

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

**BIRMINGHAM CITY COUNCIL**

**SELLY OAK DISTRICT COMMITTEE**

**THURSDAY, 17 MARCH 2016 AT 10:30 HOURS**  
**IN COMMITTEE ROOM 6, COUNCIL HOUSE, VICTORIA SQUARE,**  
**BIRMINGHAM, B1 1BB**

**A G E N D A**

1 **NOTICE OF RECORDING**

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

2 **APOLOGIES**

**3 - 16**

3 **MINUTES**

To confirm and sign the Minutes of the meeting held on the 28 January 2016.

4 **RECYCLING ISSUES IN SELLY OAK DISTRICT**

John Burke, Depot Manager, Place will attend the meeting to respond to questions concerning the item.

**17 - 28**

5 **BIRMINGHAM CYCLE REVOLUTION PHASES 2&3 CONSULTATION**

Ciaron Morgan, Project Manager - BCR South will present the item.

**29 - 34**

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

Report of the Service Director, Housing Transformation.

7     **HOUSING REPORTS**

- a)   **Housing Transformation Board Performance Quarter 3 2015/16**  
      Report of the Strategic Director, Place
- b)   **Environmental Capital Projects**  
      Moor House Car Park

8     **FEEDBACK FROM NEIGHBOURHOOD CHALLENGE, JOBS AND SKILLS**

A briefing note from the District Head (Selly Oak) will follow.

9     **UPDATE ON DISTRICT WORK PLAN**

Verbal report

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

Verbal information update from the District Head (Selly Oak).

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 CHAIRMAN AND OFFICERS**

Chairman to move:-

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

# BIRMINGHAM CITY COUNCIL

**SELLY OAK DISTRICT  
COMMITTEE  
THURSDAY 28 JANUARY  
2016**

**MINUTES OF A MEETING OF THE SELLY OAK DISTRICT COMMITTEE HELD  
ON THURSDAY 28 JANUARY 2016 AT 1030 HOURS IN COMMITTEE ROOMS  
3 & 4, THE COUNCIL HOUSE, VICTORIA SQUARE, BIRMINGHAM**

**PRESENT:** - Councillor Karen McCarthy in the Chair

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

**ALSO PRESENT:-**

Jonathan Antill – Acting Senior Service Manager, Landlord Services, Place  
Pete Hobbs – Service Head, Private Rented Services and Tenant Engagement  
Ifor Jones – Service Director, Homes and Neighbourhoods, Place  
Andy Pepper- Assistant Director, Children in Care Provider Services  
Barry Toon – Selly Oak District Housing Panel  
Errol Wilson – Committee Services

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**APOLOGIES**

321 Apologies were submitted on behalf of Councillors Susan Barnett, Changese Khan and Phil Walkling. Apologies were also submitted on behalf of Steve McCabe MP, Karen Cheney and Inspector Hodgetts and the Fire Service.

An apology for lateness was submitted on behalf of Councillor Phil Davis.

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**CHANGE TO ORDER OF BUSINESS**

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The Chair advised that she would take agenda item 5 ahead of the remaining reports.

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**PRIVATE RENTED SECTOR LICENSING BRIEFING NOTE**

Pete Hobbs, Service Head, Private Rented Services and Tenant Engagement, Place introduced the item and drew the Committee's attention to the information in the Briefing Note circulated at the meeting.

(See Document No. 1)

Mr Hobbs advised that the aim was to bring a draft Business Case to the Selly Oak District Committee meeting in March 2016, which was the business case for Additional Licensing, in partnership with other agencies and resident groups to formally consult with residents, businesses and landlords/agents in the area. Mr Hobbs further drew the Committee's attention to the key issues stated in the document that were arising in the area from the consultation and the Project Officers meeting.

Barry Toon, a member of the District Housing Panel commented that they were broadly supportive of the HMO licensing in the area. He advised that there were two areas of concern: -

- National Government had recognised that there was an issue and this needed to be dealt with on a national basis. If the national consideration comes through in terms of the two storey properties, landlords would take action for the property to become a single storey property so that they would be ahead of the law.
- The area that should be covered – Selly Oak Ward was of particular concern, but as was previously seen under the Article 4 Direction, the issue was spreading across the District. Whilst there was some planning action, it did not control all the aspects of the HMOs that were spreading across the area. Article 4 Direction did not totally cover all HMOs. They needed to look beyond Selly Oak Ward as it impacts the whole of the District.

Members then made the following comments: -

- I. The standard students got were often superficially high and that it was important to recognise this point. A question was when the projected Cabinet date would be to get the report through.
- II. A request was made for the Article 4 consultation to be extended wider than the area that was proposed, but that the response was that there was no evidence base for doing so. It was urged for this issue to be revisited as it was a District wide issue and was not just restricted to Selly Oak Ward.
- III. In terms of the current proposal by the Boundary Commission for England in relation to Wards distribution, there was a significant area of the current Selly Oak Ward that was proposed to be transferred into the new Bournville

and Cotteridge Ward which include student areas. This would have an impact on the new Ward depending on when the new regulation comes into force.

- IV. In relation to the proposal and the key areas of concern, they did not see the advertising boards/To Let boards on properties in student areas that were raised on a number of occasions.
- V. Given the high quality purpose built student accommodations that was being built and continues to be built in Selly Oak and Edgbaston, the feeling was that there was an increasing level of vacancy levels in the private rented accommodation. This meant that if there was only one room to be let the landlord could continue to put up a sign stating *Rooms to Let*. Legally the Council could not get this removed. This was becoming a problem when driving along Oak Tree Lane for example and seeing all the houses with room to let.
- VI. If there were rooms that were unlet in the building, the landlords could put a board up. The requirement was that the letting agents/landlords take the boards down a fortnight after the property had been let which did not always happen. The most effective initiative that they had was one that was led by the Chair and the former Councillor David Williams when they visited the letting agents.
- VII. Every year there were more letting agents that needed to be persuaded that it was in effective to keep putting more boards up as it gives the impression that they were not good at letting their properties. This was a rolling programme and they were due for the next letters from the Project Officer Group that states that if they really had to not let everything they could leave their boards up, otherwise they needed to be removed.
- VIII. The local community relied on everyone working together with officers and in general. It was important to continue to work together across the wider area.
- IX. The Article 4 area goes into Harborne as there was evidence based for this. Article 4 review was now in place having been a piece of work which restricts the right to convert a family home into a small HMO with six people. This would be published and would then give people a comparison of whether its Bournville & Cotteridge so that the same data could be provided.
- X. Insulation, ventilation and damp needed to be included as every year in the summer people stated that they had chest infection. They needed to be more proactive with the university so that if students were sending in sick notes for exams and pieces of work that this was feedback. They also needed to look at the non-student HMOs as there were significant numbers of empty properties that were still being built in the main letting season.
- XI. The two markets – the HMOs and the Halls of Residence were not aligned i.e. they were imperfectly elastic so that for every 10 rooms that were built in the Halls of Residence, they did not get 10 beds empty in the HMOs. Some of the poorest housing was used for ex-offenders and other people

who were sharing housing. They needed to think how this affects the proposal.

Mr Hobbs then made the following statements: -

- a. The earliest date for projection would be July/September 2016, given the need to collate the evidence from the consultation and producing the report was the earliest they could produce a robust case if there was one. The boundary discussion was relevant and interesting.
- b. It was not Ward specific and they were not guided by Ward boundaries in determining where an Additional Licensing regime needed to exist. Practically this would be based on the evidence they call and bring forward.
- c. As part of this process in the City, they were looking at a number of areas and bringing them forward in a systematic way, but they did not have the resource to do them all at once.
- d. The impact of Article 4 and what was going on in those areas were the discussions they were having with Planning colleagues, but the reason they were looking at the Bournbrook area was as a result of the mass of evidence they had from the Project Team. They were happy to speak with other people outside the area to see what was happening. They were not guided by Ward boundaries in determining what the final area would be and this was part of the consultation.
- e. In terms of non-student housing, this was not about non-student housing, but about HMOs. If it was determined that they were in an area and was ineffectively managed, they were HMOs as part of this scoping and would be included.
- f. Mr Hobbs stated that he shares the concern regarding insulation and dampness and that this was an issue for a lot of students about the appropriateness of a lot of the buildings they were in. This was the reason they were in consultation with the university and the Guild of Students as this was the reporting route as opposed to coming to the local authority.
- g. In relation to rogue landlords, the City Council was successful in being awarded £110k of funding to tackle rogue landlords through the Government's Rogue Landlord Fund. This money would allow them to undertake some of the targeted inspections in areas where they believe they had high risk and licence HMOs that they most particularly.
- h. If they had any issues around unsuitable buildings being used for accommodation, they would like to know where these might be so that they could be investigated. As part of the work that Elected Members do and gathering local intelligence, if Members had this in their area they could contact him.

The Chairman thanked Pete Hobbs for attending the meeting and presenting the information.

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**RESOLVED:-**

That Selly Oak District Committee noted the briefing note.

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**MINUTES**

Page 173, Minute No.308, *Councillor Sealy* should be *Councillor Sealey*.

Councillor Huxtable referred to page 174, Minute No. 308 referring to Minute 295, bullet point 3 concerning Matters Arising: *Councillor Huxtable asked the Councillors to contact Darren Share directly*, should read *Councillor Huxtable asked the officers to contact Darren Share directly*.

Page 177, Minute No. 314 last bullet point, *The priorities were Dawberry Road, Yardley Road and Bournbrook area* should read *The priorities were Dawberry Road, Yardley Wood Road and Bournbrook area*.

Councillor Henley made reference to page 175, Minute No. 311, bullet point 5 and advised that *Meadow Lane* should read *Broad Meadow Lane*.

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**RESOLVED:-**

That, subject to the amendments, the Minutes of the meeting held on 19 November 2015, having been previously circulated, were confirmed and signed by the Chair.

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**MATTERS ARISING**

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Page 174, the overall drop in recycling rates by Wards in the District – *the Chair confirmed that Fleet and Waste was not an agenda item and she would pick up the issue following the meeting*. Councillor Huxtable requested an update on how this was being progressed following the last District Committee meeting as he had been inundated with complaints regarding Fleet and Waste Management. He questioned whether there was any point for recycling when several people had contacted him to say that their recycling was taken in the general dust cart along with all the other the other residual refuse from the wheelie bins.

In terms of the analysis of the Street Scene, Minute No. 310, page 174 last bullet points - the outcome of the analysis needed to be made known and the name of the College that work was being undertaken with.

The Chair advised that they were at the stage where they either wanted to talk to Fleet and Waste Management collectively or to have a report at the next meeting or both. She stated that she share Councillor Huxtable's concern around recycling. She added that there had been reports of stuff going into one waggon, but that it turned out that people had misunderstood that the paper and the glass goes into the same waggon. The Chair stated that she was also aware that where collections were overdue, that it had been cleared as waste rather than recycling. She further stated that she was assured that this would settle down soon. She undertook to follow the issue up.

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**CORPORATE PARENTING**

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The following corporate parenting presentation was submitted:-

(See Document No.2)

Andy Pepper, Assistant Director, Children in Care Provider Services drew the Committee's attention to the information in the document.

An extensive discussion took place and the following was a summary of the principal points made:-

1. The aspiration for Looked after Children was excellent, but the implementation was not good in relation to higher education matters, and children achieving their full potential. The Eve Brook Scholarship Fund in memory of the Late Councillor Eve Brook provides funding for Birmingham Looked after Children who manage to get into higher education. Each time they had a fund raising event the young people tell heart-warming stories.
2. What was clear was that without the Charity supporting them, they would not be able to continue with the higher education and certainly not with Masters or PhDs. It was noted that technically Birmingham did not have an obligation to Looked-after Children when they had a first degree and were pursuing a Masters or PhD. The point was that without the Charity's assistance, the Looked after Children would not be able to achieve their full potential.
3. The approach in a recent case concerning a Fostered child who had a place at university was wholly negative and completely unlawful. In as much as there was an obligation to provide funding for the transition from the end of the Fostering period age 18, to the take up of university place which the department had refused until they were reminded that this was unlawful and that they also owed a bursary to the young person concerned.
4. A great deal of heartaches and concerns were caused to that family until they got the funding and bursary. The approach taken initially was that *you are 18 and that is the end, the Fostering funding did not take the young person past this point*. This was not the case as the Government had made it clear in the guidance that it should continue as there was a transition period for higher education. The Foster Parents continue to receive an equitable payment to their Fostering fee in order that the child could be supported so that they were not destitute and on the street during that period.
5. There were issues in most cases, whereby the local authority was not yet supporting children who were Looked after Children to achieve their full capability in terms of higher education. This was something that the City Council needed to address as other local authorities had done.

Mr Pepper made the following comments: -

- In relation to moving on to a Master's degree etc., the local authority did not currently support this, but through some of the casework being discussed,



they had changed the way in which they were trying to support young people in Foster Care, particularly around the Staying Put arrangements. A level of funding had been built in for those young people that could not get benefit or some sort of employment to support them going forward. The new *Staying Put Policy* supports some of this going forward.

- There was a gap beyond the age of 18 years old as the amount of support drops between 18 – 24 years old particularly in terms of education, but not in regard to their general wellbeing. They were in support of Eve Brook Scholarship Fund and were doing all they could to support them going forward. There was a gap which legislation did not cover.
- Mr Pepper noted Councillor Huxtable's comments in relation to the Regulation 44 visits to Children's Homes both within the City Council and the private children's homes and advised that this goes back to the heart of Corporate Parenting. It was about showing the same commitment as a parent to children in care and the aspiration that any good parent would have particularly around the commitments.
- It was known through meeting with a substantial amount of Foster Carers and all residential staff, that they were clear on their responsibilities to make and ensure that in looking after those children it was not just about when they were in the homes, but what they were up to outside also.
- A substantial amount of work had been done over the last 12 months to get to grips with some of the most pressing issues around children that were missing and around children that were involved in child sexual exploitation and the understanding what was going on with the City and putting some good safety plan into place.
- As far as someone who was responsible for Foster Care and for residential visits, as it stands at the moment, he was quite heartened in the way they had moved forward in ensuring that they were doing their best to know what those children were up to.
- There were young people as well as children in care that had occasionally disappeared or try to hide things, but intelligence were being built up through other people that were working in the City through the Police with whom they were working closely to keep the intelligence and information flowing through as much as they could.
- Mr Pepper noted Councillor Leddy's comments concerning the number of Councillors attending events in their formal role concerning Looked after Children and stated that he would like to see more Councillors attending these events. If the Department was not getting that information out he would take the information back that they needed to inform all the Councillors what was happening. The training had been put in place in relation to the Regulation 44 visits, but only a small amount of Councillors had signed up to the training to date, most of which was from Selly Oak District.
- Mr Pepper noted the Chair's comment concerning sleepovers and advised that this also applied to Children in Foster Care. He stated that they were

under the impression that it was Social Workers that needed to make that choice, but when they looked at the legislation and the guidance around it, it was noted that this about delegated responsibility. The Foster Carers had the same responsibility as a parent and were able to make those decisions based on the normal checks that a parent would do in a normal household.

The Committee agreed for Councillor Susan Barnett to continue as the Corporate Parenting Champion for Selly Oak District.

The Chairman thanked Andy Pepper for attending the meeting and presenting the information.

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**BIRMINGHAM COUNCIL HOUSING INVESTMENT PROGRAMME**  
**ENVIRONMENTAL WORKS BUDGET 2015/16**

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

(See Document No. 3)

Jonathan Antill, Acting Senior Service Manager, Place presented the item and drew the Committee's attention to the six proposals for approval by the Committee. He apologised for having to defer the Moor House project in Brandwood Ward until the next financial year, as they were not satisfied that they had the right prices in terms of the quotes. He added that this would be investigated as the original quote was £41,500 which would take a huge amount of funds. This would be reviewed in terms of prioritising it for the next financial year. Members' approval was sought for the five projects. If approval was agreed, this would leave £18,133.49p which they would look to carry over to the next year.

Mr Antill advised that they had started to look at projects for the next year and would bring these to the attention of the Members and the Housing Liaison Boards (HLB) so that they could properly organise and prioritise what they wanted to do in terms of the Wards Plans

During the discussion that ensued the following points were made: -

- a. There was a problem on Druids Lane where people who live in Moor House park on Druids Lane which was the nearest point to the Tower Block. This was dangerous as there had been a number of accidents there. The road was only so wide that one line of cars parked on the left hand side meant that cars coming round the bend would go head on. The only solution to the problem was to provide some off road parking area at the foot of Moor House for the residents at Moor House.
- b. This project was in gestation for a couple of times which was important. The HLB had been campaigning for this for a long time this was the only project that there was a risk of fatality if it was not done.

- c. The Chair enquired whether there was any potential to agree/sort out the costing issues in order that this project could be dealt with on Chairs action following this meeting.
- d. Mr Antill advised that they would explore the possibility of this being done as it had been identified that this was a health and safety issue. He added that he was happy to look into the issue.
- e. With the introduction of wheelie bins, there were now a number of disused storage sheds for refuse. The storage sheds were not big enough for wheelie bins and were no longer fit purpose.
- f. A question was whether there would be a rolling programme for the demolition of the storage sheds and/or replacement for wheelie bins storage areas to make them fit for purpose across all high rise and low rise properties. Whether there were four flats in terms of Middleton Hall Road or four Blocks of flats and where on Middleton Hall Road they were located. Whether this would be a rolling programme in relation to the flats owned by the City Council as and when required.
- g. A kerb was dropped in terms of creating more parking spaces along Overbury Road in Northfield which had work well. If this experience could be used around Moor House in terms of dropping the kerb and getting the agreement of the PFI partner this could help to resolve the issue. The Chairman stated that similar work had been done in Bournville.
- h. Mr Antill advised that that it was four flats within Block 33. There was currently no project in place for a rolling programme for Middleton Hall Road, but they would review next year's Works Budget funding and prioritise this accordingly. This would be raised with the Place Manager.
- i. There was no proposal for the demolition of the disused storage sheds, but that he would take this back. Overbury Road project was a unique layout and may not be the same solution, but this would be taken on board and they would have a look at it. A request was that the issue of the disused storage sheds be looked at across the District.

Ifor Jones, Service Director, Homes and Neighbourhoods, Place advised that alongside Mr Antill he would raise the point with Robert James, Service Director, Housing Transformation, Place as an issue across the City. Any investment in this would be an alternative means due to the threshold of funding that they had for the global scheme.

Councillor Huxtable stated that at the last Council meeting they had talked about the estate demolition programme by the Government and that suggestions should be put to Housing. The question was whether the District would put forward any suggestion to the City Council in terms of this programme noting the extent of the budget that was announced by the Government.

The Chair advised that she would ensure that this was placed on the agenda for the next Housing Panel.

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**RESOLVED: -**

That the Committee agreed the projects with the proviso that Mr Antill clarify the cost of the Moor House project so that this could be done by Chair's action.

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**FEEDBACK FROM NEIGHBOURHOOD CHALLENGE, JOBS AND SKILLS**

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Ifor Jones, Service Director, Homes and Neighbourhoods, Place gave the following verbal report: -

- I. The challenge was a good one and was used in headline terms to feedback to the Improvement Panel on the Neighbourhood Challenge process generally. Many of the Districts were doing this, but needed to look at it in terms of how Selly Oak and the regeneration of Battery Park, university etc., how this could cascade the offer into Billesley and Brandwood and throughout the District.
- II. They were looking at the horizontal geography the west/east and the arterial route which they looked at in terms of the access of people who wanted to get the opportunities for skills, training etc., that they were fettered by the horizontal geography – getting from Brandwood through to Selly Oak, bus journeys and support in making that journey.
- III. The Committee had in three meetings discussions on the issue with partnering input with a strong presentation from High Speed 2 (HS2) at the last meeting at Stirchley Baths. The presentation identified that a number of arterial routes were not benefitting the Bristol Road, for instance Alcester Road and Pershore Road were not benefitting in the same way as the Bristol Road.
- IV. One of the issues that came out of this was how the Neighbourhood Challenges would be reported to the relevant Cabinet Member, how the recommendations would be meaningful and be taken forward. Emerging from this was a number of issues that were pertinent elsewhere that needed to be picked up and could help refined the overall regeneration approach and benefit the communities in Brandwood, Billesley etc.

The Chair commented that they had three meetings with good representation from the Department for Work and Pensions (DWP), Adult Education and the Regeneration Team. Two broad themes emerged –

**Connectivity**

- In Selly Oak and Bournville Wards there were some choice between bus and rail to get to and from the City. Brandwood and Billesley had less connectivity not only across to Selly Oak for the new development there, but also into the City Centre for work opportunities. Some of the analysis was seen where people recruited to work in Grand Central and Marks and Spencer's at Longbridge lived.
- In terms of job readiness and work experience, they had requested the DWP to speak with people running job preparation sessions to make sure

they go where the trainees were and build the transport issues into the training.

- There was a presentation on HS2 and it was pointed out that the rail project Members were interested in was Camp Hill Chords to improve the connectivity for that side of the District and that the main interest in HS2 was about ensuring that people in Selly Oak District was ready to take those job opportunities – work in schools to ensure people were ready for the HS2 Academy.

### **Work experience**

- Ensuring that the opportunities big organisations had were appropriate, but was also easier for small employers to take on people on work experience. Developing tool kits to aid people in their work as a template to improve the ability of small businesses to benefit and to provide benefit to young people in the area.
- There was to be a further meeting to *tie the various threads* together and to work out how this would be put into the wider work. A final report was to be submitted in March 2016 and to determine what the next Neighbourhood Challenge would be.
- Councillor Phillips stated that this was an interesting and important piece of work. With regard to the things identified around travel it was uncertain that they would get this completed by the end of March 2016. What was important was for all these things to be integrated into the Jobs and Skills Plan and that it was not seen as a one off, but a continual drive to get people the opportunities.
- The Chair stated that they were tasked with an on-going jobs and skills panel and would feed the big issues into the citywide process.
- Councillor Huxtable stated that a Scrutiny Review had been announced in terms of what was happening with regard to the different Neighbourhood Challenges across the City.
- In relation to the connectivity point, not HS2 per se, but the connectivity package that had being developed with Birmingham Connected Urban Mobility Action Plan and Centro working together on the HS2 connectivity package.
- With regard to the HS2 Academy, the issue was where it would be located as it appeared that it would be difficult to get to the Academy via public transport from the Selly Oak District. This needed to be feedback in to the various reviews to look at better transport links to the location of the HS2 Academy in Aston Science Park.
- They were well served in terms of an orbital route as the National Express West Midlands Bus Service 11 goes through all four Wards in the District along with other buses doing the east west direction, but they were always seen to lose out in terms of investments as they were prioritised towards arterial routes going in and out of the City Centre. This issue was raised

with National Express West Midlands, but could be raised at a more strategic level with the Bus Alliance Partnership being set up by Centro.

- The Chair advised that this would be taken to Scrutiny along with an overview as she was Chair of the District Chairs Forum. There were regular *show and tell sessions* on where the Districts were with their Neighbourhood Challenge.

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**UPDATE ON DISTRICT WORK PLAN**

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Ifor Jones, Service Director, Homes and Neighbourhoods, Place gave the following verbal update: -

- Ms Cheney had circulated to Members the details of what was happening.
- Councillor Susan Barnett was the Corporate Parenting Champion for Selly Oak District.
- The District Convention had been held which was based on the Neighbourhood Challenge.

A fuller update on the Work Plan would be submitted by Ms Cheney in March 2016.

The Chair advised of the following additional items: -

- Children and Vulnerable Adults Scrutiny had requested that Members ensured that in their Wards they were visiting schools and building relationships so that they were aware of how the schools were relating to the local community. This was something they were hoping to have the help of Birmingham Education Partnership with as they were currently focusing on schools.
- At the District Chairs Forum this evening there will be a briefing on the Prevent and Social Cohesion Agenda. Reporting would be the Head of Equalities and the Head of the Wellbeing Service on how these kinds of activities such as Active Parks and Active Streets could contribute to social cohesion. This would be brought back to the District Committee meeting.
- The next scheduled District Committee meeting would be after the *Pre-election period* had commenced. She was looking to move this meeting forward to take place before that date.

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

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**Billesley Ward –**

- 750 trees were planted on Billesley Farm Park with Hollywood School.
- A Jobs Fair would be held
- Billesley Ward Committee meeting will be held on the 4<sup>th</sup> February 2014.

**Bournville Ward –**

- Stirchley Baths was opened.

**Brandwood Ward -**

- Meetings with various partners and City Council officers were being held concerning the future of Druids Heath. It was hoped that there were enough plans that they could see some movement forward out of poverty over the next 5 – 10 years.
- A number of trees were being planted in the Ward.

**Selly Oak –**

- HMO briefing note presented earlier by Mr Hobbs
- Input in the District wide activities and on Christmas Eve's heavy rain it was discovered that the work which had been done in the flood hotspots had shown some results.
- The Student Food Drive as part of the Green Week.
- The trees for like for Selly Oak had one Oak Tree.

Objections in the form of a petition from 100 residents in Bournville opposing planning application 2015/10296/PA for 37 dwellings on Mary Vale Road was submitted for the attention of the Planning Committee.

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**OTHER URGENT BUSINESS (REPORTS BY OFFICERS)**

331      None raised.

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**AUTHORITY TO CHAIRPERSON AND OFFICERS**

332      **RESOLVED:-**

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 1205 hours.

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CHAIRPERSON





# Birmingham Cycle Revolution

District Committee Meeting  
March 2016

Ciaron Morgan / Peter Howarth  
Project Manager – BCR South

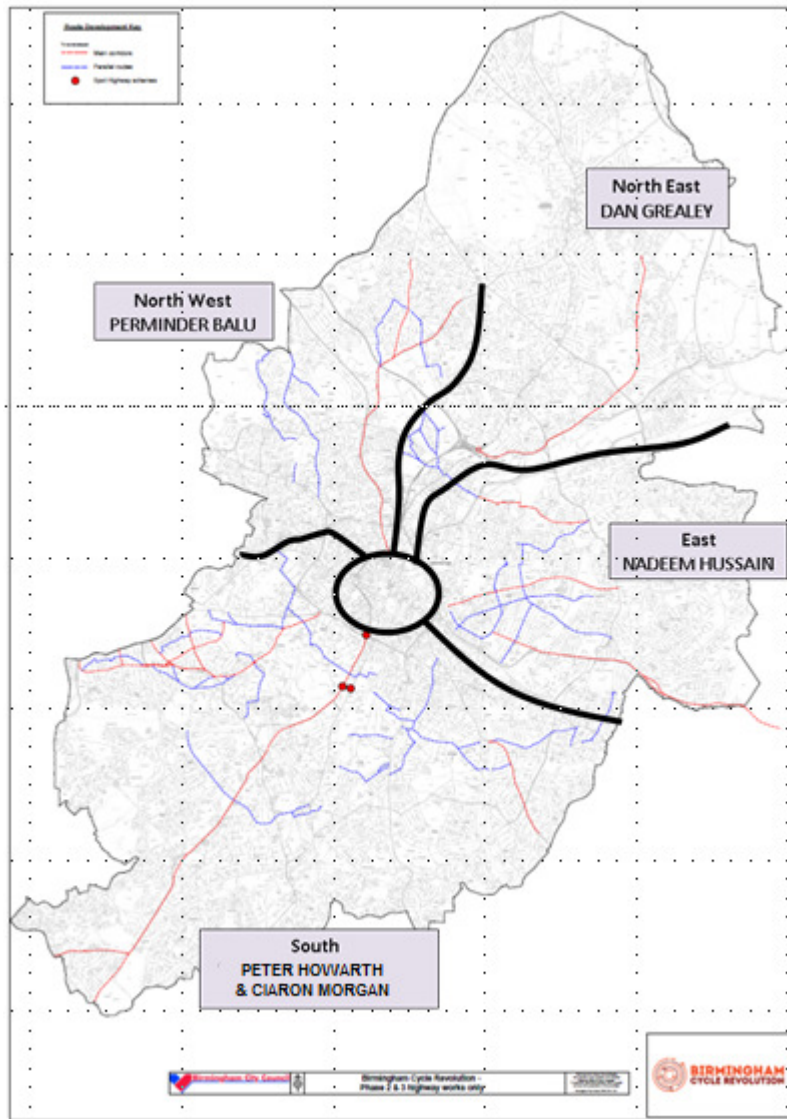


# What is Birmingham Cycle Revolution?

Birmingham is one of eight cities awarded DfT funding **to increase the proportion of journeys in the city made by bike**

- The other cities are: Bristol, Cambridge, Leeds, Manchester, Newcastle, Norwich and Oxford
- BCC secured DfT Cycling City Ambition Grant (CCAG) in 2013 to deliver the £24m BCR Phase 1 programme. Implementation of the works for this Phase are now underway.
- BCC secured further CCAG and LGF to deliver the BCR Phases 2 & 3 (£8m and £30m respectively) additional cycle infrastructure over the next 5 years.
- Allocated to Highways is approximately £24.3m, for schemes predominately along the City's major arterial roads (and network of local routes along minor roads.)

# Managing the process



## Highways:

- Divided into 4 areas
- Dedicated Project Manager
- Stakeholder engagement
- Manage expectations

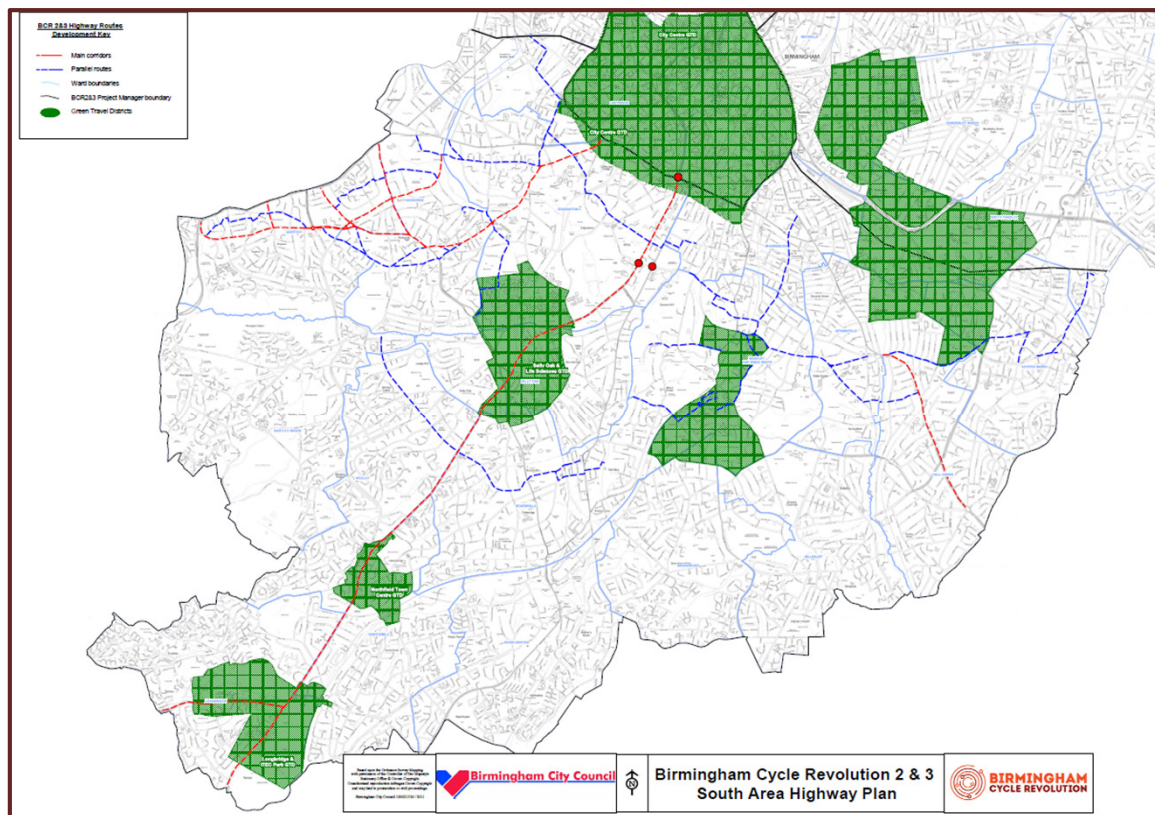
## Other Elements:

- Canal Towpath upgrades
- Green Routes & Local Links
- Birmingham Big Bikes
- Cycle Parking
- Brompton Docks (Bike Hire)
- Green Travel Districts
- 'Mini Holland' - Pilot/Trial

# South Area - Overview

## Key characteristics:

- Main routes (red lines) Harborne Road Main Corridor, A38 Bristol Road and Stratford Road (BCR2)
- Major Junctions on the A38 at Belgrave Middleway and Priory Road
- Series of parallel routes (dashed blue lines) to create local networks along minor roads.
- Green Travel Districts (green areas) Selly Oak and Life Sciences, Northfield Town Centre, Longbridge and ITEC Park, and Moseley & Kings Heath
- 937 bikes were given out as part of the Big Birmingham Bikes initiative
- 20mph Area between Pershore Road and Hagley Road, from the Ring Road to the A4040 (outer circle)

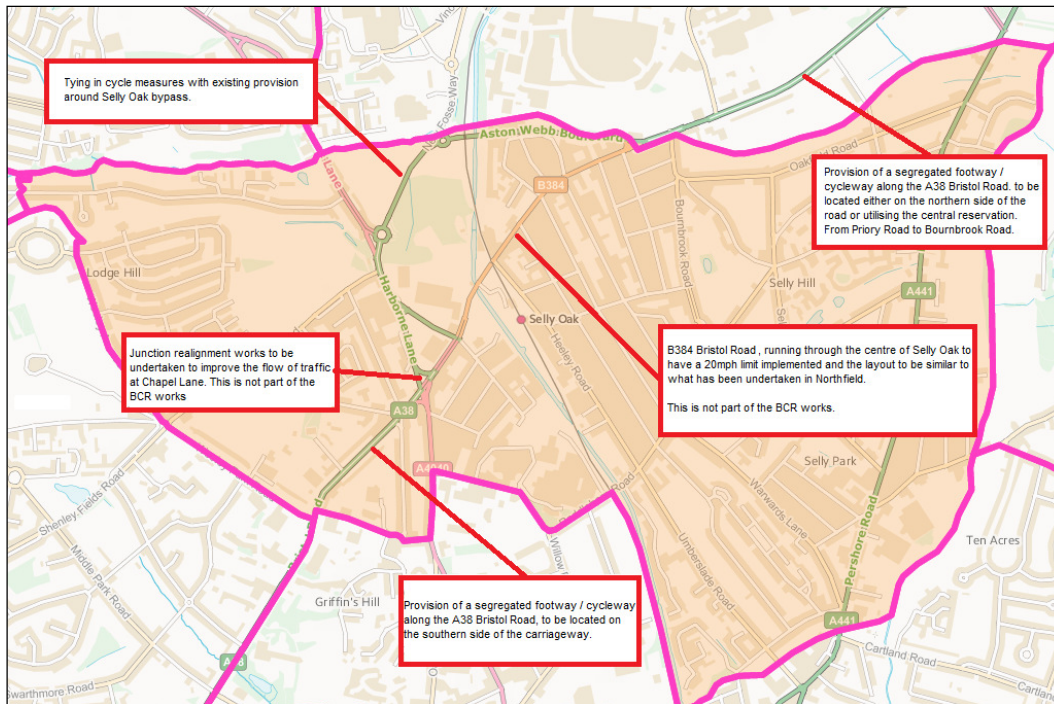




# Selly Oak - Overview

## Key characteristics:

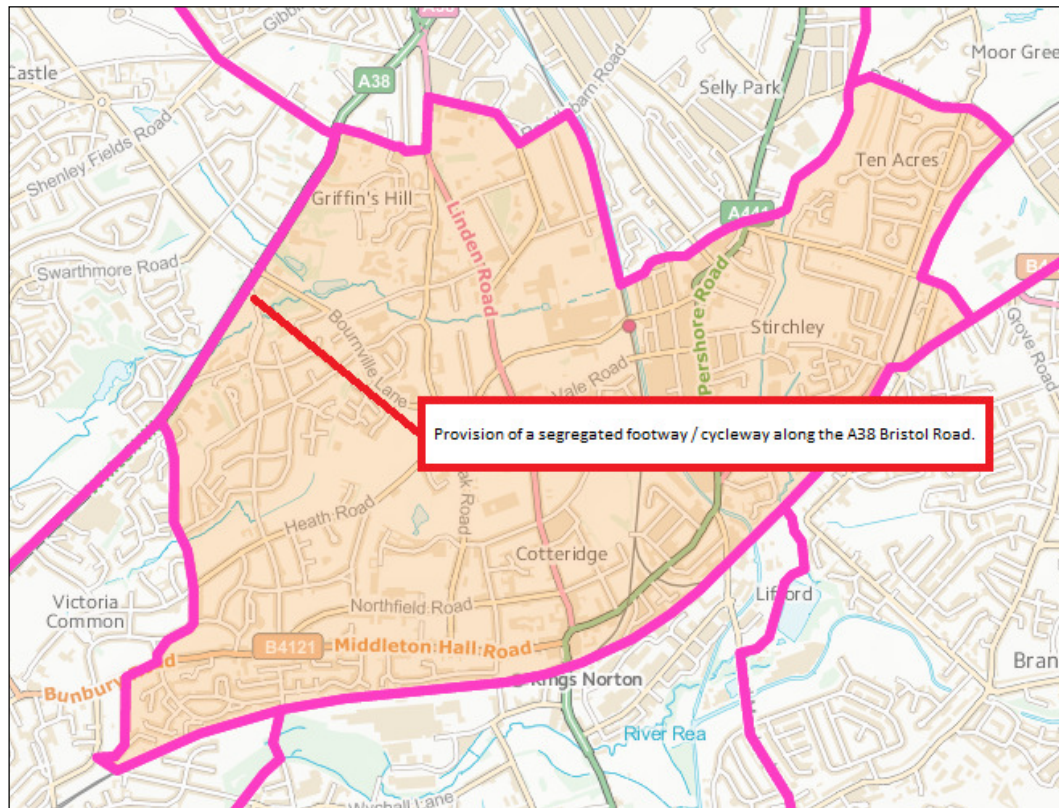
- Provision of a segregated footway / cycleway along the A38 Bristol Road, to be located either on the northern side of the road or utilising the central reservation. From Priory Road to Bournbrook Road.
- Tying in of cycle measures with the existing provision around Selly Oak Bypass
- B384 Bristol Road, running through the centre of Selly Oak to have a 20mph limit implemented and the layout to be similar to what have been undertaken in Northfield. This is not part of the BCR works.
- Junction realignment works to be undertaken to improve the flow of traffic at Chapel Lane. This is not part of the BCR works.



# Bournville - Overview

## Key characteristics:

- Provision of a segregated footway / cycleway along the A38 Bristol Road.








# Aims

to 'promote sustainable travel options by increasing the attractiveness of cycling', which will contribute towards:

- Making roads & junctions safer for cyclists
- Improving health & the environment
- Reducing car use and CO<sub>2</sub> emissions
- Improving connectivity for households without a car, and
- Benefiting pedestrians, public transport users and road safety

## How? The options available

-  On road (within existing traffic lanes)
-  Bus lanes with cycle use
-  Footpath conversions (shared or segregated)
-  Signs, Lining, Traffic calming...
-  Supportive Measures:  
Big Birmingham Bikes, Green Travel Districts, Canal & Greenway Local Links)



# Considerations

## CYCLISTS

Safety

Quality routes

Continuous  
routes

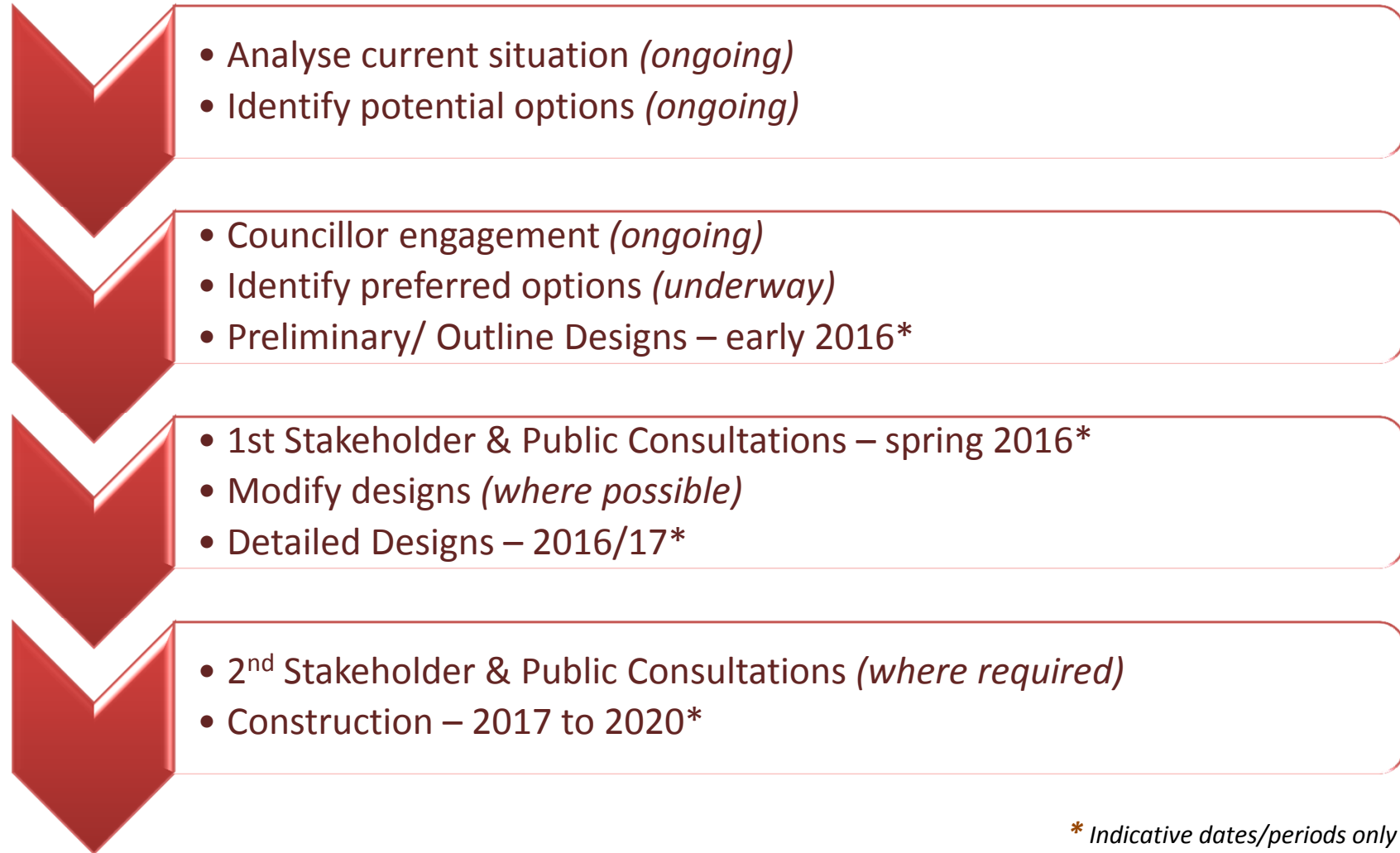
## OTHER ROAD USERS

Road capacity

On-street  
parking

Traffic flow  
management

# Outline Process



\* Indicative dates/periods only

# What's needed from Councillors





**BIRMINGHAM CITY COUNCIL**

**PUBLIC REPORT**

<b>Report to:</b>	<b>SELLY OAK DISTRICT COMMITTEE</b>	<i>Exempt information paragraph number – if private report:</i>
<b>Report of:</b>	<b>ROBERT JAMES - SERVICE DIRECTOR HOUSING TRANSFORMATION</b>	
<b>Date of Decision:</b>	<b>17 March 2016</b>	
<b>SUBJECT:</b>	<b>ADDITIONAL HOUSE IN MULTIPLE OCCUPATION (HMO) LICENSING – CONSULTATION ON PROPOSALS FOR SELLY OAK WARD</b>	
<b>Key Decision: No</b>	<b>Relevant Forward Plan Ref: NA</b>	
<b>If not in the Forward Plan: (please "X" box)</b>	<b>Chief Executive approved</b> <input type="checkbox"/> <b>O&amp;S Chairman approved</b> <input type="checkbox"/>	
<b>Relevant Cabinet Member(s) or Relevant Executive Member for Local Services:</b>	<b>Councillor John Cotton – Neighbourhood Management and Homes</b>	
<b>Relevant O&amp;S Chairman:</b>	<b>Councillor Zafar Iqbal – Neighbourhood and Community Services</b>	
<b>Wards affected:</b>	<b>Selly Oak</b>	

<b>1. Purpose of report:</b>
<p>1.1 To inform Committee on the preparation of the Business Case for Additional Licensing in the Selly Oak Ward</p> <p>1.2 To seek support for the commencement of formal consultation on proposals to extend HMO licensing in the Selly Oak Ward which is subject to a decision by Cabinet Member for Neighbourhood Management and Homes</p>

<b>2. Decision(s) recommended:</b>
<p>2.1 That the District Committee supports formal consultation on Additional Licensing for HMOs in the Selly Oak Ward and recommends that the Cabinet Member publishes the business case and commences the consultation in accordance with the Housing Act 2004.</p>

<b>Lead Contact Officer(s):</b>	Peter Hobbs – Service Head Housing
<b>Telephone No:</b>	0121 675 7936
<b>E-mail address:</b>	Pete.hobbs@birmingham.gov.uk

### **3. Consultation**

Consultation should include those that have an interest in the decisions recommended

#### **3.1 Internal**

The proposal to consult on additional licensing has been reported to the District Committee at the meeting on 28 January 2016. The proposal has also been discussed with Councillor John Cotton- Cabinet Member Neighbourhood Management and Homes.

#### **3.2 External**

The Council carried out an initial consultation on Be Heard from May to July 2015 on the proposal to consider using additional powers under licensing for the Private Rented Sector. The proposal has also been discussed with Birmingham's Private Landlord Forum Steering Group and representatives of the National Landlords Association.

### **4. Compliance Issues:**

#### **4.1 Are the recommended decisions consistent with the Council's policies, plans and strategies?**

The proposal is consistent with the Council's policies on enforcement for the Private Rented Sector and plans to improve neighbourhood management to support communities.

#### **4.2 Financial Implications (Will decisions be carried out within existing finance and Resources?)**

The consultation will be undertaken within existing financial resources

#### **4.3 Legal Implications**

The Council has the power to designate an area of their district as subject to additional licensing under Part 2, Section 56 Housing Act 2004, in relation to a description of HMOs specified in the designation, if the following requirements are met.

*“(2) The authority must consider that a significant proportion of the HMOs of that description in the area are being managed sufficiently ineffectively as to give rise, or to be likely to give rise, to one or more particular problems either for those occupying the HMOs or for members of the public.*

*(3) Before making a designation the authority must—*

*(a) take reasonable steps to consult persons who are likely to be affected by the designation; and*

*(b) consider any representations made in accordance with the consultation and not withdrawn.*

#### 4.4 Public Sector Equality Duty (see separate guidance note)

The Council will undertake an assessment of equality impact as part of the final decision making on whether to proceed with Additional Licensing in the Selly oak Ward.

### 5. **Relevant background/chronology of key events:**

#### 5.1 The Council currently operates a statutory licensing scheme for certain types of House in Multiple Occupation

- it's rented to 5 or more people who form more than 1 household
- it's at least 3 storeys high
- tenants share toilet, bathroom or kitchen facilities

The Council commenced consultation on whether to extend the existing scheme in May 2015. As a result of the feedback from the public it has been agreed by the Cabinet Member for Neighbourhood Management and Homes to develop a business case with a view to formally consult local stakeholders in the Selly Oak Ward over Additional Licensing for HMOs. The District Committee received an update briefing at the meeting on 28 January 2016. Local work by a project team has developed the outline business case to address the key issues raised by the public and local elected members, namely

#### 5.2 Key Issues

- **Rubbish and Waste Management in particular at the end of college terms**
- **Unregulated Development by landlords such as new extensions or loft conversions without planning approval or use of unsuitable buildings as living accommodation**
- **Building and Construction Works impacting on the highway and neighbouring properties**
- **Fire protection and low quality repair standards causing problems during periods of tenancy**
- **Lack of effective heating and insulation giving rise to damp and mould growth impacting on health of tenants**

5.3	The Selly Oak Project Officers group, that has been working in partnership for some time to tackle issues in the area resulting from poorly managed PRS properties, has provided evidence for the Business Case. In addition the Council has received detailed feedback from local community groups.
5.4	Should formal consultation go ahead the minimum period would be 12 weeks and a report would then be presented to the Cabinet Member for decision. The consultation would focus on the Selly Oak Ward but may recommend variations to the proposal for types of HMO or the area to be included in the designation dependent on the feedback or other alternative proposals that come forward.
5.5	A further report will come to the District Committee in due course.

<b>6.</b>	<b>Evaluation of alternative option(s):</b>
6.1	The Council has an existing scheme for HMO licensing, but not all HMOs in the Selly Oak Ward are included in the scheme. The Council has other powers to tackle some the issues highlighted but the use of HMO licensing conditions and powers is seen as potentially a stronger framework for compliance. The report on the outcome of the formal consultation will include a review of options for the Council.

<b>7.</b>	<b>Reasons for Decision(s):</b>
7.1	To support a case for formal consultation on Additional Licensing in Selly Oak Ward

<b>Signatures</b>	<b><u>Date</u></b>
Executive Member for Local Services Selly Oak District	.....

<b>List of Background Documents used to compile this Report:</b>
None

<b>List of Appendices accompanying this Report (if any):</b>
1. Nil

<b>Report Version</b>	<b>1</b>	<b>Dated</b>	<b>8/03/2016</b>
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DRAFT



## Selly Oak District

### Performance Narrative Quarter 3 2015 / 2016

Anti Social Behaviour	<b>Managed by Jonathan Antill (Acting Senior Service Manager)</b> <ul style="list-style-type: none"><li>• The ASB teams received 150 new cases during the Quarter and closed 135 with 100% of these were successfully closed.</li><li>• The ASB initial contact performance during this quarter is 100% being contacted within the target time.</li><li>• As at 17/2/2016 the two local teams were working on 89 ASB cases of these, 29 were Cat A cases.</li><li>• On The 17/2/2016 The Billesley ward had 22.5% (20 cases); Bournville ward 23.6% (21 cases), Brandwood ward 49.4% (44 cases) and Selly Oak ward 4.5% (4 cases) of the ASB cases open.</li></ul>												
Estates and Tenancy Management	<b>Managed by Jonathan Antill (Acting Senior Service Manager)</b> <p>The Selly Oak District has 6133 local authority Housing Properties.</p> <table><tr><td>Billesley ward</td><td>2375</td><td>tenancies</td></tr><tr><td>Bournville ward</td><td>857</td><td>“</td></tr><tr><td>Brandwood ward</td><td>2511</td><td>“</td></tr><tr><td>Selly Oak ward</td><td>390</td><td>“</td></tr></table> <p>The District has 27 high rise blocks managed by the local Housing teams.</p> <p>The city target for cleaning of high rise blocks is for 100% of them to achieve a 'satisfactory' score rating of 45 points and above with 72% of them expected to achieve a 'good' score rating of 60 points or above.</p> <p>In the quarter 100% of our high rise blocks achieved a 'good' rating or higher.</p> <p><b>Low Rise Blocks</b></p> <p>Within the constituency currently 106 low rise blocks are covered by either neighbourhood caretaking</p>	Billesley ward	2375	tenancies	Bournville ward	857	“	Brandwood ward	2511	“	Selly Oak ward	390	“
Billesley ward	2375	tenancies											
Bournville ward	857	“											
Brandwood ward	2511	“											
Selly Oak ward	390	“											

	<p>schemes or external contract cleaners.</p> <p>For the quarter the Selly Oak District achieved, 100% of the blocks audited were found to be cleaned to a satisfactory standard or better. This is above the City Target of 99%</p> <p><b>Lodgers in Occupation also known as Unlawful Occupiers</b></p> <p>At the end of the quarter Selly Oak District had 13 open cases over 12 weeks. These cases are complex and often require us to take court possession action. Dealing with cases of this nature, including waiting for court hearing dates will take cases beyond 12 weeks.</p> <p>Unlawful Occupiers left in occupation are required to pay a use and occupation charge whilst their application is being determined.</p> <p><b>Introductory Tenancies</b></p> <p>At the end of the quarter the Selly Oak District had 1.8% of its Introductory tenancies over 12 months old. This is well within the City target of 8%.</p> <p><b>Condition of Estates- Average of Bi-annual estate assessment scores.</b></p> <p>Selly Oak District was assessed at 31.1 points This puts its estates into the "Excellent" range of scores.</p>
<b>Voids and Lettings</b>	<p><b>Voids is managed by Gary Nicholls (Senior Service Manager) and Lettings by Karen Markall (Acting Senior Service Manager)</b></p> <p>For the Quarter the average day's turnaround to re-let all properties in the Selly Oak District was 25.4 days. This is better than the City Target of 30 days and better than the City average.</p> <p>Average days void turnaround sheltered properties only is 74.9 days. Please note that these figure can widely fluctuate due to the performance only being measured when a property is let as for example in the case of Ladywood District; this quarter's figure has been greatly distorted by just two properties.</p> <p>The average time taken to repair empty property by the Repairs provider Willmott Dixon South was 12.7 days per void. The performance is within the City target of</p>

	<p>17 days and is again the second best performance in the City.</p> <p>The % of properties advertised and re-let 1<sup>st</sup> time is nearly the same as last quarter and currently stands at 77.2% let first time. This is better than the 75% City Target.</p> <p>Customer satisfaction with the letting Staff was 100% as was their satisfaction with their new home.</p> <p>As a snap shot the Selly Oak District had 7 Sheltered Housing Void properties at the end of the Quarter.</p>
<b>Achievements – Quarter 3</b>	<p><b>These will be verbally presented during the meeting</b></p>



# Housing Transformation Board Performance Report

## Quarter 3 2015-16

Report produced by Place Directorate Performance and Support Services Team  
Version 1.0 5/2/2016

# Contents

**RAG status**  
(based on Q3 data  
unless stated)

Page

## Exception Report

7

## Leasehold and Right to Buy (Sukvinder Kalsi)

Number of Right To Buy applications received

No Target

10

Number of properties sold under Right To Buy

No Target

11

Right to Buy compliance to statutory timescales

Red

12

## Rent Service (Tracy Holsey)

Percentage of rent collected

Green

13

Current amount of rent arrears

Green

14

## Homeless Service/Allocations (Jim Crawshaw)

Number of households in Temporary Accommodation

Red

15

Number of households in B&B

Red

16

Number of homeless preventions

Year end  
target

17

Number of health and housing assessments currently outstanding

No Target

18

Number of households on housing waiting list

No Target

19

Average number of weeks families in B&B

No Target

20



**Landlord Services**

**Antisocial Behaviour (Tracey Radford)**

Number of new ASB cases received - A, B and C categories	No Target	21
Number of new hate crime cases	No Target	23
Percentage of A cases responded to on time	Amber	24
Percentage of B cases responded to on time	Green	
Percentage of C cases responded to on time	Green	
Total ASB cases closed	No Target	25
Percentage of ASB cases closed successfully	Green	26
Number of current ASB cases	No Target	27
Number of Live Think Family cases	No Target	28

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

Percentage of high-rise blocks rated good or better	Green	29
Percentage of low-rise blocks rated satisfactory or better	Green	30
Number of current 'Lodgers in Occupation' for more than 12 weeks	No Target	31
Percentage of introductory tenancies over 12 months old, not made secure	Green	32
Condition of estates - average of bi-annual estate assessment scores	No Target	33
Condition of estates - number of excellent, good and poor ratings to date	No Target	34

**Voids and Lettings (Gary Nicholls)**

Average days void turnaround - excluding void sheltered properties	Green	35
Average days void turnaround - all voids	Green	36
Average days void turnaround - void sheltered properties only	No Target	37
Average calendar days to repair a void property	Amber	38
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Red	39
Percentage of void properties let first time	Green	40
Customer satisfaction with letting staff	Green	41
Customer satisfaction with new home	No Target	42

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

Number of new void sheltered properties	No Target	43
Number of current void properties - sheltered only	No Target	44
Percentage of support plans completed in 4 weeks	Green	45
Percentage of Careline calls answered within 60 seconds	Green	46

**Housing Customer Service Hubs (Arthur Tsang)**

Number of calls handled	No Target	47
Average time taken to answer calls (in seconds)	Green	48
Percentage of calls answered	Green	49

## Asset Management and Maintenance (John Jamieson)

### Repairs:

Percentage of Right To Repair jobs completed on time

Percentage of appointments kept

We will respond to emergency repairs in two hours

We will resolve routine repairs within 30 days

Amber

Amber

Red

Red

**Bham Promise**

**Bham Promise**

50

51

52

53

### Gas:

Percentage of gas servicing completed against period profile

Percentage of gas repairs completed within 7 days

Green

Green

54

55

### Customer Satisfaction:

Customer satisfaction with repairs

Amber

56

### Independent Living:

Number of households assisted by independent living

Number of Wise Move completions

Green

No Target

57

58

## Capital Works (Martin Tolley)

### Capital Works:

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

59

Amber

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

60

Red

Percentage of customers satisfied with contractor performance

61

Green

Percentage of customers satisfied with the quality of their home improvement

62

Green

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

63

Green

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

64

Green

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

65

## Private Sector Housing (Pete Hobbs)

### Houses in Multiple Occupation (HMO) Licencing:

Percentage of Houses in Multiple Occupation licences issued

67

No Target

Percentage of Licenced and unlicensed Houses in Multiple Occupation inspected

68

No Target

### Private Tenancy Unit:

Percentage of Private Tenancy Unit - Requests for assistance

69

No Target

Percentage of Private Tenancy Unit - Cases assisted through advice

70

No Target

Percentage of Private Tenancy Unit - Cases assisted through intervention

71

No Target

### Empty Properties:

Percentage of Empty properties brought back into use

72

Green

CBP

## Housing Development (Clive Skidmore)

Percentage of Number of affordable homes provided

73

Green

# Housing Transformation Board

## Exception Report Quarter 3 2015-16

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

<b><u>Leasehold and Right to Buy (Sukvinder Kalsi)</u></b>				Page: 12
Measure:	Right to Buy compliance to statutory timescales			
Target:	92%			
Performance:	51%			
Commentary provided by:	Louise Fletcher			
	<div>There has been a significant increase in the number of Right to Buy applications submitted to BCC, this is mainly due to an ongoing publicity campaign by DCLG. This increase, combined with a reduction in the size of the Home Sales team, and additional audit requirements has resulted in legislative timescales not being met. To remedy this issue audit requirements regarding Social Housing Fraud are an agenda item at a Housing Transformation Board meeting in February, and the Home Ownership Service is about to be redesigned to ensure that resources are more appropriately placed to respond effectively to increased demand and pressures on the service.</div>			
Page 45 of 120				
<b><u>Homeless Service/Allocations (Jim Crawshaw)</u></b>				Page: 15
Measure:	Number of households in Temporary Accommodation			
Target:	990			
Performance:	1191			
Commentary provided by:	Jim Crawshaw			
	<div>In December the total number of households accommodated in Temporary Accommodation increased to 1,182, this is an increase of 14 from November and exceeds the proposed target by 192. Although there was a slight dip over the Christmas period the increased number of homeless applications, that directly impacts the total number of households in temporary accommodation, continues and has seen the figure for the total number in Temporary Accommodation rise. The service continues to work towards reducing the numbers in temporary accommodation by supporting households through the bidding process and ongoing work to discuss and help households with alternative options such as Let To Birmingham. Additionally we have been invited to bid for up to £200k additional funding from DCLG in order to reduce the number of households in TA.</div>			

## Homeless Service/Allocations (Jim Crawshaw)

**Measure:** Number of households in B&B

**Target**

60

**Performance:**

83

Page: 16

**Commentary provided by:**

Jim Crawshaw

The number of households in B&B for December was 83, this is a reduction of 12 from November's figure of 95 and a reduction of 30 from October when 113 households were accommodated in B&B. December's figure does exceed the proposed target by 23. The increase in homeless applications, which subsequently affects the number of households in B&B, saw a short dip during the Christmas period. Continued use of the procured contractor 'maze properties' allows us to move households out of B&B earlier and into more suitable temporary accommodation, two of the City Councils homeless centres are closed undergoing planned refurbishment and a third homeless centre 'Breedon Road' is to close at the end of January for refurbishment. We continue to make best use of other available options such as the Gateway Partnership and by securing tenancies in the private sector through the City Councils social letting agency Let to Birmingham.

## Voids and Lettings (Gary Nicholls)

Page 4

**Measure:**

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

Page: 39

**Target**

10

**Performance:**

15.3

**Commentary provided by:**

Gary Nicholls

The FFL to TSD is a component part of the overall void turnaround time which is currently 22.7 days. Although performance for FFL to TSD is still above the 10 day target, there has been further improvement from Quarter 2 which was 19.7 days to this quarter which is 15.3 days. This particular indicator is often influenced by long term sheltered properties where there have been several offers made before a property is relet.

## Asset Management and Maintenance (John Jamieson)

**Measure:**

We will respond to emergency repairs in two hours

Page: 52

**Target**

100%

**Performance:**

96.7%

**Commentary provided by:**

John Jamieson

3rd Quarter performance (96.7%) has remained within contractual target levels

**Asset Management and Maintenance (John Jamieson)**

**Measure:** We will resolve routine repairs within 30 days Page: 53

**Target** 100%  
**Performance:** 94.3%

**Commentary provided by:** John Jamieson

3rd Quarter performance (94%) has shown improvements against previous quarters demonstrating that the work with contractors to improve is having a positive impact especially given the seasonal increase in repairs expected during the Autumn and Winter periods.

**Capital Works (Martin Tolley)**

**Measure:** The percentage of capital improvements works completed and audited by BCC with no defects on handover Page: 60

**Target** 97%  
**Performance:** 65.1%

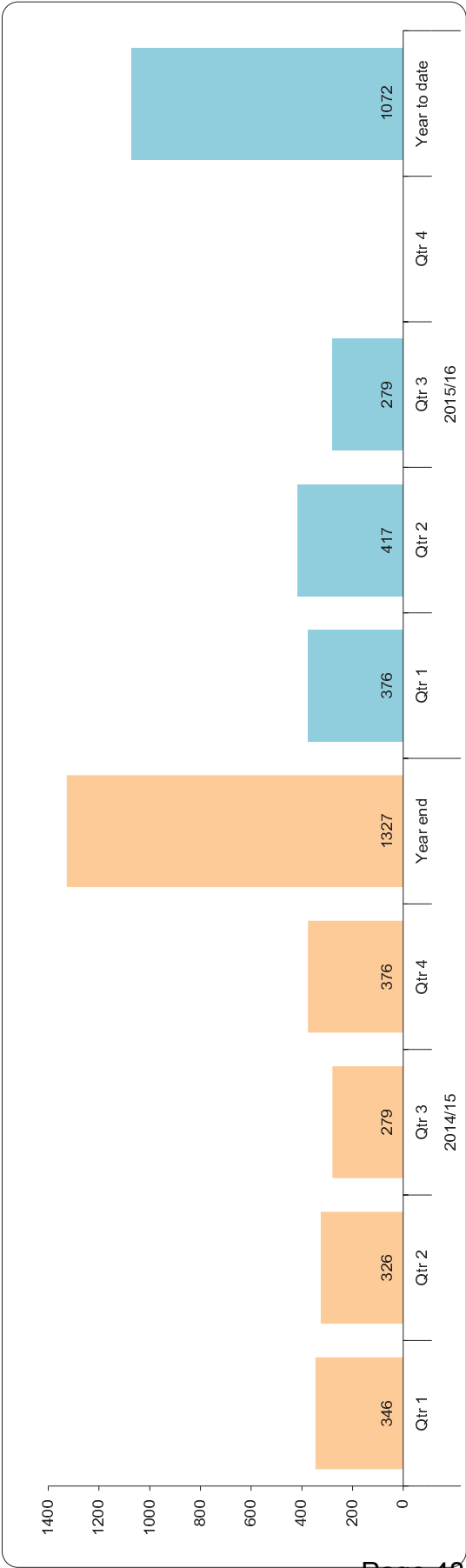
**Commentary provided by:** Pat McWilliam

Due to comprehensive auditing of capital works completed, we are working with service providers to improve the level of completed works that is handed over with no defects - in particular on the completion of a kitchen and bathroom refurbishment. Although the majority of kitchen and bathroom jobs have a defect at handover the monetary value of the rectification of the defect is minimal when compared to the overall value of the job

**Leasehold and Right to Buy (Sukvinder Kalsi)**

**Number of Right To Buy applications received**

RAG Status	No Target
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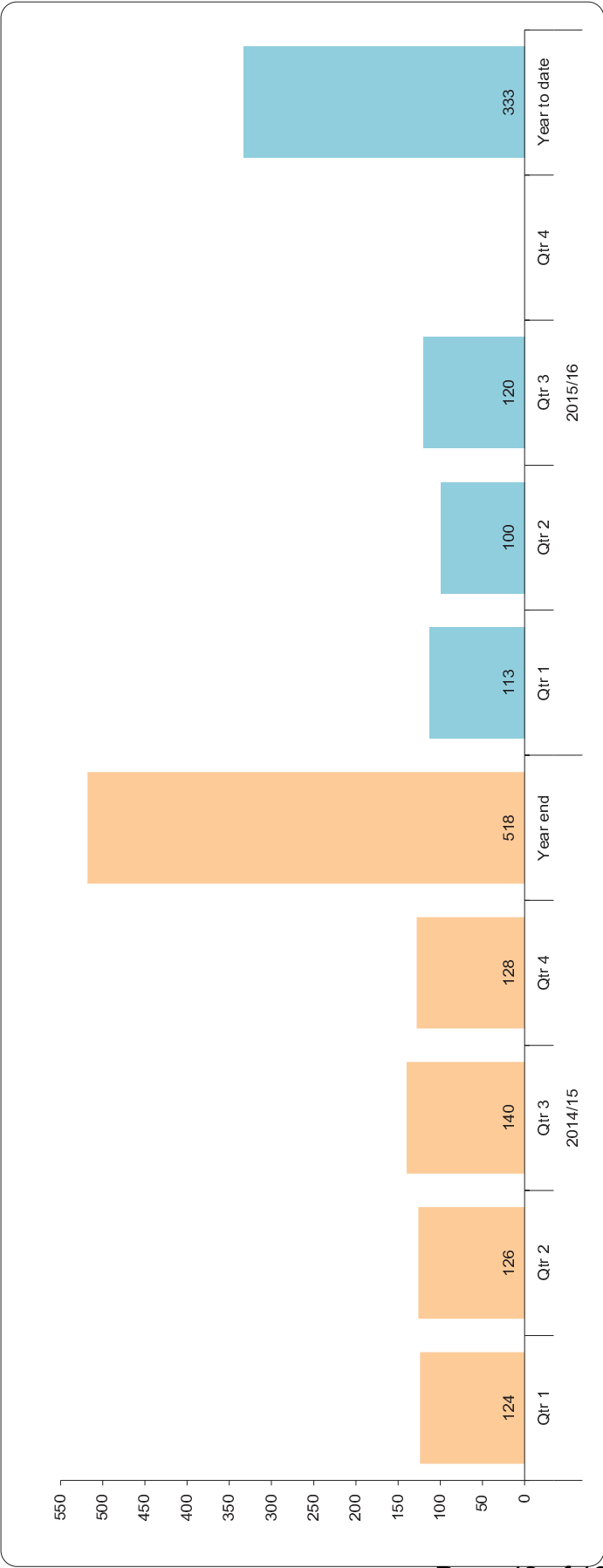
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of Right To Buy applications received	346	326	279	376	1327	376	417	279		1072
Number of Right To Buy applications received Quarter 3 2015-16	34	26	25	44	41	22	16	23	10	38
	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley

RB01



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

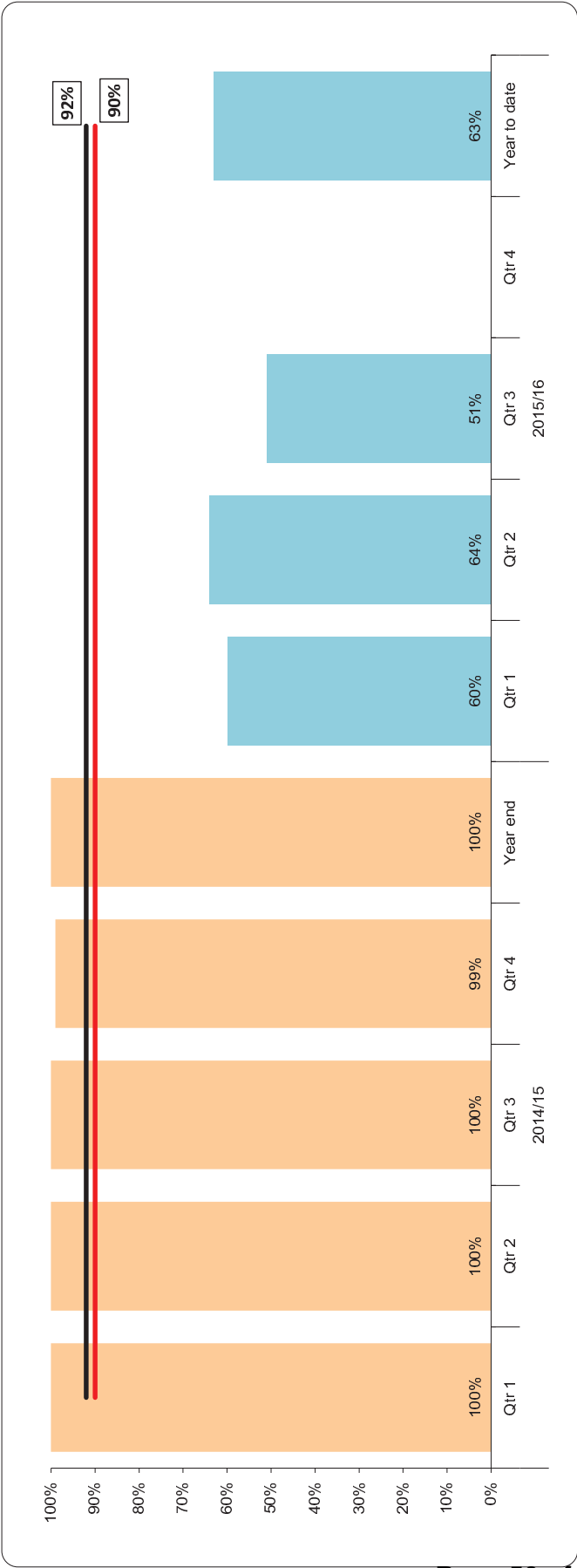


	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3
Number of properties sold under Right To Buy	124	126	140	128	518	113	100	120
								333
Number of properties sold under Right To Buy	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak
Quarter 3 2015-16	12	8	9	21	16	10	9	10
								1
								24
								Yardley

Right to Buy compliance to statutory timescales

RAG Status

Red



Bigger is better

Right to Buy compliance to statutory timescales	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3
	100%	100%	100%	99%	100%	60%	64%	51%
Target	92%	92%	92%	92%	92%	92%	92%	92%
Standard	90%	90%	90%	90%	90%	90%	90%	90%
								63%
								92%
								90%

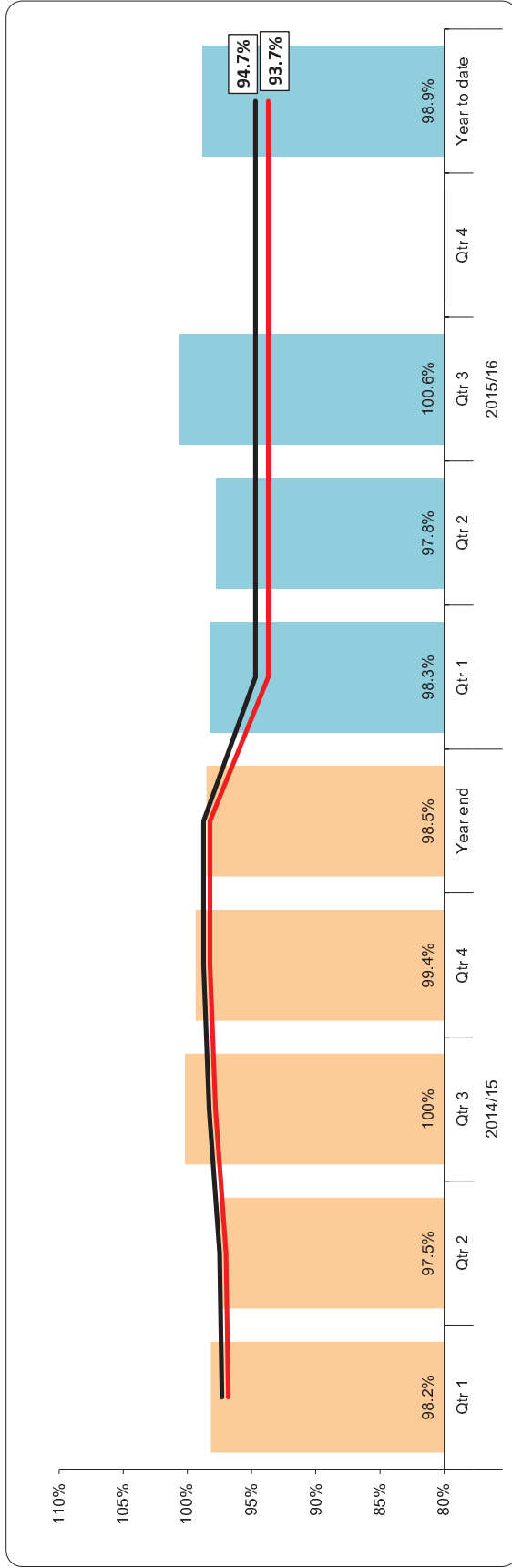
Right to Buy compliance to statutory timescales	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	67%	69%	44%	65%	49%	62%	50%	64%	60%	48%

## Rent Service (Tracy Holsey)

Percentage of rent collected

RAG Status

Green



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of rent collected	98.2%	97.5%	100%	99.4%	98.5%	98.3%	97.8%	100.6%		98.9%
Target	97.3%	97.5%	98.3%	98.7%	98.7%	94.7%	94.7%	94.7%	94.7%	94.7%
Standard	96.8%	97.0%	97.8%	98.2%	98.2%	93.7%	93.7%	93.7%	93.7%	93.7%

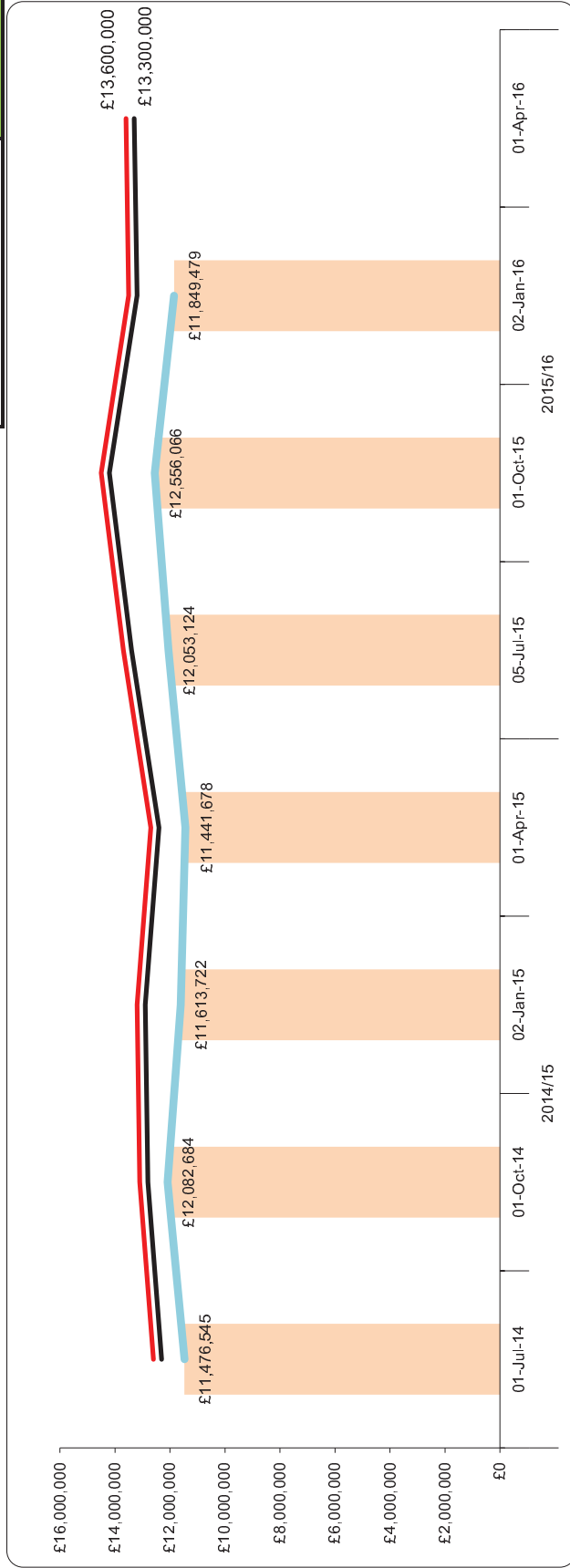
Percentage of rent collected	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	99.96%	101.07%	103.40%	100.57%	98.60%	100.68%	102.42%	100.66%	101.26%	101.44%

R01

## Current amount of rent arrears - Snapshot figure

RAG Status

Green



### Smaller is better

		2014/15				2015/16			
		01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	05-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Current amount of rent arrears - Snapshot figure		£11,476,545	£12,082,684	£11,613,722	£11,441,678	£12,053,124	£12,556,066	£11,849,479	
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 £120,893 arrears from Bloomsbury TMO not included in district breakdown below.

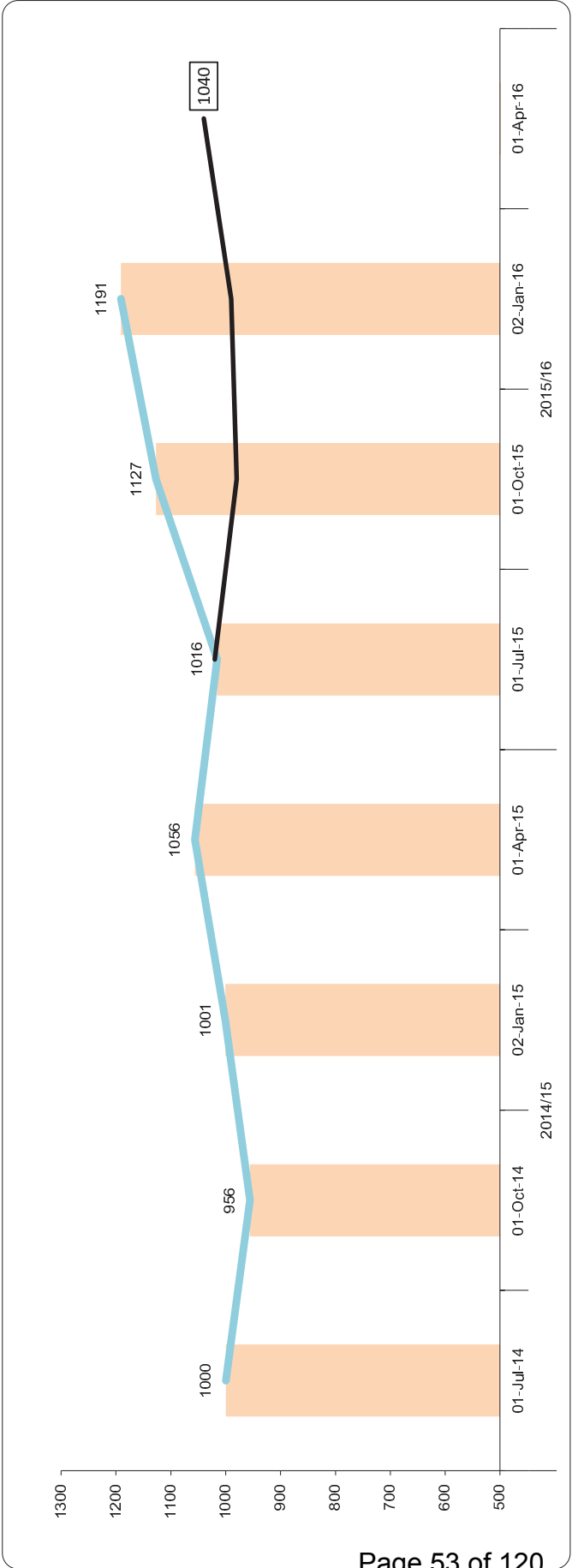
Current amount of rent arrears - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
02 January 2016	£ 1,501,430.0	£ 1,309,835.0	£ 345,815.0	£ 1,589,191.0	£ 2,205,282.0	£ 1,749,699.0	£ 386,650.0	£ 1,006,226.0	£ 269,764.0	£ 1,364,694.0

R02

Number of households in Temporary Accommodation - Snapshot figure

RAG Status

Red

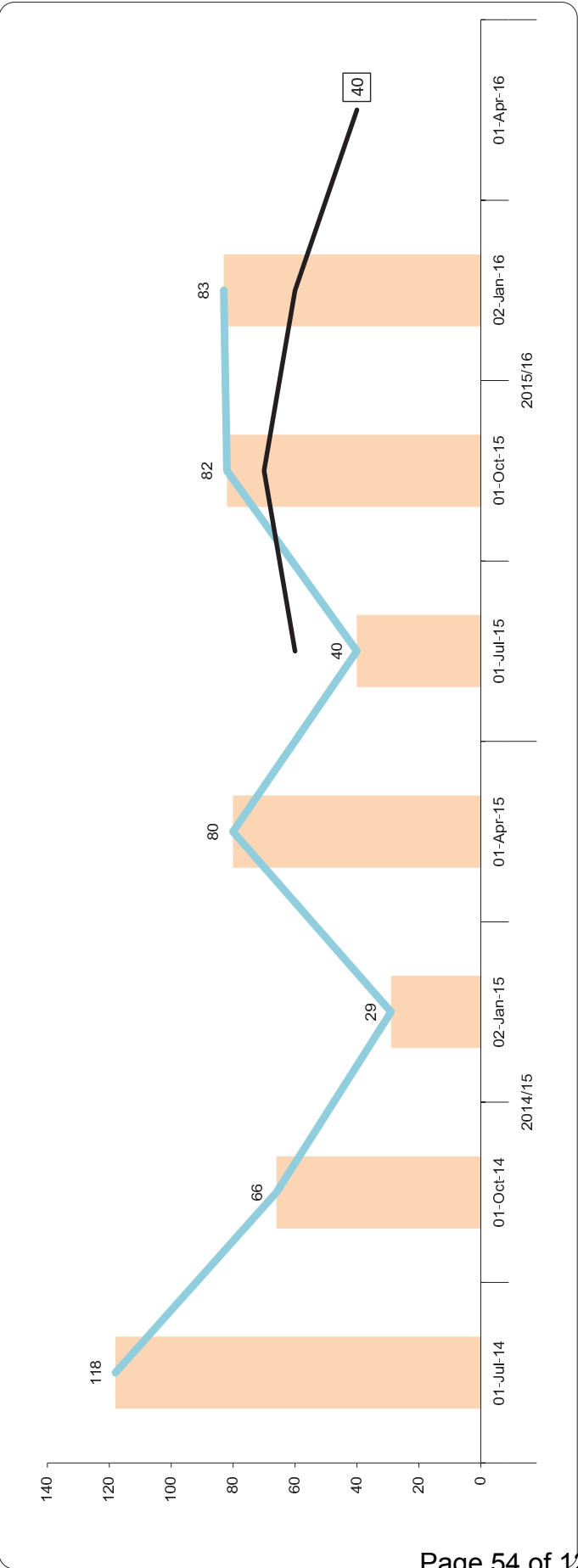


Smaller is better

	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in Temporary Accommodation - Snapshot figure	1000	956	1001	1056	1016	1127	1191	
Target					1020	980	990	1040

SP01

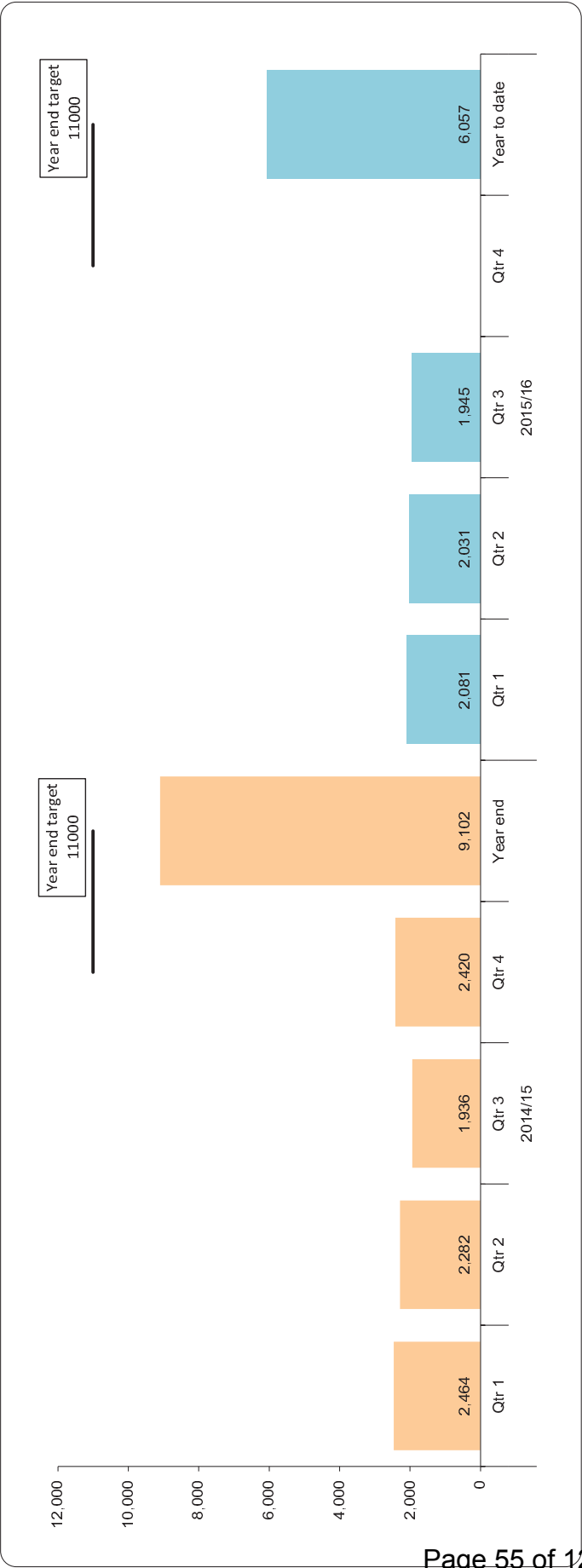
Number of households in B&B - Snapshot figure



Smaller is better

	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of households in B&B - Snapshot figure	118	66	29	80	40	82	83	
Target					60	70	60	40

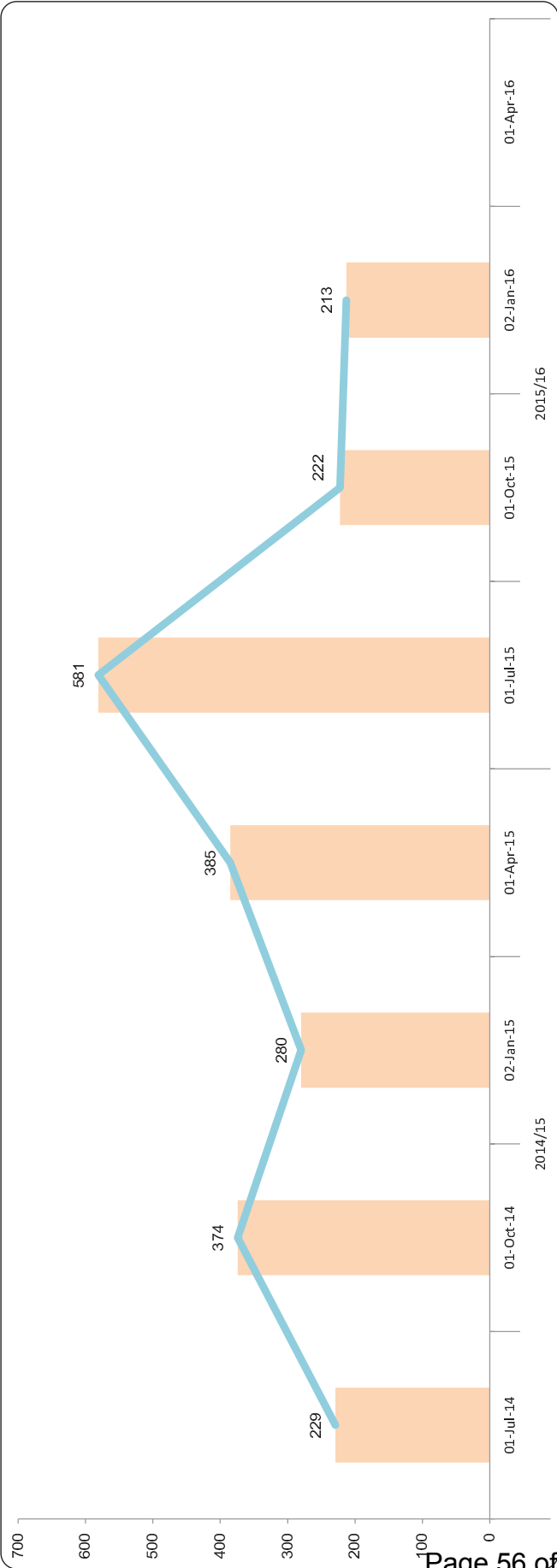
Number of homeless preventions



Bigger is better

	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Number of homeless preventions	2,464	2,282	1,936	2,420	2,081	2,031	1,945	
Year end target					9,102	11,000		6,057
								11,000

Number of health and housing assessments currently outstanding - Snapshot figure



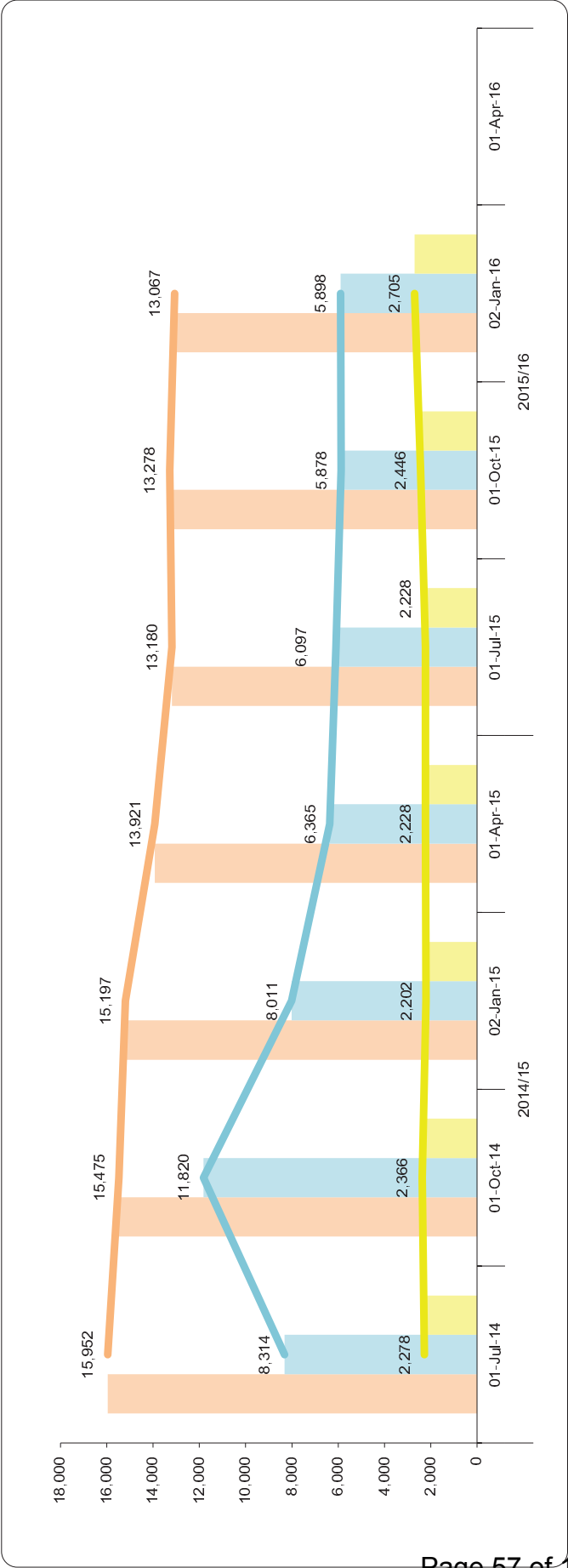
Smaller is better

	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of health and housing assessments currently outstanding - Snapshot figure	229	374	280	385	581	222	213	

SF04



Number of households on housing waiting list - Snapshot figure



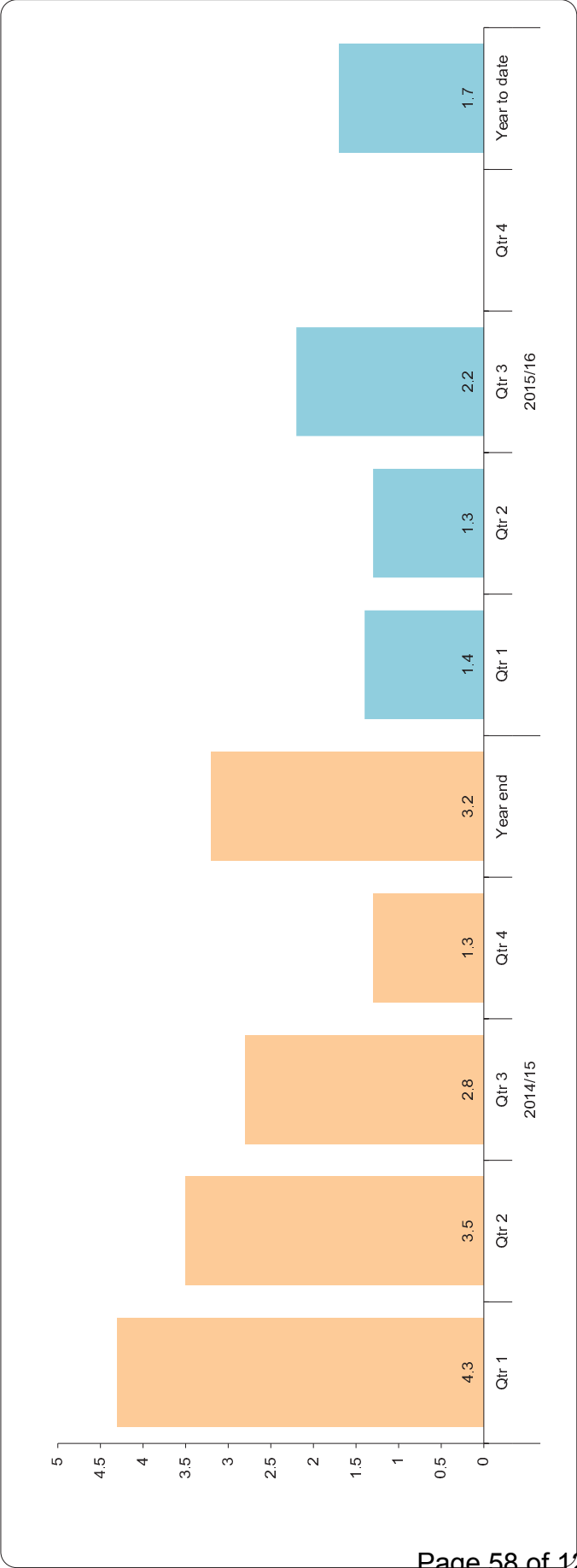
Smaller is better

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

SP05

Average number of weeks families in B&B

RAG Status	No Target
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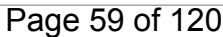


Smaller is better

Average number of weeks families in B&B	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	4.3	3.5	2.8	1.3	3.2	1.4	1.3	2.2		1.7

## Antisocial Behaviour (Tracey Radford)

RAG Status	No Target
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ASB01

21 of 73

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

Category A – Very Serious

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

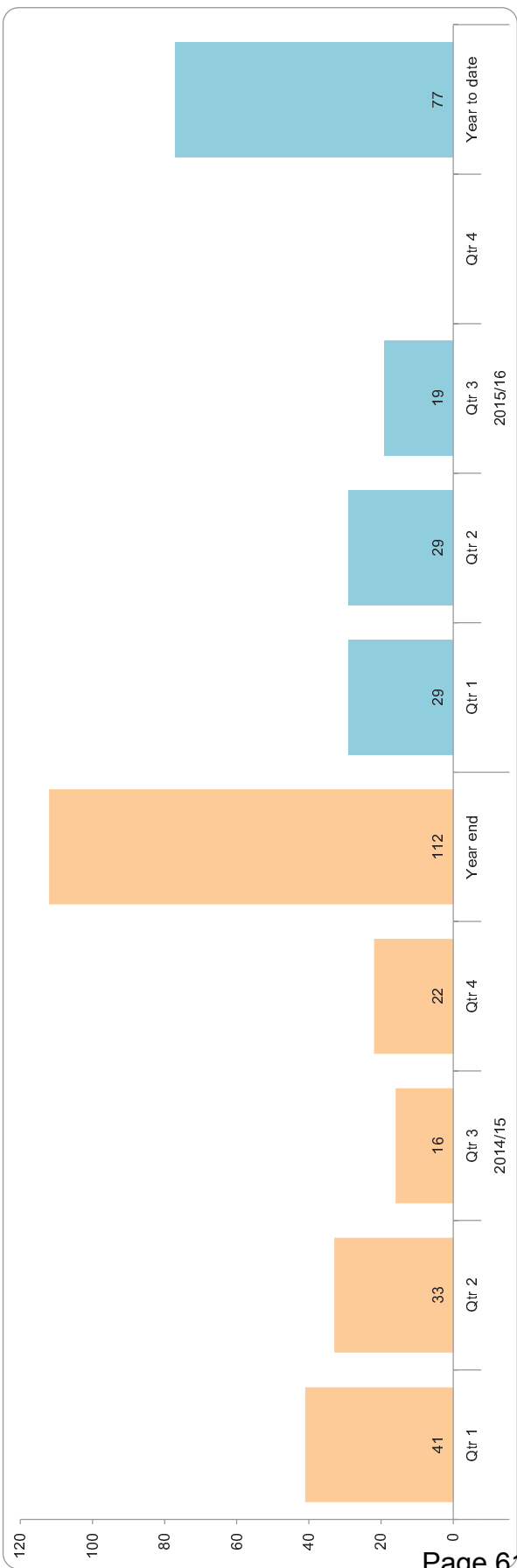
Category B - Serious

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

Category C - Minor

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

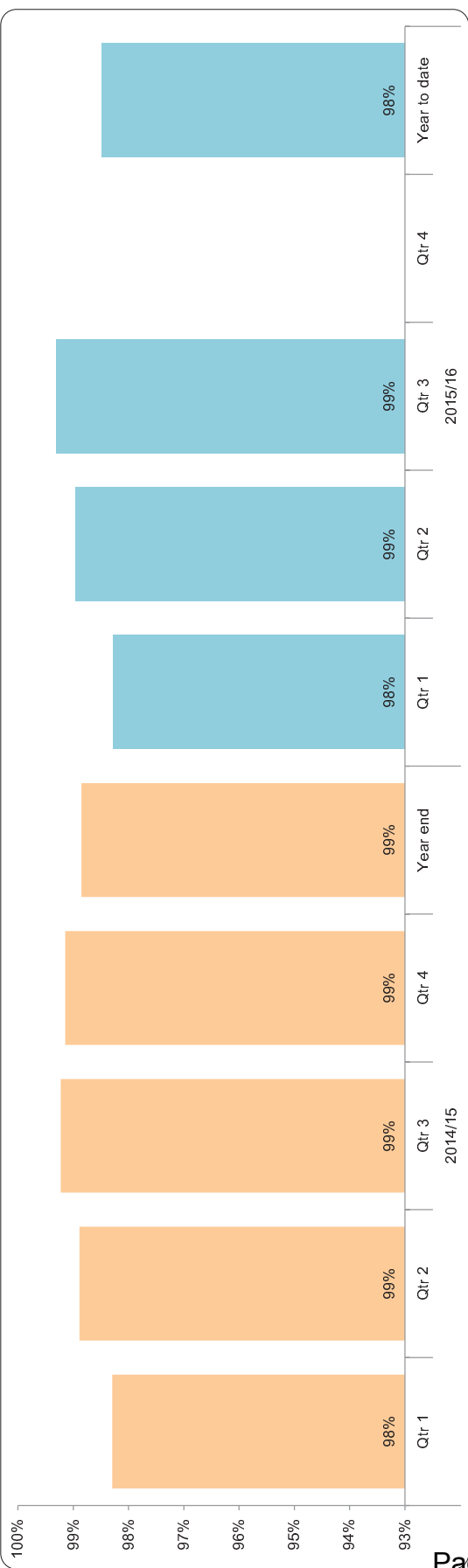
Number of new hate crime cases



	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of new hate crime cases	41	33	16	22	112	29	29	19		77
Number of new hate crime cases	Edgbaston	Erdington	Hal Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
	Quarter 3 2015-16	2	2	3	3	5	0	1	0	1

Percentage of cases responded to on time

RAG Status	See below
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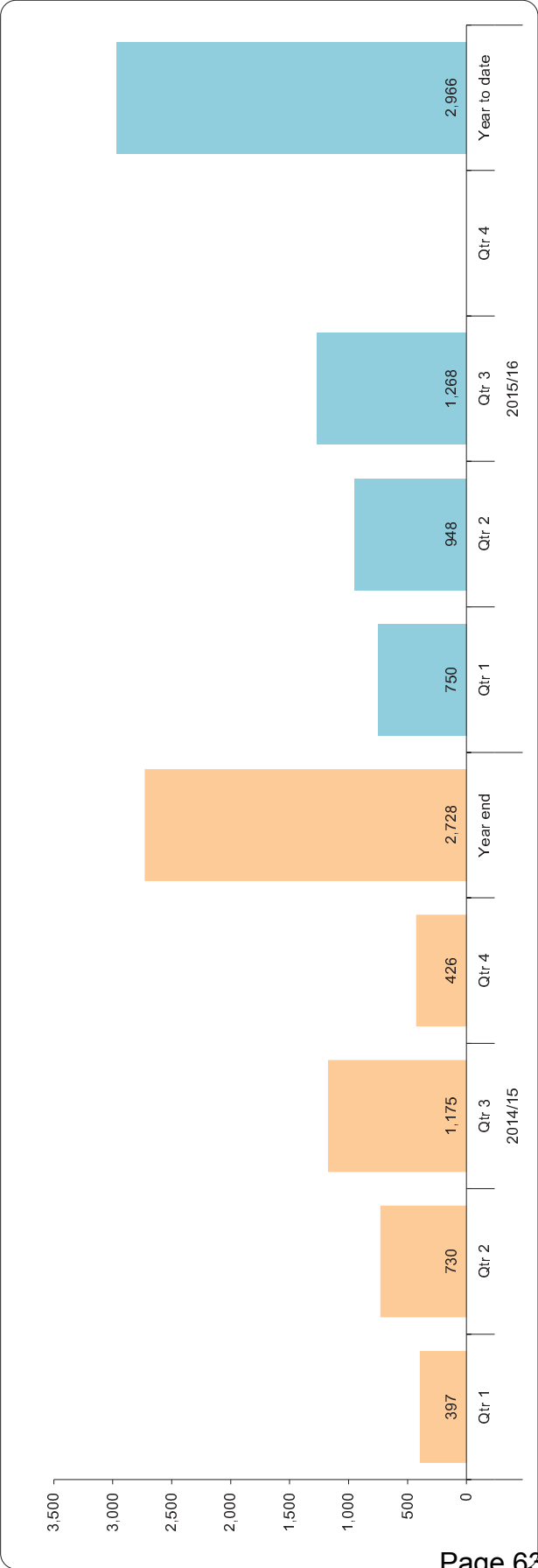
Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of cases responded to on time	98%	99%	99%	99%	99%	98%	99%	99%		98%

	Cases	% of total cases	Target	Standard	RAG Status
Percentage of A cases responded to on time	246	99%	100%	95%	Amber
Percentage of B cases responded to on time	790	99%	95%		Green
Percentage of C cases responded to on time	111	100%	95%		Green

Percentage of cases responded to on time	Edgbaston	Erdington	Hal Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	97%	100%	100%	100%	98%	100%	100%	100%	100%	100%

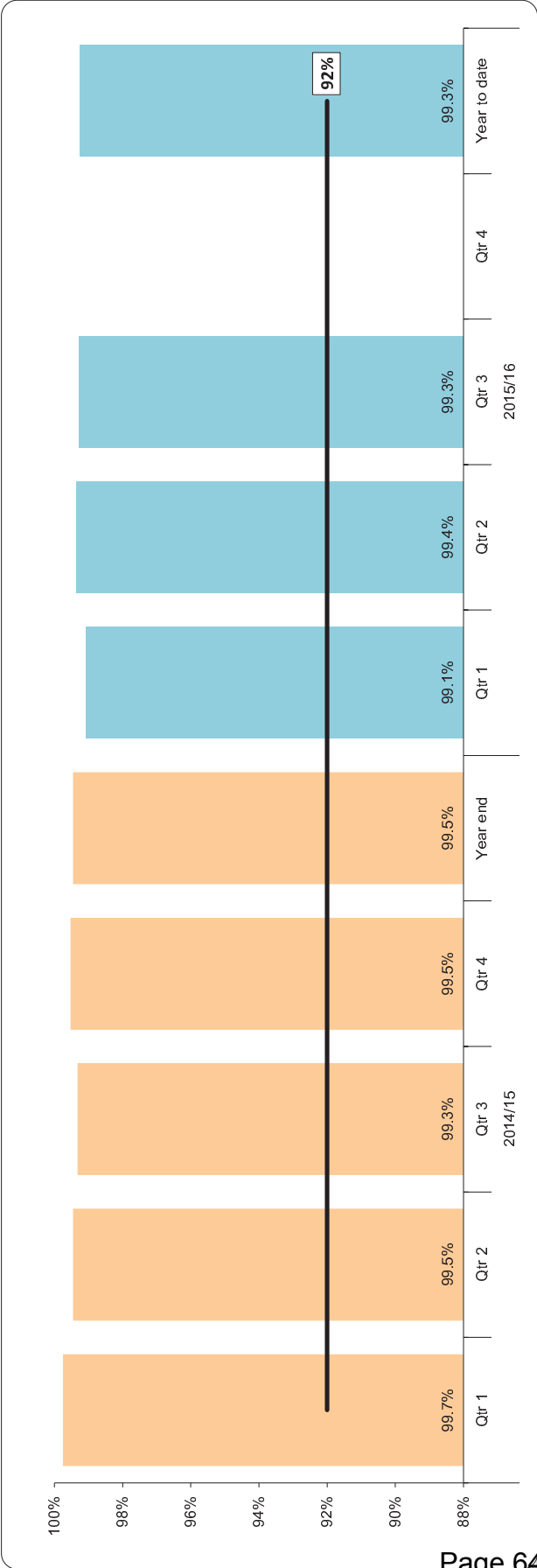
Total ASB cases closed



	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3
Total ASB cases closed	397	730	1,175	426	2,728	750	948	1,268
								2,966

Total ASB cases closed	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	157	143	55	167	159	240	72	135	33	107

Percentage of ASB cases closed successfully



Bigger is better

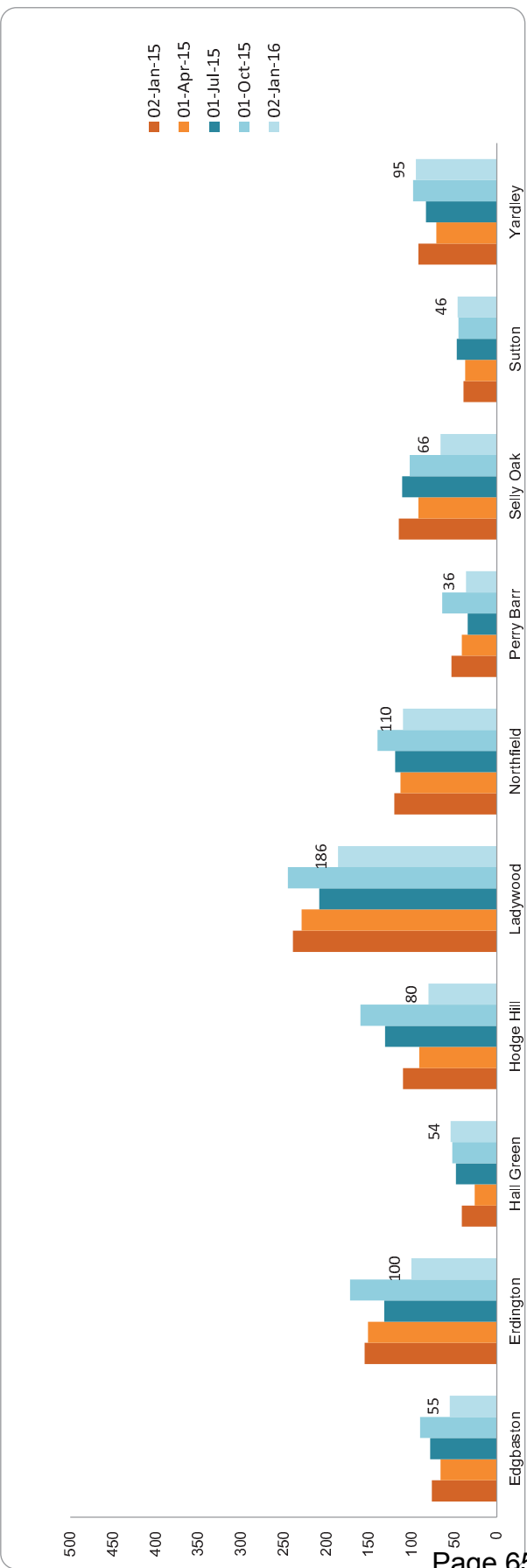
		2014/15				2015/16					
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of ASB cases closed successfully		99.7%	99.5%	99.3%	99.5%	99.5%	99.1%	99.4%	99.3%		99.3%
Target		92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

Percentage of ASB cases closed successfully	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	99%	100%	100%	99%	99%	98%	100%	100%	100%	100%

ASB07



Number of current ASB cases - Snapshot figure

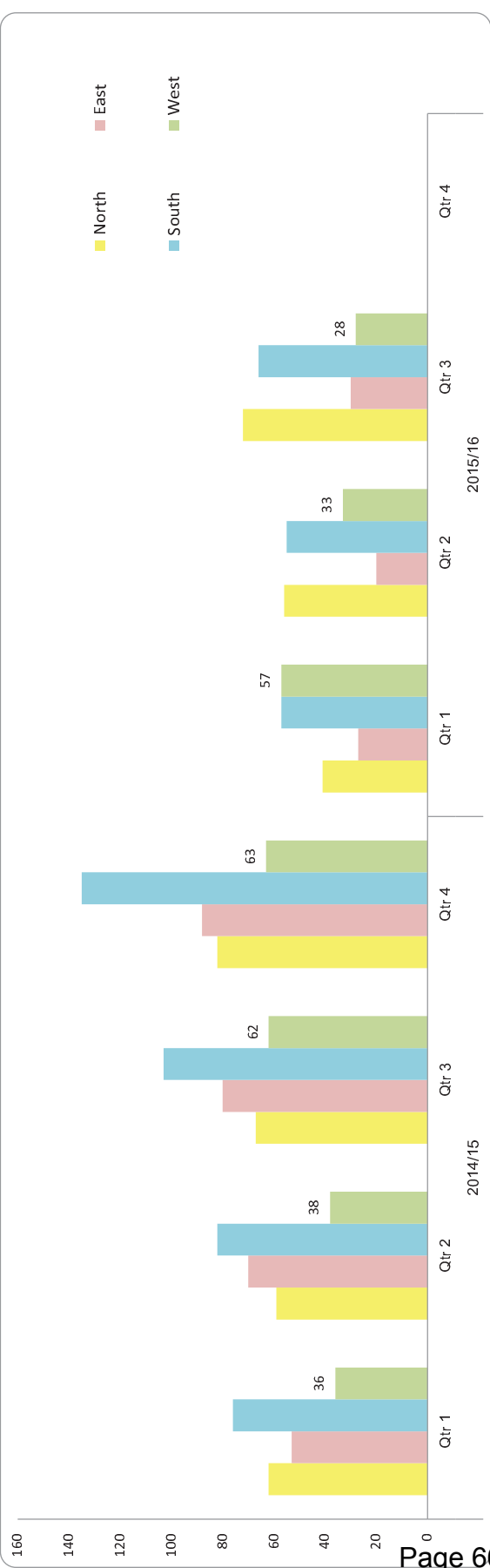


Number of current ASB Cases - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	City
02-Jan-15	76	155	41	110	239	120	53	115	39	92	1040
01-Apr-15	66	151	26	91	229	113	41	92	37	71	917
01-Jul-15	78	132	48	131	208	119	34	111	47	83	991
01-Oct-15	90	172	52	160	245	140	64	102	45	98	1168
02-Jan-16	55	100	54	80	186	110	36	66	46	95	828

ASB22

Number of Live Think Family cases

RAG Status	No Target
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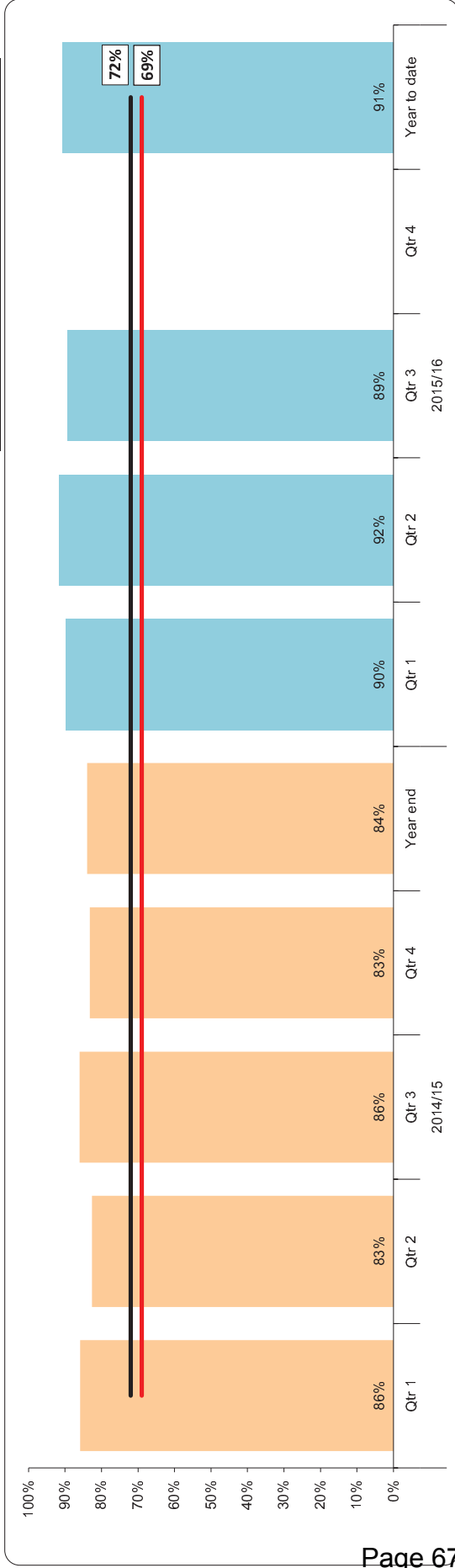


## Estates and Tenancy Management (Tracey Radford)

Percentage of high-rise blocks rated good or better

RAG Status

Green



Bigger is better

20

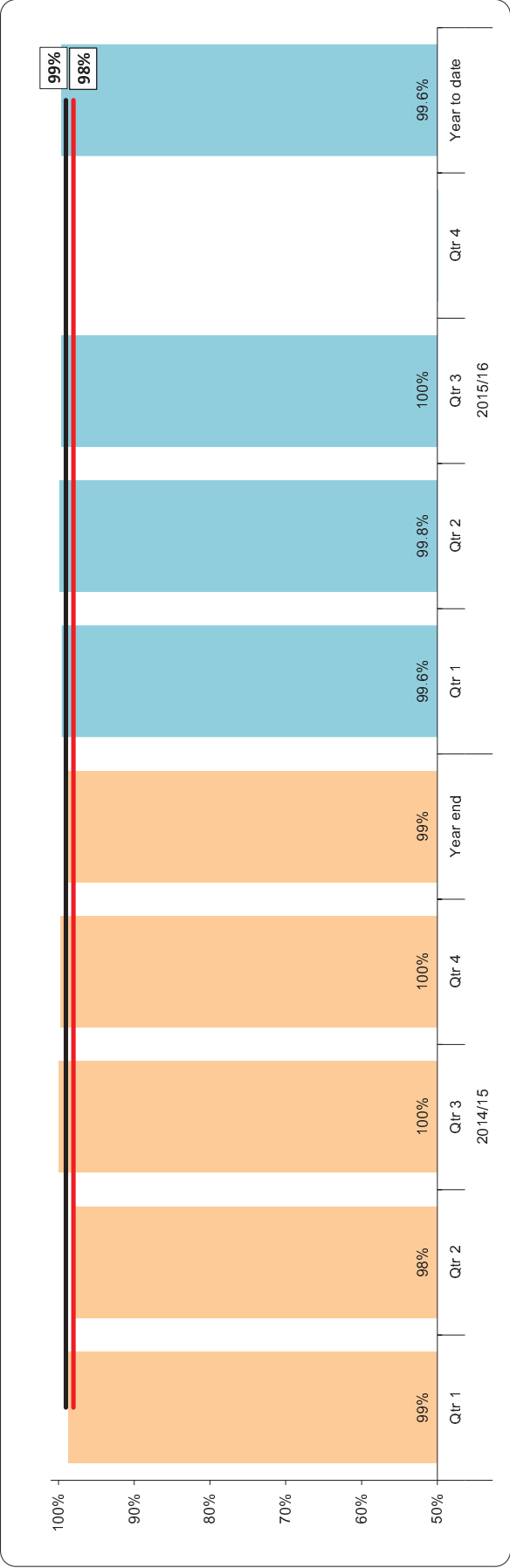
2015/16										
2014/15										
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of high-rise blocks rated good or better	86%	83%	86%	83%	84%	90%	92%	89%		91%
Target	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
Standard	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%
Percentage of high-rise blocks rated good or better	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	76%	93%	no high rise	93%	81%	93%	100%	98%	100%	100%

ETM01

# Percentage of low-rise blocks rated satisfactory or better

RAG Status

Green



## Bigger is better

120

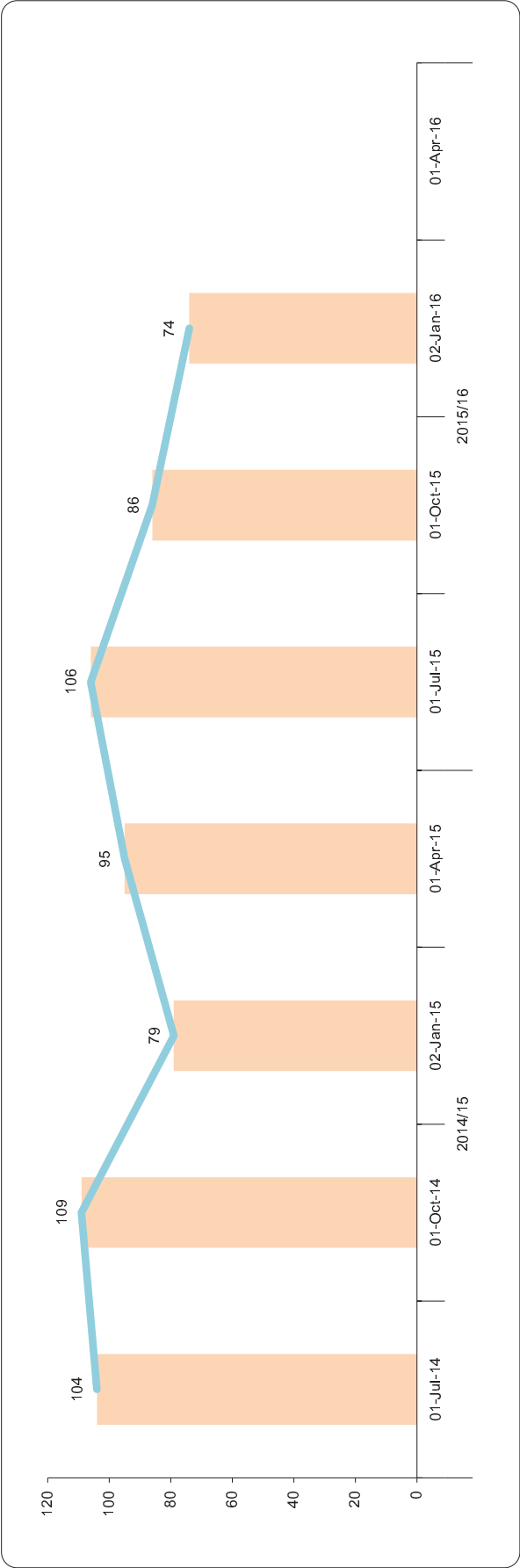
		2014/15				2015/16					
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of low-rise blocks rated satisfactory or better		99%	98%	100%	100%	99%	99.6%	99.8%	100%		99.6%
	Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard		98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Percentage of low-rise blocks rated satisfactory or better		Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16		100%	100%	95%	100%	100%	100%	100%	100%	100%	98%

ETM02

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

RAG Status

No Target



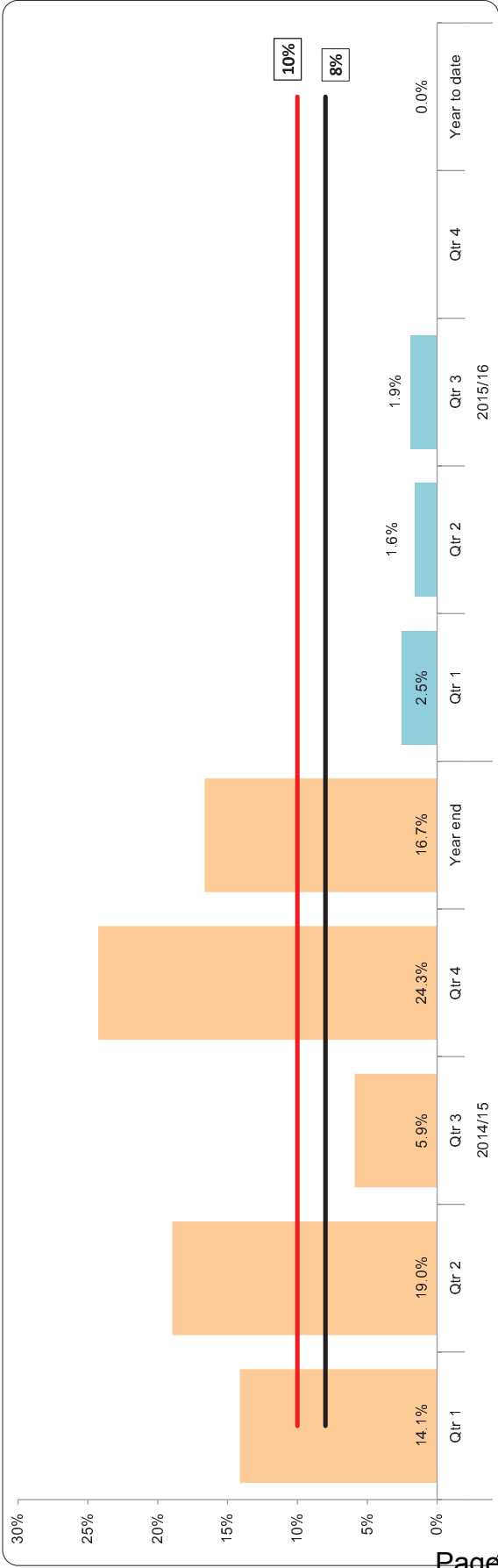
	2014/15				2015/16			
	01-Jul-14	01-Oct-14	02-Jan-15	01-Apr-15	01-Jul-15	01-Oct-15	02-Jan-16	01-Apr-16
Number of current 'Lodgers in Occupation' for more than 12 weeks - Snapshot figure	104	109	79	95	106	86	74	

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
02-Jan-16	15	8	1	3	11	15	4	13	0	2	2

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

RAG Status

Green



Smaller is better

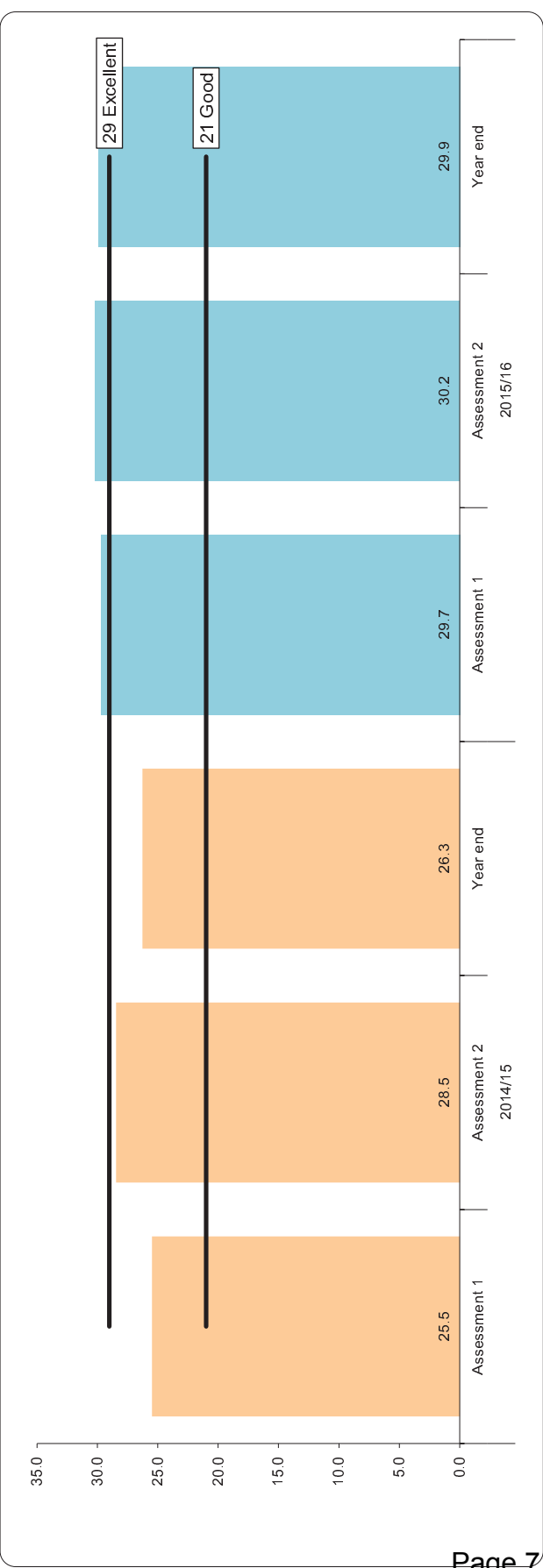
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of introductory tenancies over 12 months old, not made secure	14.1%	19.0%	5.9%	24.3%	16.7%	2.5%	1.6%	1.9%		0.0%
Target	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
Standard	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

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 3 2015-16	0.8%	5.4%		0.8%	1.8%	2.2%	3.8%	1.8%	0.0%	2.3%

From Quarter 1 2015-16 only Introductory Tenancies that are at least 30 days overdue are included in this measure. This provides a more accurate figure and accounts for the improvement in performance.  
ETM04

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

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



Bigger is better

	2014/15			2015/16		
	Assessment 1	Assessment 2	Year end	Assessment 1	Assessment 2	Year end
Condition of estates - average of bi-annual estate assessment scores	25.5	28.5	26.3	29.7	30.2	29.9
Good score	21	21	21	21	21	21
Excellent score	29	29	29	29	29	29

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

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

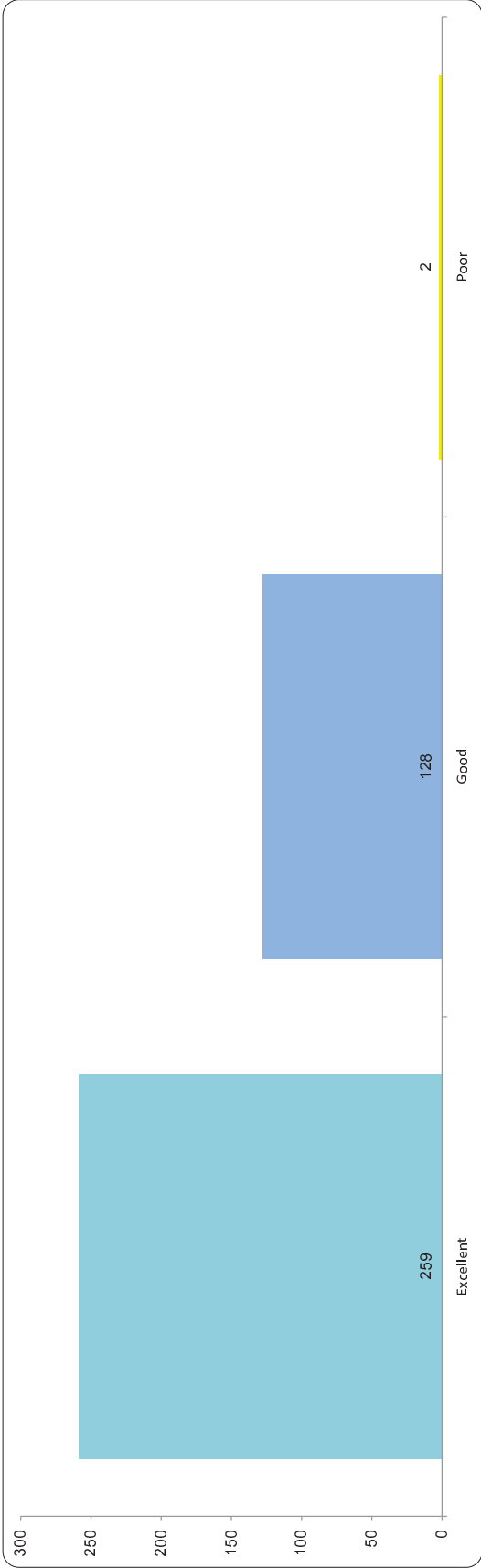
Condition of estates - average of bi-annual estate assessment scores	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	28.7	32.1	29.7	30.3	25.7	28.3	26.8	31.1	33.1	32.9

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
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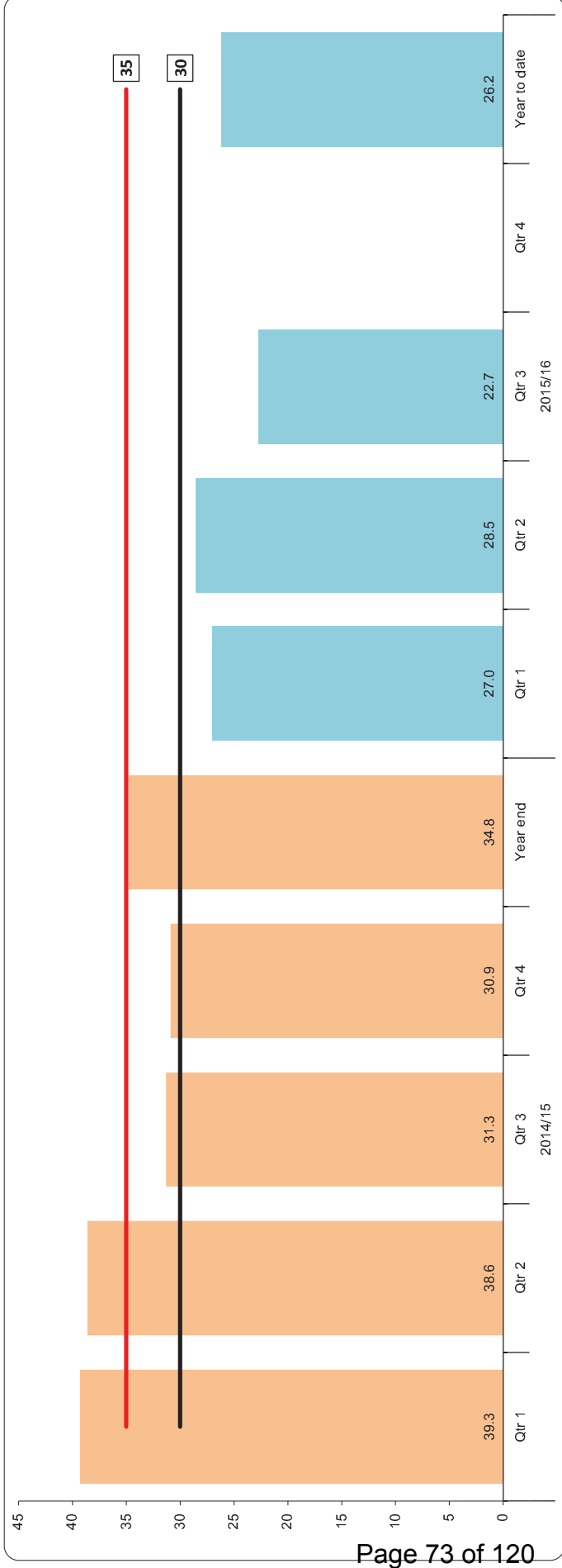
2015/16	Condition category		
	Excellent	Good	Poor
Condition of estates - number of excellent, good and poor ratings to date	259	128	2

ETM06



Average days void turnaround - excluding void sheltered properties

RAG Status	Green
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Smaller is better

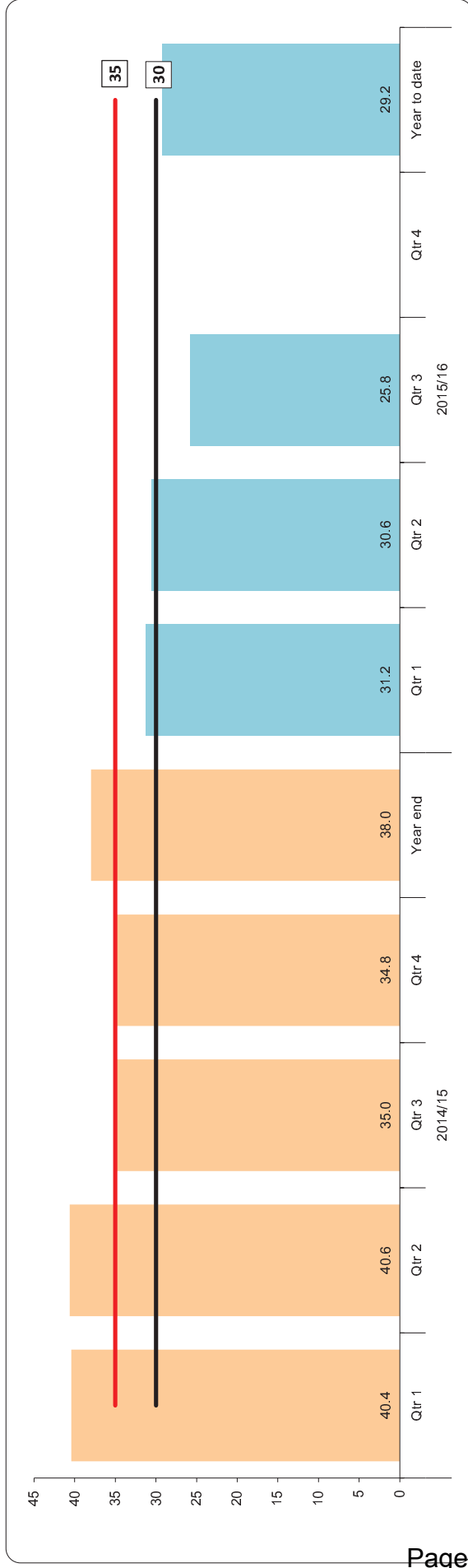
	2014/15				2015/16					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Average days void turnaround - excluding void sheltered properties	39.3	38.6	31.3	30.9	34.8	27.0	28.5	22.7		26.2
Target	30	30	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35	35	35
Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	25.6	26.0	24.5	21.0	22.3	22.4	15.6	21.7	28.2	20.3

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

VL02

# Average days void turnaround - all voids

RAG Status **Green**



## Smaller is better

120

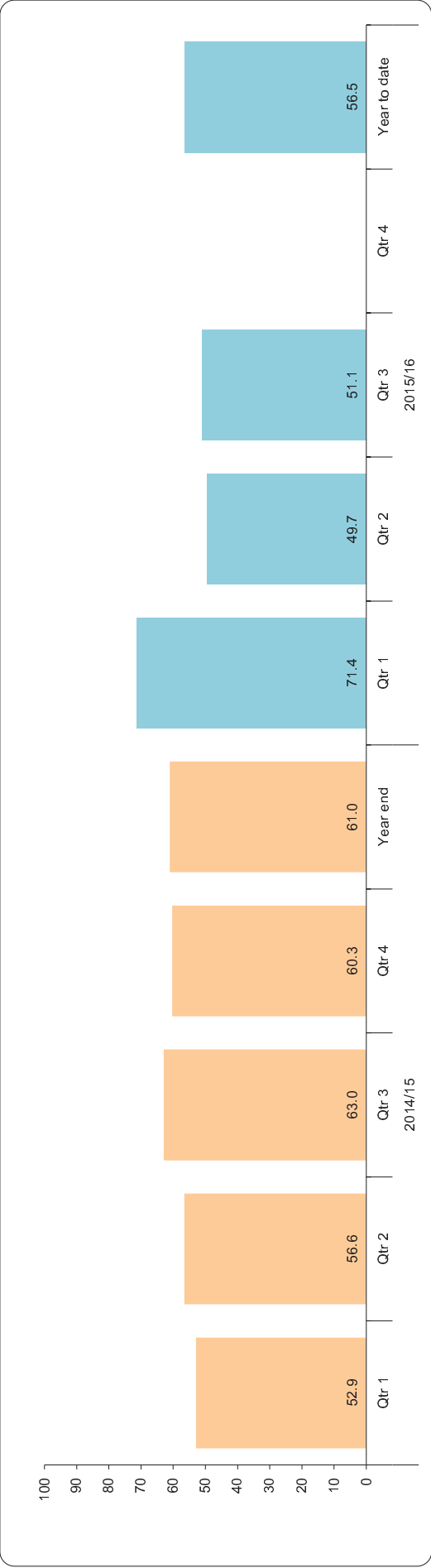
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Average days void turnaround - all voids	40.4	40.6	35.0	34.8	38.0	31.2	30.6	25.8		29.2
Target	30	30	30	30	30	30	30	30	30	30
Standard	35	35	35	35	35	35	35	35	35	35
Average days void turnaround - all voids	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	28.2	27.2	23.9	22.5	33.9	21.5	16.6	25.4	29.2	21.6

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

Average days void turnaround - void sheltered properties only

RAG Status

No Target



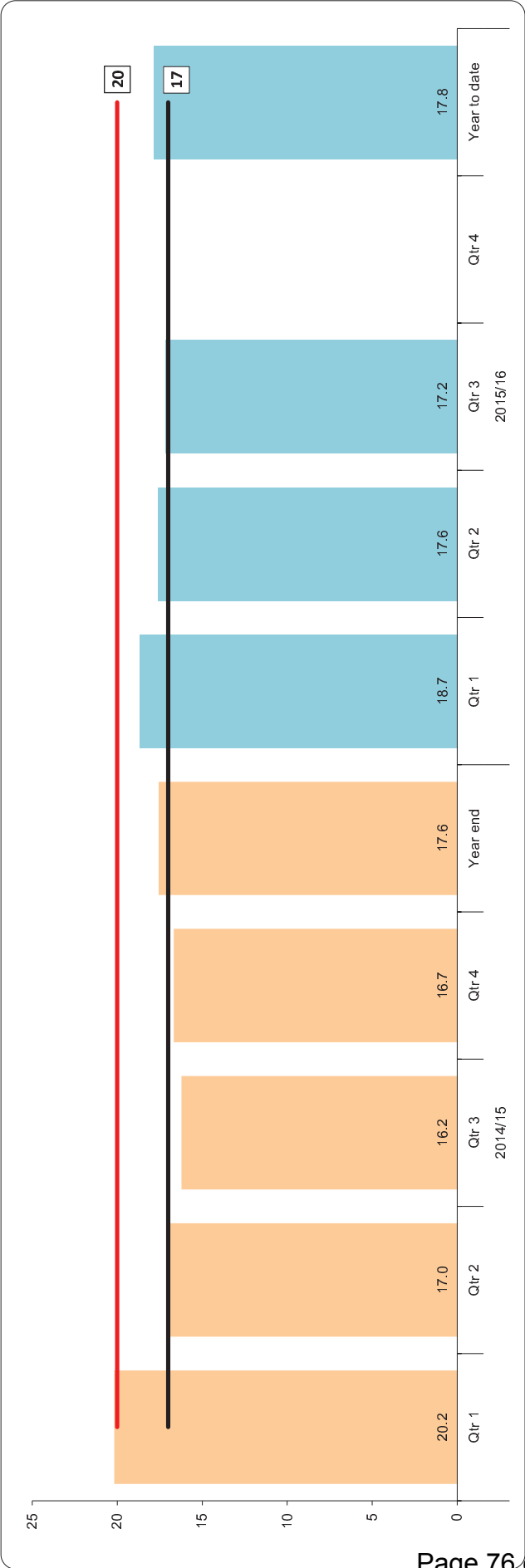
Smaller is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Average days void turnaround - void sheltered properties only	52.9	56.6	63.0	60.3	61.0	71.4	49.7	51.1		56.5
Average days void turnaround - void sheltered properties only	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	43.4	33.1	20.8	44.8	481.6	13.9	30.3	74.9	34.6	34.8

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

VL03

# Average calendar days to repair a void property



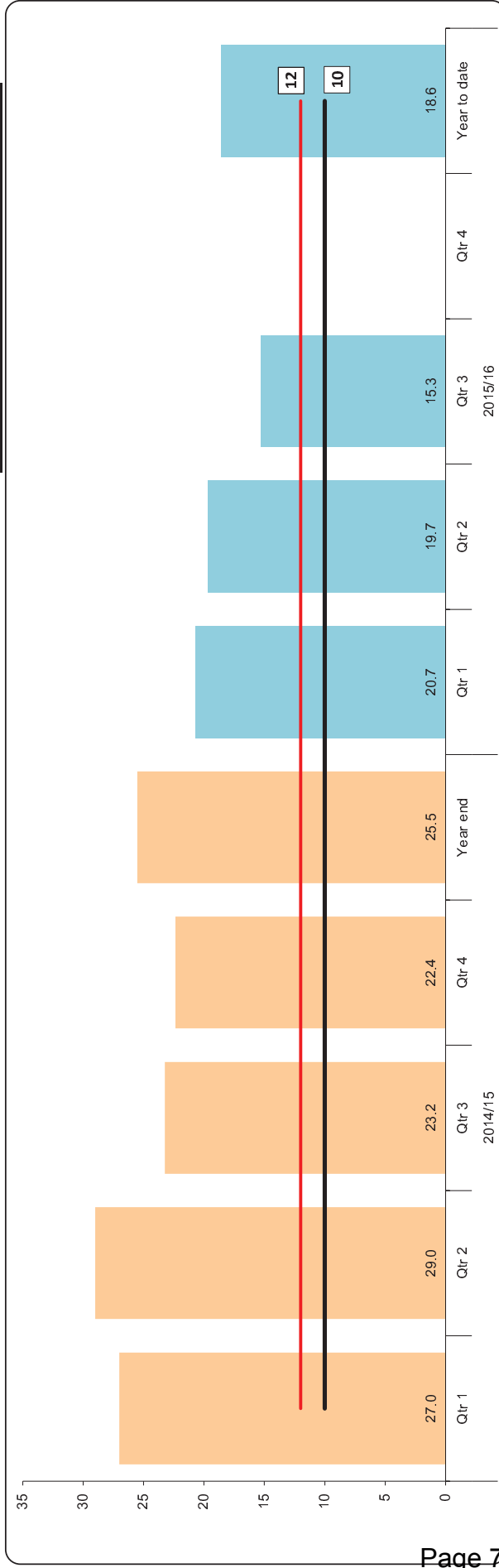
Smaller is better

Average calendar days to repair a void property	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	20.2	17.0	16.2	16.7	18.7	17.6	17.2	17.8
Target	17	17	17	17	17	17	17	17
Standard	20	20	20	20	20	20	20	20

Average calendar days to repair a void property	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	16.1	19.1	11.9	17.3	21.1	15.2	19.9	12.7	19.3	17.2

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



## Smaller is better

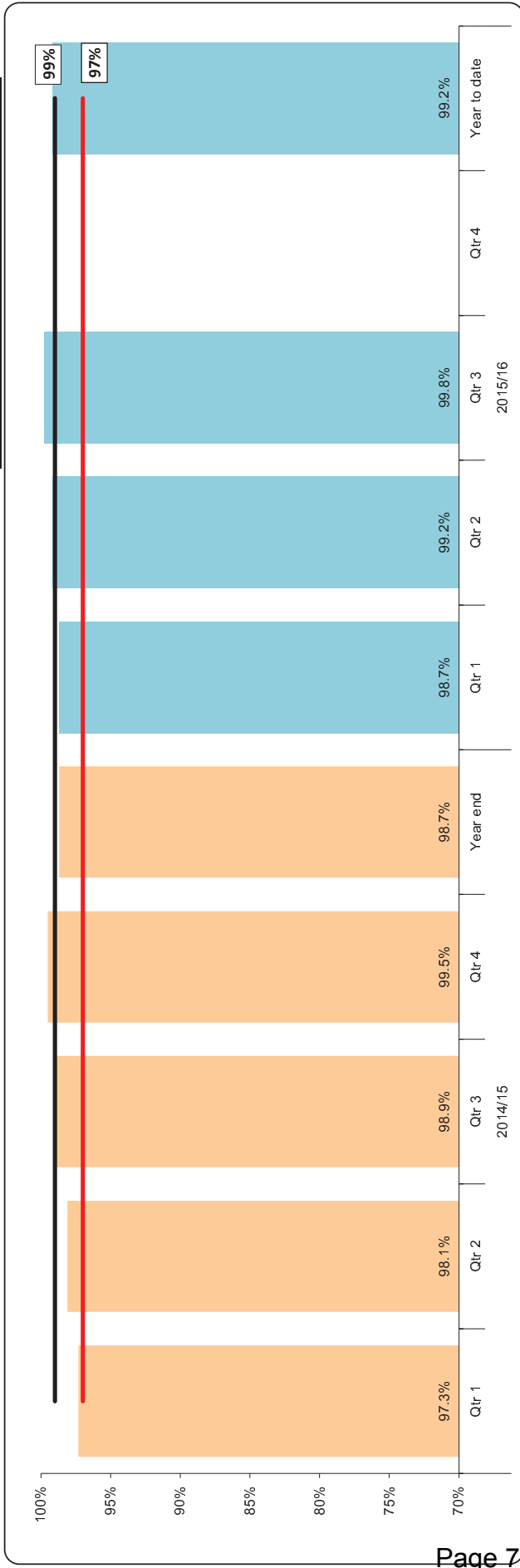
	2014/15						2015/16					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date	
Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	27.0	29.0	23.2	22.4	25.5		20.7	19.7	15.3		18.6	
Target:	10	10	10	10	10		10	10	10	10	10	
Standard	12	12	12	12	12		12	12	12	12	12	

Average days to let a void property (from Fit For Let Date to Tenancy Start Date)	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	16.5	11.1	12.4	12.0	21.2	14.7	10.0	19.1	15.2	12.1

Definition: From date property becomes FFL to date it has a tenancy start date. Excludes those that are not lettable i.e. clearance demolition, pending disposal, Option Appraisal etc.



RAG Status	Green
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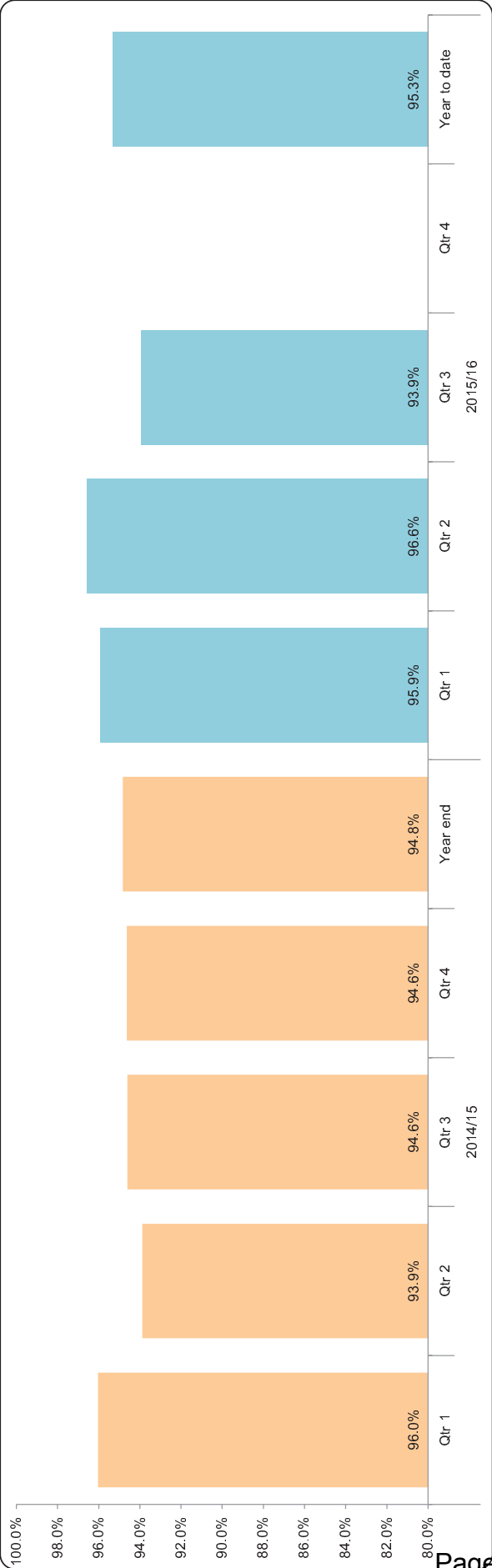
# Bigger is better

20

		2014/15					2015/16				
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Customer satisfaction with letting staff		97.3%	98.1%	98.9%	99.5%	98.7%	98.7%	99.2%	99.8%		99.2%
Target		99%	99%	99%	99%	99%	99%	99%	99%		99%
Standard		97%	97%	97%	97%	97%	97%	97%	97%		97%
Customer satisfaction with letting staff		Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16		100%	100%	100%	no data	99.0%	100%	100%	100%	no data	100%

VL14

Customer satisfaction with new home



Bigger is better

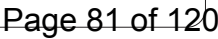
		2014/15					2015/16				
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Customer satisfaction with new home		96.0%	93.9%	94.6%	94.6%	94.8%	95.9%	96.6%	93.9%		95.3%
Customer satisfaction with new home	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley	
Quarter 3 2015-16	100%	83.3%	100%	100%	96.3%	91.7%	100%	100%	no data	100%	

VL15



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

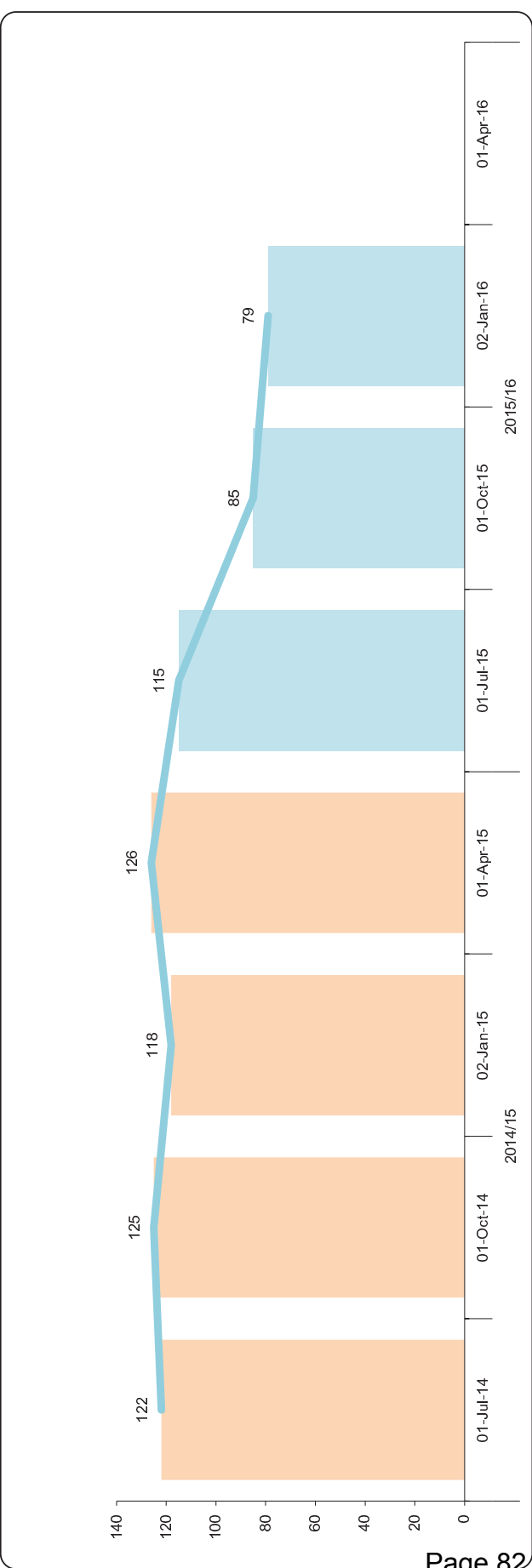
RAG Status	No Target
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There has been some movement with the YTD figure as Void start dates can be revised due to Landlord services updating Northgate

43 of 73

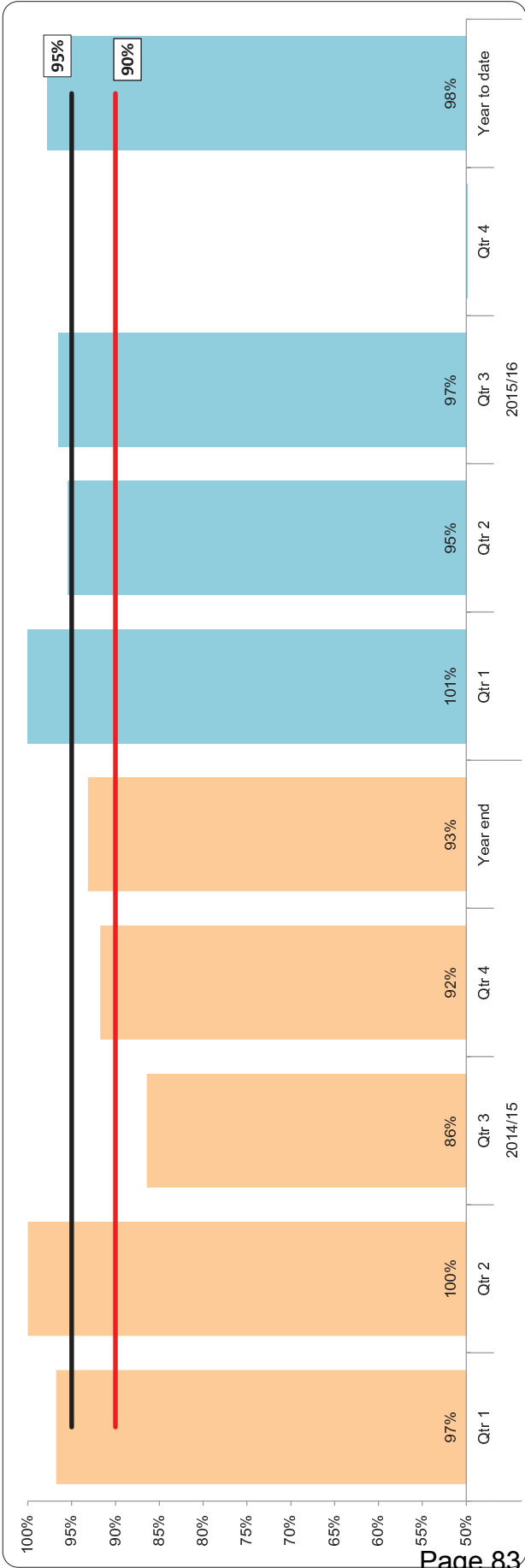
Number of current void properties - sheltered only - Snapshot figure



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

Total number of current void properties - Snapshot figure	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
02-Jan-16	11	11	1	13	10	8	8	7	4	6

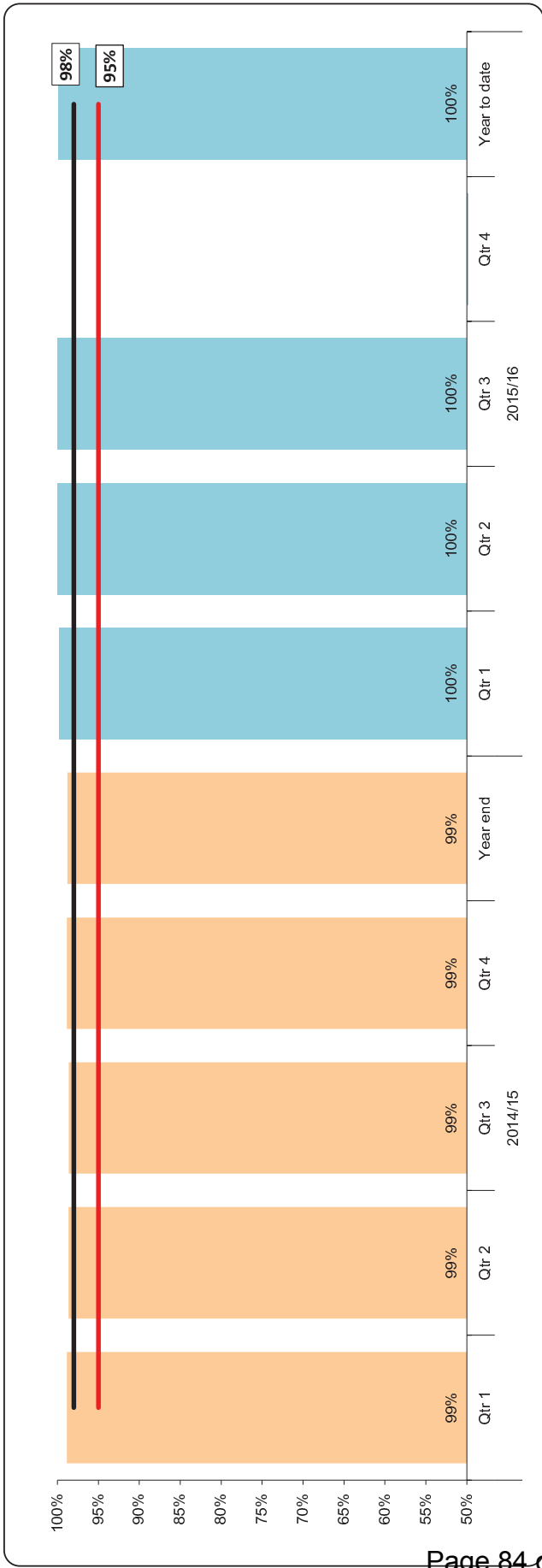
Percentage of support plans completed in 4 weeks



Bigger is better

Percentage of support plans completed in 4 weeks	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	97%	100%	86%	92%	101%	95%	97%	98%
Target	95%	95%	95%	95%	95%	95%	95%	95%
Standard	90%	90%	90%	90%	90%	90%	90%	90%

RAG Status	Green
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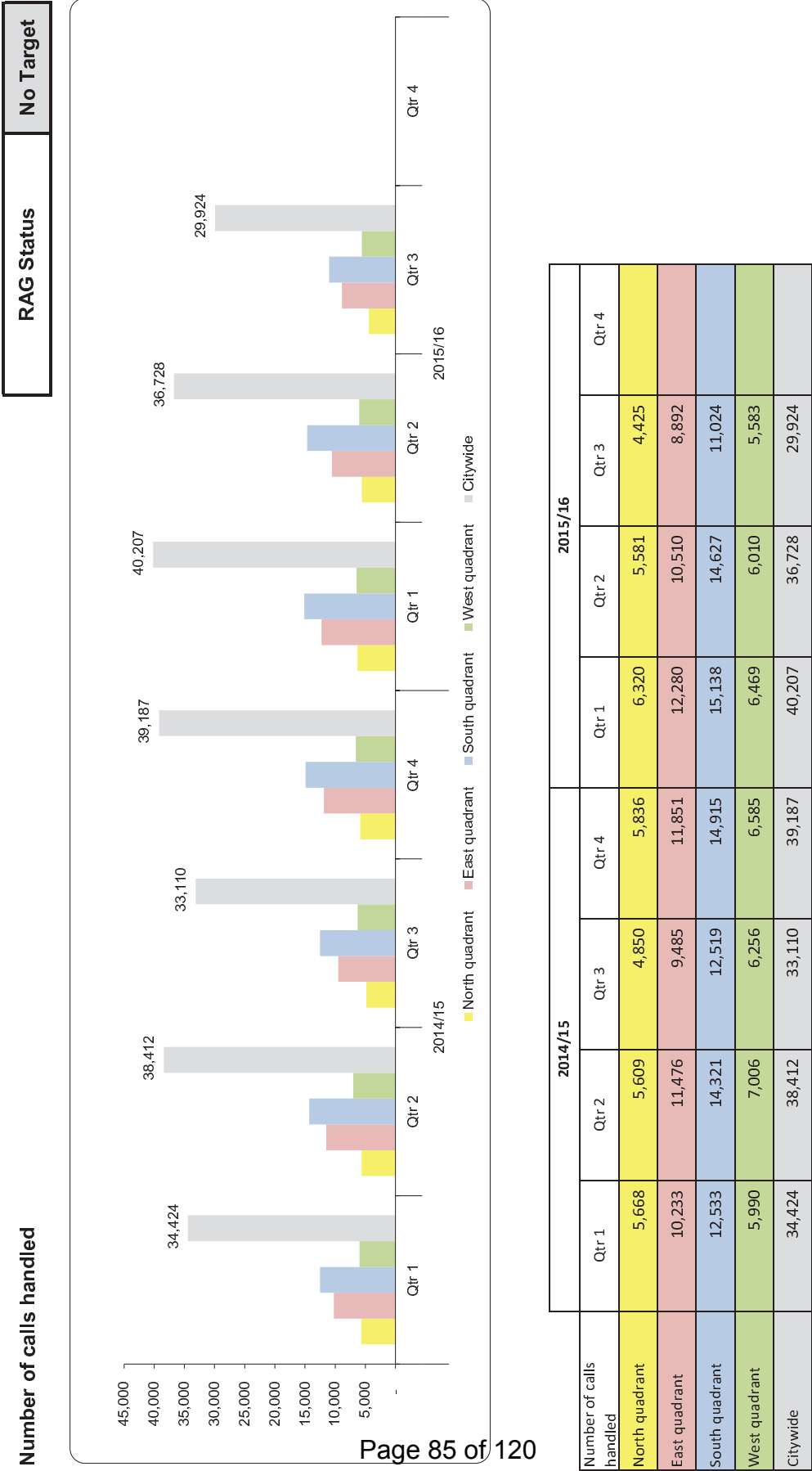


# Bigger is better

		2014/15					2015/16				
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of Careline calls answered within 60 seconds		99%	99%	99%	99%	99%	100%	100%	100%		100%
Target		98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard		95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

SfOP02

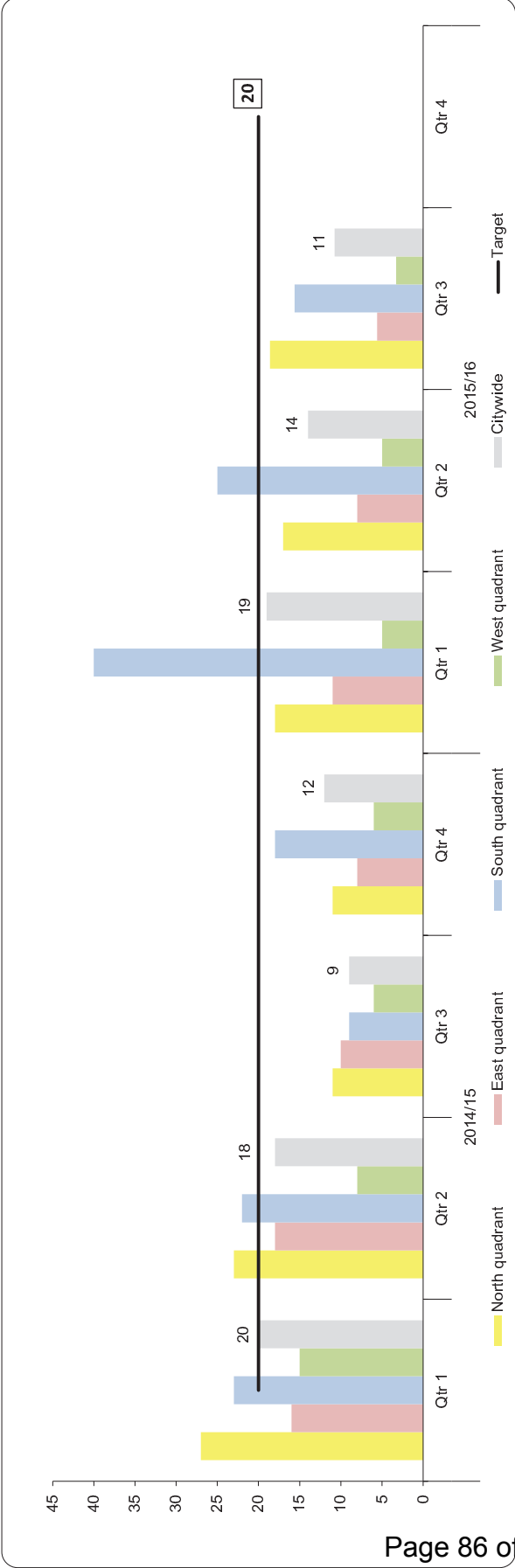
Housing Customer Service Hubs (Arthur Tsang)



Average time taken to answer calls (in seconds)

RAG Status

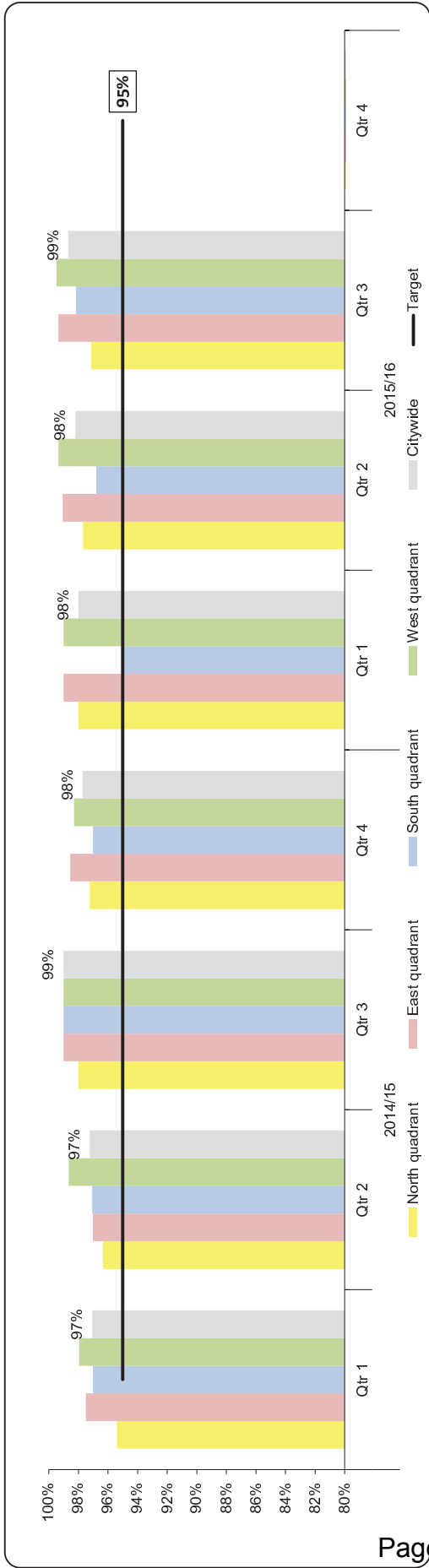
Green



Smaller is better

Average time taken to answer calls (in seconds)	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	27	23	11	11	17	19		
East quadrant	16	18	10	8	8	6		
South quadrant	23	22	9	18	25	16		
West quadrant	15	8	6	6	5	3		
Citywide	20	18	9	12	14	11		
Target	20	20	20	20	20	20	20	20

Percentage of calls answered



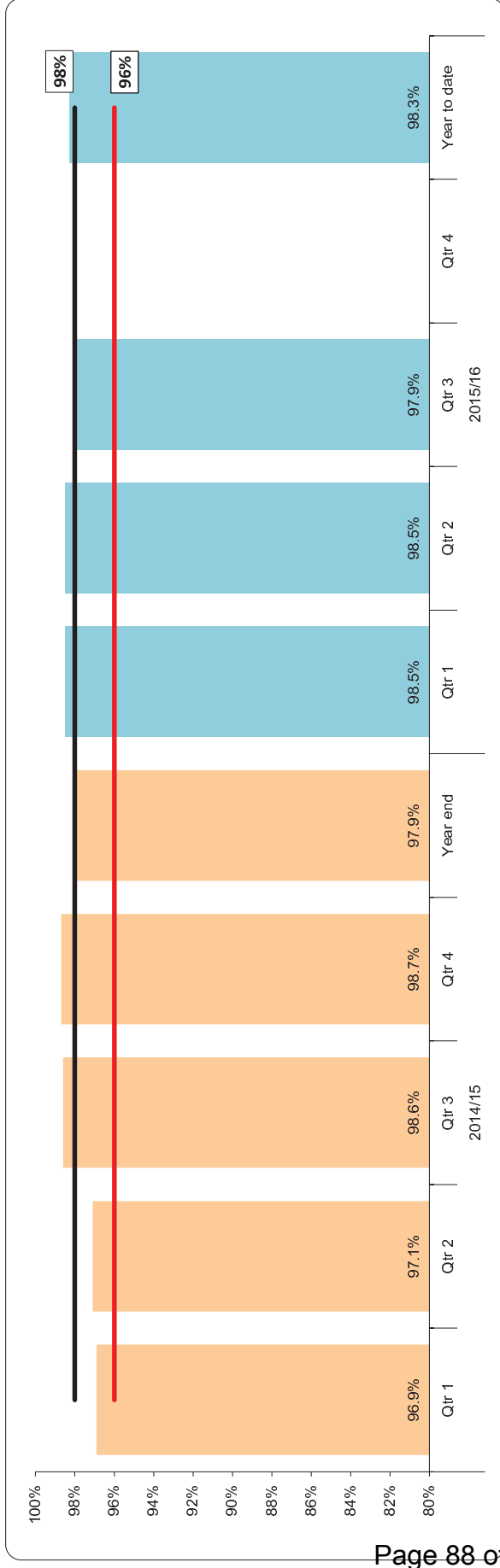
Bigger is better

Percentage of calls answered	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
North quadrant	95%	96%	98%	97%	98%	98%	97%	
East quadrant	98%	97%	99%	99%	99%	99%	99%	
South quadrant	97%	97%	99%	97%	95%	97%	98%	
West quadrant	98%	99%	99%	98%	99%	99%	99%	
Citywide	97%	97%	99%	98%	98%	98%	99%	
Target	95%	95%	95%	95%	95%	95%	95%	95%

## Asset Management and Maintenance (John Jamieson)

### Percentage of Right To Repair jobs completed on time

RAG Status **Amber**



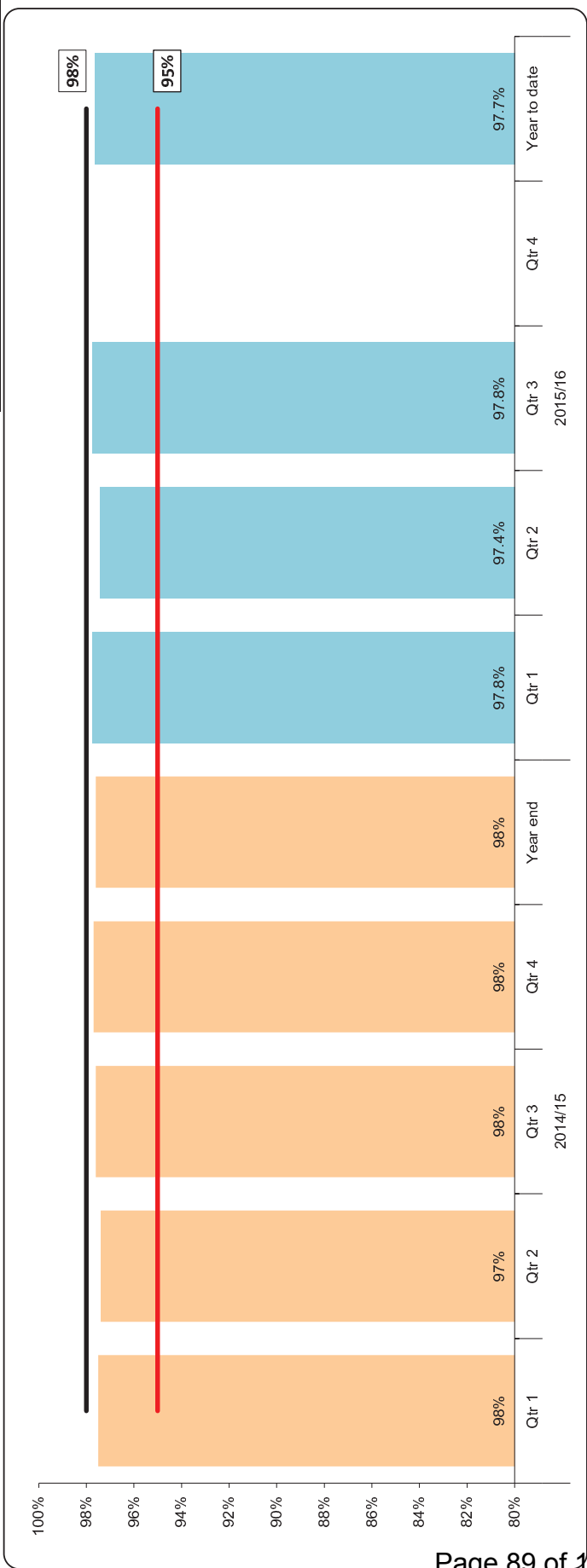
### Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of Right To Repair jobs completed on time	96.9%	97.1%	98.6%	98.7%	97.9%	98.5%	98.5%	97.9%		98.3%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%
Percentage of Right To Repair jobs completed on time										
Quarter 3 2015-16	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
	98.5%	97.6%	97.9%	99.4%	95.8%	98.6%	96.9%	98.4%	97.8%	99.4%

AMIM01



Percentage of appointments kept

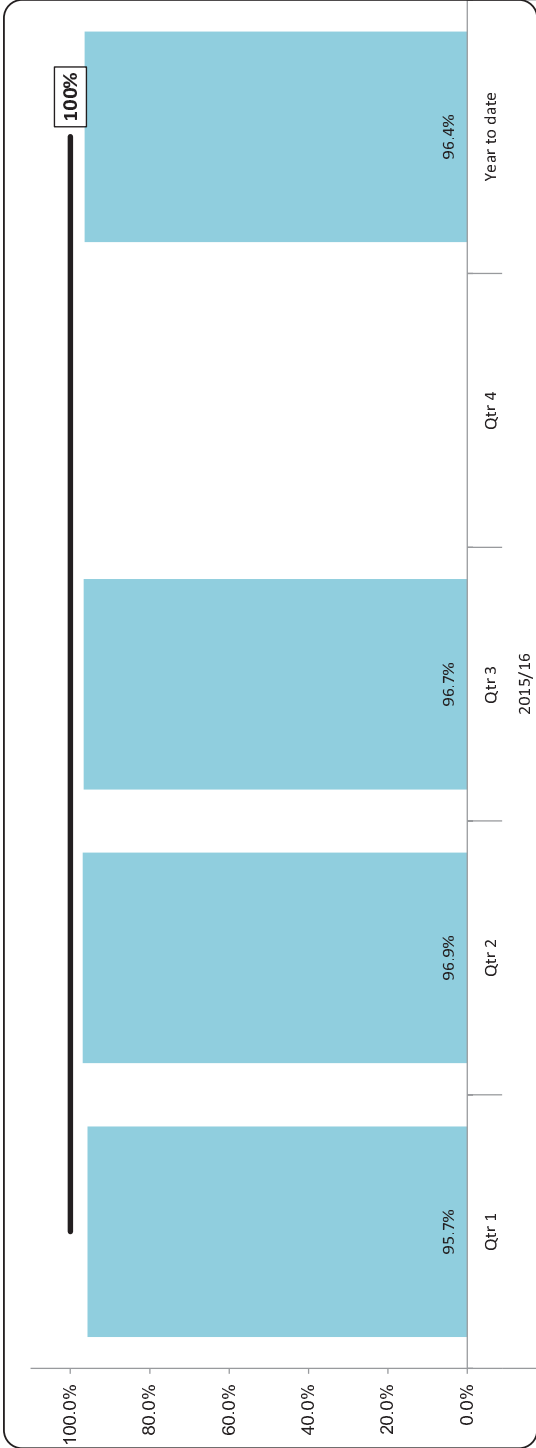


Bigger is better

Percentage of appointments kept	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	98%	97%	98%	98%	98%	97.8%	97.4%	97.8%		97.7%
Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
Standard	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

RAG Status

Red



Bigger is better

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

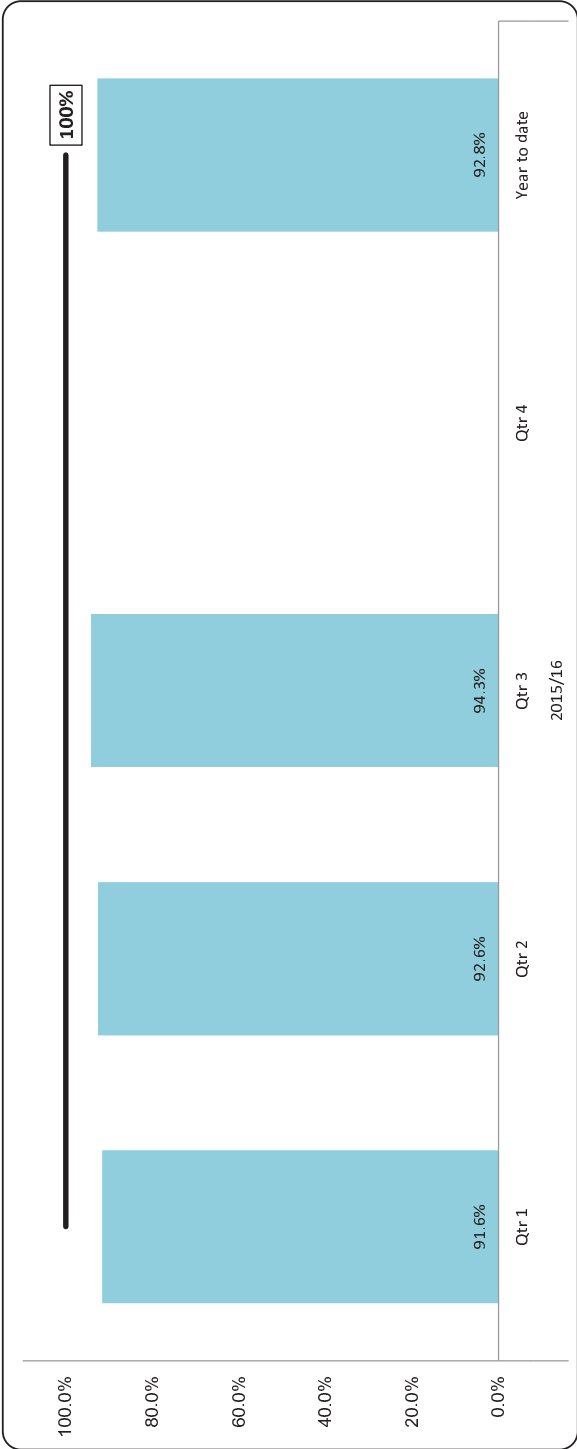
AMM14

We will resolve routine repairs within 30 days

Birmingham Promise

RAG Status

Red



Bigger is better

We will resolve routine repairs within 30 days	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3
	This is a new measure. There is no historical data available					91.6%	92.6%	94.3%
Target	100%	100%	100%	100%	100%	100%	100%	100%

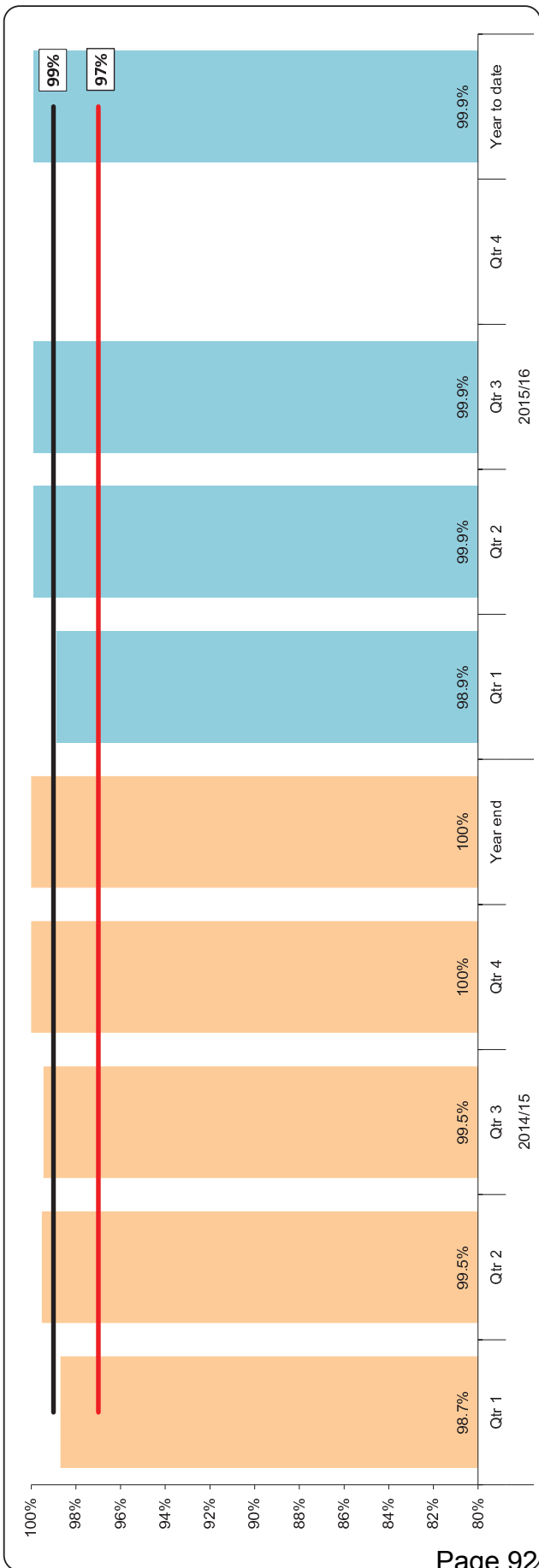
We will resolve routine repairs within 30 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	92.0%	96.5%	90.5%	94.0%	95.4%	92.8%	96.9%	93.2%	96.9%	94.4%

AMM15

# Percentage of gas servicing completed against period profile

RAG Status

Green



Target - Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of gas servicing completed against period profile	98.7%	99.5%	99.5%	100%	100%	98.9%	99.9%	99.9%	99.9%	99.9%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Standard	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Percentage of gas servicing completed against period profile	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	99.9%	99.9%	100%	100%	99.9%	99.8%	99.8%	99.7%	100%	100%

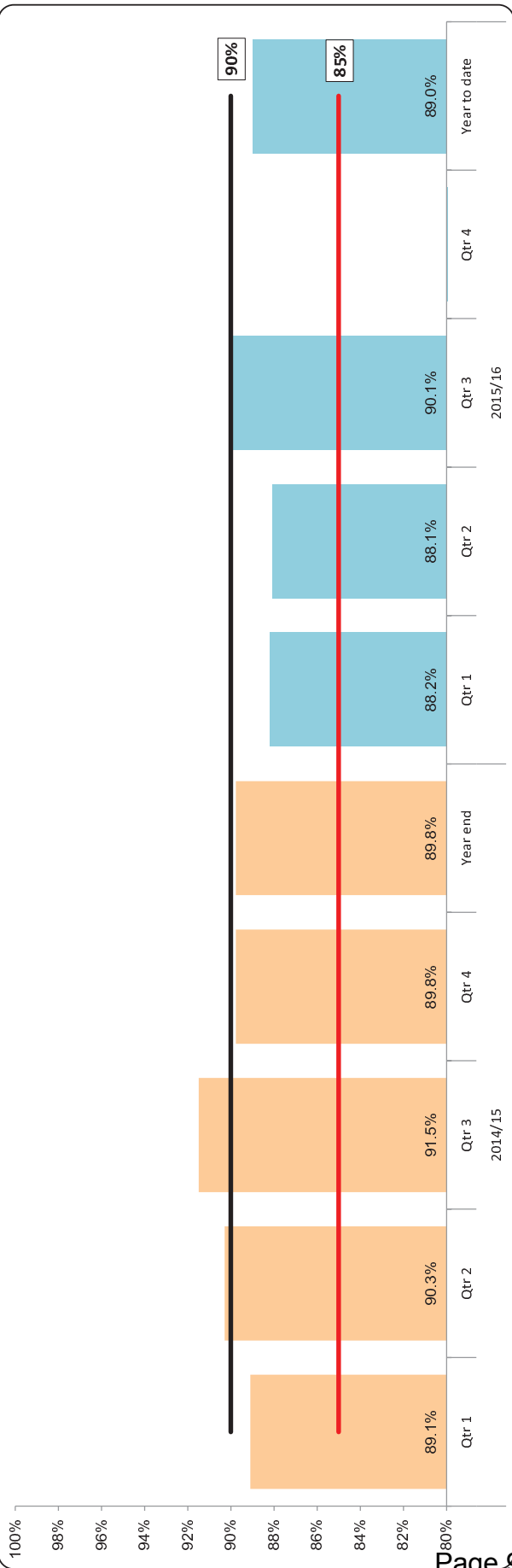
From April 2015 this measure excludes voids.

AMM08

# Percentage of gas repairs completed within 7 days

RAG Status

Green

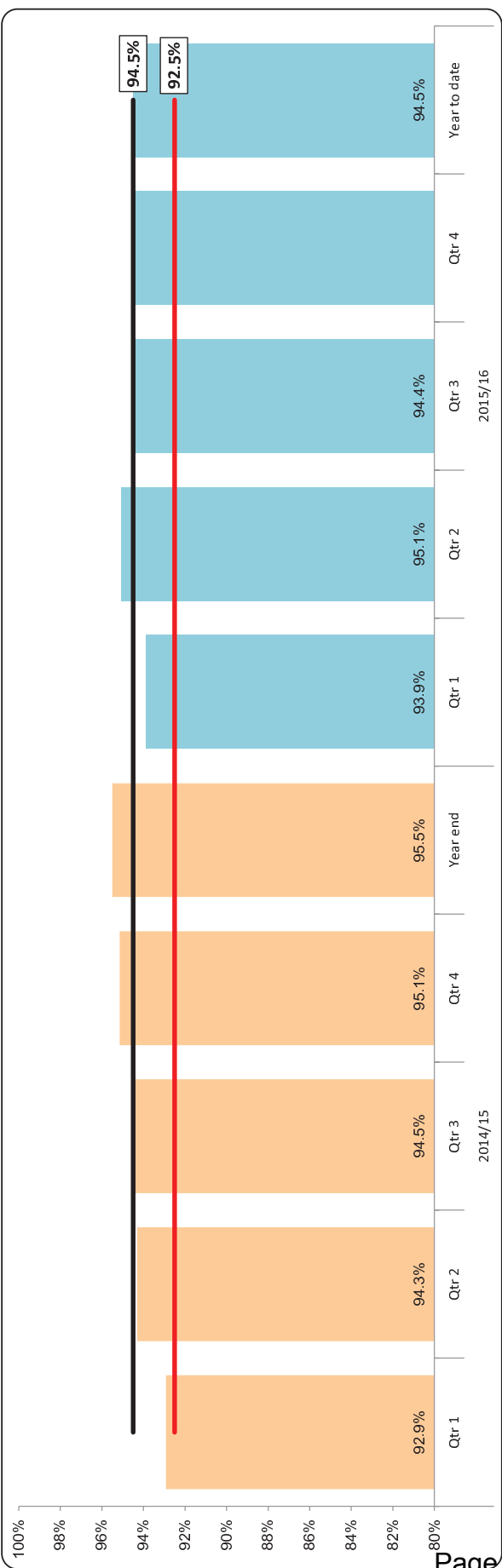


Target - Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Percentage of gas repairs completed within 7 days	89.1%	90.3%	91.5%	89.8%	89.8%	88.2%	88.1%	90.1%		89.0%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
Standard	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Percentage of gas repairs completed within 7 days	Edgbaston	Erdington	Hall Green	Hodge Hill	Ladywood	Northfield	Perry Barr	Selly Oak	Sutton	Yardley
Quarter 3 2015-16	89.5%	85.7%	90.8%	95.0%	86.7%	89.2%	84.4%	89.8%	84.4%	93.9%

AMM10

Customer satisfaction with repairs

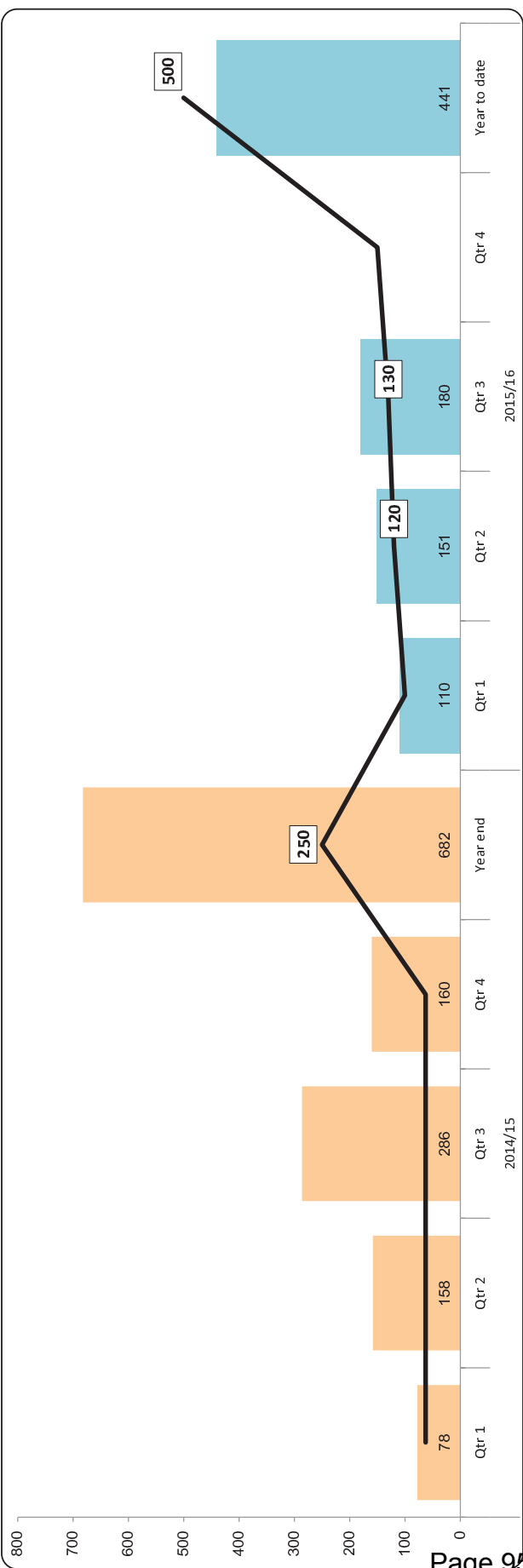


Bigger is better

20	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	Customer satisfaction with repairs	92.9%	94.3%	94.5%	95.1%	95.5%	93.9%	95.1%	94.4%	95%
Target	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%	94.5%
Standard	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%	92.5%

AMM11

Number of households assisted by independent living

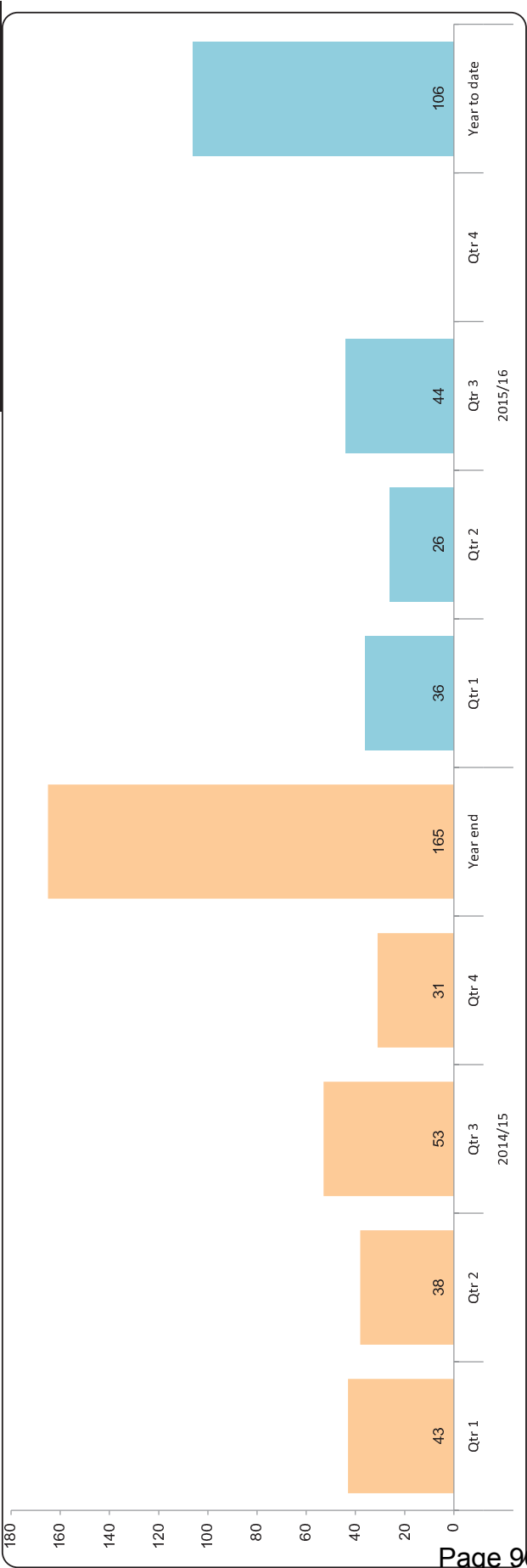


Bigger is better

20	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Yearend	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	78	158	286	160	682	110	151	180		441
Number of households assisted by independent living	62.5	62.5	62.5	62.5	250	100	120	130	150	500

AMM12

Number of Wise Move completions



Bigger is better

	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Number of Wise Move completions	43	38	53	31	165	36	26	44		106

AMM13

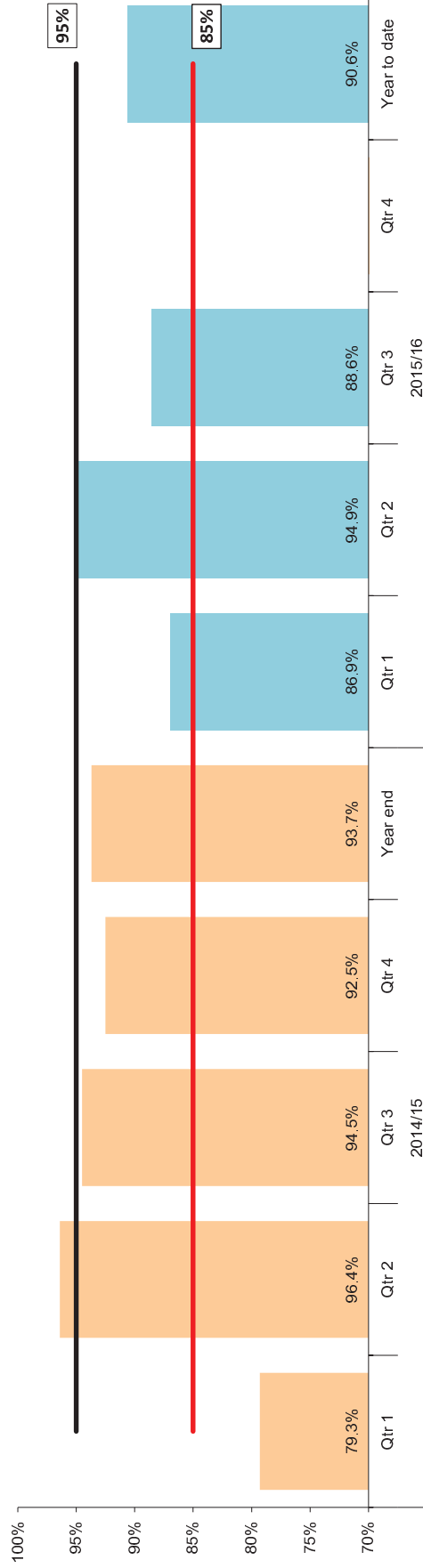


## Capital Works (Martin Tolley)

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

RAG Status

Amber



Bigger is better

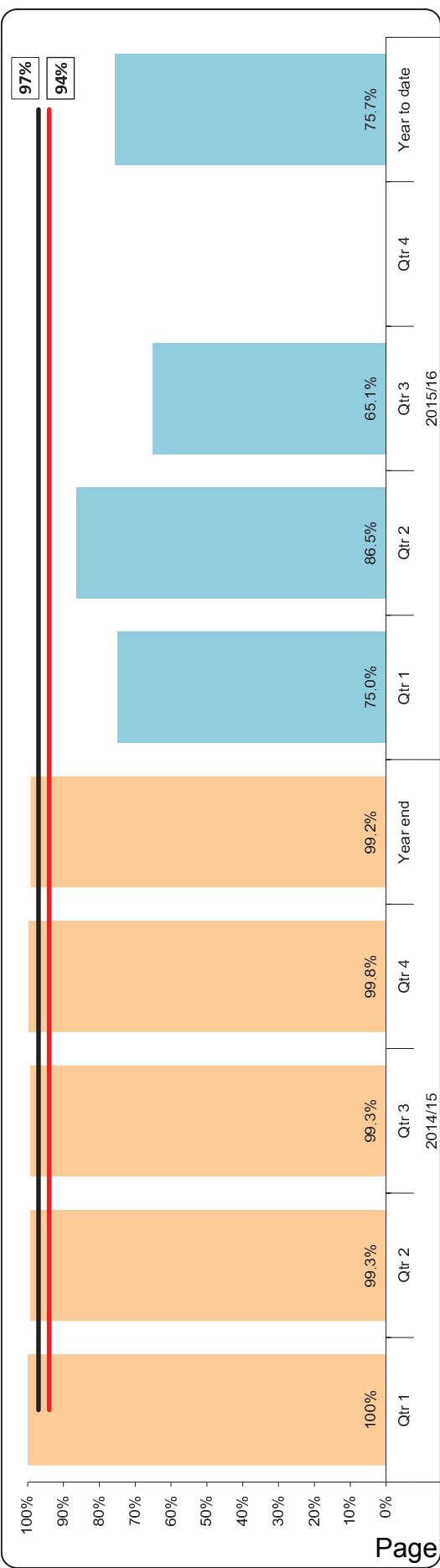
As per contractor assessment the percentage of capital improvements completed within timescale	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	Year end	Year end	Year end	Year end	Year end	Year end	Year end	Year end
79.3%	96.4%	94.5%	92.5%	93.7%	86.9%	94.9%	88.6%	90.6%
Target	95%	95%	95%	95%	95%	95%	95%	95%
Standard	85%	85%	85%	85%	85%	85%	85%	85%

CW01

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

RAG Status

Red



Bigger is better

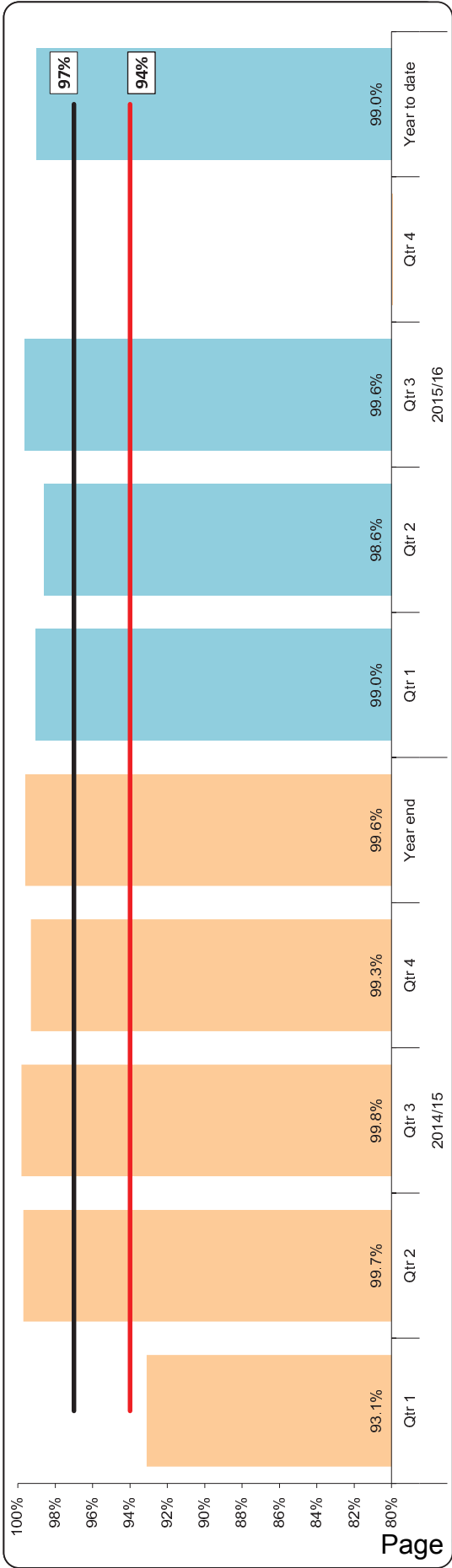
The percentage of capital improvements works completed and audited by BCC with no defects on handover	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	100%	99.3%	99.3%	99.8%	99.2%	75.0%	86.5%	65.1%		75.7%
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	94%

CW02

Percentage of customers satisfied with contractor performance

RAG Status

Green

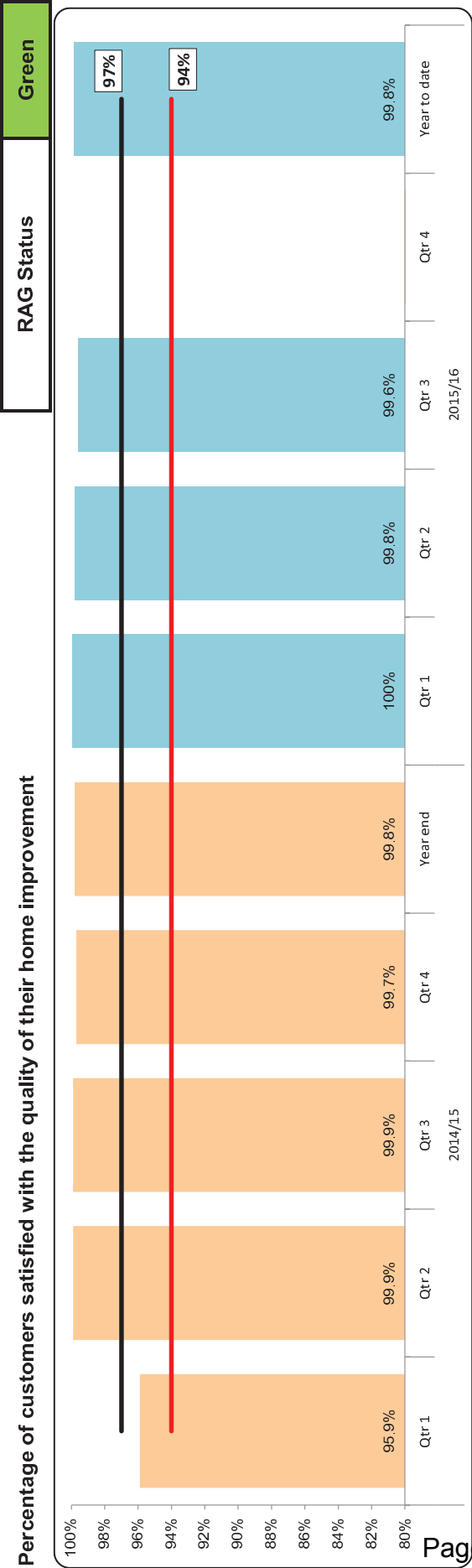


Bigger is better

Percentage of customers satisfied with contractor performance	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	93.1%	99.7%	99.8%	99.3%	99.0%	98.6%	99.6%	
Target	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%	94%	94%	94%	94%	94%
								99.0%

CW03

Percentage of customers satisfied with the quality of their home improvement



Bigger is better

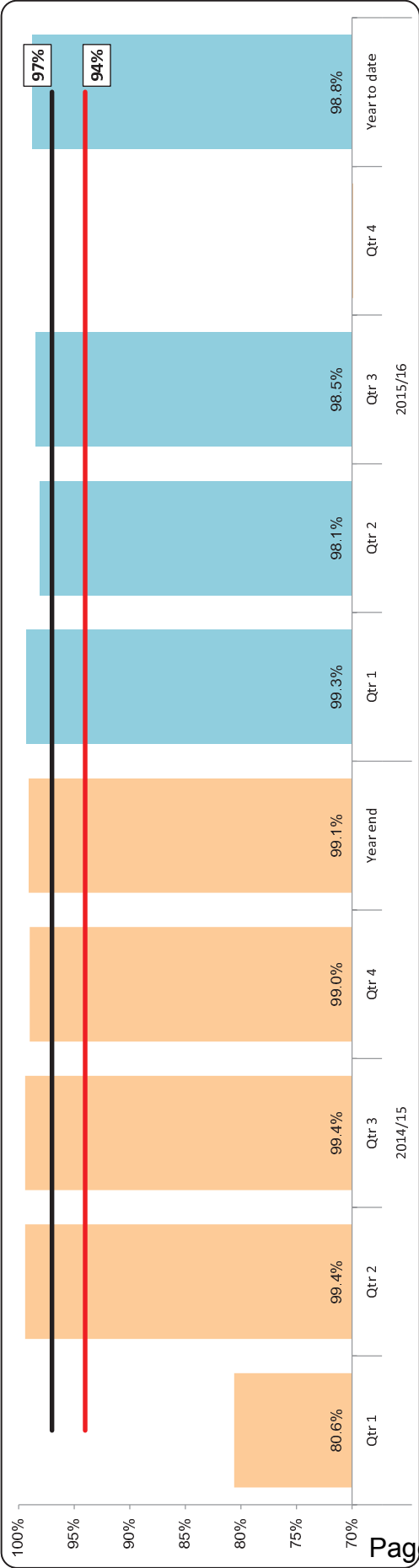
	2014/15				2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	Yearend	Year to date			Yearend	Year to date		
Percentage of customers satisfied with the quality of their home improvement	95.9%	99.9%	99.9%	99.7%	100%	99.8%	99.6%	99.8%
Target	97%	97%	97%	97%	97%	97%	97%	97%
Standard	94%	94%	94%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

CW04

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

RAG Status

Green

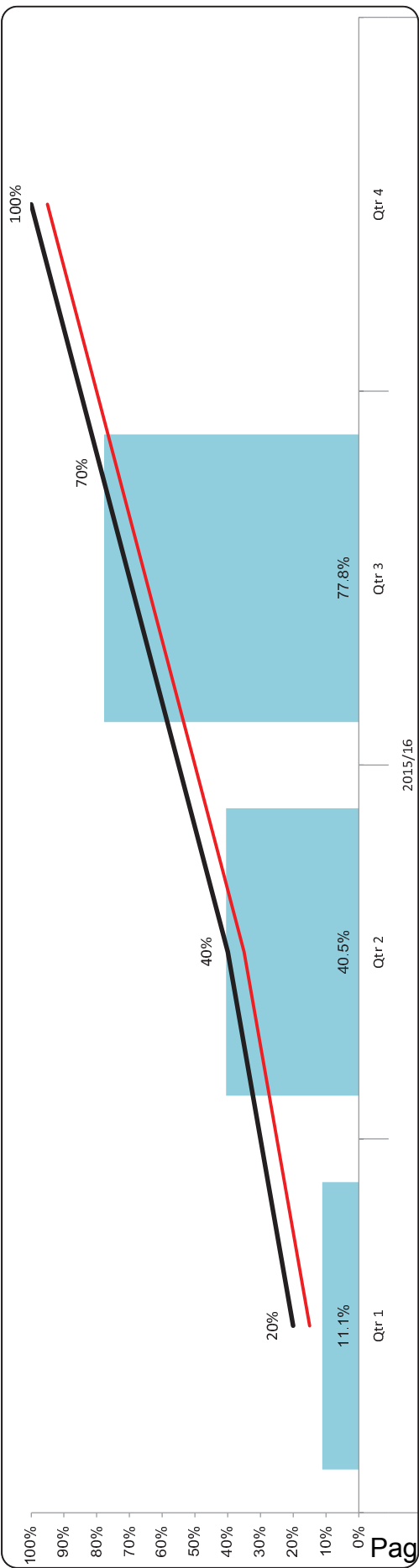


Bigger is better

11 of 120	2014/15				2015/16				Year to date	
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3		Qtr 4
Percentage of customers satisfied with Birmingham City Council's overall process	80.6%	99.4%	99.4%	99.0%	99.1%	99.3%	98.1%	98.5%	98.8%	
Target	97%	97%	97%	97%	97%	97%	97%	97%	97%	
Standard	94%	94%	94%	94%	94%	94%	94%	94%	94%	

CW05

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



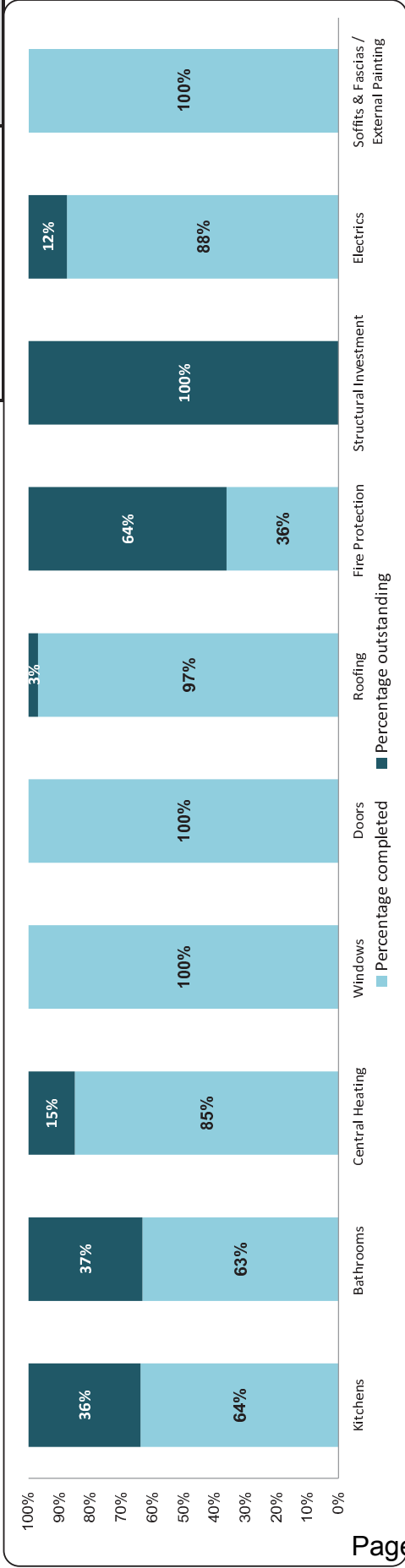
Bigger is better

Percentage of actual spend as a proportion of revised annual budget - year to date	2015/16			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
	11.1%	40.5%	77.8%	
Target	20%	40%	70%	100%
Standard	15%	35%	65%	95%

CW06

RAG Status	Year-end Targets
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Capital Works completed to date by type, as a proportion of year-end target



Capital Works completed to date by type, as a proportion of year-end target	Cabinet Report end of year target	Revised target	Number of units completed to date	Number of units outstanding	Percentage completed	Percentage outstanding
Kitchens	445	360	230	130	64%	36%
Bathrooms	445	360	228	132	63%	37%
Central Heating	1,000	1,000	851	149	85%	15%
Windows	555	693	693	0	100%	0%
Doors	1,220	1,610	1,610	0	100%	0%
Roofing	286	230	223	7	97%	3%
Fire Protection	750	639	231	408	36%	64%
Structural Investment	16	16	0	16	0%	100%
Electrics	10,400	5,331	4,674	657	88%	12%
Soffits & Fascias / External Painting	100	107	271	0	100%	0%

Note: Targets agreed, Cabinet Report 16 February 2015 - Council Housing Investment Programme 2015/16

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

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

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

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

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

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

**Electrics** - The reported completions stated refer to the number of electrical test and inspect that have been undertaken. The inspection may identify that remedial electrical work is required to the property; to date the city has carried out 106 rewires and 795 remedial electrical works to its stock as a result of the originally electrical inspection.

**Structural Investment** - This capital programme spans over three financial years and was started in 2014/15. The following units are to be completed by the end of the financial

year:

Programme Year 2 (2015/16) - 3

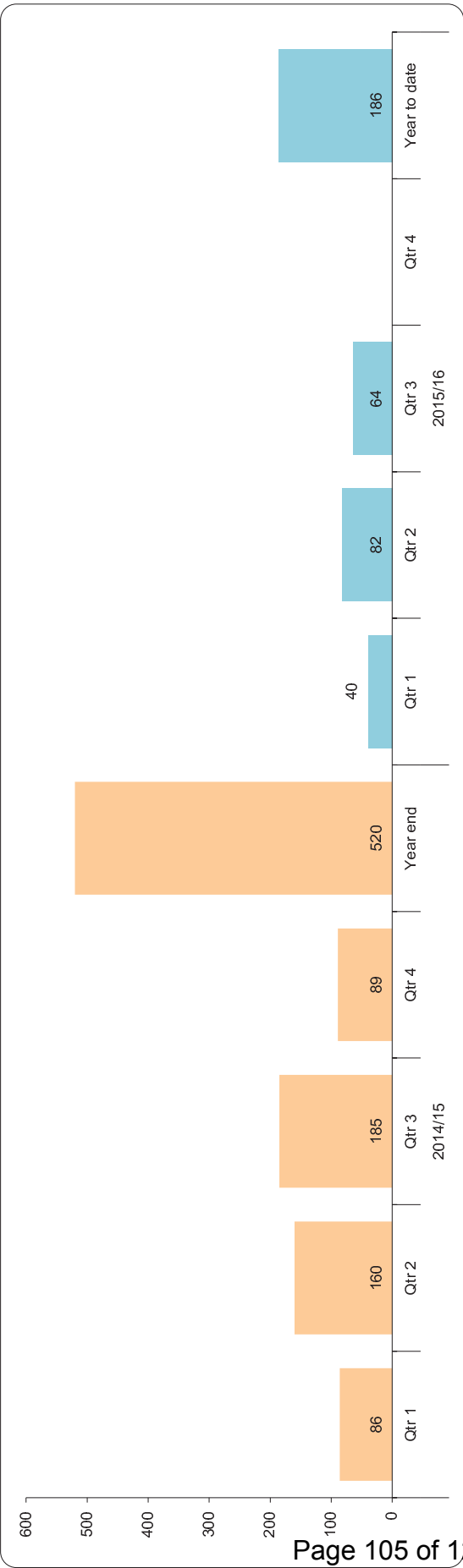
Programme Year 3 (2016/17) - 13

The planned structural block programme is on target.



Private Sector Housing (Pete Hobbs)

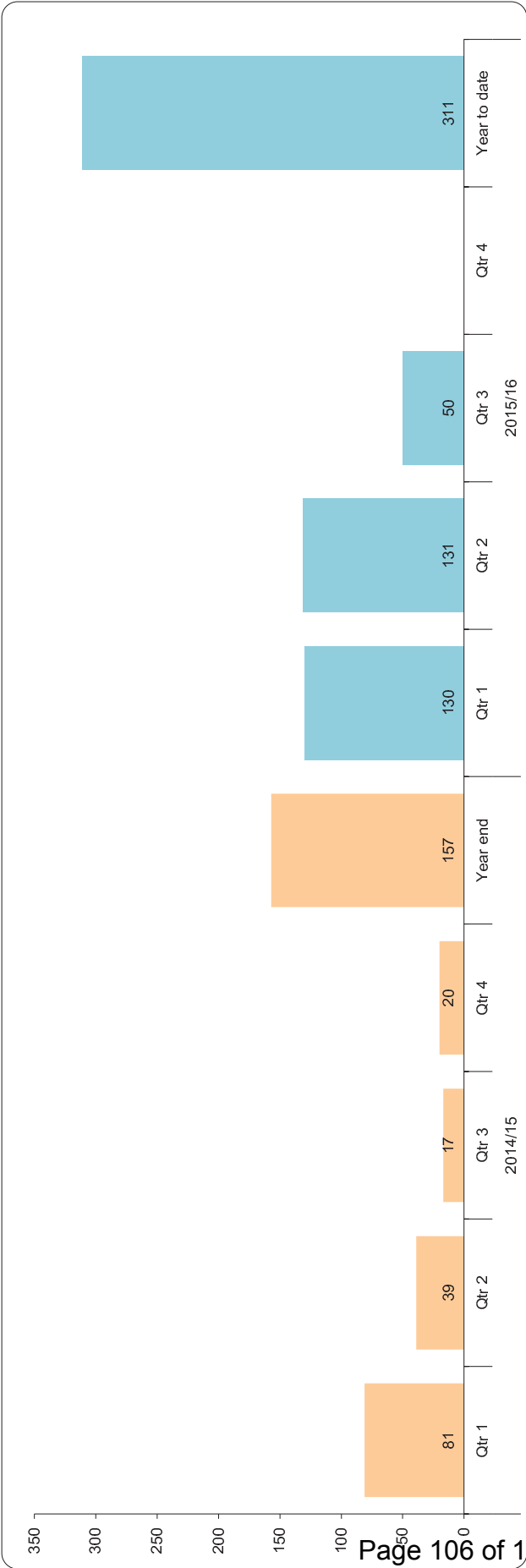
Houses in Multiple Occupation licences issued		RAG Status	No Target
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	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Houses in Multiple Occupation licences issued	86	160	185	89	520	40	82	64		186

Licensed and unlicensed Houses in Multiple Occupation inspected

RAG Status	No Target
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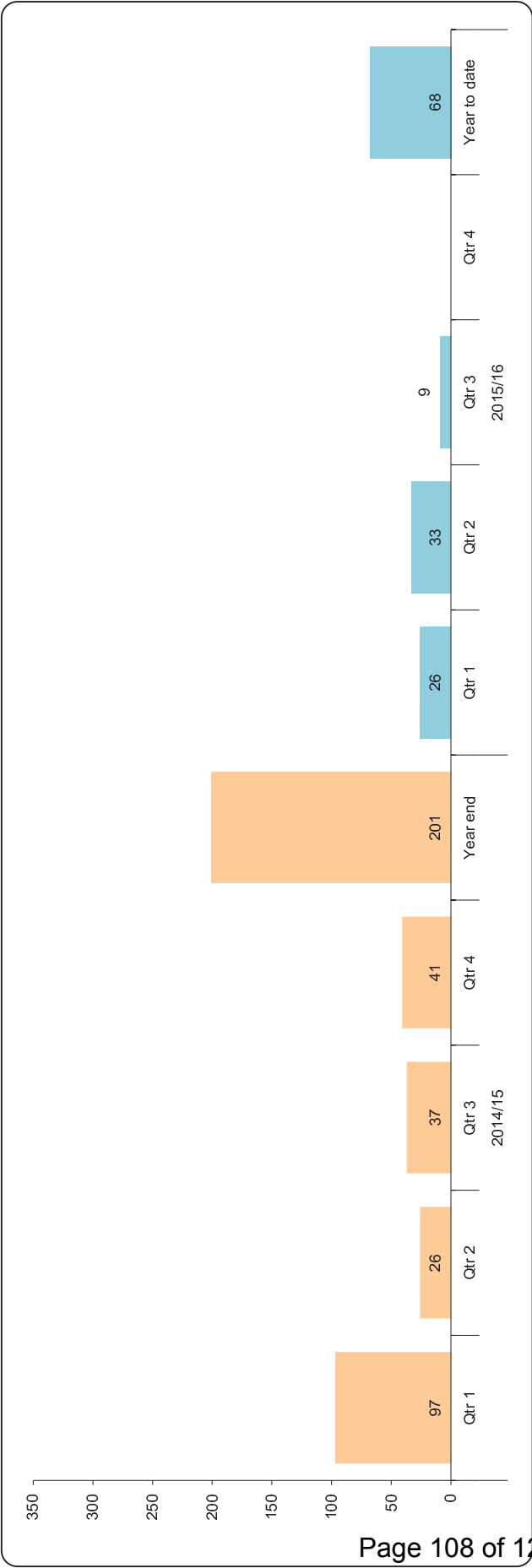
Licensed and unlicensed Houses in Multiple Occupation inspected	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	81	39	17	20	157	130	131	50		311



Private Tenancy Unit - Cases assisted through advice

RAG Status

No Target

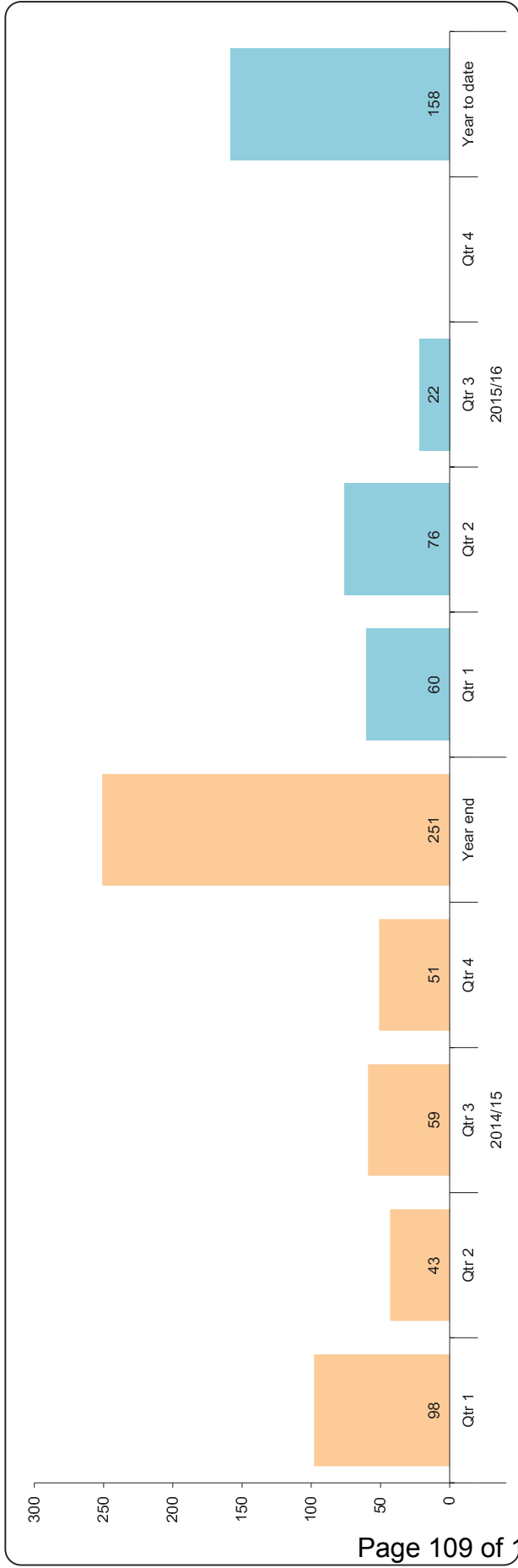


Private Tenancy Unit - Cases assisted through advice	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
	97	26	37	41	201	26	33	9		68

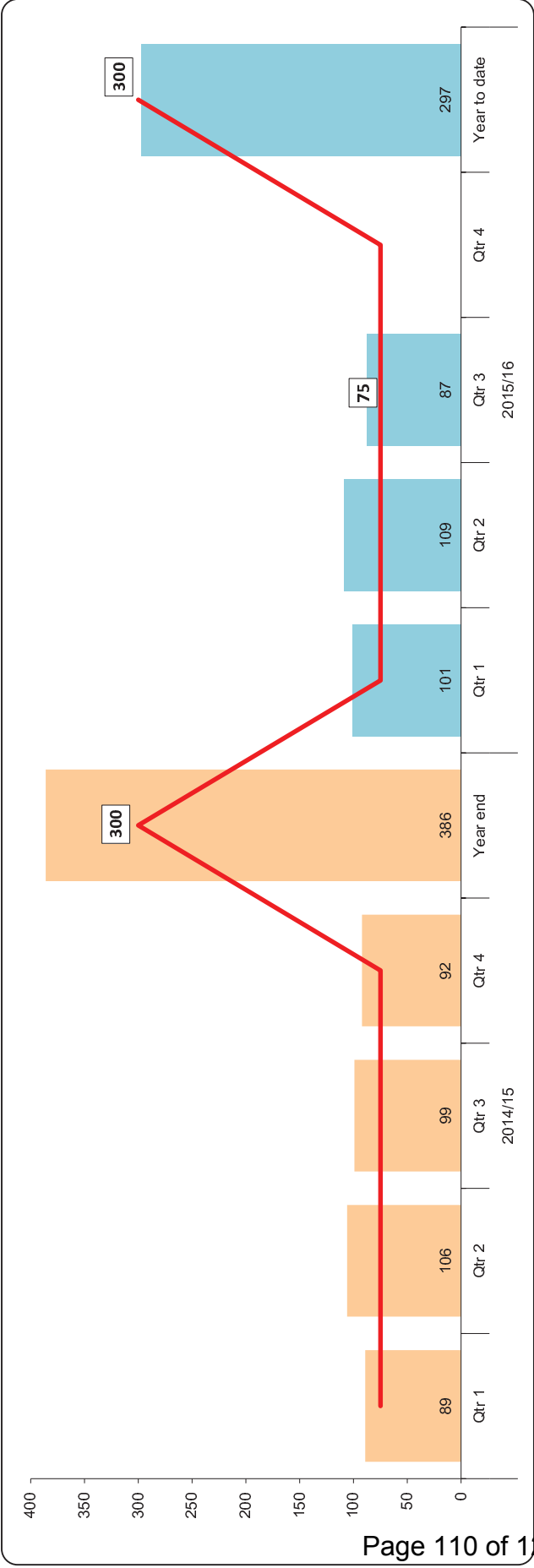
Private Tenancy Unit - Cases assisted through intervention

RAG Status

No Target



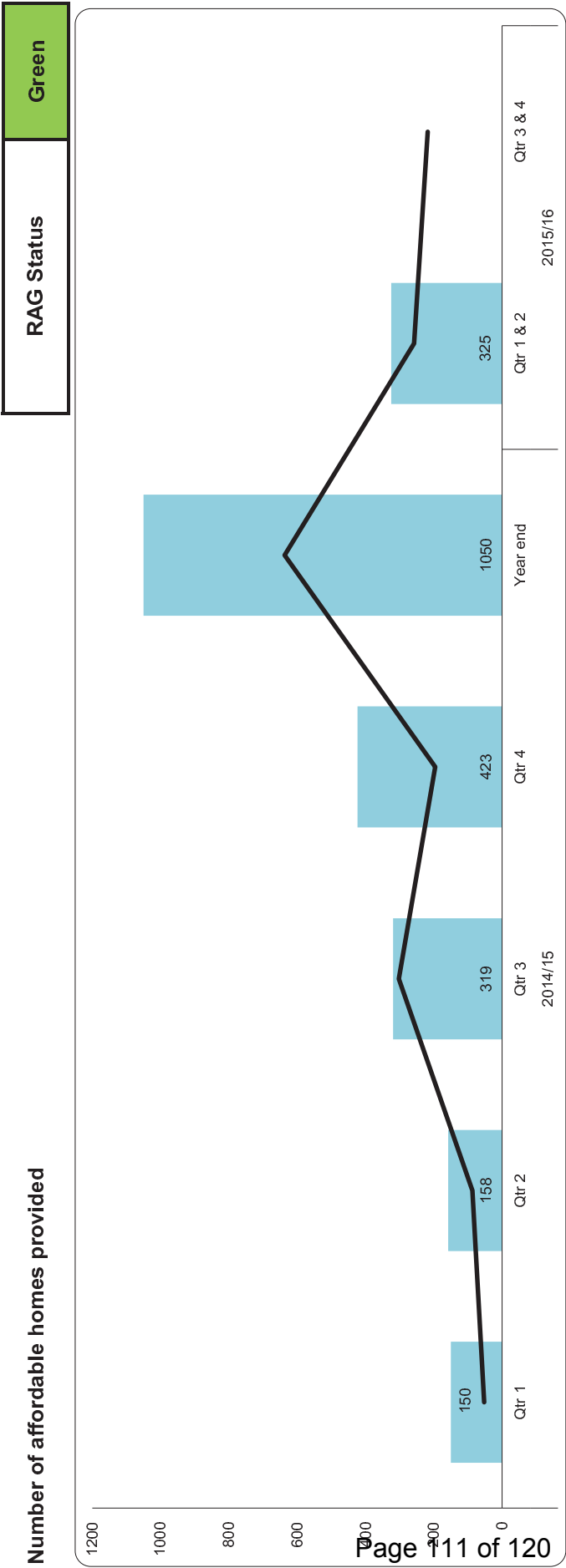
	2014/15					2015/16				
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Private Tenancy Unit - Cases assisted through intervention	98	43	59	51	251	60	76	22		158



Bigger is better

		2014/15				2015/16					
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year to date
Empty properties brought back into use		89	106	99	92	386	101	109	87		297
Target		75	75	75	75	300	75	75	75	75	300

Housing Development (Clive Skidmore)



Bigger is better

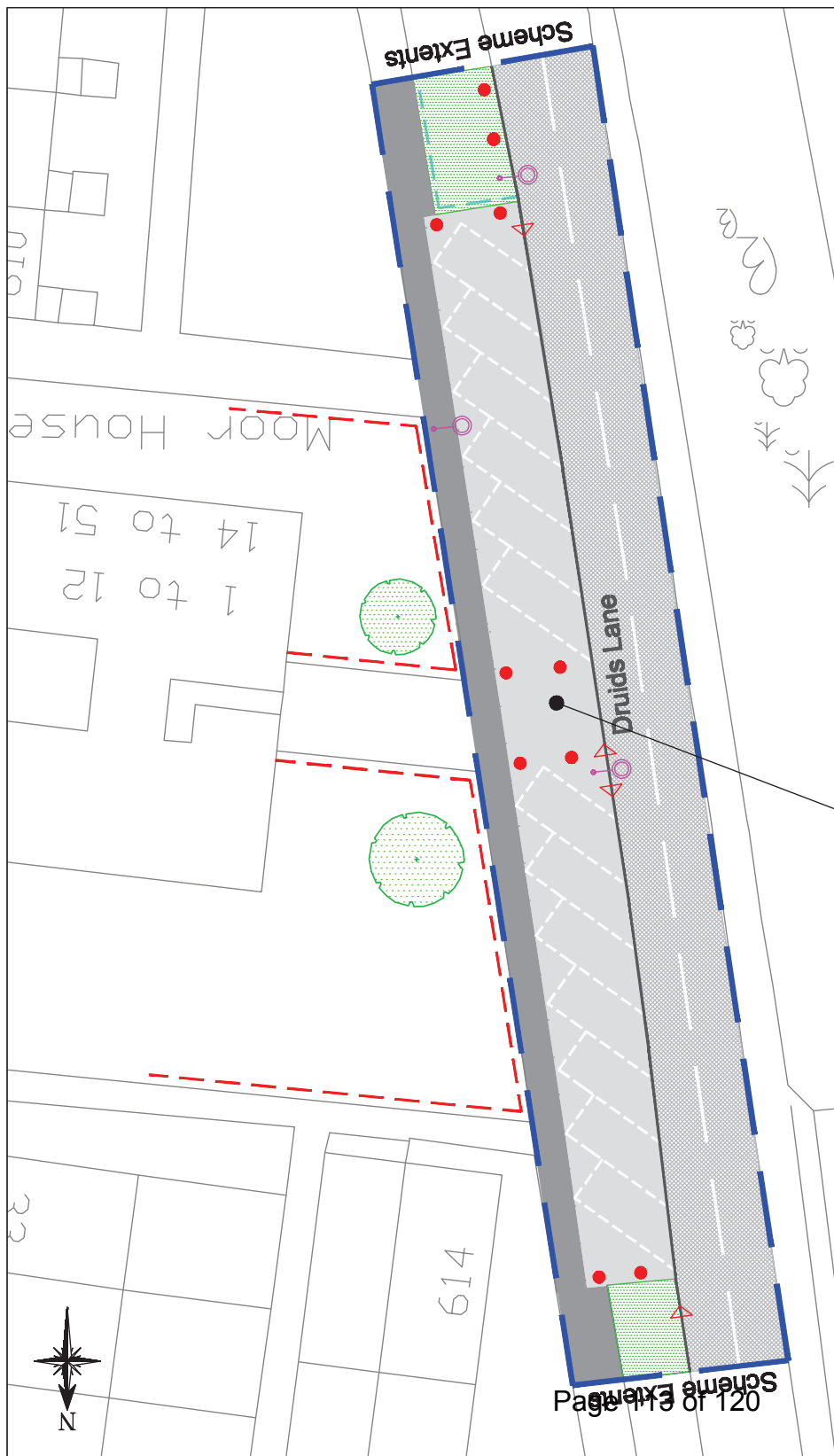
	2014/15				2015/16		
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year end	Qtr 1 & 2	Qtr 3 & 4
No of affordable homes provided	150	158	319	423	1050	325	
Target	52	87	302	196	637	258	218
% of target homes provided	288%	182%	105%	215%	165%	126%	

Data for this measure is provided to BCC by external organisations. Information is now reported twice a year.  
Data has been provided for Quarter 1 and 2 combined.

HD01








**Existing hard standing area to be formalized into echelon parking bay facility and dropped crossings to be installed as shown**

Highway change quantities

item	unit	quantity	type
Phospho Schindler	No.	10	Annual
Tripp rail	m	10.6	De-Annual
Foulsbury	m2	200	De-Annual
Foulsbury (heavy duty)	m2	200	Annual
Karhai (1832)	m	49	De-Annual
Dressed Karhai (1828-1830)	m	49	Annual

## Formalising parking arrangements - Druids Lane o/s Moor House

DRAWING NO C/1263/001	SHEET 1	REV.
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## The Place Directorate

**JOHN BLAKEMORE**  
DIRECTOR, HIGHWAYS & RESILIENCE  
1 LANCASTER CIRCUS,  
BIRMINGHAM B4 7DQ.

SCHEME

DRUIDS LANE

## SELLY OAK DISTRICT

HLB

DRAWING

## IMPROVED PARKING

~~SCHEME~~ OUTSIDE

**MOOR HOUSE**

SCALE  
1:250

DRAWN  
LC

DATE	ENG.	APPROVED
30.02.15	LC	LC

FILE LOCATION	SHEET SIZE
	A3

DRAWING NO	AS	
	SHEET	REV.

C/1263/001



# **Project Proposal Form 2014/15 (Generic)**

## **1. Project Location - Housing Officer/T.P.O:**

**(Full Address including Block Names and/or Numbers where applicable, and FULL POST CODE n.b. The work order will be raised against this address):**

**Address:**

Moor House, Druids Lane, B14 5QF

## **2. Area Details – Housing Officer/T.P.O:**

<b>Constituency:</b>	Selly Oak Constituency
<b>HLB Area or Ward:</b>	Druids Heath
<b>Tenant Participation Officer:</b>	Sarah Wong
Office No:	0121 464 3626
Mobile No:	07766924132
Email:	Sarah.wong@birmingham.gov.uk
<b>Project originator:</b>	John tester
Mobile No:	07766923999
<b>Local Housing Manager:</b>	Natalie Potter
Mobile No:	07557287522

## **3. Budget Information – Housing Officer/T.P.O:**

<b>Budget Code: (HLB)</b>	<b>HLB</b>
<b>Budget Code: (Aerial)</b>	
<b>Budget Code: (Environmental)</b>	

## **4. Project Description - Housing Officer/T.P.O:**

Local Residents are requesting off road parking approximately 50metres stretch in front of Moor House, this will entail fitting angle curbs and painting parking lines. An estimate of £4,000 for curbs and £1,000 for lines.

The contact officer for the quote and works is:

Sajid Khan.

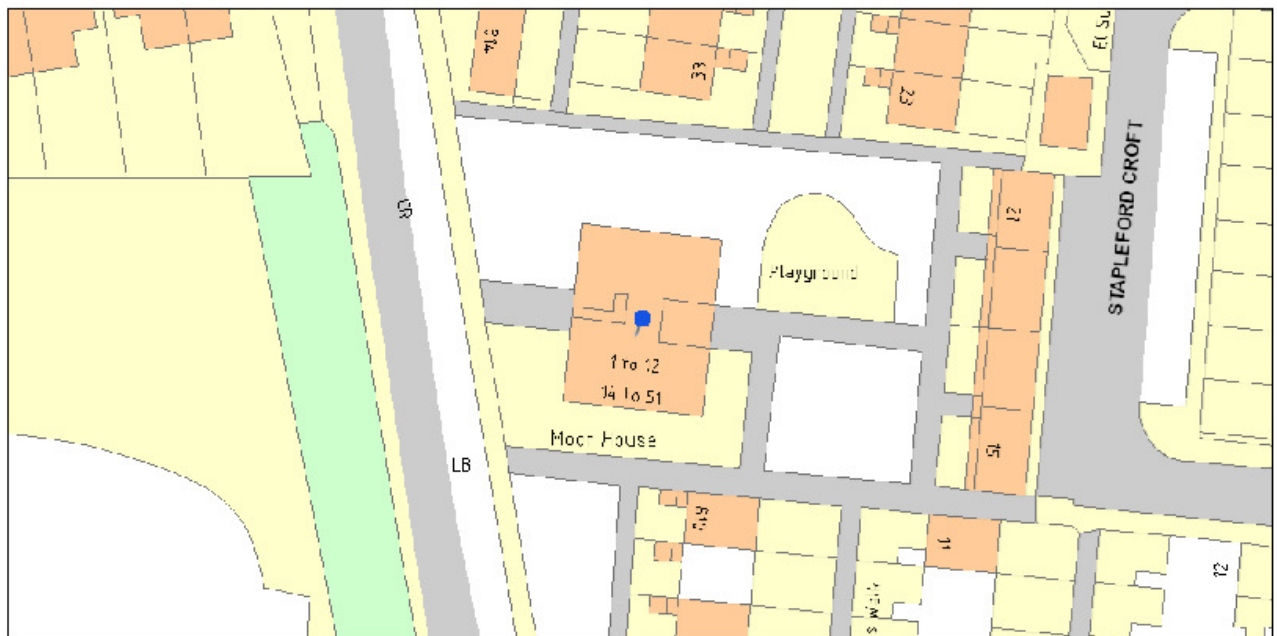
Senior Service Manager

Selly Oak District Office

Tel. 464 2780

**A) Location Map at 1:2500 scale showing location of building or land where work to be carried out. This is to assist Surveyors, and Contractors when attending site meetings:**

**Paste Location Map (A) here (Directly from Local View):**



Map Created By:  
Date of Map Creation: 21/07/2014  
**Notes**

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### Legend



**B) Plan at 1:250 or 1:500 scale showing position of work item requested** (e.g. Gates, fencing, benches, shrub beds, and other external work). This is required to reduce the potential for abortive work.

Paste Sketch Plan (B) showing where item/s required here (Directly from Local View):

**C) Photo/s** showing location where work is to be carried out. This is required, to assist officers, surveyors and contractors to identify any issues which may affect the viability of Project Proposals, and impact on cost estimates.

Paste Photo/s (C) here:





**R W Services Contractors Limited**  
294 Aldridge Road, Streetly, Sutton Coldfield, B74 2DU

**Quotation for Works**

<b>Client</b>	BCC	<b>Quote N°</b>	3371
<b>Site</b>	Druids Lane, Selly Oak	<b>Date</b>	12.03.15

Item N°	Description	Qty	Unit	Rate £	Total
100/001	Erection and dismantling of offices and messes for the Contractor	1	item	£50.00	£50.00
100/003	Servicing of offices and messes for the Contractor	10	Day	£10.00	£100.00
100/007	'What's Going On' Boards to Standard Detail HW/1.09 Type HB	2	no	£51.00	£102.00
100/034	Site supervision and establishment for scheme	10	Day	£30.00	£300.00
100/035	All establishment costs for and the carrying out of Location and marking of publicly and privately owned services using radar survey with output as detailed in the amendments to the method of measurement and clause 171AR up to a maximum area of 500 square metres	325	m2	£1.70	£552.50
200/091	Take up or down and remove to tip off site precast concrete kerbs	50	m	£4.50	£225.00
200/096	Take up or down and remove to tip off site precast concrete edgings	85	m	£1.90	£161.50
200/104	Take up or down and remove to tip off site trip rail fencing of any type including posts	11	m	£6.00	£66.00
300/021	Permanent bollard non-illuminated recycled bollard, installed in accordance with manufacturer's recommendations including 80mm wide class 1 reflective band. 915mm high	10	no	£206.00	£2,060.00
300/042	Extra over excavation for excavation in Artificial Hard Material	2	m³	£40.00	£80.00
300/044	Extra over for reinstatement of flexible footway to Standard Detail Sheet Drawing HW/ 11.15	5	m²	£30.00	£150.00
600/003	Excavation of unacceptable material Class U1A in cutting and other excavation	114	m³	£9.50	£1,083.00
600/006	Extra over excavation of excavation in Hard Material - artificial hard material in cutting and other excavation	114	m³	£13.00	£1,482.00
600/011	Disposal of unacceptable material Class U1A	137	m³	£26.00	£3,562.00
600/038	Topsoiling 300 mm thick to surfaces sloping at any angle	15	m²	£1.50	£22.50
600/042	Completion of formation on cuttings and other excavations	325	m²	£0.50	£162.50
600/043	Trial pit 0 to 1 metres in depth	1	m³	£60.00	£60.00
600/051	Perforation of redundant flexible pavement not exceeding 100 mm deep	325	m²	£2.00	£650.00
1100/001	Precast concrete kerb Type HB2 to standard detail HW/11.01 and HW 11.04 laid in areas of existing carriageway construction including reinstatements laid straight or curved exceeding 12 metres radius	6	m	£23.00	£138.00
1100/010	Precast concrete kerb Type BN to standard detail HW/11.01 and HW11.04 laid in areas of existing carriageway construction including reinstatements laid straight or curved exceeding 12 metres radius	49	m	£22.00	£1,078.00

## R W Services Contractors Limited

294 Aldridge Road, Streetly, Sutton Coldfield, B74 2DU

1100/013	Precast concrete kerb Type DL1/ DR1 to standard detail HW/11.01 and HW/11.04 laid in areas of existing carriageway construction including reinstatements	4	no	£25.50	£102.00
1100/056	Additional in situ concrete mix ST4 for precast concrete kerbs, channels, edgings, combined drainage and kerb blocks and linear drainage channel systems	2	m <sup>3</sup>	£105.00	£210.00
1100/076	Footway comprising of Type 1 unbound mixture sub-base 150 mm thick, dense bitumen macadam base course 160 mm thick, dense bitumen macadam wearing course 40 mm thick on surfaces sloping at any angle for footway crossing for commercial and heavy duty vehicles	325	m <sup>2</sup>	£53.00	£17,225.00
1100/261	Weed killer application to new footway and paved areas to surfaces of formation level /sub base layer at any inclination to the horizontal	325	m <sup>2</sup>	£1.00	£325.00
1200/160	Dayworks - Minimum rate for road marking works	1	day	£485.00	£485.00
3000/009	Grass seeding by conventional sowing to surfaces sloping at any angle	15	m <sup>2</sup>	£1.00	£15.00
NSI	traffic management	1	item	£992.00	£992.00

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**Section Total    £31,439.00**