
















Ref.	Directorate	Portfolio / Committee	Description	Month 6 Result	Month 6 Target	Month 6 Performance	Month 6 DOT from previous Month	Qtr 2 Result	Month 6 DOT from previous Quarter	Month 6 Commentary	Month 6 Team Internal Analysis	DQAF Completed	VCR Number	Q1 Star Chamber criteria met	Q2 Star Chamber criteria met	Q3 Star Chamber criteria met	Q4 Star Chamber criteria met
1	Economy	Deputy Leader	Making a complaint with full information - send a full response or an update out within 20 days using your preferred means of contact	96%	100%	✗	↔	97%	↗	Whilst the Birmingham Promise of responding to 100% of complaints in 20 calendar days has not been achieved there has been a notable improvement in Quarter 2. 97% of complaints (4,560 complaints) in Quarter 2 were answered in 20 days compared to 95% (3,561 complaints) in Quarter 1. Economy Directorate improved from 95% (634 complaints) in Quarter 1 to 98% (605 complaints) in Quarter 2 and achieved 100% for the first time in September. Place Directorate improved from 96% (2,858 complaints) in Quarter 1 to 97% (3,897 complaints) in Quarter 2. It was only People Directorate that showed no improvement dropping from 73% (69 complaints) in Quarter 1 to 70% (58 complaints) in Quarter 2. The issues with People Directorate have been escalated to Peter Hay.				YES	YES		
2	Economy	Deputy Leader	Housing Benefit or Council Tax Support - If you provide us with all the necessary information when you make a claim for Housing Benefit or Council Tax Support, we will make decision on your claim within 10 days of receiving it	100%	100%	✓	↔	100%	↔	Promise upheld.		Yes		NO	NO		
3	Place	Green, Smart and Sustainable City	Waste and Recycling - If you report your missed waste collection on your normal collection day or the following day, we will collect your recycling/household rubbish within a maximum of 3 days of hearing from you	67.72%	100%	✗	↘	74.24%	↘	<p>The monthly result for September was 67.72% of reported missed collections collected within three working days means that we are below target. The monthly performance reduced from 77.96% in August.</p> <p>Year to date 80.07% of total of reported missed collections were collected on time.</p> <p>The increase in reported missed collections in September was due to the roll-out of changes in collection service in the north of the city. It is expected that missed collections will reduce once the new services have fully stabilised. Additional action has been taken reviewing performance of the crews and the collection round sizes to ensure completion. In addition, a full review is being undertaken by the Interim Director of Fleet and Waste Management with an emphasis on establishing the reasons for service failure and ensuring that a full performance management process is in place to ensure that significant improvement takes place.</p>		Yes	674	YES	YES		
4	Place	Neighbourhood Management & Homes	Housing Repairs - Resolve routine repairs within 30 days	92.10%	100%	✗	↗	92.50%	↗	Performance continues to improve by contractors with a focus on completing minor non-urgent repairs. This compares to 1st Quarter performance of 91.6%.				YES	YES		
5	Place	Neighbourhood Management & Homes	Housing Repairs - respond to emergency repairs in two hours	97.03%	100%	✗	↘	96.90%	↗	Performance remains within contractual targets and has improved overall in the 2nd Quarter (versus 95.7% in 1st Quarter).				YES	Within contractual requirements		
6	Place	Green, Smart and Sustainable City	Parks - If you report a tree that is considered dangerous by our qualified Tree Officer, we will ensure the tree is attended to within 2 hours	100%	100%	✓	↔	100%	↔	All emergency call outs attended within 24 hours				NO	NO		
7	Place	Social Cohesion & Community Safety	Highways - If you report a dangerous pothole or other defect to us, we will make it safe within 1 hour	99.78%	100%	✗	↗	99.80%		Target set at 100% to reflect contract requirements. There is an additional requirement that 100% of defects are rectified within 28 Business Days. In both cases, performance below these requirements results in Adjustments under the contract Payment Mechanism to give incentive to the Service Provider to rectify outstanding defects and prevent future non-compliance.				YES	YES		
8	Place	Social Cohesion & Community Safety	Highways - If you report a dangerous pothole or other defect to us, we will carry out temporary repairs within 24 hours	100%	100%	✓	↔	100%	↔			Yes	674	NO	NO		
9	Place	Social Cohesion & Community Safety	Highways - If you report a dangerous pothole or other defect to us, we will fully repair it within 28 days	98.25%	100%	✗	↘	98.60%		Target set at 100% to reflect contract requirements. There is an additional requirement that 100% of defects are rectified within 28 Business Days. In both cases, performance below these requirements results in Adjustments under the contract Payment Mechanism to give incentive to the Service Provider to rectify outstanding defects and prevent future non-compliance.				YES	YES		
10	Place	Social Cohesion & Community Safety	Highways - We will inspect all other potholes within 14 days and arrange for the repair to be included in our programme of works	100%	100%	✓	↔	100%	↔			Yes	673	YES	NO		
11	Place	Social Cohesion & Community Safety	Highways - We will repair any red traffic light signal fault within 2 hours	96.90%	100%	✗	↗	100%	↔	Target set at 100% to reflect contract requirements. Performance below these requirements results in Adjustments under the contract Payment Mechanism to give incentive to the Service Provider to rectify outstanding defects and prevent future non-compliance.				NO	YES		

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12	Place	Social Cohesion & Community Safety	Highways - We will repair any street light that is not in light within 1 month	99.00%	100%			100%		Target set at 100% to reflect the Birmingham Promise, however, a tolerant of 2% is set to reflect contract requirements. Performance below 98% will result in Adjustments under the contract Payment Mechanism to give incentive to the Service Provider to rectify outstanding defects and prevent future non-compliance.		Yes		NO	Within contractual requirements		
13	People	Children & Family Services	School Admissions - Following the offer of Year 7 and Reception Class places, if you submit an appeal to us, then it will be considered by an independent appeal panel within 40 school days of the deadline for submitting the appeal	100%	100%		Not available. Schools closed during Aug	100%		All appeal submitted have been scheduled and considered with 40 school days.		Draft to service for sign off		NO	NO		
14	People	Children & Family Services	School Admissions - Any child who is identified as being without a school place will be offered their nearest school with availability within 10 school days	100%	100%		Not available. Schools closed during Aug	100%		All children who have been confirmed as being without a school place have been offered their nearest school within 10 school days.		Draft to service for sign off		NO	NO		
15	People	Children & Family Services	School Admissions - All in-year appeals will be considered by an independent appeal panel within 30 school days of being received	100%	100%		Not available. Schools closed during Aug	100%		All in-year appeals have been considered by an independent panel within 30 school days		Draft to service for sign off		NO	NO		
16	People	Health and Well being	Blue Badge Scheme - If all the information in support of your Blue Badge application is provided to us in a timely matter, then we may take up to 8 weeks to process your application form but we will strive to do it sooner	99.87%	100%			99.91%		For the month of September 786 out of 787 applications were completed in timescale 99.87%. In the period July to September we kept the Birmingham Promise for 2,227 of 2,229 applications (99.91%) where the applicant's supporting documents were sent to Northgate for processing within an acceptable timescale. The two applications which exceeded timescale were due to human error, and these cases have been brought to the attention of the team and Northgate to address the issues.	Only missed 2 in over 2,000 application Awaiting monthly breakdown analysis from David Rose - back Mon 26th	Draft to service for sign off		YES	YES - but only 0.03% away from the target		
17	People	Health and Well being	Blue Badge Scheme - We will send out your renewal notices by post 10 weeks in advance of the Blue Badge expiry date	100%	100%					The system for sending out renewal notices is operated by a third party on behalf of central government and we only receive notifications if a renewal notice has not been sent. Whilst we can assume that as no notifications have been received, then we have fully met our promise, we cannot be absolutely sure as we do not have sight of the data.	Star Chamber decision to stop collecting this Promise measure. To be referred to Cabinet and Scrutiny to remove.	Draft to service for sign off		?	No longer reported		