

High Rise Block scores in Ladywood

There was a discussion at the Ladywood District Committee on 20 September 2016 about high rise block scores and the committee asked for further information about this KPI.

High Rise numbers across the City

Edgbaston	16
Erdington	16
Hall Green	0
Hodge Hill	22
Northfield	34
Selly Oak	27
Sutton	2
Perry Barr	1
Yardley	15
Ladywood	57

The KPI measures:

External

- Litter
- Bulky rubbish
- Graffiti
- Door entry system
- Bin room
- General appearance

Internal

- Communal entrance
- Lifts
- Stairs
- Landing
- Internal glazing
- Internal graffiti
- Chute rooms
- Health & Safety signage
- Daily block inspections completed

Each element is scored:

1= poor

2 = below standard

3 = standard

4 = good

5 = very good

Some elements of the scoring system are heavily dependent on external investment factors, for example poor quality flooring will always bring down the appearance of communal areas and this will be reflected in the block scores. The scores have therefore been used to assist with identifying where internal decorations need to be prioritised and where capital environmental projects can assist through, for example, the provision of new flooring. However, large scale investment (eg New Deal for Communities) has not been forthcoming in recent years and this is recognised within the investment strategy which asset management colleagues are currently developing.

The KPI measures the proportion of blocks that score as 'good or better' and over the last 6 months one large estate in Ladywood (Hockley) has experienced some particularly challenging staffing issues. These have arisen as a result of a number of long-term sickness absences, which have been managed in accordance with the absence management procedure, but which have nevertheless had an impact on resources and morale on the site. In response to these issues, and in recognition that this is a particularly challenging estate (with 9 high-rise blocks) a decision has been taken to place a Housing Officer and Assistant Housing Officer on site so that they can personally oversee the supervision for the team. The officers have been working with the estate-based staff to develop an Improvement Plan for the estate and it is anticipated that this will be reflected in block scores moving into Q3.

At a city-wide level, a further initiative has been developed to audit the approach to block scores to ensure that there is consistency of approach across the 4 management structures. It is recognised that there may be training requirements and further refinement required to the Block score approach and the reporting of the KPI

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