

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

**BIRMINGHAM CITY COUNCIL**

**PERRY BARR DISTRICT COMMITTEE**

**THURSDAY, 30 NOVEMBER 2017 AT 15:00 HOURS**  
**IN COMMITTEE ROOM 2, COUNCIL HOUSE, VICTORIA SQUARE,**  
**BIRMINGHAM, B1 1BB**

**A G E N D A**

**1 NOTICE OF RECORDING/WEBCAST**

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

**2 APOLOGIES**

To receive any apologies.

**3 - 10**

**3 MINUTES**

To agree minutes.

**11 - 12**

**4 CODE OF CONDUCT FOR DISTRICT COMMITTEES**

To note the Code of Conduct at District Committee meetings.

**5 FLEET AND WASTE MANAGEMENT - (30 MINS)**

An representative has been invited to the meeting to give an update on fleet and waste management in Perry Barr District. **Nick Reid**

**13 - 22**

**6 JOBS AND SKILLS DELIVERY UPDATE - (30 MINS)**

Update from the Employment Team. **Andrew Barnes**

7     **HOUSING TRANSFORMATION BOARD PERFORMANCE REPORT  
QUARTER 1 - 2017-2018**

Report of the Strategic Director, Place. **Kate Foley will be in attendance.**

8     **WARD UPDATES**

To receive an update from each Ward.

9     **DATES OF FUTURE MEETINGS**

To note the dates agreed for future meetings at the Council House, Victoria Square, Birmingham B1 1BB on the following Thursdays at 1500 hours:-

Committee Room

25 January, 2018	6
22 March, 2018	2

10    **FUTURE AGENDA ITEMS**

To consider any future agenda items.

11    **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.

12    **AUTHORITY TO CHAIR AND OFFICERS**

Chair to move:-

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

# BIRMINGHAM CITY COUNCIL

**PERRY BARR DISTRICT  
COMMITTEE  
THURSDAY, 28  
SEPTEMBER, 2017**

**MINUTES OF A MEETING OF THE PERRY BARR  
DISTRICT COMMITTEE HELD ON THURSDAY, 28  
SEPTEMBER, 2017 AT 1500 HOURS, IN  
COMMITTEE ROOM 2, COUNCIL HOUSE,  
BIRMINGHAM**

**PRESENT: -**

Councillor Mahmood Hussain in the Chair

Councillors Gurdial Singh Atwal, Barbara Dring, Jon Hunt,  
Keith Linnecor and Karen Trench

**ALSO PRESENT**

Neil De-Costa – Perry Barr District Head  
Eddie Fellows - AMEY  
Suryah Latif – West Midlands Police  
Inspector Noeleen Murrin – West Midlands Police  
Louisa Nisbett - Area Democratic Services Officer  
Lucy O’Grady - AMEY

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**NOTICE OF RECORDING**

- 1089 The Chairman advised that this meeting would be webcast for live or subsequent broadcast via the Council’s Internet site ([www.birminghamnewsroom.com](http://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.

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**APOLOGIES**

- 1090 Apologies for their inability to attend the meeting were submitted on behalf of Councillors Tristan Chatfield, Paulette Hamilton, Morriam Jan, Narinder Kooner, Hendrina Quinnen and Waseem Zaffar.

## **MINUTES**

- 1091 The Minutes of the last meeting on 13 July, 2017, having been previously circulated were confirmed and signed by the Chairman.
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## **COMMITTEE CODE OF CONDUCT**

- 1092 The Code of Conduct related to District Committees was received and noted.  
(See document no. 1)
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## **AMEY**

- 1093 Eddie Fellows and Lucy O'Grady attended for this item and gave an update as follows:-
- Eddie Fellows informed that there had been concerns expressed about the highway programme not meeting local needs and being in the best priority order. They had undertaken a lot of work with colleagues in Highways with regard to the best new way of working. A new way of working will be trialled until Christmas and will then continue subject to it being successful.
  - Footways could be prioritised by areas requiring carriageway maintenance subject to agreement. This was a new way of working to allow areas that looked worse to be prioritised.
  - Villa Road was in the new programme for 2015. They were aware that there were areas that were quite deteriorated.
  - They would work to a fixed specification for Highway Services at local level with colleagues in Highways then look to adjust the way of working following a trial up to Christmas. If the trial was successful it would be rolled out.
  - Councillor Linnecor was not aware of any change in policy. He wanted footpaths to be done when needed and not have to wait until the area was prioritised. He said that the work should be done on request following an inspection.
  - Councillor Linnecor continued that Oscott Ward was doing a major campaign to have trees pruned. Some trees had been pruned already however he questioned whether AMEY were late in pruning the others and whether the Ward Councillors would be consulted.
  - Eddie Fellows gave reassurance that AMEY was still responsible for the condition of all footpaths. If there was a safety issue they responded. He clarified that only the full carriageway was included in the new arrangement. Lucy O'Grady was aware there was some pruning due to be

done in October or November. They will produce a list and a report will be submitted to Oscott Ward meeting.

- Councillor Jon Hunt spoke about problems with pavements in the Ward adding that if they were downhill, pedestrians were more likely to trip on them. He felt that this had never been taken on board. He did not think that the new system for prioritising areas would work as if an area was deemed to be satisfactory then one road that was not satisfactory could be left behind because it was in that area. He also raised the issue of damage in industrial areas.
- Eddie Fellows confirmed that the process would apply across the whole City. There would be the same standards in industrial areas as there was in an area with a heavy footfall. The new system allowed them to be more attuned to local needs. If a road needed to be done all the work would be done in that area.
- Councillor Dring reported that there was a major problem with footways in Oscott as a number of roads were old with sunken and raised paving slabs. She had been in an accident related to this. She mentioned the lack of enforcement for cars parked on pavements. There were also major problems with dangerous potholes on Cooksey Lane, Shady Lane and Kingstanding Road. These needed to be repaired or brought up to standard. The concrete roads needed to be repaired. Councillor Dring continued that the lack of pruning would cause problems with flooding owing to lack of pruning the fallen leaves. The leaves on trees blocked out the light from lampposts. Councillor Dring asked for some reassurance that the flyposting would be taken down in the Ward. It was understood that it was the responsibility of AMEY.
- Eddie Fellows answered that it had been recognised that a lot of old footways and paving had not been addressed in the specification of the contract and the new system would address this. He acknowledged that cars parked on pavements was a major issue and worked closely with Kevin Hicks to try to address the problem supported by the police. Action could be taken under Traffic Regulation Orders. AMEY did not have powers to remove vehicles. This was a challenge for any major City. There was more car ownership than parking available. He could guarantee that he would do all he could.
- Lucy O'Grady confirmed the return of 4 Highway Stewards across the Network. Councillors will be given their details. They would work closely with the Inspectors and tackle the perpetrators of flyposting. Lucy O'Grady did not have the details of the potholes on Cooksey/Shady Lane.
- AMEY were aware where there were heavily tree lined roads and used a smart approach to the drainage system so that were aware when the drains needed to be cleared by the drainage team. The work was report based and they had an inventory of the drainage system.

- Lucy O'Grady said that any flyposting on street furniture would be removed. Assistance was called in to remove large posters however it would be removed.
- Councillor Atwal had met officers in his Ward. Some Roads had been repaired and others not. There was a problem with dangerous long roots of trees damaging footpaths. He was disappointed at the progress made. When the workmen came to fix a manhole on Soho Road the lorry had parked inconsiderately blocking the traffic leading to complaints.
- Lucy O'Grady was aware of the case. The manhole cover belonged to Severn Trent. As they were obligated to make the road safe they had carried out a temporary repair and reported a Section 81 to Severn Trent to repair it. Severn Trent had 6 months to carry out a repair on apparatus. Work should be carried out according to the specification and the specification on the repair was audited to ensure work was a satisfactory standard. Councillor Atwal asked for a copy of the specification.
- Councillor Atwal had raised the issue of the shopkeeper parking the van on the pavement at the Ward meeting and he had reported it to the police. Lucy O'Grady had undertaken a recent walk of Soho Road and was aware of problems with footpaths and parking. This had been reported to the Highway Inspector. The area will be patrolled.
- Councillor Linnecor asked for assurance that the parked cars would be removed to carry out the pruning and clearing the drains. Eddie Fellows informed that they attempted to carry out a job 3 times if cars were causing an obstruction. If they were unsuccessful notices were left and a Traffic Regulation Order used as the last resort.
- Grass verges were a major problem around the City. They tried to maintain a balance between sensible parking and maintaining the grass.
- Councillor Trench was pleased with the analysis of gully cleansing. She needed reassurance the roads were clear. Councillor Trench asked for an analysis of Perry Barr Ward so that they were aware of the schedule.
- Councillor Hussain had received a lot of complaints from residents about the state of Villa Road saying it had been neglected. A commitment had been made to complete work on Church Hill Road however it was still not done. He had not received a satisfactory response to his complaints. The pavement and carriageway were being used to place goods on. BCC should enforce illegal parking. A petition had also been submitted. Councillor Hussain added that there had also been 2 major accidents on Heathfield Road.
- Lucy O'Grady informed that a meeting with residents was being held the following week and Villa Road was subject to approval. She was pleased with progress made to change the system of prioritising roads but could not give a specific date.

**ANTI-SOCIAL BEHAVIOUR**

1094

Inspector Noeleen Murrin and Suryah Latif, West Midlands Police, attended for this meeting. During the presentation and discussion the following points were made:-

- ASB had risen in the summer but was now at a plateau.
- There were plans for Outreach work to be carried out in areas.
- There was a Public Space Protection Order (PSPO) in Handsworth. Some tickets had been given out by the police. The fine could be followed by prosecution.
- They had received funding for Anti-Social Behaviour and work was ongoing. A lot of community members wanted to assist in ASB and they were looking at how they could assist.
- Oscott Ward were linking in with Elim Church..
- Councillor Linnecor said that there was a lack of police presence in Oscott and lack of police officers to deal with ASB .therefore residents no longer bothered to report ASB to the Ward Councillors for them to pass on to the police. Unless there was an increase in police officers the situation would not improve.
- Noeleen Murrin said that PCSO's were undertaking work on ASB after receiving training. The location of the police station did not affect the results. There was a hotspot for ASB on Kingstanding Circle.
- Councillor Dring reported that there were a lot of empty properties in Oscott also a lot of vulnerable elderly people. They were intimidated and harassed by young people causing ASB. Drug problems were also more prevalent in Oscott and problems at certain locations.
- Noeleen Murrin undertook to raise the issue in the Safer Communities Group. They needed intelligence with regard to drug dealing to get to the root of the problem.
- Councillor Jon Hunt said that ASB was not just caused by young people and an analysis of the age range of perpetrators needed to be done. . There had been complaints about the 101 Service and Noeleen Murrin would feed that back.
- In response to the definition of ASB Noeleen Murrin said that ASB also incorporated all the different crime groups. Fireworks were also recorded as crime.

- Councillor Hussain said that there were major problems with ASB in Handsworth as there were a lot of hostels in the Ward. He mentioned Gibson Road, Wellesbourne Road, Lime Grove and Archibald Roads. There had been 4 cars smashed on Heathfield Road on the Sunday. Councillor Hussain questioned what had happened to the additional staff. He had also sent some correspondence to the police about illegal parking and obstruction on the pavement.
- With regard to parking problems, Noeleen Murrin said that preventative measures needed to be considered and it was an ongoing challenge. Staffing was limited although there had been extra officers people had retired, resigned and moved therefore there were less officers.
- Councillor Linnecor accepted that there was limited parking on roads and that cars parked on corners. He said that Bells Islands Parking was a priority. There were also problems with speeding and residents could not see to get off their drives. A meeting would be held on 11 October, 2017 in Oscott. Councillor Linnecor referred to parking problems outside schools. He asked the police to take action. People were also parking across dropped kerbed. Officers needed to be firm and it was critical they spoke to the person concerned.
- Noeleen Murrin was not aware of the officer who had been run over and the reason no action had been taken. There were 33 schools in Perry Barr Constituency and the teams had done some patrols around the schools. The Ward Councillors could help to prioritise the worst areas. Councillor Dring said that Mary Vale School would be a good start.
- Councillor Atwal thanked Noeleen Murrin for their good work in the Ward. He said that a resident was parking and causing an obstruction on Oxhill and Rookery Road and had told him he had permission from the police to put out a cone.
- Noeleen Murrin reported that there was ongoing work taking place with the traffic team on Oxhill /Rookery Road starting 6 weeks ago. Some tickets had been issued. They probably needed to communicate positive action better so that people were aware of action they had taken.
- Councillor Trench said that different ways to clamp down on parking issues affecting people in the District should be looked at including partnership working with AMEY and Birmingham City Council. This should include enforcement. Councillor Trench suggested looking at the work the private sector were doing to solve problems using technology and limited resources.
- Suryah Latif asked if Councillor Trench was referring to London red routes. She was in agreement that resources were limited. They needed to consider different ways to overcome the problems and would welcome any additional information.



- In reply to Councillor Dring they were aware of the cyclists causing ASB. They had to consider the health and safety aspect and could not give chase however they could target the cyclists if they had the information. Schools had looked at safety with regard to cycling.

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### **WARD UPDATES**

1095 The following updates were given:-

#### **Handsworth Wood Ward – Councillor Atwal Chairman**

- Councillor Atwal reported that the following were problems in the Ward:-
  - Waste Collection
  - Anti Social Behaviour
  - Parking around schools
  - Cleanness
  - Collection of leaves
- Councillor Atwal was concerned that residents had attended a Ward meeting and been disruptive and had behaved in an unacceptable manner. They had requested that the police remove them from the meeting.

#### **Lozells and East Handsworth Ward – Councillor Hussain**

At the Ward meeting the previous Tuesday they had discussed the future model of Birmingham City Council. The Local Innovation Funds had been agreed. The Ward Plan had been updated. There were concerns about Fleet and Waste Management.

#### **Oscott Ward – Councillor Dring**

They had been successful in saving 2 Libraries with Local Innovation Funds. – Perry Common and Kingstanding in partnership with Witton Lodge. There was an ongoing major campaign about trees led by Councillor Linneor. They had campaigned successfully for the detached playing fields. Some travellers parked on school grounds had been moved on quickly using legislation.

#### **Perry Barr – Councillor Jon Hunt**

The Ward meeting will take place later today. Anti-Social Behaviour involving adults was on the agenda. There had been an accident involving a mother and baby at the weekend who had been run over at a location on Walsall Road that there had previously been petitions about. Their LIF bids had been agreed.

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### **FUTURE AGENDA ITEMS**

1096 Items to be considered for future agendas were suggested as follows:-

- Jobs and Skills delivery update from the Employment Team
- An update from the depot manager – Nick Reid, regarding waste management in Perry Barr District
- An update report from Neil De-Costa and Cllr Hussain regarding District business
- Kate Foley is to attend to provide an update on the Landlord Services future operating model
- Local Innovation Fund updates – March meeting
- Update on Sandwell and West Birmingham Hospital.

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### **DATES OF FUTURE MEETINGS**

1097

#### **RESOLVED:-**

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

#### **Committee Room**

30 November, 2017	2
19 January, 2018	6
23 March, 2018	2

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### **OTHER URGENT BUSINESS**

There was no other urgent business.

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### **AUTHORITY TO CHAIRMAN AND OFFICERS**

1098

#### **RESOLVED:-**

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

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The meeting ended at 1659 hours.

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CHAIRMAN

## **CODE OF CONDUCT AT THE DISTRICT COMMITTEE**

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



## Briefing Note

## Perry Barr District Committee

Date: 30<sup>th</sup> November 2017

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### Update on Jobs and Skills delivery

#### 1. Purpose

To update Perry Barr District Committee on aspects of the Council's employment & skills delivery which have an impact on the District and surrounding areas.

#### 2. Background- Economic context

##### 2.1 City-wide unemployment

As at September 2017 Birmingham had a total of 31,660 unemployed claimants (unadjusted) representing a claimant rate of 6.2% compared to a UK average of 2.4% (Birmingham Unemployed briefing Oct 2017)

##### 2.2 Perry Barr District and ward level statistics

At the same date Perry Barr District had 3,815 unemployed claimant residents representing a claimant rate of 6.6% (i.e. slightly above the City average and 4<sup>th</sup> highest of Birmingham's 10 Districts by rate).

Within this ward figures were as follows: Lozells & East Handsworth: 2,010 unemployed (claimant proportion 9.8 %); Oscott 410 unemployed (claimant proportion 2.6%); Perry Barr 560 unemployed (claimant proportion 3.7%); Handsworth Wood 840 unemployed (claimant proportion 4.4%). (NB: City average claimant proportion is 4.4%)

##### 2.3 Youth Unemployment

18-24 year old unemployment has halved in Birmingham since 2013. However, the volume of claimants in this age category City-wide is 6,465 and this remains the highest volume of young unemployed of the UK core cities. 735 of these live in the Perry Barr District.

#### 3. Delivery & Impact

##### 3.1 Birmingham & Solihull Youth Promise Plus

- 3.1.1. Birmingham and Solihull Youth Promise Plus (YPP) is a project funded through the European Commission Youth Employment Initiative for which Birmingham City Council is the accountable body on behalf of a wider partnership of delivery agencies (including Solihull MBC, West Midlands Police and Crime Commissioner's Office, WMCA Transport, The Prince's Trust, UHB Hospital Trust Consortium and

Birmingham Voluntary Services Council.) The YPP project targets personalised employment and skills support on 15-29 year olds who are not in Education, Employment or training (i.e. NEET). Delivery through a range of partner agencies and externally contracted providers runs from April 2016 to July 2018. The aim is to engage and support 16,610 young people with at least 44 % of these moving into a positive outcome around returning to education, accessing training or employment by the end of the project.

- 3.1.1 The YPP project involves a package of localised match funding/activity. For every pounds' worth of local match the project can draw-down two pounds of grant from ESF and YEI allocations. Following a BCC cabinet report in October 2017 the project finances have been reconfigured and down-scaled to reflect a £5 million reduction in available local match funding due primarily to changes and late clarifications in national DWP guidance on eligibility and evidence requirements. Following these revisions, the gross value of the project is £35 million but the target around supporting 16,610 young people remains with 70% of this anticipated directly through the YPP delivery and 30% through partnership working to effectively signpost and refer young people into complementary aligned provision such as Big Lottery Talent Match, other BCC and Solihull MBC services through Careers and Youth Service functions etc.
- 3.1.2 The YPP project provides Intervention Worker services accessible in jobcentres and community settings to NEET young people who receive intensive personal coach /mentor support, linked to pathway opportunities (e.g. Work Experience, in work training etc.) and end vacancies with employers generated through the project's Business engagement service. In addition the project has commissioned specialist provision for those at risk of homelessness, care leavers, those at risk of offending, and young people with mental health support needs and/ or learning difficulties/disabilities.
- 3.1.3 As at November 2017 (and with 7 months of delivery left) the YPP project has so far achieved the following outputs across the Birmingham and Solihull area: (see attached YPP Dashboard infographic).

<b>Young people engaged</b>	<b>10,739</b>
<b>No of participant's A-rated (i.e. fully evidenced and verified to EU claim requirements)</b>	<b>8,800</b>
<b>Employment &amp; training outcomes</b>	<b>1,152</b>

- 3.1.4 To date therefore the total conversion rate of A-rated participants into positive outcomes is running at 13% (i.e.  $1,152/8,800 \times 100$ ). By the end of the project in July 2018 this is targeted to have reached 44%. It would be expected that the profile of final outcomes reflects a large volume of outputs being achieved in the last 3-4 months of the project delivery when most participants have benefitted from a longer period of employment & skills support. Moreover if we just consider those that have

already left /completed their time on the project, it is noted that 63% of those completing/leaving have moved into positive outcomes. Nonetheless, the maximisation of positive progressions remains a key priority between now and July 2018.

- 3.1.5 The delivery of the YPP project has been around 5 Localities areas – North Birmingham, East Birmingham, West & Central Birmingham, South Birmingham and Solihull. The Perry Barr District is part of the North Birmingham locality which also includes the Erdington and Sutton Coldfield Districts. The locality target for the project in North Birmingham was that 22% of the participant starts and outcomes would relate to residents of the North area. This was based on youth unemployment statistics supplied by DWP at the start of the project showing relative levels of need between target localities. As at October, 22% of participants have been drawn from the North area which is the expected proportion. (NB: By November claim this figure has risen to 24%). The proportion of positive outcomes so far achieved with residents from the North locality is behind target at 15% and increasing these conversions will be a key priority between now and the end of the project in July 2018.
- 3.1.6 A more detailed breakdown of performance figures relating to the impact of YPP so far on the North Birmingham area is shown in the following tables. Please note that this more detailed breakdown relates to figures collected earlier for the period to the end of October 2017 and therefore differs slightly from the overall figures shown to November 2017 (above). The specific wards in the Perry Barr District have been highlighted.

Total outputs to Oct 2017 from YPP in respect of the North Birmingham area are as follows:

Measure	City wide actuals to October 2017	North Birmingham actuals	North Birmingham outputs as % of City wide outputs
Participant starts (A rated)	8,678	1,938	22%
Into employment, education or training	995	145	15%
Obtaining qualifications	113	17	15%

Total North Birmingham YPP Participants by ward

<b>Total North Birmingham YPP Participants to Oct 2017</b>	<b>1,938</b>
Erdington	144
Handsworth Wood **	191
Kingstanding	197
Lozells & East Handsworth **	549
Oscott **	90
Perry Barr **	145
Stockland Green	287
Sutton Four Oaks	24
Sutton New Hall	33
Sutton Trinity	44
Sutton Vesey	45
Tyburn	189

**\*\*Total YPP participants from Perry Barr District wards is therefore 975**

3.1.7 The principal contracted locality YPP provider in North Birmingham is Prospects Services Ltd, alongside a supply chain of more local sub-contractors including Better Pathways, Disability Resource Centre, Street Leagues, SRS, Phoenix Training, GHC and Witton Lodge Community Association. They have Intervention Workers embedded in jobcentres and at a range of community outreach venues across the patch.

### **3.2 Birmingham City Council Employment Access function**

3.2.1 The Council also utilises its role as both a planning authority and a procurer of contracts to identify major developments and employer relocations and expansions, and to then negotiate with identified employers around developing supported recruitment pathways to seek to maximise the recruitment of unemployed local people to available job opportunities. In the context of the Birmingham Skills Investment plan, through initiatives such as the “Step Forward” campaign, the Council also works collaboratively with FE/Skills training providers to build appropriate training into these pathways.



3.2.1 In addition to major City-wide/ central developments such as HS2, and potentially the Commonwealth games, specific opportunities developing in this respect which have a particular relevance to North Birmingham (and Perry Barr District) include:

- Projected retail growth in Perry Barr (up to 20,00 sqm )
- Project new homes in the district- 700 dwellings
- BCU campus development
- Hydraforce -Advance Manufacturing Hub

### 3.3 **Jaguar Land Rover (JLR)**

3.3.1 Through partnership working with Witton Lodge Community Association, a Job Club and Academy delivery model has been developed and agreed with JLR in order to assist with the recruitment and training of local people around JLR and supply chain vacancies and manufacturing employment in general.

3.3.2 Birmingham City Council held a progress meeting with JLR and Manpower (their designated recruitment agency) at Witton Lodge CA on 24 October 2017. JLR had concerns around the timing of the Jobs Club and Academy whilst they and their supply-chain do not currently have any live opportunities to put on the table for Academy participants.

3.3.3 Birmingham City Council agreed to target in-house employer engagement activities to focus on the wider manufacturing and engineering sector in order to run alongside the Academy activity in order to provide alternative progression routes for participants completing the training package. On this basis it was agreed that a first recruitment and awareness raising session for the Academy be planned before Christmas (provisional dates being considered 12/13/14<sup>th</sup> December).

3.3.4 JLR HR will support this session, getting their supply chain involved in delivering information workshops where they will give an insight into what the employer looks for and what it's like working in the sector. It was agreed that the first training will be a pilot and that it will train 15-20 people and will focus on one role (production line). Manpower, (who recruit all of JLR's production line staff) will input by training the trainers, in this case from Birmingham Metropolitan College.

## 4 **Future resources**

A number of options are currently being taken forward with regard to future resources to support employment and skills activities. Specifically;

4.1 **West Midlands' Combined Authority (WMCA) Employment and Skills pilots:** £4 million across the WMCA area has been identified as part of the initial Devolution package with central government in order to trial an in-depth neighbourhood approach to employment & skills development. The Birmingham element of this will focus on neighbourhoods in Washwood Heath and Shard End each of which will be allocated around 20% of the overall budget given the levels of need evident in these areas. Birmingham City Council is currently in discussion with WMCA around the intended delivery model and procurement process around the pilot, with commissioning due

early in the new calendar year for a June 2018 start. However, if these pilots are successful they could form the basis of a further roll out of devolved funds to be targeted on other neighbourhoods including those in North Birmingham.

- 4.2 The Council is also currently progressing 4 ESF project applications under priorities 1 and 2 of the ESIF programme. Priority 2 bids relate to Business growth and development. Priority 1 relates to employment and skills support for individuals. **Specifically in Priority 1 outline bids have now been submitted as follows:**

- **ESF 1.1 Skills for growth-** pathway progressions for adults into and through work. – Outline bid was successful and full application is now being developed.
- **ESF 1.2 Sustainable integration of young people into the Labour market (NEETs and Risk of NEETs 15-24 years olds)-** awaiting DWP national managing agency decision on outline application stage

If approved delivery on these new projects would begin in August 2018 and could extend for 3 years into 2021. The bids create a potential to generate gross value activity of around £20 million over 3 years across the more developed area of Greater Birmingham & Solihull LEP (i.e: Birmingham, Solihull, Bromsgrove, Redditch and Wyre forest).

- 4.3 Money remaining unallocated in the GBSLEP area relating to the Youth Employment Initiative is currently the subject of discussion at the EISF committee with the DWP national managing agency. The Council's European Division is currently putting forward the argument that this should be retained in the local area and flowed back through the ESF allocation to allow all projects positively evaluated through the ESF calls outlined above to be progressed.

## **5 Local Employment & Skills Boards- North Birmingham**

- 5.1 In order to assist with co-ordination and partnership working around the employment & Skills agenda, the Council has facilitated the setting up of Local Employment & Skills boards in 4 quadrants of the City following consultative summit meetings held in August/Sept.
- 5.2 The North Birmingham Board has met once, convened and led by Witton Lodge Community Association as local champions. The Board agreed key priorities around Schools and education transition, a local employer engagement campaign, communication and mental health support needs. Task and finish groups around these areas for action are being established.
- 5.3 A prospectus and "plan on a page" is being developed for report back through the Birmingham wide Employment & Skills Board within the GBSLEP structure.

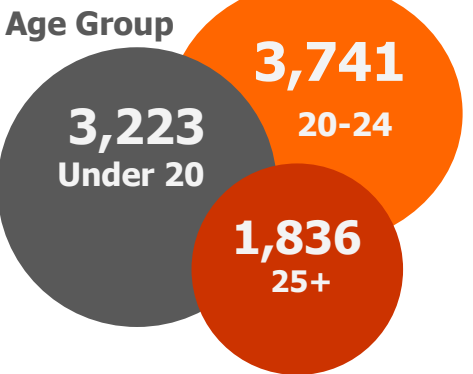
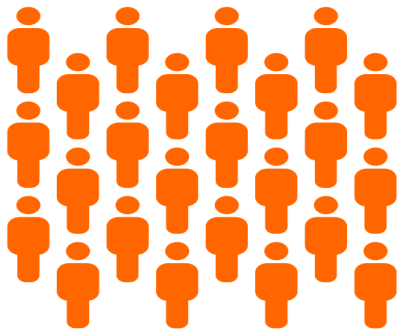
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Contact Officer: Andrew Barnes 0121 303 3740 [andrew.barnes@birmingham.gov.uk](mailto:andrew.barnes@birmingham.gov.uk)

# YPP Dashboard November 2017

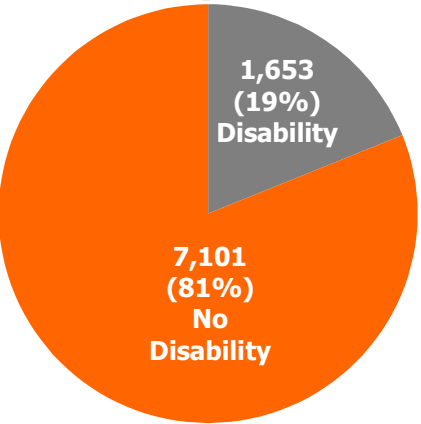


10,739 Engaged

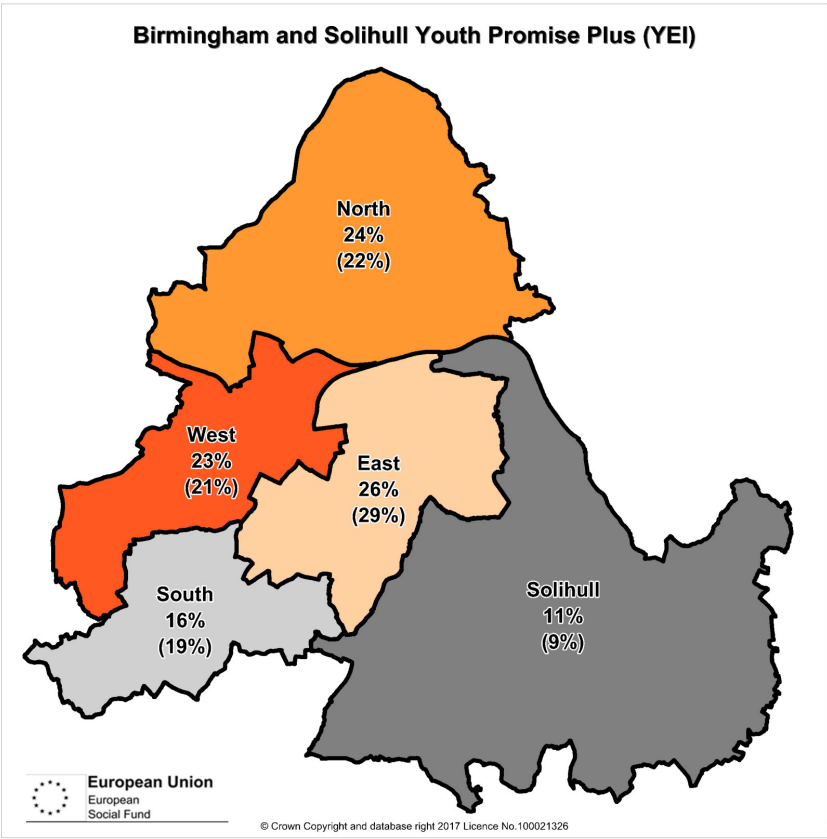


8,800 A-Rated

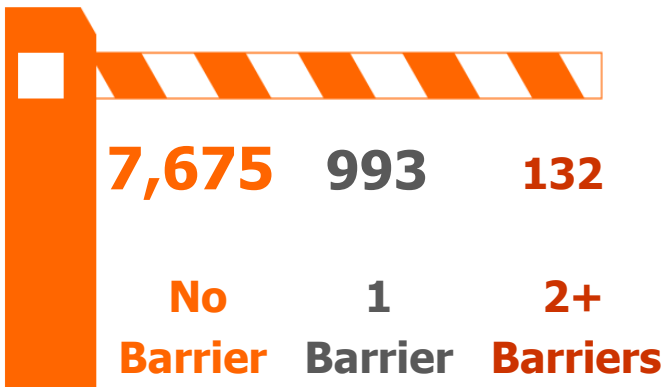
## Disability



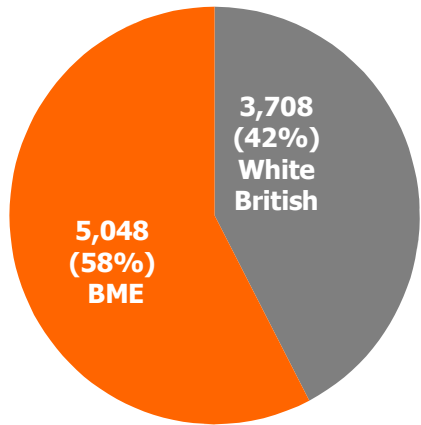
## Geographic Distribution of Participants



## Barriers to Employment



## Ethnicity



## Employment & Training Outcomes

1,152







# Birmingham and Solihull Youth Promise Plus (YEI) Project - Localities Boundaries Map

## KEY

 Constituencies

 Wards

## Locality Boundaries

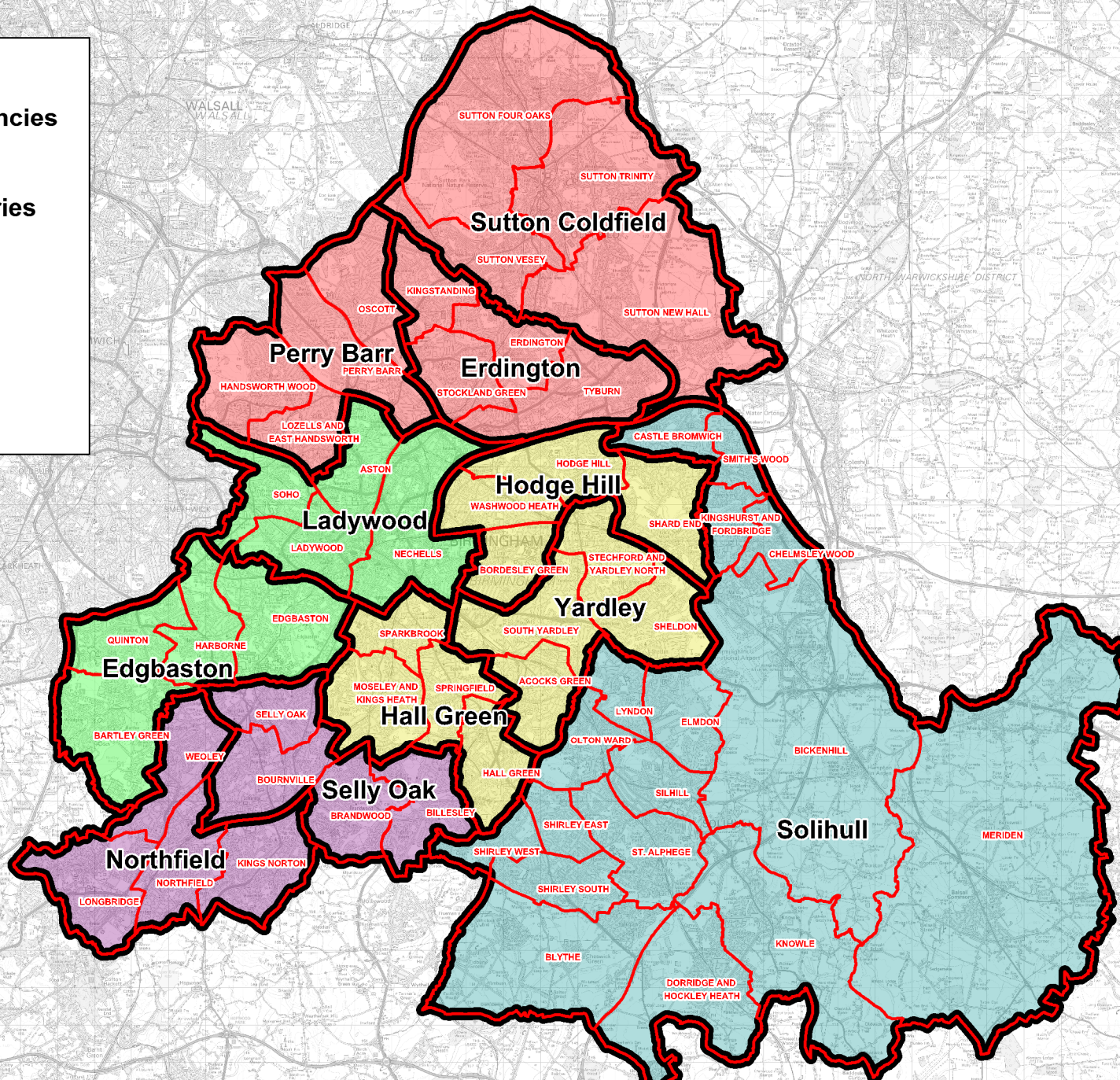
 North

 South

 East

 West

 Solihull







## Housing Transformation Report Q1 2017-18

### Perry Barr District Committee

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

<p><b>Management of ASB</b></p> <p>Perry Barr continues to have a relatively low level of ASB cases with 76 new enquiries received during period 1, of which 0 were classified as hate crimes. 100% of cases were responded to on time. A total of 65 cases were closed and there were 57 cases open as a snapshot of cases on the day of the HTB report.</p>	<p>No. of new cases received: 76</p> <p>No. of new hate crime cases: 0</p> <p>Percentage of cases responded to on time: 100%</p> <p>Total ASB cases closed: 65</p> <p>Snapshot cases open: 57</p>
<p><b>Percentage of high and low-rise blocks rated good or better</b></p> <p>100% of high-rise blocks in Perry Barr achieved the good or better score and likewise, low rise blocks have achieved a 100% satisfaction score</p>	<p>100% of high-rise blocks good or better</p> <p>100% of low-rise blocks satisfactory</p>
<p><b>‘Lodgers in Occupation’ for more than 12-weeks</b></p> <p>This measures the number of people occupying council properties where the tenancy has ended and the status of those occupying requires further investigation. The situation normally arises when the tenancy ends either because of the death of the tenant or relationship breakdown. There was 1 case in Perry Barr where investigations had taken longer than 12-weeks.</p>	<p>No of cases: 1</p>
<p><b>Percentage of Intro tenancies over 12 months old not made secure</b></p> <p>No tenancies in Perry Barr over 12-months old were not been made secure during Q1 with all of these being due to issues relating to rent arrears.</p>	<p>Percentage of tenancies over 12-months old not made secure: 0%</p>

<p><b>Conditions of estates – average bi-annual estate assessment scores</b></p> <p>In Perry Barr, the average of estate assessment scores was 27.7 which is above the ‘good’ score of 21, but below the score for excellent of 29. The estate assessments take place twice per year and lead to the development of improvement plans.</p>	<p>Average bi-annual estate assessment score: 27.7</p>
<p><b>Voids</b></p> <p>The average days void turnaround for Perry Barr was 72 and this was due to properties being let within this period after a lengthy void period due to low demand for some types of property. The average days from Fit to Let until tenancy start date was 57.8</p>	<p>Average days from Fit For Let to Tenancy Start Date: 72</p> <p>Average days from Fit For Let to Tenancy Start Date 57.8</p>
<p><b>Repairs</b></p> <p>The contractors, Wates, responded to emergency repairs within 2 hours of 97.3% of occasions. They resolved routine repairs within 30 days on 94.3% of occasions. Customer satisfaction was 99.6%</p>	<p>Respond to emergencies within 2 hours: 94.3%</p> <p>Respond to routine repairs in 30 days 94.3%</p> <p>Customer satisfaction 99.6%</p>



# **Housing Transformation Board Performance Report**

## **Quarter 1 2017/18**

Report produced by Place Directorate Performance and Support Services Team  
Version 1.0 21/09/2017

Contents	RAG status (based on Q1 data unless stated)	Page
<b><u>Exception Report</u></b>		6
<b><u>Leasehold and Right to Buy (Sukvinder Kalsi)</u></b>		
Number of Right To Buy applications received	No Target	8
Number of properties sold under Right To Buy	No Target	9
Right to Buy compliance to statutory timescales	Green	10
<b><u>Rent Service (Tracy Holsey)</u></b>		
Percentage of rent collected	No Target	11
Current amount of rent arrears	Amber	12
<b><u>Housing Options</u></b>		
Number of households in Temporary Accommodation	No Target	13
Number of households in B&B	No target	14
Increase in the number of cases where homelessness is prevented or relieved	Green	15
Number of households on housing waiting list	No Target	16
Average number of weeks families in B&B	No Target	17

**CBP**

## **Landlord Services**

### **Antisocial Behaviour (Tracey Radford)**

Number of new ASB enquiries received - A, B and C categories	No Target	18
Number of new hate crime enquiries	No Target	20
Percentage of A cases responded to on time	Amber	21
Percentage of B cases responded to on time	Green	21
Percentage of C cases responded to on time	Green	21
Total ASB cases closed	No Target	22
Percentage of ASB cases closed successfully	Green	23
Number of live ASB cases	No Target	24
Total cases responded to on time	No Target	25
Number of live Think Family cases	No Target	26

### **Estates and Tenancy Management (Tracey Radford)**

Percentage of high-rise blocks rated good or better	Green	27
Percentage of low-rise blocks rated satisfactory or better	Green	28
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	29
Percentage of introductory tenancies over 12 months old, not made secure	Green	30
Condition of estates - average of bi-annual estate assessment scores	Green	31
Condition of estates - number of excellent, good and poor ratings to date	No Target	32

### **Services for Older People (Carol Dawson)**

Percentage of support plans completed in 4 weeks	Green	33
Percentage of Careline calls answered within 60 seconds	Amber	34

## Landlord Services

### Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled	No Target	35
Average time taken to answer calls (in seconds)	Red	36
Percentage of calls answered	Green	37

## Asset Management and Maintenance (John Jamieson)

### Repairs:

Percentage of Right To Repair jobs completed on time	Green	38
Percentage of gas servicing completed against period profile - snapshot figure	Green	39
We will respond to emergency repairs in two hours	Green	40
We will resolve routine repairs within 30 days	Green	41
KPI001 - Customer Satisfaction	Green	42
KPI002 - Work orders completed within timescale	Amber	43
KPI004 - Service Improvement Notices	Green	44
KPI005 - Safety SIN's	Green	45
KPI007 - Appointments made	Amber	46
KPI008 - Appointments kept	Amber	47

### Voids and Lettings (John Jamieson)

Available council homes as a percentage of total stock - snapshot figure	Green	<b>CBP</b>	48
Average days void turnaround - all voids	Red		49
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Red		50

### Capital Works (Martin Tolley)

Percentage of actual spend as a proportion of revised annual budget - year to date	Amber		51
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets		52
KPI001 - Customer Satisfaction (Capital Works only)	Green		53
KPI002 - Work orders completed within timescale (Capital Works only)	Red		54
KPI008 - Appointments kept (Capital Works only)	Green		55

### Private Sector Housing (Pete Hobbs)

#### Houses in Multiple Occupation (HMO) Licencing (Roy Haselden)

Houses in Multiple Occupation licences issued	No Target		56
Licensed and unlicensed Houses in Multiple Occupation inspected	No Target		57

#### Private Tenancy Unit (Andrew Greathead)

Private Tenancy Unit - Requests for assistance	No Target		58
Private Tenancy Unit - Cases assisted through advice	No Target		59
Private Tenancy Unit - Cases assisted through intervention	No Target		60

#### Empty Properties (Matthew Smith)

Empty properties brought back into use	Green	CBP	61
Number of properties improved in the private rented sector as a result of Local Authority intervention	Red	CBP	62

## Housing Transformation Board

### Exception Report Quarter 1 2017/18

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

#### Average time taken to answer calls (in seconds)

**Measure:** Average time taken to answer calls (in seconds)

Page: 36

**Target:** 20

**Performance:** 35

**Commentary provided by:**

As a result of the service review, along with benchmarking across similar services across the country, the Customer Services Hubs are no longer measuring performance against the 20 second target of answering calls. Moving forward, this measure will be replaced with an improved suite of performance targets.

We have now introduced the improved 'triage' approach to how we respond to our enquiries; The 'triage' aims to resolve the majority of all enquiries at the first point of contact, in the customer service hubs. This has been identified as means of reducing demand in the long term, but also providing better customer service to our tenants. Whilst the time taken to answer has increased, we have received no negative feedback or complaints from tenants concerning this and we will also be reviewing this performance indicator to bring it more in line with how we will be delivering the service, moving forward.

#### Average days void turnaround - all voids

**Measure:** Average days void turnaround - all voids

Page: 49

**Target:** 28

**Performance:** 36

**Commentary provided by:** John Jamieson

Void turnaround performance is now being severely impacted by the introduction of the Abris system and new allocations policy which in particular has seen a significant downturn in bids (& lettings) to especially 1 bed but also 2 bed properties. These are usually quick turn around dwellings. Actions are being taken to offset this including targeting applicants in the 1 bed queue and in Temporary Accommodation, local advertising and promotion of void properties and prioritising new registrations.

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

**Measure:** Average days to let a void property (from Fit For Let Date to Tenancy Start Date) Page: 50

**Target** 15

**Performance:** 20.3

**Commentary provided by:** John Jamieson

Average Days to Let a property has risen in the Quarter mostly as a result of letting a number of previously Hard-to-Let dwellings which have been available for letting but void for long periods including several at well over 100 days. Performance is also being impacted by the difficulties in letting 1 and 2 bed dwellings following implementation of the new allocations policy as detailed in Void Turnaround commentary.

### **KPI002 - Work orders completed within timescale (Capital Works only)**

**Measure:** KPI002 - Work orders completed within timescale (Capital Works only) Page: 54

**Target** 92.6%

**Performance:** 83.7%

**Commentary provided by:** Pat Mcwilliam

The City performance for this measure is below target; however Wates East and Wates West are achieving the standard target. Keepmoat and Fortem are reviewing their performance data to identify failures reason. In addition to this BCC carry out an audit throughout the capital work order and where the contractor has not completed the work to standard work is not accepted until standard has achieved, resulting in time taken to complete the capital work increasing.

### **Number of properties improved in the private rented sector as a result of Local Authority intervention**

**Measure:** Number of properties improved in the private rented sector as a result of Local Authority intervention Page: 62

**Target** 87

**Performance:** 81

**Commentary provided by:** Pete Hobbs

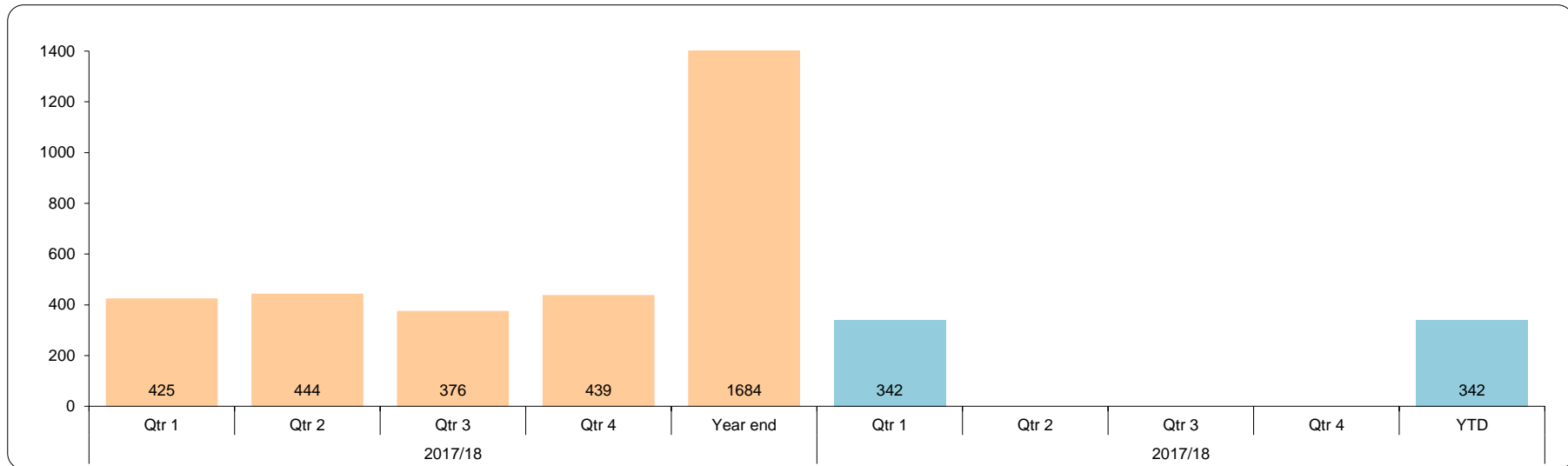
Performance overall on target but lower in June as demand has reduced during the dry weather and effort targeting proactive HMO inspections

## Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



	2017/18					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Right To Buy applications received	425	444	376	439	1684	342				342

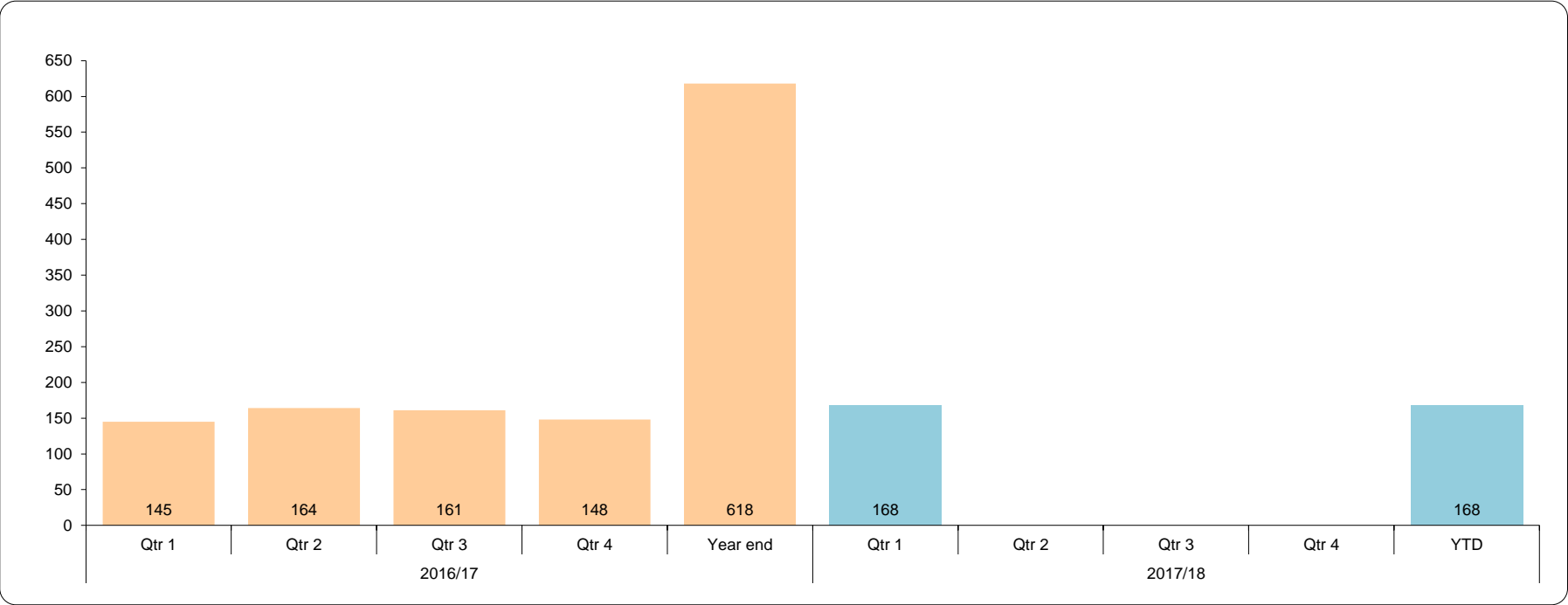
Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	39	33	20	53	78	28	19	27	7	38

RB01



Number of properties sold under Right To Buy

RAG Status	No Target
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	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of properties sold under Right To Buy	145	164	161	148	618	168				168

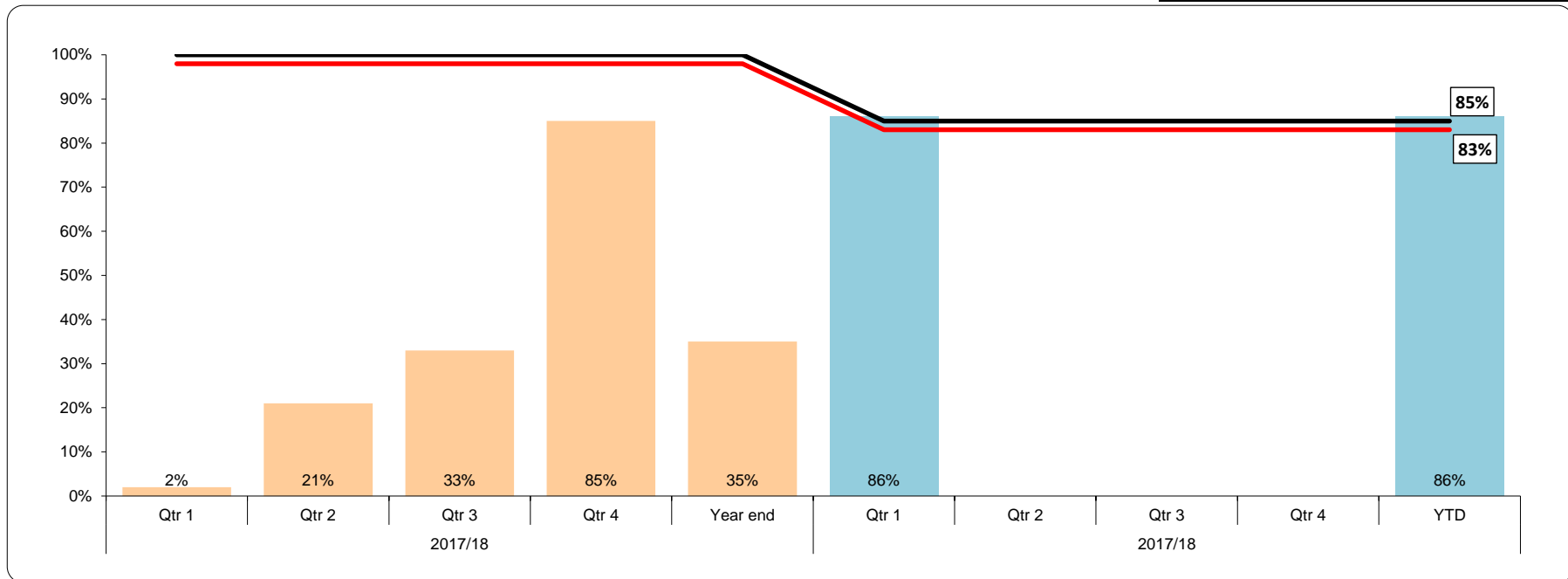
Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	19	14	11	26	22	18	6	27	2	23

RB02

## Right to Buy compliance to statutory timescales

RAG Status

Green



## Bigger is better

	2017/18					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Right to Buy compliance to statutory timescales	2%	21%	33%	85%	35%	86%	0%	0%	0%	86%
Target	100%	100%	100%	100%	100%	85%	85%	85%	85%	85%
Standard	98%	98%	98%	98%	98%	83%	83%	83%	83%	83%

Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	85%	87%	86%	87%	88%	85%	86%	87%	82%	87%

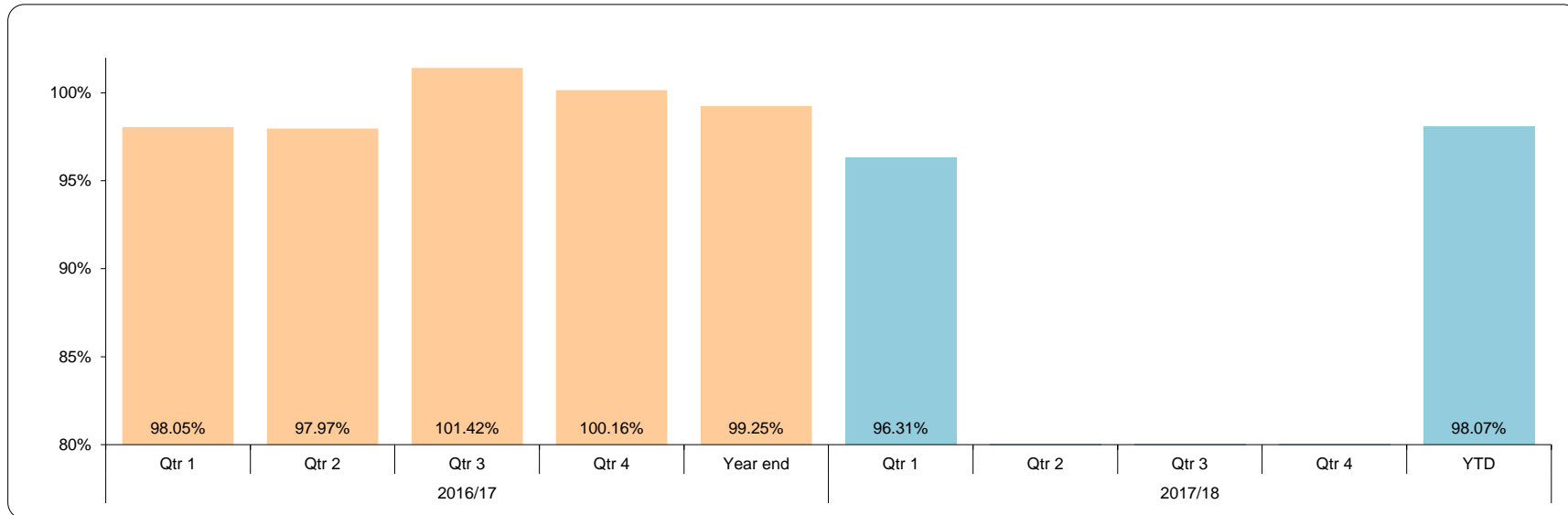
RB03

## Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

No Target



**Bigger is better**

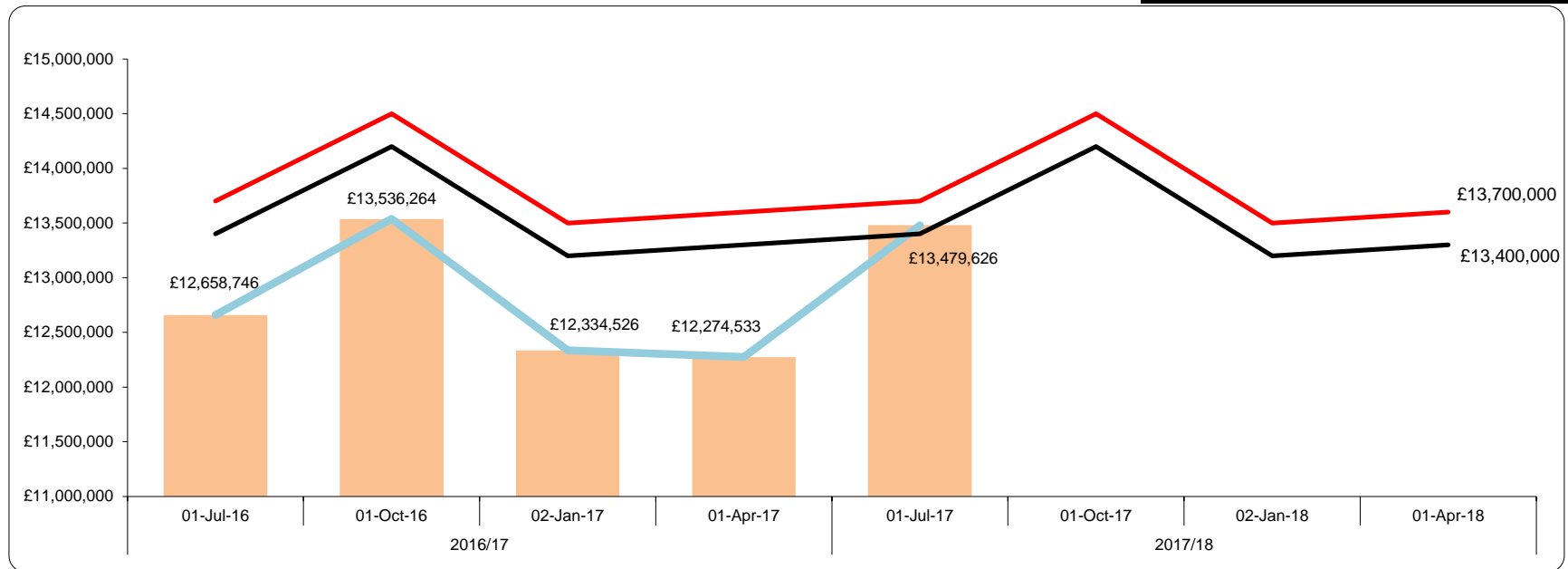
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of rent collected	98.05%	97.97%	101.42%	100.16%	99.25%	96.31%				98.07%
Target	No quarterly targets					No quarterly targets				
Standard										
Monthly targets	Apr - 59.7%	Jul - 87.2%	Oct - 92.2%	Jan - 93.9%		Apr - 59.7%	Jul - 87.2%	Oct - 92.2%	Jan - 93.9%	
	May - 78.5%	Aug - 89.6%	Nov - 92.7%	Feb - 94.3%		May - 78.5%	Aug - 89.6%	Nov - 92.7%	Feb - 94.3%	
	Jun - 84.0%	Sep - 90.8%	Dec - 93.4%	Mar - 94.9%		Jun - 84.0%	Sep - 90.8%	Dec - 93.4%	Mar - 94.9%	
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	95.93%	96.15%	97.33%	96.39%	95.89%	96.08%	96.11%	96.70%	97.65%	96.63%

R01

## Current amount of rent arrears - Snapshot figure

RAG Status

Amber



### Smaller is better

	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Current amount of rent arrears - Snapshot figure	£12,658,746	£13,536,264	£12,334,526	£12,274,533	£13,479,626			
Target	£ 13,400,000	£ 14,200,000	£ 13,200,000	£ 13,300,000	£ 13,400,000	£ 14,200,000	£ 13,200,000	£ 13,300,000
Standard	£ 13,700,000	£ 14,500,000	£ 13,500,000	£ 13,600,000	£ 13,700,000	£ 14,500,000	£ 13,500,000	£ 13,600,000

Citywide rent arrears figure includes £129,757 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 July 2017	£ 1,613,940	£ 1,552,539	£ 369,255	£ 1,720,163	£ 2,370,713	£ 2,174,042	£ 469,326	£ 1,231,405	£ 314,234	£ 1,534,253

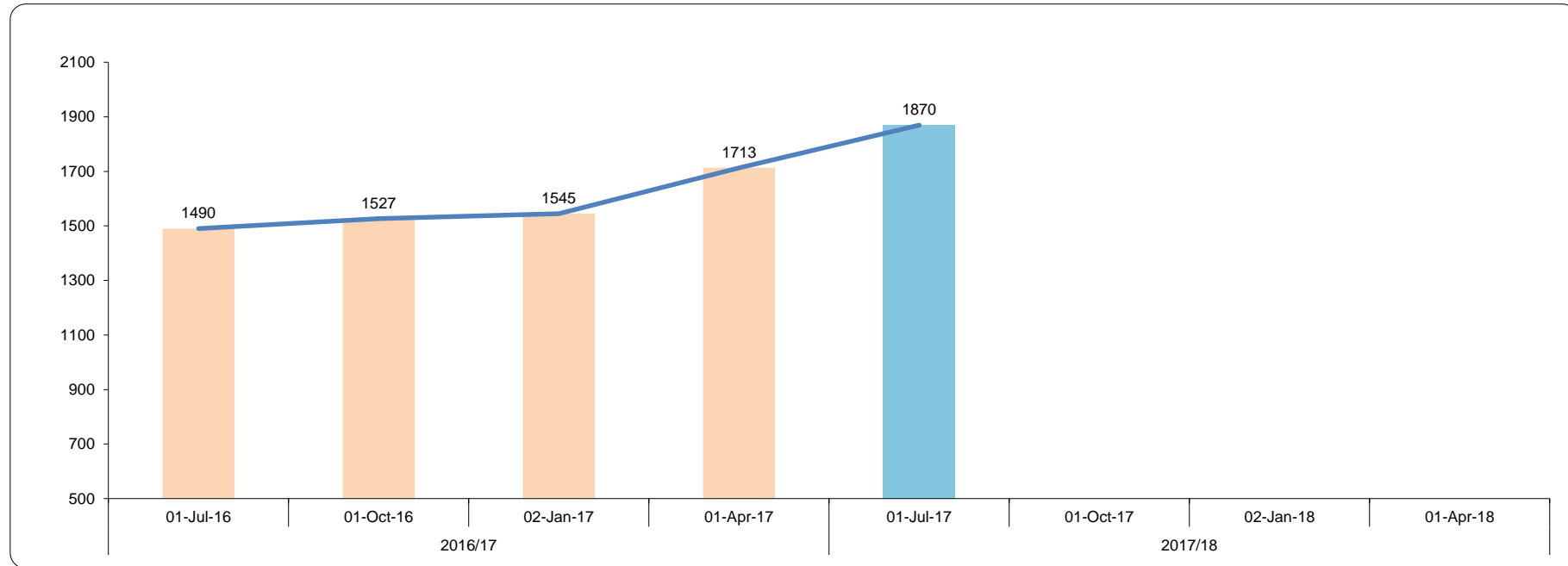
R02

## Housing Options

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

No Target



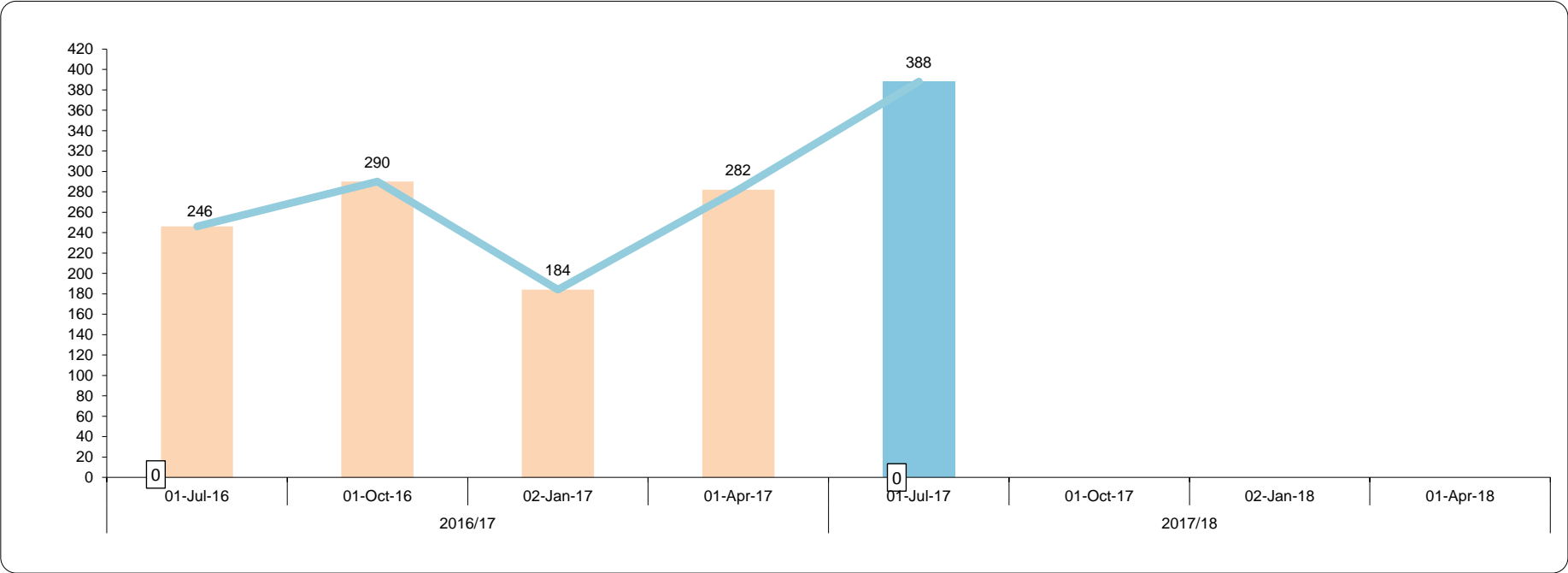
Smaller is better

	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Number of households in Temporary Accommodation - Snapshot figure	1490	1527	1545	1713	1870			
Target	No Target				No Target			

SP01

Number of households in B&B - Snapshot figure

RAG Status	No target
------------	-----------



Smaller is better

	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Number of households in B&B - Snapshot figure	246	290	184	282	388			
Target	No target				No target			

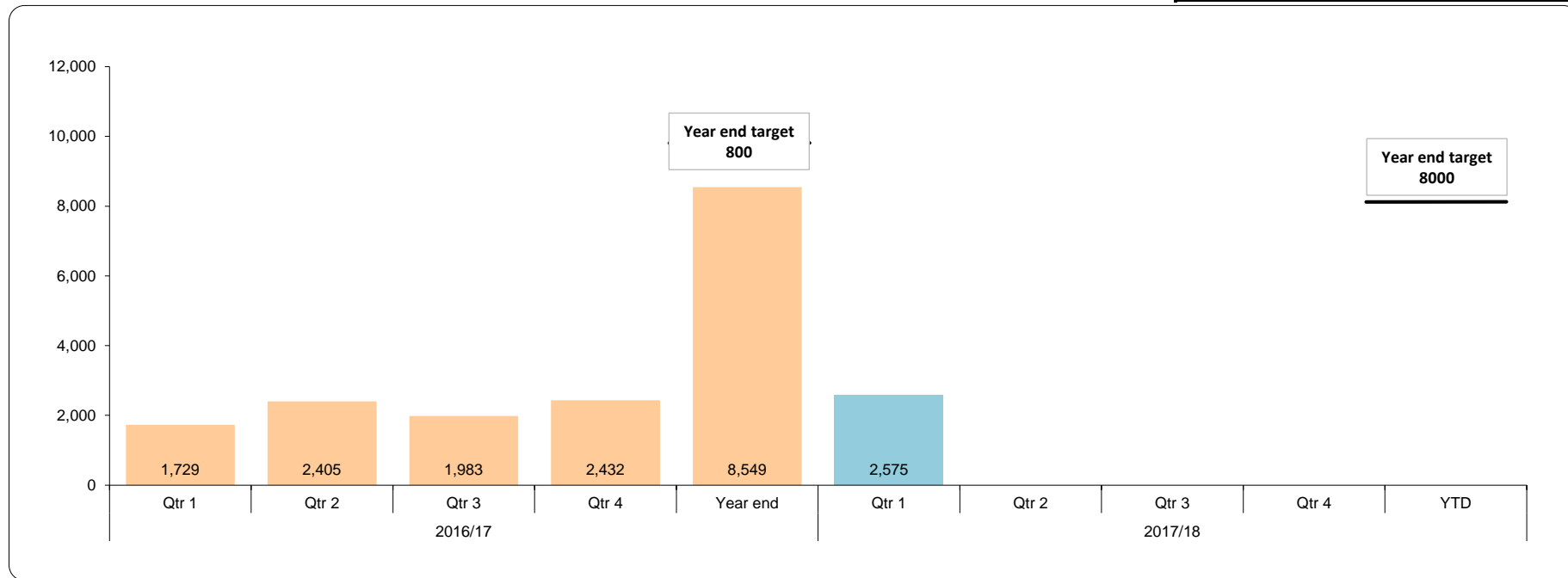
SP02

# Increase in the number of cases where homelessness is prevented or relieved

(CBP)

RAG Status

Green



Bigger is better

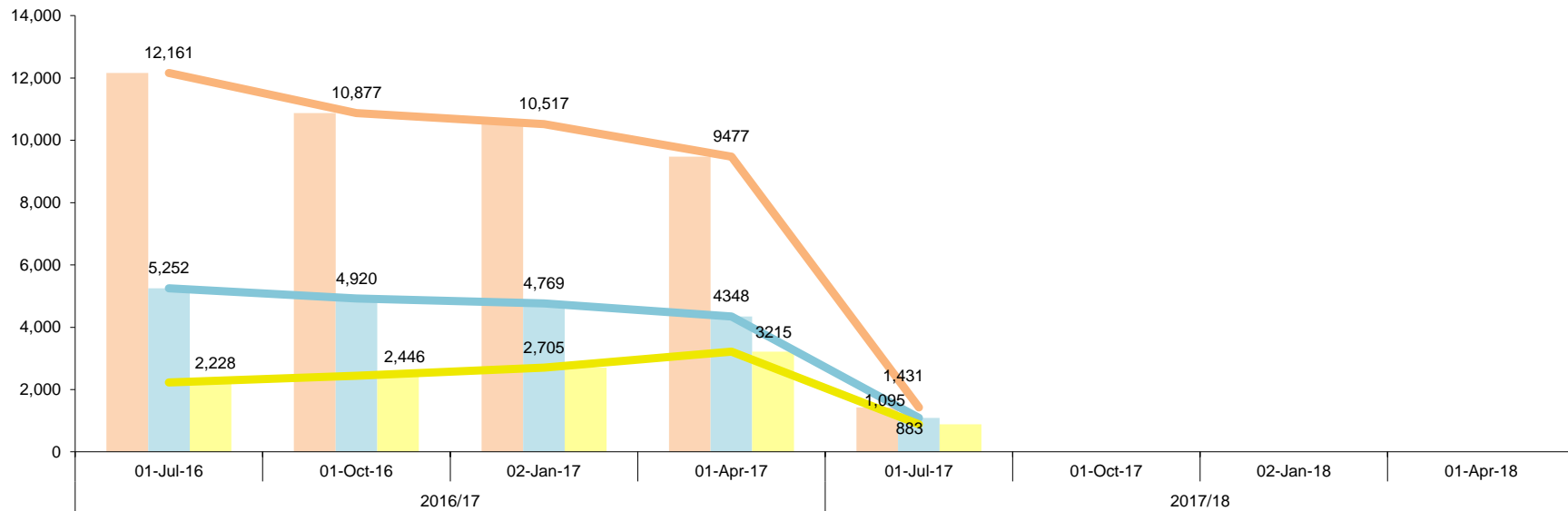
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Increase in the number of cases where homelessness is prevented or relieved	1,729	2,405	1,983	2,432	8,549	2,575				
Year end target	1,750	1,750	2,250	2,250	8,000	2,250	2,250	2,600	2,900	10,000

SP03

## Number of households on housing waiting list - Snapshot figure

RAG Status

No Target



Smaller is better

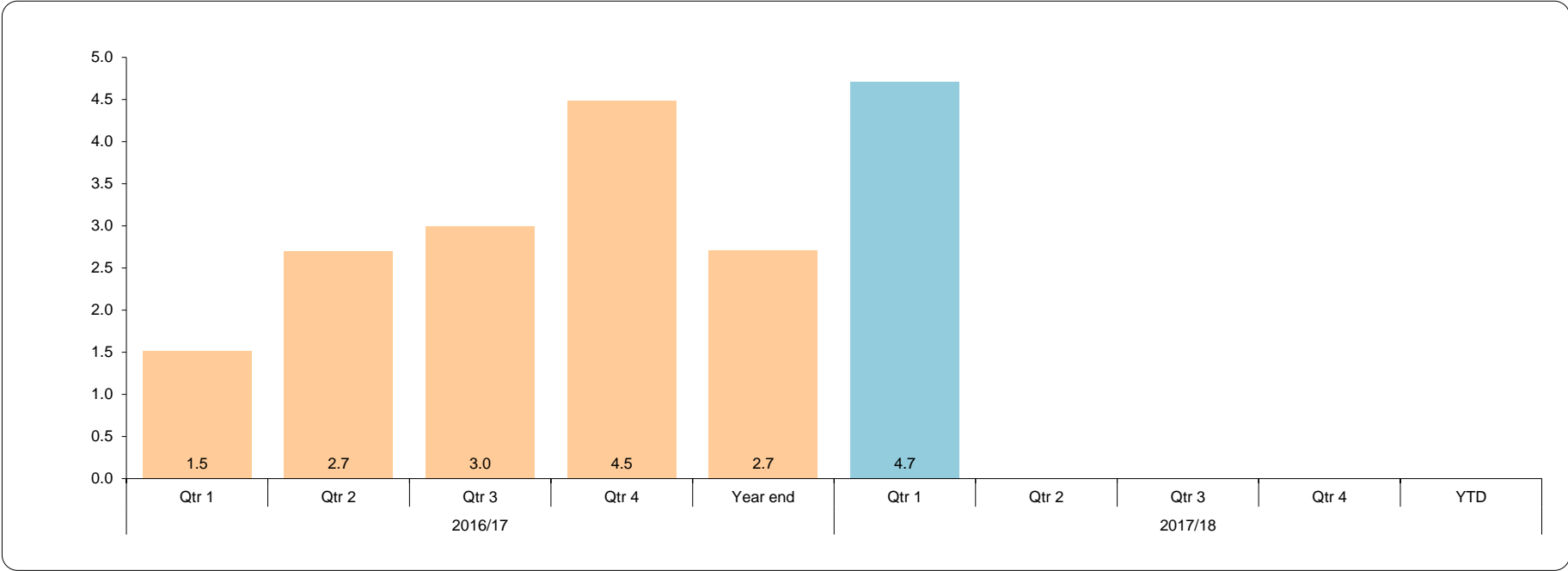
	2016/17				2017/18			
Housing need category	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
General needs	12,161	10,877	10,517	9,477	1,431			
Transfer	5,252	4,920	4,769	4,348	1,095			
Homeless	2,228	2,446	2,705	3,215	883			

SP05



Average number of weeks families in B&B

RAG Status	No Target
------------	-----------



Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average number of weeks families in B&B	1.5	2.7	3.0	4.5	2.7	4.7				

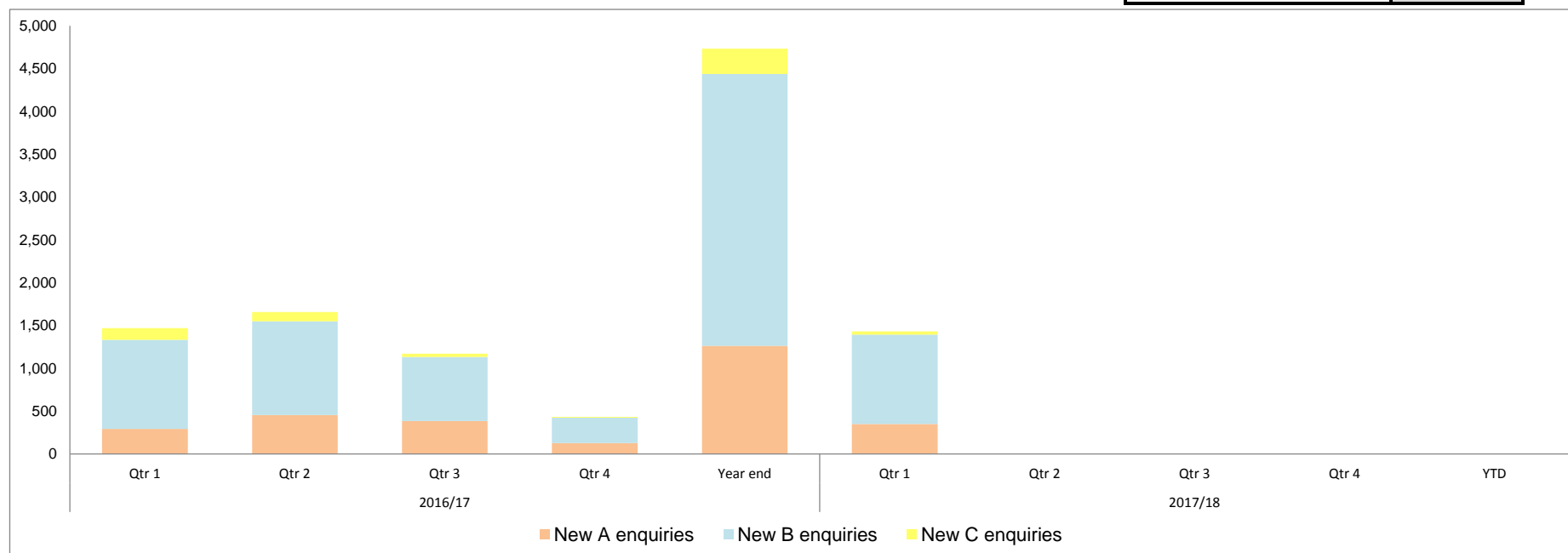
SP08

## Antisocial Behaviour (Tracey Radford)

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

RAG Status

No Target



	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
New A enquiries	293	457	385	128	1,263	351				
New B enquiries	1,040	1,093	748	295	3,176	1,043				
New C enquiries	137	108	38	11	294	38				
Number of new ASB enquiries received - A, B and C categories	1,470	1,658	1,171	434	4,733	1,432				

Number of new ASB enquiries received - A, B and C categories	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	181	149	70	150	153	316	76	146	45	146

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

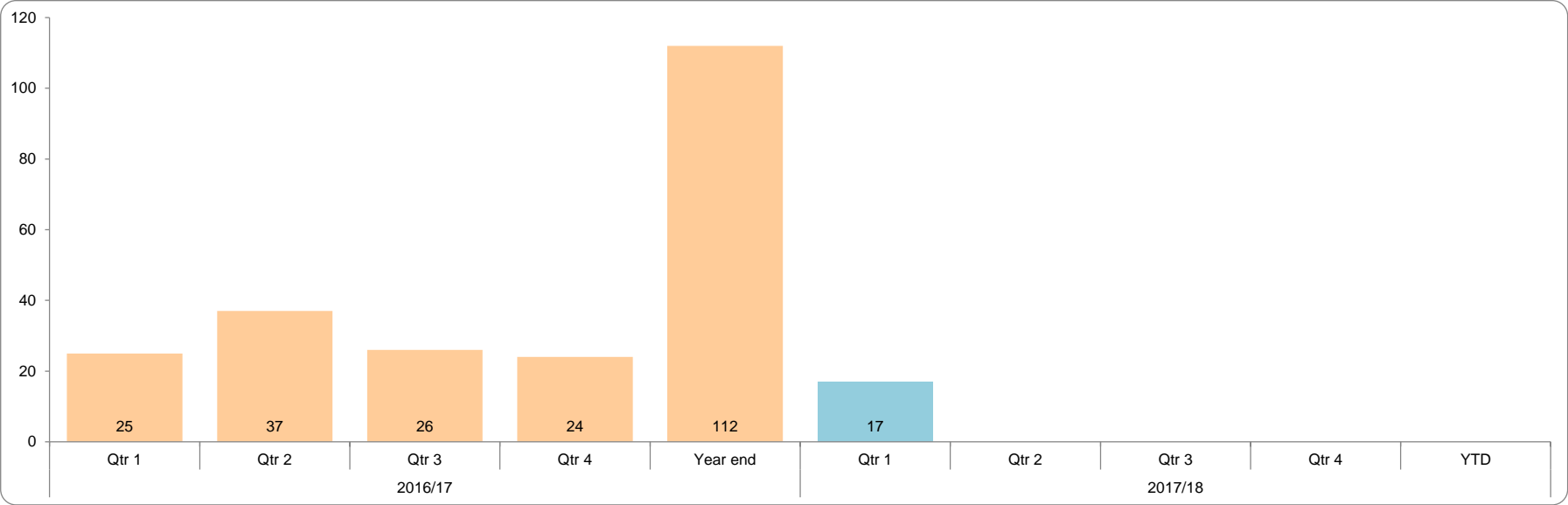
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

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 enquiries

RAG Status	No Target
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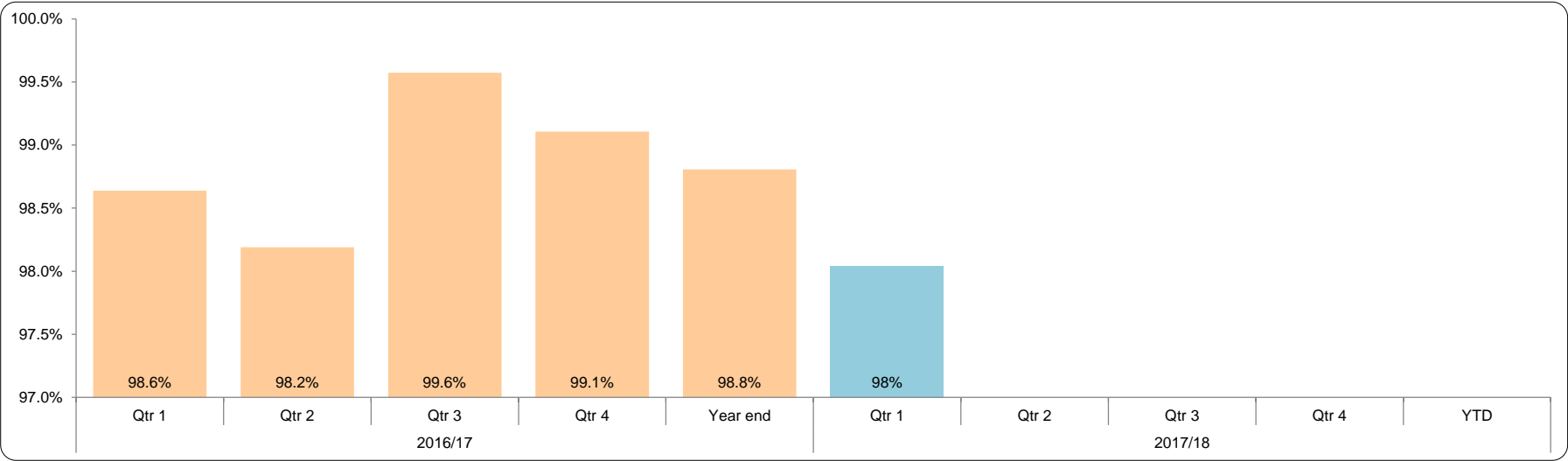
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries	25	37	26	24	112	17				

Number of new hate crime enquiries	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	2	2	0	6	3	2	0	0	0	2

ASB05

Percentage of cases responded to on time

RAG Status	See below
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Bigger is better

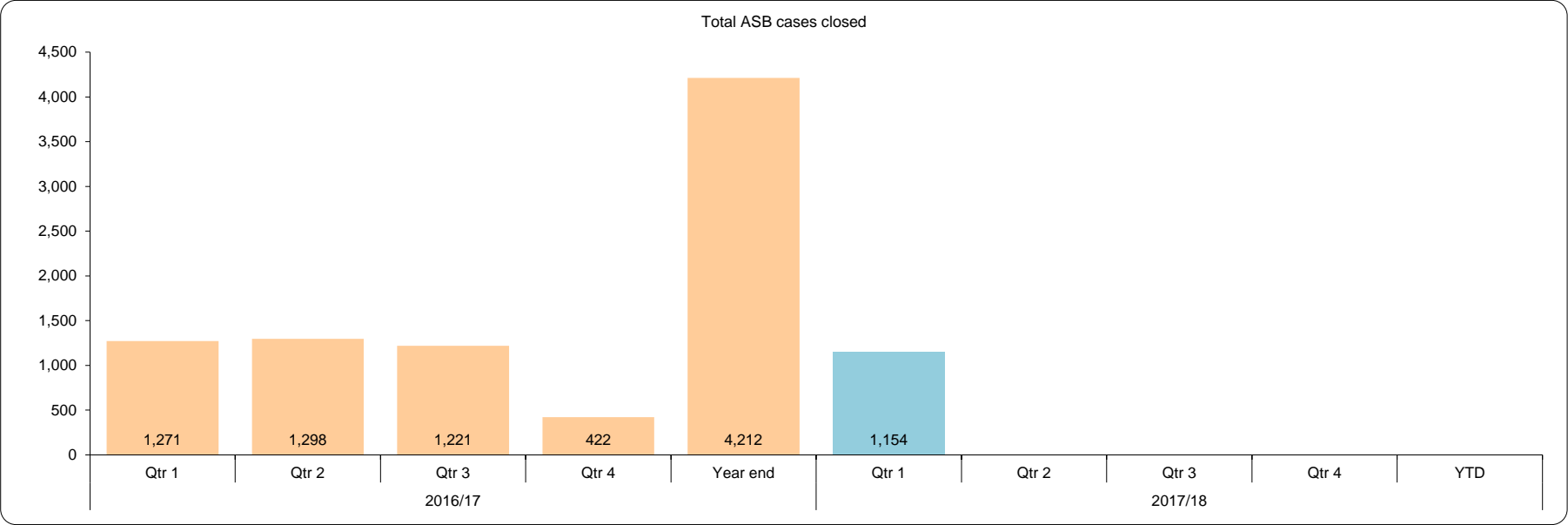
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of cases responded to on time	98.6%	98.2%	99.6%	99.1%	98.8%	98%				

	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	336	96%	100%	95%	Amber
Percentage of B cases responded to on time	1030	99%	95%		Green
Percentage of C cases responded to on time	38	100%	95%		Green

Percentage of cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	96.7%	99%	100%	100%	100%	95.6%	100%	95.2%	100%	100%

Total ASB cases closed

RAG Status	No Target
------------	-----------



	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total ASB cases closed	1,271	1,298	1,221	422	4,212	1,154				

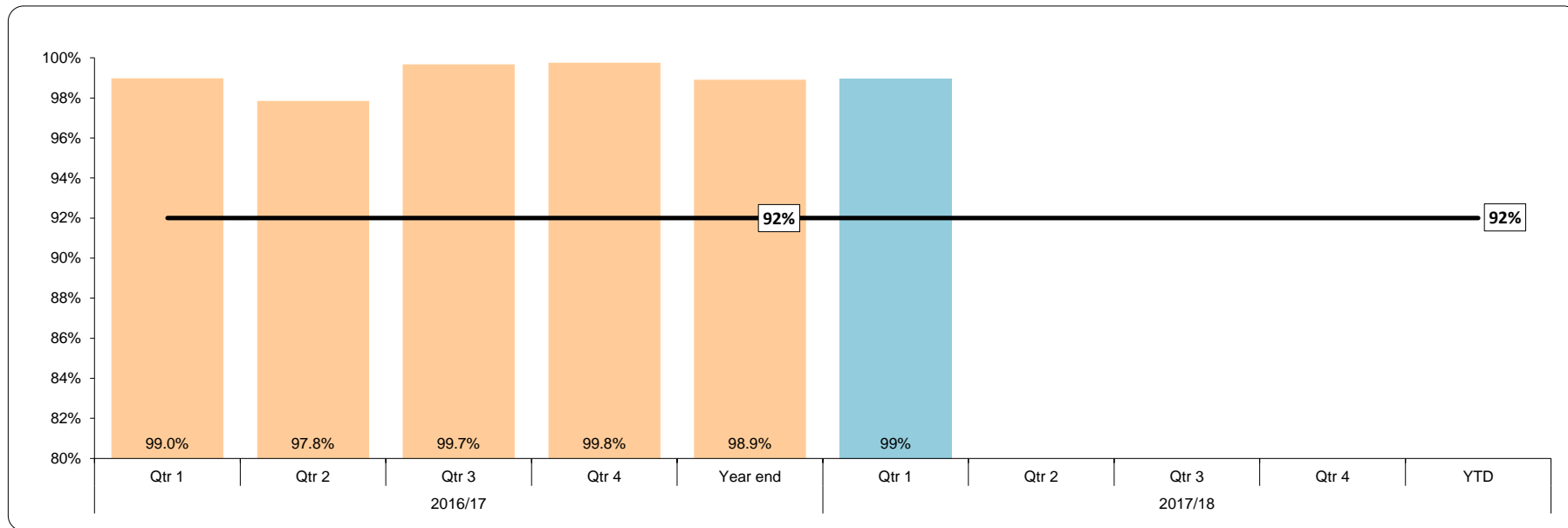
Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	136	125	33	98	130	259	65	133	30	145

ASB06

## Percentage of ASB cases closed successfully

Rag Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of ASB cases closed successfully	99.0%	97.8%	99.7%	99.8%	98.9%	99%				
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

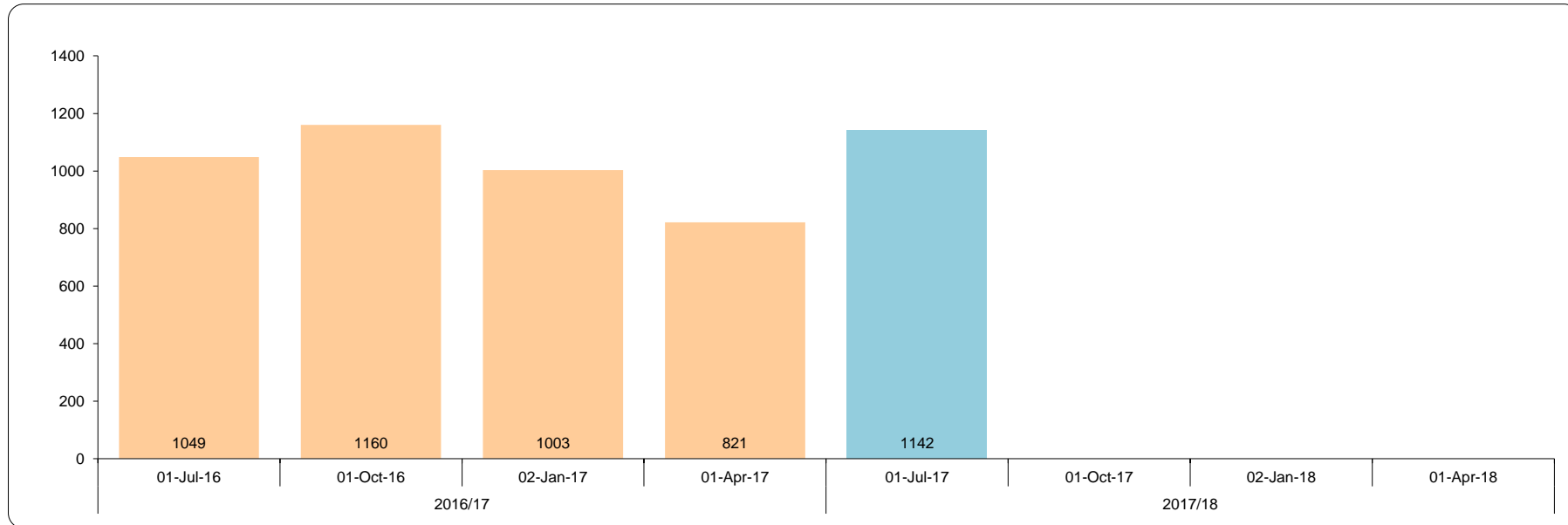
Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	94.9%	100%	100%	100%	100%	99%	100%	99%	100%	99%

ASB07

## Number of live ASB cases - Snapshot figure

RAG Status

No Target



	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Number of live ASB cases - Snapshot figure	1049	1160	1003	821	1142			

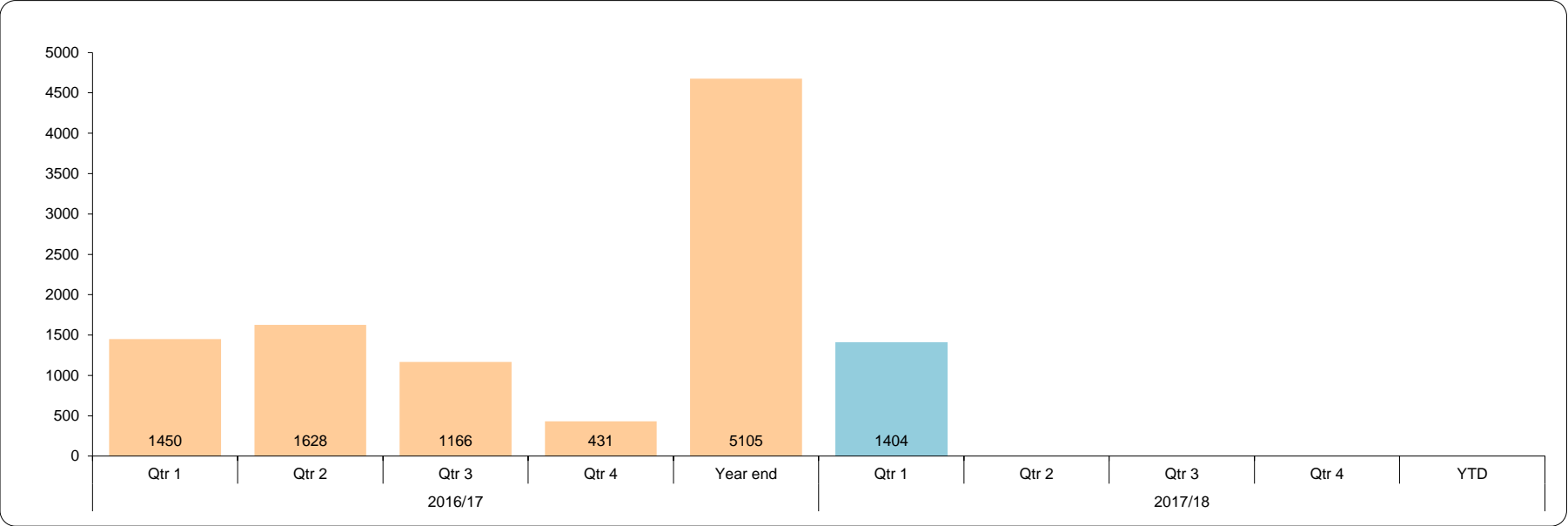
Number of live ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	110	130	88	140	163	179	57	62	56	157

ASB22



Total cases responded to on time

RAG Status	No Target
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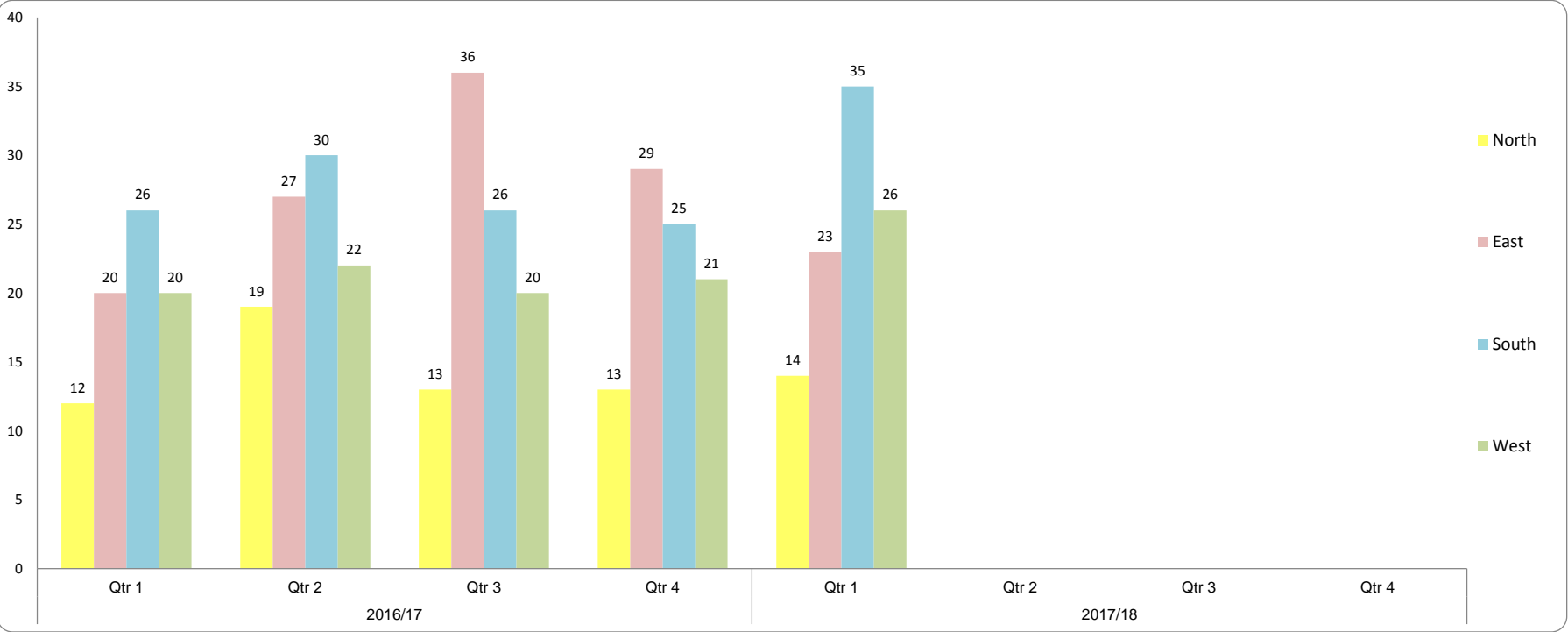
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total cases responded to on time	1450	1628	1166	431	4675	1404				

Total cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	175	148	70	150	153	302	76	139	45	146

ASB16

Number of live Think Family cases

RAG Status	No Target
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Quadrant	2016/17				2017/18			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	12	19	13	13	14			
East	20	27	36	29	23			
South	26	30	26	25	35			
West	20	22	20	21	26			

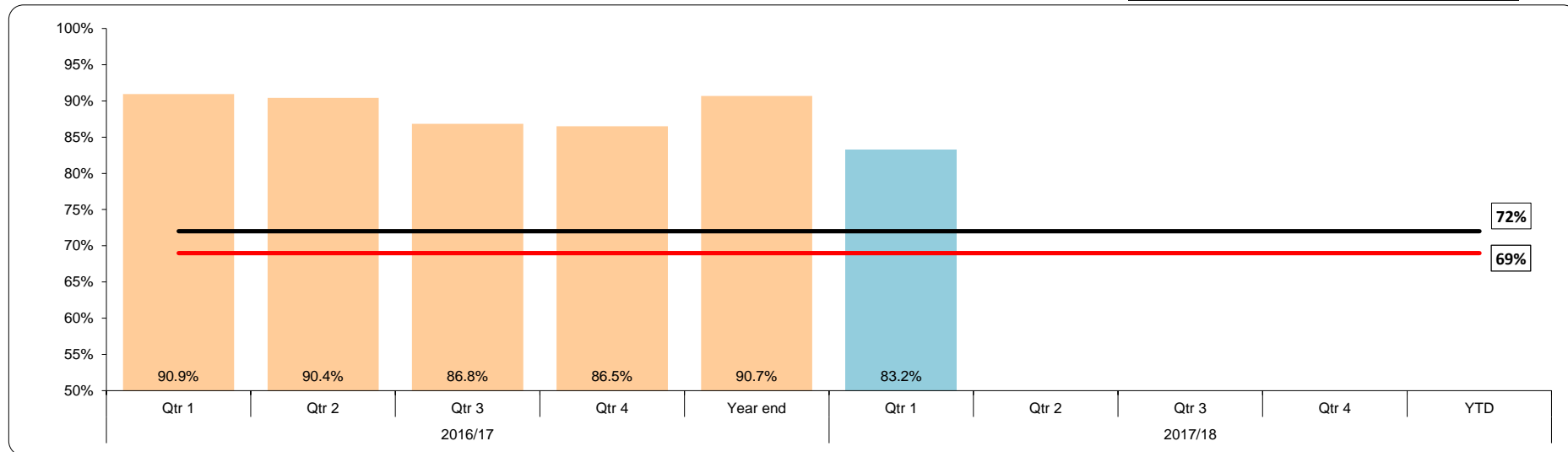
ASB21

## Estates and Tenancy Management (Tracey Radford)

### Percentage of high-rise blocks rated good or better

RAG Status

Green



### Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of high-rise blocks rated good or better	90.9%	90.4%	86.8%	86.5%	90.7%	83.2%				
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 1 2017/18	95.8%	61.4%	no high-rise	86.4%	74.9%	95.1%	100%	93.8%	75.0%	80%

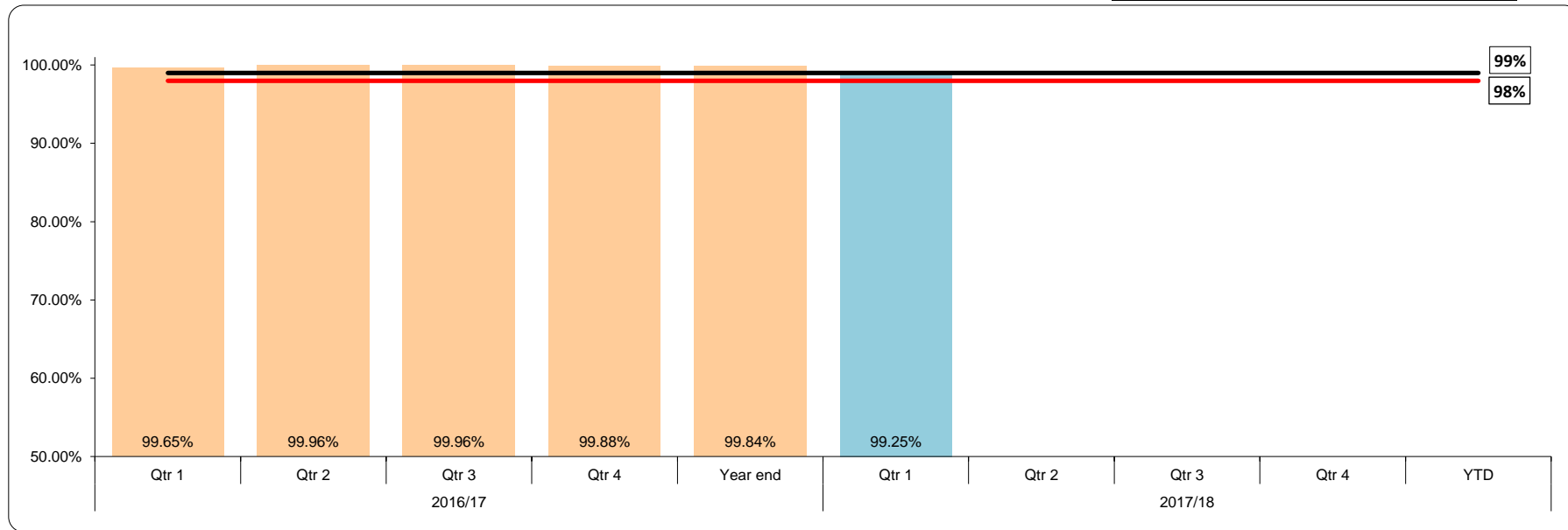
**Please note: Erdington** - ongoing refuse chute replacement programme which has required chute rooms to be closed.

ETM01

Percentage of low-rise blocks rated satisfactory or better

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of low-rise blocks rated satisfactory or better	99.65%	99.96%	99.96%	99.88%	99.84%	99.25%				
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

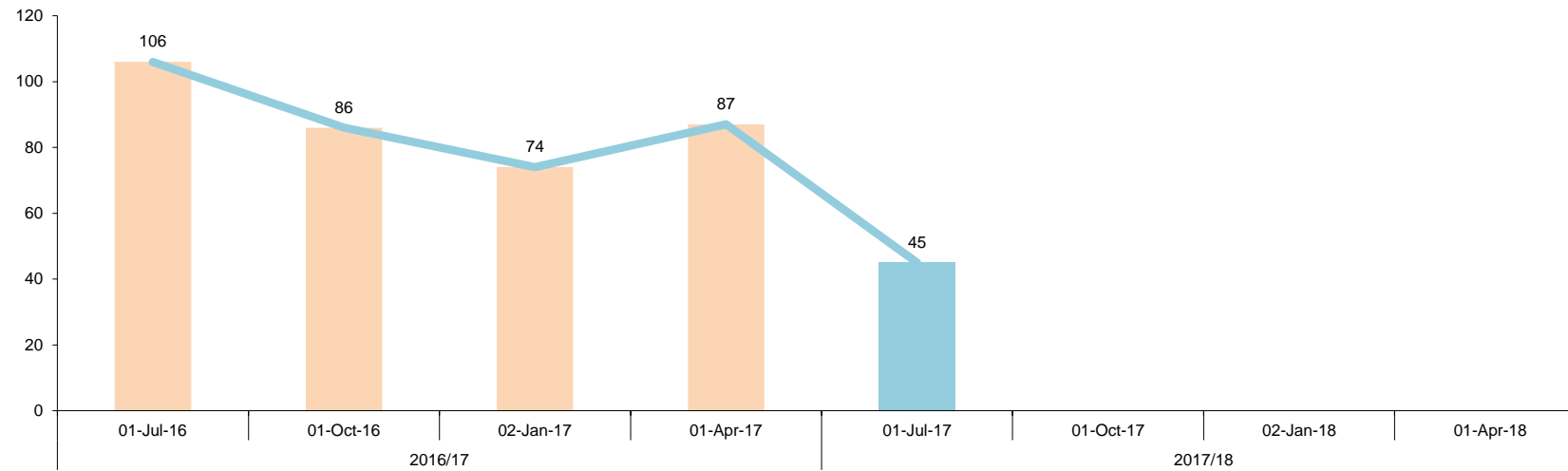
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	100%	100.00%	97%	100%	100%	96%	100%	100%	100%	100%

ETM02

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

RAG Status

No Target



	2016/17				2017/18			
	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17	01-Jul-17	01-Oct-17	02-Jan-18	01-Apr-18
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	106	86	74	87	45			

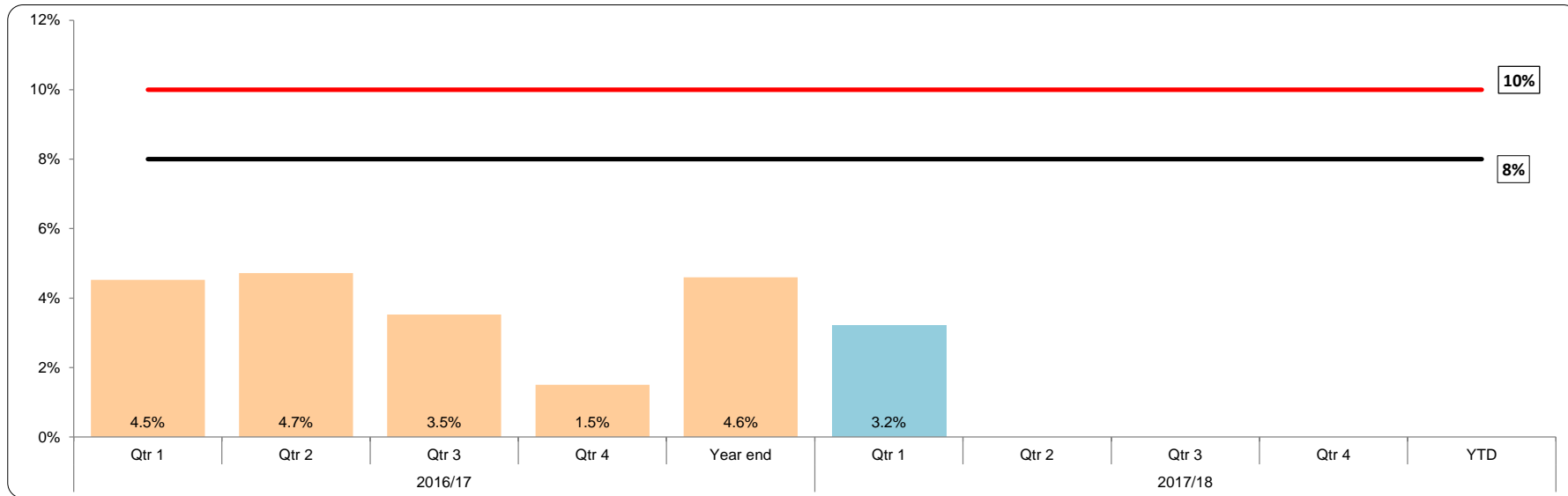
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
01-Jul-17	3	4	3	1	12	6	1	11	1	3

ETM03

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

RAG Status

Green



Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of introductory tenancies over 12 months old, not made secure	4.5%	4.7%	3.5%	1.5%	4.6%	3.2%				
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

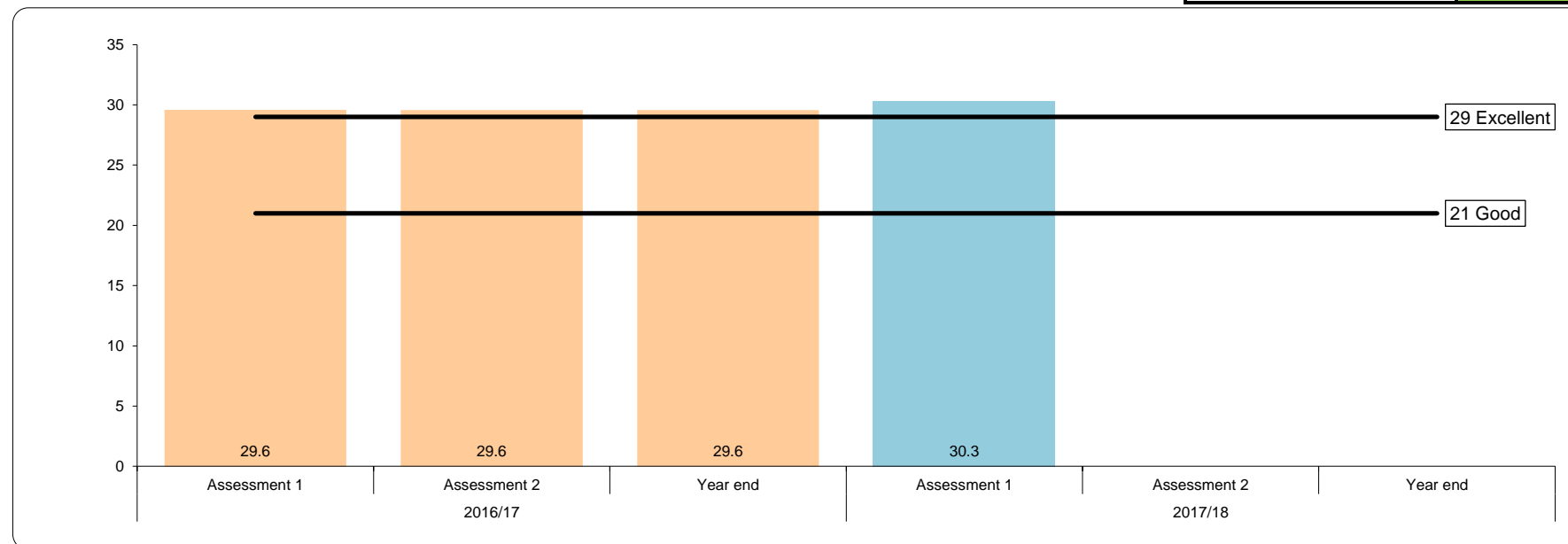
Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	8.00%	3.28%	5.00%	0.00%	2.38%	2.35%	0.00%	7.69%	0.00%	0.00%

ETM04

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

RAG Status

Green



## Bigger is better

	2016/17			2017/18		
	Assessment 1	Assessment 2	Year end	Assessment 1	Assessment 2	Year end
Condition of estates - average of bi-annual estate assessment scores	29.6	29.6	29.6	30.3		
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

Please note that the figures for 2016/17 Assessment 2 and Year end are in draft form.

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

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

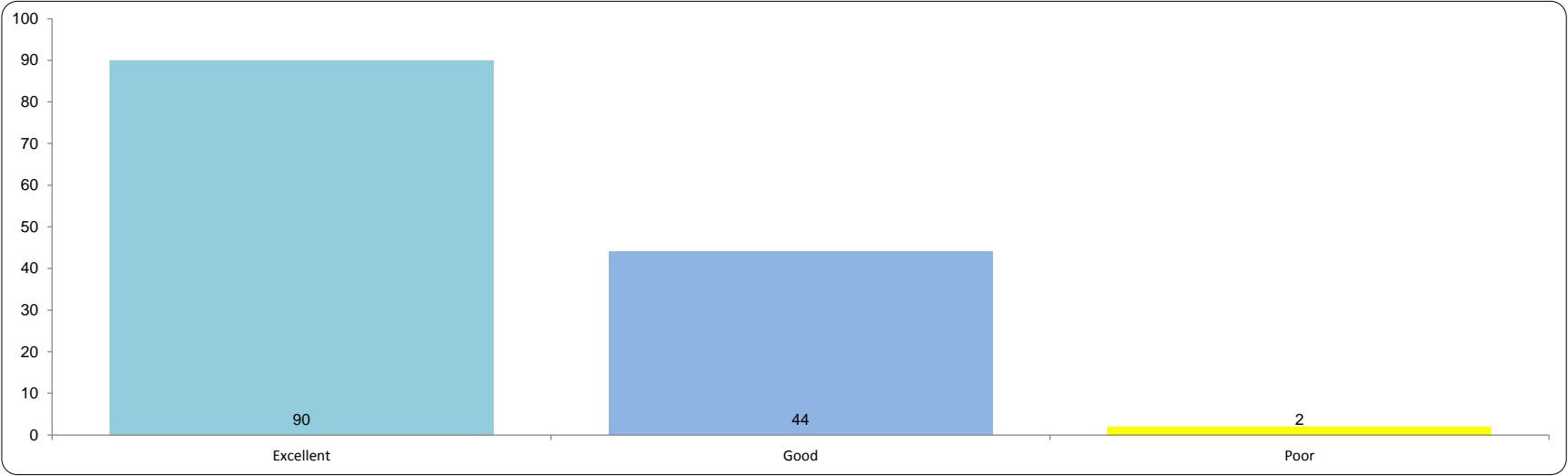
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	0.0	30.6	30.6	29.8	28.2	28.8	27.7	31.0	33.0	32.7

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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2017/18	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	90	44	2

ETM06

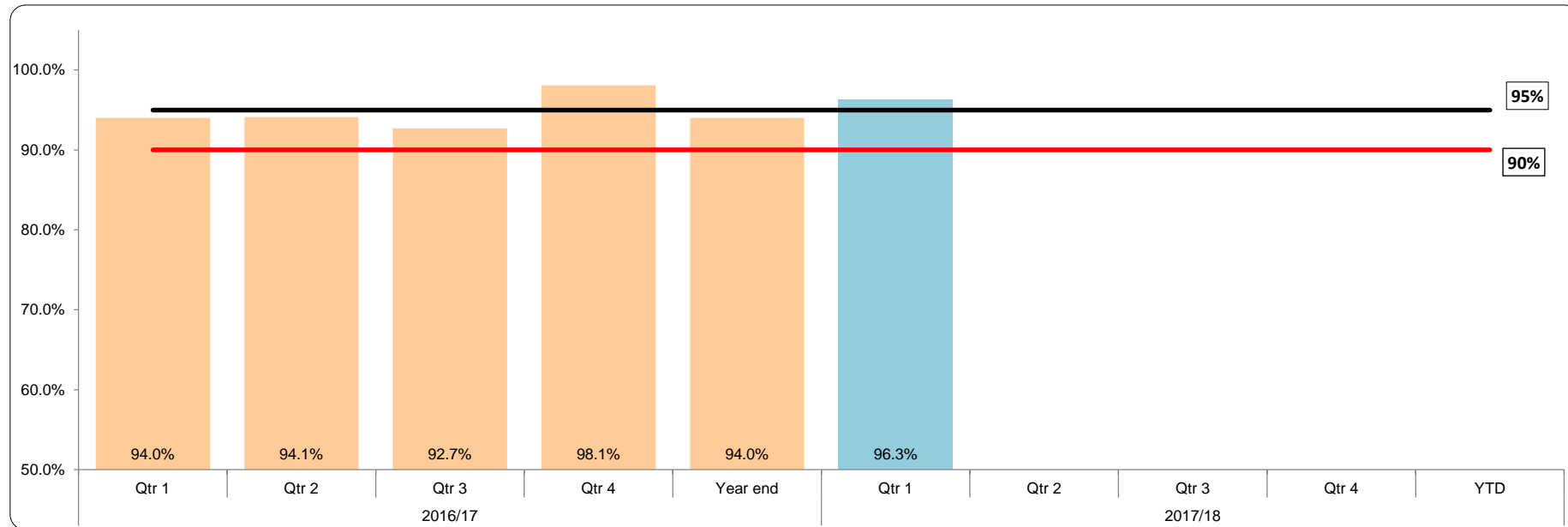


## Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

RAG Status

Green



Bigger is better

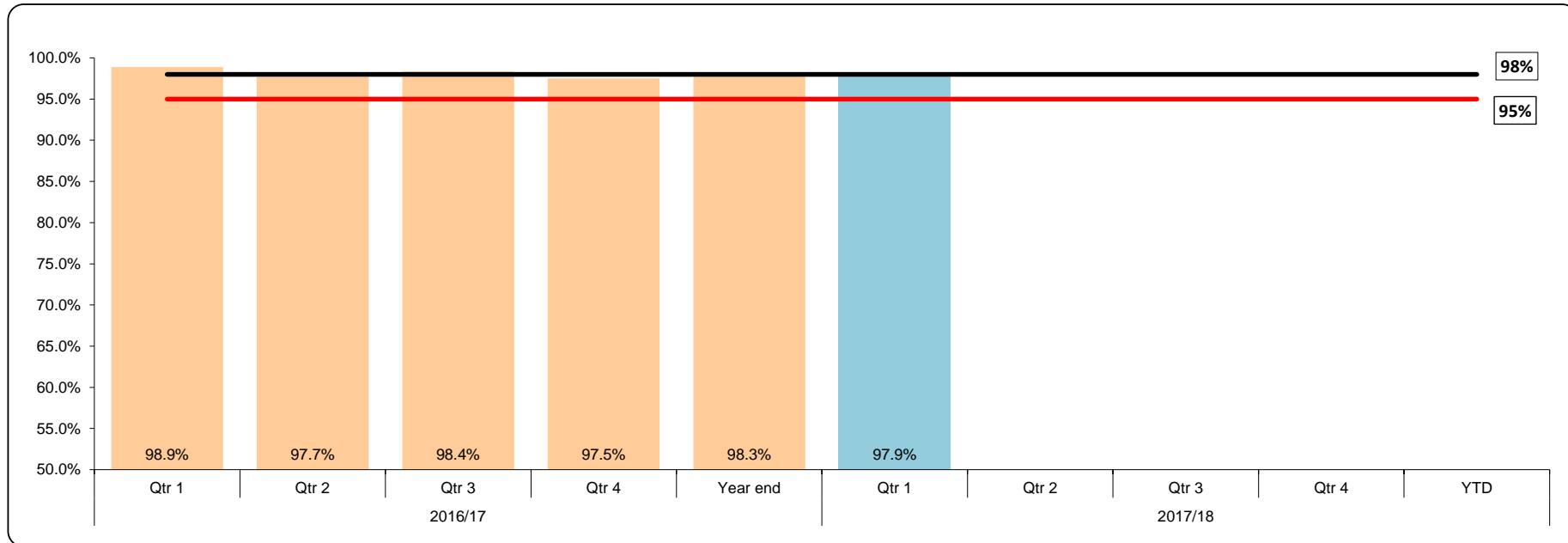
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of support plans completed in 4 weeks	94.0%	94.1%	92.7%	98.1%	94.0%	96.3%				
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SIOP01

## Percentage of Careline calls answered within 60 seconds

RAG Status

Amber



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Careline calls answered within 60 seconds	98.9%	97.7%	98.4%	97.5%	98.3%	97.9%				
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

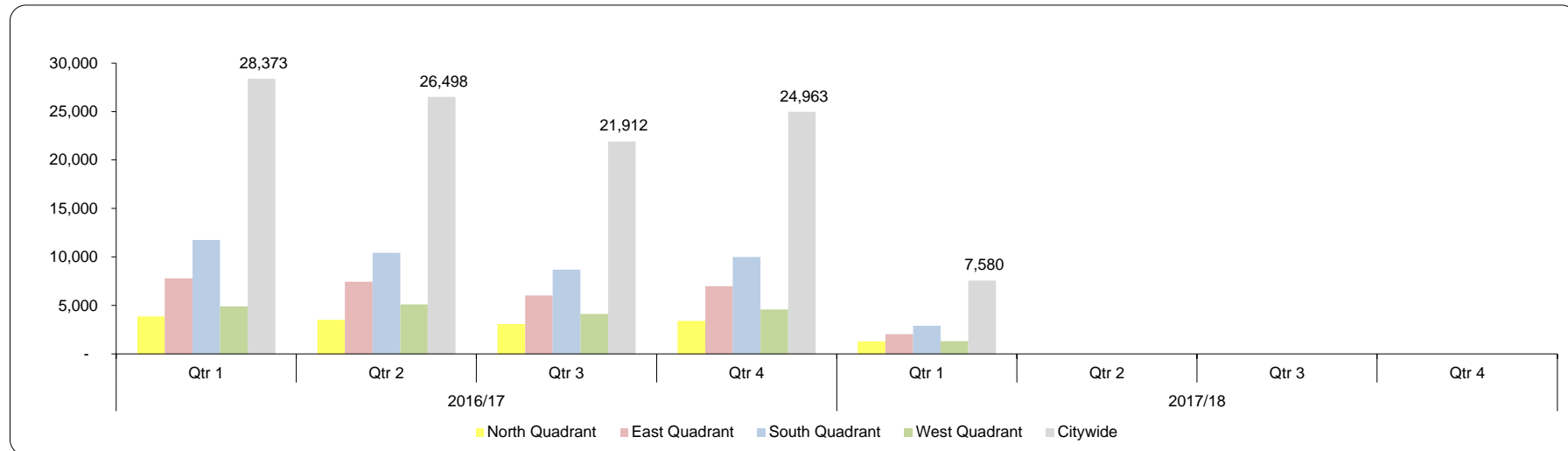
SfOP02

## Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled

RAG Status

No Target



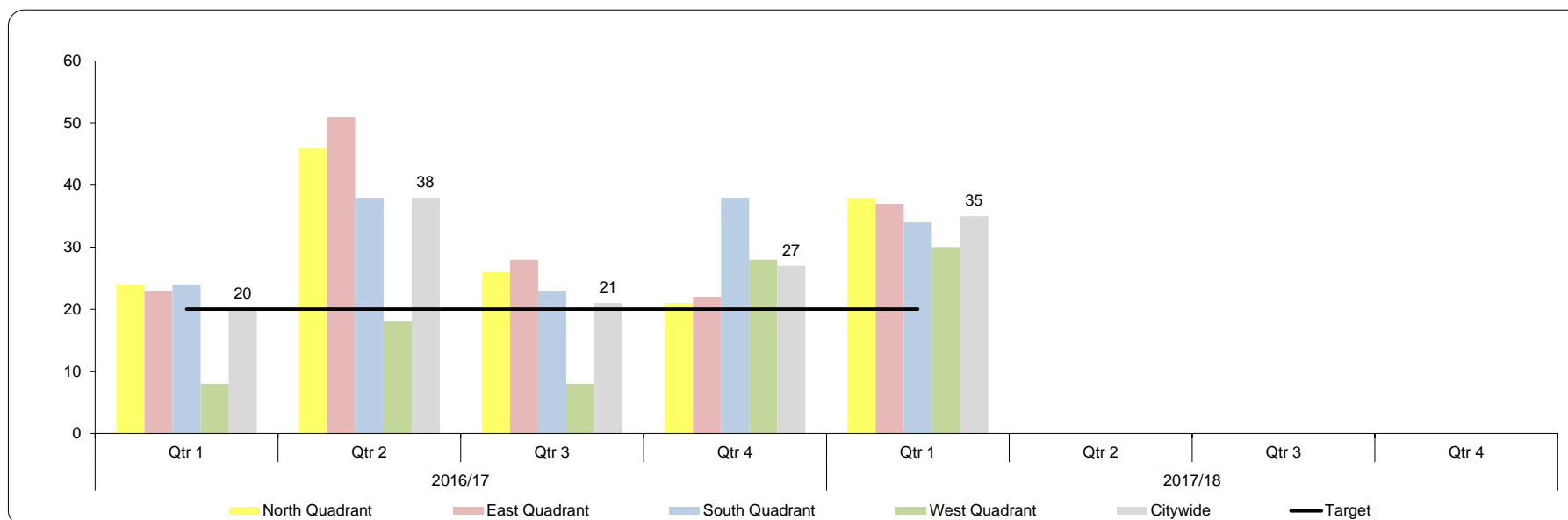
	2016/17				2017/18			
Number of calls handled	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	3,877	3,522	3,072	3,418	1,297			
East Quadrant	7,812	7,438	6,031	6,979	2,047			
South Quadrant	11,770	10,430	8,694	9,989	2,923			
West Quadrant	4,914	5,108	4,115	4,577	1,313			
Citywide	28,373	26,498	21,912	24,963	7,580			

HCS01

# Average time taken to answer calls (in seconds)

RAG Status

Red



Smaller is better

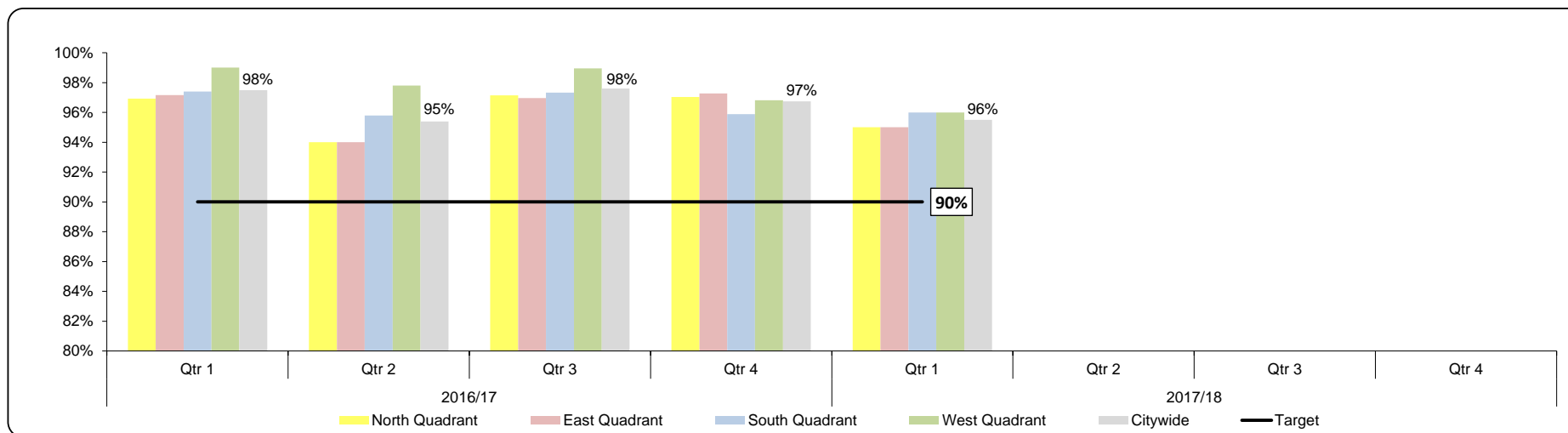
	2016/17				2017/18			
Average time taken to answer calls (in seconds)	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	24	46	26	21	38			
East Quadrant	23	51	28	22	37			
South Quadrant	24	38	23	38	34			
West Quadrant	8	18	8	28	30			
Citywide	20	38	21	27	35			
Target	20	20	20	20	20			

HCS02

## Percentage of calls answered

RAG Status

Green



## Bigger is better

Percentage of calls answered	2016/17				2017/18			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	97%	94%	97%	97%	95%			
East Quadrant	97%	94%	97%	97%	95%			
South Quadrant	97%	96%	97%	96%	96%			
West Quadrant	99%	98%	99%	97%	96%			
Citywide	98%	95%	98%	97%	96%			
Target	90%	90%	90%	90%	90%			

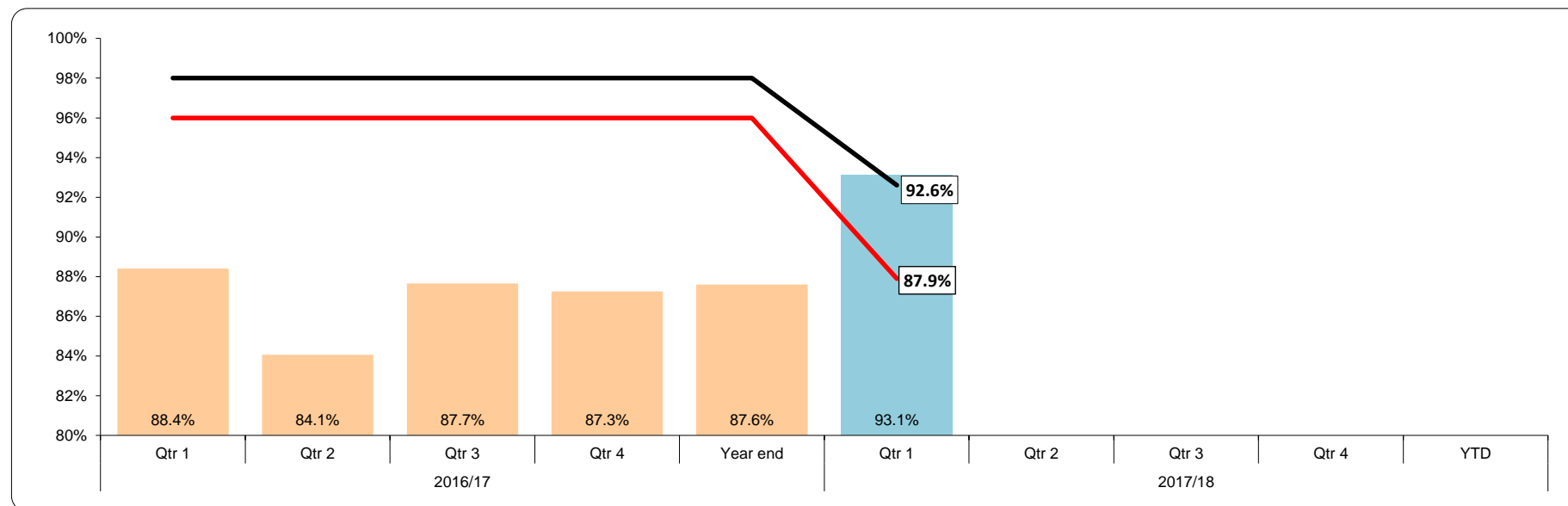
HCS03

## Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of Right To Repair jobs completed on time	88.4%	84.1%	87.7%	87.3%	87.6%	93.1%				
Target	98.0%	98.0%	98.0%	98.0%	98.0%	92.6%				
Standard	96.0%	96.0%	96.0%	96.0%	96.0%	87.9%				

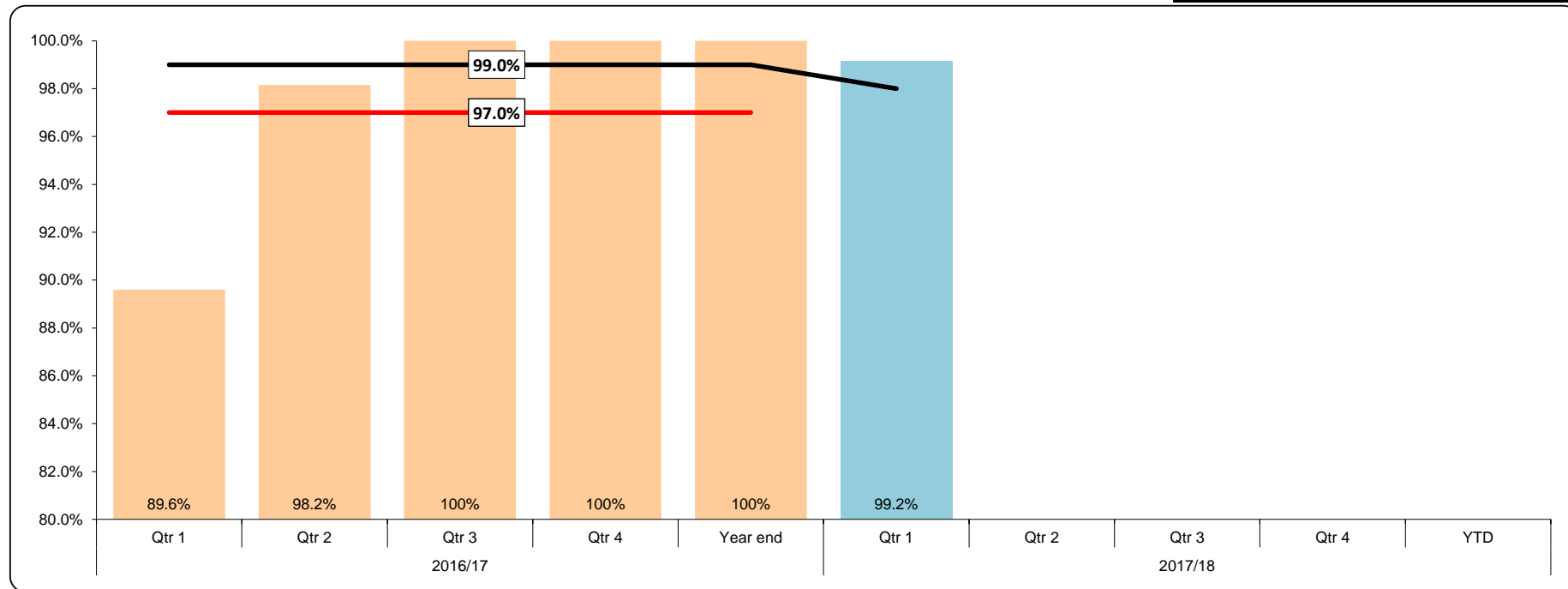
Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	91.6%	94.3%	94.1%	94.1%	95.3%	89.8%	94.3%	90.4%	93.7%	94.1%

AMM01

# Percentage of gas servicing completed against period profile - snapshot figure

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of gas servicing completed against period profile - snapshot figure	89.6%	98.2%	100%	100%	100%	99.2%				
Target	99.0%	99.0%	99.0%	99.0%	99.0%	98.0%				
Standard	97.0%	97.0%	97.0%	97.0%	97.0%	-				

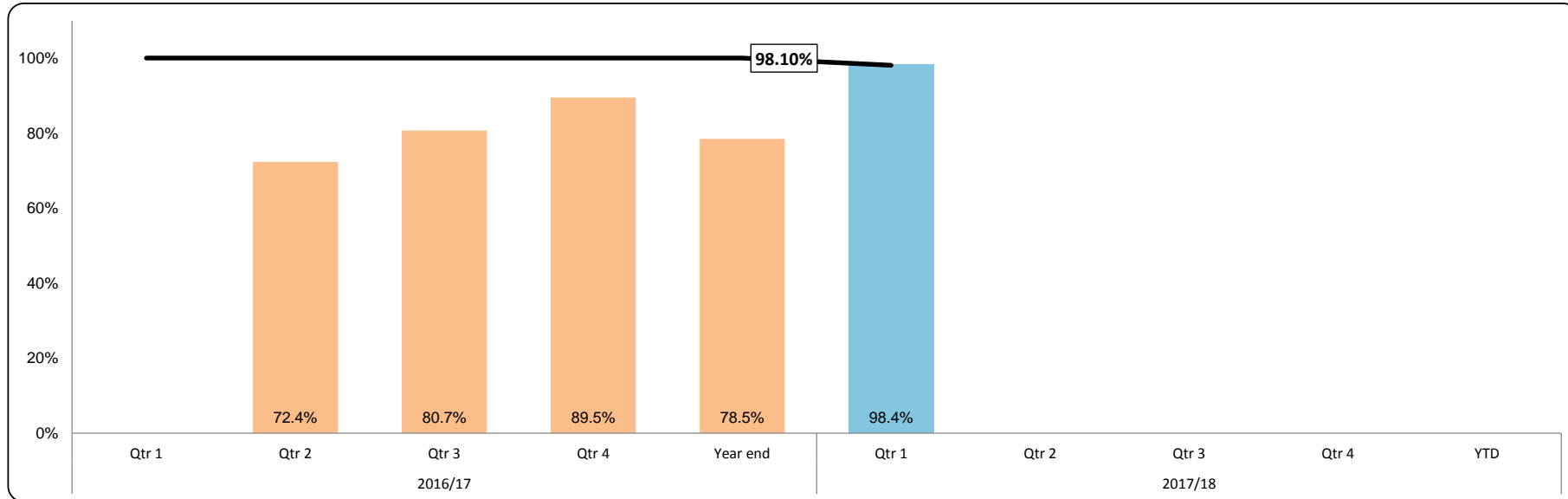
Percentage of gas servicing completed against period profile - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	99.1%	99.9%	99.3%	98.6%	98.8%	99.4%	98.6%	99.6%	99.9%	99.0%

AMM08

## We will respond to emergency repairs in two hours

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will respond to emergency repairs in two hours	-	72.4%	80.7%	89.5%	78.5%	98.4%				
Target	100%	100%	100%	100%	100%	98.10%				
Standard	-	-	-	-	-	94.90%				

We will respond to emergency repairs in two hours	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	99.4%	98.7%	97.9%	98.4%	98.1%	99.1%	97.3%	98.5%	98.4%	97.3%

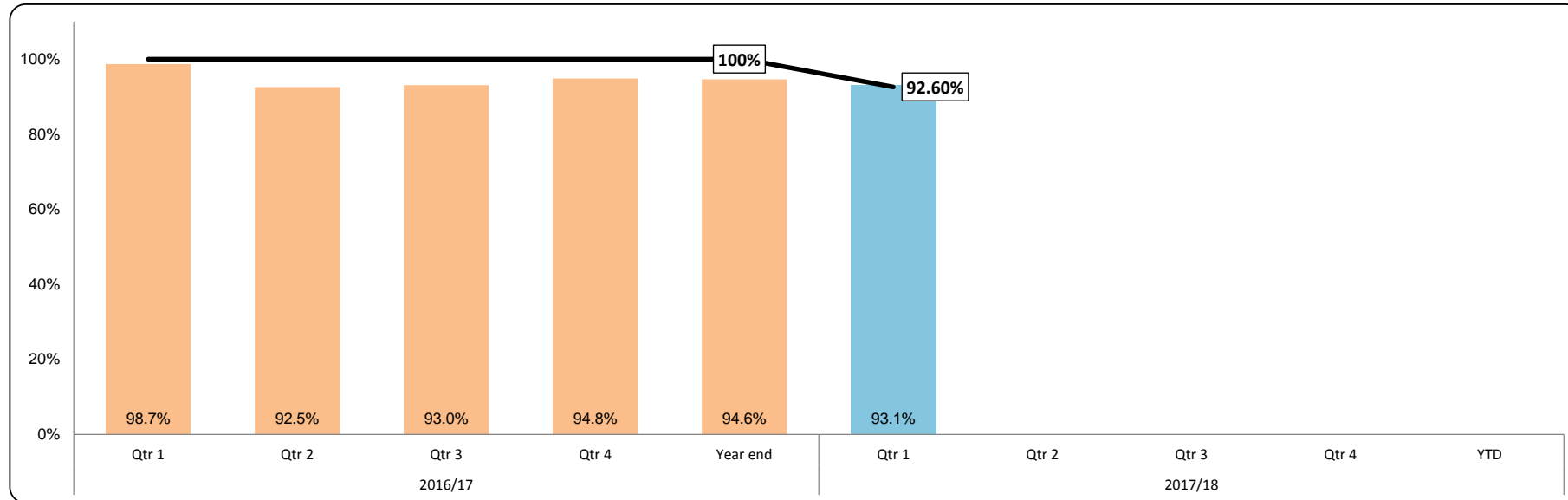
AMM15



## We will resolve routine repairs within 30 days

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will resolve routine repairs within 30 days	98.7%	92.5%	93.0%	94.8%	94.6%	93.1%				
Target	100%	100%	100%	100%	100%	92.60%				

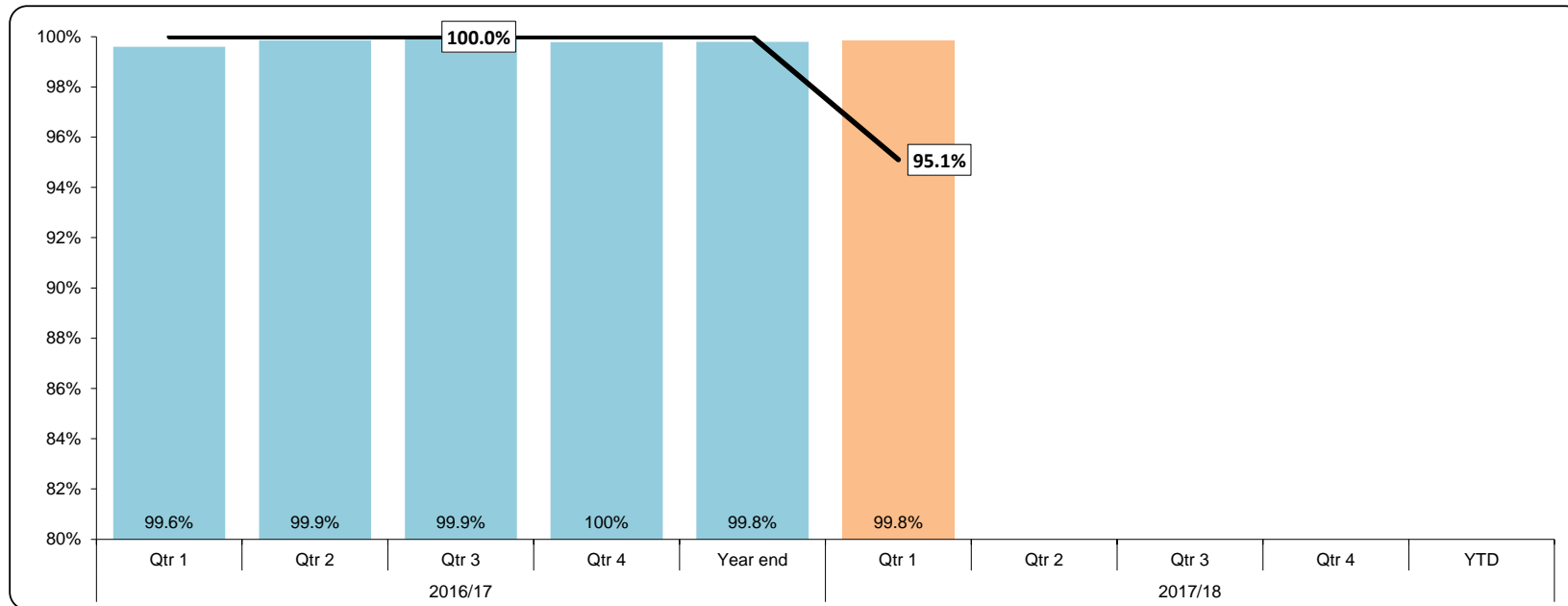
We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	91.6%	94.3%	94.1%	94.1%	95.3%	89.8%	94.3%	90.4%	93.7%	94.1%

AMM15

# KPI001 - Customer Satisfaction

RAG Status

Green



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI001 - Customer Satisfaction	99.6%	99.9%	99.9%	100%	99.8%	99.8%				
Target	100.0%	100.0%	100.0%	100.0%	100.0%	95.1%				
Standard	-	-	-	-	-	92.9%				

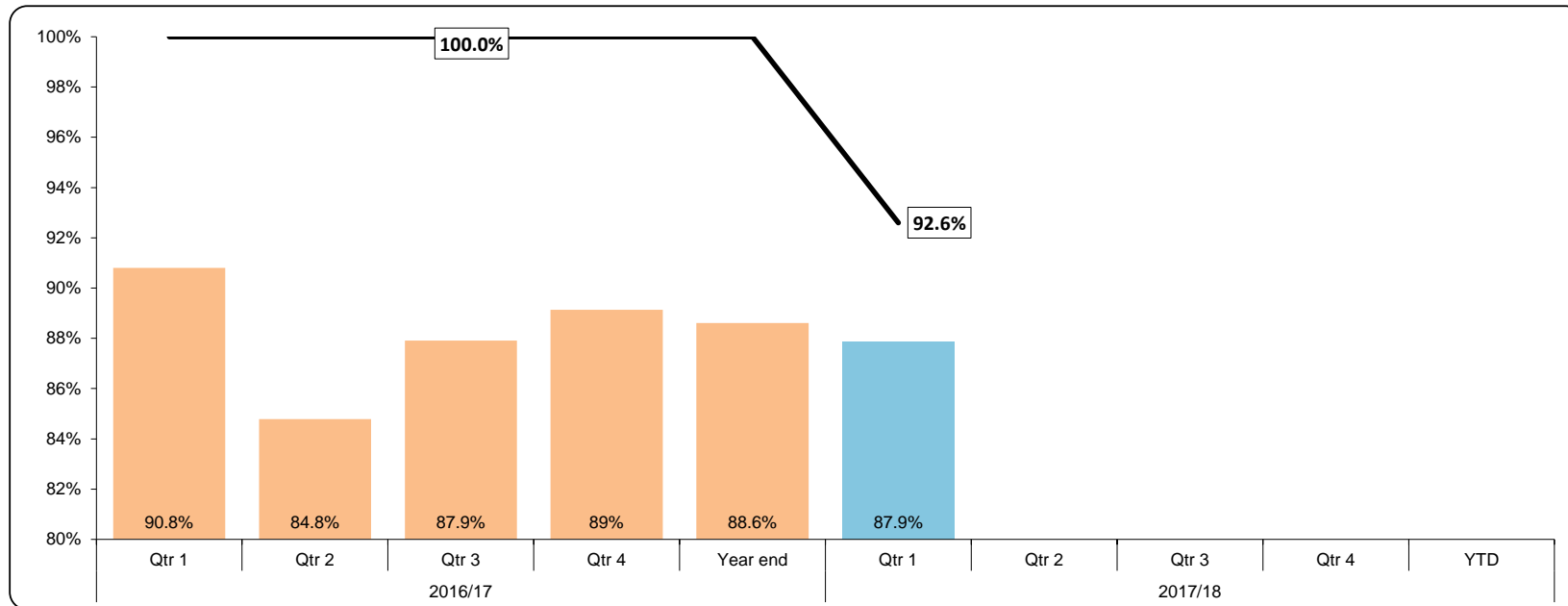
KPI001 - Customer Satisfaction	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	99.8%	100%	100%	100%	99.8%	99.8%	99.6%	100%	100%	100%

AMM16

# KPI002 - Work orders completed within timescale

RAG Status

Amber

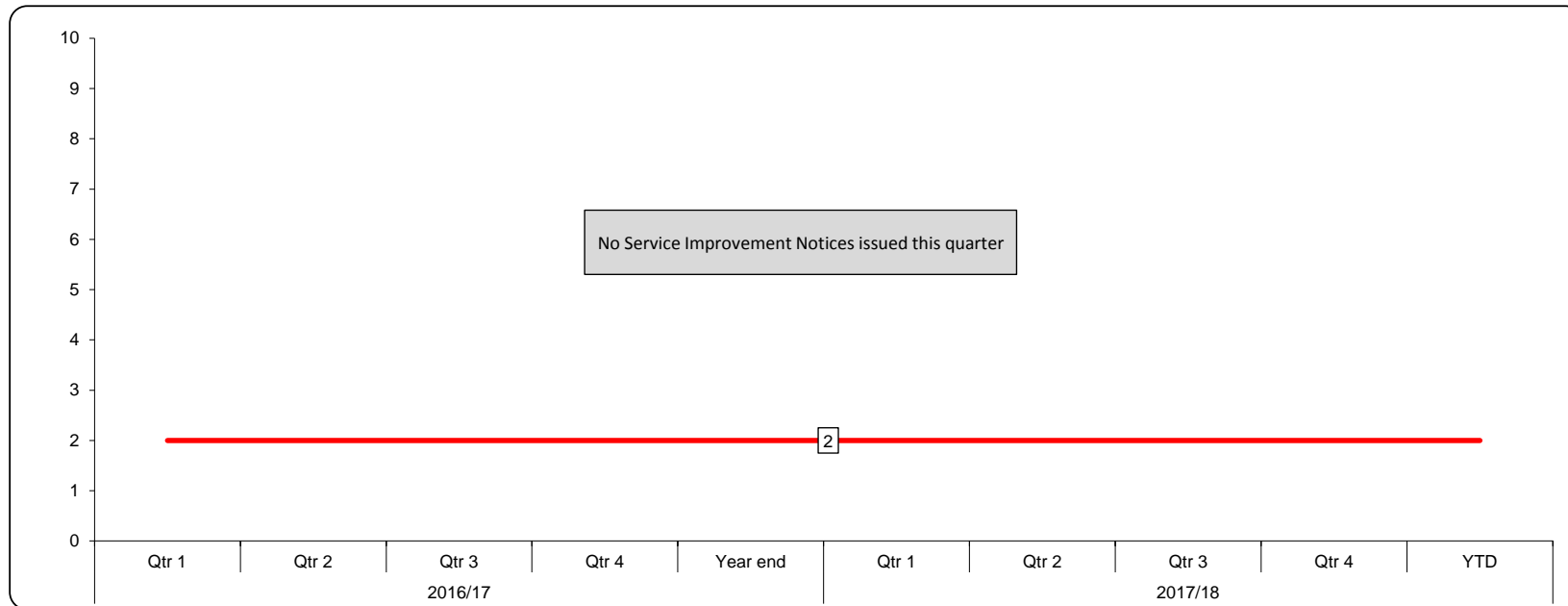


Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI002 - Work orders completed within timescale	90.8%	84.8%	87.9%	89%	88.6%	87.9%				
Target	100.0%	100.0%	100.0%	100.0%	100.0%	92.6%				
Standard	-	-	-	-	-	87.9%				

KPI002 - Work orders completed within timescale	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	86.4%	89.8%	90.3%	89.4%	89.7%	85.4%	88.8%	85.0%	89.7%	90.4%

AMM17

**KPI004 - Service Improvement Notices**
**RAG Status**
**Green**

**Smaller is better**

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI004 - Service Improvement Notices	0	0	0	0	0	0				
Target	0	0	0	0	0	0	0	0	0	0
Standard	2	2	2	2	2	2	2	2	2	2

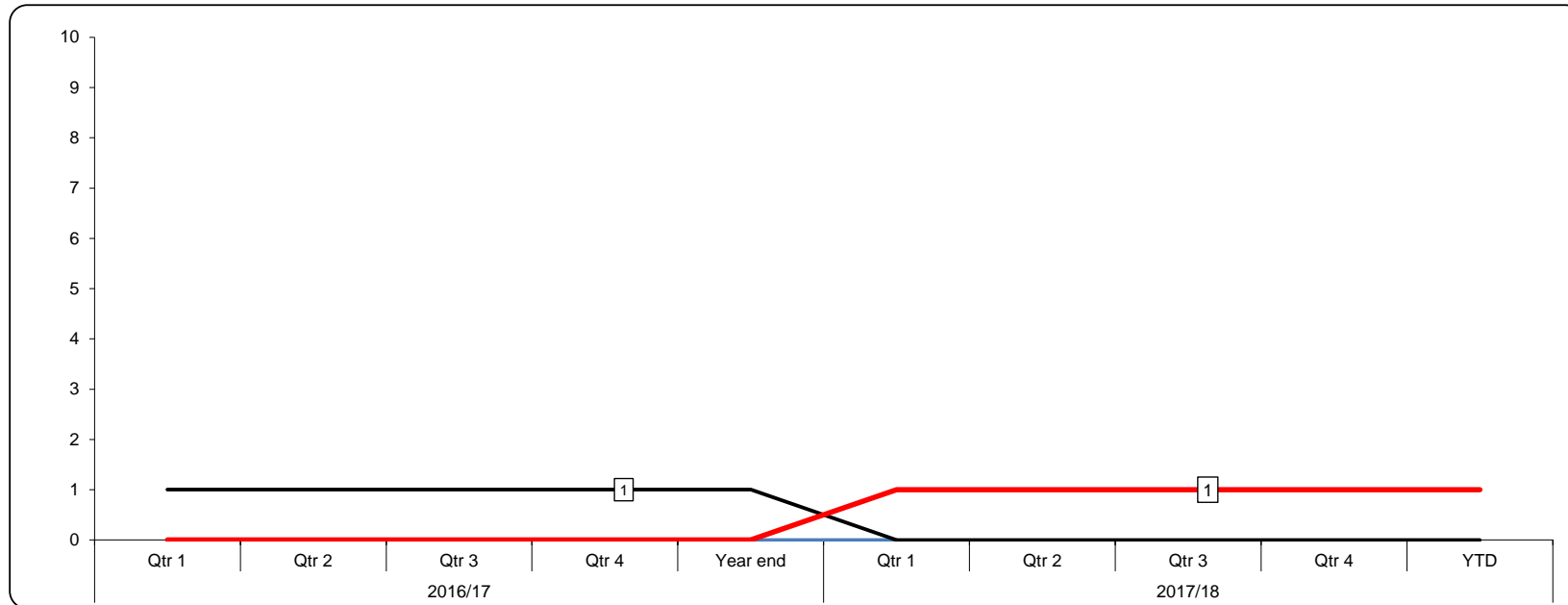
KPI004 - Service Improvement Notices	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	-	-	-	-	-	-	-	-	-	-

AMM19

KPI005 - Safety SIN's

RAG Status

Green



Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI005 - Safety SIN's	0	0	0	0	0	0				
Target	1	1	1	1	1	0	0	0	0	0
Standard	-	-	-	-	-	1	1	1	1	1

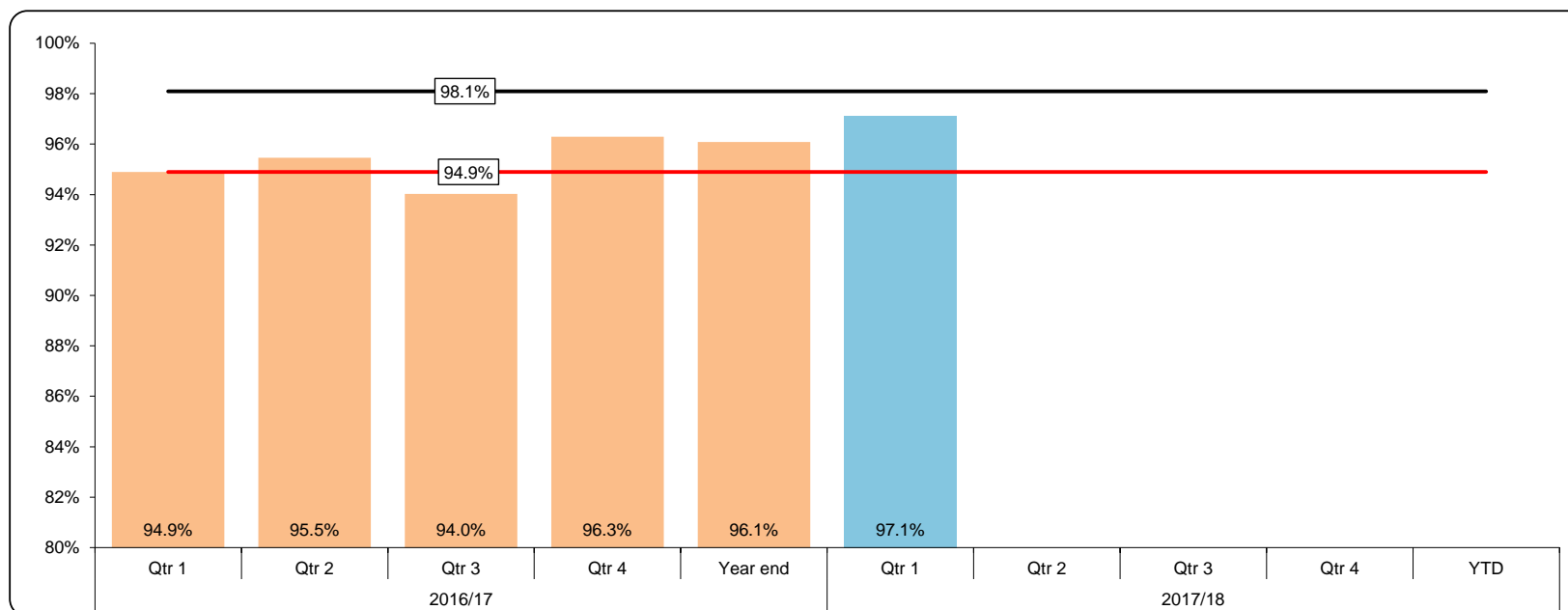
KPI005 - Safety SIN's	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	-	-	-	-	-	-	-	-	-	-

AMM20

# KPI007 - Appointments made

RAG Status

Amber



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI007 - Appointments made	94.9%	95.5%	94.0%	96.3%	96.1%	97.1%				
Target	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%

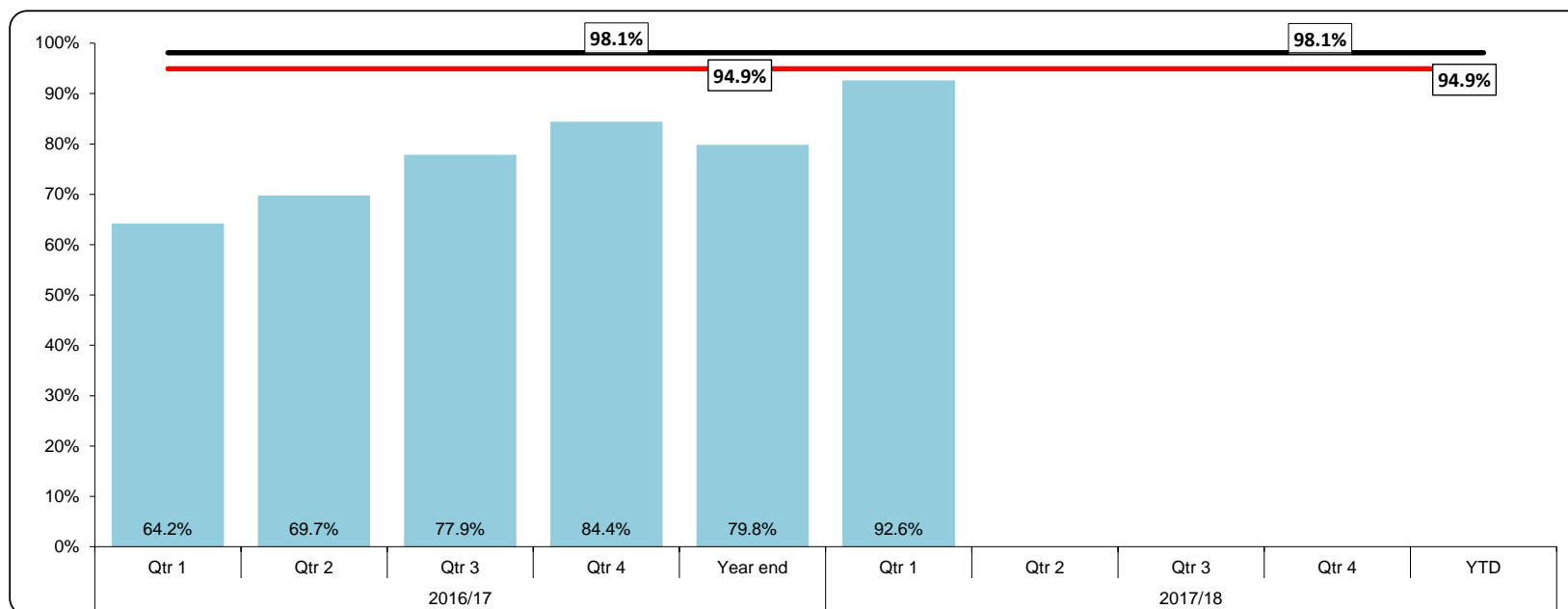
KPI007 - Appointments made	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	96.3%	98.4%	96.9%	97.3%	96.8%	97.6%	95.3%	97.3%	97.3%	96.9%

AMM22

# KPI008 - Appointments kept

RAG Status

Amber



Bigger is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI008 - Appointments kept	64.2%	69.7%	77.9%	84.4%	79.8%	92.6%				
Target	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%	94.9%

KPI008 - Appointments kept	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	95.7%	98.0%	90.0%	90.9%	87.9%	96.1%	87.2%	96.6%	97.4%	89.6%

AMM23

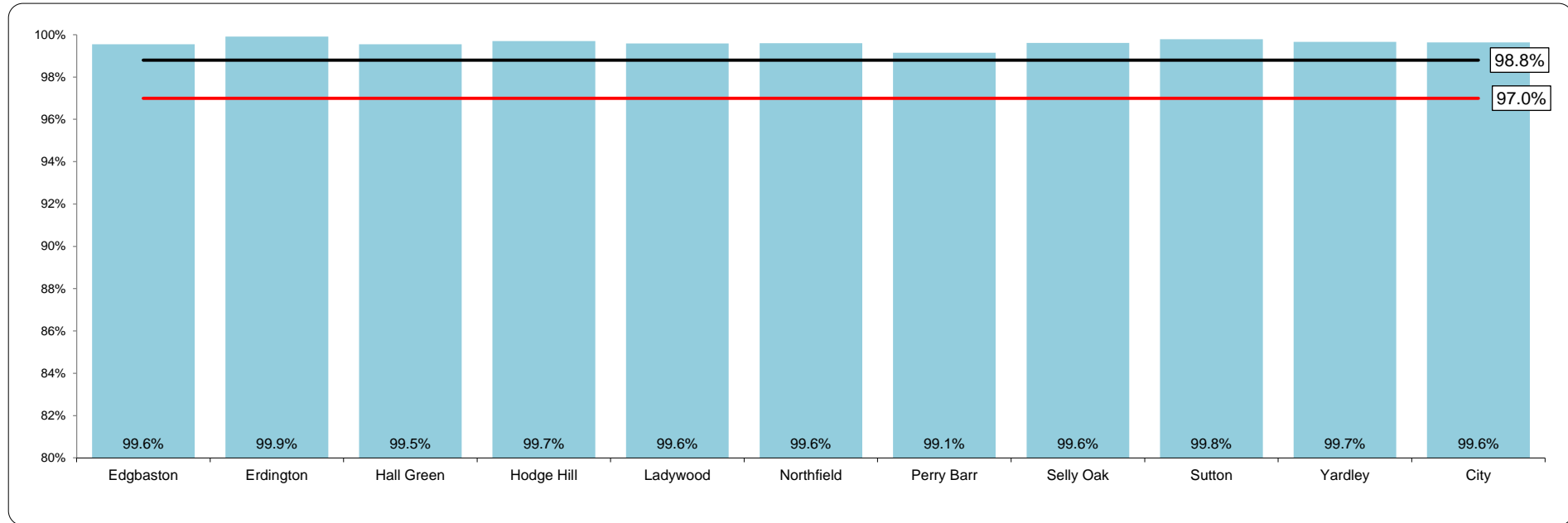
## Voids and Lettings (John Jamieson)

Available council homes as a percentage of total stock - snapshot figure

(Council Business Plan)

RAG Status

Green



Bigger is better

Available council homes as a percentage of total stock - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 1 2017/18	99.6%	99.9%	99.5%	99.7%	99.6%	99.6%	99.1%	99.6%	99.8%	99.7%	99.6%
Target	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%
Standard	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%
										Total Stock	62,285
										Available homes	62,056

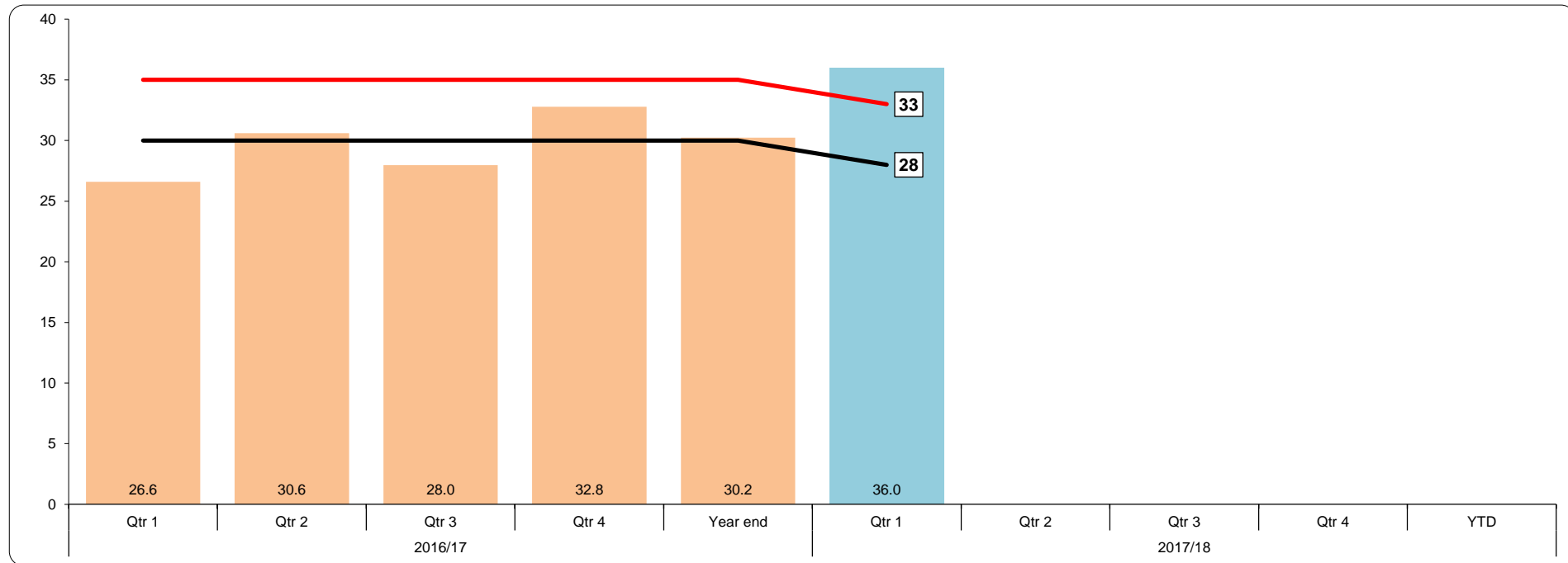
VL17



## Average days void turnaround - all voids

RAG Status

Red



Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average days void turnaround - all voids	26.6	30.6	28.0	32.8	30.2	36.0				
Target	30	30	30	30	30	28				
Standard	35	35	35	35	35	33				

Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 1 2017/18	51.1	25.4	31.9	33.6	30.1	35.4	72.3	29.8	35.5	37.3

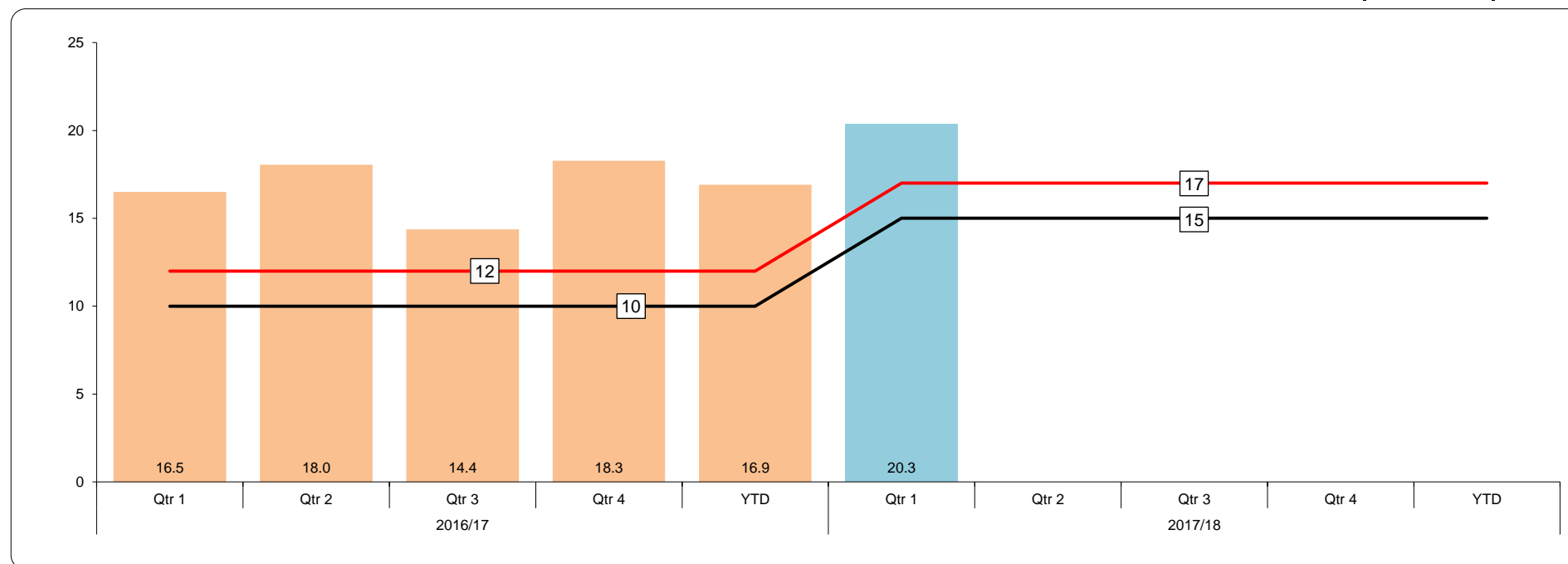
Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL01

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

RAG Status

Red



## Smaller is better

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	16.5	18.0	14.4	18.3	16.9	20.3				
Target	10	10	10	10	10	15	15	15	15	15
Standard	12	12	12	12	12	17	17	17	17	17

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 1 2017/18	30.1	18.1	12.2	17.6	12.7	19.6	57.8	14.4	21.8	20.4

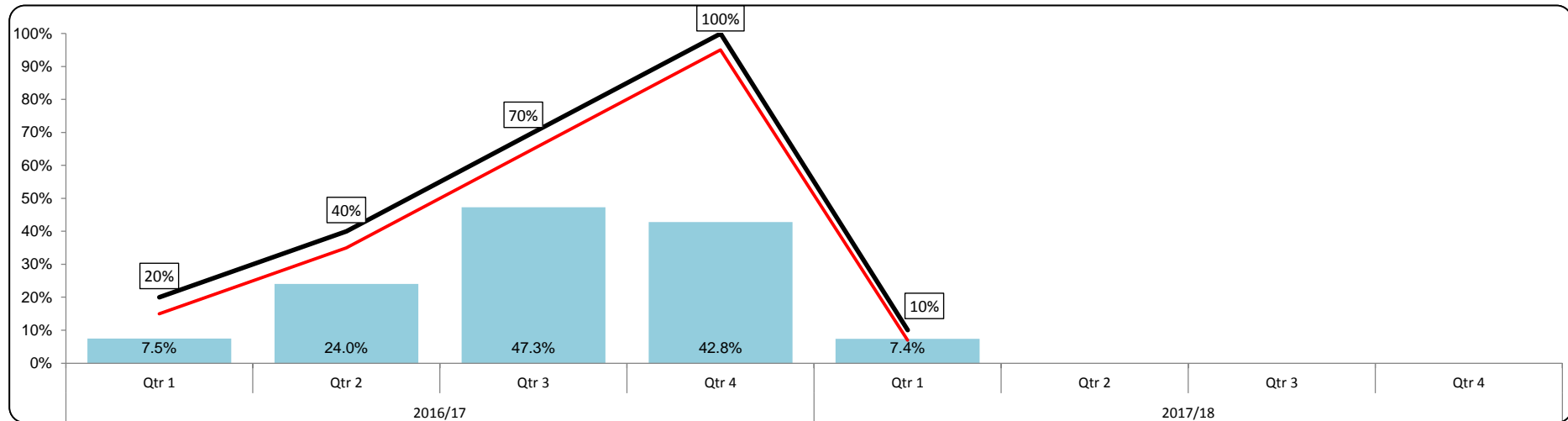
VL05

## Capital Works (Martin Tolley)

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

**RAG Status**  
(based on YTD data)

**Amber**

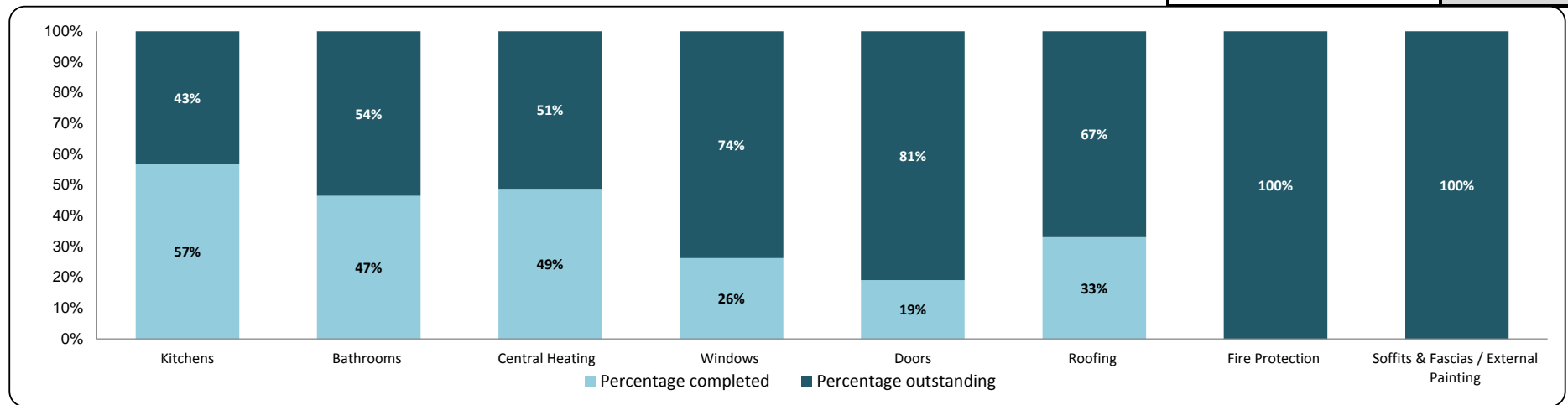


**Bigger is better**

	2016/17				2017/18			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	7.5%	24.0%	47.3%	42.8%	7.4%			
Target	20%	40%	70%	100%	10%			
Standard	15%	35%	65%	95%	7%			

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	367	400	227	173	57%	43%
Bathrooms	273	400	186	214	47%	54%
Central Heating	1,135	1,135	553	582	49%	51%
Windows	526	1,236	324	912	26%	74%
Doors	1,432	1,502	286	1,216	19%	81%
Roofing	321	490	162	328	33%	67%
Fire Protection	986	853	0	853	0%	100%
Soffits & Fascias / External Painting	37	86	0	86	0%	100%

CW07

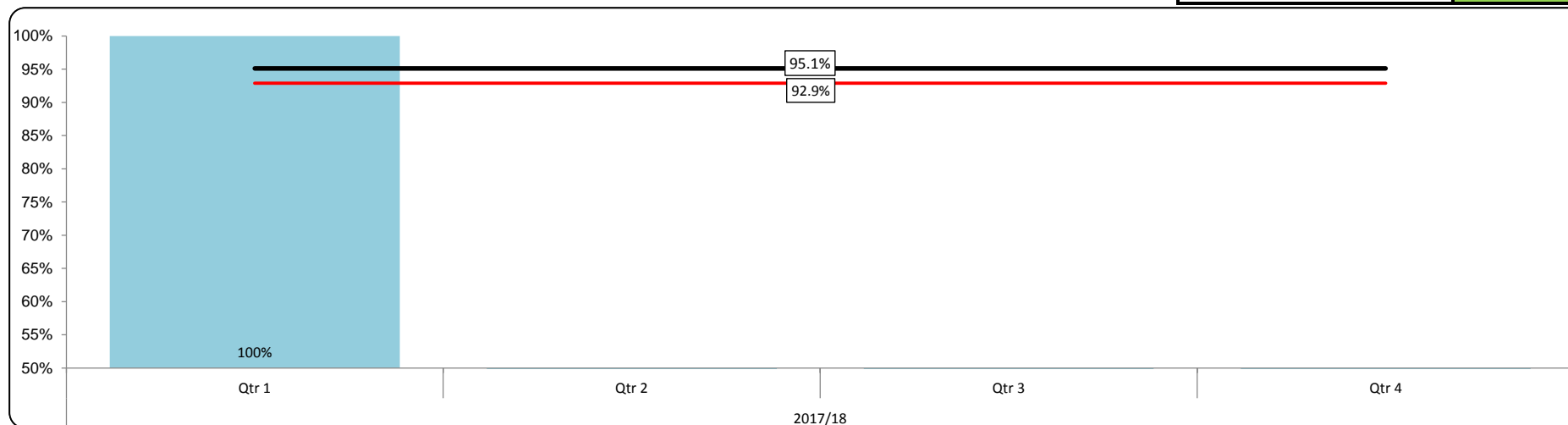
CW07 - Capital Works completed to date by type, as a proportion of year-end target

Contractor's use the time in Qtr 1 to project plan the capital work programme. The number of completions will increase as the year progresses.

# KPI001 - Customer Satisfaction (Capital Works only)

RAG Status

Green



Bigger is better

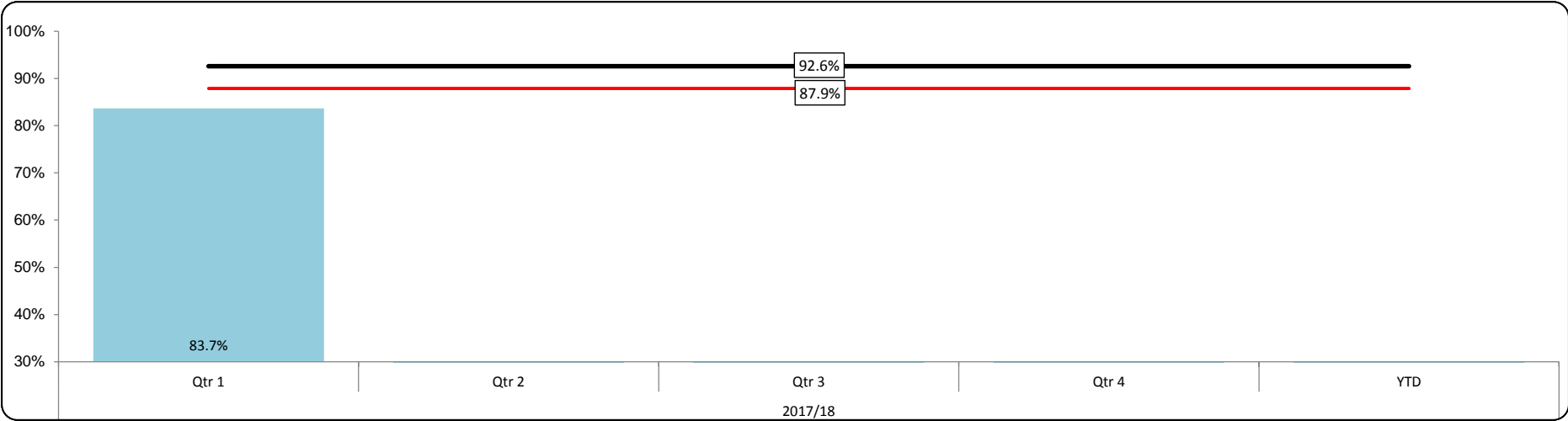
	2017/18			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	100%			
Target	95.1%	95.1%	95.1%	95.1%
Standard	92.9%	92.9%	92.9%	92.9%

CW08

KPI002 - Work orders completed within timescale (Capital Works only)

RAG Status

Red



Bigger is better

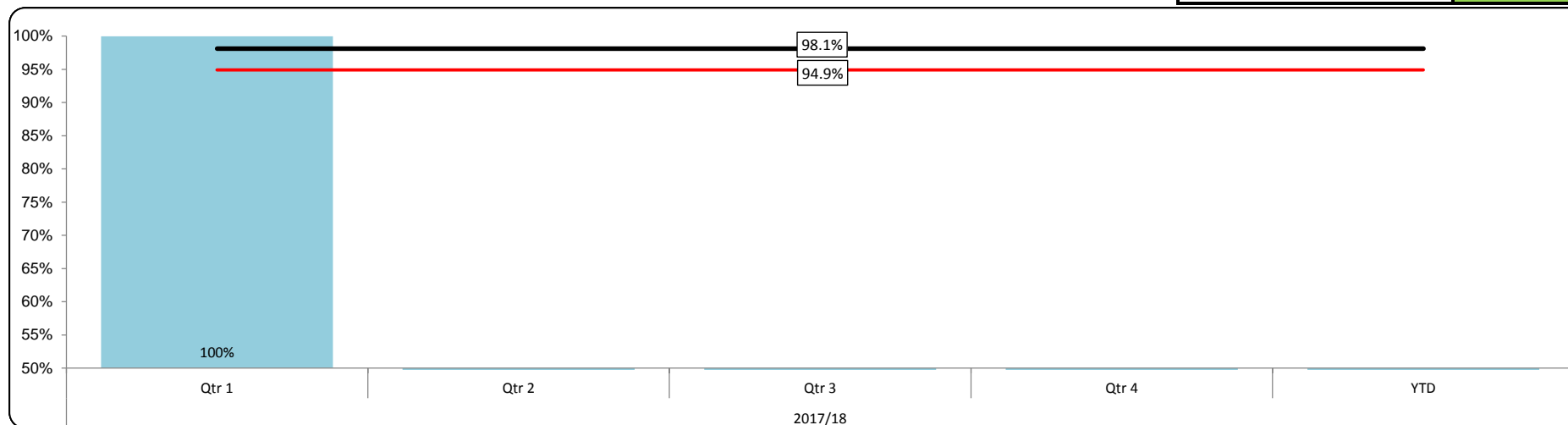
	2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	83.7%				
Target	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	87.9%	87.9%	87.9%	87.9%	87.9%

CW09

# KPI008 - Appointments kept (Capital Works only)

RAG Status

Green



Bigger is better

	2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	100%				
Target	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%

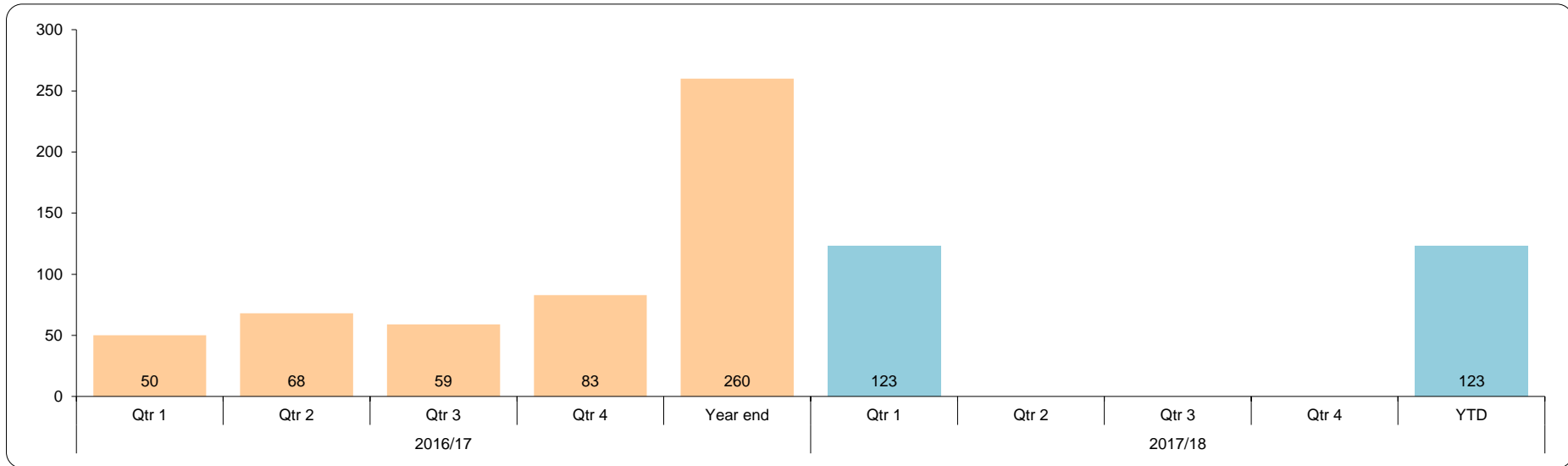
CW10

## Private Sector Housing (Pete Hobbs)

### Houses in Multiple Occupation licences issued

RAG Status

No Target



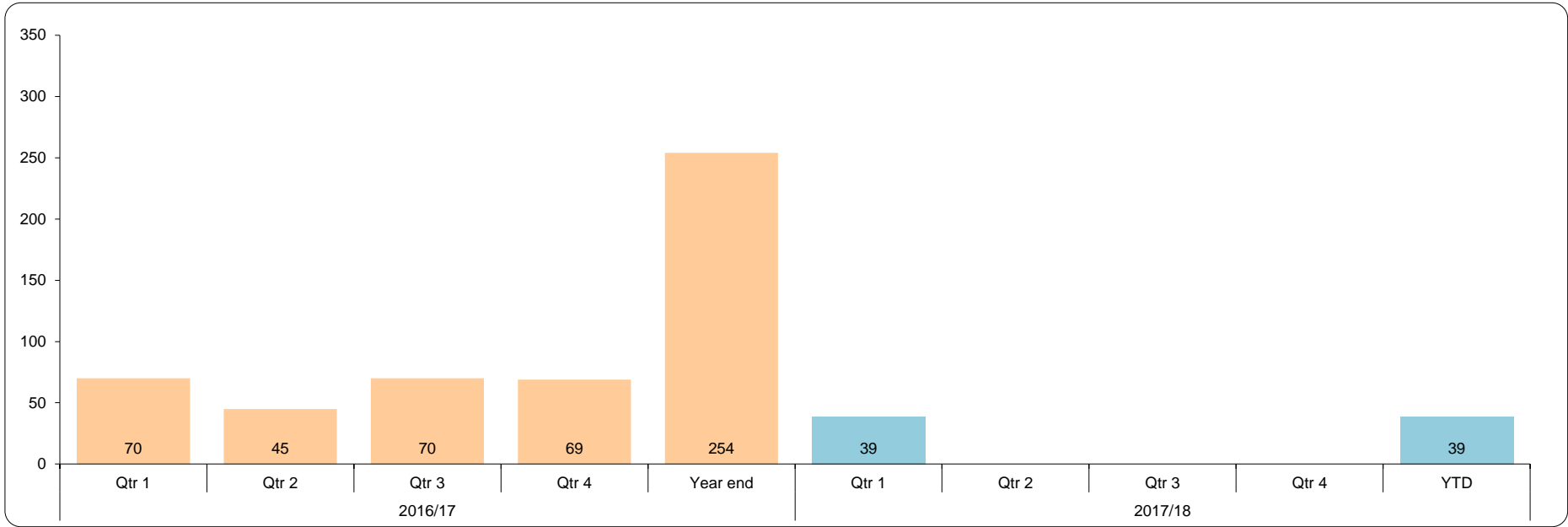
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	50	68	59	83	260	123				123

PRS01



Licenced and unlicensed Houses in Multiple Occupation inspected

RAG Status	No Target
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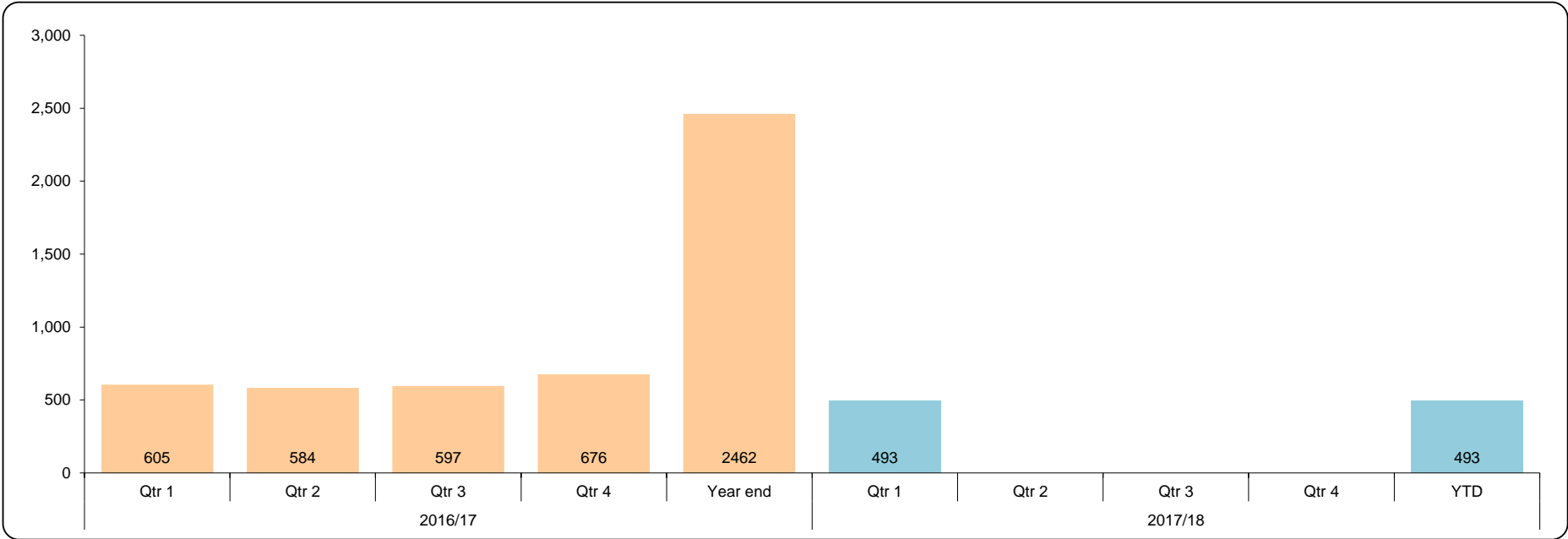


Licenced and unlicensed Houses in Multiple Occupation inspected	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	70	45	70	69	254	39				39

PRS02

Private Tenancy Unit - Requests for assistance

RAG Status	No Target
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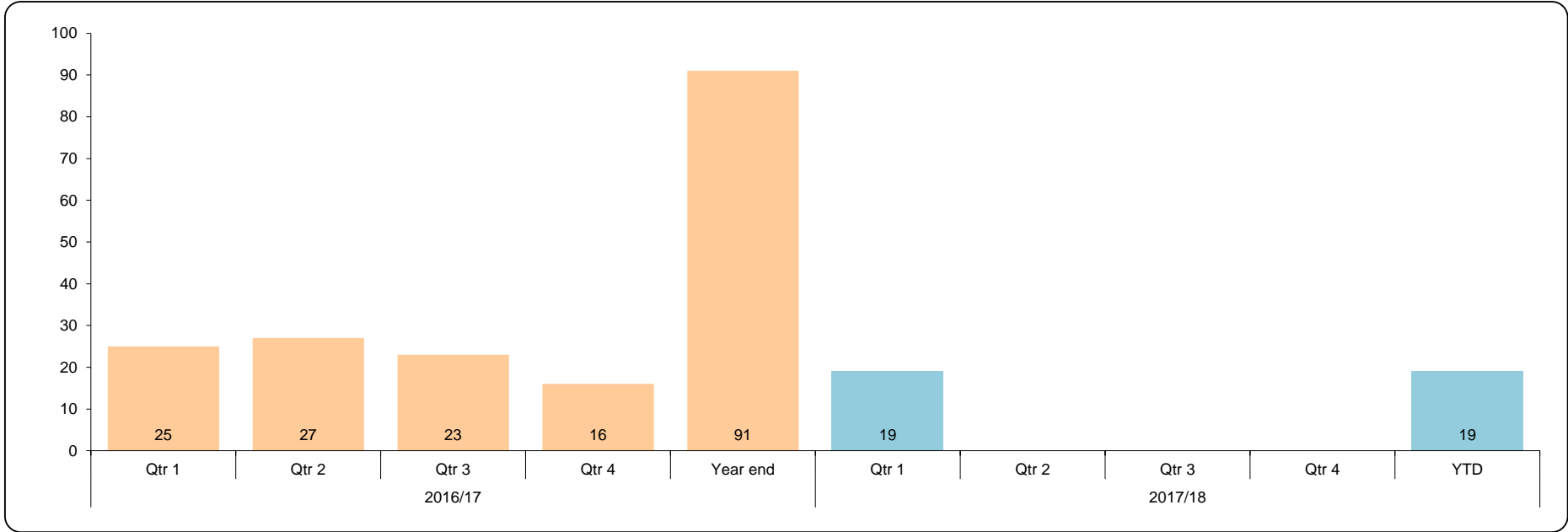


	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
PTU requests for assistance	605	584	597	676	2462	493				493

PRS03

Private Tenancy Unit - Cases assisted through advice

RAG Status	No Target
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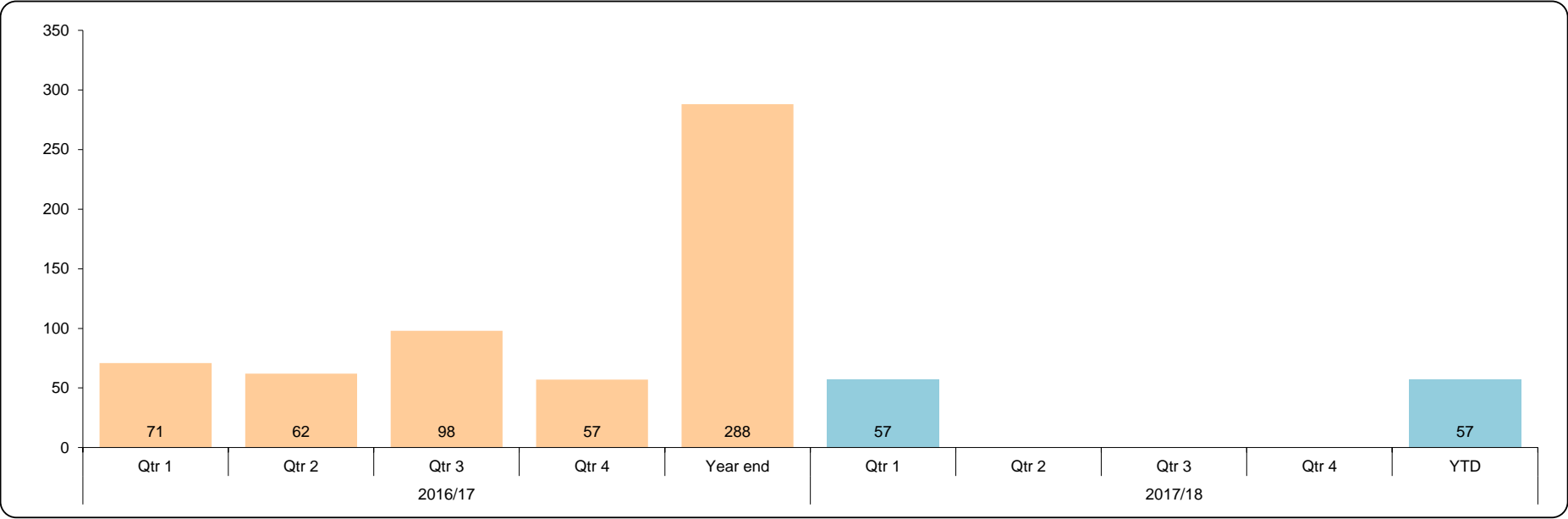


	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through advice	25	27	23	16	91	19				19

PRS04

Private Tenancy Unit - Cases assisted through intervention

RAG Status	No Target
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	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Private Tenancy Unit - Cases assisted through intervention	71	62	98	57	288	57				57

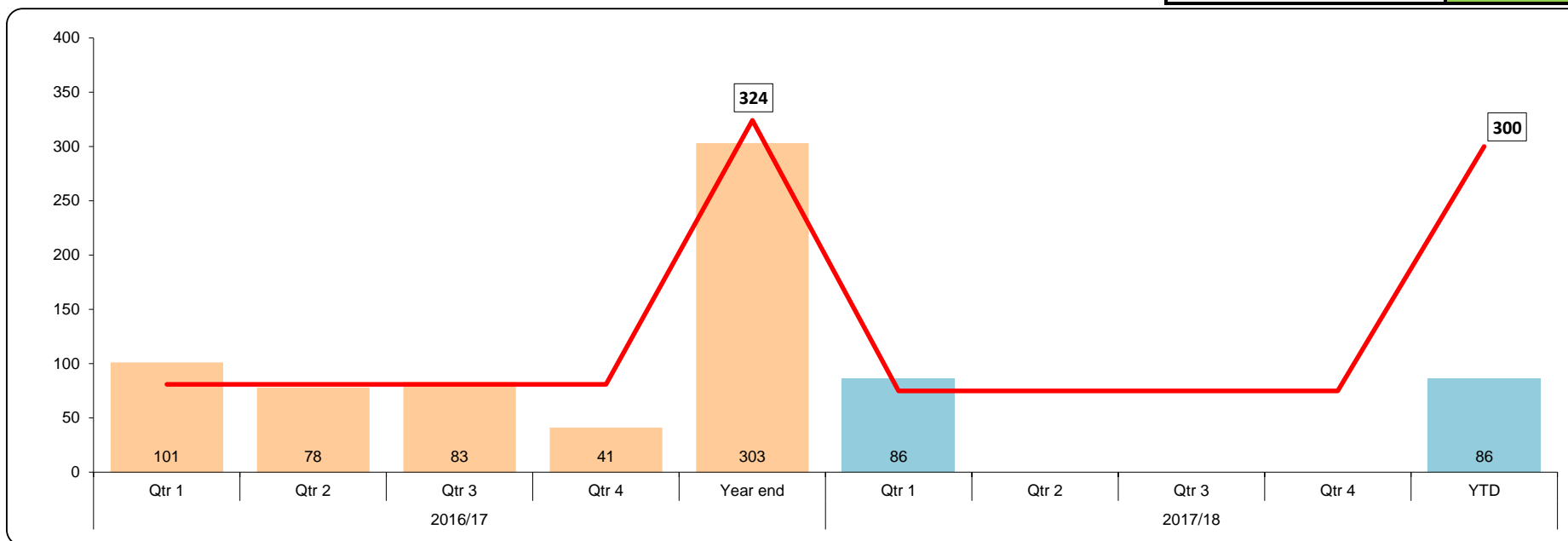
PRS05

## Empty properties brought back into use

(Council Business Plan)

RAG Status

Green



Bigger is better

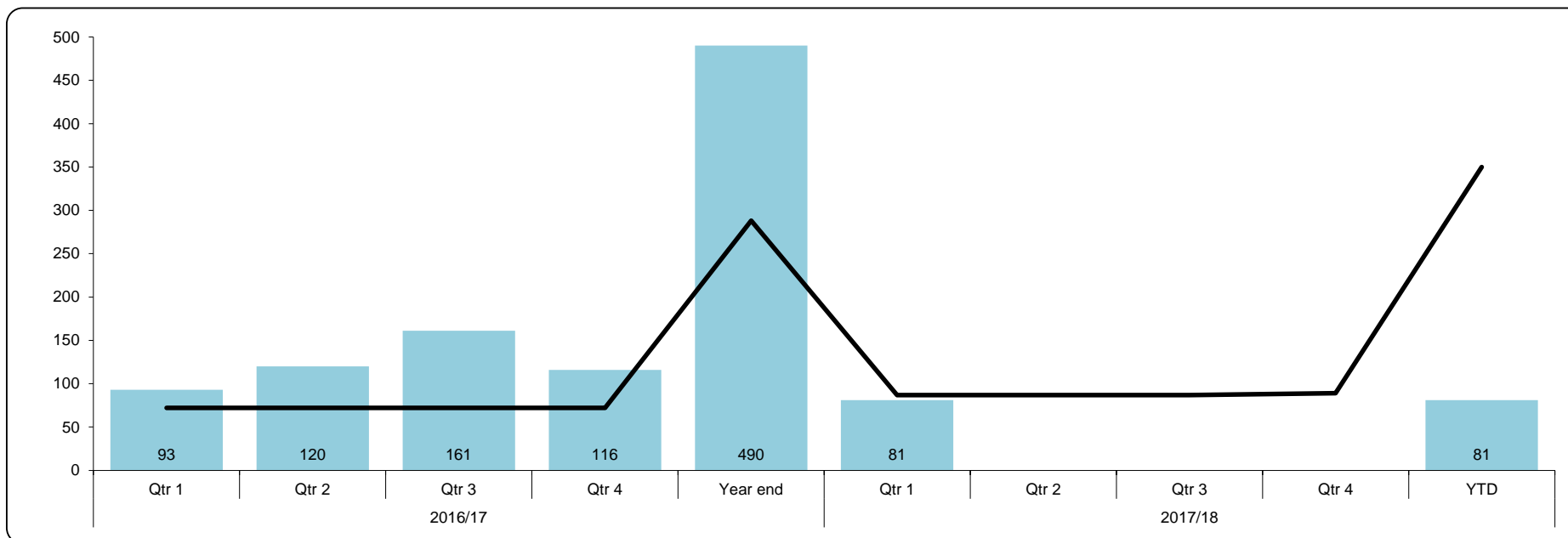
	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	101	78	83	41	303	86				86
Target	81	81	81	81	324	75	75	75	75	300

PRS06

**Number of properties improved in the private rented sector as a result of Local Authority intervention**

(Council Business Plan)

RAG Status	Red
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**Bigger is better**

	2016/17					2017/18				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	93	120	161	116	490	81				81
Target	72	72	72	72	288	87	87	87	89	350

PRS06