

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

BIRMINGHAM CITY COUNCIL

LADYWOOD DISTRICT COMMITTEE

TUESDAY, 26 JULY 2016 AT 14:00 HOURS
IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, VICTORIA
SQUARE, BIRMINGHAM, B1 1BB

A G E N D A

1 ELECTION OF THE EXECUTIVE MEMBER FOR LADYWOOD DISTRICT

- i) To elect a Chair for the 2016/17 Municipal Year
- ii) To elect a Vice-Chair for the 2016/17 Municipal Year

2 NOTICE OF RECORDING/WEBCAST

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

3 APOLOGIES

To receive any apologies.

4 MINUTES

To confirm and sign the Minutes of the last meeting held on 8 March 2016

5 MEMBERSHIP OF THE COMMITTEE

To note the membership of the Committee as follows:-

Aston Ward - Councillors Muhammad Afzal, Ziaul Islam, Nagina Kauser
Ladywood Ward - Councillors Sir Albert Bore, Kath Hartley, Carl Rice
Nechells Ward - Councillors Tahir Ali, Yvonne Mosquito, Chaudhry Rashid
Soho Ward - Councillors Chaman Lal, Sybil Spence, Sharon Thompson

5 - 10

6 **DECLARATIONS OF INTERESTS**

Members are reminded that they must declare all relevant pecuniary interests and non-pecuniary interests relating to any items of business to be discussed at this meeting. If a pecuniary interest is declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting.

11 - 12

7 **CODE OF CONDUCT**

To note the Code of Conduct at District Committee meetings.

13 - 18

8 **DISTRICT COMMITTEES FUNCTIONS AND GUIDELINES**

To note the executive powers, rules of governance and terms of reference for District Committees. (Article 10 of the Constitution.)

19 - 38

9 **WARD MEETINGS AND NEW WAY OF WORKING**

39 - 50

10 **CABINET COMMITTEE LOCAL LEADERSHIP**

Terms of reference and outline work programme for the Cabinet Committee Local Leadership 2016-18.

51 - 52

11 **DISTRICT COMMITTEE APPOINTMENTS**

The Committee is requested to appoint representatives to the organisations listed in the attached schedule.

12 **LADYWOOD DISTRICT HEALTH PANEL**

Update from Councillor Sybil Spence.

53 - 62

13 **DISTRICT PARTNERSHIPS TERMS OF REFERENCE**

Update from Lesley Poulton, District Head

63 - 144

14 **HOUSING TRANSFORMATION BOARD REPORT QUARTER 4 - 2015 -16**

Report of the Service Director, Housing Transformation - Kate Foley, Acting Senior Service Manager (Central West) will be in attendance.

15 **WARD UPDATES**

Chairman of each of the Wards to give an update.

16 **DATES OF FUTURE MEETINGS**

To note the following schedule of meetings of the Ladywood District Committee to meet in the Council House at 1400 hours on the following Tuesdays:-

20 September, 2016

22 November, 2016

24 January, 2017

17 **OTHER URGENT BUSINESS**

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

18 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

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

Ladywood District Committee –
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LADYWOOD DISTRICT COMMITTEE – 8 MARCH, 2016
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**MINUTES OF THE LADYWOOD DISTRICT COMMITTEE HELD ON TUESDAY,
8 MARCH, 2016 AT 1400 HOURS IN COMMITTEE ROOM 3 & 4, COUNCIL HOUSE,
BIRMINGHAM**

PRESENT: - Councillor Ziaul Islam in the Chair;

Councillors Tahir Ali, Sir Albert Bore, Kath Hartley,
Nagina Kauser, Chaman Lal, Carl Rice and Sybil Spence

ALSO PRESENT: Jim Crawshaw, Integrated Service Head Homeless & Pre-Tenancy
Services
Kate Foley, Acting Senior Service Manager
Pete Hobbs, Integrated Services Head
Louisa Nisbett, Area Democratic Services Officer
Lesley Poulton, Head of Ladywood District
Eddie Howard, Highgate HLB

NOTICE OF RECORDINGS

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

APOLOGIES

288 Apologies were submitted on behalf of Councillors Afzal, Kath Hartley, Chauhdry Rashid, Sharon Thompson also from David Newman, West Midlands Fire Service.

MINUTES OF THE LAST MEETING - LADYWOOD

- Page 159 – Councillor Lal had referred to the New Metropolitan Hospital and not Heartlands.
- Councillor Carl Rice had sent his apologies for the last meeting however they had not been received.

289 **RESOLVED:-**

That the minutes of the meeting held on 14 January, 2016 having been previously circulated, be agreed and signed as a correct record.

**HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT – QUARTER 3
2015-2016**

The following report was submitted:-

(See document no. 1)

Kate Foley presented the report. She was accompanied by Eddie Howard, Highgate Housing Liaison Board (HLB). During the discussion and in response to questions the following points were made:-

- Kate Foley gave a summary of the appendix to the report noting that there was a high level of anti-social behaviour cases owing to the nature of the stock.
- Eddie Howard informed that there was an issue with drug users and beggars at Horton Square, Nechells. A meeting had taken place following which new gates had been installed and the shopkeepers had been told to keep them closed. Eddie Howard commended Kate Foley's team at Botany Walk.
- They worked hard with staff to develop an improvement plan. Two Industrial Steamers had been bought by the HLB for £500 each and had been used to clean walls etc.
- The HLB had helped housing staff with the estate assessments.
- Voids had improved.
- Wates had been appointed as the new repairs contractors from April and they would manage the Repair and Gas. A meeting had already been held with tenants and Councillors were due to receive a briefing about the new arrangements.
- Councillor Bore referred to the statistics for void properties for the Ladywood District. In reply to his query, Kate Foley undertook to speak to the Void Manager to get details of the total void properties in the District per year. With regard to void sheltered accommodation the properties usually required structural repairs and she would report back on this.
- Councillor Spence regularly received many complaints from tenants that repairs promised to be done in 2015 had not been completed neither had a completion date been given to tenants. She hoped that the new contractor would carry out the repairs.
- Kate Foley clarified that the properties that Councillor Spence was referring to were on Kent Street North. Work on the properties was Capital Investment rather than individual repair items. She had been in touch with the Capital Investment team during the last few week and there was a scheduling programme for the year ahead. Kate Foley undertook to keep Members updated on the programme.
- Councillors Carl Rice and Lal commented that Councillors were not kept engaged in the process to enable them to inform residents. Lesley Poulton

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reported that a process had been introduced for notifying Members about capital works. She would check that the process was still being used.

- Councillor Islam said that where a tenancy had ended the remaining people in occupation could not afford the legal costs to secure their tenancy.

290

RESOLVED:-

That the report be noted.

LANDLORD SERVICES ANNUAL VISITS

The following report of the Head of Landlord Services was submitted:-

(See document no. 2)

Kate Foley presented the report. During the presentation and discussion the following points were made:-

- Kate Foley gave a summary of the results. 82% of the visits had been completed. The vast majority of properties were occupied by the correct people. Tenancy breaches were mainly for eg. Satellite dishes fitted without permission and non-maintenance of gardens.
- There was a dedicated team to help people to address welfare reform issues.
- Councillor Bore welcomed the report. Councillor Kauser was pleased that the issue of gardens had been picked up. Councillor Rice said that networking between the different bodies such as the HLB's and police etc. was needed.
- Kate Foley said that a hand held system was used to input data.
- The Chairman thanked the officers who had carried out the work.

291

RESOLVED:-

That the report be noted

NEIGHBOURHOOD CHALLENGE

292

Apologies were received from Councillor Cotton, Cabinet Member.

Private Rented Sector

- Pete Hobbs advised that the rapidly increasing private rented sector was making challenges to the delivery of the Council Housing service.
- Consideration had been given to the extension of the Licensing Scheme for Houses with multiple occupation. A pilot was scheme was operating in Selly Oak and Stockland Green

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- Work was been undertaken in partnership with the District Housing Panels.
- Community Safety issues were being looked at.
- 150 Landlords had attended the regional conference in Walsall the previous year. There was a conference at Millenium Point on 10 March.
- The police had expressed concerns about hostels and growth of unregistered providers including support to vulnerable people and the impact on neighbourhoods. In reply to Councillor Lal they had been successful in a bid for some funding before Christmas.
- The issue of absentee landlord and disruptive tenants was raised. There were legal processes to be followed and the police was tackling the issue.

Local Residents – Submissions received

The following documents were received and noted:-

(See document no. 3)

Homelessness and Allocations Policy

During the discussion the following points were made:-

- There had been 6,000 applications across the City. 900 of those with the last address being in Ladywood.
- The current figure for people in temporary accommodation provided by BCC was 1308. 260 in the Ladywood District.
- Bed and Breakfast was used as the last resort.
- Jim Crawshaw reported that homelessness was a Citywide issue. There were 21,000 on waiting lists and 5,000 lettings per year. There were not enough properties to meet demand leading to significant use of private rented properties.
- Councillor Bore said that issues Ladywood with homelessness, drugs etc had been discussed with the police.
- Councillor Lal queried whether the problem of homelessness had been worsened by migration to the City.
- Councillor Rice asked to place on record that the person dealing with homelessness issues had been good at responding. He said that affordable housing for people on low income should be built in Ladywood. Councillor Rice asked whether a resident was still eligible for nomination rights if a property was bought under Right to Buy, also what assistance was provided for victims of domestic violence.

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- Jim Crawshaw answered that Right to Buy would be rolled out to RSL's. They would look to replace the properties sold by building new properties to replace them.
- Victims of domestic violence sometimes preferred to remain in their current home. Legal remedies were being looked at. There was a sanctuary scheme that could be put in homes. They supported victims in receiving help, making them safe and ensuring they received the correct benefits. Councillor Rice expressed concern about the already pressurised service prior to the right to buy being implemented. It would be useful to receive projections on the impact of the policy.
- The average stay in a B&B was 3 weeks. In temporary accommodation the period was 6 weeks. In private accommodation it was 1 year. There had been cases in excess of 5 years in temporary accommodation however this tended to be larger families with specific needs.

REGULATION 33 VISITS TO ADULT ESTABLISHMENTS – LADYWOOD DISTRICT

293 The following list of Adult Establishments in Ladywood District and dates of visits was received and noted:-

(See document no. 4)

Councillor Lal was concerned about the lack of visits carried out. Councillor Spence said that there was now no officer support also DBS checks were now required.

LADYWOOD DISTRICT JOBS AND SKILLS PLAN 2015

294 The following report was received and noted:-

(See document no 5)

Lesley Poulton introduced the report. During the discussion the following comments were made:-

- Councillor Mosquito was the District Champion. The activities were set out in the document also actions for the future.
- Councillor Bore was concerned that young people in Ladywood did not do as well as their peers in the City. There were also adults without qualifications making it more difficult for them to find work. He said that focus should be on raising the achievement level of young people also the action plan should change.
- The Head of the Family Learning in the Adult Education Service was doing important work in a number of schools. Councillor Bore did not think the issues had been addressed by the report.

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- Councillor Lal supported the comments by Councillor Bore. He was concerned that no changes had been made related to poverty and deprivation in Ladywood and Ladywood District had been overlooked by Leaders and Parliament.
 - Councillor Spence concurred with the comments made and added that the young people that did do well moved out of Ladywood. Councillor Rice said that the people moving out were replaced with newcomers to the Country who moved to Ladywood owing to the affordable housing. He felt that the challenges being faced by people were underestimated.
 - Lesley Poulton informed that the Chairman would be attending a Scrutiny Committee to reply to the question about what was being done by the District to support young people.
 - It was requested that a Jobs Fayre be organised to encourage people and Lesley Poulton advised that this was being done with partners.
-

WARD UPDATES

295 No updates were given.

DATES OF FUTURE MEETINGS

296 Members will be informed of dates following the Elections.

OTHER URGENT BUSINESS

297 There was no other urgent business.

AUTHORITY TO ACT BETWEEN MEETINGS

298 **RESOLVED:-**

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

The meeting ended at 1620 hours.

.....
Chairman

CODE OF CONDUCT AT THE DISTRICT COMMITTEE

1. This code applies to all persons present at the District Committee.
2. The Chair of the meeting is responsible for the good conduct of the meeting.
3. The purpose of the meeting is to transact the business of the District in relation to the functions, operational powers and duties delegated by Cabinet.
4. The meeting's format is set out in the Agenda. The Chair of the meeting may vary the order of items.
5. The Chair will decide if members of the public can address the meeting. Anyone wishing to do so should raise their hand, and may speak **only** at the invitation of the Chair.
6. Members of the public may ask questions on an item by raising their hand, but **only** at the invitation of the Chair.
7. Reports will be presented by City Council officers or other invited guests. These presenters are representing their organisations and may be bound by the decisions taken by those organisations.
8. The good conduct of the meeting is controlled by the Chair of the meeting. Those people wishing to speak should try to inform the debate currently in discussion. The Chair having invited a person to speak, has the final say and can order a person to discontinue their speech.
9. If the Chair of the meeting feels that a person(s) is persistently disregarding the good conduct of the meeting or if disorder breaks out then the Chair may order the person(s) to leave, suspend the meeting until in his/her opinion the meeting can restart or close the meeting.

Article 10 - District Committees and Ward Forums

This Article sets out details with regard to District Committees and Ward Forums consisting of the Members of that District or Ward.

- 10.1. Ten District Committees have been established by the Council and the relevant Ward Members have been appointed to serve on them:-

District Committee:	Area:	Members from the following Wards:
1. Edgbaston	South	Bartley Green, Edgbaston, Harborne and Quinton,
2. Erdington	North	Erdington, Kingstanding, Stockland Green and Tyburn
3. Hall Green	East	Hall Green, Moseley & Kings Heath, Sparkbrook and Springfield
4. Hodge Hill	East	Bordesley Green, Hodge Hill, Shard End and Washwood Heath
5. Ladywood	Central	Aston, Ladywood, Nechells and Soho
6. Northfield	South	Kings Norton, Longbridge, Northfield and Weoley
7. Perry Barr	Central	Handsworth Wood, Lozells & East Handsworth, Oscott and Perry Barr
8. Selly Oak	South	Billesley, Bournville, Brandwood and Selly Oak
9. Sutton Coldfield	North	Sutton Four Oaks, Sutton New Hall, Sutton Trinity and Sutton Vesey
10. Yardley	East	Acocks Green, Sheldon, South Yardley, Stechford & Yardley North

- 10.2 Ward Forums will be constituted in each District to encourage and facilitate dialogue, between the Council and local people within their Ward. Cabinet has delegated the functions, operational powers and duties to the relevant Ward Forums as set out in Volume B (B6).

- 10.3 The Councillor membership of District Committees shall consist of those Members elected to serve Wards within that District and that Ward. The co-option of partner members without voting rights is permitted in respect of each District Committee. Once Committees have been established, only the City Council can dissolve them. The Member of Parliament for the District should be invited to attend District Committees as an observer with the right to speak.

EXECUTIVE POWERS DEVOLVED TO DISTRICT COMMITTEES

- 10.4 Cabinet has delegated the functions, operational powers and duties to the relevant District Committee(s) as set out in **Volume B (B6)**. These Terms of Reference may be amended by Cabinet from time to time to reflect the shape of the Future Council. District Committees have a right to consider and respond to consultations on planning briefs and frameworks and major development proposals. Any such

responses are to be given to the Planning Committee for consideration at the appropriate time.

10.5 Meetings

Chairs will be appointed by each District Committee and by each Ward Forum at the first meeting of the municipal year. Deputy Chairs are elected at the same meeting for the purpose of substituting for the Chair if absent. In the event of a District Committee failing to appoint, the matter will be determined by the Leader of the Council. They will have a leadership responsibility for 'place' matters within their District including:

- (i) Effective discharge of the local executive remit, through delegations, of their District Committee.
- (ii) Production of a Community Plan out locally determined priorities and policies for approval by the District Committee.
- (iii) Attend Overview and Scrutiny to account for delegated responsibilities for the District Committee, and policy priorities as set out in policy statements and development plans.
- (iv) Working closer with the Assistant Leaders as part of the Cabinet Committee Local Leadership.

Each District Committee will also hold an annual District Convention with input from community groups, Ward Forums, partners and other stakeholders, to inform on District priorities arising from the Local Service Community Plans.

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10.6 Quorum

- (a) The Quorum for a District Committee shall be 6 Elected Members.
- (b) The Quorum for a Ward Forum shall be 2 members.

10.7 The Council will establish (or dissolve) Ward Forums on the recommendation of the Council Business Management Committee.

B6 – District Committee and Ward Forum Functions

1. THE ROLE AND PURPOSE OF DISTRICT COMMITTEES IS MORE PARTICULARLY SET OUT WITHIN THE "TERMS OF REFERENCE" BELOW. THE TERMS OF REFERENCE ARE SUBJECT TO AMENDMENT BY CABINET OR BY COUNCIL BUSINESS MANAGEMENT COMMITTEE, AS APPROPRIATE, TO REFLECT THE EMERGING SHAPE OF THE FUTURE COUNCIL.

2. The following functions are devolved to District Committees:

- Enforcement of litter prevention.
- Enforcement relating to fly-posting, placarding, graffiti and fly-tipping.
- Local community safety (local CCTV and local neighbourhood tasking issues taken forward usually in partnership with the police).
- Power to authorise the picking up of stray dogs, and relating to scavenging in alleyways and fouling of land.
- Street Cleansing – local decisions on services and the specific role of working with local communities and social enterprises to encourage additional services such as community clean ups and anti-litter campaigns.
- Grants to Neighbourhood Forums from the budget approved for this purpose.
- The right to consider and respond to consultations on planning briefs and frameworks and major development proposals and for any such response to be given to the Planning Committee for consideration at the appropriate time.

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TERMS OF REFERENCE FOR DISTRICTS AND WARDS

Background

These terms of reference form part of a three pronged approach to defining the role and remit of the Council's community governance structure at both district and ward level. This also includes a schedule of functions that are to be delegated to these committees or forums, amending section B6 from the 2014/15 City Council Constitution; an article recognizing the existence of district committees and ward committees or forums and granting authority and powers to both and the terms of reference set out in this document.

Principles

The City Council is committed to the retention and the on-going development of its devolved approach to community governance, given the scale, size and diversity of challenges, opportunities and needs across the city.

The operation of new arrangements at the district and ward level must be consistent with the new resource framework for local governance and services, with a dramatic reduction since the council introduced its devolved arrangements over ten years ago. This means that the

support and administration of the refined model needs to take account of this and focus on the key priority of protecting front line service delivery, whilst also helping to shape new approaches to service delivery at a local level through partnership working and co-production.

The new model demands a particular set of cultural, organisational and individual behaviours, values and technical competencies. A key priority for its future operation is to shape a systematic, whole organisation approach to getting this right. This will be incorporated within the wider Future Council programme.

Overall purpose of the districts

Work at the district level will promote democratic accountability and support councillors in their community leadership role. It will also drive forward service improvement, community empowerment, active citizenship and local partnership working, and ensure maximum influence over the use of service budgets and resources, to ensure they are aligned with local needs, with the ultimate outcome of improving the economic, social and environmental wellbeing of the local area.

The roles of district committees

In conjunction with the relevant Cabinet Members and the Cabinet Committee Local Leadership the role of district committees is to:

- Develop and support the community leadership role of councillors and others in the area. This includes roles in relation to governance, community planning, local dialogue, partnership, commissioning and accountability
- Promote and influence service improvement, service integration and a focus on prevention across the whole of the local public sector in the district
- Work in partnership with all local stakeholders to further the needs and priorities of local residents in the district
- Ensure that city wide and city regional levels of decision making have a good understanding of local needs and priorities in different parts of the city
- Promote community empowerment and active citizenship and a diversity of local service provision, including community and voluntary organisations and social enterprises (e.g. through the Standing up for Birmingham campaign) and to develop positive working relationships with parish, neighbourhood or community councils
- Take local decisions on local issues as specified in the constitution and this Terms of Reference

Functions delegated to district committees

Within each Committee's area:

(Council functions)

1. To adopt and review a Community Plan
 2. To make Elected Member appointments to outside bodies; where such appointments relate solely to one Ward within the District, the appointment should be made by the relevant Ward Committee Members.
 3. To advise or make representations to the Council, the Executive or an Overview and Scrutiny Committee on all matters affecting community interests, including the exercise of a "Neighbourhood Challenge" function, working in conjunction with Cabinet Members to provide improved accountability in council and other public services within the district
 4. To consider and respond to consultations on planning briefs and frameworks and on major development proposals affecting the district, within appropriate planning timescales
 5. To consider proposals referred to the committee by the Council, the Executive or an Overview and Scrutiny committee and to report back the committee's views to the referring body
 6. To consider the performance, integration and co-ordination of public services in the district and make recommendations to the Executive and to the council's partners as appropriate
- (Executive functions)

7. To promote and improve the economic, social and environmental well-being of the area
8. To exercise any executive functions that may be delegated in section B6 of the constitution - specifically to exercise the following duties and delegated functions in conjunction with designated officer responsibilities, relevant ward councillors and the relevant Cabinet Member:
 - a) A duty to ensure tenant engagement in the management and development of social housing, in conjunction with the relevant Cabinet Member
 - b) A duty to promote safer neighbourhoods, including local CCTV and neighbourhood tasking issues taken forward in partnership with the police and in conjunction with the relevant Cabinet Member
 - c) A duty to promote cleaner neighbourhoods, in conjunction with the relevant Cabinet Member, specifically:
 - Street cleansing – taking local decisions on service delivery in conjunction with appropriate officers and working with local communities and social enterprises to encourage additional services such as community clean ups and anti-litter campaigns
 - Enforcement of litter prevention
 - Enforcement relating to fly posting, placarding, graffiti, and fly-tipping

- Power to authorise the picking up of stray dogs, scavenging in alleyways, Dogs (Fouling of Land) Act
- d) A duty of "Neighbourhood Challenge" – to investigate, review and gather data on the performance of all local public services, working in a collaborative but challenging way with all service providers and seeking out and promoting new ways of improving services, in conjunction with relevant Cabinet Member(s) as appropriate, including:-
 - Approval of grants from the Local Innovation Fund (from April 2016)
 - Bidding for external funding to support neighbourhood and service improvement
- e) A duty to promote effective neighbourhood management
- f) A duty to promote and support active citizenship, community empowerment and a diverse and dynamic civil society, in conjunction with the relevant Cabinet Member
- g) A duty to ensure effective ward level governance arrangements, in Conjunction with the Leader of the Council
 - Approval of neighbourhood forum grants

The roles of ward forums

Members will also provide community leadership at the ward level to take forward the functions of the district committees, in particular through engaging the local community and identifying very local issues and priorities (for example through Ward Litter Plans or Neighbourhood Tasking meetings). The ward forums will:

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1. Provide a forum for community engagement in decisions affecting the local area (through regular meetings including neighbourhood forums, residents associations, parish, community or neighbourhood councils and other local organisations)
2. Make representations to the district committee, the Executive or to Council on matters affecting the ward and to support the work of Overview and Scrutiny committees as appropriate
3. Make comments on behalf of residents on significant planning applications within the ward or which have an impact on the ward, subject to the appropriate planning timescales
4. Co-ordinate the work of councillors with neighbourhood forums, residents associations and neighbourhood, community or parish councils to enable local community engagement, debate and action in relation to local issues and priorities
5. Plan work with the other wards to engage with partners such as the police

Ward Meetings and New “Ward Tracker” Database

Karen Cheney – District Head and Service
Lead for Community Governance and
Support

Background to Ward Meetings/ Forums

- Governance arrangements for District Committees and Ward Committees changed in the Constitution 2015 and revised further in 2016 (Article 10)
- Further review in 16/17 ready for the new ward boundaries in 2018 (Boundary Commission – approx. 100 Members and 77 wards)
- Ward meetings usually bi-monthly alternating with District Committee and held in the ward.
- New ward meetings/forums– aspiration that they act as a 2 way interface between residents, local community organisations, public services and Members
- Now much more informal, flexible and participative than previous formal ward committee arrangements – avoiding a one size fits all approach .
- Members will provide **community leadership** at the ward level to take forward the functions of the District Committee, in particular **engaging the local community** and identifying **local issues and priorities**

Ward Meetings/ Forums contd.

- Provide a forum for **community engagement** in decisions affecting the local area – collaborative partnership
- Future focus on a “**better deal for neighbourhoods**”
- Make representations to District Committee, the Executive or to Council
- Comments on behalf of residents on significant planning applications
- Co-ordinate the work of councillors with local groups such as neighbourhood forums, residents associations etc.
- Plan work with the other wards in the District (Cross District) to support the functions of the District Committee and to engage with partners such as the police, health etc.
- No formal delegations and no longer any formal clerking and minute taking but replaced with informal notes and a new “ward tracker” database which is put on CMIS.

Officer Support to Ward Meetings/ Forums

- **Community Governance and Support Team** –Service Lead -Karen Cheney
- Current Team of **3 Community Governance Managers**
 - **Kay Thomas – Hall Green, Selly Oak, Ladywood and Northfield**
 - **Bev Edmead – Edgbaston, Hodge Hill and Yardley**
 - **Lesley Bannister- Sutton, Erdington and Perry Barr**
- Each cover specific wards/ districts across the City
- Assist Ward Members with agenda setting and publicity poster, booking rooms if needed.
- Informal notes and initial ward tracker in 2015/16
- For 2016/17 new Ward Tracker – qualitative and quantitative information can be kept plus notes of meeting
- Able to pull off useful data – Citywide, by Theme/ Issue, ward level and district level

Community Governance Ward Action Tracker

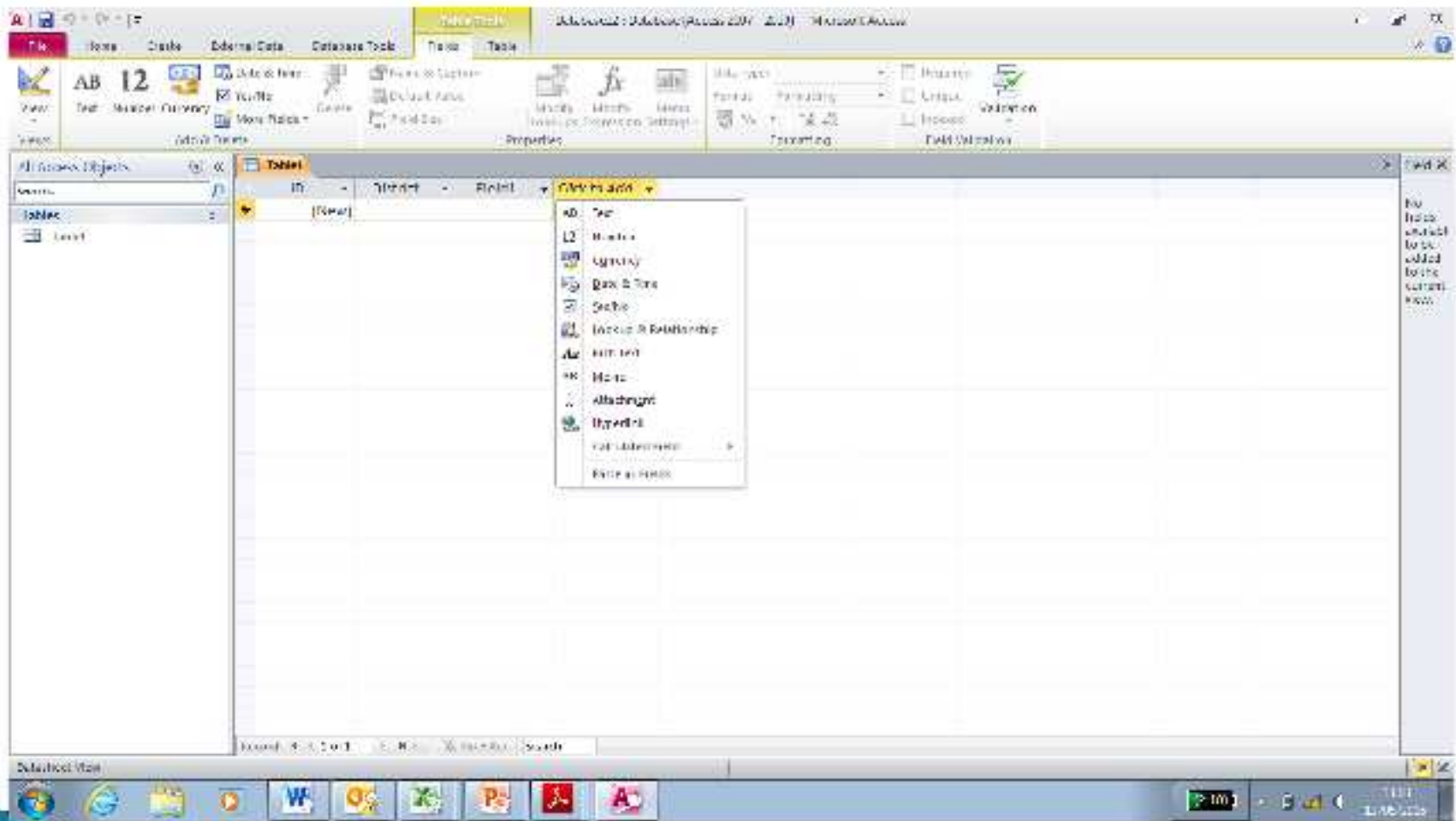
By Lesley Bannister

Using Microsoft Access

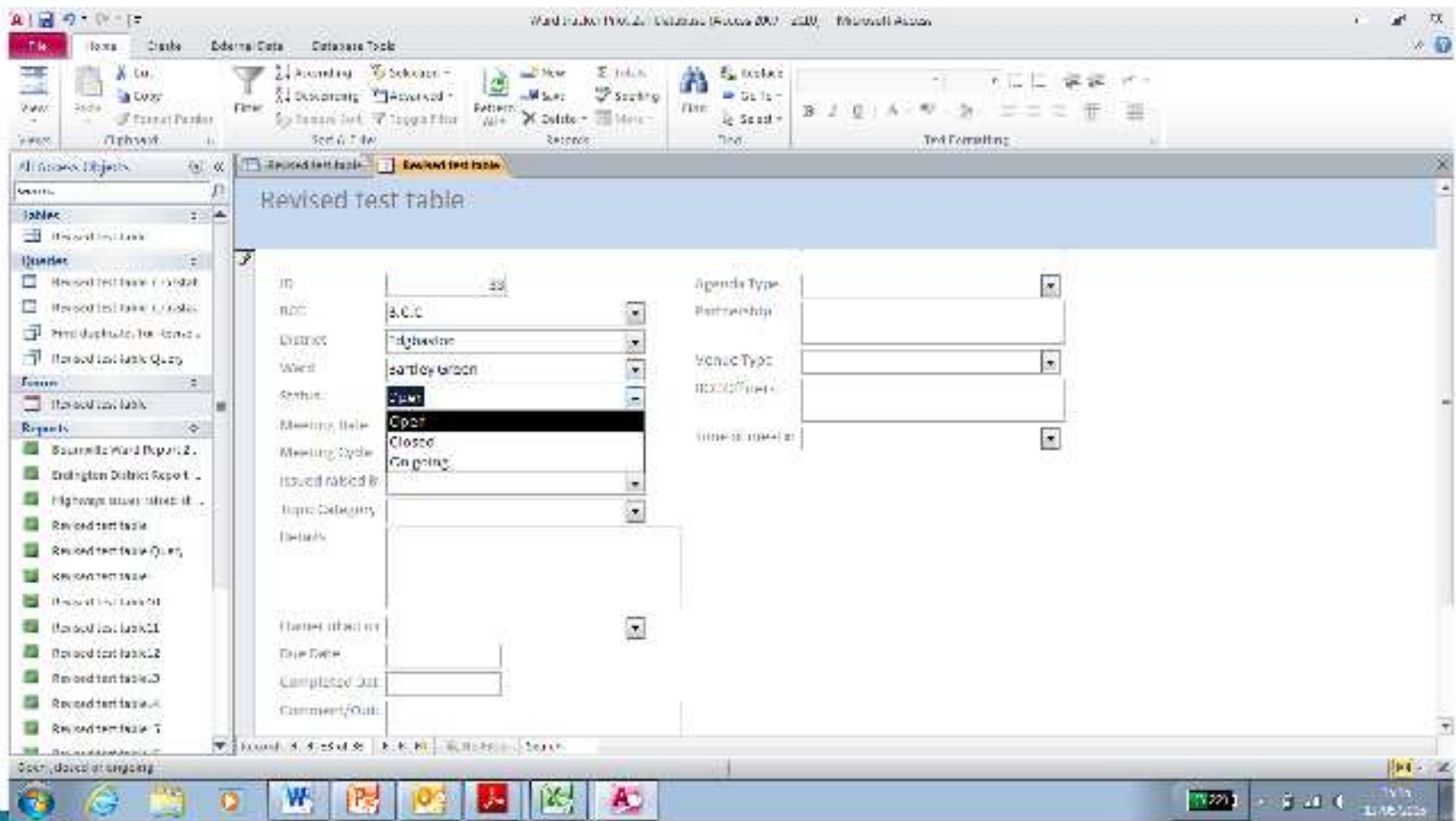
Microsoft Access is a database management system which enables the user to

- ▶ Store data
- ▶ Create forms
- ▶ Create queries
- ▶ Create reports

Constructing a data table



Creating an input form



Recording meetings as data

The screenshot displays the Microsoft Access application window titled 'Ward (Ward) (11/01/2010) - Access (Access 2007) - Microsoft Access'. The interface includes a ribbon with tabs: File, Home, Create, External Data, and Database Tools. The 'Database Tools' tab is active, showing options like Filter, Show/Hide, and Find. The left-hand 'Navigation Pane' lists various objects, including 'Revised test table' under the 'Tables' section. The main window area shows a data entry form for 'Revised test table'.

Revised test table

Status	Open	Owner of action	
Meeting Date	18/03/2010	Due Date	03/05/2010
Meeting Cycle	3m 4	Completed On	26/04/2010
Issued raised R	Newswell	Comment/Note	Enforcement action taking place
Issue Category	Security/Enforcement	Lead/In-charge	Tramline
Details	Parking outside school, head teacher asked for help in enforcement action		
Format	Traditional	Attachment	

The bottom of the window shows the Windows taskbar with icons for Internet Explorer, Outlook, Word, PowerPoint, and other applications. The system clock indicates the date is 11/01/2010 and the time is 11:10:12.

Query function

- ▶ Queries enable the user to pre select areas of the database and store them in a specific format. This is useful in maintaining constancy in reporting .
- ▶ Each query relates back the original database and automatically updates with every entry made on the database.

Query table

The screenshot shows the Microsoft Access 2010 interface. The 'Table1' table is open in Datasheet View. The table has the following columns: District, Ward, Meeting Date, Meeting City, Sum Of Att, and Count Of Br. The data is as follows:

District	Ward	Meeting Date	Meeting City	Sum Of Att	Count Of Br
Edgbaston	Edgbaston	16/02/2016	City 1	20	1
Edgbaston	Edgbaston	25/02/2016	City 4	5	1
Edgbaston	Edgbaston	25/02/2016	City 4	12	1
Edgbaston	Edgbaston	04/02/2016	City 1	70	3
Edgbaston	Edgbaston	05/01/2016	City 1	45	1
Edgbaston	Edgbaston	26/11/2015	City 3	30	1
Edgbaston	Edgbaston	22/03/2016	City 4	10	1
Edgbaston	Edgbaston	19/06/2016	City 1	76	1
Edgbaston	Edgbaston	07/02/2016	City 1	24	1
Edgbaston	Edgbaston	23/03/2016	City 4	12	1
Edgbaston	Edgbaston	04/02/2016	City 1	9	1
Edgbaston	Edgbaston	14/03/2016	City 3	13	1
Edgbaston	Edgbaston	15/12/2015	City 3	18	1
Edgbaston	Edgbaston	25/09/2015	City 2	23	1
Edgbaston	Edgbaston	14/01/2016	City 1	3	1
Edgbaston	Edgbaston	30/11/2015	City 3	15	1
Edgbaston	Edgbaston	24/03/2016	City 4	12	1
Edgbaston	Edgbaston	25/10/2015	City 2	20	1
Edgbaston	Edgbaston	07/12/2015	City 3	23	1
Edgbaston	Edgbaston	18/02/2016	City 4	16	1
Edgbaston	Edgbaston	04/09/2015	City 1	7	1
Edgbaston	Edgbaston	13/03/2016	City 1	8	1
Edgbaston	Edgbaston	25/09/2015	City 2	12	1
Edgbaston	Edgbaston	18/09/2015	City 2	11	1
Edgbaston	Edgbaston	22/10/2015	City 2	5	1

Create reports from the database

The screenshot shows the Microsoft Access 'Report Wizard' dialog box. The dialog is titled 'Which fields do you want in your report?' and displays a list of fields from the 'Revised test table'. The 'All Fields' button is selected. The background shows a table of data with columns: ID, Name, Address, City, State, Zip, and Date.

ID	Name	Address	City	State	Zip	Date
1	B.C.C.
2	B.C.C.
3	B.C.C.
4	B.C.C.
5	B.C.C.
6	B.C.C.
7	B.C.C.
8	B.C.C.
9	B.C.C.
10	B.C.C.
11	B.C.C.
12	B.C.C.
13	B.C.C.
14	B.C.C.
15	B.C.C.
16	B.C.C.
17	B.C.C.
18	B.C.C.
19	B.C.C.
20	B.C.C.
21	B.C.C.
22	B.C.C.
23	B.C.C.
24	B.C.C.
25	B.C.C.

Reporting levels

- ▶ Birmingham City Council Level
- ▶ Directorate Level
- ▶ Leadership Level
- ▶ District Level
- ▶ Ward Level
- ▶ Thematic

Reports at BCC level

[illegible]

Reports at District level

Task: Erdington District Report 2015/16 TESI - John B. Baker

100% (pdf) view Windows 10 App

Open [Icons] 1/1 104% [Icons] Tools Fill & Sign Comment

Erdington District Report 2015/16 TESI

District	Word	Topic Category	Details
Erdington	Erdington	Other	Planning and local infrastructure concerns, parking, and other
	Erdington	Other	Planning issues, new cinema complex, residents have concerns re night time security
	Erdington	Other	Boundary Commission issues, residents need to submit their views as a condition
	King's Landing	Other	Infrastructure and local planning concerns
	Ednam	Other	Planning issues (cultural)

03 May 2016

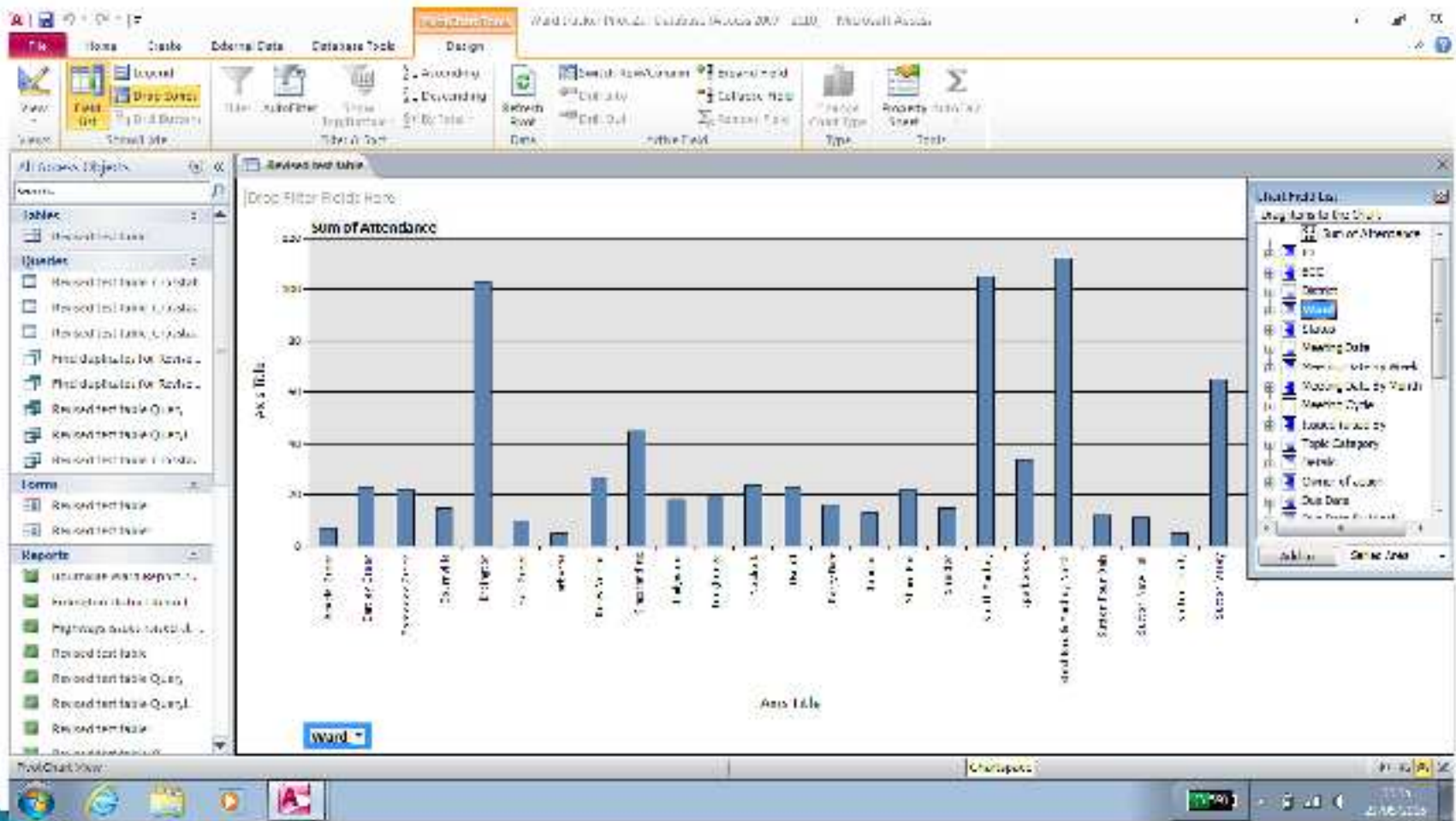
Page 1 of 1

Windows Taskbar: [Icons] 11:51 16/05/2016

Reports by Thematic level

[illegible]

As a Graph



Benefits of using an Access database for action tracking at Ward Forums.

- ▶ Access will help manage Citizens issues and concerns raised at Ward Forum meetings efficiently, economically and effectively.
- ▶ Access produces performance management reports in a few simple steps.
- ▶ Access stores data that can be viewed and compared at varying levels B.C.C, District ,Ward and Thematic.
- ▶ Access reporting can be used for future planning.

Any questions?

If you have any questions please don't hesitate to contact me

Lesley.bannister@birmingham.gov.uk

464 - 4194

Appendix 1:

Terms of Reference and Membership of Cabinet Committee Local Leadership

Terms of Reference and Role Description for Assistant Leaders (extract from City Council constitution approved on 24 May 2016)

Cabinet Committee Local Leadership

This Cabinet Committee will be established by the Cabinet with the following membership:

- The Leader
- Another Cabinet Member as deemed appropriate by the Leader
- The Leaders of the official opposition party and the next largest opposition party
- The Chairs of the District Committees
- Four Assistant Leaders (see below)
- Assistant Leaders will be able to attend meetings of Cabinet but will not have a right to vote on any item of Cabinet business.

The quorum for the Committee shall be six and this number must include one of the Cabinet Members and one of the Leaders of the opposition groups as well as one of the Assistant Leaders.

The Committee will include four Councillors designated as Assistant Leaders. These councillors will be charged with taking forward the agenda of the Cabinet Committee Local Leadership between meetings, under the management of the Leader of the Council. They will not have decision making powers independently of the Committee. They will each be responsible for an area of the city, to be specified by the Cabinet.

7.1

1. These terms of reference are subject to change by Cabinet as and when necessary to reflect the changing shape of the devolution and Future Council, agenda. The City Council is committed to the ongoing development of devolved community governance through a process of reviewing devolved

ways of working and considering new innovations; it is recognised that further devolution is necessary given the scale size and diversity of challenges, opportunities and varied needs across the city.

2. The Cabinet Committee will conduct a review of the existing devolved arrangements consulting and engaging with the community, other stakeholders and Members. During the period of review local areas will be supported in bringing forward and piloting new ways of working in relation to devolved arrangements; the Cabinet Committee with the Assistant Leaders will support, oversee and evaluate the new ways of working for potential wider use within the City.
3. The Cabinet will set out the detailed coverage of this review, but it will include assessing the effectiveness of all existing arrangements for local engagement and partnership working, preparations for the new ward arrangements to be introduced in 2018 and new ways of working such as parish councils.
4. The Assistant Leaders with the Cabinet Committee will play a leading role in taking forward the following council strategic priorities:
 - Local Leadership - conducting the review set out above at paragraphs 2 and 3 and reporting to Full Council and Cabinet as appropriate
 - Every Place Matters – overseeing the development of area focused policies and programmes to address inequalities between areas of the city
 - A Better deal for Neighbourhoods – the committee will work to improve services in neighbourhoods and responsiveness to local communities and individual service users and to support local initiatives to improve the environment and street scene
 - Supporting local councillors – through the devolution process
 - Fostering and applying new approaches to local leadership.

Assistant Leaders: Role Description

The Leader of the Council will set clear success criteria and outcome targets for the Assistant Leaders and the Cabinet Committee, for approval by the Cabinet and these will be monitored alongside officer work programmes to ensure the work remains on track and delivers a successful transition to future arrangements.

The strategic role of the Assistant Leaders will be to:

- Provide leadership to policy development as directed by the Leader and working in conjunction with Cabinet Members, with the aim of realising the full potential of city policies for Place – making a difference in all Birmingham neighbourhoods. This will include the strategic priorities of Local leadership, Every Place Matters (regeneration and investment outside the city centre) and A Better Deal for Neighbourhoods (improving local services)
- Drive forward the review of devolved arrangements within the city and the successful transition to the post 2018 environment as directed by the Cabinet and the Leader.

Within their area of the city Assistant Leaders will:

- Promote and support changes to the practice, culture and capabilities underpinning the role of “front line councillor”
- Shape and support local partnership working and engagement with communities and local stakeholders
- Shape neighbourhood governance and neighbourhood delivery plans working alongside District Chairs
- Ensure that arrangements are in place to move beyond the districts model whilst capturing the learning and the partnerships developed in previous years and supporting the role and contribution of all local councillors
- Ensure that local issues and innovations are reflected in strategic decision making with regard to Local Leadership, Every Place Matters and A Better Deal for Neighbourhoods.

Frequency of meetings

The Cabinet Committee Local Leadership will as far as is practicable and at the discretion of the Chair, meet monthly for the remainder of the 2016/17 municipal year.

Appendix 2:

The Evolution of Devolution

Outline Work Programme for the Cabinet Committee Local Leadership 2016-18

Background: The Evolution of Devolution

Birmingham City Council has for decades had an interest in how to engage communities and neighbourhoods in local democracy and local services, recognising the scale of the city and the inevitable remoteness of the central council. Neighbourhood Forums and Ward Committees were followed by the “Local Involvement Local Action” initiative and then by the decision to go for a more radical approach, following the recommendation of Sir Adrian Cadbury’s Democracy Commission in 2000.

After a lengthy period of policy development and consultation (including the Highbury 3 conference and the Constitutional Convention) and two years of detailed planning, the district devolution model was put in place in April 2004. The thinking behind that model was that it was essential to devolve control of services (budgets and management) to a more local level. This was only practical at the district level (and only for a limited number of services). Ward Committees were therefore retained to provide a focus for community engagement at a more local level.

Over time that system has proved unsustainable. Localised management of services and budgets was often more theoretical than real and the costs of the system became unaffordable following the cuts from 2011-12. But the Community Governance Review (started in 2014) and the Kerslake report also suggested other more positive reasons for changing direction and developing a new community leadership role at the local level.

At the same time other significant changes are taking place in the role of local government in Birmingham, around the country and internationally, such as:

- The development of a new approach to metropolitan governance, with the Combined Authorities and metro mayors
- The devolution process and devolution deals
- The ongoing challenge of the spending cuts but also the shift to local finance rather than government grants and the debate on new responsibilities that will accompany this
- Profound changes in specific service areas such as health and social care, education and housing
- The upcoming shift to an all-out elections with new ward boundaries and fewer councillors

- The emergence of urban parish councils, not least the largest town council in the country in Sutton Coldfield.

In response to this, a long term programme of change was started last year, through the cross party Community Governance Working Group, with the following phases:

1. 2015-16: Initial changes to the constitution to reduce the number of scrutiny committees, change the role of district committees from service management to neighbourhood challenge and community planning and begin to shift ward committees towards a “ward forum” approach.
2. 2016-18: Further development of new approaches to local leadership in preparation for the changes in 2018, including the changing role of wards, the future of districts and wider area working, the potential for further parish councils. This will include alignment of these changes with the emerging Future Council operating model for local services and changes at the city and city region level. This phase could include piloting of diverse approaches in local areas which could be rolled out later.
3. 2018-2022: Implementation of new ward arrangements and embedding the changes developed in the previous two years.

The future vision for local leadership

The establishment of the Cabinet Committee and the Assistant Leader posts and the initiation of this work programme for the next phase of devolution provide an opportunity to develop a genuinely radical agenda for change.

Our ambition is to put Birmingham at the vanguard of reform and new ideas on local governance and community leadership, building on the tremendous diversity and vibrancy of our civil society and its social enterprises, community and voluntary organisations and restoring the reputation for good governance that once characterised the city.

It is a vision based on the idea of dispersed leadership in which everyone in the city can aspire to make a difference. It is a vision based on a new sense of pride and purpose and the unique character of Birmingham’s public life expressed through innovation, invention and true leadership. It is a vision based on devolution from central government with new powers to act along with our West Midlands partners but also the empowerment of local communities and individuals in the city.

The Future Council programme and the 2020 Vision discussion paper which went to full council in November, as well as the direction set by the Leader of the Council provide a new context for these changes. The Cabinet is working on more complete Vision that sets out the administration’s priorities for change in the city and how the City Council will contribute to those in partnership with others. It will also focus on the future role of the council and the key areas where the council itself must change. This will steer the work of the Cabinet Committee in the area of local devolution and leadership.

The overriding theme is a shift to a **partnership-based approach**, recognising that wider outcomes for the city will only be achieved by working with others and that the role of the council will be to *lead the city but not run the city*.

In terms of governance and democracy this implies a shift from a *constitutional and internal focus*, based on *direct service delivery* (top down) to an *external and partnership focus* (bottom up and outside in). See box below.

Potential direction of change (the “big shifts”)

- The focus will shift from districts to wards and real neighbourhoods
- There will be no “one size fits all” across the city - instead local areas will develop a diversity of structures and ways of working
- The focus will shift from formal decisions made by committees and cabinet to decisions made with the community
- Integrated services and partnerships with a wider range of providers, including civil society and community groups will mean that even fewer decisions will fall within city council accountability mechanisms. We will need to learn to be accountable through partnership and influence and not control
- Such a shift will require a very different way of working for councillors – emphasising their role as democratic leaders working with other community leaders
- Over time the “centre of gravity” of governance in the city will shift from the Leader and Cabinet to the local leadership of councillors in their communities.

The proposed new smaller wards will enable individual councillors to focus on specific neighbourhoods but will preclude the previous committee approach.

A new landscape of public services is also emerging, including:

- More integrated services across the public sector
- The development of local area hubs providing single access points or gateways to services
- A focus on “whole person, whole family and whole place” and on prevention
- Greater diversity of local services including delivery and action by community and civil society groups
- Innovations that focus public resources on priority outcomes and groups, such as the proposed “Open for Learning” approach to information, advice, learning and skills and the new approach to sports and physical activity.

The principles that will guide the work of the Committee are set out overleaf.

Our Principles of Local Leadership

Based on the big shift and the context outlined above, the following principles will guide the next stage of the “evolution of devolution” and the work of the Committee:

Subsidiarity – activities should take place at the lowest possible level. Devolution should be driven from the bottom up, starting at the level of real neighbourhoods that people identify with

Partnerships – the partnership theme in the overall Future Council vision should be even stronger at the most local level

Diversity – there is no “one size fits all” solution to this – we need to allow different local areas to develop their own ways forward and to innovate and take risks from which the whole city can learn

Local leadership – we need a framework that will support stronger local leadership of all sorts, including enabling local areas to set out their priorities and plan their future (community planning) and to challenge service providers (neighbourhood challenge). Leadership should also be supported through diverse forms of local engagement, stronger community assets and open data.

Co-production – working together to identify problems, develop solutions and take action, rather than delivering standard solutions to the community. Local leadership is based on taking action with communities not on council budgets and decision making structures

Modern public services – we should develop new models of local services that are accessible and responsive to local communities and individuals, joined up and focused on the local place.

A focus on outcomes that matter

From the start, this work must be based on outcomes that matter to the people of Birmingham.

An early part of the work programme will be to set out a clear scheme of outcomes that will guide the Committee’s work. This will also be used to assess the progress with this way of working, including the effectiveness of the Assistant Leader role. Outcomes will be drawn from existing service improvement targets for local services, public priorities in terms of how they can influence and get involved in local democracy and objectives for specific policy areas within the Policy Review (see below). More details on this will be reported to an early meeting of the Committee.

The role of the Cabinet Committee and the Assistant Leaders

Both the Cabinet Committee and the Assistant Leaders will play a central, leading role in taking this agenda forward. This will divide into two areas of work: the ongoing functions of the committee and a policy review designed to take forward the next stages of the evolution of devolution, starting in 2016-18 but continuing beyond 2018.

1. The ongoing work of the Committee and the Assistant Leaders

In addition to the need to support the meetings of the Committee and ensure that communications are in place, the role description of the Assistant Leaders (Appendix 1) indicates that the following areas of ongoing work will need to be supported:

On a city wide basis: leadership and policy development in the areas identified in this document

On an area basis, within their area:

- Promoting and supporting changes to the practice, culture and capabilities underpinning the role of “front line councillor”
- Shaping and supporting local partnership working and engagement with communities and local stakeholders
- Shaping neighbourhood governance and neighbourhood delivery plans working alongside District Committee Chairs
- Ensuring that arrangements are in place to move beyond the districts model whilst capturing the learning and the partnerships developed in previous years and supporting the role and contribution of all local councillors
- Ensuring that local issues and innovations are reflected in strategic decision making with regard to Local Leadership, Every Place Matters and A Better Deal for Neighbourhoods.

2. Policy Review of local leadership and community governance

The Policy Review will be taken forward throughout the next phase and we will not put an artificial deadline on its completion. However work on specific areas of policy within the Review will be completed within the current municipal year or the year after. All significant policy proposals will be reported to Cabinet for approval.

The review will be in three parts:

1. Area working – looking at what will replace the districts model
2. A Better Deal for Neighbourhoods – looking at how we can improve local services and enable stronger community engagement
3. Every Place Matters – looking at how we can spread the benefits of devolution and economic growth to the whole city and regenerate areas of the city in need of change.

More detail is given on each of these below.

Area working

- The development of a new area geography for the city, based on the new ward boundaries and bottom up collaboration between wards.
- The potential to develop new integrated local services and early intervention focused on key outcomes within our goals of preventing family breakdown, maximising independence for adults and economic growth and jobs.
- Flexible working across ward and district boundaries on different priorities – developing a new bottom up geography for the city
- The development of new governance models such as town and parish councils and the agreement of devolution to those bodies
- The provision of new “hubs” or “gateways” to services which could link local residents into services provided at an area, city wider or even combined authority level
- Leadership development programmes and culture change – from “back bench” to “frontline” councillors
- The work of the Assistant Leaders set out above – including the areas of the city and policy specialisms they will cover and evaluating the impact and value of their work.
- The establishment of the Local Innovation Fund, including details of how it will be allocated and the criteria for spending.
- Any updated guidance to District Committees and Ward Forums as may be necessary to reflect the changes being made.

A Better Deal for Neighbourhoods

- Ward Forums – developing these as an interface between residents and local community organisations and public services and elected representatives.
- Support for neighbourhood forums and other community led bodies and their relationships with councillors
- The capacity of the voluntary and community sector and communities themselves in different parts of the city and how this can be improved
- Enhancing the “ownership” and control exercised by social housing tenants and the role of District Housing Panels and Housing Liaison Boards

- The value of models such as neighbourhood management and neighbourhood tasking and how they can be supported
- Open data and new forms of digital engagement, for example performance data on services, ward based asset registers, promotion of volunteering opportunities and time banking
- New forms of neighbourhood delivery and partnership – for example social investment, community trusts, community based housing associations or other examples developed elsewhere through the national Our Place initiative
- Enhancing influence on services across the public sector through very local Community Planning or Neighbourhood Challenge processes (perhaps linking into those for wider areas) and well established methods such as working with the Police on Neighbourhood Tasking
- “Neighbourhood Agreements”, “Charters” or “neighbourhood promise” – a compact between public service agencies and local communities on service standards and the responsibilities of services and the public
- Neighbourhood or community councils (parish councils) - there is the potential for more parish councils to be set up at a similar scale to new wards. One idea is for the City Council to do local “devolution deals” with them to localise some services. This would create a new element of very local democracy with an additional resource arising from the Council Tax precept.
- Improving the way we work at a local neighbourhood level through linking new approaches to service delivery (“operating models”) with the role of councillors in working with local residents. This means finding ways to make services more responsive and ward/neighbourhood level engagement more powerful within the design of services.

Every Place Matters

- A new policy for local centres – the creation of a Big City Plan style framework document for the city’s local centres and an implementation/action plan to take it forward
- Local Skills and Employment Plans – building on the work done in some districts over the last year and putting in place local plans for skills and employment across the city.
- Area policies for other key policy areas such as housing development and clean and green neighbourhoods.

Resources to support the Committee and the Assistant Leaders

The following resources are already in place to support this work:

1. Ongoing work of the Committee and the Assistant Leaders

- A named Corporate Leadership Team lead: Strategic Director Place, supported by another JNC officer in Place Directorate.
- The four remaining G7 “District Head” posts. These roles are evolving as we move away from the District model. They will devote a proportion of their time to supporting the work of the Assistant Leaders, dependent on the ongoing requirements to support district committee and other local activities.
- The four G5 Community Support and Development Officers – a portion of their time dependent on other local duties
- Three Governance Managers and one administrator are dedicated to supporting ward level work but this will make a contribution to the work programme set out here.
- A Committee Clerk.

2. The Policy Review officer team

A core team will support the policy development work of the committee. This will be supplemented by a range of other staff working on specific strands of the work (details to be reported to the Cabinet Committee in due course) and by the use of external expertise from partner organisations such as the universities and input from community based organisations.

- A portion of the time of a JNC officer and one of the G7 District Head posts
- A portion of the time of two Corporate Strategy Team policy officers
- Contributions from the Economy and People directorates as appropriate
- Such Corporate Support as is needed to supplement this staff, for example legal, finance and HR input

The Cabinet Committee will undertake a review of resource needs as it develops its proposals for future arrangements. The evolving approach will also be supported by the Local Innovation Fund and the Cabinet Committee will set out a detailed approach to how that money will be invested. The resources dedicated to local working will evolve over time and will be a key consideration in future budget reviews.

LADYWOOD DISTRICT COMMITTEE APPOINTMENTS 2016/2017

The Committee is asked to appoint one member to each of the following for 2016/2017 – last years appointments are shown in brackets;

1. CORPORATE PARENTING - COUNCILLOR CHAMPION

The City Council accepted the findings of a report on Corporate Parenting and agreed that a 'Councillor Champion' should be identified for looked-after children in each District to help co-ordinate visits to children establishments, feedback any issues and support fellow Members in the Corporate Parenting role. Therefore a 'Councillor Champion' is sought for Ladywood District.

(2015/16 representative Councillor Sharon Thompson)

2. APPOINTMENTS REFFERED FROM CABINET

a) Golden Hillock Community Care Centre

(2015/16 representative – Councillor Chauhdry Rashid)

b) St Anne's Accomodation

(2015/16 representative – Councillor Rashid)

c) West Side Partnership Ltd (Business Improvement District)

(2015/16 representative – Councillor Carl Rice)

d) Retail Birmingham Ltd (Business Improvement District)

(2015/16 representative – Councillor Kath Hartley)

e) Colmore Business District Ltd (Business Improvement District)

(2015/16 representative Councillor Hartley)

f) Southside Business Ltd (Business Improvement District)

(2015/16 representative Councillor Chauhdry Rashid)

g) Soho Road (Business Improvement District)

(2015/16 representative Councillor Chaman Lal)

3. CHAMPION/ LEAD MEMBER ROLES

a) Environmental Champion – (2015/16 representative - Councillor Kath Hartley)

- b) District Health & Wellbeing Panel – (2015/16 representative - Cllr Spence)
- c) West and Central Community Safety Partnership – (2015/16 representative Cllr Kauser (Cllr Thompson and Cllr Hartley as substitute members)
- d) Youth Champion – (2014/15 representative – Councillor Nagina Kauser)
- e) District Jobs and Skills Panel – (2015/16 representative Councillor Yvonne Mosquito)
- f) Housing Panel Champion – (2015/16 representative Councillor Carl Rice)
- g) Corporate Parent Partnership – (2015/16 representative Councillor Thompson) ???
- h) Cultural Heritage Champion – (2015/16 representative Councillor Carl Rice)

WEST & CENTRAL **LOCAL COMMUNITY SAFETY PARTNERSHIP**

Terms of Reference

Purpose

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

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

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

Objectives

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

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

Structure

- The Local Community Safety Partnership (LCSP) will meet bi-monthly and report to the respective District Committees and BCSP Police/

Crime Board. They will ensure there is an effective relationship with any citywide thematic groups to enable a joined up approach.

- The LCSP agenda will follow the objectives outlined above.
- The LCSP may set up working groups to address specific priorities – these working groups may be on-going or Task and Finish groups, as appropriate. The current groups for 2015-16 are:

Name of Group	Chair	Facilitator
Violence Against Women Forum	Paula Harding (BCSP)	Nicci Collins (BCC)
Neighbourhood Tasking Groups	Neighbourhood Team Sergeants (West Midlands Police)	Neighbourhood Team Sergeants (West Midlands Police)
Safer Communities Groups	Neighbourhood Inspectors (West Midlands Police)	Neighbourhood Inspectors (West Midlands Police)
Vulnerable Adults	tbc	tbc
Vulnerable Youth	tbc	tbc
Local Priorities	tbc	tbc

- All working groups will be accountable to the LCSP, and provide reports of activity as required
- The LCSP will review its terms of reference annually to ensure it remains appropriate and relevant (*next review September 2016*)

Membership

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

- The minimum number of members that must be assembled for a LCSP meeting to be valid shall be three plus the Chair or Vice Chair
- New members will be agreed by the Local Community Safety Partnership before they are formally invited to join
- All members of the Local Community Safety Partnership must declare any conflict of interest where necessary

Organisation	Name (Title)	Role in LDG
West Midlands Police	Andy Beard (Superintendent)	Chair & report back to Police Priority Neighbourhoods
Birmingham City Council	Lesley Poulton (Service Head – Ladywood)	Vice- Chair & report back on BCC Governance
Midland Heart	Carolyn Palmer-Fagan (Head of Neighbourhoods)	Report back on Prevent Working Group, Local RSL Contact
Birmingham Social Housing Partnership	Alan Moorhouse	RSL Community Safety Co-ordinator
West Midlands Fire Service	Graham Homer (Partnerships Lead, Birmingham)	WMFS General Partnership Team
West Midlands Fire Service	Dave Newman (Fire Station Commander)	WMFS Local Senior Contact
Birmingham City Council – Landlord Services	Kate Foley (Acting Senior Service Manager Housing – West & Central)	Report back on Hoarding & Hygiene Working Group & Housing Priority Neighbourhoods Approach
Birmingham City Council – Public Health	Kyle Stott	To help facilitate links between community safety and health
Birmingham Solihull Mental Health Foundation Trust	Neil Atkinson	To help facilitate links between community safety and adult mental health
South & City College	Paul Morris (Assistant Principal)	To help facilitate links between community safety and education
Birmingham City Council – Youth Services	Kalsoom Zubedah-Khan	To attend LDG when relevant agenda item

Birmingham City Council – Landlord Services	Parveen Nar (ASB Manager)	Report back on Safer Communities Group; Think Family and BRGV
West Midlands Police	Karen Geddes	Partnerships Inspector
West Midlands Police - Counter Terrorism -	Insp Jon Peepal PC Sarah Hopkins	Prevent Liaison
West Midlands Police	Sector Inspectors; Colin Barnes, Gareth Morris, Will O'Connor, Adam Henderson	Report back on Neighbourhood Tasking Groups and Sector Issues
Birmingham City Council	Nicci Collins (Safer Places Officer – West & Central)	LDG Co-ordinator/ Report back on Violence Against Women Forum
CRI	Natacha Bogard	Links between the LCSP and commissioned substance misuse (adults)
Aquarius	Emma Haley	Links between the LCSP and commissioned substance misuse (young people)

- The role of Chair and Vice Chairs will be reviewed annually (*next review September 2015*)

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

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

Ladywood District Housing Panel: Next Steps

Note for consideration

**From: Kate Foley
Acting Senior Service Manager
September 2015**

Background

Ladywood District Committee first considered Cabinet proposals for the establishment of District Housing Panels at its meeting on 12 March 2013. The District further considered this matter further at a Member Briefing held on 26 June 2013 and established a working group to review the options and make recommendations about the way forward.

At the District Committee meeting held on 12 November 2013 it was agreed to establish a District Housing Panel to develop a shared understanding of strategic housing issues amongst local stakeholders and provide a means of securing support for strategies to address these. The focus of the Forum would be on:

- Understanding the District demographic profile and scoping out housing needs;
- Assessing current stock condition and investment requirements; and
- Reviewing housing growth requirements and opportunities within the District

Following this, approaches were made to a number of interested stakeholders and an initial meeting was held on 5 August 2014. The meeting included representatives from Trident Reach and Midland Heart housing associations, as well as BCC officers from housing strategy team, planning and development, housing development and private rented sector team.

That meeting agreed to take forward an agenda for the work of the District Housing Panel including:

- Mapping and focussing on hot spots (with particular reference to Soho and Aston Wards)
- Homeless prevention
- Opportunities provided by RSLs
- Mapping land ownership and identifying opportunities arising from this

A further meeting was held on 2 February 2015 and this paved the way for a well-attended workshop looking at Decent, Affordable Housing held as part of the Ladywood District Convention on 7 March 2015.

Recent Developments

A number of policy developments make it appropriate to re-visit the arrangements for a Ladywood District Housing Panel. These include, but are not limited to:

- Changing role for District Committees in the light of recommendations from Kerslake Review and Improvement Panel
- Emerging role of Place Management and role of housing management in supporting the approach
- Continuing resource reductions impacting across Birmingham City Council general funds
- Emerging context of resource reductions for social housing providers arising from year on year 1% rent reductions
- Review of housing Allocation Scheme
- Changing tenure patterns with increases in Private Rented Sector housing stock (PRS)
- Emerging approaches towards regulation of PRS
- Continuing pressures to plan for and meet housing need in the context of population growth projections

Proposed Objectives for District Housing Panel

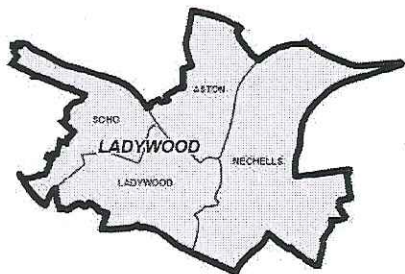
The discussion on Decent, Affordable Housing held at the District Convention on 7 March 2015 provides a useful framework for taking forwards the work of the Ladywood District Housing Panel. Broadly, the concerns raised fell into the following areas:

- Meeting housing need – in particular the need for ‘affordable’ housing meeting the specific needs of local people
- Managing the impact of PRS/hostel accommodation and in particular considering how effective regulation might reduce negative impacts on neighbourhoods
- Considering how planning policy can be used to support the development of balanced communities including meeting requirements for local services, leisure, recreation and education
- Relationship between housing management and wider environmental and neighbourhood management

Next steps

It is proposed to strengthen the local partnership approach to address these issues with leadership provided by the District Committee lead for Housing, Cllr Carl Rice. In the first instance officers are asked to:

- Scope the range of Registered Social Housing Providers across the District and work with Birmingham Social Housing Partnership to engage with them appropriately
- Scope opportunities for involvement by private sector landlords
- Assess how local residents can best contribute to taking forward this agenda
- Ensure up to date information is available about current and future housing need, tenure types and demographics for Ladywood District with a view to informing the work of the Panel
- Convene an initial meeting of the Panel



Vision

Ladywood district is a district that will focus on providing its residents with equitable access to and uptake of opportunities that are provided by the integrated health and social care system of Birmingham. The district will also focus on ensuring that the most vulnerable individuals and groups are a priority.

Aims

- Improve the resilience of our communities and people, recognising that the wider and social determinants are key
- Improve the uptake of citywide health and wellbeing services; improve the health and wellbeing of our most vulnerable residents

Ladywood District Health and Wellbeing Strategy DRAFT 2015/16

Priorities: Excess Weight; Reducing Alcohol Consumption; Improving Mental Health and Wellbeing

Themes	Objective	Outcome	Sample Actions	Measure	Target
<p>The overarching priority for this strategy is to identify and create opportunities that allow residents to:</p> <p>Start Well</p> <p>Live Well</p> <p>and Age Well.</p>	The establishment of a health theme group which can routinely use its abilities to identify opportunities, provide solutions and create sustainable opportunities for improving the health and wellbeing of the residents of Ladywood	<ul style="list-style-type: none"> • Improve mechanisms for 'getting things done'. • Common approaches • Support people to start well, live well, and age well. • Increase the awareness of the wider and social determinants of health • Ladywood Health and Wellbeing Centre is an exemplar for Ladywood with reference to the delivery of services in the community 	<ul style="list-style-type: none"> • Hold a district convention to call for members • Develop a terms of reference and governance structure • Develop a set of milestones and a dashboard for monitoring performance • Review the opportunities for interventions at Ladywood Health and Wellbeing Centre • Identify and implement interventions at Ladywood Health and Wellbeing Centre 	<ul style="list-style-type: none"> • Strategic group utilising overview and scrutiny functions established • Clearly defined plan and milestones for achieving the objectives • Opportunities for common approaches identified • Common approaches established 	<ul style="list-style-type: none"> • Established • Milestones achieved • Approaches in place • Annual Convention
	To create a district which uses the platform of the five-ways-to-wellbeing to provide opportunities for being connected, being active, taking notice, keeping learning, and giving.	<ul style="list-style-type: none"> • Improving common approaches to promoting positive mental wellbeing and reducing mental ill health • Support people of all ages to improve their mental wellbeing and reduce mental ill health 	<ul style="list-style-type: none"> • Mapping organisations, priorities and groups • Hold a five-ways-to-wellbeing workshop • Implement the guidance for promoting the five-ways-to-wellbeing • Transformation of approach to working with partners and providers 	<ul style="list-style-type: none"> • Opportunities for common approaches identified • Clearly defined approach to implementing the five-ways-to-wellbeing • Common approaches established 	<ul style="list-style-type: none"> • Established and maintained • Established and rolled out • Established and maintained
	To work with partners to develop and implement sustainable ways to prevent harmful and hazardous drinking.	<ul style="list-style-type: none"> • Improve access to the management of alcohol and substance misuse treatments services • Improve opportunities for prevention 	<ul style="list-style-type: none"> • Stakeholder workshop • Systematic approach to accessing treatment services • Identify opportunities for increasing access to, & uptake of the NHS Healthcheck 	<ul style="list-style-type: none"> • Opportunities for common approaches identified • Common approaches established 	<ul style="list-style-type: none"> • Established and maintained • Established and maintained

Housing Transformation Report Q4 2015-16

Ladywood District Committee

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

<p>Management of ASB</p> <p>Ladywood continues to receive a high level of ASB cases with 147 received during period 4. 97% of cases were responded to on time which is below the target of 100%. Unfortunately staff changes meant that in 4 cases the customer received a response which was not recorded on the monitoring system and which led to the target being missed. Training and support has been provided. A total of 122 cases were closed of which 97% were recorded as successfully (which indicates that all options for the management of the case were used). In one instance the closure ticket was incorrectly completed. HLB members keep in touch with ASB service through reports to Board meetings and through their involvement with the co-regulation of the service.</p>	<p>No. of new cases received: 147</p> <p>No. of new hate crime cases: 0</p> <p>Percentage of cases responded to on time: 97%</p> <p>Total ASB cases closed: 122</p> <p>Percentage of cases closed successfully: 97%</p> <p>Number of current ASB cases: 195</p>	<p>Status: Green/Amber/Red</p>
<p>Percentage of high and low-rise blocks rated good or better</p> <p>77% of blocks in Ladywood achieved the good or better score, which is above target.</p> <p>Low rise blocks have achieved a 100% satisfaction score for Ladywood</p>	<p>81% of high-rise blocks good or better</p> <p>100% of low-rise blocks satisfactory</p>	<p>Status: green</p>
<p>‘Lodgers in Occupation’ for more than 12-weeks</p> <p>This measures the number of people occupying council properties where the tenancy has ended and the status of those occupying requires further investigation. The situation normally arises when the tenancy ends either because of the death of the tenant or relationship breakdown. There are currently 11 cases in Ladywood</p>	<p>No of cases: 11</p>	<p>No target</p>

where investigations have taken longer than 12-weeks and all of these are cases where legal action will be required to resolve the issues.		
Percentage of Intro tenancies over 12 months old not made secure 0.8% of tenancies in Ladywood over 12-months old were not been made secure during Q4.	Percentage of tenancies over 12-months old not made secure: 0.8%	Status: Green
Conditions of estates – average bi-annual estate assessment scores In Ladywood the average of estate assessment scores was 26.3 which is above the 'good' score of 21, but below the score for excellent of 29. The estate assessments take place twice per year and lead to the development of improvement plans.	Average bi-annual estate assessment score: 26.3	No target
Average days void turnaround excluding void sheltered properties The average days turnaround for void properties excluding sheltered in Ladywood was 22.1 which was below the target of 30 days. This represents continued improvement on the void process which is no managed locally. The average calendar days to let a void property from Fit For Let date to Tenancy Start Date now stands at 10.9 days for the district which means that locally the target is now being met.	Average days turnaround excluding sheltered voids: 22.3 Average days turnaround all voids: 21.9 Average calendar days to repair a void property: 20.9 Average days to let a void property: 10.9	Status: Green Status: Green Status: Amber Status: Green
Repairs The percentage of right to repair jobs completed on time in Ladywood was 95.6% which was above the service standard, but slightly below the target of 98%. The Birmingham Promise target to resolve routine repairs in 30 days achieved 95.2%	% of right to repair jobs completed on time: 95.6% % of routine repairs resolved within 30 days: 95.4%	Status: Amber Status: red

<p>which was below the target of 100%. 100% of gas servicing took place and 81.2% of gas repairs were completed within 7 days New repairs contractors are now operating in Ladywood District area.</p>	<p>100% Of gas servicing completed against profile</p> <p>% of gas repairs completed within 7 days: 81.2%</p>	<p>Status: Green</p> <p>Status: Red</p>
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Housing Transformation Board Performance Report

Quarter 4 2015-16

Report produced by Place Directorate Performance and Support Services Team
Version 3.0 10/06/2016

Contents	RAG status (based on Q4 data unless stated)	Page
<u>Exception Report</u>		7
<u>Leasehold and Right to Buy (Sukvinder Kalsi)</u>		
Number of Right To Buy applications received	No Target	14
Number of properties sold under Right To Buy	No Target	15
Right to Buy compliance to statutory timescales	Red	16
<u>Rent Service (Tracy Holsey)</u>		
Percentage of rent collected	Green	17
Current amount of rent arrears	Green	18
<u>Homeless Service/Allocations (Jim Crawshaw)</u>		
Number of households in Temporary Accommodation	Red	19
Number of households in B&B	Red	20
Number of homeless preventions	Red	21
Number of health and housing assessments currently outstanding	No Target	22
Number of households on housing waiting list	No Target	23
Average number of weeks families in B&B	No Target	24

Landlord Services

Antisocial Behaviour (Tracey Radford)

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

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better	Green	33
Percentage of low-rise blocks rated satisfactory or better	Green	34
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	35
Percentage of introductory tenancies over 12 months old, not made secure	Green	36
Condition of estates - average of bi-annual estate assessment scores	No Target	37
Condition of estates - number of excellent, good and poor ratings to date	No Target	38

Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties

Green 39

Average days void turnaround - all voids

Green 40

Average days void turnaround - void sheltered properties only

No Target 41

Average calendar days to repair a void property

Amber 42

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

Red 43

Percentage of void properties let first time

Green 44

Customer satisfaction with letting staff

Green 45

Customer satisfaction with new home

No Target 46

Services for Older People (Carol Dawson)

Number of new void sheltered properties

No Target 47

Number of current void properties - sheltered only

No Target 48

Percentage of support plans completed in 4 weeks

Green 49

Percentage of Careline calls answered within 60 seconds

Green 50

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

No Target 51

Average time taken to answer calls (in seconds)

Green 52

Percentage of calls answered

Green 53

Asset Management and Maintenance (John Jamieson)

Repairs:

Percentage of Right To Repair jobs completed on time	Amber		54
Percentage of appointments kept	Amber		55
We will respond to emergency repairs in two hours	Red	Bham Promise	56
We will resolve routine repairs within 30 days	Red	Bham Promise	57

Gas:

Percentage of gas servicing completed against period profile	Green		58
Percentage of gas repairs completed within 7 days	Red		59

Customer Satisfaction:

Customer satisfaction with repairs	Amber		60
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Independent Living:

Number of households assisted by independent living	Red		61
Number of Wise Move completions	No Target		62

Capital Works (Martin Tolley)

Capital Works:

As per contractor assessment the percentage of capital improvements completed within timescale	Red	63
The percentage of capital improvements works completed and audited by BCC with no defects on handover	Red	64
Percentage of customers satisfied with contractor performance	Amber	65
Percentage of customers satisfied with the quality of their home improvement	Green	66
Percentage of customers satisfied with Birmingham City Council's overall process	Red	67
Percentage of actual spend as a proportion of revised annual budget - year to date	TBC	68
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets	69

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation (HMO) Licencing:

Houses in Multiple Occupation licences issued	No Target	71
Licenced and unlicensed Houses in Multiple Occupation inspected	No Target	72

Private Tenancy Unit:

Private Tenancy Unit - Requests for assistance	No Target	73
Private Tenancy Unit - Cases assisted through advice	No Target	74
Private Tenancy Unit - Cases assisted through intervention	No Target	75

Empty Properties:

Empty properties brought back into use	Green	CBP	76
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Housing Development (Clive Skidmore)

Number of affordable homes provided	Green	77
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Housing Transformation Board

Exception Report Quarter 4 2015-16

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

Leasehold and Right to Buy (Sukvinder Kalsi)

Measure: Right to Buy compliance to statutory timescales

Page: 16

Target: 92%

Performance: 5%

Commentary provided by: Louise Fletcher

Statutory timescales are not being met for a number of reasons:-

- There has been a high volume of Right to Buy applications, whilst there has been a reduction in employees within the Home Sales team since December 2015, both of which have impacted significantly on timescales for issuing RTB2 accepting or denying the RTB application. This has been compounded with the continuation of additional Social Housing Fraud checks, and more in-depth liaison with the Social Housing Fraud team.
- As well as the workload and process changes issues outlined above, delays in receiving valuation figures from Birmingham Property Services and the BMHT Team, and also outstanding EPC Certificates from Repairs Contractors, has resulted in S125 Offers not being issued in line with legislative deadlines.

To ensure that the Home Sales Team team is better able to cope with fluctuating workloads proposals are being developed to integrate the Home Sales and Leasehold Teams, and colleagues within other service areas are being challenged about their failures to adhere to service levels agreements.

Homeless Service/Allocations (Jim Crawshaw)

Measure: Number of households in Temporary Accommodation

Page: 19

Target 1040

Performance: 1342

Commentary provided by: Jim Crawshaw

There has been significant increases over the last 12 months and is reported on a weekly basis to Cllr Cotton. An action plan has been drafted and is currently in the process of being signed off.

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10/06/2016

Homeless Service/Allocations (Jim Crawshaw)

Measure: Number of households in B&B

Page: 20

Target 40

Performance: 135

Commentary provided by: Jim Crawshaw

There has been significant increases over the last 12 months and is reported on a weekly basis to Cllr Cotton. An action plan has been drafted and is currently in the process of being signed off.

Measure: Number of homeless preventions

Page: 21

Target 9500

Performance: 7843

Commentary provided by:

The prevention performance was 7,843 against a target of 9,500. There has been a decrease in the number of preventions undertaken by commissioned 3rd sector providers which will be explored further.

Antisocial Behaviour (Tracey Radford)

Measure: Percentage of C cases responded to on time

Page: 28

Target 95%

Performance: 91.5%

Commentary provided by: Claire Berry

The SLA for category C cases has been missed because of errors made in south quadrant. All cases that have missed target have been examined. It appears that on a couple of occasions cases /tickets were created in error, on other occasions customers have been contacted within timescale but this has not been properly recorded on system. The staff making these errors have been given additional training and instruction in the use of Northgate system by ASB manager in south quadrant.

Voids and Lettings (Gary Nicholls)

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

Page: 43

Target 10

Performance: 14.8

Commentary provided by: Gary Nicholls

The Fit for Letting to Tenancy Start Date period has reduced from an average of 22.4 days in 2014/15 to 14.8 days in 2015/16. This demonstrates a significant improvement in performance against an extremely challenging 10 day target. However it should also be noted that this performance indicator is a component part of the overall Void Turnaround time. Therefore overall Void Turnaround was 28.3 days which is within the corporate target of 30 days.

Asset Management and Maintenance (John Jamieson)

Measure:

We will respond to emergency repairs in two hours

Page: 56

Target

97%

Performance:

90.4%

Commentary provided by:

John Jamieson

Performance in March continued to be impacted by poor performance of the outgoing North Area Gas Servicing & Maintenance contractor PH Jones although action taken greatly improved actual repairs completions. Overall the city wide annual performance remained at 94.9% and within expected target levels for all other contractors (and just 0.1% short of the minimum standard of 95% despite the impact of PH Jones' performance in the final 2 months). This performance will be monitored under the new Repairs, Maintenance & Investment Contracts which include 2 new contractors and stringent penalties for poor performance..

Asset Management and Maintenance (John Jamieson)

Measure:

We will resolve routine repairs within 30 days

Page: 57

Target

100%

Performance:

94.1%

Commentary provided by:

John Jamieson

Performance has continued to improve throughout the year against this target. This is expected to improve further under the ethos of the new Repairs, Maintenance & Investment contracts given that they now cover all repairs and gas maintenance responsibilities (rather than separately previously).

Asset Management and Maintenance (John Jamieson)

Measure:

Percentage of gas repairs completed within 7 days

Page: 59

Target

90%

Performance:

83.4%

Commentary provided by:

John Jamieson

Performance in the final quarter was below the minimum contractual standard of 85% with only the Central Gas Servicing & Maintenance contractor Mears being above target in this period, however across the year city wide performance was above the minimum standard at 87.2%. All incumbent gas contractors have been replaced in the new comprehensive Repairs Maintenance & Investment contracts commencing in 1st April 2016 which created challenging performance management issues in the final quarter, nonetheless 100% gas safety compliance was achieved and outgoing contractors will be recharged for work not completed within target time scales.

Asset Management and Maintenance (John Jamieson)

Measure:

Number of households assisted by independent living

Page: 61

Target

150

Performance:

106

Commentary provided by:

John Jamieson

Performance in the final quarter slowed in preparation for the new contract arrangements for delivery of Council Tenant cases through the new Repairs, Maintenance & Investment Contractors from 1st April 2016. However this was offset by higher completions in the previous Quarter resulting in an overall performance above target for the year.

Capital Works (Martin Tolley)

Measure: As per contractor assessment the percentage of capital improvements completed within timescale Page: 63

Target 95% 95.0%

Performance: 40.7% 41%

Commentary provided by: Pat McWilliam

Pat McWilliam

The city figure is affected by the customer providing access to allow the contractor to complete the capital work. Quarter 4 saw 1,170 capital completions - 100 were kitchen/ bathroom completions of which all were completed within timescale. -246 were property electrical tests and inspections of which all were completed within timescale. The remaining gas heating upgrades (824) of which 15% were completed within 5 working day timescale.

Measure: As per contractor assessment the percentage of capital improvements completed within timescale Page: 64

Target 95%

Performance: 40.7%

Commentary provided by: Pat McWilliam

The Quarter 4 period performance relates to the kitchen and bathroom capital work that have had inspections at the capital handover stage. The period performance is below standard as the contractor has not completed the capital work to BCC standard, therefore the contractor is instructed to carry out the rectification stated within the inspection, however it should be noted that the defects identified are of a minor nature.

Capital Works (Martin Tolley)

Measure: Percentage of customers satisfied with Birmingham City Council's overall process Page: 67

Target 97%

Performance: 91.3%

Commentary provided by: Pat McWilliam

Customer satisfaction returns received for Quarter 4 are for the kitchen, bathroom and gas upgrade capital programme. From the 46 forms received in the period, 42 customers expressed satisfaction with BCC.

Where customer dissatisfaction has been expressed the survey form has been reviewed. For the period dissatisfaction relates to kitchen capital programme (1 form) and the gas installation programme (3 forms). The dissatisfaction expressed has been raised with the capital contractor and rectification where justified have been undertaken by the contractor.

Private Sector Housing (Pete Hobbs)

Measure: Empty properties brought back into use Page: 76

Target 75

Performance: 36

Commentary provided by: Pete Hobbs

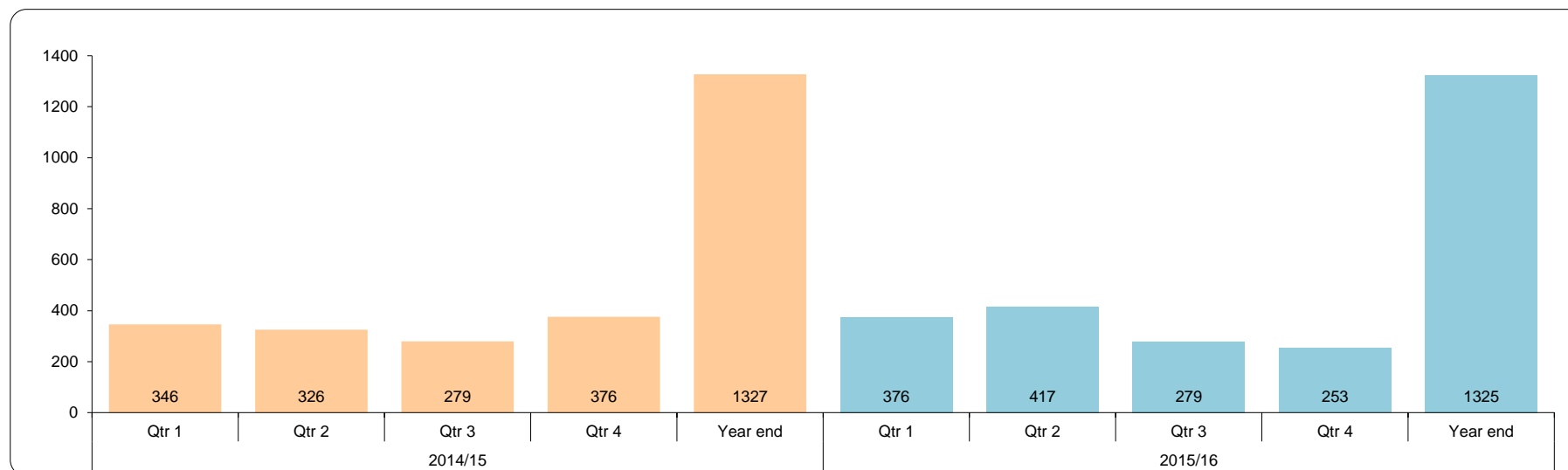
The total target for 2015/16 was 300 properties and this was achieved in February and it was agreed to halt the project and use staff to support the Rogue Landlord Fund programme until the 1 April. Because of progress made in previous quarters it was therefore only necessary to achieve 36 properties in Q4 to reach the target

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



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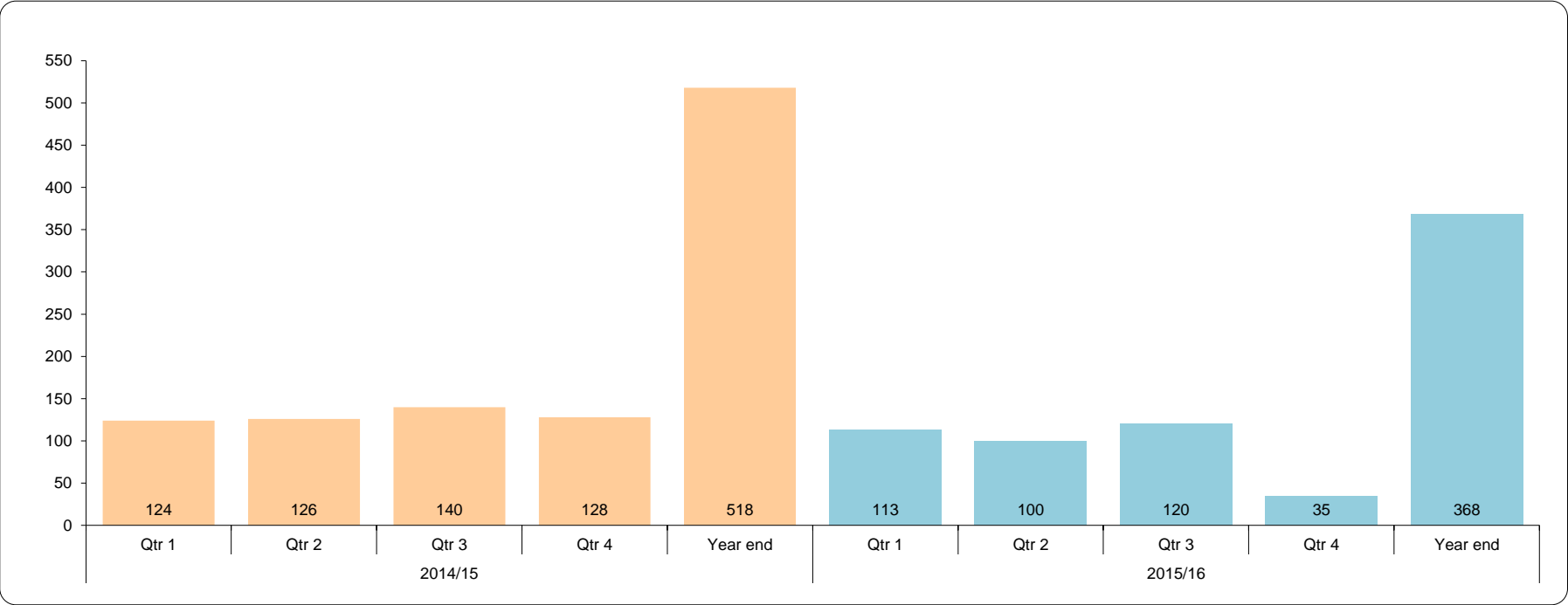
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of Right To Buy applications received	346	326	279	376	1327	376	417	279	253	1325

Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	29	17	20	40	44	28	14	21	5	35

RB01

Number of properties sold under Right To Buy

RAG Status	No Target
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	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of properties sold under Right To Buy	124	126	140	128	518	113	100	120	35	368

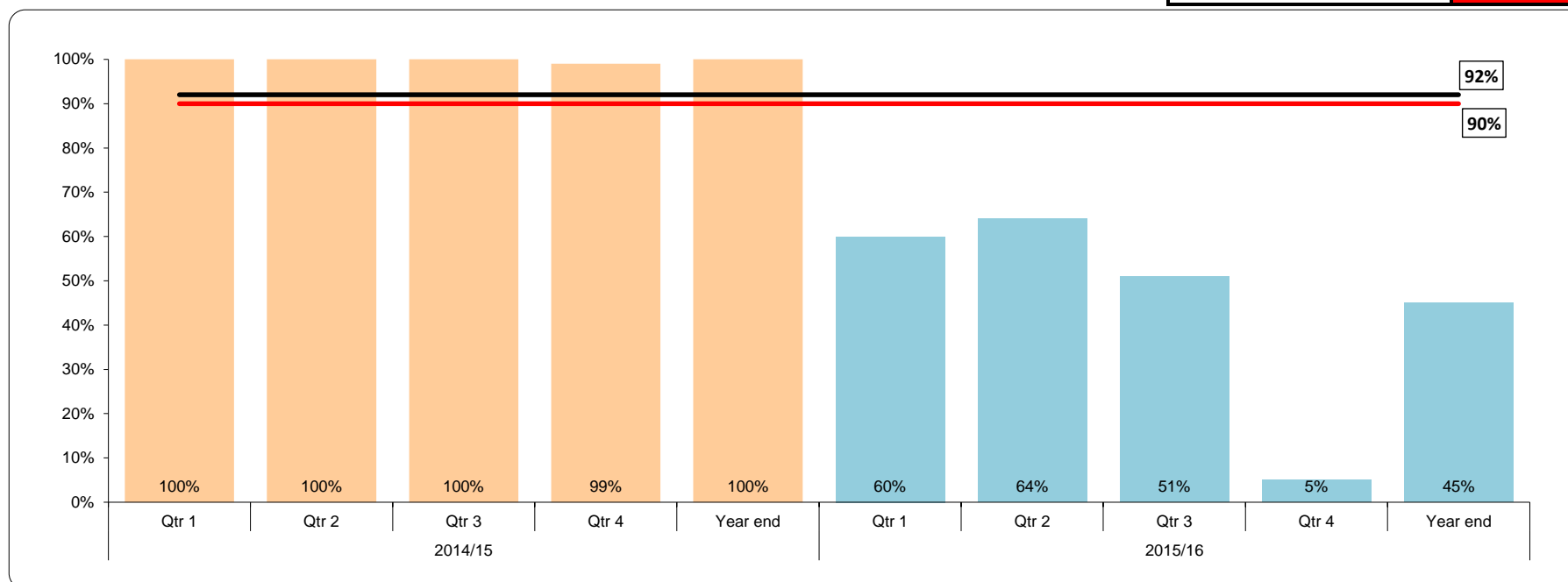
Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	4	3	2	7	5	5	2	1	0	6

RB02

Right to Buy compliance to statutory timescales

RAG Status

Red



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Right to Buy compliance to statutory timescales	100%	100%	100%	99%	100%	60%	64%	51%	5%	45%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

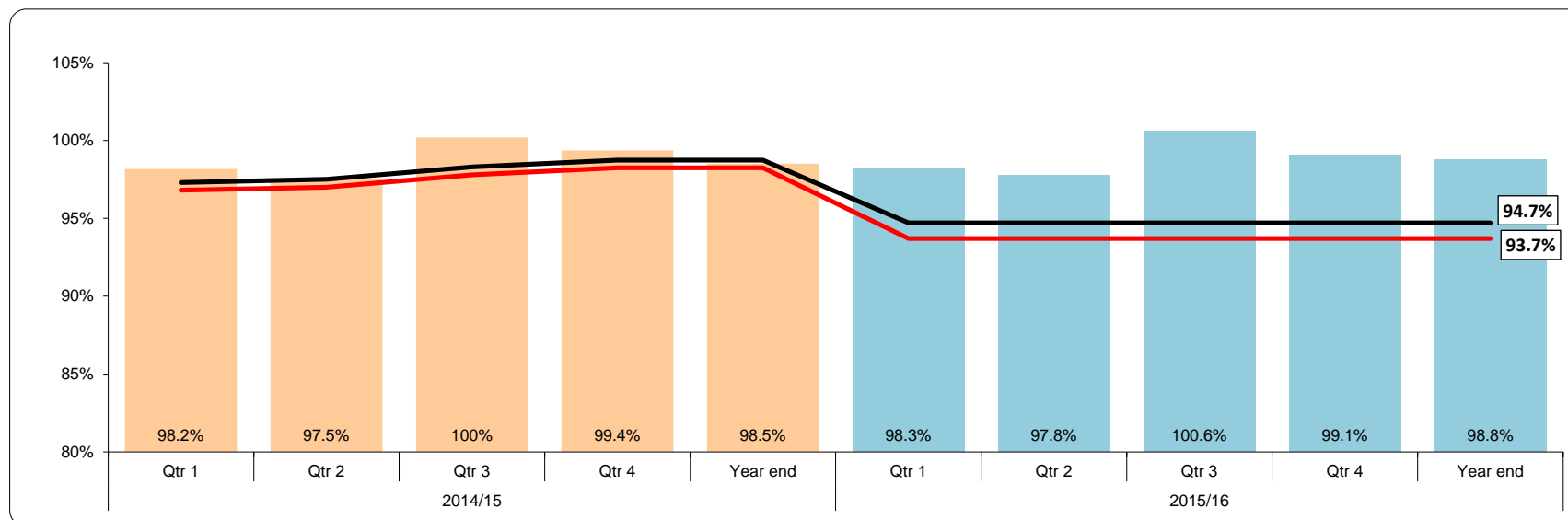
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	7%	2%	5%	5%	4%	13%	3%	2%	0%	6%

Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of rent collected	98.2%	97.5%	100%	99.4%	98.5%	98.3%	97.8%	100.6%	99.1%	98.8%
Target	97.3%	97.5%	98.3%	98.7%	98.7%	94.7%	94.7%	94.7%	94.7%	94.7%
Standard	96.8%	97.0%	97.8%	98.2%	98.2%	93.7%	93.7%	93.7%	93.7%	93.7%

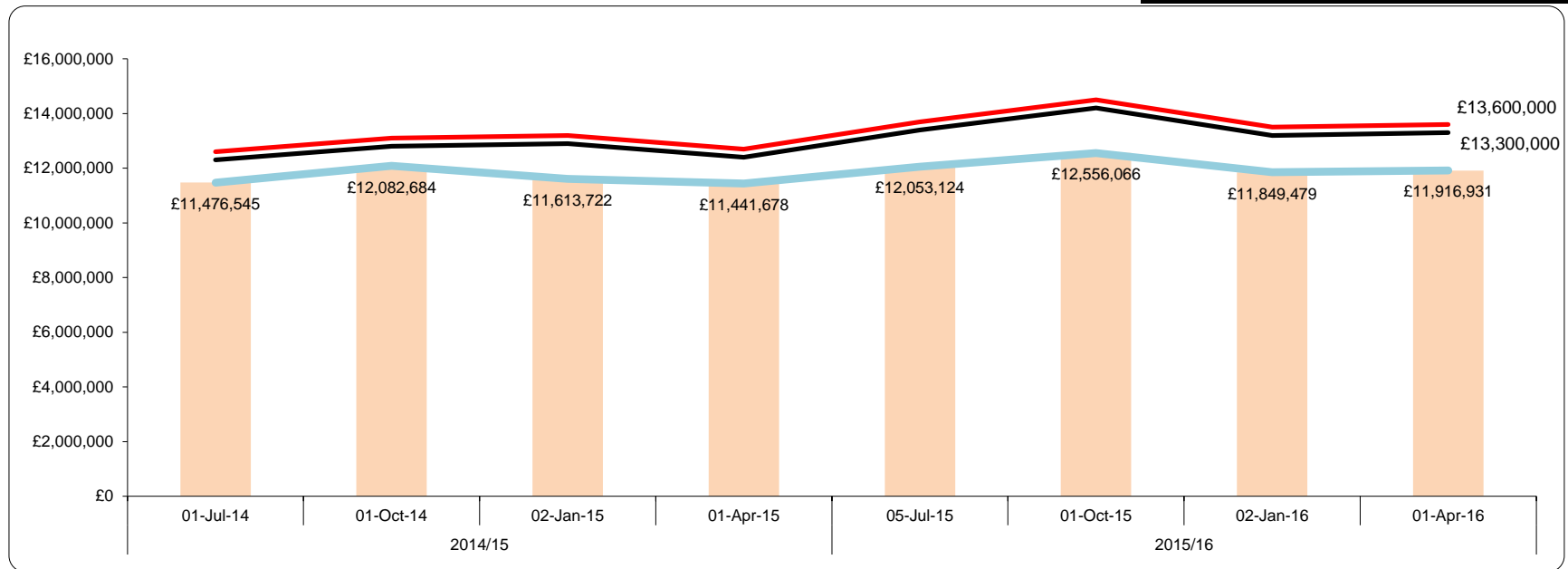
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	99.36%	98.74%	98.44%	98.60%	100.22%	98.36%	99.35%	98.44%	96.97%	100.01%

R01

Current amount of rent arrears - Snapshot figure

RAG Status

Green



Smaller is better

	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	05-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Current amount of rent arrears - Snapshot figure	£11,476,545	£12,082,684	£11,613,722	£11,441,678	£12,053,124	£12,556,066	£11,849,479	£11,916,931
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 £111,784 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 2016	£ 1,490,311.0	£ 1,333,335.0	£ 349,303.0	£ 1,592,556.0	£ 2,224,687.0	£ 1,777,988.0	£ 376,940.0	£ 1,012,330.0	£ 280,312.0	£ 1,367,385.0

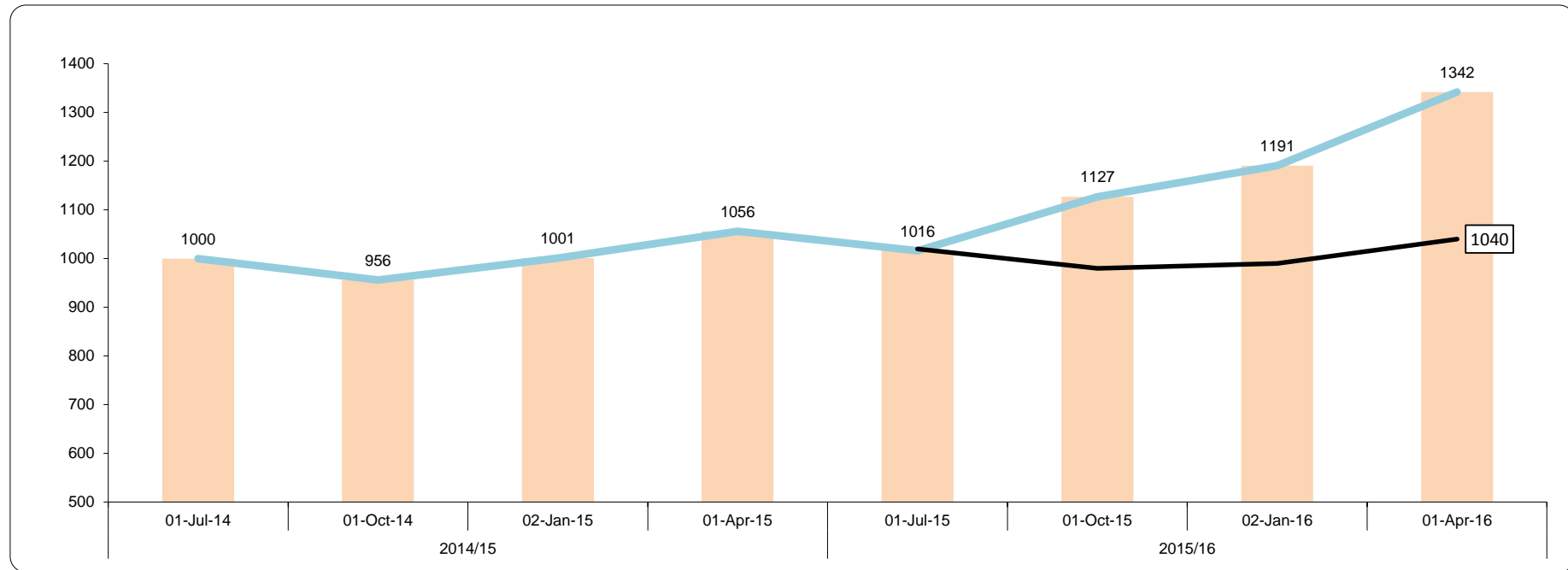
R02

Homeless Service/Allocations (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

Red



Smaller is better

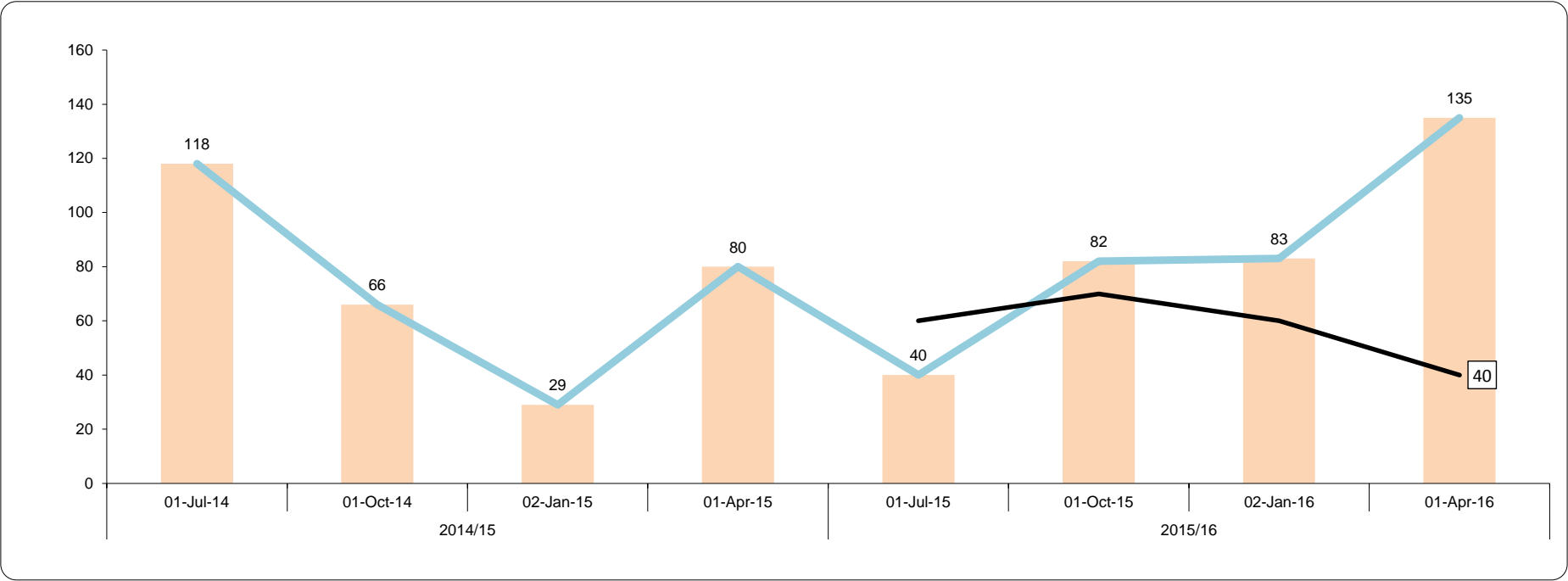
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in Temporary Accommodation - Snapshot figure	1000	956	1001	1056	1016	1127	1191	1342
Target					1020	980	990	1040

SP01

Number of households in B&B - Snapshot figure

RAG Status

Red



Smaller is better

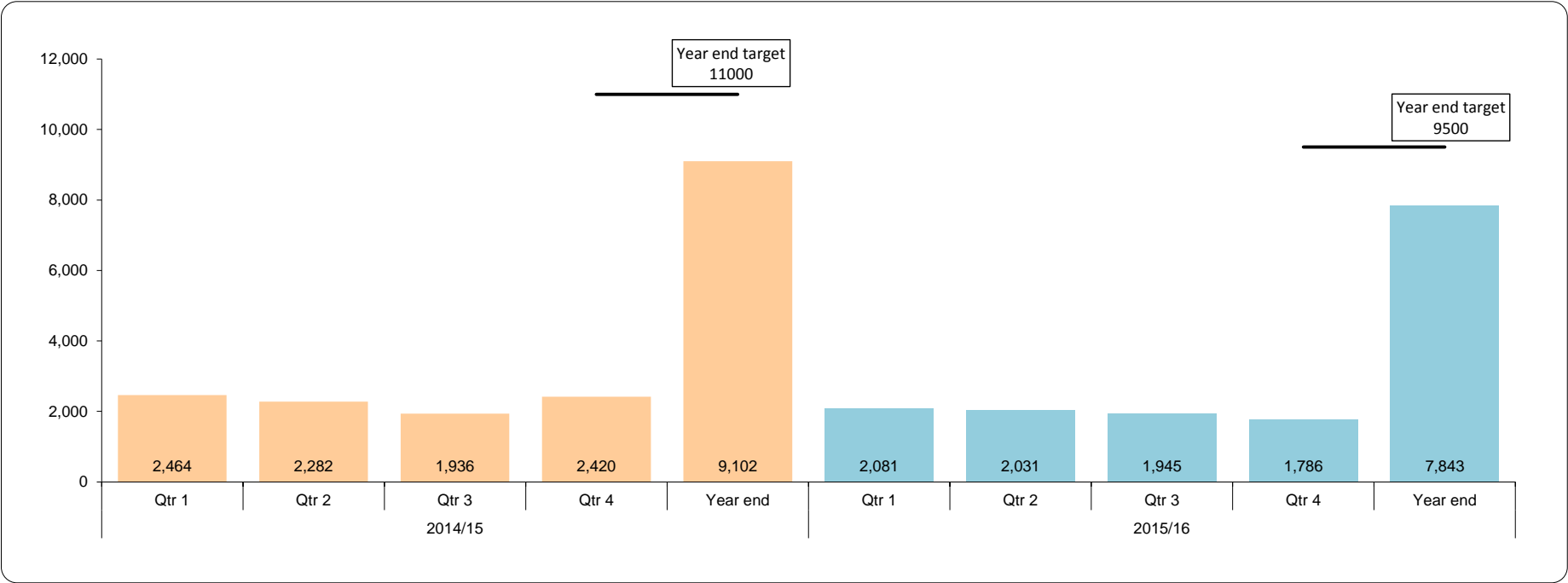
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in B&B - Snapshot figure	118	66	29	80	40	82	83	135
Target					60	70	60	40

SP02

Number of homeless preventions

RAG Status

Red



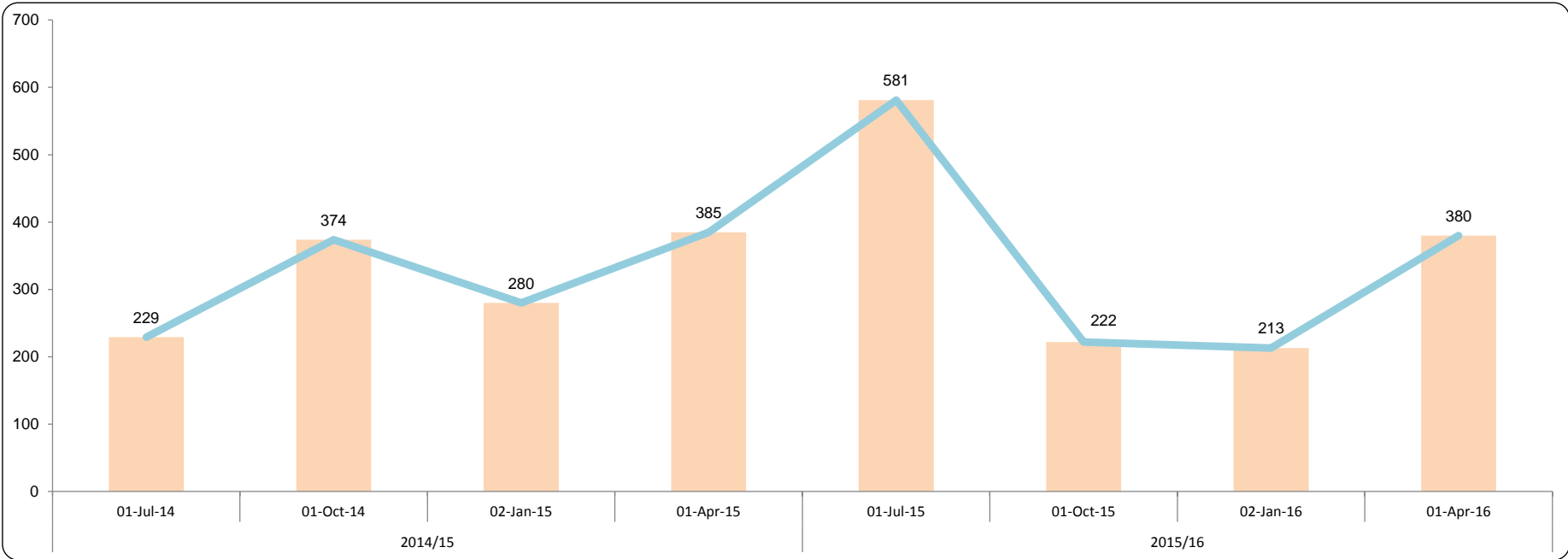
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of homeless preventions	2,464	2,282	1,936	2,420	9,102	2,081	2,031	1,945	1,786	7,843
Year end target					11,000					9,500

SP03

Number of health and housing assessments currently outstanding - Snapshot figure

RAG Status	No Target
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Smaller is better

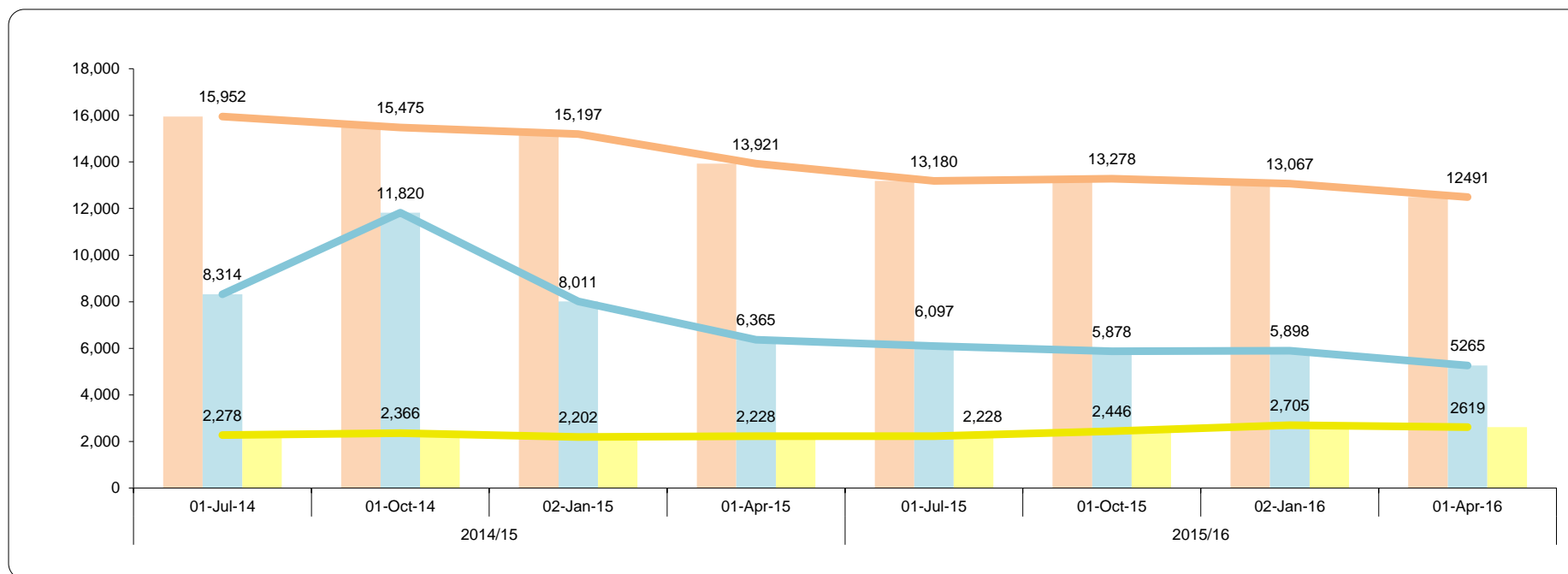
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of health and housing assessments currently outstanding - Snapshot figure	229	374	280	385	581	222	213	380

SP04

Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



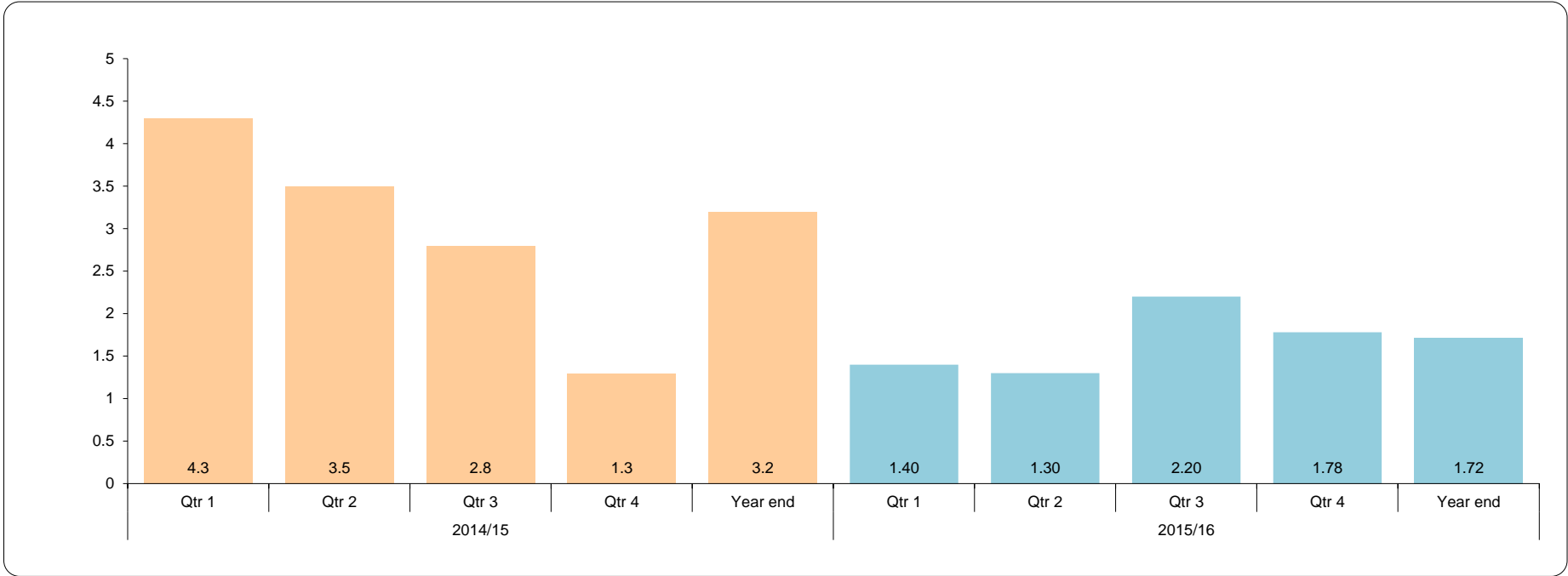
Smaller is better

	2014/15				2015/16			
Housing need category	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
General needs	15,952	15,475	15,197	13,921	13,180	13,278	13,067	12,491
Transfer	8,314	11,820	8,011	6,365	6,097	5,878	5,898	5,265
Homeless	2,278	2,366	2,202	2,228	2,228	2,446	2,705	2,619

SP05

Average number of weeks families in B&B

RAG Status	No Target
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Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Average number of weeks families in B&B	4.3	3.5	2.8	1.3	3.2	1.40	1.30	2.20	1.78	1.72

SP08

Antisocial Behaviour (Tracey Radford)

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

RAG Status

No Target



	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
New A cases	350	352	273	264	1,239	283	298	248	252	1,081
New B cases	916	1,141	690	723	3,470	926	1,033	796	863	3,618
New C cases	83	128	71	65	347	117	114	111	141	483
Number of new ASB cases received - A, B and C categories	1,349	1,621	1,034	1,052	5,056	1,326	1,445	1,155	1,256	5,182

Number of new ASB cases received - A, B and C categories	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	162	127	56	114	147	239	69	182	37	123

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.

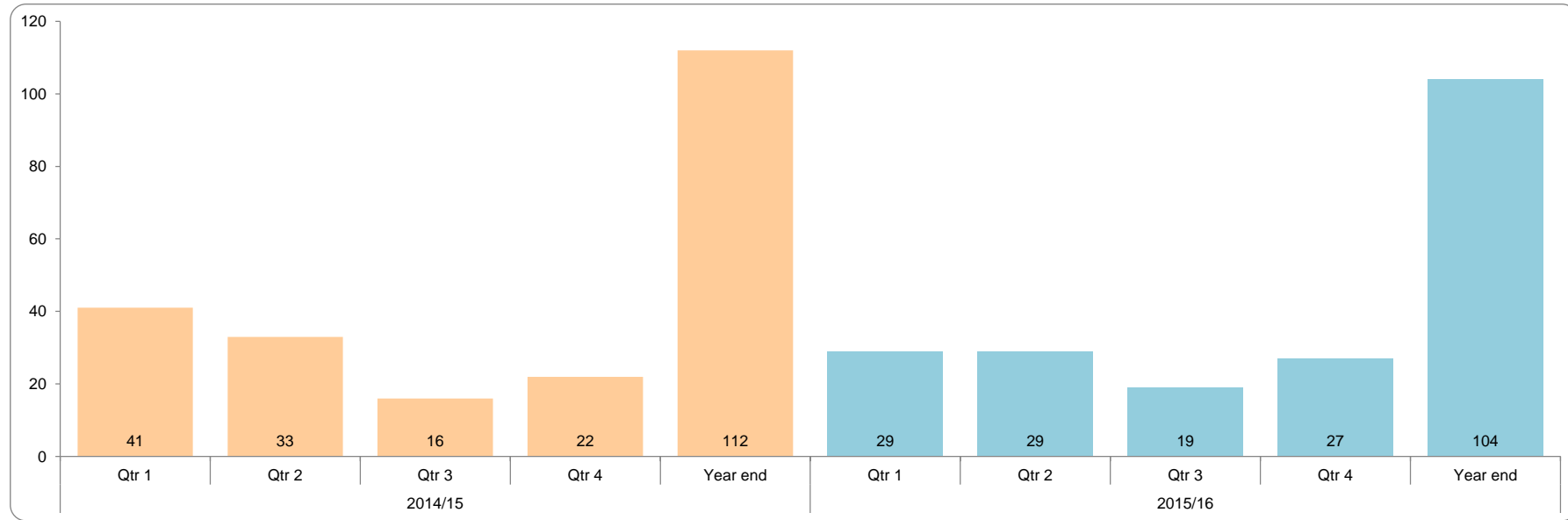
Category C - Minor

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 cases

RAG Status

No Target



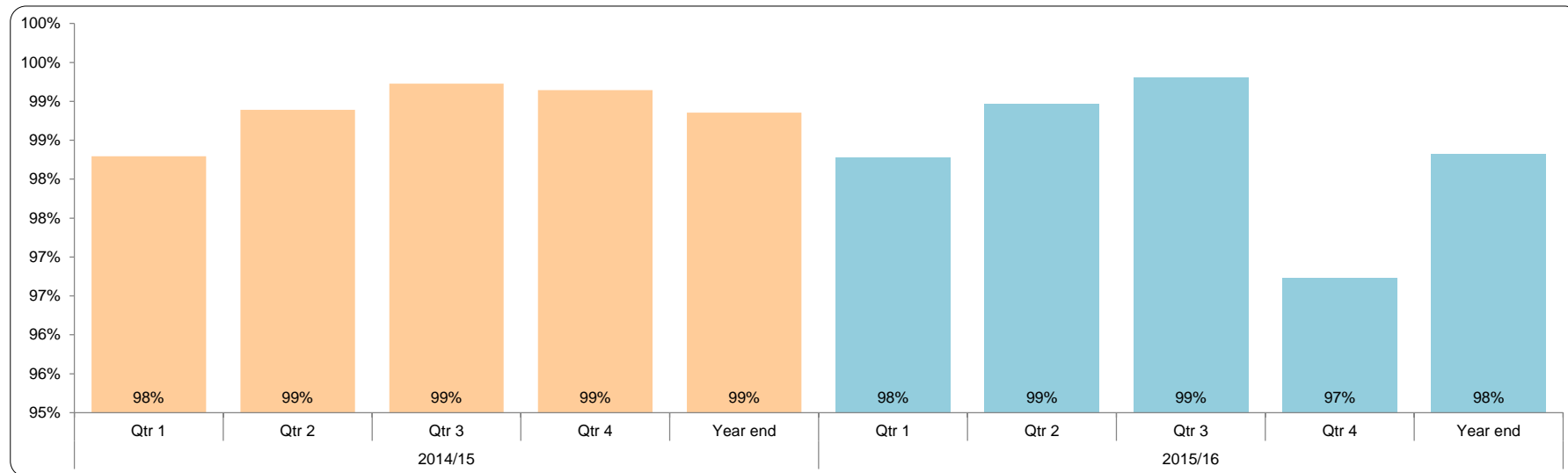
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of new hate crime cases	41	33	16	22	112	29	29	19	27	104
Number of new hate crime cases	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	4	9	0	4	0	3	0	2	1	4

ASB05

Percentage of cases responded to on time

RAG Status

See below



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of cases responded to on time	98%	99%	99%	99%	99%	98%	99%	99%	97%	98%

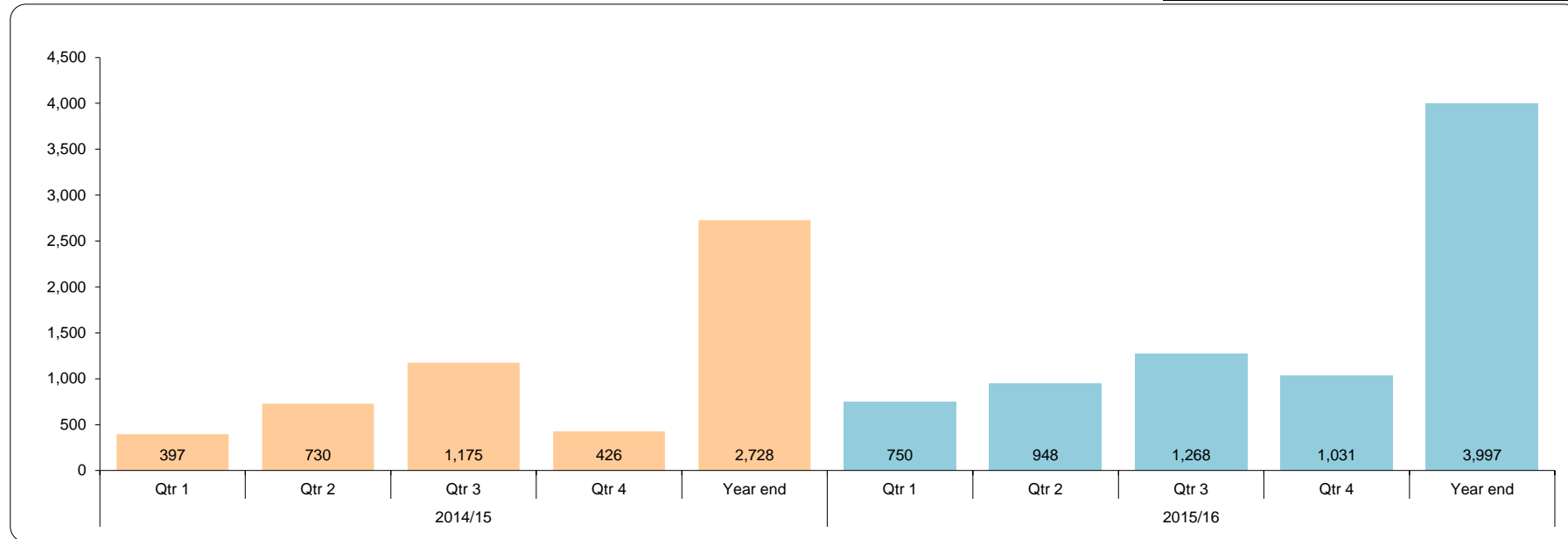
	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	242	96%	100%	95%	Amber
Percentage of B cases responded to on time	844	98%	95%		Green
Percentage of C cases responded to on time	129	91%	95%		Red

Percentage of cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	96%	98%	98%	100%	97%	97%	86%	95%	100%	100%

Total ASB cases closed

RAG Status

No Target



	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Total ASB cases closed	397	730	1,175	426	2,728	750	948	1,268	1,031	3,997

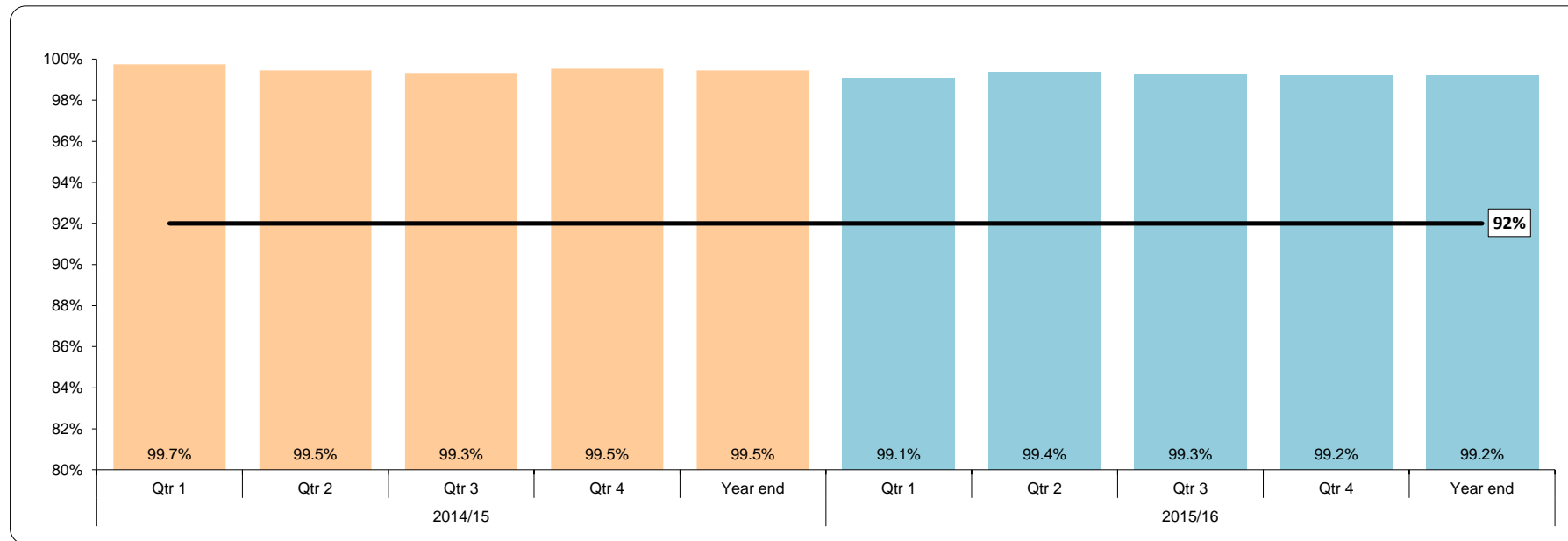
Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	166	96	27	94	122	199	49	167	45	66

ASB06

Percentage of ASB cases closed successfully

Rag Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of ASB cases closed successfully	99.7%	99.5%	99.3%	99.5%	99.5%	99.1%	99.4%	99.3%	99.2%	99.2%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

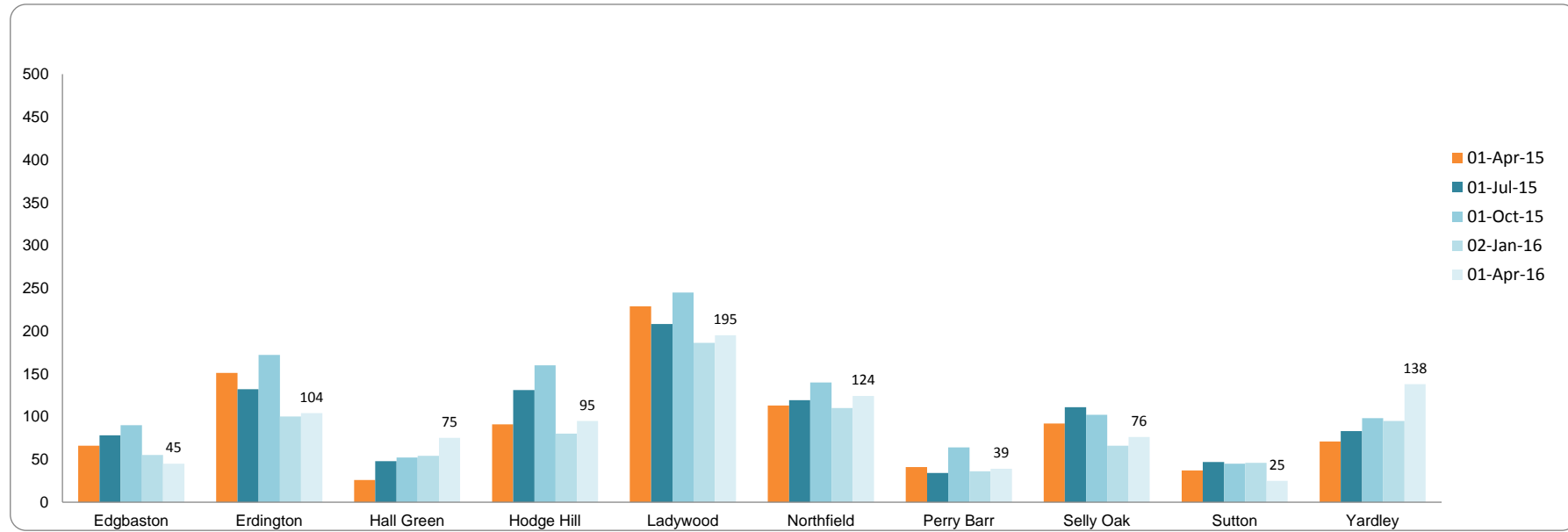
Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	99.4%	100%	100%	100%	99.2%	98.5%	98.0%	98.8%	100%	100%

ASB07

Number of current ASB cases - Snapshot figure

RAG Status

No Target



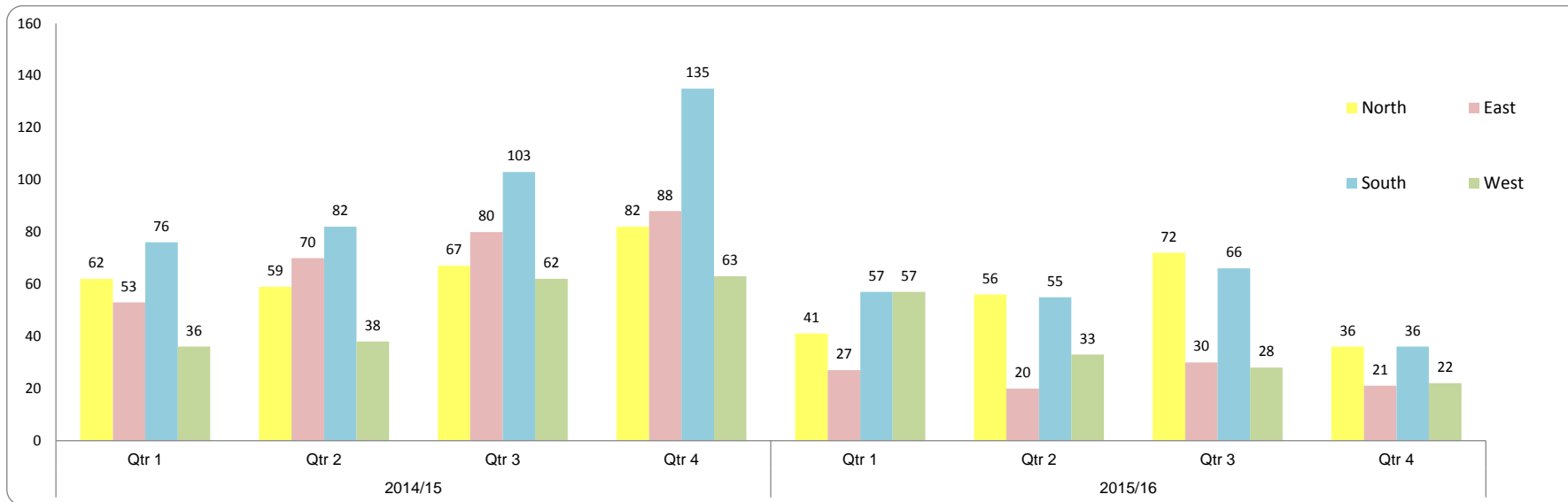
Number of current ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
01-Apr-15	66	151	26	91	229	113	41	92	37	71	917
01-Jul-15	78	132	48	131	208	119	34	111	47	83	991
01-Oct-15	90	172	52	160	245	140	64	102	45	98	1168
02-Jan-16	55	100	54	80	186	110	36	66	46	95	828
01-Apr-16	45	104	75	95	195	124	39	76	25	138	916

ASB22

Number of Live Think Family cases - snapshot figure

RAG Status

No Target



Quadrant	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	62	59	67	82	41	56	72	36
East	53	70	80	88	27	20	30	21
South	76	82	103	135	57	55	66	36
West	36	38	62	63	57	33	28	22

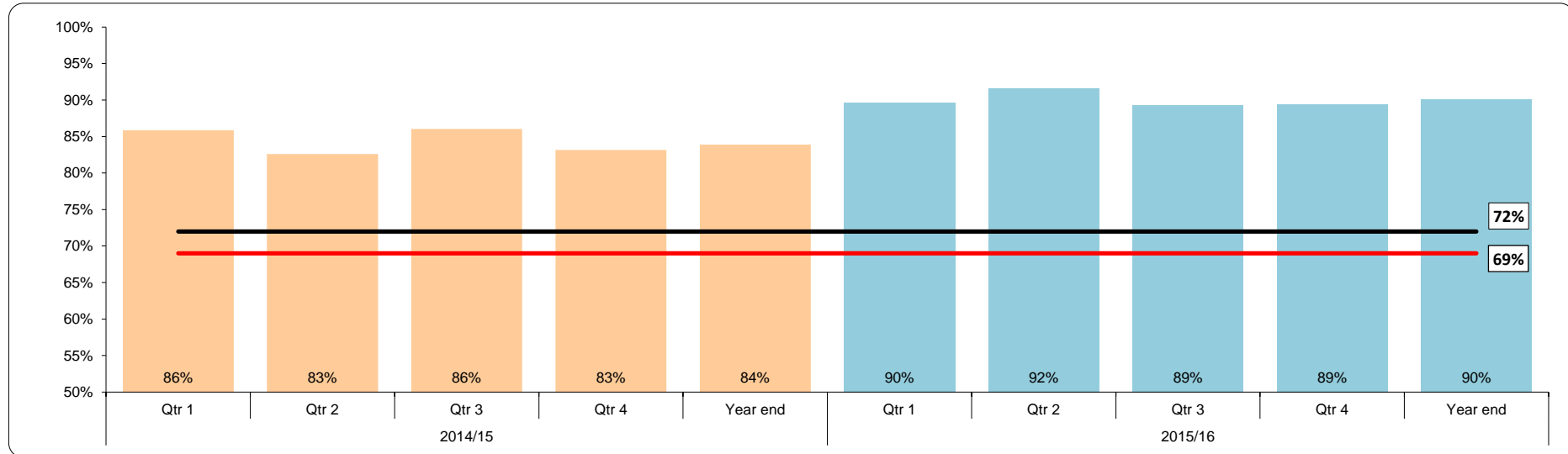
ASB21

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of high-rise blocks rated good or better	86%	83%	86%	83%	84%	90%	92%	89%	89%	90%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

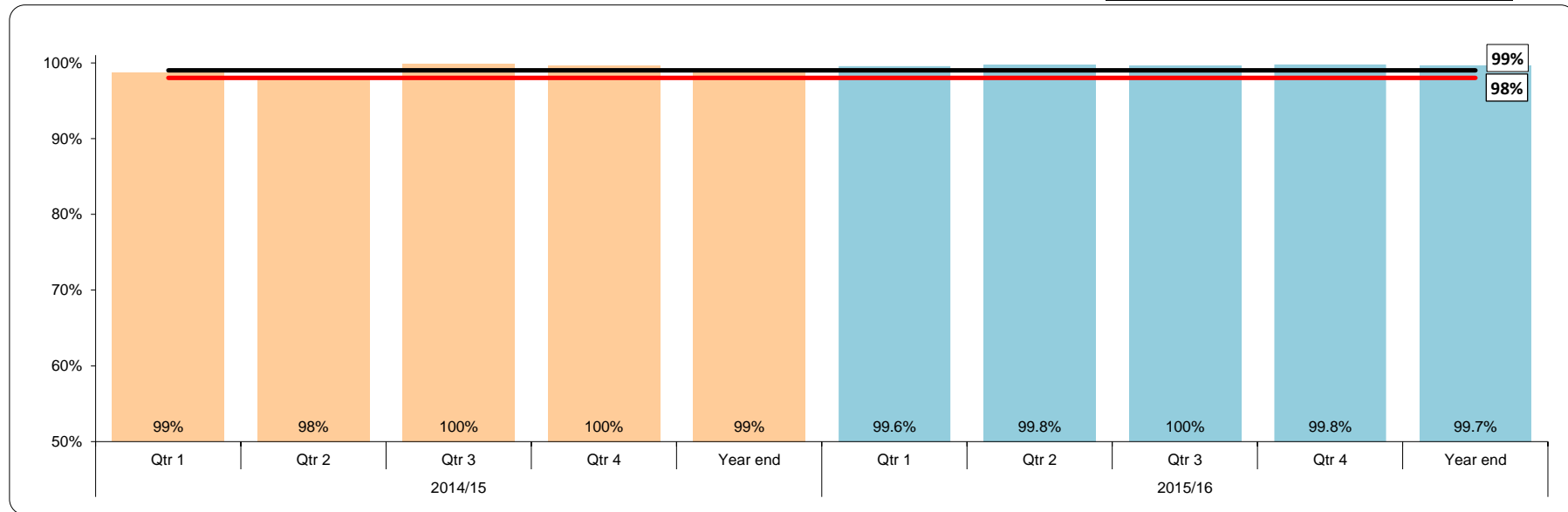
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	78%	93%	no high rise	94%	77%	99%	100%	98%	100%	100%

ETM01

Percentage of low-rise blocks rated satisfactory or better

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of low-rise blocks rated satisfactory or better	99%	98%	100%	100%	99%	99.6%	99.8%	100%	99.8%	99.7%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

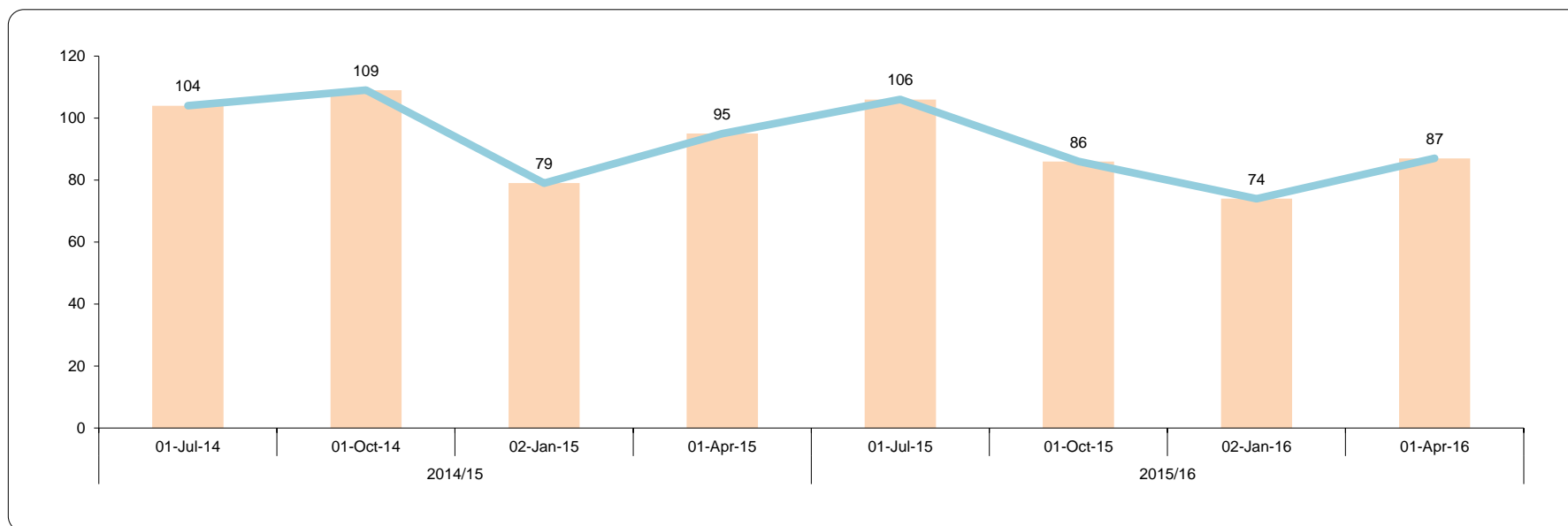
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.7%

ETM02

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

RAG Status

No Target



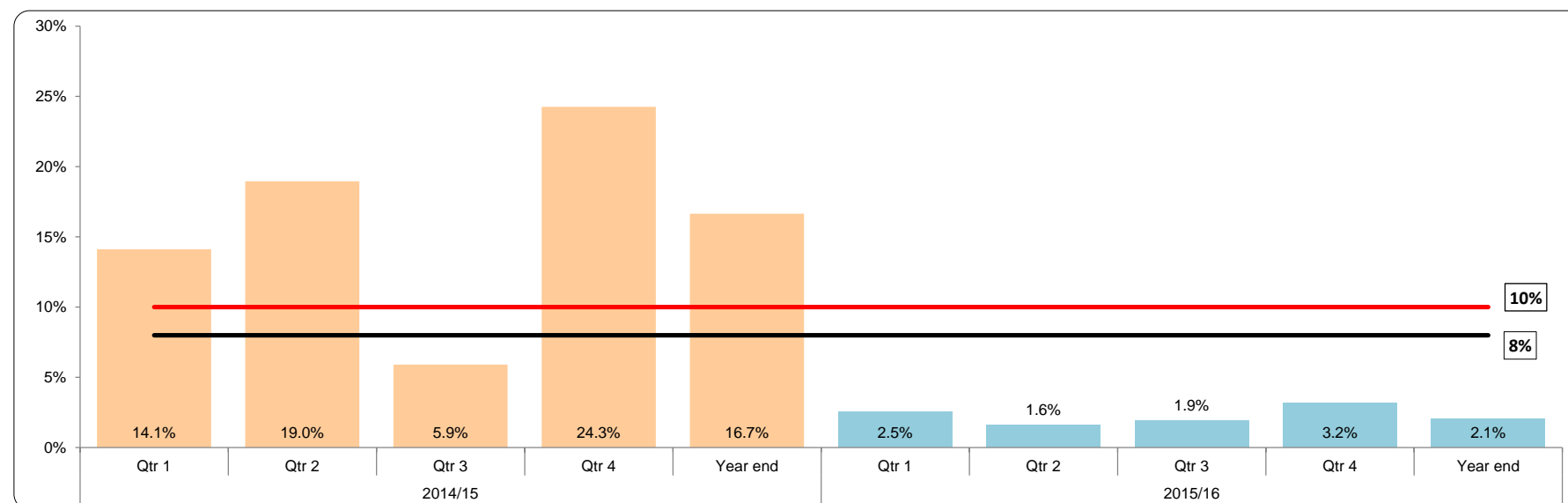
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	104	109	79	95	106	86	74	87

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-16	15	9	0	2	11	16	4	18	3	7	2

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

RAG Status

Green



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of introductory tenancies over 12 months old, not made secure	14.1%	19.0%	5.9%	24.3%	16.7%	2.5%	1.6%	1.9%	3.2%	2.1%
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 2015-16	4.9%	3.6%	-	3.7%	0.8%	1.9%	4.5%	5.6%	0.0%	4.2%

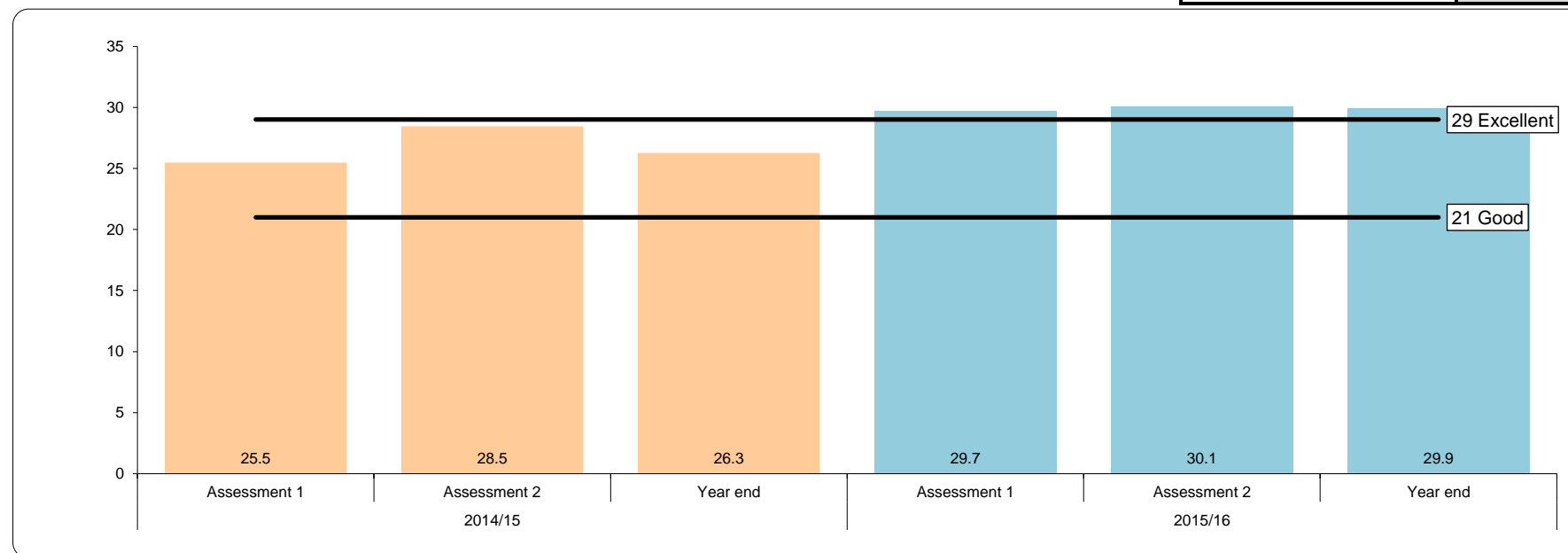
From Quarter 1 2015-16 only Introductory Tenancies that are at least 30 days overdue are included in this measure. This provides a more accurate figure and accounts for the improvement in performance.

ETM04

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

RAG Status

No Target



Bigger is better

	2014/15			2015/16		
	Assessment 1	Assessment 2	Year end	Assessment 1	Assessment 2	Year end
Condition of estates - average of bi-annual estate assessment scores	25.5	28.5	26.3	29.7	30.1	29.9
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

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

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

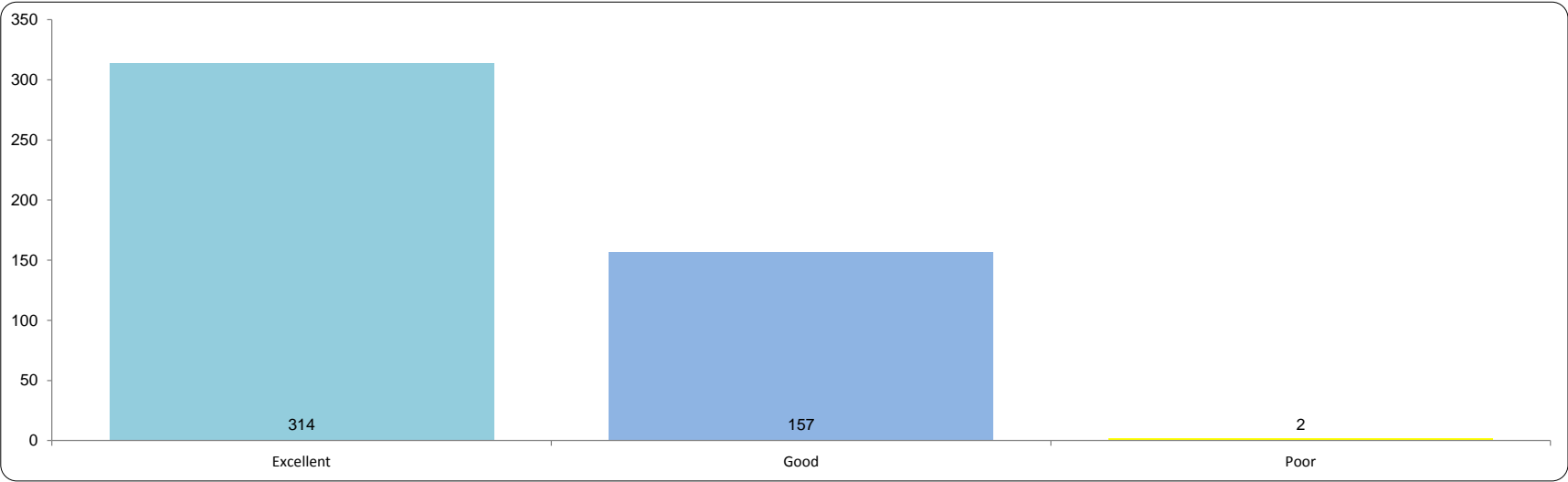
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	28.8	31.7	30.4	30.1	26.3	28.2	26.8	30.9	33.5	33.0

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
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2015/16	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	314	157	2

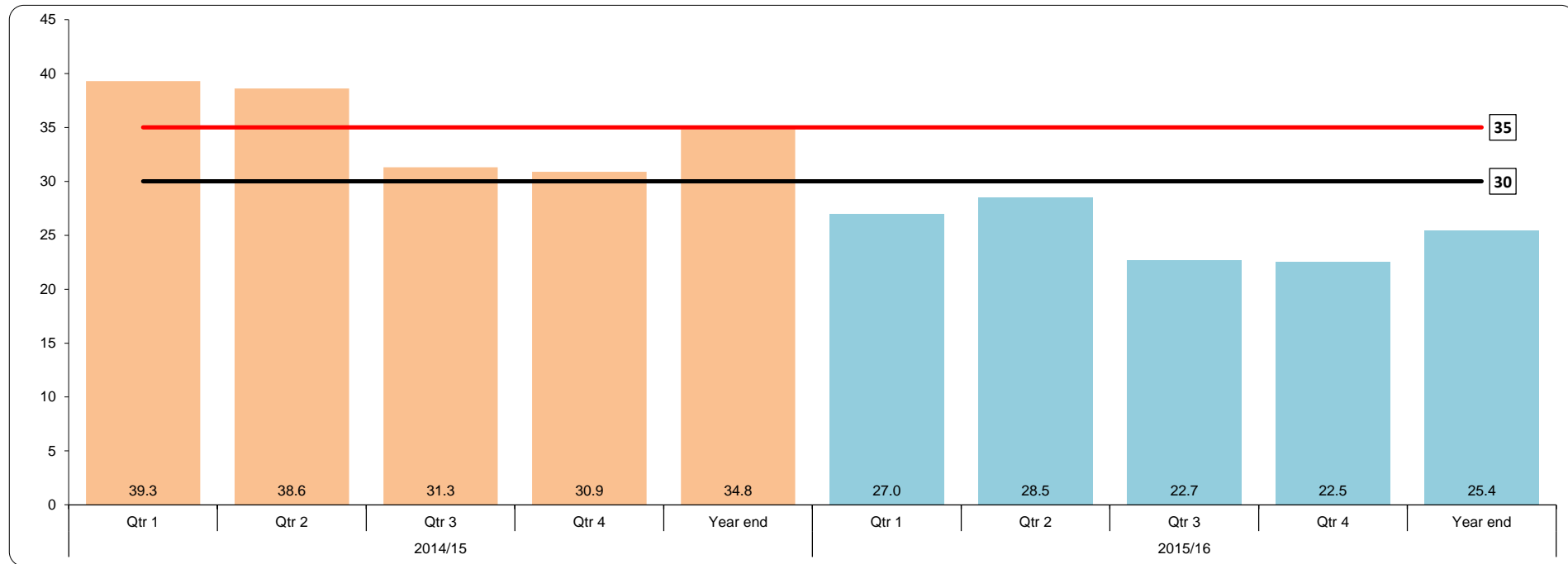
ETM06

Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties

RAG Status

Green



Version 3.0 10/06/2016

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Average days void turnaround - excluding void sheltered properties	39.3	38.6	31.3	30.9	34.8	27.0	28.5	22.7	22.5	25.4
Target	30	30	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35	35	35

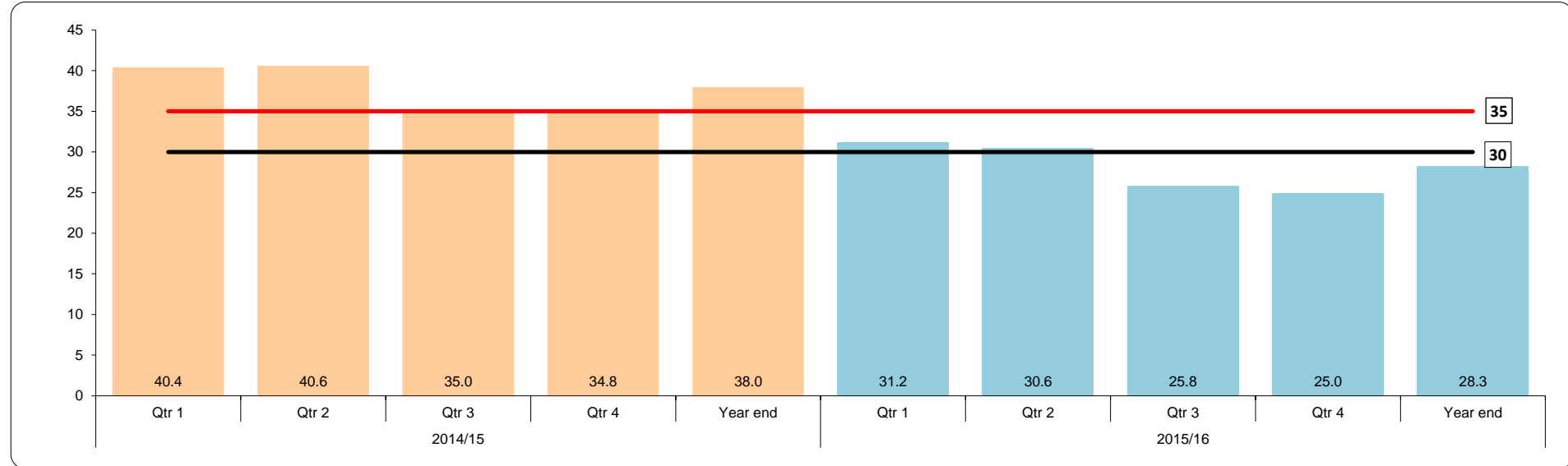
Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	26.7	21.6	25.8	20.4	22.1	23.8	19.1	23.7	29.8	17.6

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

Average days void turnaround - all voids

RAG Status

Green



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Average days void turnaround - all voids	40.4	40.6	35.0	34.8	38.0	31.2	30.6	25.8	25.0	28.3
Target	30	30	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35	35	35

Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	33.3	25.2	27.1	20.4	21.9	25.1	20.8	28.4	31.6	19.3

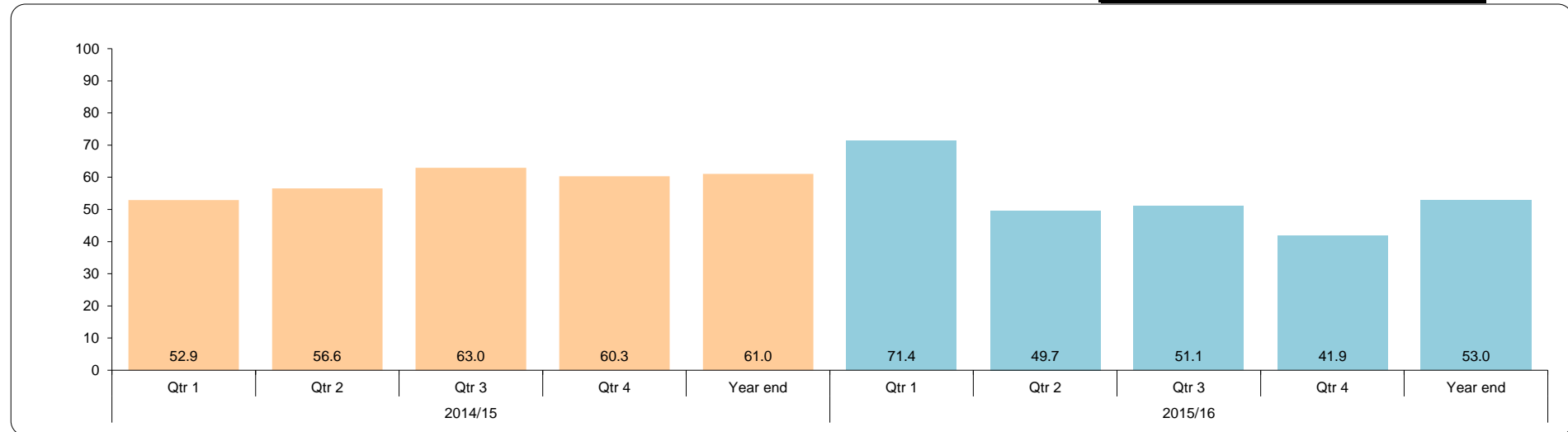
Definition: From date property becomes void to date it has a tenancy start date. Turnaround excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL01

Average days void turnaround - void sheltered properties only

RAG Status

No Target



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Average days void turnaround - void sheltered properties only	52.9	56.6	63.0	60.3	61.0	71.4	49.7	51.1	41.9	53.0
Average days void turnaround - void sheltered properties only	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	71.8	40.3	45.5	20.4	18.6	39.5	29.4	57.5	34.5	31.7

Ladywood's high figure is due to the relet of 2 sheltered accommodation voids, of which one is a long term void.

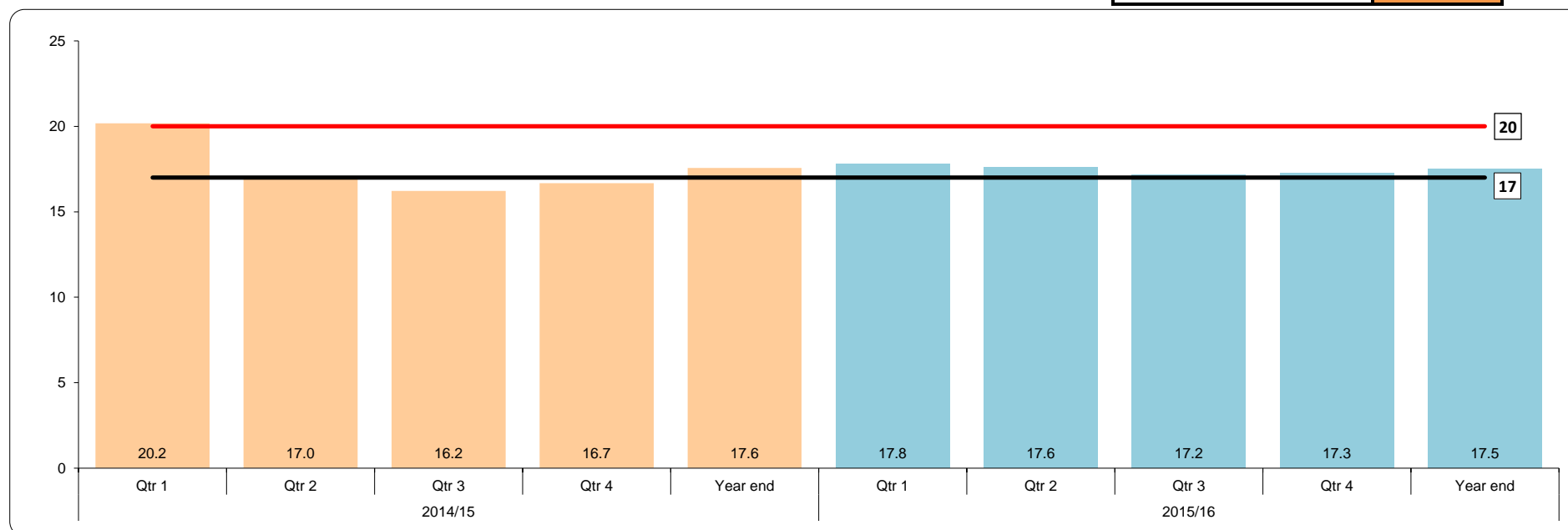
Definition: From date property becomes void to date it has a tenancy start date. All current sheltered voids only

VL03

Average calendar days to repair a void property

RAG Status

Amber



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Average calendar days to repair a void property	20.2	17.0	16.2	16.7	17.6	17.8	17.6	17.2	17.3	17.5
Target	17	17	17	17	17	17	17	17	17	17
Standard	20	20	20	20	20	20	20	20	20	20

Average calendar days to repair a void property	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	14.4	20.4	15.3	21.2	20.5	13.6	20.8	13.1	20.8	18.0

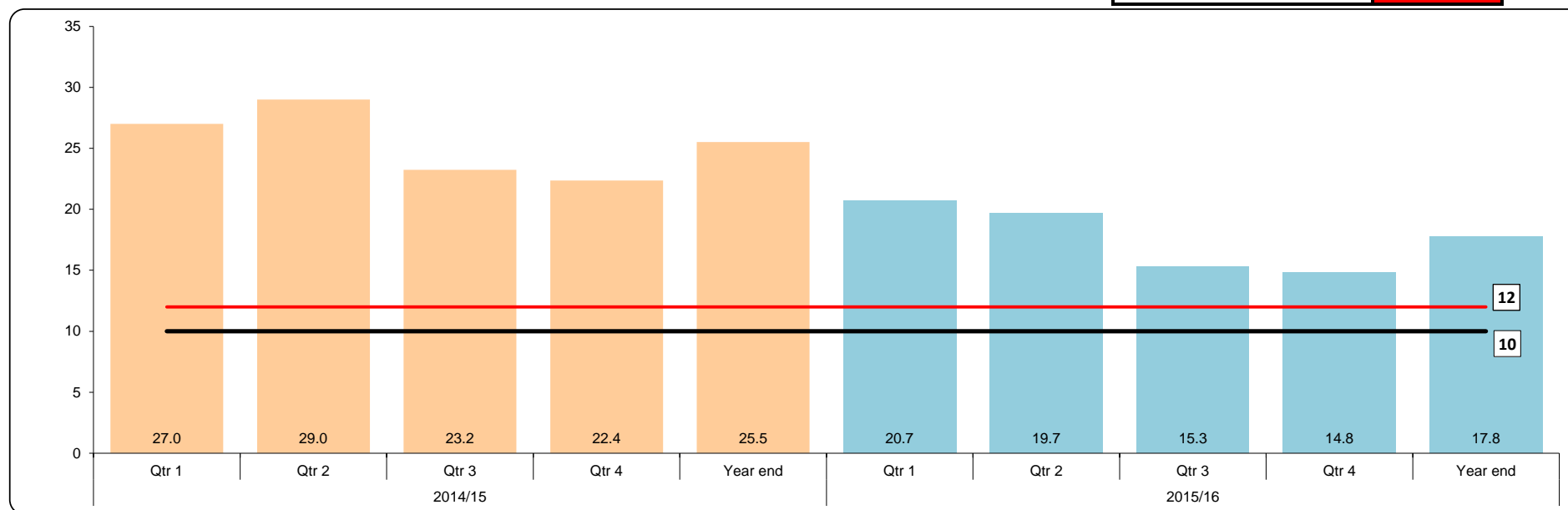
Definition: From date property becomes void to date it becomes FFL. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive works voids, asbestos, gas, electric etc. as per agreed process

VL04

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

RAG Status

Red



Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	27.0	29.0	23.2	22.4	25.5	20.7	19.7	15.3	14.8	17.8
Target	10	10	10	10	10	10	10	10	10	10
Standard	12	12	12	12	12	12	12	12	12	12

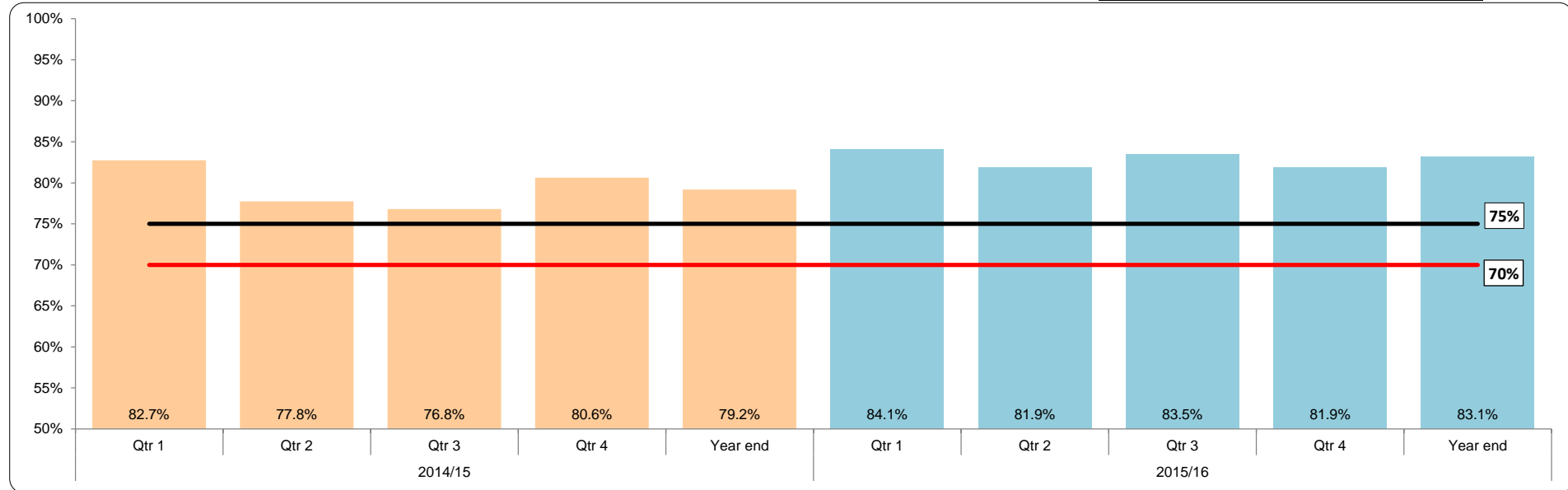
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	20.5	13.6	19.9	10.9	10.9	16.5	10.6	18.7	18.4	10.0

Definition: From date property becomes FFL to date it has a tenancy start date. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc.

Percentage of void properties let first time

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of void properties let first time	82.7%	77.8%	76.8%	80.6%	79.2%	84.1%	81.9%	83.5%	81.9%	83.1%
Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
Standard	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%

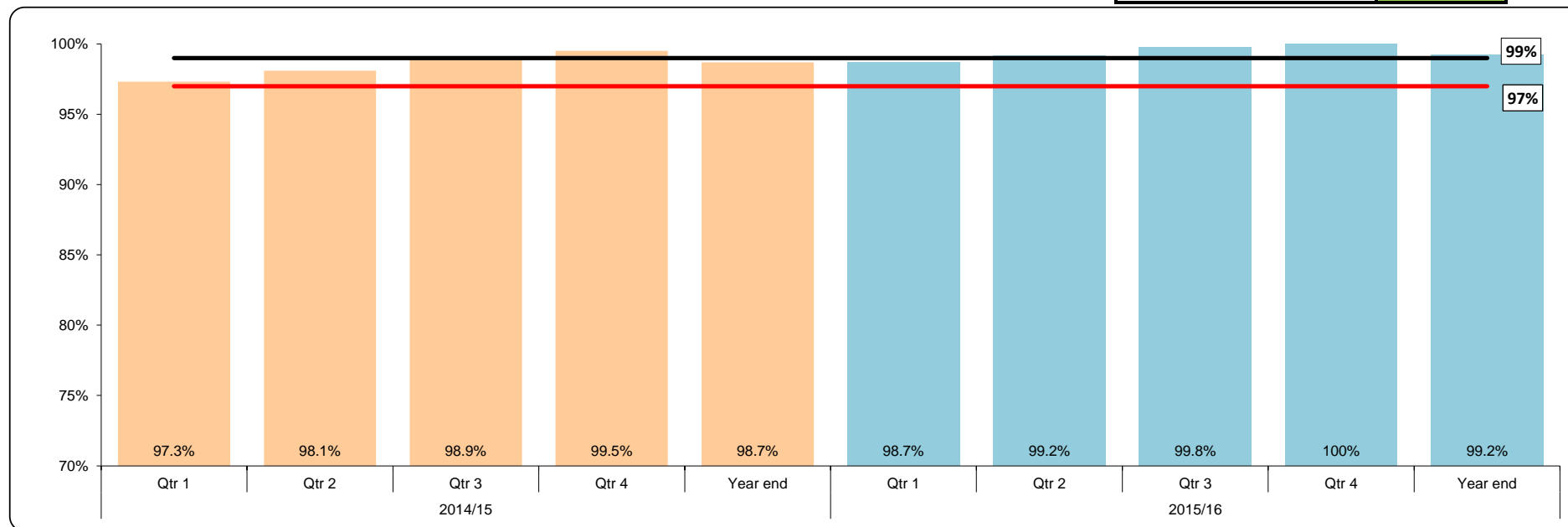
Percentage of void properties let first time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	82.6%	76.1%	81.3%	80.6%	79.2%	84.9%	90.0%	78.7%	89.5%	84.9%

VL06

Customer satisfaction with letting staff

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Customer satisfaction with letting staff	97.3%	98.1%	98.9%	99.5%	98.7%	98.7%	99.2%	99.8%	100%	99.2%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%

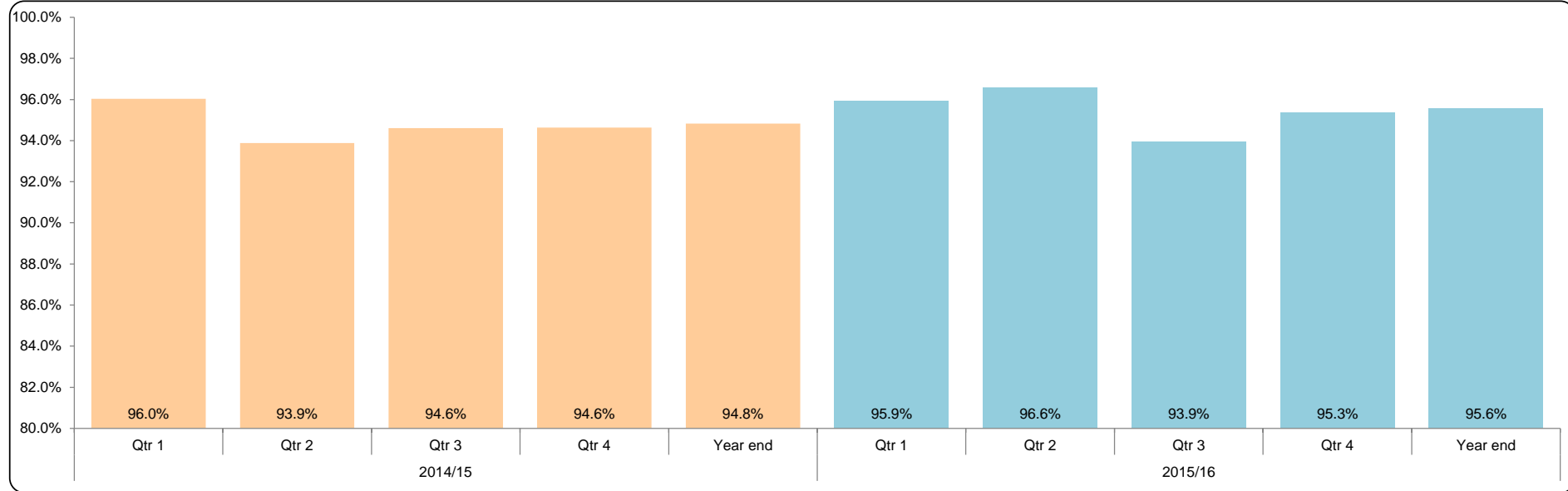
Customer satisfaction with letting staff	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	100%	100%	no data	no data	100%	100%	no data	100%	100%	100%

VL14

Customer satisfaction with new home

RAG Status

No Target



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Customer satisfaction with new home	96.0%	93.9%	94.6%	94.6%	94.8%	95.9%	96.6%	93.9%	95.3%	95.6%

Customer satisfaction with new home	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	100%	0.0%	no data	100%	100%	100%	no data	100%	100%	100%

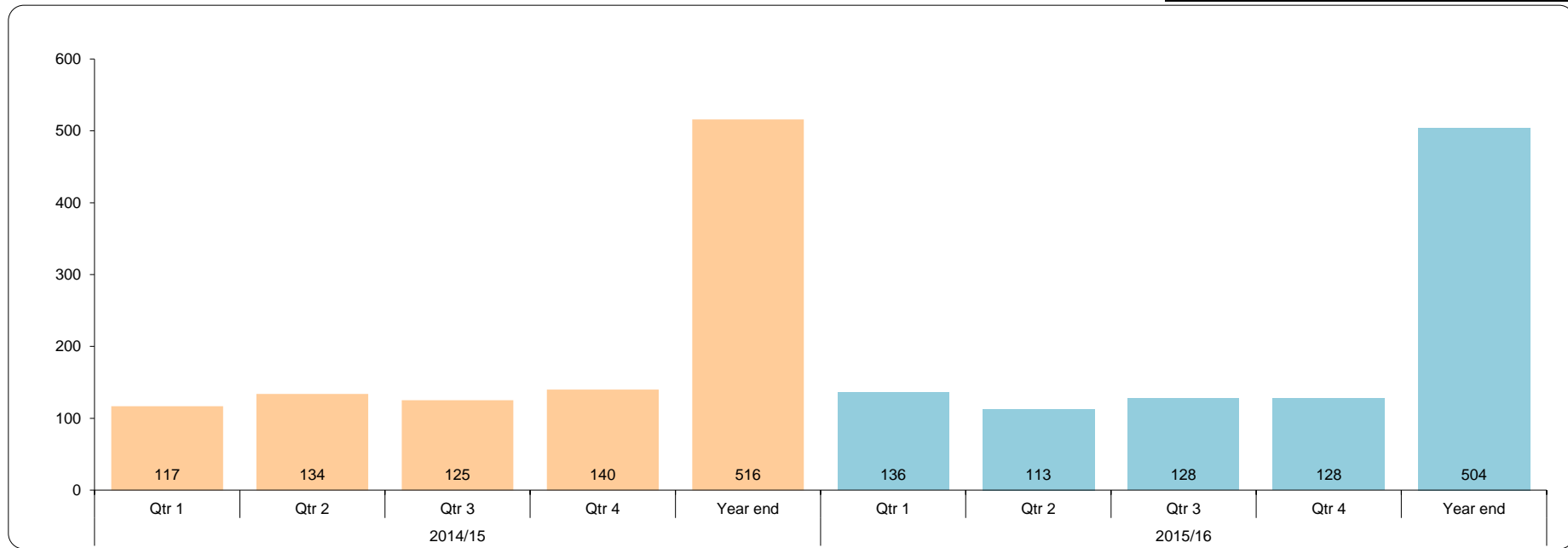
VL15

Services for Older People (Carol Dawson)

Number of new void sheltered properties

RAG Status

No Target



	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of new void sheltered properties	117	134	125	140	516	136	113	128	128	504

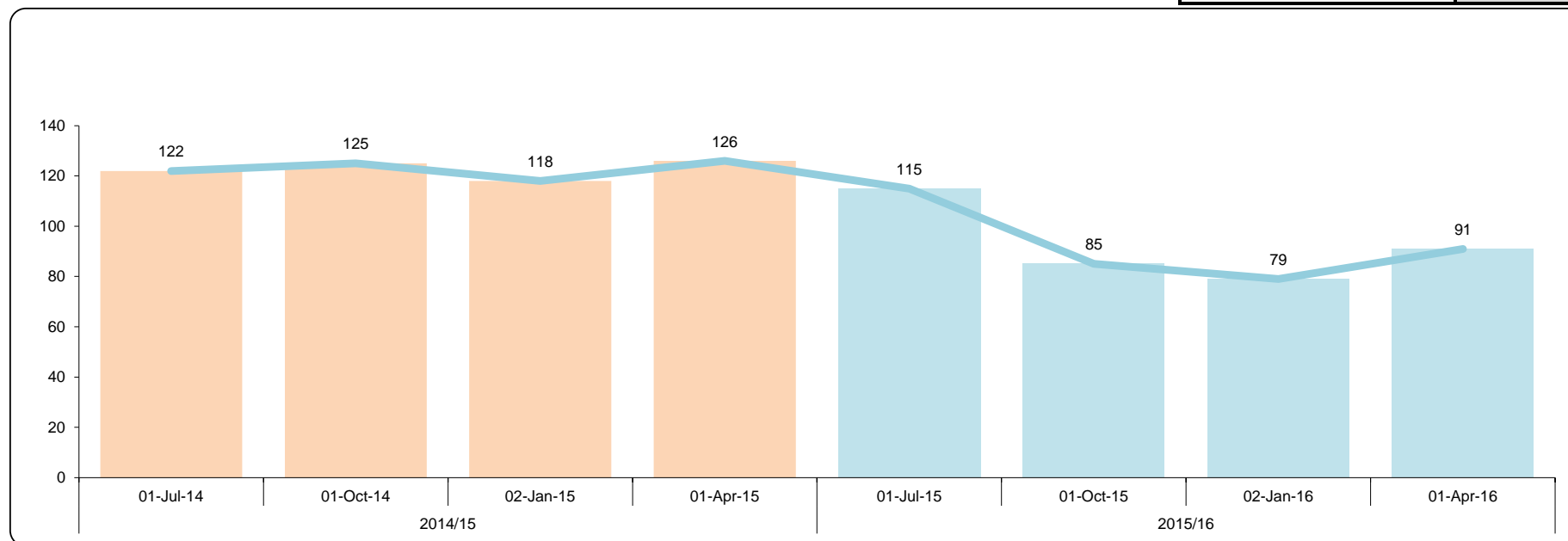
There has been some movement with the YTD figure as Void start dates can be revised due to Landlord services updating Northgate

VL07

Number of current void properties - sheltered only - Snapshot figure

RAG Status

No Target



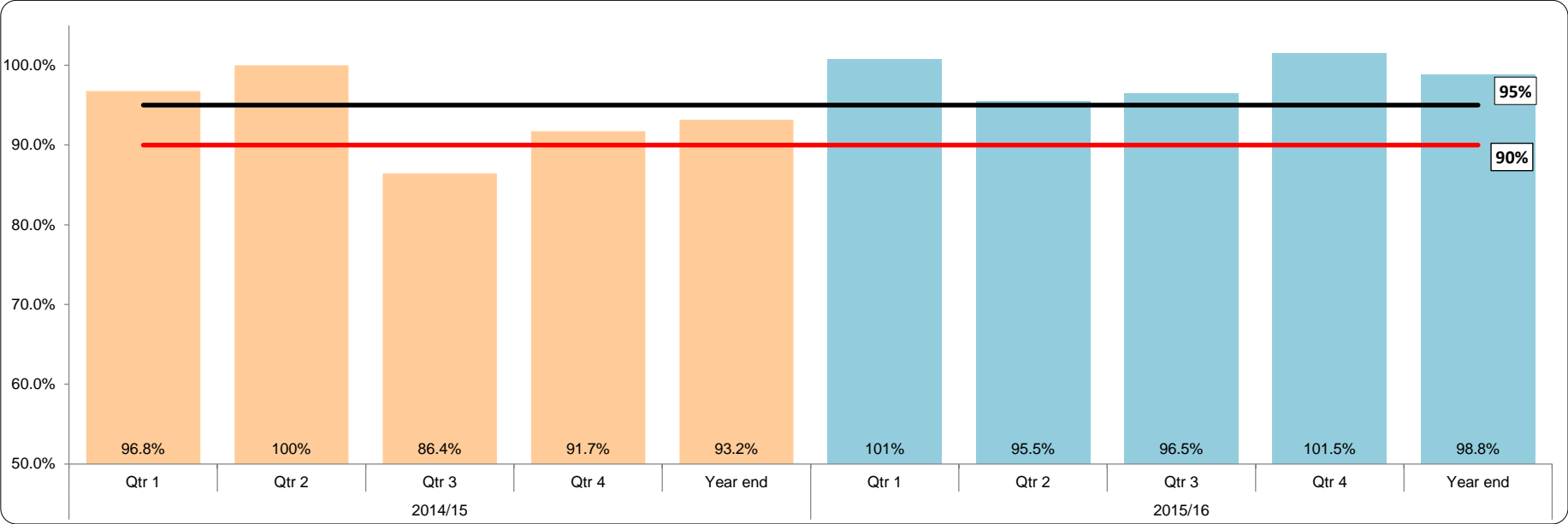
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Total number of current void properties - Snapshot figure	122	125	118	126	115	85	79	91

Total number of current void properties - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01-Apr-16	13	11	1	20	12	6	11	4	4	9

VL09

Percentage of support plans completed in 4 weeks

RAG Status	Green
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Bigger is better

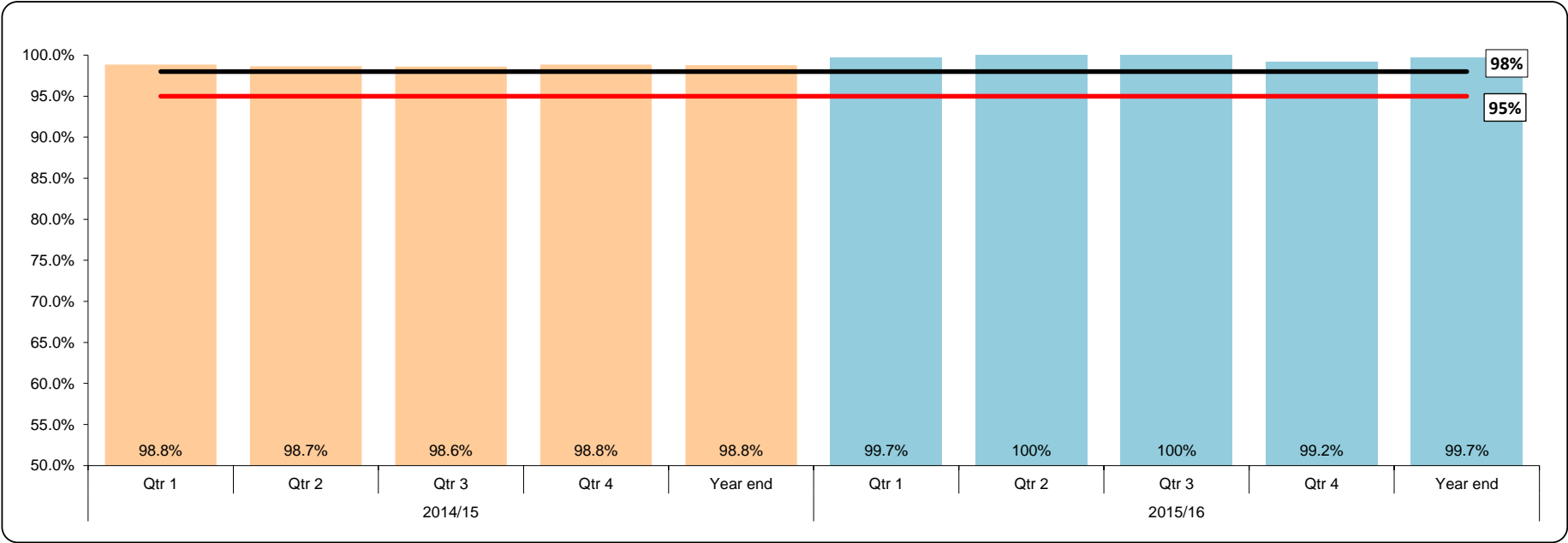
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of support plans completed in 4 weeks	96.8%	100%	86.4%	91.7%	93.2%	101%	95.5%	96.5%	101.5%	98.8%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SIOP01

Percentage of Careline calls answered within 60 seconds

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of Careline calls answered within 60 seconds	98.8%	98.7%	98.6%	98.8%	98.8%	99.7%	100%	100%	99.2%	99.7%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

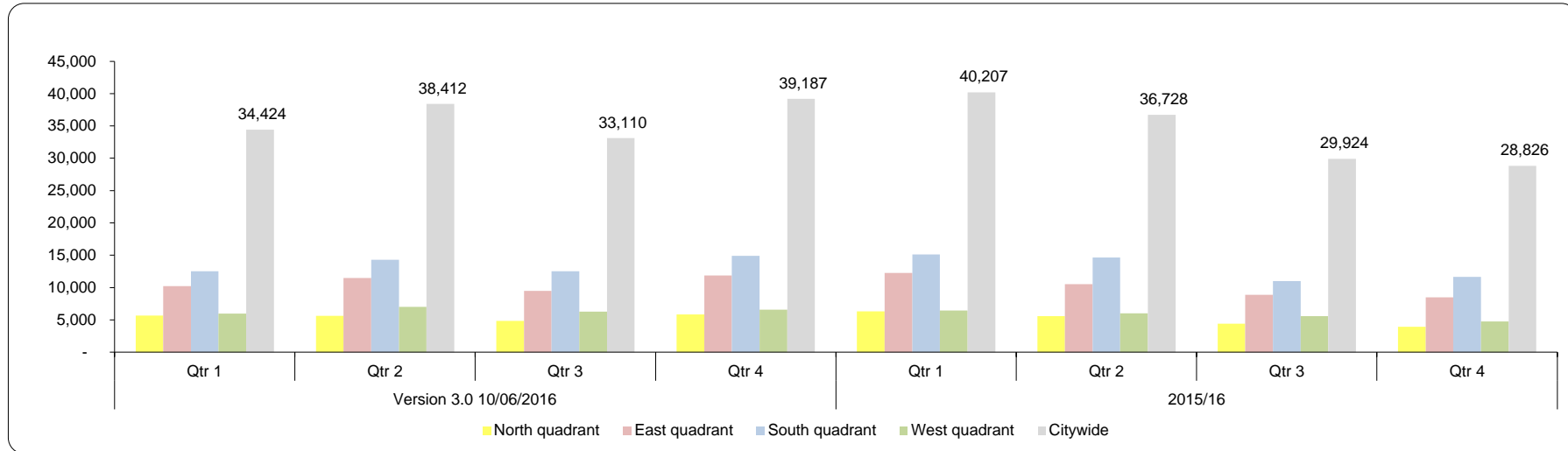
SIOP02

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

No Target



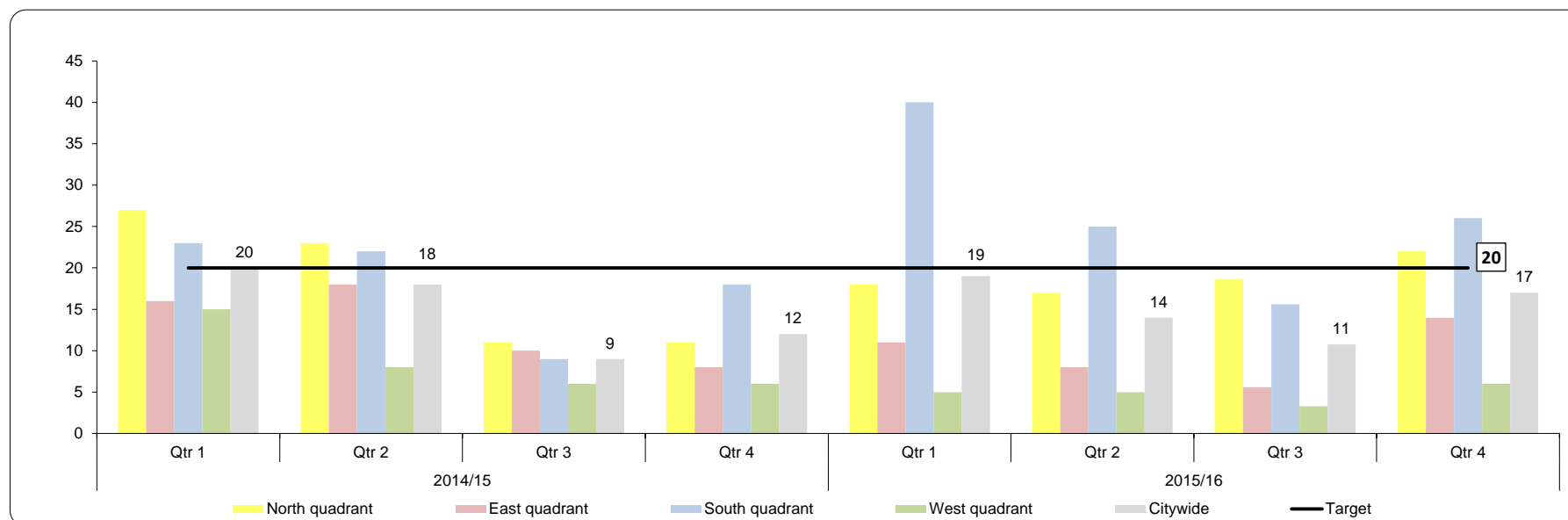
	Version 3.0 10/06/2016				2015/16			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	5,668	5,609	4,850	5,836	6,320	5,581	4,425	3,921
East quadrant	10,233	11,476	9,485	11,851	12,280	10,510	8,892	8,485
South quadrant	12,533	14,321	12,519	14,915	15,138	14,627	11,024	11,671
West quadrant	5,990	7,006	6,256	6,585	6,469	6,010	5,583	4,749
Citywide	34,424	38,412	33,110	39,187	40,207	36,728	29,924	28,826

HCS01

Average time taken to answer calls (in seconds)

RAG Status

Green



Smaller is better

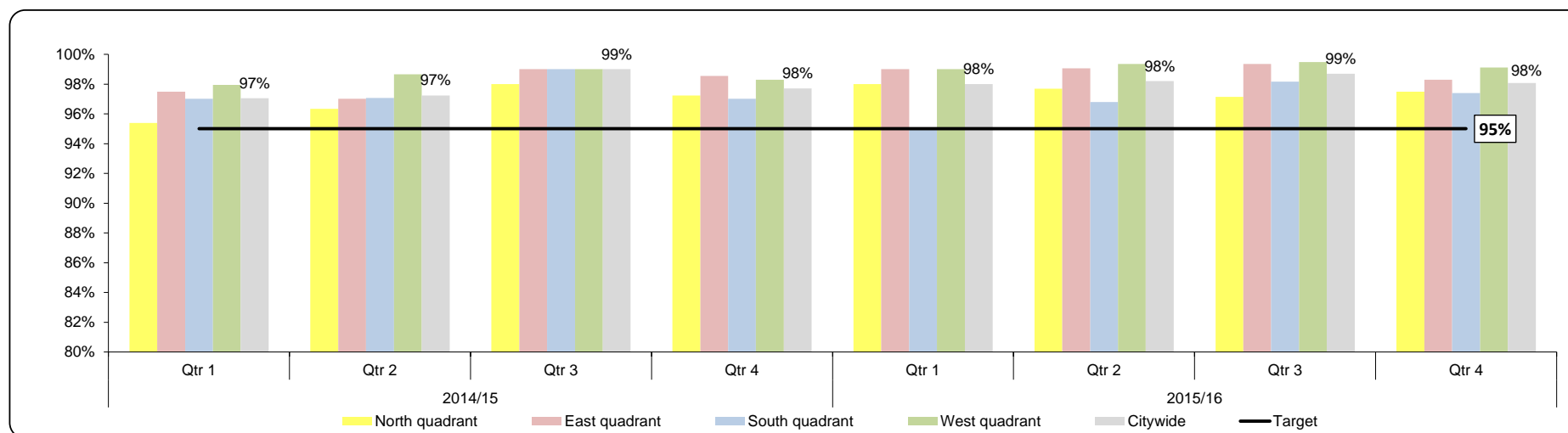
Average time taken to answer calls (in seconds)	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	27	23	11	11	18	17	19	22
East quadrant	16	18	10	8	11	8	6	14
South quadrant	23	22	9	18	40	25	16	26
West quadrant	15	8	6	6	5	5	3	6
Citywide	20	18	9	12	19	14	11	17
Target	20	20	20	20	20	20	20	20

HCS02

Percentage of calls answered

RAG Status

Green



Bigger is better

Percentage of calls answered	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	95%	96%	98%	97%	98%	98%	97%	98%
East quadrant	98%	97%	99%	99%	99%	99%	99%	98%
South quadrant	97%	97%	99%	97%	95%	97%	98%	97%
West quadrant	98%	99%	99%	98%	99%	99%	99%	99%
Citywide	97%	97%	99%	98%	98%	98%	99%	98%
Target	95%	95%	95%	95%	95%	95%	95%	95%

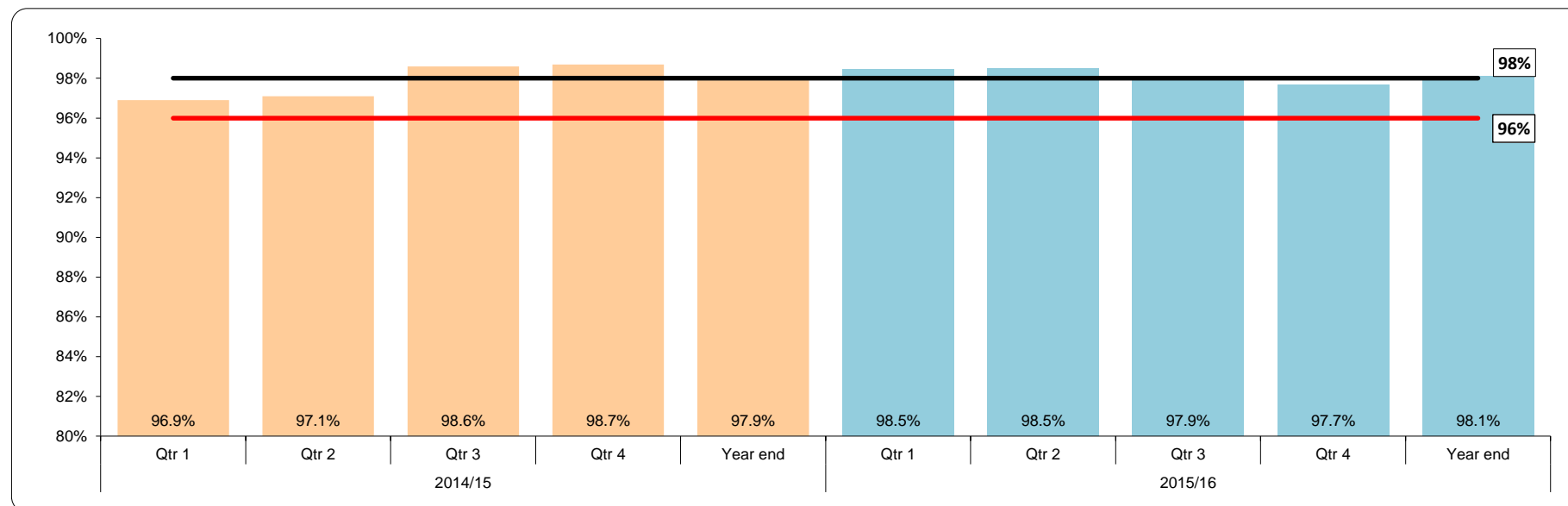
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Amber



Version 3.0 10/06/2016

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	98.5%	98.5%	97.9%	97.7%	98.1%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%

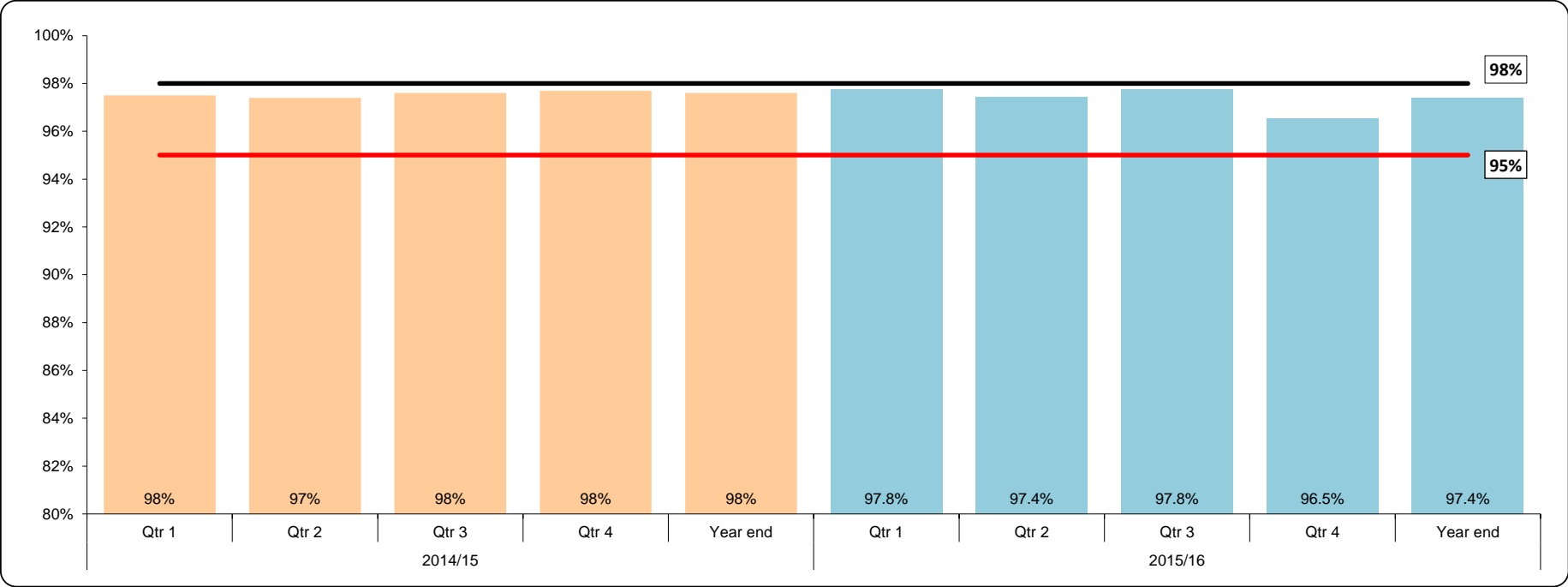
Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	98.6%	96.4%	98.1%	98.8%	95.6%	99.3%	94.4%	98.8%	96.2%	98.7%

AMM01

Percentage of appointments kept

RAG Status

Amber



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of appointments kept	98%	97%	98%	98%	98%	97.8%	97.4%	97.8%	96.5%	97.4%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

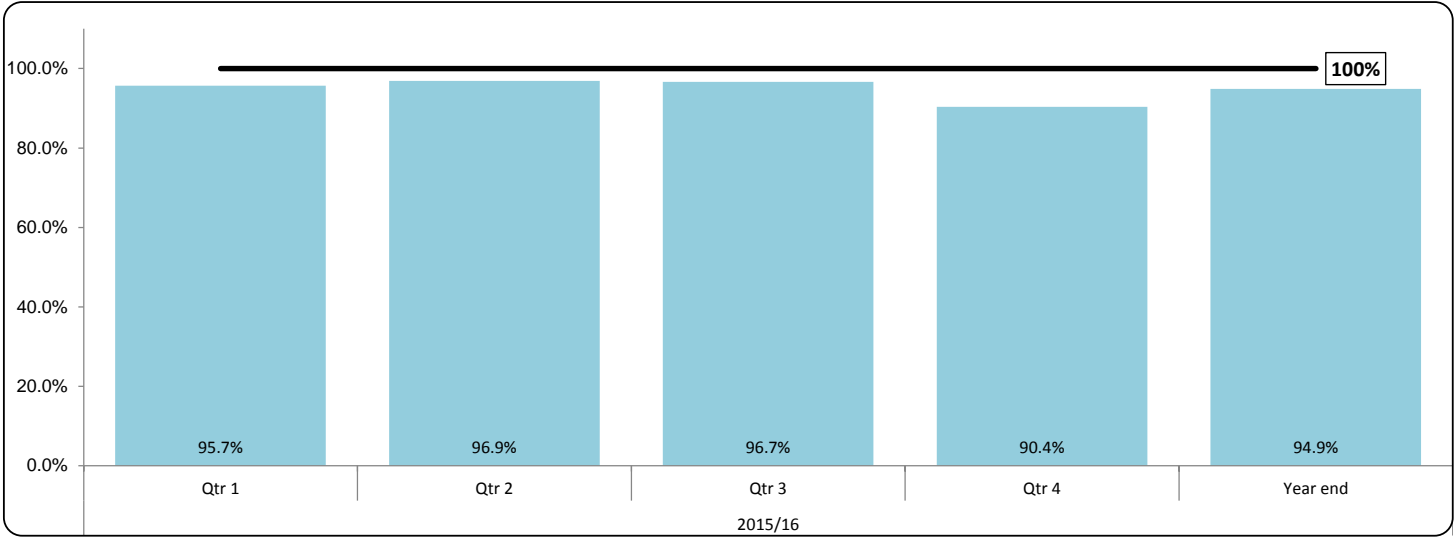
AMM03

We will respond to emergency repairs in two hours

Birmingham Promise

RAG Status

Red



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	This is a new measure. There is no historical data available					95.7%	96.9%	96.7%	90.4%	94.9%
We will respond to emergency repairs in two hours										
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

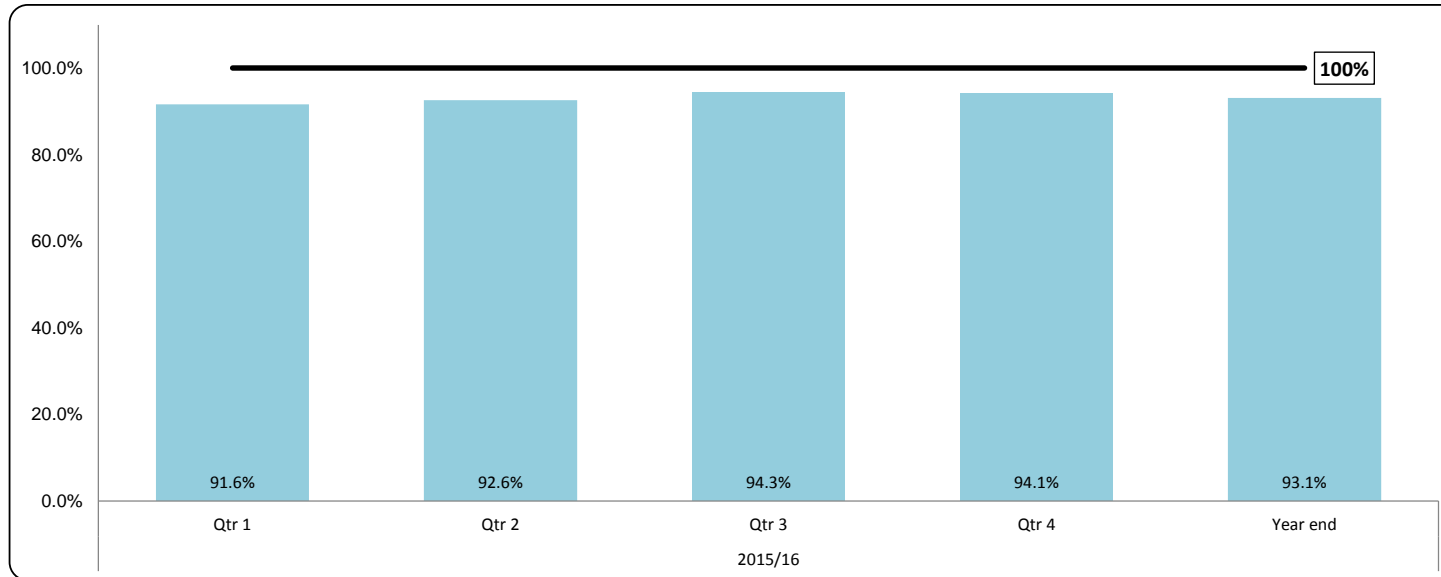
AMM14

We will resolve routine repairs within 30 days

Birmingham Promise

RAG Status

Red



Bigger is better

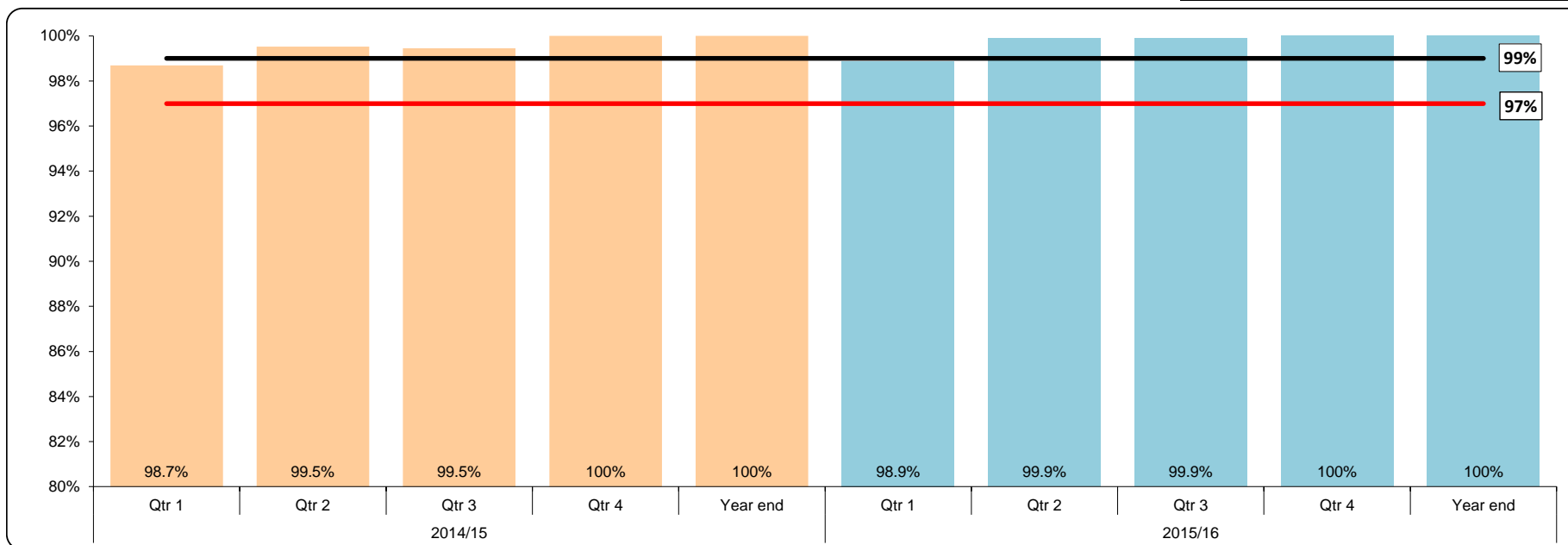
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
We will resolve routine repairs within 30 days	This is a new measure. There is no historical data available					91.6%	92.6%	94.3%	94.1%	93.1%
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	91.8%	94.6%	91.5%	94.3%	95.2%	94.1%	93.6%	92.4%	96.6%	95.5%

AMM15

Percentage of gas servicing completed against period profile

RAG Status

Green



Target - Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of gas servicing completed against period profile	98.7%	99.5%	99.5%	100%	100%	98.9%	99.9%	99.9%	100%	100%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%

Percentage of gas servicing completed against period profile	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

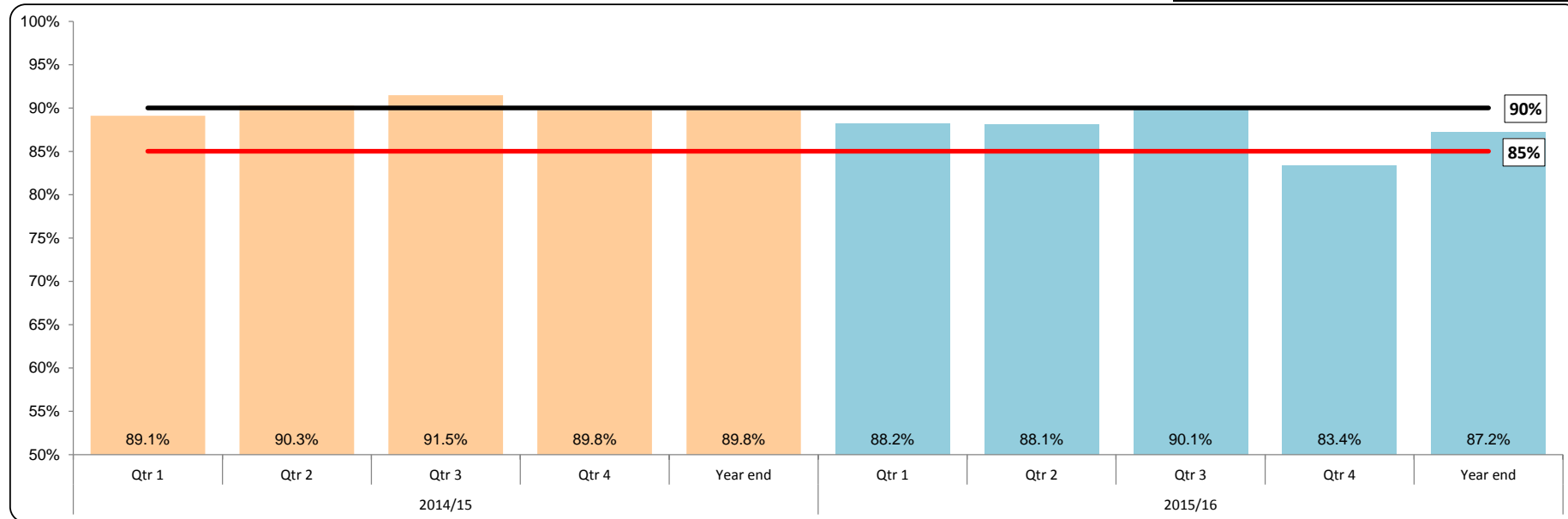
From April 2015 this measure excludes voids.

AMM08

Percentage of gas repairs completed within 7 days

RAG Status

Red



Target - Bigger is better

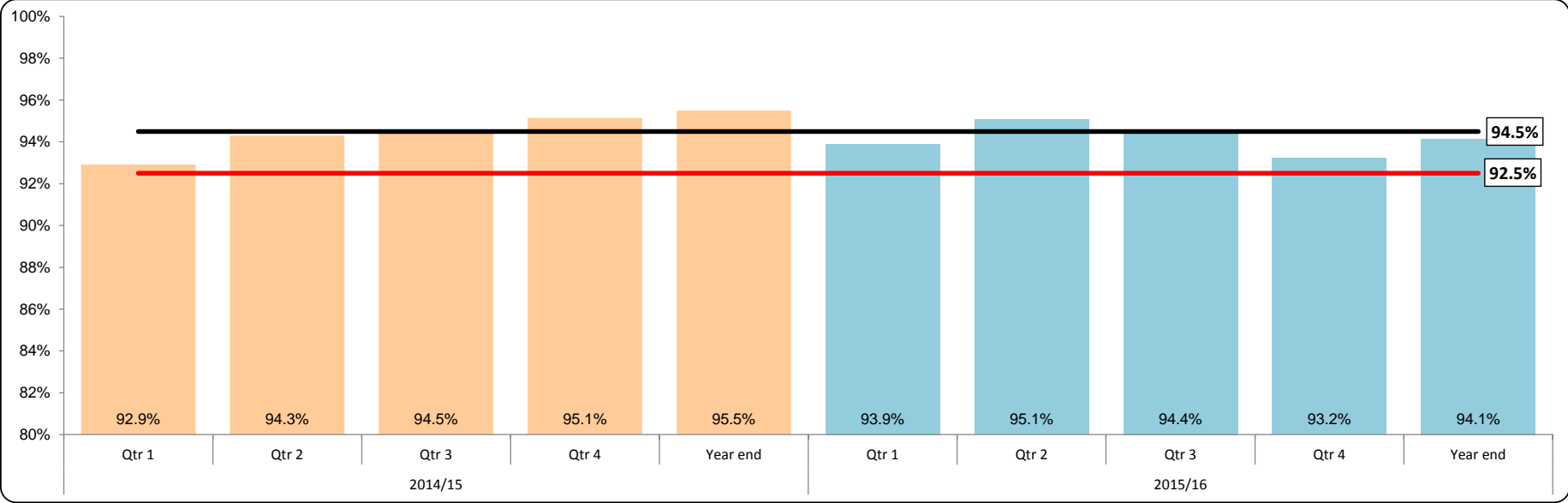
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of gas repairs completed within 7 days	89.1%	90.3%	91.5%	89.8%	89.8%	88.2%	88.1%	90.1%	83.4%	87.2%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

Percentage of gas repairs completed within 7 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	81.4%	77.3%	79.2%	91.8%	81.2%	78.9%	79.8%	82.0%	74.3%	90.4%

AMM10

Customer satisfaction with repairs

RAG Status	Amber
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Bigger is better

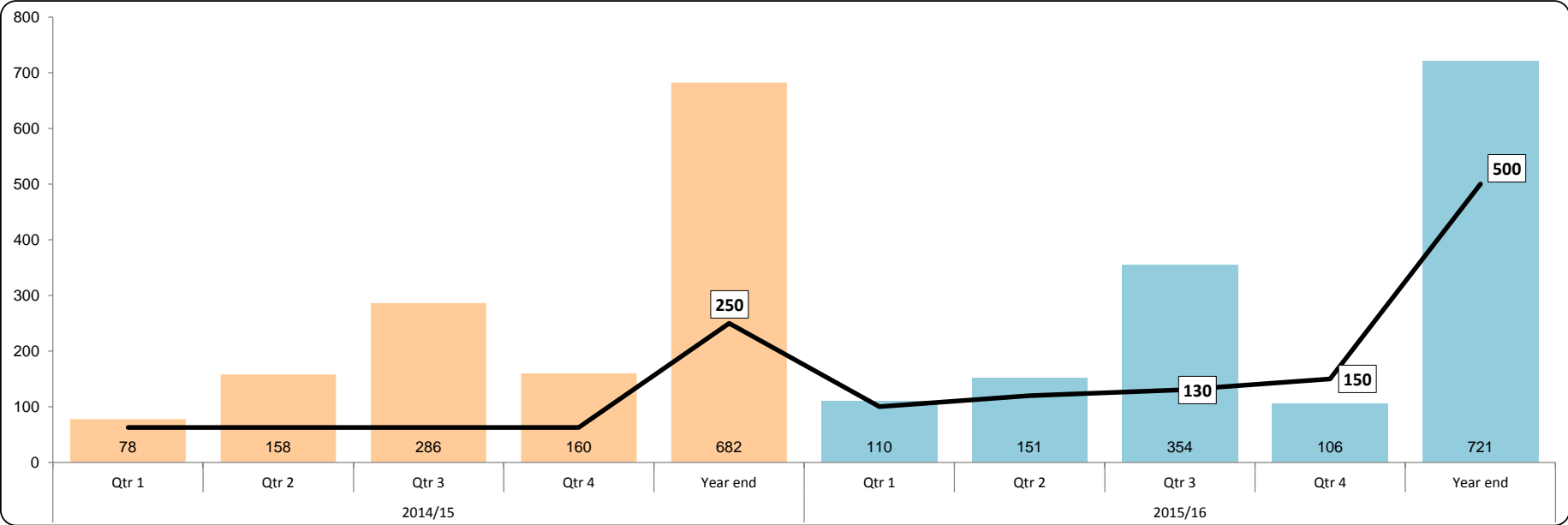
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Customer satisfaction with repairs	92.9%	94.3%	94.5%	95.1%	95.5%	93.9%	95.1%	94.4%	93.2%	94.1%
Target	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%
Standard	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%

AMM11

Number of households assisted by independent living

RAG Status

Red



Bigger is better

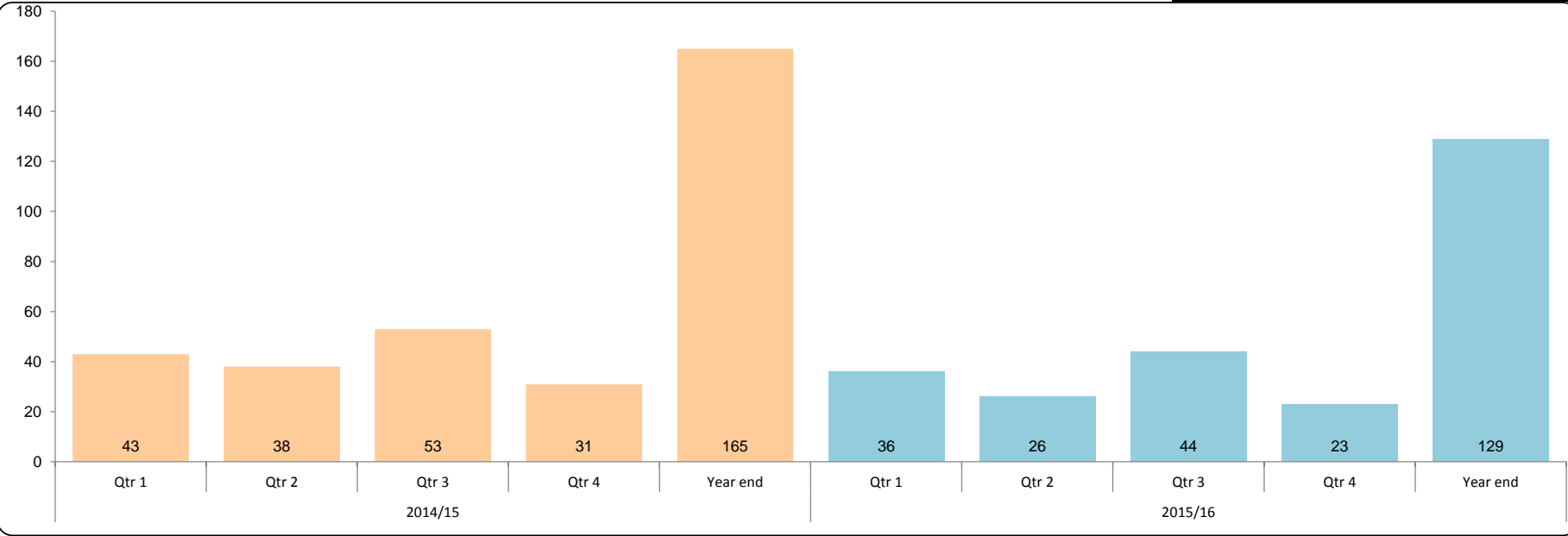
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of households assisted by independent living	78	158	286	160	682	110	151	354	106	721
Target	62.5	62.5	62.5	62.5	250	100	120	130	150	500

The Q3 figure has been revised since Q3 reporting. This is due to payments being backdated and being paid after the Q3 reporting period.

AMM12

Number of Wise Move completions

RAG Status	No Target
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Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of Wise Move completions	43	38	53	31	165	36	26	44	23	129

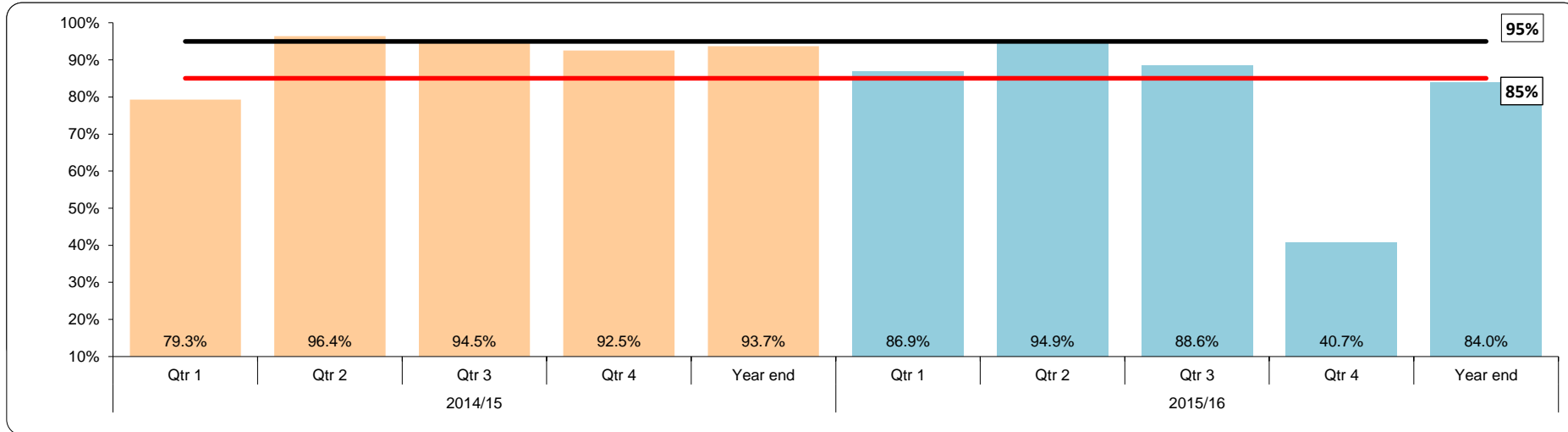
AMM13

Capital Works (Martin Tolley)

As per contractor assessment the percentage of capital improvements completed within timescale

RAG Status

Red



Version 3.0 10/06/2016

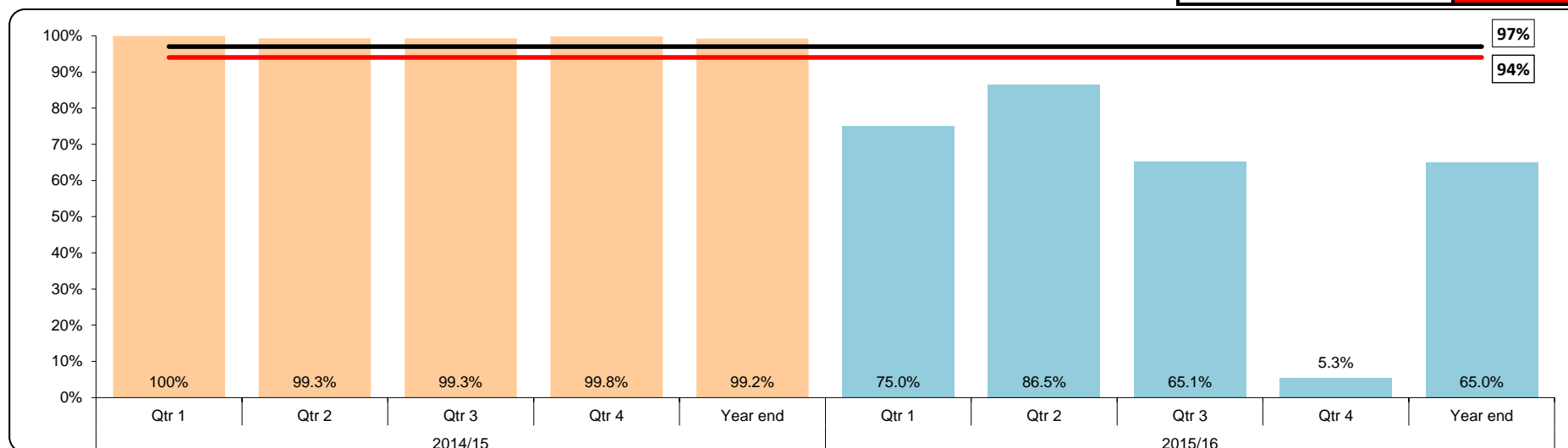
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
As per contractor assessment the percentage of capital improvements completed within timescale	79.3%	96.4%	94.5%	92.5%	93.7%	86.9%	94.9%	88.6%	40.7%	84.0%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

CW01

The percentage of capital improvements works completed and audited by BCC with no defects on handover

RAG Status

Red



Bigger is better

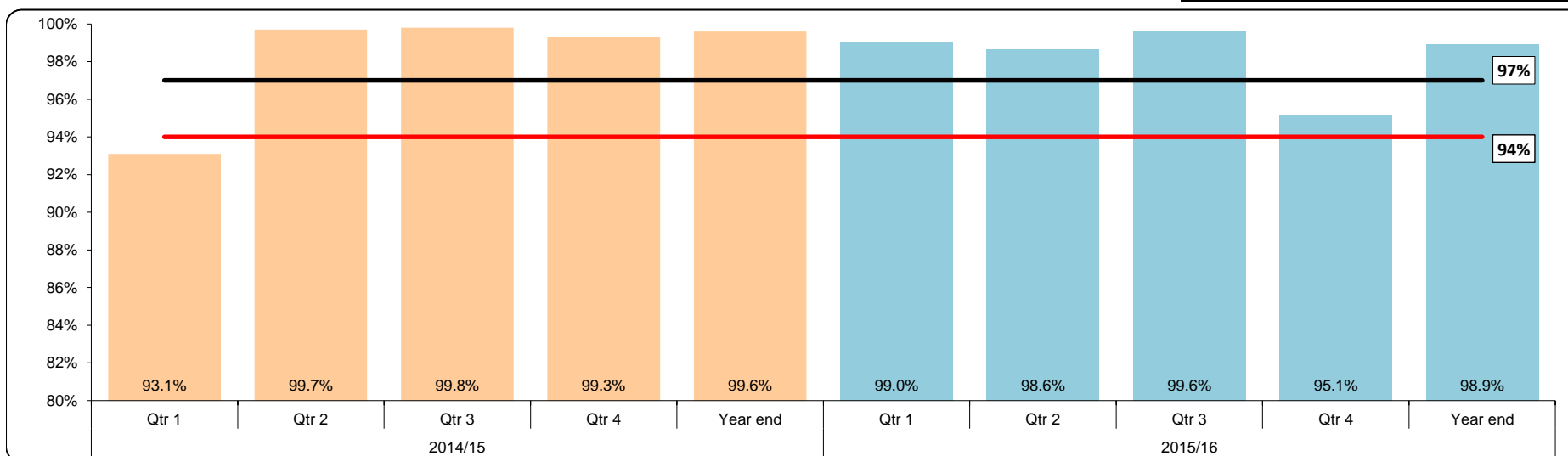
The percentage of capital improvements works completed and audited by BCC with no defects on handover	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	100%	99.3%	99.3%	99.8%	99.2%	75.0%	86.5%	65.1%	5.3%	65.0%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW02

Percentage of customers satisfied with contractor performance

RAG Status

Amber



Bigger is better

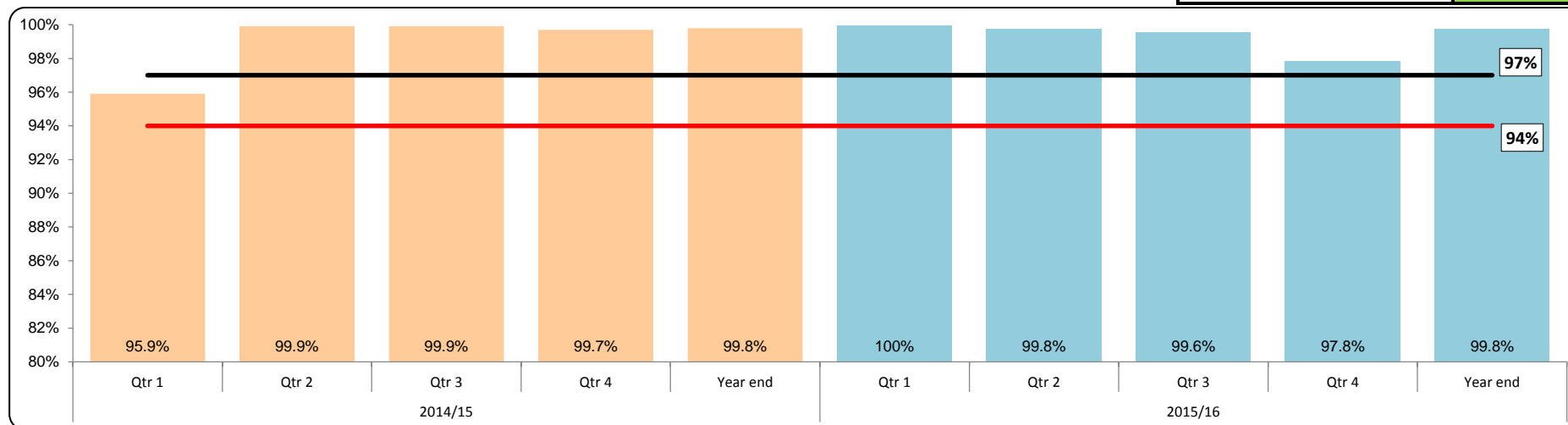
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of customers satisfied with contractor performance	93.1%	99.7%	99.8%	99.3%	99.6%	99.0%	98.6%	99.6%	95.1%	98.9%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW03

Percentage of customers satisfied with the quality of their home improvement

RAG Status

Green



Bigger is better

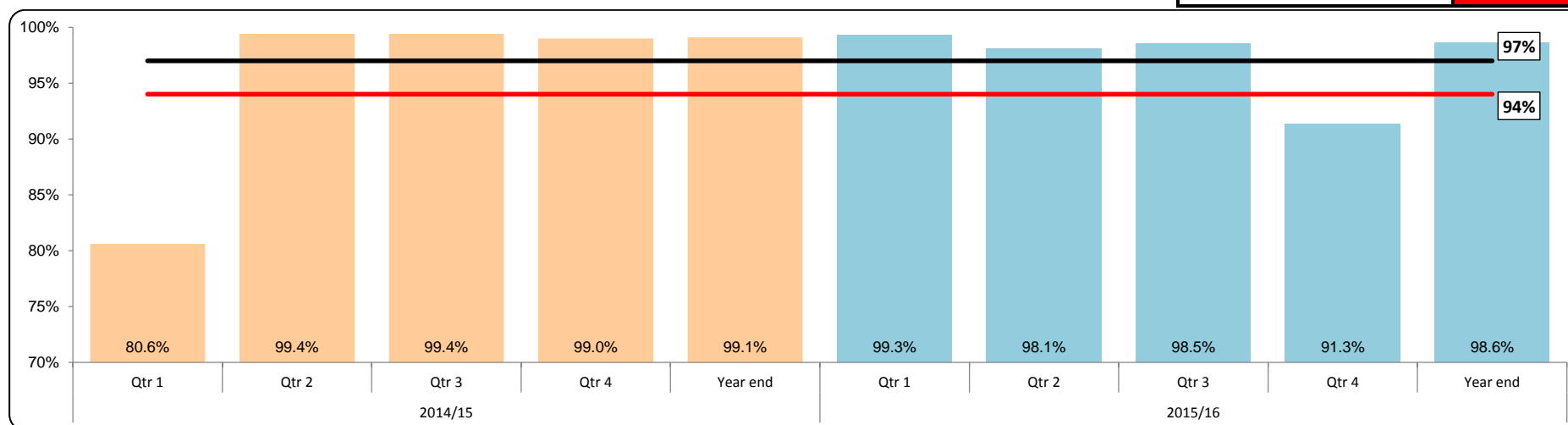
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of customers satisfied with the quality of their home improvement	95.9%	99.9%	99.9%	99.7%	99.8%	100%	99.8%	99.6%	97.8%	99.8%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW04

Percentage of customers satisfied with Birmingham City Council's overall process

RAG Status

Red



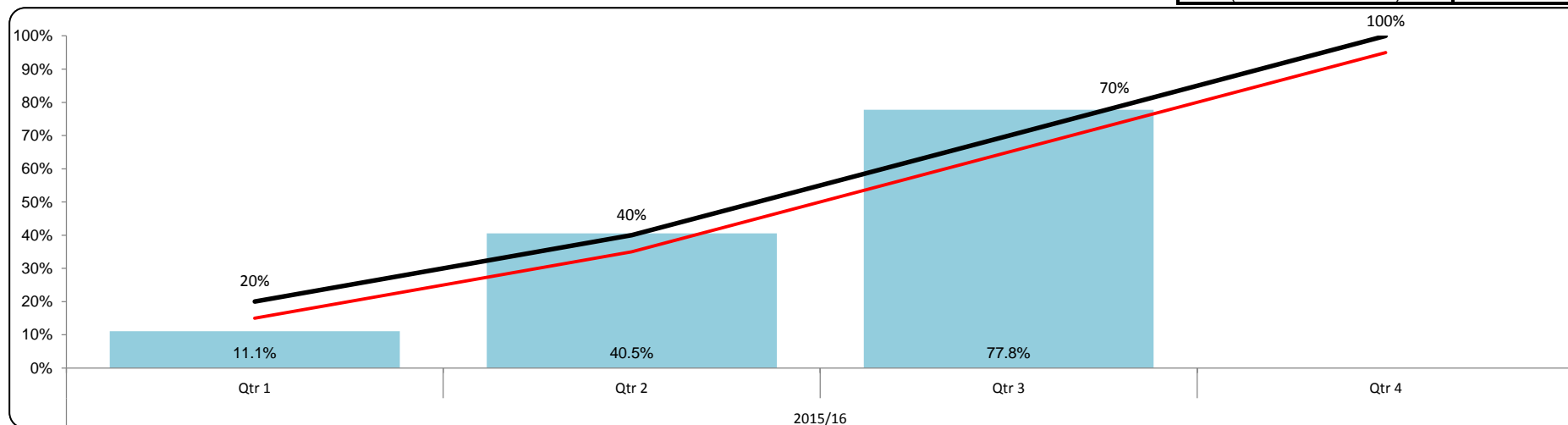
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of customers satisfied with Birmingham City Council's overall process	80.6%	99.4%	99.4%	99.0%	99.1%	99.3%	98.1%	98.5%	91.3%	98.6%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW05

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

RAG Status
(based on YTD data)



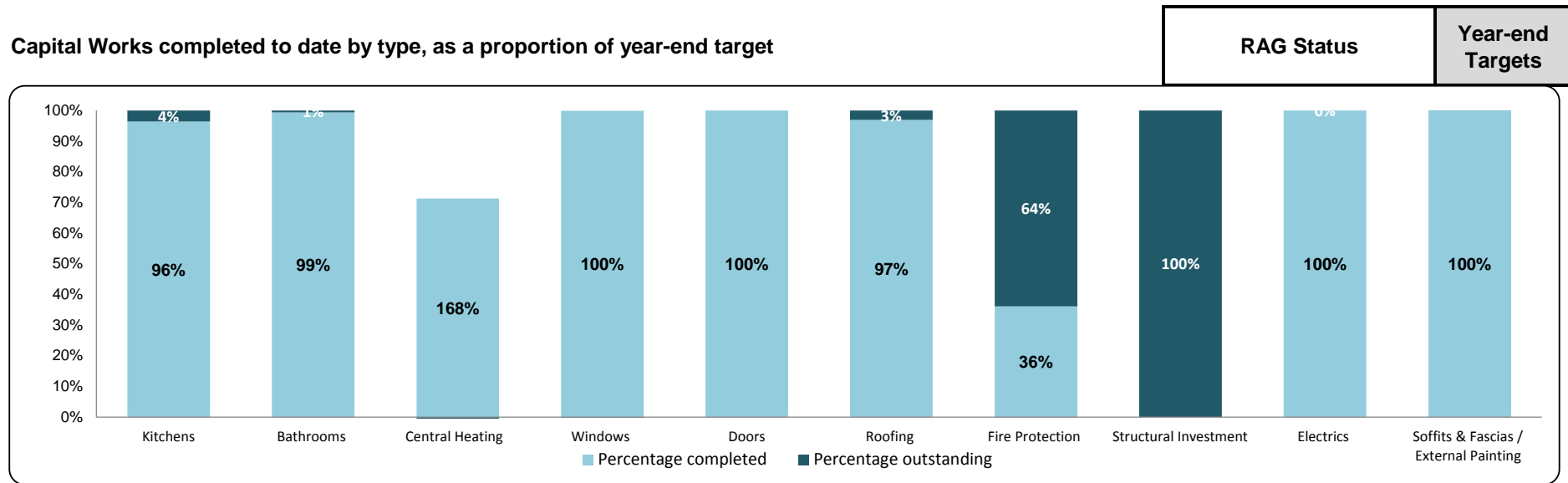
Bigger is better

	2015/16			
	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%	Tbc
Target	20%	40%	70%	100%
Standard	15%	35%	65%	95%

Qtr 4 data is not available at the time of reporting. Confirmation of year-end financial position is required by SMT before statements can be issued.

CW06

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



Capital Works completed to date by type, as a proportion of year-end target	Cabinet Report end of year target	Revised target	Number of units completed to date	Number of units outstanding	Percentage completed	Percentage outstanding
Kitchens	445	336	324	12	96%	4%
Bathrooms	445	325	323	2	99%	1%
Central Heating	1,000	1,000	1,675	-675	168%	-68%
Windows	555	693	694	-1	100%	0%
Doors	1,220	1,610	1,610	0	100%	0%
Roofing	286	230	223	7	97%	3%
Fire Protection	750	639	231	408	36%	64%
Structural Investment	16	16	0	16	0%	100%
Electrics	10,400	5,030	5,030	0	100%	0%
Soffits & Fascias / External Painting	100	107	283	0	100%	0%

Note: Targets agreed, Cabinet Report 16 February 2015 - Council Housing Investment Programme 2015/16

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.

Electrics - The reported completions stated refer to the number of electrical test and inspect that have been undertaken. The inspection may identify that remedial electrical work is required to the property; to date the city has carried out 106 rewires and 795 remedial electrical works to its stock as a result of the originally electrical inspection.

Structural Investment - This capital programme spans over three financial years and was started in 2014/15. The following units are to be completed by the end of the financial year:

Programme Year 2 (2015/16) - 3

Programme Year 3 (2016/17) - 13

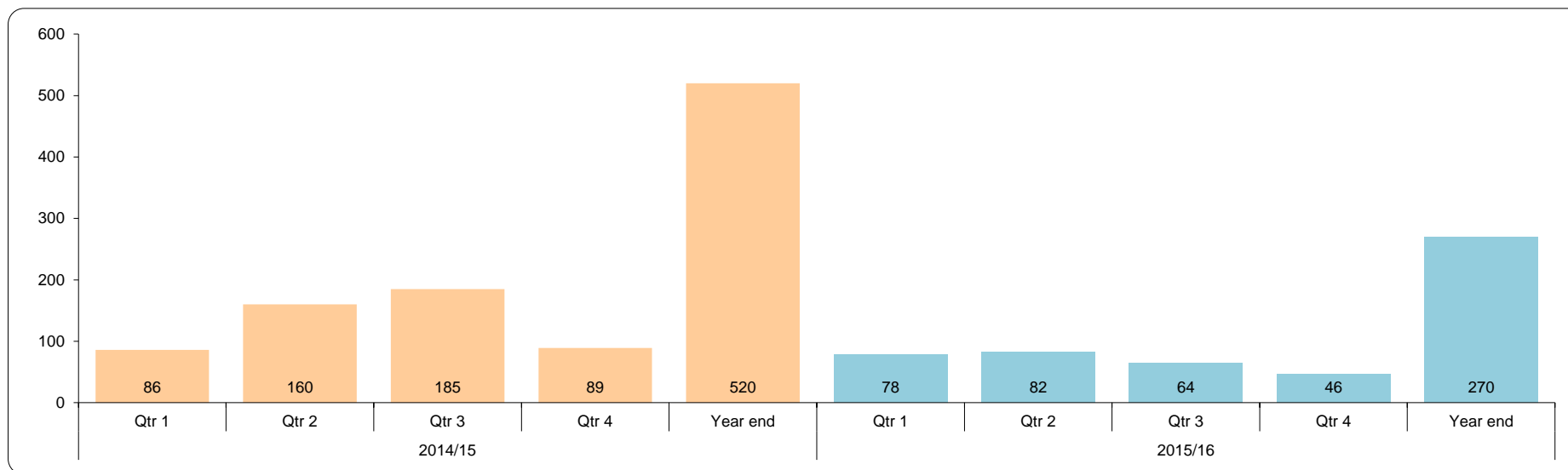
The planned structural block programme is on target.

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

RAG Status

No Target



Version 3.0 10/06/2016

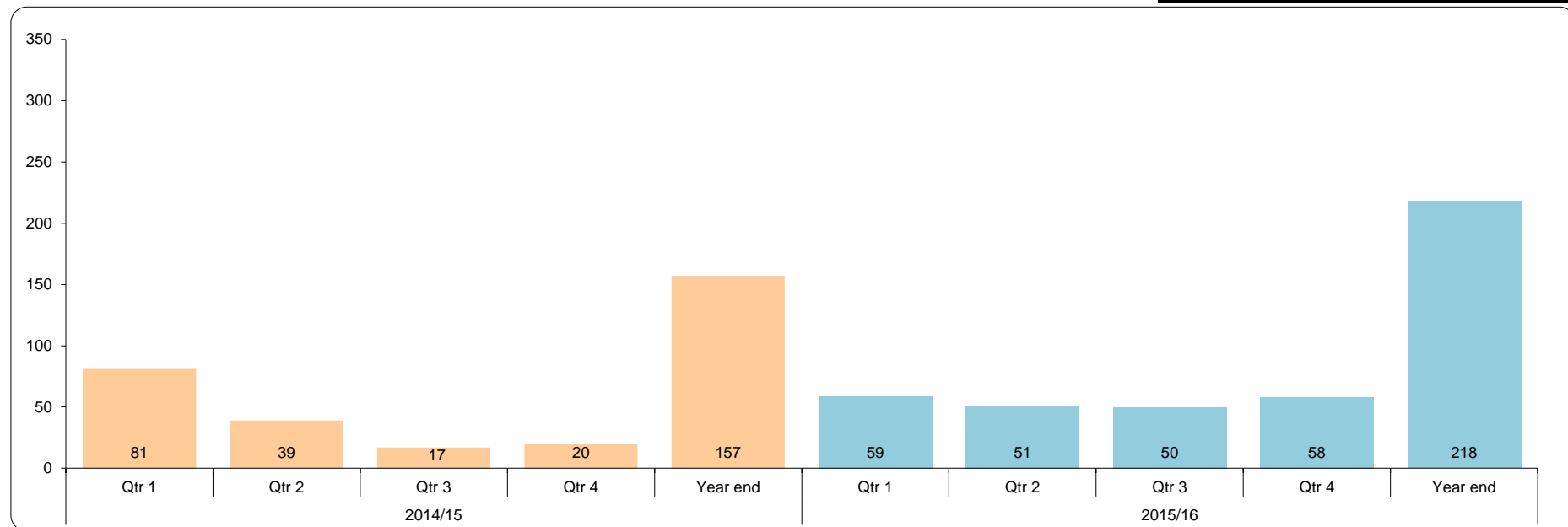
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Houses in Multiple Occupation licences issued	86	160	185	89	520	78	82	64	46	270

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status

No Target

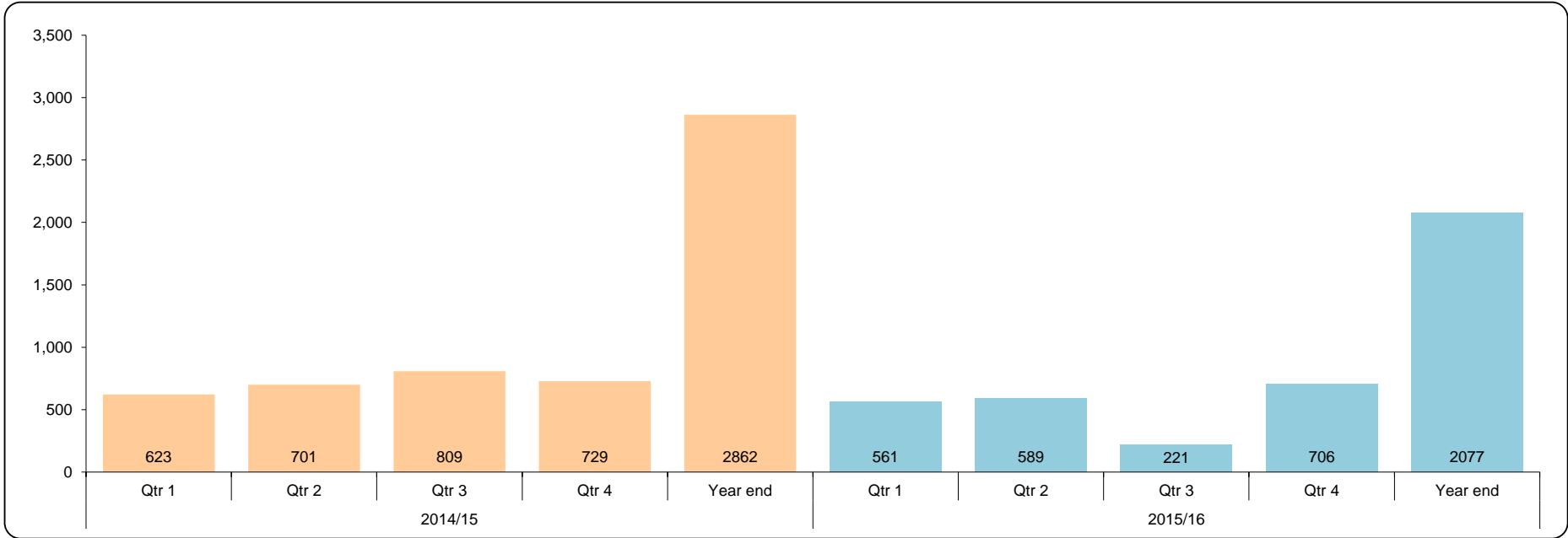


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Licenced and unlicensed Houses in Multiple Occupation inspected	81	39	17	20	157	59	51	50	58	218

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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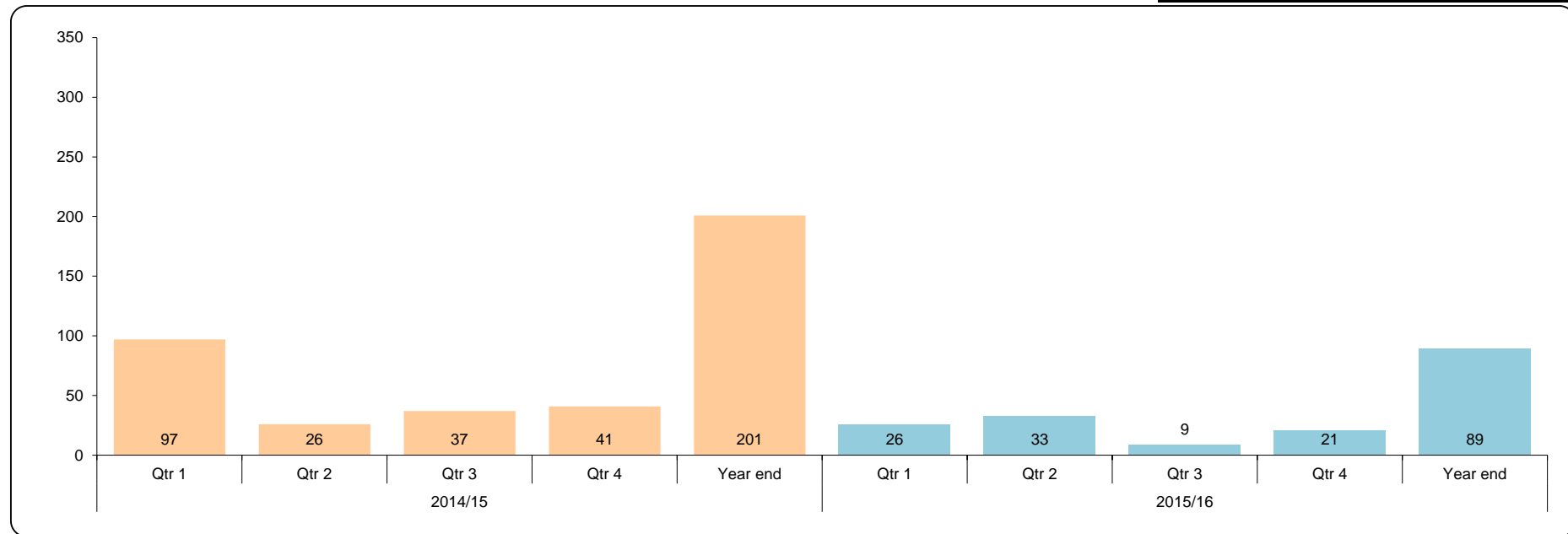
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
PTU requests for assistance	623	701	809	729	2862	561	589	221	706	2077

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status

No Target

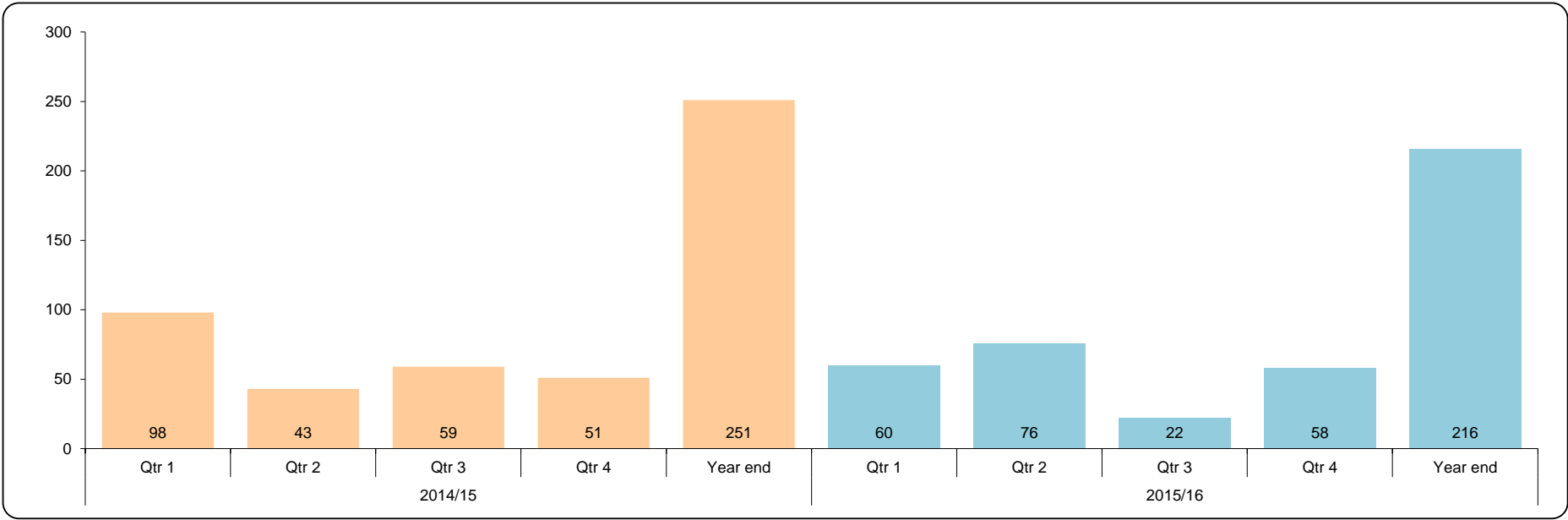


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Private Tenancy Unit - Cases assisted through advice	97	26	37	41	201	26	33	9	21	89

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status	No Target
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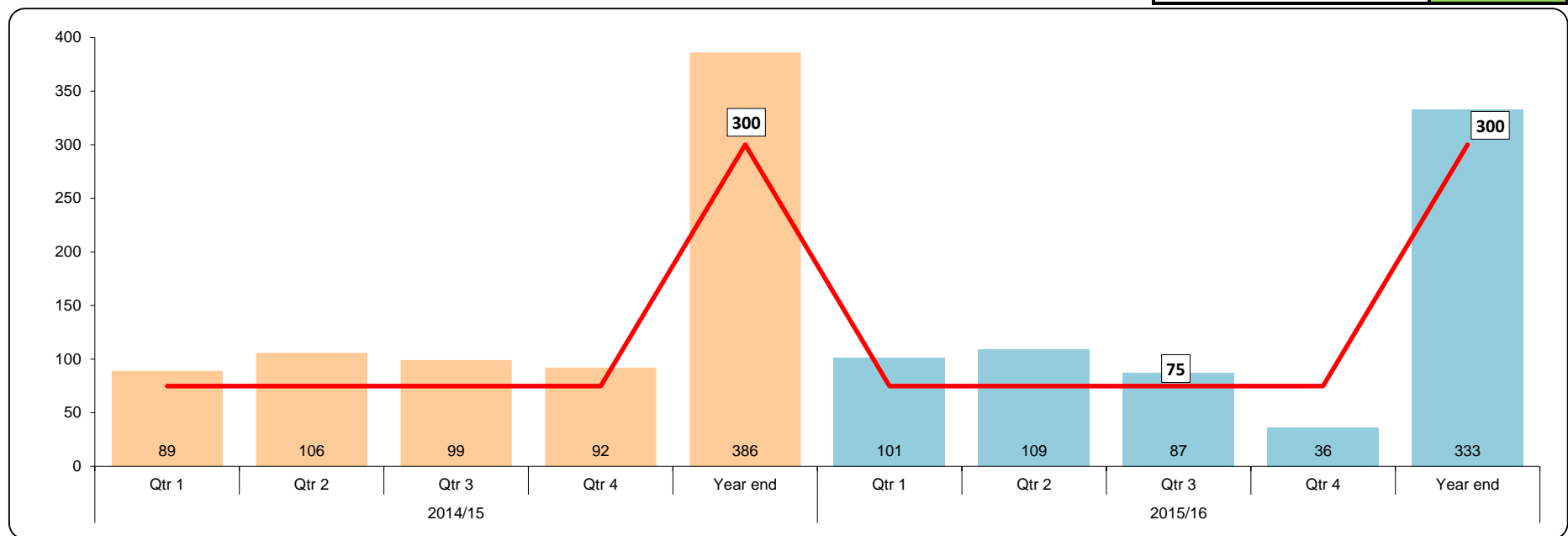


Private Tenancy Unit - Cases assisted through intervention	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	98	43	59	51	251	60	76	22	58	216

PRS05

Empty properties brought back into use - Council Business Plan measure

RAG Status	Green
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Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Empty properties brought back into use	89	106	99	92	386	101	109	87	36	333
Target	75	75	75	75	300	75	75	75	75	300

NB: The RAG status for this measure is green as the Empty Properties Team achieved their Year End target of 300 properties by February 2016.

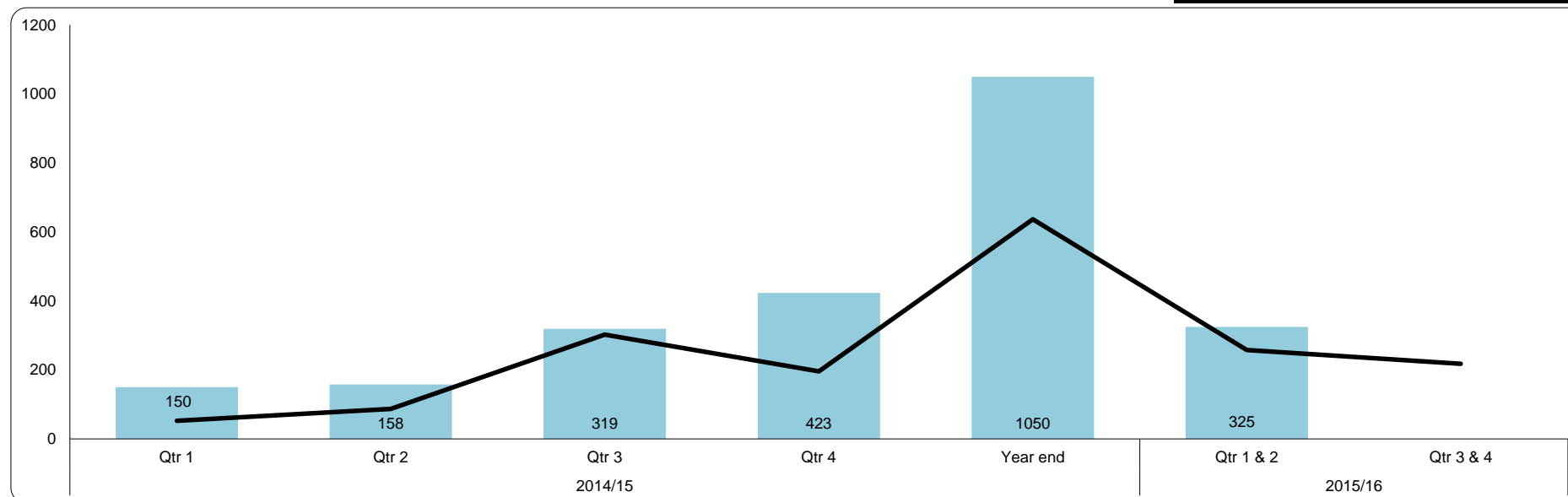
PRS06

Housing Development (Clive Skidmore)

Number of affordable homes provided

RAG Status

Green



Version 3.0 10/06/2016

Bigger is better

	2014/15					2015/16	
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1 & 2	Qtr 3 & 4
No of affordable homes provided	150	158	319	423	1050	325	
Target	52	87	302	196	637	258	218
% of target homes provided	288%	182%	105%	215%	165%	126%	

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

