

# Housing Transformation Board Performance Report

**Quarter 4 2016/17**

Report produced by Place Directorate Performance and Support Services Team  
Version 1.0 13/06/2017

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| Number of Right To Buy applications received                                | No Target   | 12          |
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| Right to Buy compliance to statutory timescales                             | Red   | 14          |
| <b><u>Rent Service (Tracy Holsey)</u></b>                                   |   |             |
| Percentage of rent collected  | No Target   | 15          |
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| <b><u>Housing Options (Jim Crawshaw)</u></b>                                |   |             |
| Number of households in Temporary Accommodation                             | No Target   | 17          |
| Number of households in B&B   | No Target   | 18          |
| Increase in the number of cases where homelessness is prevented or relieved | Green   | 19          |
| Number of households on housing waiting list                                | No Target   | 20          |
| Average number of weeks families in B&B                                     | No Target   | 21          |
| #REF!   | #REF!   | 22          |
| <b><u>Independent Living (Afsaneh Sabouri)</u></b>                          |   |             |
| Number of households helped by Independent Living                           | Green   | 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        | Green | 40 |
| Percentage of Careline calls answered within 60 seconds | Amber | 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   | <b>BP</b> | 47 |
| We will resolve routine repairs within 30 days                                 | Green | <b>BP</b> | 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   | Amber |           | 53 |
| KPI008 - Appointments kept   | Red   |           | 54 |

### Voids and Lettings (John Jamieson)

|   |       |            |    |
|---|-------|------------|----|
| Available council homes as a percentage of total stock - snapshot figure          | Green | <b>CBP</b> | 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) | Red   |            | 57 |

### Capital Works (Martin Tolley)

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

### Private Sector Housing (Pete Hobbs)

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

|   |                  |  |    |
|---|------------------|--|----|
| Houses in Multiple Occupation licences issued                   | <b>No Target</b> |  | 64 |
| Licensed and unlicensed Houses in Multiple Occupation inspected | <b>No Target</b> |  | 65 |

#### Private Tenancy Unit (Andrew Greathead)

|  |                  |  |    |
|--|------------------|--|----|
| Private Tenancy Unit - Requests for assistance             | <b>No Target</b> |  | 66 |
| Private Tenancy Unit - Cases assisted through advice       | <b>No Target</b> |  | 67 |
| Private Tenancy Unit - Cases assisted through intervention | <b>No Target</b> |  | 68 |

#### Empty Properties (Matthew Smith)

|  |              |            |    |
|--|--------------|------------|----|
| Empty properties brought back into use   | <b>RED</b>   | <b>CBP</b> | 69 |
| Number of properties improved in the private rented sector as a result of Local Authority intervention | <b>Green</b> | <b>CBP</b> | 70 |

### Housing Development (Clive Skidmore)

|                                     |            |            |    |
|-------------------------------------|------------|------------|----|
| Number of affordable homes provided | <b>TBC</b> | <b>CBP</b> | 71 |
|-------------------------------------|------------|------------|----|

## Housing Transformation Board Exception Report Quarter 4 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)

|                                |   |          |
|--------------------------------|---|----------|
| <b>Measure:</b>                | Right to Buy compliance to statutory timescales | Page: 14 |
| <b>Target:</b>                 | 100%  |          |
| <b>Performance:</b>            | 85%   |          |
| <b>Commentary provided by:</b> | Louise Fletcher                                 |          |

Significant progress has been made on performance against statutory timescales. There are 2 stages which form part of the measure for statutory compliance, the first stage is to establish whether the tenant and/or property are eligible under the Right to Buy legislation, and this is now being completed within timescales. The second stage of the process is the collation of information so that a S125 Offer can be issued to the tenant. There is a backlog in supporting service areas providing information for this part of the process, particularly the production of valuations and EPCs and this is having an impact on the timescales for the production of S125 Offers. Now that restructures within this service area are complete, the priority is to continuing to streamline processes, so that for 2017/18 targets and statutory deadlines can be met.

### Landlord Services

|                                |   |          |
|--------------------------------|---|----------|
| <b>Measure:</b>                | Average time taken to answer calls (in seconds) | Page: 43 |
| <b>Target</b>                  | 20  |          |
| <b>Performance:</b>            | 27  |          |
| <b>Commentary provided by:</b> |   |          |

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

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

**Asset Management and Maintenance (John Jamieson)**

**Measure:** Percentage of Right To Repair jobs completed on time Page: 45  
**Target** 92.6%  
**Performance:** 87.3%  
**Commentary provided by:** John Jamieson

Although performance is still red, there has been an in month improvement City wide, but performance remains fractionally below standard target. Keepmoat (Erdington and Sutton) achieved 85.0%, which is below tolerance. Wates Central (Ladywood and Perry Barr) achieved 89.6%, which is within tolerance and therefore Amber. Fortem South (Edgbaston, Northfield and Selly Oak) achieved 84.8% which is below tolerance. Wates East (Hall Green, Hodge Hill and Yardley) achieved 89.4% which is within tolerance. We continue to work with all contractors on a weekly basis to improve performance.

**Measure:** We will respond to emergency repairs in two hours Page: 47  
**Target** 98.10%  
**Performance:** 89.46%  
**Commentary provided by:** John Jamieson

Both Keepmoat and Wates Living Space have significantly improved over the year and in the final quarter. The overall city performance has been adversely impacted by poor performance from Fortem upon whom Service Improvement Notices have been issued.

**Asset Management and Maintenance (John Jamieson)**

**Measure:** KPI008 - Appointments kept Page: 54  
**Target** 98.10%  
**Performance:** 84.40%  
**Commentary provided by:** John Jamieson

Performance has continued to improve throughout the year as a result of the work with and pressure placed on contractors. Performance related penalties have also been applied in the 4th quarter. It is important to note that performance does not indicate missed appointments but those where the appointed time was not achieved.

### Voids and Lettings (John Jamieson)

|                                |   |          |
|--------------------------------|---|----------|
| <b>Measure:</b>                | Average days to let a void property (from Fit For Let Date to Tenancy Start Date) | Page: 57 |
| <b>Target</b>                  | 10  |          |
| <b>Performance:</b>            | 18.28   |          |
| <b>Commentary provided by:</b> | John Jamieson   |          |

Performance is slightly above the Standard for this measure. This is due to continued success during the quarter (and throughout 2016/17) in letting fit to let but previously long term hard to let dwellings which have remained void for long periods. Although this has the impact of increasing the average days taken this is reducing the number of void dwellings thus increasing rental income.

### Capital Works (Martin Tolley)

|                                |  |          |
|--------------------------------|--|----------|
| <b>Measure:</b>                | Percentage of actual spend as a proportion of revised annual budget - year to date | Page: 58 |
| <b>Target</b>                  | 100%   |          |
| <b>Performance:</b>            | 90.1%  |          |
| <b>Commentary provided by:</b> | Pat McWilliam  |          |

The main underspends are on Rewires (£2.8m), Door Entry (£1.3m), Kitchens & Bathrooms (£1.2m) and Complex Voids (£0.6m). The £5.8m variation is split between net slippage of £2.4m and net underspend of £3.4m. The net slippage of £2.4m will be added to the 2017/18 budget.

### Private Sector Housing (Pete Hobbs)

|                                |  |          |
|--------------------------------|--|----------|
| <b>Measure:</b>                | Empty properties brought back into use | Page: 69 |
| <b>Target</b>                  | 324                                    |          |
| <b>Performance:</b>            | 303                                    |          |
| <b>Commentary provided by:</b> | Matthew Smith                          |          |

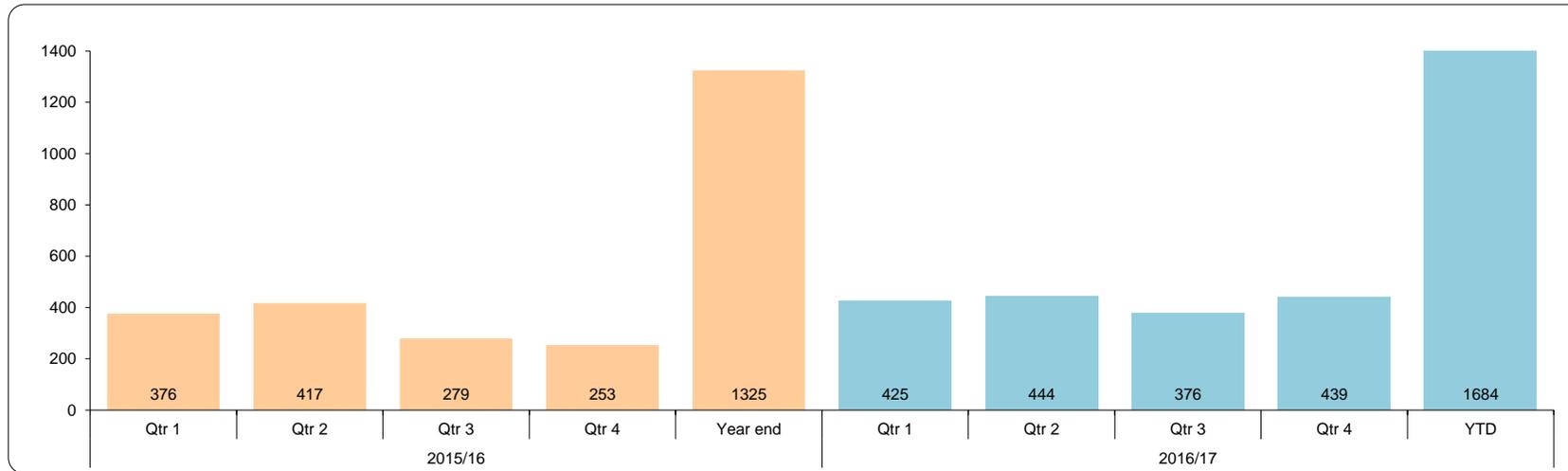
The Council continues to tackle long term private empty properties and has brought over 300 homes back into use this year. The Council provides advice and encouragement to owners where possible, but uses enforcement powers to ensure properties don't cause a nuisance and continues to compulsory purchase properties where needed. The Council was on target to achieve the overall 324 properties but it has been agreed from February 2017 to divert resources for the delivery of the priority to consult and implement Selective Licensing for the PRS in target wards. The Council has contacted a range of local authorities to develop benchmarking data and have had some positive responses. The data sets are not completely comparable so more work is on-going to incorporate information for 2017/18.

## 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   | 376   | 439   | 1684 |

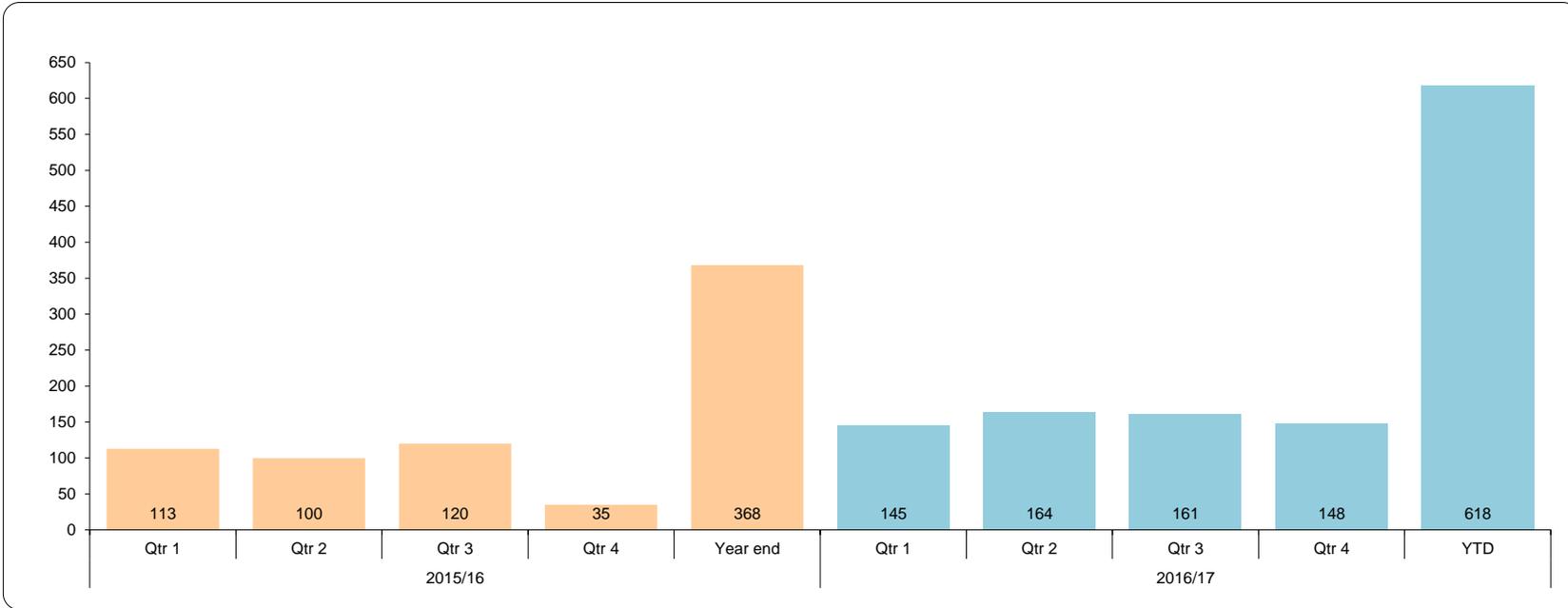
  

| Number of Right To Buy applications received | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|--|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17                            | 46        | 39        | 22         | 52         | 98       | 51         | 13         | 49        | 3      | 66      |

RB01

**Number of properties sold under Right To Buy**

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>No Target</b> |
|-------------------|------------------|



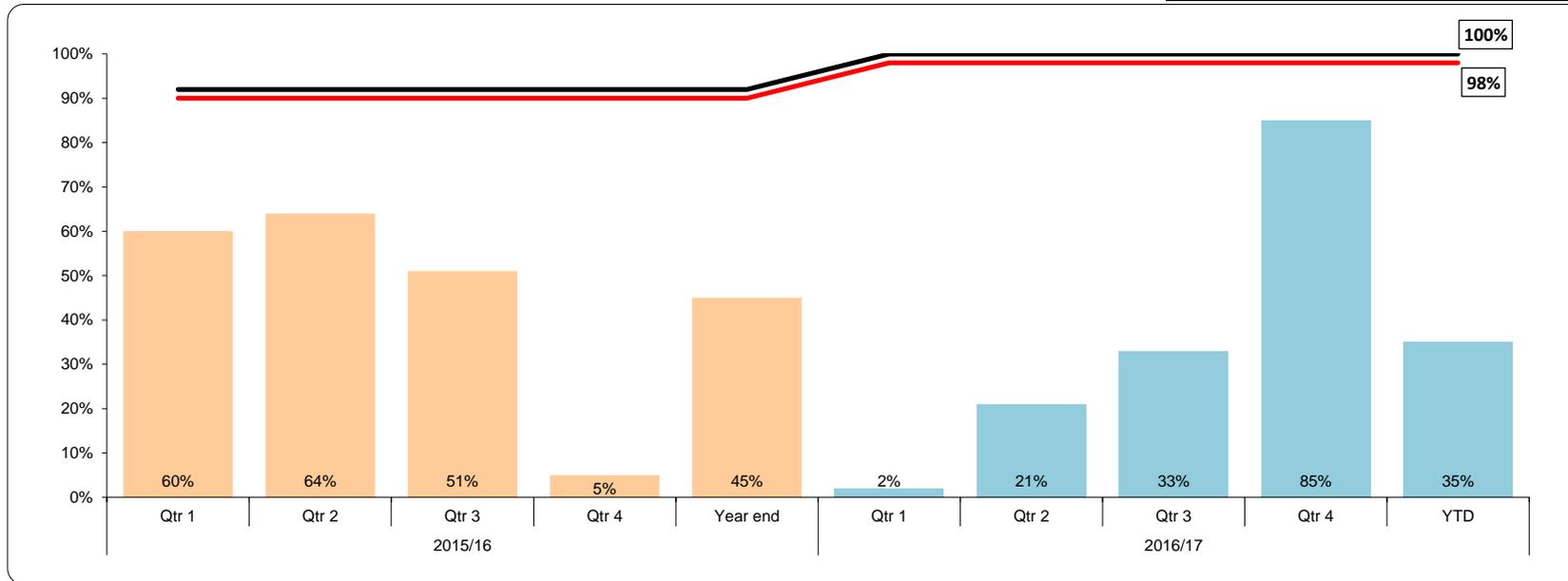
|  | 2015/16 |       |       |       |          | 2016/17 |       |       |       |     |
|--|---------|-------|-------|-------|----------|---------|-------|-------|-------|-----|
|  | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
| Number of properties sold under Right To Buy | 113     | 100   | 120   | 35    | 368      | 145     | 164   | 161   | 148   | 618 |

| Number of properties sold under Right To Buy | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|--|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17                            | 17        | 7         | 13         | 26         | 25       | 14         | 9          | 9         | 1      | 27      |

RB02

Right to Buy compliance to statutory timescales

|            |     |
|------------|-----|
| RAG Status | Red |
|------------|-----|



Bigger is better

|   | 2015/16 |       |       |       |          | 2016/17 |       |       |       |      |
|---|---------|-------|-------|-------|----------|---------|-------|-------|-------|------|
|   | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD  |
| Right to Buy compliance to statutory timescales | 60%     | 64%   | 51%   | 5%    | 45%      | 2%      | 21%   | 33%   | 85%   | 35%  |
| Target  | 92%     | 92%   | 92%   | 92%   | 92%      | 100%    | 100%  | 100%  | 100%  | 100% |
| Standard  | 90%     | 90%   | 90%   | 90%   | 90%      | 98%     | 98%   | 98%   | 98%   | 98%  |

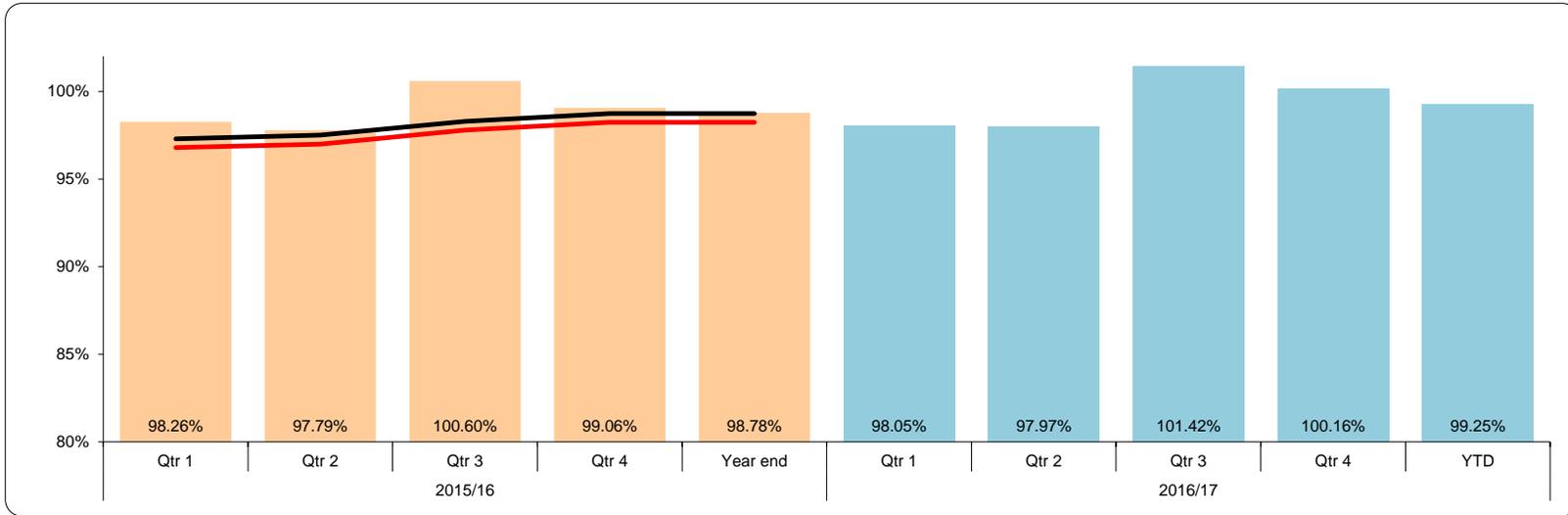
| Right to Buy compliance to statutory timescales | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|---|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17                               | 85%       | 86%       | 91%        | 83%        | 84%      | 87%        | 88%        | 89%       | 83%    | 83%     |

RB03

## Rent Service (Tracy Holsey)

Percentage of rent collected

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>No Target</b> |
|-------------------|------------------|



**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% | 100.16% | 99.25% |
| Target                       | <b>97.3%</b> | <b>97.5%</b> | <b>98.3%</b> | <b>98.7%</b> | <b>98.7%</b> | No quarterly targets |        |         |         |        |
| Standard                     | <b>96.8%</b> | <b>97.0%</b> | <b>97.8%</b> | <b>98.2%</b> | <b>98.2%</b> |                      |        |         |         |        |

**Monthly targets**

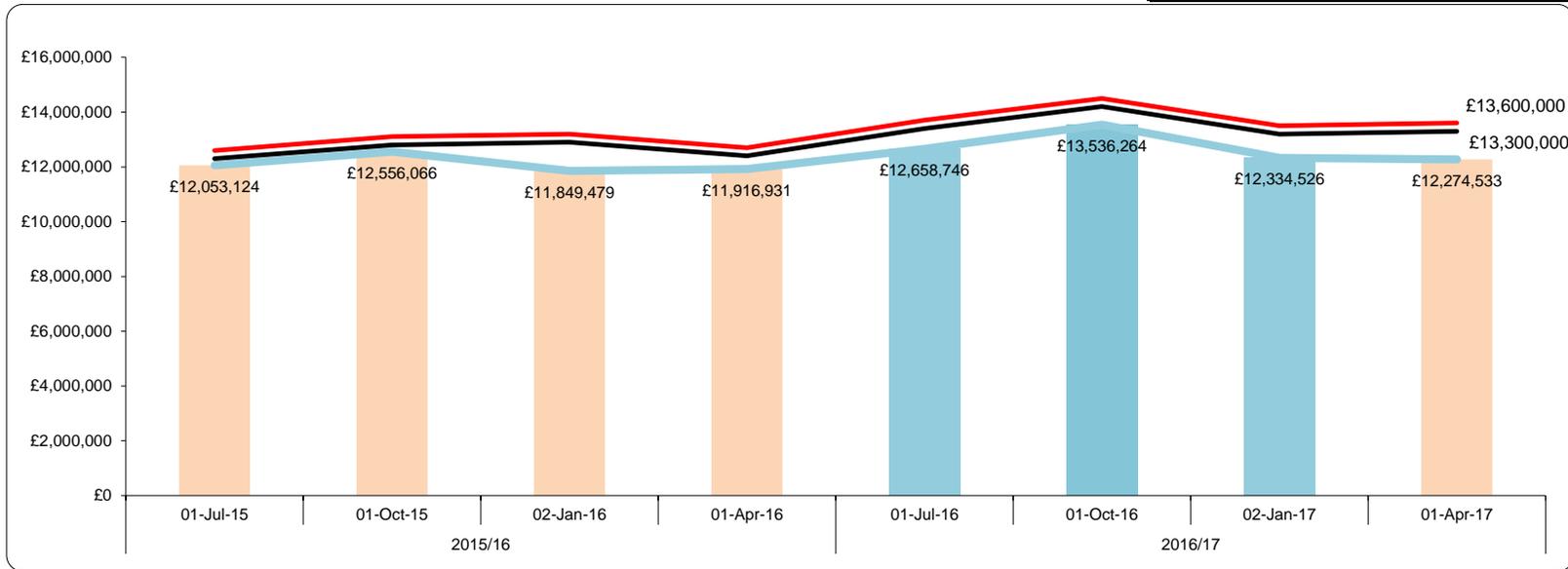
|             |             |             |             |
|-------------|-------------|-------------|-------------|
| Apr - 59.7% | Jul - 87.2% | Oct - 92.2% | Jan - 93.9% |
| May - 78.5% | Aug - 89.6% | Nov - 92.7% | Feb - 94.3% |
| Jun - 84.0% | Sep - 90.8% | Dec - 93.4% | Mar - 94.9% |

| Percentage of rent collected | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|------------------------------|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17            | 108.15%   | 99.70%    | 108.89%    | 100.50%    | 100.40%  | 99.83%     | 100.00%    | 99.65%    | 99.11% | 100.74% |

R01

Current amount of rent arrears - Snapshot figure

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



Smaller is better

|  | 2015/16      |              |              |              | 2016/17      |              |              |              |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|  | 01-Jul-15    | 01-Oct-15    | 02-Jan-16    | 01-Apr-16    | 01-Jul-16    | 01-Oct-16    | 02-Jan-17    | 01-Apr-17    |
| Current amount of rent arrears - Snapshot figure | £12,053,124  | £12,556,066  | £11,849,479  | £11,916,931  | £12,658,746  | £13,536,264  | £12,334,526  | £12,274,533  |
| 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 £118,616 arrears from Bloomsbury TMO not included in district breakdown below.

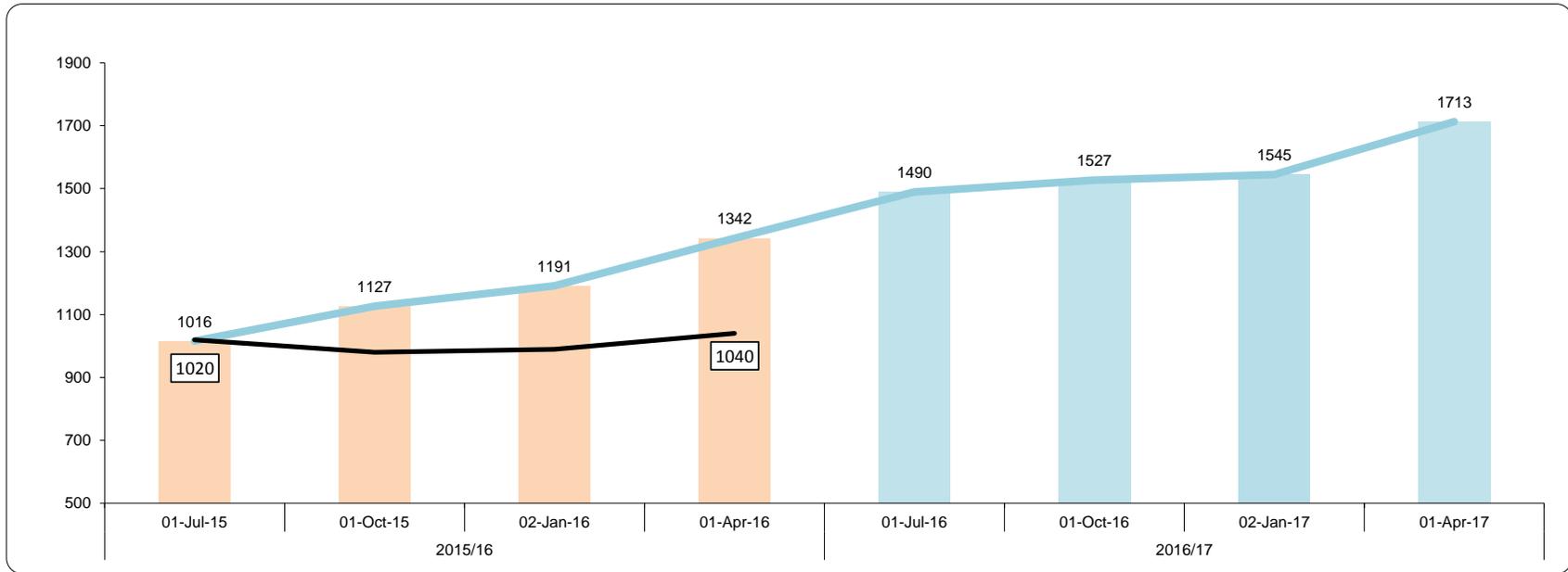
| Current amount of rent arrears - Snapshot figure | Edgbaston   | Erdington   | Hall Green | Hodge Hill  | Ladywood    | Northfield  | Perry Barr | Selly Oak   | Sutton    | Yardley     |
|--|-------------|-------------|------------|-------------|-------------|-------------|------------|-------------|-----------|-------------|
| 01 April 2017                                    | £ 1,447,380 | £ 1,429,142 | £ 340,433  | £ 1,554,742 | £ 2,182,879 | £ 1,970,863 | £ 429,212  | £ 1,139,733 | £ 281,657 | £ 1,379,876 |

R02

## Housing Options (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

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



**Smaller is better**

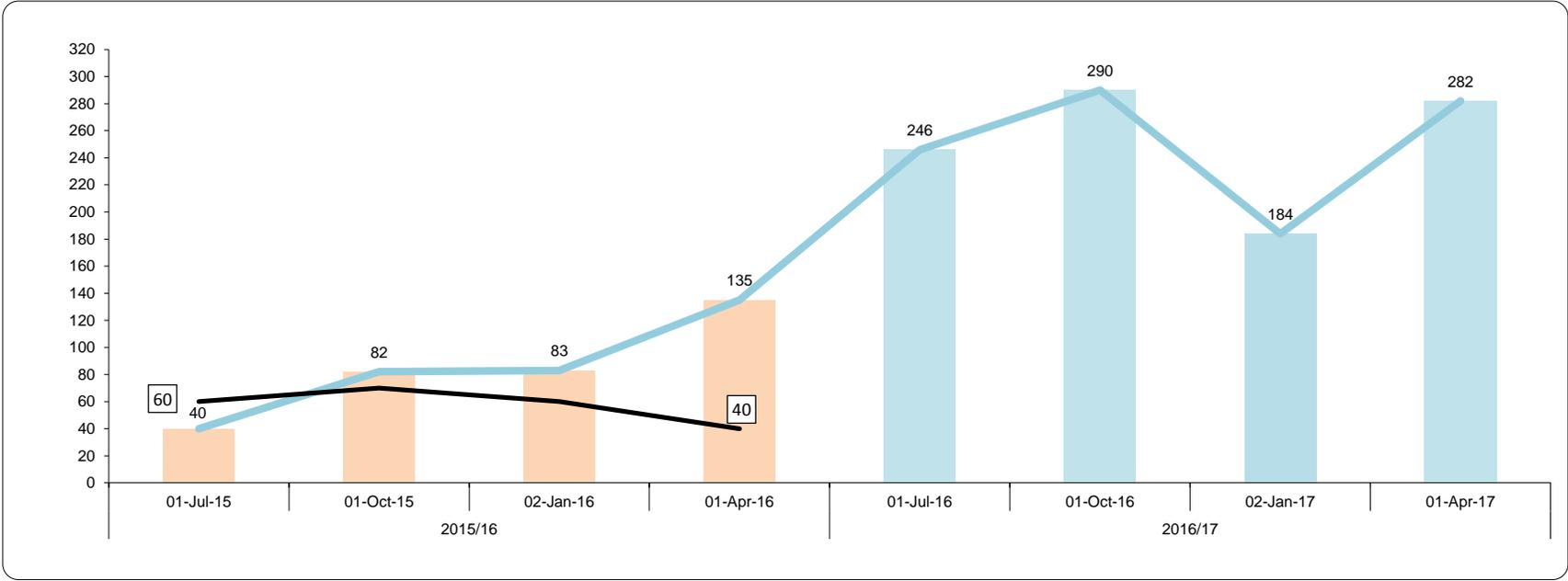
|   | 2015/16   |           |           |           | 2016/17   |           |           |           |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|   | 01-Jul-15 | 01-Oct-15 | 02-Jan-16 | 01-Apr-16 | 01-Jul-16 | 01-Oct-16 | 02-Jan-17 | 01-Apr-17 |
| Number of households in Temporary Accommodation - Snapshot figure | 1016      | 1127      | 1191      | 1342      | 1490      | 1527      | 1545      | 1713      |
| 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 | No Target |
|------------|-----------|



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       | 282       |
| Target  | 60        | 70        | 60        | 40        |           |           |           |           |

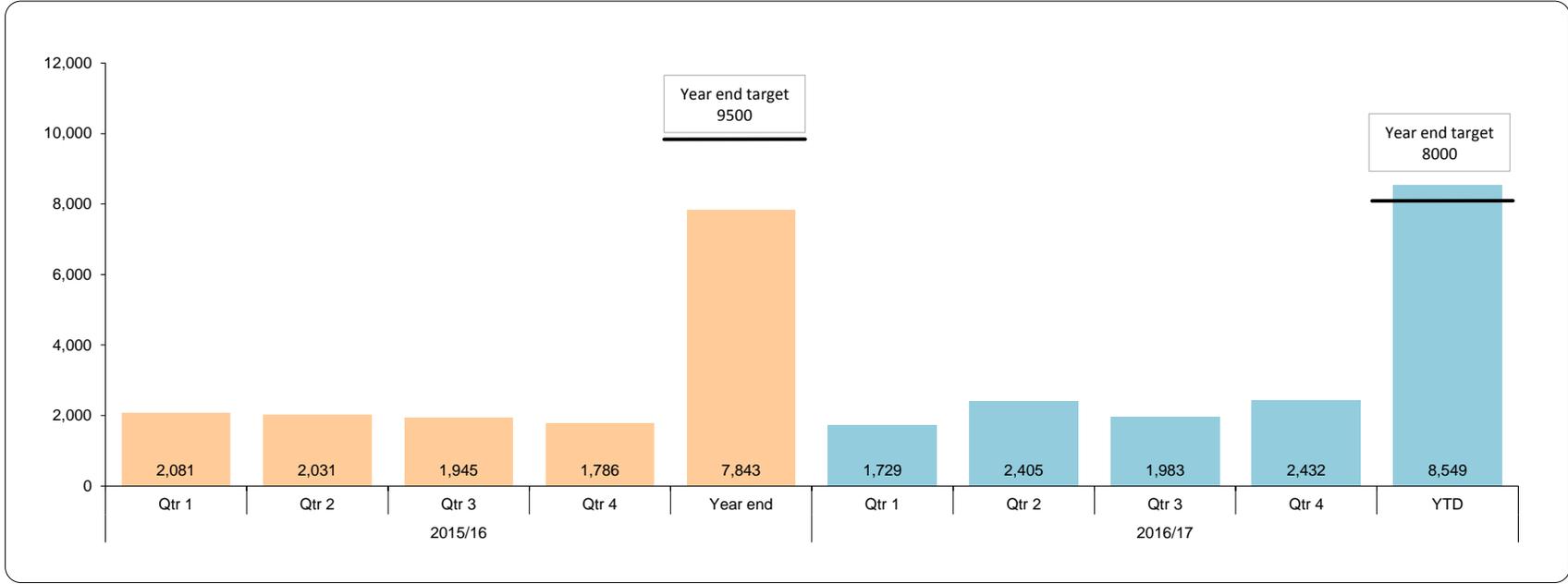
Targets for this year have not been confirmed

SP02

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

(CBP)

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



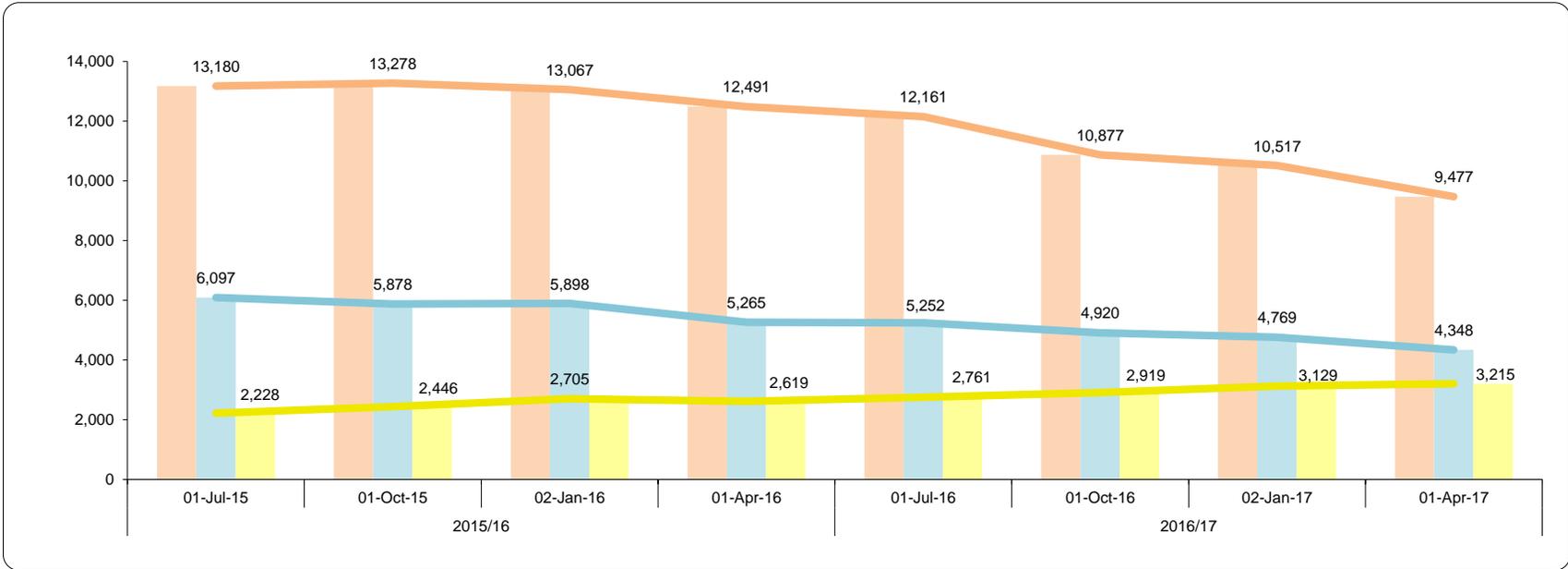
Bigger is better

|   | 2015/16 |       |       |       |          | 2016/17 |       |       |       |       |
|---|---------|-------|-------|-------|----------|---------|-------|-------|-------|-------|
|   | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD   |
| 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 | 2,432 | 8,549 |
| Year end target   |         |       |       |       | 11,000   | 1750    | 1750  | 2250  | 2250  | 8000  |

SP03

Number of households on housing waiting list - Snapshot figure

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



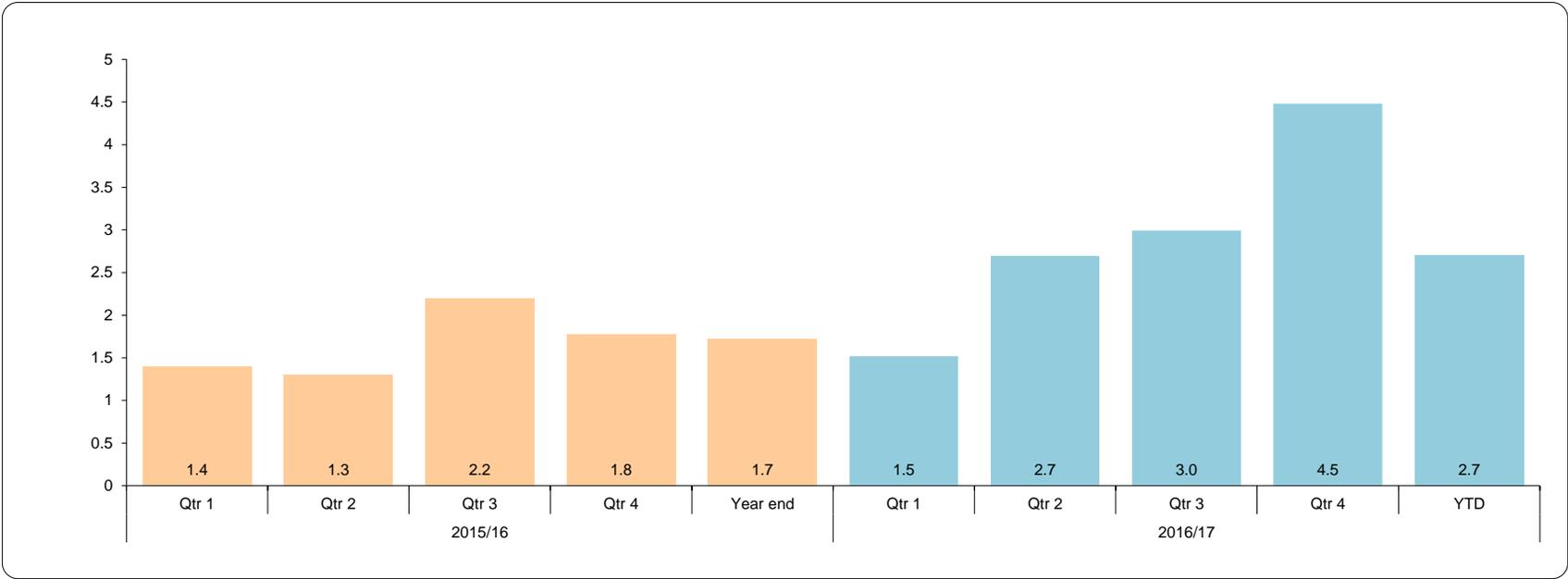
Smaller is better

| Housing need category | 2015/16   |           |           |           | 2016/17   |           |           |           |
|-----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|                       | 01-Jul-15 | 01-Oct-15 | 02-Jan-16 | 01-Apr-16 | 01-Jul-16 | 01-Oct-16 | 02-Jan-17 | 01-Apr-17 |
| General needs         | 13,180    | 13,278    | 13,067    | 12,491    | 12,161    | 10,877    | 10,517    | 9,477     |
| Transfer              | 6,097     | 5,878     | 5,898     | 5,265     | 5,252     | 4,920     | 4,769     | 4,348     |
| Homeless              | 2,228     | 2,446     | 2,705     | 2,619     | 2,761     | 2,919     | 3,129     | 3,215     |

SP05

**Average number of weeks families in B&B**

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>No Target</b> |
|-------------------|------------------|



**Smaller is better**

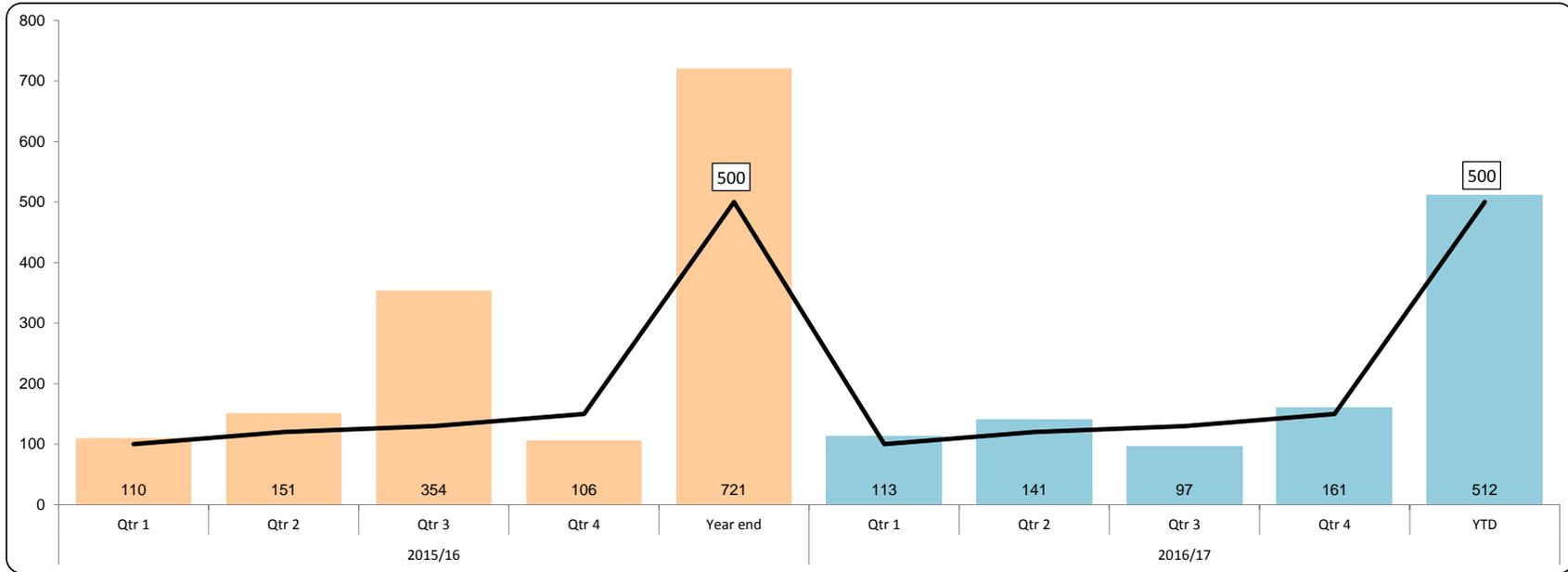
|   | 2015/16 |       |       |       |          | 2016/17 |       |       |       |     |
|---|---------|-------|-------|-------|----------|---------|-------|-------|-------|-----|
|   | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
| Average number of weeks families in B&B | 1.4     | 1.3   | 2.2   | 1.8   | 1.7      | 1.5     | 2.7   | 3.0   | 4.5   | 2.7 |

SP08

## Independent Living (Afsaneh Sabouri)

Number of households helped by Independent Living

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



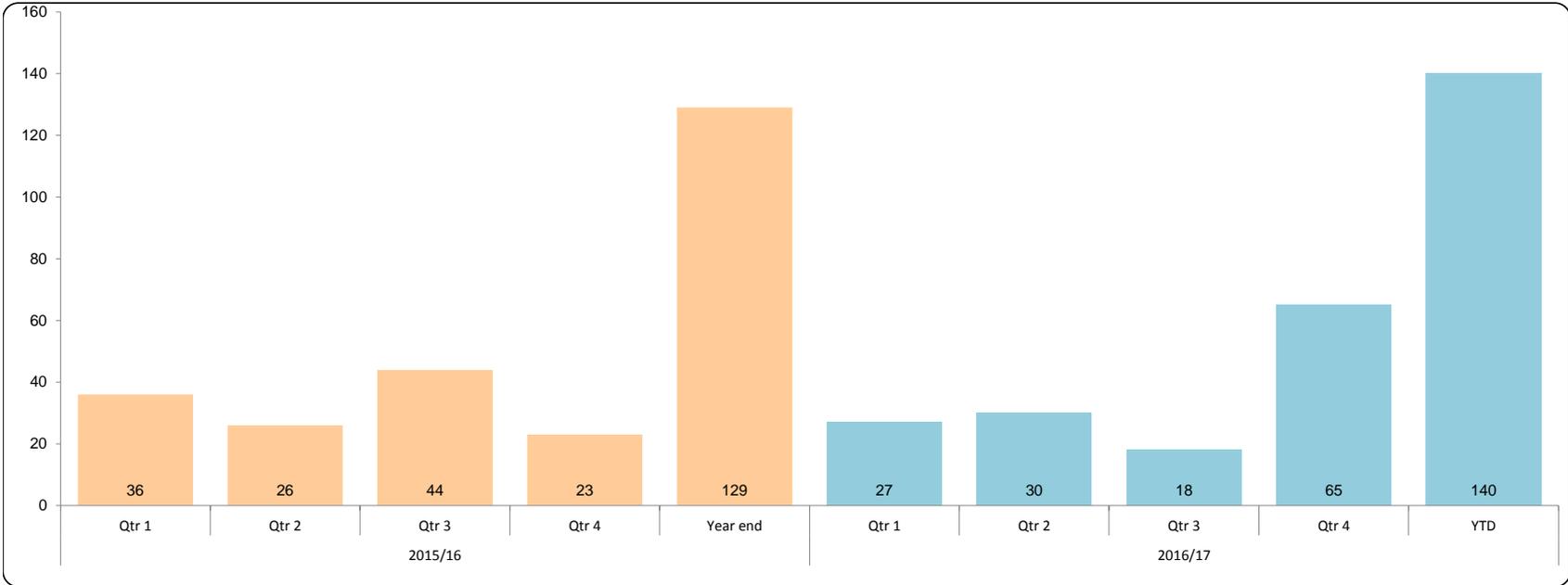
**Bigger is better**

|   | 2015/16 |       |       |       |          | 2016/17 |       |       |       |     |
|---|---------|-------|-------|-------|----------|---------|-------|-------|-------|-----|
|   | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
| Number of households helped by Independent Living | 110     | 151   | 354   | 106   | 721      | 113     | 141   | 97    | 161   | 512 |
| Target  | 100     | 120   | 130   | 150   | 500      | 100     | 120   | 130   | 150   | 500 |

IL01

**Number of Wise Move completions**

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>No Target</b> |
|-------------------|------------------|



|                                 | 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    | 65    | 140 |

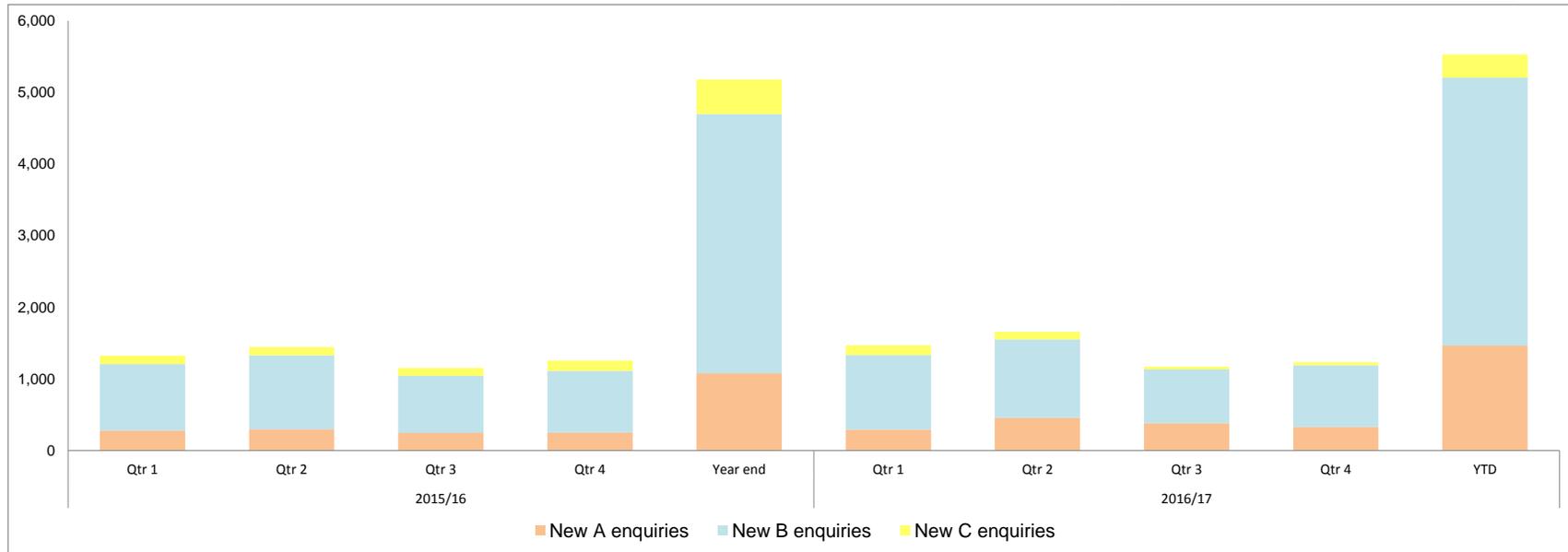
IL02

## 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   | 330   | 1,465 |
| New B enquiries  | 926     | 1,033 | 796   | 863   | 3,618    | 1,040   | 1,093 | 748   | 863   | 3,744 |
| New C enquiries  | 117     | 114   | 111   | 141   | 483      | 137     | 108   | 38    | 39    | 322   |
| 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 | 1,232 | 5,531 |

| 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 4 2016/17  | 159       | 149       | 34         | 102        | 150      | 213        | 50         | 163       | 56     | 156     |

continued on next page...

ASB01

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

Category A – Very Serious

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

Category B - Serious

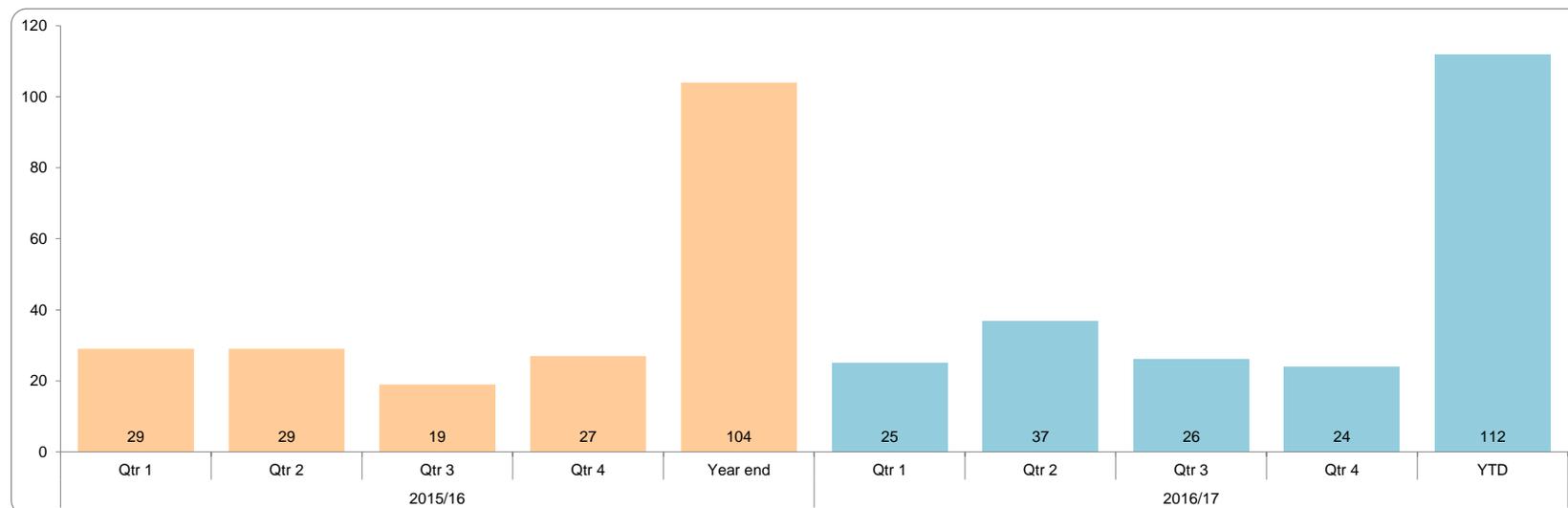
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

Category C - Minor

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

**Number of new hate crime enquiries**

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>No Target</b> |
|-------------------|------------------|

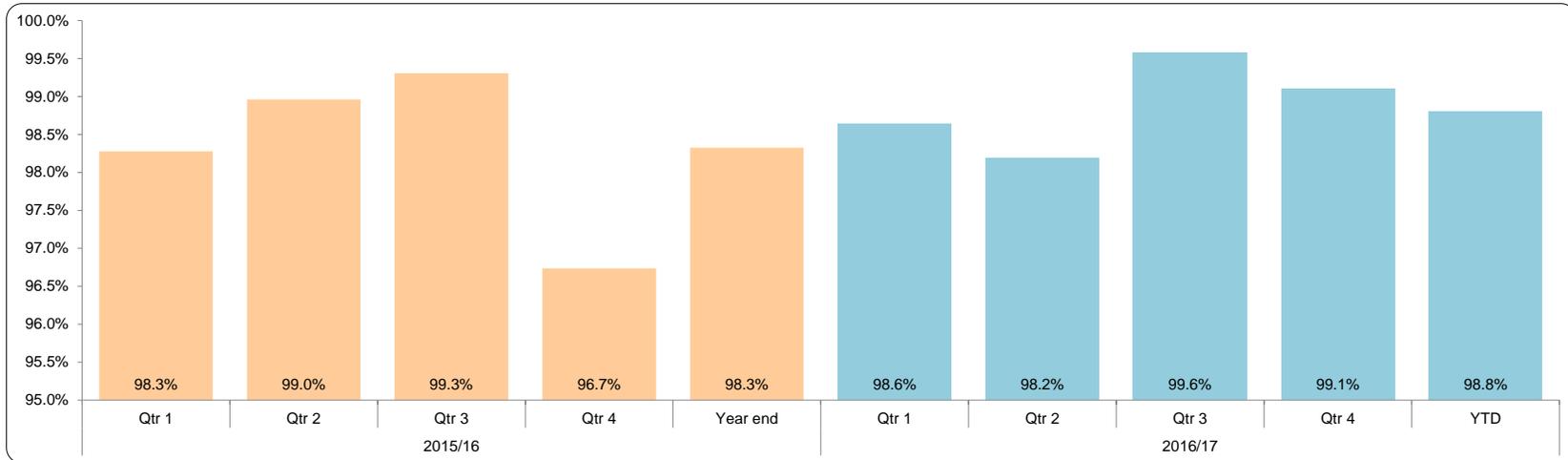


|                                    | 2015/16   |           |            |            |          | 2016/17    |            |           |        |         |
|------------------------------------|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
|                                    | 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        | 24     | 112     |
| Number of new hate crime enquiries | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
| Quarter 4 2016/17                  | 0         | 8         | 1          | 1          | 1        | 4          | 0          | 3         | 3      | 3       |

ASB05

Percentage of cases responded to on time

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>See below</b> |
|-------------------|------------------|



**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% | 99.1% | 98.8% |

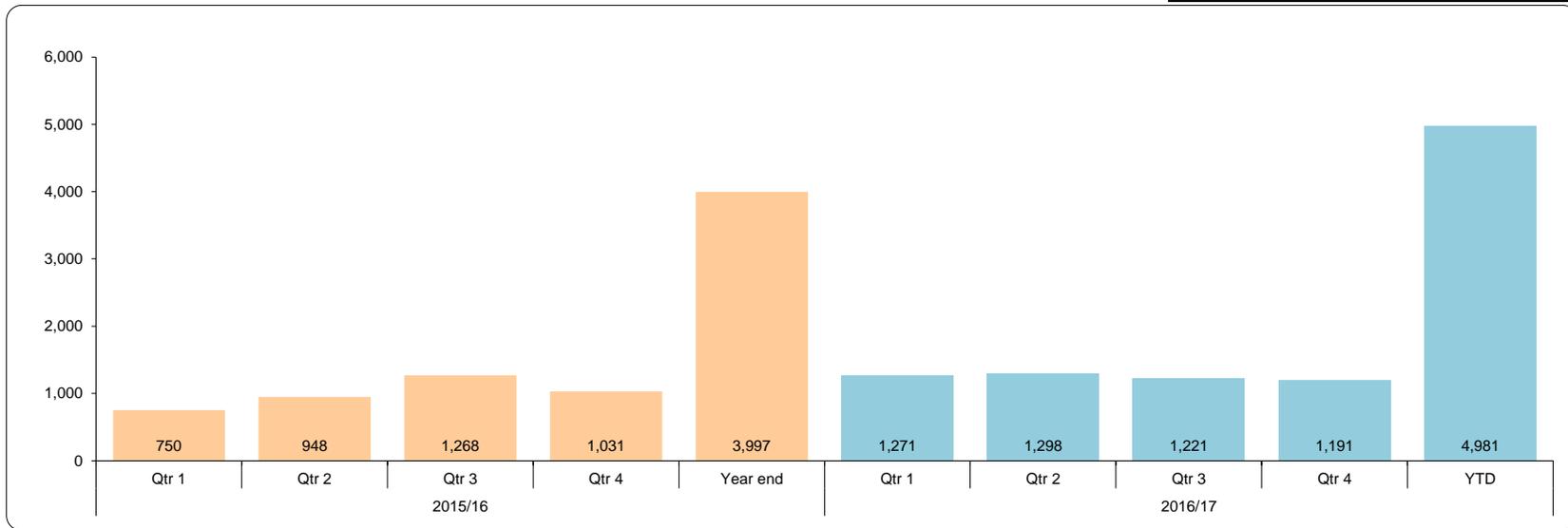
|  | Cases | % of total cases | Target | Standard | RAG Status   |
|--|-------|------------------|--------|----------|--------------|
| Percentage of A cases responded to on time | 323   | 99%              | 100%   | 95%      | <b>Amber</b> |
| Percentage of B cases responded to on time | 860   | 100%             | 95%    |          | <b>Green</b> |
| Percentage of C cases responded to on time | 38    | 100%             | 95%    |          | <b>Green</b> |

| Percentage of cases responded to on time | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|--|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17                        | 98.7%     | 100%      | 100%       | 100%       | 99.3%    | 98.6%      | 100%       | 96.9%     | 100%   | 100%    |

ASB20

**Total ASB cases closed**

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>No Target</b> |
|-------------------|------------------|



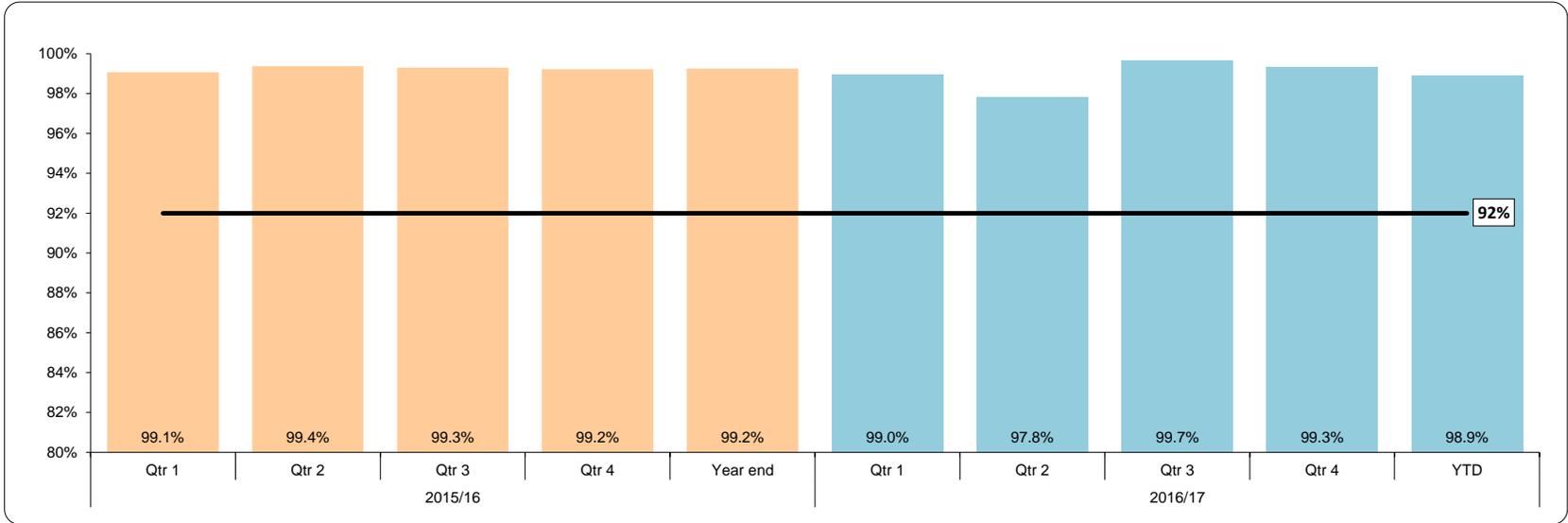
|                        | 2015/16 |       |       |       |          | 2016/17 |       |       |       |       |
|------------------------|---------|-------|-------|-------|----------|---------|-------|-------|-------|-------|
|                        | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 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 | 1,191 | 4,981 |

| Total ASB cases closed | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|------------------------|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17      | 179       | 119       | 34         | 96         | 155      | 234        | 49         | 156       | 23     | 146     |

ASB06

Percentage of ASB cases closed successfully

|            |       |
|------------|-------|
| Rag Status | Green |
|------------|-------|



Bigger is better

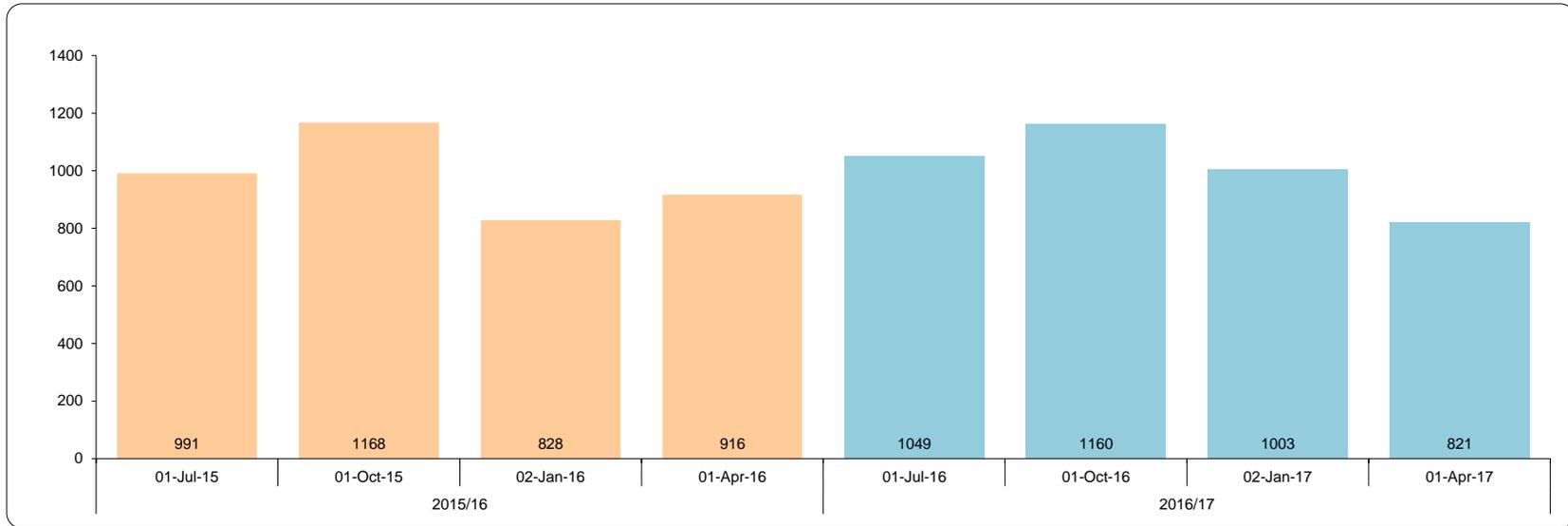
|   | 2015/16 |       |       |       |          | 2016/17 |       |       |       |       |
|---|---------|-------|-------|-------|----------|---------|-------|-------|-------|-------|
|   | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD   |
| Percentage of ASB cases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

| Percentage of ASB cases closed successfully | Edbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|---|----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17                           | 97.8%    | 100%      | 100.0%     | 99.0%      | 100%     | 99.1%      | 100%       | 99.4%     | 100%   | 100%    |

ASB07

**Number of live ASB cases - Snapshot figure**

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>No Target</b> |
|-------------------|------------------|



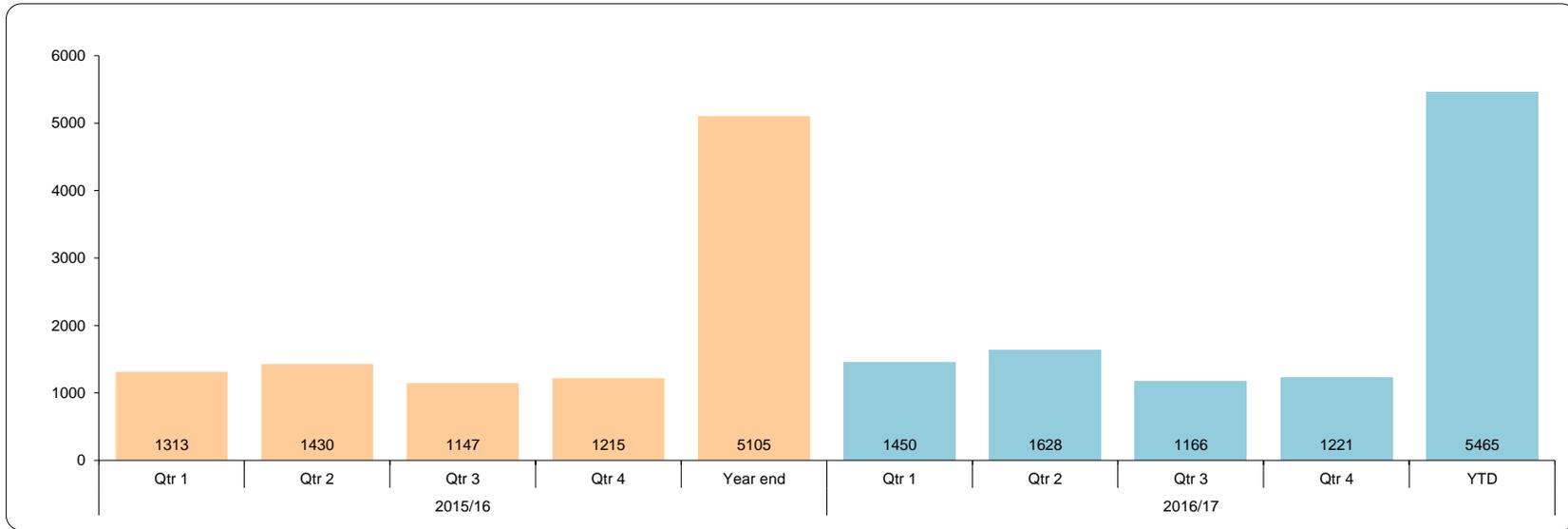
|  | 2015/16   |           |           |           | 2016/17   |           |           |           |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|  | 01-Jul-15 | 01-Oct-15 | 02-Jan-16 | 01-Apr-16 | 01-Jul-16 | 01-Oct-16 | 02-Jan-17 | 01-Apr-17 |
| Number of live ASB cases - Snapshot figure | 991       | 1168      | 828       | 916       | 1049      | 1160      | 1003      | 821       |

| Number of live ASB cases - Snapshot figure | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|--|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17                          | 78        | 146       | 53         | 105        | 154      | 124        | 47         | 66        | 48     | 0       |

ASB22

**Total cases responded to on time**

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>No Target</b> |
|-------------------|------------------|



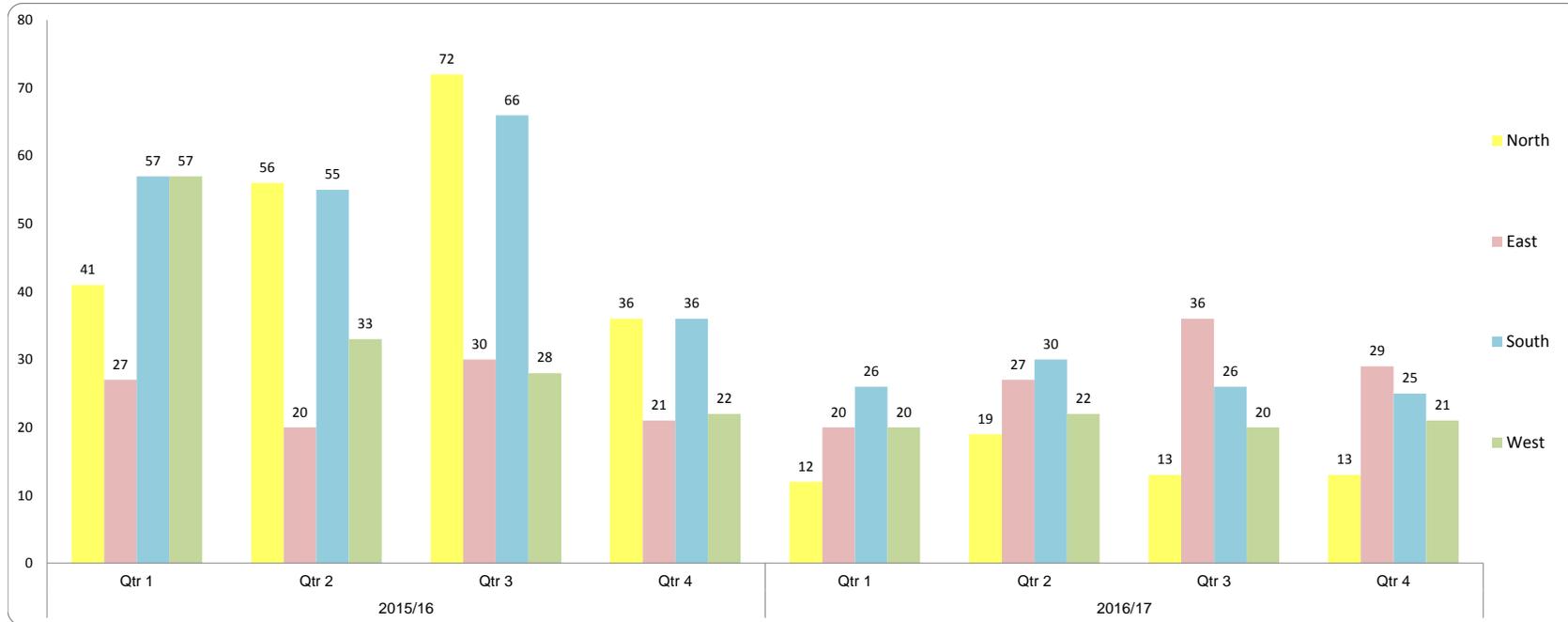
|                                  | 2015/16 |       |       |       |          | 2016/17 |       |       |       |      |
|----------------------------------|---------|-------|-------|-------|----------|---------|-------|-------|-------|------|
|                                  | Qtr 1   | Qtr 2 | 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  | 1221  | 5465 |

| Total cases responded to on time | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|----------------------------------|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17                | 157       | 149       | 34         | 102        | 149      | 210        | 50         | 158       | 56     | 156     |

ASB16

Number of live Think Family cases

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



| 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    | 13    |
| East     | 27      | 20    | 30    | 21    | 20      | 27    | 36    | 29    |
| South    | 57      | 55    | 66    | 36    | 26      | 30    | 26    | 25    |
| West     | 57      | 33    | 28    | 22    | 20      | 22    | 20    | 21    |

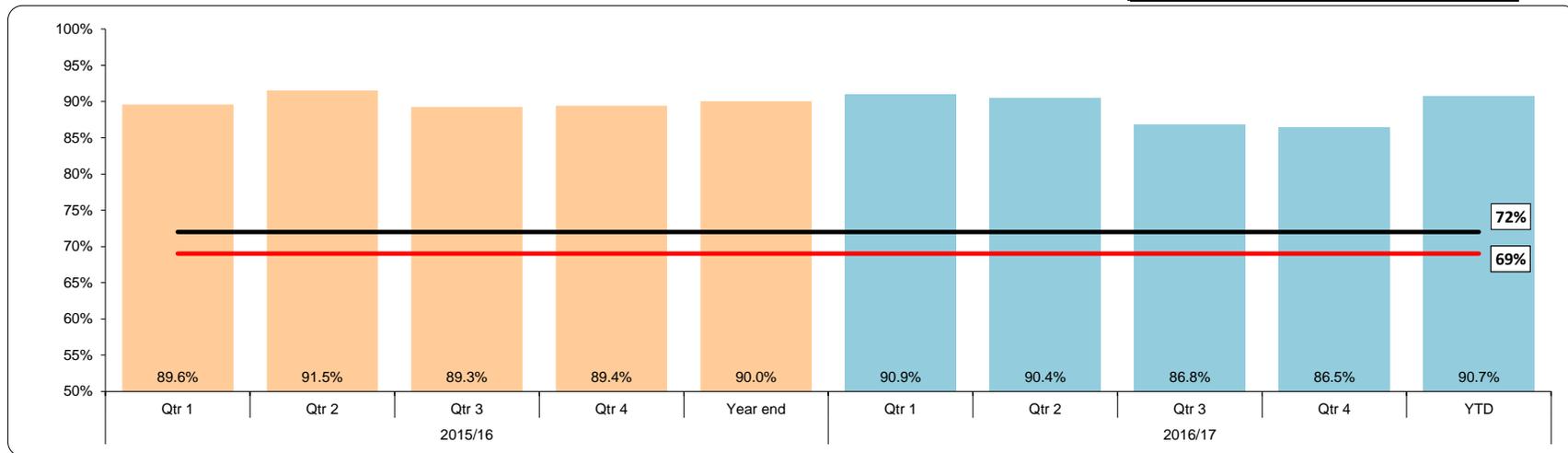
ASB21

## Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



**Bigger is better**

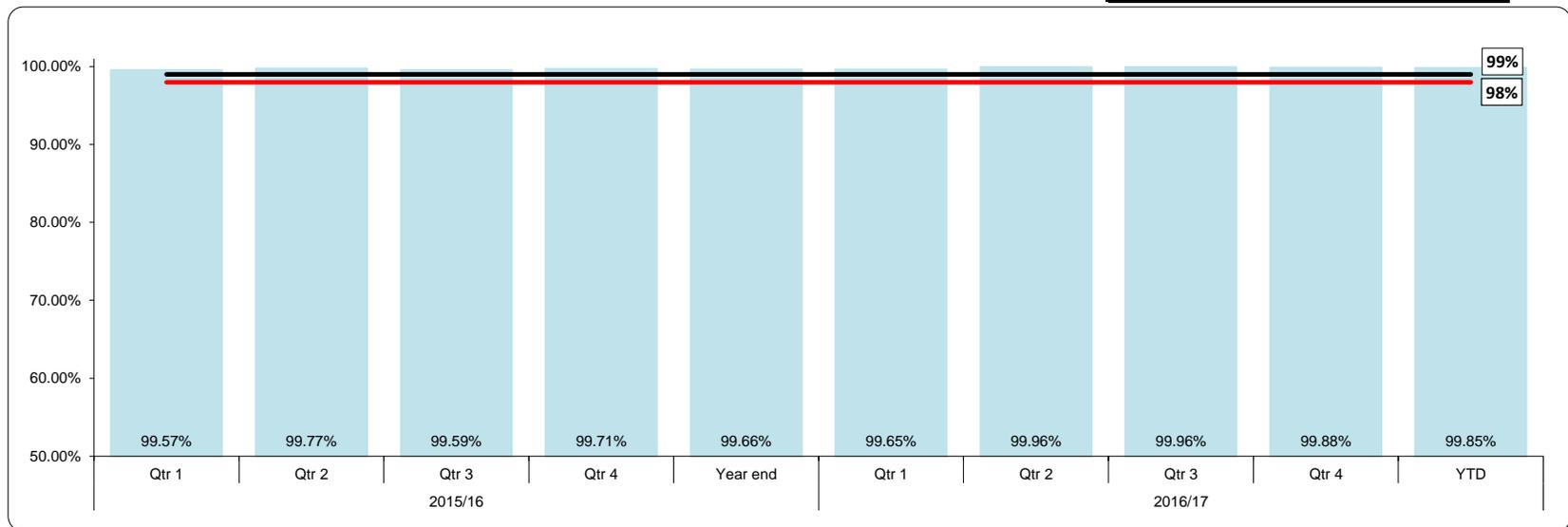
|   | 2015/16    |            |            |            |            | 2016/17    |            |            |            |            |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
|   | Qtr 1      | Qtr 2      | 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%      | 86.5%      | 90.7%      |
| Target  | <b>72%</b> |
| Standard  | <b>69%</b> |

| Percentage of high-rise blocks rated good or better | Edgbaston | Erdington | Hall Green   | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|---|-----------|-----------|--------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17                                   | 97.9%     | 49.1%     | no high-rise | 84.8%      | 81.9%    | 98.0%      | 100%       | 93.8%     | 91.7%  | 100%    |

ETM01

Percentage of low-rise blocks rated satisfactory or better

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



**Bigger is better**

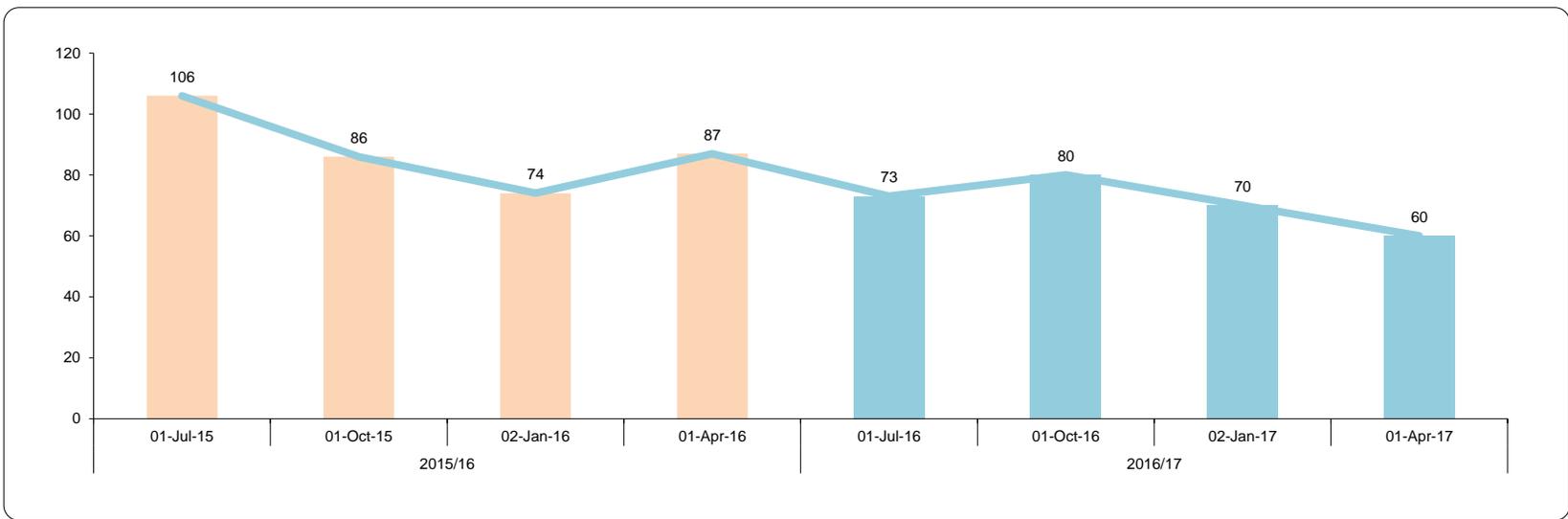
|  | 2015/16 |        |        |        |          | 2016/17 |        |        |        |        |
|--|---------|--------|--------|--------|----------|---------|--------|--------|--------|--------|
|  | Qtr 1   | Qtr 2  | Qtr 3  | Qtr 4  | Year end | Qtr 1   | Qtr 2  | Qtr 3  | Qtr 4  | YTD    |
| Percentage of low-rise blocks rated satisfactory or better | 99.57%  | 99.77% | 99.59% | 99.71% | 99.66%   | 99.65%  | 99.96% | 99.96% | 99.88% | 99.85% |
| 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 4 2016/17  | 100%      | 99.00%    | 97%        | 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 |
|------------|-----------|



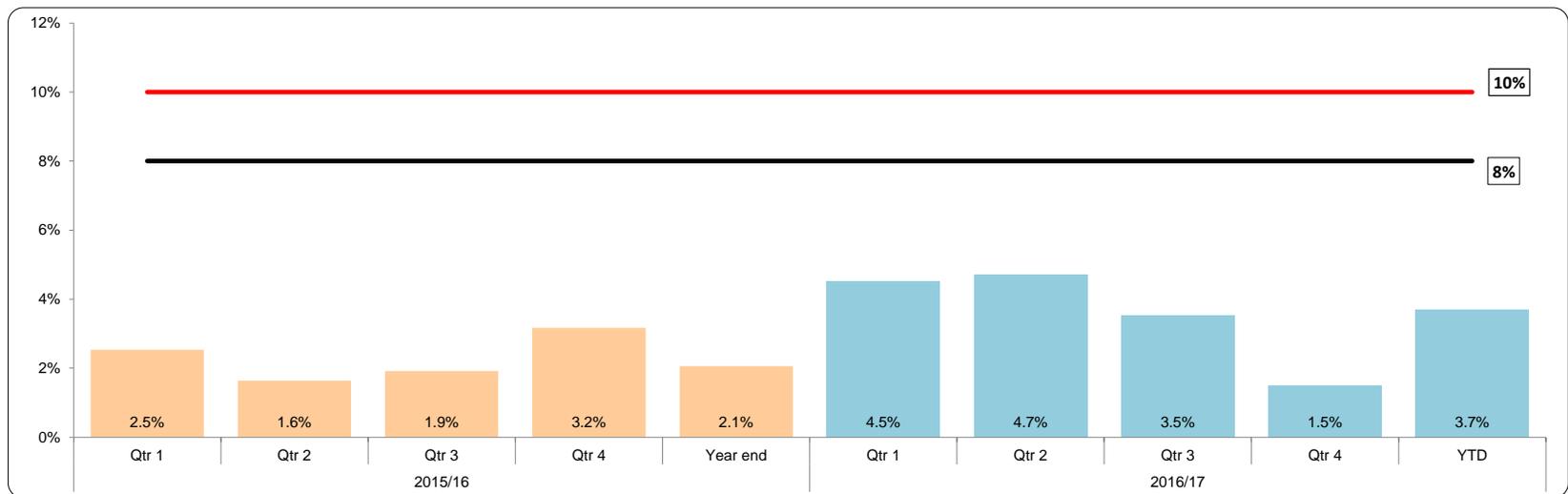
|  | 2015/16   |           |           |           | 2016/17   |           |           |           |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|  | 01-Jul-15 | 01-Oct-15 | 02-Jan-16 | 01-Apr-16 | 01-Jul-16 | 01-Oct-16 | 02-Jan-17 | 01-Apr-17 |
| Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure | 106       | 86        | 74        | 87        | 73        | 80        | 70        | 60        |

| Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley | Bloomsbury |
|--|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|------------|
|  | 01-Apr-17 | 9         | 7          | 3          | 1        | 11         | 8          | 3         | 13     | 1       | 3          |

ETM03

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

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



Smaller is better

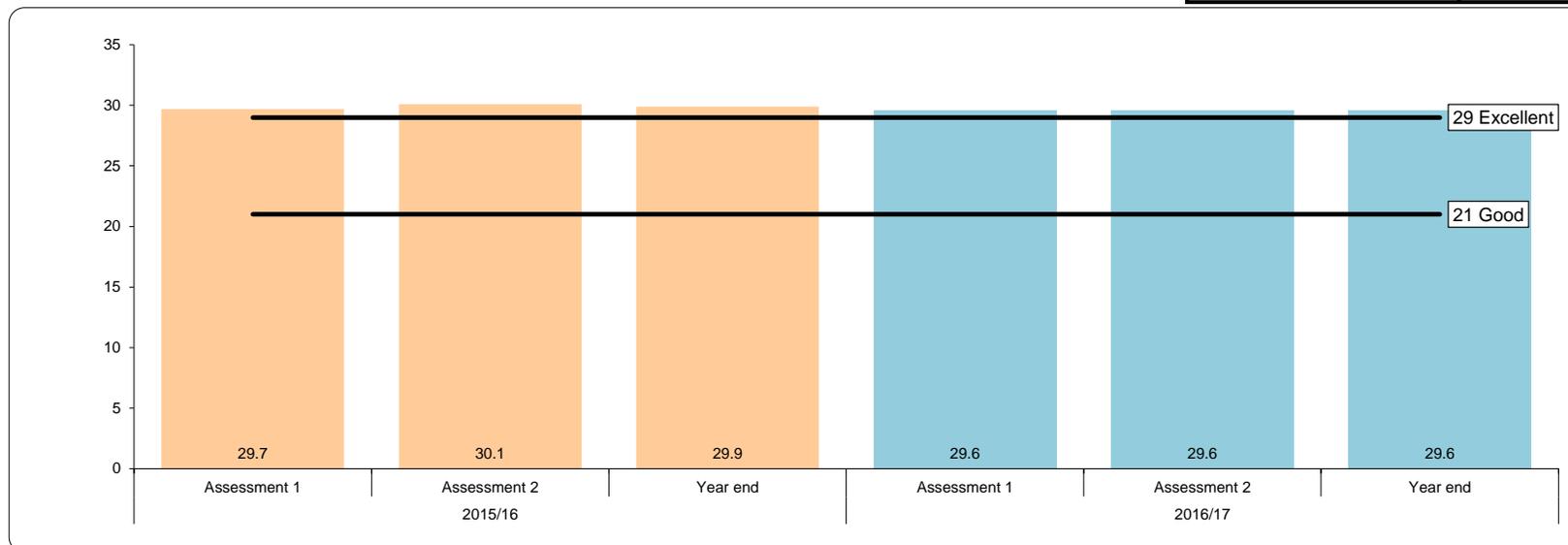
|  | 2015/16 |       |       |       |          | 2016/17 |       |       |       |      |
|--|---------|-------|-------|-------|----------|---------|-------|-------|-------|------|
|  | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD  |
| Percentage of introductory tenancies over 12 months old, not made secure | 2.5%    | 1.6%  | 1.9%  | 3.2%  | 2.1%     | 4.5%    | 4.7%  | 3.5%  | 1.5%  | 3.7% |
| 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 4 2016/17  | 2.91%     | 1.89%     | 0.00%      | 2.67%      | 2.44%    | 0.80%      | 0.00%      | 0.00%     | 0.00%  | 0.00%   |

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

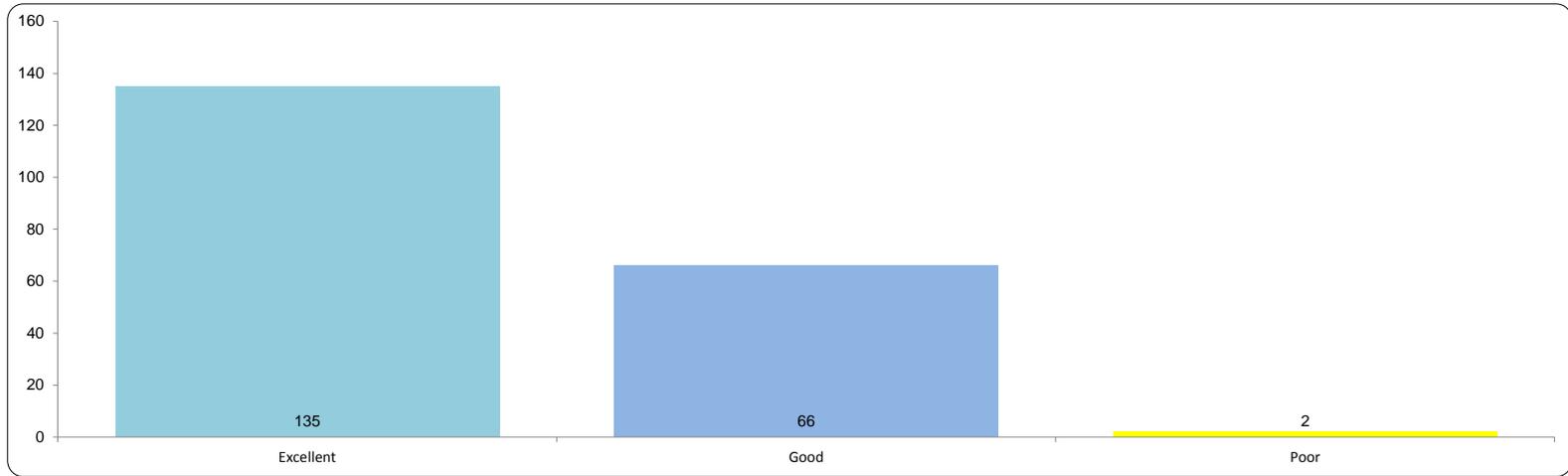
| Condition of estates - average of bi-annual estate assessment scores | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|--|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17  | 28.7      | 30.9      | 29.2       | 30.1       | 26.5     | 28.8       | 27.8       | 29.2      | 32.2   | 32.9    |

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

ETM05

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

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



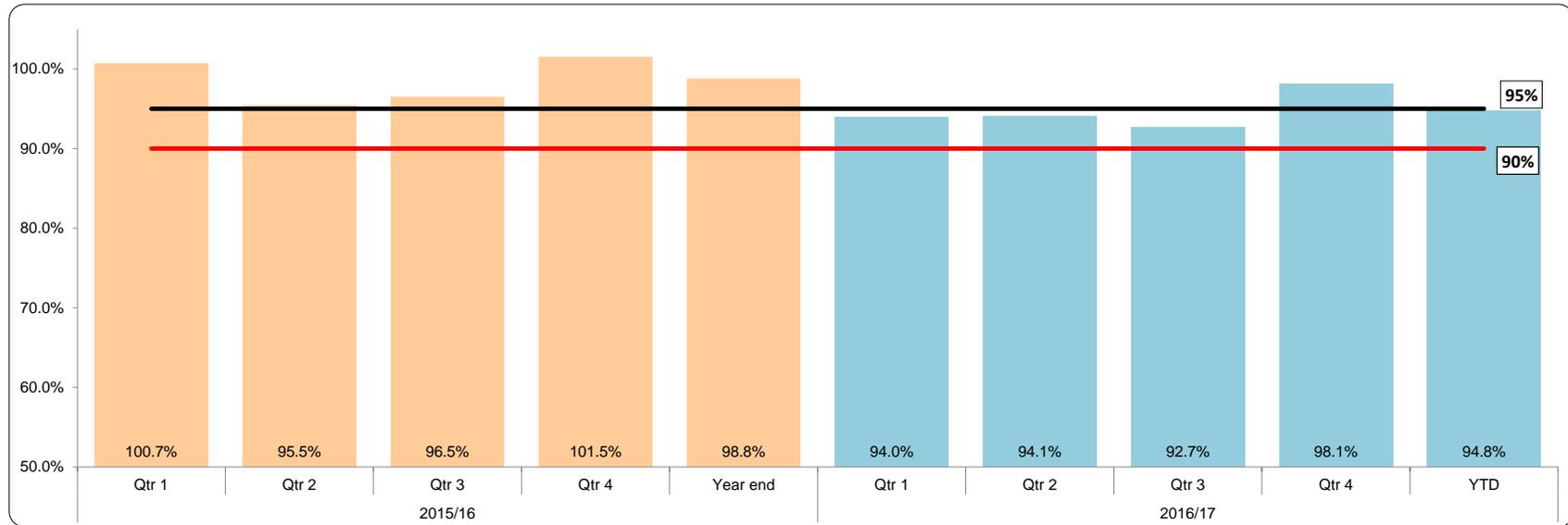
| 2016/17   | Condition category |      |      |
|---|--------------------|------|------|
|   | Excellent          | Good | Poor |
| Condition of estates - number of excellent, good and poor ratings to date | 135                | 66   | 2    |

ETM06

## Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

|            |              |
|------------|--------------|
| RAG Status | <b>Green</b> |
|------------|--------------|



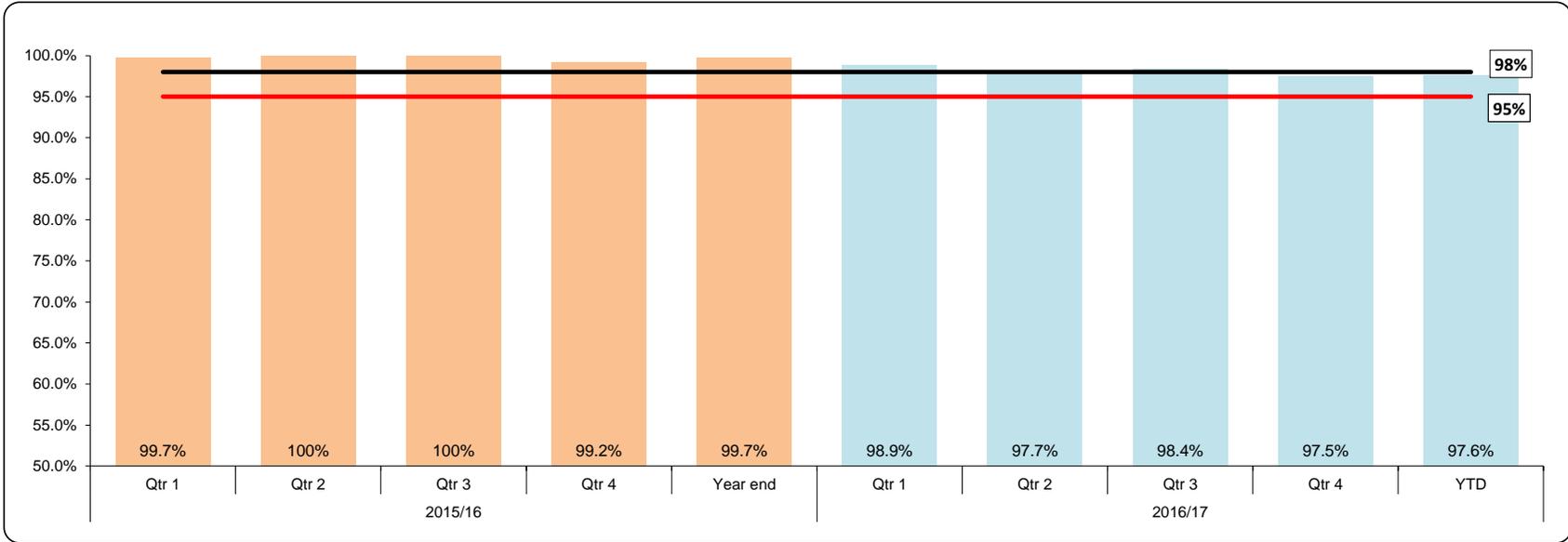
**Bigger is better**

|  | 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%      | 98.1%      | 94.8%      |
| Target   | <b>95%</b> |
| Standard   | <b>90%</b> |

SIOP01

Percentage of Careline calls answered within 60 seconds

|            |       |
|------------|-------|
| 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 Careline calls answered within 60 seconds | 99.7%   | 100%  | 100%  | 99.2% | 99.7%    | 98.9%   | 97.7% | 98.4% | 97.5% | 97.6% |
| Target  | 98%     | 98%   | 98%   | 98%   | 98%      | 98%     | 98%   | 98%   | 98%   | 98%   |
| Standard  | 95%     | 95%   | 95%   | 95%   | 95%      | 95%     | 95%   | 95%   | 95%   | 95%   |

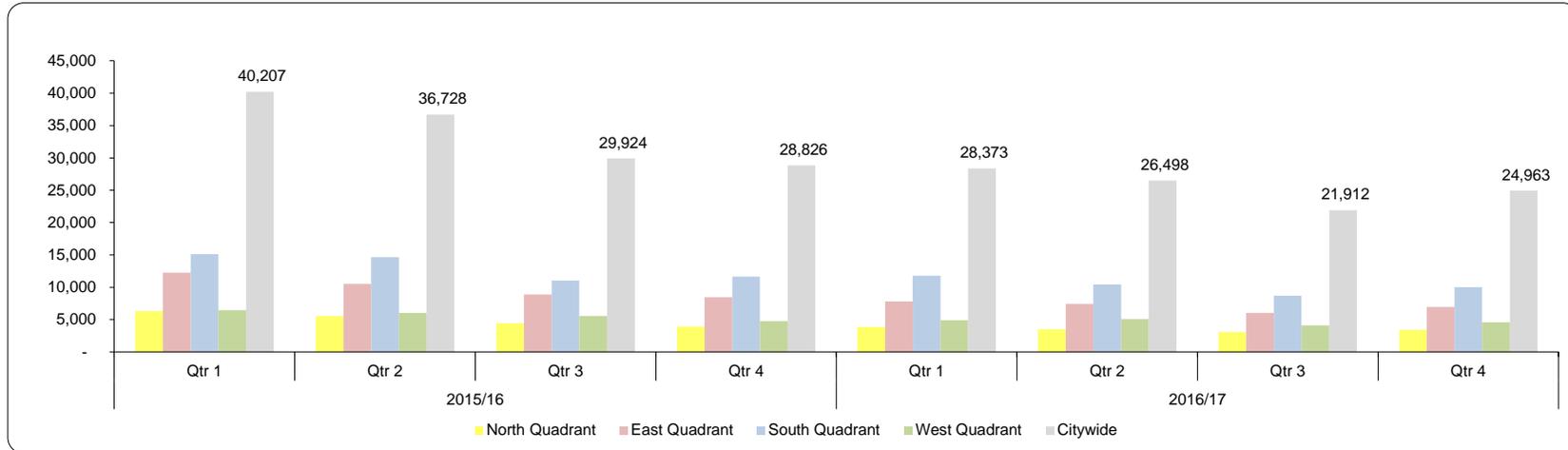
SOP02

## Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled

RAG Status

No Target



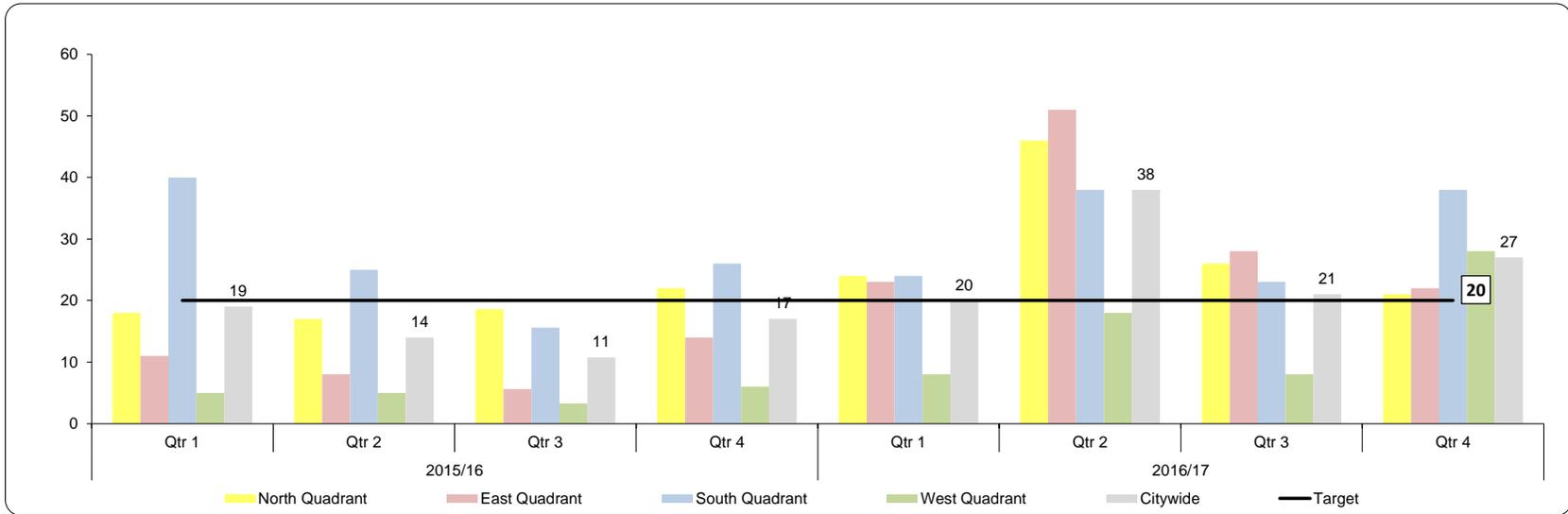
Version 1.0 14/02/2017

| Number of calls handled | 2015/16 |        |        |        | 2016/17 |        |        |        |
|-------------------------|---------|--------|--------|--------|---------|--------|--------|--------|
|                         | 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  | 3,418  |
| East Quadrant           | 12,280  | 10,510 | 8,892  | 8,485  | 7,812   | 7,438  | 6,031  | 6,979  |
| South Quadrant          | 15,138  | 14,627 | 11,024 | 11,671 | 11,770  | 10,430 | 8,694  | 9,989  |
| West Quadrant           | 6,469   | 6,010  | 5,583  | 4,749  | 4,914   | 5,108  | 4,115  | 4,577  |
| Citywide                | 40,207  | 36,728 | 29,924 | 28,826 | 28,373  | 26,498 | 21,912 | 24,963 |

HCS01

Average time taken to answer calls (in seconds)

RAG Status **Red**



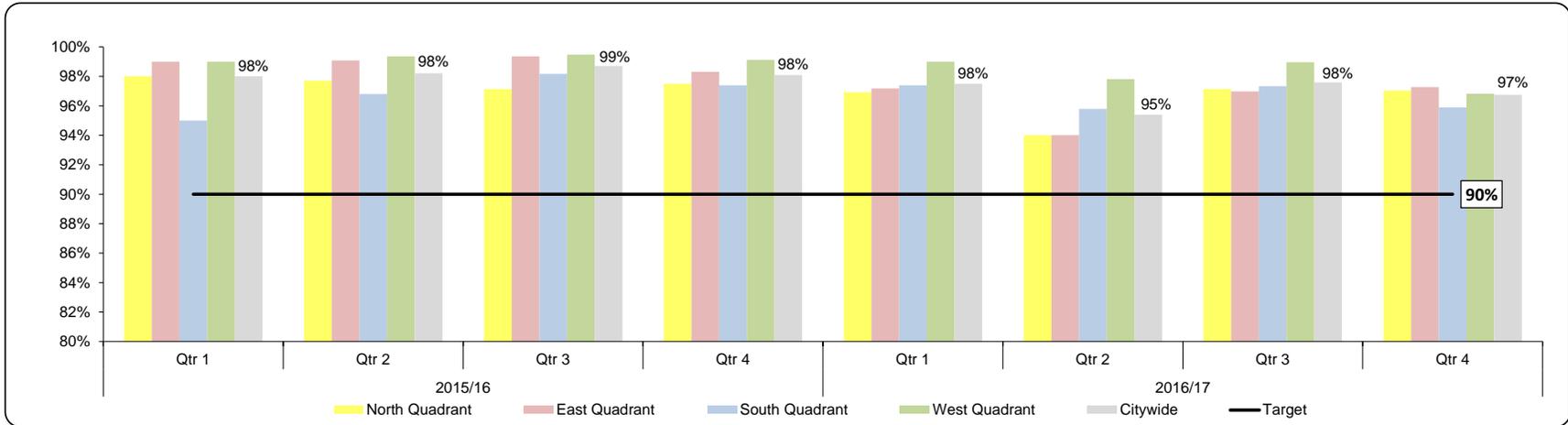
Smaller is better

| Average time taken to answer calls (in seconds) | 2015/16 |       |       |       | 2016/17 |       |       |       |
|---|---------|-------|-------|-------|---------|-------|-------|-------|
|   | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 |
| North Quadrant                                  | 18      | 17    | 19    | 22    | 24      | 46    | 26    | 21    |
| East Quadrant                                   | 11      | 8     | 6     | 14    | 23      | 51    | 28    | 22    |
| South Quadrant                                  | 40      | 25    | 16    | 26    | 24      | 38    | 23    | 38    |
| West Quadrant                                   | 5       | 5     | 3     | 6     | 8       | 18    | 8     | 28    |
| Citywide  | 19      | 14    | 11    | 17    | 20      | 38    | 21    | 27    |
| Target  | 20      | 20    | 20    | 20    | 20      | 20    | 20    | 20    |

HCS02

Percentage of calls answered

RAG Status **Green**



Bigger is better

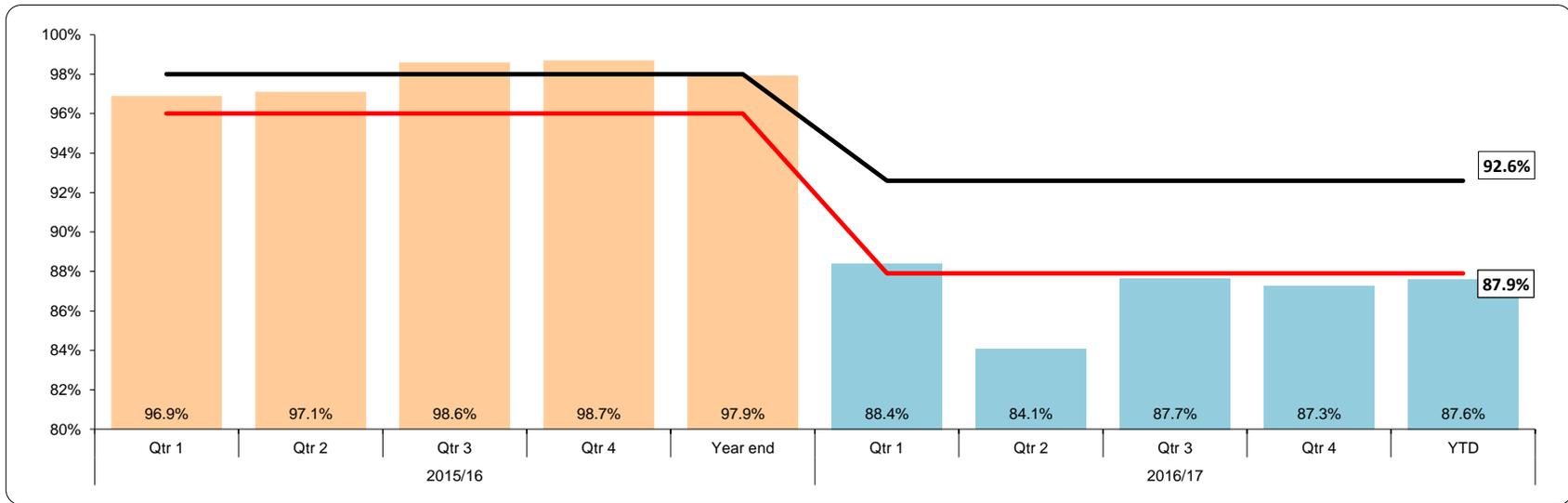
| Percentage of calls answered | 2015/16    |            |            |            | 2016/17    |            |            |            |
|------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|
|                         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

HCS03

## Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

|            |            |
|------------|------------|
| RAG Status | <b>Red</b> |
|------------|------------|



**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%        | 87.3%        | 87.6%        |
| Target   | <b>98%</b> | <b>98%</b> | <b>98%</b> | <b>98%</b> | <b>98%</b> | <b>92.6%</b> | <b>92.6%</b> | <b>92.6%</b> | <b>92.6%</b> | <b>92.6%</b> |
| Standard   | <b>96%</b> | <b>96%</b> | <b>96%</b> | <b>96%</b> | <b>96%</b> | <b>87.9%</b> | <b>87.9%</b> | <b>87.9%</b> | <b>87.9%</b> | <b>87.9%</b> |

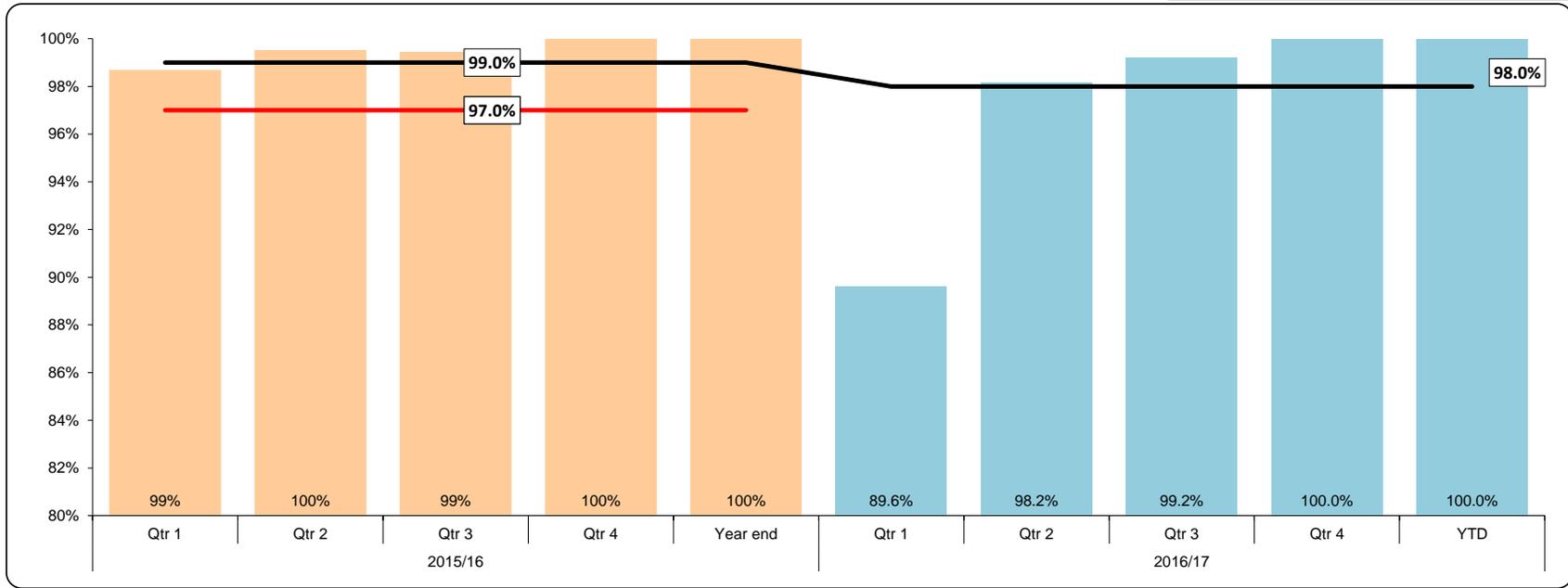
  

| Percentage of Right To Repair jobs completed on time | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|--|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17                                    | 83.8%     | 87.8%     | 88.7%      | 88.3%      | 88.5%    | 88.3%      | 88.4%      | 81.3%     | 88.4%  | 89.4%   |

AMM01

Percentage of gas servicing completed against period profile - snapshot figure

RAG Status **Green**



Bigger is better

|  | 2015/16      |              |              |              |              | 2016/17      |              |              |              |              |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|  | Qtr 1        | Qtr 2        | Qtr 3        | Qtr 4        | Year end     | Qtr 1        | Qtr 2        | Qtr 3        | Qtr 4        | YTD          |
| Percentage of gas servicing completed against period profile - snapshot figure | 99%          | 100%         | 99%          | 100%         | 100%         | 89.6%        | 98.2%        | 99.2%        | 100.0%       | 100.0%       |
| Target   | <b>99.0%</b> | <b>99.0%</b> | <b>99.0%</b> | <b>99.0%</b> | <b>99.0%</b> | <b>98.0%</b> | <b>98.0%</b> | <b>98.0%</b> | <b>98.0%</b> | <b>98.0%</b> |
| Standard   | <b>97.0%</b> | <b>97.0%</b> | <b>97.0%</b> | <b>97.0%</b> | <b>97.0%</b> | -            | -            | -            | -            | -            |

YTD figure is only reported at Year End

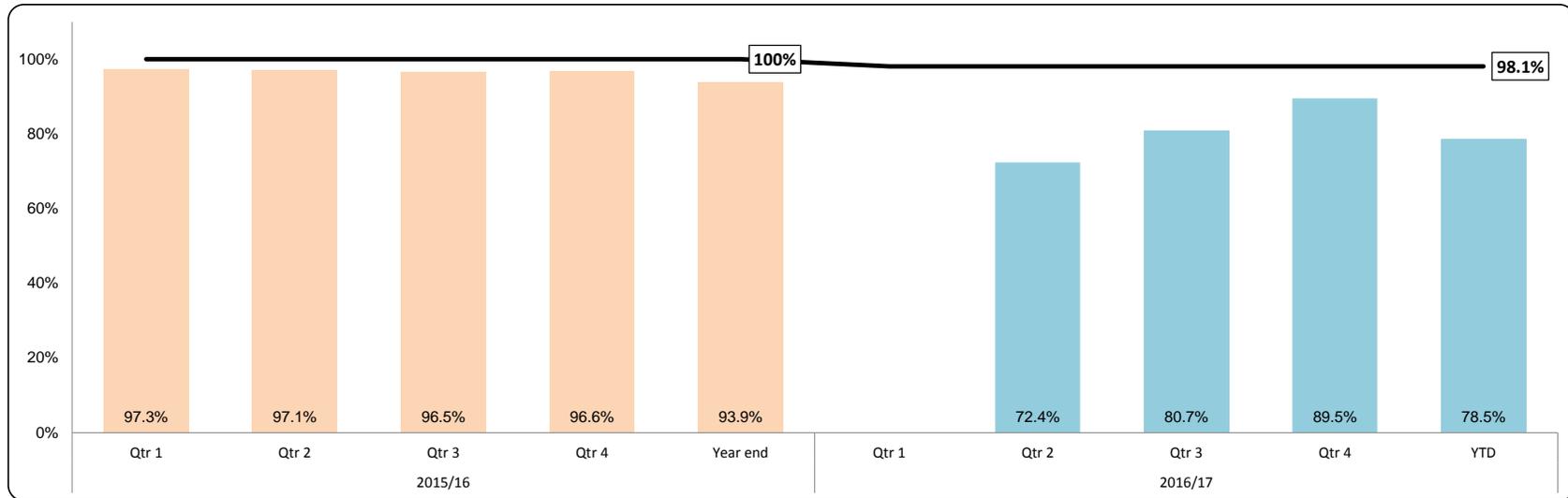
| Percentage of gas servicing completed against period profile - snapshot figure | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|--|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17  | 100.0%    | 100.0%    | 100.0%     | 100.0%     | 100.0%   | 100.0%     | 100.0%     | 100.0%    | 100.0% | 100.0%  |

AMM08

**We will respond to emergency repairs in two hours**

**(Birmingham Promise)**

|            |     |
|------------|-----|
| RAG Status | Red |
|------------|-----|



**Bigger is better**

|   | 2015/16     |             |             |             |             | 2016/17      |              |              |              |              |
|---|-------------|-------------|-------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|
|   | Qtr 1       | Qtr 2       | Qtr 3       | Qtr 4       | Year end    | Qtr 1        | Qtr 2        | Qtr 3        | Qtr 4        | YTD          |
| We will respond to emergency repairs in two hours | 97.3%       | 97.1%       | 96.5%       | 96.6%       | 93.9%       | -            | 72.4%        | 80.7%        | 89.5%        | 78.5%        |
| Target  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>98.1%</b> | <b>98.1%</b> | <b>98.1%</b> | <b>98.1%</b> | <b>98.1%</b> |

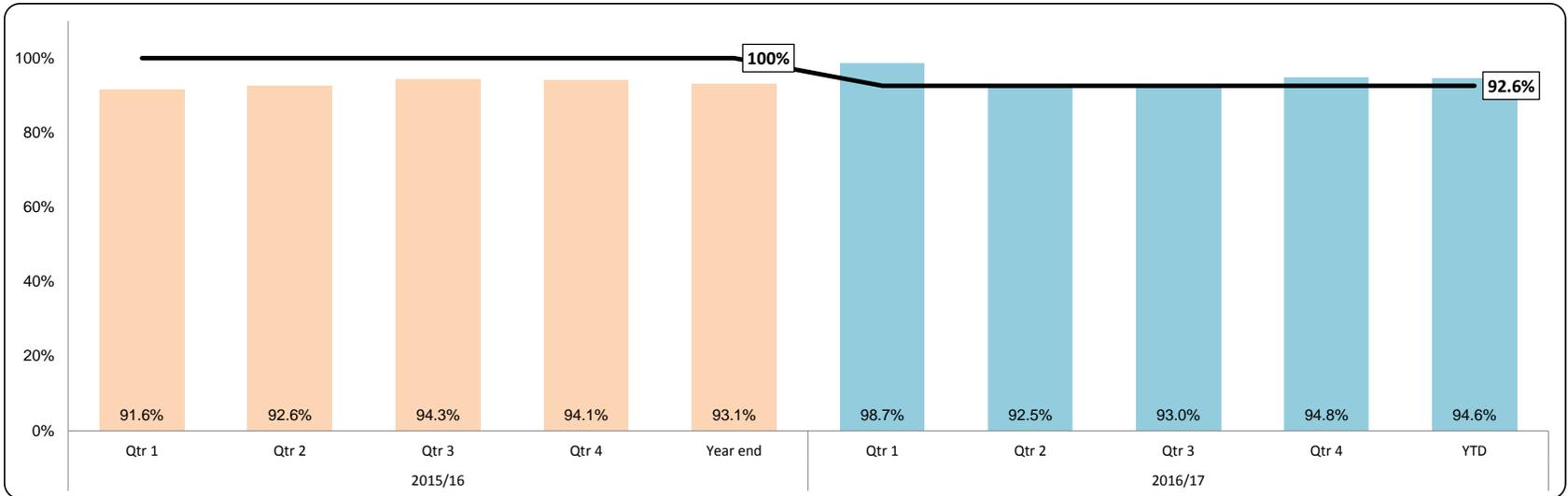
| We will respond to emergency repairs in two hours | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|---|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17                                 | 73.3%     | 99.6%     | 95.7%      | 95.8%      | 95.9%    | 78.4%      | 93.2%      | 76.1%     | 98.6%  | 95.0%   |

AMM15

**We will resolve routine repairs within 30 days**

**(Birmingham Promise)**

|                   |              |
|-------------------|--------------|
| <b>RAG Status</b> | <b>Green</b> |
|-------------------|--------------|



**Bigger is better**

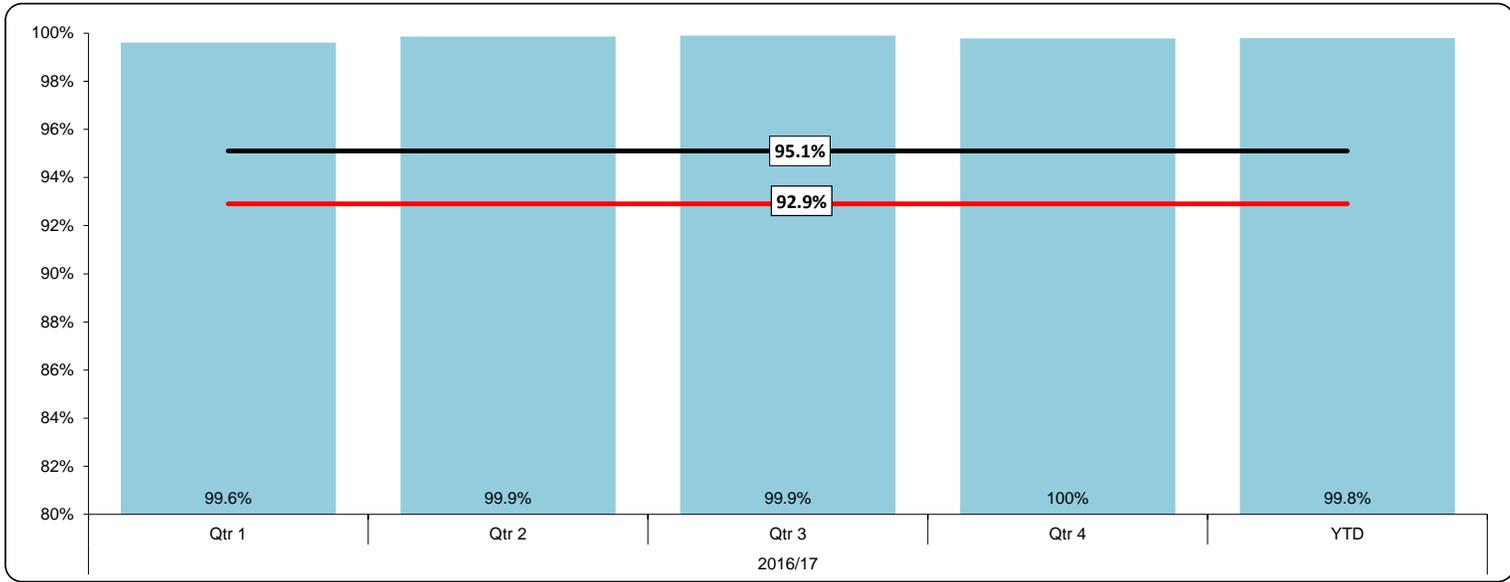
|  | 2015/16     |             |             |             |             | 2016/17      |              |              |              |              |
|--|-------------|-------------|-------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|
|  | 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%        | 94.8%        | 94.6%        |
| Target   | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>92.6%</b> | <b>92.6%</b> | <b>92.6%</b> | <b>92.6%</b> | <b>92.6%</b> |

| We will resolve routine repairs within 30 days | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|--|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17                              | 91.9%     | 95.1%     | 96.3%      | 95.8%      | 96.5%    | 94.3%      | 94.7%      | 92.4%     | 95.1%  | 95.4%   |

AMM15

KPI001 - Customer Satisfaction

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



Bigger is better

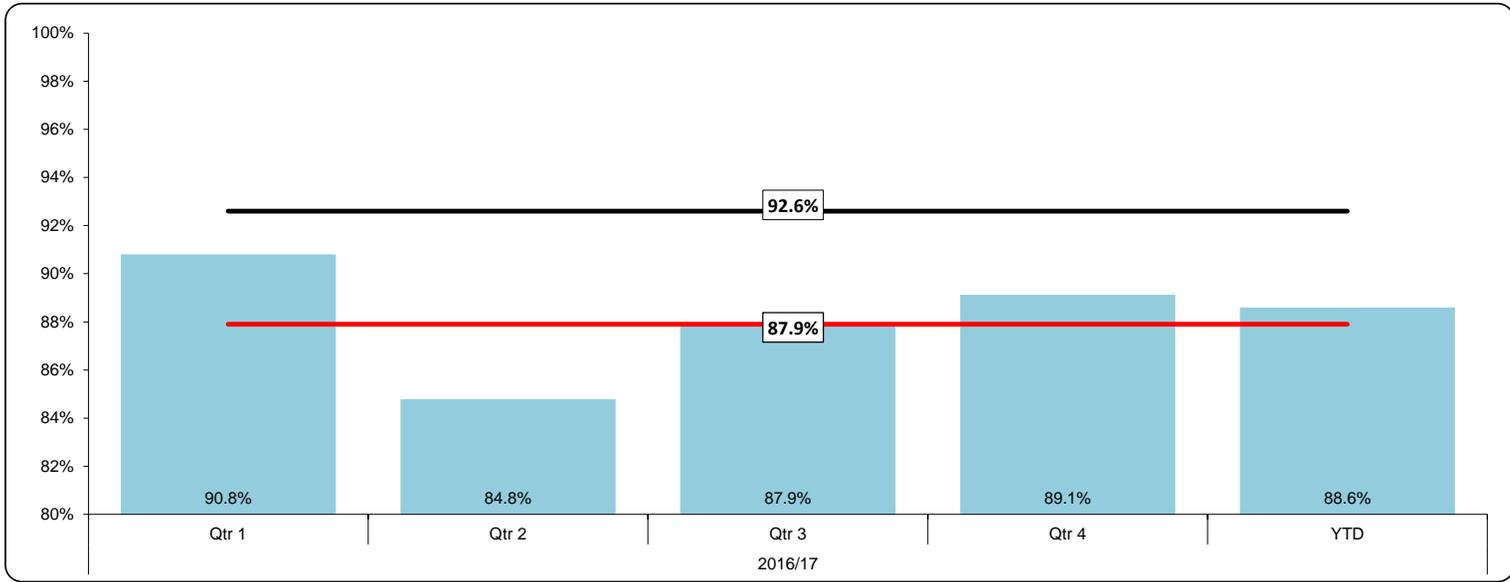
|                                | 2015/16   |       |       |       |          | 2016/17 |       |       |       |       |
|--------------------------------|---|-------|-------|-------|----------|---------|-------|-------|-------|-------|
|                                | Qtr 1   | Qtr 2 | Qtr 3 | 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% | 100%  | 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 4 2016/17              | 99.3%     | 99.9%     | 100.0%     | 100%       | 99.9%    | 99.4%      | 99.9%      | 100%      | 99.9%  | 100%    |

AMM16

KPI002 - Work orders completed within timescale

|            |       |
|------------|-------|
| RAG Status | Amber |
|------------|-------|



Bigger is better

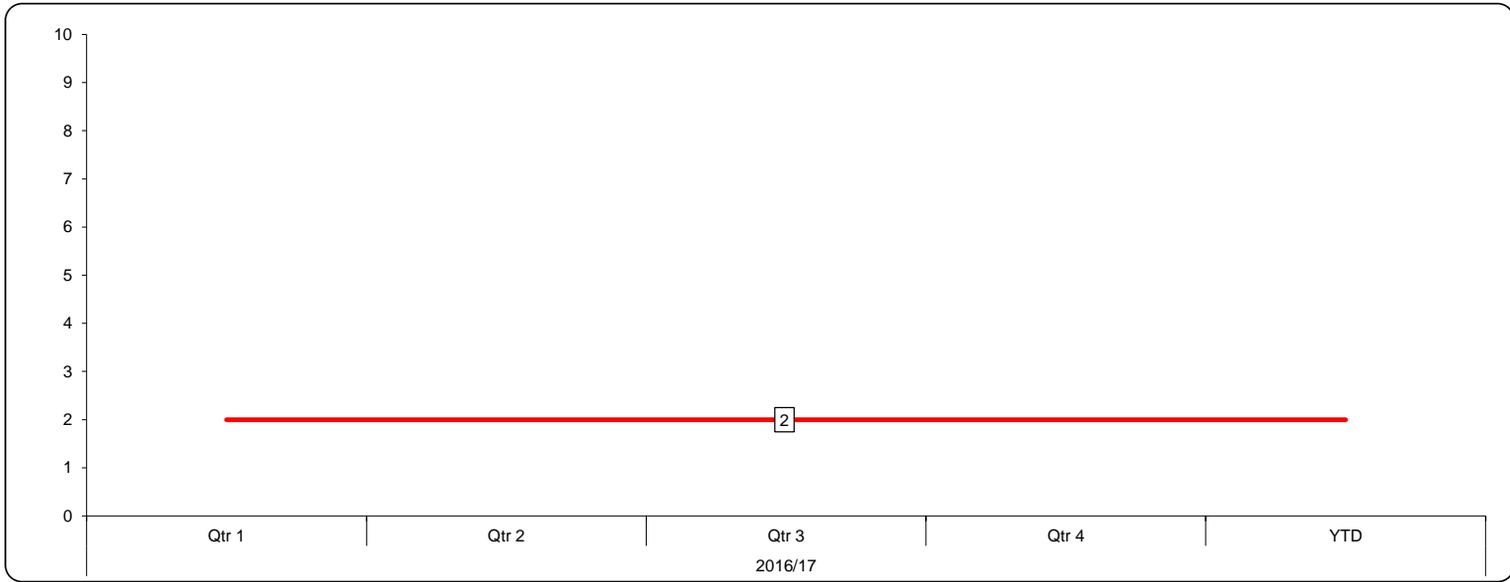
|   | 2015/16   |       |       |       |          | 2016/17 |       |       |       |       |
|---|---|-------|-------|-------|----------|---------|-------|-------|-------|-------|
|   | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD   |
| KPI002 - Work orders completed within timescale | This is a new measure. There is no historical data available. |       |       |       |          | 90.8%   | 84.8% | 87.9% | 89.1% | 88.6% |
| 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 4 2016/17                               | 86.5%     | 91.4%     | 90.2%      | 90.7%      | 88.8%    | 88.8%      | 85.1%      | 86.0%     | 90.8%  | 91.0%   |

AMM17

KPI004 - Service Improvement Notices

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



Smaller is better

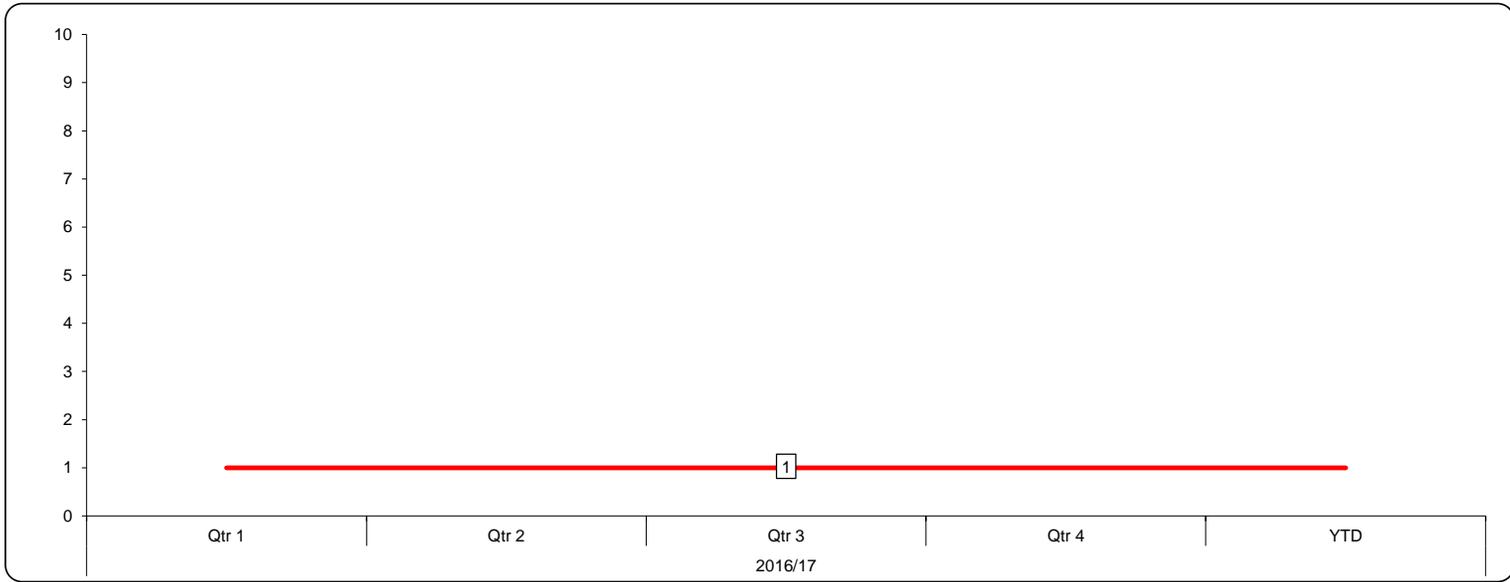
|                                      | 2015/16   |       |       |       |          | 2016/17 |       |       |       |     |
|--------------------------------------|---|-------|-------|-------|----------|---------|-------|-------|-------|-----|
|                                      | Qtr 1   | Qtr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

AMM19

KPI005 - Safety SIN's

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



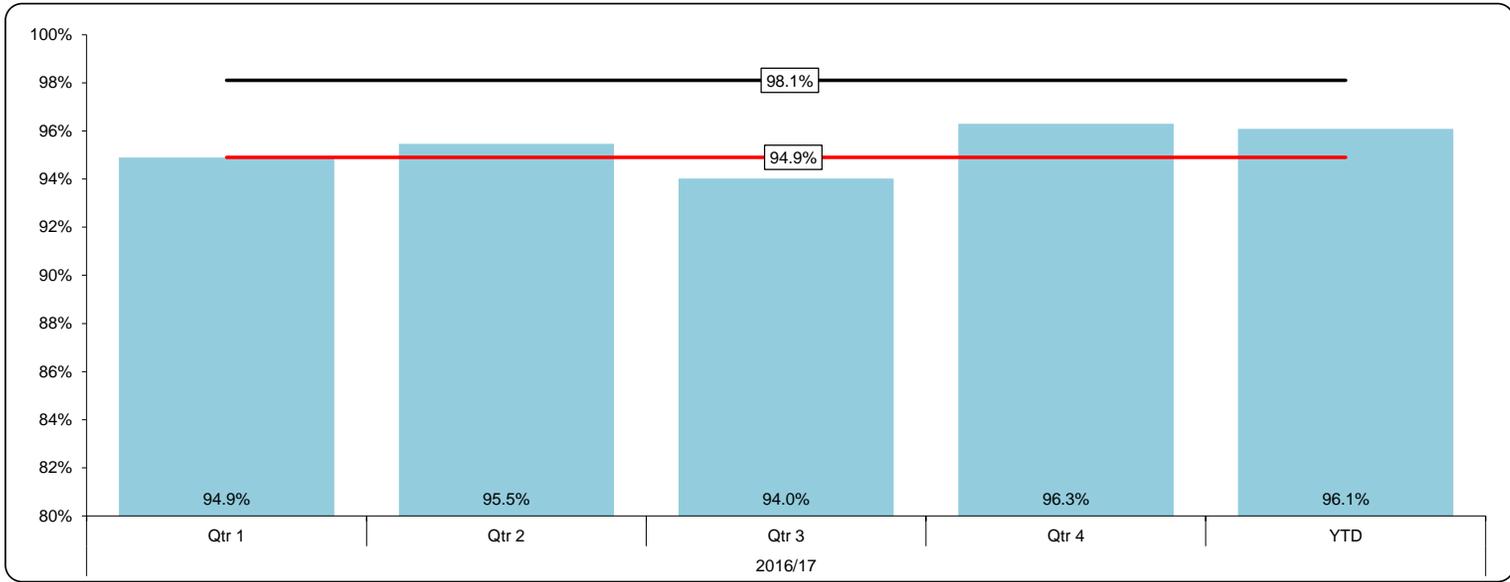
Smaller is better

|                       | 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      | 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 4 2016/17     | NA  | NA        | NA         | NA         | NA       | NA         | NA         | NA        | NA     | NA      |

AMM20

KPI007 - Appointments made

|            |       |
|------------|-------|
| RAG Status | Amber |
|------------|-------|



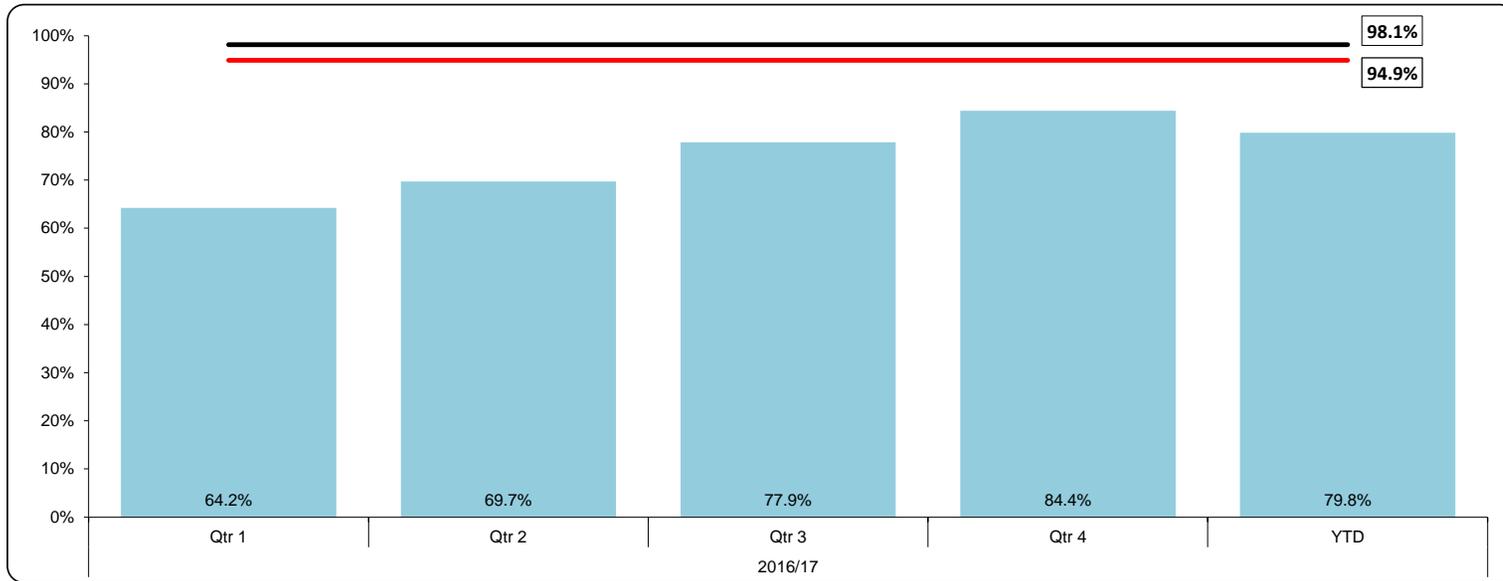
Bigger is better

|                            | 2015/16   |           |            |            |          | 2016/17    |            |           |        |         |
|----------------------------|---|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
|                            | Qtr 1   | Qtr 2     | Qtr 3      | Qtr 4      | Year end | Qtr 1      | Qtr 2      | Qtr 3     | Qtr 4  | YTD     |
| KPI007 - Appointments made | This is a new measure. There is no historical data available. |           |            |            |          | 94.9%      | 95.5%      | 94.0%     | 96.3%  | 96.1%   |
| 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 4 2016/17          | 91.3%   | 97.4%     | 96.0%      | 97.4%      | 97.6%    | 96.4%      | 96.8%      | 94.6%     | 98.0%  | 96.9%   |

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%     | 84.4%  | 79.8%   |
| Target                     |   |           |            |            |          | 98.1%      | 98.1%      | 98.1%     | 98.1%  | 98.1%   |
| Standard                   |   |           |            |            |          | 94.9%      | 94.9%      | 94.9%     | 94.9%  | 94.9%   |
| KPI008 - Appointments kept | Edgbaston   | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
| Quarter 4 2016/17          | 77.2%   | 96.9%     | 82.7%      | 84.4%      | 83.9%    | 81.7%      | 84.0%      | 79.3%     | 95.1%  | 84.8%   |

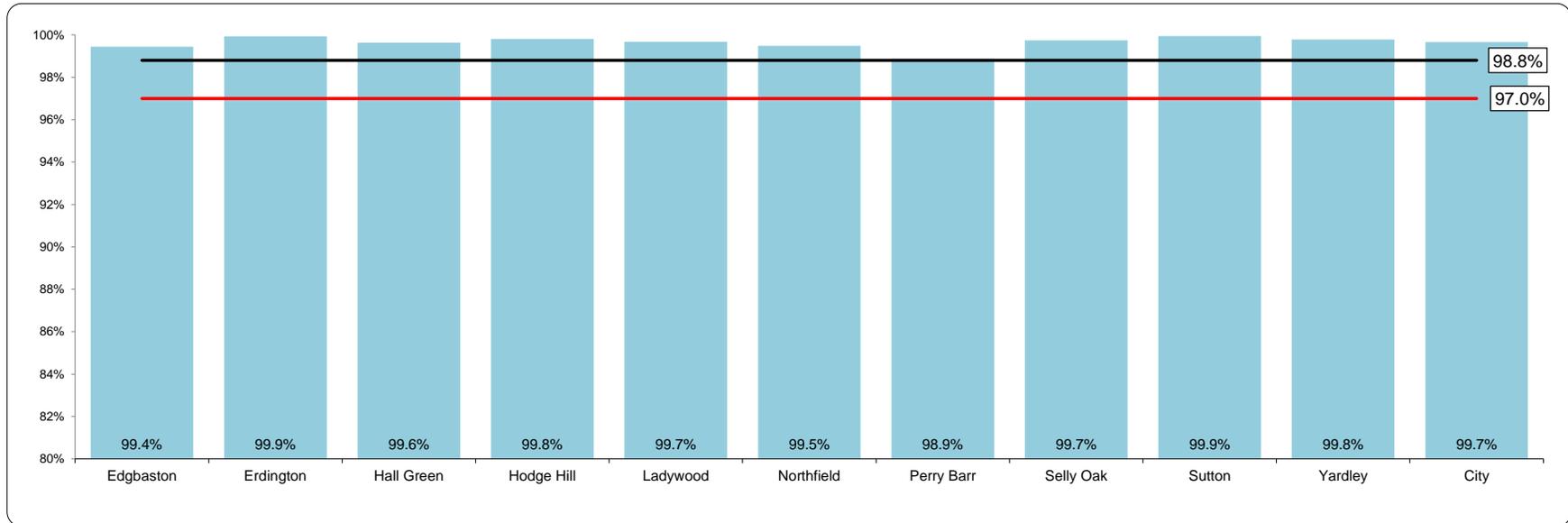
AMM23

## Voids and Lettings (John Jamieson)

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

(Council Business Plan)

|            |              |
|------------|--------------|
| RAG Status | <b>Green</b> |
|------------|--------------|



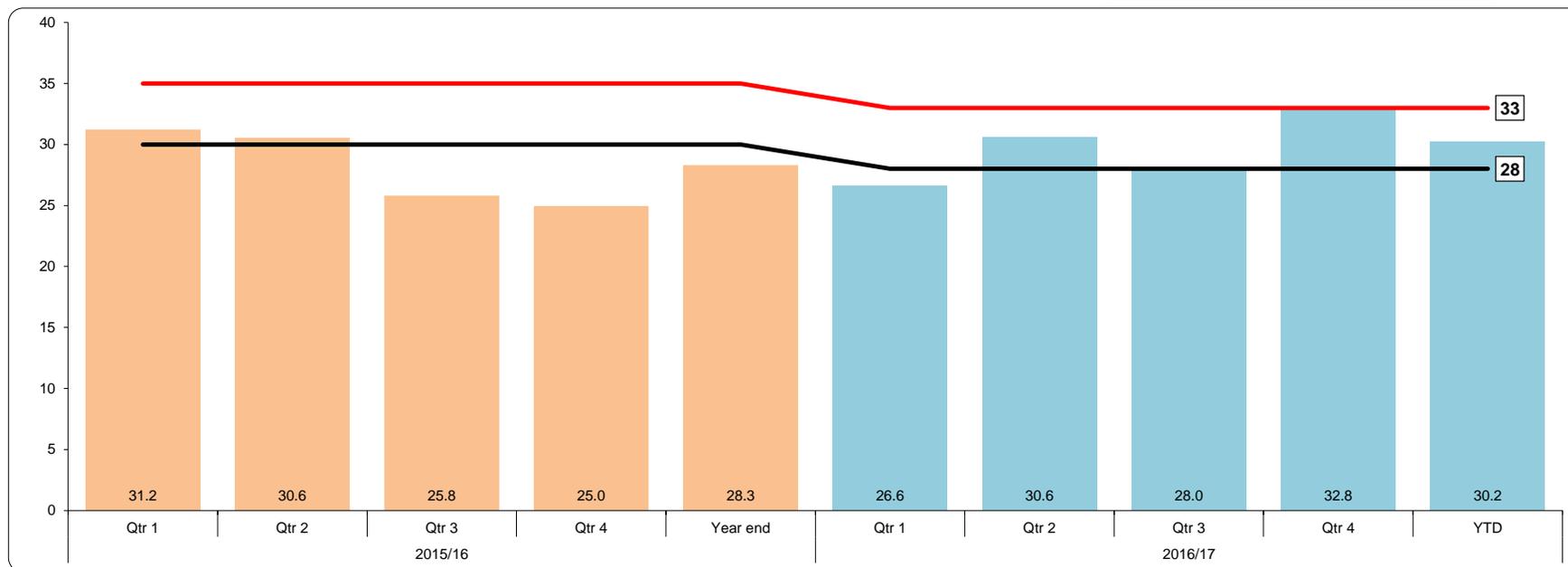
**Bigger is better**

| 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 4 2016/17  | 99.4%        | 99.9%        | 99.6%        | 99.8%        | 99.7%        | 99.5%        | 98.9%        | 99.7%        | 99.9%        | 99.8%        | 99.7%        |
| Target   | <b>98.8%</b> |
| Standard   | <b>97.0%</b> |
| Total Stock  |              |              |              |              |              |              |              |              |              |              | 62,411       |
| Available homes  |              |              |              |              |              |              |              |              |              |              | 62,196       |

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  | 32.8  | 30.2 |
| Target                                   | 30      | 30    | 30    | 30    | 30       | 28      | 28    | 28    | 28    | 28   |
| Standard                                 | 35      | 35    | 35    | 35    | 35       | 33      | 33    | 33    | 33    | 33   |

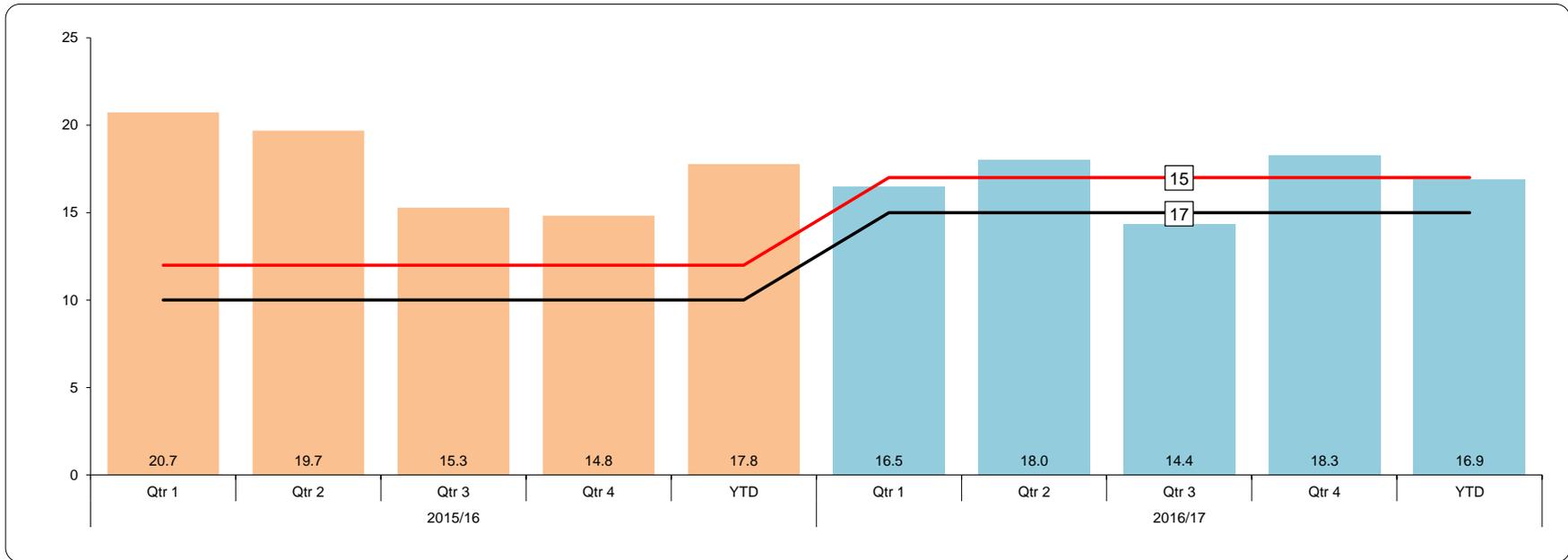
| Average days void turnaround - all voids | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|--|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17                        | 38.4      | 28.5      | 33.5       | 29.9       | 30.4     | 32.5       | 36.6       | 34.4      | 40.3   | 32.4    |

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

VL01

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

|            |     |
|------------|-----|
| RAG Status | Red |
|------------|-----|



**Smaller is better**

|   | 2015/16 |       |       |       |      | 2016/17 |       |       |       |      |
|---|---------|-------|-------|-------|------|---------|-------|-------|-------|------|
|   | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD  | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD  |
| Average days to let a void property (from Fit For Let Date to Tenancy Start Date) | 20.7    | 19.7  | 15.3  | 14.8  | 17.8 | 16.5    | 18.0  | 14.4  | 18.3  | 16.9 |
| Target  | 10      | 10    | 10    | 10    | 10   | 15      | 15    | 15    | 15    | 15   |
| Standard  | 12      | 12    | 12    | 12    | 12   | 17      | 17    | 17    | 17    | 17   |

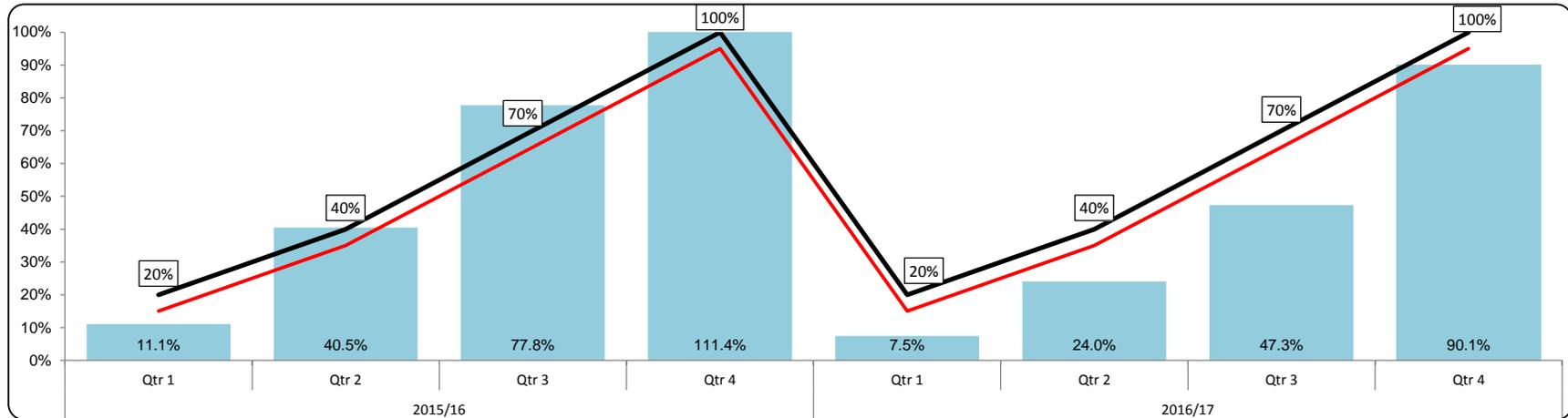
| Average days to let a void property (from Fit For Let Date to Tenancy Start Date) | Edgbaston | Erdington | Hall Green | Hodge Hill | Ladywood | Northfield | Perry Barr | Selly Oak | Sutton | Yardley |
|---|-----------|-----------|------------|------------|----------|------------|------------|-----------|--------|---------|
| Quarter 4 2016/17   | 23.0      | 22.7      | 8.8        | 10.8       | 17.2     | 18.6       | 28.5       | 17.2      | 29.2   | 15.6    |

VL05

## Capital Works (Martin Tolley)

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

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



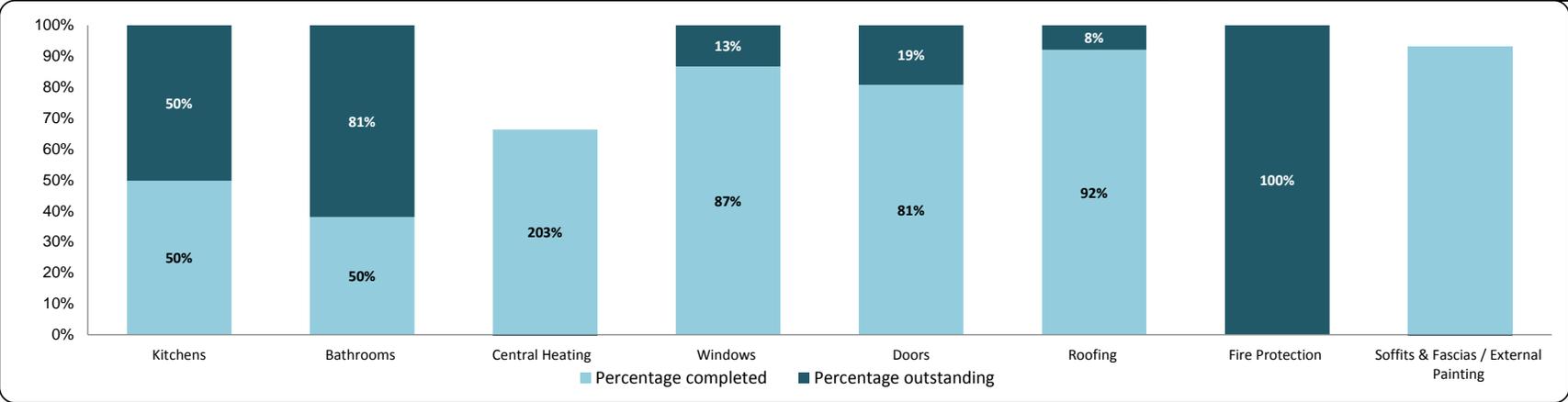
**Bigger is better**

|  | 2015/16    |            |            |             | 2016/17    |            |            |             |
|--|------------|------------|------------|-------------|------------|------------|------------|-------------|
|  | Qtr 1      | Qtr 2      | Qtr 3      | Qtr 4       | Qtr 1      | Qtr 2      | Qtr 3      | Qtr 4       |
| Percentage of actual spend as a proportion of revised annual budget - year to date | 11.1%      | 40.5%      | 77.8%      | 111.4%      | 7.5%       | 24.0%      | 47.3%      | 90.1%       |
| Target   | <b>20%</b> | <b>40%</b> | <b>70%</b> | <b>100%</b> | <b>20%</b> | <b>40%</b> | <b>70%</b> | <b>100%</b> |
| Standard   | <b>15%</b> | <b>35%</b> | <b>65%</b> | <b>95%</b>  | <b>15%</b> | <b>35%</b> | <b>65%</b> | <b>95%</b>  |

CW06

|                   |                         |
|-------------------|-------------------------|
| <b>RAG Status</b> | <b>Year-end Targets</b> |
|-------------------|-------------------------|

**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            | 199                               | 201                         | 50%                  | 50%                    |
| Bathrooms   | 273                               | 400            | 199                               | 201                         | 50%                  | 81%                    |
| Central Heating   | 1,135                             | 1,135          | 2,308                             | -1,173                      | 203%                 | -103%                  |
| Windows   | 526                               | 1,236          | 1,072                             | 164                         | 87%                  | 13%                    |
| Doors   | 1,432                             | 1,502          | 1,212                             | 290                         | 81%                  | 19%                    |
| Roofing   | 321                               | 490            | 451                               | 39                          | 92%                  | 8%                     |
| Fire Protection   | 986                               | 853            | 0                                 | 853                         | 0%                   | 100%                   |
| Soffits & Fascias / External Painting                                       | 37                                | 86             | 93                                | -7                          | 108%                 | -8%                    |

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.

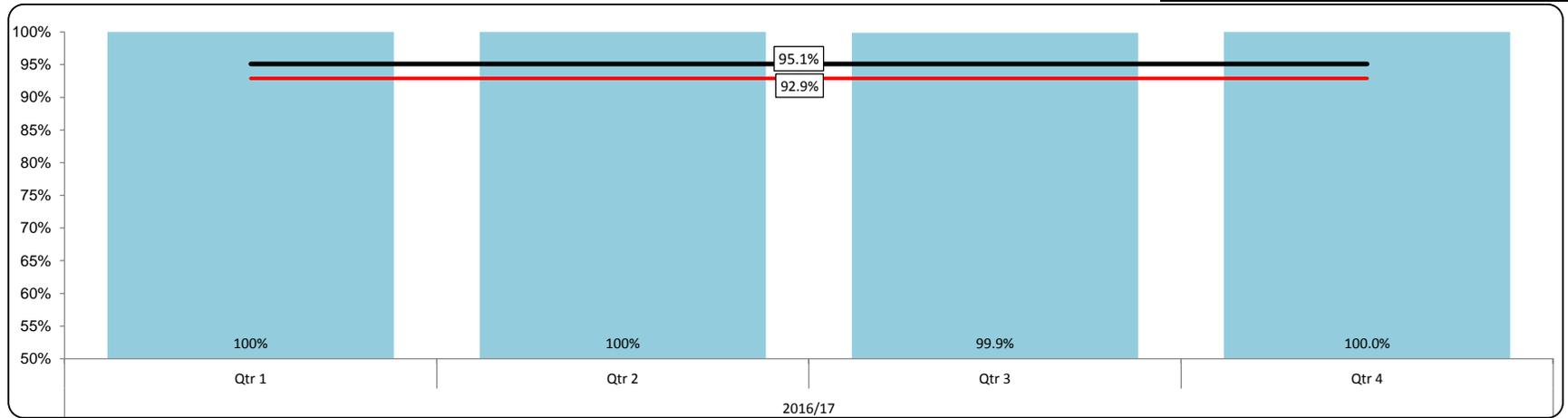
**Window and roofs/ Fire Protection/ Soffits & Fascias / External Painting** - These capital programmes are on target.

**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)**

|                   |              |
|-------------------|--------------|
| <b>RAG Status</b> | <b>Green</b> |
|-------------------|--------------|



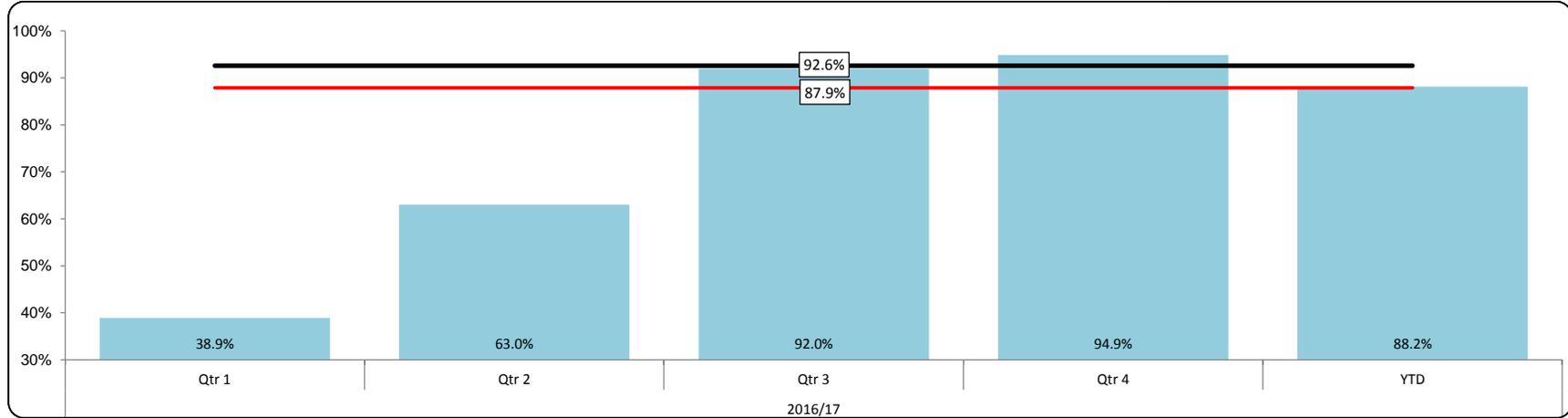
**Bigger is better**

|  | 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% | 100.0% |
| 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 **Green**



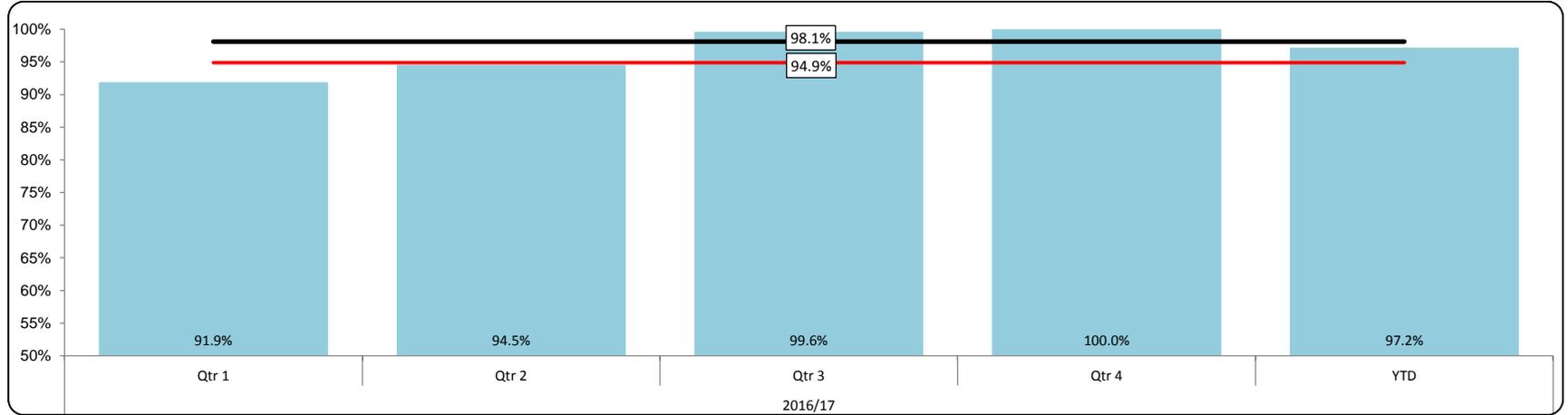
Bigger is better

|  | 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 | 38.9%   | 63.0% | 92.0% | 94.9% | 88.2% |
| 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

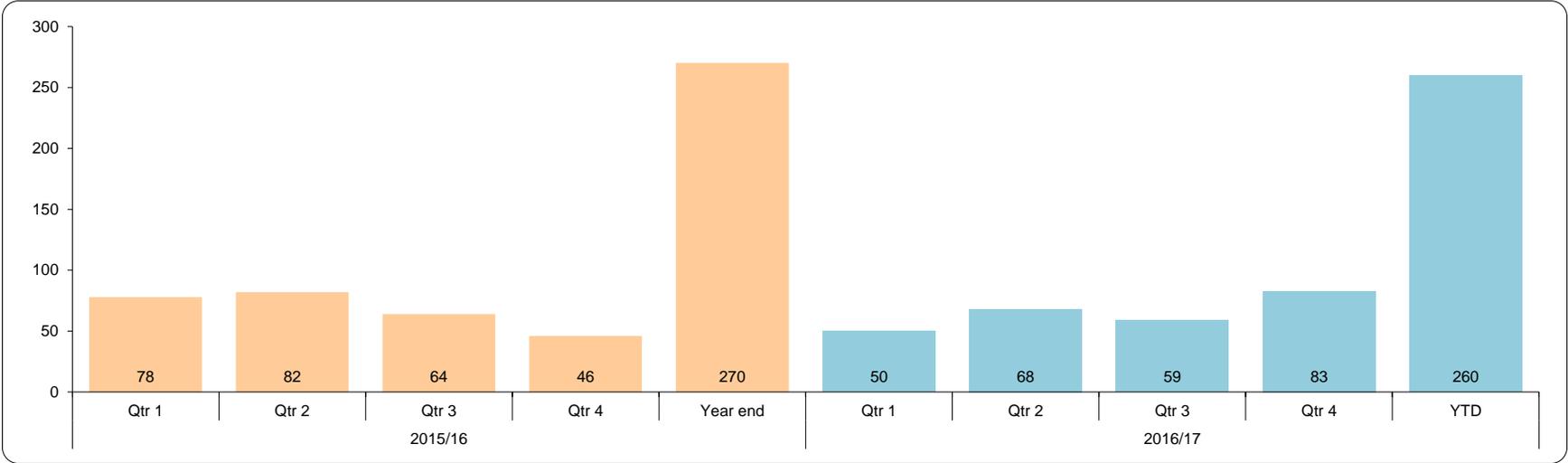
|  | 2016/17 |       |       |        |       |
|--|---------|-------|-------|--------|-------|
|  | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4  | YTD   |
| Percentage of actual spend as a proportion of revised annual budget - year to date | 91.9%   | 94.5% | 99.6% | 100.0% | 97.2% |
| Target   | 98.1%   | 98.1% | 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**

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>No Target</b> |
|-------------------|------------------|

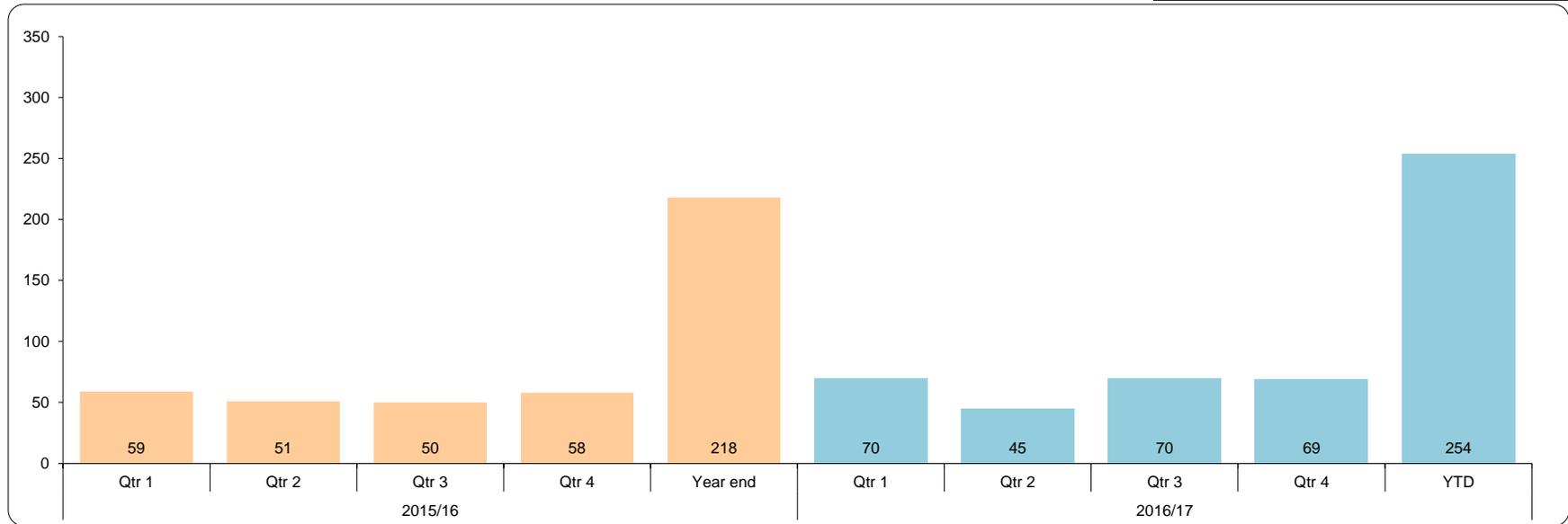


|   | 2015/16 |       |       |       |          | 2016/17 |       |       |       |     |
|---|---------|-------|-------|-------|----------|---------|-------|-------|-------|-----|
|   | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
| Houses in Multiple Occupation licences issued | 78      | 82    | 64    | 46    | 270      | 50      | 68    | 59    | 83    | 260 |

PRS01

**Licensed and unlicensed Houses in Multiple Occupation inspected**

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>No Target</b> |
|-------------------|------------------|

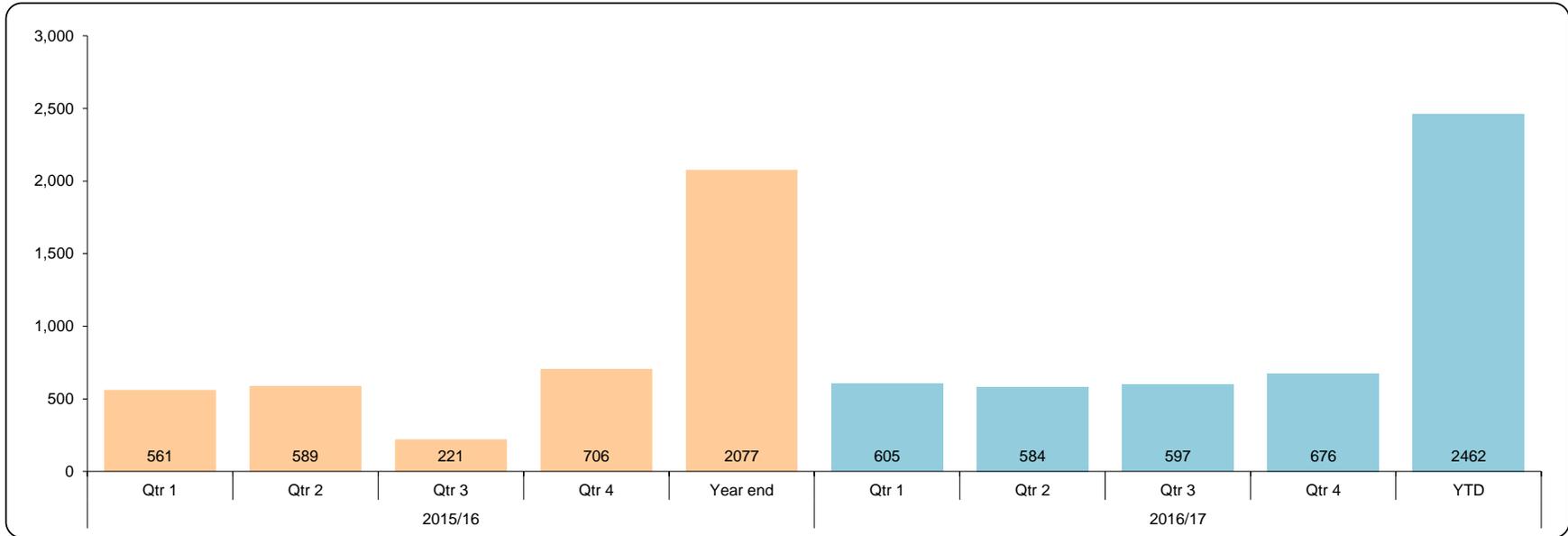


|   | 2015/16 |       |       |       |          | 2016/17 |       |       |       |     |
|---|---------|-------|-------|-------|----------|---------|-------|-------|-------|-----|
|   | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
| Licensed and unlicensed Houses in Multiple Occupation inspected | 59      | 51    | 50    | 58    | 218      | 70      | 45    | 70    | 69    | 254 |

PRS02

**Private Tenancy Unit - Requests for assistance**

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>No Target</b> |
|-------------------|------------------|

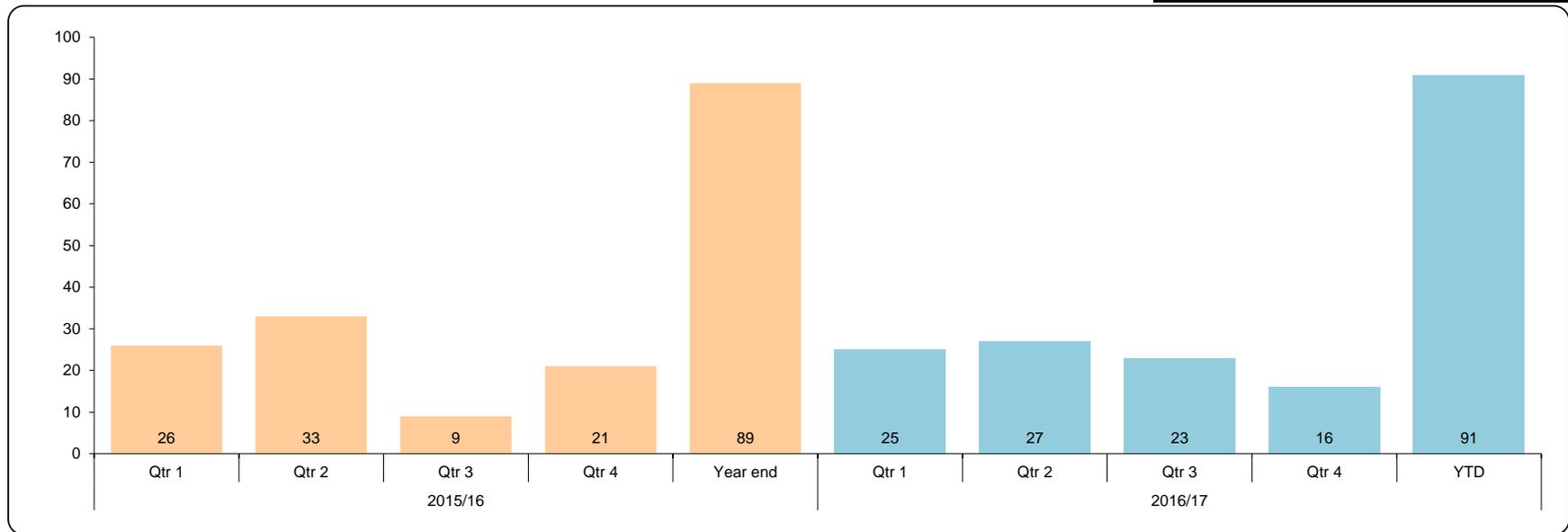


|                             | 2015/16 |       |       |       |          | 2016/17 |       |       |       |      |
|-----------------------------|---------|-------|-------|-------|----------|---------|-------|-------|-------|------|
|                             | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD  |
| PTU requests for assistance | 561     | 589   | 221   | 706   | 2077     | 605     | 584   | 597   | 676   | 2462 |

PRS03

**Private Tenancy Unit - Cases assisted through advice**

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>No Target</b> |
|-------------------|------------------|

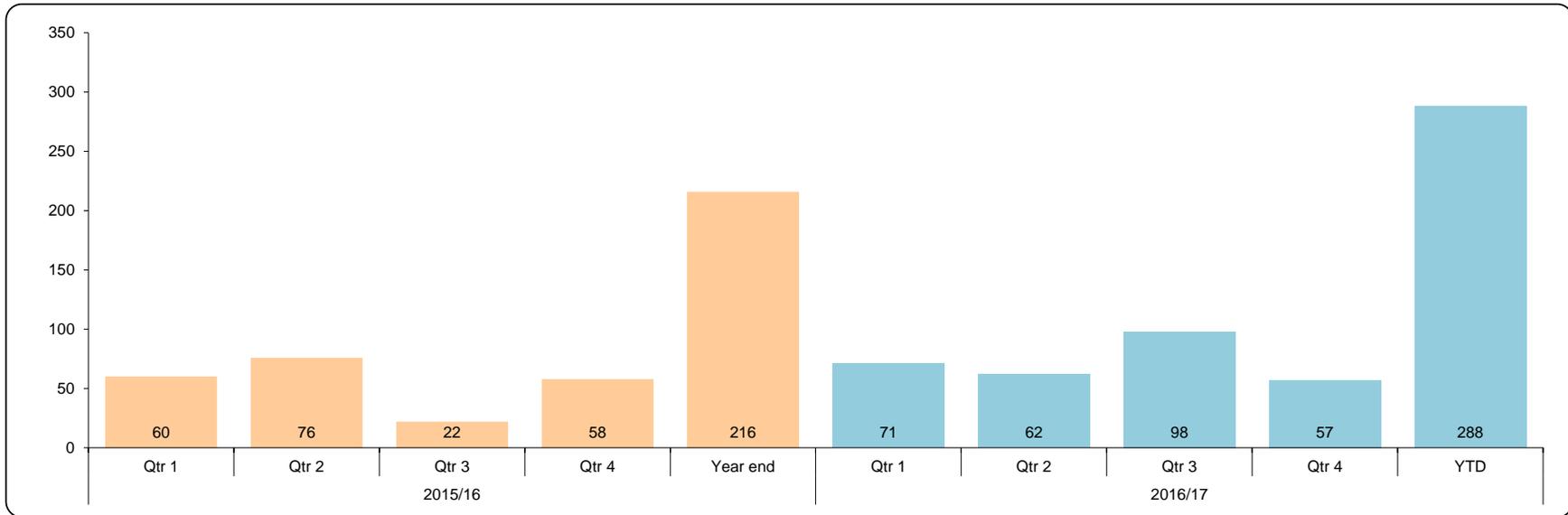


|  | 2015/16 |       |       |       |          | 2016/17 |       |       |       |     |
|--|---------|-------|-------|-------|----------|---------|-------|-------|-------|-----|
|  | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
| Private Tenancy Unit - Cases assisted through advice | 26      | 33    | 9     | 21    | 89       | 25      | 27    | 23    | 16    | 91  |

PRS04

**Private Tenancy Unit - Cases assisted through intervention**

|                   |                  |
|-------------------|------------------|
| <b>RAG Status</b> | <b>No Target</b> |
|-------------------|------------------|



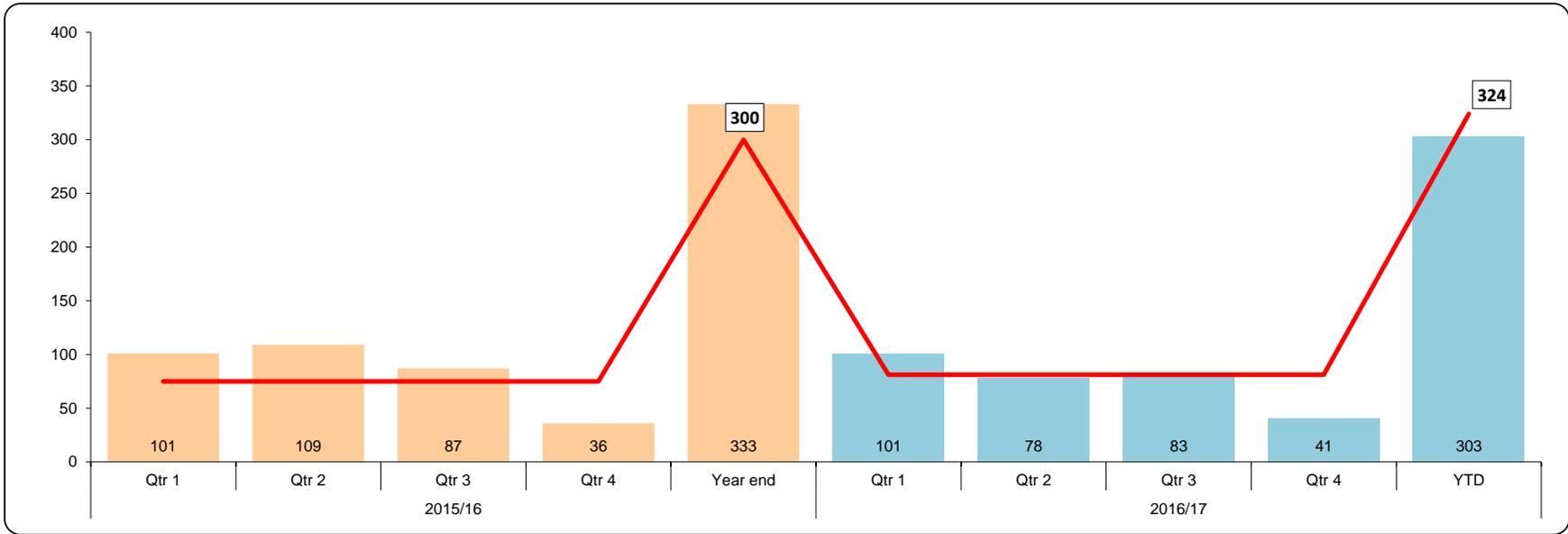
|  | 2015/16 |       |       |       |          | 2016/17 |       |       |       |     |
|--|---------|-------|-------|-------|----------|---------|-------|-------|-------|-----|
|  | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
| Private Tenancy Unit - Cases assisted through intervention | 60      | 76    | 22    | 58    | 216      | 71      | 62    | 98    | 57    | 288 |

PRS05

Empty properties brought back into use

(Council Business Plan)

|            |            |
|------------|------------|
| RAG Status | <b>RED</b> |
|------------|------------|



**Bigger is better**

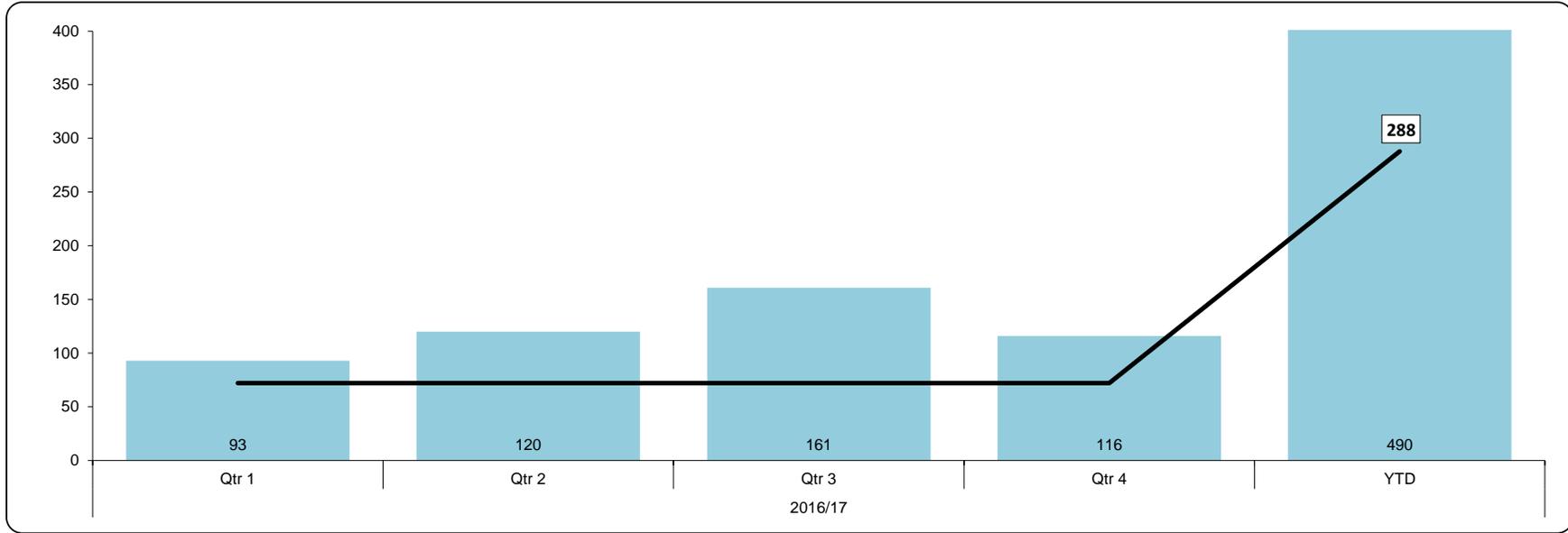
|  | 2015/16   |           |           |           |            | 2016/17   |           |           |           |            |
|--|-----------|-----------|-----------|-----------|------------|-----------|-----------|-----------|-----------|------------|
|  | Qtr 1     | Qtr 2     | Qtr 3     | Qtr 4     | Year end   | Qtr 1     | Qtr 2     | Qtr 3     | Qtr 4     | YTD        |
| Empty properties brought back into use | 101       | 109       | 87        | 36        | 300        | 101       | 78        | 83        | 41        | 303        |
| Target                                 | <b>75</b> | <b>75</b> | <b>75</b> | <b>75</b> | <b>300</b> | <b>81</b> | <b>81</b> | <b>81</b> | <b>81</b> | <b>324</b> |

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**

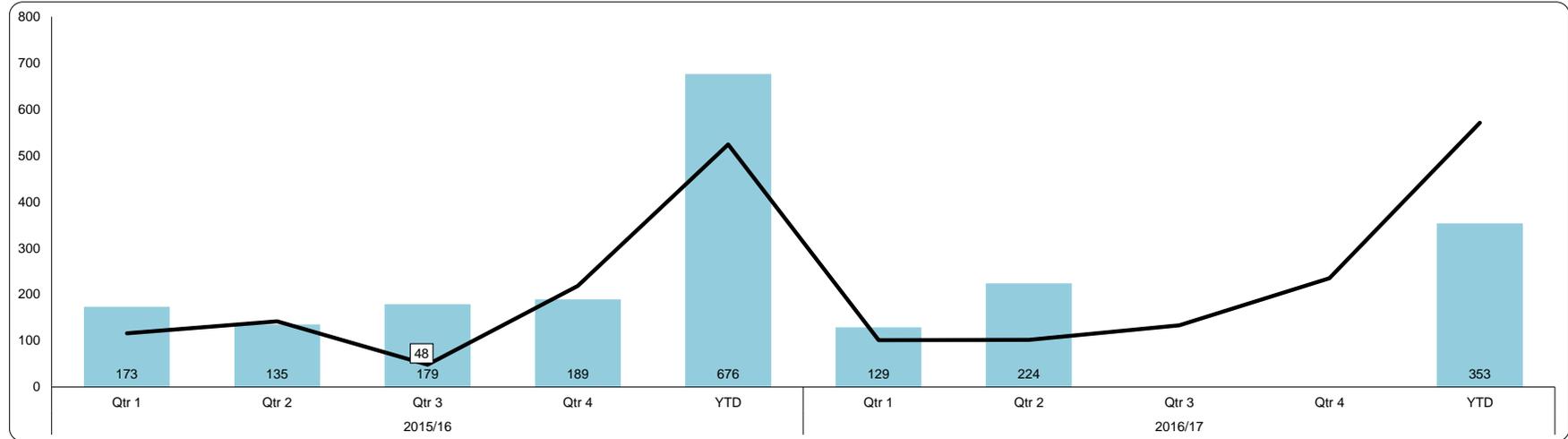
|  | 2015/16   |       |       |       |          | 2016/17 |       |       |       |     |
|--|---|-------|-------|-------|----------|---------|-------|-------|-------|-----|
|  | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | Year end | Qtr 1   | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
| Empty properties brought back into use | This is a new measure. There is no historical data available. |       |       |       |          | 93      | 120   | 161   | 116   | 490 |
| 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 | TBC |
|------------|-----|



**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        |            |            | 353        |
| Target                          | <b>116</b> | <b>142</b> | <b>48</b> | <b>218</b> | <b>524</b> | <b>101</b> | <b>102</b> | <b>133</b> | <b>235</b> | <b>571</b> |
| % 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