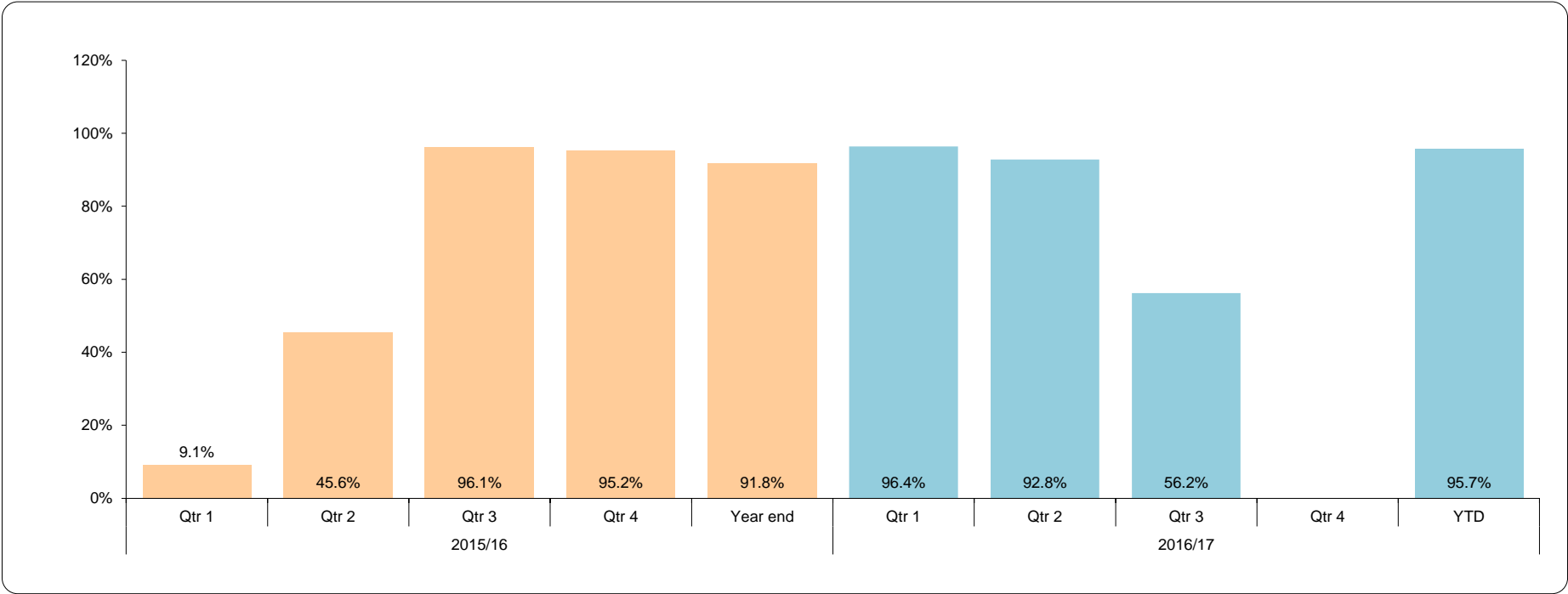
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average number of weeks families in B&B	1.4	1.3	2.2	1.8	1.7	1.5	2.7	3.0		2.4

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%

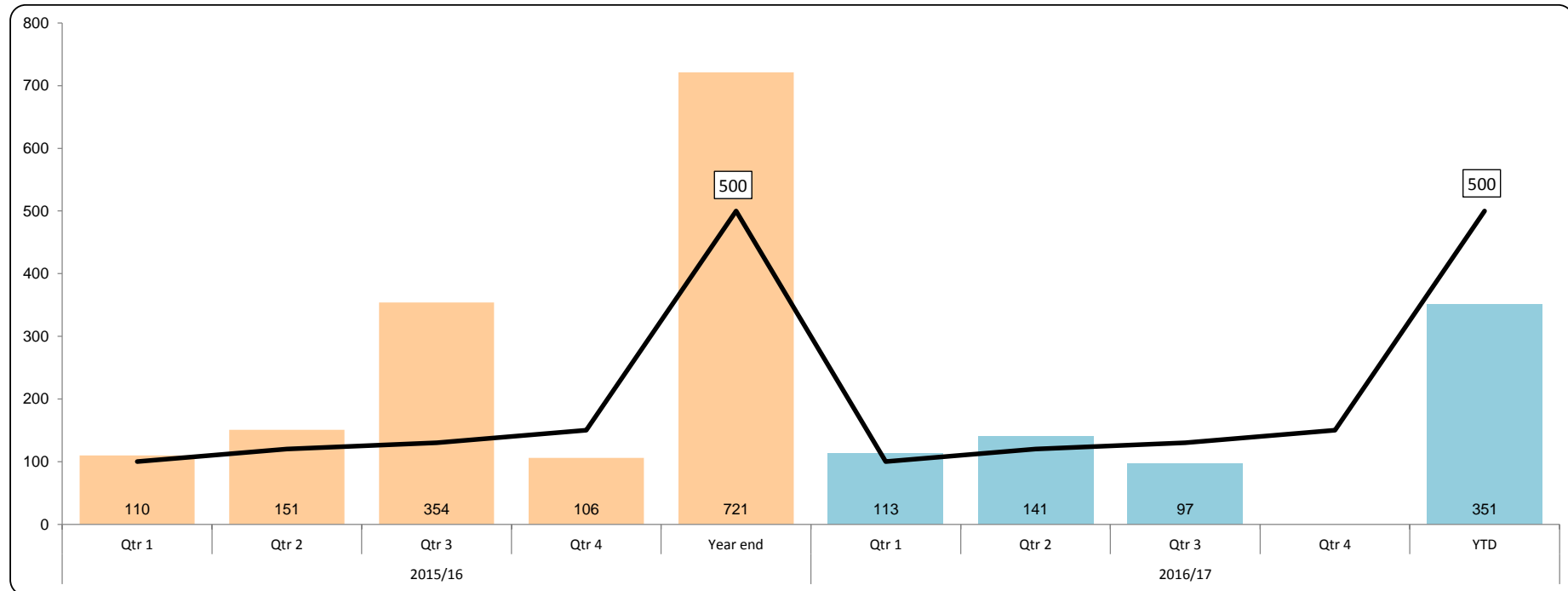
SP11

Independent Living (Afsaneh Sabouri)

Number of households helped by Independent Living

RAG Status

Red



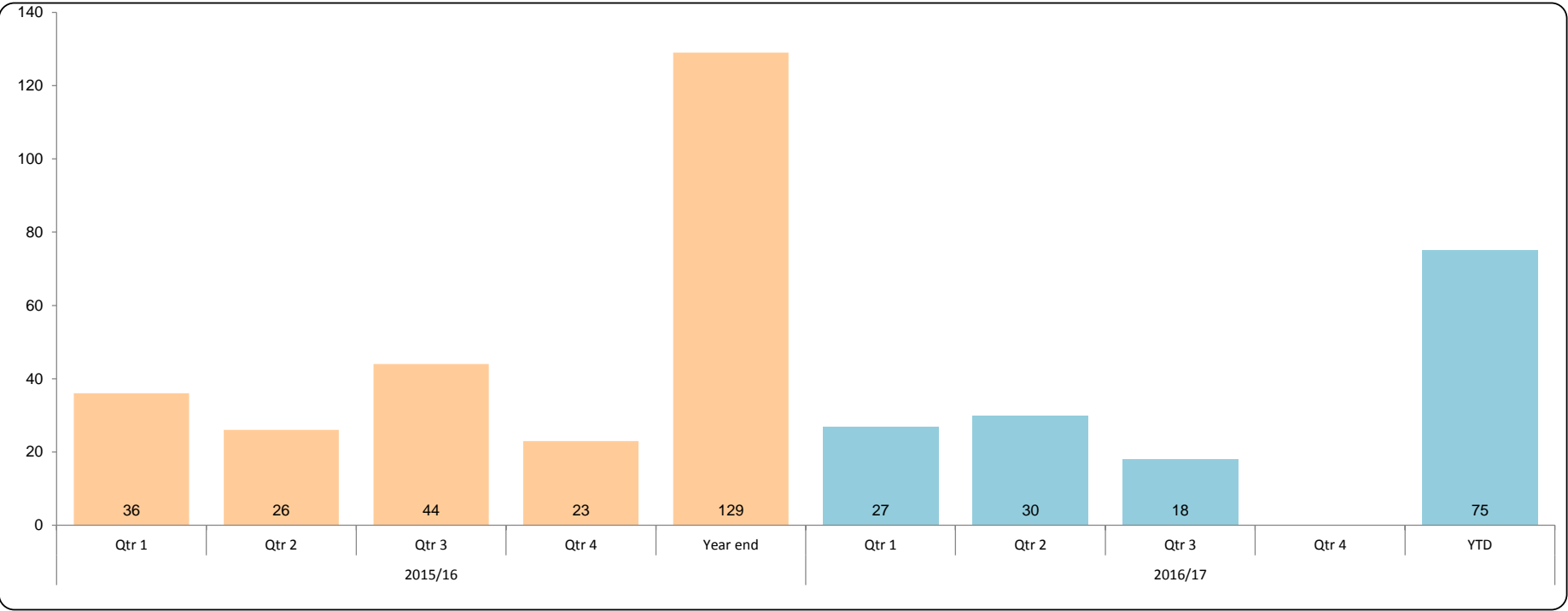
Bigger is better

	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
------------	-----------



	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

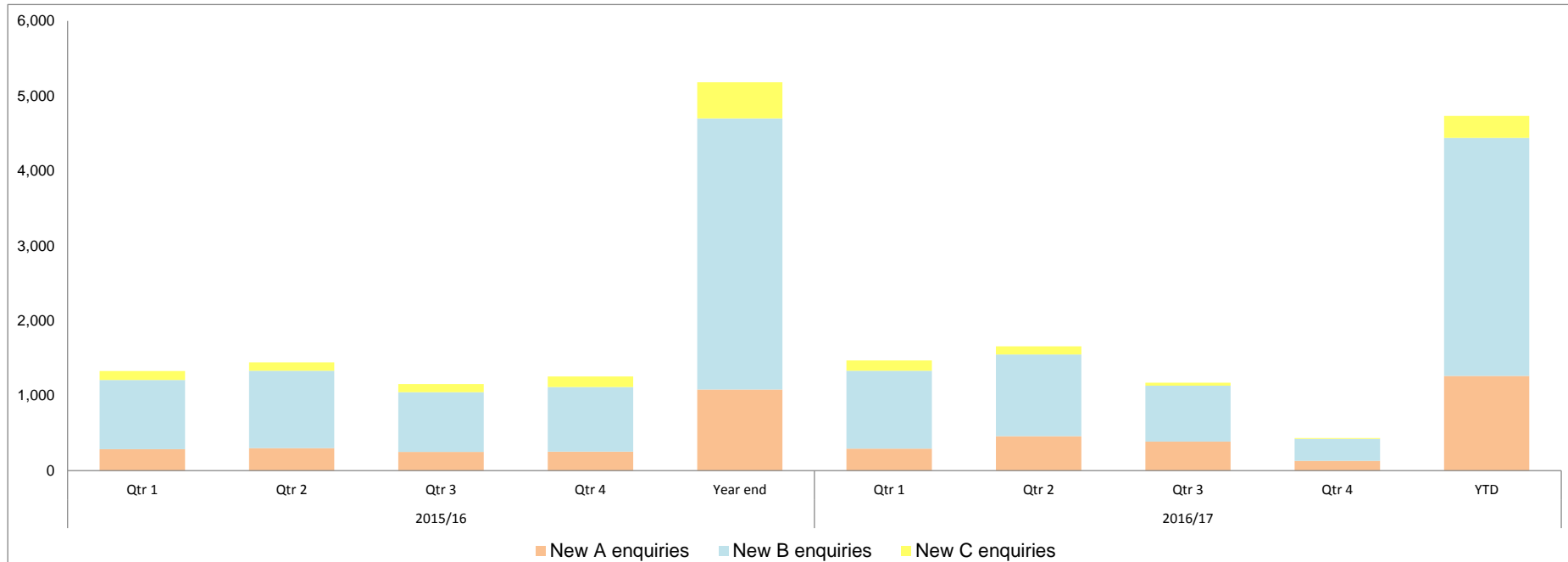
IL02

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

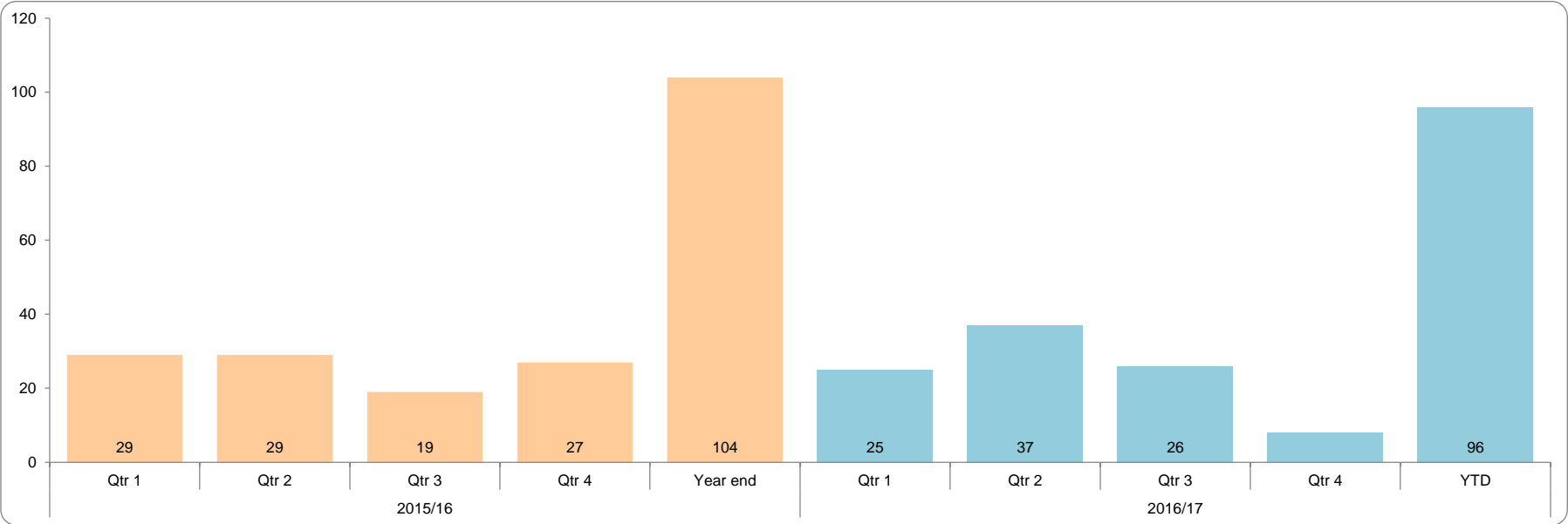
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

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
------------	-----------



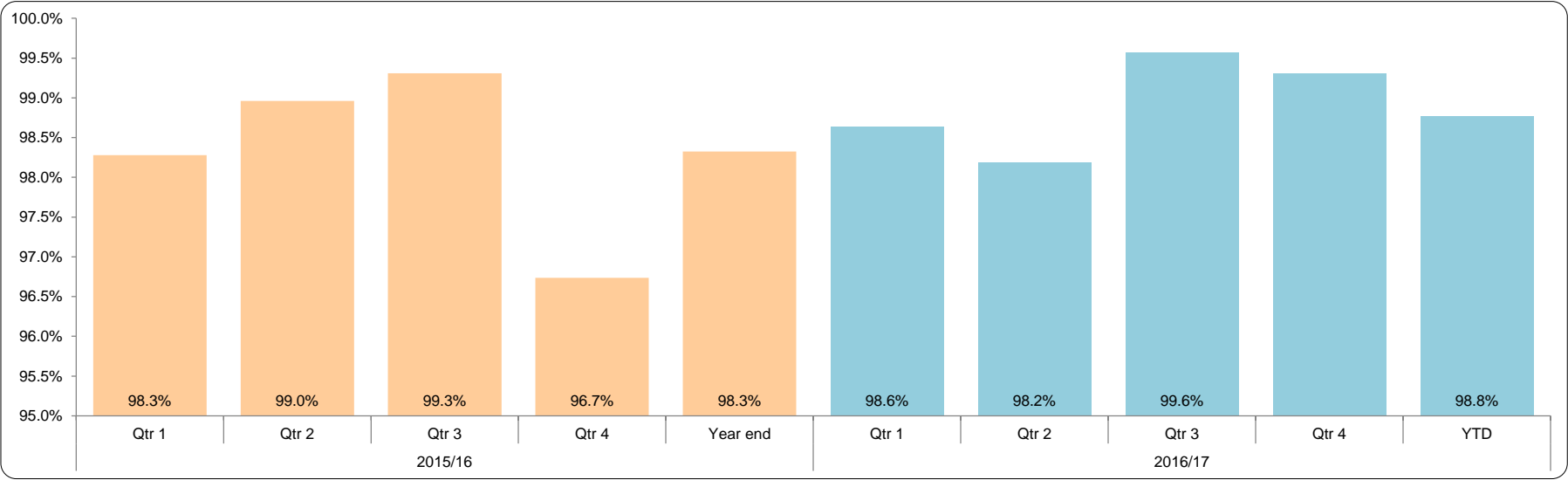
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries	29	29	19	27	104	25	37	26		96

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
------------	-----------



Bigger is better

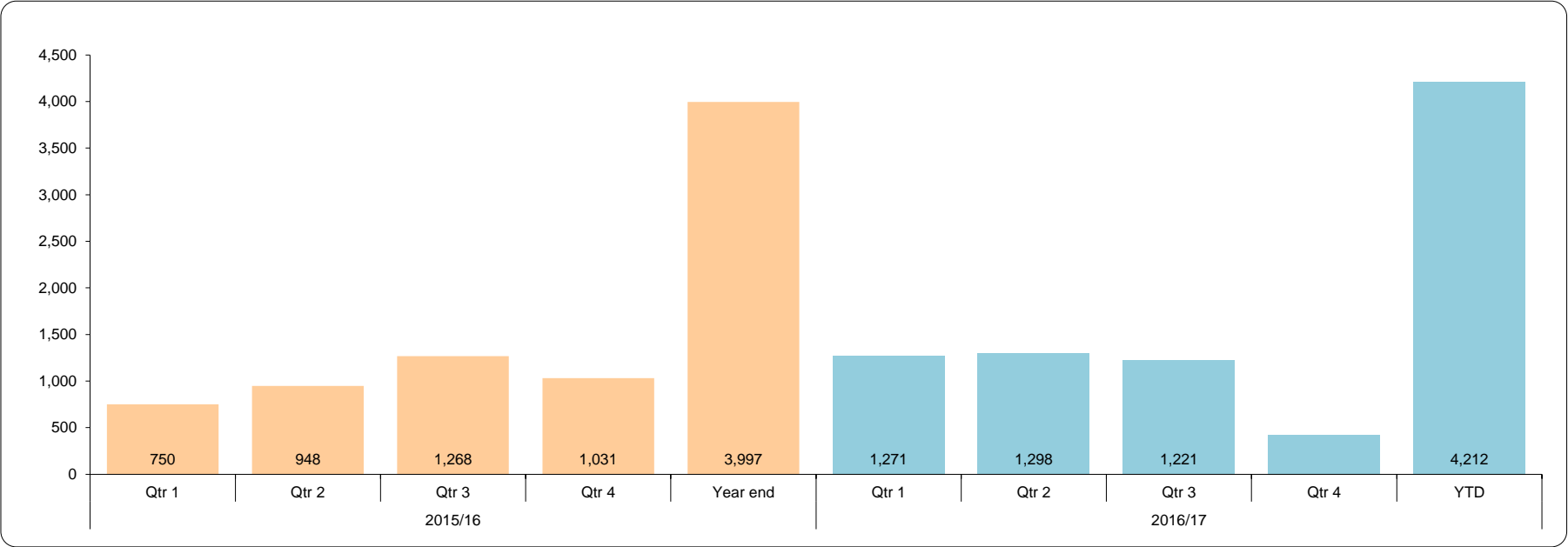
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of cases responded to on time	98.3%	99.0%	99.3%	96.7%	98.3%	98.6%	98.2%	99.6%		98.8%

	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
-------------------	------------------



	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

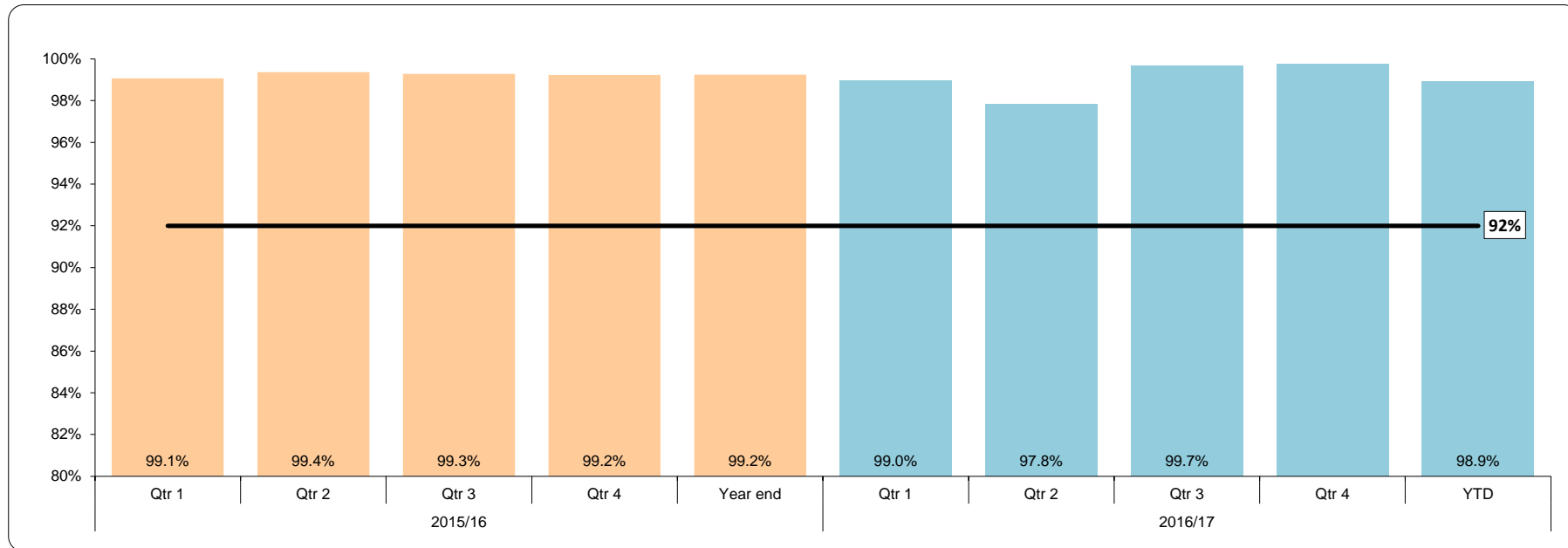
Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	157	120	40	110	139	268	48	139	27	173

ASB06

Percentage of ASB cases closed successfully

Rag Status

Green



Bigger is better

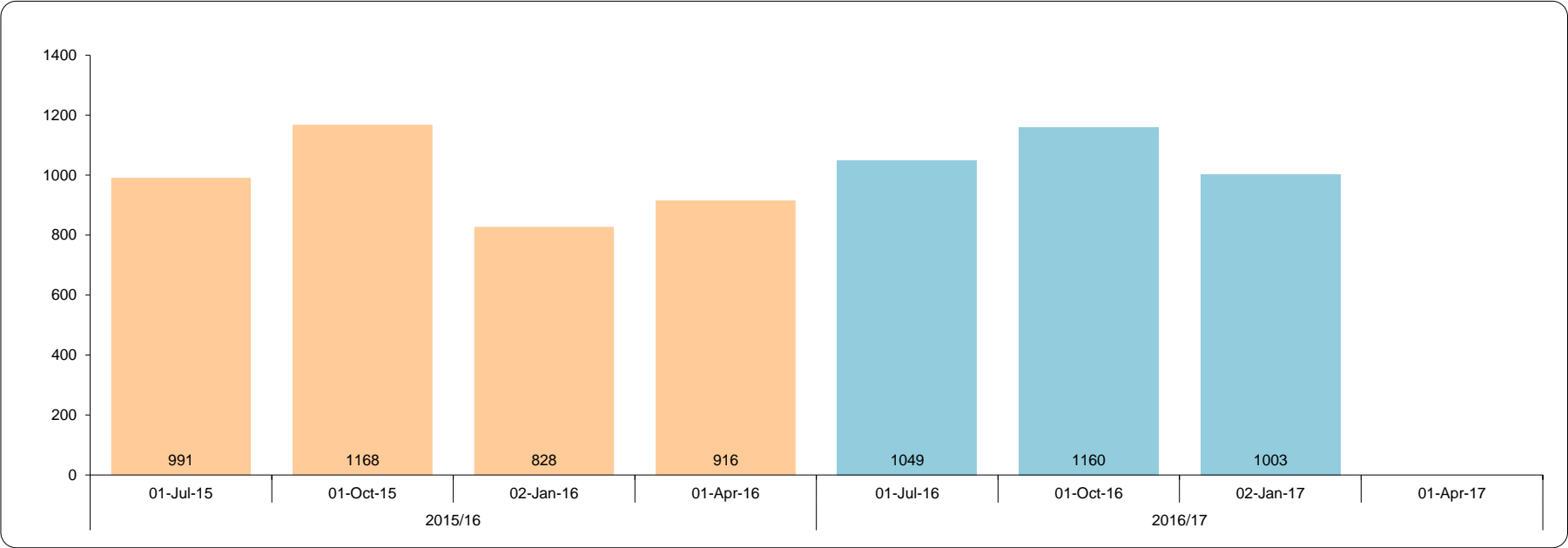
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of ASB cases closed successfully	99.1%	99.4%	99.3%	99.2%	99.2%	99.0%	97.8%	99.7%		98.9%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

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
------------	-----------



	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	

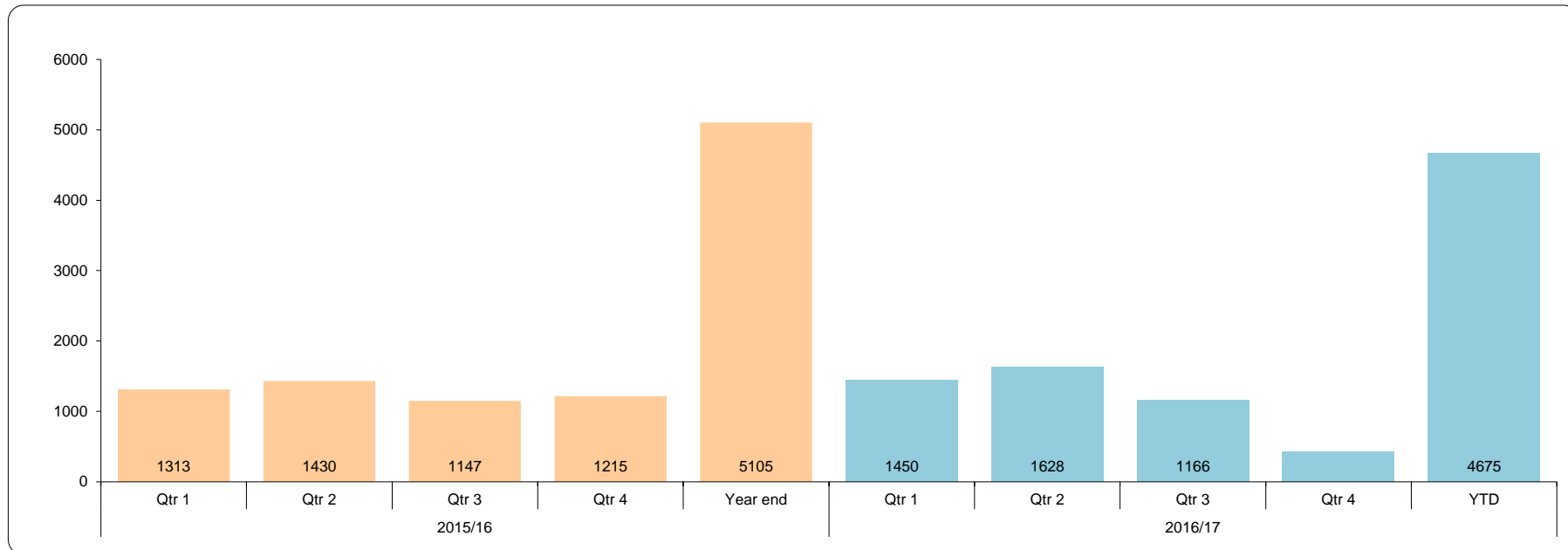
Number of live ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	101	130	56	108	168	146	48	78	27	141

ASB22

RAG Status

No Target

Total cases responded to on time



	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

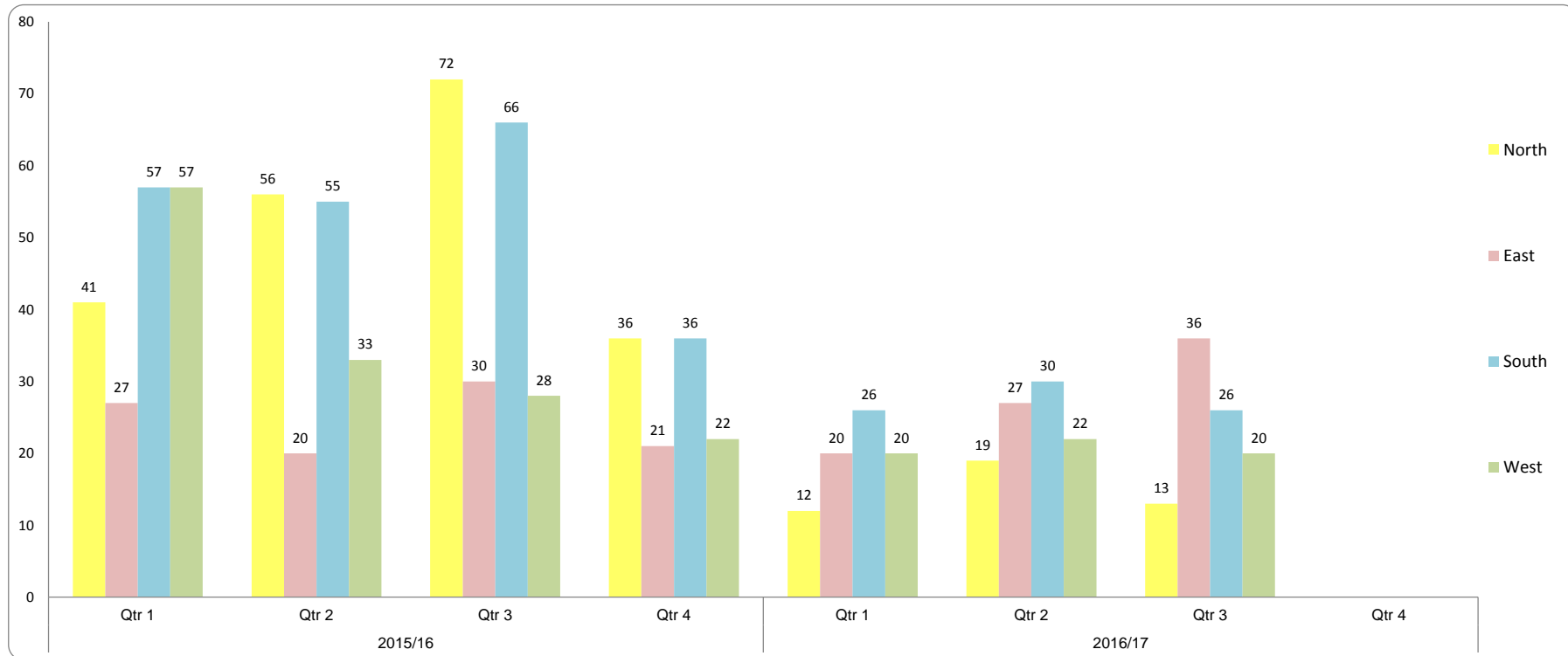
Total cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	159	119	51	102	121	252	60	134	38	130

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	

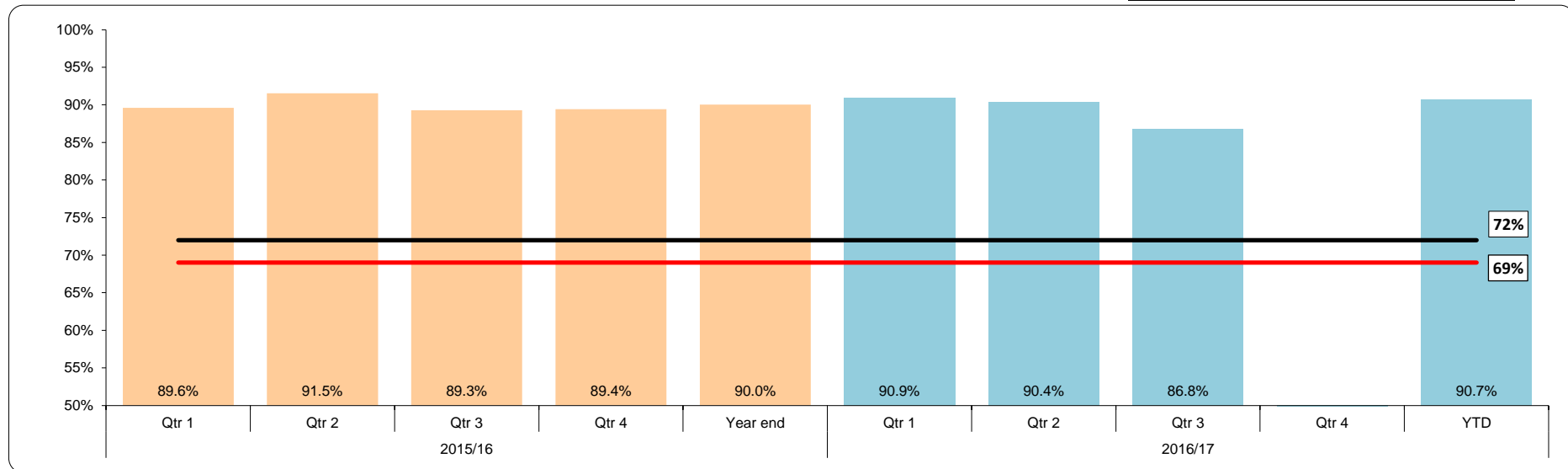
ASB21

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

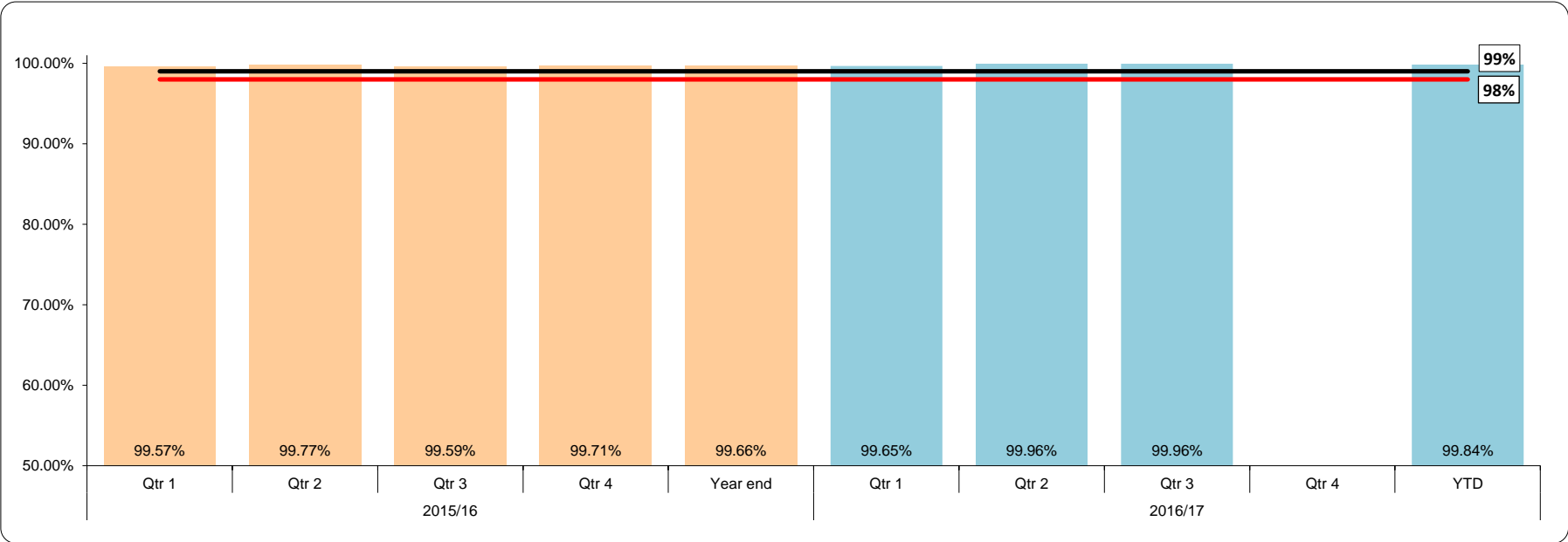
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of high-rise blocks rated good or better	89.6%	91.5%	89.3%	89.4%	90.0%	90.9%	90.4%	86.8%		90.7%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

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
------------	-------



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%

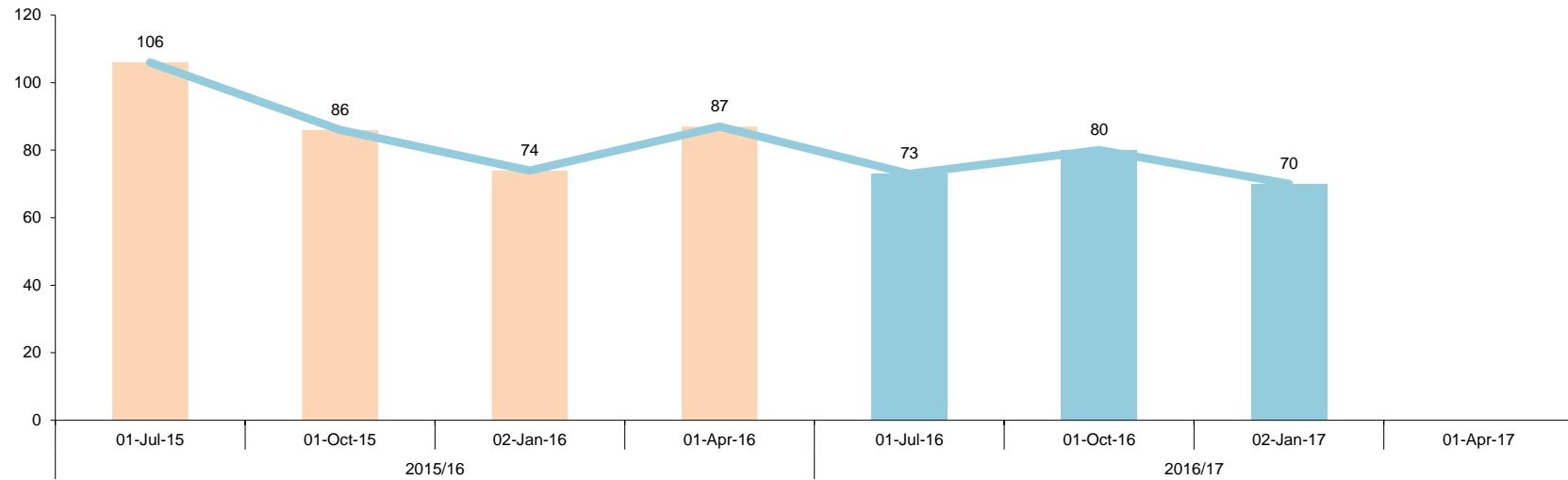
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	100%	99.01%	100%	100%	100%	100%	100%	100%	100%	100%

ETM02

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

RAG Status

No Target



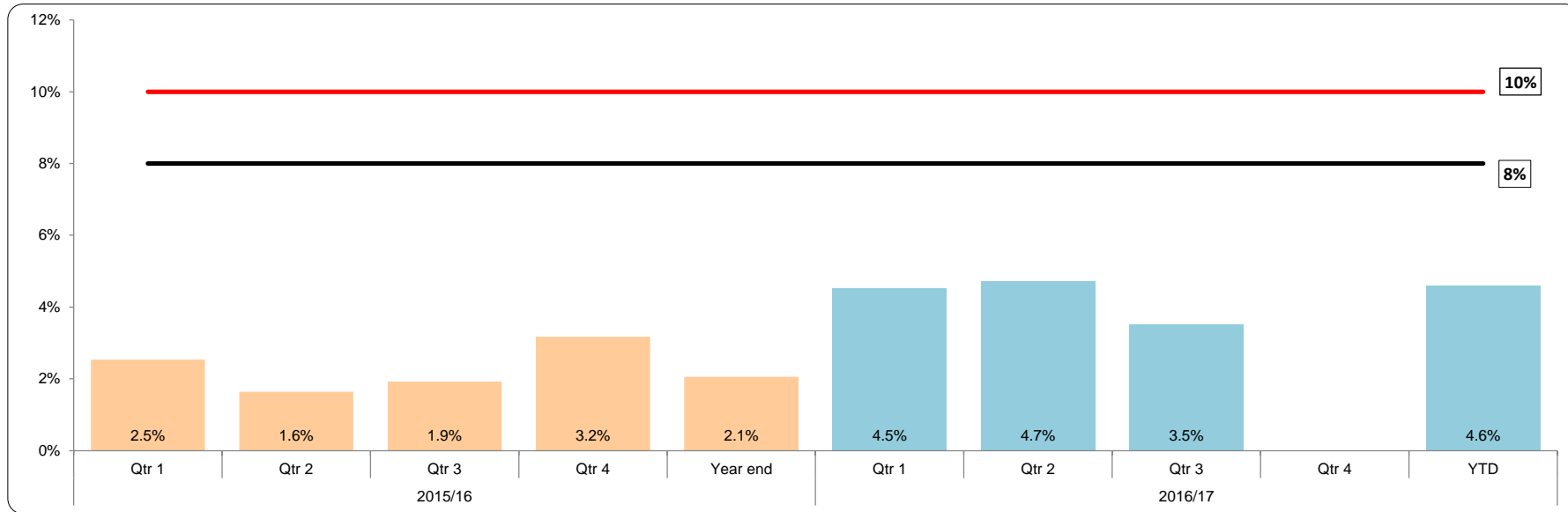
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	106	86	74	87	73	80	70	

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%

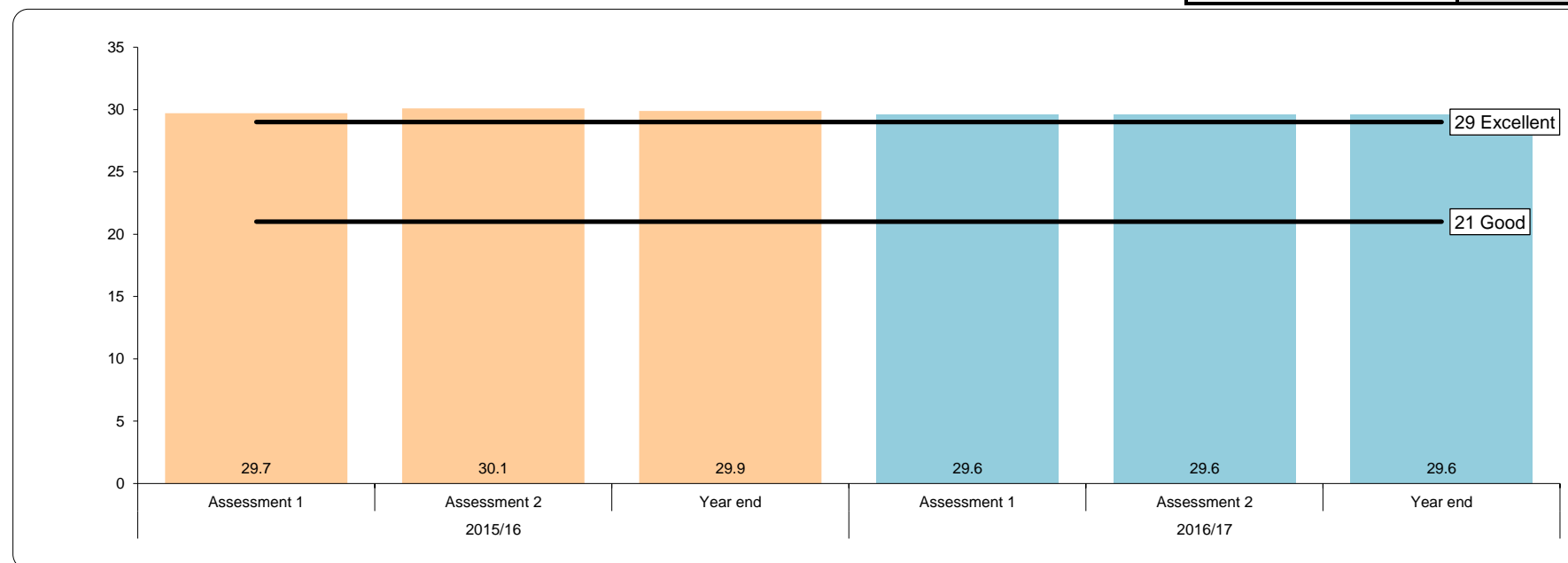
Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	4.42%	6.96%	0.00%	2.11%	3.36%	2.40%	0.00%	4.12%	0.00%	2.02%

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.

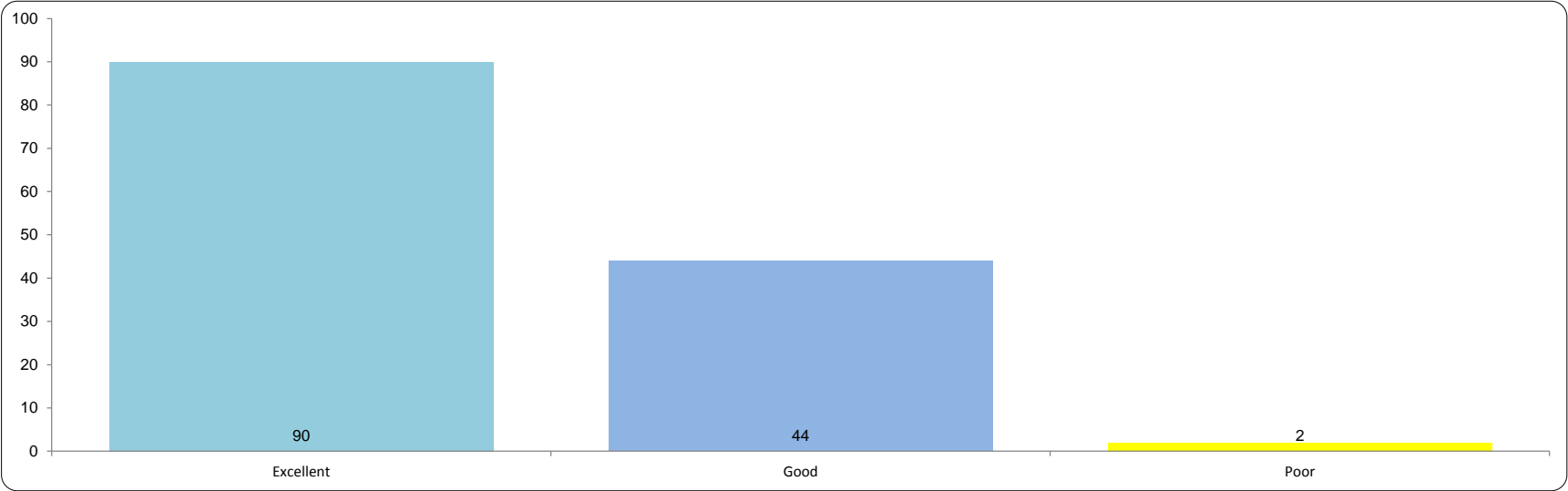
Each estate is required to have two assessments during each year.

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
------------	-----------



2016/17	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	90	44	2

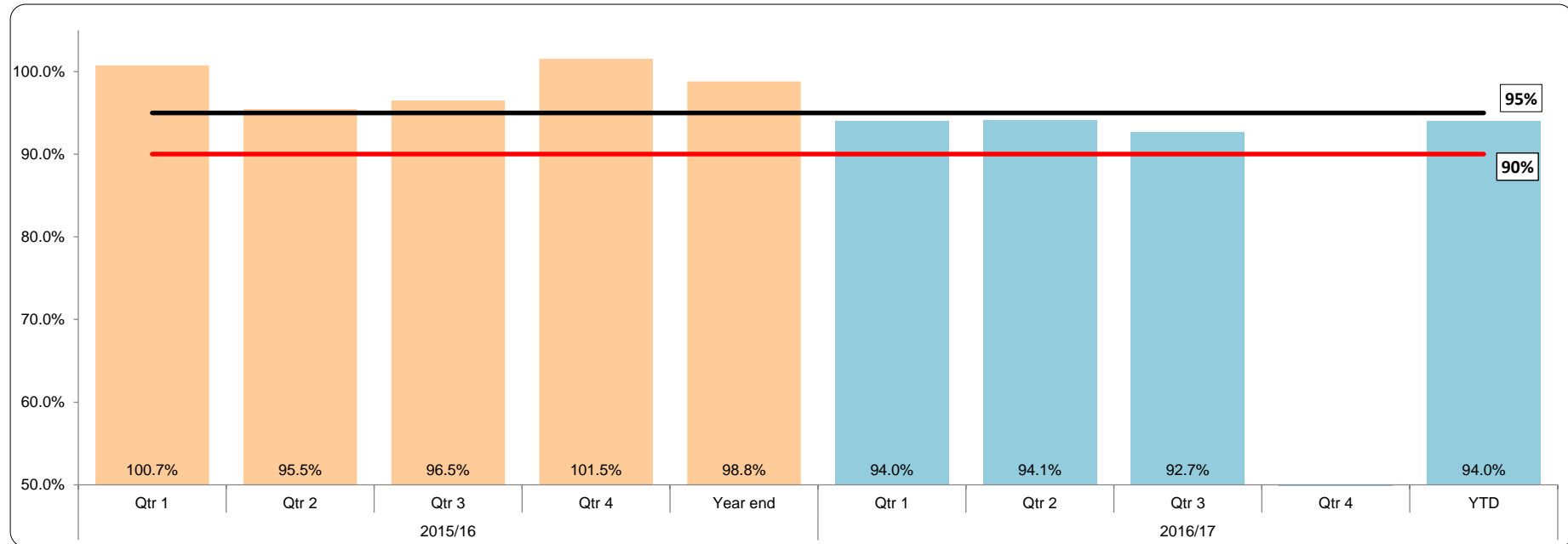
ETM06

Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

RAG Status

Amber



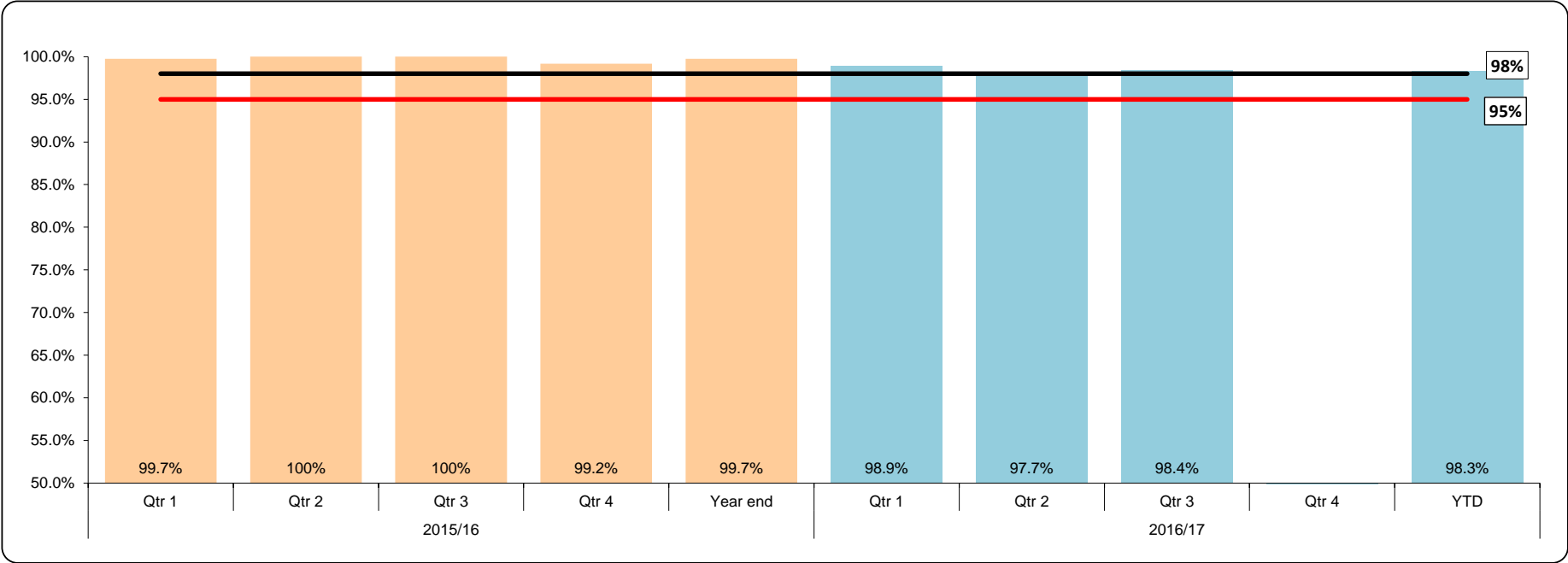
Bigger is better

	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%

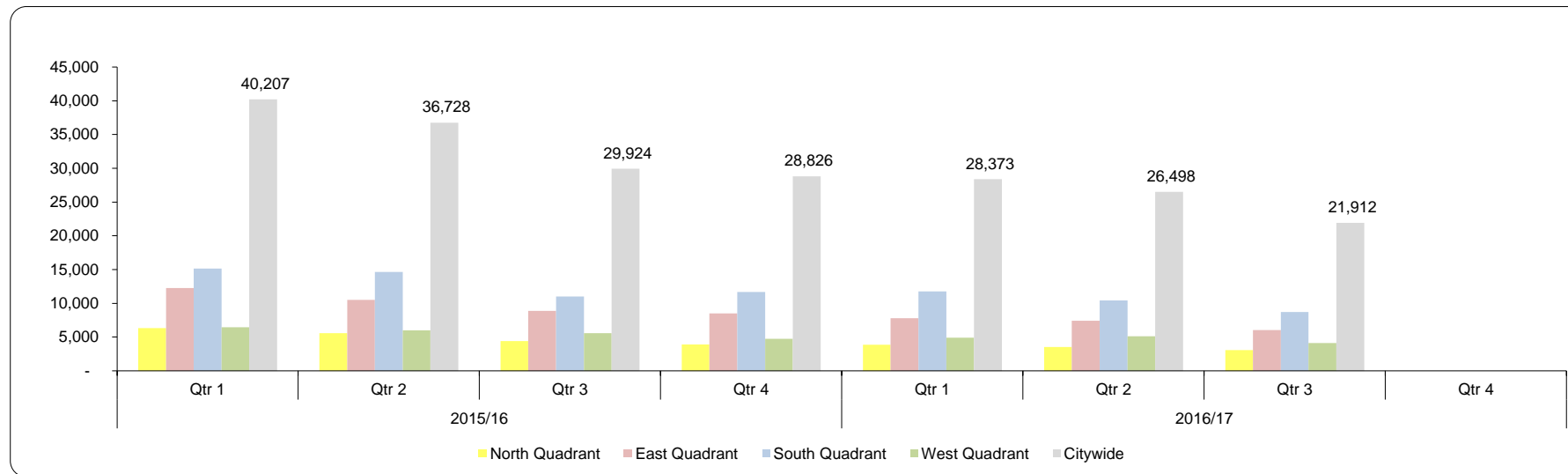
SIOP02

Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled

RAG Status

No Target



Version 1.0 14/02/2017

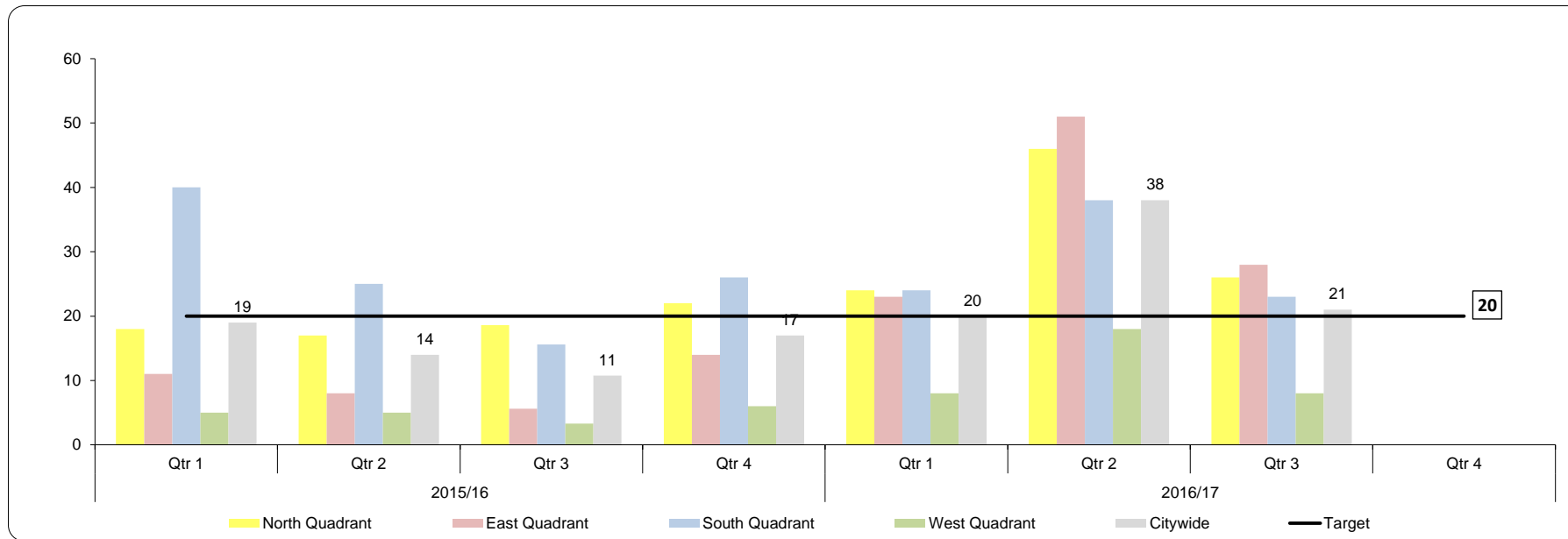
	2015/16				2016/17			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	6,320	5,581	4,425	3,921	3,877	3,522	3,072	
East Quadrant	12,280	10,510	8,892	8,485	7,812	7,438	6,031	
South Quadrant	15,138	14,627	11,024	11,671	11,770	10,430	8,694	
West Quadrant	6,469	6,010	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



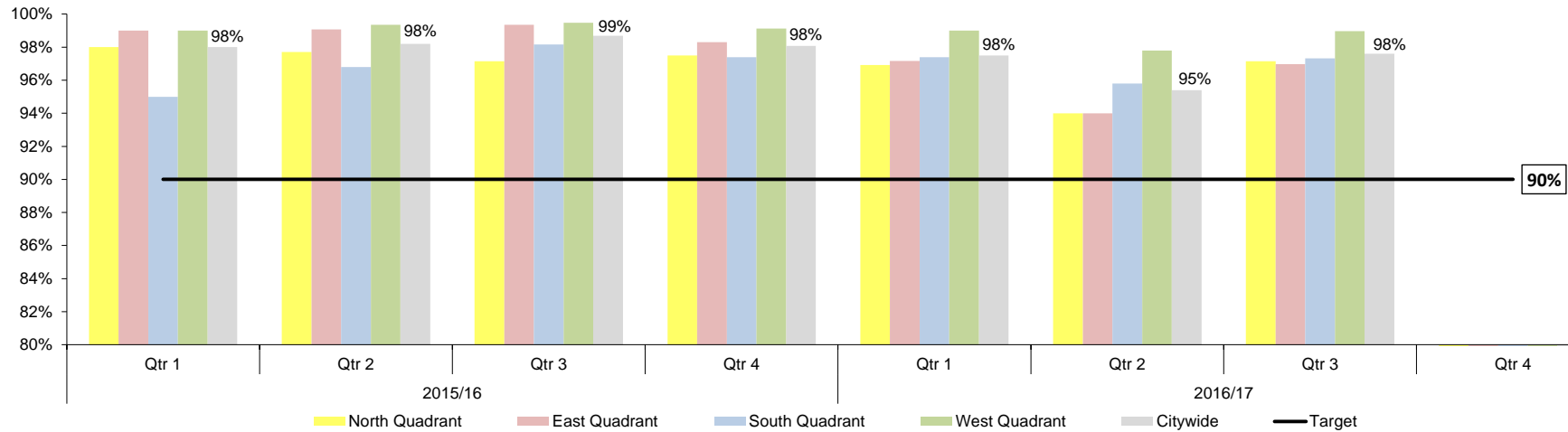
Smaller is better

	2015/16				2016/17			
Average time taken to answer calls (in seconds)	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	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%

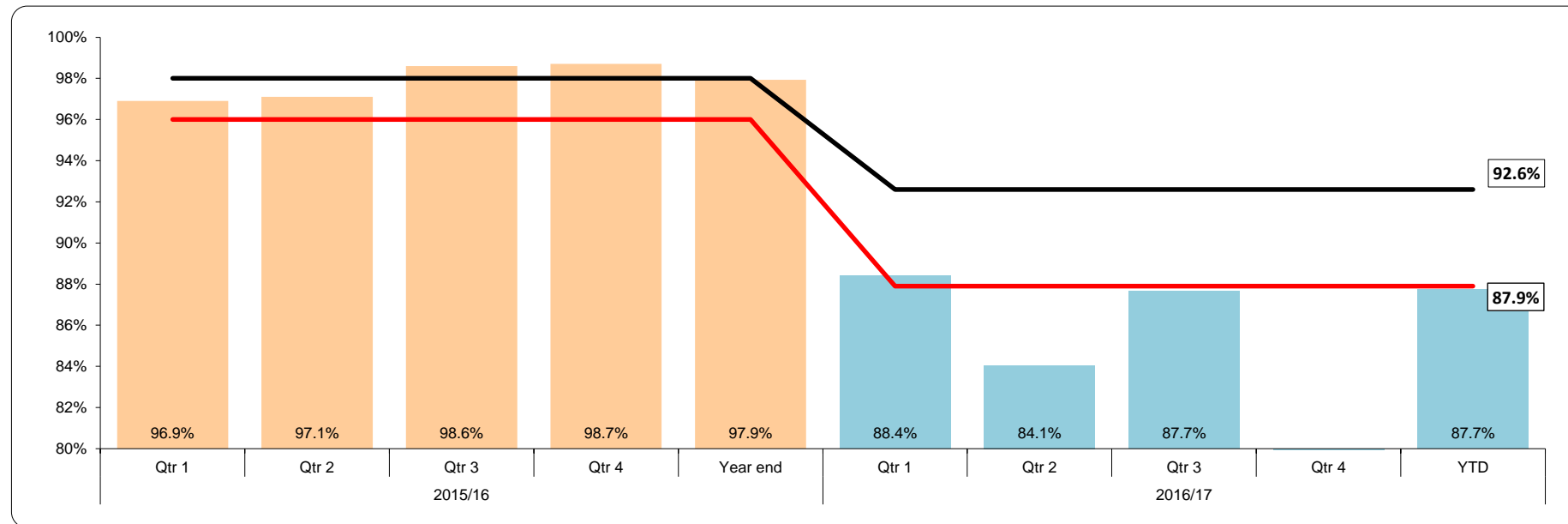
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Red



Bigger is better

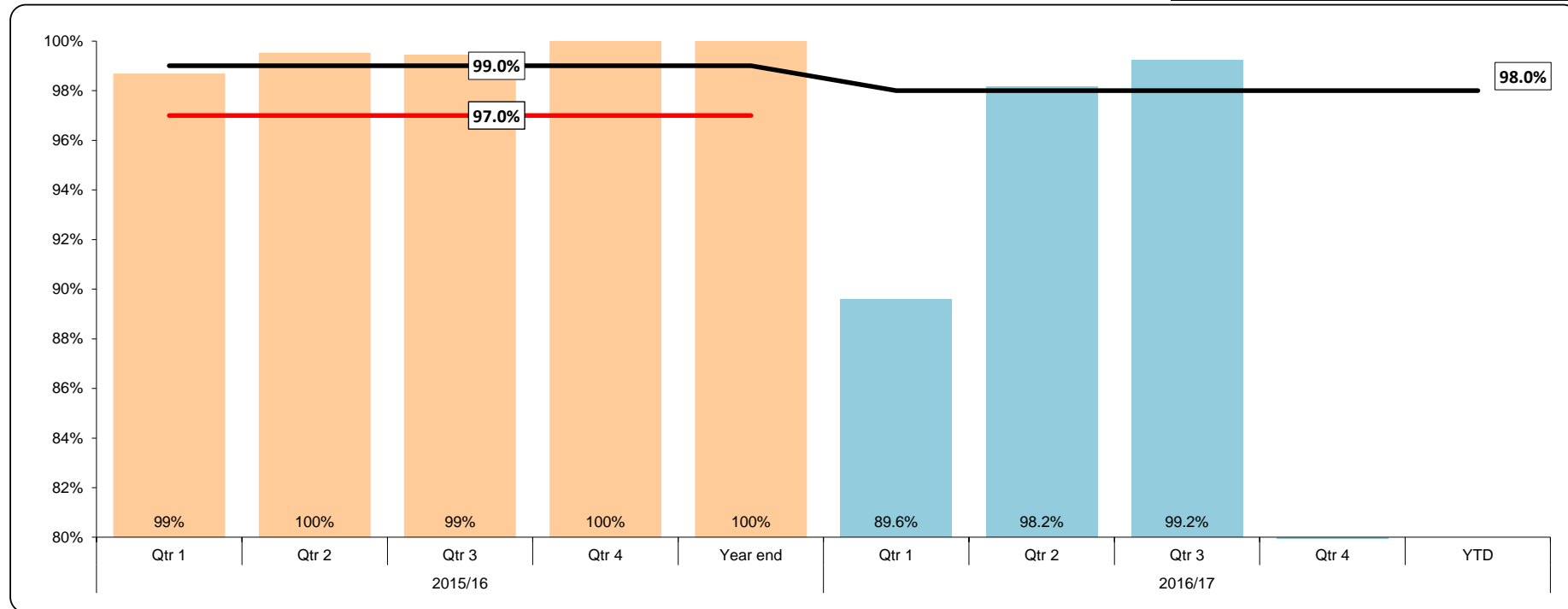
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	88.4%	84.1%	87.7%		87.7%
Target	98%	98%	98%	98%	98%	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	96%	96%	96%	96%	96%	87.9%	87.9%	87.9%	87.9%	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

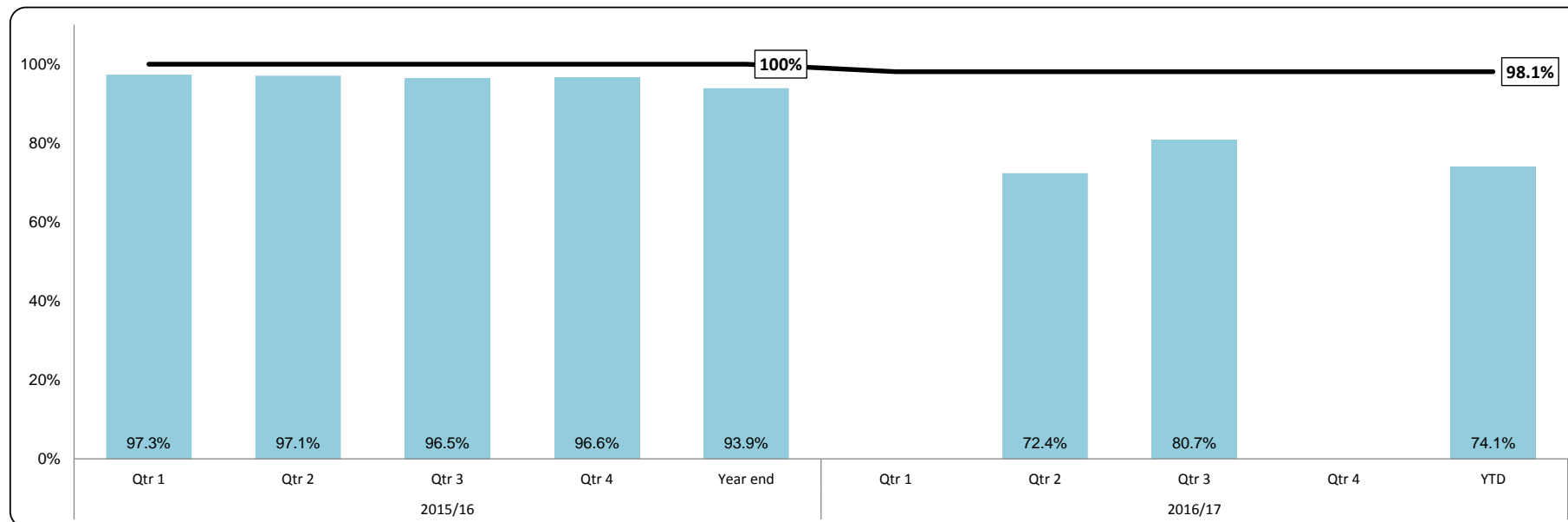
Percentage of gas servicing completed against period profile - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	98.4%	98.4%	99.1%	99.6%	99.7%	98.3%	99.5%	98.7%	99.9%	99.7%

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%

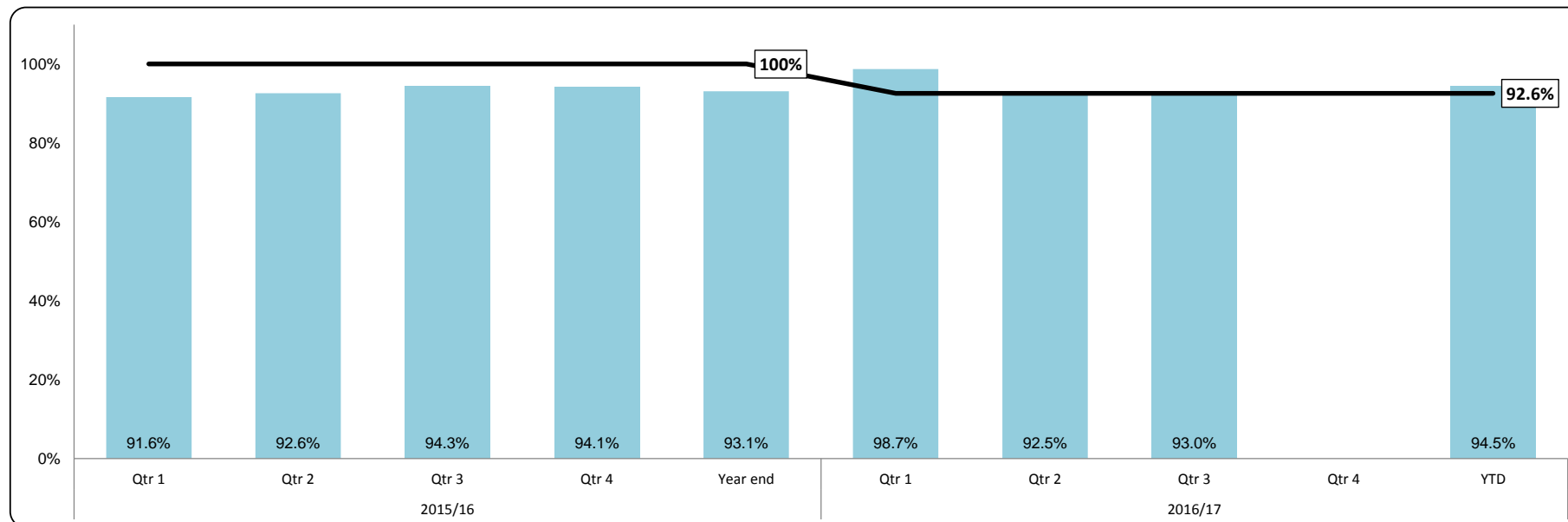
AMM15

We will resolve routine repairs within 30 days

(Birmingham Promise)

RAG Status

Green



Bigger is better

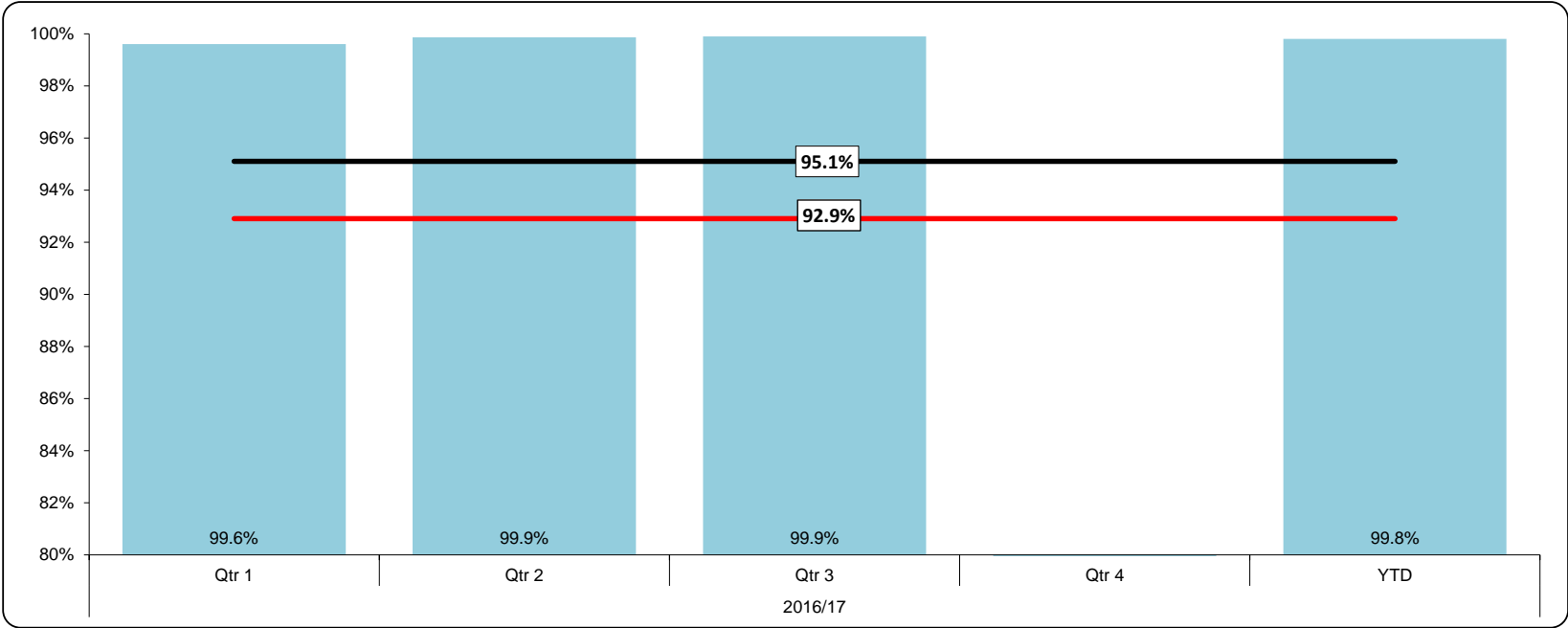
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will resolve routine repairs within 30 days	91.6%	92.6%	94.3%	94.1%	93.1%	98.7%	92.5%	93.0%		94.5%
Target	100%	100%	100%	100%	100%	92.6%	92.6%	92.6%	92.6%	92.6%

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
------------	-------



Bigger is better

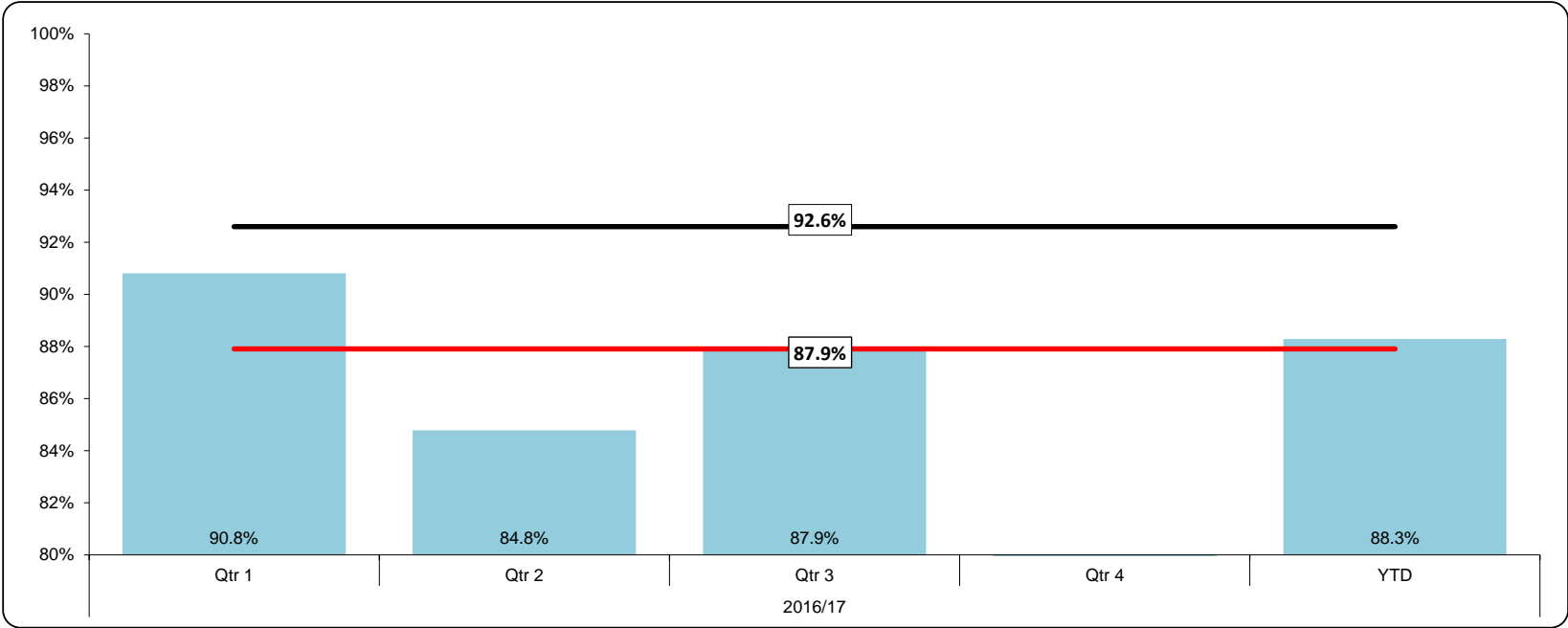
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI001 - Customer Satisfaction	This is a new measure. There is no historical data available.					99.6%	99.9%	99.9%		99.8%
Target						95.1%	95.1%	95.1%	95.1%	95.1%
Standard						92.9%	92.9%	92.9%	92.9%	92.9%

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
------------	-------



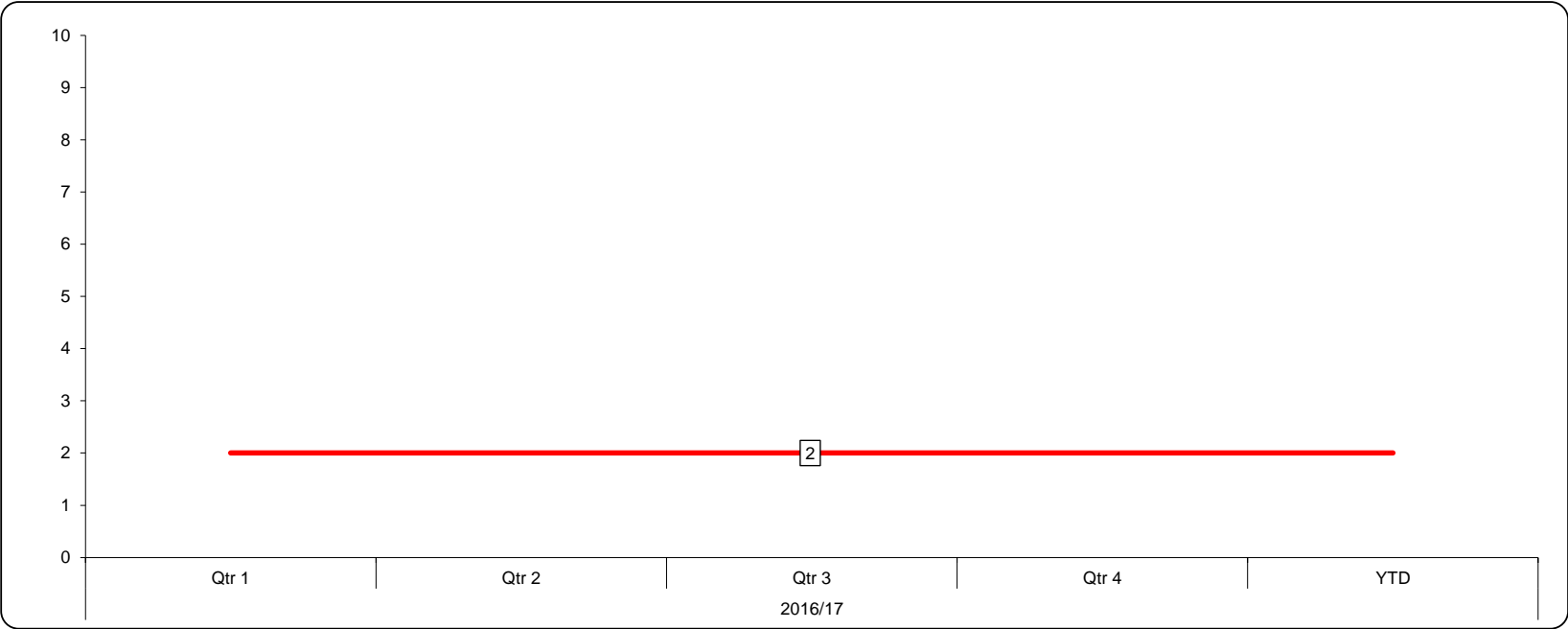
Bigger is better

	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
------------	-------



Smaller is better

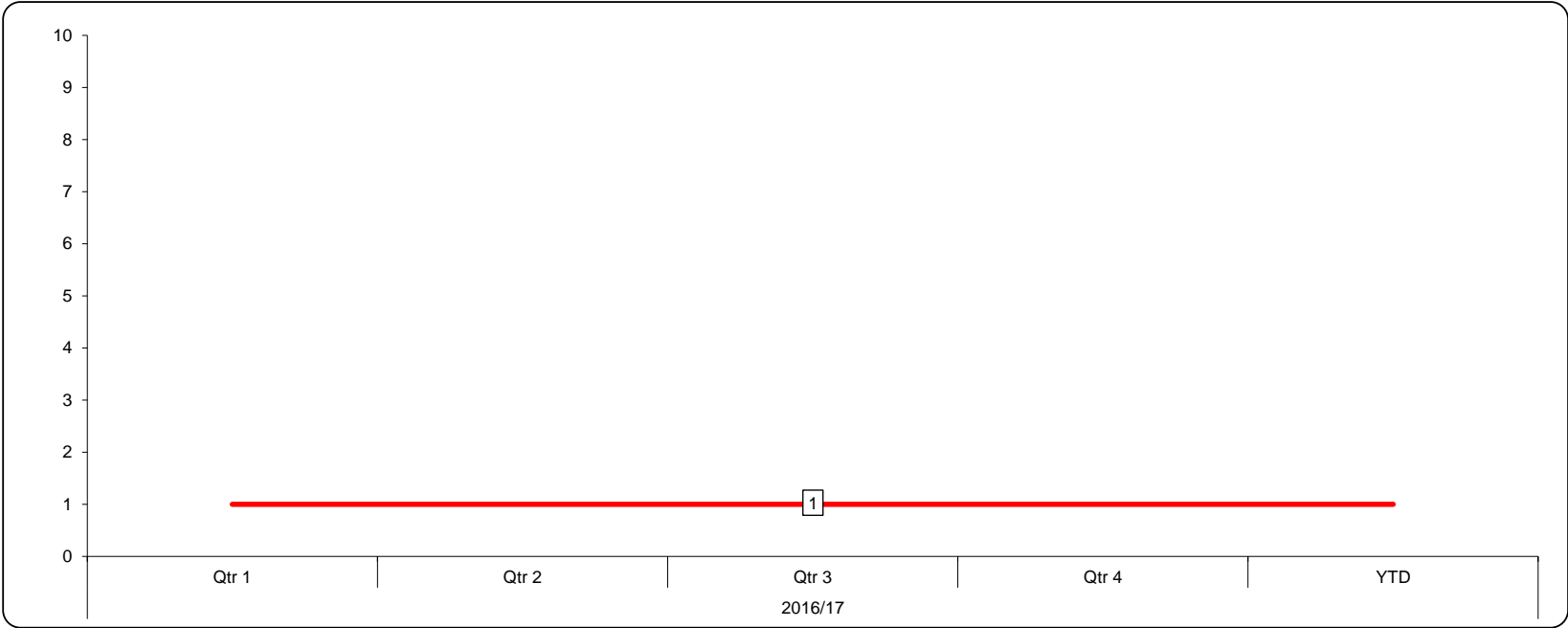
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI004 - Service Improvement Notices	This is a new measure. There is no historical data available.					0	0	0	0	0
Target						0	0	0	0	0
Standard						2	2	2	2	2

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

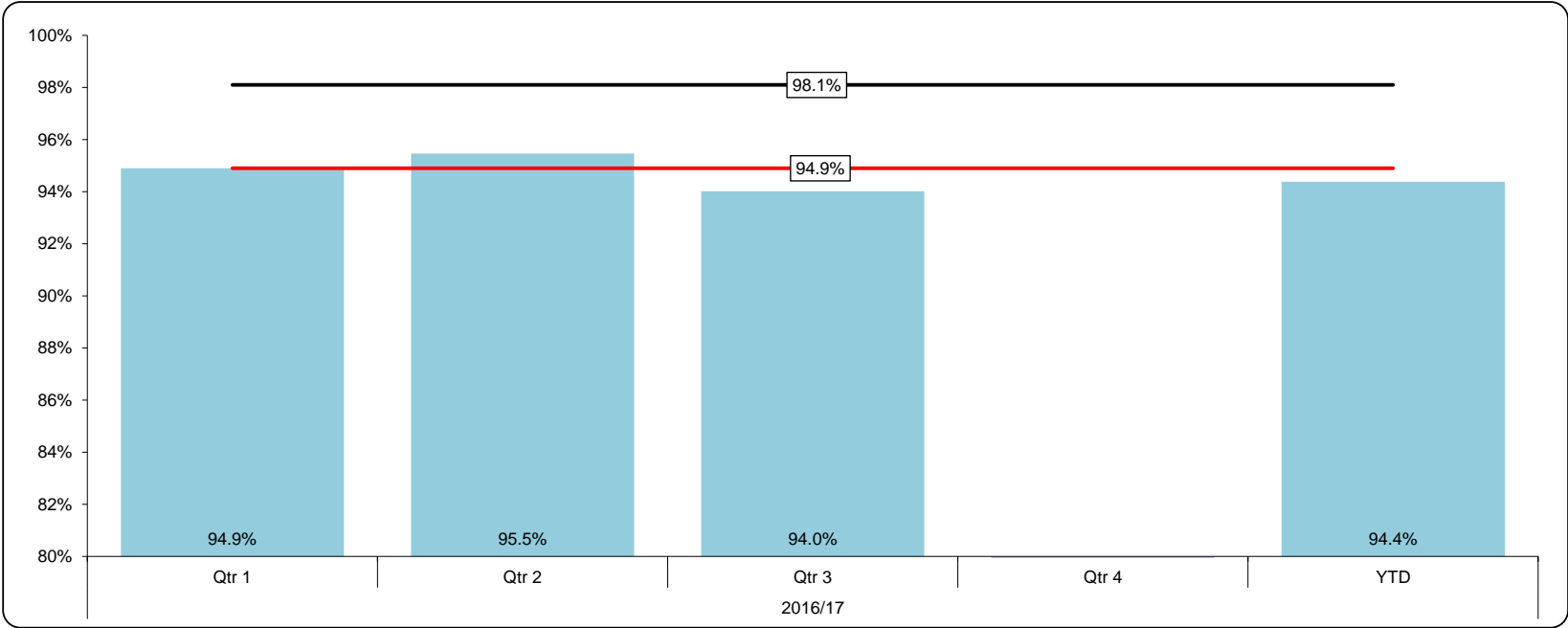
KPI005 - Safety SIN's	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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%

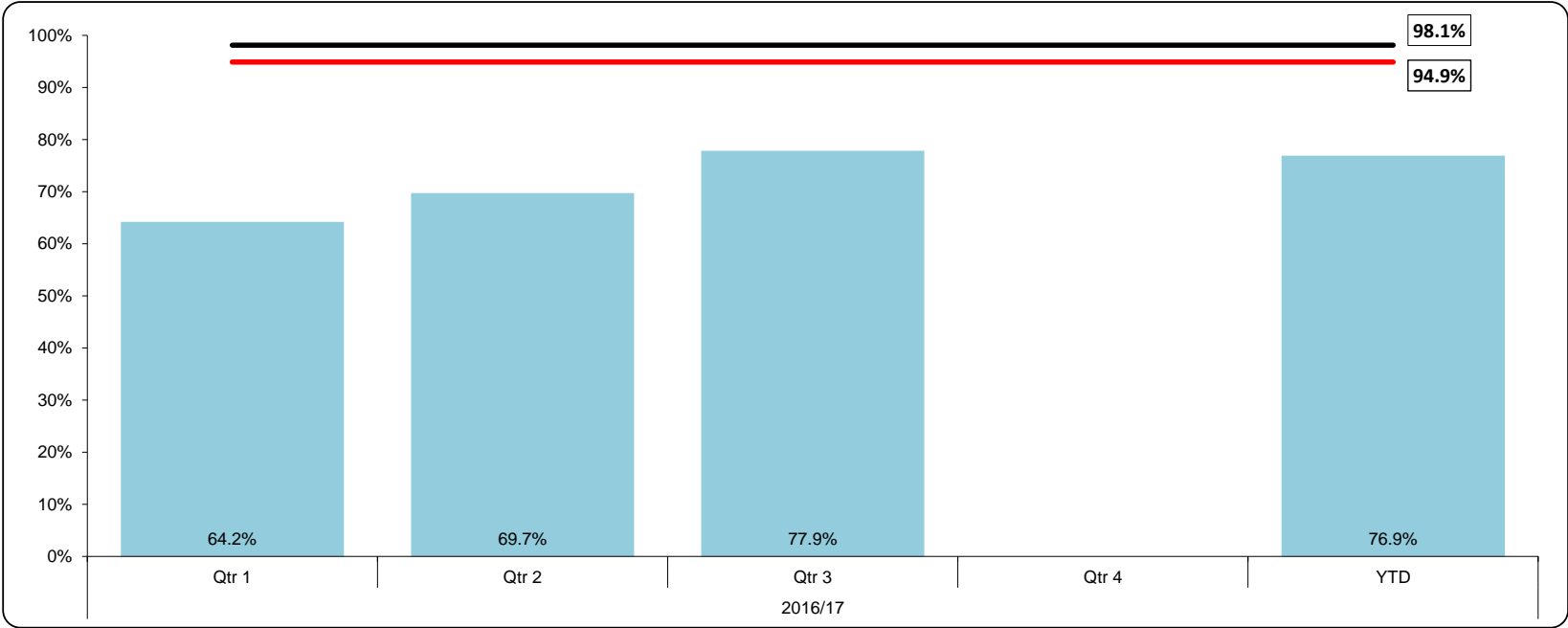
KPI007 - Appointments made	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	92.5%	95.8%	94.6%	95.1%	94.3%	92.4%	93.5%	92.7%	95.0%	94.7%

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

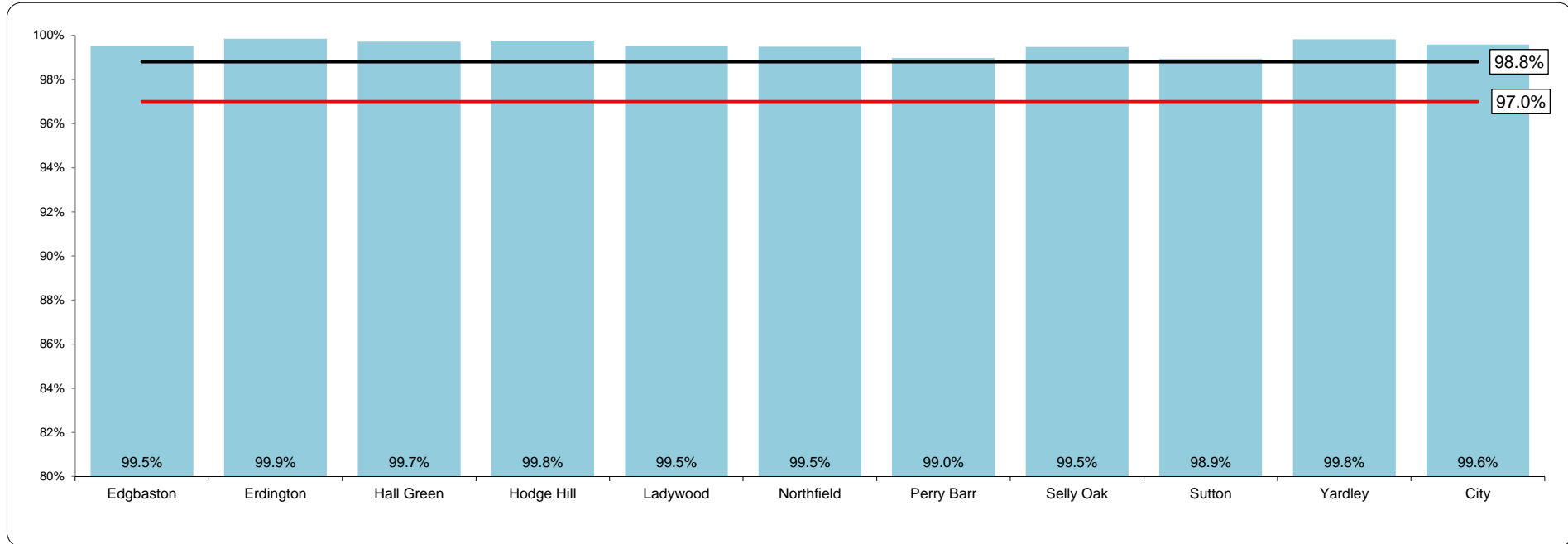
Voids and Lettings (John Jamieson)

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

(Council Business Plan)

RAG Status

Green



Bigger is better

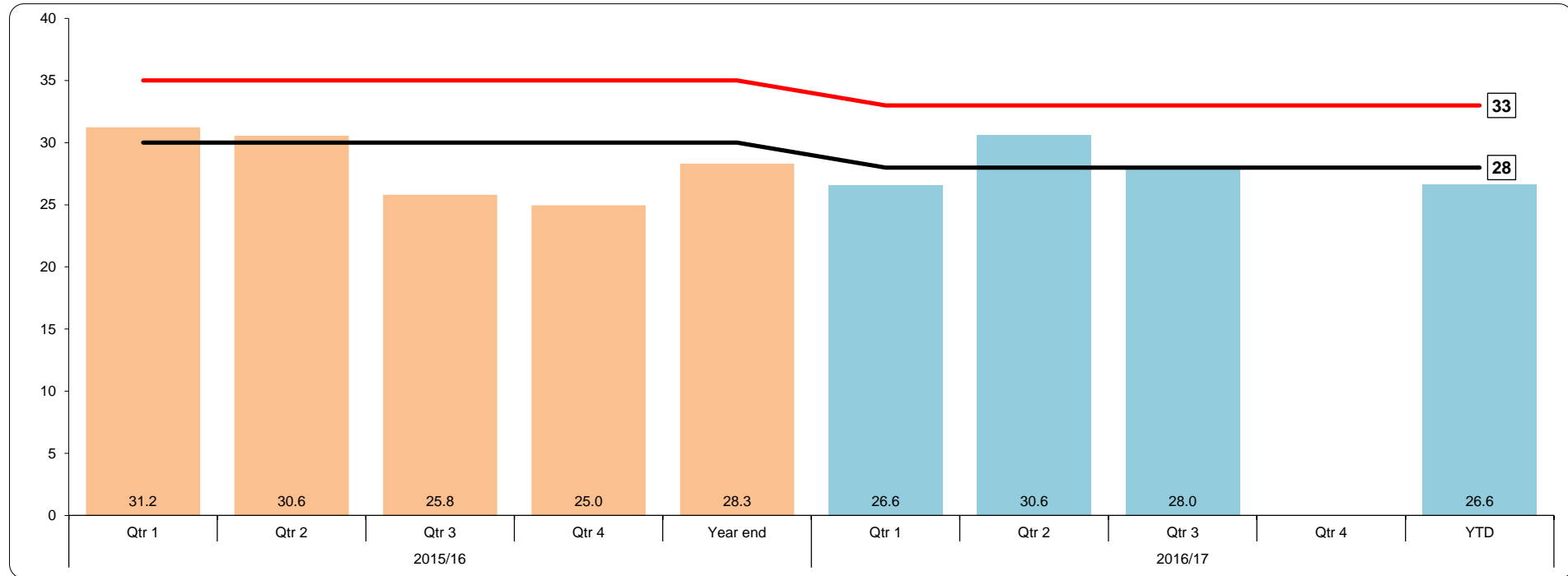
Available council homes as a percentage of total stock - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 3 2016/17	99.5%	99.9%	99.7%	99.8%	99.5%	99.5%	99.0%	99.5%	98.9%	99.8%	99.6%
Target	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%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

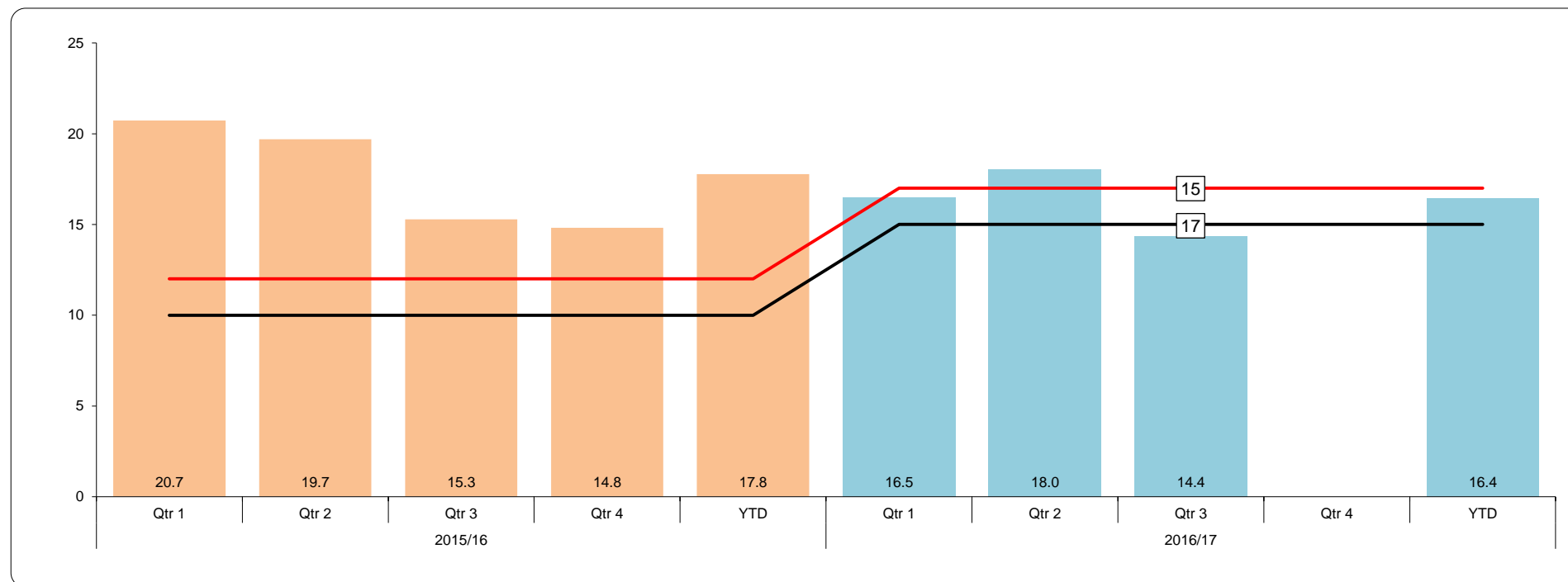
Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	26.4	23.4	18.2	27.2	28.3	28.3	36.7	34.7	27.2	28.8

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

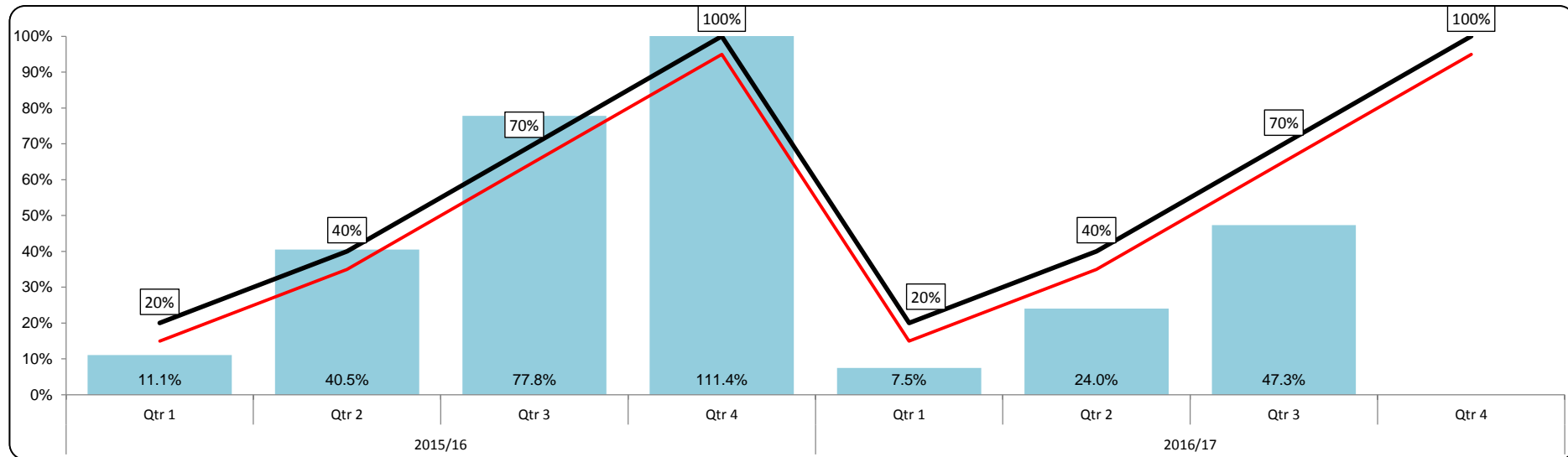
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2016/17	14.3	15.4	15.4	9.8	13.3	13.6	31.8	15.9	26.3	10.8

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

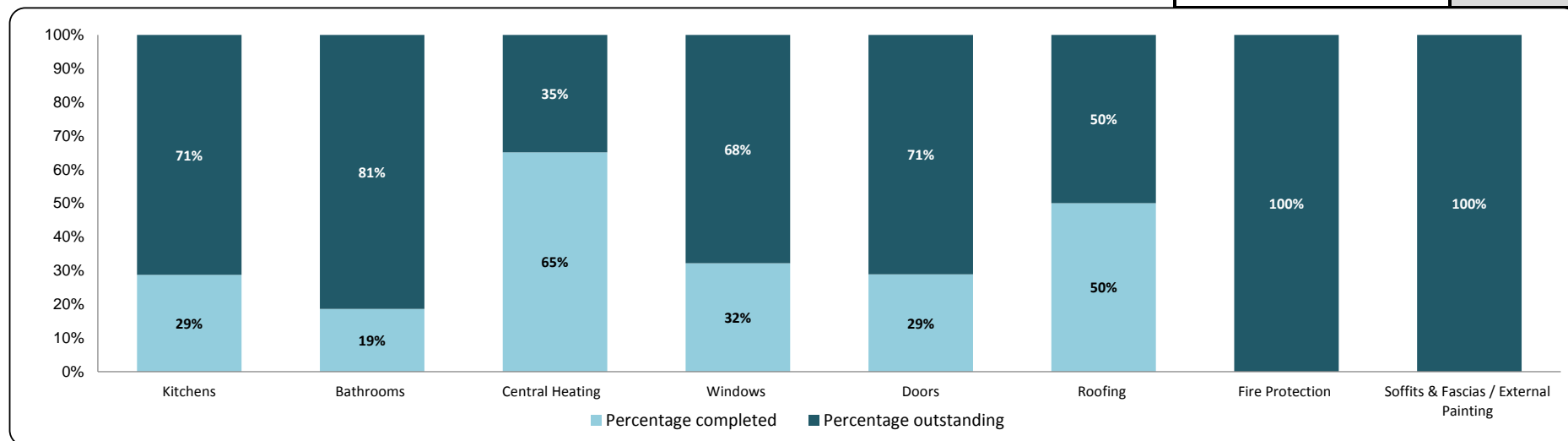


Bigger is better

	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.

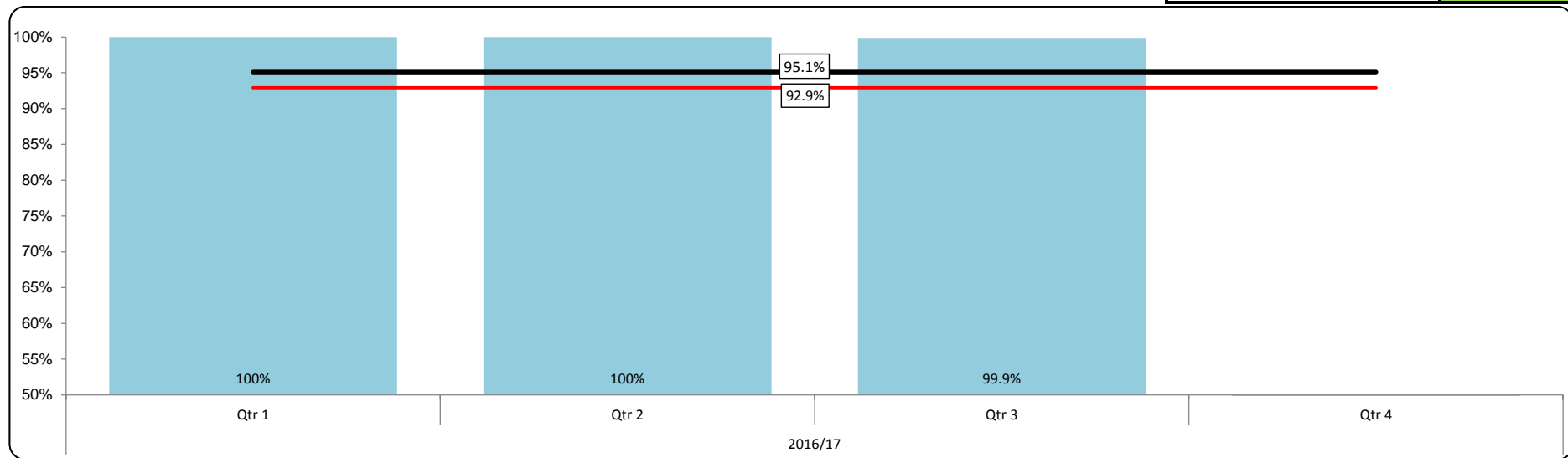
Fire Protection - this is a combination of work that is carried out at block and individual property level. At a property level this will include the installing of mains smoke detector. The block work will include: emergency light and fire stopping (fire retardant painting, renew fire doors, fire signage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

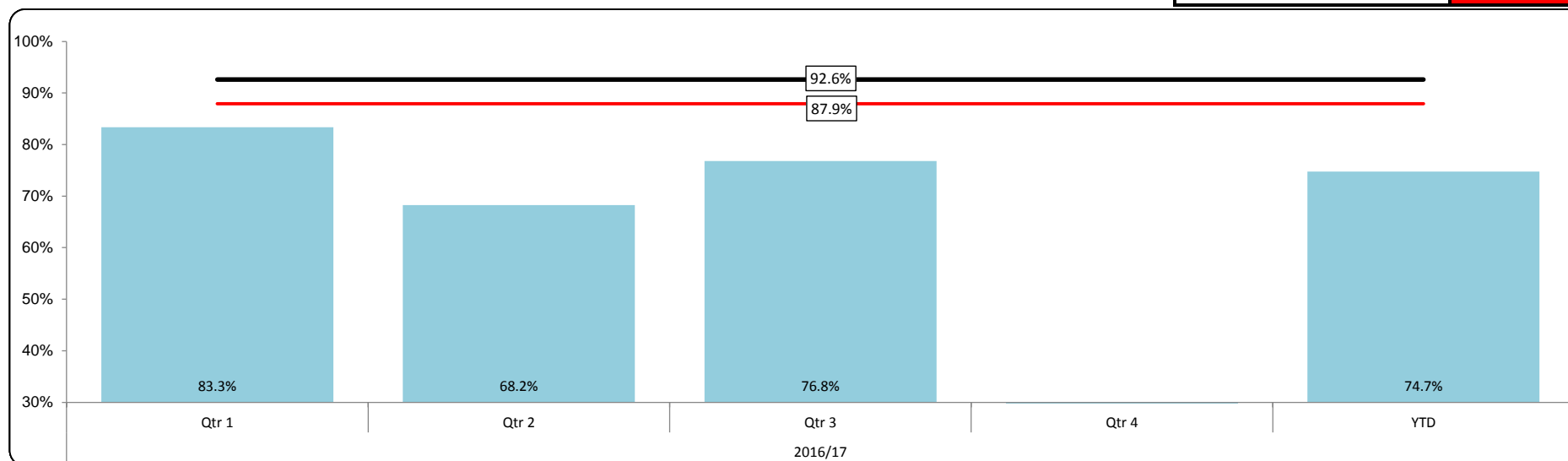
	2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	100%	100%	99.9%	
Target	95.1%	95.1%	95.1%	95.1%
Standard	92.9%	92.9%	92.9%	92.9%

CW08

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

RAG Status

Red



Bigger is better

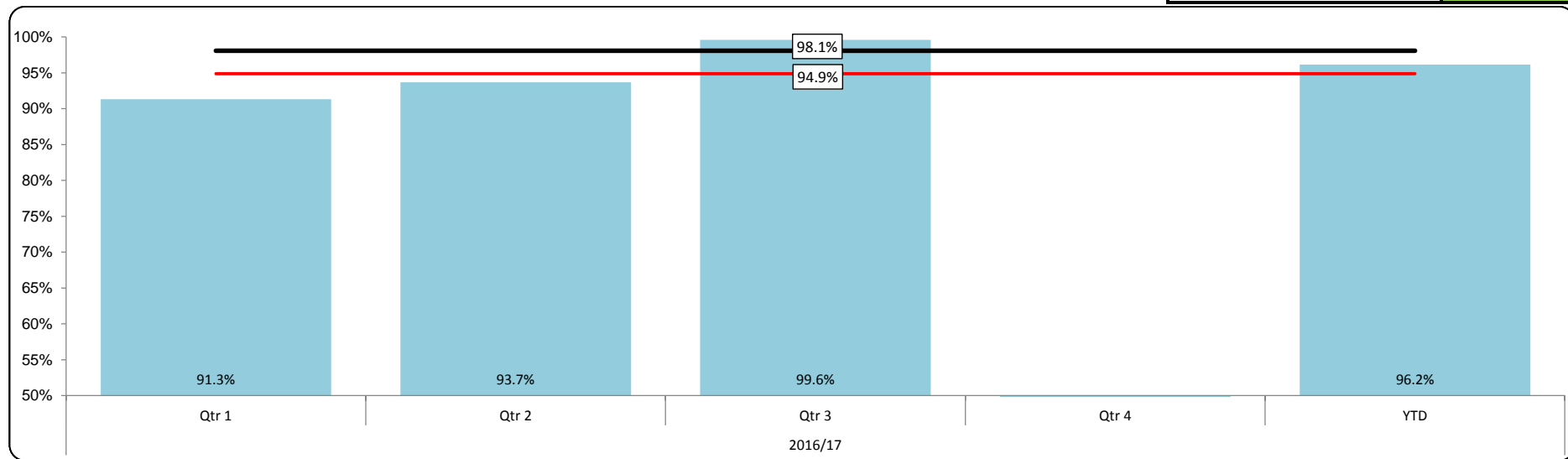
	2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	83.3%	68.2%	76.8%		74.7%
Target	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	87.9%	87.9%	87.9%	87.9%	87.9%

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%

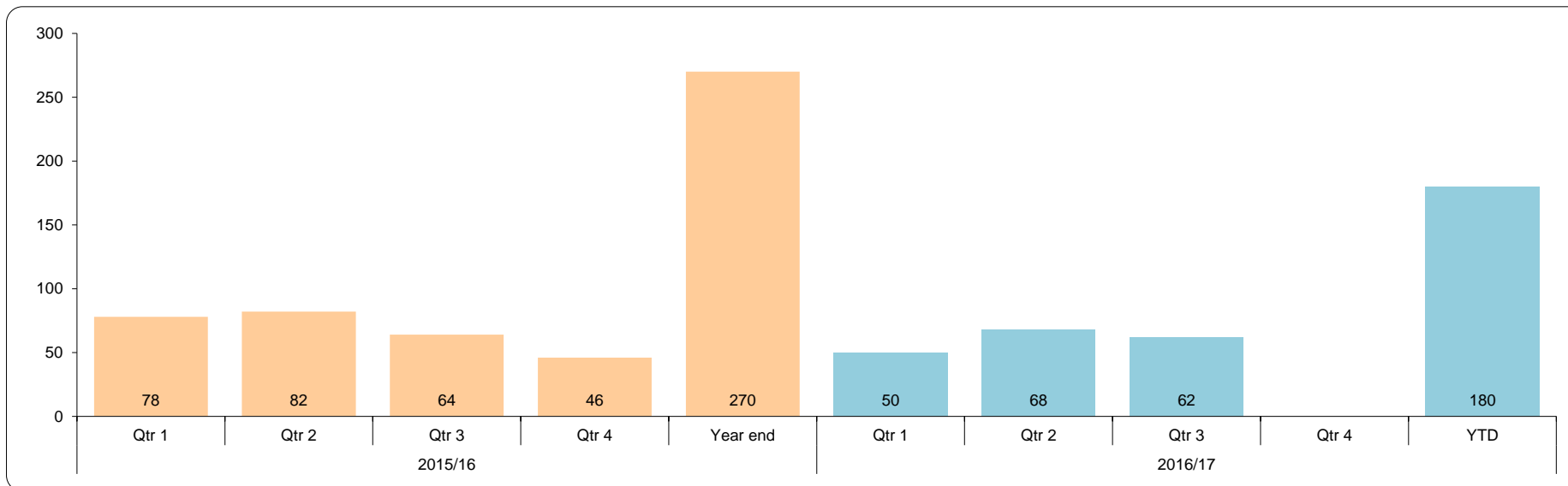
CW10

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

RAG Status

No Target



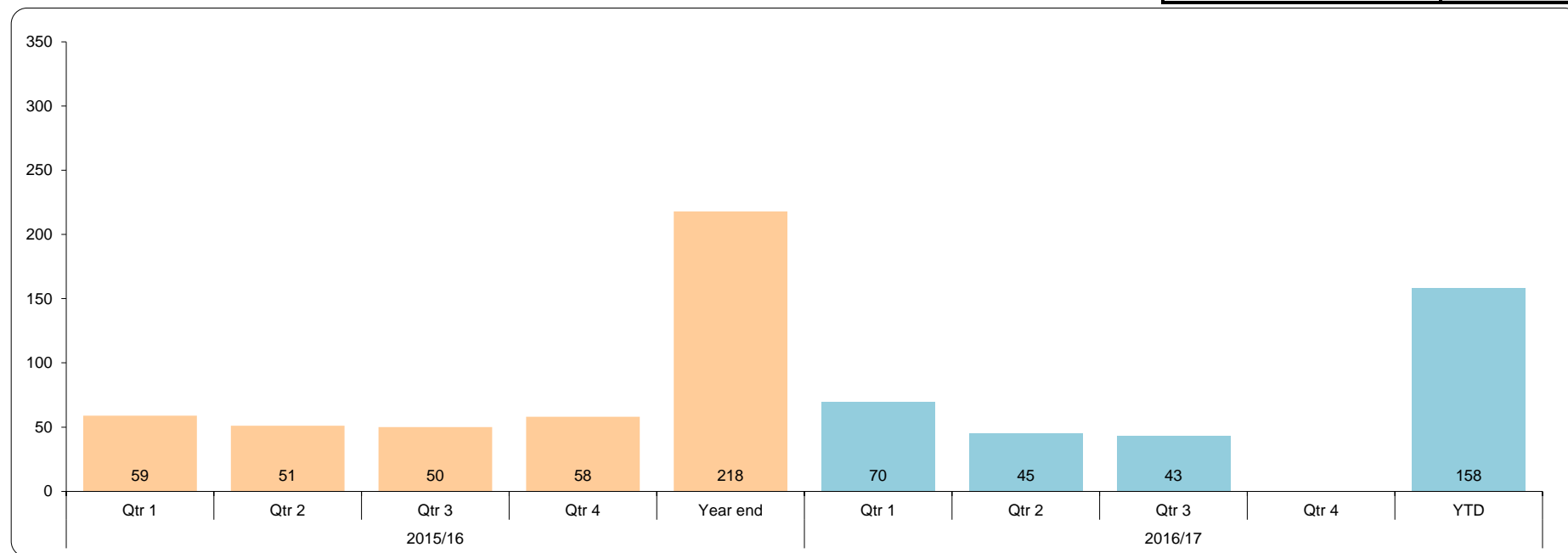
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	78	82	64	46	270	50	68	62		180

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status

No Target

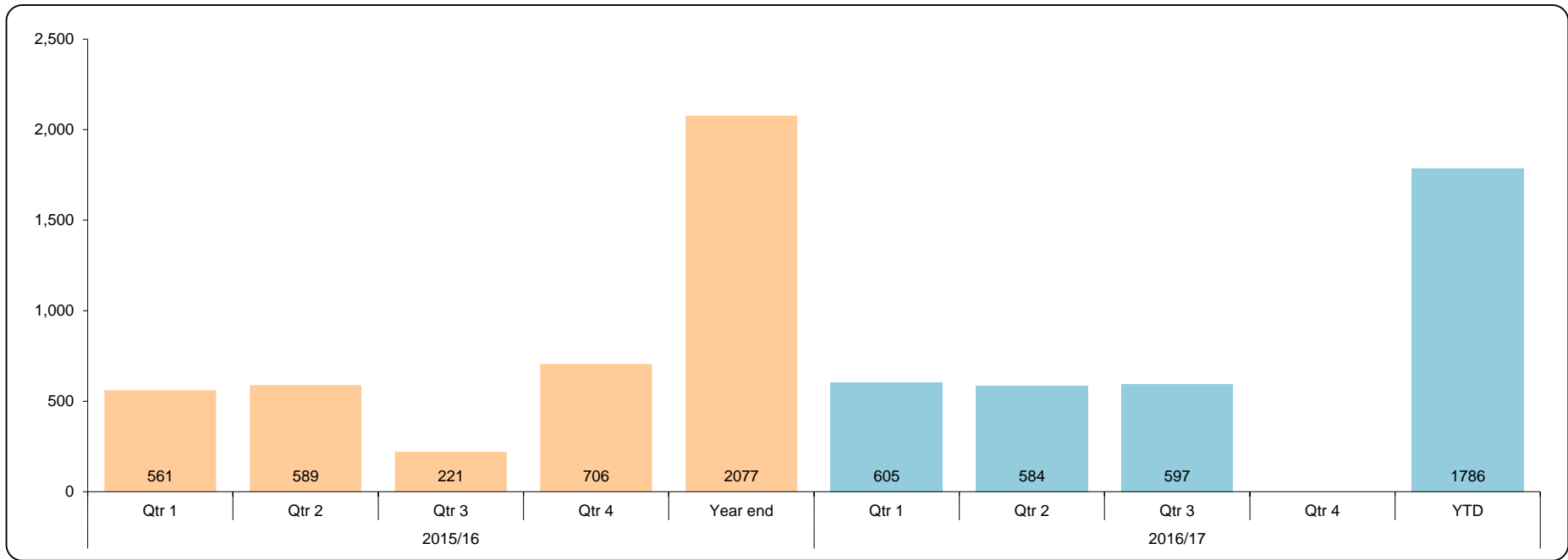


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	Licenced and unlicensed Houses in Multiple Occupation inspected	59	51	50	58	218	70	45	43	158

PRS02

Private Tenancy Unit - Requests for assistance

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



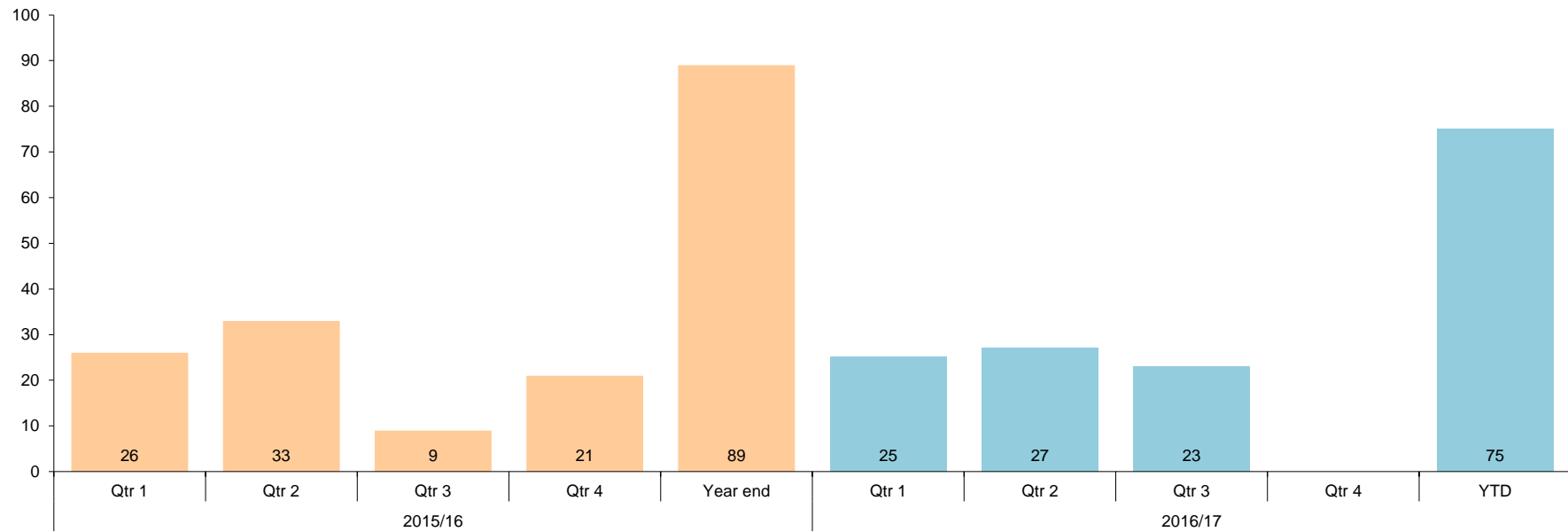
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
PTU requests for assistance	561	589	221	706	2077	605	584	597		1786

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status

No Target

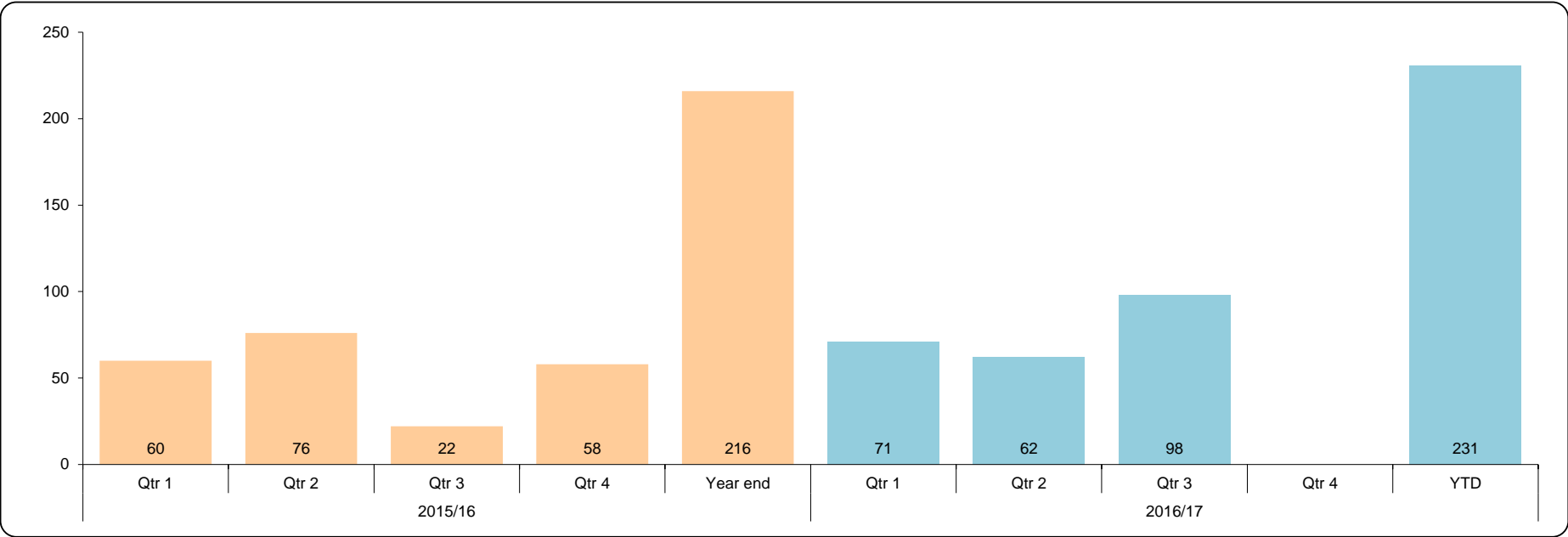


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through advice	26	33	9	21	89	25	27	23		75

PRS04

Private Tenancy Unit - Cases assisted through intervention

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



	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

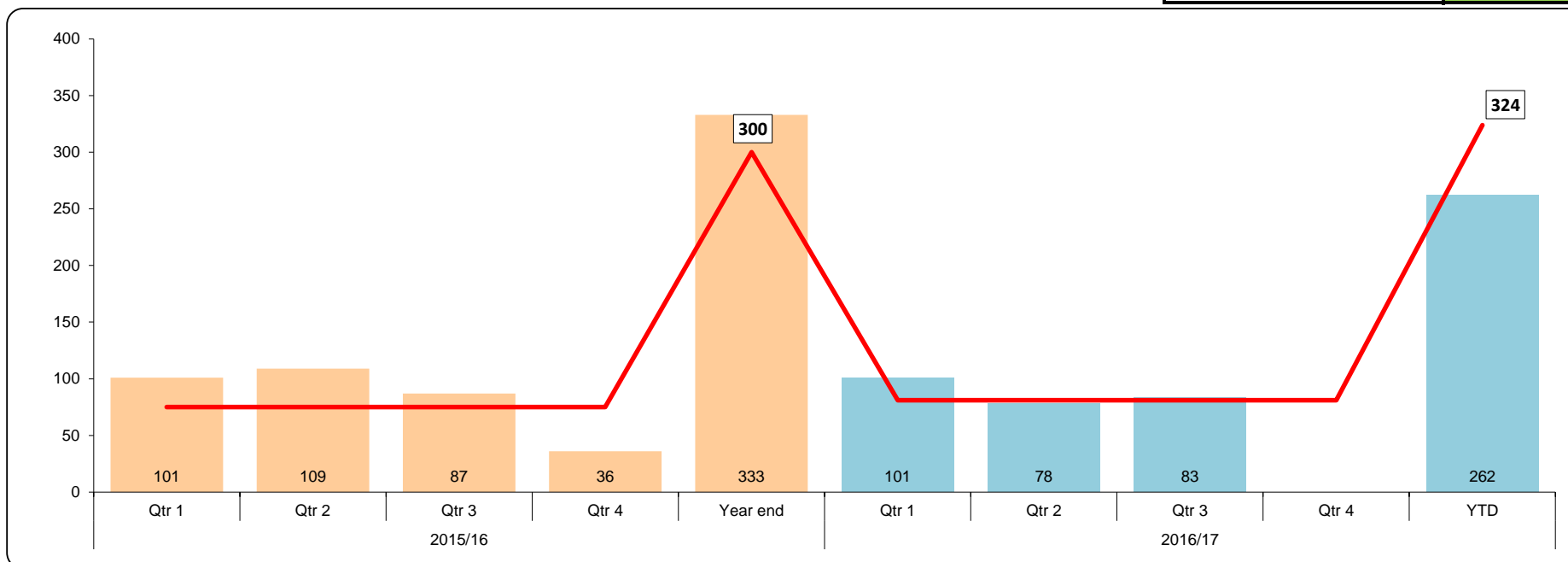
PRS05

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

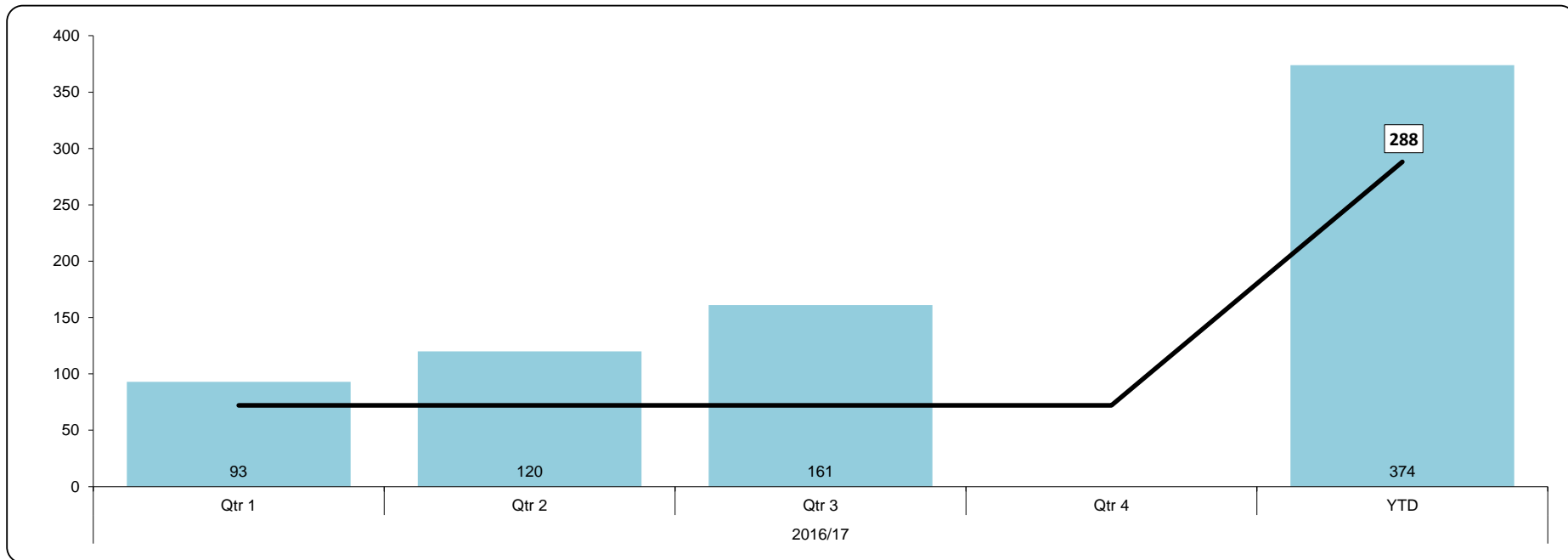
PRS06

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

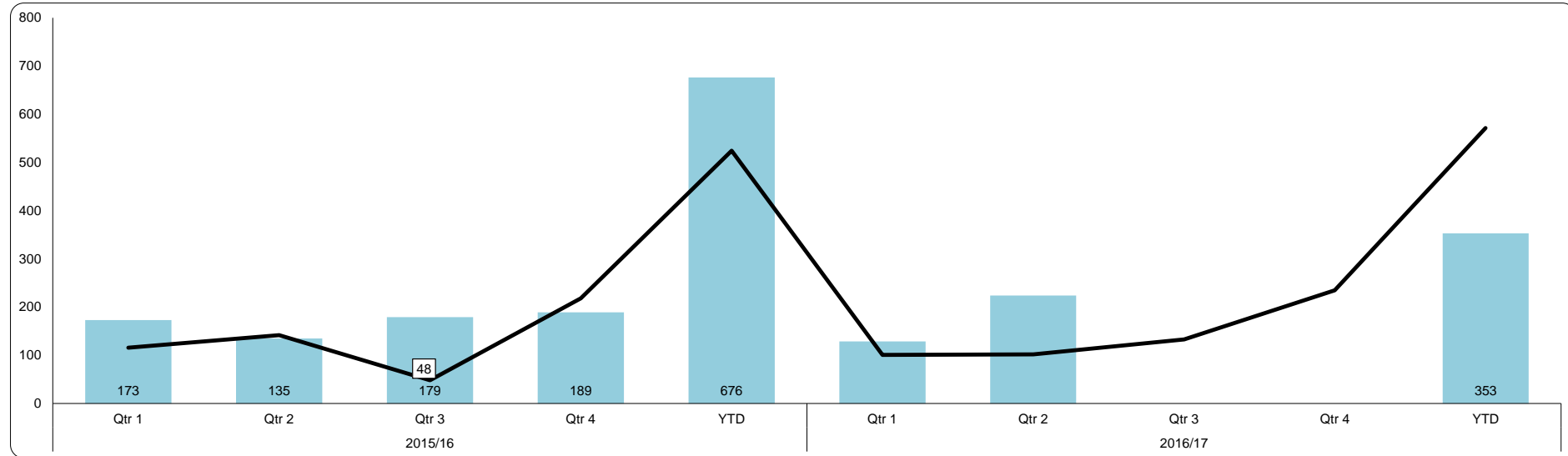
PRS06

Housing Development (Clive Skidmore)

Number of affordable homes provided

RAG Status

Green



Bigger is better

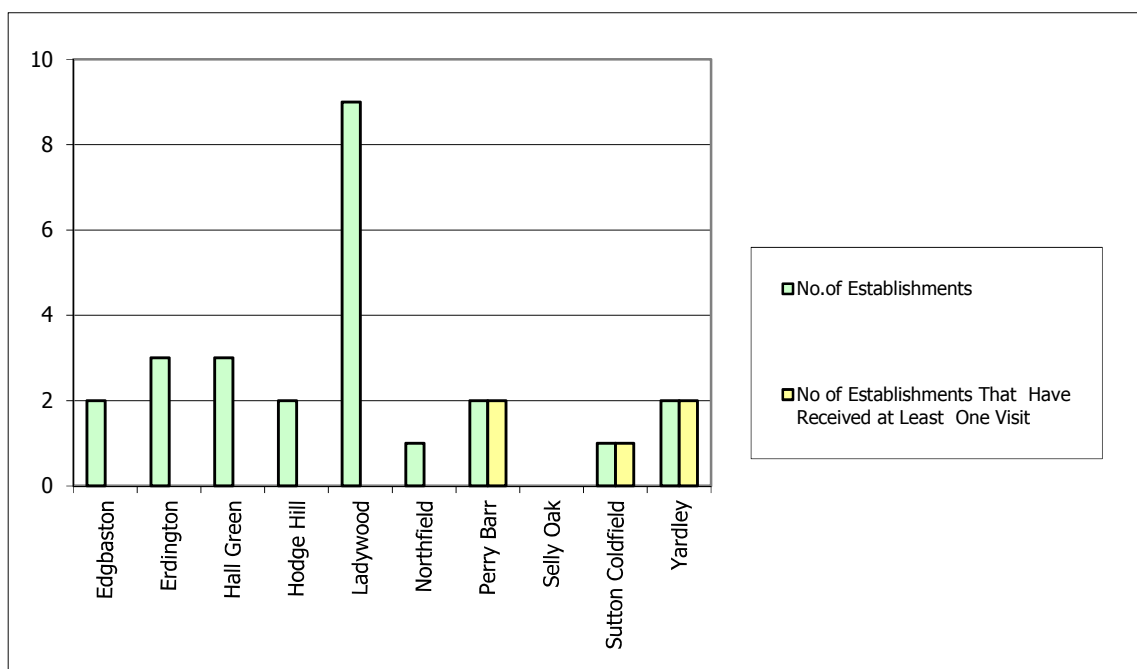
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
No of affordable homes provided	173	135	179	189	676	129	224	133	235	571
Target	116	142	48	218	524	101	102	133	235	571
% of target homes provided	149%	95%	373%	87%	129%	128%	220%			

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

MEMBERS VISITS TO ADULT ESTABLISHMENTS JUNE 2016 - MAY 2017
ADULTS

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



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

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

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



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

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

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

1. PLEASE ASK TO SEE:

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

Comments

Are Standards satisfactory?

Yes

No

Partly

2. CHOICE OF HOME:

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

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

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

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

4. LIFESTYLE

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

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

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

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

6. CONCERNS, COMPLAINTS AND PROTECTION

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

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

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

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

8. STAFFING

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

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

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

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

Any Other Comments:

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

Please forward this form to:
Sukhvinder Dosanjh, Commissioning Centre of Excellence – Directorate of People,
PO Box 16568, 10 Woodcock Street, Birmingham, B2 2DP