Erdington Constituency

Performance Narrative

Quarter 3 October - December 2016

Anti Social Behaviour	We have received 119 ASB cases in Quarter 3
Green	down by 41 on Quarter 2, across Category A, B and C type. Out of the 10 constituencies Erdington sits
(Pages 25-32)	6 th for the amount of cases received. As a snapshot we have 130 cases open, down by 35 Quarter 2.
	In terms of performance responded to on time –
	CAT A – 24hrs = 100%
	CAT B – 5 days = 100%
	CAT C – 10 days = 100%
	Cases close successfully = 100%
Estates and Tenancy	High Rise Blocks
Management	59.6% of High Rise blocks rated good or better, the
Green	target is 72%. The % has reduced on Quarter 2 due to last months (Dec) figures late inputting onto
(Pages 34 – 35)	system therefore not included.
	Low Rise Blocks
	99% of low rise blocks rated good or better, target is 99%.
(Page 36)	Unlawful Occupiers
	Unlawful Occupiers more than 12 weeks as a snapshot equal 12. This is down by 3 on previous quarter. No target is set for this business area.
	Cases can be complex but are manage robustly at a local level, but the process to go for possession is reliant on the legal system and getting an early court date.
Green	Introductory Tenancies
(Page 37)	Introductory Tenancies over 12 months stand at 6.96% up 1.16% on Quarter 2. We have a target of

	8% reason for not made secure is due to the intro being extended by 6 months due to ASB or rent arrears.
(Page 38)	Estate Assessments (No Target) We carry out twice per year, April and September with residents based on 8 questions. Examples,
	litter, graffiti, vandalism, hard and soft landscapes etc.
	Erdington scored 30.9 out of a possible 40, which equates to achieving an excellent score. Compared to the 10 constituencies Erdington scored the 3 rd highest score.
Rent Collection	Erdington rent collected as a % = 101.72%. Target is 98.30% therefore collected 3.42% above target for Quarter 3.
Green	Erdington arrears as a snapshot = £1,390,511 reduced by £137,059 on Quarter 2. Overall on Quarter 3 as a city perspective arrears under target
(Page 15 – 16)	by £865,474.

Of the Business Area's with a target, Erdington was in **Green** on all 4 counts for Quarter 3.

NARRATIVE RESPONSES TO PERFORMANCE ARE PROVIDED TOWARDS FRONT OF REPORT ON VOIDS & LETTINGS, REPAIRS SERVICE AND HOUSING CUSTOMER SERVICE HUB.