

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

PERRY BARR DISTRICT COMMITTEE

THURSDAY, 14 JULY 2016 AT 15:00 HOURS
IN COMMITTEE ROOM 2, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 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.

2 ELECTION OF THE EXECUTIVE MEMBER AND VICE CHAIR FOR PERRY BARR DISTRICT

To elect a Chairman and Vice Chairman for the current Municipal Year.

3 MEMBERSHIP OF COMMITTEE

To note the membership of the Committee as follows:-

Councillors:-

- Gurdial Singh Atwal, Paulette Hamilton and Narinder Kooner (Handsworth Wood Ward)

- Mahmood Hussain, Hendrina Quinnen and Waseem Zaffar (Lozells and East Handsworth Ward)

- Tristan Chatfield, Barbara Dring and Keith Linnecor (Oscott Ward)

- Ray Hassall, Jon Hunt and Karen Trench (Perry Barr Ward)

Khalid Mahmood, MP is also invited to attend all meetings.

4 **LEAD OFFICER ARRANGEMENTS**

To note the Lead Officer arrangements as follows:-

Lead Officer - (Perry Barr - Neil De-Costa
Area Democratic Services Officer - Louisa Nisbett

5 **APOLOGIES**

To receive any apologies.

5 - 10

6 **MINUTES**

To confirm and sign the Minutes of the last meeting held on 17 March 2013.

7 **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

8 **CODE OF CONDUCT**

To note the Code of Conduct at District Committee meetings.

13 - 18

9 **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 - 22

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

11 **DISTRICT COMMITTEE APPOINTMENTS**

To confirm/re-appoint the following:-

- Corporate Parent Champion - (Currently Councillor Barbara Dring)
- Cultural Heritage Champion for the District (Currently Councillor Waseem Zaffar)
- Cycle Revolution Champion - (Currently Councillor Linnecor)
- Regulation 44 visits - (Currently Councillor Linnecor)
- Jobs and Skills Champion (Currently Councillor Kooner)
- Health and Wellbeing Champion (Currently Councillor Paulette Hamilton)

12 **DATES OF FUTURE MEETINGS**

To agree the following schedule of meetings for future District Committee meetings in the Council House, Victoria Square, Birmingham B1 1BB on the following Thursdays at 1500 hours:-

Committee Room

29 September, 2016	1
24 November, 2016	2
19 January, 2017	2
16 March, 2017	2

23 - 102

13 **HOUSING TRANSFORMATION BOARD (HTB) PERFORMANCE REPORT QUARTER 4 2015 - 16**

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

14 **WARD UPDATES**

Chairman of each of the Wards will give an update.

15 **FUTURE AGENDA ITEMS**

To consider any future agenda items.

16 **OTHER URGENT BUSINESS (REPORTS BY OFFICERS)**

N.B. Only items of business by reason of special circumstances (which are to be specified) that in the opinion of the Chairman of the meeting are matters of urgency, may be considered.

17 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

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

BIRMINGHAM CITY COUNCIL

PERRY BARR DISTRICT COMMITTEE THURSDAY, 17 MARCH, 2016

**MINUTES OF A MEETING OF THE PERRY BARR
DISTRICT COMMITTEE HELD ON THURSDAY 17
MARCH, 2016 AT 1500 HOURS, IN COMMITTEE
ROOM 6, COUNCIL HOUSE, BIRMINGHAM, B1 1BB**

PRESENT: - Councillor Mahmood Hussain in the Chair;

Councillors Tristan Chatfield, Barbara Dring, Jon Hunt, Narinder Kooner, Keith Linnecor, Hendrina Quinnen and Waseem Zaffar

ALSO PRESENT: -

Neil De-Costa – Perry Barr Lead Officer
Kate Foley – Acting Senior Service Manager (Central West)
Dave Hodgetts – West Midlands Fire Service
Louisa Nisbett – Committee Manager

NOTICE OF RECORDING

992 The Chairman advised that the meeting would be webcast for live or subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and members of the press/public may record and take photographs.

The whole of the meeting will be filmed except where there are confidential or exempt items.

APOLOGIES

993 Apologies were submitted on behalf of Councillors Gurdial Singh Atwal, Paulette Hamilton, Ray Hassall and Karen Trench for their inability to attend the meeting.

MINUTES AND MATTERS ARISING

- Page 7, Corporate Parenting - Councillor Dring said there was lack of information about Corporate Parenting and the meetings etc. Neil De-Costa was waiting for a response from the Assistant Director. Councillor Linnecor suggested that any related training or meetings be arranged to take place prior to the District Committee meeting rather than on a separate day.

- Councillor Waseem Zaffar asked that it be noted that he had left the meeting before the Sandwell and West Birmingham NHS Trust item had been discussed at the last meeting and he had therefore not been present to declare an interest.

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RESOLVED:-

That the Minutes of the last meeting on 28 January, 2016 having been previously circulated be confirmed and signed by the Chairman.

CODE OF CONDUCT

995

The Code of Conduct related to District Committees was received and noted:

(See document no. 1)

FLEET AND WASTE

996

Apologies were received from Lisa Trickett, Cabinet Member who was unable to attend the meeting owing to a bereavement.

LANDLORD SERVICES ANNUAL VISITS

The following report of the Head of Landlord Services was received and noted:-

(See document no. 2)

During the discussion that ensued the following points were made:-

- This was the first time that an annual visiting programme of this type had been carried out. The programme provided meaningful and proactive engagement with tenants.
- 52,269 properties had been visited representing 82% of the properties. The questions asked had changed during the process.
- A number of vulnerable tenants had been identified and issues including tenants with no utilities, hoarding and self-neglect. Support had been given to those tenants.
- Although there had been some concerns about Social Housing Fraud no enforcement action had been taken. The suspected fraud was of a low level and some were an error on behalf of the tenant which the local team were assisting to resolve.
- The team ensured that tenants were able to recognise anti-social behaviour and how to report it.

Perry Barr District Committee, 17 March, 2016

- 2,019 tenancy breaches identified ranged from minor breaches eg. Installing a satellite dish and where permission would have been granted if it had been requested to serious breaches such as overgrown gardens and unauthorised alterations to the home.
- The process had been well received by tenants. A handful said the process was intrusive. A number of tenants had been identified who wanted to get involved with the activities of the Council.
- Some gardens that were below standard had been referred to the vulnerable garden scheme.
- A large number of tenants had benefitted from advice and referrals for advice about their rents and the rent officer was working with them.
- Some tenants had reported outstanding repairs.
- 5,200 Fire and Safety checks had been raised as a result of the programme enabling the Fire Service to visit their homes.
- By the end of March 100% of properties should have been visited.
- There were 3 key areas for Landlord Services, Street Scene, Welfare Reform and Estates Management.
- Councillor Chatfield was concerned about the move away from annual visits in the future. He welcomed the emphasis on Street Scene but pointed out that the cause of the problem was not necessarily caused by council tenants. He was advised that as many properties as possible would be visited, however there would be a targeted approach to visits to properties of concern. They also hoped to work closely with other parts of the service. Councillor Linnecor preferred unplanned visits to properties.
- In cases of ASB the victim was encouraged to report the offence. Links were made between BCC the police etc. Officers had been trained to understand the problems and advise the victim on the steps to take.
- Councillor Kooner requested that a training session on the allocation of housing be arranged for Councillors.
- Councillor Dring was concerned about the tenancy breaches and was interested to receive more information about the vulnerable tenants Garden Scheme as there were a lot of vulnerable people in the Oscott Ward. She was informed that the programme was a relatively restricted scheme. Some trainee support had been accessed. The scheme was a one off and not an ongoing service.
- Councillor Zaffar commended officers for the report. The Chairman of Corporate Resources Committee was looking at whether the service was fit for purpose.

- Tenant involvement could be encouraged through eg. Joining walkabouts etc.
- Dave Hodgetts informed that they had supported housing as much as they could by working in partnership with them without duplicating services. Hoarders were at risk from fire hazards. It was recognised that the key to success was a multi-agency approach.
- Permission for a satellite dish depended on the nature of the building. Kate Foley invited Councillor Hussain to refer a particular case to her. For rent arrears a process of escalation was used and they worked with the customer to put an arrangement in place. Failures or breaches on behalf of the Landlord were looked at.
- In reply to a query from Councillor Quinnen, BCC provided a free service to dispose of unwanted items at the recycling centre. There was a service available that a fee was payable for. There were some charitable organisations that collected unwanted furniture etc free of charge.

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RESOLVED:-

That the report be noted.

**HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT –
QUARTER 2 2015-2016**

The following report was received and noted:-

(See document no. 3)

During the discussion the following points were made:-

- Anti-Social Behaviour had been managed well and they had responded to all the cases on time.
- 100% of high and low blocks were rated good or better.
- There were 4 cases in Perry Barr where there were lodgers in occupation for more than 12 weeks.
- Estate assessments were average at 26.8.
- Excluding the sheltered properties, the average days turnaround to let a property was good at 30.3 days which was the city average.
- Waites had been appointed as the new repairs contractor. Key performance Indicators would be used.

- A new allocation scheme had been agreed and a training programme for all the Councillors. The implementation date was in September and all Councillors will be briefed.
- In reply to Councillor Kooner there was a City-wide planned programme of improvement to properties. If a tenant's personal situation changed whilst they were in a property an assessment by Occupational Health was arranged. There was not a vulnerable person's decorating service however Kate Foley undertook to check with the Older people support service.
- Councillor Dring noted that there were no cases of hate crime reported, however a number of firearms offences in the District had been highlighted in the media, but not reflected in the figures. Kate Foley answered that this crime was reflected in the crime figures.
- Councillor Dring questioned what happened where survivors of a former tenant were left in the property. Kate Foley said that there could be a statutory right of succession. The figures only included cases that had been disputed.
- Councillor Dring stated that repairs took longer than 30 days depending on whether gas was being used. A tenant would not be left without cooking or heating facilities. Kate Foley advised Councillors to refer complaints about delays with repairs to her team.
- Councillor Chatfield referred to the amount of tenants in temporary accommodation and was informed that this was separately managed. She suggested that the Committee might want to invite a representative from the Homeless team to a future meeting.
- In reply to Councillor Linnecor, Kate Foley undertook to look into a direct contact for Councillors.
- Councillor Hunt referred to the large number of private housing in Perry Barr Ward and homeless prevention.

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RESOLVED:-

That the report be noted.

APPOINTMENT OF A CYCLE REVOLUTION CHAMPION

It was proposed by Councillor Waseem Zaffar, seconded by Councillor Narinder Kooner and

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RESOLVED:-

That Councillor Linnecor be appointed as Cycle Revolution Champion for the District.

DATE AND TIME OF NEXT MEETING

1000 The dates and times of meeting were to be arranged at a later date.

FUTURE AGENDA ITEMS

1001 No future agenda items were suggested.

OTHER URGENT BUSINESS

1002 In response to comments from Councillor Dring that the agenda in the past included an item for an update from the District Director and Chairman on what had taken place in between meetings. Neil De-Costa responded that Governance arrangements had changed however he was happy to take the suggestion on board and would discuss it with the Chairman. Members were reminded that a Councillors briefing was taking place on 7 April, at 1400 hours. Councillor Jon Hunt gave his apologies for the meeting.

AUTHORITY TO CHAIRMAN AND OFFICERS

1003 **RESOLVED:-**

That 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 1634 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.

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:

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 Lead for Community Governance and Support

Lesley Bannister – Community Governance Officer

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 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** – led by Karen Cheney
- Team of **3 Community Governance Managers**
 - **Kay Thomas**
 - **Bev Edmead**
 - **Lesley Bannister**
- 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 devised by Lesley – qualitative and quantitative information can be kept
- Able to pull off useful data – Citywide, by Theme/ Issue, ward level and district level

Housing Transformation Report Q4 2015-16

Perry Barr District Committee

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

Management of ASB The ASB service continues to carry a relatively low caseload across Perry Barr no hate crime cases, and an overall case load of 39. Unfortunately staff changes at the start of this period resulted in recording procedures not being correctly adhered to, resulting in the response time target not being met.	No. of cases: 39 % responded to on time: 86% No. of hate crime cases: 0 % closed successfully: 98%	Status: Red
Percentage of high and low-rise blocks rated good or better All low and high rise blocks in the District have been assessed as cleaned to the required standards that apply	High-rise rated good or better: 100% Low rise rated satisfactory or better: 100%	Status: green
'Lodgers in Occupation' for more than 12-weeks 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 4 cases in Perry Barr where investigations have taken longer than 12-weeks	No of cases: 4	No target
Conditions of estates – average bi-annual estate assessment scores In Perry Barr the average of estate assessment scores was 26.8 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 and help to drive the Place Management agenda. The assessments take place with local resident and HLB involvement.	Average bi-annual estate assessment score: 26.8	No target

<p>Average days void turnaround excluding void sheltered properties</p> <p>The average days' turnaround for void properties was 19.1 which was well below the target of 30 days. This represents excellent improvement on the void turnaround process which is no longer managed locally. The average calendar days to repair so void property was 20.8 days which was just above the target of 20 days. The average time to let a property from Fit For Let date to Tenancy Start Date was 10.6 days, which was just above the target of 10 days</p>	<p>Average days turnaround excluding sheltered voids: 19.1</p> <p>Average days turnaround all voids: 20.8</p> <p>Average calendar days to repair a void property: 20.8.</p> <p>Average days to let a void property: 10</p>	<p>Status: Green</p> <p>Status: Green</p> <p>Status: red</p> <p>Status: Green</p>
<p>Repairs</p> <p>The percentage of right to repair jobs completed on time in Perry Barr was 94.4% which was slightly below the standard of 96%. The Birmingham Promise target to resolve routine repairs in 30 days achieved 93.6% which was below the target of 100%. Gas servicing was completed in 100% pf cases and in 79.8% of gas repairs were completed within 7 days which was below the standard target of 85%. New repairs contractors have now been procured and the arrangements commenced in April 2016.</p>	<p>% of right to repair jobs completed on time: 96.9%</p> <p>% of routine repairs resolved within 30 days: 91.1%</p> <p>% of gas servicing completed against period profile: 100%</p> <p>% of gas repairs completed within 7 days: 79.8%</p>	<p>Status: Green</p> <p>Status: red</p> <p>Status: green</p> <p>Status: red</p>

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

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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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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

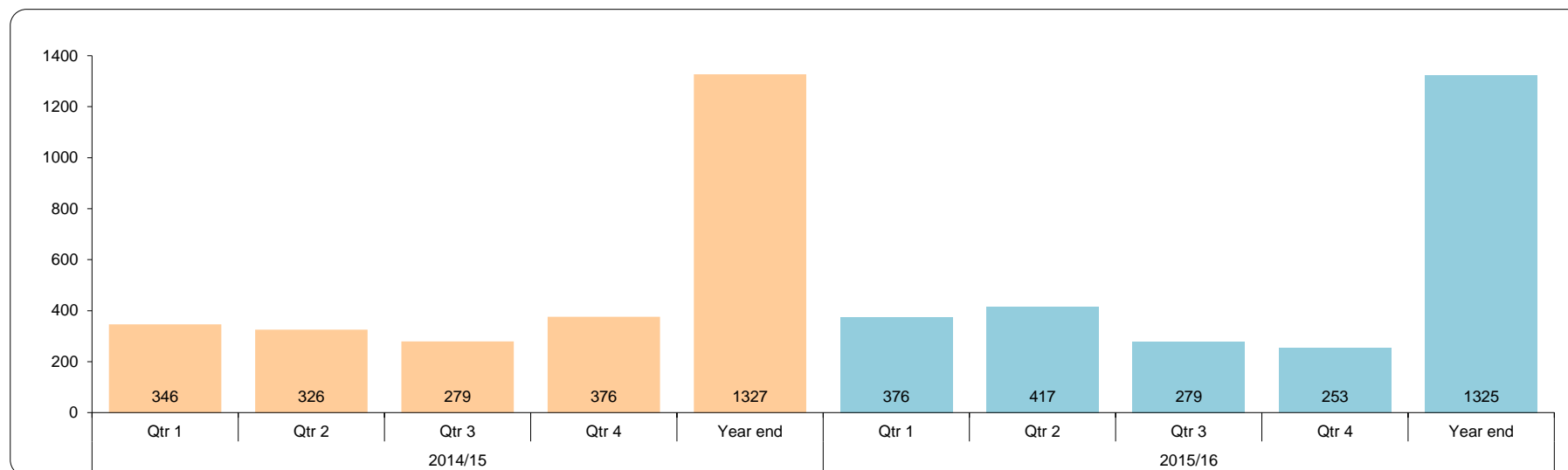
The total target for 2015/16 was 300 properties and this was achieved in February and it was agreed to halt the project and use staff to support the Rogue Landlord Fund programme until the 1 April. Because of progress made in previous quarters it was therefore only necessary to achieve 36 properties 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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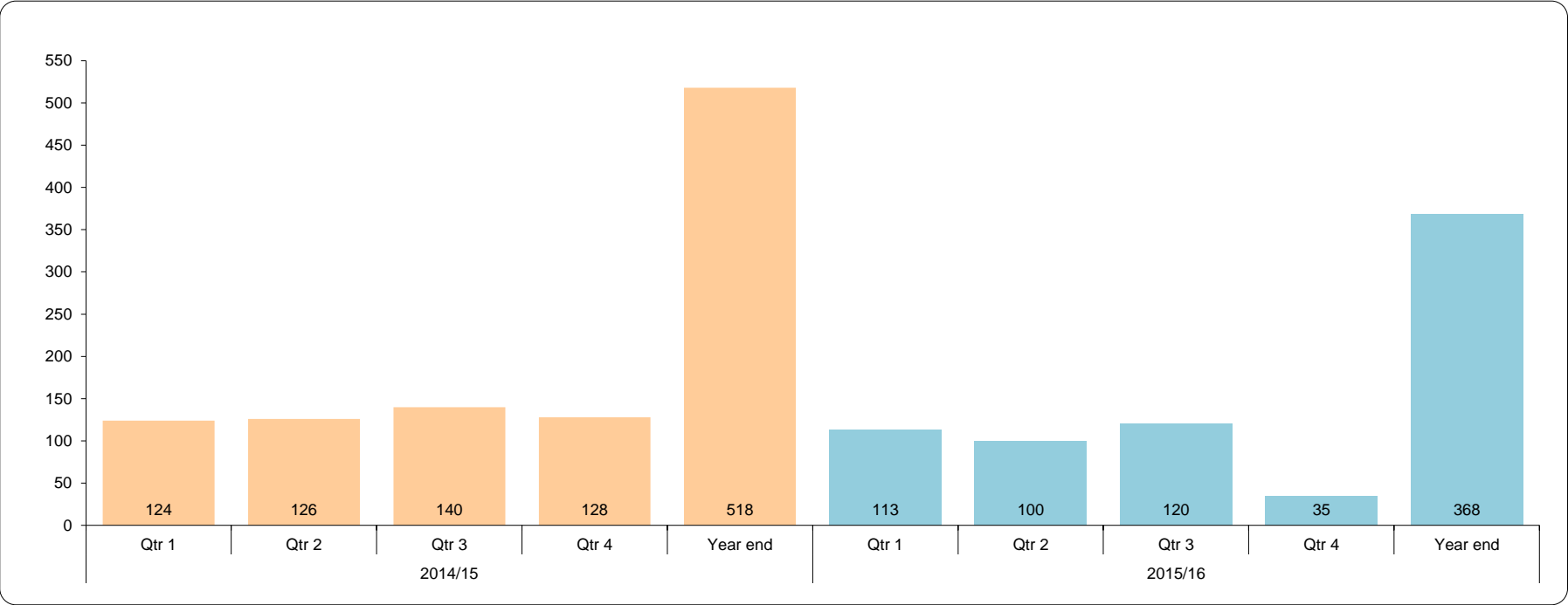
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of Right To Buy applications received	346	326	279	376	1327	376	417	279	253	1325

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

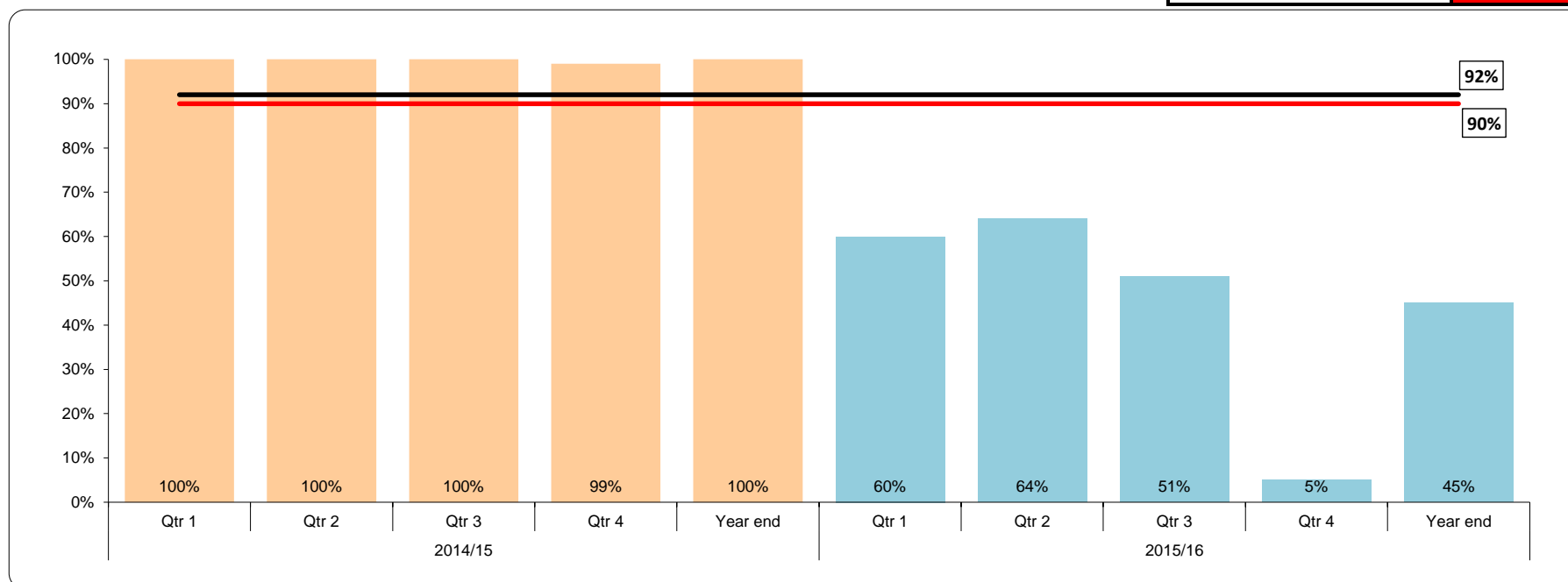
Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	4	3	2	7	5	5	2	1	0	6

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%

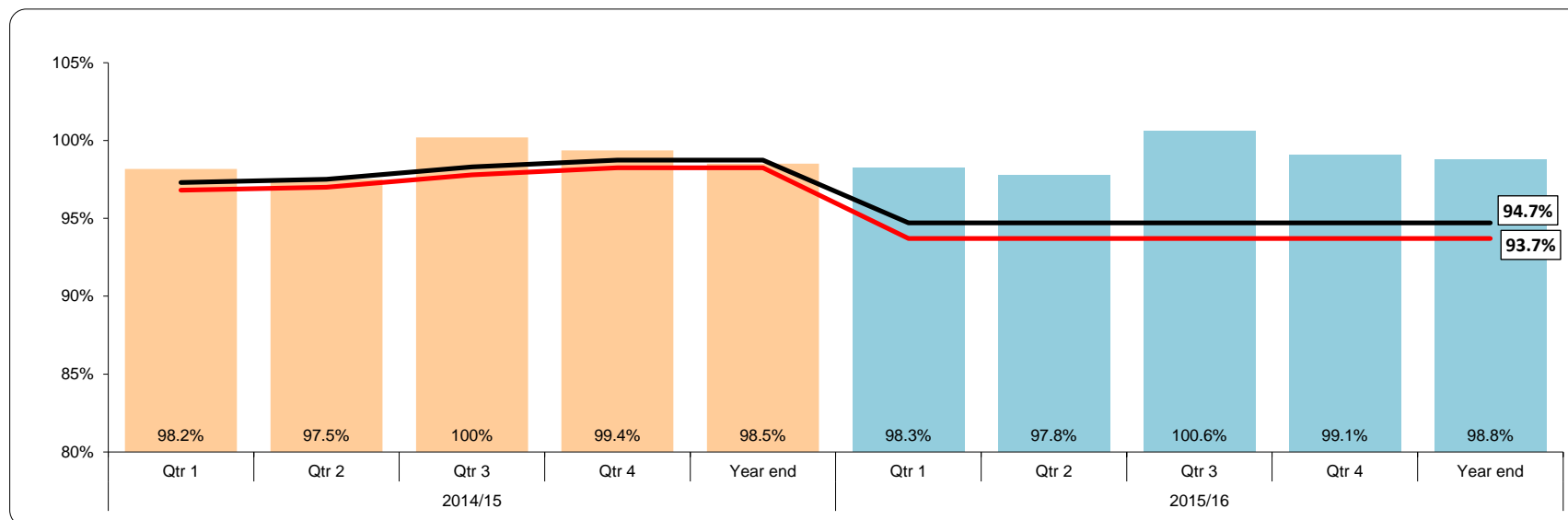
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	7%	2%	5%	5%	4%	13%	3%	2%	0%	6%

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%

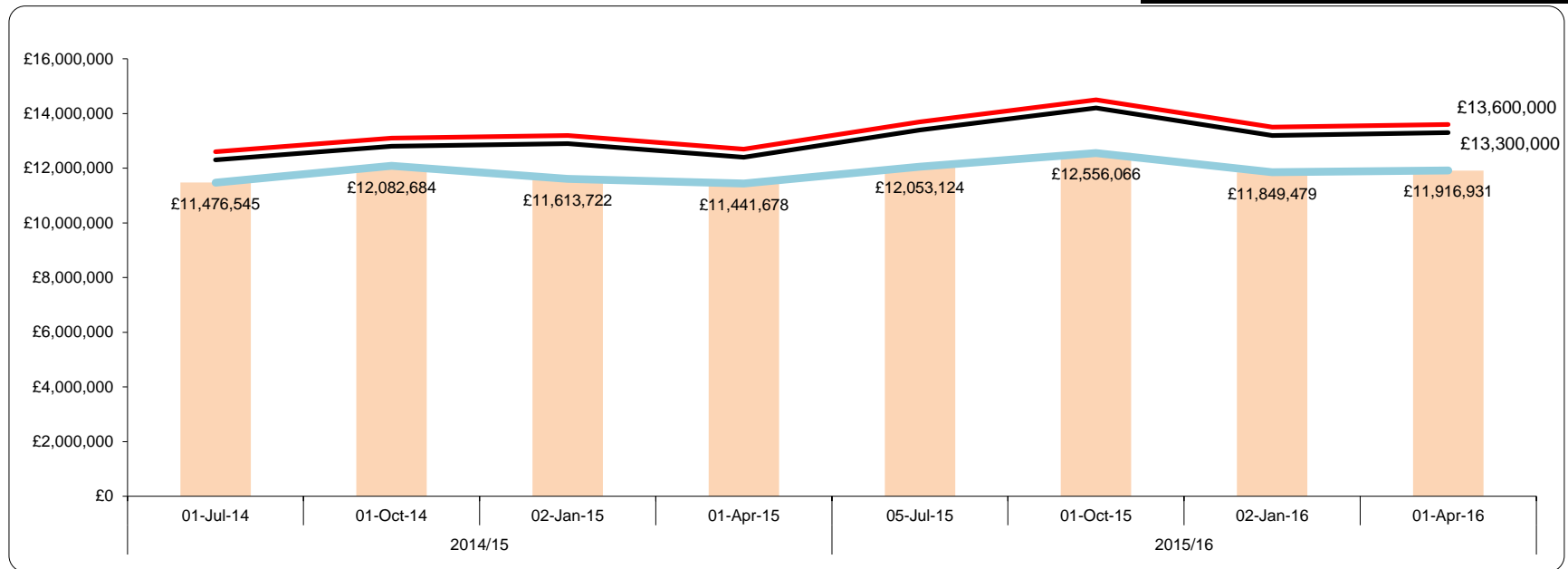
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	99.36%	98.74%	98.44%	98.60%	100.22%	98.36%	99.35%	98.44%	96.97%	100.01%

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

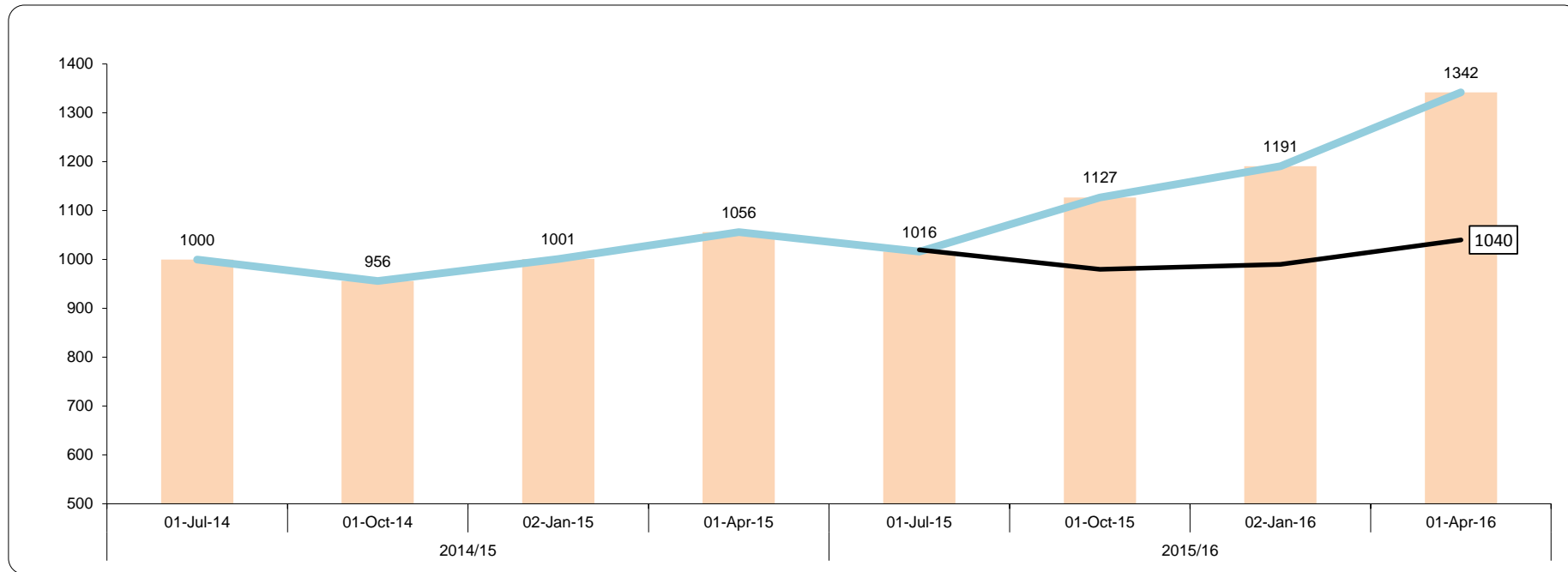
R02

Homeless Service/Allocations (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

Red



Smaller is better

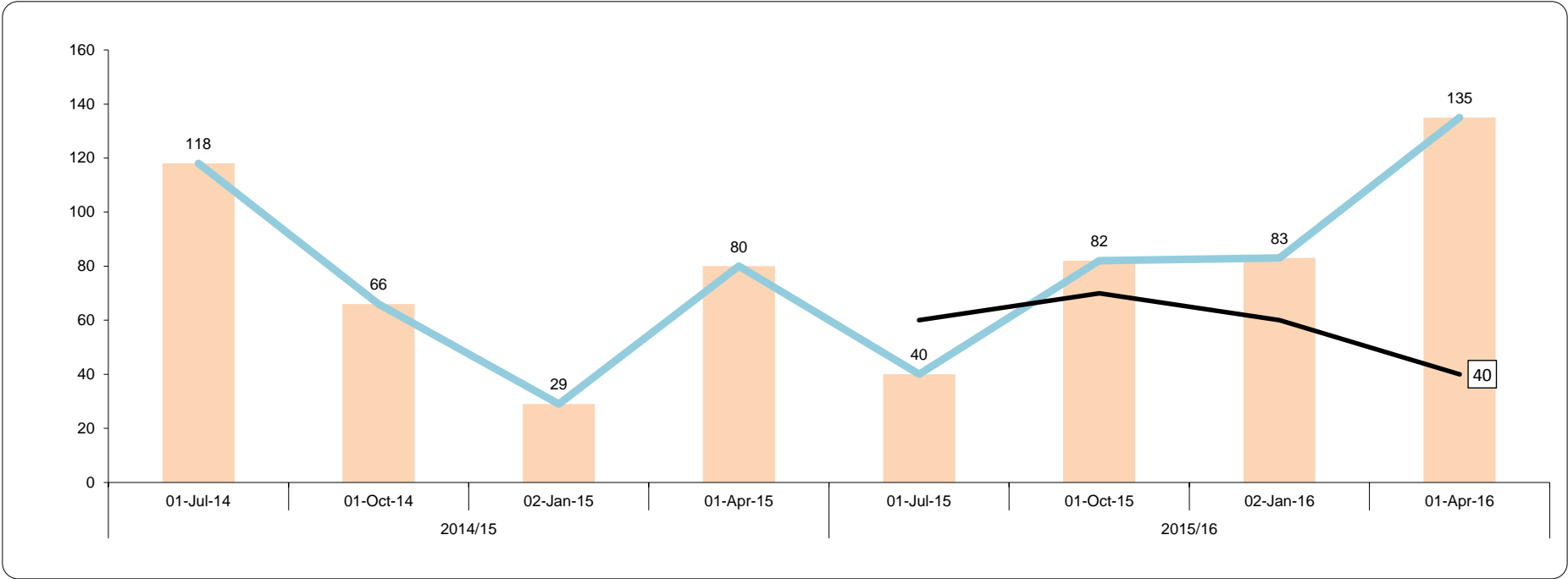
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in Temporary Accommodation - Snapshot figure	1000	956	1001	1056	1016	1127	1191	1342
Target					1020	980	990	1040

SP01

Number of households in B&B - Snapshot figure

RAG Status

Red



Smaller is better

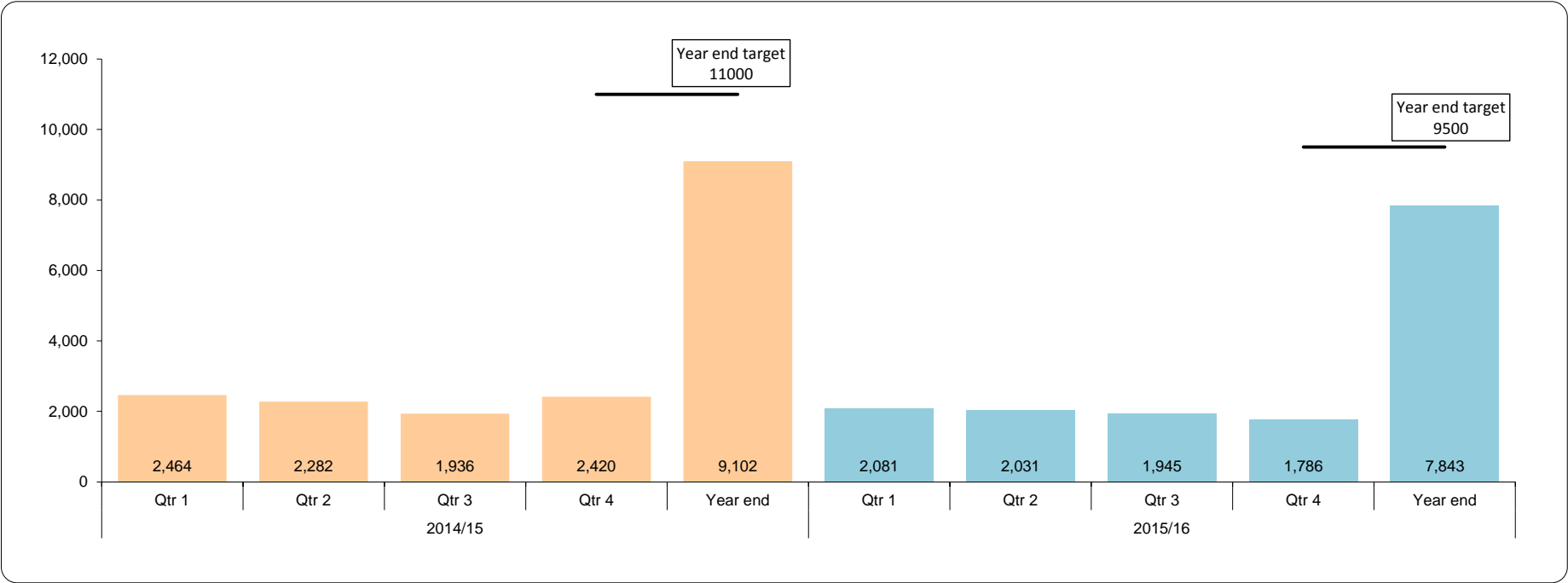
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in B&B - Snapshot figure	118	66	29	80	40	82	83	135
Target					60	70	60	40

SP02

Number of homeless preventions

RAG Status

Red



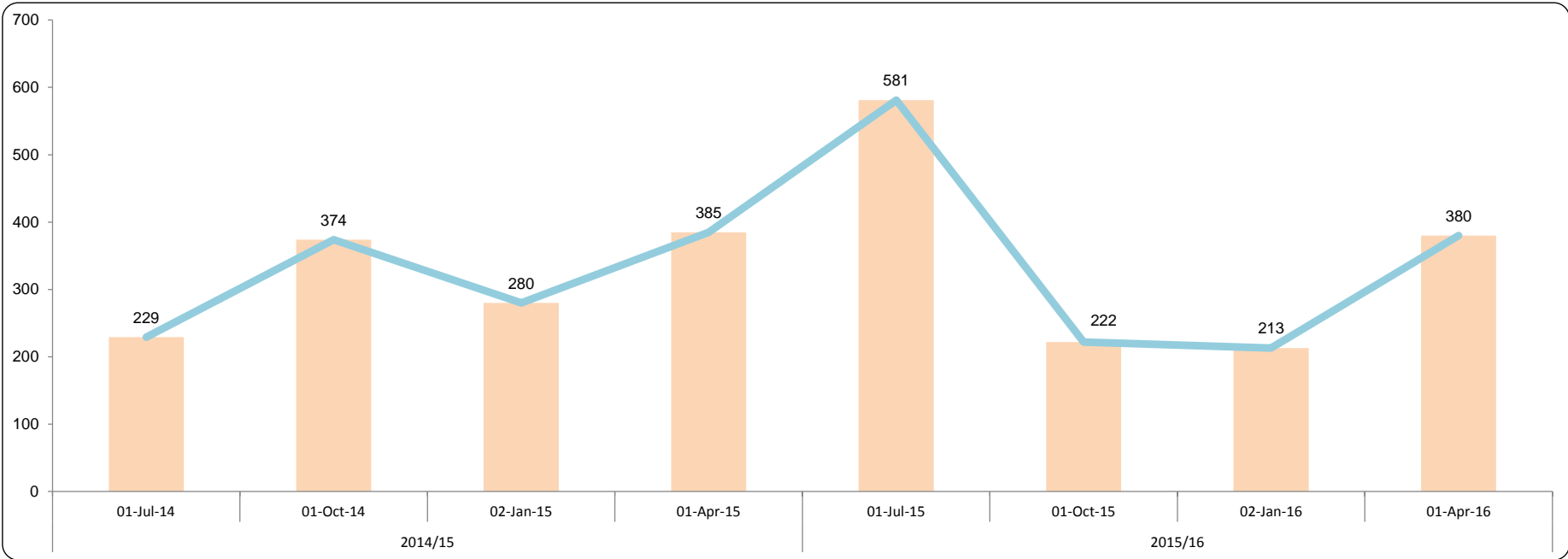
Bigger is better

	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

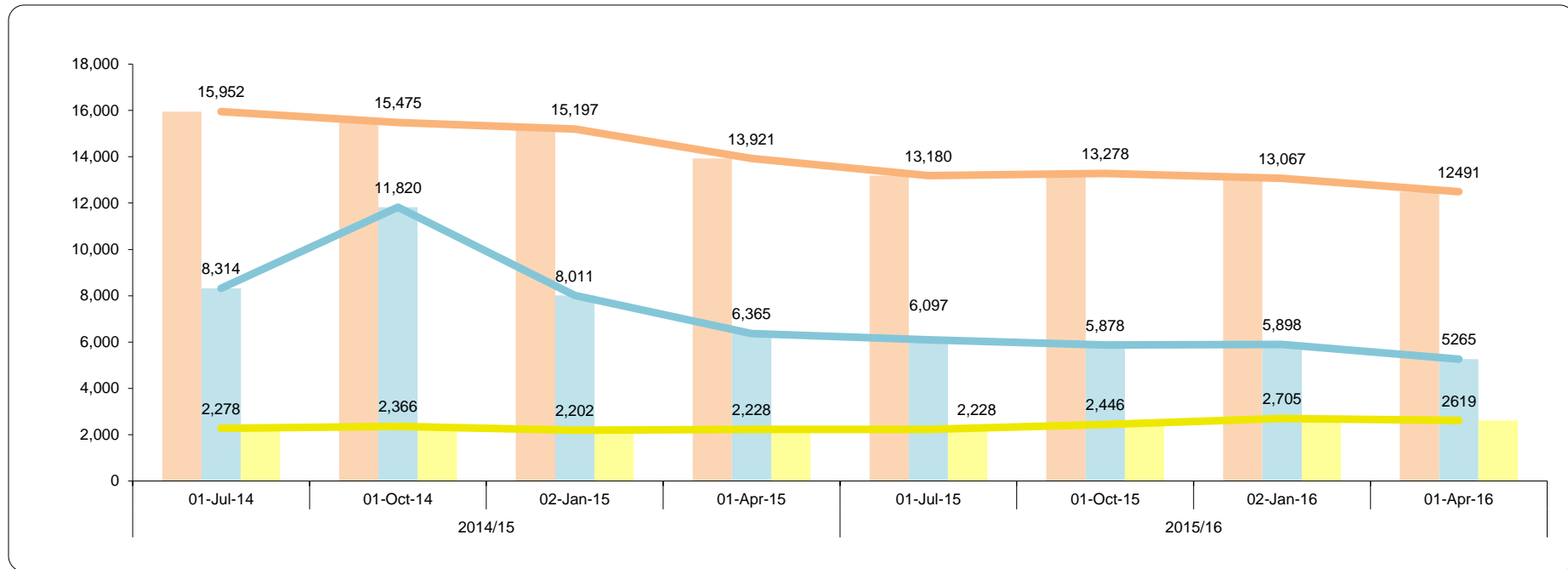
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of health and housing assessments currently outstanding - Snapshot figure	229	374	280	385	581	222	213	380

SP04

Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



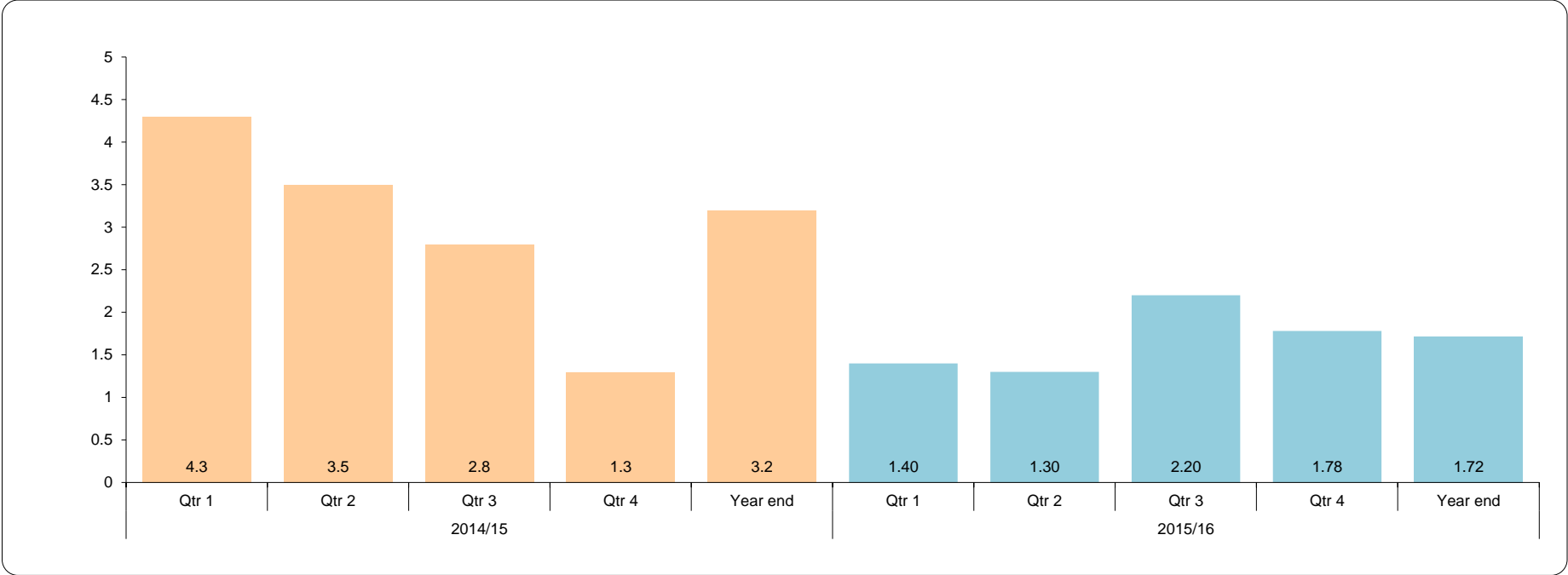
Smaller is better

	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.

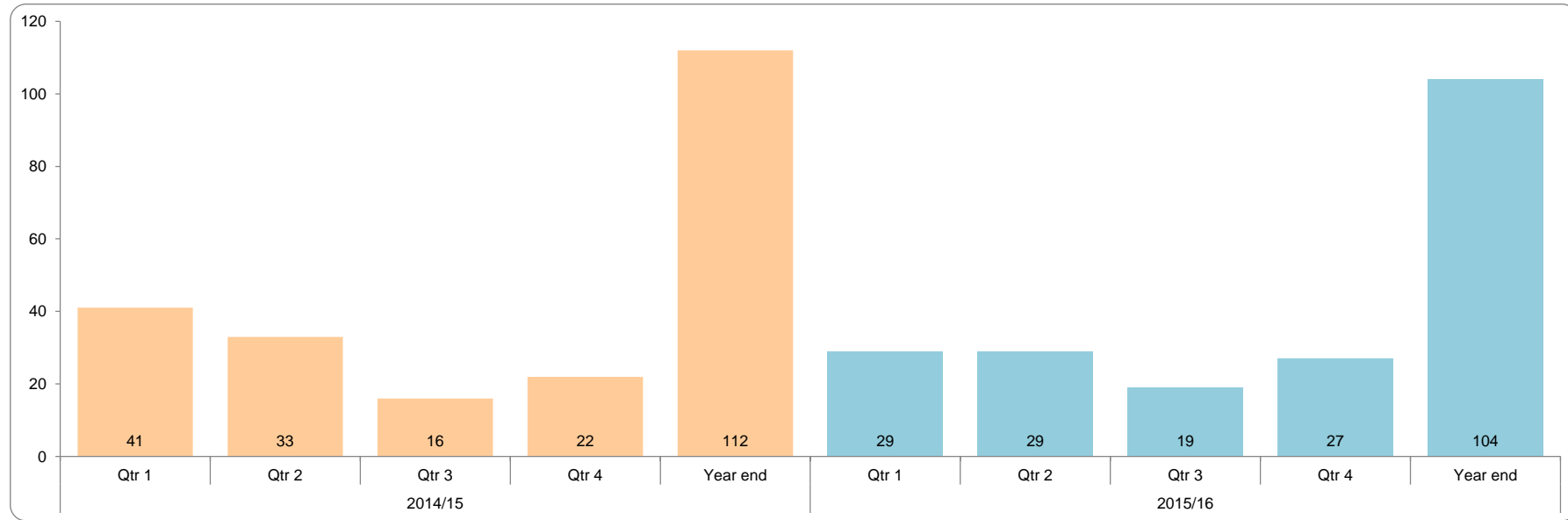
Category C - Minor

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

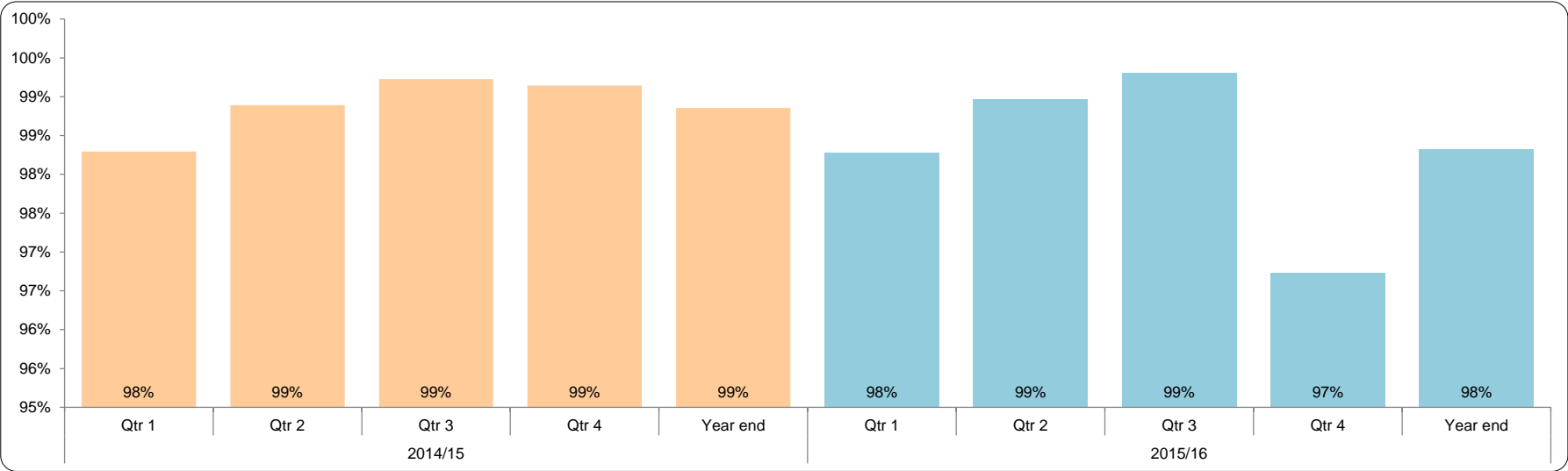


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of new hate crime cases	41	33	16	22	112	29	29	19	27	104
Number of new hate crime cases	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16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

ASB05

Percentage of cases responded to on time

RAG Status	See below
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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 cases responded to on time	98%	99%	99%	99%	99%	98%	99%	99%	97%	98%

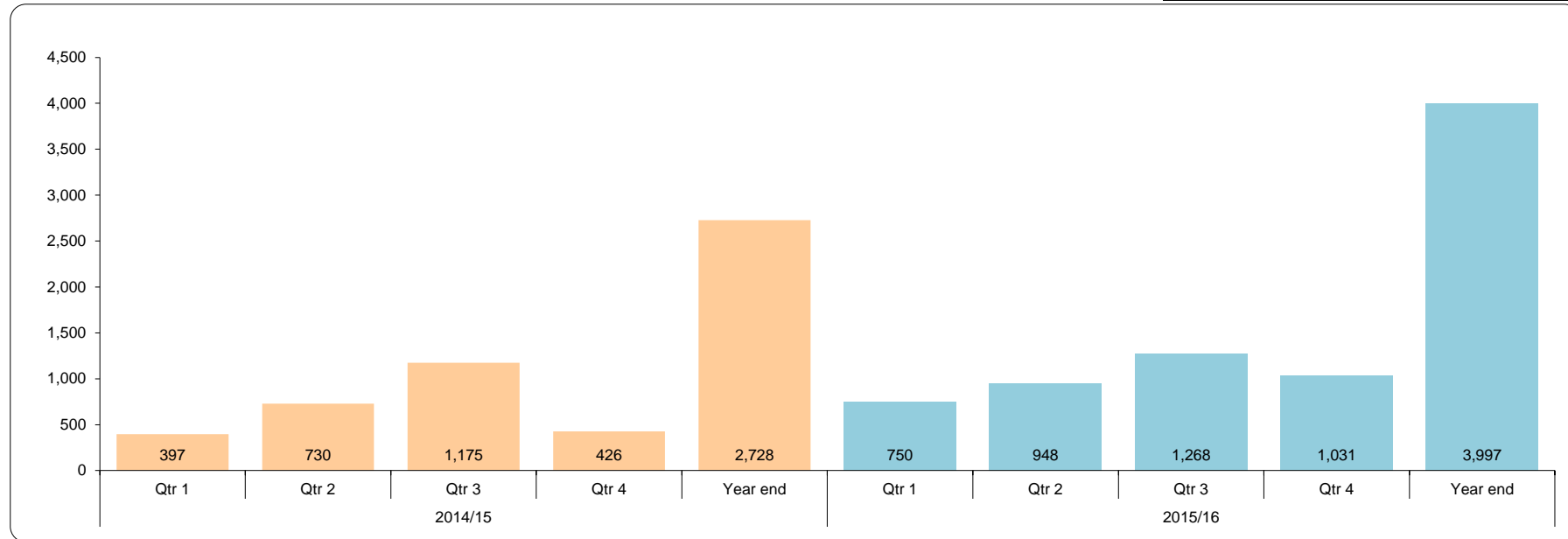
	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	242	96%	100%	95%	Amber
Percentage of B cases responded to on time	844	98%	95%		Green
Percentage of C cases responded to on time	129	91%	95%		Red

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

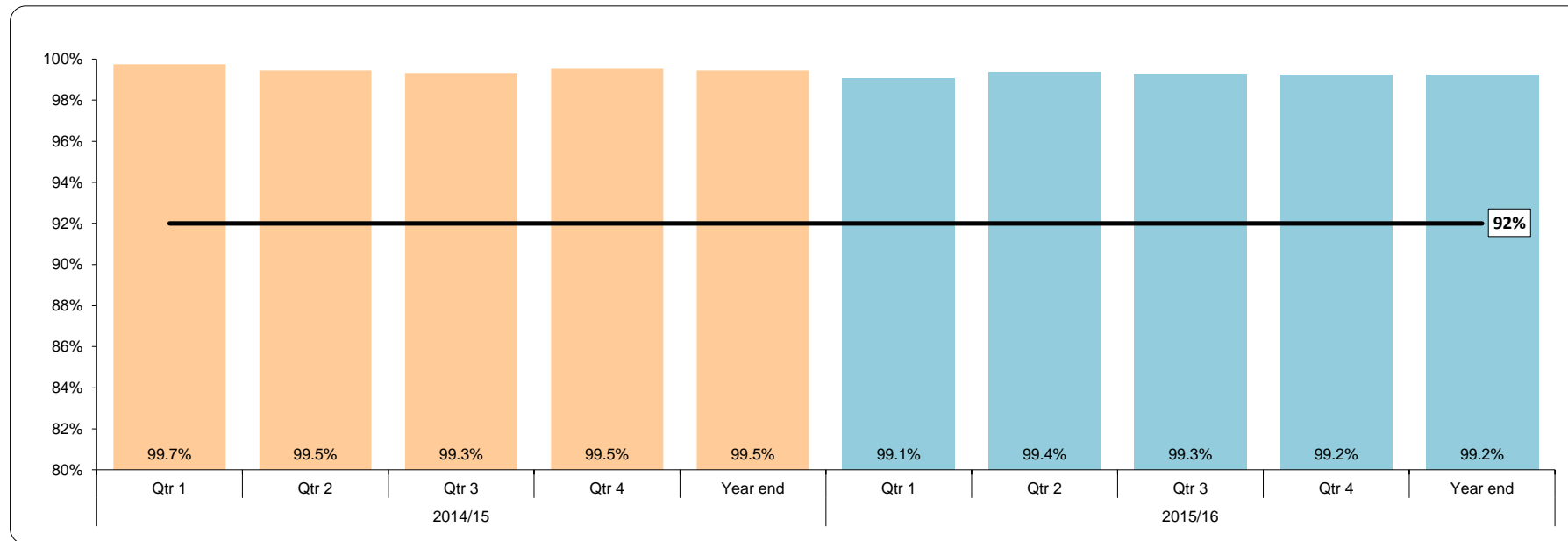
Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	166	96	27	94	122	199	49	167	45	66

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%

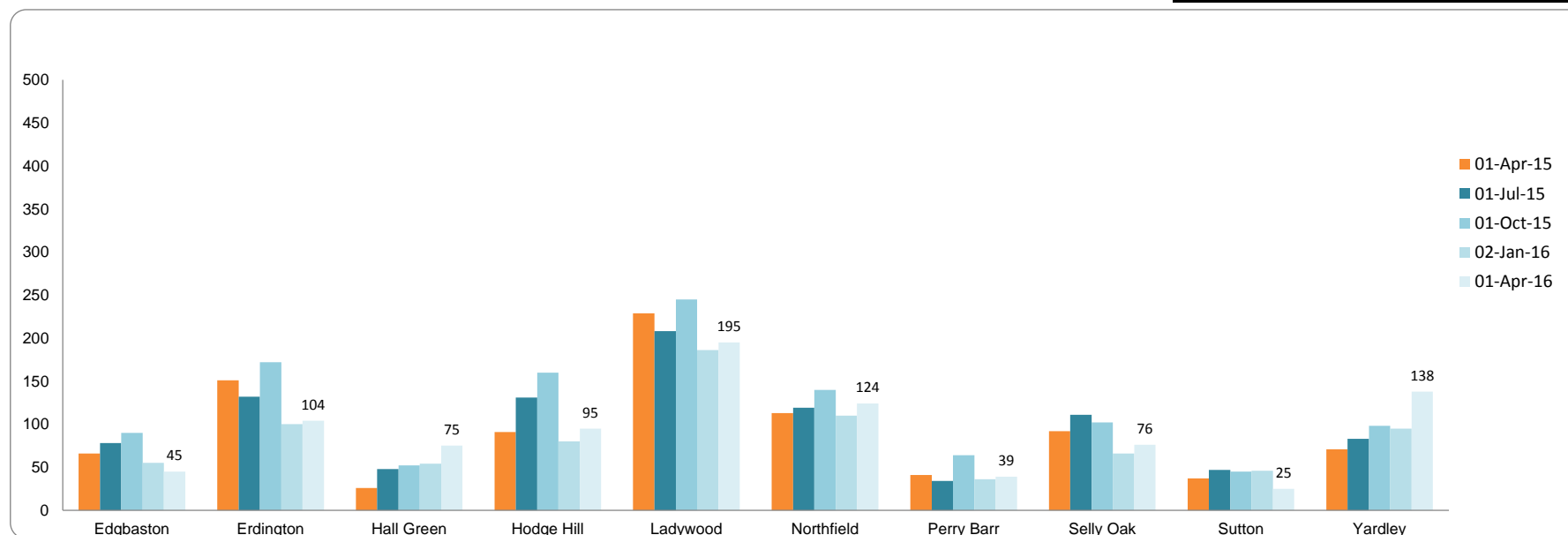
Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	99.4%	100%	100%	100%	99.2%	98.5%	98.0%	98.8%	100%	100%

ASB07

Number of current ASB cases - Snapshot figure

RAG Status

No Target



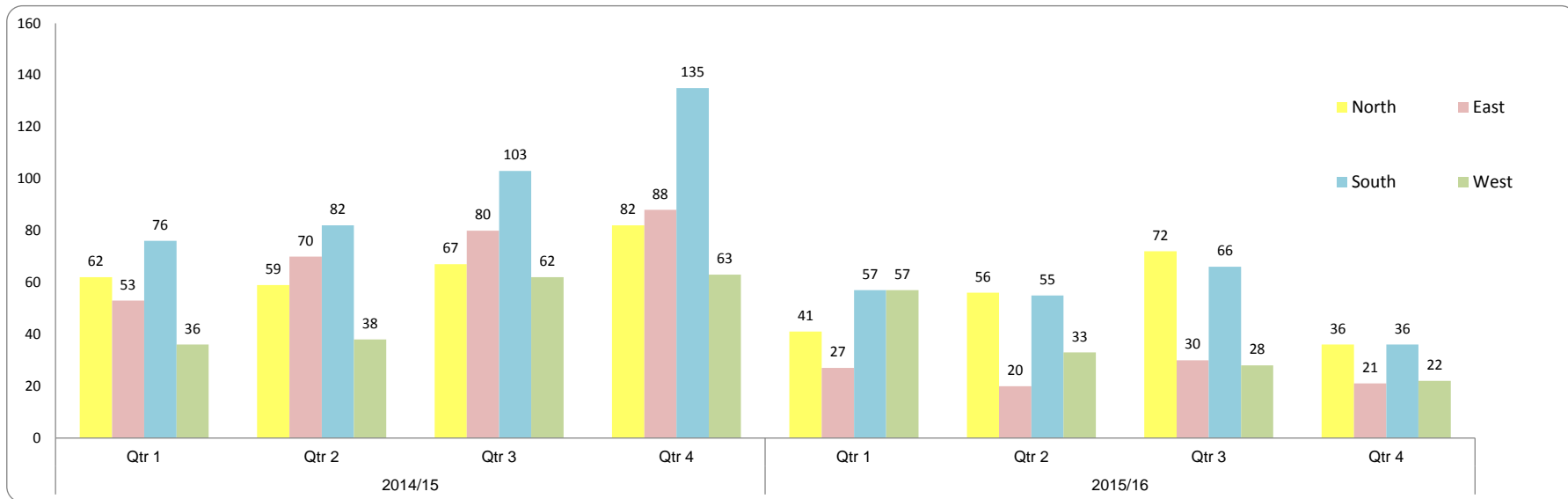
Number of current ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
01-Apr-15	66	151	26	91	229	113	41	92	37	71	917
01-Jul-15	78	132	48	131	208	119	34	111	47	83	991
01-Oct-15	90	172	52	160	245	140	64	102	45	98	1168
02-Jan-16	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

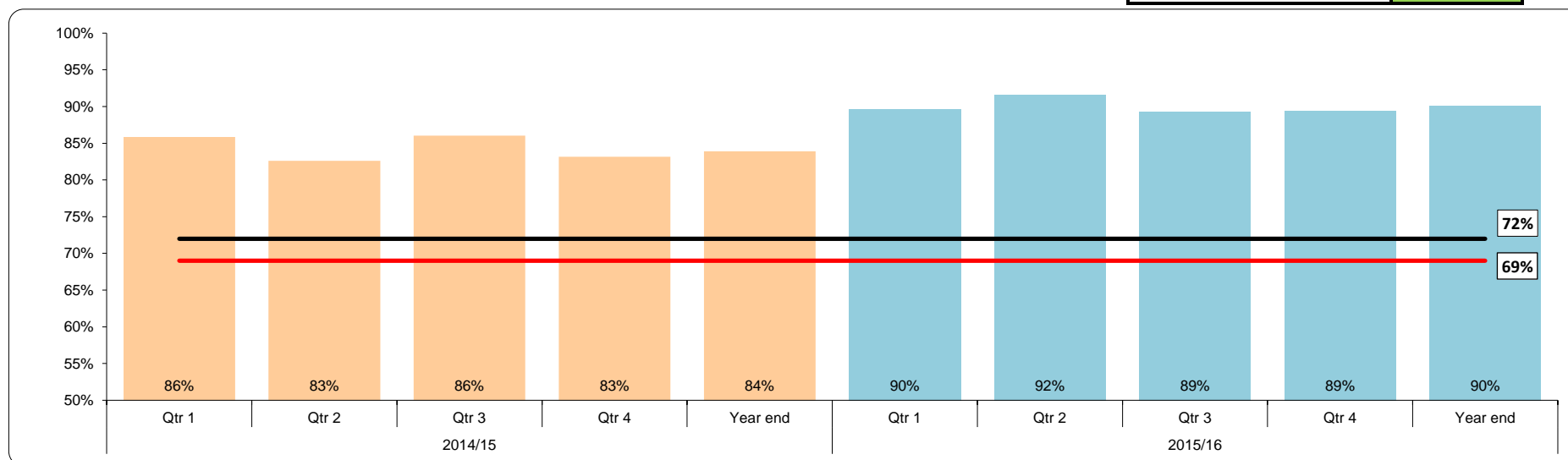
ASB21

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%

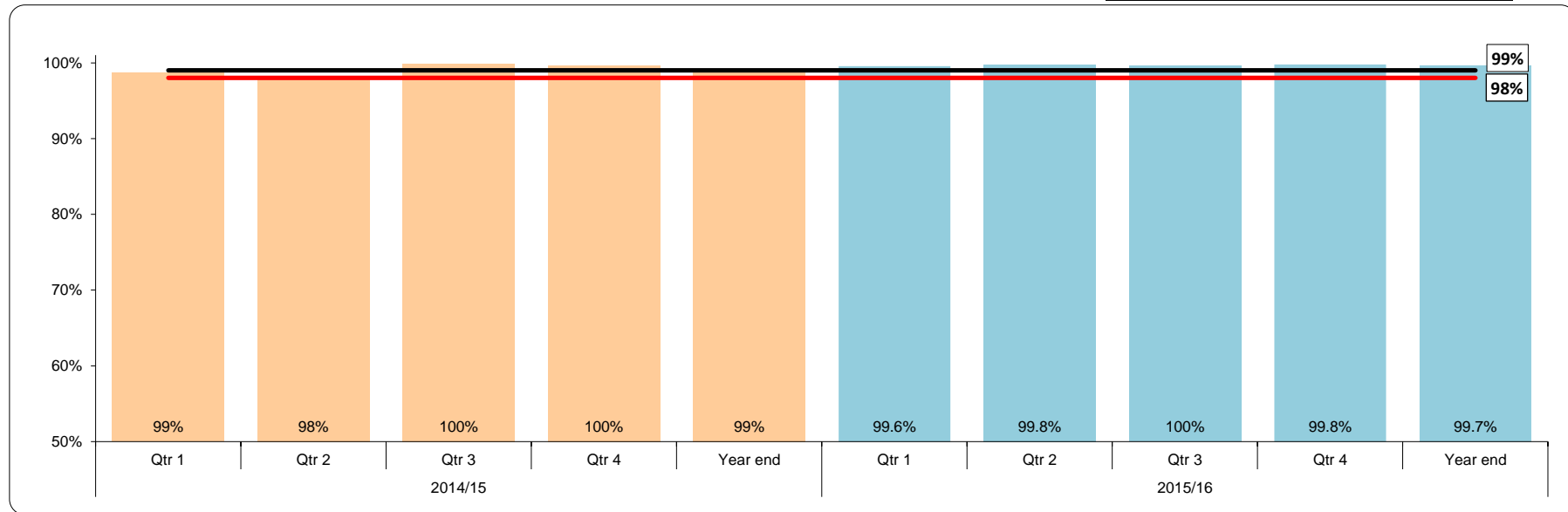
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	78%	93%	no high rise	94%	77%	99%	100%	98%	100%	100%

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%

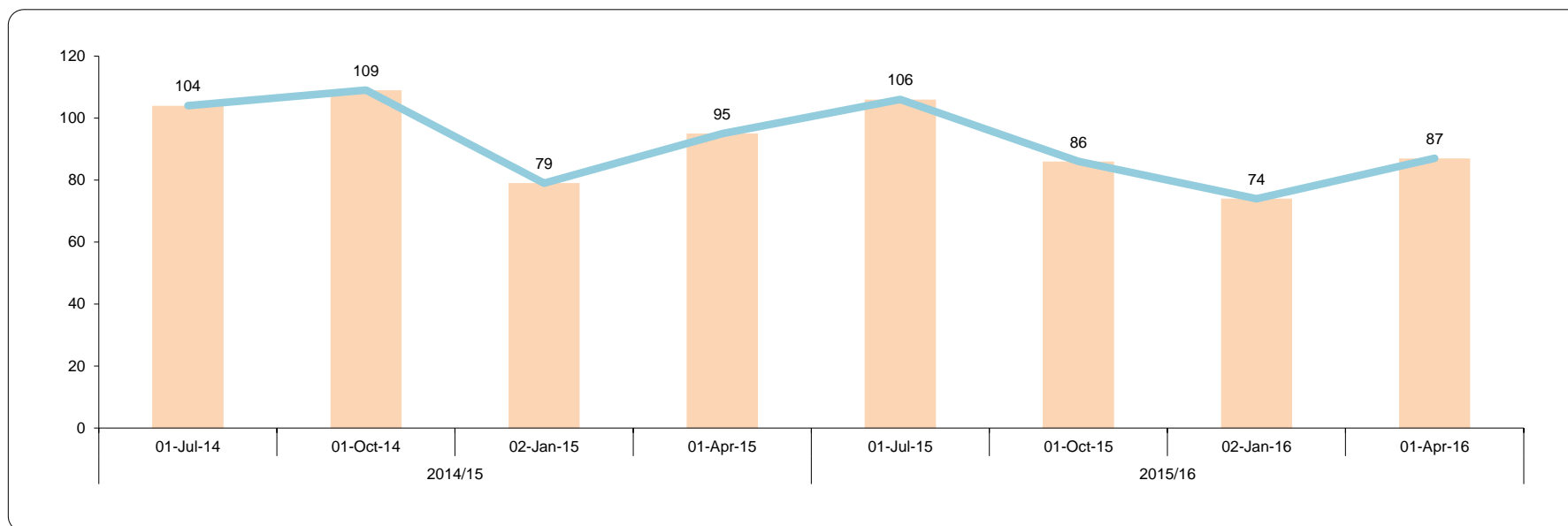
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.7%

ETM02

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

RAG Status

No Target



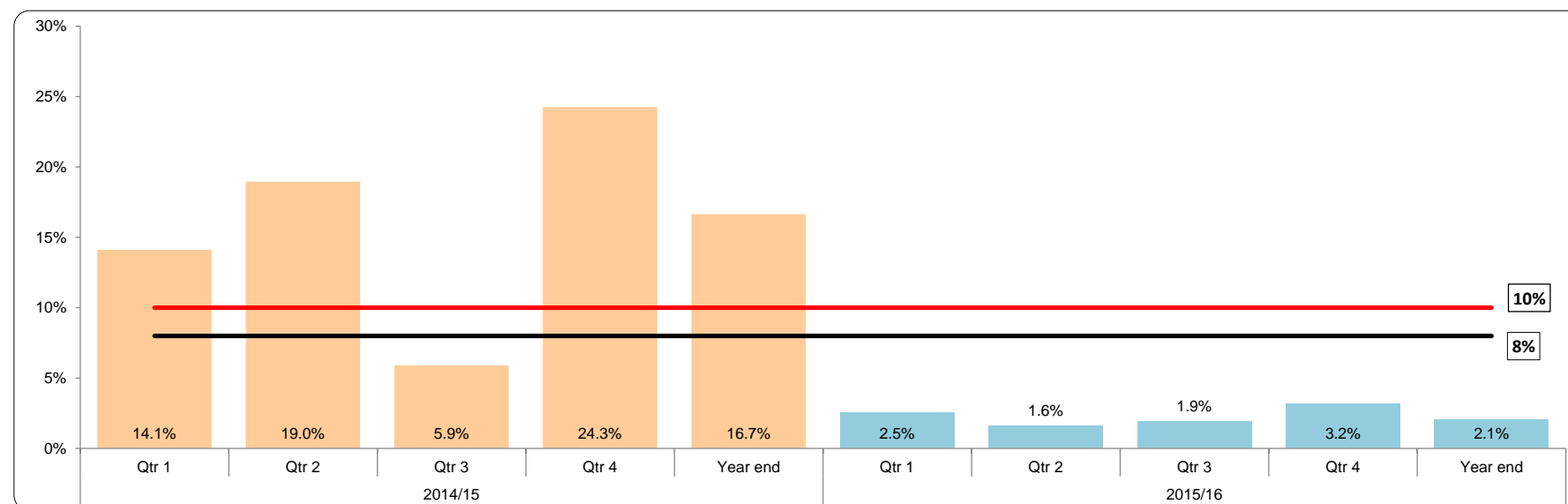
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	104	109	79	95	106	86	74	87

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%

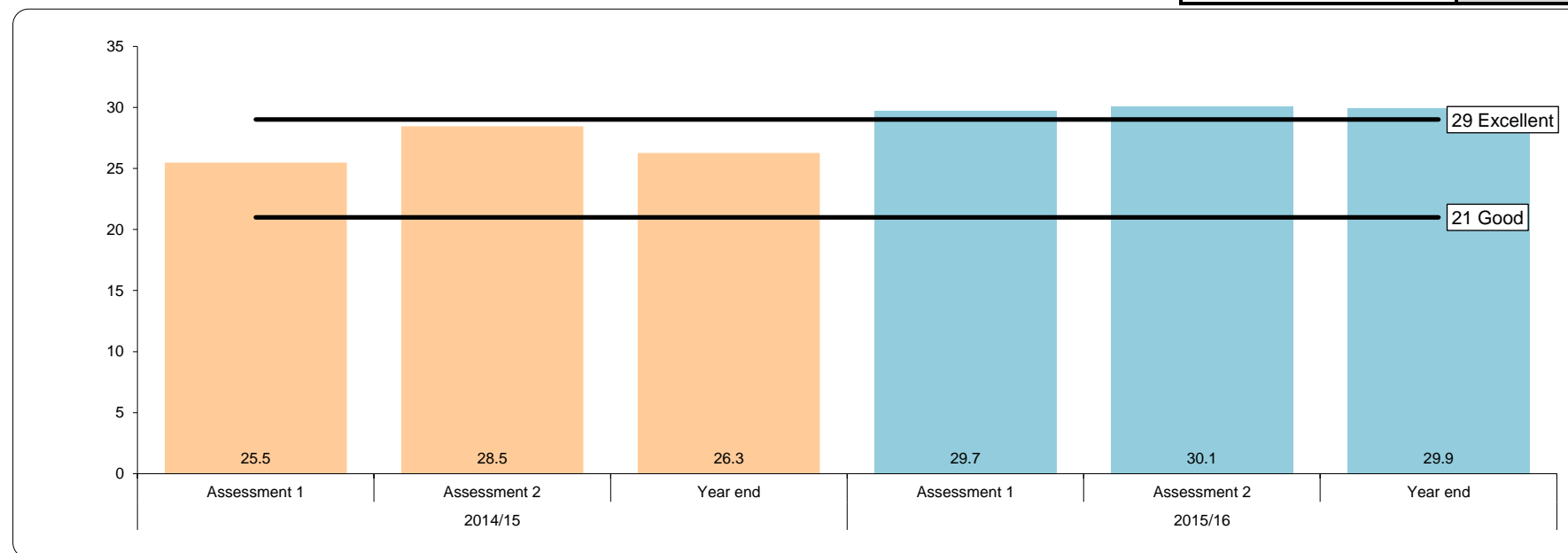
From Quarter 1 2015-16 only Introductory Tenancies that are at least 30 days overdue are included in this measure. This provides a more accurate figure and accounts for the improvement in performance.

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

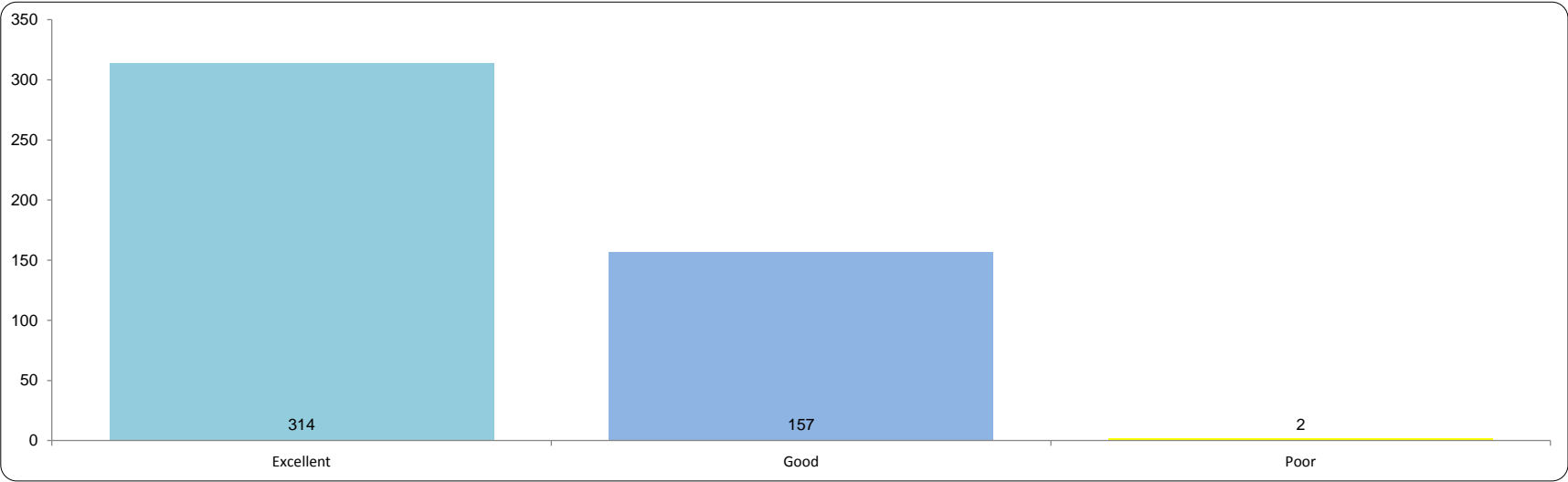
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	28.8	31.7	30.4	30.1	26.3	28.2	26.8	30.9	33.5	33.0

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

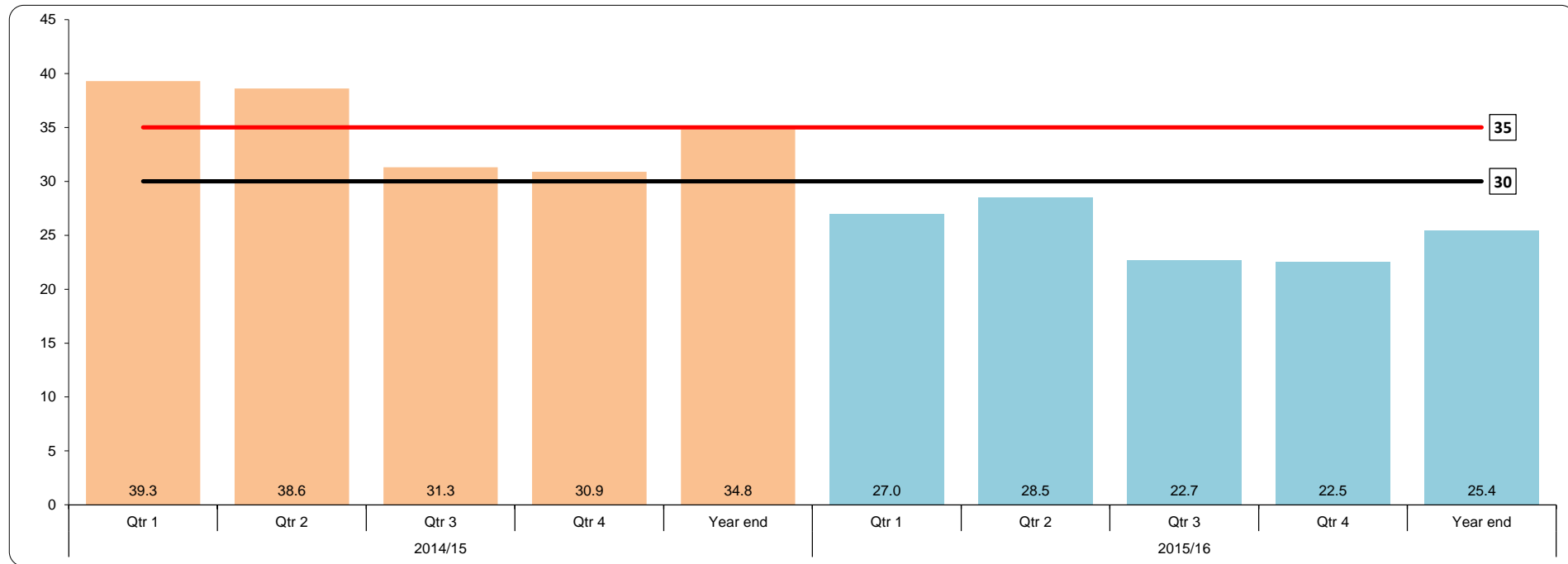
ETM06

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

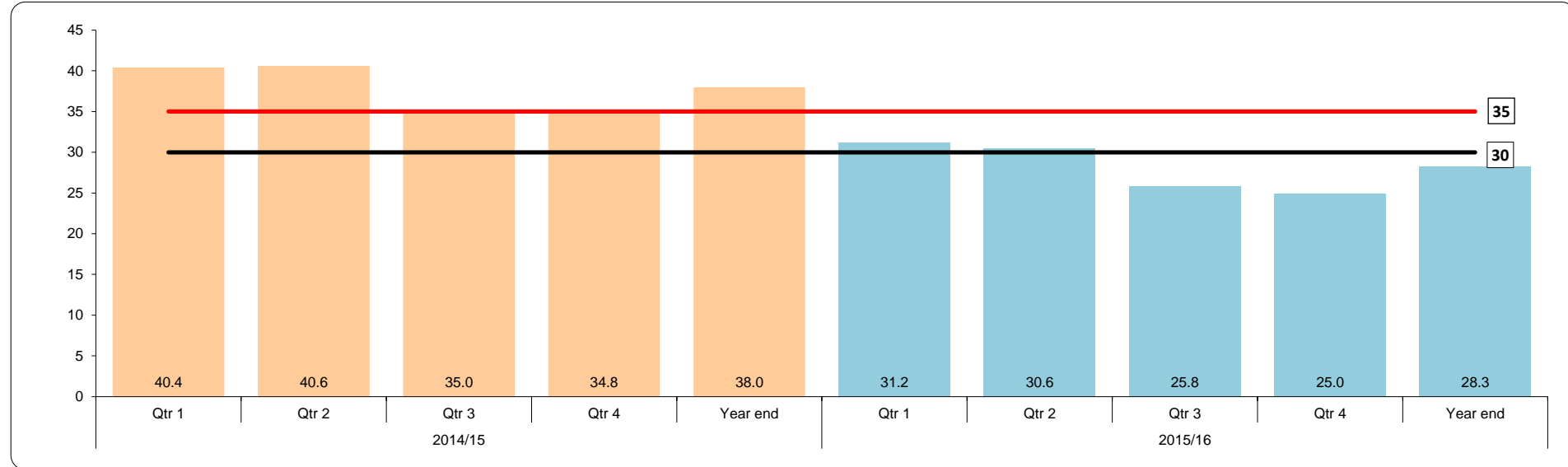
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VL02

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

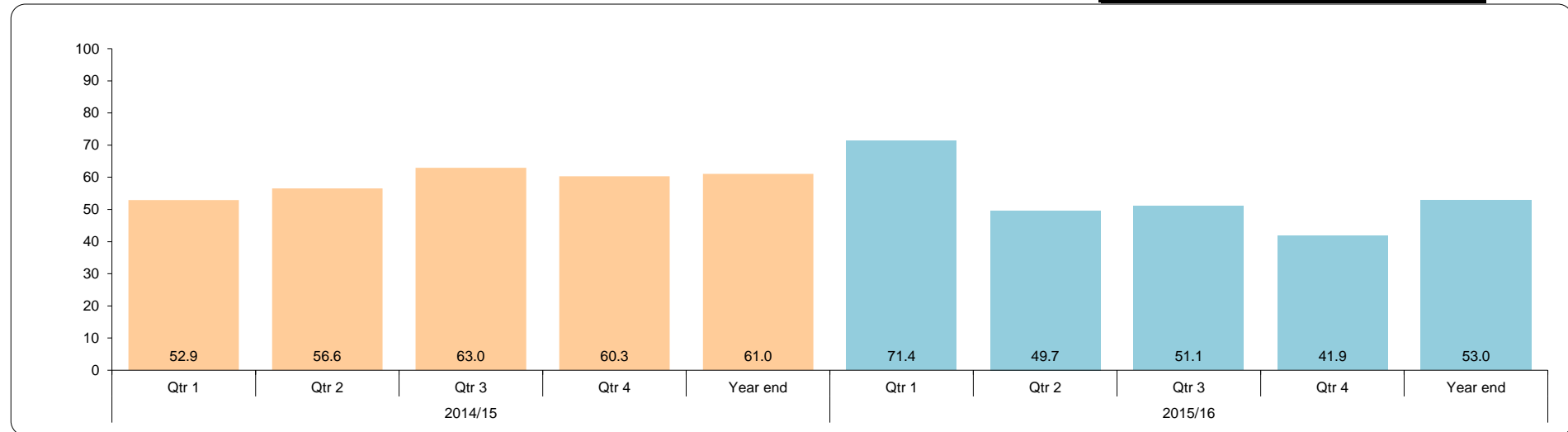
Definition: From date property becomes void to date it has a tenancy start date. Turnaround excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

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.

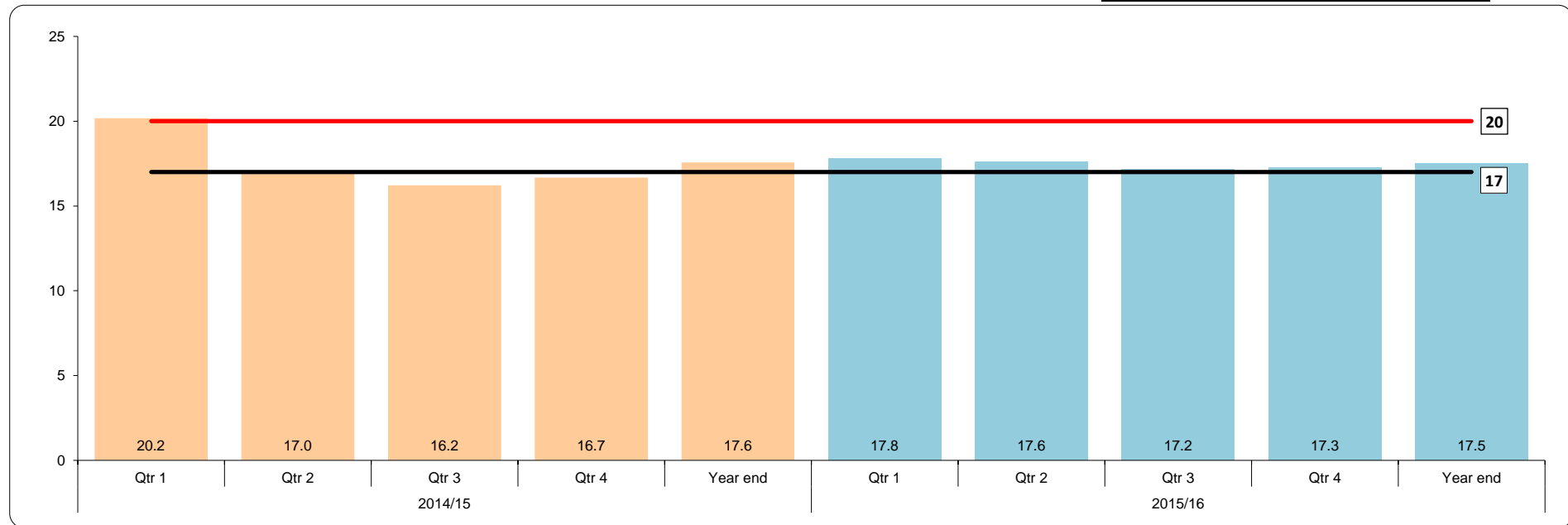
Definition: From date property becomes void to date it has a tenancy start date. All current sheltered voids only

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

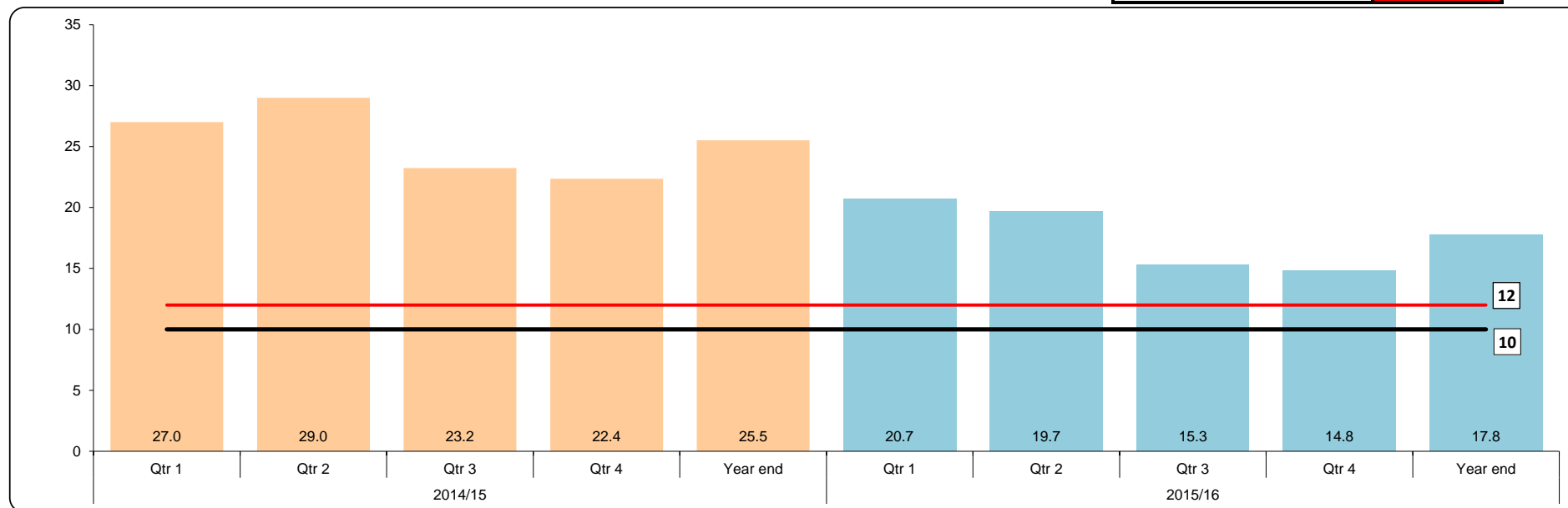
Definition: From date property becomes void to date it becomes FFL. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive works voids, asbestos, gas, electric etc. as per agreed process

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

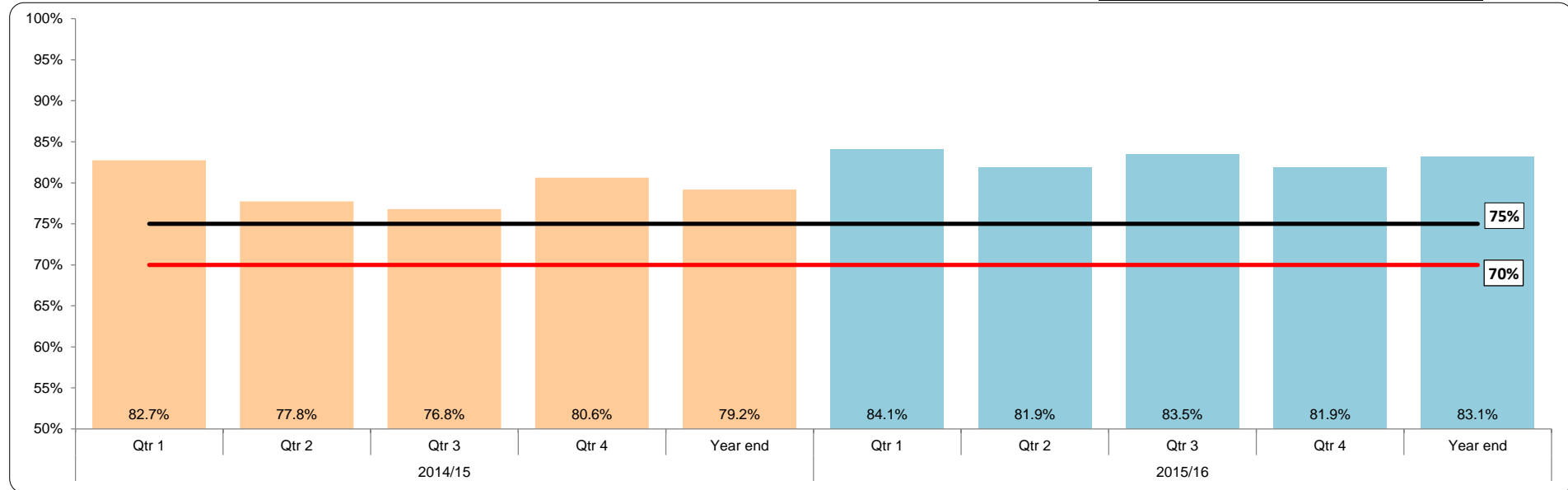
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	20.5	13.6	19.9	10.9	10.9	16.5	10.6	18.7	18.4	10.0

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%

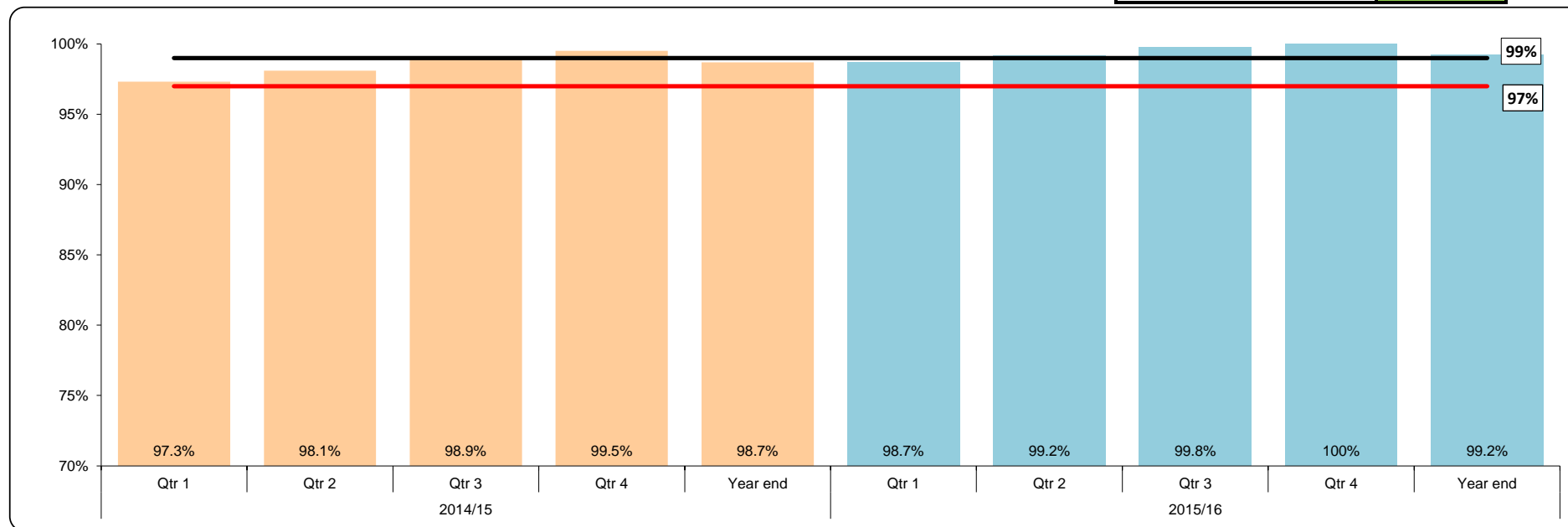
Percentage of void properties let first time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	82.6%	76.1%	81.3%	80.6%	79.2%	84.9%	90.0%	78.7%	89.5%	84.9%

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%

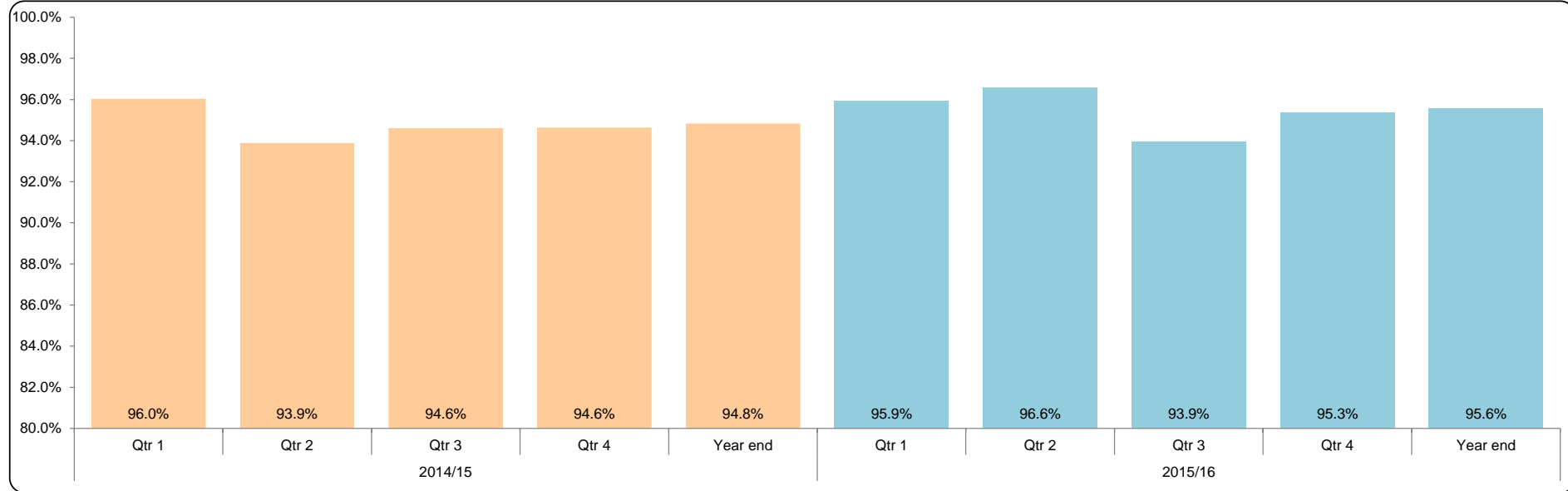
Customer satisfaction with letting staff	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	100%	100%	no data	no data	100%	100%	no data	100%	100%	100%

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%

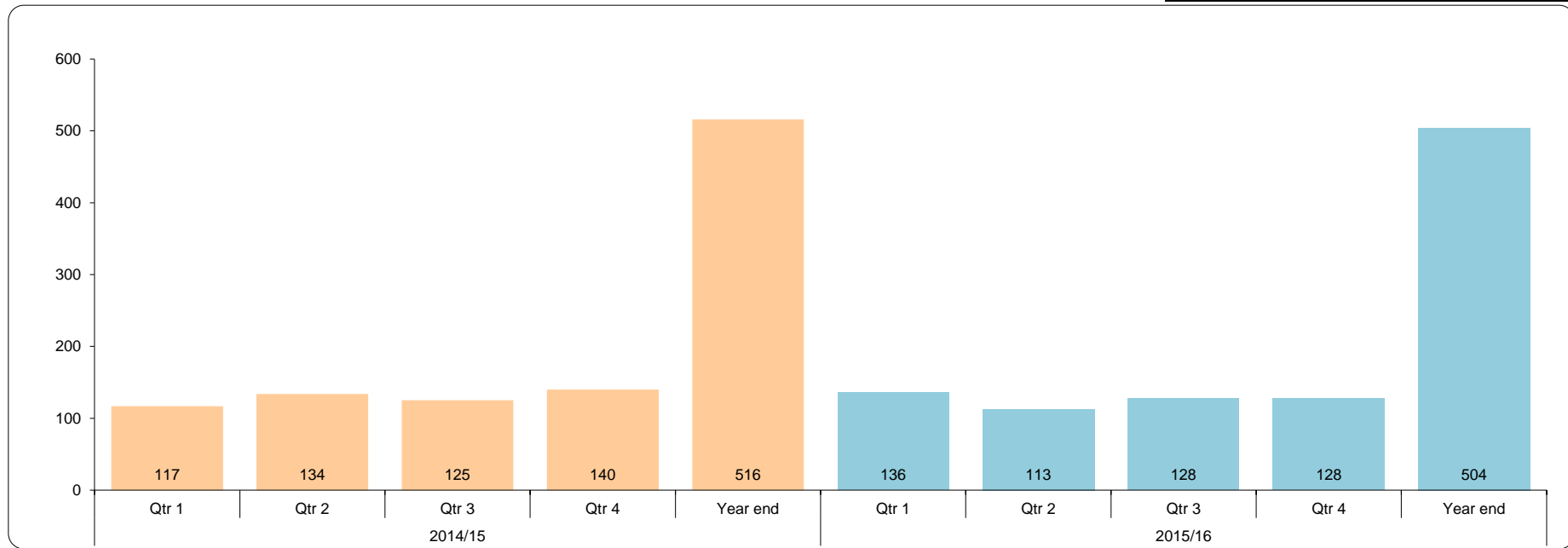
VL15

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

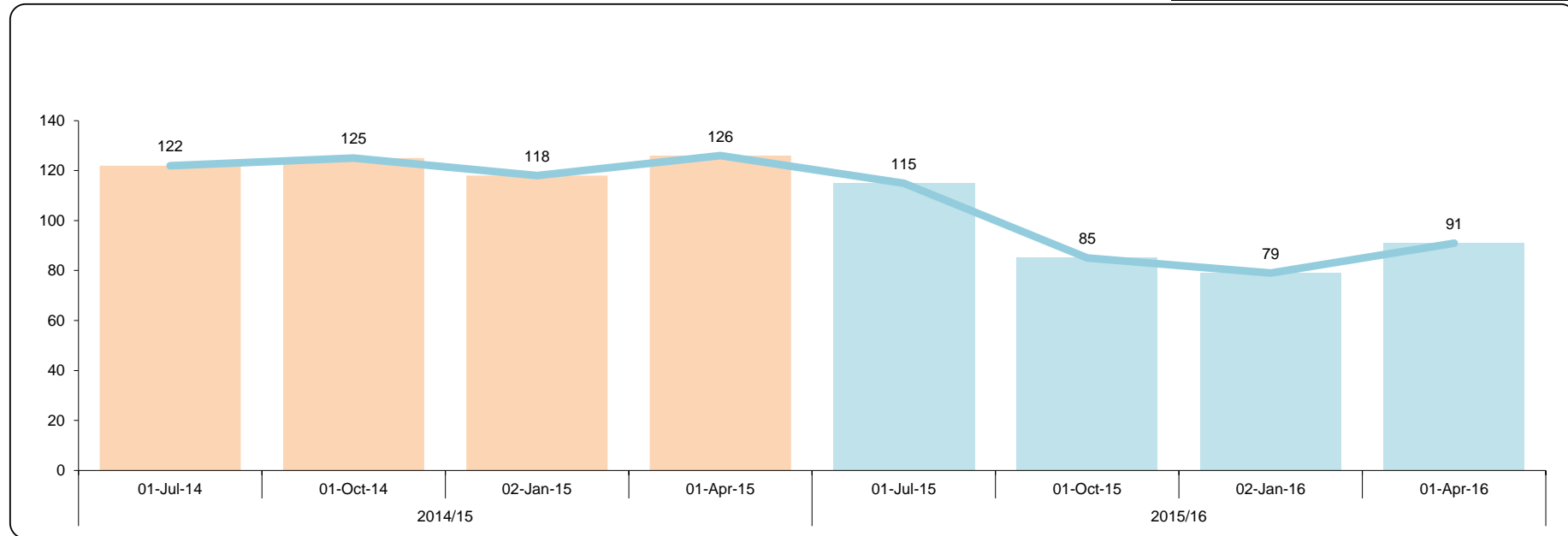
There has been some movement with the YTD figure as Void start dates can be revised due to Landlord services updating Northgate

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

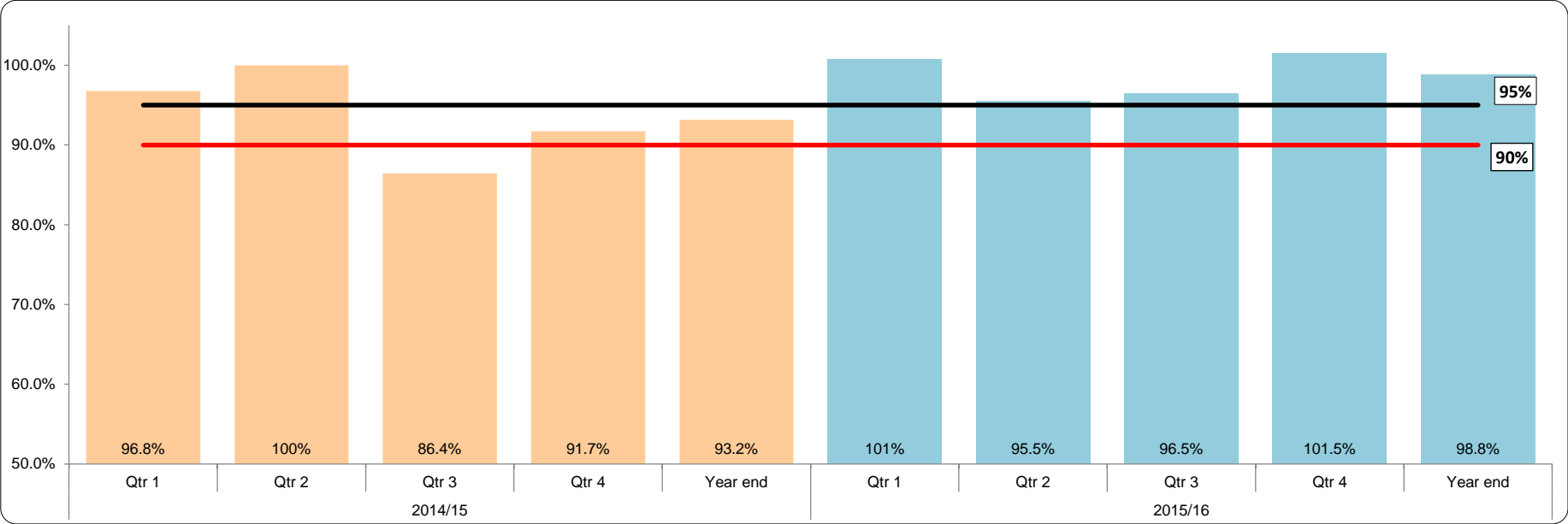
Total number of current void properties - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01-Apr-16	13	11	1	20	12	6	11	4	4	9

VL09

Percentage of support plans completed in 4 weeks

RAG Status

Green



Bigger is better

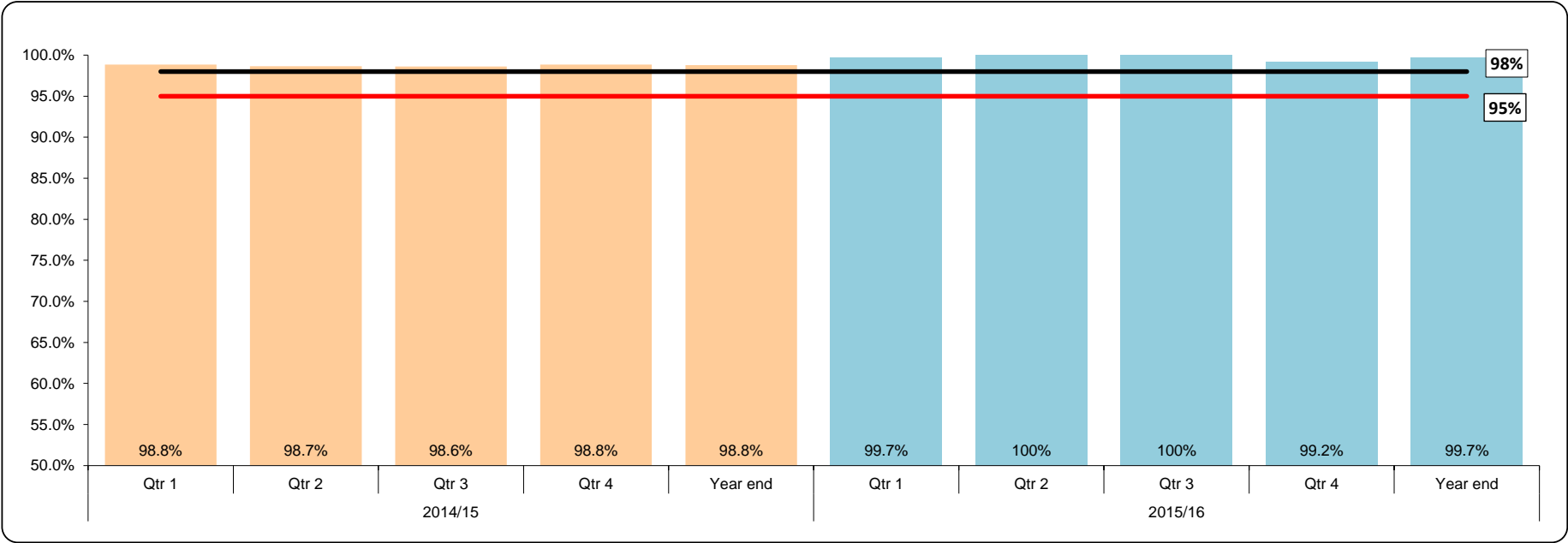
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of support plans completed in 4 weeks	96.8%	100%	86.4%	91.7%	93.2%	101%	95.5%	96.5%	101.5%	98.8%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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%

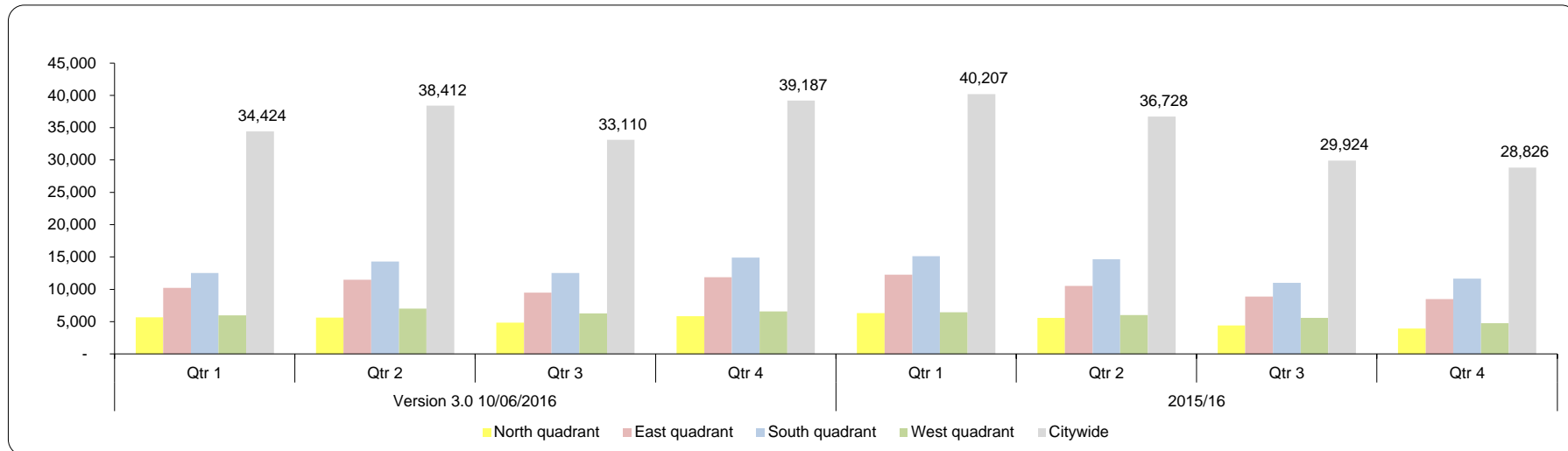
SfOP02

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

No Target



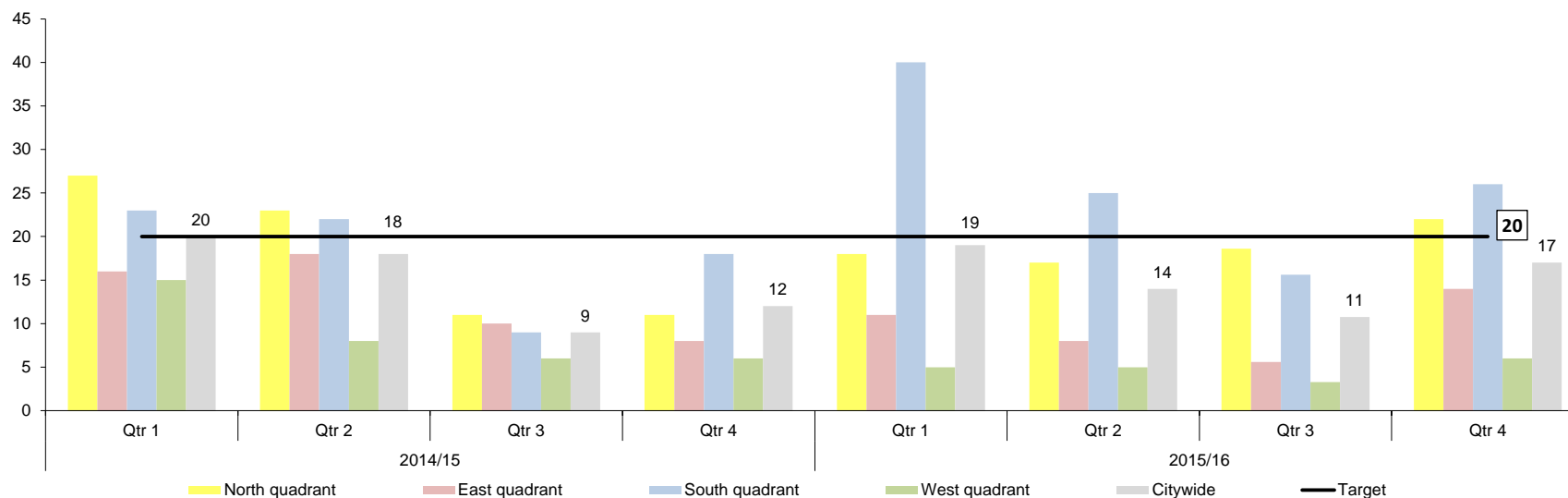
	Version 3.0 10/06/2016				2015/16			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	5,668	5,609	4,850	5,836	6,320	5,581	4,425	3,921
East quadrant	10,233	11,476	9,485	11,851	12,280	10,510	8,892	8,485
South quadrant	12,533	14,321	12,519	14,915	15,138	14,627	11,024	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

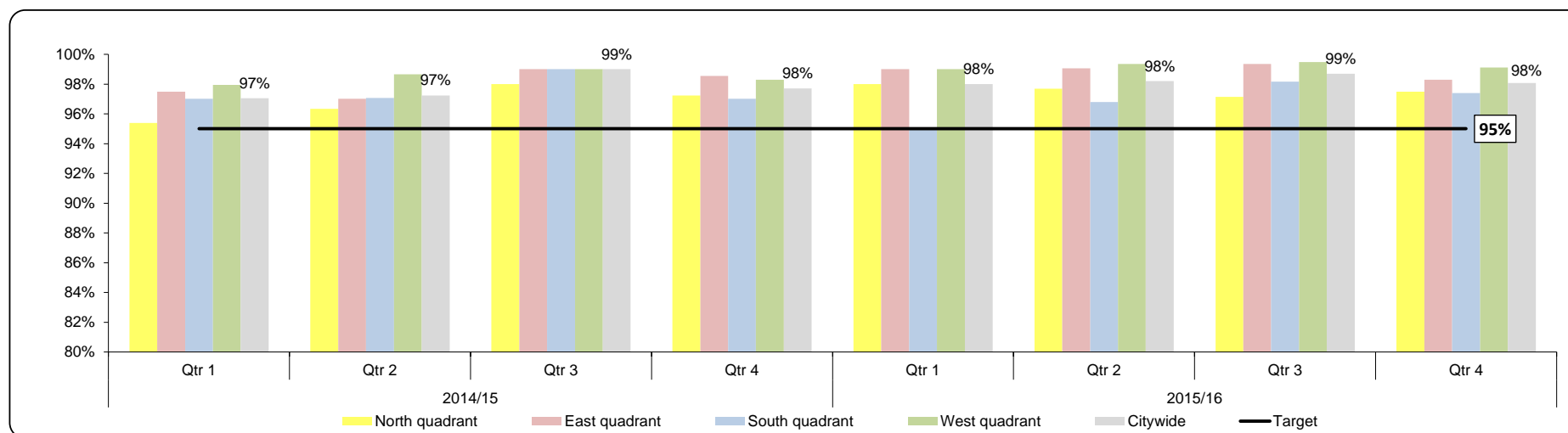
Average time taken to answer calls (in seconds)	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	27	23	11	11	18	17	19	22
East quadrant	16	18	10	8	11	8	6	14
South quadrant	23	22	9	18	40	25	16	26
West quadrant	15	8	6	6	5	5	3	6
Citywide	20	18	9	12	19	14	11	17
Target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

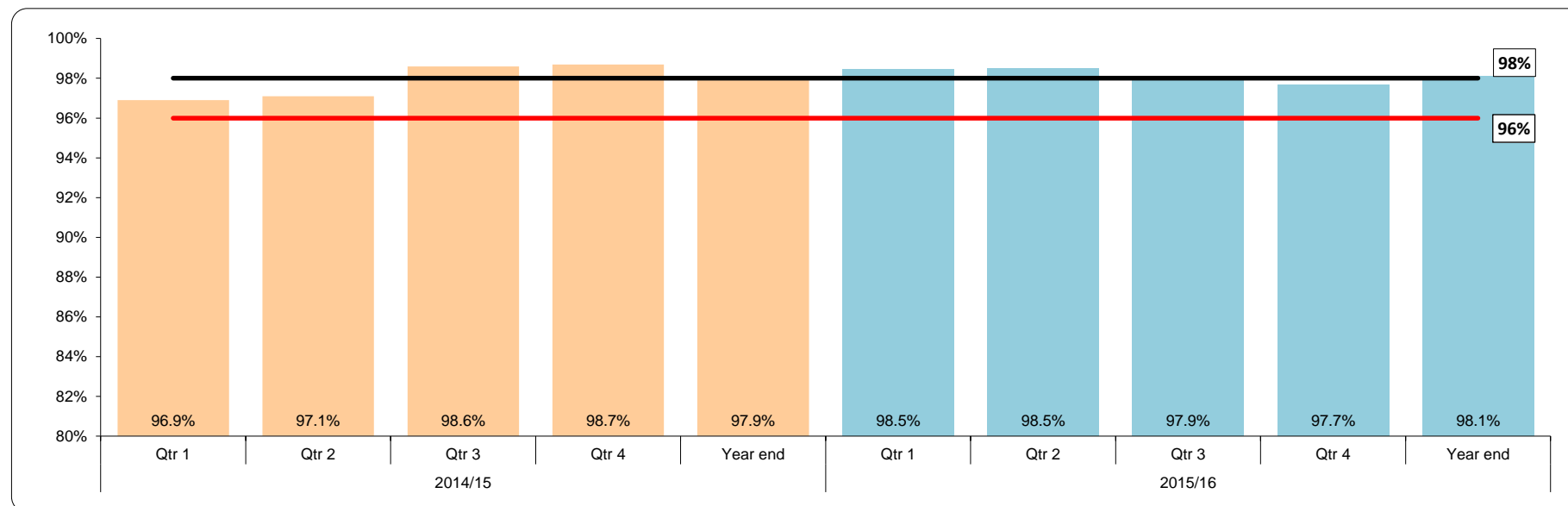
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Amber



Version 3.0 10/06/2016

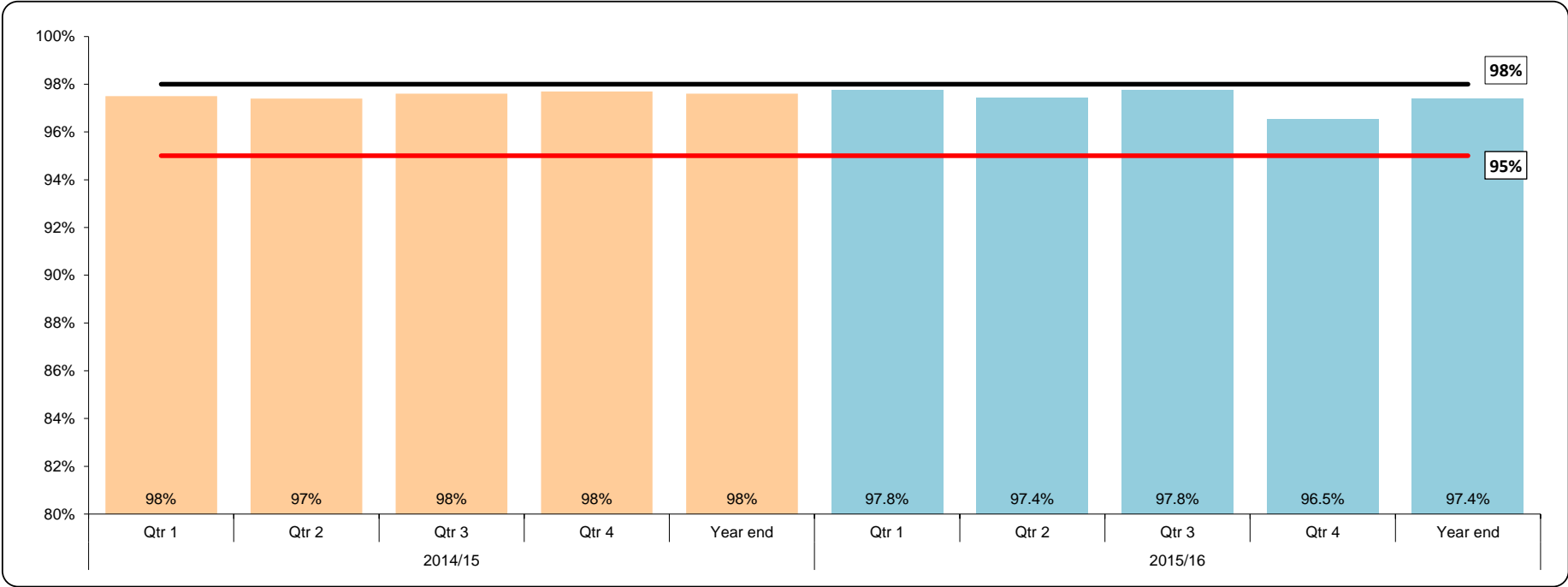
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	98.5%	98.5%	97.9%	97.7%	98.1%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%

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
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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 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%

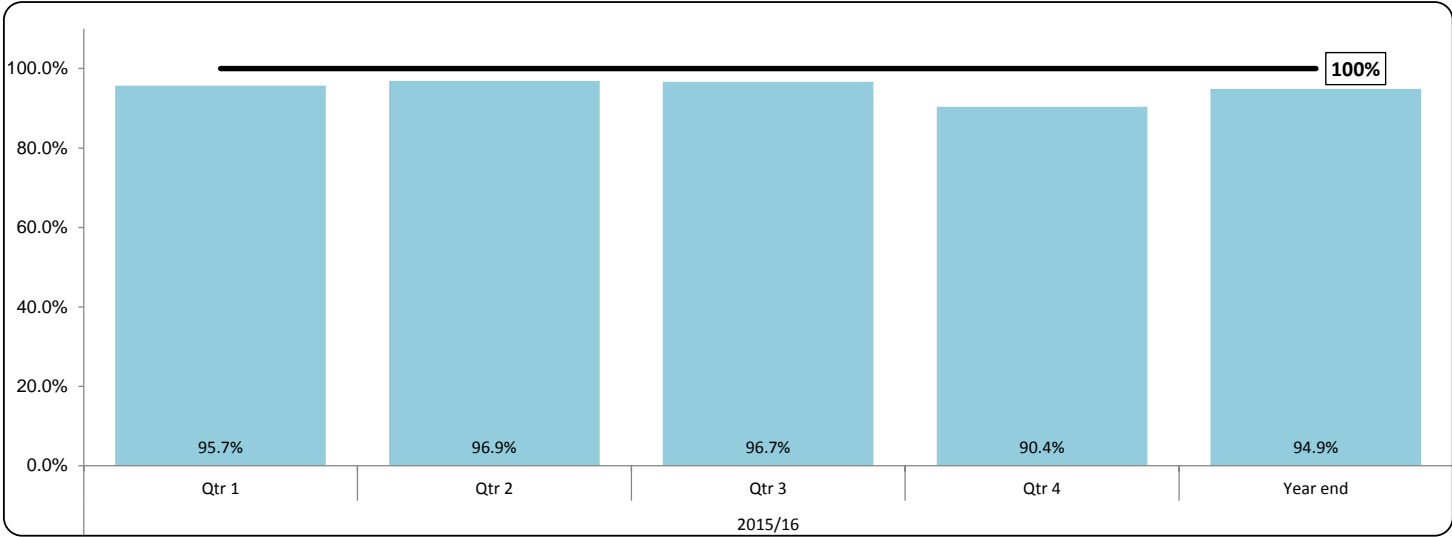
AMM03

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%

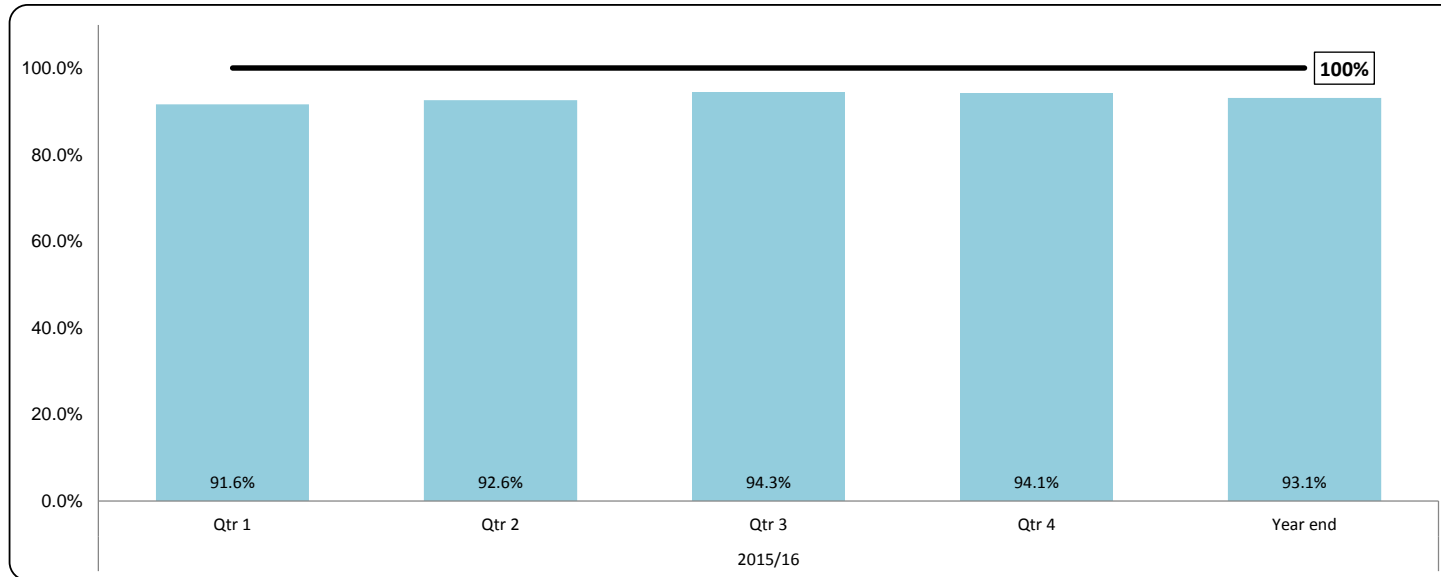
AMM14

We will resolve routine repairs within 30 days

Birmingham Promise

RAG Status

Red



Bigger is better

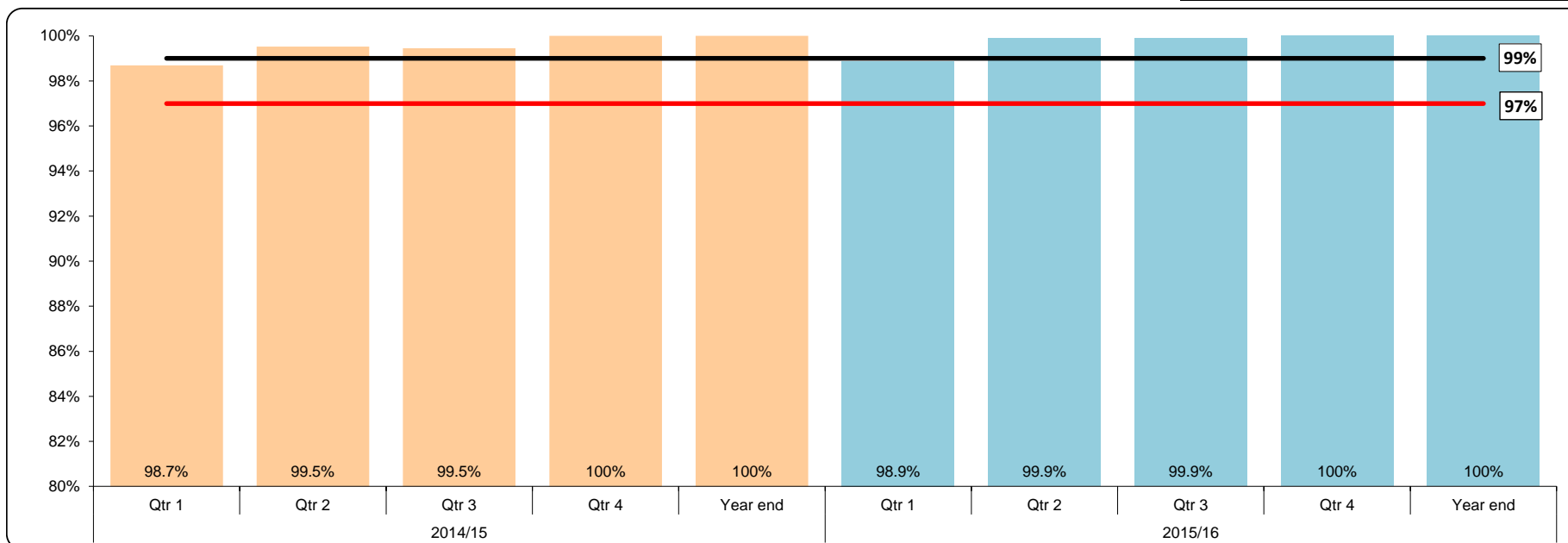
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
We will resolve routine repairs within 30 days	This is a new measure. There is no historical data available					91.6%	92.6%	94.3%	94.1%	93.1%
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
We will resolve 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%

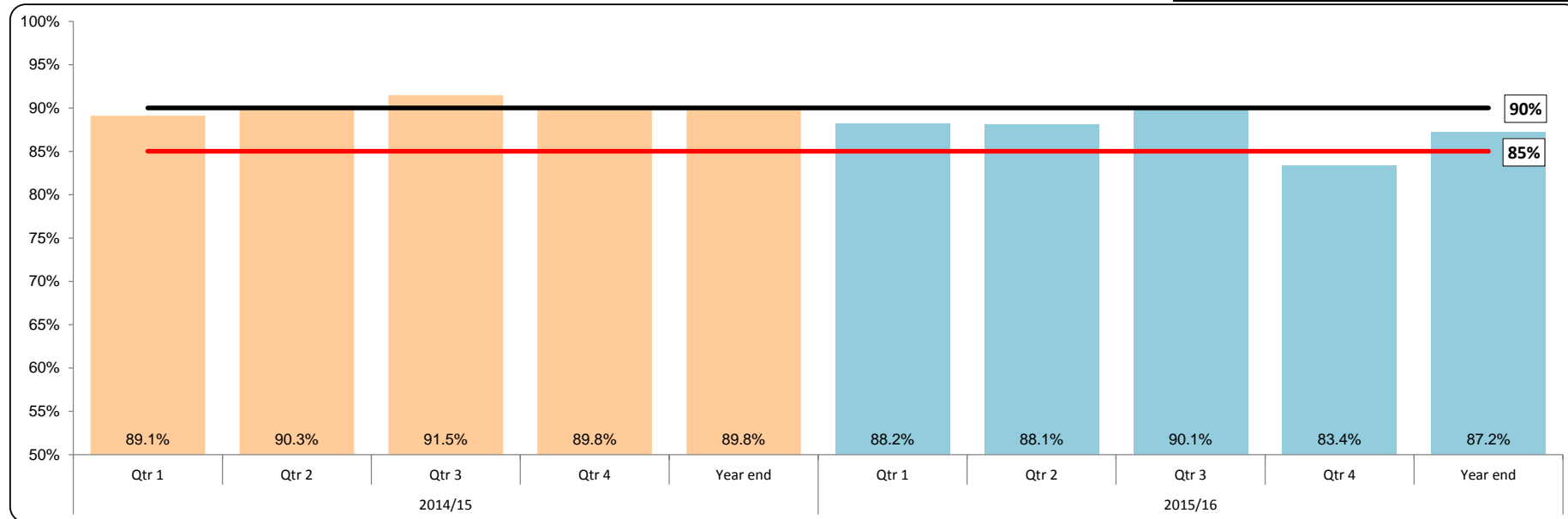
From April 2015 this measure excludes voids.

AMM08

Percentage of gas repairs completed within 7 days

RAG Status

Red



Target - Bigger is better

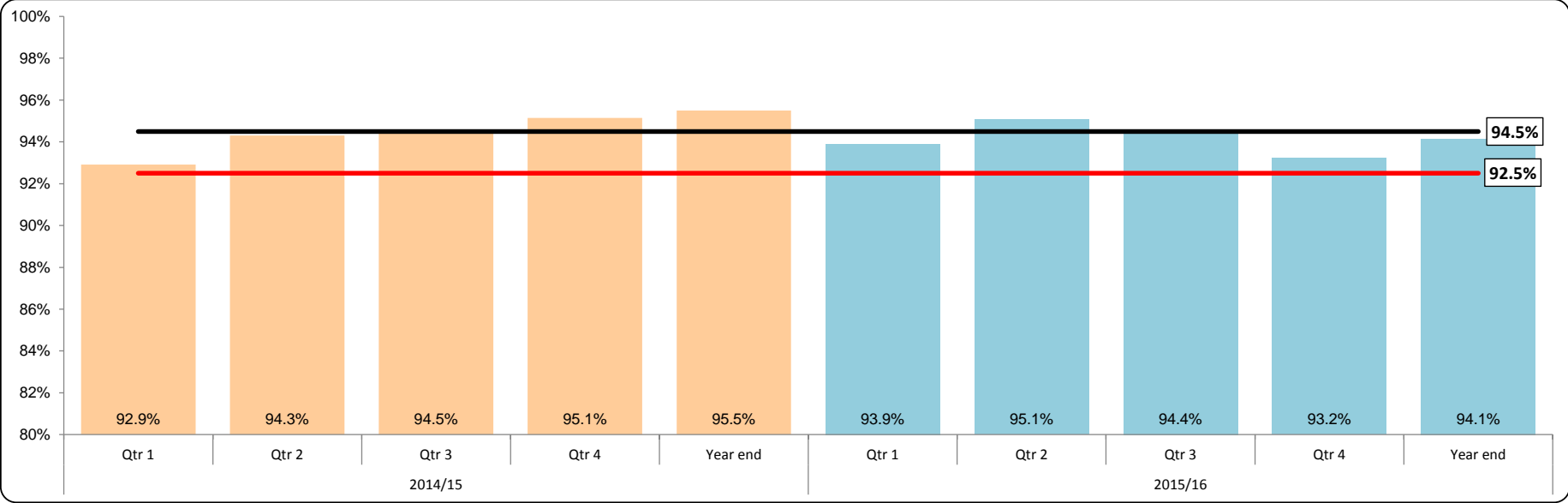
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of gas repairs completed within 7 days	89.1%	90.3%	91.5%	89.8%	89.8%	88.2%	88.1%	90.1%	83.4%	87.2%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

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

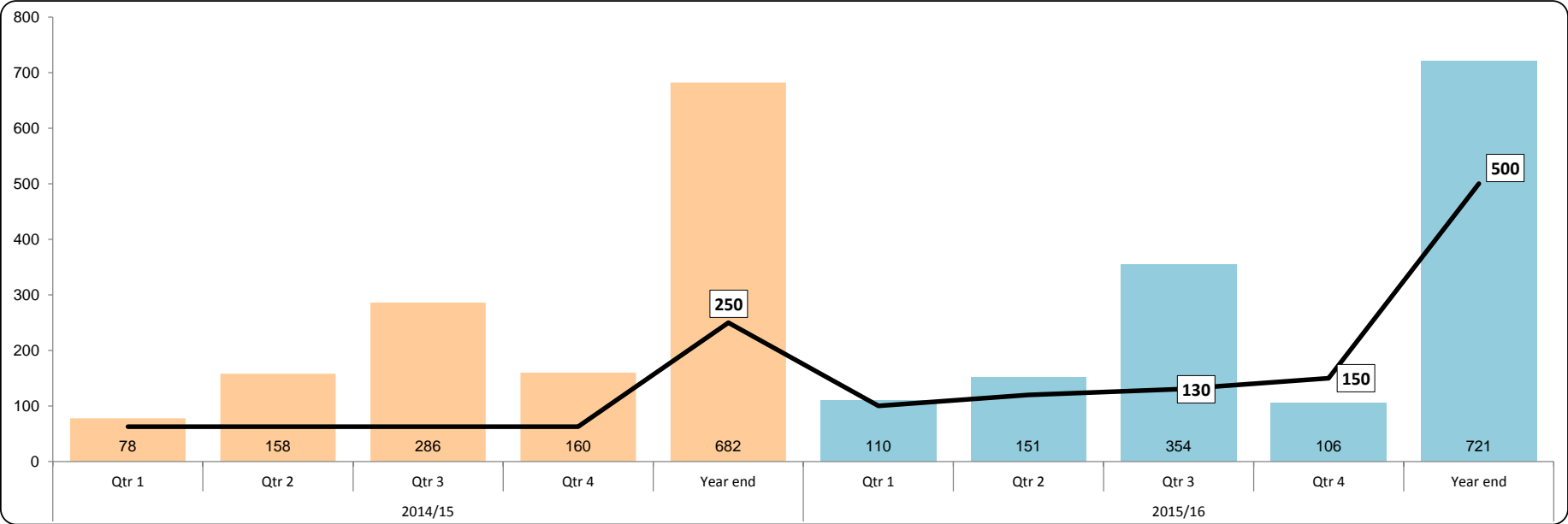
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Customer satisfaction with repairs	92.9%	94.3%	94.5%	95.1%	95.5%	93.9%	95.1%	94.4%	93.2%	94.1%
Target	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%
Standard	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%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

AMM11

Number of households assisted by independent living

RAG Status

Red



Bigger is better

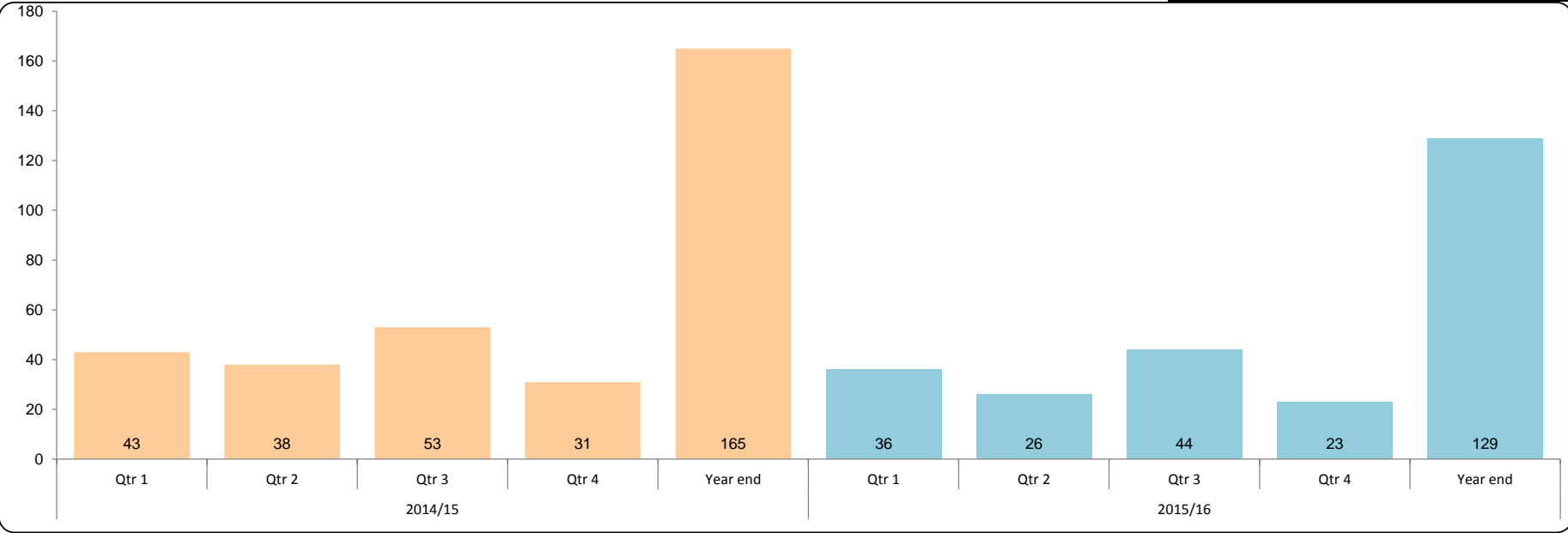
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of households assisted by independent living	78	158	286	160	682	110	151	354	106	721
Target	62.5	62.5	62.5	62.5	250	100	120	130	150	500

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

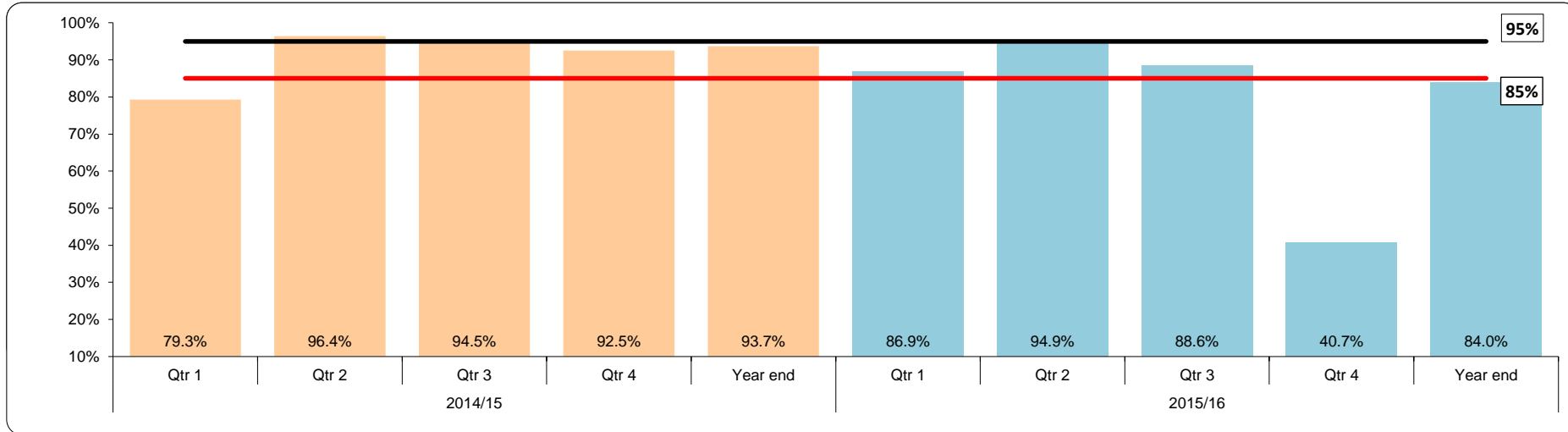
AMM13

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

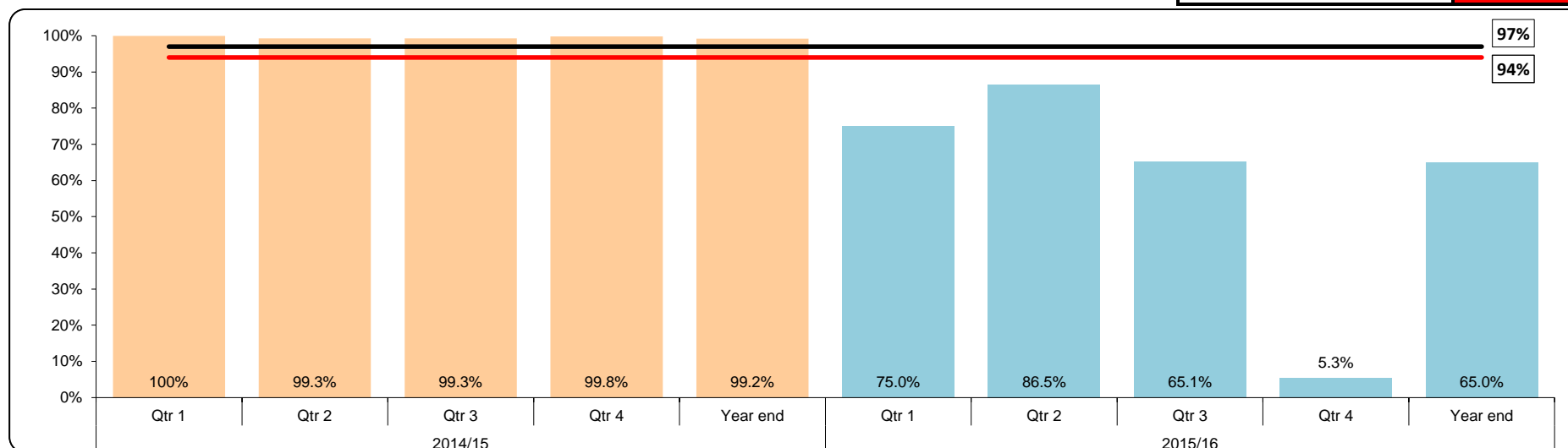
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
As per contractor assessment the percentage of capital improvements completed within timescale	79.3%	96.4%	94.5%	92.5%	93.7%	86.9%	94.9%	88.6%	40.7%	84.0%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard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

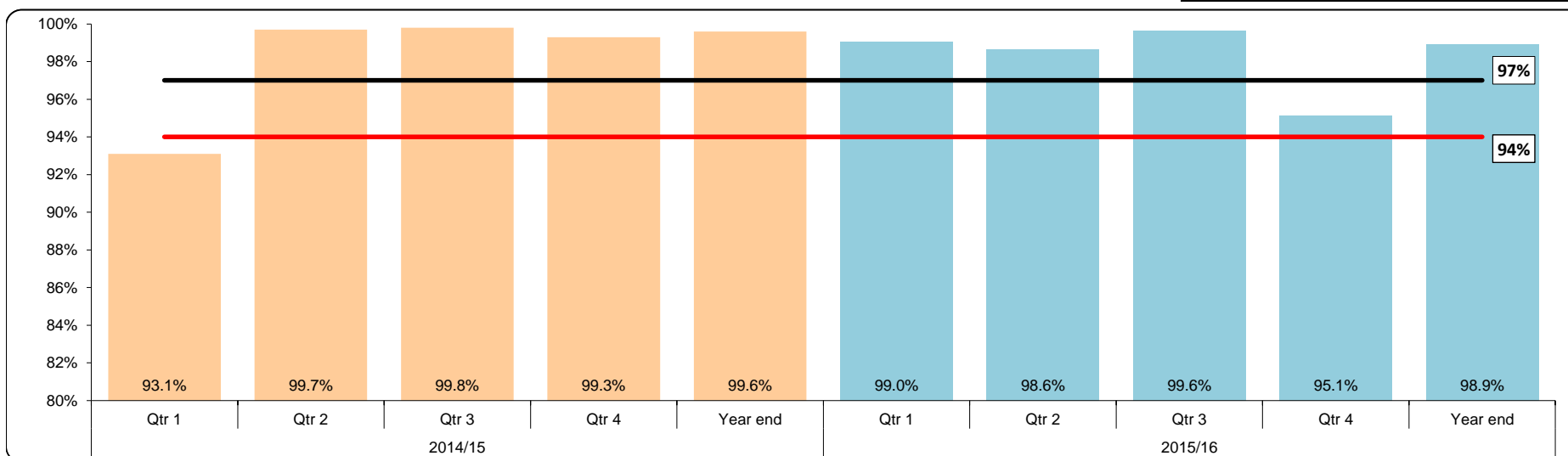
The percentage of capital improvements works completed and audited by BCC with no defects on handover	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	100%	99.3%	99.3%	99.8%	99.2%	75.0%	86.5%	65.1%	5.3%	65.0%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard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

CW02

Percentage of customers satisfied with contractor performance

RAG Status

Amber



Bigger is better

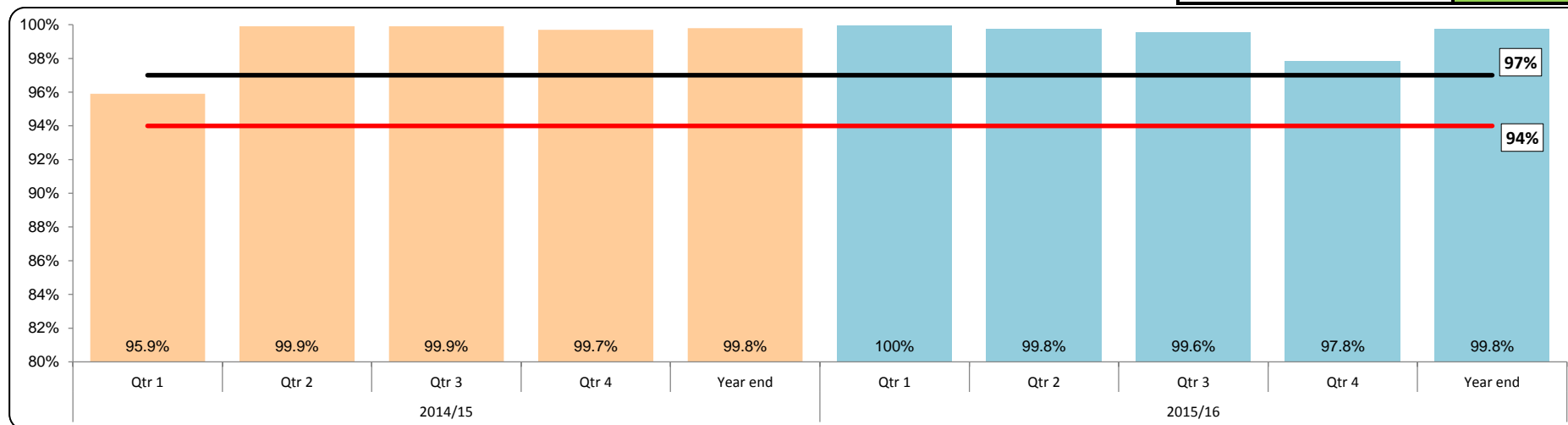
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of customers satisfied with contractor performance	93.1%	99.7%	99.8%	99.3%	99.6%	99.0%	98.6%	99.6%	95.1%	98.9%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%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

CW03

Percentage of customers satisfied with the quality of their home improvement

RAG Status

Green



Bigger is better

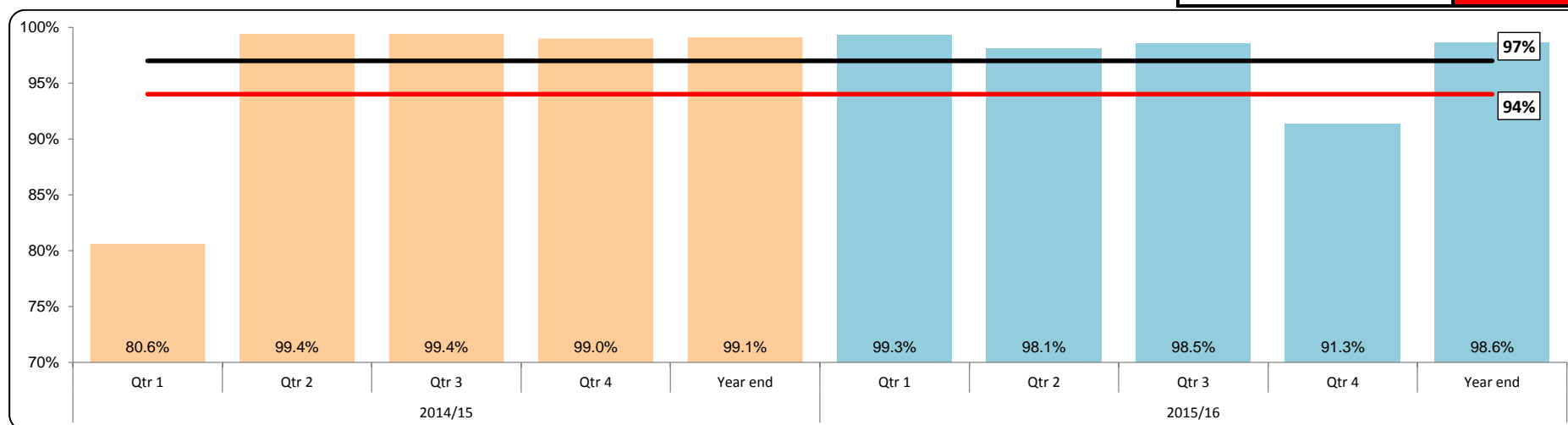
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of customers satisfied with the quality of their home improvement	95.9%	99.9%	99.9%	99.7%	99.8%	100%	99.8%	99.6%	97.8%	99.8%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%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

CW04

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

RAG Status

Red



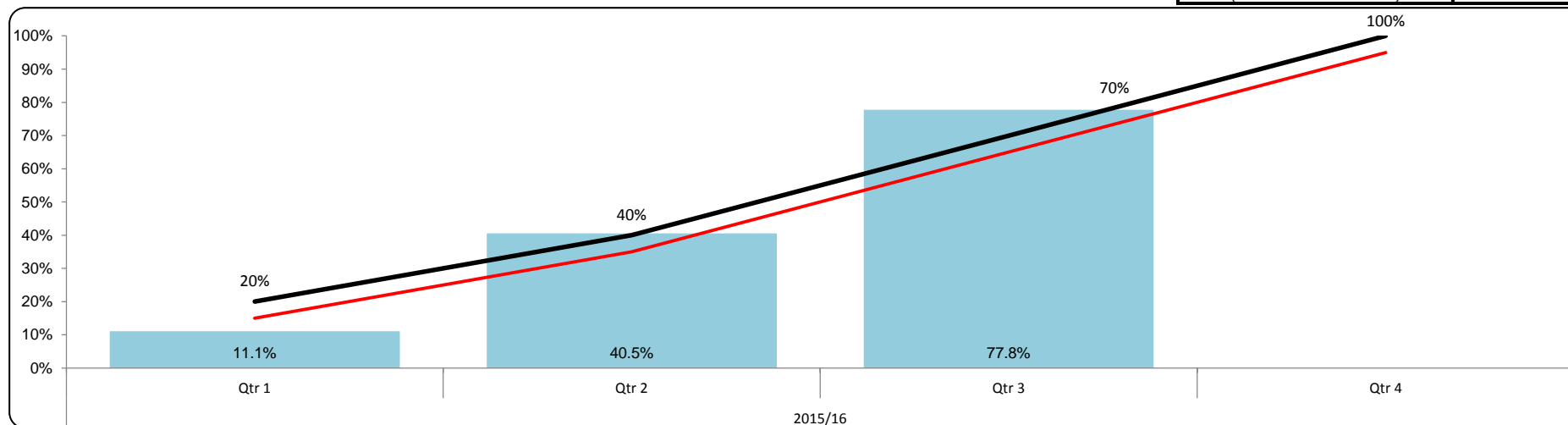
Bigger is better

	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)



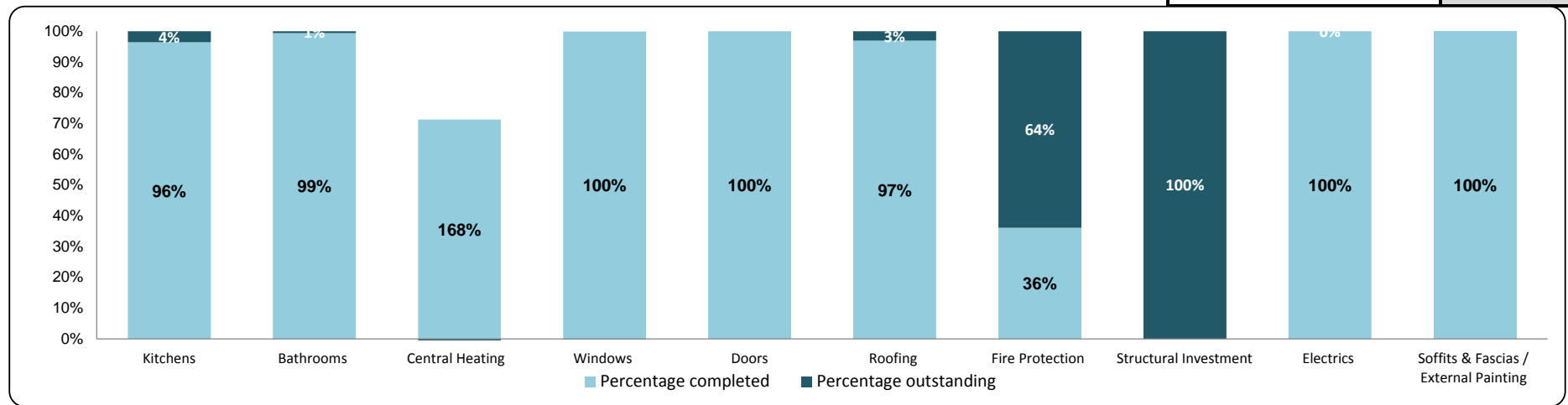
Bigger is better

	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

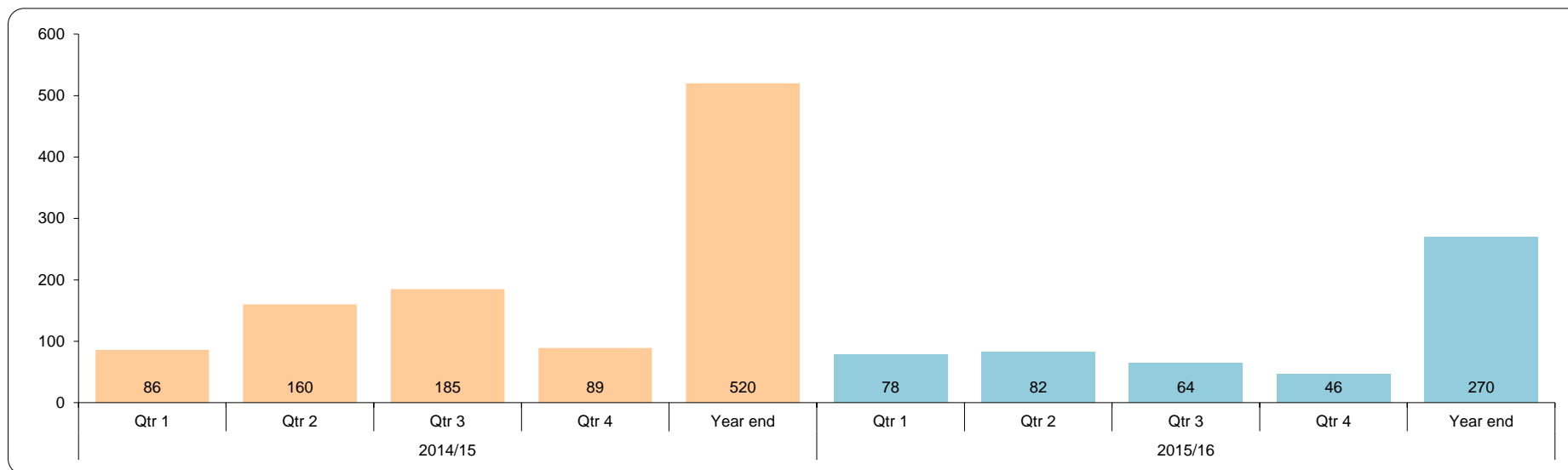
The planned structural block programme is on target.

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

RAG Status

No Target



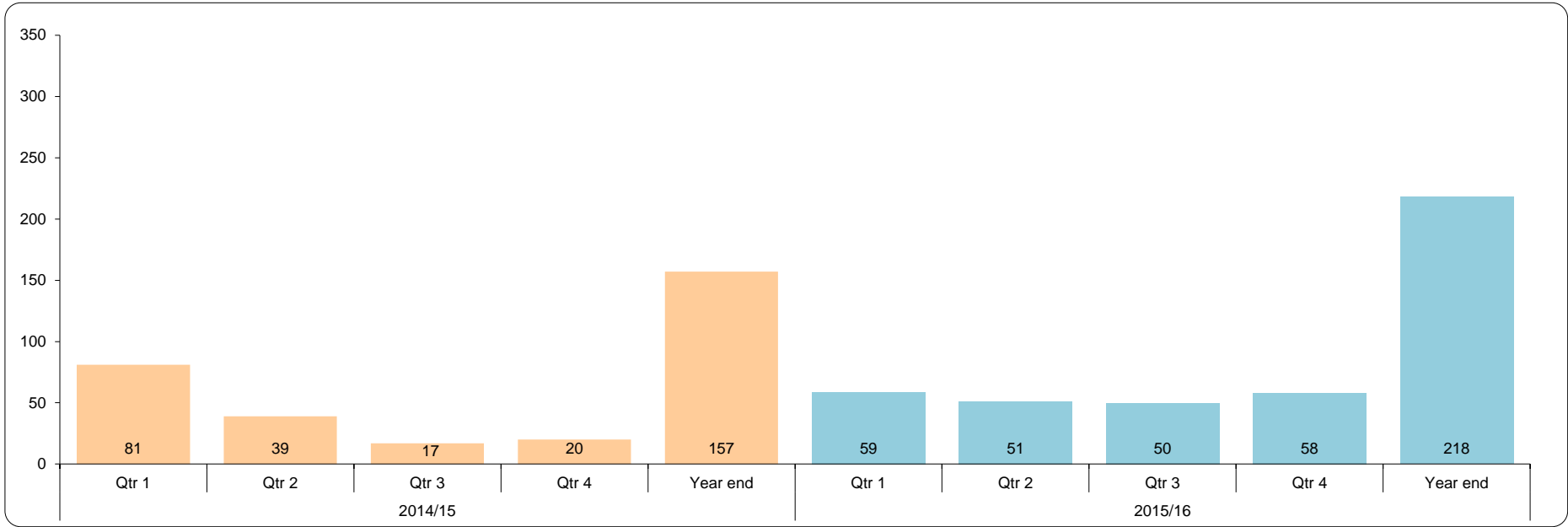
Version 3.0 10/06/2016

	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
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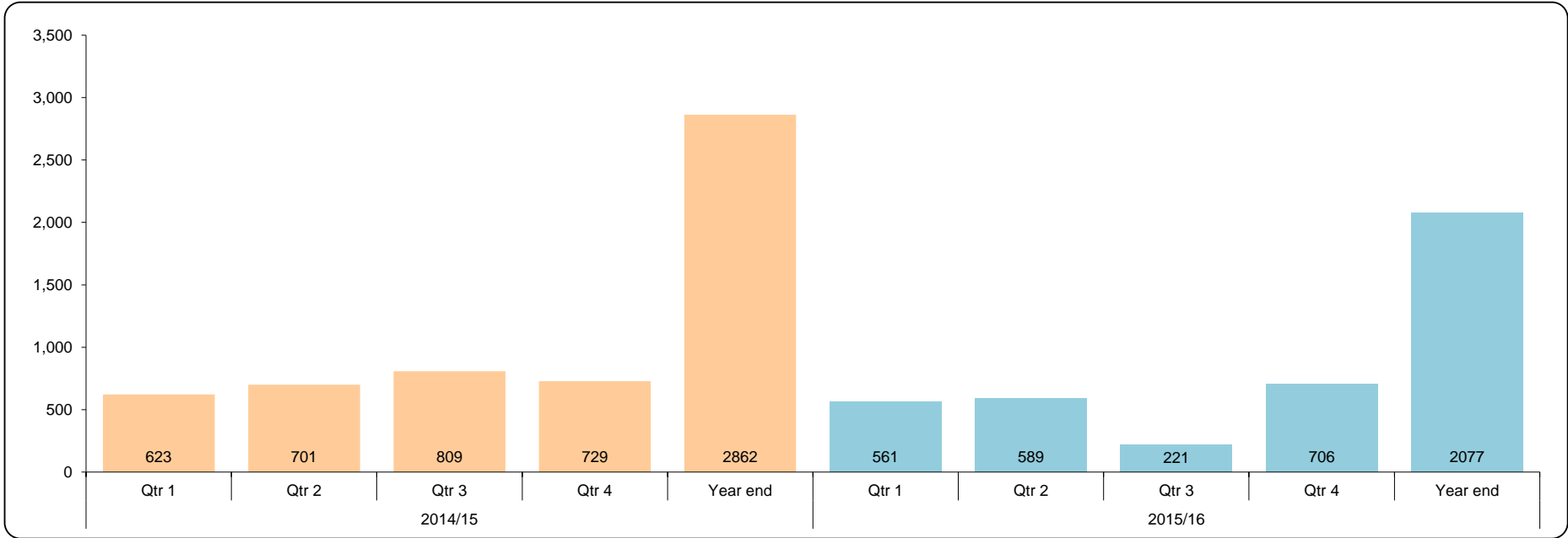


Licenced and unlicensed Houses in Multiple Occupation inspected	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	81	39	17	20	157	59	51	50	58	218

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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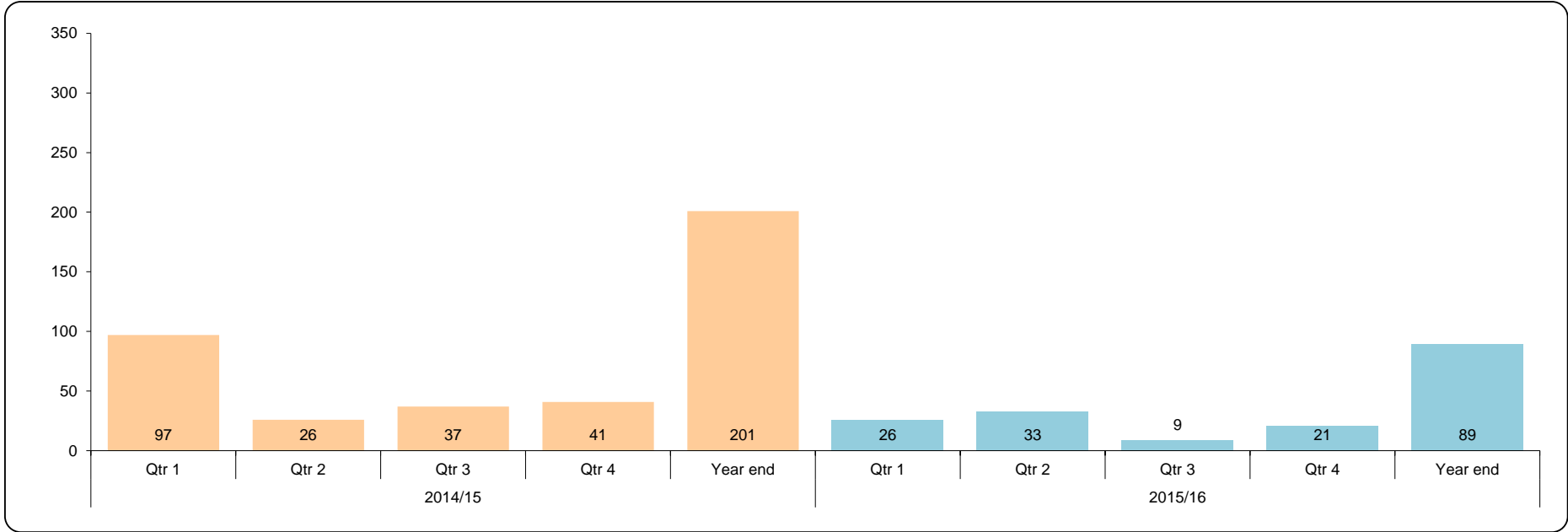


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
PTU requests for assistance	623	701	809	729	2862	561	589	221	706	2077

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status	No Target
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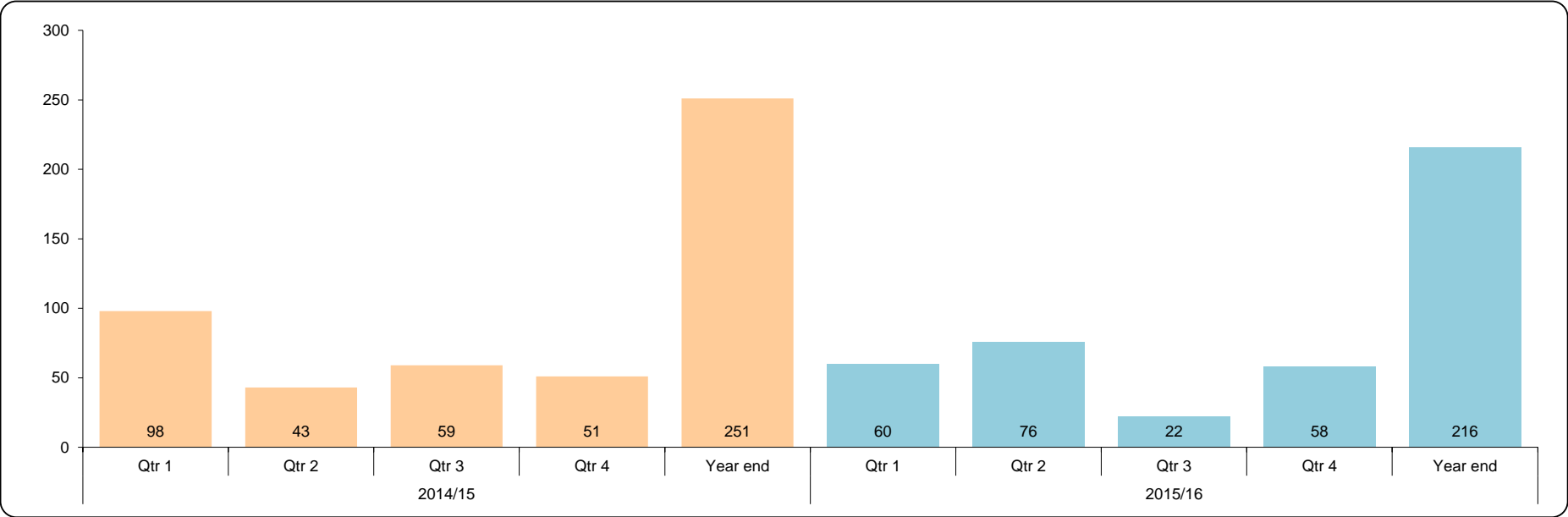


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Private Tenancy Unit - Cases assisted through advice	97	26	37	41	201	26	33	9	21	89

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status	No Target
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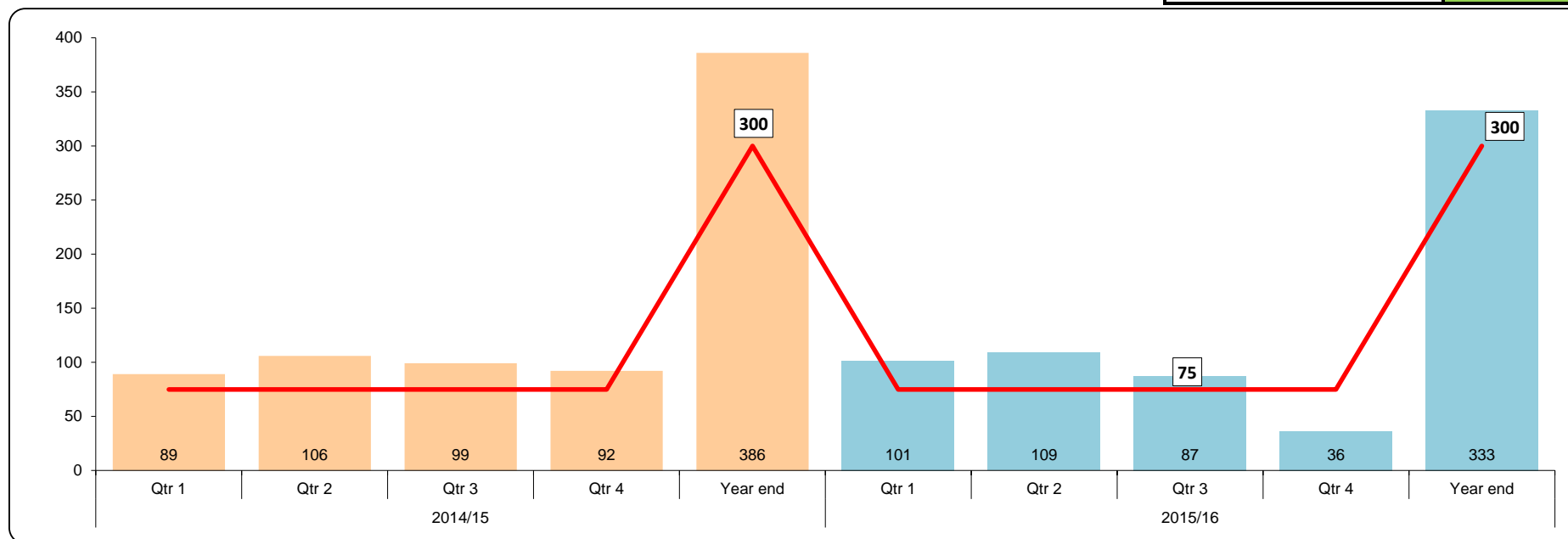


Private Tenancy Unit - Cases assisted through intervention	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	98	43	59	51	251	60	76	22	58	216

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.

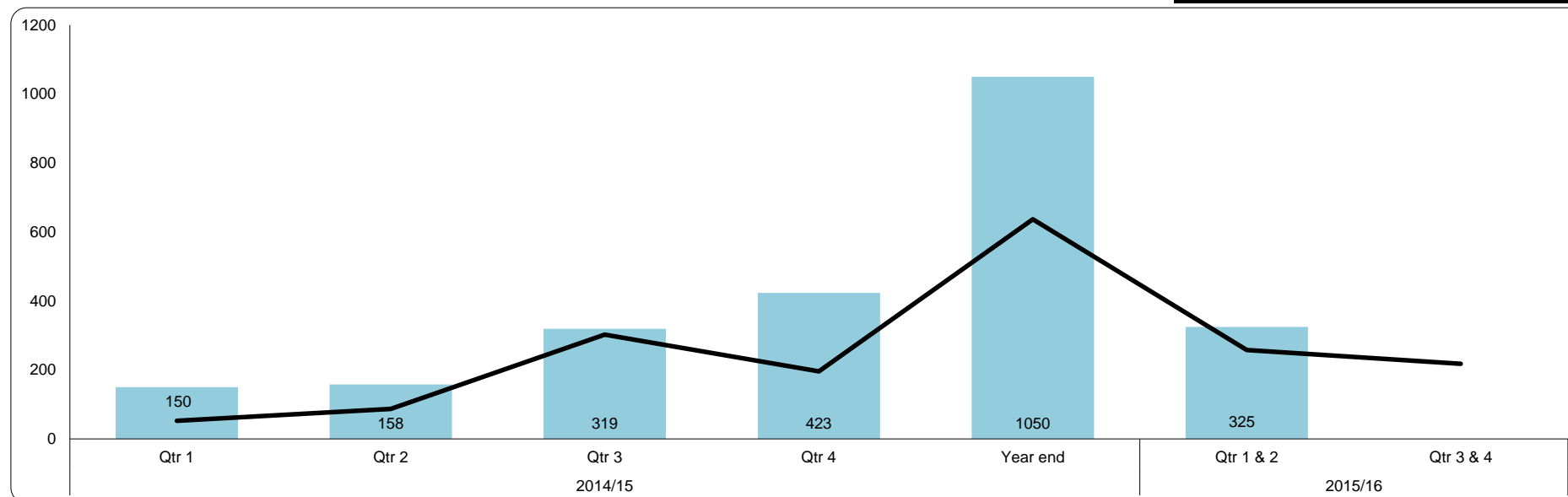
PRS06

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

