

Housing Transformation Board Performance Report

Quarter 4 2016/17

Report produced by Place Directorate Performance and Support Services Team
Version 1.0 13/06/2017

Contents	RAG status (based on Q4 data unless stated)	Page
<u>Exception Report</u>		6
<u>Leasehold and Right to Buy (Sukvinder Kalsi)</u>		
Number of Right To Buy applications received	No Target	12
Number of properties sold under Right To Buy	No Target	13
Right to Buy compliance to statutory timescales	Red	14
<u>Rent Service (Tracy Holsey)</u>		
Percentage of rent collected	No Target	15
Current amount of rent arrears	Green	16
<u>Housing Options (Jim Crawshaw)</u>		
Number of households in Temporary Accommodation	No Target	17
Number of households in B&B	No Target	18
Increase in the number of cases where homelessness is prevented or relieved	Green	19
Number of households on housing waiting list	No Target	20
Average number of weeks families in B&B	No Target	21
#REF!	#REF!	22
<u>Independent Living (Afsaneh Sabouri)</u>		
Number of households helped by Independent Living	Green	23
Number of Wise Move completions	No Target	24

Landlord Services

Antisocial Behaviour (Tracey Radford)

Number of new ASB enquiries received - A, B and C categories	No Target	25
Number of new hate crime enquiries	No Target	27
Percentage of A cases responded to on time	Amber	28
Percentage of B cases responded to on time	Green	28
Percentage of C cases responded to on time	Green	28
Total ASB cases closed	No Target	29
Percentage of ASB cases closed successfully	Green	30
Number of live ASB cases	No Target	31
Total cases responded to on time	No Target	32
Number of live Think Family cases	No Target	33

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better	Green	34
Percentage of low-rise blocks rated satisfactory or better	Green	35
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	36
Percentage of introductory tenancies over 12 months old, not made secure	Green	37
Condition of estates - average of bi-annual estate assessment scores	No Target	38
Condition of estates - number of excellent, good and poor ratings to date	No Target	39

Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks	Green	40
Percentage of Careline calls answered within 60 seconds	Amber	41

Landlord Services

Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled	No Target		42
Average time taken to answer calls (in seconds)	Red		43
Percentage of calls answered	Green		44

Asset Management and Maintenance (John Jamieson)

Repairs:

Percentage of Right To Repair jobs completed on time	Red		45
Percentage of gas servicing completed against period profile - snapshot figure	Green		46
We will respond to emergency repairs in two hours	Red	BP	47
We will resolve routine repairs within 30 days	Green	BP	48
KPI001 - Customer Satisfaction	Green		49
KPI002 - Work orders completed within timescale	Amber		50
KPI004 - Service Improvement Notices	Green		51
KPI005 - Safety SIN's	Green		52
KPI007 - Appointments made	Amber		53
KPI008 - Appointments kept	Red		54

Voids and Lettings (John Jamieson)

Available council homes as a percentage of total stock - snapshot figure	Green	CBP	55
Average days void turnaround - all voids	Amber		56
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Red		57

Capital Works (Martin Tolley)

Percentage of actual spend as a proportion of revised annual budget - year to date	RED		58
Capital Works completed to date by type, as a proportion of year-end target	Year-end Targets		59
KPI001 - Customer Satisfaction (Capital Works only)	Green		61
KPI002 - Work orders completed within timescale (Capital Works only)	Green		62
KPI008 - Appointments kept (Capital Works only)	Green		63

Private Sector Housing (Pete Hobbs)

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

Houses in Multiple Occupation licences issued	No Target		64
Licensed and unlicensed Houses in Multiple Occupation inspected	No Target		65

Private Tenancy Unit (Andrew Greathead)

Private Tenancy Unit - Requests for assistance	No Target		66
Private Tenancy Unit - Cases assisted through advice	No Target		67
Private Tenancy Unit - Cases assisted through intervention	No Target		68

Empty Properties (Matthew Smith)

Empty properties brought back into use	RED	CBP	69
Number of properties improved in the private rented sector as a result of Local Authority intervention	Green	CBP	70

Housing Development (Clive Skidmore)

Number of affordable homes provided	TBC	CBP	71
-------------------------------------	-----	-----	----

Housing Transformation Board

Exception Report Quarter 4 2016/17

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: 14

Target: 100%

Performance: 85%

Commentary provided by: Louise Fletcher

Significant progress has been made on performance against statutory timescales. There are 2 stages which form part of the measure for statutory compliance, the first stage is to establish whether the tenant and/or property are eligible under the Right to Buy legislation, and this is now being completed within timescales. The second stage of the process is the collation of information so that a S125 Offer can be issued to the tenant. There is a backlog in supporting service areas providing information for this part of the process, particularly the production of valuations and EPCs and this is having an impact on the timescales for the production of S125 Offers. Now that restructures within this service area are complete, the priority is to continuing to streamline processes, so that for 2017/18 targets and statutory deadlines can be met.

Landlord Services

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

Page: 43

Target 20

Performance: 27

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.

Asset Management and Maintenance (John Jamieson)

Measure: Percentage of Right To Repair jobs completed on time

Page: 45

Target 92.6%

Performance: 87.3%

Commentary provided by: John Jamieson

Although performance is still red, there has been an in month improvement City wide, but performance remains fractionally below standard target. Keepmoat (Erdington and Sutton) achieved 85.0%, which is below tolerance. Wates Central (Ladywood and Perry Barr) achieved 89.6%, which is within tolerance and therefore Amber. Fortem South (Edgbaston, Northfield and Selly Oak) achieved 84.8% which is below tolerance. Wates East (Hall Green, Hodge Hill and Yardley) achieved 89.4% which is within tolerance. We continue to work with all contractors on a weekly basis to improve performance.

Measure: We will respond to emergency repairs in two hours

Page: 47

Target 98.10%

Performance: 89.46%

Commentary provided by: John Jamieson

Both Keepmoat and Wates Living Space have significantly improved over the year and in the final quarter. The overall city performance has been adversely impacted by poor performance from Fortem upon whom Service Improvement Notices have been issued.

Asset Management and Maintenance (John Jamieson)

Measure: KPI008 - Appointments kept

Page: 54

Target 98.10%

Performance: 84.40%

Commentary provided by: John Jamieson

Performance has continued to improve throughout the year as a result of the work with and pressure placed on contractors. Performance related penalties have also been applied in the 4th quarter. It is important to note that performance does not indicate missed appointments but those where the appointed time was not achieved.

Voids and Lettings (John Jamieson)

Measure: Average days to let a void property (from Fit For Let Date to Tenancy Start Date) Page: 57
Target 10
Performance: 18.28
Commentary provided by: John Jamieson

Performance is slightly above the Standard for this measure. This is due to continued success during the quarter (and throughout 2016/17) in letting fit to let but previously long term hard to let dwellings which have remained void for long periods. Although this has the impact of increasing the average days taken this is reducing the number of void dwellings thus increasing rental income.

Capital Works (Martin Tolley)

Measure: Percentage of actual spend as a proportion of revised annual budget - year to date Page: 58
Target 100%
Performance: 90.1%
Commentary provided by: Pat McWilliam

The main underspends are on Rewires (£2.8m), Door Entry (£1.3m), Kitchens & Bathrooms (£1.2m) and Complex Voids (£0.6m). The £5.8m variation is split between net slippage of £2.4m and net underspend of £3.4m. The net slippage of £2.4m will be added to the 2017/18 budget.

Private Sector Housing (Pete Hobbs)

Measure: Empty properties brought back into use Page: 69
Target 324
Performance: 303
Commentary provided by: Matthew Smith

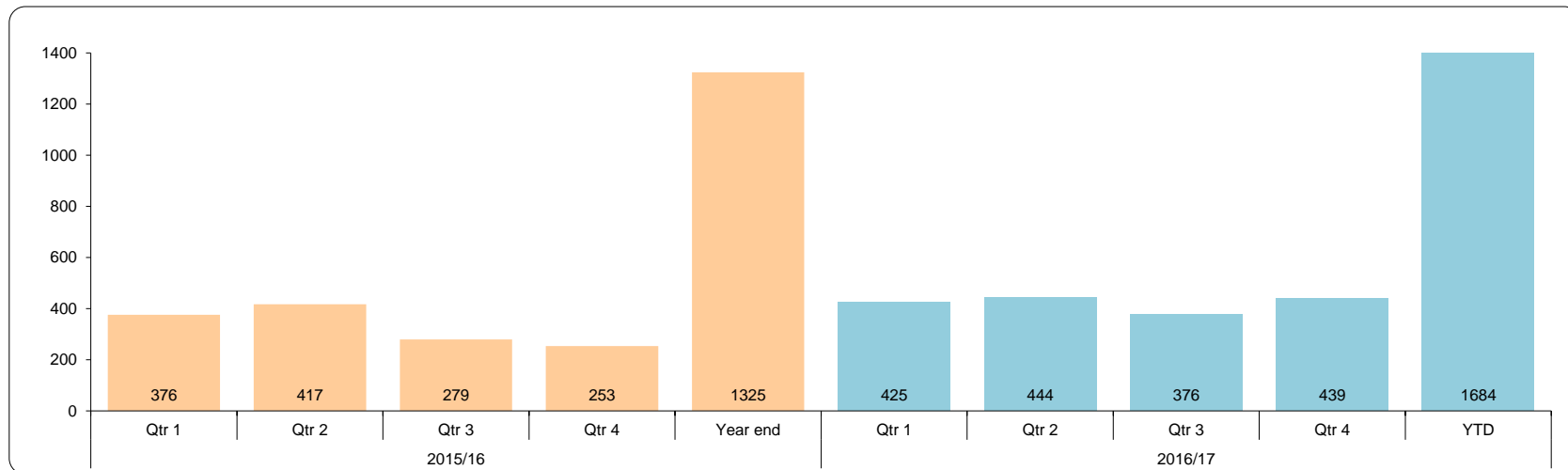
The Council continues to tackle long term private empty properties and has brought over 300 homes back into use this year. The Council provides advice and encouragement to owners where possible, but uses enforcement powers to ensure properties don't cause a nuisance and continues to compulsory purchase properties where needed. The Council was on target to achieve the overall 324 properties but it has been agreed from February 2017 to divert resources for the delivery of the priority to consult and implement Selective Licensing for the PRS in target wards. The Council has contacted a range of local authorities to develop benchmarking data and have had some positive responses. The data sets are not completely comparable so more work is on-going to incorporate information for 2017/18.

Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

RAG Status

No Target



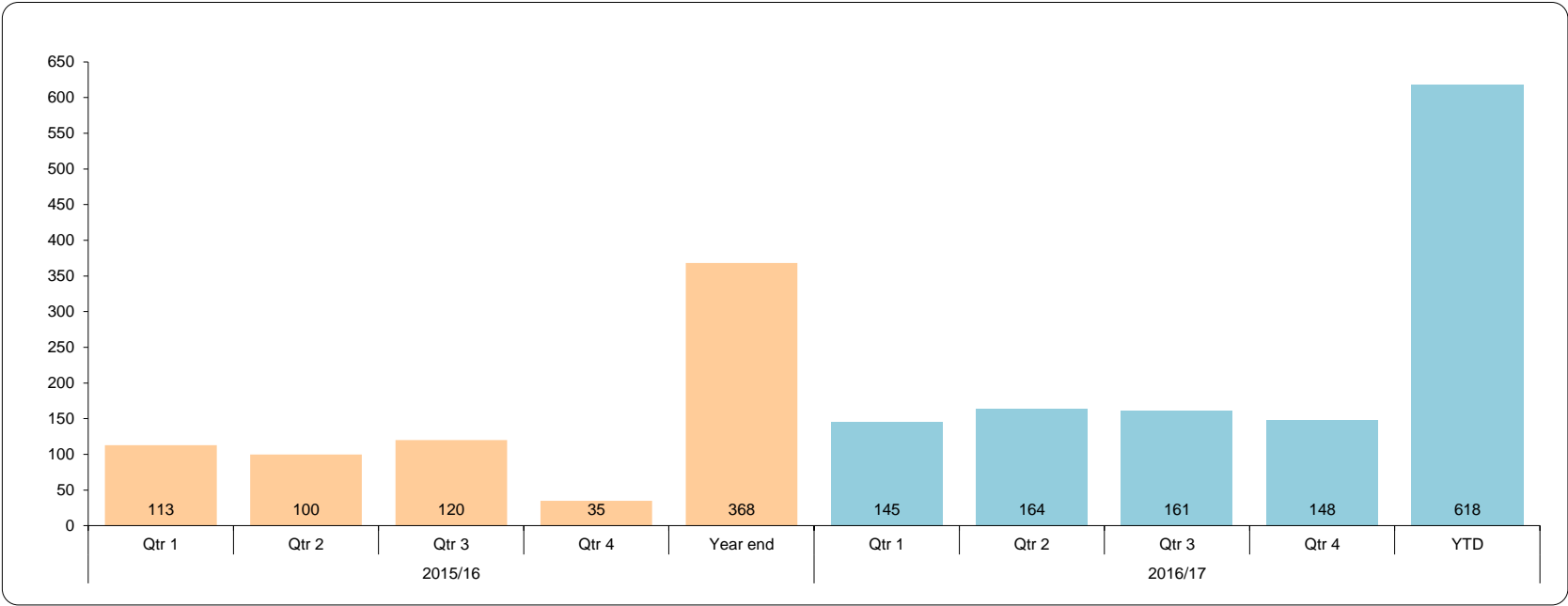
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Right To Buy applications received	376	417	279	253	1325	425	444	376	439	1684

Number of Right To Buy applications received	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	46	39	22	52	98	51	13	49	3	66

RB01

Number of properties sold under Right To Buy

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



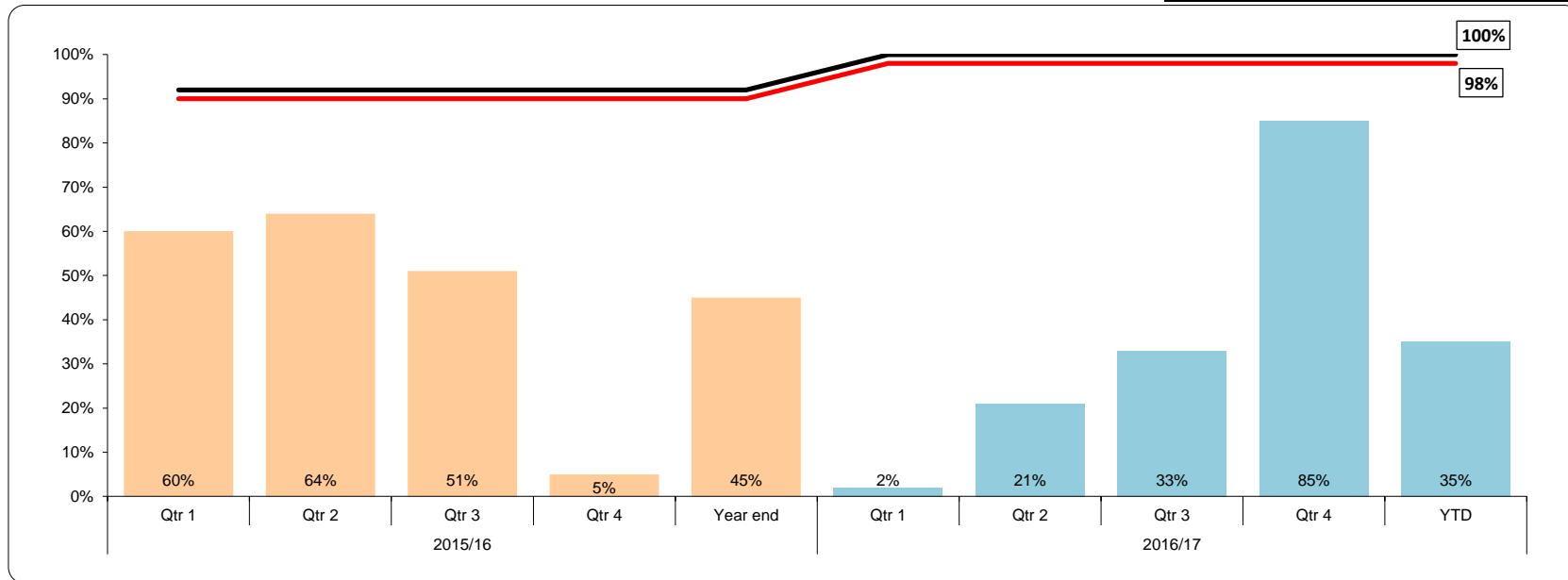
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of properties sold under Right To Buy	113	100	120	35	368	145	164	161	148	618

Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	17	7	13	26	25	14	9	9	1	27

Right to Buy compliance to statutory timescales

RAG Status

Red



Bigger is better

	2015/16					2016/17				
	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	60%	64%	51%	5%	45%	2%	21%	33%	85%	35%
Target	92%	92%	92%	92%	92%	100%	100%	100%	100%	100%
Standard	90%	90%	90%	90%	90%	98%	98%	98%	98%	98%

Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	85%	86%	91%	83%	84%	87%	88%	89%	83%	83%

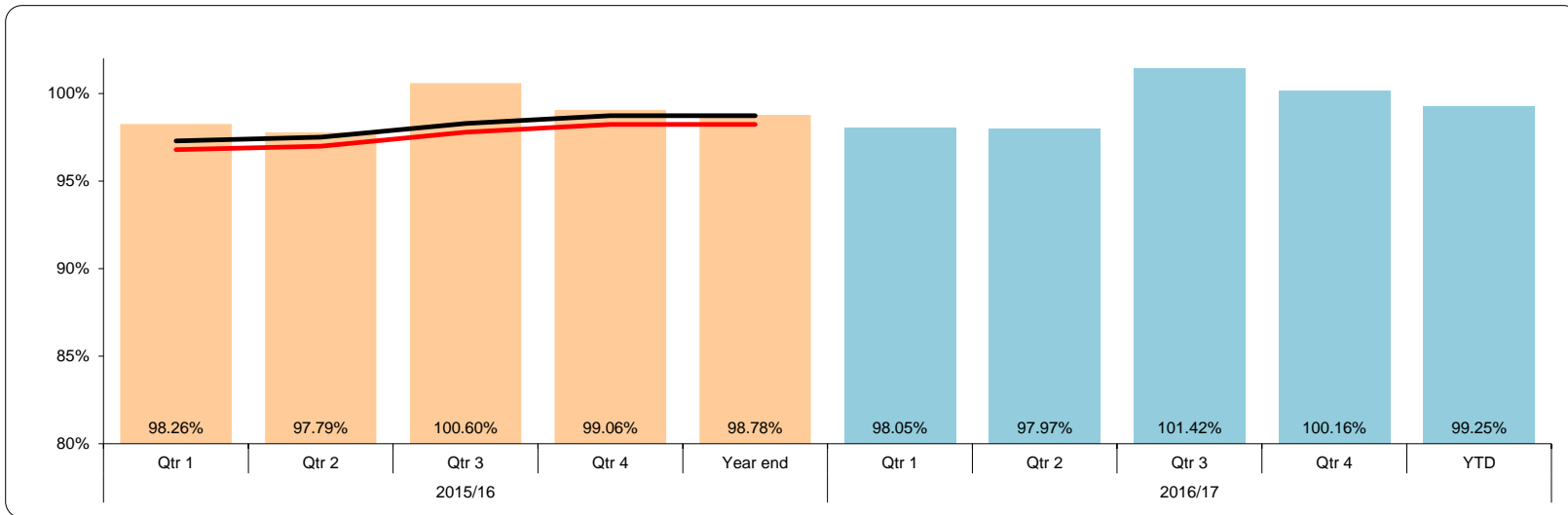
RB03

Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

No Target



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of rent collected	98.26%	97.79%	100.60%	99.06%	98.78%	98.05%	97.97%	101.42%	100.16%	99.25%
Target	97.3%	97.5%	98.3%	98.7%	98.7%	No quarterly targets				
Standard	96.8%	97.0%	97.8%	98.2%	98.2%					
Monthly targets						Apr - 59.7%	Jul - 87.2%	Oct - 92.2%	Jan - 93.9%	
						May - 78.5%	Aug - 89.6%	Nov - 92.7%	Feb - 94.3%	
						Jun - 84.0%	Sep - 90.8%	Dec - 93.4%	Mar - 94.9%	

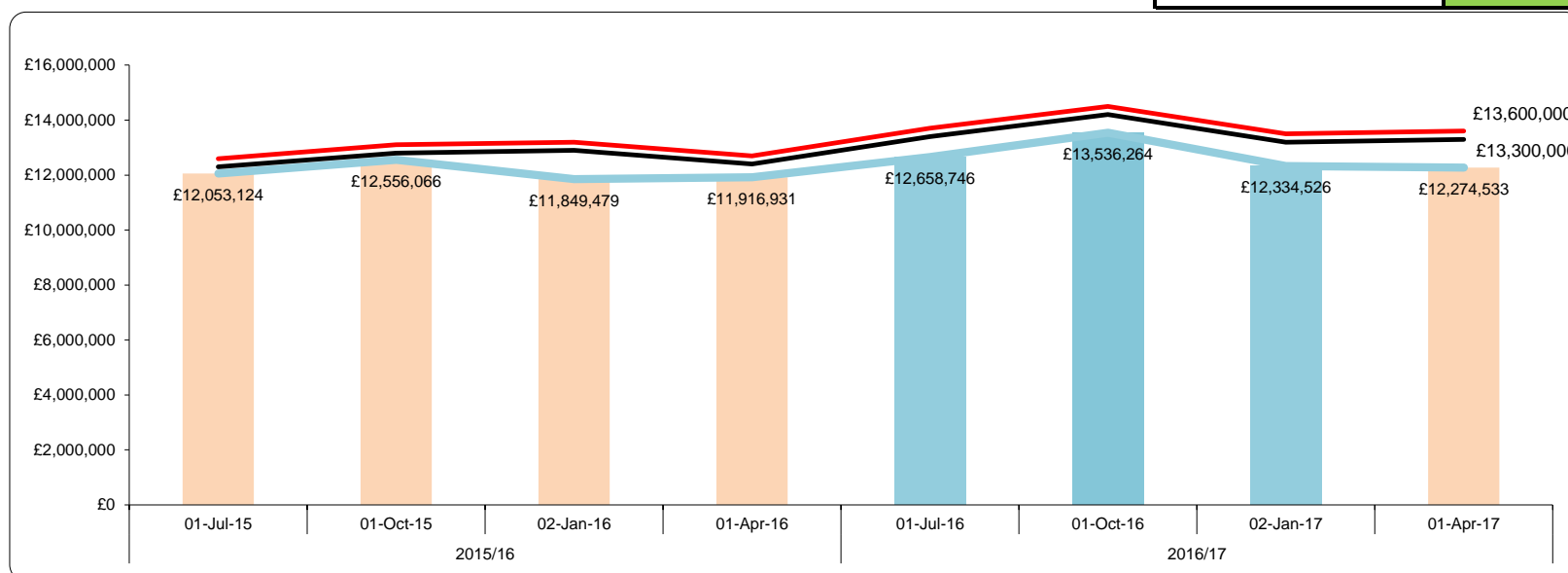
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	108.15%	99.70%	108.89%	100.50%	100.40%	99.83%	100.00%	99.65%	99.11%	100.74%

R01

Current amount of rent arrears - Snapshot figure

RAG Status

Green



Smaller is better

	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Current amount of rent arrears - Snapshot figure	£12,053,124	£12,556,066	£11,849,479	£11,916,931	£12,658,746	£13,536,264	£12,334,526	£12,274,533
Target	£ 12,300,000	£ 12,800,000	£ 12,900,000	£ 12,400,000	£ 13,400,000	£ 14,200,000	£ 13,200,000	£ 13,300,000
Standard	£ 12,600,000	£ 13,100,000	£ 13,200,000	£ 12,700,000	£ 13,700,000	£ 14,500,000	£ 13,500,000	£ 13,600,000

Citywide rent arrears figure includes £118,616 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 2017	£ 1,447,380	£ 1,429,142	£ 340,433	£ 1,554,742	£ 2,182,879	£ 1,970,863	£ 429,212	£ 1,139,733	£ 281,657	£ 1,379,876

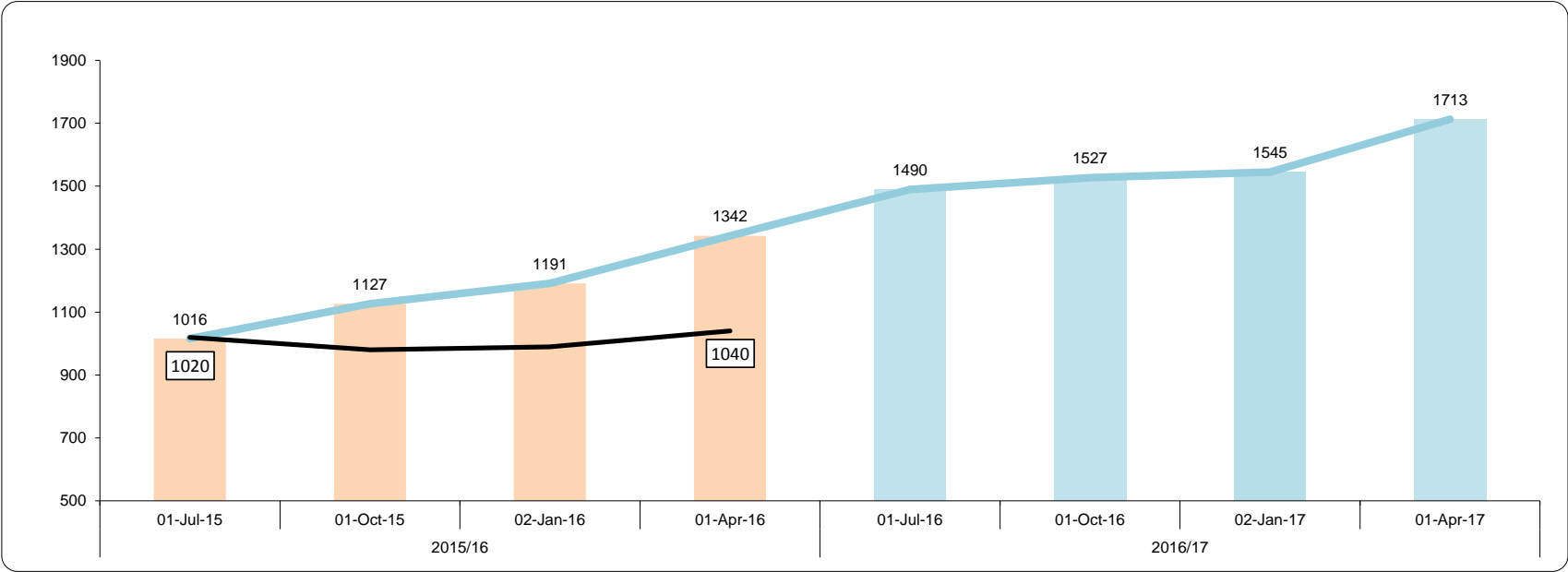
R02

Housing Options (Jim Crawshaw)

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

No Target



Smaller is better

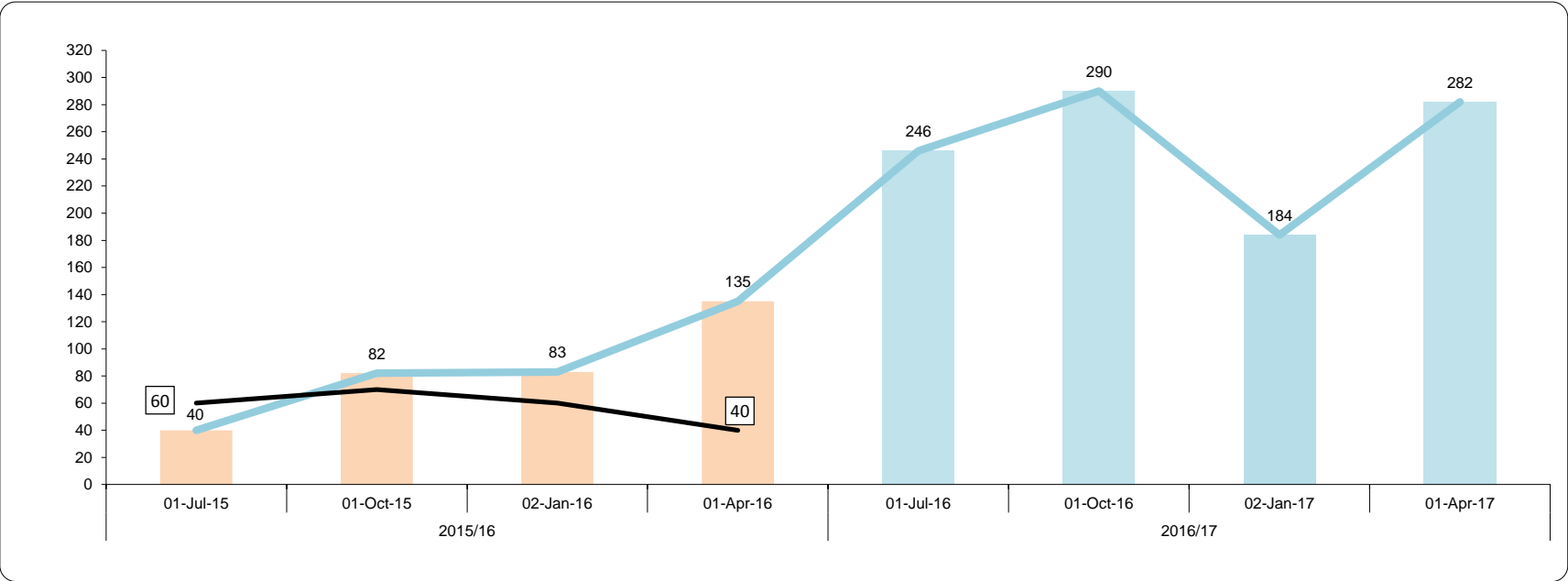
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of households in Temporary Accommodation - Snapshot figure	1016	1127	1191	1342	1490	1527	1545	1713
Target	1020	980	990	1040				

Targets for this year have not yet been confirmed

SP01

Number of households in B&B - Snapshot figure

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



Smaller is better

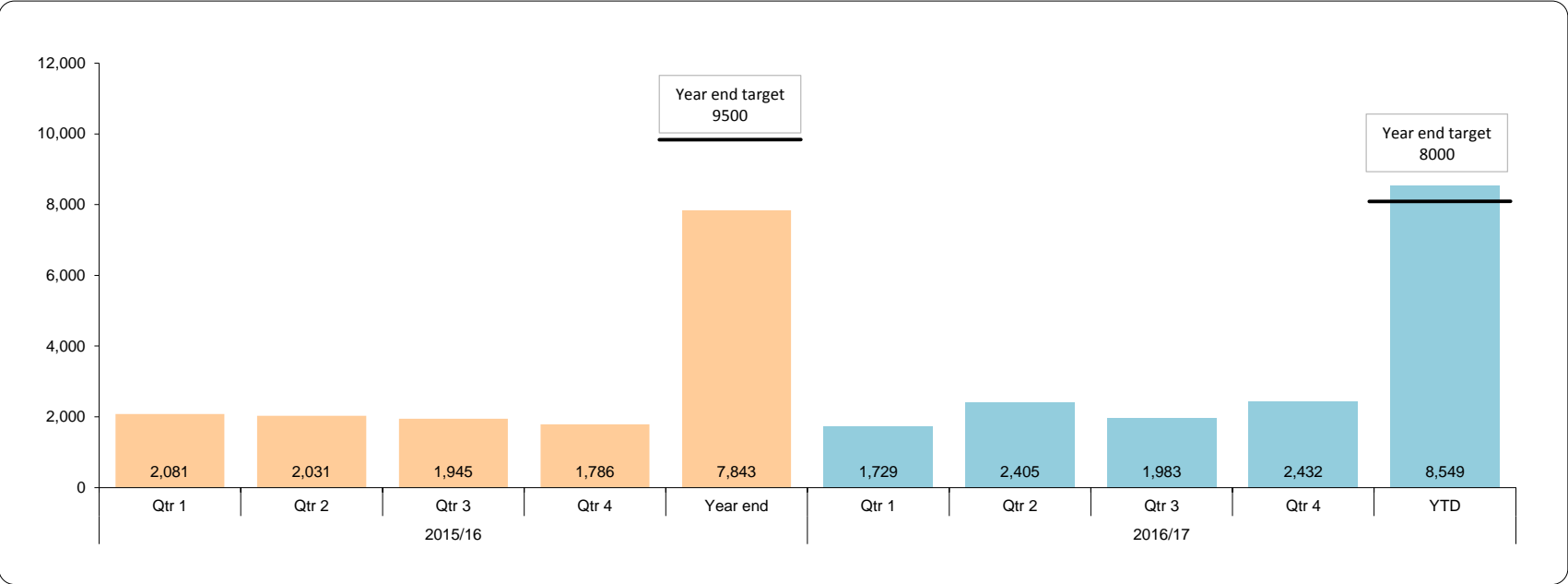
	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of households in B&B - Snapshot figure	40	82	83	135	246	290	184	282
Target	60	70	60	40				

Targets for this year have not been confirmed

SP02

Increase in the number of cases where homelessness is prevented or relieved (CBP)

RAG Status	Green
------------	-------



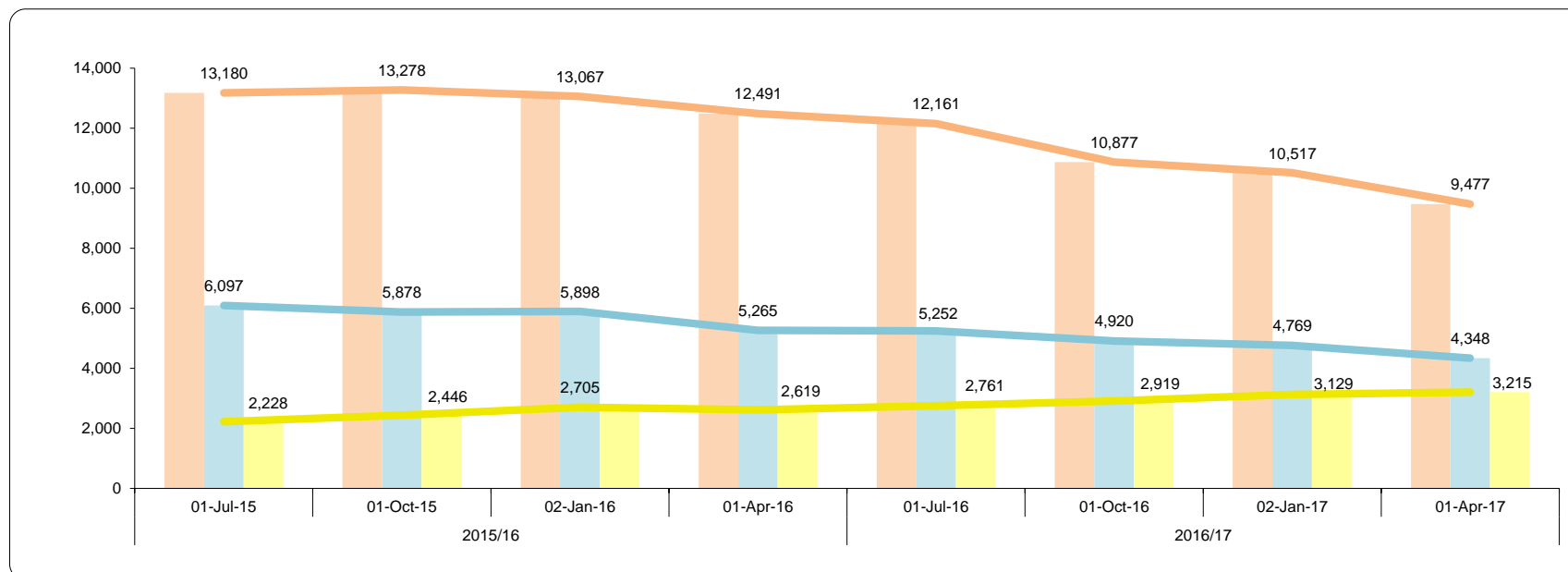
Bigger is better

	2015/16					2016/17				
	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	2,081	2,031	1,945	1,786	7,843	1,729	2,405	1,983	2,432	8,549
Year end target					11,000	1750	1750	2250	2250	8000

SP03

Number of households on housing waiting list - Snapshot figure

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



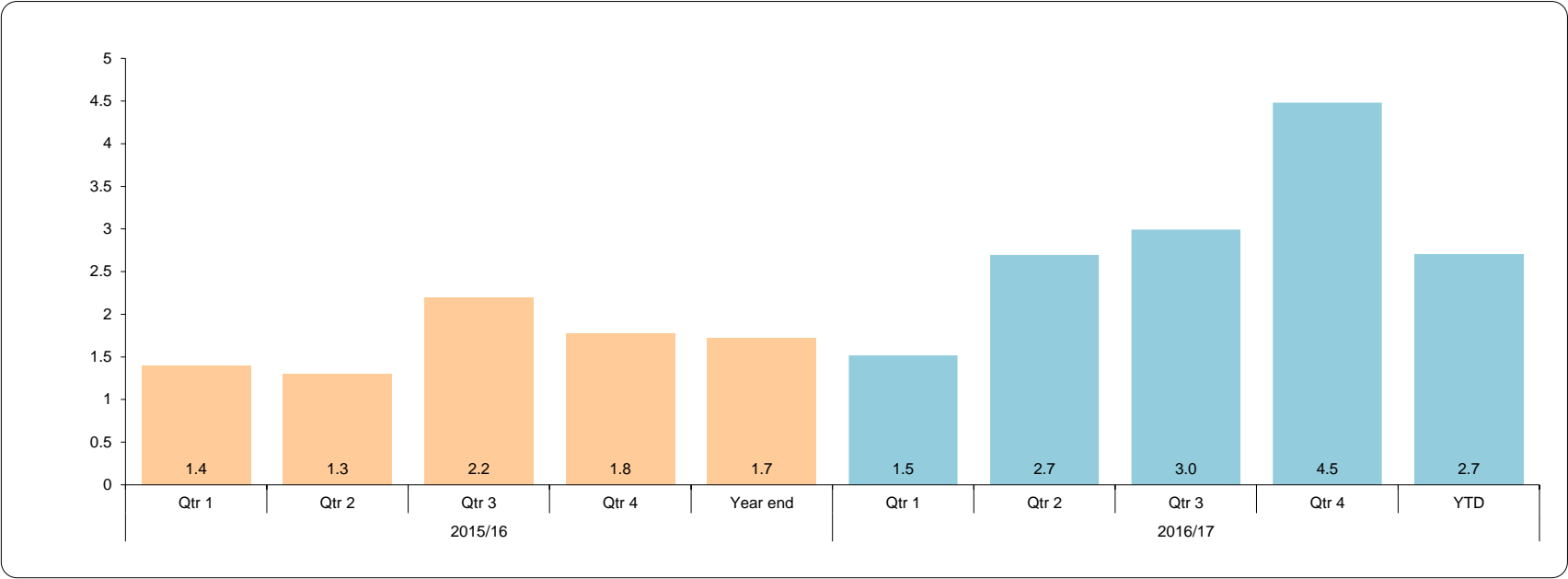
Smaller is better

Housing need category	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
General needs	13,180	13,278	13,067	12,491	12,161	10,877	10,517	9,477
Transfer	6,097	5,878	5,898	5,265	5,252	4,920	4,769	4,348
Homeless	2,228	2,446	2,705	2,619	2,761	2,919	3,129	3,215

SP05

Average number of weeks families in B&B

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



Smaller is better

	2015/16					2016/17				
	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	1.4	1.3	2.2	1.8	1.7	1.5	2.7	3.0	4.5	2.7

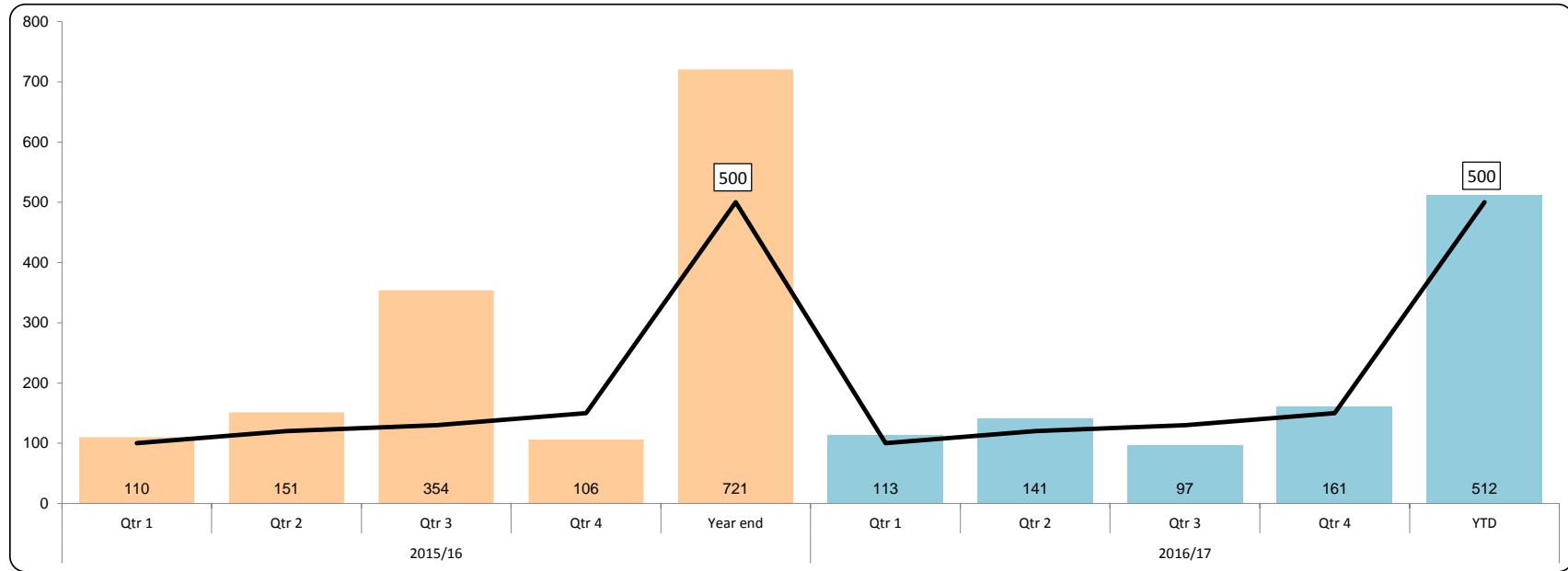
SP08

Independent Living (Afsaneh Sabouri)

Number of households helped by Independent Living

RAG Status

Green



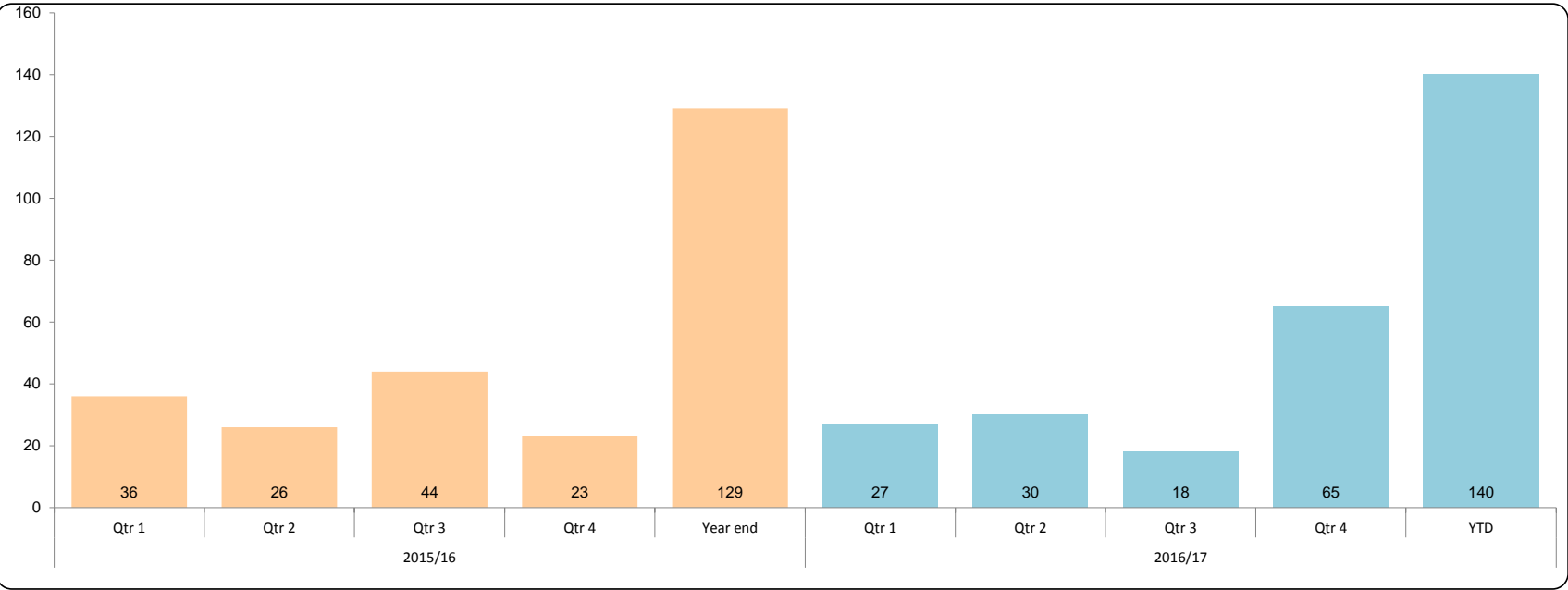
Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of households helped by Independent Living	110	151	354	106	721	113	141	97	161	512
Target	100	120	130	150	500	100	120	130	150	500

IL01

Number of Wise Move completions

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



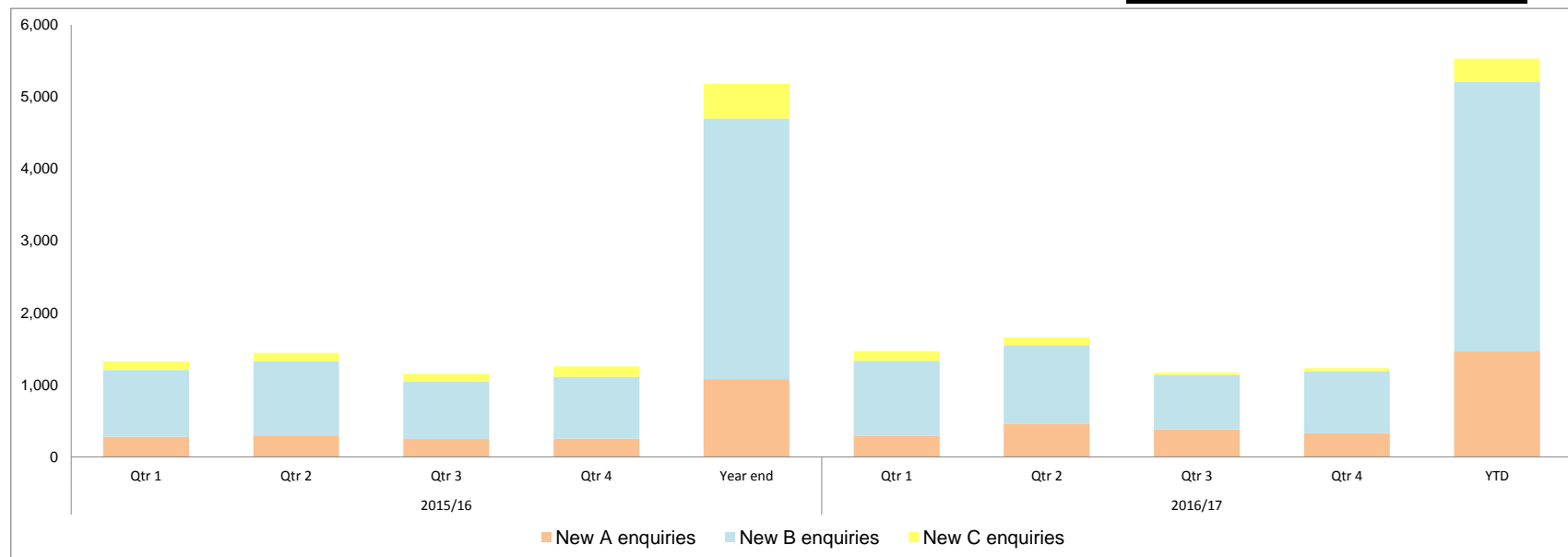
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of Wise Move completions	36	26	44	23	129	27	30	18	65	140

Antisocial Behaviour (Tracey Radford)

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

RAG Status

No Target



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
New A enquiries	283	298	248	252	1,081	293	457	385	330	1,465
New B enquiries	926	1,033	796	863	3,618	1,040	1,093	748	863	3,744
New C enquiries	117	114	111	141	483	137	108	38	39	322
Number of new ASB enquiries received - A, B and C categories	1,326	1,445	1,155	1,256	5,182	1,470	1,658	1,171	1,232	5,531

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 4 2016/17	159	149	34	102	150	213	50	163	56	156

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

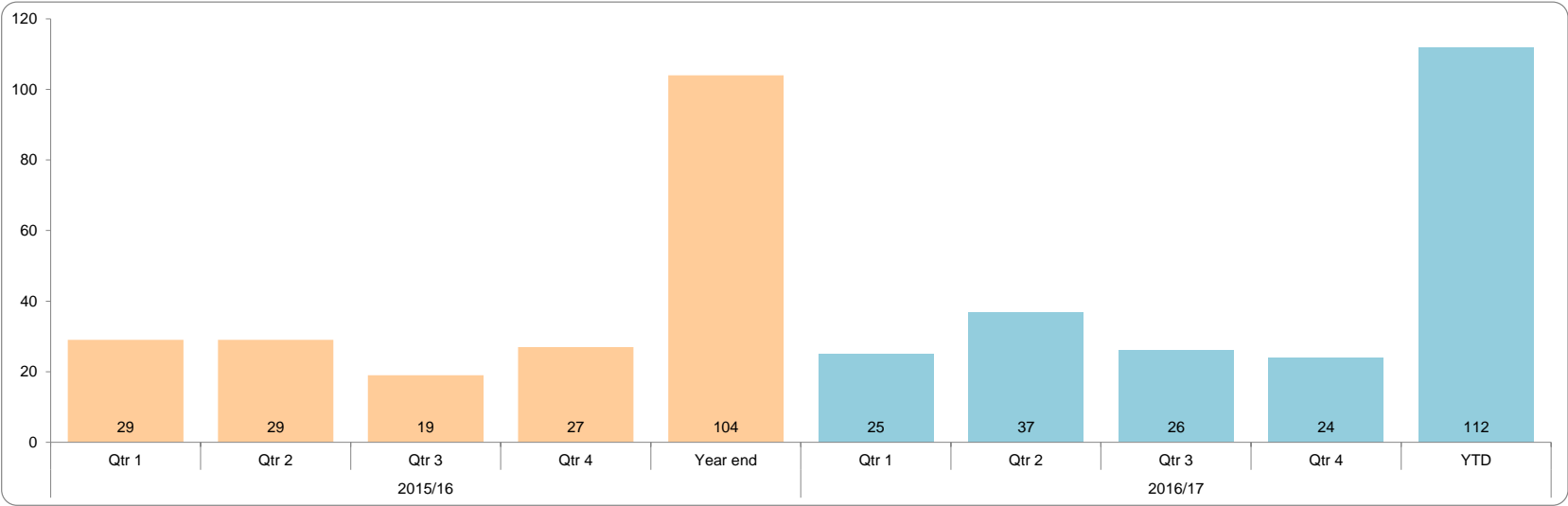
This category includes: Vandalism, noise nuisance, verbal abuse/insulting words, drug dealing/abuse, prostitution, threatening or abusive behaviour, complaints that have potential for rapid escalation to category A.

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
------------	-----------



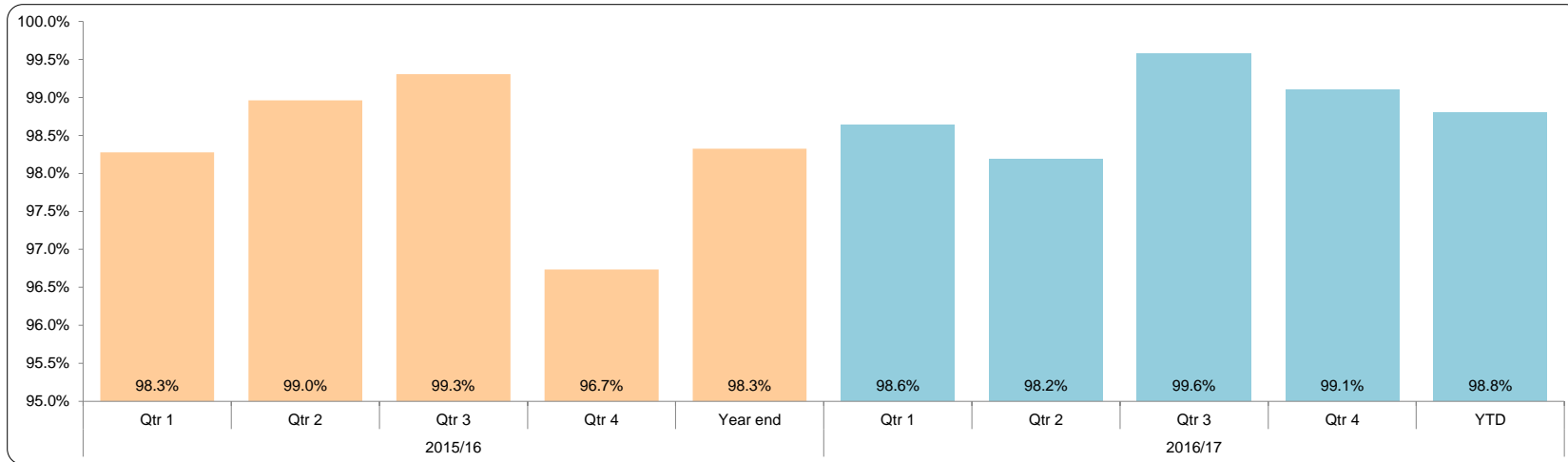
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Number of new hate crime enquiries	29	29	19	27	104	25	37	26	24	112

Number of new hate crime enquiries	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	0	8	1	1	1	4	0	3	3	3

Percentage of cases responded to on time

RAG Status

See below



Bigger is better

	2015/16					2016/17				
	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	98.3%	99.0%	99.3%	96.7%	98.3%	98.6%	98.2%	99.6%	99.1%	98.8%

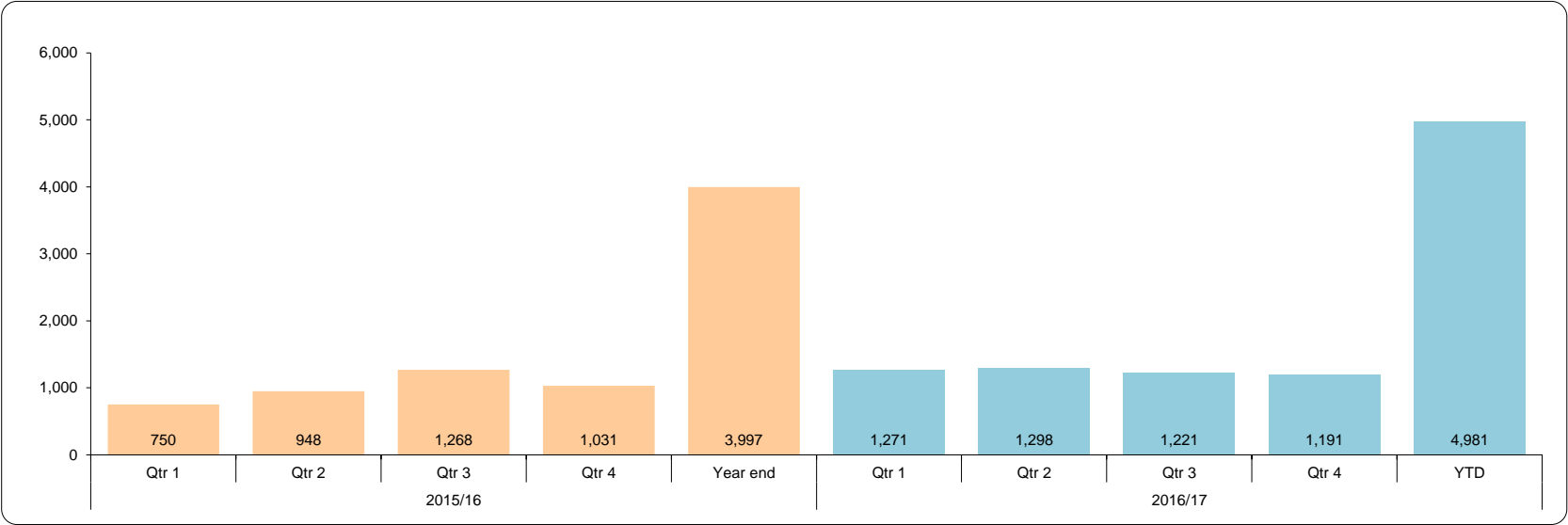
	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	323	99%	100%	95%	Amber
Percentage of B cases responded to on time	860	100%	95%		Green
Percentage of C cases responded to on time	38	100%	95%		Green

Percentage of cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	98.7%	100%	100%	100%	99.3%	98.6%	100%	96.9%	100%	100%

ASB20

Total ASB cases closed

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



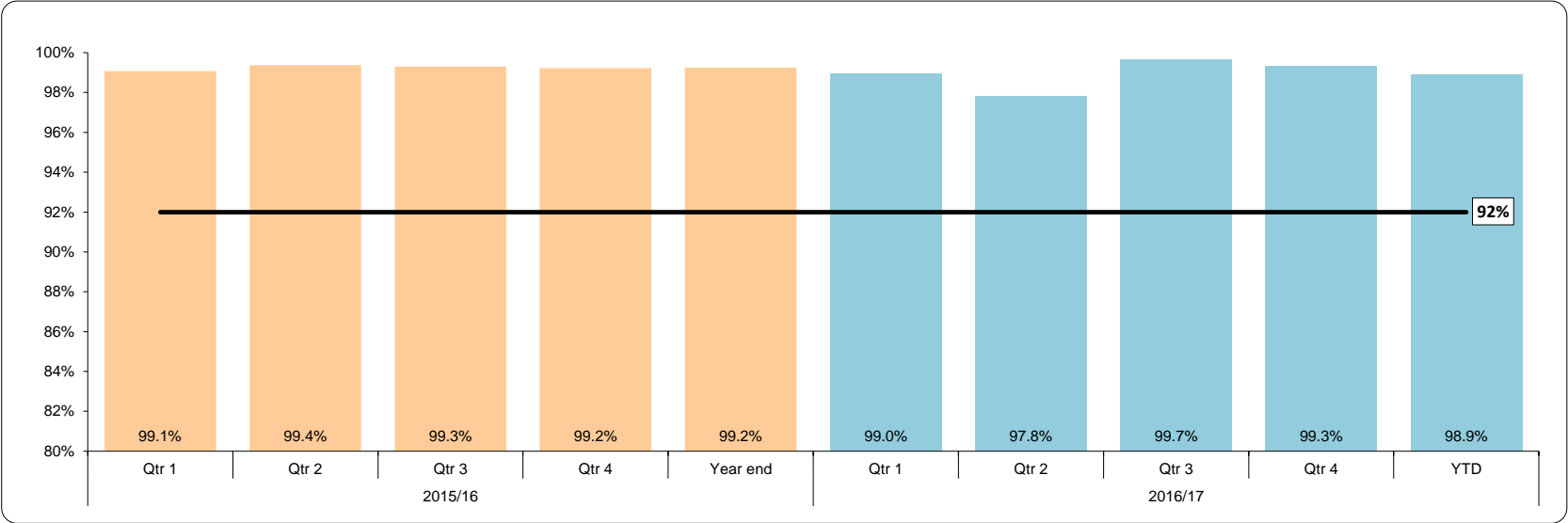
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total ASB cases closed	750	948	1,268	1,031	3,997	1,271	1,298	1,221	1,191	4,981

Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	179	119	34	96	155	234	49	156	23	146

ASB06

Percentage of ASB cases closed successfully

Rag Status	Green
------------	-------



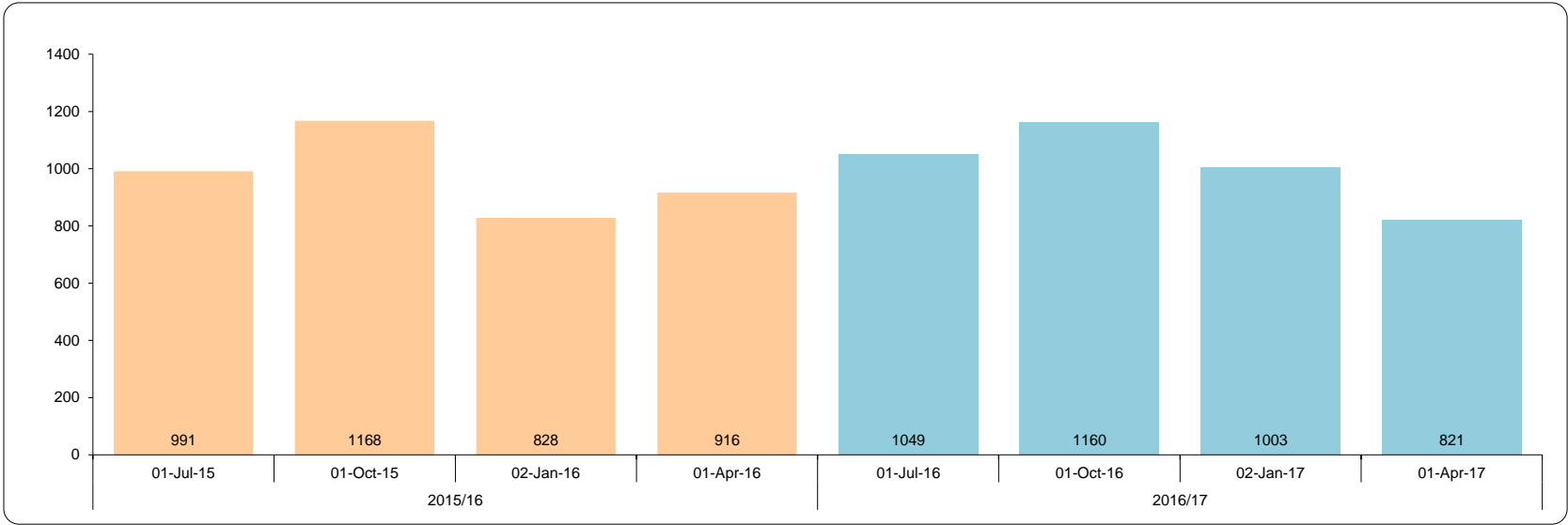
Bigger is better

	2015/16					2016/17				
	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	99.1%	99.4%	99.3%	99.2%	99.2%	99.0%	97.8%	99.7%	99.3%	98.9%
Target	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	97.8%	100%	100.0%	99.0%	100%	99.1%	100%	99.4%	100%	100%

Number of live ASB cases - Snapshot figure

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

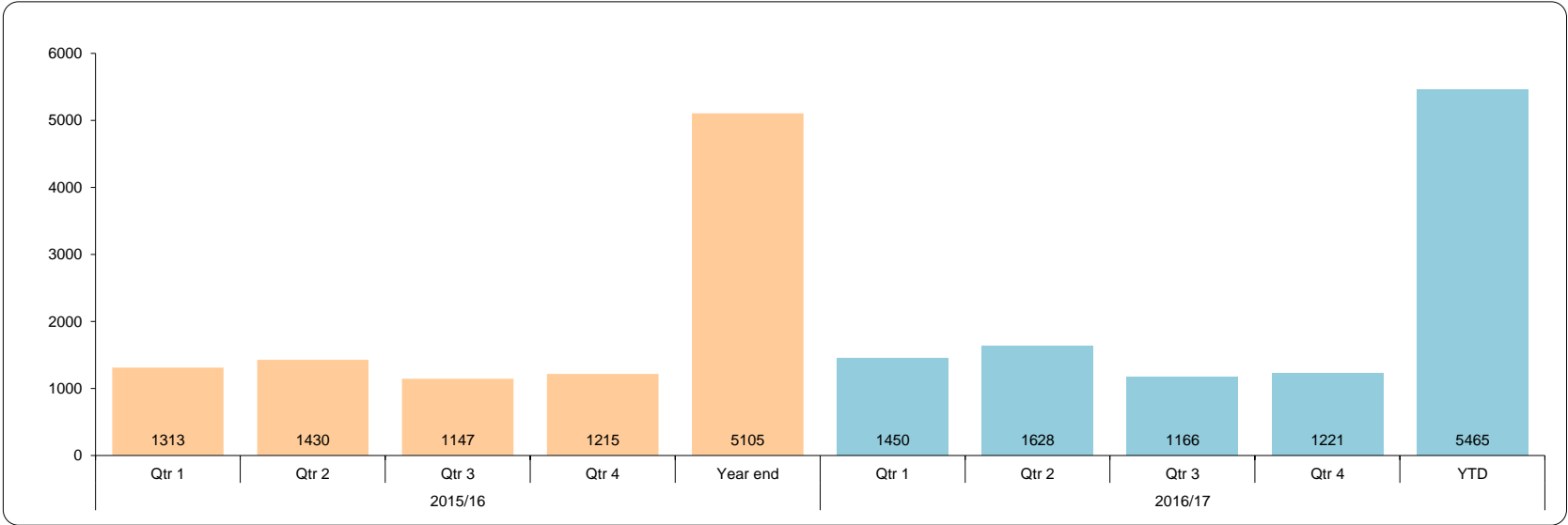


Number of live ASB cases - Snapshot figure	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
	991	1168	828	916	1049	1160	1003	821

Number of live ASB cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	78	146	53	105	154	124	47	66	48	0

Total cases responded to on time

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



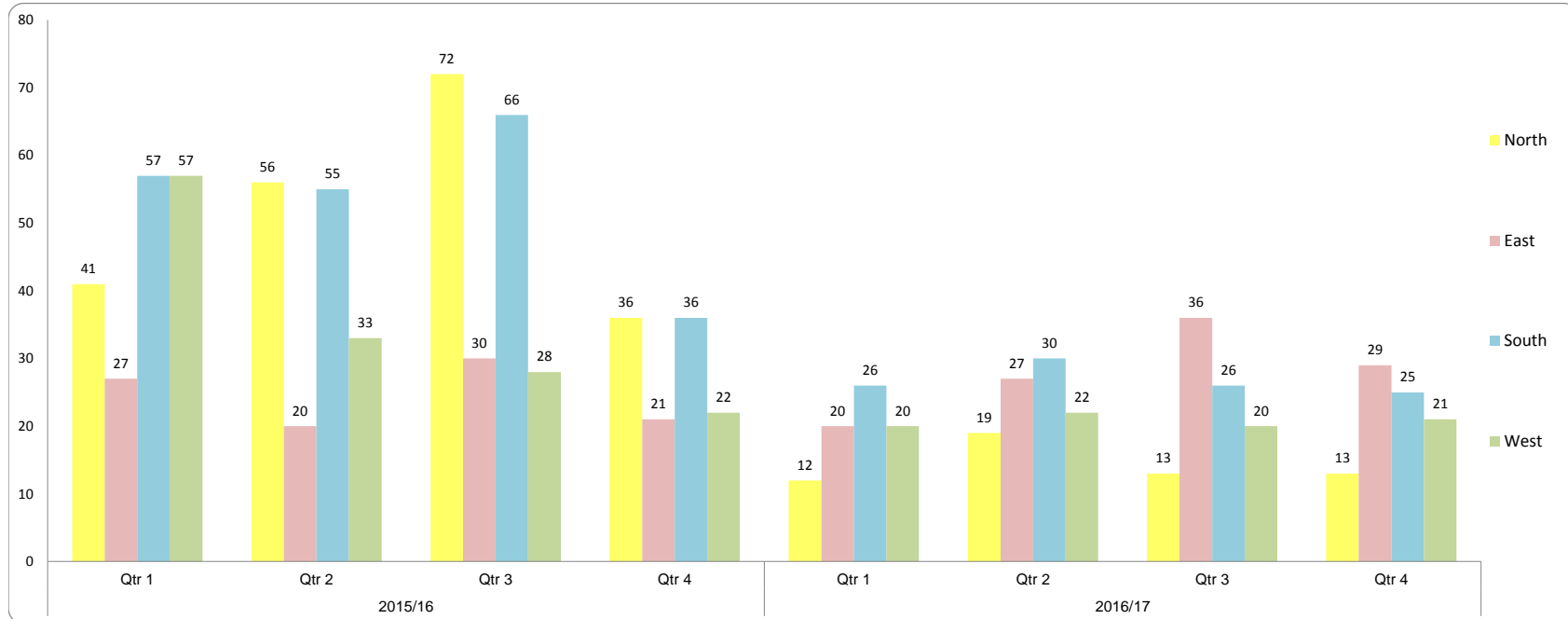
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Total cases responded to on time	1313	1430	1147	1215	5105	1450	1628	1166	1221	5465

Total cases responded to on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	157	149	34	102	149	210	50	158	56	156

Number of live Think Family cases

RAG Status

No Target



Quadrant	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North	41	56	72	36	12	19	13	13
East	27	20	30	21	20	27	36	29
South	57	55	66	36	26	30	26	25
West	57	33	28	22	20	22	20	21

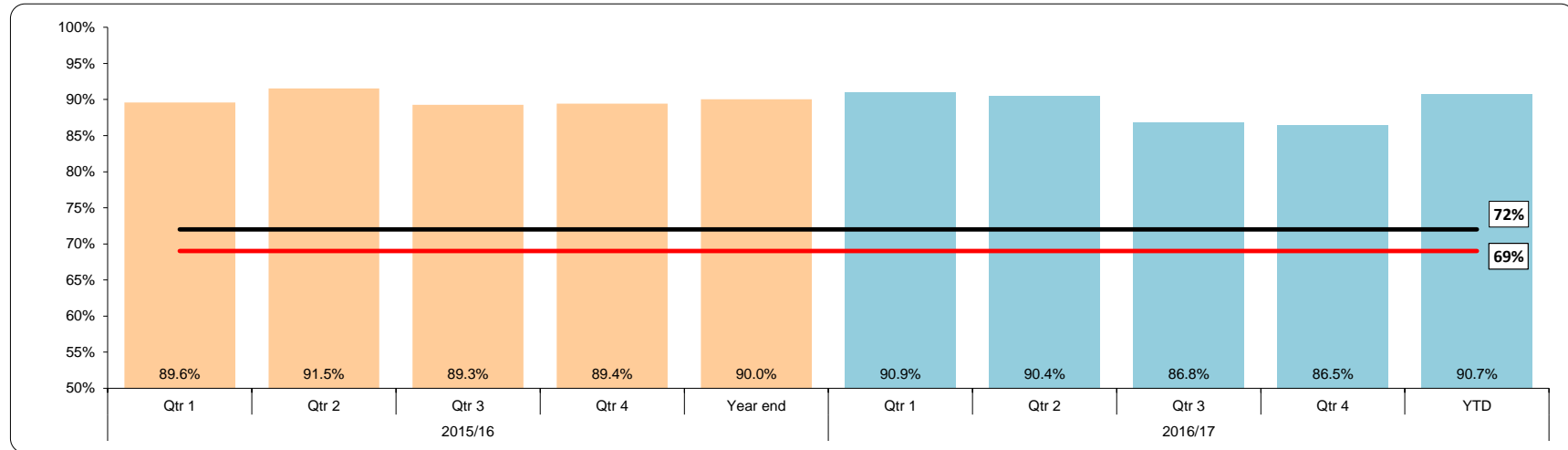
ASB21

Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

	2015/16					2016/17				
	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	89.6%	91.5%	89.3%	89.4%	90.0%	90.9%	90.4%	86.8%	86.5%	90.7%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%

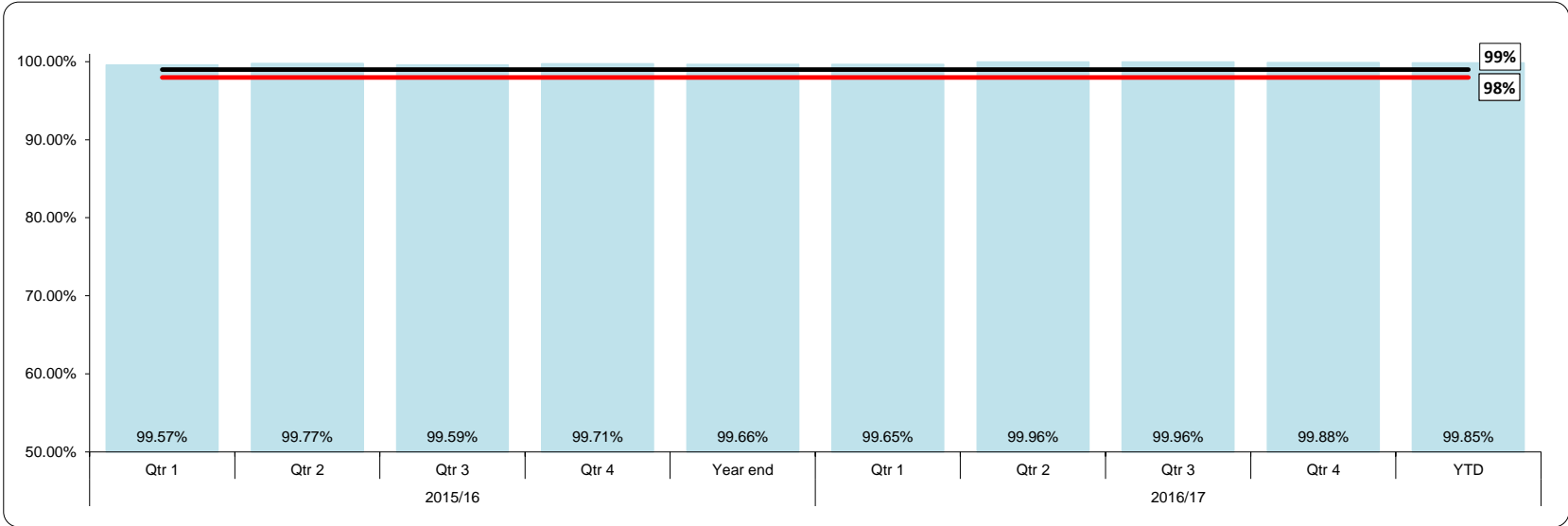
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	97.9%	49.1%	no high-rise	84.8%	81.9%	98.0%	100%	93.8%	91.7%	100%

ETM01

Percentage of low-rise blocks rated satisfactory or better

RAG Status

Green



Bigger is better

	2015/16					2016/17				
	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	99.57%	99.77%	99.59%	99.71%	99.66%	99.65%	99.96%	99.96%	99.88%	99.85%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%

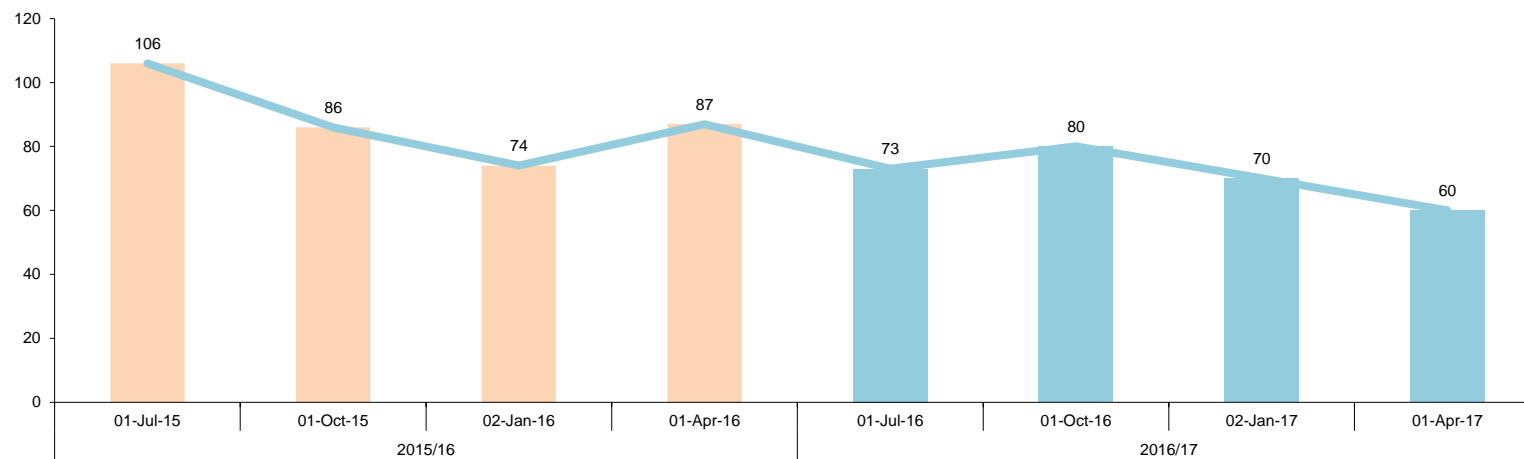
Percentage of low-rise blocks rated satisfactory or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	100%	99.00%	97%	100%	100%	100%	100%	100%	100%	100%

ETM02

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

RAG Status

No Target



	2015/16				2016/17			
	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16	01-Jul-16	01-Oct-16	02-Jan-17	01-Apr-17
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	106	86	74	87	73	80	70	60

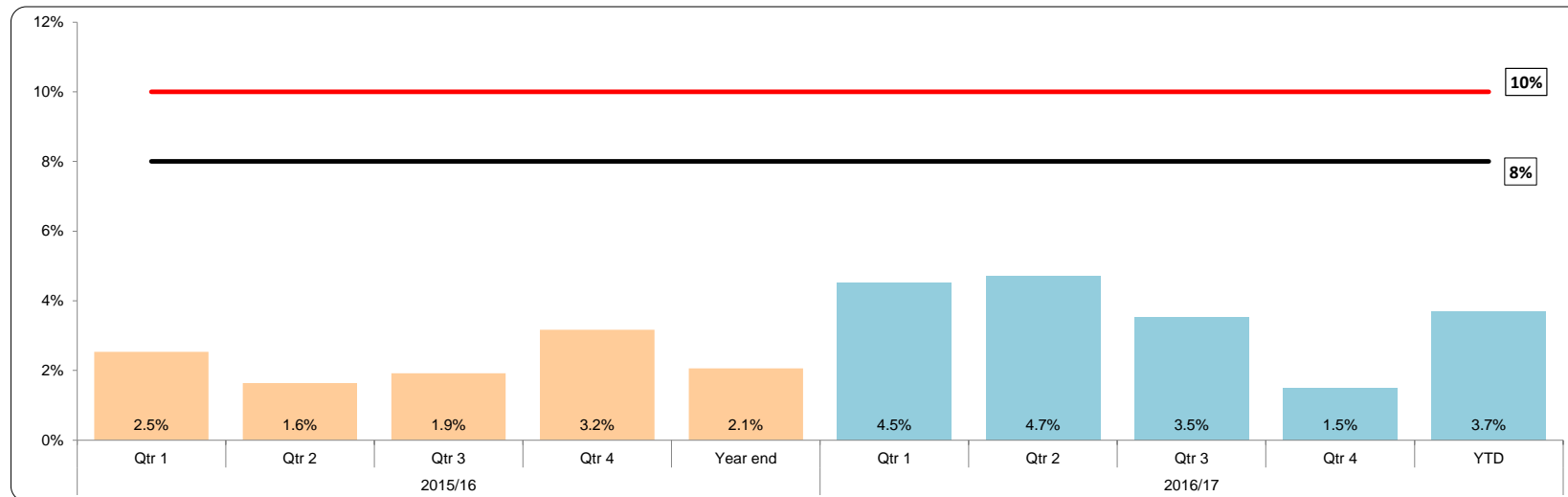
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	Bloomsbury
01-Apr-17	9	7	3	1	11	8	3	13	1	3	0

ETM03

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

RAG Status

Green



Smaller is better

	2015/16					2016/17				
	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	2.5%	1.6%	1.9%	3.2%	2.1%	4.5%	4.7%	3.5%	1.5%	3.7%
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

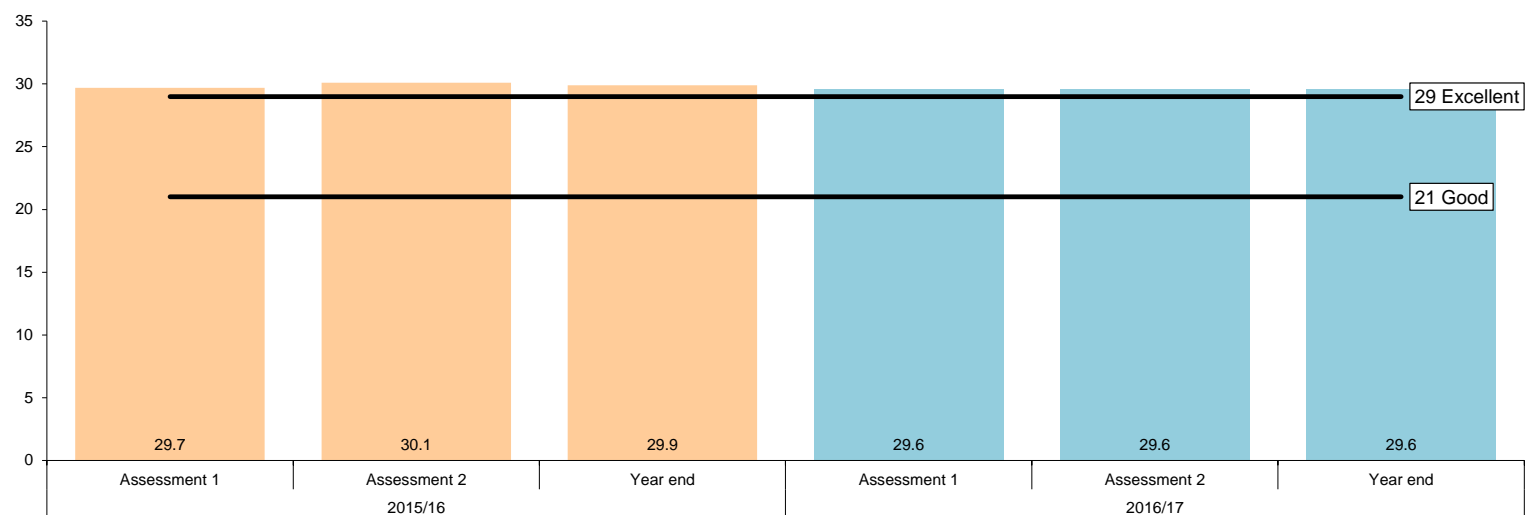
Percentage of introductory tenancies over 12 months old, not made secure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	2.91%	1.89%	0.00%	2.67%	2.44%	0.80%	0.00%	0.00%	0.00%	0.00%

ETM04

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

RAG Status

No Target



Bigger is better

	2015/16			2016/17		
	Assessment 1	Assessment 2	Year end	Assessment 1	Assessment 2	Year end
Condition of estates - average of bi-annual estate assessment scores	29.7	30.1	29.9	29.6	29.6	29.6
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

Please note that the figures for 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

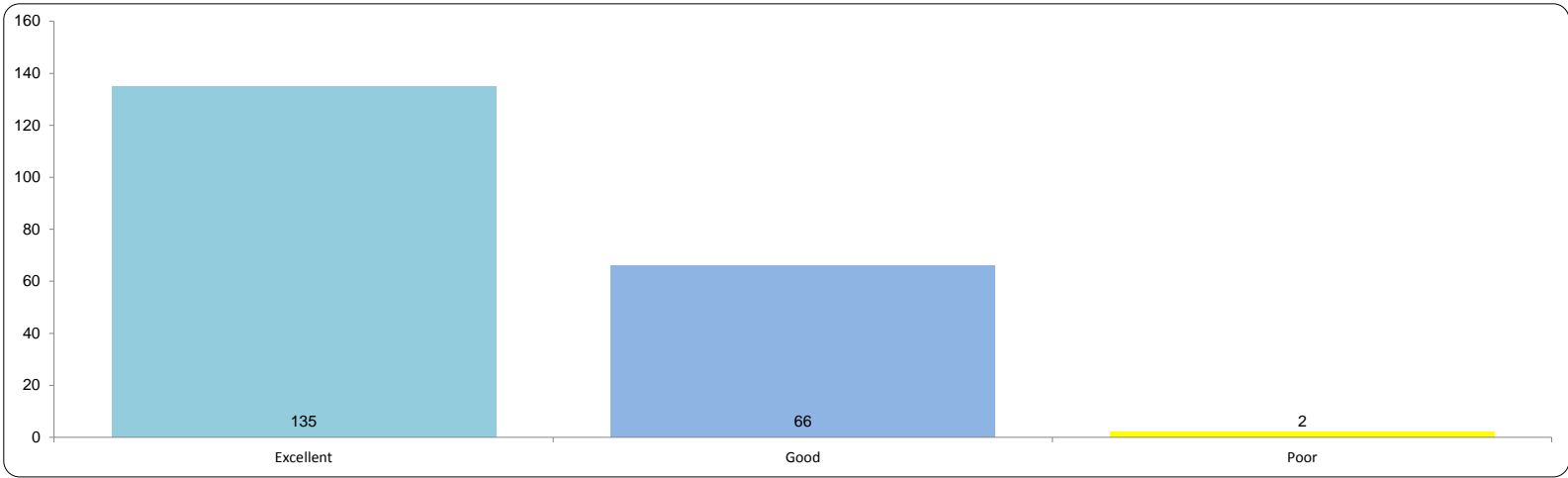
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	28.7	30.9	29.2	30.1	26.5	28.8	27.8	29.2	32.2	32.9

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
------------	-----------



2016/17	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	135	66	2

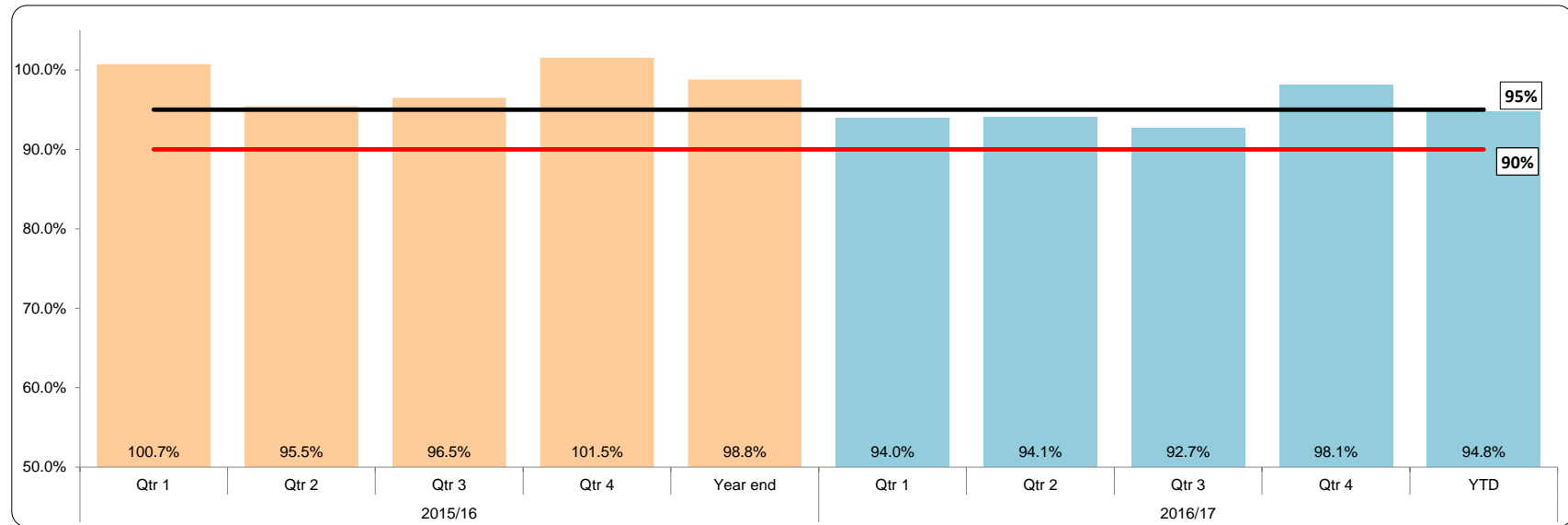
ETM06

Services for Older People (Carol Dawson)

Percentage of support plans completed in 4 weeks

RAG Status

Green



Bigger is better

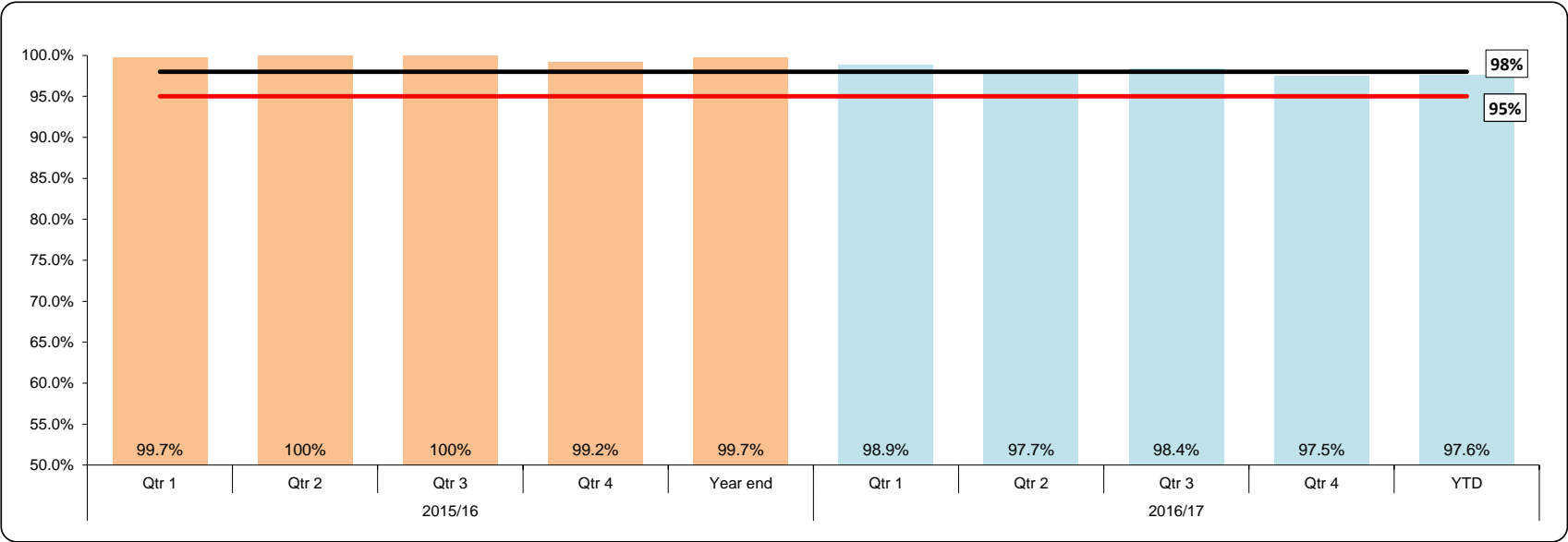
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of support plans completed in 4 weeks	100.7%	95.5%	96.5%	101.5%	98.8%	94.0%	94.1%	92.7%	98.1%	94.8%
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

SiOP01

Percentage of Careline calls answered within 60 seconds

RAG Status

Amber



Bigger is better

Percentage of Careline calls answered within 60 seconds	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	99.7%	100%	100%	99.2%	99.7%	98.9%	97.7%	98.4%	97.5%	97.6%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

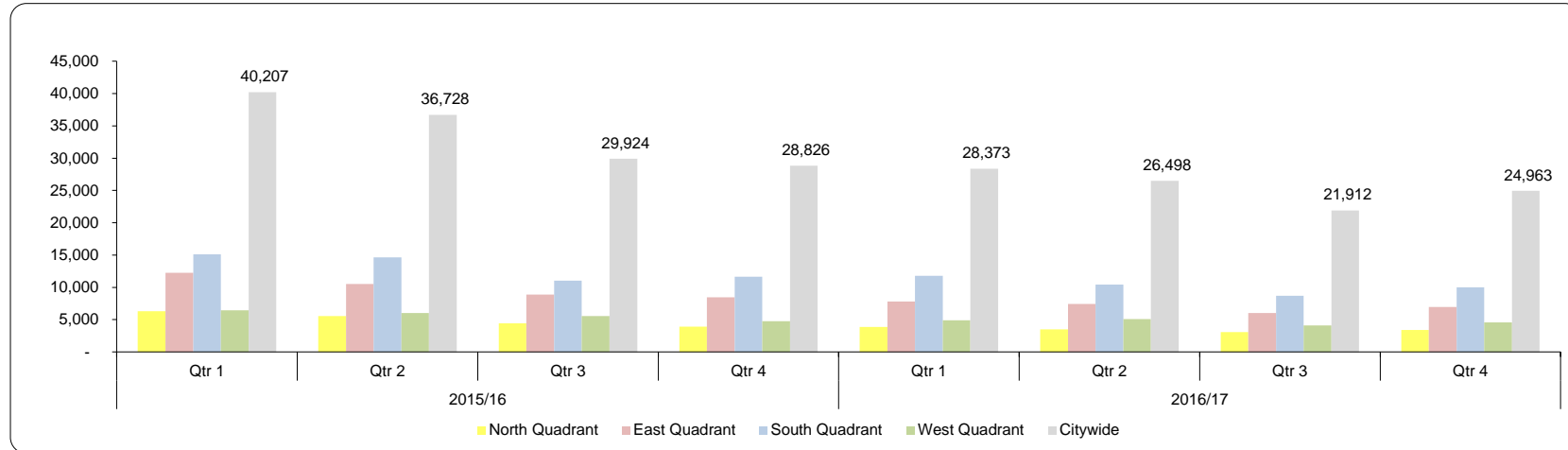
SIOP02

Housing Customer Service Hubs (Patrick Canavan)

Number of calls handled

RAG Status

No Target



Version 1.0 14/02/2017

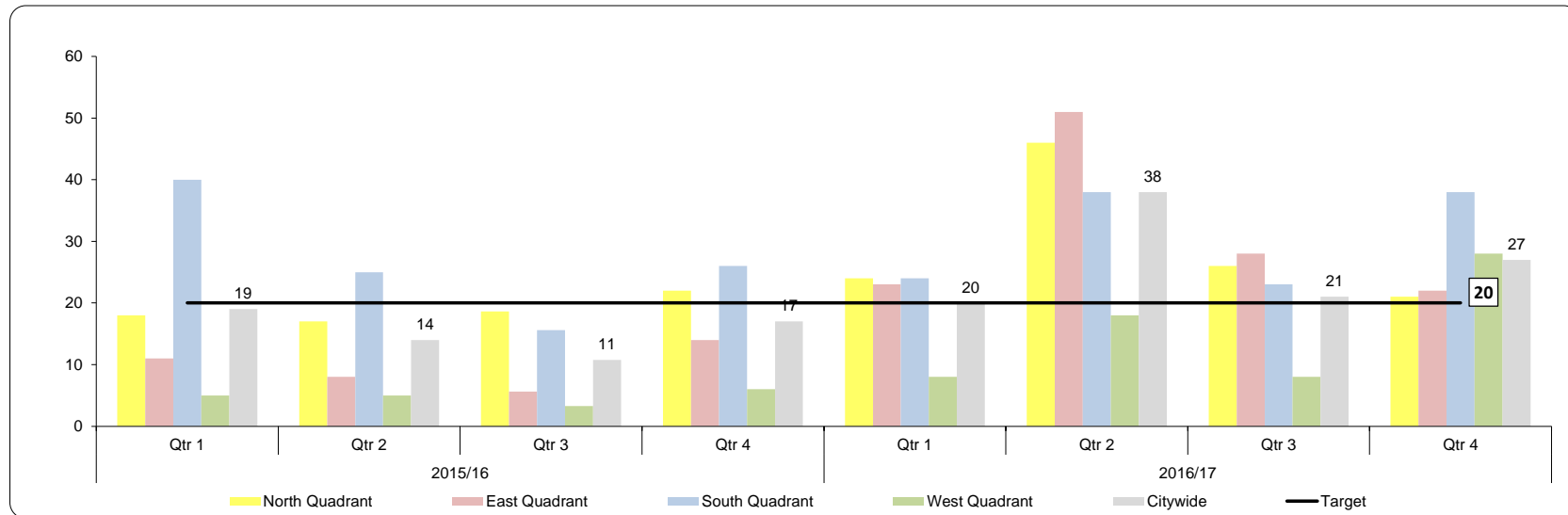
Number of calls handled	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	6,320	5,581	4,425	3,921	3,877	3,522	3,072	3,418
East Quadrant	12,280	10,510	8,892	8,485	7,812	7,438	6,031	6,979
South Quadrant	15,138	14,627	11,024	11,671	11,770	10,430	8,694	9,989
West Quadrant	6,469	6,010	5,583	4,749	4,914	5,108	4,115	4,577
Citywide	40,207	36,728	29,924	28,826	28,373	26,498	21,912	24,963

HCS01

Average time taken to answer calls (in seconds)

RAG Status

Red



Smaller is better

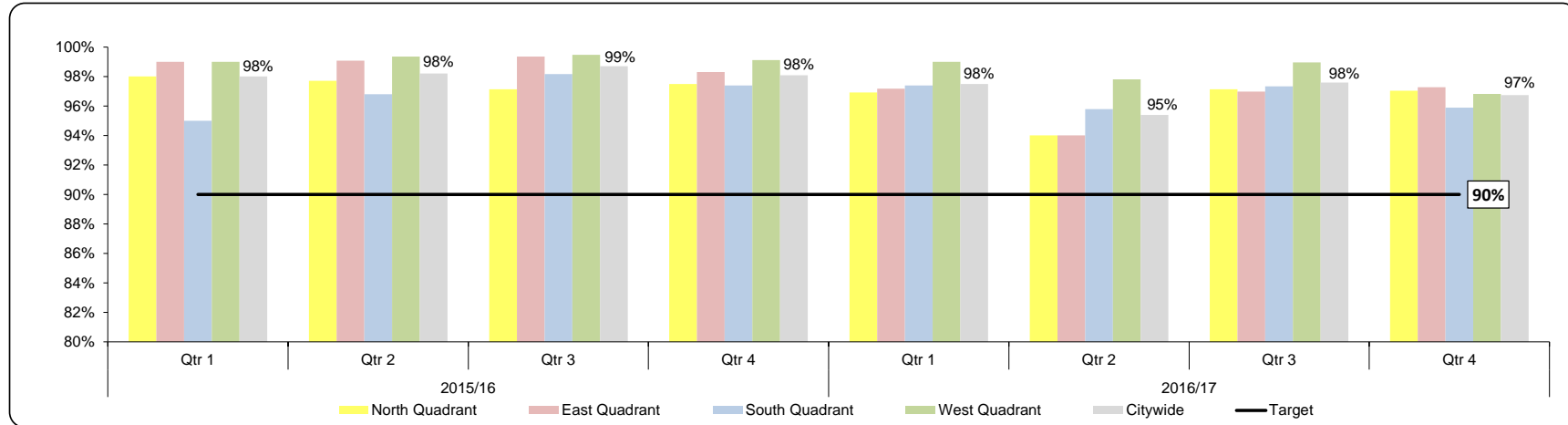
Average time taken to answer calls (in seconds)	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	18	17	19	22	24	46	26	21
East Quadrant	11	8	6	14	23	51	28	22
South Quadrant	40	25	16	26	24	38	23	38
West Quadrant	5	5	3	6	8	18	8	28
Citywide	19	14	11	17	20	38	21	27
Target	20	20	20	20	20	20	20	20

HCS02

Percentage of calls answered

RAG Status

Green



Bigger is better

Percentage of calls answered	2015/16				2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North Quadrant	98%	98%	97%	98%	97%	94%	97%	97%
East Quadrant	99%	99%	99%	98%	97%	94%	97%	97%
South Quadrant	95%	97%	98%	97%	97%	96%	97%	96%
West Quadrant	99%	99%	99%	99%	99%	98%	99%	97%
Citywide	98%	98%	99%	98%	98%	95%	98%	97%
Target	90%	90%	90%	90%	90%	90%	90%	90%

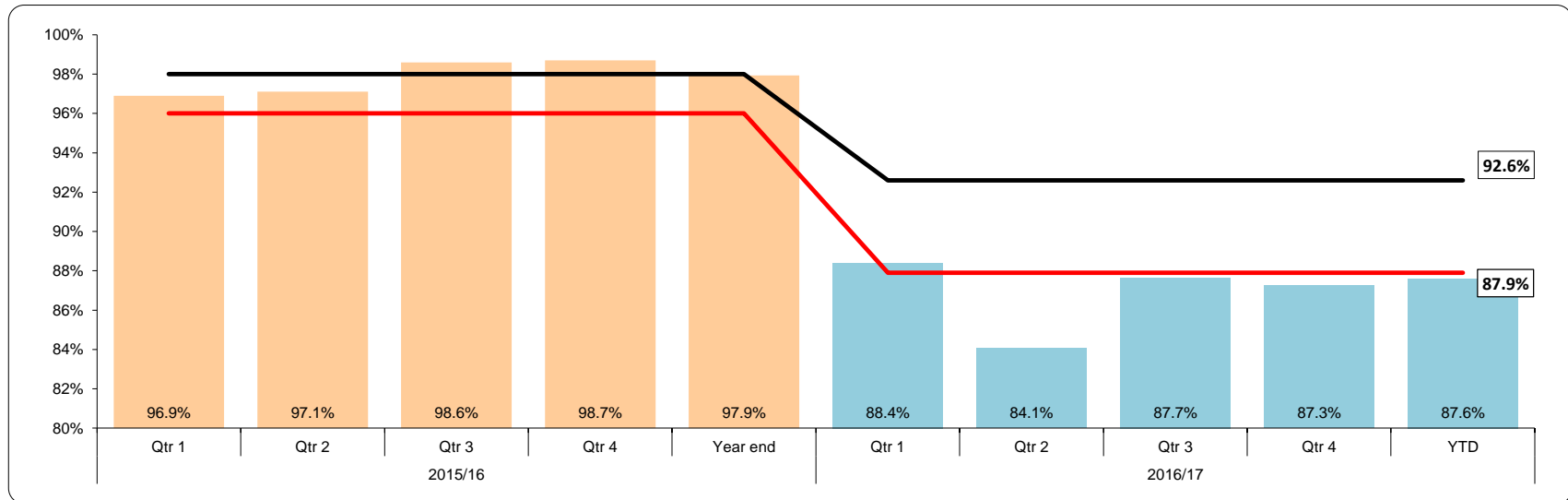
HCS03

Asset Management and Maintenance (John Jamieson)

Percentage of Right To Repair jobs completed on time

RAG Status

Red



Bigger is better

	2015/16					2016/17				
	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	96.9%	97.1%	98.6%	98.7%	97.9%	88.4%	84.1%	87.7%	87.3%	87.6%
Target	98%	98%	98%	98%	98%	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	96%	96%	96%	96%	96%	87.9%	87.9%	87.9%	87.9%	87.9%

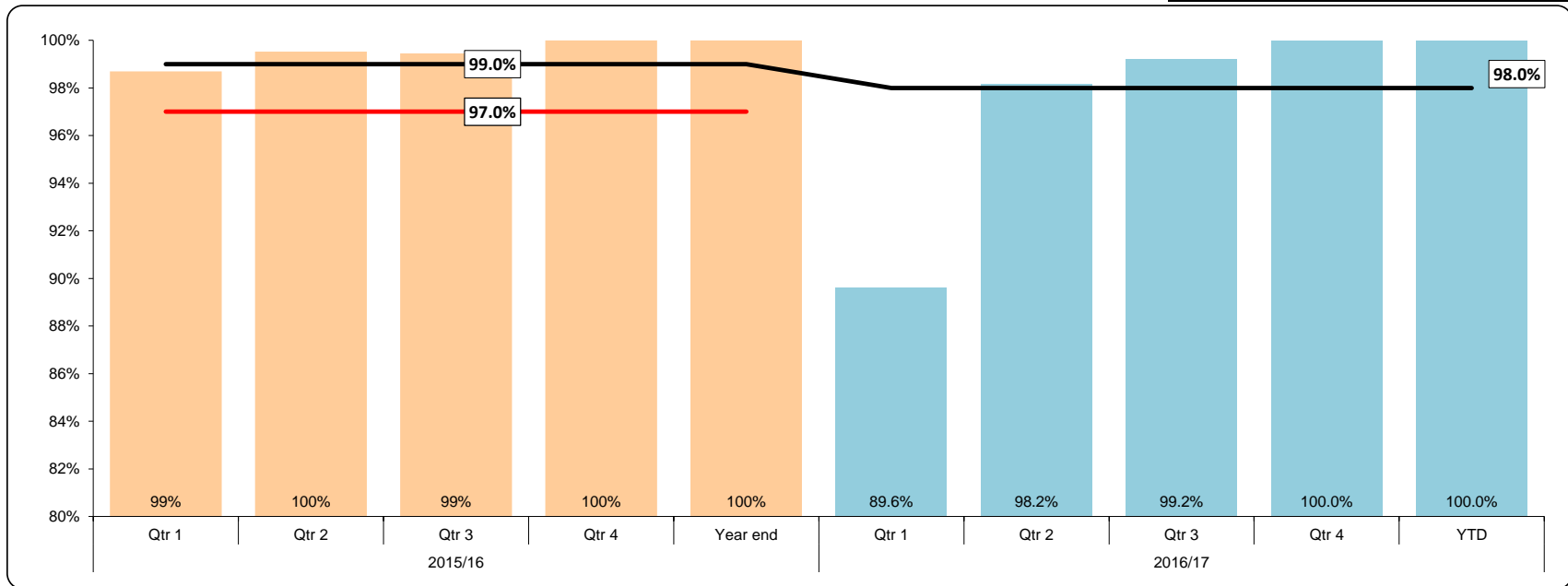
Percentage of Right To Repair jobs completed on time	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	83.8%	87.8%	88.7%	88.3%	88.5%	88.3%	88.4%	81.3%	88.4%	89.4%

AMM01

Percentage of gas servicing completed against period profile - snapshot figure

RAG Status

Green



Bigger is better

	2015/16					2016/17				
	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	99%	100%	99%	100%	100%	89.6%	98.2%	99.2%	100.0%	100.0%
Target	99.0%	99.0%	99.0%	99.0%	99.0%	98.0%	98.0%	98.0%	98.0%	98.0%
Standard	97.0%	97.0%	97.0%	97.0%	97.0%	-	-	-	-	-

YTD figure is only reported at Year End

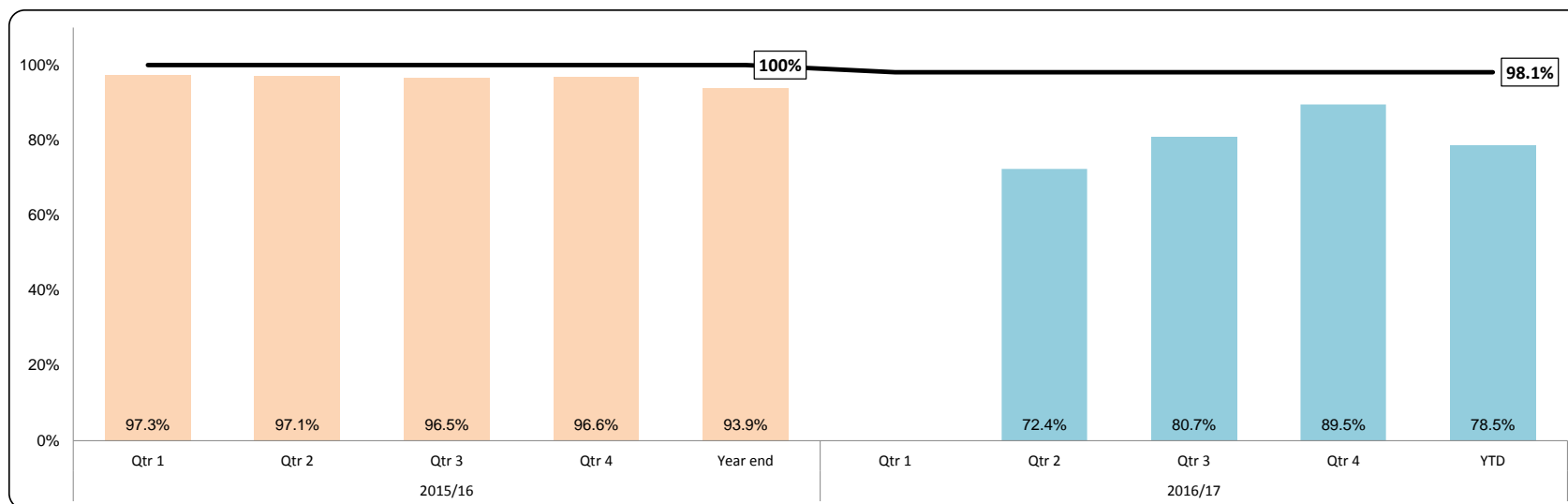
Percentage of gas servicing completed against period profile - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

AMM08

We will respond to emergency repairs in two hours

(Birmingham Promise)

RAG Status	Red
------------	-----



Bigger is better

	2015/16					2016/17				
	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	97.3%	97.1%	96.5%	96.6%	93.9%	-	72.4%	80.7%	89.5%	78.5%
Target	100%	100%	100%	100%	100%	98.1%	98.1%	98.1%	98.1%	98.1%

We will respond to emergency repairs in two hours	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	73.3%	99.6%	95.7%	95.8%	95.9%	78.4%	93.2%	76.1%	98.6%	95.0%

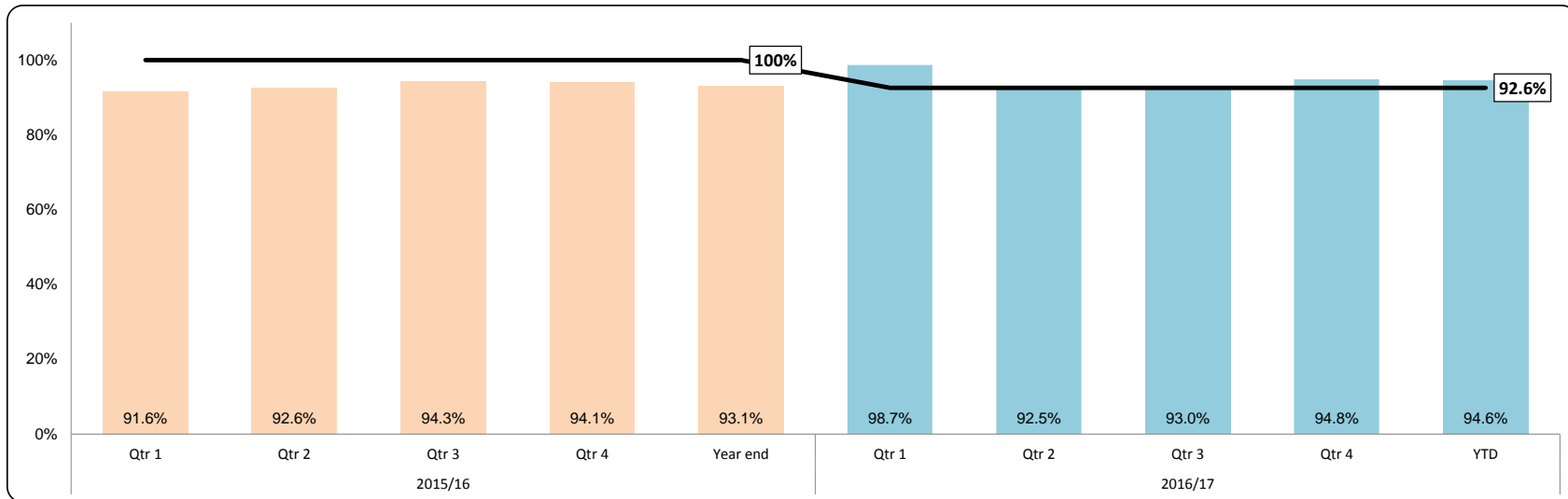
AMM15

We will resolve routine repairs within 30 days

(Birmingham Promise)

RAG Status

Green



Bigger is better

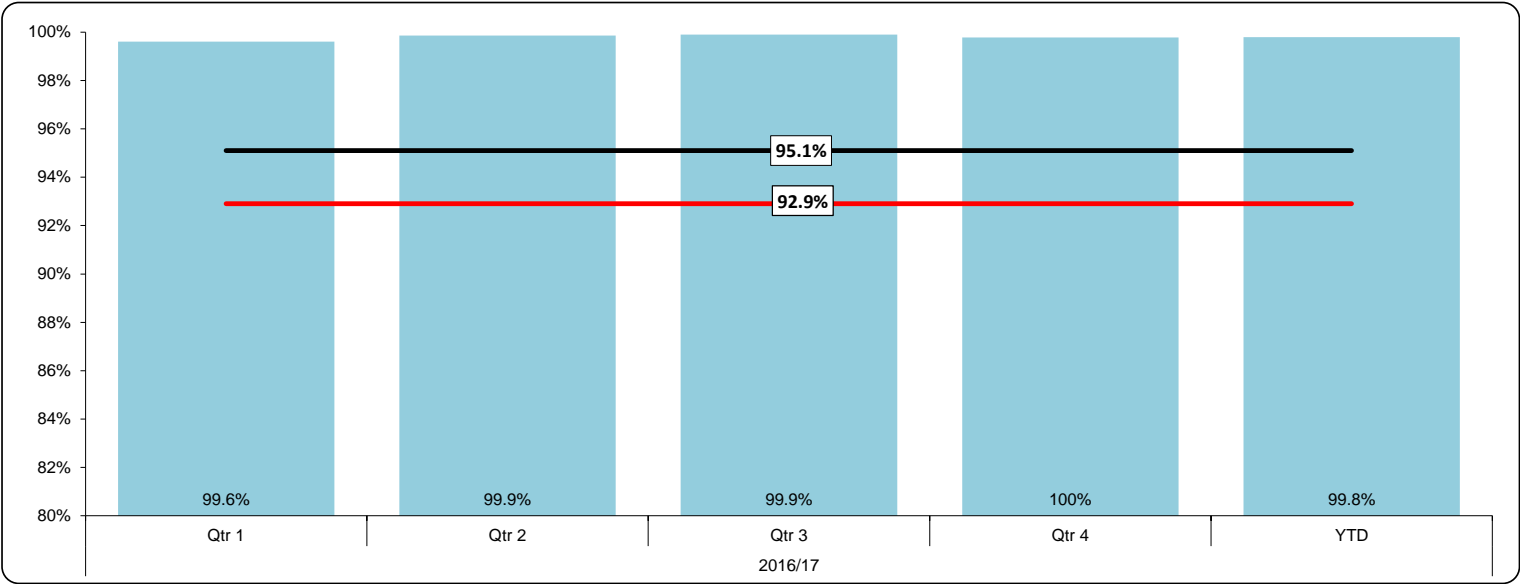
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
We will resolve routine repairs within 30 days	91.6%	92.6%	94.3%	94.1%	93.1%	98.7%	92.5%	93.0%	94.8%	94.6%
Target	100%	100%	100%	100%	100%	92.6%	92.6%	92.6%	92.6%	92.6%

We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	91.9%	95.1%	96.3%	95.8%	96.5%	94.3%	94.7%	92.4%	95.1%	95.4%

AMM15

KPI001 - Customer Satisfaction

RAG Status	Green
------------	-------

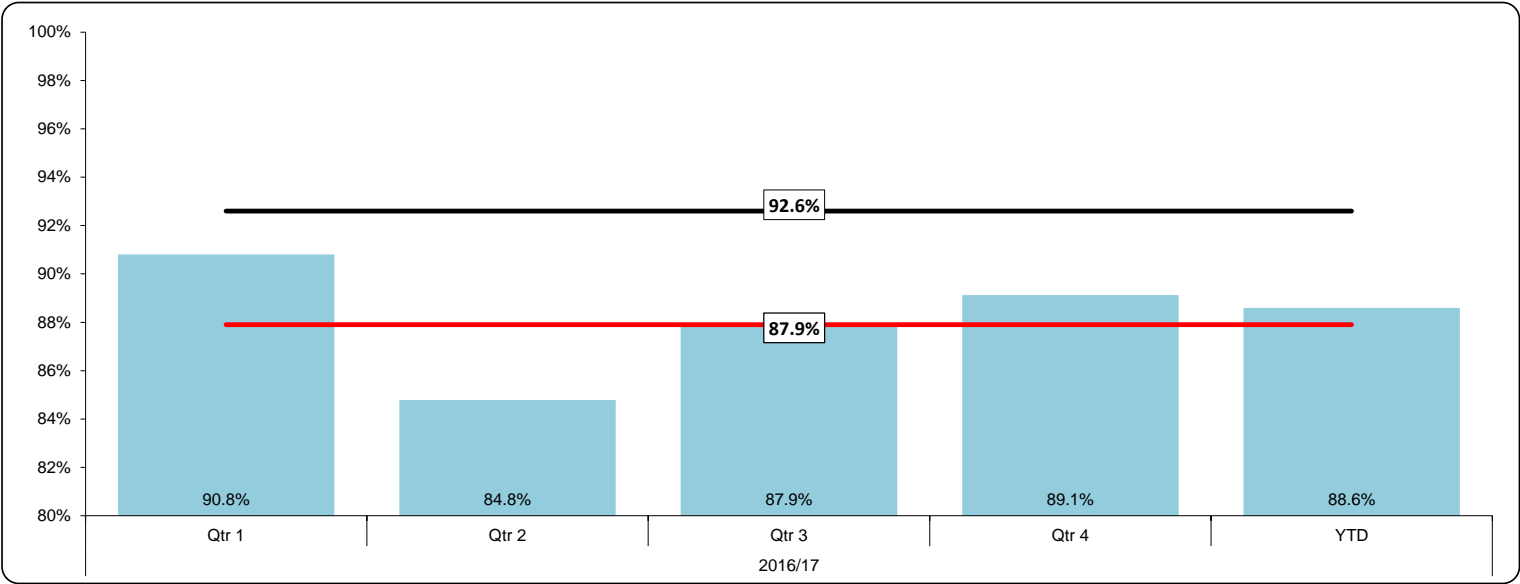


Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI001 - Customer Satisfaction	This is a new measure. There is no historical data available.					99.6%	99.9%	99.9%	100%	99.8%
Target						95.1%	95.1%	95.1%	95.1%	95.1%
Standard						92.9%	92.9%	92.9%	92.9%	92.9%
KPI001 - Customer Satisfaction	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	99.3%	99.9%	100.0%	100%	99.9%	99.4%	99.9%	100%	99.9%	100%

KPI002 - Work orders completed within timescale

RAG Status	Amber
------------	-------



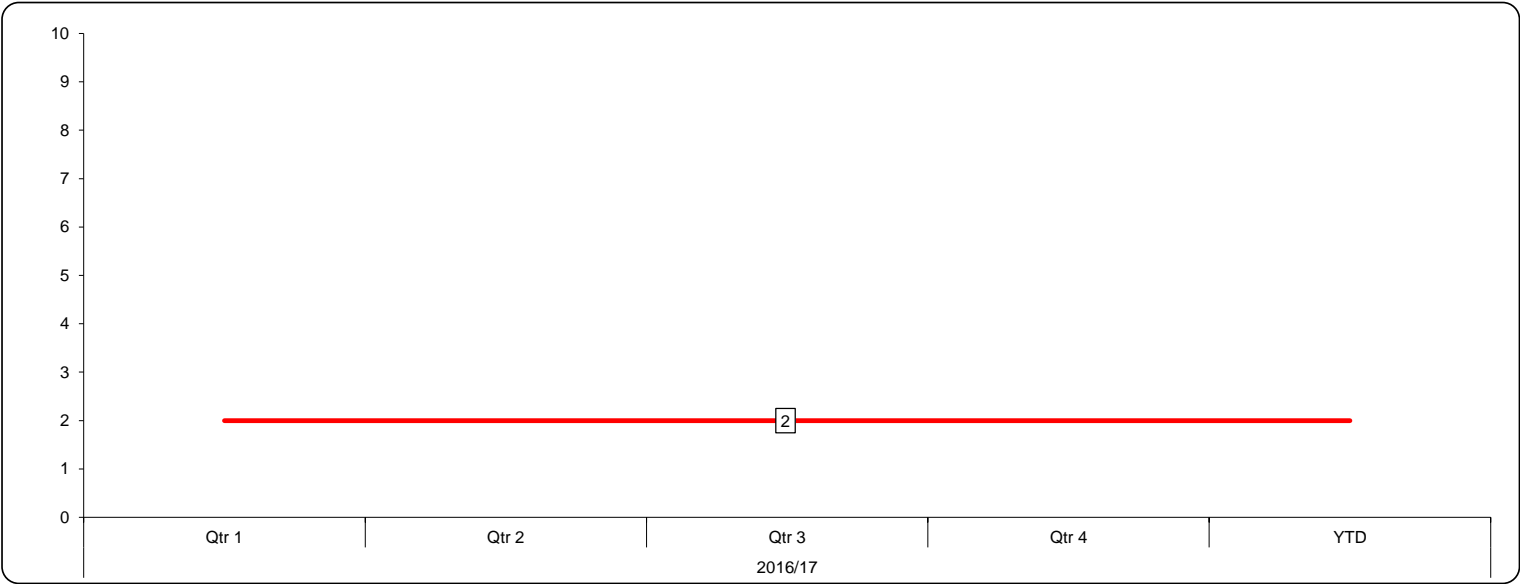
Bigger is better

	2015/16					2016/17				
	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	This is a new measure. There is no historical data available.					90.8%	84.8%	87.9%	89.1%	88.6%
Target						92.6%	92.6%	92.6%	92.6%	92.6%
Standard						87.9%	87.9%	87.9%	87.9%	87.9%

KPI002 - Work orders completed within timescale	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	86.5%	91.4%	90.2%	90.7%	88.8%	88.8%	85.1%	86.0%	90.8%	91.0%

KPI004 - Service Improvement Notices

RAG Status	Green
------------	-------



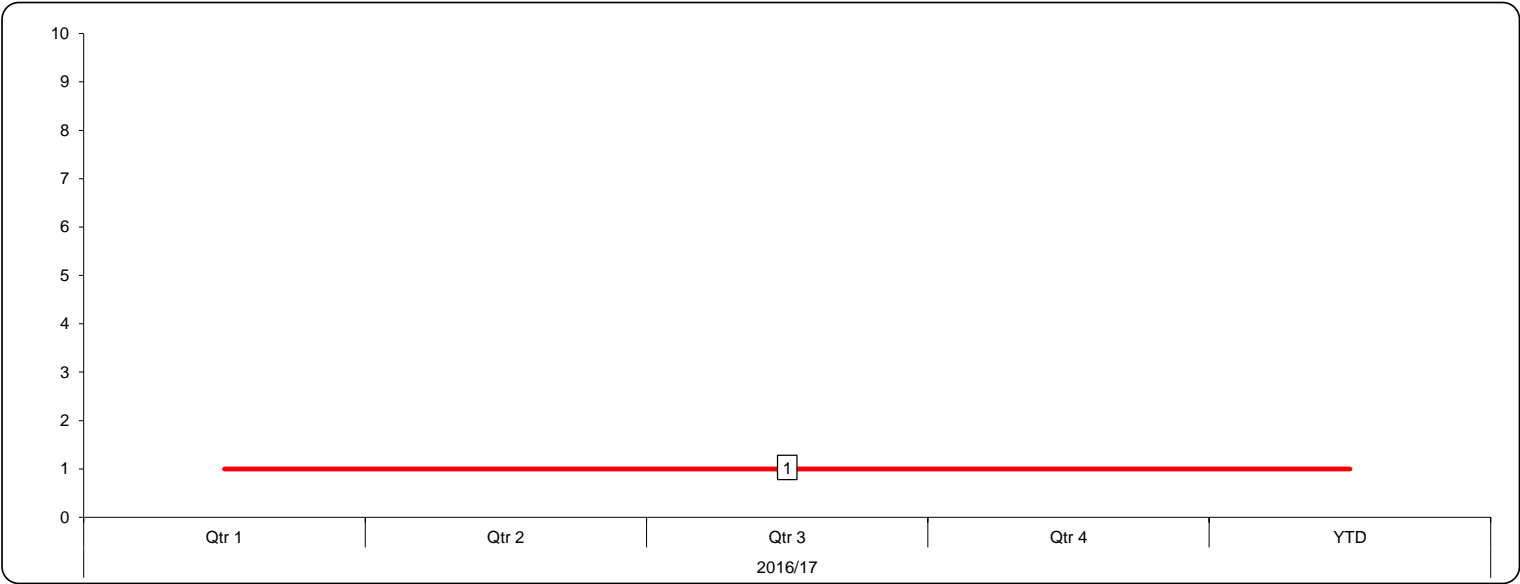
Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI004 - Service Improvement Notices	This is a new measure. There is no historical data available.					0	0	0	0	0
Target						0	0	0	0	0
Standard						2	2	2	2	2
KPI004 - Service Improvement Notices	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

AMM19

KPI005 - Safety SIN's

RAG Status	Green
------------	-------



Smaller is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI005 - Safety SIN's	This is a new measure. There is no historical data available.					0	0	0	0	0
Target						0	0	0	0	0
Standard						1	1	1	1	1

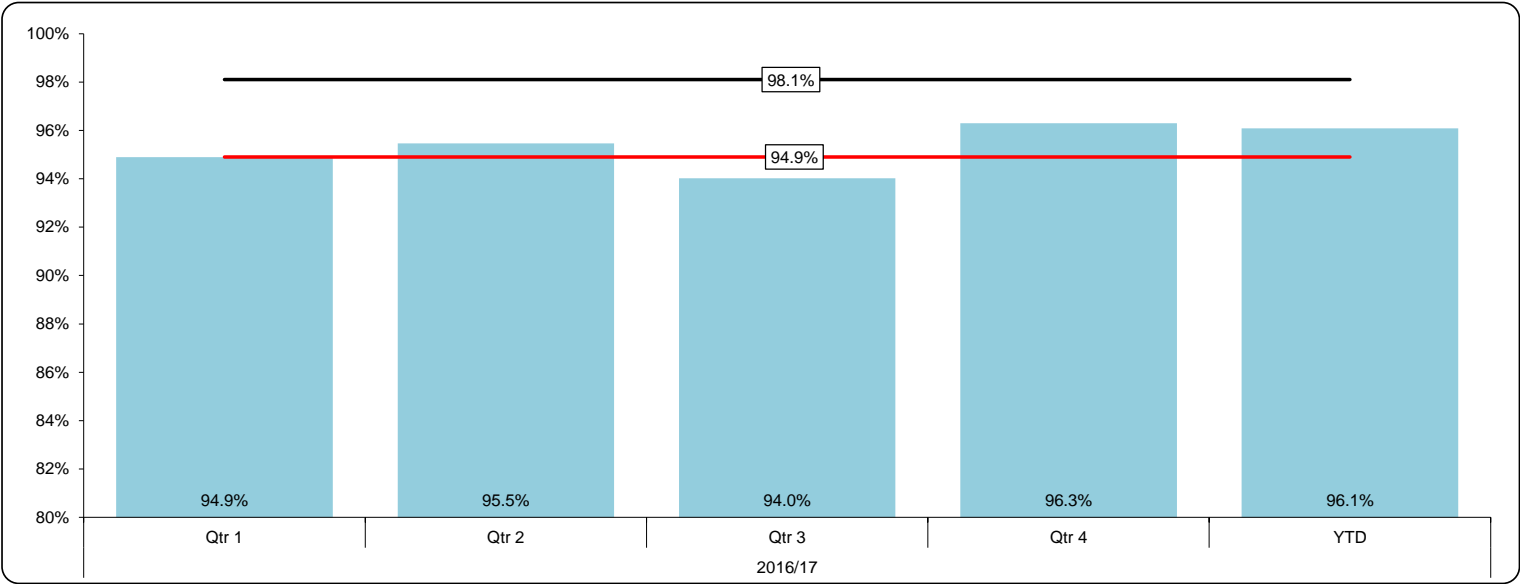
KPI005 - Safety SIN's	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

AMM20

KPI007 - Appointments made

RAG Status

Amber



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
KPI007 - Appointments made	This is a new measure. There is no historical data available.					94.9%	95.5%	94.0%	96.3%	96.1%
Target						98.1%	98.1%	98.1%	98.1%	98.1%
Standard						94.9%	94.9%	94.9%	94.9%	94.9%

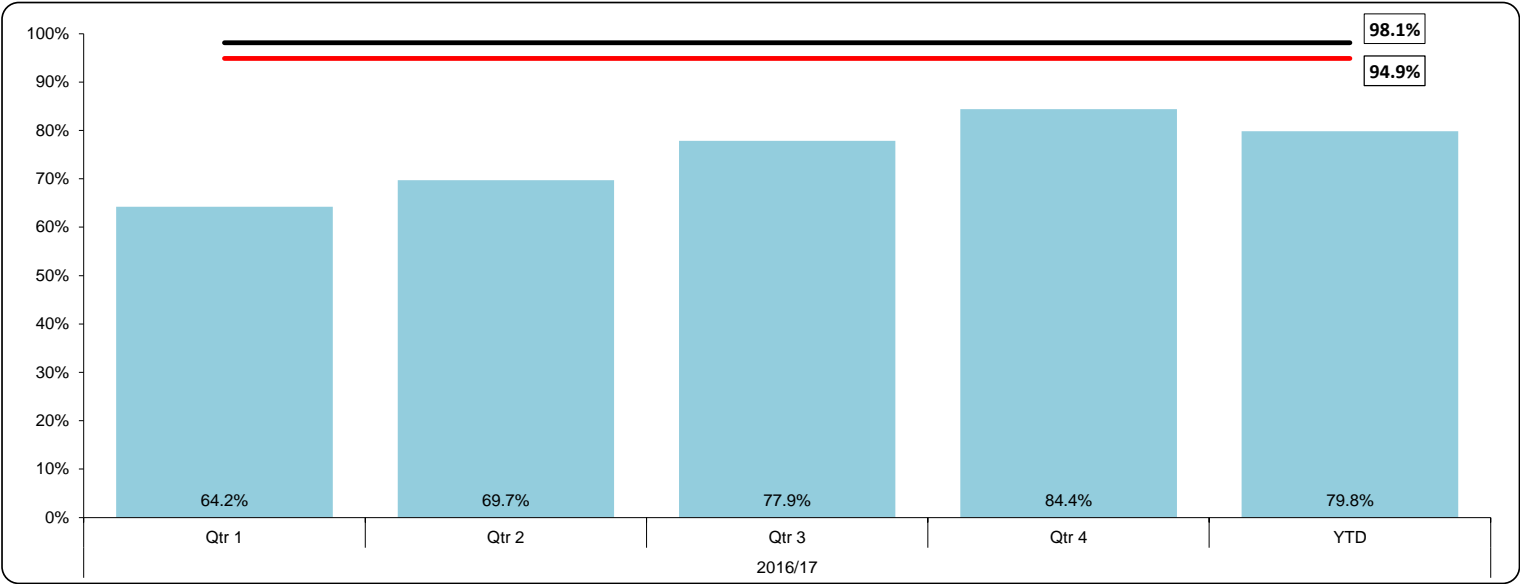
KPI007 - Appointments made	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	91.3%	97.4%	96.0%	97.4%	97.6%	96.4%	96.8%	94.6%	98.0%	96.9%

AMM22

KPI008 - Appointments kept

RAG Status

Red



Bigger is better

KPI008 - Appointments kept	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	This is a new measure. There is no historical data available.					64.2%	69.7%	77.9%	84.4%	79.8%
Target						98.1%	98.1%	98.1%	98.1%	98.1%
Standard						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 4 2016/17	77.2%	96.9%	82.7%	84.4%	83.9%	81.7%	84.0%	79.3%	95.1%	84.8%

AMM23

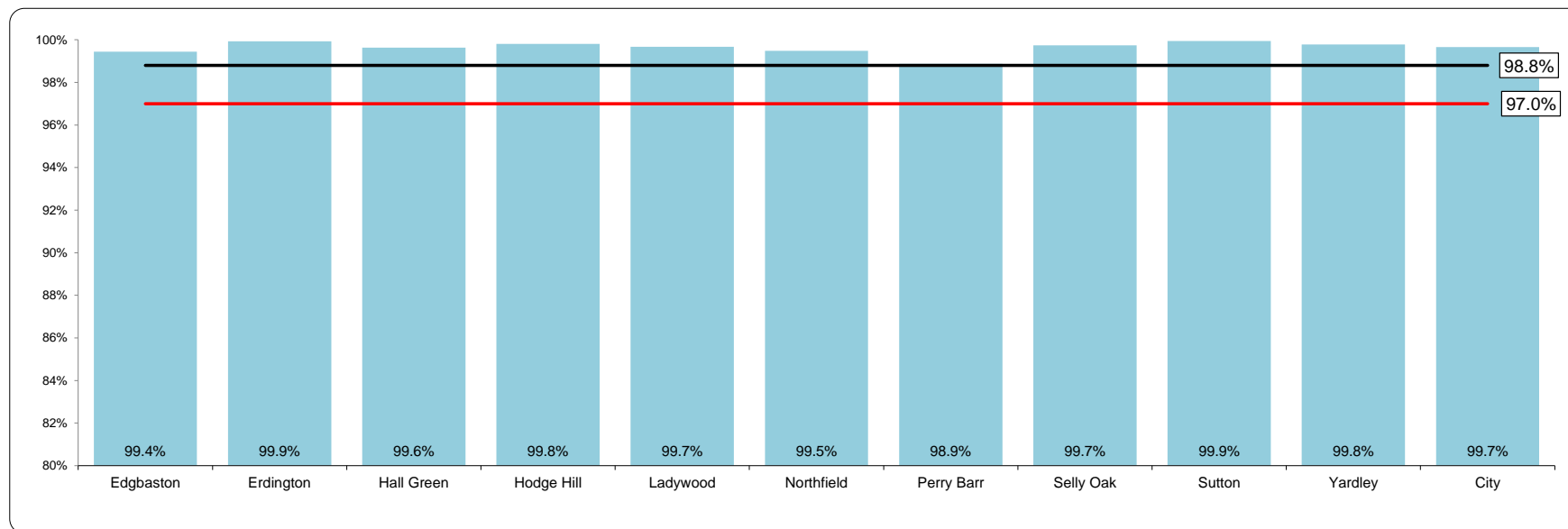
Voids and Lettings (John Jamieson)

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

(Council Business Plan)

RAG Status

Green



Bigger is better

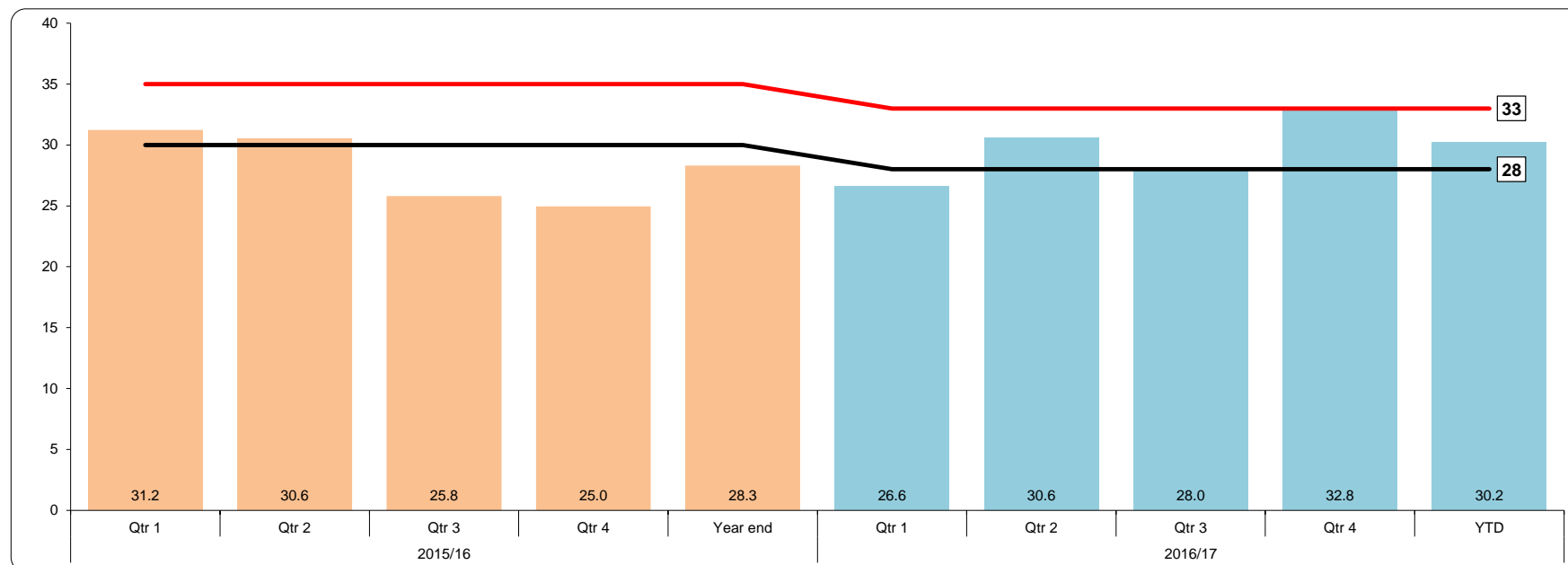
Available council homes as a percentage of total stock - snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
Quarter 4 2016/17	99.4%	99.9%	99.6%	99.8%	99.7%	99.5%	98.9%	99.7%	99.9%	99.8%	99.7%
Target	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	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	
										62,411	
										Available homes	
										62,196	

VL17

Average days void turnaround - all voids

RAG Status

Amber



Smaller is better

	2015/16					2016/17				
	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	31.2	30.6	25.8	25.0	28.3	26.6	30.6	28.0	32.8	30.2
Target	30	30	30	30	30	28	28	28	28	28
Standard	35	35	35	35	35	33	33	33	33	33

Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 4 2016/17	38.4	28.5	33.5	29.9	30.4	32.5	36.6	34.4	40.3	32.4

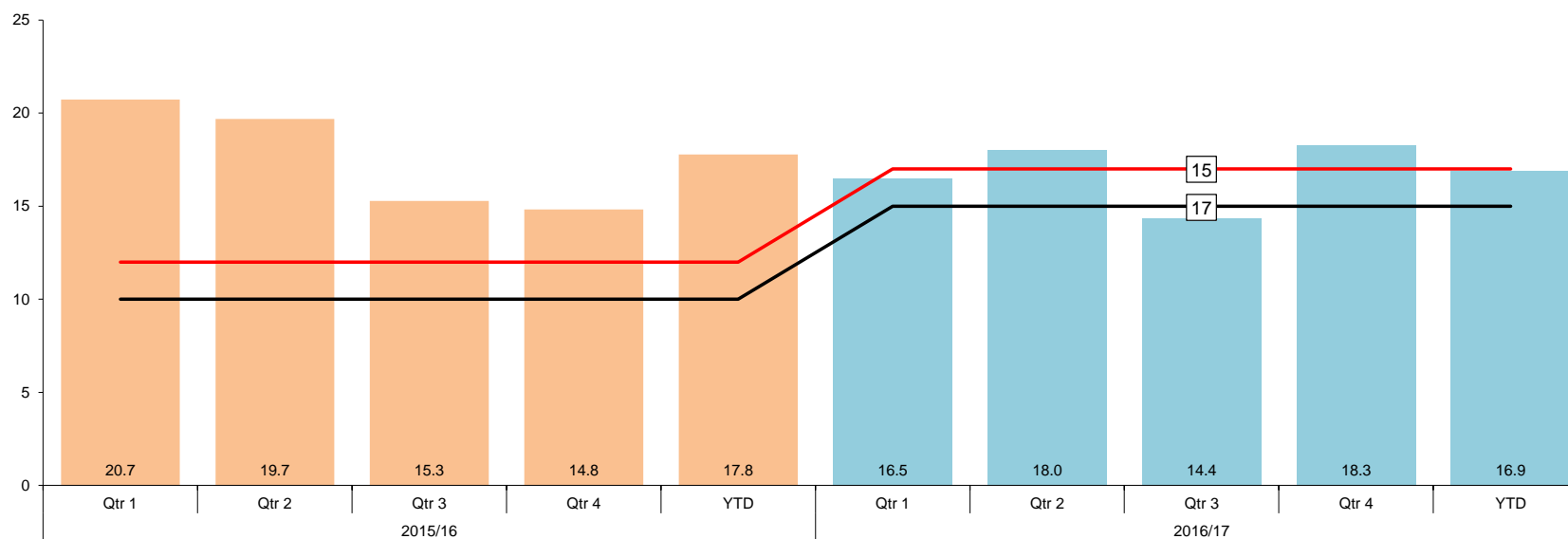
Definition: From date property becomes void to date it has a tenancy start date. Excludes sheltered; excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc; excludes Major and Extensive Works voids, asbestos, gas, electric etc. as per agreed process

VL01

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

RAG Status

Red



Smaller is better

	2015/16					2016/17				
	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)	20.7	19.7	15.3	14.8	17.8	16.5	18.0	14.4	18.3	16.9
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 4 2016/17	23.0	22.7	8.8	10.8	17.2	18.6	28.5	17.2	29.2	15.6

VL05

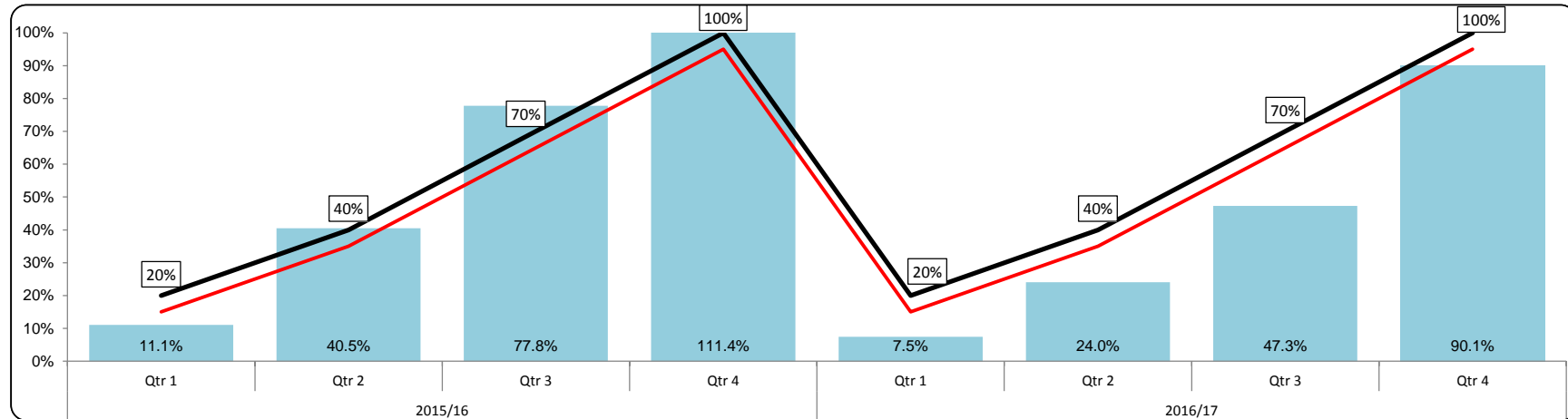
Capital Works (Martin Tolley)

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

RAG Status

(based on YTD data)

RED



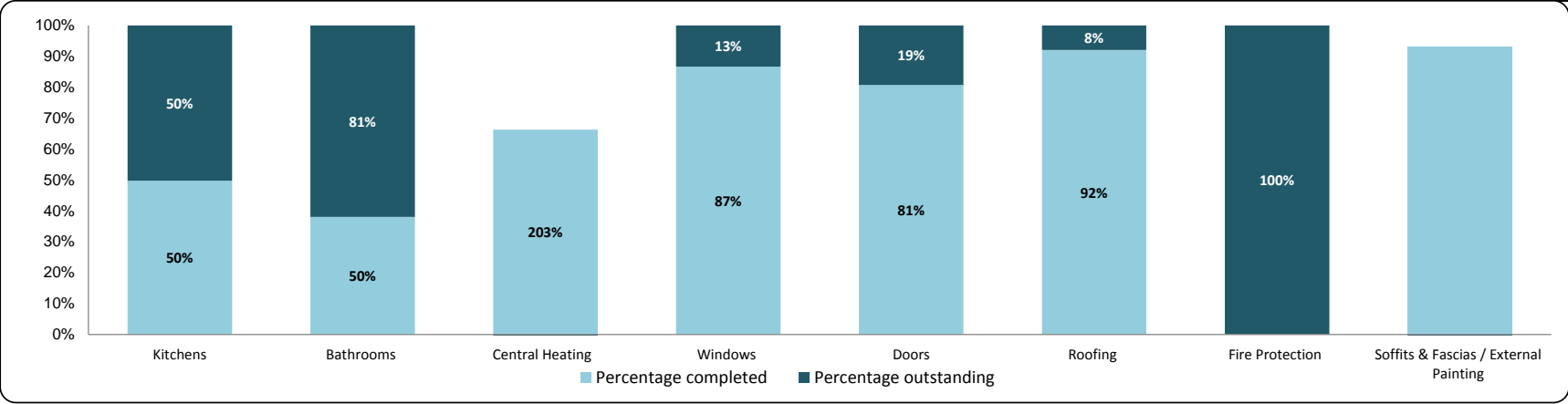
Bigger is better

	2015/16				2016/17			
	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	11.1%	40.5%	77.8%	111.4%	7.5%	24.0%	47.3%	90.1%
Target	20%	40%	70%	100%	20%	40%	70%	100%
Standard	15%	35%	65%	95%	15%	35%	65%	95%

CW06

RAG Status	Year-end Targets
------------	------------------

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	199	201	50%	50%
Bathrooms	273	400	199	201	50%	81%
Central Heating	1,135	1,135	2,308	-1,173	203%	-103%
Windows	526	1,236	1,072	164	87%	13%
Doors	1,432	1,502	1,212	290	81%	19%
Roofing	321	490	451	39	92%	8%
Fire Protection	986	853	0	853	0%	100%
Soffits & Fascias / External Painting	37	86	93	-7	108%	-8%

CW07

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

Kitchens & Bathroom - The kitchen and bathroom capital programme is on target to achieve budget spend for 360 unit upgrades. This anticipated completion figure is lower than stated within the cabinet report due to priority be given to upgrading properties with a 5 door kitchen layout. The first half of the year is devoted to preliminary investigation and project planning the programme for the year. The number of units completed will increase towards the latter part of the financial year.

Central Heating - This capital programme is a reactive programme in response to boiler breakdown/replacement's that are required due to uneconomical to repair – gas warm units.

Window and roofs/ Fire Protection/ Soffits & Fascias / External Painting - These capital programmes are on target.

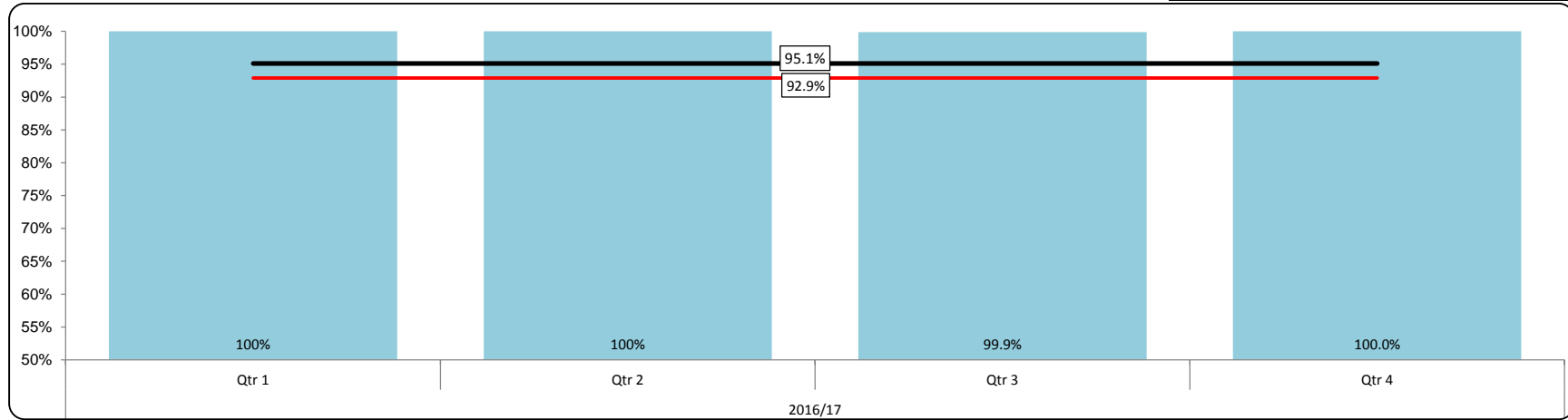
Fire Protection - this is a combination of work that is carried out at block and individual property level. At a property level this will include the installing of mains smoke detector. The block work will include: emergency light and fire stopping (fire retardant painting, renew fire doors, fire signage etc.).

Doors - This capital programme has seen an increase in the number of units added to the programme. Where the property rear door needs replacing this is completed at the same time as the front door upgrade, hence units completed exceeding the units stated within the cabinet report.

KPI001 - Customer Satisfaction (Capital Works only)

RAG Status

Green



Bigger is better

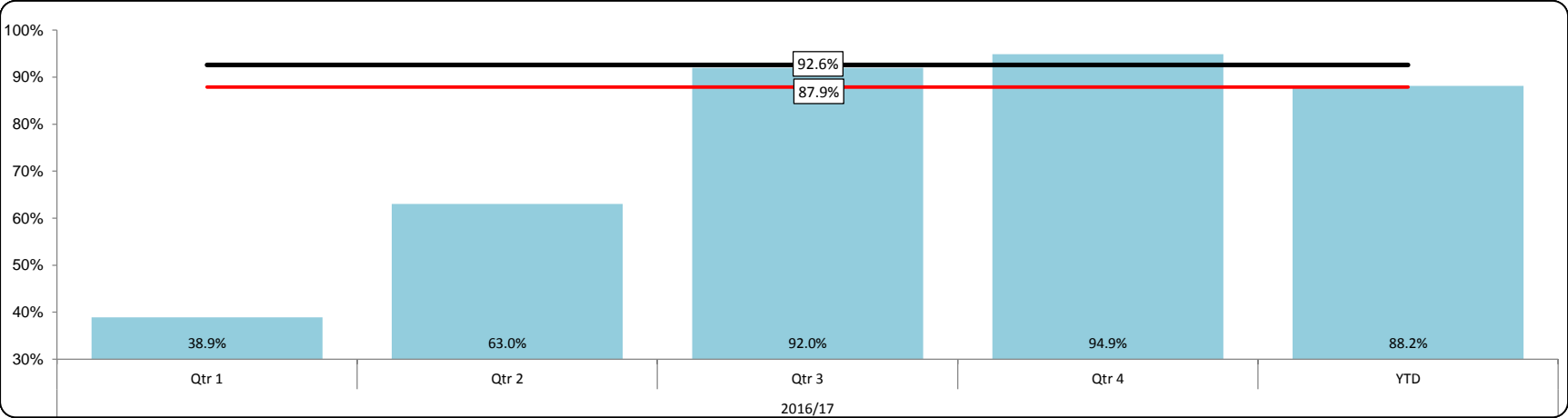
	2016/17			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Percentage of actual spend as a proportion of revised annual budget - year to date	100%	100%	99.9%	100.0%
Target	95.1%	95.1%	95.1%	95.1%
Standard	92.9%	92.9%	92.9%	92.9%

CW08

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

RAG Status

Green



Bigger is better

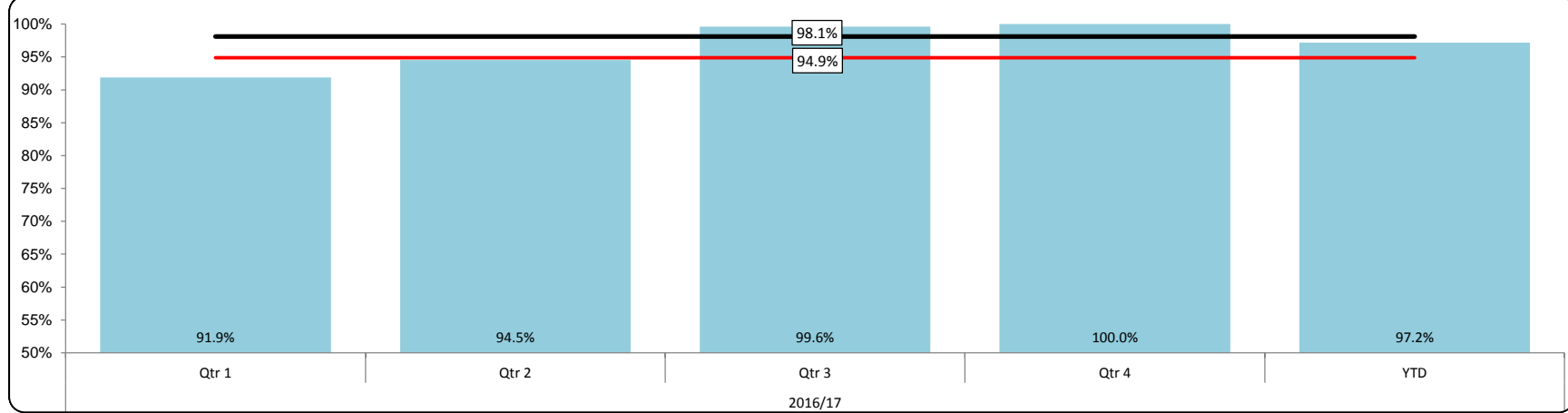
	2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	38.9%	63.0%	92.0%	94.9%	88.2%
Target	92.6%	92.6%	92.6%	92.6%	92.6%
Standard	87.9%	87.9%	87.9%	87.9%	87.9%

CW09

KPI008 - Appointments kept (Capital Works only)

RAG Status

Green



Bigger is better

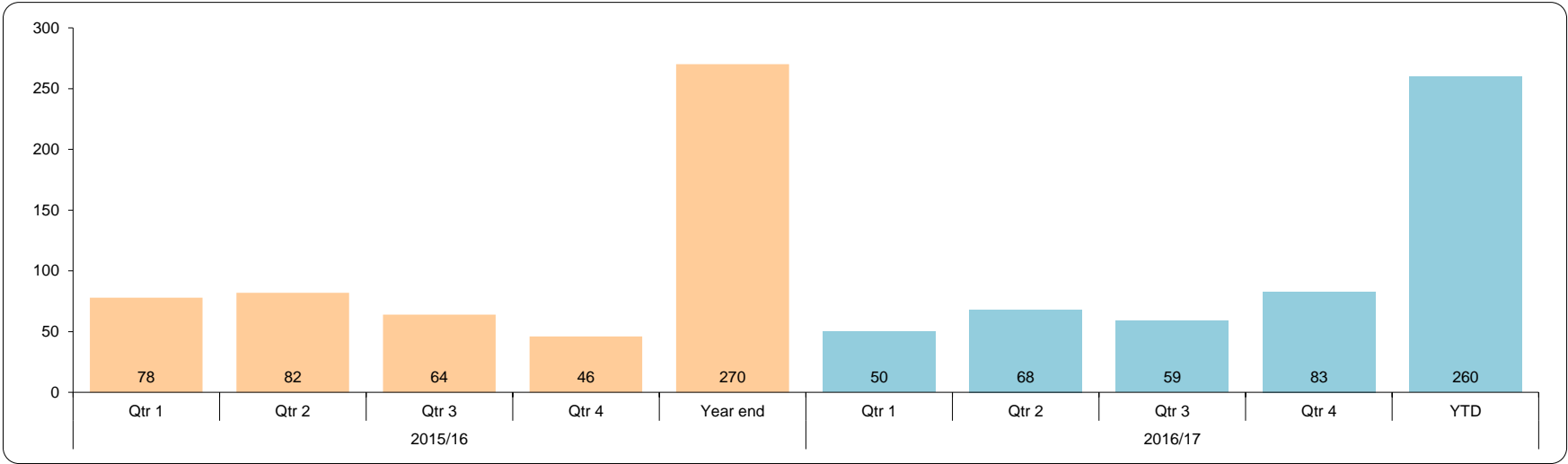
	2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Percentage of actual spend as a proportion of revised annual budget - year to date	91.9%	94.5%	99.6%	100.0%	97.2%
Target	98.1%	98.1%	98.1%	98.1%	98.1%
Standard	94.9%	94.9%	94.9%	94.9%	94.9%

CW10

Private Sector Housing (Pete Hobbs)

Houses in Multiple Occupation licences issued

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

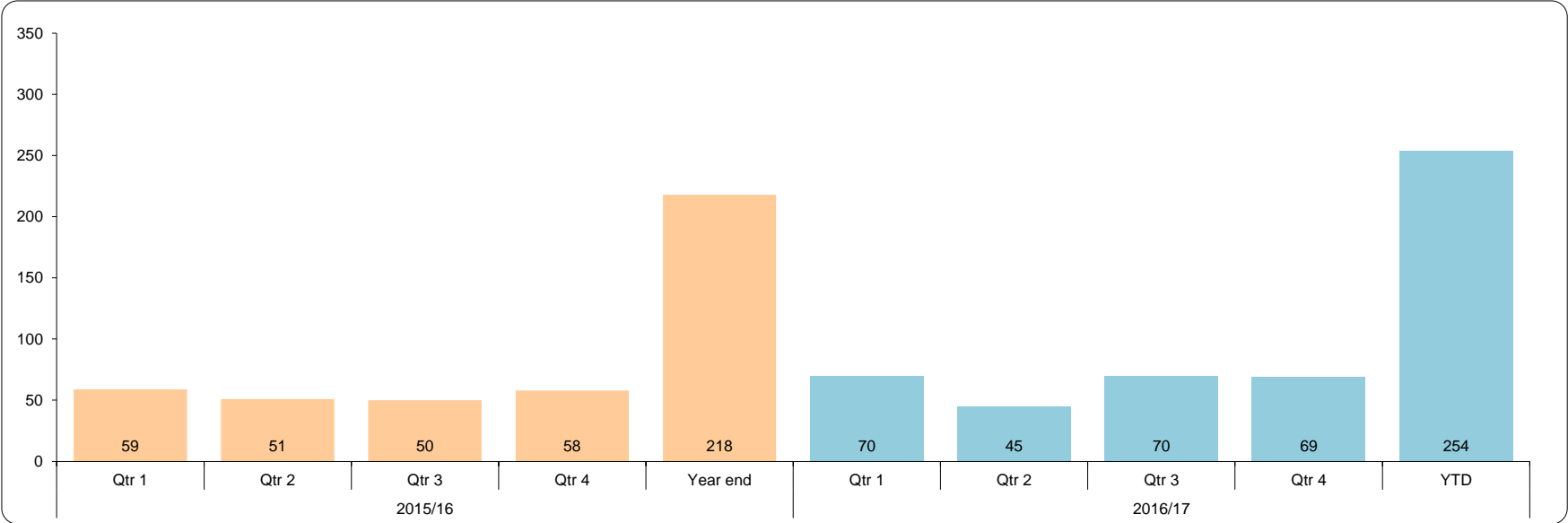


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Houses in Multiple Occupation licences issued	78	82	64	46	270	50	68	59	83	260

PRS01

Licenced and unlicensed Houses in Multiple Occupation inspected

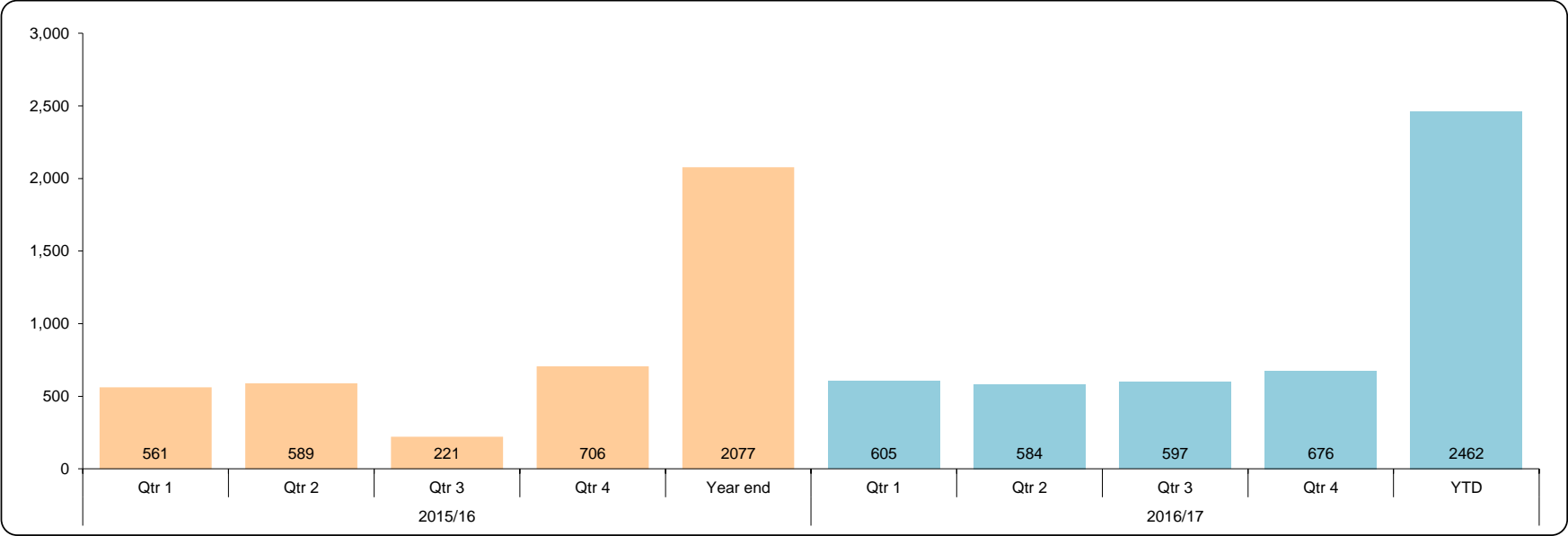
RAG Status	No Target
------------	-----------



	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Licenced and unlicensed Houses in Multiple Occupation inspected	59	51	50	58	218	70	45	70	69	254

Private Tenancy Unit - Requests for assistance

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

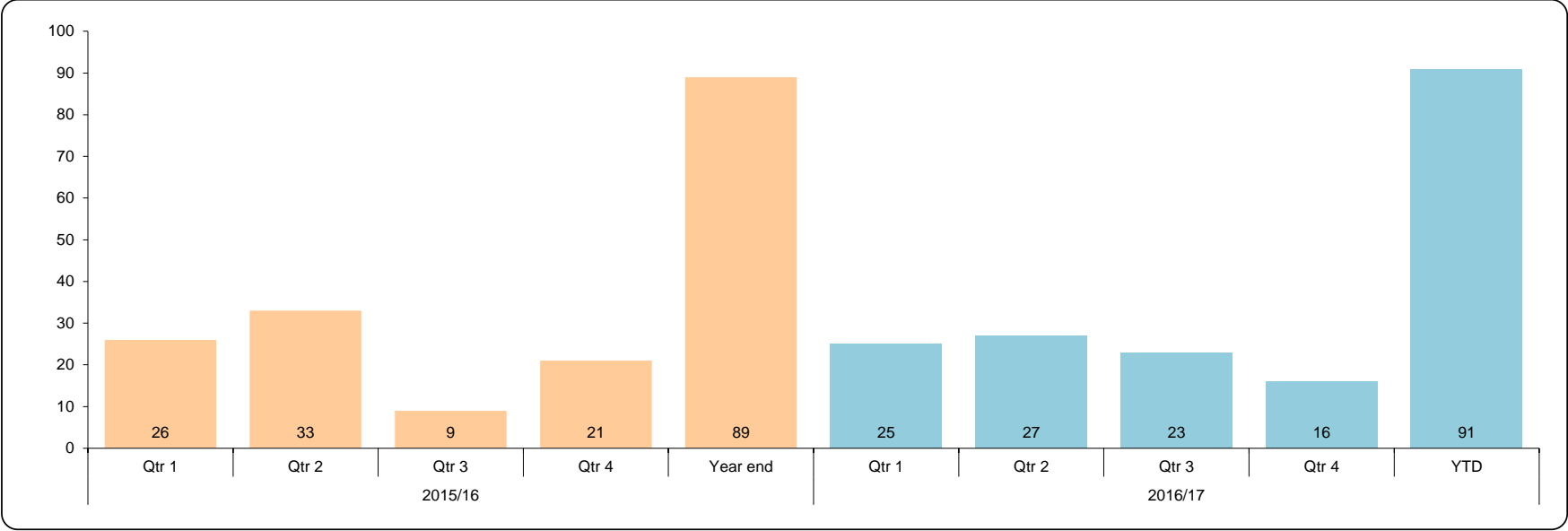


	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
PTU requests for assistance	561	589	221	706	2077	605	584	597	676	2462

PRS03

Private Tenancy Unit - Cases assisted through advice

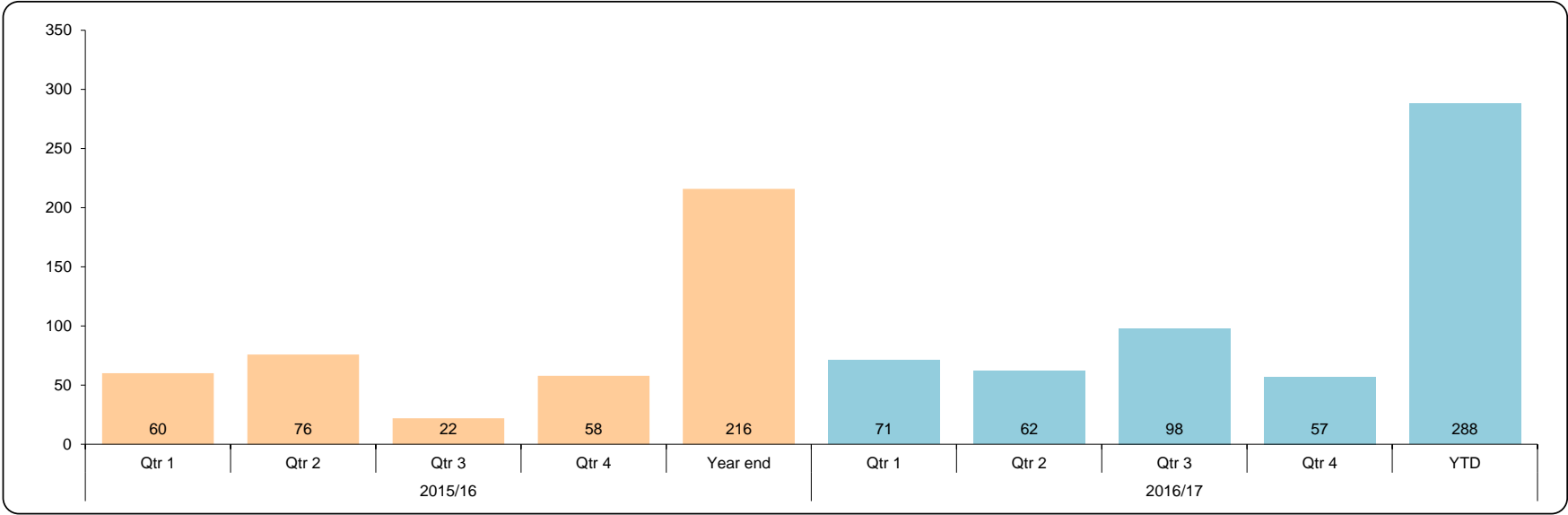
RAG Status	No Target
------------	-----------



Private Tenancy Unit - Cases assisted through advice	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	26	33	9	21	89	25	27	23	16	91

Private Tenancy Unit - Cases assisted through intervention

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



Private Tenancy Unit - Cases assisted through intervention	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
	60	76	22	58	216	71	62	98	57	288

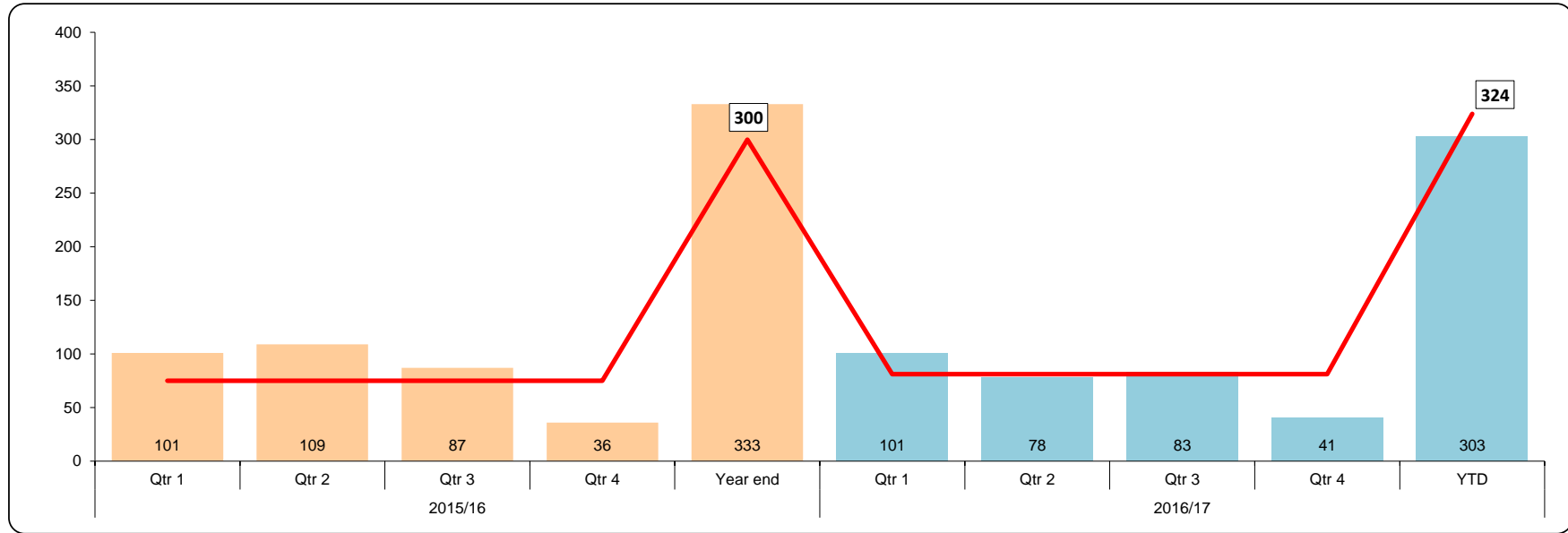
PRS05

Empty properties brought back into use

(Council Business Plan)

RAG Status

RED



Bigger is better

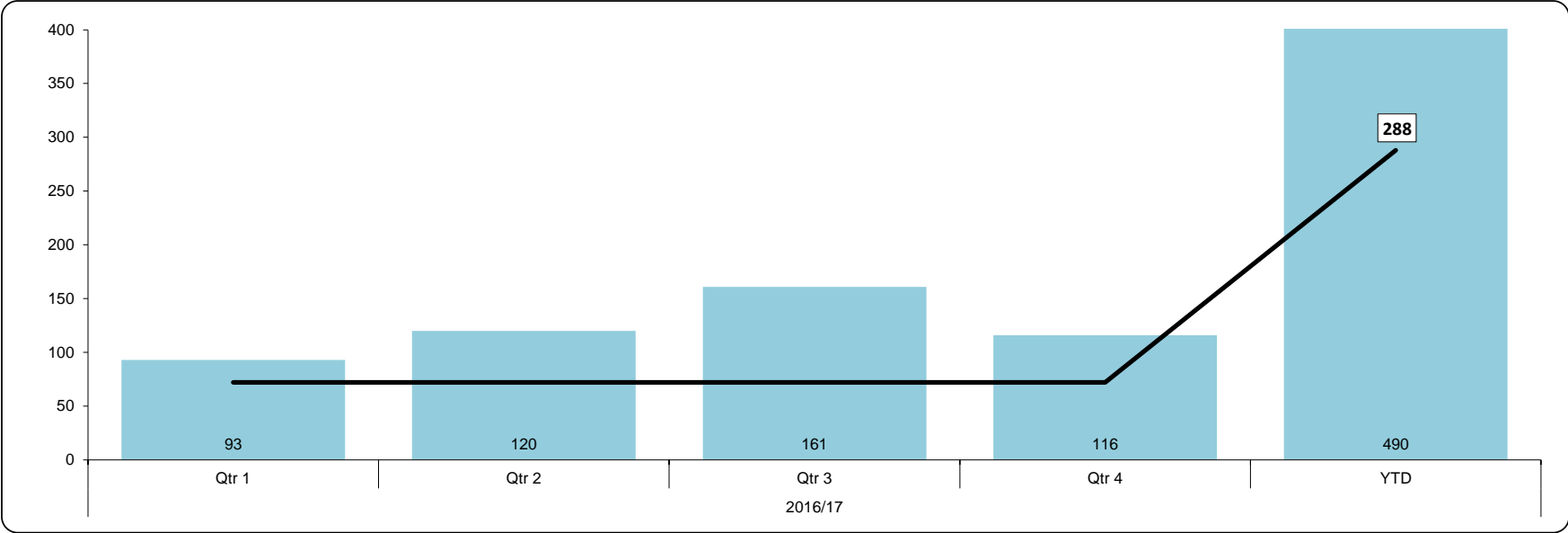
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	101	109	87	36	333	101	78	83	41	303
Target	75	75	75	75	300	81	81	81	81	324

PRS06

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

(Council Business Plan)

RAG Status	Green
------------	-------



Bigger is better

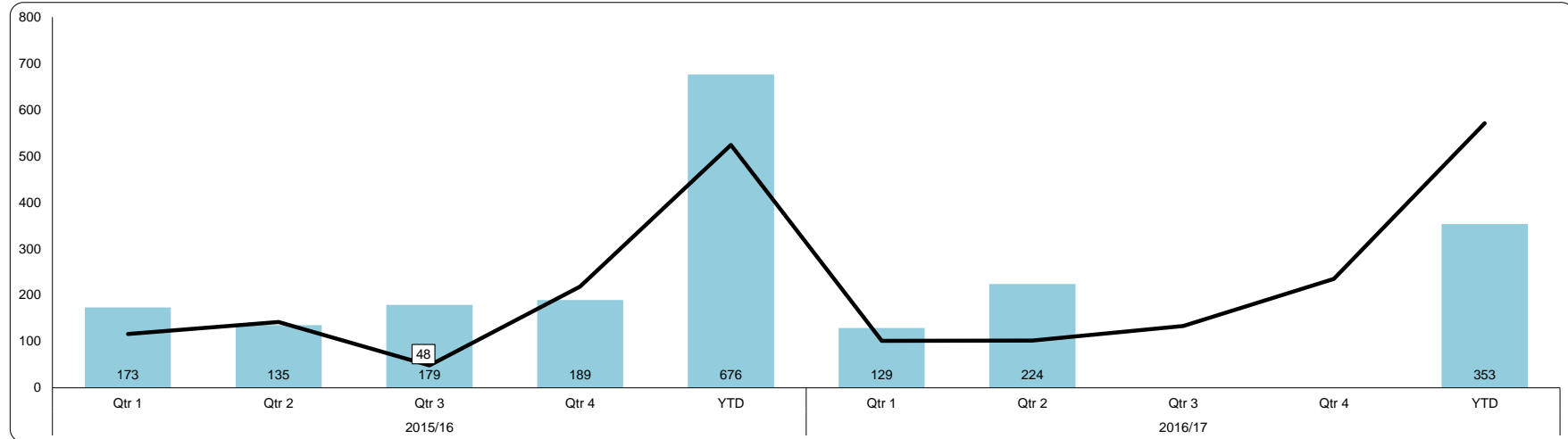
	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Empty properties brought back into use	This is a new measure. There is no historical data available.					93	120	161	116	490
Target	n/a	n/a	n/a	n/a	n/a	72	72	72	72	288

Housing Development (Clive Skidmore)

Number of affordable homes provided

RAG Status

TBC



Bigger is better

	2015/16					2016/17				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
No of affordable homes provided	173	135	179	189	676	129	224			353
Target	116	142	48	218	524	101	102	133	235	571
% of target homes provided	149%	95%	373%	87%	129%	128%	220%			

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