

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

SELLY OAK DISTRICT COMMITTEE

THURSDAY, 14 JULY 2016 AT 10:30 HOURS
IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, VICTORIA
SQUARE, BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING

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 AN EXECUTIVE MEMBER AND DEPUTY EXECUTIVE MEMBER FOR SELLY OAK DISTRICT

To elect an Executive Member and a Deputy Executive Member for the Municipal Year 2016/2017.

3 APOLOGIES

4 MEMBERSHIP OF COMMITTEE

To note the membership of the Committee as follows: -

Councillors - Philip Davis, Alex Buchanan and Susan Barnett (Billesley Ward)

Councillors - Mary Locke, Rob Sealey and Timothy Huxtable (Bournville)

Councillors - Eva Phillips, Mike Leddy and Dr Barry Henley (Brandwood Ward)

Councillors - Karen McCarthy, Changese Khan and Brigid Jones (Selly Oak Ward)

Co-opted Members for Discussion/Confirmation:

West Midlands Fire Service Representative

West Midlands Police Representative

5 - 18

5 **MINUTES**

To confirm and sign the Minutes of the meeting held on the 17 March 2016

6 **DECLARATIONS OF INTERESTS**

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

19 - 24

7 **DISTRICT COMMITTEES FUNCTIONS AND GUIDELINES**

To note the executive powers, rules of governance and functions for Districts and Ward Committees/Forums (Article 10 of the Constitution)

25 - 26

8 **CODE OF CONDUCT**

To note the Code of Conduct at District Committee meetings.

9 **SCHEDULE OF FUTURE MEETINGS 2016/2017**

To agree the following schedule of meetings for Selly Oak District for 2016/2017: -

2016

Thursday 22 September

Thursday 17 November

2017

Thursday 26 January

Thursday 16 March

An additional meeting was to be agreed by the Committee. All meetings will be held at 1030 hours at the Council House.

10 **DISTRICT COMMITTEE APPOINTMENTS 2016/2017**

To consider the appointment of a District Councillor Champion for the following: -

a) Corporate Parenting Champion

To appoint 1 Member as Champion for looked after children in the Selly Oak District to help co-ordinate visits to children's establishment, feedback any issues and support fellow Members in the Corporate Parenting role.

In 2015/16 Councillor Susan Barnett was appointed.

In 2016/17 Councillor be appointed.

b) Dementia Champion

To appoint 1 Member with a particular interest in issues affecting older persons who would be prepared to engage with the elderly and the people who work

worked with them, to ensure that their issues and concerns are addressed at District level.

In 2015/16 Councillor Karen McCarthy was appointed.

In 2016/17 Councillor be appointed

c) District Parent Partnership Champion

To appoint 1 Member as the Selly Oak District Parent Partnership Champion.

In 2015/16 Councillor Susan Barnett was appointed.

In 2016/17 Councillor be appointed

d) Cultural and Heritage Champion

To appoint 1 Member to be involved in developing a wider cultural strategy as the Cultural and Heritage Champion for Selly Oak.

In 2015/16 Councillor Phil Davis was appointed

In 2016/17 Councillor be appointed

e) Jobs and Skills Champion

To appoint 1 Member as the Selly Oak District Jobs and Skills Champion.

In 2015/16 Councillor Eva Phillips was appointed

In 2016/17 Councillor be appointed

f) Youth Champion

To appoint a Member with a particular interest in issues affecting young people who would be prepared to engage with both young people and the people who worked with them, to ensure that young people's issues, concerns and interests are addressed at District level.

In 2016/17 Councillor be appointed

27 - 110

**11 HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT
QUARTER 4 - 2015/2016 AND SELLY OAK DISTRICT
ENVIRONMENTAL BUDGET REPORT**

Report of the Strategic Director, Place

12 CLEANER STREETS

Darren Share, MBE, Assistant Director, Waste Management will give a presentation on the item.

13 UPDATE ON DISTRICT JOBS AND SKILLS PANEL

Councillor Eva Phillips will give a verbal update on the item.

14 UPDATE ON NEIGHBOURHOODS AND COMMUNITIES DIVISION

Karen Cheney, Selly Oak District Lead will give a verbal update on the item.

111 - 130

15 **WARD MEETINGS AND NEW "ACTION TRACKER" DATABASE**

Karen Cheney, District Head and Lead for Community Governance and Support will present the item.

131 - 134

16 **DISTRICT WORK PROGRAMME**

Karen Cheney, Selly Oak District Lead will present the item.

17 **FEEDBACK FROM SELLY OAK WARDS: BILLESLEY, BOURNVILLE, BRANDWOOD AND SELLY OAK**

To note the verbal update

18 **OTHER URGENT BUSINESS**

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

19 **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

**SELLY OAK DISTRICT
COMMITTEE
THURSDAY 17 MARCH
2016**

**MINUTES OF A MEETING OF THE SELLY OAK DISTRICT COMMITTEE HELD
ON THURSDAY 17 MARCH 2016 AT 1030 HOURS IN COMMITTEE ROOM 6,
THE COUNCIL HOUSE, VICTORIA SQUARE, BIRMINGHAM**

PRESENT: - Councillor Karen McCarthy in the Chair

Councillors Susan Barnett, Alex Buchanan, Phil Davis, Barry Henley, Timothy Huxtable, Brigid Jones, Changese Khan, Mike Leddy, Eva Phillips and Rob Sealey.

ALSO PRESENT:-

Karen Cheney	– Service Head, Selly Oak District
Pete Hobbs	– Service Head, Private Rented Services and Tenant Engagement
John Burke	– Depot Manager, Place
Julie Windsor-Price	– Place Manager
Barry Toon	– Selly Oak District Housing Panel
Marie Reynolds	– Committee Services

NOTICE OF RECORDING

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APOLOGIES

334 Apologies were submitted on behalf of Councillor Phil Davis for lateness and Jonathan Antill, Place Manager for non-attendance.

MINUTES

335 **RESOLVED:-**

That, the Minutes of the meeting held on 28 January 2016, having been previously circulated, were confirmed and signed by the Chair.

RECYCLING ISSUES IN SELLY OAK DISTRICT

The following information detailing the depot ward comparison and the depot waste comparison was circulated at the meeting:-

(See document Nos. 1 and 2)

Mr Burke, Depot Manager, referred to the information that had been presented to members previously and explained that it had been somewhat confusing as the figures provided had related to percentages. He subsequently referred to the information that was circulated to the meeting illustrating the depot waste comparisons pertaining to 2014/2015 and 2015/16 which covered Selly Oak district.

He highlighted the various areas where original waste had reduced overall whilst the tonnage for multi material had increased which included glass jars and bottles. He stated that there was a mixed picture for paper, whereby in some areas it had increased whilst in others it had reduced, which he believed was contributed by the reduction of the number of newspapers purchased by people.

The Chairman agreed that the trend appeared to be that less newspapers were purchased and there seemed to be a significant reduction of paper catalogues produced over the last year.

With regard to the above, members raised various comments and issues relating to the service which included the following:-

Concerns were raised by members that when the recycling was collected more waste was left on the ground and that the procedures, in collecting the waste, did not always appear to be followed by the operatives, which included the pods being stacked on top of the bins whereby on a windy day impacted on the litter being blown everywhere.

Mr Burke referred to the ways in which the operatives undertook the collections and highlighted that in some areas, it was more efficient for the crews to use the slave bins rather than carrying the pods, as it helped to reduce the litter. He stated that they were looking with the vehicle manufacturer to provide a better designed slave bin which would improve the system overall.

In response to members' concerns relating to the operatives mixing paper with other recyclable materials when undertaking collections, Mr Burke stressed that they should not be mixing paper with other collections, unless, it was a missed collection and subsequently agreed to look into any specifics.

Councillor Huxtable referred to the written evidence relating to the shocking decrease in recycling especially in paper and cardboard, and although recognised there had been a changing mix with the increase of internet purchasing this was still unacceptable. Further concern was raised of the increase in fly-tipping, the

deteriorating condition of a local estate and operatives not collecting all of the domestic waste from residents.

In response to the above Mr Burke requested further details in order that he could investigate these issues.

Councillor Barnett stated that although the roll-out for Billesley Ward was settling down she highlighted the issues arising from wheelie bins and recycling boxes that had failed to be collected.

Mr Burke stated that although the department had expected to carry out the collection over a weekend unfortunately this did not happen and although collections continued the following week, there were still small areas where collections needed to be made. He stated that if members were aware of any addresses where collections were required he would willingly progress.

In response to an enquiry from Councillor Jones relating to staffing levels, Mr Burke confirmed that the department had been going through a recruitment process which had since completed for driver/team leaders, as the city council did not want to rely on agency drivers indefinitely. He further provided an approximation of the number of agency staff that they had working for the department, adding that although they had a person filling every post, the aim was to have BCC employees covering all of these posts.

In response to Councillor Khan's enquiry relating to the setting of unrealistic targets, Mr Burke stated that with the roll-out service they would continue to review the size of the rounds and where the take-up in areas varied, adjustments would be made accordingly, adding that they were still working through the process.

In response to the inadequacy of the size of the bin storage areas in low rise blocks to accommodate wheelie bins and residents' communal wheelie bins were not large enough to meet demand which resulted in residents not being unable to recycle adequately, Mr Burke confirmed that the housing department were involved in all of the discussions and that the programme boards were aware of the changes with the introduction of the wheelie bins. He referred to the number of bins that each block of 6 flats were normally allocated and stated that if more were required for recycling, this should not be a problem as the city council fully promoted recycling and were happy to provide additional bins.

The Chairman referred to the issues associated with low rise blocks, and flats located above shops and stated that there needed to be a conversation with the local authority and social landlords regarding these less standard situations.

Ms J Windsor-Price, confirmed that although she was aware of the issues regarding the storage areas with low rise blocks, had not been party to any discussions or agreements made prior to the new service being introduced.

Councillor Henley paid tribute to Mr Burke and his team for their efforts during this difficult time. He referred to the mishaps that had arisen due to the botched implementation of the geographical information system which had led to whole roads being missed and a great many assisted collections not being carried out, due to the information held at the contact centre being different to what was held

on the geographical information system in the crew cab. He stated that the fundamental systems programme had to be fixed in order that the correct information was reflected in both areas. He further stated that although there had been a high level of complaints the depot had responded well in working together.

The Chairman stated that there were still problems with the assisted collections which caused distress and questioned whether there was something in place to address this.

Mr Burke referred to the process, and stated that the city council had invested and was rolling out a 'slab in the cab' system in June 2016 which would mean that the driver would positively affirm that it had carried out the assisted collection in fairly 'real time' and also the system was able to be updated quickly. He added that he could speak to the crew again to ensure that they were carrying out all of the assisted collections.

The Chairman thanked Mr Burke for attending the meeting and confirmed that she would continue to email when necessary.

Upon further consideration, it was:-

336

RESOLVED:-

That the information circulated to the meeting illustrating the depot waste comparisons pertaining to 2014/2015 and 2015/16 which covered Selly Oak district was noted.

BIRMINGHAM CYCLE REVOLUTION PHASES 2 & 3 CONSULTATION

The following presentation of the Birmingham Cycle Revolution Phases 2 & 3 Consultation was submitted:-

(See document No. 3)

At this juncture as there was no officer in attendance, the Chairman invited members' feedback.

Councillor Barnett commented that the report albeit somewhat comprehensive did not mention Brandwood or Billesley Wards and questioned why they had not been included at this stage. She referred to the excellent cycle training that she had taken advantage of and stated that as she had not ridden a bike for a while it had helped in gaining back her confidence.

Councillor Phillips highlighted that there were many keen cyclists in Brandwood and would like to see the connectivity improved for cyclists.

Councillor Huxtable referred to the segregated footway cycle path along the A38 Bristol Road and stated that it needed to be properly enforced, adding, that there was a similar cycle way along Fordhouse Lane whereby cars parked along the footway causing obstruction which again was not being addressed by enforcement. He further added that numerous cyclists had contacted him regarding the A38 cycle way especially the carriage way running south of the city

centre on how dangerous it was and that it needed to be re-worked. He referred to the slide 'managing the process' and the elements, stating that there were those elements in all of the wards in south Birmingham, and was concerned that this was not adequately reflected in the overview, and therefore suggested that more detail needed to be incorporated in this presentation

The Chairman referred to the A38 and questioned whether the cycle lanes met the required standards particularly regarding the width size.

Councillor Barnett referred to the large paintings of bicycles on the road surface in Stoney Lane, Sparkbrook and questioned the purpose of the large painting of a bicycle in the middle of the road.

The Chairman expressed her disappointment that there was no officer was in attendance to respond to members' questions and comments, however, agreed to obtain the relevant information before the next meeting.

Upon further consideration, it was:-

337

RESOLVED:-

That the presentation and comments be noted.

At this juncture, the Chairman agreed to vary the order of the agenda.

HOUSING REPORTS

**HOUSING TRANSFORMATION BOARD PERFORMANCE QUARTER 3
2015/16 & NARRATIVE**

The following report of the Strategic Director, Place was submitted:-

(See document Nos. 4 & 5)

Ms J Windsor-Price, Place whilst presenting the report and performance narrative highlighted that in September 2015, the local team had set up a business team with their target being to reduce the number of technical errors. The team targeted various areas which included; unlawful occupiers, abandoned properties and worked closely with the rents team, housing benefits and Birmingham Audit. She stated that by setting up the team, this had improved the performance of the group due to having knowledgeable officers dealing with cases quickly and efficiently. She further stated that up until the end of December 2015; arrears had been reduced by £17,000, 63 unlawfully occupied cases had been resolved and 43 successful investigations (11 in Selly Oak) had been undertaken.

She further reported that the estate based services team had been reorganised which was grouped across three districts had now combined into one team. This enabled the team to move across areas and deal with larger tasks which had a greater impact on issues, rather than one or two officers dealing with issues. She stated that the team had launched in October and had commenced with a month long series of events, whereby residents had been invited to come along and join in the activities which taken place in various areas of the district, which had

included a 'skip day' on the Ingoldsby Estate, vegetation pruning, litter picks and assisting the local teams with everyday tasks.

Councillor Huxtable expressed disappointment that the 'skip day' had not been publicised by the department and although the local Housing Liaison Board and contributed funding to help clear up the estate, they had not been notified that the event was taking place.

Councillor Huxtable referred to Ingoldsby Housing Liaison Board, and although had allocated funding for various projects, due to delays in Housing obtaining quotes for set projects, they were not going to be delivered this financial year and therefore, questioned, whether funding would be carried forward through to next year as had happened in previous years. He further referred to the fact that Housing Liaison Board residents' had paid for various events out of their own personal funds, and as yet, had still not been reimbursed.

He further questioned whether there was any feedback regarding the 'Estates Demolition Programme'.

Further concern was raised regarding the 'necessary dropped kerb' required outside Browning Tower within Bournville Ward, which was an essential amenity and was hoped that it would progress to a satisfactory conclusion.

At this juncture, the Chairman stressed that the issue relating to the dropped kerb had been outstanding far too long and requested that the information be provided as to who was dealing with this, as she wished to discuss with them personally.

Councillor Huxtable further referred to the other Housing Liaison Board in Bournville Ward and although a budget had been allocated, questioned; who was deciding on how it was going to be spent, what was it going to be spent on, and why were he and Councillor Sealey not provided with the relevant information.

Councillor Huxtable confirmed that the department had undertaken a good job in terms of securing the doors to the bungalows within the district, however, the same doors were also fitted to the rear of some low rise flats and questioned whether anything would be done in providing secure by-design doors for all those properties on the ground floor, as the residents were most concerned about safety and security.

In response to the above comments and questions, Ms J Windsor-Price confirmed that she was not aware that the 'skip day' had not been publicised and agreed to feed back to the department. She was unable to confirm whether the Housing Liaison Board budget would be carried forward however anticipated that a decision would be taken shortly. With regard to all the other issues raised, she agreed to take back and respond directly.

The Chairman concluded by thanking Ms Windsor-Price for attending the meeting and presenting.

Upon further consideration, it was:-

RESOLVED:-

That the report and comments be noted.

HOUSING REPORTS

ENVIRONMENTAL CAPITAL PROJECTS – MOOR HOUSE CAR PARK

The following Project Proposal Form 2014/15 (Generic) was submitted:-

(See document No. 6)

It was noted that local residents were requesting off road parking of approximately a fifty metres stretch in front of Moor House, this would entail fitting angle kerbs and painting parking lines with an estimate of £4,000 for kerbs and £1,000 for lines.

The Chairman referred to the above-mentioned item and as it was more expensive than originally expected, believed that the decision should be taken at district committee.

Upon further consideration, it was:

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RESOLVED:-

That Selly Oak District Committee agreed the commencement of work to provide off road parking for approximately a fifty metres stretch in front of Moor House.

FEEDBACK FROM NEIGHBOURHOOD CHALLENGE, JOBS AND SKILLS

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The Chairman referred to the Jobs and Skills Neighbourhood Challenge and the briefing note which had been circulated to members at the meeting. She highlighted that it had been a very interesting process with the Department of Work and Pensions (DWP) officers that were working with the districts across the city, and also the contributions from other organisations and what was particularly interesting, was the contribution from the Brandwood Centre regarding this work.

Ms K Cheney, Service Head, Selly Oak District, referred to the briefing note and highlighted the progress that had been made. She referred to the fact that it had been particularly useful in getting the right people around the table and being able to exchange helpful information, adding that one of the main aspects was the communication channels and actually making them as local as possible which linked strategic to local.

She highlighted that the first neighbourhood challenge (Jobs and Skills) chosen by the district did impact on the regeneration currently taking place in Selly Oak Ward and the city centre, and that it was important that it reached the residents that lived in Brandwood and Billesley Wards with regard to jobs and skills opportunities.

She reported that the work programme outlined a series of meetings of planning and presentation of information plus the workshop at the convention. There were still several actions that would still have to be carried out but could not be done

within the timescale. This included liaising with Birmingham Education Partnership (BEP) and building links with schools and also discussions with young people around the table on their experiences regarding training and trying to obtain employment.

She referred to the key observations whereby the 2 main ones that kept re-occurring were communication and connectivity with connectivity linking transport across the district between wards and into the city centre. Also connectivity was linked locally into the large strategic developments that were taking place which included High Speed 2 (HS2), the development of the college, the training and the life sciences as well as transportation which was already being discussed.

She further referred to the presentation on HS2 and the connectivity package which concentrated on one of the main roads which was considered useful. It was noted that local best practice was mentioned by the Chair from Brandwood Centre which would be used in written form to provide part of the evidence gathering. It was highlighted that local, worked best in the first steps in getting people back into employment or newly into employment with the familiarity of local and known centres being very important. She added that a great deal had been done in linking with the DWP and using the city's local centres for job fayres.

Ms Cheney referred to the Birmingham Youth Employment initiative and that all districts should get involved in and stated that in terms of the recommendations that came out of the Neighbourhood Challenge, one of the key recommendations was to set up the Selly Oak Jobs and Skills Panel, and as all were now better informed, this would go towards enhancing the jobs and skills action plan that was being written up.

It was noted that a further recommendation was for reliable and seamless travel options. There had been lots of discussions around connectivity across the district and city centre, and what had been highlighted, was the issue of travel awareness in job preparation, and the need for smarter travel and making it easier for people to use, rather than it being presented as a barrier.

It was noted the importance of the link into schools, and the need to get the dialogue going in order to prepare the children at an earlier age, as to the necessary training and qualifications they would require, in order that they would be able to take advantage of the opportunities, that were available in the future especially at the life science park

It was noted that when the local innovation fund came on stream, there would be the need to look at greater innovative ways on how it could assist the jobs and skills agenda. It was further noted the linking and thinking with adjoining districts that were dealing with similar issues, and the relationships that had built up between the city council and DWP, which helped enormously with direct interchange and with communication levels. Reference was made to the building of stronger links with employers in the big scale however there were some local employers that were demonstrating the sharing of best practice which related to the work at the Brandwood Centre and the pragmatic way of working with local people.

She concluded by stating that once all the information was completed, members would receive a copy which would be fed into the city-wide jobs and skills forum,

as well as forwarded to Executive Members, and other districts, and it was anticipated, that it would be most likely presented to the scrutiny committee that covered this particular area of work.

Councillor Huxtable referred to the local innovation fund and suggested that it would be helpful to have more detail of what the fund was in terms of finances, support, and how it would be administered by districts.

He further referred to the forging of links with adjoining districts, and although Northfield and Hall Green had been included believed Edgbaston was also included. He referred to the life sciences, the Queen Elizabeth Hospital and all the skills there, and the whole regeneration of south Edgbaston area which would seem a natural link and was why, it was agreed, that work would also take place with Edgbaston district. Further reference was made to the Smithfield development proposals and the metro link to the hospital, life sciences campus and University of Birmingham, which would play an important part for residents not just in Selly Oak district but neighbouring areas. Further reference was made to Camp Hill Chords as a strategic scheme within the district, which was essentially for HS2 connectivity package and could be considered perhaps the most significant part of the connectivity package that impacted on this district.

The Chairman agreed that Camp Hill Chords needed to be included.

Councillor Phillips commented that it was a really valuable piece of work that had been undertaken and highlighted that Roger Varley from DWP was beginning to make links with the local community centres in organising job fayres. She highlighted the improvements with partners with regard to local working, and added that it was a good list of recommendations to take into the jobs and skills panel and to continue to progress forward. She reiterated that the Camp Hill Chords should be identified.

The Chairman concluded by stating that they would be setting up the Jobs and Skills Panel in the new Municipal Year and the points raised would be included in this work.

UPDATE ON DISTRICT WORK PLAN

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Ms K Cheney referred to the work plan and confirmed that they were now moving towards the end of this Municipal Year and subsequently referred to some of the new responsibilities for district committees that had been agreed previously; which included the completion of a neighbourhood challenge and the development of new wards meetings which had since happened across the district, and also the development of a community plan. She stated that a planning meeting had taken place 2 weeks ago and an email had been sent to the 4 ward chairs inviting them to provide the top 5 priorities within the wards, for consideration over the next 2 years. It was expected that responses would be received by the end of May.

Ms K Cheney highlighted the need to review the housing panel with colleagues from Housing as to how it would be taken forward in the new Municipal Year. Reference was made to the Health and Wellbeing Partnership with the emphasis on district committees. It was noted that she had had very positive discussions with Public Health and that any associated work should be shared out between

the city council and partners. As this was going to be a priority of the district, a further meeting would be taking place with Public Health in the future.

Ms K Cheney concluded by thanking all who had assisted in the various areas of work.

**DRAFT ADDITIONAL HOUSE IN MULTIPLE OCCUPATION (HMO) LICENSING
– CONSULTATION ON PROPOSALS FOR SELLY OAK**

The following report of the Service Director Housing Transformation was submitted:-

(See document No. 7)

The Chairman referred to the report and the requirement for District Committee to reach a decision supporting the proposals progressing forward to a formal consultation.

Councillor Leddy welcomed the report and suggested that recommendations should be made to the Cabinet Member that it was piloted in the south side of the city in Selly Oak, and if found successful, the zone should be widened albeit that Selly Oak was the nucleus of Housing in Multiple Occupation (HMO), there were other areas in close proximity to the district in other wards that should also be given consideration, which was agreed and supported by Councillor Jones.

Councillor Khan also welcomed the additional licensing for HMO however raised concern as to whether the consultation had been taken up with local managing letting agents. He referred to the timescale of implementation and if this was within a short time, there could be a significant number of properties not licensed which could cause a shortage of properties and increase rental prices in the short term.

At this juncture, Mr P Hobbs – Service Head, Private Rented Services and Tenant Engagement was in attendance at the meeting.

He provided a brief background relating to the initial scoping exercise in terms of consultation, which had been outlined in the last report, and had included a 'Be Heard' consultation which was an on line service, whereby members of the public, landlords and businesses, could complete a questionnaire on the impact of the private rented sector in areas of the city.

It was noted that between May to the end of July 2015, 126 responses had been received with 73 originating from Selly Oak, with the majority of responses being positive in terms of there being an impact on the private rented sector, whereby they would like to see some form of additional licensing in principle. There had also been a number of additional consultations with a landlord forum and steering group whereby representations had been made where they were generally not in favour of licensing landlords themselves, and the National Landlord Association had met the Cabinet Member as part of this discussion, and it had been highlighted, that the local authority should be not using licensing as merely an income generation process, but used in tackling issues. Reference was made to other areas of the country whereby applying additional licensing for all houses in

multiple-occupancy had increased rents. When the group had met with the Cabinet Member as part of the discussion, a view put forward was that there needed to be a more robust enforcement process by the local authority in tackling those people that avoided being licensed. It was noted that some funding had been received from Government under the 'rogue landlord fund' in tackling 200 property inspections to see whether they required licensing, and it was highlighted, that generally resources were 'ring-fenced' and that the licensing fee was for the administration of the licence and not for a range of other services.

Mr P Hobbs stated that at this stage, it was believed that there was enough evidence certainly in Selly Oak Ward, where there was a significant number of properties ineffectively managed. If the decision was taken to go out to formal consultation, it would be for at least a minimum of 12 weeks and if necessary, could continue longer. It was expected, that there would be a number of views and part of the consultation would be to draw out the range of powers on how they were being used, and also how would licensing add any value in terms of improvements. It was highlighted that the National Landlord Association would prefer to see the wraparound services provided by partners in tackling these issues.

Councillor Huxtable referred to Stirchley within Bournville Ward which was adjacent to Selly Oak Ward and suggested that it should be included as there seemed to be a gathering trend in terms of HMO's due to several aspects, which included train links and less expensive accommodation. Further reference was made to Selly Oak Ward and to the changes relating to the new boundary commission proposals, and that not enough weight had been given to landlords, who were unable to fill their student accommodation and were therefore being used by ex-offenders.

The Chairman stated that although the issues came up repeatedly, it was assumed that at the moment it was difficult to evidence. She further stated that there needed to be a clear area to pilot at the moment, and if they came back with a wider area this would be all well and good, however, they needed to start somewhere where it had been evidenced most, at this time.

Mr P Hobbs confirmed that at present they did not have enough evidence in Stirchley however agreed to look into Stirchley, as a separate issue. He referred to the changes of demography and what was happening in other parts of the city, whereby the Police were concerned with the growth of hostels.

He referred to the nature of properties changing which had been mentioned at another district committee meeting, and the need to understand how the market was working. He highlighted that licensing was not a control mechanism for stopping what was happening across the city, however the legislation around licensing and the Government policies tended to prefer to see properties licensed and so when there was an application, the department were looking as far as possible to grant a licence. He stated that it was not a planning tool. He reiterated that he would be happy to carry out a walkabout in Stirchley, adding that there may be other powers or processes that could be used in the short term, in order to get a better understanding of what was happening in the area.

Councillor Huxtable welcomed the walkabout and subsequently requested that colleagues from the neighbourhood police team that had worked with them closely over the last few years be included.

The Chairman referred to the weakness when city tenants and social landlord tenants had been affected by rogue landlords and their cowboy builders and had not been adequately defended. Although, aware of a piece of work that had been undertaken between the Neighbourhood Forums in Bournbrook and Stirchley, increasing tenants' awareness of issues such as the 'party wall act', traditionally Housing had been unaware of the implications when tenants had been presented with these types of issues and there had been nobody to take action on their behalf.

The Chairman reiterated that it would be a good idea, if Mr Hobbs investigated Stirchley, as there were a number of residents concerned of the shifting pattern of tenancy, adding that a great deal of work had gone on there with residents and neighbourhood policing teams, and it would be good to see that it continued.

Upon further consideration, it was:-

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RESOLVED

That Selly Oak District Committee supported the proposals going forward to formal consultation.

FEEDBACK FROM SELLY OAK WARDS: BILLESLEY, BOURNVILLE, BRANDWOOD AND SELLY OAK

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Ms K Cheney referred to the work that had taken place in Druids Heath through the connective communities and that part of the work was reaching a conclusion which in total had been very positive.

She reported that yesterday evening there had been the first outreach session from the Birmingham Repertory Theatre where it had taken place at Stirchley Baths. Both the audience and the theatre were supportive of the idea of using local spaces and amenities and were looking to develop it further.

There was to be a new scheme 'pilot nights' introduced in May 2016 as part of the 'Artsoak festival' which would also be based at Stirchley Baths.

With regard to the cycling revolution, there was to be a new bike hub developed in the district at the swimming baths to cover the park area which should be taking place in April/May 2016, which would provide more connectivity across the south with members of staff being connected in the area.

She stated that District Services were continuing to be re-organised and at present, they were awaiting the new structure which would come through the first district meeting in the new municipal year. It was reported that Ifor Jones, Director of District Services was leaving shortly and also several colleagues that had worked in Selly Oak District and subsequently wished them well in their future endeavours.

Selly Oak District Committee – 17 March 2016

Reference was made to the Bournville Book Festival where there were a number of exciting events going on not only in Bournville but also in Selly Oak in terms of workshops.

Councillor Phillips reported on the UK Green Buildings Summit Conference that had taken place in Druids Heath which had proved to be an excellent event. She stated that there had been 'walkabouts' with lots of energy experts and architects and discussions had taken place regarding the tower blocks, which were deemed to be unsuitable for purpose and it was therefore hoped that there would be some movement in this area.

Councillor Barnett thanked the committee for her reinstatement as the district Corporate Parenting Champion. She stated that the topic was very close to her heart and subsequently referred to the virtual school aware ceremony for key stage 2 that she had attended last week at the Aston Villa Club. She stated that it was a wonderful event to see local children that attended the virtual school celebrating their achievements with their teachers and carers. She concluded by encouraging members as corporate parents to embrace the role and to undertake Section 44 visits when they could.

OTHER URGENT BUSINESS (REPORTS BY OFFICERS)

344 No urgent business was raised.

AUTHORITY TO CHAIRPERSON AND OFFICERS

345 **RESOLVED:-**

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

The meeting ended at 1208 hours.

CHAIRPERSON

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

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.

Selly Oak District

Performance Narrative Quarter 4 2015 / 2016

Anti Social Behaviour	Managed by Jonathan Antill (Acting Senior Service Manager) <ul style="list-style-type: none">• The ASB teams received 182 new cases during the Quarter. This is 14.5% of all new cases received by the City in the quarter• The Teams closed 167 cases with 98.8% of these being successfully closed.• The ASB initial contact performance during this quarter is 95% of cases being contacted within the Service standard. This is in line with the service standard however Staff are investigating ways to improve the service.• As at 1/6/2016 the two local teams were working on 58 ASB cases of these, 4 are Cat A cases.• On The 1/6/2016 The Billesley ward had 29.3% (17 cases); Bournville ward 17.2% (10 cases), Brandwood ward 46.6% (27 cases) and Selly Oak ward 6.9% (4 cases) of the ASB cases open.												
Estates and Tenancy Management	Managed by Jonathan Antill (Acting Senior Service Manager) <p>The Selly Oak District has 6133 local authority Housing Properties.</p> <table><tr><td>Billesley ward</td><td>2375</td><td>tenancies</td></tr><tr><td>Bournville ward</td><td>857</td><td>“</td></tr><tr><td>Brandwood ward</td><td>2511</td><td>“</td></tr><tr><td>Selly Oak ward</td><td>390</td><td>“</td></tr></table> <p>The District has 27 high rise blocks managed by the local Housing teams.</p> <p>The city target for cleaning of high rise blocks is for 100% of them to achieve a 'satisfactory' score rating of 45 points and above with 72% of them expected to achieve a 'good' score rating of 60 points or above.</p> <p>In the quarter 98% of our high rise blocks achieved a ‘good’ rating or higher.</p> <p>Low Rise Blocks</p>	Billesley ward	2375	tenancies	Bournville ward	857	“	Brandwood ward	2511	“	Selly Oak ward	390	“
Billesley ward	2375	tenancies											
Bournville ward	857	“											
Brandwood ward	2511	“											
Selly Oak ward	390	“											

	<p>Within the constituency currently 106 low rise blocks are covered by either neighbourhood caretaking schemes or external contract cleaners.</p> <p>For the quarter the Selly Oak District achieved, 100% of the blocks audited were found to be cleaned to a satisfactory standard or better. This is above the City Target of 99%</p> <p>Lodgers in Occupation also known as Unlawful Occupiers</p> <p>At the end of the quarter Selly Oak District had 18 open cases over 12 weeks. This is an increase from the previous quarter by 5. These cases are complex and often require us to take court possession action. Dealing with cases of this nature, including waiting for court hearing dates will take cases beyond 12 weeks.</p> <p>Unlawful Occupiers left in occupation are required to pay a use and occupation charge whilst their application is being determined.</p> <p>Introductory Tenancies</p> <p>At the end of the quarter the Selly Oak District had 5.6% of its Introductory tenancies over 12 months old. This is well within the City target of 8%.</p> <p>Condition of Estates- Average of Bi-annual estate assessment scores.</p> <p>Selly Oak District was assessed at 30.9 points. This puts its estates into the “Excellent” range of scores but is a slight drop from the previous Quarter.</p>
<p>Voids and Lettings</p>	<p>Voids and Lettings is managed by Guy Chaundy (Senior Service Manager)</p> <p>For the Quarter the average day’s turnaround to re-let all properties in the Selly Oak District was 28.4 days. This is better than the City Target of 30 days but 3 days longer than the previous Quarter</p> <p>Average days void turnaround sheltered properties only is 57.5 days. Please note that this figure can widely fluctuate due to the performance only being measured when a property is let.</p> <p>The average time taken to repair empty property by the</p>

	<p>Repairs provider Willmott Dixon South was 13.1 days per void. The performance is within the City target of 17 days and is the best performance in the City.</p> <p>The % of properties advertised and re-let 1st time is nearly the same as last quarter and currently stands at 78.7% let first time. This is better than the 75% City Target.</p> <p>Customer satisfaction with the letting Staff was 100% as was their satisfaction with their new home.</p> <p>As a snap shot the Selly Oak District had 7 Sheltered Housing Void properties at the end of the Quarter.</p>
Achievements – Quarter 4	These will be verbally presented during the meeting

Housing Transformation Board Performance Report

Quarter 4 2015-16

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

Contents

RAG status
(based on Q4 data unless stated)

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

Landlord Services

Antisocial Behaviour (Tracey Radford)

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

Estates and Tenancy Management (Tracey Radford)

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

Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties	Green	39
Average days void turnaround - all voids	Green	40
Average days void turnaround - void sheltered properties only	No Target	41
Average calendar days to repair a void property	Amber	42
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Red	43
Percentage of void properties let first time	Green	44
Customer satisfaction with letting staff	Green	45
Customer satisfaction with new home	No Target	46

Services for Older People (Carol Dawson)

Number of new void sheltered properties	No Target	47
Number of current void properties - sheltered only	No Target	48
Percentage of support plans completed in 4 weeks	Green	49
Percentage of Careline calls answered within 60 seconds	Green	50

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled	No Target	51
Average time taken to answer calls (in seconds)	Green	52
Percentage of calls answered	Green	53

Asset Management and Maintenance (John Jamieson)

Repairs:

- Percentage of Right To Repair jobs completed on time
- Percentage of appointments kept
- We will respond to emergency repairs in two hours
- We will resolve routine repairs within 30 days

Amber	54
Amber	55
Red	56
Red	57

Bham Promise
Bham Promise

Gas:

- Percentage of gas servicing completed against period profile
- Percentage of gas repairs completed within 7 days

Green	58
Red	59

Customer Satisfaction:

- Customer satisfaction with repairs

Amber	60
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Independent Living:

- Number of households assisted by independent living
- Number of Wise Move completions

Red	61
No Target	62

Capital Works (Martin Tolley)

Capital Works:

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

63

Red

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

64

Red

Percentage of customers satisfied with contractor performance

65

Amber

Percentage of customers satisfied with the quality of their home improvement

66

Green

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

67

Red

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

68

TBC

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:

Percentage of Houses in Multiple Occupation licences issued

71

No Target

Percentage of Licenced and unlicensed Houses in Multiple Occupation inspected

72

No Target

Private Tenancy Unit:

Percentage of Private Tenancy Unit - Requests for assistance

73

No Target

Percentage of Private Tenancy Unit - Cases assisted through advice

74

No Target

Percentage of Private Tenancy Unit - Cases assisted through intervention

75

No Target

Empty Properties:

Percentage of Empty properties brought back into use

76

Green

CBP

Housing Development (Clive Skidmore)

Percentage of Number of affordable homes provided

77

Green

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.

Version 3.0
10/06/2016

Homeless Service/Allocations (Jim Crawshaw)

Measure:

Number of households in B&B

Page: 20

Target

40

Performance:

135

Commentary provided by:

Jim Crawshaw

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

Page 38 of 134

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.

Page

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..

Page

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.

Page 41 of 44

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.

Page 43

Private Sector Housing (Pete Hobbs)

Measure:

Empty properties brought back into use

Page: 76

Target

75

Performance:

36

Commentary provided by:

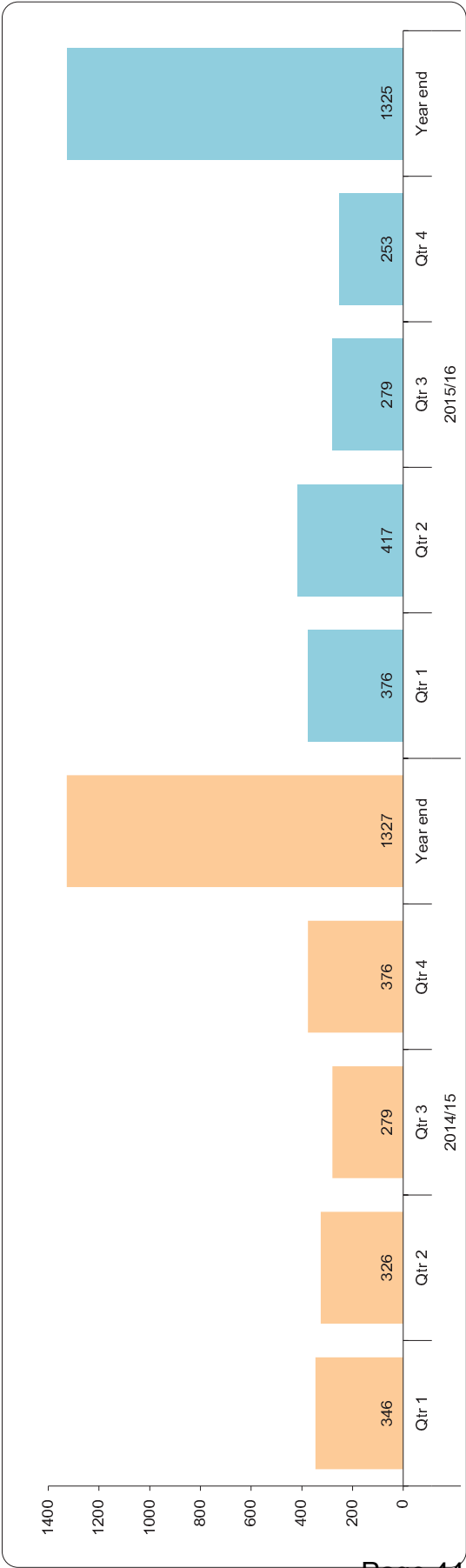
Pete Hobbs

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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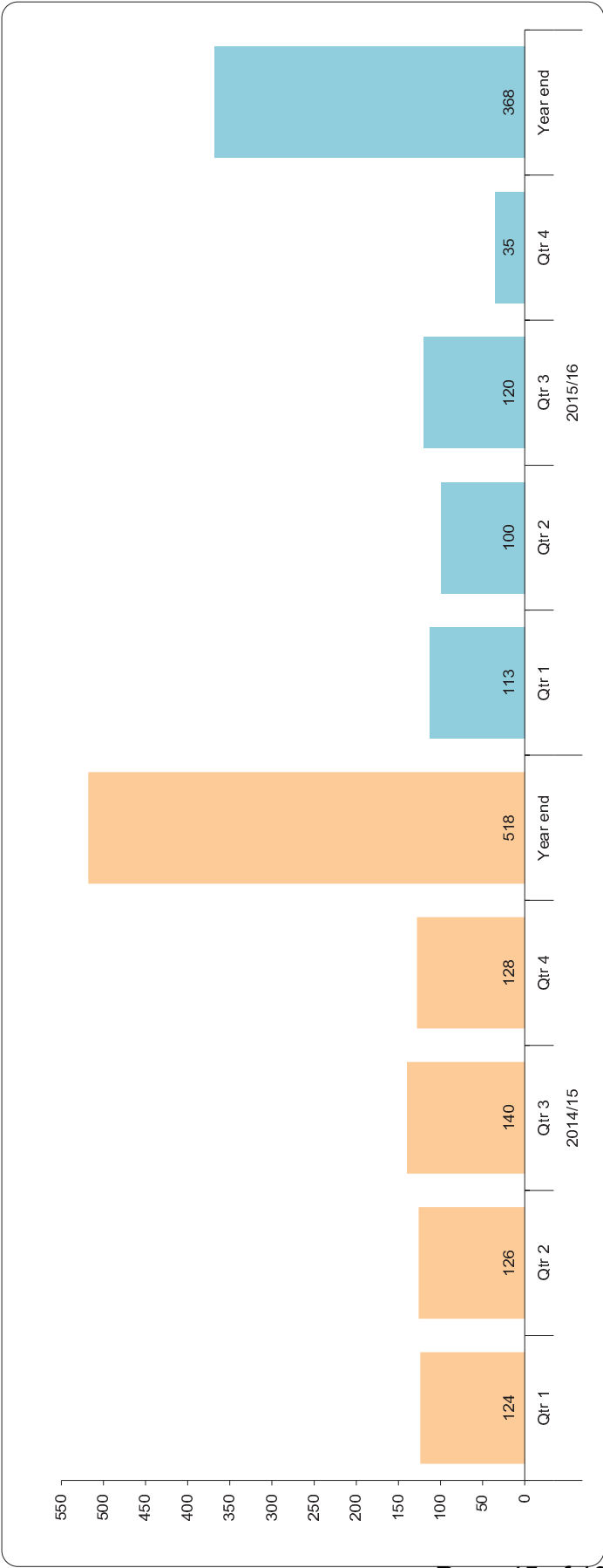
Version 3.0 10/06/2016

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Number of Right To Buy applications received	346	326	279	376	1327	376	417	279	253	1325
Number of Right To Buy applications received Quarter 4 2015-16	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
	29	17	20	40	44	28	14	21	5	35

RB01

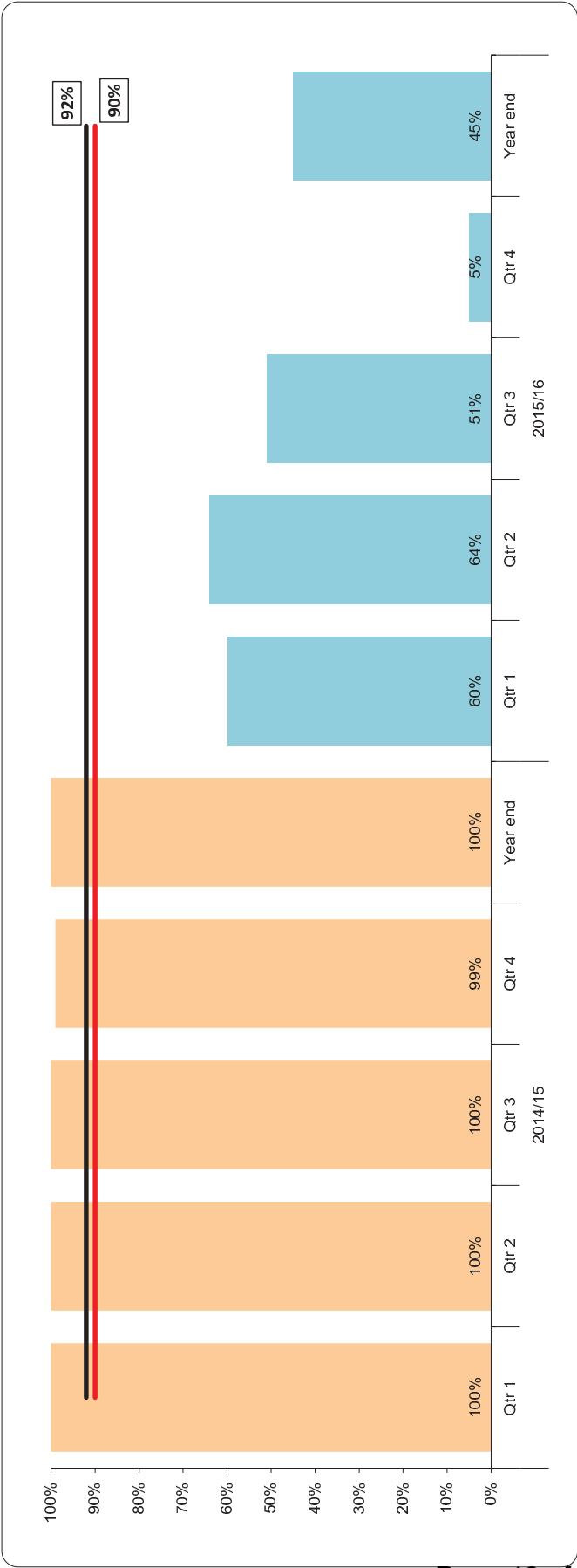
RAG Status	No Target
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Number of properties sold under Right To Buy



	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

Right to Buy compliance to statutory timescales



Bigger is better

Right to Buy compliance to statutory timescales	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%	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%

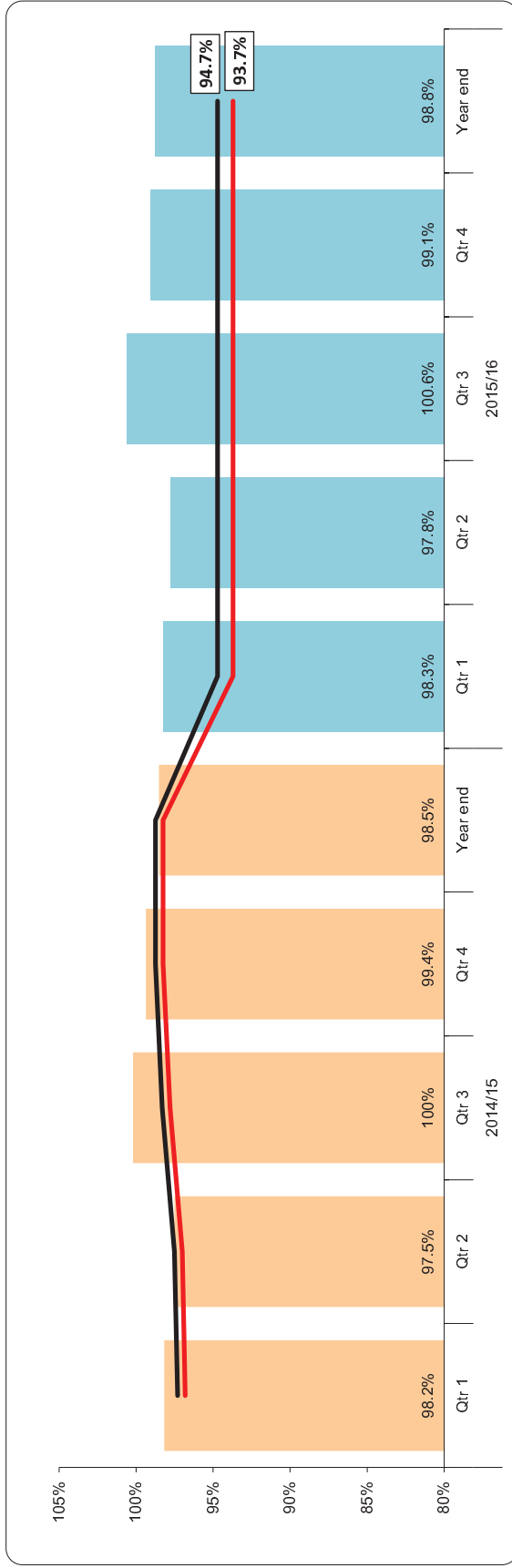
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	7%	2%	5%	5%	4%	13%	3%	2%	0%	6%

Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

Green



Bigger is better

Percentage of rent collected	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	98.2%	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%

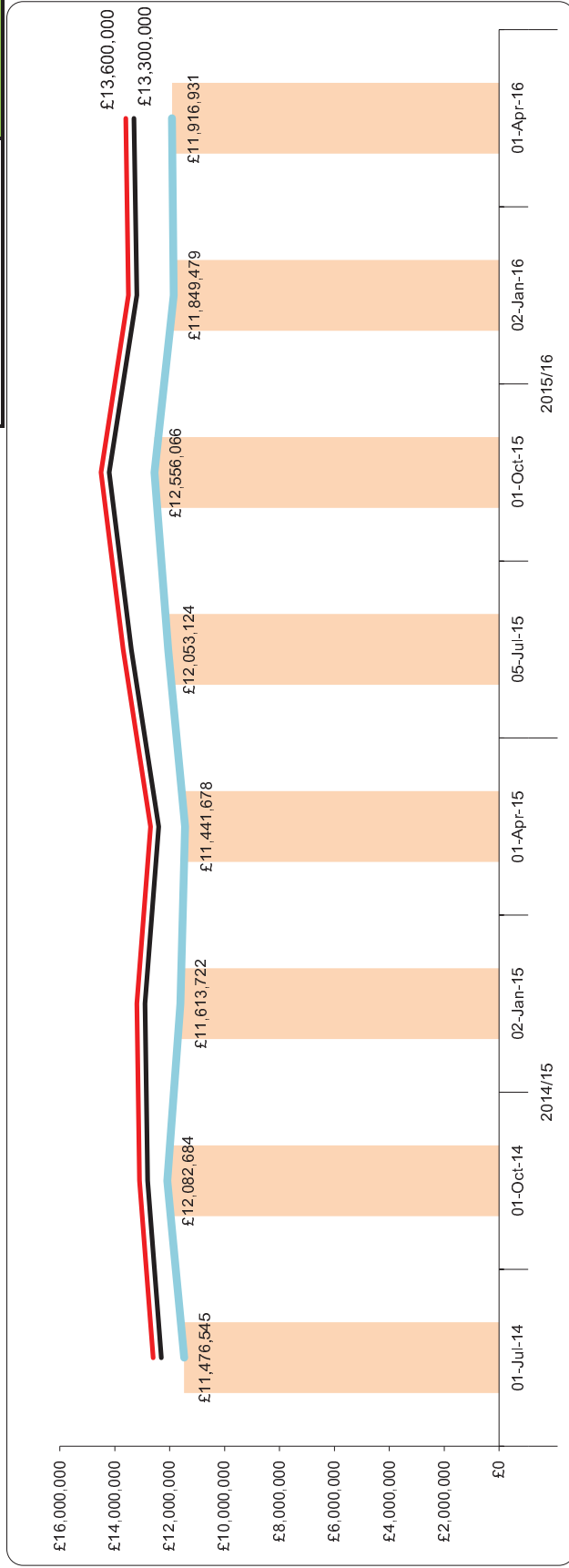
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	99.36%	98.74%	98.44%	98.60%	100.22%	98.36%	99.35%	98.44%	96.97%	100.01%

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
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
Target	£ 12,300,000	£ 12,800,000	£ 12,900,000	£ 12,400,000	£ 13,400,000	£ 14,200,000
Standard	£ 12,600,000	£ 13,100,000	£ 13,200,000	£ 12,700,000	£ 13,700,000	£ 14,500,000

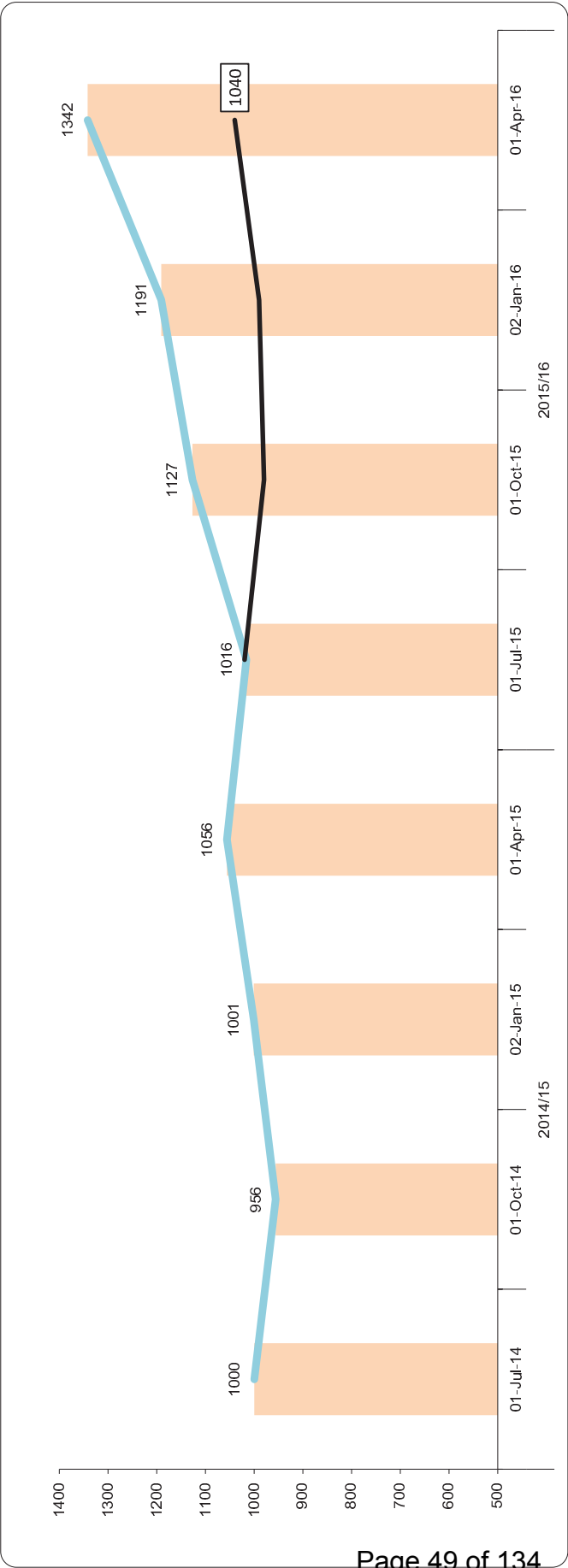
Citywide rent arrears figure includes £111,784 arrears from Bloomsbury TMO not included in district breakdown below.

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

Number of households in Temporary Accommodation - Snapshot figure

RAG Status
Red

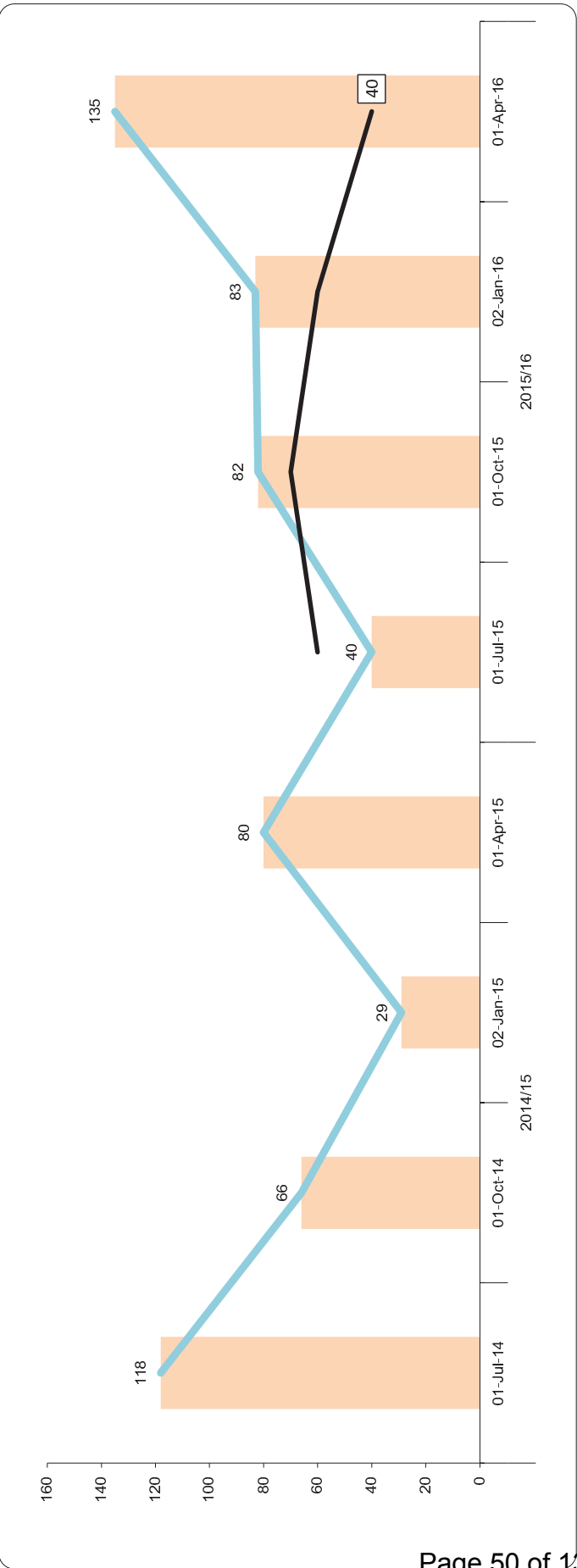


Smaller is better

	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



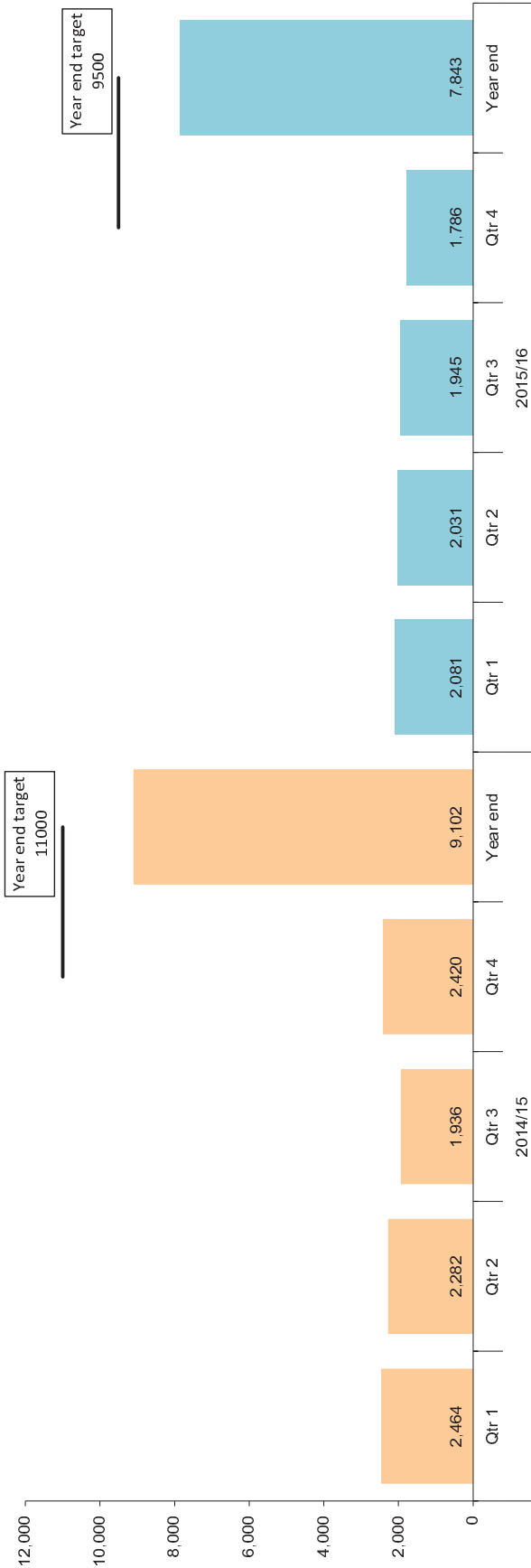
Smaller is better

		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						70	60	40	

Number of homeless preventions

RAG Status

Red

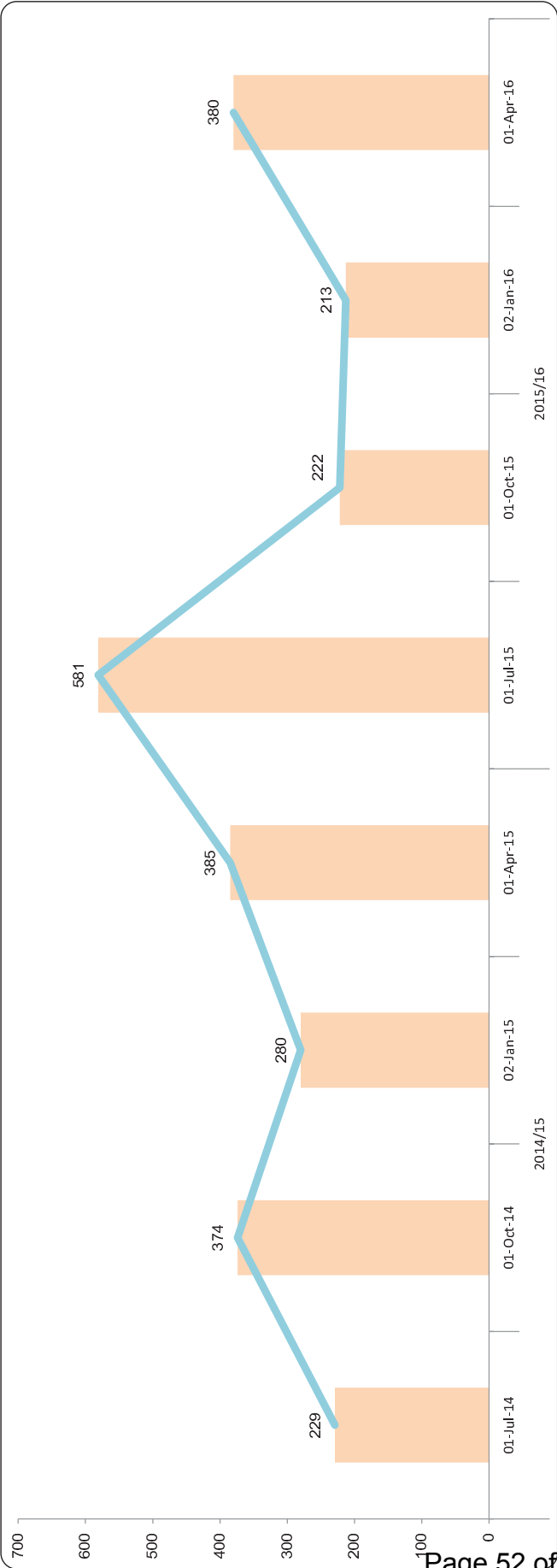


Bigger is better

	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Number of homeless preventions	2,464	2,282	1,936	2,420	2,081	2,031	1,945	1,786
Year end target								

SP03

Number of health and housing assessments currently outstanding - Snapshot figure

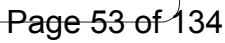


Smaller is better

	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

SF04

RAG Status	No Target
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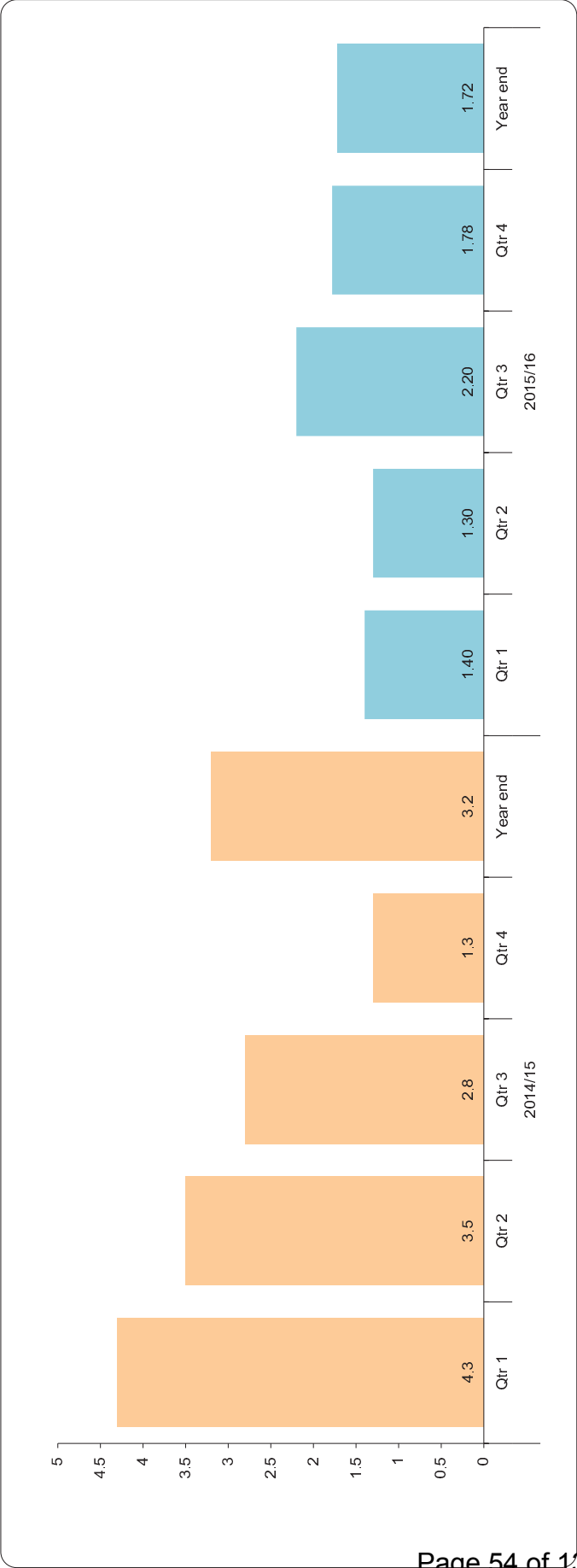


	2014/15				2015/16			
Housing need category	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
General needs	15,952	15,475	15,197	13,921	13,180	13,278	13,067	12491
Transfer	8,314	11,820	8,011	6,365	6,097	5,878	5,898	5265
Homeless	2,278	2,366	2,202	2,228	2,228	2,446	2,705	2619

23 of 77

Average number of weeks families in B&B

RAG Status	No Target
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Smaller is better

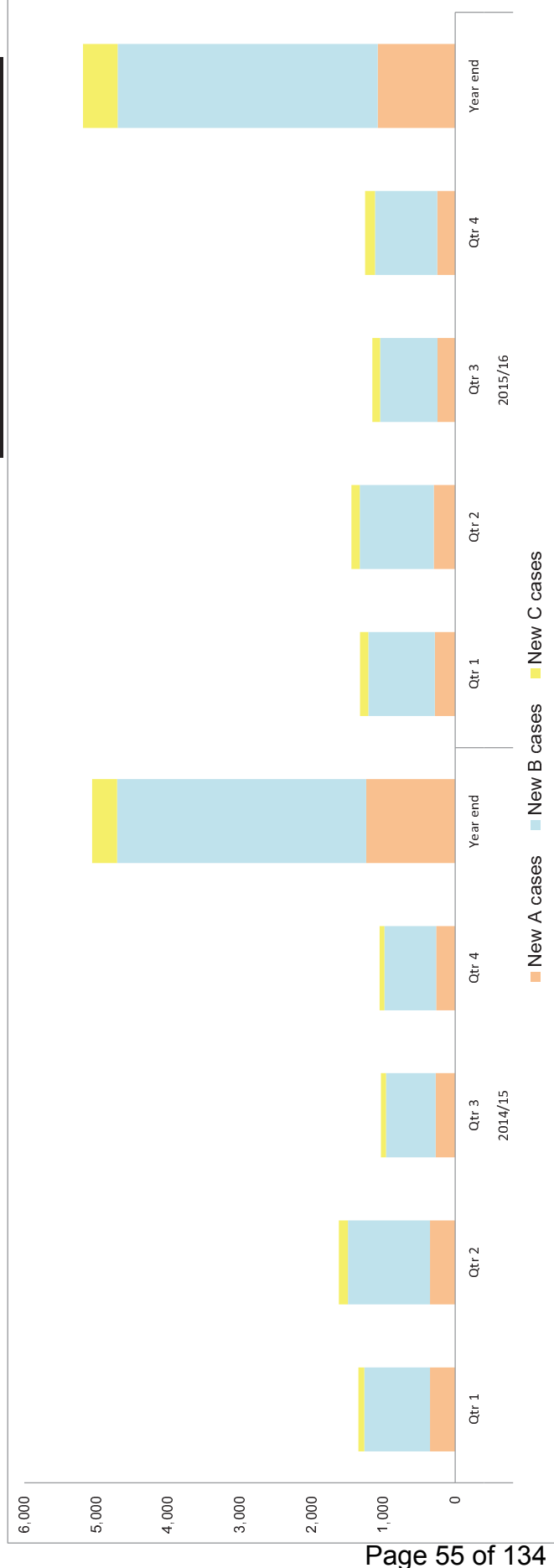
Average number of weeks families in B&B	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	4.3	3.5	2.8	1.3	3.2	1.40	1.30	2.20	1.78	1.72

SF08

Antisocial Behaviour (Tracey Radford)

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

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
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

continued on next page...

ASB01

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

Category A – Very Serious

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

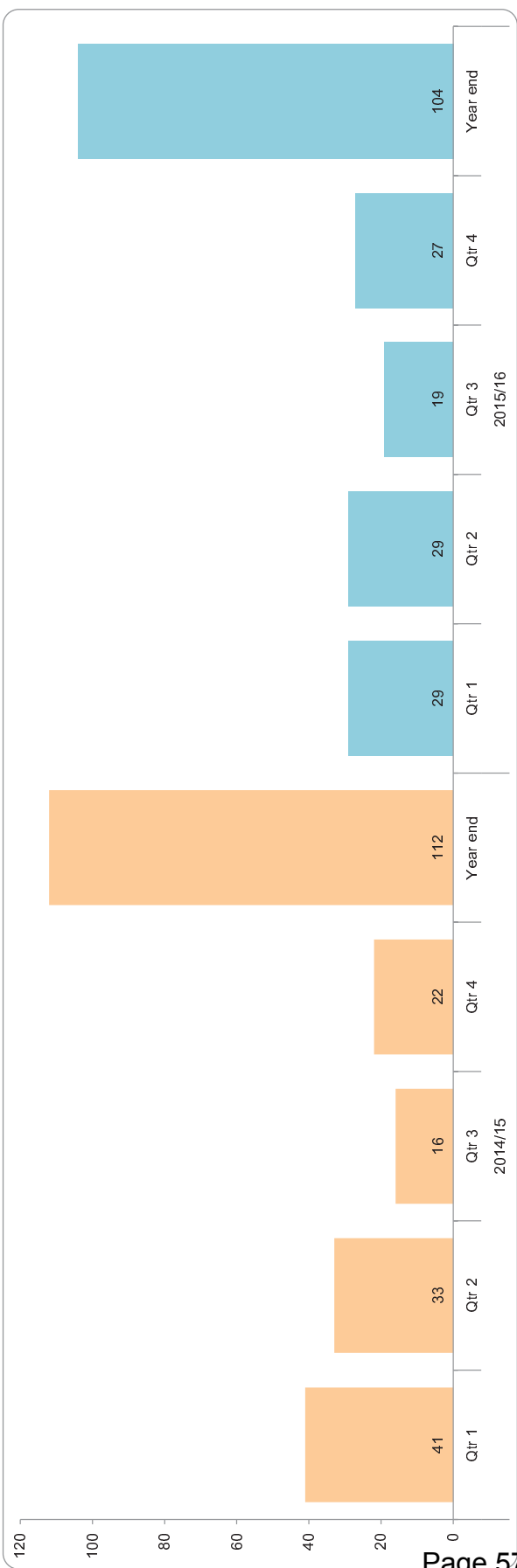
Category B - Serious

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

Category C - Minor

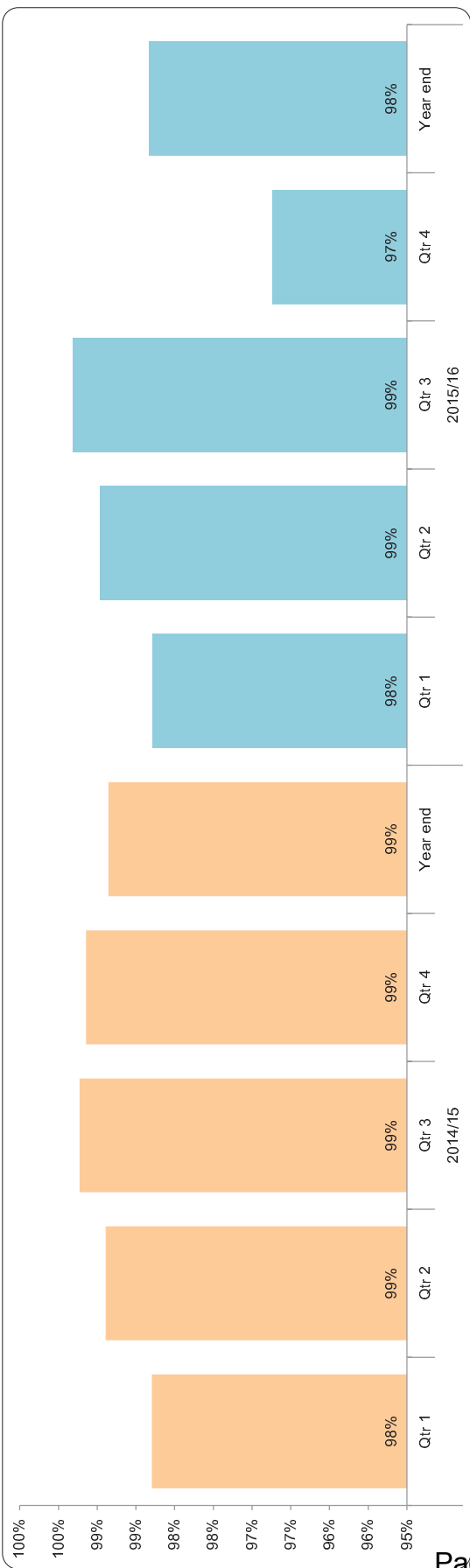
This category includes: Pets or animal nuisance, misuse of a public/communal space, loitering, fly tipping, nuisance from vehicles, domestic noise, and neighbour dispute.

Number of new hate crime cases



	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	Hal Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
	Quarter 4 2015-16	4	9	0	4	0	3	2	1	4

Percentage of cases responded to on time



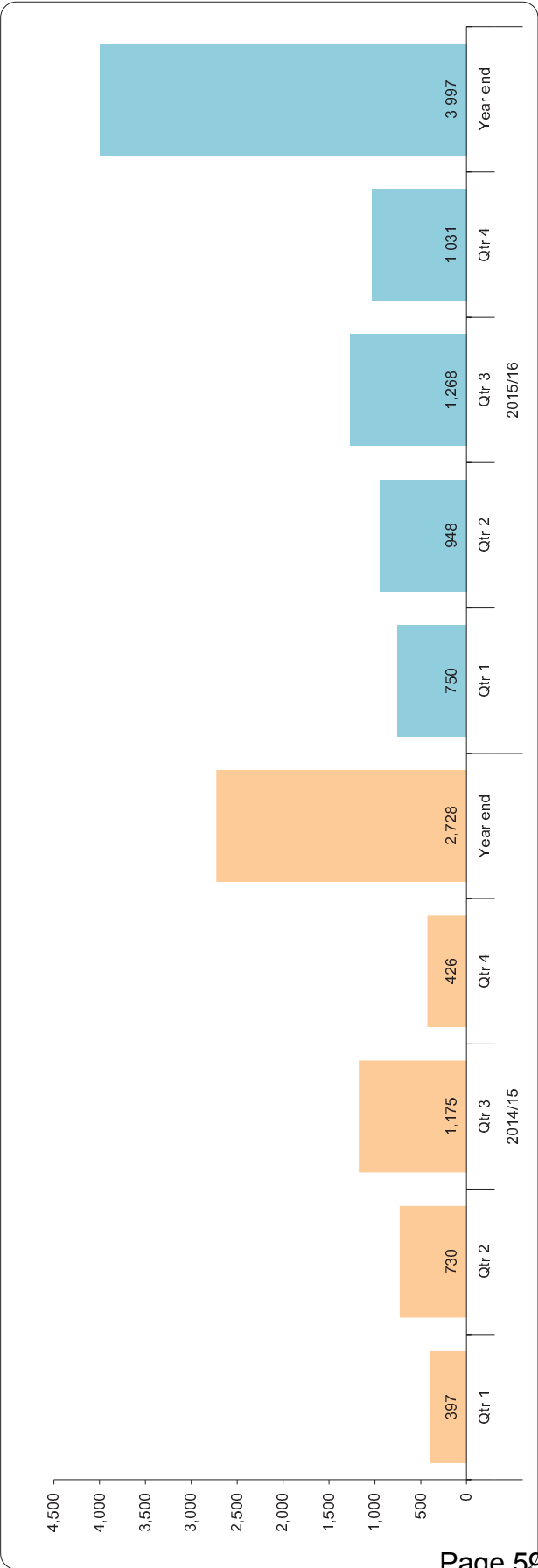
Bigger is better

	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	Hal 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



	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

Percentage of ASB cases closed successfully



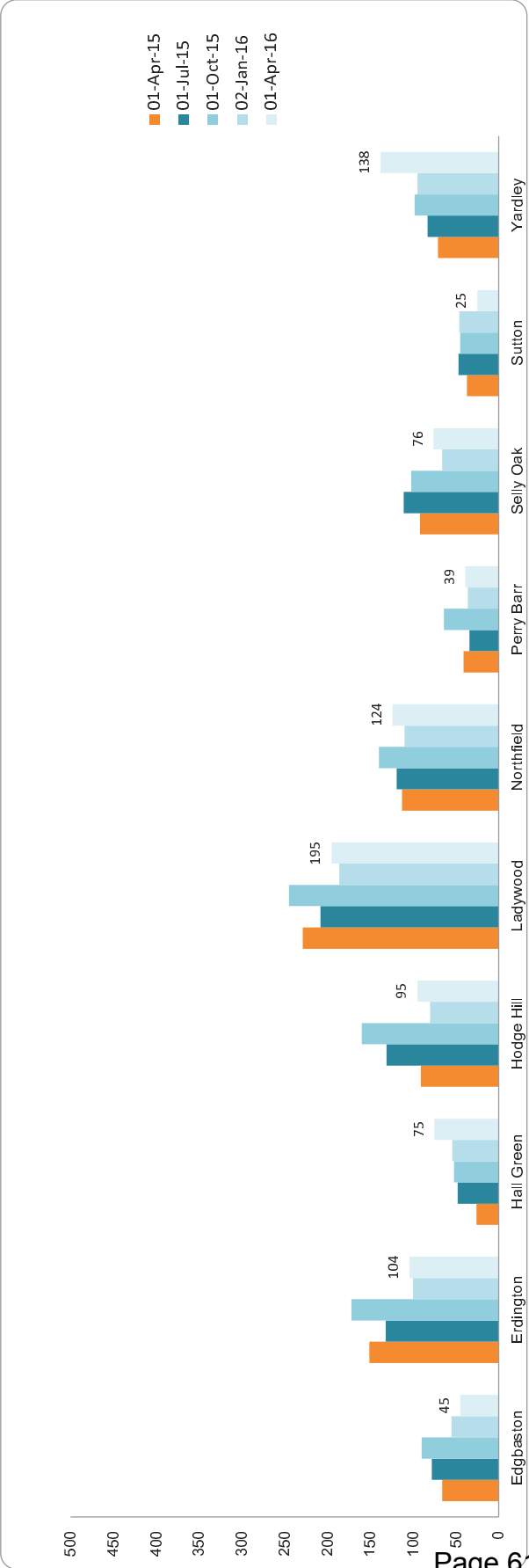
Bigger is better

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

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



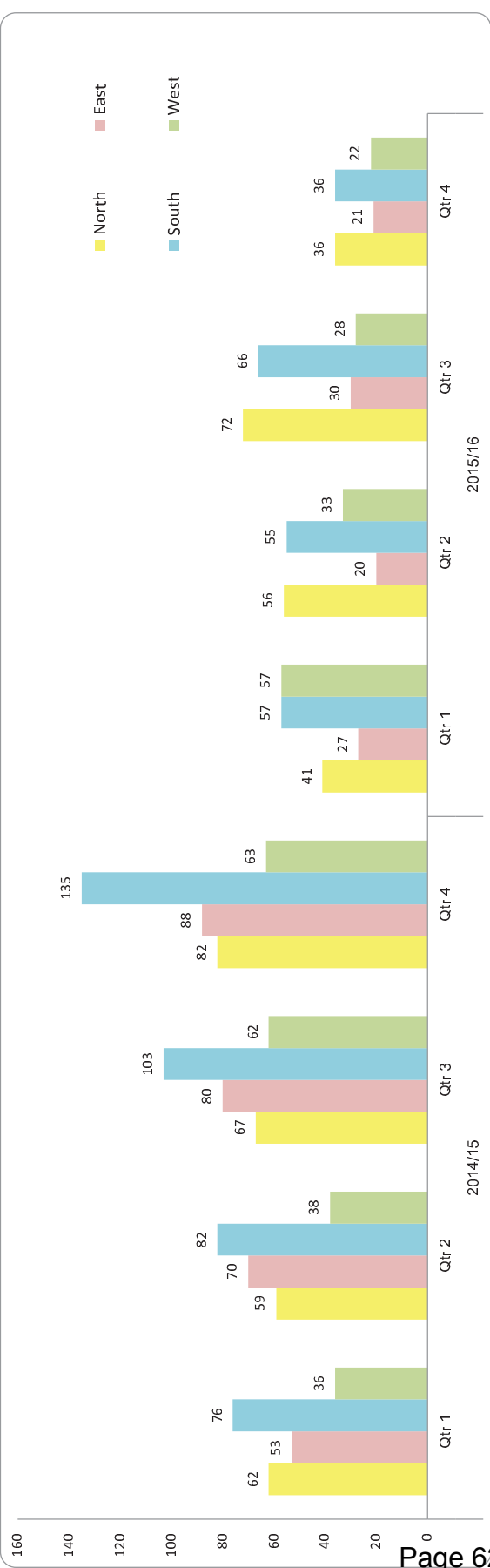
number of current ASB Cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
01-Apr-15	66	151	26	91	229	113	41	92	37	71	917
01-Jul-15	78	132	48	131	208	119	34	111	47	83	991
01-Oct-15	90	172	52	160	245	140	64	102	45	98	1168
02-Jan-16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



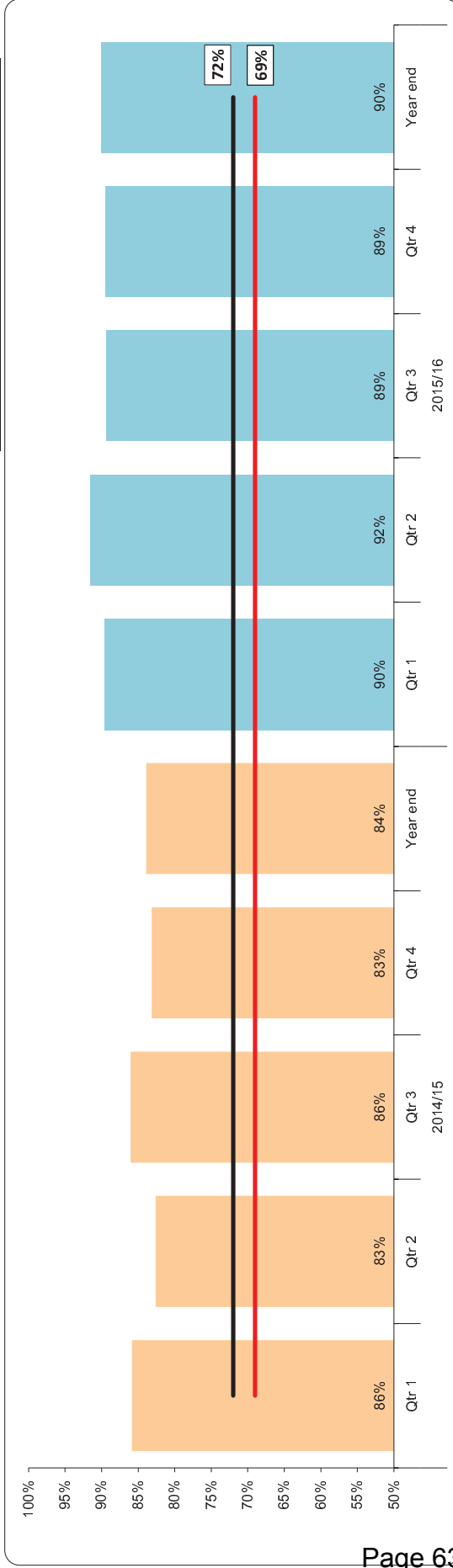
Quadrant	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	62	59	67	82	41	56	72	36
East	53	70	80	88	27	20	30	21
South	76	82	103	135	57	55	66	36
West	36	38	62	63	57	33	28	22

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

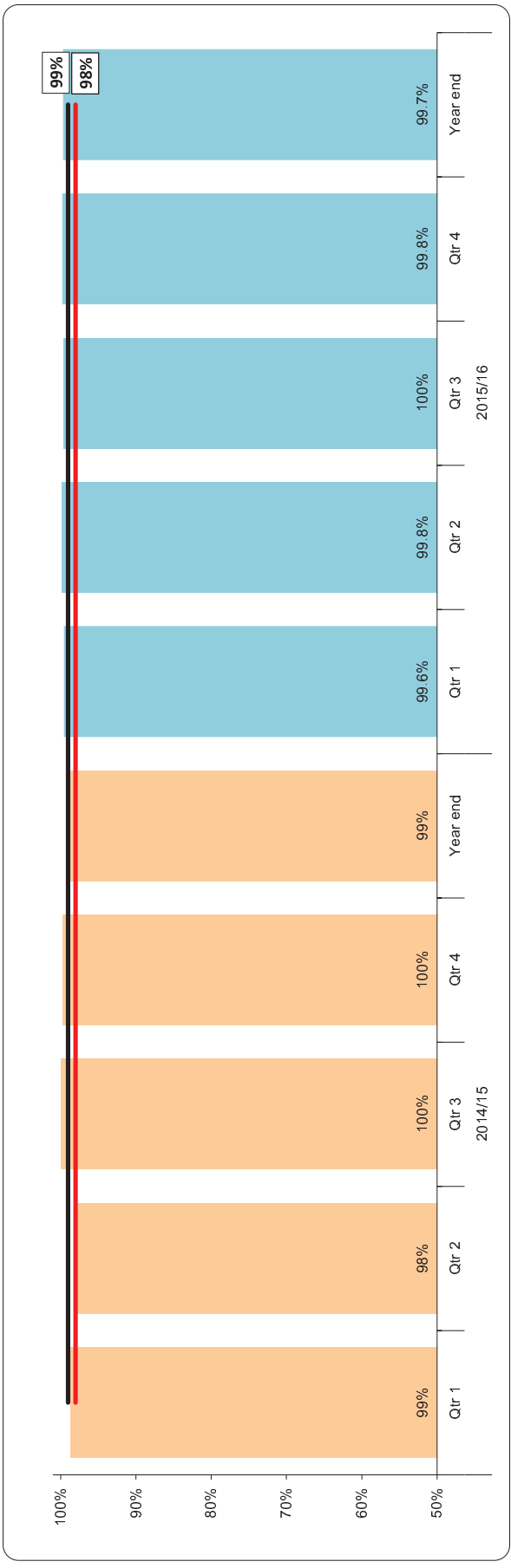
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of high-rise blocks rated good or better	86%	83%	86%	83%	84%	90%	92%	89%	89%	90%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%
Percentage of high-rise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

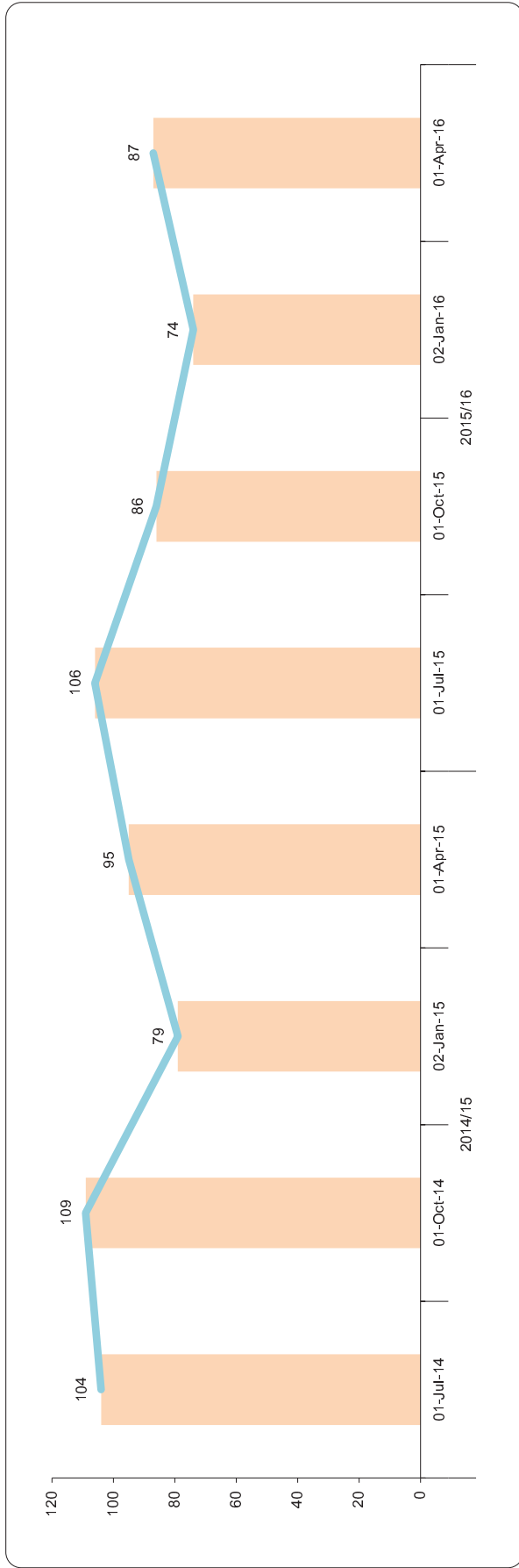
134

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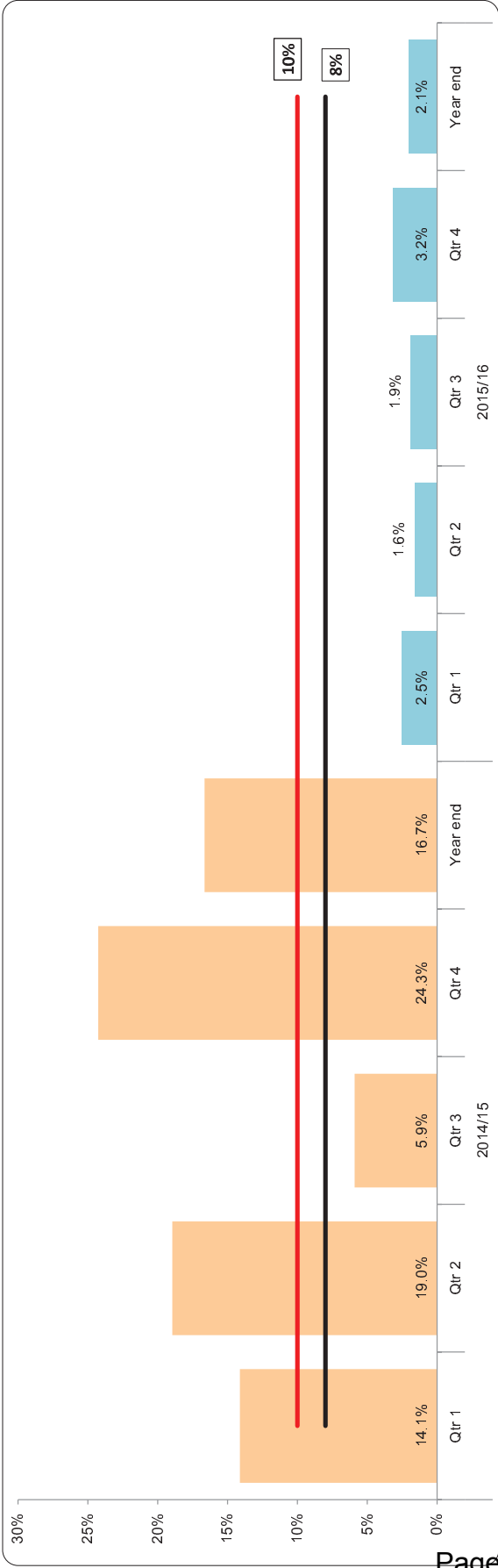
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	104	109	79	95	106	86	74	87

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

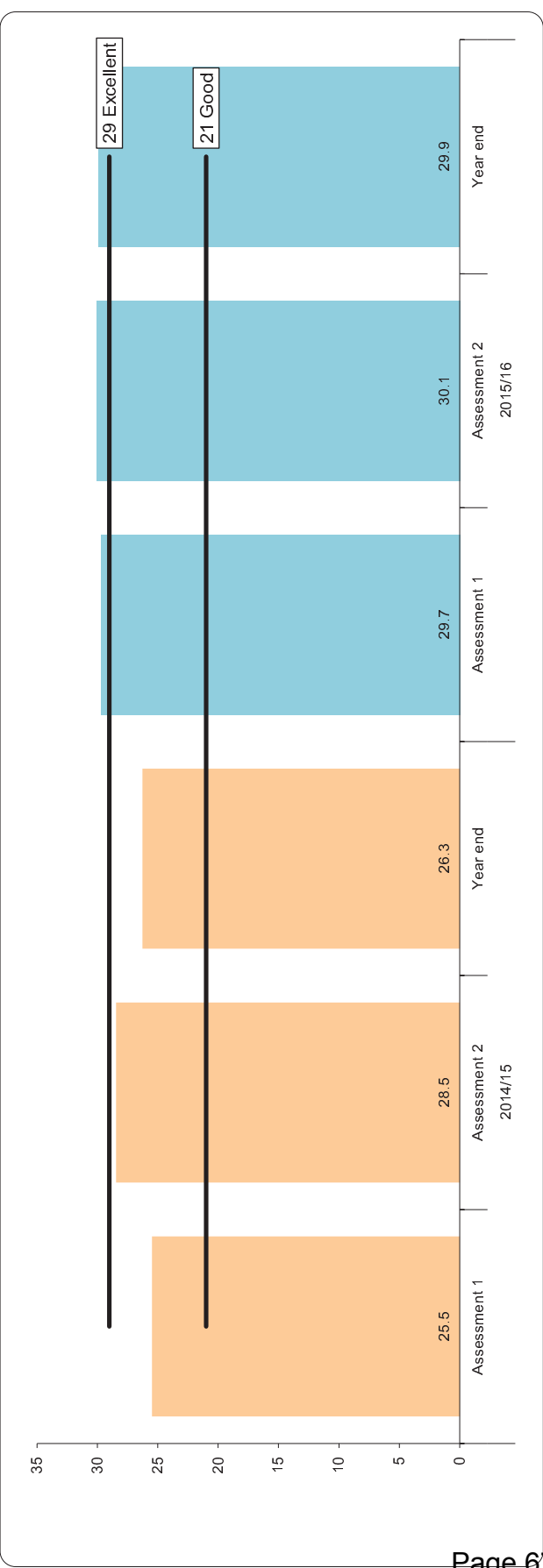
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Percentage of introductory tenancies over 12 months old, not made secure	14.1%	19.0%	5.9%	24.3%	16.7%	2.5%	1.6%	1.9%	3.2%	2.1%
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

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
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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

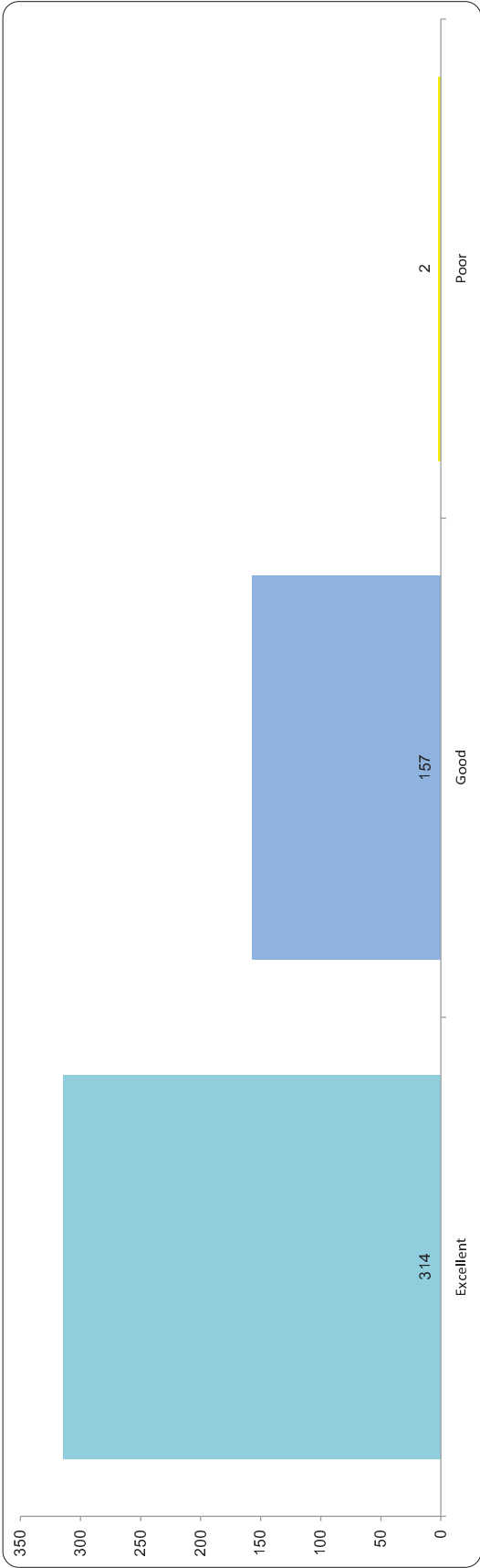
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	28.8	31.7	30.4	30.1	26.3	28.2	26.8	30.9	33.5	33.0

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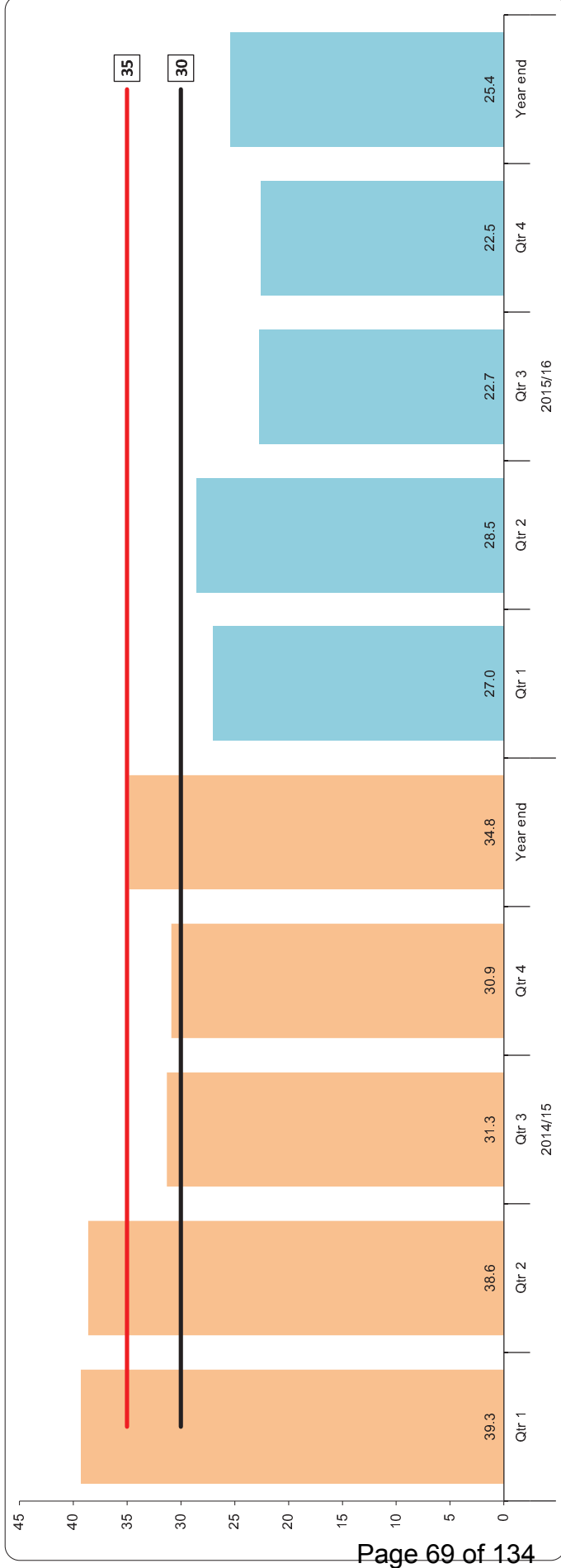
2015/16	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	314	157	2

ETM06

Voids and Lettings (Gary Nicholls)

Average days void turnaround - excluding void sheltered properties

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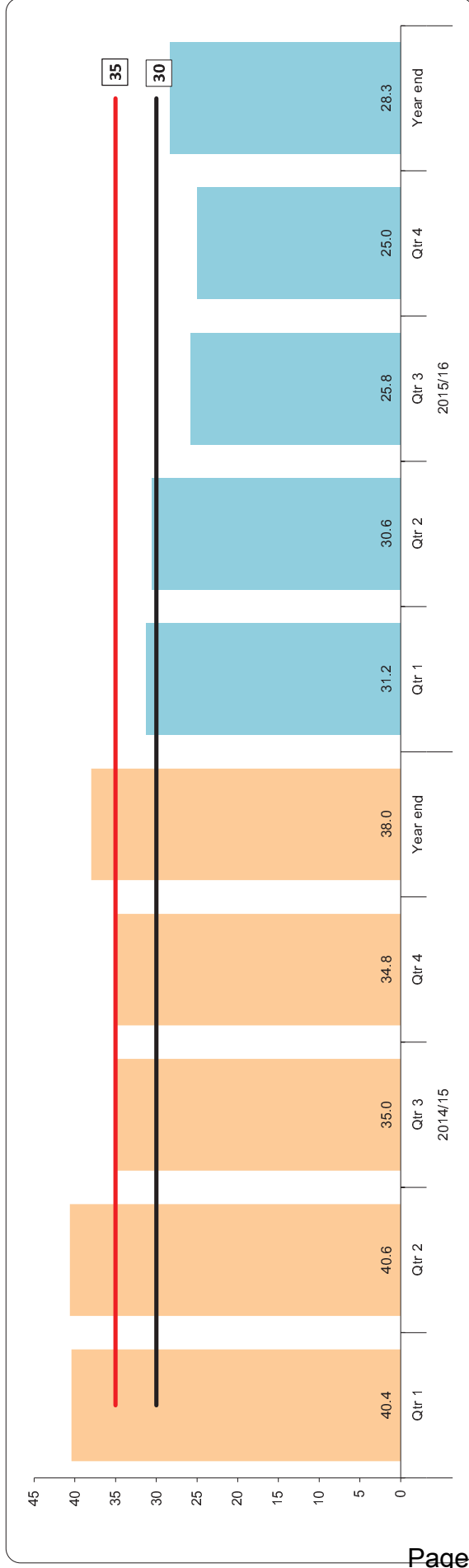
	2014/15				2015/16					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Average days void turnaround - excluding void sheltered properties	39.3	38.6	31.3	30.9	34.8	27.0	28.5	22.7	22.5	25.4
Target	30	30	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35	35	35
Average days void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

VL02

Average days void turnaround - all voids

RAG Status **Green**



Smaller is better

134

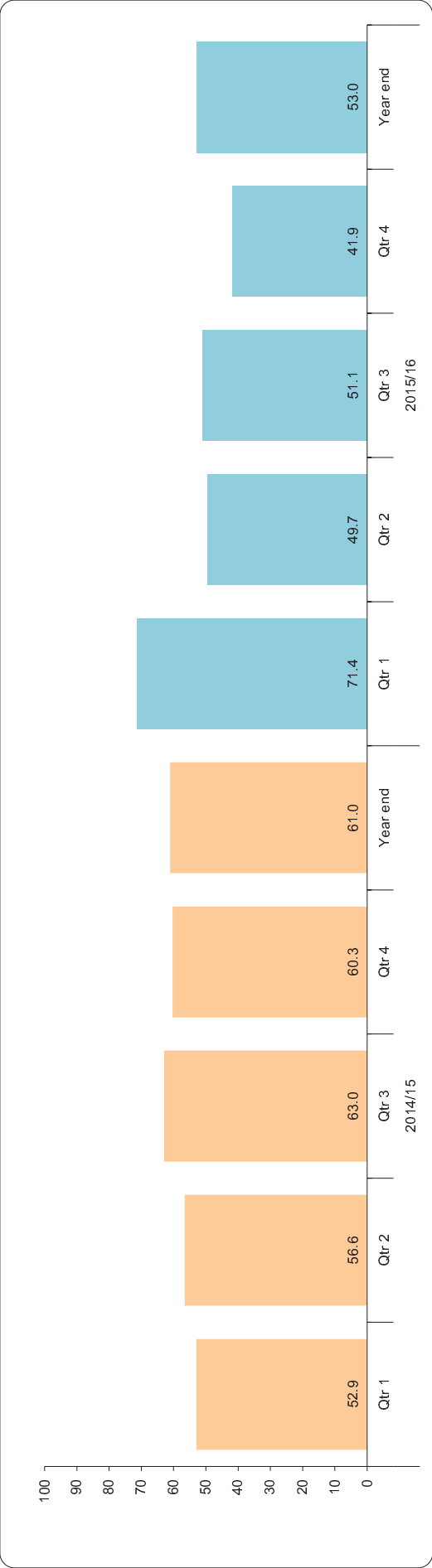
		2014/15				2015/16					
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Average days void turnaround - all voids		40.4	40.6	35.0	34.8	38.0	31.2	30.6	25.8	25.0	28.3
	Target	30	30	30	30	30	30	30	30	30	30
	Standard	35	35	35	35	35	35	35	35	35	35
Average days void turnaround - all voids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

Average days void turnaround - void sheltered properties only

RAG Status

No Target



Smaller is better

Average days void turnaround - void sheltered properties only	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	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	29.4	57.5	34.5	31.7

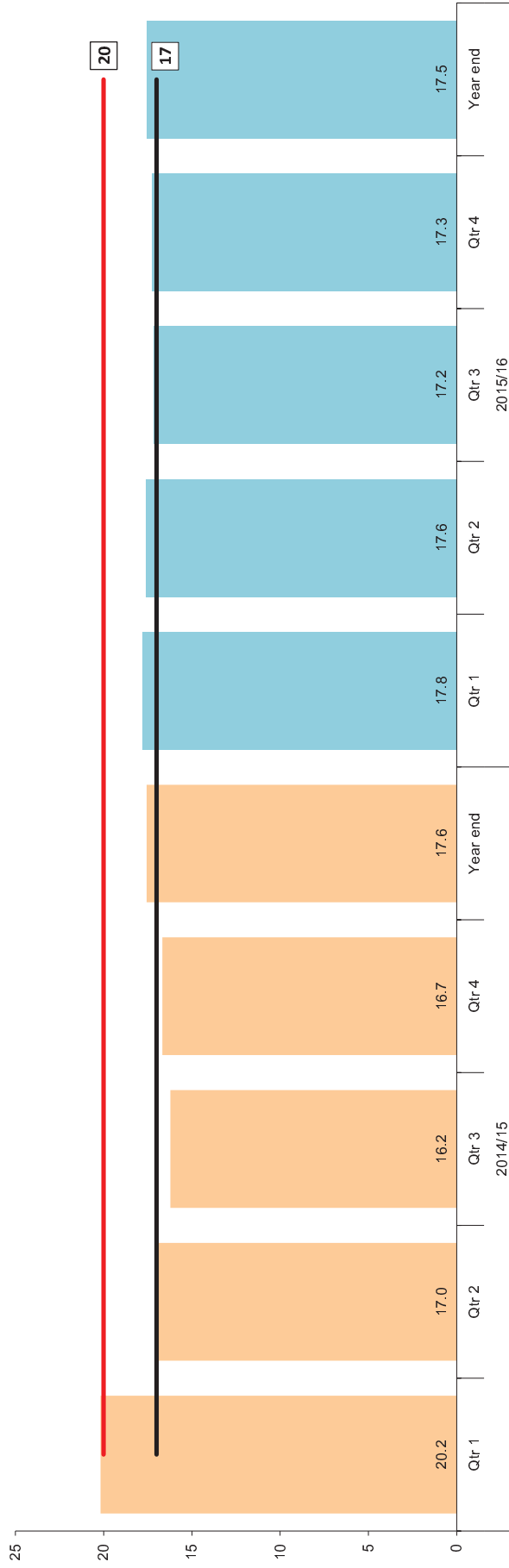
Ladywood's high figure is due to the relet of 2 sheltered accommodation voids, of which one is a long term void.
Definition: From date property becomes void to date it has a tenancy start date. All current sheltered voids only

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

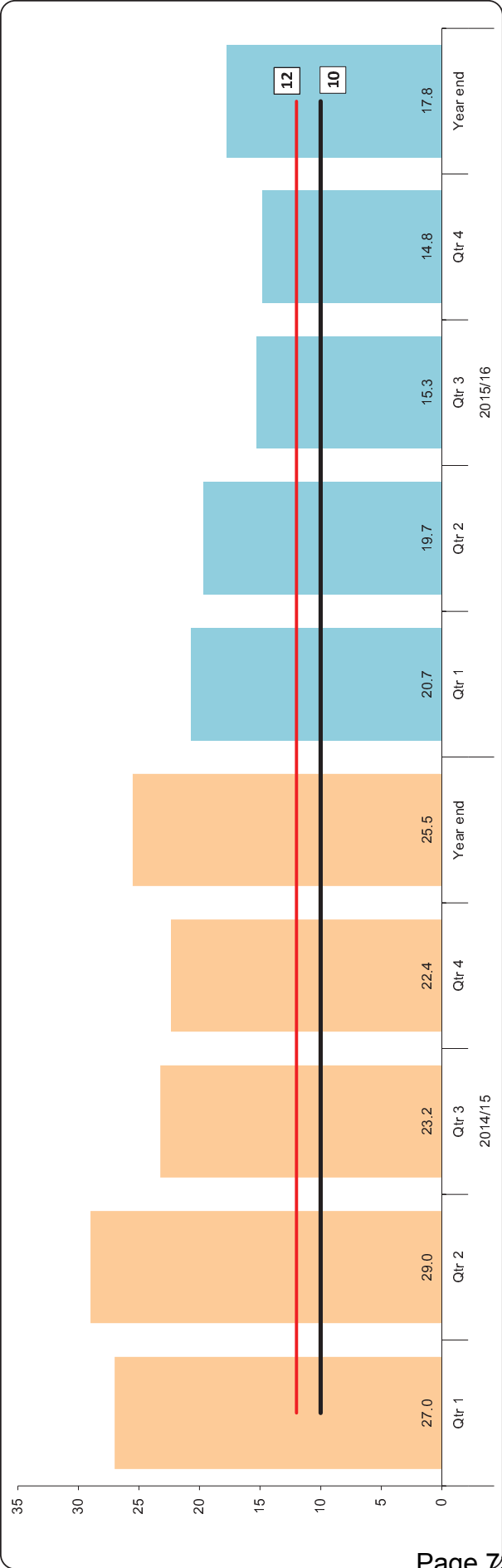
Definition: From date property becomes void to date it becomes FFL. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive works voids, asbestos, gas, electric etc. as per agreed process

VL04

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

RAG Status

Red



Smaller is better

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

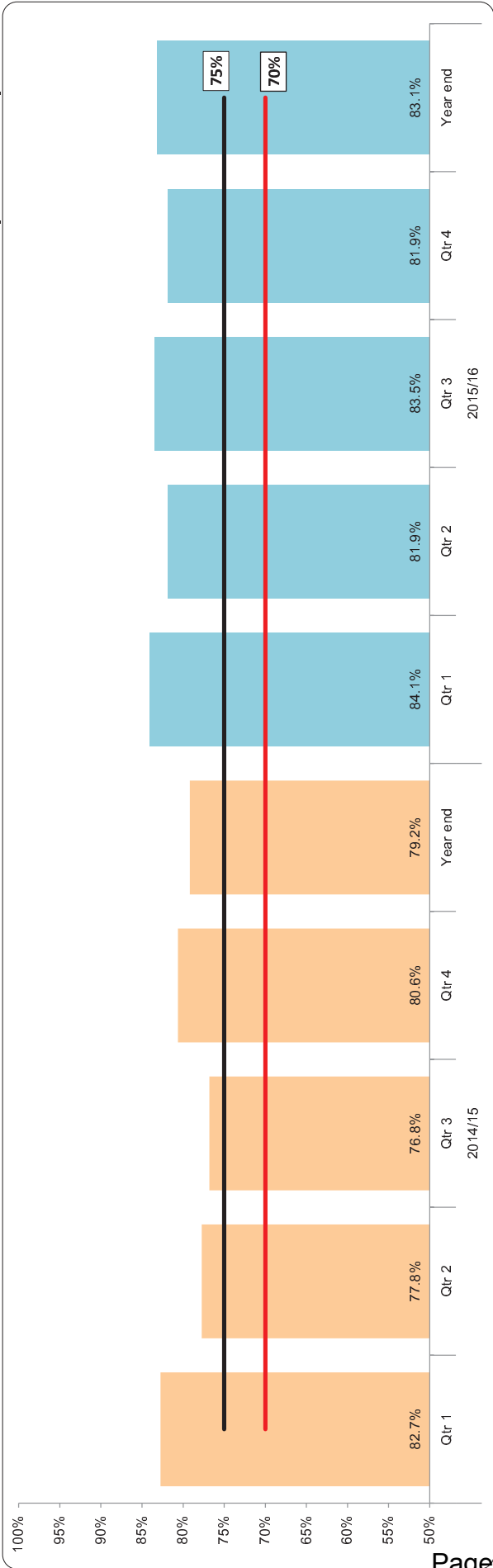
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	20.5	13.6	19.9	10.9	10.9	16.5	10.6	18.7	18.4	10.0

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

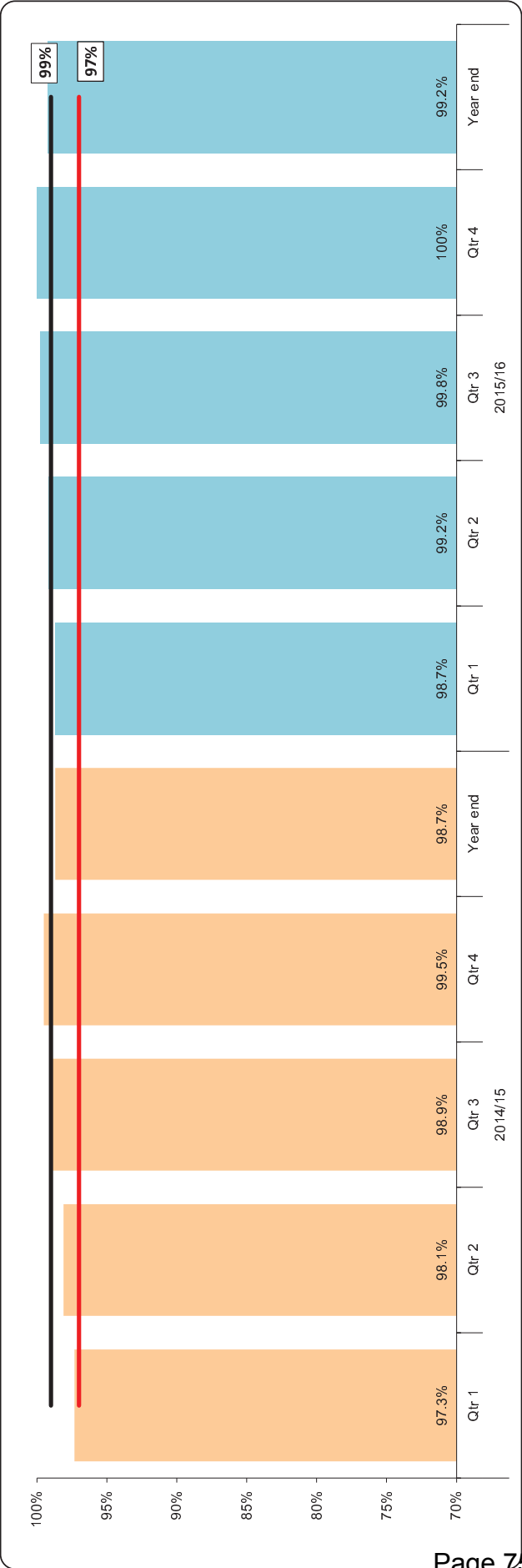


Bigger is better

Percentage of void properties let first time	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	82.7%	77.8%	76.8%	80.6%	84.1%	81.9%	83.5%	81.9%
Target	75%	75%	75%	75%	75%	75%	75%	75%
Standard	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
Quarter 4 2015-16	82.6%	76.1%	81.3%	80.6%	79.2%	84.9%	90.0%	89.5%
								Yardley
								84.9%

VL06

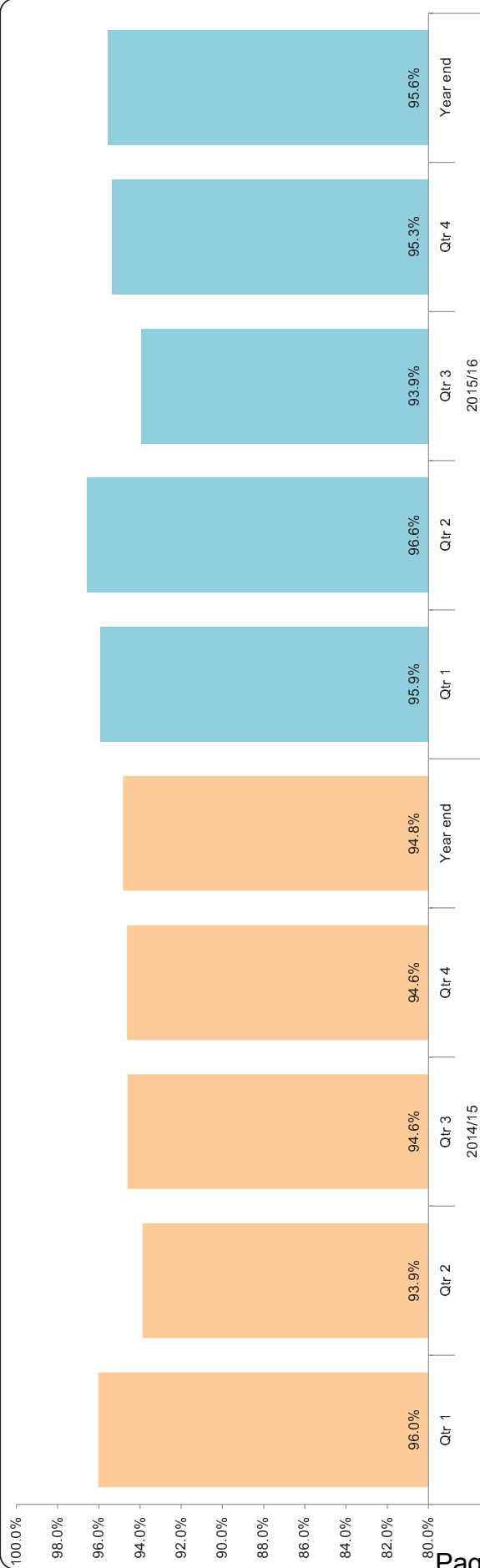
Customer satisfaction with letting staff



Bigger is better

Customer satisfaction with letting staff	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	97.3%	98.1%	98.9%	99.5%	98.7%	98.7%	99.2%	99.8%	100%	99.2%
	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
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
	100%	100%	no data	no data	100%	100%	no data	100%	100%	100%
	Quarter 4 2015-16									

Customer satisfaction with new home



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%

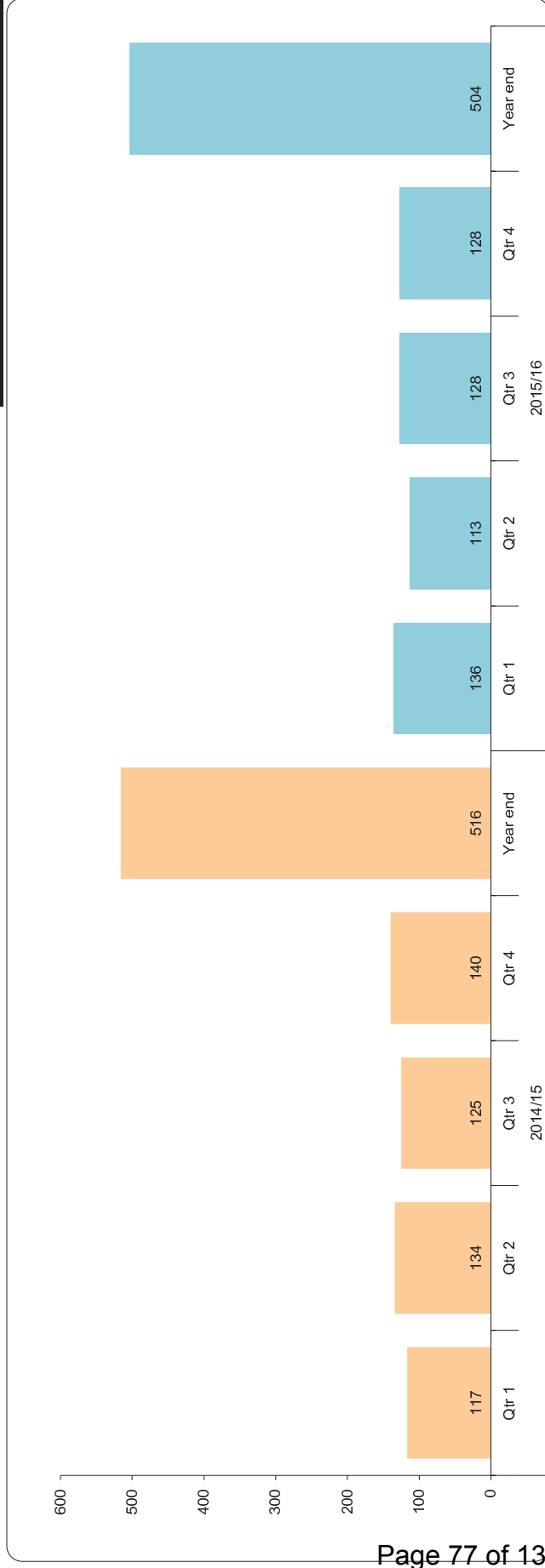
VL15

Services for Older People (Carol Dawson)

Number of new void sheltered properties

RAG Status

No Target

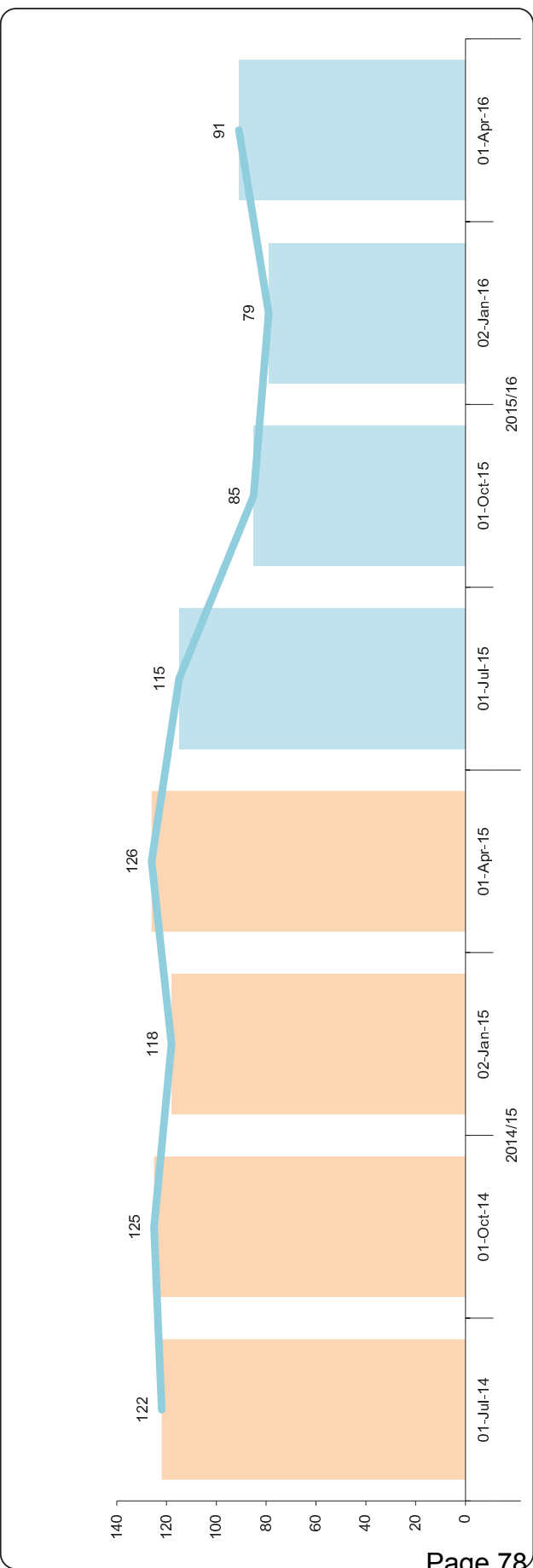


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	117	134	125	140	516	136	113	128	128	504
Number of new void sheltered properties										

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

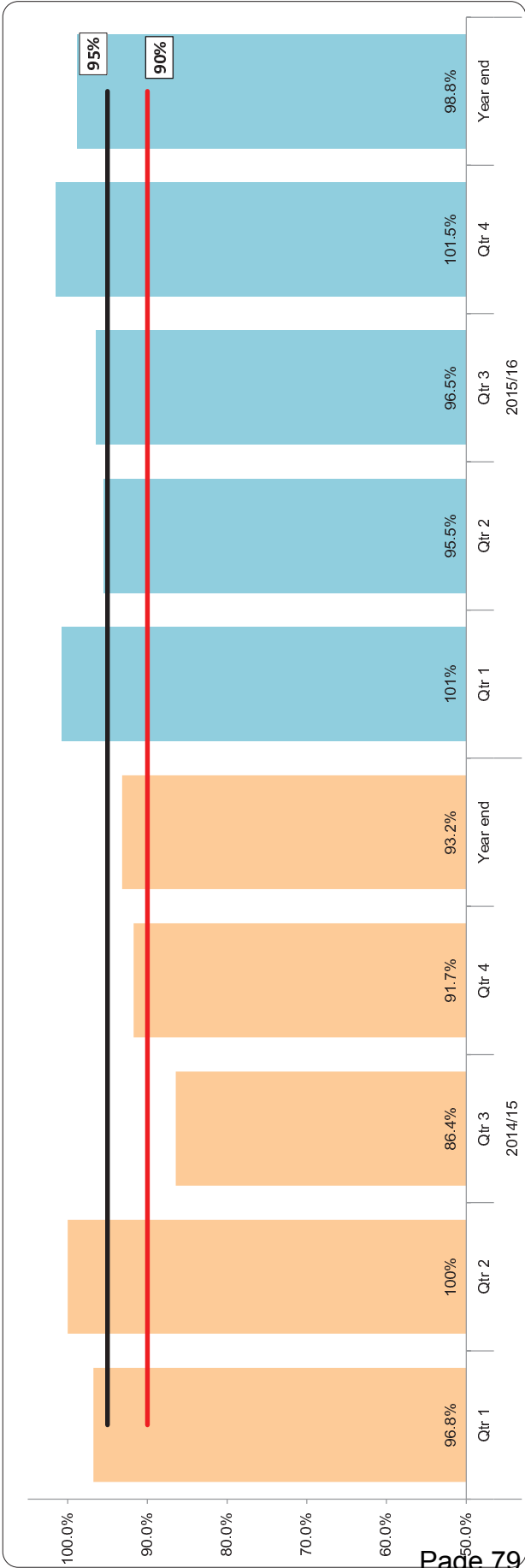


	2014/15			2015/16		
	01-Jul-14	01-Oct-14	02-Jan-15	01-Jul-15	01-Oct-15	02-Jan-16
Total number of current void properties - Snapshot figure	122	125	118	115	85	79
						91

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

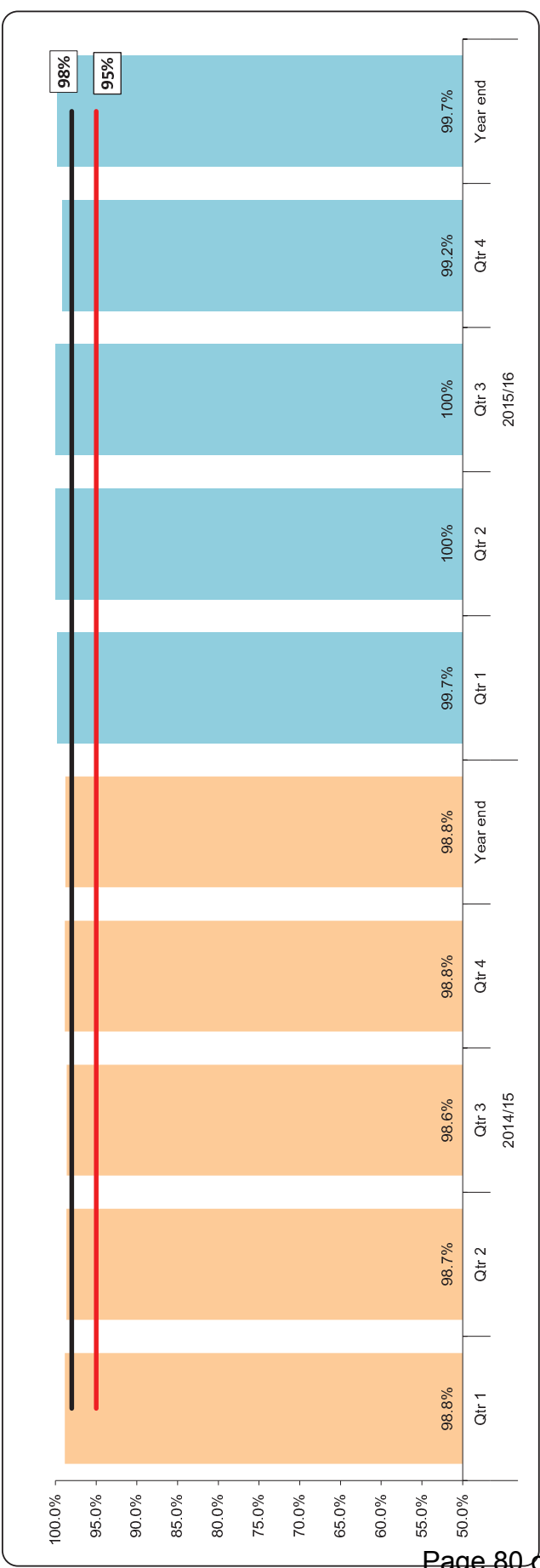


Bigger is better

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

SOP01

Percentage of Careline calls answered within 60 seconds



Bigger is better

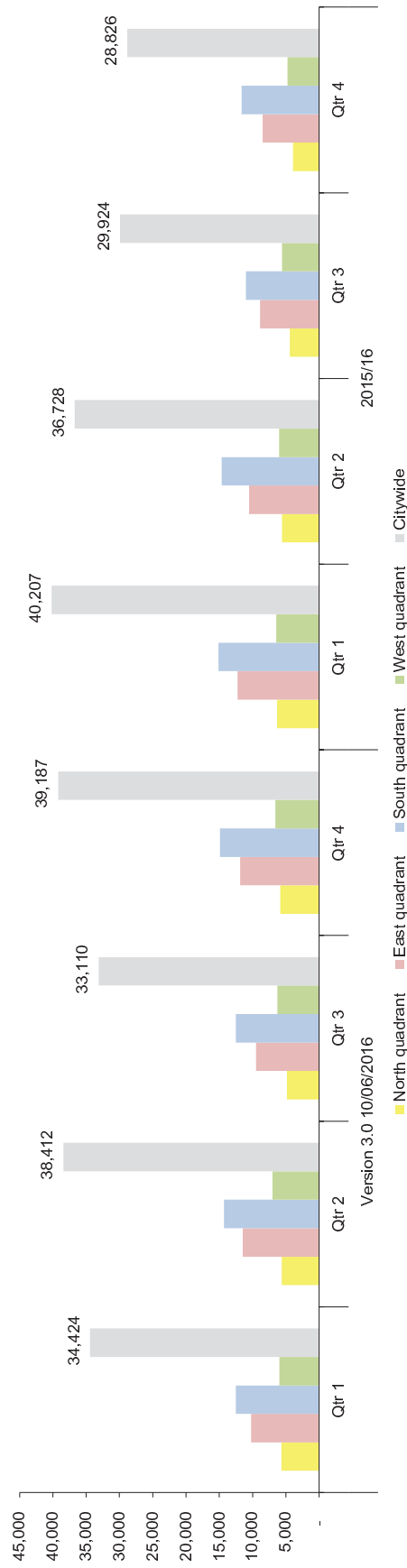
Percentage of Careline calls answered within 60 seconds	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	98.8%	98.7%	98.6%	98.8%	98.8%	99.7%	100%	100%	99.2%	99.7%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

Housing Customer Service Hubs (Arthur Tsang)

Number of calls handled

RAG Status

No Target



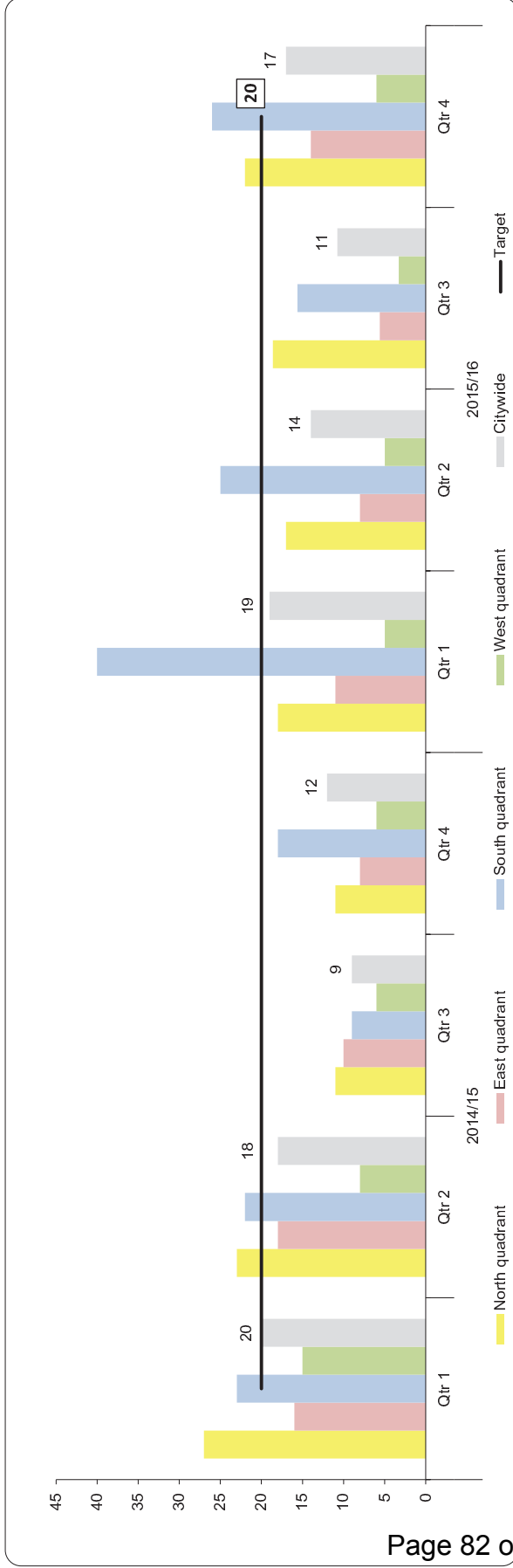
Number of calls handled	Version 3.0 10/06/2016				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	5,668	5,609	4,850	5,836	6,320	5,581	4,425	3,921
East quadrant	10,233	11,476	9,485	11,851	12,280	10,510	8,892	8,485
South quadrant	12,533	14,321	12,519	14,915	15,138	14,627	11,024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

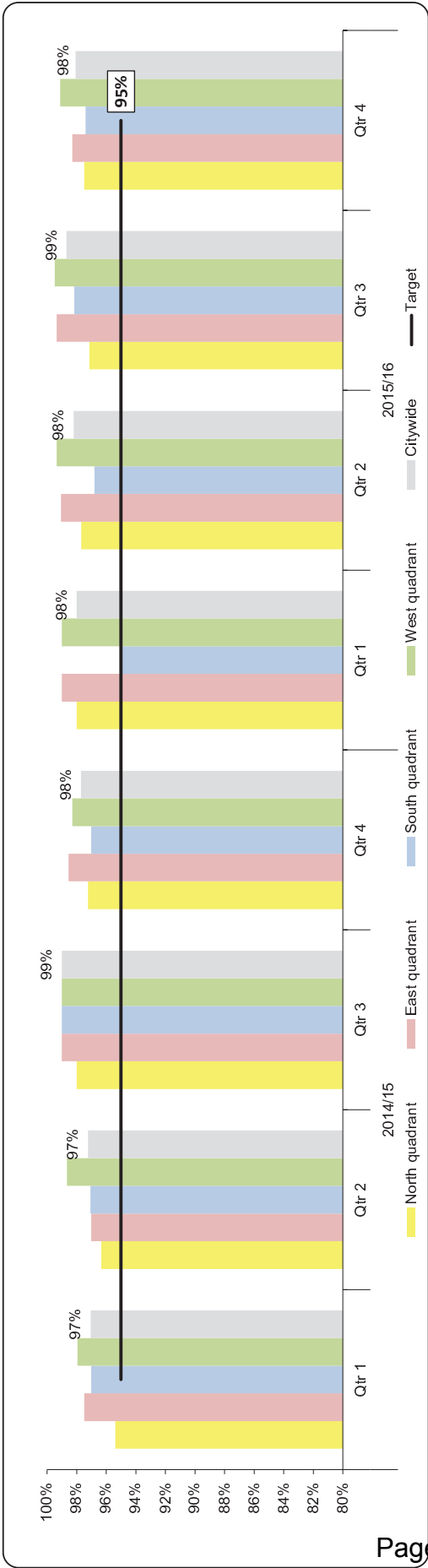


Smaller is better

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

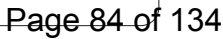


Bigger is better

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%

Asset Management and Maintenance (John Jamieson)

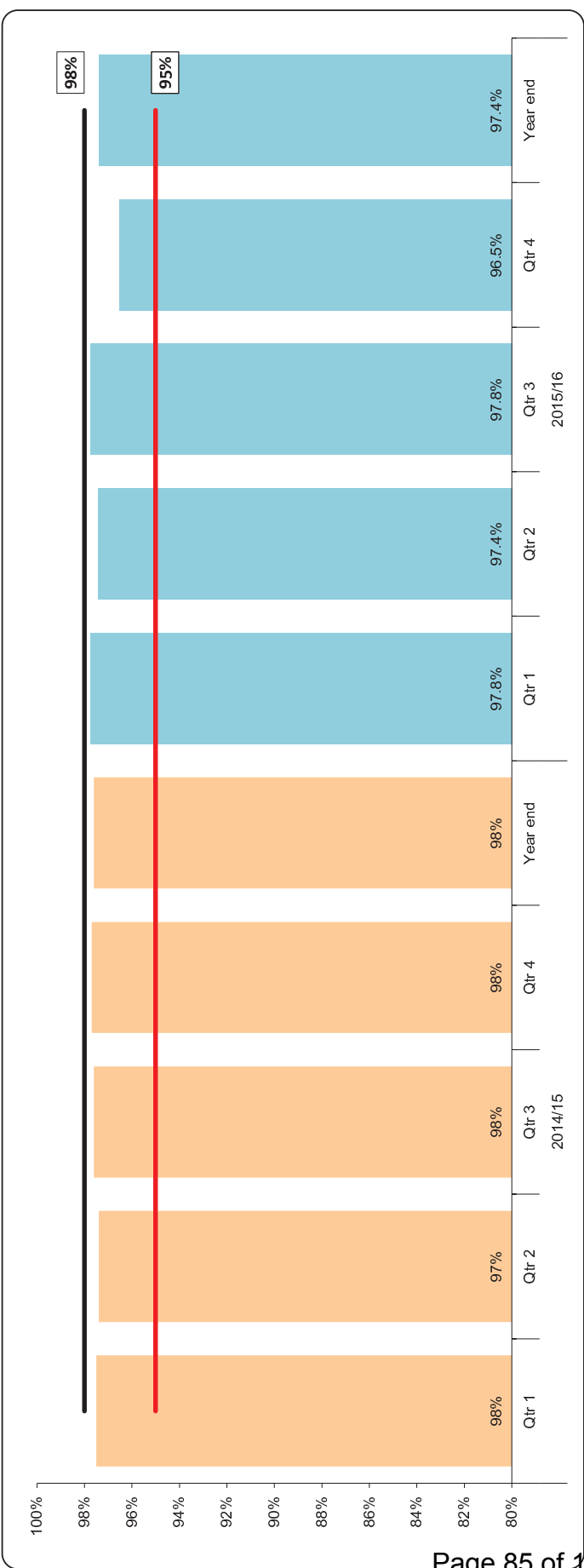
RAG Status	Amber
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		2014/15				2015/16						
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	
Percentage of Right To Repair jobs completed on time		96.9%										
	Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
	Standard	96%	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%	

54 of 77

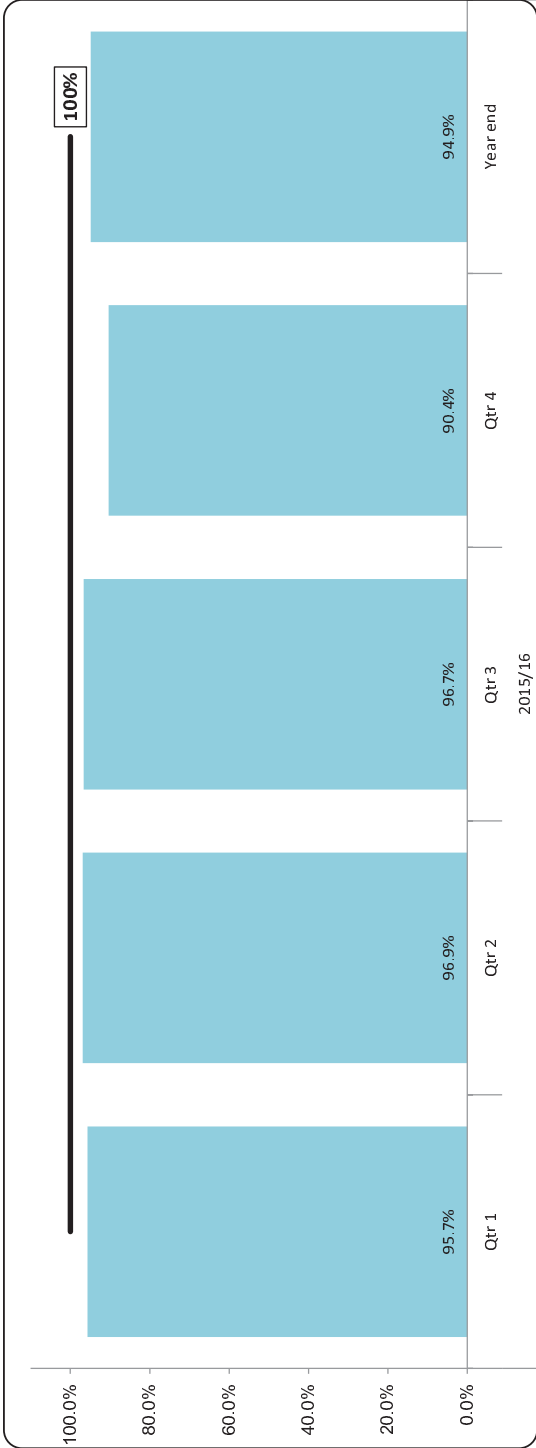
Percentage of appointments kept



Bigger is better

Percentage of appointments kept	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%	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



Bigger is better

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

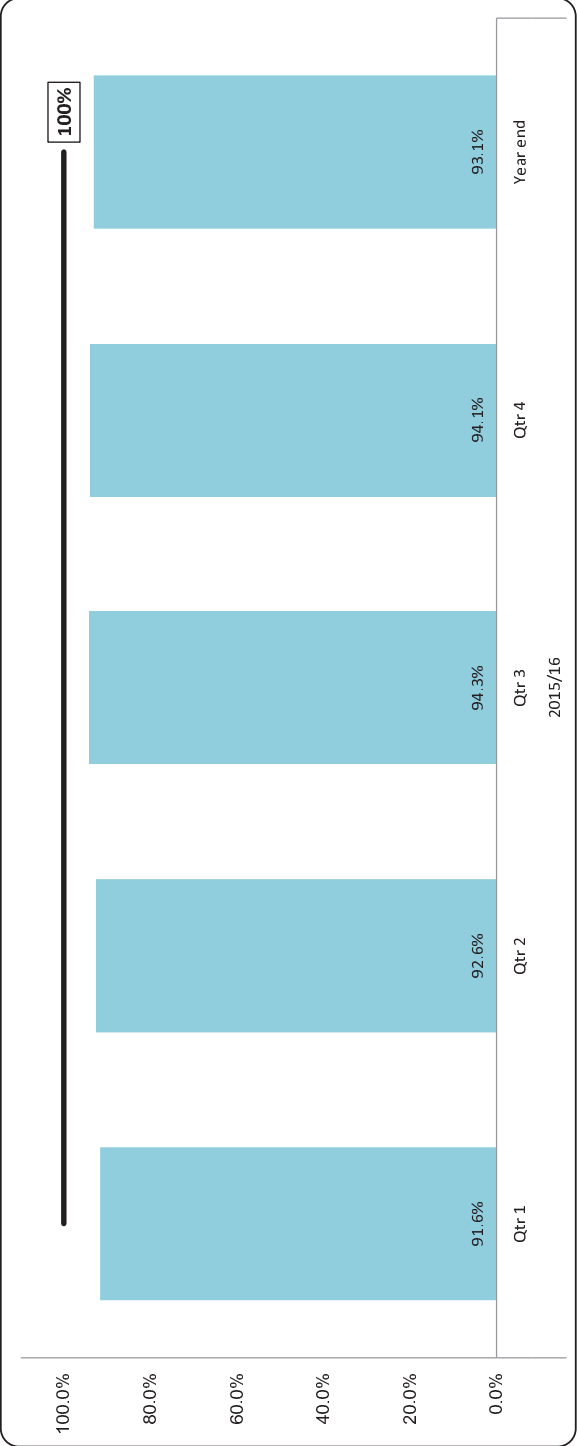
AMM14

We will resolve routine repairs within 30 days

Birmingham Promise

RAG Status

Red



Bigger is better

We will resolve routine repairs within 30 days	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					91.6%	92.6%	94.3%	94.1%	93.1%
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

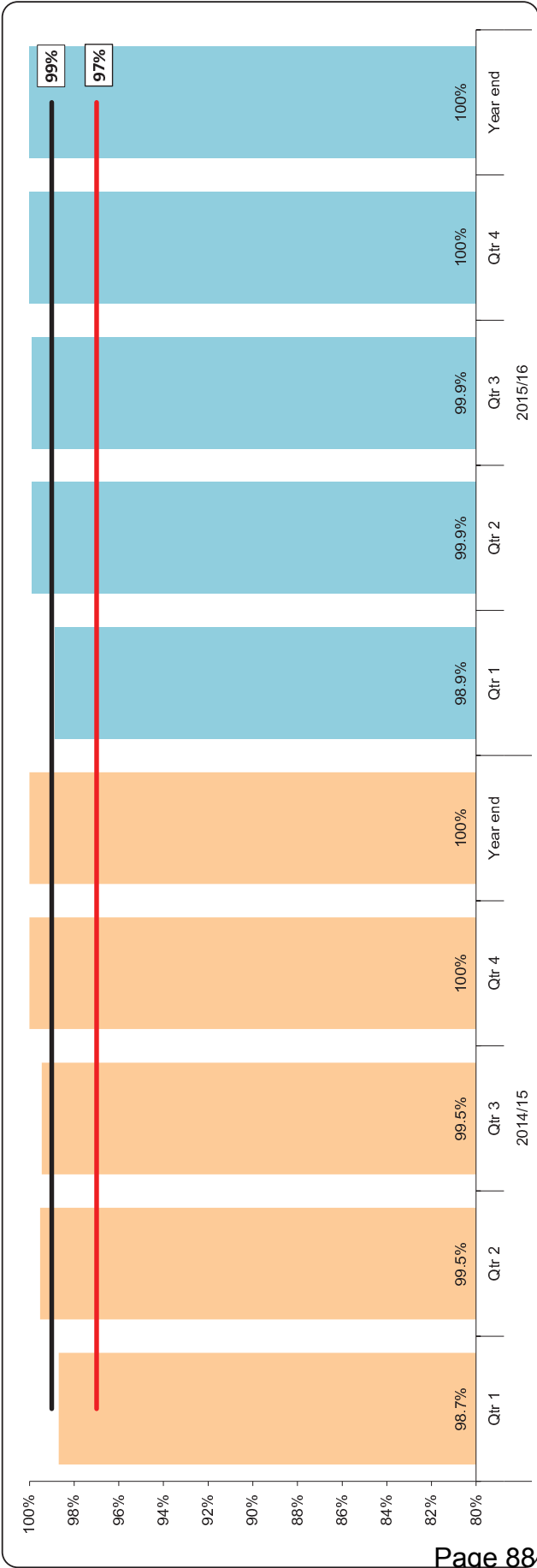
We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2015-16	91.8%	94.6%	91.5%	94.3%	95.2%	94.1%	93.6%	92.4%	96.6%	95.5%

AMM15

Percentage of gas servicing completed against period profile

RAG Status

Green



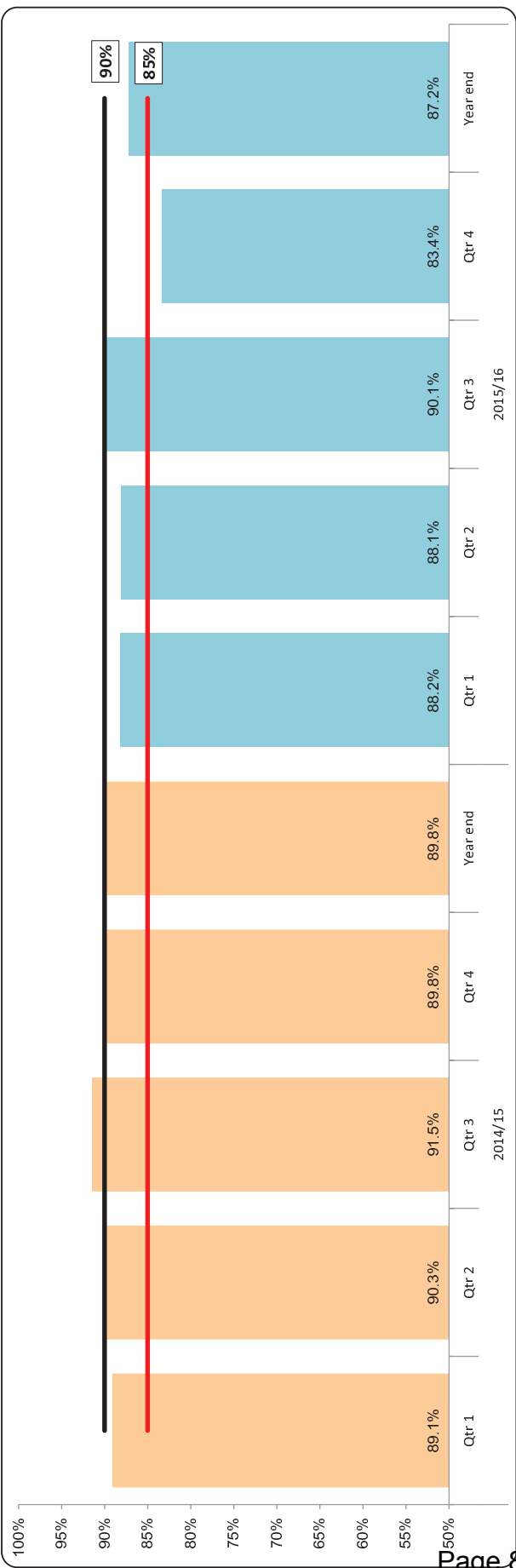
Percentage of gas servicing completed against period profile	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	98.7%	99.5%	99.5%	100%	100%	98.9%	99.9%	99.9%	100%	100%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	97%	97%	97%	97%	97%	97%	97%	97%	97%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

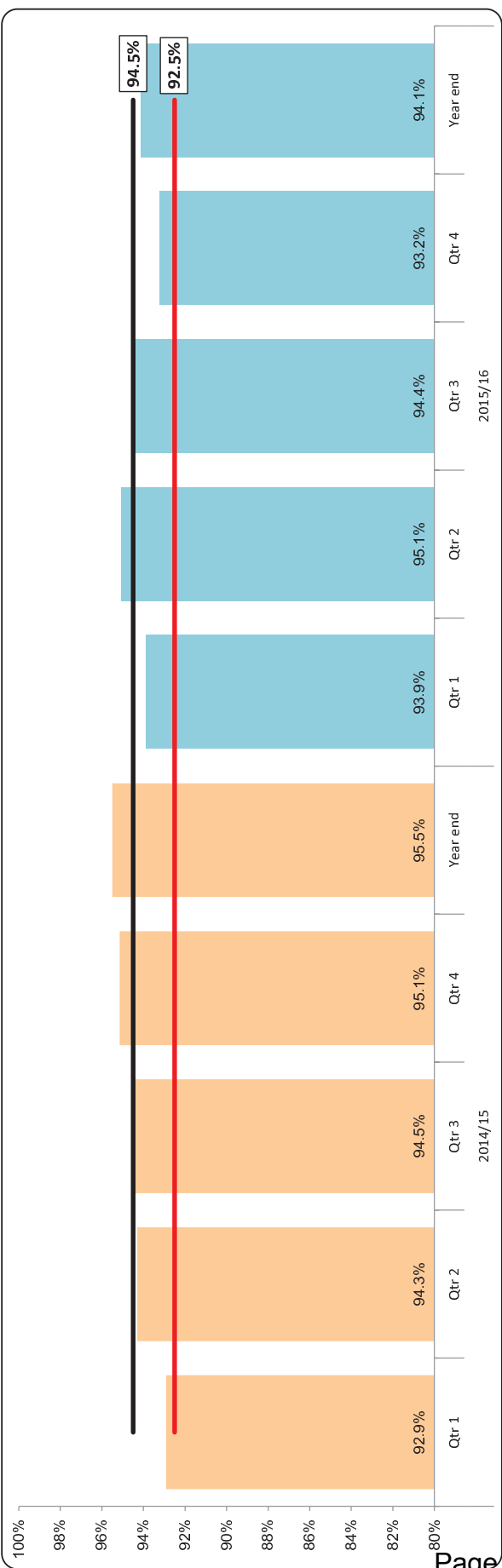


Target - Bigger is better

	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%	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

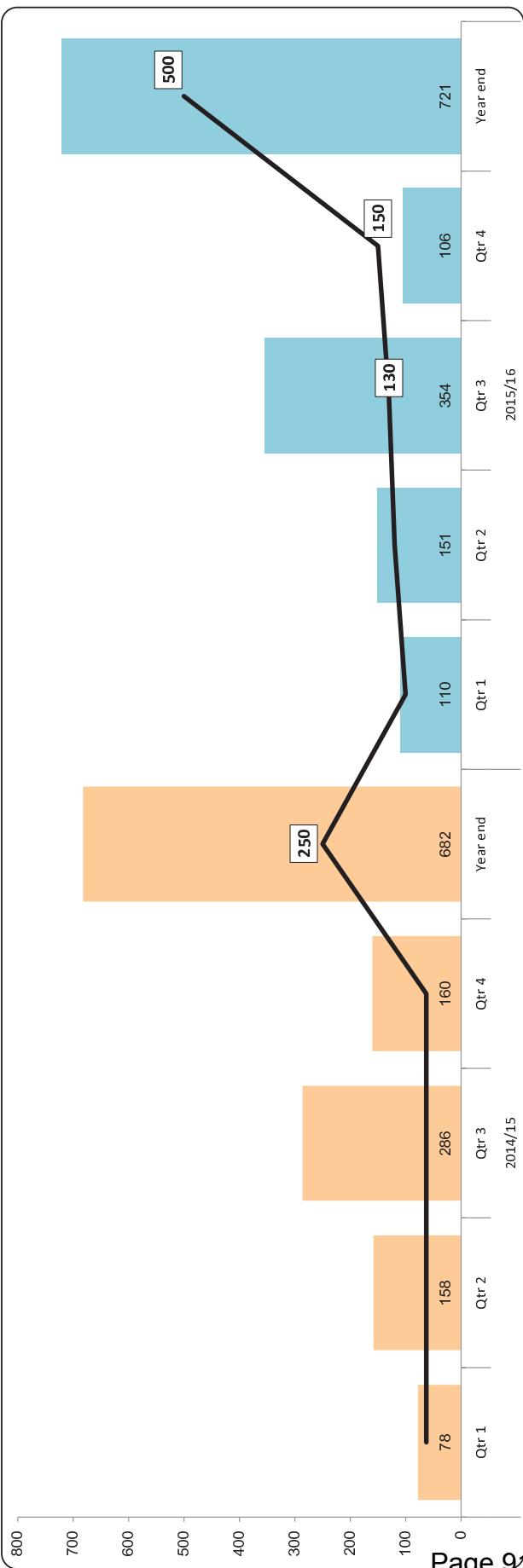


Bigger is better

	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



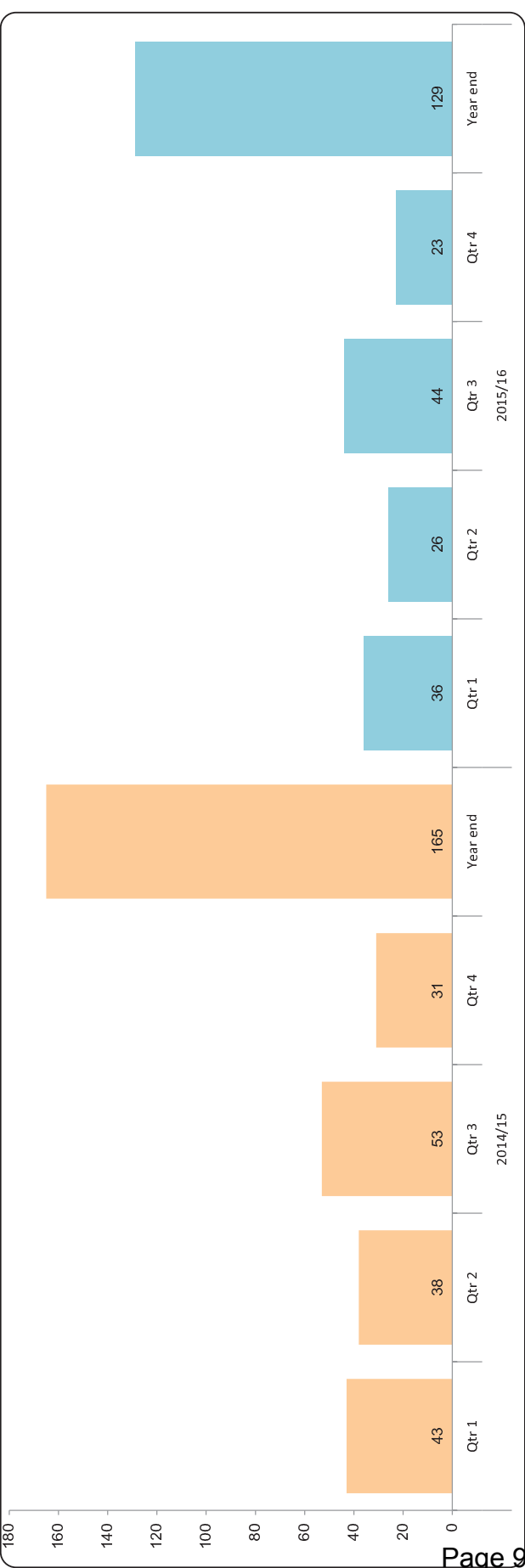
Bigger is better

	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



Bigger is better

34	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

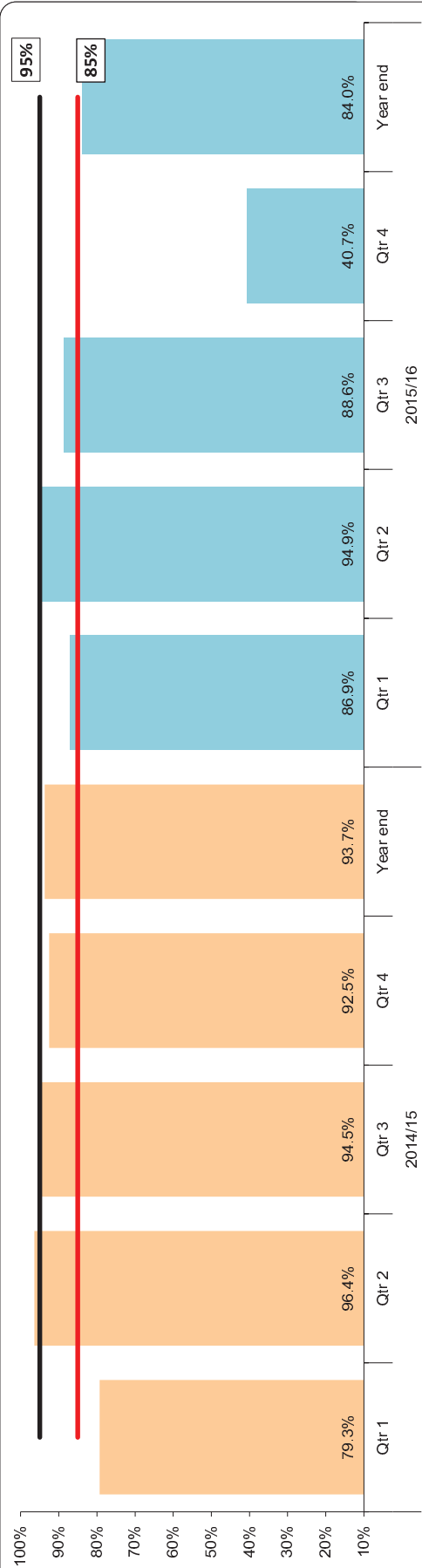
AMM13

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

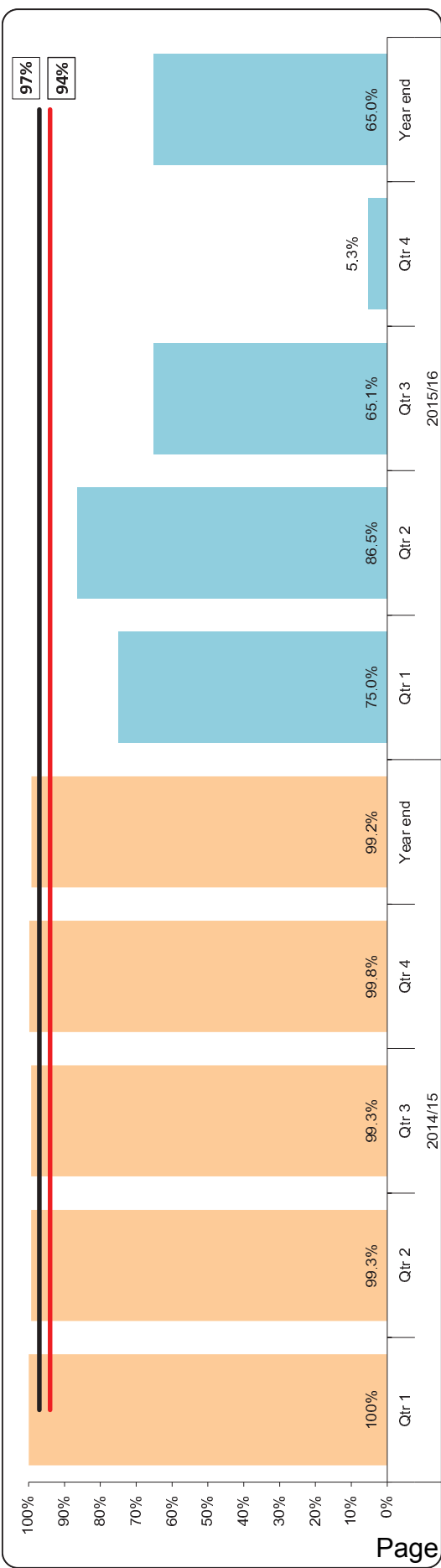
As per contractor assessment the percentage of capital improvements completed within timescale	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	79.3%	96.4%	94.5%	92.5%	93.7%	86.9%	94.9%	88.6%	40.7%	84.0%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard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



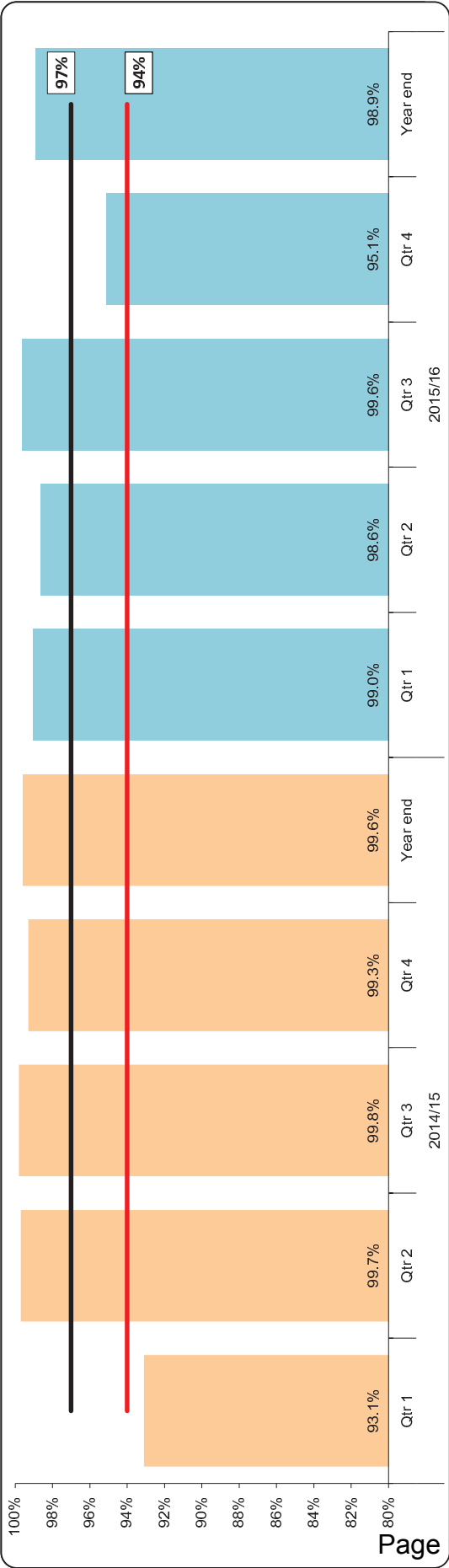
Bigger is better

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
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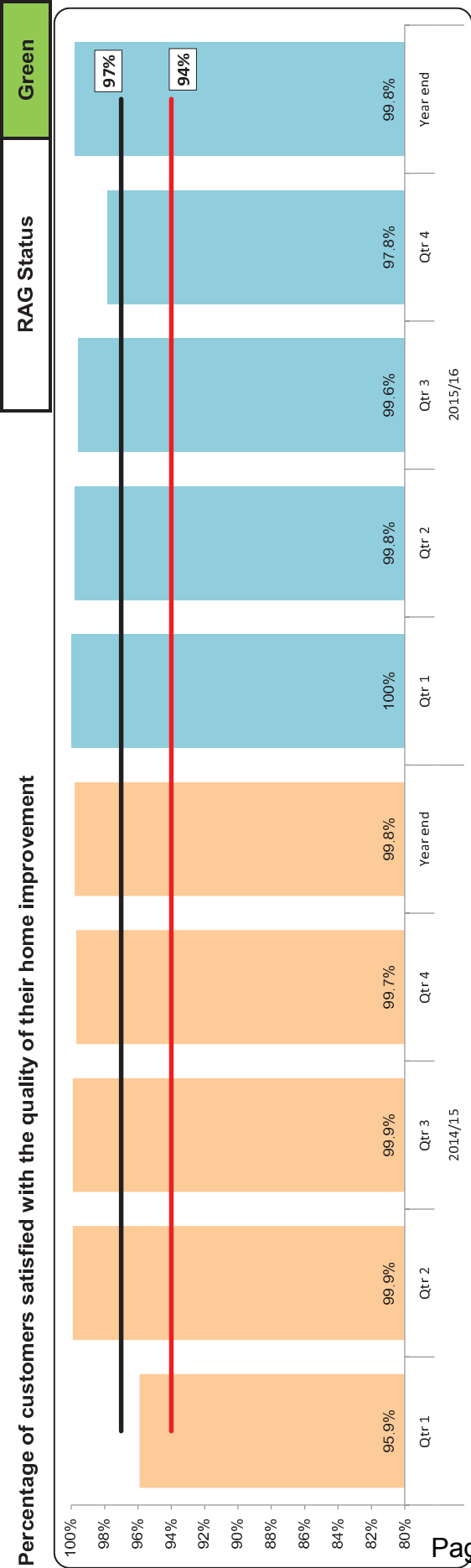


Bigger is better

Percentage of customers satisfied with contractor performance	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	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



Bigger is better

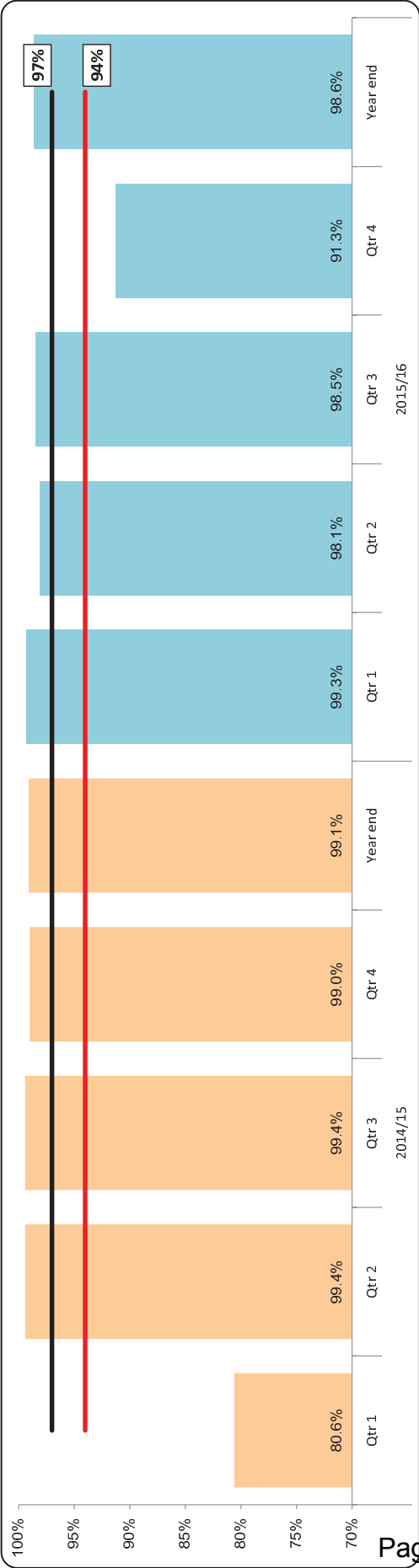
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	Percentage of customers satisfied with the quality of their home improvement									
	95.9%	99.9%	99.9%	99.7%	99.8%	100%	99.8%	99.6%	97.8%	99.8%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%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

CW04

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

RAG Status

Red

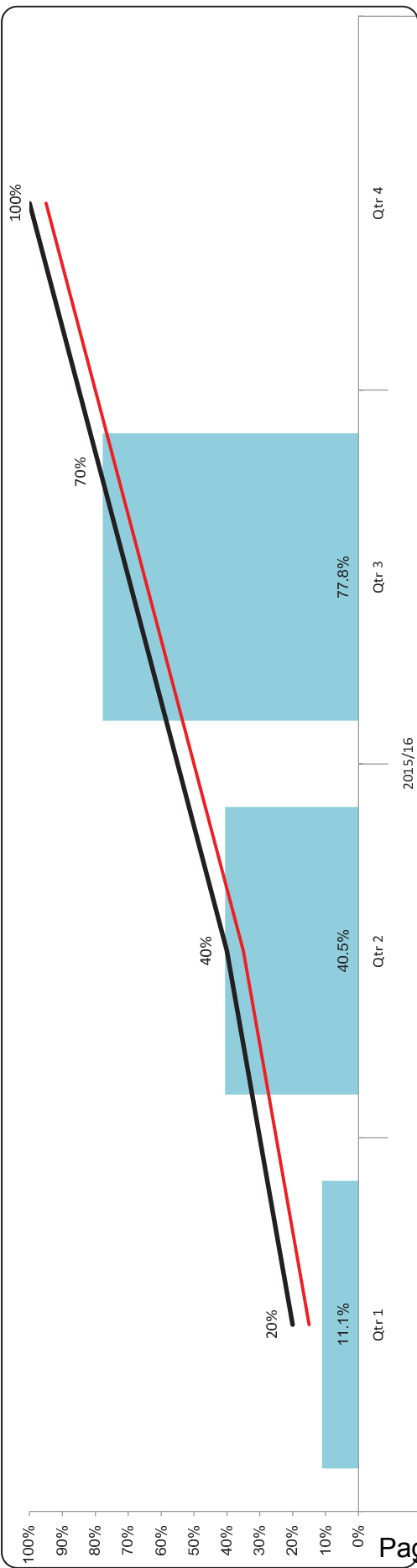


Bigger is better

	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



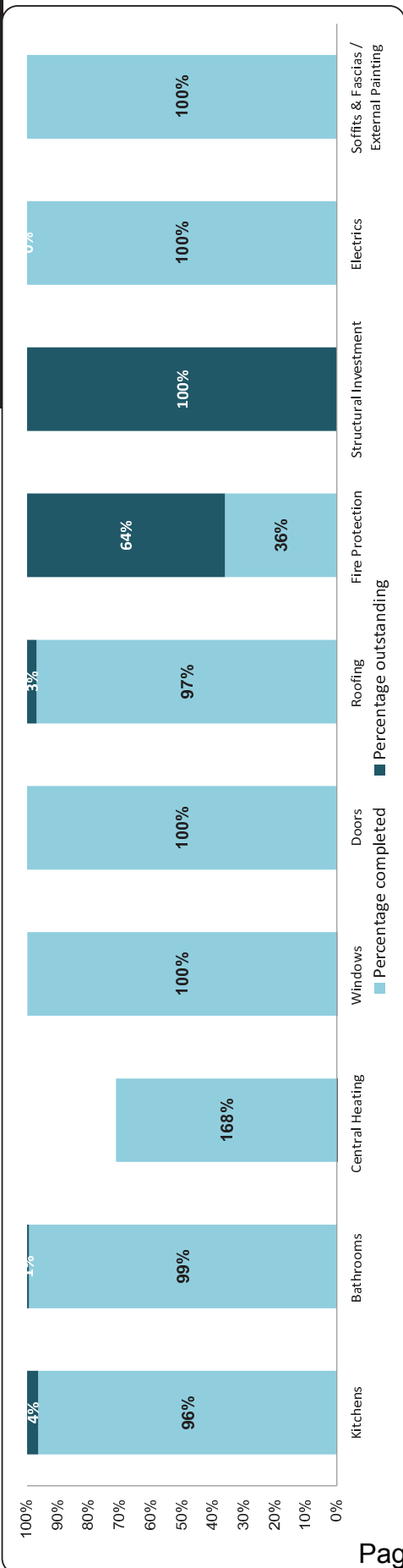
Bigger is better

Percentage of actual spend as a proportion of revised annual budget - year to date	2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	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

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:

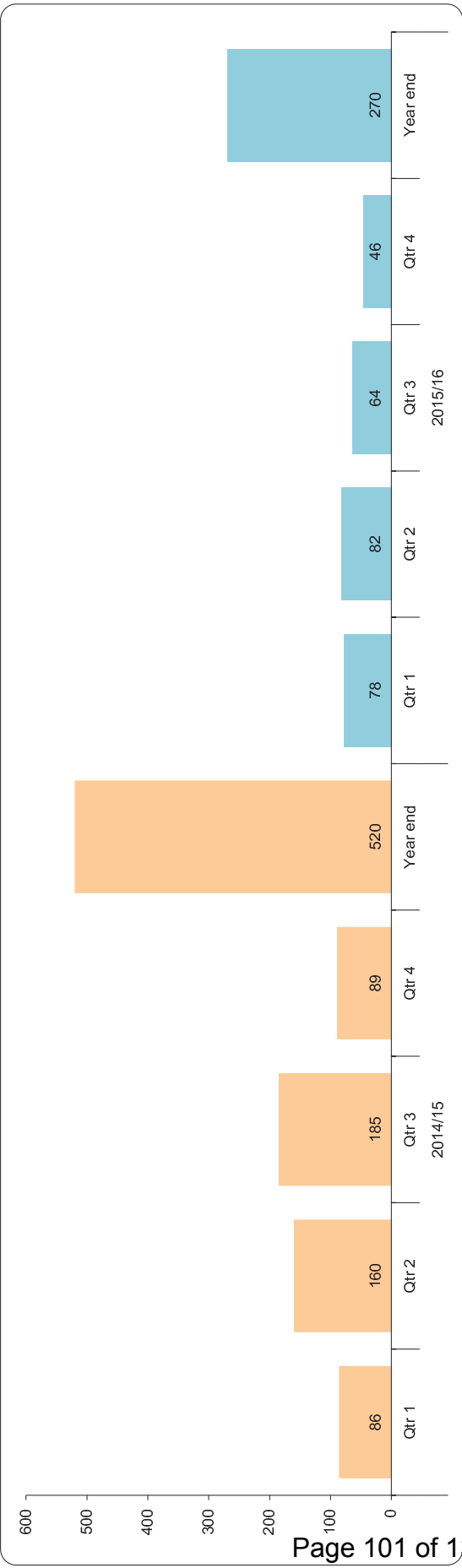
Programme Year 2 (2015/16) - 3

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
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Version 3.0 10/06/2016

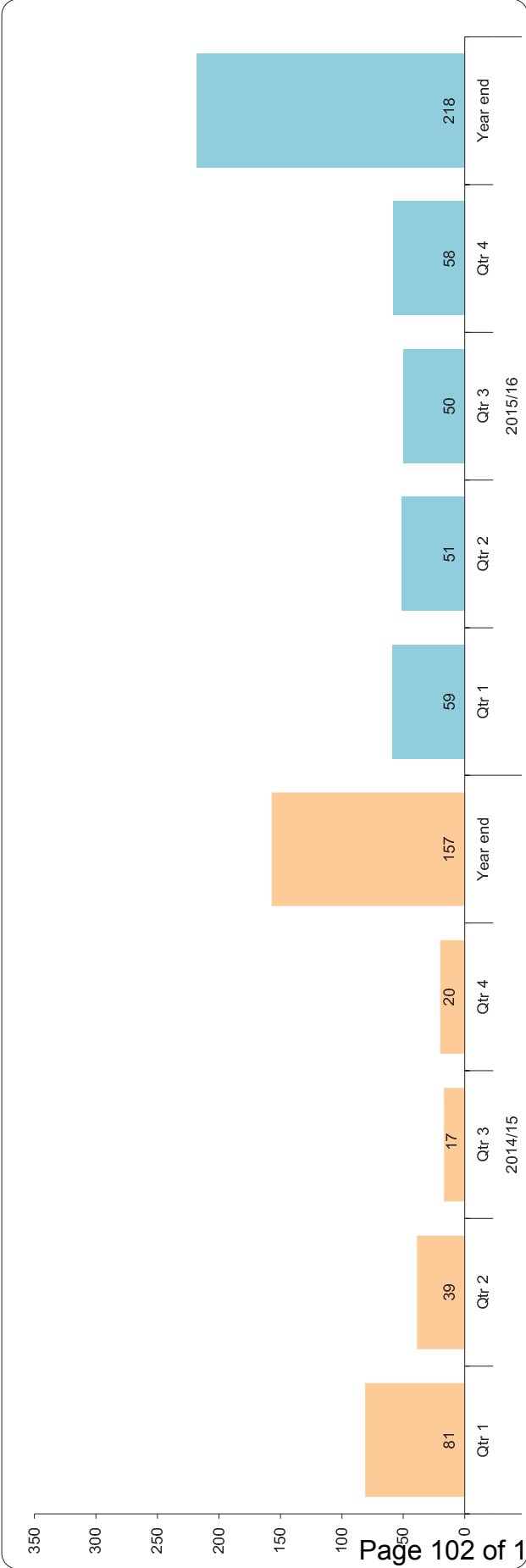
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Houses in Multiple Occupation licences issued	86	160	185	89	520	78	82	64	46	270

PRS01

Licensed and unlicensed Houses in Multiple Occupation inspected

RAG Status

No Target

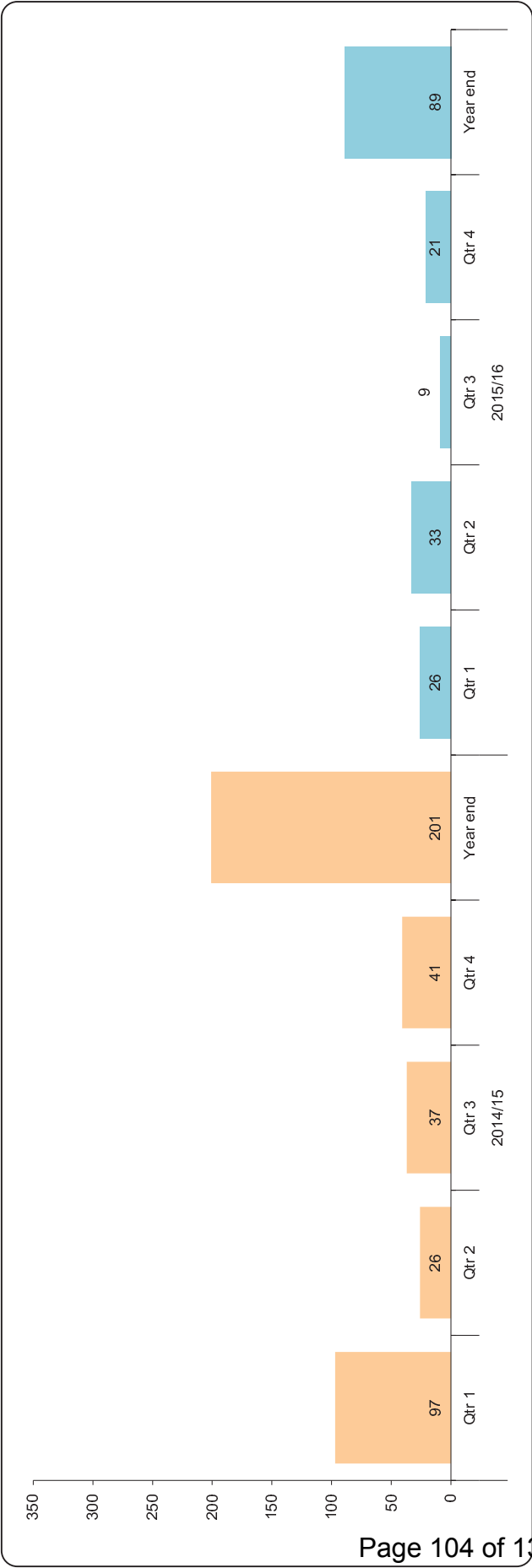


Licensed and unlicensed Houses in Multiple Occupation inspected	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	81	39	17	20	157	59	51	50	58	218

Private Tenancy Unit - Cases assisted through advice

RAG Status

No Target

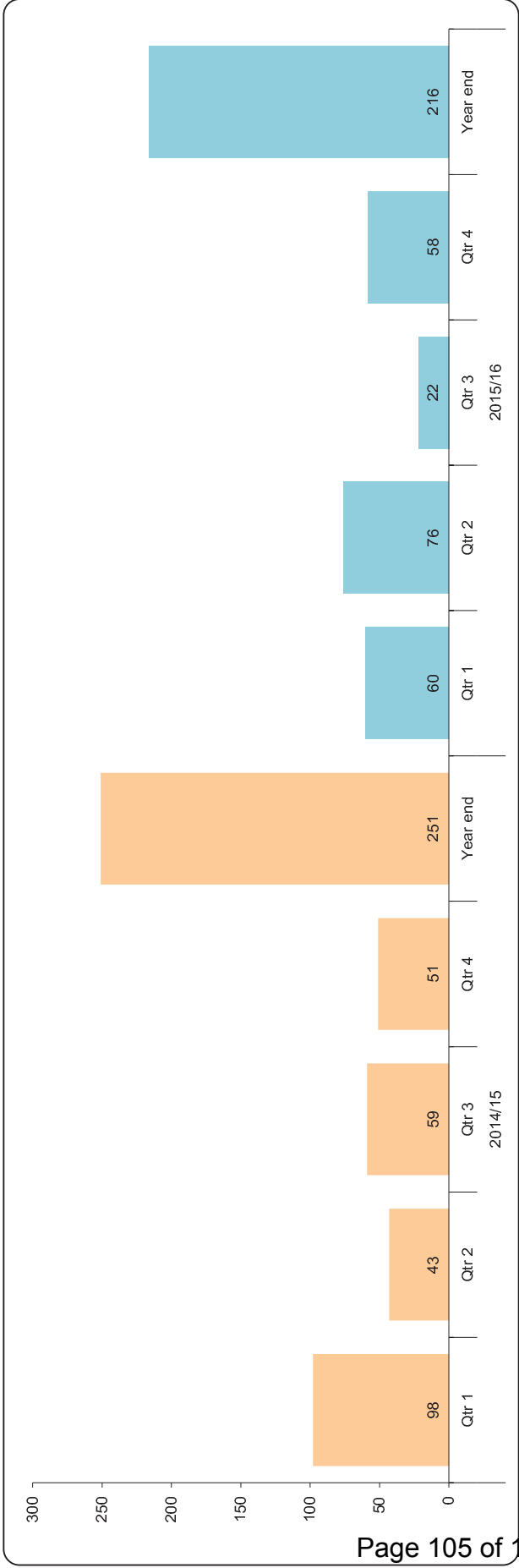


	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Private Tenancy Unit - Cases assisted through advice	97	26	37	41	201	26	33	9	21	89

Private Tenancy Unit - Cases assisted through intervention

RAG Status

No Target

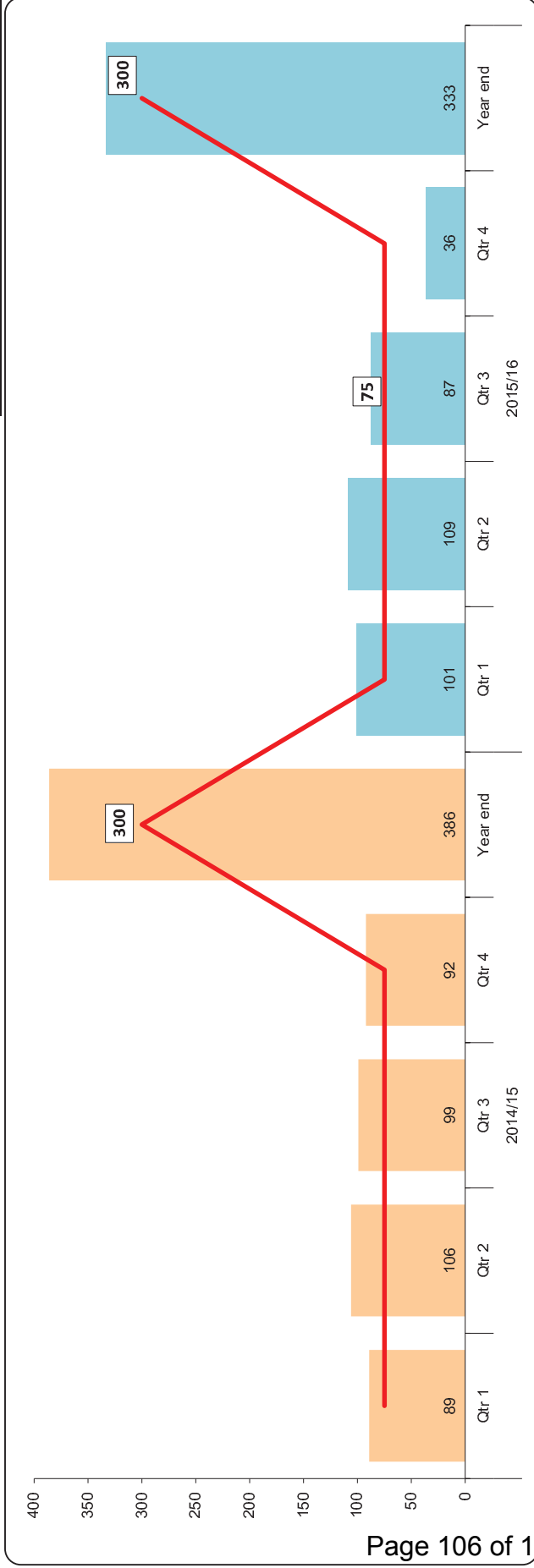


Private Tenancy Unit - Cases assisted through intervention	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
	98	43	59	51	251	60	76	22	58	216

Empty properties brought back into use - Council Business Plan measure

RAG Status

Green



Bigger is better

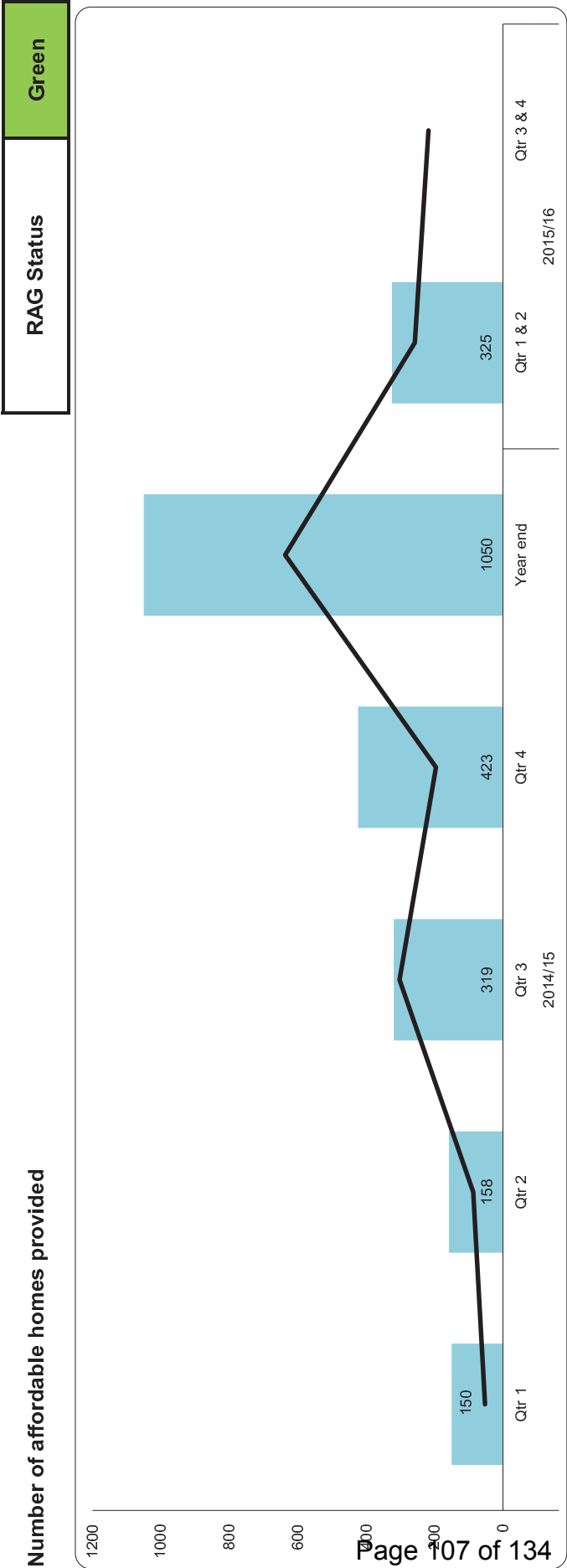
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end
Empty properties brought back into use	89	106	99	92	386	101	109	87	36	333
Target	75	75	75	75	300	75	75	75	75	300

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



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
No of affordable homes provided	150	158	319	423	1050	325
Target	52	87	302	196	637	258
% 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

SELLY OAK DISTRICT CAPITAL ENVIRONMENTAL BUDGET POSITION STATEMENT 6 JULY 2016

	£
Slippage from 2015/16	77,600.00
2016/17 allocation	77,600.00
TOTAL	155,200.00
Payments made to date 2016/17	Nil
Commitments 2016/17	
Moor House – Drop kerbs and create parking provision (match funded)	42,494.68
Hillcroft House – Renew ceiling, replace panels and upgrade lighting	7,785.16
1-11 Highters Close – Install timber trip rail, gates and provide area for refuse bins	2,023.06
1-4, 33 Middleton Hall Road – Door entry system	9,239.35
TOTAL COMMITMENTS	61,542.25
Available to spend	93,657.75
<u>Awaiting approval</u>	
Shelley Tower – flooring	26,083.20

Saved as SellyOakDCBudgetStatement060716

Ward Meetings and New “Ward Tracker” Database

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

Background to Ward Meetings/ Forums

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

Ward Meetings/ Forums contd.

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

Officer Support to Ward Meetings/ Forums

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

Community Governance Ward Action Tracker

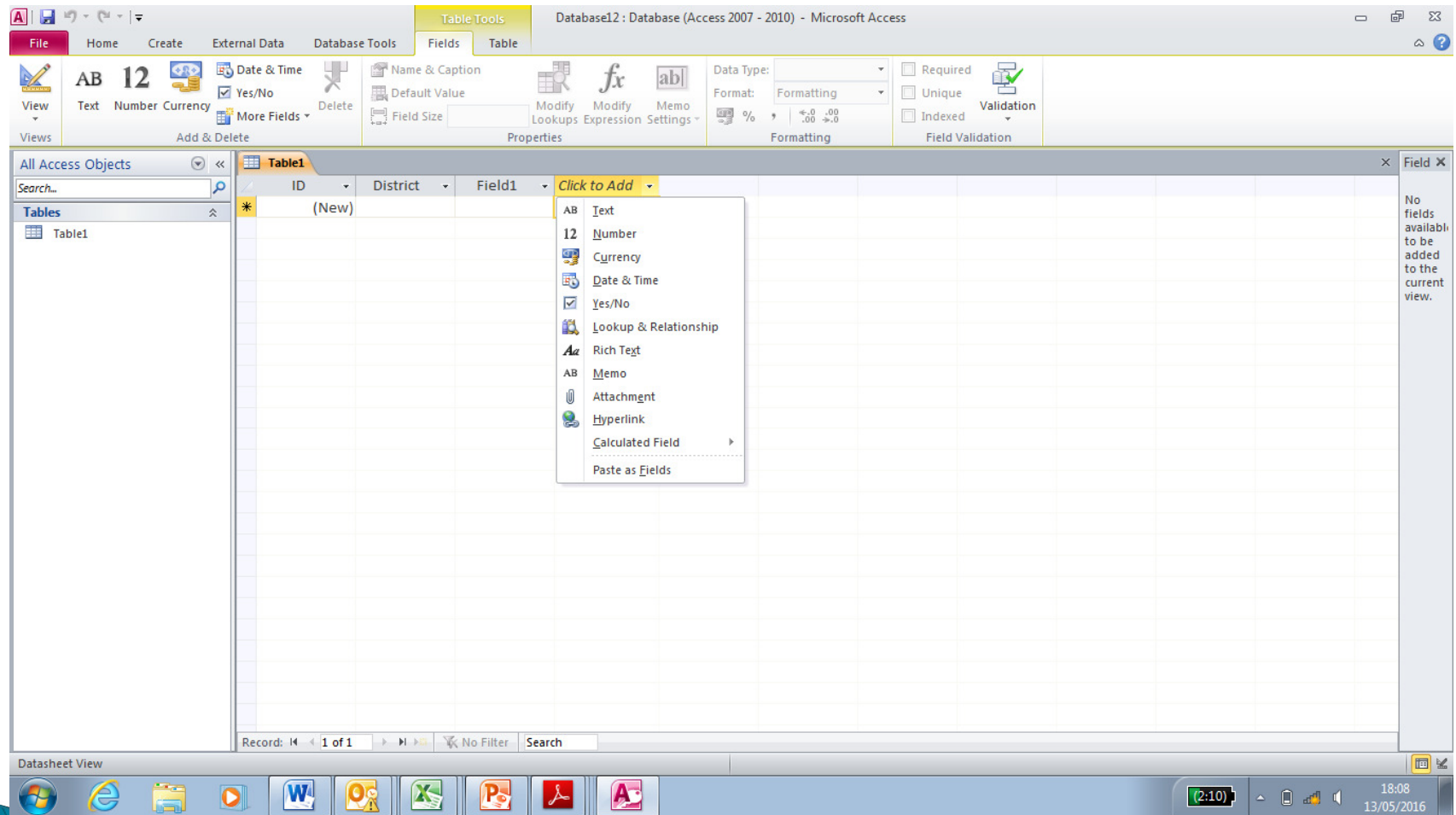
By Lesley Bannister

Using Microsoft Access

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

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

Constructing a data table



Creating an input form

Ward tracker Pilot 2a : Database (Access 2007 - 2010) - Microsoft Access

File Home Create External Data Database Tools

View Paste Cut Copy Format Painter Views Clipboard Filter Ascending Descending Selection Advanced Refresh All Save Delete More Find Replace Go To Select Text Formatting

All Access Objects Search...

Tables Revised test table

Queries Revised test table Crosstab Revised test table Crossta... Find duplicates for Revise... Revised test table Query

Forms Revised test table

Reports Bournville Ward Report 2... Erdington District Report ... Highways issues raised at ... Revised test table Revised test table Query Revised test table1 Revised test table10 Revised test table11 Revised test table12 Revised test table13 Revised test table14 Revised test table15 Revised test table16

Revised test table

ID 33

BCC B.C.C

District Edgbaston

Ward Bartley Green

Status Open

Meeting Date Open

Meeting Cycle Closed On going

Issued raised B

Topic Category

Details

Owner of action

Due Date

Completed Dat

Comment/Outc

Agenda Type

Partnership

Venue Type

BCC Officers

Time of meetin

Record: 33 of 33 No Filter Search

Open, closed or ongoing

15:16 13/05/2016

Recording meetings as data

The screenshot displays the Microsoft Access application window titled 'Ward tracker Pilot 2a : Database (Access 2007 - 2010) - Microsoft Access'. The interface includes a ribbon with tabs for File, Home, Create, External Data, and Database Tools. The left-hand 'All Access Objects' pane shows a list of tables, queries, forms, and reports. The main window displays a form titled 'Revised test table' in Form View. The form contains the following fields and values:

Status	Open	BCC Officers	
Meeting Date	18/03/2016	Time of meeting	Week day after 6pm
Meeting Cycle	Qrt 4		
Issued raised By	Resident		
Topic Category	Schools/Education		
Details	Parking outside school ,head teacher asked for help in enforcement action		
Owner of action	Police		
Due Date	03/05/2016		
Completed Date	26/04/2016		
Comment/Out	Enforcement action taking place		
Lead/Facilitator	Councillor		
Format	Traditonal		
Attendance	23		

At the bottom of the form, it indicates 'Record: 1 of 32' and 'No Filter' is applied. The Windows taskbar at the bottom shows the system clock as 15:13 on 13/05/2016.

Query function

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

Query table

Ward tracker Pilot 2a : Database (Access 2007 - 2010) - Microsoft Access

File Home Create External Data Database Tools

View Paste Copy Cut Filter Ascending Descending Selection Advanced Refresh Save Totals Replace Find Go To Select Text Formatting

All Access Objects

Tables

Revised test table

Queries

Revised test table_Crosstab

Revised test table_Crossta...

Revised test table_Crossta...

Find duplicates for Revise...

Find duplicates for Revise...

Revised test table Query

Revised test table Query1

Revised test table Query2

Revised test table_Crossta...

Forms

Final form

Revised test table

Revised test table1

Reports

Bournville Ward Report 2...

Erdington District Report ...

Find duplicates for Revise...

Highways issues

Highways issues raised at ...

Revised test table

District	Ward	Meeting Dai	Meeting Cyl	Sum Of Atte	Count Of Re
Edgbaston	Bartley Green	18/03/2016	Qrt 4	23	1
Edgbaston	Harborne	25/02/2016	Qrt 4	5	1
Edgbaston	Quinton	19/02/2016	Qrt 4	13	1
Erdington	Erdington	04/02/2016	Qrt 4	78	3
Erdington	Kingstanding	05/01/2016	Qtr 1	45	1
Erdington	Tyburn	26/11/2015	Qrt 3	20	1
Hall Green	Hall Green	31/03/2016	Qrt 4	10	1
Hall Green	Quinton	19/05/2016	Qrt 2	76	1
Hall Green	Sparkbrook	07/07/2015	Qtr 1	34	1
Hodge Hill	Bordesley Gre	21/01/2016	Qrt 4	22	1
Hodge Hill	Shard End	06/07/2015	Qtr 1	9	1
Hodge Hill	Shard End	14/03/2016	Qrt 4	13	1
Ladywood	Ladywood	15/12/2015	Qrt 3	18	1
Ladywood	Nechells	13/09/2015	Qrt 2	21	1
Ladywood	Nechells	14/01/2016	Qrt 4	3	1
Northfield	Kings Norton	30/11/2015	Qrt 3	15	1
Northfield	Kings Norton	24/03/2016	Qrt 4	12	1
Northfield	Longbridge	15/10/2015	Qrt 2	20	1
Perry Barr	Oscott	02/12/2015	Qrt 3	23	1
Perry Barr	Perry Barr	18/02/2016	Qrt 4	16	1
Selly Oak	Bournville	08/09/2015	Qtr 1	7	1
Selly Oak	Bournville	13/04/2016	Qrt 4	8	1
Sutton Coldfie	Sutton Four Oe	23/09/2015	Qrt 2	12	1
Sutton Coldfie	Sutton New Ha	18/09/2015	Qrt 2	11	1
Sutton Coldfie	Sutton Trinity	22/10/2015	Qrt 2	5	1

Record: 1 of 31 No Filter Search

Name of the District selected from a drop down box

8:05 13:34 24/05/2016

Create reports from the database

Ward tracker Pilot 2a : Database (Access 2007 - 2010) - Microsoft Access

Report Wizard

Which fields do you want on your report?
You can choose from more than one table or query.

Tables/Queries
Table: Revised test table

Available Fields:
Owner of action
Due Date
Completed Date
Comment/Outcome
Lead/Facilitator
Format
Agenda Type
Partnership

Selected Fields:
BCC
District
Ward
Attendance

Cancel < Back Next > Finish

ID	BCC	Ed
1	B.C.C	Ed
2	B.C.C	Se
3	B.C.C	Ya
4	B.C.C	Er
5	B.C.C	Er
6	B.C.C	Er
7	B.C.C	Ed
8	B.C.C	Ed
9	B.C.C	Er
10	B.C.C	Ho
11	B.C.C	Ya
12	B.C.C	Ya
13	B.C.C	Ya
14	B.C.C	Pe
15	B.C.C	Ya
16	B.C.C	Erdington
17	B.C.C	Hodge Hill
18	B.C.C	Hall Green
19	B.C.C	Selly Oak
20	B.C.C	Sutton Coldfie
21	B.C.C	Sutton Coldfie
22	B.C.C	Northfield
23	B.C.C	Ladywood
24	B.C.C	Northfield
25	B.C.C	Ladywood

Topic Category	Details	Owner of ac	Due Date
Schools/Educa	Parking outsid	Police	03/05/20
Pot Holes	Resident comp	BCC Officer	03/05/20
Arson/Fire	fire in skip	Other	27/04/20
Other	Boundary Com	BCC Officer	08/02/20
Other	Planning issue	BCC Officer	09/02/20
Other	Planning fast f	BCC Officer	16/02/20
Parking	Parking in resi	Councillor	10/03/20
Other	Litter and no li	BCC Officer	26/02/20
Other	Planning issue	Councillor	08/01/20
ASB	PSPO- Commu	Police	14/03/20
Highways, Pot	Residents conc	Other	18/12/20
Arson/Fire, Ot	Fire in a skip	Police	16/12/20
Highways, Pot	Pot Holes in w	Other	28/01/20
Other	Development	Other	30/06/20
Dog Fouling	Dog fouling in	BCC Officer	28/10/20
Other	Extention buil	BCC Officer	08/03/20
Arson/Fire, AS	Gangs in local	BCC Officer	11/02/20
Speeding	Speeding by Ic	Police	14/07/20
Other	Library openin	BCC Officer	22/09/20
Other	no collection c	BCC Officer	25/09/20
Parking	Parking in loca	BCC Officer	14/10/20
Other	Non collection	BCC Officer	16/12/20
Other	Concern over t	BCC Officer	29/12/20
Other	Planning issue	BCC Officer	12/11/20
Other	Unlienced Shi	BCC Officer	21/10/20

Reporting levels

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

Reports at BCC level

16.pdf - Adobe Reader

File Edit View Window Help

Ward Meeting Attendance figures for 2015/16 TEST REPORT

District	Ward	Attendance
Edgbaston	Bartley Green	23
	Harborne	5
	Quinton	13
	Summary for 'District' = Edgbaston (3 detail records)	
Sum		41
Erdington	Erdington	5
	Erdington	20
	Erdington	78
	Kingstanding	45
	Tyburn	20
Summary for 'District' = Erdington (5 detail records)		
Sum		168
Hall Green	Hall Green	10
	Sparkbrook	34
Summary for 'District' = Hall Green (2 detail records)		
Sum		44
Hodge Hill	Bordesley Green	22
	Shard End	9
	Shard End	13
Summary for 'District' = Hodge Hill (3 detail records)		
Sum		44
Ladywood	Ladywood	18
	Nechells	3
	Nechells	21
Summary for 'District' = Ladywood (3 detail records)		
Sum		42
Northfield	Kings Norton	12
	Kings Norton	15
	Longbridge	20
Summary for 'District' = Northfield (3 detail records)		
Sum		47
Perry Barr	Oscott	23
	Perry Barr	16
Summary for 'District' = Perry Barr (2 detail records)		
Sum		39
Selly Oak	Bourville	7
	Bourville	8

03 May 2016

Page 1 of 2

District	Ward	Attendance
Summary for 'District' = Selly Oak (2 detail records)		
Sum		15
Sutton Coldfield	Sutton Four Oaks	12
	Sutton New Hall	11
	Sutton Trinity	5
	Sutton Vesey	65
Summary for 'District' = Sutton Coldfield (4 detail records)		
Sum		93
Yardley	Acocks Green	7
	Sheldon	15
	South Yardley	105
	Stechford & Yardley North	45
	Stechford & Yardley North	67
Summary for 'District' = Yardley (5 detail records)		
Sum		239
Grand Total		772

03 May 2016

Page 2 of 2

Reports at District level

Test Erdington District Report 2015_16 .pdf - Adobe Reader

File Edit View Window Help

Open [Icons] 1 / 1 70.4% [Icons] Tools Fill & Sign Comment

Erdington District Report 2015/16 TEST

District	Ward	Topic Category	Value	Details
Erdington	Erdington	Other		Planning fast food take away ,concerns over parking and litter
	Erdington	Other		Planning issue re new cinema complex ,residents have concerns re night time security
	Erdington	Other		Boundary Commission issue ,residents voted to submit their view as a collective.
	Kingstanding	Other		Extention built without planning permission
	Tyburn	Other		Planning issue local hotel

03 May 2016 Page 1 of 1

36% 14:10 16/05/2016

Reports by Thematic level

Test Ward Meeting Issues 201516.pdf - Adobe Reader

File Edit View Window Help

Open 1 / 3 70.4%

Tools Fill & Sign Comment

Sign In

▼ Export PDF

Adobe ExportPDF
Convert PDF files to Word or Excel online.

Select PDF File:
Test Ward Meeting Issues 20...
1 file / 110 KB

Convert To:
Microsoft Word (*.docx)

Recognize Text in English(U.S.)
[Change](#)

Convert

► Create PDF

► Edit PDF

► Send Files

► Store Files

Issue's Raised at Ward Meeting 2015/16 Test

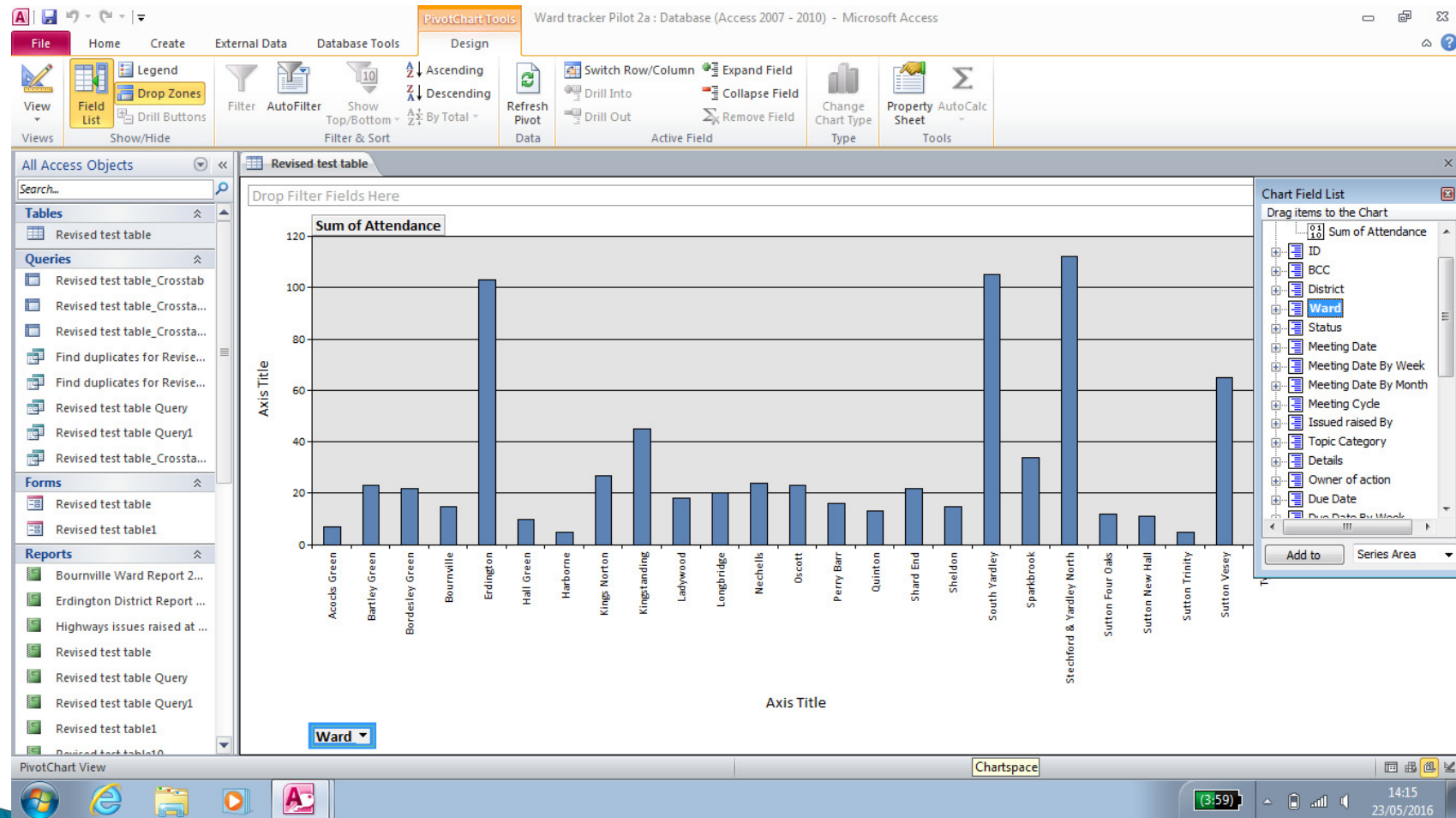
Topic Category.Value	District	Ward	Details
Arson/Fire	Hodge Hill	Bordesley Green	Gangs in local park ,fire in litter bin and other anti socail behaviour
	Yardley	Acocks Green	Fire in a skip
	Yardley	Stechford & Yardley North	fire in skip
ASB	Hodge Hill	Bordesley Green	Gangs in local park ,fire in litter bin and other anti socail behaviour
	Hodge Hill	Shard End	PSPO- Communication issue .residents requested Police mobile number to report issues
Dog Fouling	Northfield	Kings Norton	Dog Fouling becoming a issue in local parks where children are playing.
	Yardley	South Yardley	Dog fouling in local park ,action notices in park re fining and ask parks to take enforcement action
Graffiti	Hodge Hill	Bordesley Green	Gangs in local park ,fire in litter bin and other anti socail behaviour
	Perry Barr	Oscott	Local business forum reported an increase in Graffiti in the areas , some offensive .
Highways	Hall Green	Hall Green	Local resident concern with regard to parking and speeding around local schools
	Ladywood	Nechells	Foot path near leisure centre have raised flag stones trip hazard.Councillor to report to Amey
	Yardley	Sheldon	Residents concerned over the conditions of local roads .Amey in attendance took actions away .To liasion with highways engineers
Other	Yardley	Stechford & Yardley North	Pot Holes in ward too many
	Edgbaston	Quinton	Litter and no litter bins outside new take away

03 May 2016

Page 1 of 3

Windows Taskbar: 16:25 13/05/2016

As a Graph



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

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

Any questions?

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

Lesley.bannister@birmingham.gov.uk

464 - 4194

SELLY OAK DISTRICT WORK PROGRAMME & TIMELINES

(As of 7/7/16)

	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
DISTRICT COMMITTEE		14/7/16 Cleaner Streets Housing Jobs & Skills N'hoods & Coms Ward Meetings Work Programme		22-9-2016		17-11-2016		26/1/2017		16/3/2017
GOVERNANCE STATEMENT		Details to be confirmed after District Cttee								
DISTRICT CONVENTION										
WARD MEETINGS	New format of Ward Meetings/Forums Gov Manager – Kay Thomas	Agenda Item at District Cttee re new recording of mtgs								
NEIGHBOURHOOD CHALLENGE		To be confirmed at District Committee								
JOB & SKILLS PANEL	13-6-16 First mtg of Panel Chaired by Cllr. Phillips			Panel Mtg – date tbc				–		
DISTRICT COMMUNITY PLAN	Request sent for ward priorities									

DISTRICT HOUSING PANEL		Request to set up Panel Meetings 16/17								
DISTRICT CLLR CHAMPIONS		Cllr Champions to be confirmed at District Committee								
FUTURE DISTRICT										

DRAFT

DISTRICT CLLR CHAMPION

Corporate Parenting

Dementia

**District Parent
Partnership**

Cultural and Heritage

Jobs and Skills

Youth Champion

Housing

SELLY OAK DISTRICT COMMITTEE 2016/17

**2016 -14th July; 22nd Sept; 17th Nov
2017 - 26th Jan; 16th March**

Chair

Vice Chair

_(12 Cllrs + 5 Co-options)

SELLY OAK- A FAIR & CO-OPERATIVE DISTRICT

**NEIGHBOURHOOD
CHALLENGE**

(x 1 per year)

15/16 Jobs & Skills

17/18

**YOUNG PEOPLE
SUMMIT
(Annual)**

**DISTRICT CONVENTION
(Annual)**

“PARTNERSHIPS

**LOCAL DELIVERY
GROUP-SOUTH**

Chair: Superintendent
Pete Henrick

**Involving Communities
Sub -Group**

Chair – Karen Cheney

**SOUTH BIRMINGHAM
CHILDREN & FAMILIES
PARTNERSHIP**

Bham Educ. Partnership
District Link – Emma
Kirby

District Housing Panel

Chair

Jobs and Skills Panel

Chair

WARD MEETINGS / FORUMS

SELLY OAK WARD

Chair – Cllr McCarthy

BOURNVILLE WARD

Chair – Cllr Huxtable

BRANDWOOD WARD

Chair – Cllr Phillips

BILLESLEY WARD

Chair – Cllr Buchanan

**COMMUNITY GOVERNANCE
RESPONSIBILITIES**

- **GOVERNANCE
STATEMENT**
- **CONVENTION**
- **COMMUNITY PLAN**
- **WARD PLANS**
- **JOBS & SKILLS ACTION
PLAN**
- **NEIGHBOURHOOD
CHALLENGE**

